



## Board Report

File #: 2024-0279, File Type: Informational Report

Agenda Number: 31.

### OPERATIONS, SAFETY, AND CUSTOMER EXPERIENCE COMMITTEE JUNE 20, 2024

**SUBJECT: JUNE 2024 SERVICE CHANGE**

**ACTION: RECEIVE AND FILE**

#### **RECOMMENDATION**

RECEIVE AND FILE a status report on the bus and rail service changes effective Sunday, June 23, 2024.

#### **ISSUE**

Metro makes service changes twice a year, each June and December, to improve service for our riders. These service changes are also coordinated with bus and rail operator assignment changes required by the labor contract. The June 2024 service change will focus on enhancements to routes and schedules to help customers conveniently and reliably travel where and when needed.

#### **BACKGROUND**

Metro bus service levels were fully restored as of December 2022 and are being delivered reliably.

The most recent service change was implemented in December 2023. There were no issues encountered with implementation. Ridership continues to increase, with the data from March 2024 showing year-over-year growth of 16.8% for bus weekday ridership and 6.4% for rail weekday ridership. Average weekly bus on-time performance has also improved from 71.0% (January to March 2023) to 73.5% (January to March 2024) in response to the many improved bus schedules, additional field supervision, operator hiring, and reduced bus service cancellation rates, all of which contribute to improved reliability since the December 2023 service change.

To reduce average wait times for customers, all light rail (Lines A, C, E, and K) off-peak weekday and weekend service frequencies were improved in December 2023 from every 12-15 minutes to every 10 minutes, and weekday peak frequencies on Lines A (Long Beach - Downtown LA - Azusa) and E Line (Santa Monica - Downtown LA - East LA) increased from every 10 minutes to every 8 minutes weekday morning and afternoon peak hours (6-9 am, 3-6 pm). Two additional late-night trips in each direction were also added to the end of the day for the A and E Lines in response to customer requests for later last trips on rail. These initiatives have helped support ridership recovery on the Metro light rail network. The B and D Line subway services between North Hollywood,

---

Wilshire/Western, and Union Station continued to operate every 12 minutes daytime weekdays and weekends, which was implemented in September 2023. These rail services will continue to operate at those improved frequencies through the remainder of 2024. Rail on-time performance remained high at 99.2% for Q3 FY24 (January - March 2024), compared to 99.3% for Q3 FY23 (January to March 2023).

## **DISCUSSION**

### **Rail Service:**

Rail service ridership continues to recover, with March 2024 average weekday rail ridership at 66.1% and average weekend rail ridership at 84.3% of pre-COVID levels, compared with 62.1% weekday and 82.6% weekend ridership recovery a year earlier in March 2023.

The weekend K Line rail service weekend frequency improvement to 10-minute service was implemented May 25, 2024. The K Line operated at a reduced 20-minute frequency from December 2023 to allow final construction and testing to integrate the K Line with the new AMC station. The light rail C and K Lines will be restructured as Metro moves to open the new LAX/Metro Transit Center later this year. The K-Line will extend south from Westchester/Veterans Station to serve the new LAX/Metro Transit Center and Aviation/Century Stations. It will then continue south to serve the four existing C Line Stations of Mariposa, El Segundo, Douglas, and Redondo Beach. The C Line would continue to operate as usual between Norwalk Station and Aviation/LAX Station (renamed Aviation/Imperial Station), then turn north to serve the new Aviation/Century Station (connection to K Line) as well as the new LAX/Metro Transit Center Station. LAX shuttle buses will link the new LAX/Metro Transit Center Station to the LAX terminals before the expected opening of the LAX People Mover Train in 2025.

### **Bus Service:**

The June 2024 bus service changes will include a range of customer experience improvements, with enhancements to routes and schedules to help people more conveniently and reliably travel where and when they need to.

### **Improved Reliability:**

Operator and customer feedback and system data reports on ridership and on-time performance are reviewed to identify lines with ongoing low on-time performance or crowding. On-time performance has improved to an average of 73.5% in the first three months of 2024 but remains below the goal of 78.5%. Of Metro's 120 bus lines, 49 weekday, 42 Saturday, and 41 Sunday bus schedules have been reviewed and adjustments made in the June 2024 service change to better match current traffic levels and travel times in support of improved on-time performance and to ensure operators have enough time to take rest breaks at the end of each trip. New schedules can be viewed at <https://mybus.metro.net>.

### **Adding More Trips:**

Extra Trips will be added on bus Lines 14 (Beverly Bl - one extra trip weekday), 62 (Telegraph Rd, one extra trip added Saturday), 81 (Figueroa St - two extra trips added weekdays), 152 (Roscoe Bl - seven extra trips added weekdays), 165 (Vanowen St - two extra trips added weekdays), 166 (Nordhoff St - eight extra trips added weekdays), 169 (Saticoy St - two extra trips weekdays) and 243 (Winnetka Av - one extra trip added) to provide enough service to accommodate all riders

without crowding.

Improved Connectivity:

To improve regional connectivity, the following bus routing changes are being made:

- Optimizing Line 76 to provide a more direct route to downtown LA via Alameda St and 1<sup>st</sup> St and direct connectivity with the Little Tokyo/Arts District A & E Line Station.
- Revised Line 127 operating pattern to increase service between Compton and Downey via Compton Bl and Bellflower Bl.
- Extending Line 217 from the Mid City/Hollywood area to Eagle Rock Plaza through Glendale via Los Feliz Bl and Brand Bl.
- Merging Lines 267 and 686 to become an extension of Line 267, providing more convenient opportunities for local travel through Pasadena.
- Modifying Line 268 route to restore bus service to the City of Sierra Madre and connectivity to the El Monte Metrolink Station.

