



**Metro**<sup>™</sup>

Metropolitan Transportation Authority

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April 8, 2005

**TO:** BOARD OF DIRECTORS

**FROM:** ROGER SNOBLE   
CHIEF EXECUTIVE OFFICER

**SUBJECT:** TRANSIT SERVICE UPDATE

The Bus Riders' Union has sent letters urging the Board to oppose the June 2005 Service Changes stating that the purpose of the net reduction in existing bus service is to feed the operation of the Metro Orange Line. Last week, a Board Box regarding Transit Service Update was mailed to you to provide accurate information regarding Metro's plans for bus service in the upcoming fiscal year.

Since I will be out of the office next week, I have asked John Catoe and Rod Goldman to brief you on this issue should you have any questions.

Also, attached is a revised Board Box for resubmission since there was a minor revision to page 2 of the report.



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**REVISED**  
**APRIL 4, 2005**

**TO: BOARD OF DIRECTORS**

**THROUGH: ROGER SNOBLE**  
**CHIEF EXECUTIVE OFFICER**

**FROM: JOHN B. CATOE, JR.**  
**DEPUTY CHIEF EXECUTIVE OFFICER**

**SUBJECT: TRANSIT SERVICE UPDATE**

**ISSUE**

Staff has received concerns raised by the public as well as governance council members regarding service changes related to the operation of the Metro Orange Line. Confusion exists over the allocation of service hours for the opening of the Metro Orange Line. The following information is designed to provide accurate information regarding Metro's plans for bus service in the upcoming fiscal year.

**DISCUSSION**

Metro is not cutting service. Since June 2004, approximately 333,000 service hours have been added. This is the equivalent of nearly 5% more service spread throughout the service sectors on more than 70 of our busiest bus lines. The service enhancements included adding four new Metro Rapid lines. The current bus service levels are approximately 7,567,000 service hours. In the upcoming fiscal year, service hours are projected to be approximately 7,643,600 hours.

The opening of the Metro Orange Line requires 60,000 service hours. With the implementation of the Metro Orange Line, we have asked all five Service Sectors to thin unproductive bus trips by an equal amount. The purpose is to maintain overall bus system service levels given the financial realities faced by the Agency. These actions are fully compatible with the Special Master's Consent Decree Order. Metro is struggling to stay within our operating budget in the face of rising fuel and other costs. At the same time, ridership is flat despite all the new service. However, unlike the airlines and other service providers, we are not raising fares to offset higher operating costs.

On the positive side, it is important to keep in context how the Metro Bus system continues to improve:

- Metro has just taken delivery of its 2,000<sup>th</sup> CNG bus, which is helping ease air pollution. ~~The total includes 300 new high-capacity buses that can carry more passengers.~~
- This June Metro will add three more Metro Rapid Lines bringing the total to 14, halfway toward the goal of 28 lines crisscrossing the county.
- The Metro Orange Line is a \$330 million regional transportation improvement project that will debut later this year.
- Metro has invested more than \$100 million to improve communications on the bus system, which includes a new passenger stop announcement system.
- Metro has introduced a popular \$3 day pass and a regional pass, streamlined student pass applications, begun selling Metro passes on line, and improved the Metro Trip Planner.
- Metro has experimented with exclusive bus only lanes and is working on ways to better coordinate service delivery between Metro and other carriers.
- Since the Consent Decree was signed eight years ago, Metro has added 1.6 million annual service hours, and today Metro spends more than \$1 billion annually on bus operating and capital expenses, nearly half its budget.

Staff is available to answer any questions regarding the FY06 Service Change Program or any other issues concerning our service.