



Board Report

File #: 2022-0685, **File Type:** Informational Report

Agenda Number: 32.

**OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE
JANUARY 19, 2023**

SUBJECT: NEXTGEN SPEED AND RELIABILITY PROGRAM UPDATE

ACTION: RECEIVE AND FILE

RECOMMENDATION

RECEIVE AND FILE the NextGen Speed and Reliability Program Update.

ISSUE

The NextGen Bus Plan is a reimagining of the Metro bus system. It includes a redesign of the bus route network and a capital program to improve the speed and reliability of the network. This report provides an update on the NextGen Speed and Reliability Program.

BACKGROUND

The NextGen Bus Plan was initiated in 2018 and approved by the Metro Service Councils in September 2020, followed by Metro Board adoption in October 2020. A key part of the plan is to establish a fast, frequent, and reliable network of bus services capable of competing effectively in the overall market for travel to grow Metro bus ridership. This network was largely implemented between December 2020 and December 2021.

In July 2018, the Board adopted Motion 38.1 (Attachment A), endorsing travel speed, service frequency, and system reliability as the highest priority service design objectives for the NextGen Bus Study. These objectives were incorporated into the NextGen Regional Service Concept approved by the Board in July 2019. This provided the framework for restructuring Metro's bus routes and schedules under the NextGen Bus Plan, the first comprehensive review of the Metro bus network in a generation, and focused on establishing a fast, frequent, and reliable network that is easy to understand and competitive in the overall market for travel in LA County. This new network would be capable of supporting a growth in overall ridership for the bus system by addressing opportunities to be more competitive at off peak times and for shorter distance trips.

In July 2019, the Board approved Motion 22.1 (Attachment B) entitled NextGen Bus Speed Engineering Working Group as part of the NextGen Service Concept, which provided direction to staff to establish a partnership between Metro and LADOT to identify, design, fund, and implement transit supportive

infrastructure to speed up transit service as part of the NextGen Bus Plan.

DISCUSSION

The NextGen Bus Speed Engineering Working Group has implemented over 10 lane-miles of bus priority lanes since its creation in 2019. Bus priority lanes have been installed on 5th St, 6th St, Aliso St, Alvarado St, Flower St, Grand Av, and Olive St. These bus priority lane corridors have seen up to 15% travel time improvement for buses.

Since the last NextGen Speed & Reliability Program update provided to the Board in September 2021, the Working Group has met regularly in support of the following initiatives:

Alvarado Street Bus Priority Lanes (Metro Line 2)

In partnership with LADOT, and with guidance and support from Caltrans, the remaining northern Bus Priority Lane (0.5-mile segment of Alvarado St between Sunset Bl and US-101) began implementation on December 7, 2022, and is now operational. Metro will conduct a post-implementation survey in early 2023 of Line 2 bus riders to gather feedback on their overall experience using the newly completed bus lanes.

La Brea Avenue Bus Priority Lanes (Metro Line 212)

Metro, in partnership with LADOT and Council District 5, is moving forward with the first phase of weekday, peak period bus priority lanes on La Brea Ave between Sunset Blvd and Olympic Blvd, starting December 2022. Completion is anticipated within six weeks from the start of implementation. Metro will update the community on the construction schedule and impacts. Metro and LADOT continue to work with stakeholders on completing the second phase on La Brea Ave between Olympic Blvd and Coliseum St.

Venice Boulevard Bus Priority Lanes (Metro Line 33)

Metro is partnering with LADOT on the Venice Blvd Safety and Mobility Project in the Mar Vista and Palms neighborhoods. Conversion of the rightmost traffic lane to full-time, bus priority lanes in both directions between Inglewood Ave and Culver Blvd near Culver City E Line (Expo) Station began in December 2022. Parking and protected bike lanes will also be installed along this segment. LADOT led community outreach and design. Between June-Sept 2022, LADOT and Metro engaged community members to learn more about their experiences on the corridor and priorities for improving mobility on Venice. During this process, key feedback received focused on improvements to safety and comfort and that ensuring Venice remains accessible and efficient is important to connectivity.