Other Changes:

Schedules are also being adjusted to maintain sufficient capacity on all lines. Previously implemented NextGen Bus Plan service frequency improvements are being maintained. In order to make the above improvements while remaining within the allocated 7 million bus revenue service hours, some lines have had a span of service adjusted where trip usage on early morning or late-night service (12 a.m. - 6 a.m.) was very low. Adjustments were made to the number of trips on 53 bus lines, generally with three or fewer trips impacted.

Full details of all changes are included in Attachment A.

Customer Information:

As is the practice for all service changes, printed materials summarizing the changes will be distributed starting two weeks ahead of the service change (summary brochure, service change notices, and updated schedules for each impacted line) on buses in a dedicated service change section on Metro.net, via social media and Source posts, and on signage installed at all impacted bus stops to inform riders. Implementation will also be supported by staff assigned to stops with more significant changes as well as Metro Ambassadors throughout the system during the week leading up to the change to inform riders of route changes.

**EQUITY PLATFORM**

The June 2024 service change focuses on improving customer experience for our riders, especially residents of Equity Focus Communities (EFCs) who rely on transit for their mobility. It includes revised bus schedules to enhance service reliability (on-time performance), extra bus trips for added capacity, increased bus service frequencies for reduced wait times, and rerouted bus services for greater connectivity and improved access to opportunity.

Of the 49 weekday, 42 Saturday, and 41 Sunday bus lines with revised schedules for improved

reliability, 19 weekday, 18 Saturday, and 19 Sunday lines have over 50% of their route miles operating in EFCs. Overall service cancellations are low and should remain very low (< 2.0%) as additional new bus operators are hired to maintain complete operator staffing levels. Three of the seven lines with extra trips added for more capacity are lines with over 50% of their lines located in EFCs. Twenty-two of the 53 lines with the number of trips adjusted to offset the cost of improvements have over 50% of their lines located in EFCs.

The continued operation of the entire 7 million revenue hours of service based on the NextGen Bus Plan allocates the highest service levels to EFCs, where high-quality transit is a key to enhanced mobility for residents. Metro will continue to receive feedback on the changes directly from riders via Metro Ambassadors and other agency staff deployed to inform riders about the most significant changes at key bus stops and on key bus lines serving EFCs through the Metro Customer Service call center, the Metro website, social media blog (The Source), and at the five Metro Service Council meetings held monthly across the Metro's service area and located in or very close to EFCs.

### **IMPLEMENTATION OF STRATEGIC PLAN GOALS**

These service changes support strategic plan goal #1: Provide high quality mobility options that enable people to spend less time traveling. The service changes also respond to the sub-goal of investing in a world-class bus system that is reliable, convenient, safe, and attractive to more users for more trips.

### **NEXT STEPS**

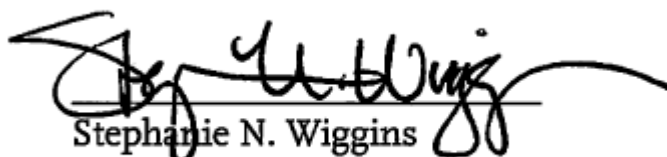
Staff will implement the June 2024 service change on Sunday, June 23. The changes will be marketed beginning Monday, June 10, and continue to and beyond the implementation date.

### **ATTACHMENTS**

Attachment A - June 2024 Bus Service Changes Brochure

Prepared by: Joe Forgiarini, Senior Executive Officer, Service Development, (213) 418-3400

Reviewed by: Conan Cheung, Chief Operations Officer, (213) 418-3034

  
Stephanie N. Wiggins  
Chief Executive Officer

**Description of June 2024 Service Change**

Starting June 23, 2024, Metro is making changes to bus service to provide more frequent and reliable trips to get riders where they need to go, when they need to go.

We're improving frequency on bus Lines 152 (Roscoe Bl), 158 (Woodman Av), 166 (Nordhoff St), 265 (Paramount Bl) and 686 (Allen Av, merging with Line 267) to help promote and accommodate increasing ridership.

We are also adding a trip or two to Lines 14 (Beverly Bl), 60 (Long Beach Bl), 81 (Figueroa St), 165 (Vanowen St), and 169 (Saticoy St) weekdays and Line 62 (Telegraph Rd) Saturdays to add capacity in response to increased ridership.

We're improving reliability through adjusting the following schedules to better reflect actual travel times so our riders will wait less time at stops:

**Weekdays (total 49 lines):** 2, 4, 14, 20, 28, 33, 37, 51, 66, 78, 81, 90, 92, 102, 108, 110, 111, 120, 158, 161, 169, 182, 206, 210, 211, 212, 215, 217, 222, 232, 234, 237, 256, 260, 265, 266, 267, 268, 294, 577, 602, 605, 611, 662, 665, 720, 761, 910, 950

**Saturdays (total 42 lines):** 4, 20, 28, 33, 45, 51, 53, 55, 78, 81, 90, 92, 102, 108, 110, 111, 120, 125, 165, 169, 180, 182, 204, 206, 207, 210, 212, 222, 232, 234, 256, 265, 266, 267, 268, 602, 605, 662, 665, 720, 910, 950

**Sundays (total 41 lines):** 4, 20, 28, 33, 45, 51, 53, 55, 66, 78, 81, 90, 92, 102, 108, 110, 111, 120, 125, 165, 180, 182, 204, 206, 207, 210, 212, 232, 234, 256, 265, 266, 267, 268, 602, 605, 662, 665, 720, 910, 950

We're making some route changes to various bus lines, improving access to key destinations, such as:

- Optimizing Line 76 to provide a more direct route to downtown LA via Alameda St and 1st St and provide direct connectivity with the Little Tokyo/Arts District A & E Line Station.
- Extending Line 217 from the Mid-City/Hollywood area to Eagle Rock Plaza through Glendale via Los Feliz Bl and Brand Bl.
- Merging Lines 267 and 686 to become an extension of Line 267, providing more convenient opportunities for local travel through Pasadena.
- Modifying Line 268 route to restore bus service to the City of Sierra Madre and connectivity to the El Monte Metrolink Station.

