



Board Report

File #: 2019-0145, **File Type:** Oral Report / Presentation

Agenda Number: 20.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
MAY 16, 2019**

SUBJECT: ORAL REPORT ON NEW BLUE UPDATE

RECOMMENDATION

RECEIVE oral report on New Blue Update.

ITEM 20

New Blue Update

May 16, 2019

Operations, Safety & Customer Experience Committee



Metro

New Blue Improvements Project

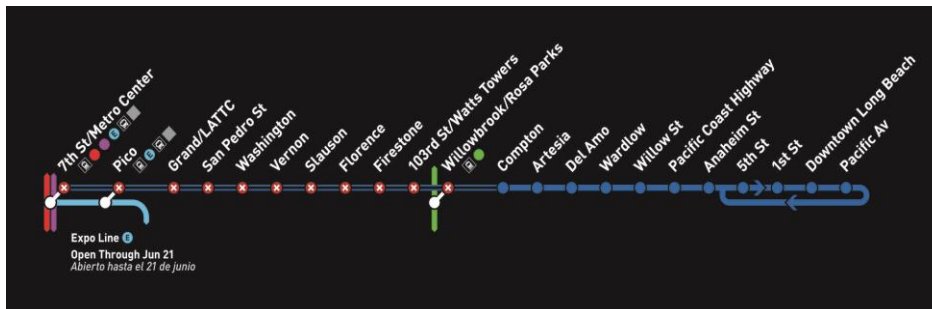
Phase 1 and Phase 2

South Segment (Phase 1)

- Scheduled to re-open between Downtown Long Beach and Compton Station on Saturday, June 1, 2019
- Construction and station improvements are in the final stages
- Test trains are now running between 103rd/Watts Towers and Downtown Long Beach and will continue through the end of May 2019
- Metro will continue to prioritize safety, service and reliability at all project stages, including the transition between the south and north segment closures

North Segment (Phase 2)

- Blue Line: Out of service between Compton Station and 7th St/Metro Center starting **Saturday, June 1, 2019** through September 2019
- Expo Line: Pico and 7th St/Metro Center stations will close for 60-days starting **Saturday, June 22, 2019**
- Blue Line Willowbrook/Rosa Parks Station: Will remain out of service during the North Segment closure
- Green Line Willowbrook/Rosa Parks service will remain open



New Blue Phase 2

Blue Line Bus Shuttle Service Overview

Blue Line **Local** Shuttle – 864 (Free)

- Serving all closed stations operating Blue Line hours
- Frequency: 6 -12 mins during peak, 12 mins during mid-day and weekends & 20 mins during late nights

Blue Line **Select** Shuttle – 863 (Free transfer with TAP or \$1.75)

- Serving select closed stations, Monday through Friday, peak hours (5:30 am – 10am, 3–7:30pm)
- Frequency: 12 mins during peak

Blue Line **Express** Shuttle – 860 (Free transfer with TAP or \$1.75)

- Express stops Monday through Friday (5am – 7:30pm); Saturday and Sunday (10am – 6pm)
- Frequency: 6 -12 mins during peak and 20 mins during mid-day and late nights

Starting Saturday, June 1, 2019 through
September 2019



New Blue Phase 2

Expo Bus Shuttle Service & Alternate Route Service

Expo Line Local Shuttle – 856 (Free)

Serving LATTC/Ortho Institute, Pico, and 7th St/Metro Center stations

Red/Purple Lines will remain open

Expo Line Bus Shuttle service will be provided in addition to Blue Line shuttles

Frequency: 6 -12 mins during peak, 12 mins during mid-day and weekends & 20 mins during late nights