Sepulveda Boulevard Bus Priority Lanes (Metro Line 234)

The Technical Working Group identified a 5.5 mile segment of Sepulveda Blvd, from Ventura Blvd to Rayen St, as the next corridor to study for bus priority lanes. The proposed bus lanes would be in

service full-time along Sepulveda Blvd and 7-9 am weekdays only along the short 0.5 mile segment of westbound Ventura Blvd between Vesper Ave and Sepulveda Blvd. Community engagement began in the Summer of 2022, with a virtual community meeting on November 10, 2022. Design is underway, with implementation anticipated in Winter 2023.

Florence Avenue Bus Priority Lanes (Metro Line 111)

In partnership with LADOT and Council Districts 8 and 9, Metro has proposed a peak-hour bus priority lane for a nearly five-mile segment along Florence Ave from Florence A Line (Blue) Station to West Blvd. Community engagement was completed through Summer 2022, with design in-process and implementation anticipated in Spring-Summer 2023. Overall pavement quality along Florence Av was identified as a community concern in certain segments that have not been recently resurfaced. As a result, the Working Group has passed forward this information to StreetsLA as part of this project.

LADOT Parking Enforcement of Bus Priority Lanes

In partnership with LADOT, targeted enforcement for bus lane compliance began in March 2022 based on bus operator and public feedback. This effort will continue through June 30, 2023.

In March 2022, LADOT reported an average of 530 vehicles each week in non-compliance. In November 2022, an average of 435 vehicles a week were found in non-compliance, an 18% improvement in overall compliance. The results indicate that the targeted enforcement effort is improving drivers' behavior blocking bus lanes.

As a result of this targeted approach, Metro has seen up to 15% travel time improvement in the first month of enforcement, or up to 2 minutes saved, on Metro Rapid 720 on Wilshire Blvd and Metro Line 2 on Alvarado St.

Given this program's successful outcomes, Metro is working with LADOT on establishing an ongoing targeted enforcement effort for current and future bus priority lanes, along with an upcoming program to pilot camera-based enforcement on buses.

EQUITY PLATFORM

The NextGen Bus Plan was developed with an equity lens, prioritizing service in Equity Focus Communities where transit was more likely to provide a key mobility option for residents. The above report shows progress in rolling out speed and reliability improvements for improved transit travel times on corridors benefitting EFC residents. These gains for EFC residents should continue to improve as bus speed and reliability improvements increase the competitiveness of the NextGen Bus Plan

Staff includes rider outreach in developing these projects and also conduct post-implementation surveys with bus riders along project corridors to measure the benefits and impacts to marginalized

groups as a result of these projects. These projects blend a data-driven approach with customer feedback, and staff continues to commit to centering marginalized community feedback to ensure marginalized voices are heard, and equitable outcomes are reached.

IMPLEMENTATION OF STRATEGIC PLAN GOALS

Recommendations support strategic plans:

Goal #1: Provide high quality mobility options that enable people to spend less time traveling. Improving the speed and reliability of the bus network will reduce transit travel times, as well as improve competitiveness with other transportation options.

Goal #2: Deliver outstanding trip experiences for all users of the transportation system. These initiatives help to move more people within the same street capacity, where currently transit users suffer service delays and reliability issues because of single occupant drivers.

Goal #3: Enhance communities and lives through mobility and access to opportunity. With faster transit service and improved reliability, residents have increased access to education and employment, with greater confidence that they will reach their destination on time.

Goal #4: Transform Los Angeles County through regional collaboration and national leadership. Because Metro does not have jurisdiction over local streets and arterials, collaboration with other partner agencies such as LADOT, Caltrans, City and County of Los Angeles are necessary to ensure these speed and reliability improvements are successfully implemented.

NEXT STEPS

The NextGen Bus Speed Engineering Working Group will continue to discuss and analyze future corridors along key arterials for equitable opportunities and are actively collaborating with partner agencies and stakeholders. Staff plans to provide further details about these corridors in the next quarterly update in April 2023.