We are also improving efficiency by discontinuing some very low usage trips on various lines to reinvest in added service hours for improved frequency, reliability and access listed above.

The following lines will see a small reduction in the number of trips (between one and five less) as Metro aligns service levels with actual ridership:

- **Weekday (total 23 lines):** 18, 40, 51, 60, 66, 78, 90, 106, 108, 111, 152, 164, 166, 207, 210, 224, 230, 234, 240, 246, 487, 605, 761
- **Saturday (total 9 lines):** 55, 106, 108, 111, 204, 207, 210, 246, 605
- **Sunday (total 10 lines):** 55, 106, 108, 111, 204, 207, 210, 246, 251, 605

The following lines will see a small reduction in numbers of trips weekdays and/or weekends that impacts the first or last trip as Metro aligns service levels with actual ridership and hours of service reallocated to other improvements:

- Lines 35, 38, 127, 150, 154, 155, 169, 177, 179, 202, 205, 211, 215, 218, 222, 242, 243, 244, 256, 258, 287, 294, 577, 601, 611, 617, 660, 662, 665

More details on the bus services changes are provided below.

**20 (Wilshire BI Local) Downtown LA to Westwood:** All Line 20 eastbound trips that start from Veteran Av south of Wilshire BI at Westwood will be altered to travel via Veteran Av, right Santa Monica BI, right Sepulveda BI, right Wilshire BI and usual route to downtown LA. No change to westbound trips. At Santa Monica, all trips westbound will use 7th St instead of Lincoln BI.

**Reason:** Buses will no longer be allowed to travel through the federal GSA building grounds. Using 7th St at Santa Monica will avoid the delays being experienced due to construction on Lincoln BI.

**30 (Pico BI) Downtown LA – Pico Rimpau Transit Center:** Adjust peak weekday frequency from every 7-8 minutes to every 10 minutes. Adjust daytime Saturday and Sunday frequency from every 10 minutes to every 15 minutes. **Reason:** To match service level with ridership levels, as planned in NextGen Bus Plan. Hours of service reallocated to improvements on other lines.

**35 (Washington BI) Downtown LA – Washington/Fairfax:** The 12:08am trip westbound from 7th & Maple to Washington/Fairfax weekdays, Saturdays and Sundays will be discontinued (last trip westbound will be 11:08pm). The 4:40am trip eastbound Saturdays and Sundays from Washington/Fairfax to downtown LA will be discontinued (first trip eastbound will be at 5:20am).

**Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**38 (Jefferson BI) Downtown LA – Washington/Fairfax:** The 12:12am trip westbound from Spring/7th to Jefferson/10th and return trip at 12:42am from Jefferson/10th to Spring/7th weekdays, Saturdays and Sundays will be discontinued (last trip westbound will be 11:12pm; last trip eastbound will be 11:30pm). The 5:07am trip westbound Saturdays and Sundays from Broadway/Venice to Washington/Fairfax will be discontinued (first trip westbound will then be at 5:47am). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**76 (Valley BI) El Monte Station to Downtown LA:** Line 76 route will be modified in downtown LA to operate directly via Main St, Alameda St and 1st St, to provide direct access to the Little

Tokyo/Arts District A & E Line Station. Line 76 will continue to serve Union Station on Alameda St, but will no longer travel via Spring St, Cesar Chavez Av, Vignes St or southbound via Chinatown Station. Eastbound the new routing will include a short segment of Central Av and 2nd St to reach Alameda St. **Reason:** Achieve faster access to/from downtown LA and new direct connectivity with the Little Tokyo/Arts District Station.

**81 (Figueroa St) Eagle Rock – Downtown LA – Harbor Freeway Station:** Line 81 will be relocating its northern terminal at Eagle Rock Plaza from eastbound on Colorado Bl at Eagle Dale Av to westbound Colorado Bl at Eagle Dale Av. On departing southbound, Line 81 buses will travel clockwise westbound via Colorado Bl, right Verdugo Rd, right Broadway, left Colorado Bl and regular route southbound. There are no other changes to the route for Line 81. **Reason:** To accommodate Line 217 extension to Eagle Rock Plaza at the Colorado & Eagle Dale terminal.

**96 (Riverside Dr, LA Zoo) Burbank Station – Chinatown:** This line will now be operated by Southland Transit instead of Transdev. No change to route or schedule. **Reason:** Transdev will no longer contract with Metro for bus service operations.

**108 (Slauson Av) Marina Del Rey – Pico Rivera:** Line 108 trips that start and end at City of Commerce (Eastern Av) will have that terminus moved slightly north to Eastern Av northbound approaching Harbor St. **Reason:** To accommodate City of Commerce converting Eastern Av into a multi-lane road.

