

NextGen Bus Plan: Frequently Asked Questions

OVERVIEW

1) What is the NextGen Bus Plan?

In 2018 Metro began the process of reimagining and restructuring our bus system to better meet the needs of past, current and future riders through the NextGen Bus Study (Study). Now in the second phase of the project, the goal of the NextGen Bus Plan (Plan) is to implement a new bus network that is more relevant, reflective of, and attractive to the residents of LA County. We believe this redesigned network will improve service to current customers, attract new customers and win back past customers. The Plan is also an essential component of Metro's Vision 2028 to build a comprehensive World Class Transportation System. The Plan is expected to improve rider experience and provide competitive service where people choose Metro as a transportation option.

2) How will the NextGen Bus Plan make bus service a competitive option for Angelinos?

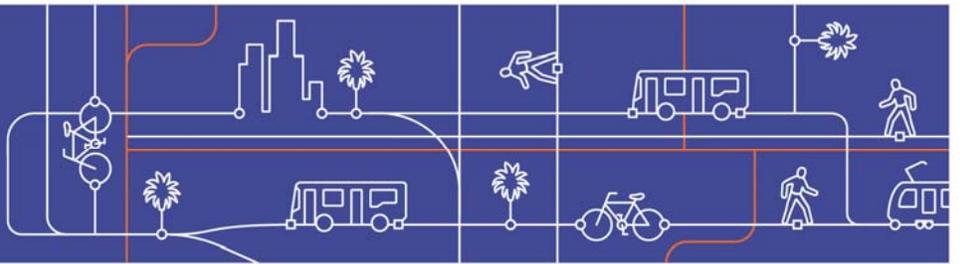
We can better connect Angelinos to where they want to go by:

- Creating a bus system that both reconnects with our existing customers and elevates transit in LA County
- Implementing a range of service improvements on all major, and most minor, corridors throughout the county
- Refocusing service in areas with the greatest travel demand and simplifying routes and schedules
- Coordinating with LA County's 16 other bus agencies to ensure service is as seamless as possible for passengers
- Investing in smart street improvements such as signal synchronization, transit priority enhancements, stop realignments and bus-only lanes, where feasible
- Improving stop amenities and enhancing security features, such as real-time information and lighting

The Plan will make it easier for more people to choose Metro bus service by:

- Delivering frequent, all-day service for 80% of riders
- Doubling the number of frequent Metro bus lines
- Expanding service during midday, evenings and weekends
- Utilizing stop consolidation and streamlined service to create short walks, shorter waits and faster travel
- Creating a more comfortable, cleaner and safer waiting and on-board environment
- Improving access to bus service for communities with the greatest mobility needs

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3) Why is Metro doing this now?

Simply put, the bus network is the backbone of the Metro system, carrying over 70% of all Metro customers, but it has not had a major overhaul in 25 years. Since that time, our county has evolved dramatically. Over a million residents have been added, transforming many local communities with new travel patterns. The Metro Rail system was just beginning 25 years ago, but now LA County has 105 miles of service and service will continue to grow steadily over the next 25 years. In addition, with new transportation options like ride hailing apps and bike share, it is important that our bus system integrates with all the ways Angelinos travel today, with flexibility built in for the future.

4) What is the timeline for the NextGen Bus Plan?

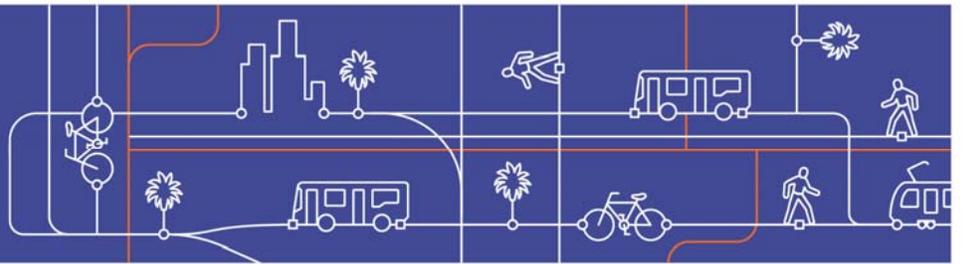
The Study began in 2018 and focused on studying customer and countywide travel patterns, evaluating current bus service and collecting countywide feedback to help inform the service concepts that have guided the development of the Plan. With the Draft NextGen Bus Plan now developed, here's what comes next:

- **January 2020:** Metro Board will consider allocating resources and releasing the draft plan
- **February-March 2020:** Public Workshops will be held across the county
- **August-September 2020:** Public hearings will take place in conjunction with the Metro Service Council meetings before any changes or restructuring of the system are considered by the Board of Directors
- **October 2020:** Final Bus Service Plan will be presented to the Metro Board for their consideration and approval
- **December 2020:** Phase 1 implementation will begin
- Future phased implementation aligns with scheduled service changes

5) Will the NextGen Bus Plan result in minor adjustments to the current bus network or truly redesign the system with a “clean slate approach”?

The goal of the Plan is to create an attractive and competitive world-class bus system. To achieve this goal, Metro is planning to refocus service in areas with the greatest travel demand and simplify routes and schedules to create operational efficiencies, as well as investing in capital improvements to help maximize bus speed, reliability and customer experience, thus increasing potential ridership growth. Improvements to the bus network are based upon the principle of reinventing and improving existing network resources, rather than starting from a “clean slate.”

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FUNDING/RESOURCES

10) How has the COVID-19 pandemic affected the implementation of the NextGen Bus Plan

Metro is planning to refocus service in areas with the greatest travel demand and simplify routes and schedules to create operational efficiencies. The rollout of most NextGen improvements will be phased over three upcoming service changes in December 2020, June 2021 and December 2021. Based on the availability of budget and resources that were impacted due to COVID-19, some of the changes planned for December 2020 will be deferred to the subsequent two changes though could be implemented sooner if financial conditions improve more quickly. Metro is also working on other upgrades that are a companion to NextGen - these include working with cities to speed up transit service by adding more bus lanes in LA County, improving bus stops and optimizing traffic signal priority for buses and trains. The NextGen Bus Plan is designed to bring fast, frequent and reliable all-day service to more people within the current level of service hours.

11) How will fares be affected?

Fares are not being considered as part of this effort

12) Will there be further opportunities for public input on the NextGen Bus Plan?

While the Plan is going to the Metro Board for final approval in October 2020, Metro is always interested in receiving public input and comments on service. Here are some of the ways to stay involved and provide a comment:

- Check the project website and Story Map tool regularly or sign-up for our mailing list at metro.net/nextgen for updates
- Send an email to Nextgen@Metro.net