ATTACHMENTS

Attachment A - Motion 38.1

Attachment B - Motion 22.1

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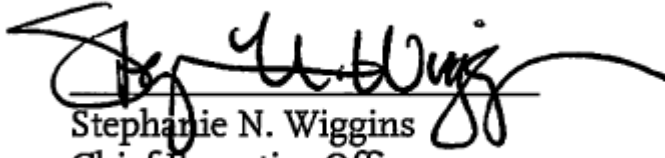
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Stephanie N. Wiggins
Chief Executive Officer



Board Report

File #: 2018-0614, **File Type:** Motion / Motion Response

Agenda Number:

**REGULAR BOARD MEETING
JUNE 28, 2018**

Motion by:

**GARCETTI, KUEHL, BONIN AND GARCIA
AS AMENDED BY BARGER**

Related to Item 38: **NEXTGEN BUS STUDY SERVICE PARAMETERS**

MTA should strive to deliver the best customer experience of any public transit provider in America.

MTA's customers should be able to easily and conveniently access MTA services and data and feel assured that their transit trip will be fast, convenient, and reliable.

Additionally, MTA's customers should feel that MTA actively cares about their experience. MTA's customers should see a proven, constant, and continuous effort by MTA to improve the experience of using MTA's services.

Furthermore, MTA must demonstrate that its services are superior to alternatives.

The Ad Hoc Customer Experience Committee was formed to ensure that MTA was focused on these issues.

Since July, the ad hoc committee has met six times. The committee has examining a wide range of issues, including quality bus service, station cleanliness, TAP, pass programs, real-time data, service interruptions, marketing, Customer Care, system accessibility, and the causes of MTA's recent ridership trends.

In the coming fiscal year, the duties of the Ad Hoc Customer Experience Committee will transition to the Operations Committee.

However, as MTA continues important customer experience initiatives, especially the NextGen Bus Study, it is important that the Board remain engaged on customer experience issues.

Additionally, as MTA advances the NextGen Bus Study, it is appropriate for the Board to provide policy direction on the highest priorities for the future restructuring of the MTA bus network.

SUBJECT: MOTION BY GARCETTI, KUEHL, BONIN AND GARCIA

NEXTGEN BUS STUDY SERVICE PARAMETERS

WE THEREFORE MOVE THAT the Board:

- A. Rename the System Safety, Security and Operations Committee to the Operations, Safety, and Customer Experience Committee;
- B. Endorse Travel Speed, Service Frequency, and System Reliability as the highest priority service parameters to guide the work of the NextGen Bus Study;

WE FURTHER MOVE that the Board direct the CEO to:

- C. Develop customer experience key performance indicators (KPIs) within Operations, Communications, Information & Technology Services, TAP, System Security and Law Enforcement, and other functional areas of MTA to regularly report on the status of the system, transit service, and the transit service environment;
- D. Develop an Annual Customer Service and Experience Plan, including but not limited to improvements planned and desired for:
 - 1. KPIs developed under section C. above
 - 2. The status of Customer Service & Experience projects
 - 3. Key accomplishments, objectives, and challenges in Customer Service and Customer Experience for the following budget year
 - 4. Key accomplishments, objectives, and challenges in transit service marketing for the following budget year
 - 5. The CEO's Ridership Initiatives, including the Customer Experience Strategist (Board File 2018-0365);
- E. Report back to the Operations Committee on all the above in 120 days.

BARGER AMENDMENT: continue to seek input and feedback on priorities from NextGen working groups and relevant community stakeholders.



Board Report

File #: 2019-0572, **File Type:** Motion / Motion Response

Agenda Number: 22.1

REGULAR BOARD MEETING JULY 25, 2019

Motion by:

DIRECTORS BONIN, GARCETTI, KREKORIAN, SOLIS AND GARCIA

Related to Item 22: NextGen Bus Speed Engineering Working Group

In June 2018, the Metro Board endorsed speed, frequency, and reliability as the highest priorities for Metro's bus service in the NextGen Bus Study. In recent years, the primary contributor to slow speeds and poor schedule reliability has been growing traffic congestion on city streets. This congestion directly increases Metro's operating costs and reduces the quality of the service that Metro can afford to provide. Providing high-quality transit options with competitive travel times is the single most important step Metro can take to retain and grow ridership, increase the carrying capacity of local roadways, and shift regional travel patterns toward more efficient modes. These goals are essential components of both Metro's Vision 2028 Strategic Plan and the City of Los Angeles' Mobility Plan 2035 and Sustainable City pLAN.

