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**MAY 19, 2015**

**TO: BOARD OF DIRECTORS**

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

**FROM: ROBERT HOLLAND** *RH*  
**INTERIM CHIEF OPERATIONS OFFICER**

**SUBJECT: JULY SERVICE CHANGE HEARINGS CANCELLATION**

### **ISSUE**

Last week, staff prepared a set of service change proposals that were directed towards service realignments, restructurings, cancellations and other modifications, partially based on the recommendations of the APTA Peer Review Committee and the Strategic Bus Network Plan. Today, the proposed July hearings have been cancelled in order to conduct a deeper analysis of the financial and customer impacts of the proposals. And ensure coordination and vetting with impacted stakeholders.

### **BACKGROUND**

Metro generally has two service change hearings annually, in order to present any significant service change proposals to the public for review and comment. These hearings often include a variety of proposals which indicate the need for service cancellations, service reallocations, or other changes. The proposed hearing for July 2015 had the following elements:

1. Modification of Lines 51/52/352 to improve service by discontinuing Limited Line 352 and replacement of service with new Limited Line 351
2. Modification of Lines 156 and 237 to provide better connections to the Orange Line and improve service connections to the northeast section of the San Fernando Valley and Hollywood
3. Combining Lines 620 and a segment of Line 68 to provide more direct service between East LA College and County USC Hospital.
4. Discontinue Line 311 Limited Service and integrate resources into Local Line 111 Florence Av
5. Extend service on Line 94 (San Fernando Road) to Sylmar Station and modify Line 794 service to better match weekend service routes

6. Revise service on Line 762 Metro Rapid to serve the Willowbrook/Rosa Parks Station at the Metro Blue and Green Lines in lieu of the Artesia Station
7. Discontinue services on the following lines:
  - a. Line 177 - Pasadena - JPL
  - b. Lines 190/194 - El Monte Station to Cal Poly Pomona via Ramona –Valley Bls
  - c. Line 205 - Segment between the Harbor/Gateway Transit Center and San Pedro
  - d. Line 220 – Beverly Center to Culver City via Robertson Bl
  - e. Line 270 – Monrovia to Norwalk Green Line station
  - f. Line 460 – Segments from Downtown LA to Norwalk and also from Fullerton Park/Ride to Disneyland

For several of the proposed service cancellations, other Municipal Operators have indicated that they may have interest in operating service over all or a portion of a line listed above as part of their service offerings.

## **DISCUSSION**

As has been presented to the Board of Directors, Metro is facing a decline in ridership, increasing costs, and declining fare revenues. It has been estimated that in Fiscal Year 2017-2018 Metro will face significant financial challenges such that planning and reshaping of the system must begin now.

To that end, the Board has directed that staff initiate a planning effort to encourage ridership. At the core of this approach is a planning effort directed at eliminating duplication of service, reallocation of resources amongst lines to strengthen and realize a network of 15 minute minimum peak service throughout the operating area as well as approaches to improve the fare box recovery of the services that are offered.

These proposals were a first step in moving towards the realignment of services in accordance with the Strategic Bus Network Plan and adopted APTA Peer Review recommendations. The APTA service recommendations are:

1. Minimize duplication of services between Metro service routes as well as other operators routes and encourage ridership on Metro Rapid, BRT, or rail services
2. Provide more frequent services on a more sparsely configured network of bus routes
3. Increase bus stop spacing to increase bus service speed
4. Realign services to establish and maintain a core network of frequent services
5. Adjust loading standards
6. Encourage use of the system at off peak times and days
7. Implement a policy that redeploys services from chronically underperforming routes and route segments to high performing routes
8. Implement the next two stages of the proposed fare changes to improve fare box return

Staff has been working with the five Service Councils as well as other Municipal Operators to help define the Strategic Bus Network and the minimum 15 minute service plan. This committee, identified as the Blue Ribbon Committee, has held numerous meetings to discuss service policy and the APTA recommendations.

### **NEXT STEPS**

Staff has determined that more comprehensive review of the customer and financial impacts are optimal to analyze the benefits of these proposals. To initiate this approach, Operations will collaborate with the Office of Management and Budget and Labor Relations to develop a policy approach to evaluate these impacts. Following this analysis, these proposals may be modified, expanded and/or withdrawn. A modified service plan and proposed policy could be presented to the Regional Service Councils to establish public hearings by next January 2016 for implementation in June 2016 or later.