**120 (Imperial Hwy) Aviation/LAX Station – Whittwood Center:** Adjust weekday service frequency after 12pm from every 40 to every 45 minutes. **Reason:** To improve reliability and reduce customer wait times through more accurate schedules.

**127 (Compton Bl) Harbor Freeway Station – Compton Station – Downey:** Revise schedule daytime weekdays, Saturdays and Sundays to replace the pattern of alternating trips between Harbor Freeway Station – Compton Station and Harbor Freeway Station – Downey with all daytime trips operating between Harbor Freeway Station – Compton Station – Downey every 30 minutes weekdays and every 40 minutes Saturdays and Sundays. Last trips weeknights, Saturdays and Sundays will be eastbound from Harbor Freeway Station at 11:59pm and westbound from Compton Station at 11:20pm. The 12:40am eastbound trip from Harbor Freeway Station and the 11:59pm westbound trip from Compton Station will be discontinued. Also, weekdays, Saturdays and Sundays the 4:33am eastbound trip from Harbor Freeway Station and the 4:44am westbound trip from Compton Station will be discontinued. **Reason:** To promote increased ridership by extending all daytime trips to Downey. Discontinued trips had very low ridership.

**150 (Ventura Bl/Topanga Canyon Bl) Chatsworth Station – Tarzana:** The eastbound trips weekdays, Saturdays and Sundays at 12:24am, 1:24am; 2:24am, 3:24am, 4:24am from Canoga Station will be discontinued. The westbound trips weekdays, Saturdays and Sundays at 12:45am, 1:45am; 2:45am, 3:45am, 4:45am from Canoga Station will be discontinued. Last trips

weeknights, Saturdays, and Sundays will be eastbound from Chatsworth Station 11:02pm and westbound from Ventura/Reseda at 11:53pm with 60-minute service frequency operating after 9pm in each direction (instead of every 30–45 minutes). Weekday service eastbound before 5am and westbound in the 5am and 6pm hours will be every 30 minutes instead of every 20 minutes. **Reason:** Discontinued trips had very low ridership. Reallocate service hours to improvements on other lines.

**152 (Roscoe Bl) North Hollywood Station to West Hills Medical Center:**– Additional trips scheduled weekdays to create a 10-minute frequency (improved from every 15 minutes) westbound in the 7am hour and eastbound in the 7am, 3pm and 4pm hours. **Reason:** To accommodate increased ridership. Part of the North San Fernando Valley Transit Corridor Improvements Project.

**154 (Oxnard St, Burbank Bl) Sepulveda Bl – Burbank Station:** The 5:20am trip eastbound from Sepulveda G Line Station Saturdays and Sundays will be discontinued (first trip eastbound Saturdays and Sundays will be at 6:20am). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**155 (Riverside Dr, Olive St) Sherman Oaks – Burbank Station:** The 4:18am trip northbound from Burbank Station Saturdays and Sundays will be discontinued (first trip northbound Saturday and Sunday will be at 5:18am). The 4:34am trip southbound from North Hollywood Station Saturdays and Sundays will be discontinued (first trip southbound will be at 5:29am Saturday and Sunday). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**158 (Woodman Av, Devonshire St) Sherman Oaks – Chatsworth Station:** Additional trips scheduled daytime weekdays serving the section of Line 158 on Woodman Av, creating a 30-minute (improved from 60-minute) service on this segment of Woodman Av between Ventura Bl and Van Nuys Bl. **Reason:** To promote increased ridership.

**166 (Nordhoff St, Osborne St) Canoga Av – Sun Valley:** Additional trips scheduled weekdays to create a 10-minute frequency (improved from every 15 minutes) westbound in the 6am & 7am hours and eastbound in the 4pm & 5pm hours. **Reason:** To accommodate increased ridership. Part of the North San Fernando Valley Transit Corridor Improvements Project.

**167 (Plummer St, Coldwater Canyon Av) Chatsworth Station – Studio City:** This line will now be operated by Metro bus operators from Chatsworth Division 8 (no longer contracted to Transdev). No change to route or schedule. **Reason:** Transdev will no longer contract with Metro for bus service operations.

**169 (Saticoy St) Hollywood Burbank Airport to Warner Center:** Additional trip will be scheduled weekday AM peak westbound and PM peak eastbound, creating a 30-minute (improved from 60-minute) service in those time periods between West Hills Medical Center and Hollywood Burbank Airport (RITC). Also, the westbound weekday trip at 6:11am from West Hills



Medical Center to Canoga Station will be discontinued due to very low usage and the westbound 6:14am trip from Saticoy & Woodley will be extended to begin at Hollywood Burbank Airport (RITC). **Reason:** To promote increased ridership in response to customer requests.

**177 (Pasadena/Cal Tech – Jet Propulsion Laboratory (JPL)):** The 5:20am and 6:57pm trips northbound weekdays from Pasadena to the JPL will be discontinued (first and last trips northbound weekdays will be 5:50am and 6:24pm). The 5:47am and 7:23pm trips southbound weekdays from the JPL to Pasadena will be discontinued (first and last trips southbound weekdays will be 6:17am and 6:50pm). This line will now be operated by MV Transportation instead of Transdev. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines. Transdev will no longer contract with Metro for bus service operations.