The phenomenon of traffic congestion impeding mass transit operations is particularly acute in Downtown Los Angeles and nearby neighborhoods -- and the experience of the recent Flower Street pilot bus lane has demonstrated the effectiveness of strategic bus-supportive infrastructure in allowing transit riders to bypass congestion. Other types of bus-supportive infrastructure may include queue jumpers, signal priority, or boarding islands. Combined with operational improvements like All Door Boarding, these types of infrastructure improvements can cut stop times and improve bus speeds by 20% or more.

Metro buses operate on streets controlled by local jurisdictions. Therefore, close coordination between Metro and local agency partners is essential to successfully implement infrastructure changes. A working group is needed to ensure close coordination between Metro's Operations Department and city transportation agencies.

SUBJECT: NEXTGEN BUS SPEED ENGINEERING WORKING GROUP

APPROVE Motion by Directors Bonin, Garcetti, Krekorian, Solis and Garcia that the Board direct the CEO to:

- A. Develop a list of priority bus-supportive infrastructure projects needed to support the NextGen bus service plan, with an emphasis on near-term improvements that can be implemented concurrently with each phase of NextGen;
- B. Form a NextGen Bus Speed Engineering Working Group co-chaired by the Metro CEO and the General Manager of the Los Angeles Department of Transportation, or their designees, and establish a regular meeting schedule, at least monthly;
- C. Assess the need for coordination with additional local jurisdictions and municipal operators where bus delay hotspots exist; and
- D. Report back to the Operations, Safety, and Customer Experience Committee on the above in October 2019, and quarterly thereafter.



NEXTGEN Bus Plan

Speed & Reliability
Program Update



Metro®

JANUARY 2023

Bus Lane Map

Bus Priority Lane Corridors

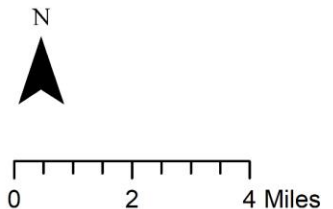
- ✓ Wilshire BI
- ✓ Sunset/Chavez
- ✓ Figueroa St
- ✓ Flower St
- ✓ Aliso St
- ✓ 5th St
- ✓ 6th St
- ✓ Alvarado St
- ✓ Grand Av
- ✓ Olive St
- 🚚 La Brea Av
- 🚚 Florence Av
- 🚚 Venice BI
- 🚚 Sepulveda BI

Over
30 Miles Of
Bus Lanes To Be
Completed
In 2023



Bus Lane Projects
DRAFT, 11/14/2022

- Bus Lanes**
- Completed Corridors
 - In-Progress Corridors
- City Boundaries**
- Los Angeles
 - Other cities/LA County

