



Metro

Metropolitan Transportation Authority

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TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE
CHIEF EXECUTIVE OFFICER

FROM: JOHN B. CAFOE, JR.
DEPUTY CHIEF EXECUTIVE OFFICER

SUBJECT: UPDATE ON METRO CONNECTIONS BUS SERVICE
RESTRUCTURING PROJECT

ISSUE

This report provides an update regarding the status of the Metro Connections Bus Service Restructuring Project.

BACKGROUND

Over the past two years, staff has been working on a comprehensive bus service restructuring project known as Metro Connections. As regional transportation options have expanded (Metro Rail, commuter rail, and an expansion in the number of bus providers), the primary purpose of the Metro Connections project is to enhance the integration of each of these transportation modes with the regional bus system to improve service quality, increase transit ridership and improve service efficiency.

Two of the major goals of Metro Connections are to attract more persons to use the transit system and to improve the efficiency of the transit system to make the best use of available resources. The means to accomplish these goals are to develop a bus and rail route network that is simple to understand, provide timely connections between major travel origins and destinations, and reflect the current and future travel needs of our customers. Two measurable objectives identified in Metro Connections are indicated below.

Increase bus system speed by 1 mph – An increase in bus system speed will reduce passenger travel times and reduce bus operating costs.

Increase bus seat capacity utilization from 36% to 40% - An increase in seat capacity utilization is an indicator of increased ridership and improved system efficiency.

The development of Metro Connections has been addressed in several phases. Phase 1 was a Needs Assessment, which was completed in January 2004. During this phase, stakeholder

outreach was conducted to determine key issues of concern to transit users and non-users, such as improving service reliability, enhancing the interface between bus and rail, and improving travel speed. Phase 2 was the Development of Alternative Strategies, which was completed in May 2005. In this phase key transit hubs were identified, as well as major regional travel patterns.

Phase 3, which is presently underway, is the development of a detailed service plan. The key activities in this phase include the development of a revised bus route network, an outline of service operating parameters and determination of resource requirements for the revised network.

Route Network Master Plan

During the first half of 2006, Metro staff developed proposals for the design of the Metro bus system. This design included activities such as the identification of travel corridors that required bus service, determining beginning and ending points for bus routes, eliminating unnecessary turning movements, and assessing the types of bus service to be operated on each corridor. A consultant group was hired to assist the Service Sectors in developing bus routing proposals and to facilitate the integration of each sector's proposals into a comprehensive system plan. Workshops were conducted with Sector Governance Councils in April and May 2006 to review preliminary proposals. These proposals are now being compiled to outline a regional network of Local, Rapid, Express, and Local Shuttle services, as well as a redesign of Downtown Los Angeles bus service.

Additional Metro Connections Plan Elements

As the development of the Network Master Plan is being completed, Metro Operations staff is beginning the process of developing a Resource Plan for Metro Connections. The purpose of the Resource Plan is to define the means by which bus service will operate in the most efficient manner within the revised network. The Resource Plan will outline the following:

- Establish the level of service to be operated by various types of service and during periods of the day
- Reallocate seating capacity to areas with greater passenger demand
- Determine capital and facility requirements
- Estimate resource requirements (buses, operators, service hours)

Upon the completion of the Resource Plan, staff will also develop an Implementation Plan which will identify a phasing plan for service implementation between June 2007 and June 2009, and an Operations Plan which will include plans for preparing bus operators and field supervisors for the planned service changes. Additionally, Operations staff is presently coordinating with the Communications Department on development of a Marketing Plan for Metro Connections designed to educate the public on the goals of the project, provide a process for public input, and inform customers of planned service changes.

Metro Connections Pilot Program

For December 2006, a series of proposed service changes recommended by the Service Sectors were identified that would test the effectiveness of several concepts of Metro Connections. These concepts include:

- Bus Speed Improvements
- Improved Clarity in Bus Routings
- Improvements to Productivity and Efficiency
- Expansion of Service Coverage

Impacts of these service changes will be monitored to determine their effectiveness if implemented on a wider scale.

NEXT STEPS

Staff will present the proposed Network Master Plan to the Board in November 2006, and will provide regular updates to the Board throughout the development of each additional plan elements of the Metro Connections project.

ATTACHMENT

A. Key Metro Connections Milestones

KEY METRO CONNECTIONS MILESTONES

<u>TASK</u>	<u>COMPLETION DATE</u>
Network Master Plan	August 2006
Capital/Facility Requirements	December 2006
Implement Pilot Program	December 2006
Resource Plan	February 2007
Implementation Plan	April 2007
Full Implementation	June 2007 - June 2009
Marketing/Communications	On-going