**179 (Huntington Dr) Arcadia Station – Rose Hill Transit Center:** The 4:24am and 12:02am trips westbound weekdays from Arcadia Station to Rose Hill Transit Center will be discontinued (first and last trips westbound weekdays will be 5:24am and 11pm). The 5:05am and 12:02am trips westbound Saturdays and Sundays from Arcadia Station to Rose Hill Transit Center will be discontinued (first and last trips westbound Saturdays and Sundays will be 5:45am and 11pm). The 12:44am trip eastbound weekdays, Saturdays and Sundays from Rose Hill Transit Center to Arcadia Station will be discontinued (last trip eastbound weekdays, Saturdays, and Sundays will be 11:43pm). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**180 (Hollywood Bl/Colorado Bl) Hollywood – Glendale – Pasadena:** As a result of Line 217 being extended from East Hollywood to Glendale and Eagle Rock Plaza via mostly the same routing as Line 180, the weekday daytime service frequency for Line 180 will be adjusted from every 10 to every 12 minutes, with Saturday and Sunday adjusting from every 12 to every 15 minutes. The schedule will be coordinated with the schedule of Line 217 to maximize service frequency on the shared section of these lines to every 6 minutes between Hollywood and Glendale. **Reason:** To accommodate Line 217 extension to Eagle Rock Plaza via Glendale.

**202 (Willowbrook Av) Willowbrook Station – Del Amo Station:** The 7:01pm trip northbound weekdays from Del Amo Station will be discontinued (last trip northbound weekdays will be 5:59pm). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**205 (Wilmington Av, Vermont Av, Western Av) Willowbrook Station – San Pedro:** The 5:10 AM trip northbound Saturdays and Sundays from Del Amo & Avalon to Willowbrook Station will be discontinued (first trip northbound weekdays will be the 4:53 AM trip from San Pedro passing Del Amo & Avalon 6.03 AM). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**211/215 (Prairie Av/Inglewood Av) Inglewood – Redondo Beach:** The 5:47am northbound Line 211, 5:16am northbound 215 and 9:20am and 7:15pm southbound Line 215 trips weekdays will be discontinued. First trip northbound weekdays will be 6:35am for Line 211 and 6:17am for Line 215. Last trips southbound for Line 215 will be 7:49am and 6:19pm. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**217 (Fairfax Av/Hollywood Bl) La Cienega/Jefferson Station – East Hollywood:** Line 217 will be extended from East Hollywood to Glendale and Eagle Rock Plaza. It will travel as usual to/from La Cienega/Jefferson Station to Hollywood Bl, and extend via Hollywood Bl, left Vermont Av, right Los Feliz Bl, left Brand Bl, right Broadway, right Verdugo Rd, left Colorado Bl to terminate Colorado Bl farside Eagle Dale Av near Eagle Rock Plaza. Line 217 westbound trips will depart Eagle Rock Plaza via Colorado Bl, left El Verano, right Broadway, right Colorado St, right Verdugo Rd, left Broadway, left Brand Bl, right Los Feliz Bl, left Vermont Av, right Hollywood Bl and as usual to La Cienega/Jefferson Station. The Glendale/Eagle Rock Plaza extension of Line 217 will apply weekdays and weekends to all Line 217 trips except between 10 pm and 4am when Line 217 will continue to extend from East Hollywood to Vermont/Santa Monica Station to meet up with the Line 4 overnight owl service. Line 217 weekday daytime service frequency will be adjusted from every 10 to every 12 minutes weekdays, with Saturday and Sunday adjusting from every 12 to every 15 minutes. The schedule will be coordinated with the schedule of Line 180 which will overlap between Hollywood and Glendale, maximizing service frequency on the shared section of these lines. **Reason:** To provide more convenient direct access between Mid-City, Hollywood and Glendale. This is the first step in the eventual consolidation of Line 217 into Line 180.

**218 (Laurel Canyon Bl) Studio City – Beverly Hills:** The 5:00am trip northbound and 5:01am trip southbound weekdays between Studio City and Beverly Hills will be discontinued (first trips will be 5:55am northbound and 5:56am southbound weekdays). This line will be operated by Southland Transit instead of Transdev. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines. Transdev will no longer contract with Metro for bus service operations.

**222 (Hollywood Way, Cahuenga Bl) Sun Valley – Hollywood:** The 5:14am, 6:14am, 7:14pm and 8:14pm trips northbound from Universal City/Studio City Station weekdays and 7:15pm, 8:19pm and 9:22pm trips southbound from Sun Valley will be discontinued, with the 4:52am and 5:21am southbound trips merged as one trip at 5:06am and the 5:49 and 6:19am southbound trips merged as one trip at 6:04am. Sixty-min service will operate before 7am and after 7pm. weekdays. **Reason:** Low ridership. Reallocate service hours to improvements on other lines.

**234 (Sepulveda Bl) Sylmar – Sherman Oaks:** Revised schedules weekdays, Saturdays and Sundays to reflect faster service with the new Sepulveda Bl bus lanes. 242/243 (Tampa Av, Winnetka Av) Northridge/Chatsworth – Woodland Hills/Tarzana – The 5:07am southbound Line 242 and 5:09am southbound Line 243 trips weekdays will be discontinued (first trips southbound weekdays will be 5:47am (242) and 5:49am (243)). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**244 (De Soto Av) Chatsworth Station – Woodland Hills/Tarzana:** The weekday 4:42am, 8:42pm southbound trips and 7:57pm, 8:57pm northbound trips weekdays will be discontinued (first trip southbound weekdays will be 5:12am). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**256 (Ave 64, Washington BI) Pasadena – Highland Park Station:** Weekdays, the 4:37am & 10:07pm northbound and 4:30am southbound trips will be discontinued. The first and last trips northbound weekdays will be 5:30am and 9:10pm. The first southbound trip weekdays will be 5:28am. Saturdays and Sundays the 5:07am northbound and 5am southbound trips will be discontinued. The first trip northbound Saturdays and Sundays will be 6:03am and the first southbound trip Saturdays and Sundays will be 5:52am. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**258 (Eastern Av, Fremont Av, York BI) Highland Park – Paramount:** The 7:48pm northbound trip from Paramount and Alondra weekdays will be altered to 8:08pm with the last northbound trip at 10:30pm from Cal State LA Transit Center. The 9:33pm and 10:15pm southbound trips from Highland Park will be combined as one trip departing at 9:53pm. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**265 (Paramount BI) Pico Rivera – Lakewood Center Mall –** Weekday service will be increased from every 60 minutes to every 40–45 minutes. **Reason:** To increase ridership.

