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**SEPTEMBER 28, 2020**

**TO: BOARD OF DIRECTORS**

**THROUGH: PHILLIP A. WASHINGTON** PAW  
**CHIEF EXECUTIVE OFFICER**

**FROM: JAMES T. GALLAGHER** JTG  
**CHIEF OPERATIONS OFFICER**

**SUBJECT: NEXTGEN BUS PLAN APPROVED BY METRO SERVICE COUNCILS**

### **ISSUE**

The NextGen Bus Plan was considered by Metro's five Service Councils at their September 2020 meetings. All proposed changes to bus services were adopted with a small number of proposals being improved through Council input as part of their deliberations.

### **DISCUSSION**

On January 23, 2020, the Board approved the release of the NextGen Bus Plan for public review. Over the past eight months staff actively outreached to and engaged with riders, the public, stakeholders, elected officials, community leadership groups, and Metro employees through many meetings, 15 public workshops, social media and a significant on-line presence.

Over 1,500 constructive comments were received on the NextGen Bus Plan, which resulted in several substantive updates to the plan. Emphasis was placed on retaining service coverage in areas of greatest concern with fixed route or MicroTransit without degrading the high all day frequencies planned for Tier 1 and 2 lines.

The engagement process culminated in a revised draft NextGen Bus Plan released in July 2020 along with detailed information on all updated route and stop proposals for a second round of public review. Six public hearings were conducted for the NextGen Bus Plan in August 2020, with one for each of the five Metro Service Councils plus one "all regions" public hearing. There were 589 total attendees and 292 comments were submitted. In response to this public input, additional improvements were made to 12

lines prior to presenting the final recommended service changes to the Service Councils for approval.

At their September 2020 meetings, Metro's five Service Councils received the final Next Gen Bus Plan proposals as well as the Title VI Analysis for the plan. These meetings were viewed or listened to by 258 people with a total of 26 additional comments received by phone or online. Councils deliberated for a combined fifteen hours on the 106 service change proposals within the NextGen Bus Plan. During the meetings, five further adjustments were made to the plan based on public comments and concerns expressed by the Service Councils. By the end of this process, all service change proposals were approved with the exception of one minor routing change on Line 161 (Warner Center – Thousand Oaks via I-101).

### **NEXT STEPS**

The NextGen Bus Plan as approved by the Metro Service Councils will be presented to the Metro Board of Directors for approval in October 2020.

If adopted, staff would begin implementing the service changes starting in December 2020 with the bulk of changes expected to be made in June and December 2021. The routing and bus stop changes would be completed within the Revenue Service Hours (RSH) allocated to Metro bus within the FY21 adopted budget. Additional frequency increases based on the service plan would be phased in based on prudent financial management, considering ridership trends, revenues, resources including workforce availability, and service performance.