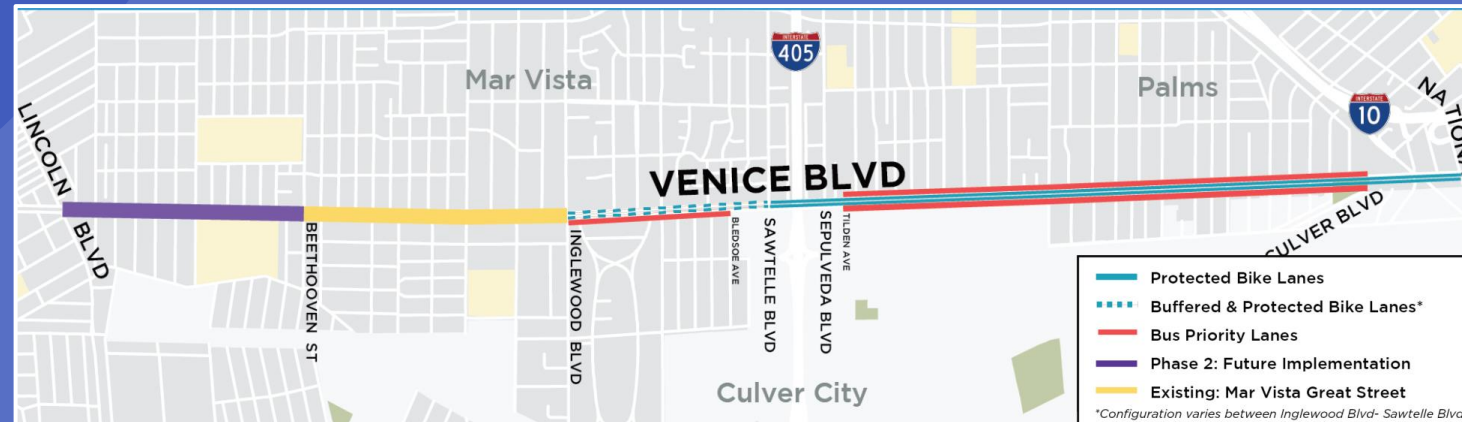
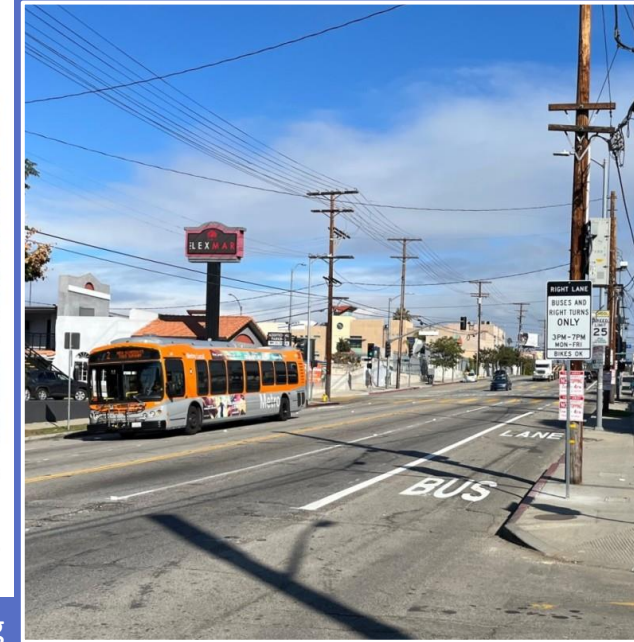


Bus Priority Lanes Under Implementation

- Alvarado St (Line 2): Final Phase (US-101 to Sunset Bl) completed by Caltrans and LADOT in December 2022
- La Brea Av (Line 212): Phase 1 (La Brea/Sunset to La Brea/Olympic) to be implemented with most construction activities beginning January 2023
- Venice Bl Safety & Mobility Project (Line 33):
 - Public outreach conducted Summer-Fall 2022
 - Beginning Winter 2023, LADOT and Metro will implement project features on Venice Bl between Inglewood to National including protected and buffered bike lanes, dedicated bus-only lanes, improved crosswalks, and upgraded left turn pockets at selected intersections



Photo Credit: Joe Linton/Streetsblog



Bus Priority Lanes Under Planning & Design

- Sepulveda Bl (Line 234):
 - Proposed 5.5 mile segment of Sepulveda Bl from Ventura Bl to Rayen St, and a 0.9 mile segment along westbound Ventura Bl from Vesper Av to Sepulveda Bl
 - Significant equity benefits
 - Typically, over 12,000 daily boardings
 - 8 in 10 of Sepulveda bus riders do NOT own a car
 - 88% are people of color
 - 6 in 10 are below the poverty line
 - 9 in 10 take Metro at least several times per week
 - Extensive community outreach completed in Fall 2022 with proposed implementation in Spring-Summer 2023
- Florence Av (Line 111): Community engagement completed through Summer 2022 with design in-process and implementation of 5.4 mile segment anticipated in Spring-Summer 2023



Legend:

- Concentration of riders getting on the bus
- Concentration of riders getting off the bus

*Data is from the NextGen Bus Study

Targeted LADOT Parking Enforcement

- Partnership began March 2022 based on bus operator and public feedback with emphasis on education first
- Preliminary results show improvements:
 - In March 2022, LADOT reported an average of 530 vehicles each week in non-compliance
 - In November 2022, an average of 435 vehicles each week were found in non-compliance, indicating an 18% improvement in overall compliance
 - Metro Rapid 720 on Wilshire Bl and Metro Line 2 on Alvarado St saw up to 15% travel time improvement in first month of targeted parking enforcement to improve bus lane compliance
- Working with LADOT to establish ongoing targeted enforcement effort for current and future bus lanes, along with piloting camera-based enforcement on buses





Thank You