**267 (Temple City BI, Del Mar BI, Colorado BI, Allen Av) El Monte – Pasadena:** Line 267 will be extended from Pasadena to Altadena, replacing Line 686 on Colorado BI and Allen Av. As part of this change, weekday service on this former Line 686 segment will be increased from every 60 minutes to every 30 minutes. This merger of lines 267 and 686 will also allow for new local travel options in Pasadena. The change will also extend the operating hours of Line 267 until 9pm, while maintaining the hours of operation of former Line 686 weekdays. Saturdays and Sundays, the last trips will depart southbound at 8:35pm and northbound at 9pm from El Monte/9:38pm from Del Mar Station. There is no change to the current alignment of Line 267 between El Monte and Pasadena to Del Mar Station. **Reason:** To achieve increased ridership through increased frequency, extended hours of operation and improved local access.

**268 (El Monte – Sierra Madre Villa Station via Baldwin Av):** Line 268 will have two route modifications: (1) The route is being extended to Sierra Madre BI, travelling via Baldwin Av, Sierra Madre BI, and Sierra Madre Villa Av instead of travelling via Foothill BI direct to/from Sierra Madre Villa Station. This is at the request of City of Sierra Madre residents to restore bus service enabling regional transit connectivity for seamless travel throughout the county. Metro Micro on demand service will continue to be available in the City of Sierra Madre. (2) Line 268 will be rerouted via Tyler Av, Valley BI and Santa Anita Av, discontinuing low usage segments on Tyler Av and Ramona BI, to provide new connectivity to the El Monte Metrolink station. **Reason:** To enhance transit options for the City of Sierra Madre and new direct connectivity to the El Monte Metrolink station.

**287 (Santa Anita Av, Paramount BI) Arcadia Station – El Monte – The Shops at Montebello:** The weekday 5:24am northbound trip and 4:31am, 10:38pm southbound trips will be discontinued (first northbound and southbound trips weekdays will be 5:33am and 5:16am, respectively, and the last southbound trip will be 9:46pm).The Saturday/Sunday 10pm

northbound and 10:27pm southbound trips will be discontinued (first last northbound and southbound trips Saturday/Sunday will be 9pm and 9:27pm, respectively). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**294 (San Fernando Rd) Sylmar Station – Burbank Station:** Weekdays, Saturdays and Sundays the 12:49am trip southbound trip will be discontinued (last southbound trip will be 11:49pm). Saturdays/Sundays the 5:19am and 7:24pm northbound and 5:20am and 7:19pm southbound trips will be discontinued with hourly service remaining in the 5am and 7pm hours. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**460 Downtown LA – Disneyland via Harbor Transitway, 105 Freeway, Norwalk C Line Station:** Line 460 eastbound departing Norwalk Station will travel north on Hoxie Av, right Imperial Hwy and usual route. No changes to bus stops. Trip times will change in the 7am and 8am hours eastbound weekdays. **Reason:** Avoid delays experienced on existing route via I-105, Studebaker Rd. Trip times altered to better match the increased ridership during this time period.

**501: North Hollywood – Pasadena Express:** This line will now be operated by Metro operators from Division 15 (Sun Valley) instead of Transdev. No change to route or schedule. **Reason:** Transdev will no longer contract with Metro for bus service operations.

**577: El Monte – Long Beach VA Medical Center Express:** Weekday service northbound after 8pm and southbound after 7pm will be altered from every 45 minutes to every 60 minutes. The last trip northbound will depart Long Beach VA Medical Center at 10:10pm, and last trip southbound from El Monte Station will depart at 8:44pm. **Reason:** Low ridership. Reallocate service hours to improvements on other lines.

**601: Warner Center Shuttle:** Northbound service weekdays, Saturdays and Sundays will start later at 5:35am and end earlier at 10:54pm. Southbound service weekdays, Saturdays and Sundays will start later at 5:40am and end earlier at 10:59pm. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**602 Westwood – Pacific Palisades via Sunset BI:** All Line 602 eastbound trips will be altered to travel normal route to Westwood BI, right Kinross Av and terminate on Kinross Av approaching Weyburn Pl. All Line 602 trips westbound will depart from this location via Kinross Av, left Veteran Av, left Wilshire BI, left Westwood BI and as usual. **Reason:** Buses will no longer be allowed to travel through the federal GSA building grounds.

**603 (Rampart BI, Hoover St) Glendale Galleria to Grand/LATTC Station:** This line will now be operated by MV Transportation instead of Transdev. No change to route or schedule. **Reason:** Transdev will no longer contract with Metro for bus service operations.