Alternate Route Service

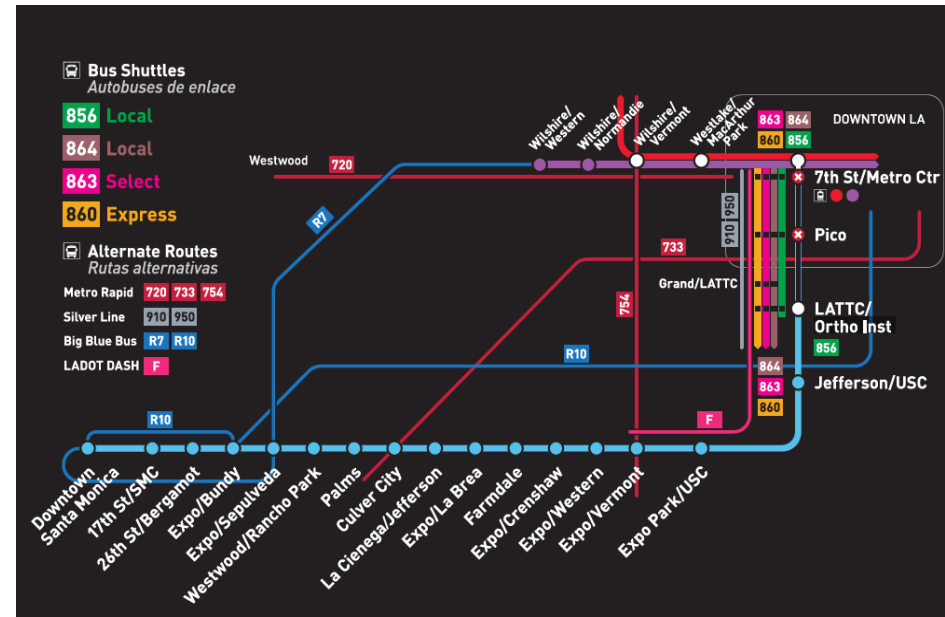
Metro Rapid: 720, 733 & 754

Metro Silver Line: 910 & 950

Big Blue Bus: R7 & R10

LADOT DASH: F

Starting Saturday, June 22, 2019 through September 2019

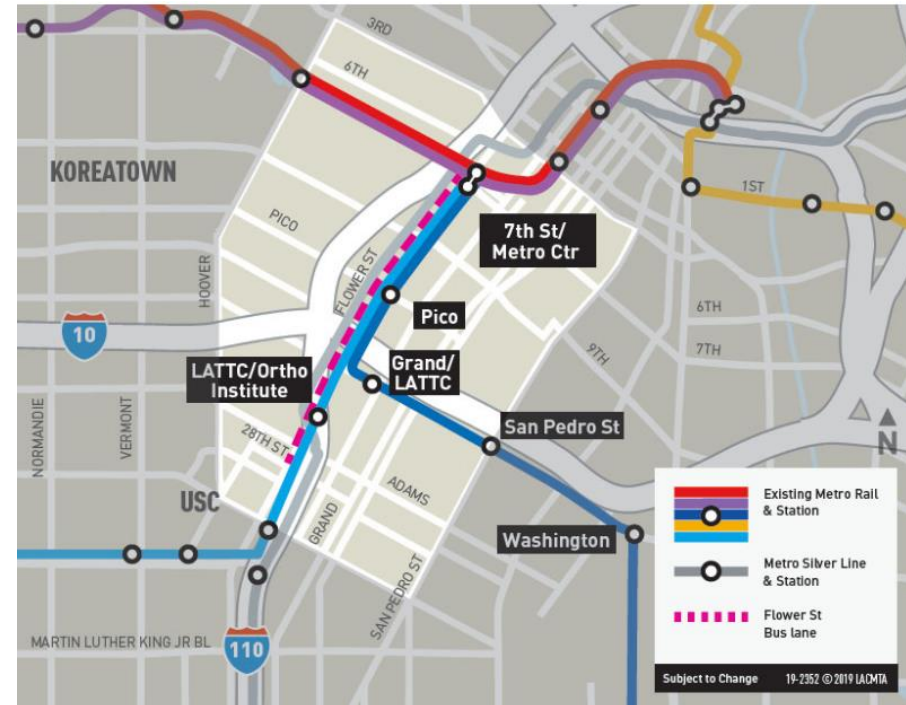


New Blue Phase 2

Flower Street Bus-only Lane

- Flower St from 7th to 28th St/I-110 ExpressLanes is utilized by multiple bus operators & thousands of riders
- New Blue North Segment closure is expected to increase the number of buses in the DTLA corridor (about 60 buses per hour travel the area during evening peak periods)
- Metro and LADOT will implement a temporary bus-only lane to reduce transit congestion and improve mobility during the New Blue Improvements Project (North Segment)
- Convert the curb lane on Flower St into a bus-only lane during weekday evening peak hours from 3pm-7pm
- Revise the “No Parking/Stopping” zone from 4pm-6pm to 3pm-7pm

Starting Monday, May 20, 2019 through September 2019



New Blue Phase 2

Communications Plan: Pre-Closure Outreach

Briefings and Presentations to:

- Service Councils, Elected officials, Corridor cities, and Transit Operators (March - ongoing)
- Targeted community events, Town Halls, recreational centers, and schools (March - ongoing)

Direct Customer Communication

- Rail posters and car cards (late April - ongoing)
- Direct-mail piece to Blue Line and Expo Line corridors (within .5 mile) (May)
- Station and Operator announcements (May - ongoing)
- Pre-closure temporary signage at stations (May - ongoing)
- Dedicated hotline and email (ongoing)
- In-person station outreach (Late April - ongoing)

Traditional and Digital Media:

- News releases and Press Conference (May 29)
- Agency blogs and social media (April - ongoing)
- Advertisements: (May - ongoing)
 - Includes ethnic media: Spanish, Khmer, Korean, Filipino, Chinese, Japanese
 - Third party application coordination (May - ongoing)

New Blue Phase 2

Temporary Signage and Wayfinding Highlights

Pre-closure:

- Station specific signs with: bus shuttle stop location map and directions, bus shuttle diagram, and closure information.