**611 Huntington Park Shuttle:** Weekdays service schedule will be adjusted from every 60 minutes to every 65 minutes to improve reliability for riders. Saturdays and Sundays, the

following trips will be discontinued: 5:19am and 9:30pm clockwise; 5:39am and 10pm counterclockwise. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**617 (Beverly Dr, Burton Way, Robertson Bl) Culver City – Beverly & Pico:** Eastbound weekdays, Saturdays and Sundays the 4:48am, trip from Beverly & Pico will be discontinued (first trip eastbound weekdays will be 5:41am and Saturdays and Sundays will be 5:47am). Eastbound weekdays the 12:21am trip from Beverly & Pico will be discontinued (last trip eastbound weekdays will be 11:20pm). Eastbound Saturdays and Sundays the 11:43pm trip from Beverly & Pico will be discontinued (last trip eastbound Saturdays/Sundays will be 10:43pm). Westbound weekdays the 12:27am trip from Robertson & Venice will be discontinued (last trip westbound weekdays will be 11:27pm). Westbound Saturdays and Sundays the 5:40am and 11:43pm trips from Robertson & Venice will be discontinued (first and last trips westbound Saturdays/Sundays will be 6:39am and 10:43pm, respectively). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**660 (Fair Oaks Av) Altadena – Pasadena:** Weekdays, Saturdays and Sundays the last southbound 1:14am trip from Fair Oaks & Loma Alta will be discontinued (last trip southbound will be 12:14am). Saturdays and Sundays the 5:45am trip southbound from Fair Oaks & Loma Alta and the northbound trip at 6:25am from Raymond & Del Mar will be discontinued. **Reason:** Very low usage. Reallocate service hours to improvements on other lines.

**662 (Lake Av, Los Robles Av, Lincoln Av) Altadena – Pasadena:** Saturdays and Sundays the 5am clockwise trip from Altadena & Lake will be discontinued (first clockwise trip will be 5:55am). Sundays the 11:59pm counterclockwise trip from Altadena & Lake will be discontinued (last counterclockwise trip will be 11pm). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**665 (Indiana St, Gage Av, Eastern Av) Rose Hill Transit Center – Indiana & Olympic:** Northbound weekdays the 4:54am trip and Saturdays/Sundays the 5:08am trip from Indiana & Olympic will be discontinued (first trip northbound weekdays will be 5:55am, and Saturdays/Sundays will be 5:53am). Southbound weekdays the 10:13pm trip from Rose Hill Transit Center will be discontinued (last trip southbound weekdays will be 9:13pm). Southbound Saturdays and Sundays the 9:12pm trip from Rose Hill Transit Center will be discontinued (last trips southbound Saturdays/Sundays will be 8:08pm). **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**686 (Pasadena – Altadena via Colorado Bl and Allen Av):** Line 267 will be extended from Pasadena to Altadena via Colorado Bl and Allen Av, replacing Line 686. As part of this change, weekday service on this former Line 686 segment will be increased from every 60 minutes to every 30 minutes. This merger of Lines 267 and 686 as new Line 267 will allow for new local travel options in Pasadena. The change will extend the operating hours of Line 267 until 9pm, while maintaining the hours of operation of former Line 686 weekdays. Saturdays and Sundays, the last trips will depart southbound at 8:35pm and northbound at 9pm from El Monte/ 9:38pm

from Del Mar. There is no change to the routing of former Line 686 (now 267) from New York Dr and Allen Av to Del Mar Station. **Reason:** To achieve increased ridership through increased frequency, extended hours of operation and improved local access.

**690 (Foothill BI) Sylmar – Sunland:** Weekdays, Saturdays and Sundays the last two trips eastbound and westbound at 10pm and 10:40pm will be merged into a single trip departing at 10:20pm. **Reason:** Very low ridership. Reallocate service hours to improvements on other lines.

**720 (Wilshire BI Rapid) Downtown LA to Westwood:** All Line 720 eastbound trips that start from Veteran Av south of Wilshire BI at Westwood will be altered to travel via Veteran Av, right Santa Monica BI, right Sepulveda BI, right Wilshire BI and usual route to downtown LA. No change to westbound trips. In Santa Monica, all trips westbound will use 7th St instead of Lincoln BI. **Reason:** Buses will no longer be allowed to travel through the federal GSA building grounds. Using 7th St at Santa Monica will avoid the delays being experienced due to construction on Lincoln BI.

**Rail:**

There are no planned rail service changes for June 23, 2024, but look out for changes to the C and K Lines later in 2024.



**June 2024**

**Bus Service Improvements  
Effective Sunday June 23, 2024**

Operations, Safety, and  
Customer Service Committee  
June 20, 2024



**Metro**<sup>®</sup>

# June 2024 Service Change Themes

Service Quality	Valuing Our Employees	NextGen
<ul style="list-style-type: none"><li>• Continued operation of full NextGen Bus Plan Service Level (7M Revenue Service Hours)</li><li>• Improved Bus Service Frequencies and added trips for more capacity.</li><li>• Adjust services for improved reliability (on time performance)</li></ul>	<ul style="list-style-type: none"><li>• Match schedules to increased traffic conditions</li><li>• Extra trips to spread out loads</li></ul>	<ul style="list-style-type: none"><li>• Route changes to improve local access and connections for our riders</li><li>• Improved frequencies and added trips for shorter wait times</li><li>• Other minor changes (construction etc.)</li><li>• Transitioning from three to two contract operators</li></ul>