- General signage to notify customers about the closure.

During the Closure:

- Station specific banners with bus shuttle location map and directions, bus shuttle diagram, closure information, TAP access information, and location of nearest vendor.
- Wayfinding signs from each station to the corresponding bus shuttle stop.
- Bus shuttle blades with bus shuttle information.
- Eye level signs accompanying the bus shuttle blades with bus shuttle diagram information.

New Blue Phase 2 Temporary Signage and Wayfinding

Pre-Closure Station Signage

Blue Line

Station Closures
Cierres de estacion

7th St/Metro Center to Compton
Autobuses de enlace y rutas alternativas

Sat Jun 1 – Early Oct
Sábado 1 de junio hasta los últimos de septiembre

Bus Shuttles & Alternate Routes
Autobuses de enlace y rutas alternativas

Bus Shuttle Location
Sitio de autobuses de enlace

This station will be closed due to the New Blue Improvements Project. Please use bus shuttles and alternate routes. Esta estación estará cerrada debido al nuevo proyecto de mejoras de Metro Blue Line. Por favor, utilice los autobuses de enlace y las rutas alternativas.

metro.net/newblue

Closed Station Banners

Blue Line

Station Closed
Estación cerrada

Bus Shuttle Location
Sitio de autobuses de enlace

Sat Jun 1 – Early Oct
Sábado 1 de junio hasta los últimos de septiembre

This station is closed due to the New Blue Improvements Project. Please use bus shuttles and alternate routes. Esta estación está cerrada debido al nuevo proyecto de mejoras de Metro Blue Line. Por favor, utilice los autobuses de enlace y las rutas alternativas.

metro.net/newblue

Wayfinding & Bus Shuttle Blades

Shuttle Bus

Northbound

Southbound

Shuttle Bus

Northbound

Southbound

Metro

Metro

Shuttle Bus Northbound

860 Express Downtown Long Beach

861 Select Downtown Long Beach

862 Local Downtown Long Beach



No Trains

Shuttle Bus

Go to Long Beach Av/ Vernon Av

TAP vendor available at
Mundo Check Cashing
1713 E. Vernon Av #113
Gumbo Market
1610 E. Vernon Av

Metro