# Bus Route Changes

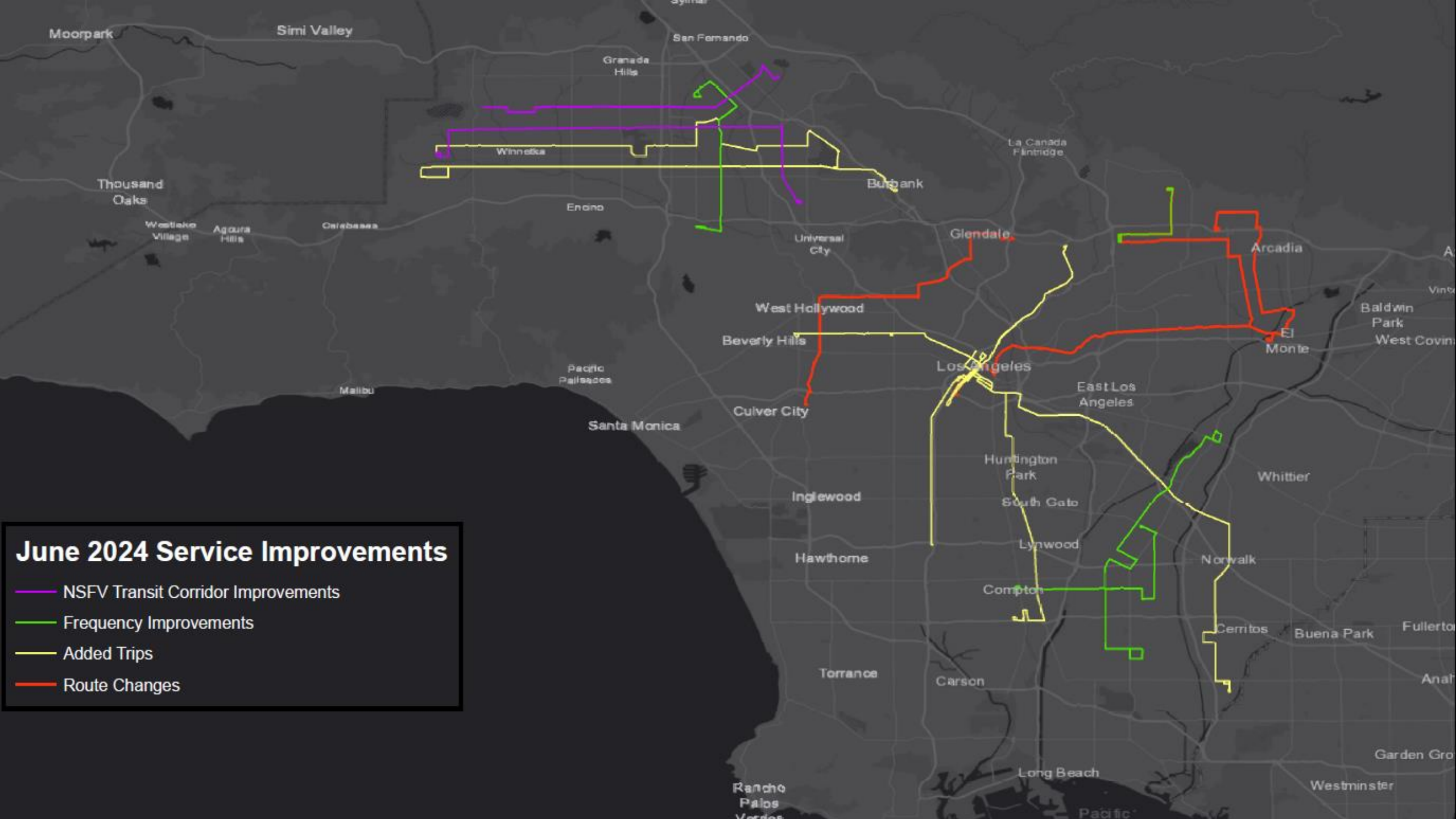
Improvements for easier access to key destinations:

- Line 76 will travel more directly to downtown LA via Little Tokyo/Arts District Station.
- Line 127 increased service between Compton and Downey via Compton Bl and Bellflower Bl.
- Line 217 will directly link Mid-City area to Glendale and Eagle Rock Plaza.
- Lines 267 and 686 will merge at Pasadena for more convenient local travel.
- Line 268 will better serve the City of Sierra Madre and El Monte Metrolink Station.

# Bus Frequency, Reliability, and Efficiency Improvements

To promote ridership recovery and growth, the following improvements will be made:

- More frequent service for low-frequency lines to boost ridership recovery: Lines 158 (Woodman Av), 265 (Paramount Bl), and 686 (Altadena – Pasadena).
- Improve from 15-minute to 10-minute frequency AM and PM peaks weekdays for Lines 152 (Roscoe Bl) and 166 (Nordhoff St) to add capacity and reduce rider wait times, starting implementation of North San Fernando Valley Transit Corridor Improvements Project.
- Add trips on Lines 14 (Beverly Bl), 62 (Telegraph), 81 (Figueroa St), 165 (Vanowen St) and 169 (Saticoy St) to add capacity, avoid crowding, and improve reliability.
- Revise schedules for 49 weekday, 42 Saturday, and 41 Sunday bus lines to ensure times are realistic and improve reliability (on-time performance) for shorter rider wait times.
- Reduce low-usage trips across network to offset hours added for above improvements.



### June 2024 Service Improvements

- NSFV Transit Corridor Improvements
- Frequency Improvements
- Added Trips
- Route Changes

# Implementation

- Internal coordination through implementation team.
- Staff will support customers in areas with significant changes.
- Informational signs will be installed at all bus stops impacted by route changes.
- Information alert signs, brochures on buses & at customer service centers.
- Updated bus stop blades will be installed by service change date.
- Online “MyBus” information portal.
- Social media and print media releases.
- Printed schedules will be available on buses and at usual outlets.



# Thank You!