

Metro Rapid Express Pilot Program

Westside/Central Sector Council Meeting

March 12, 2008



Metro

Background

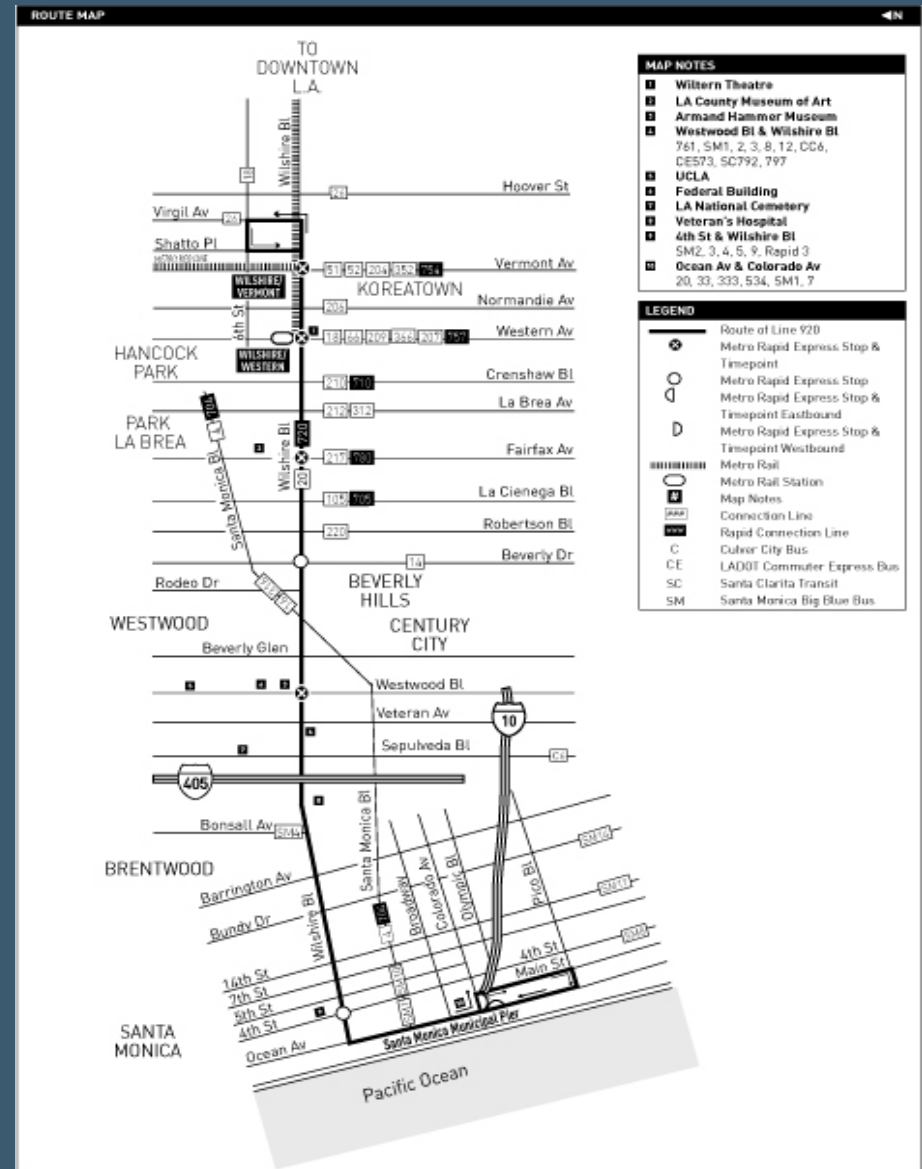
- Designed to attract riders by providing faster service in major corridors with longer than average trip distances.
- Pilot program consisting of two corridors (920: Wilshire Rapid Express and 940: Hawthorne Rapid Express) implemented in June 2007.
- Success measures for the program are ridership, improved travel time and customer satisfaction.



920: Wilshire Rapid Express

Key Characteristics

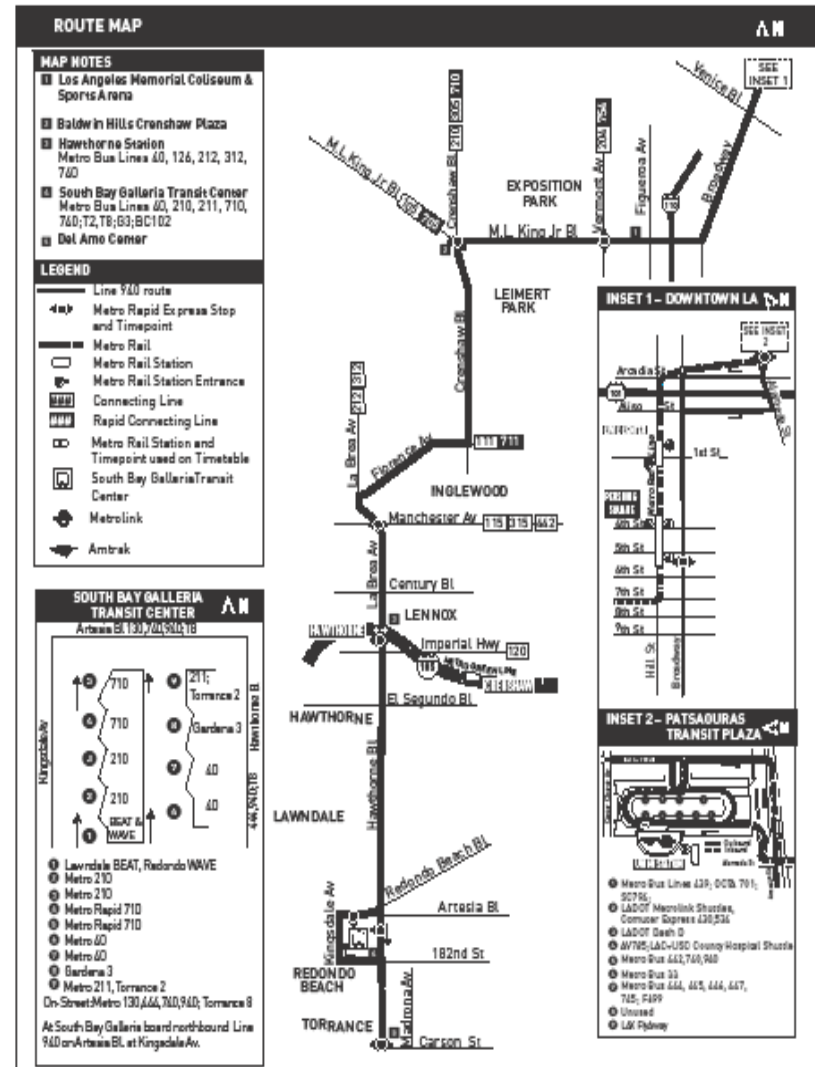
- Span - Operates weekday peak hours (both directions) 6am-10 am and from 3pm-7pm.
- Frequency - 5-15 minutes
- Peak Buses – 22 - 40'
- Daily Bus Trips – 101
- Daily Service Hours – 111.6
- Route Length – 14.3



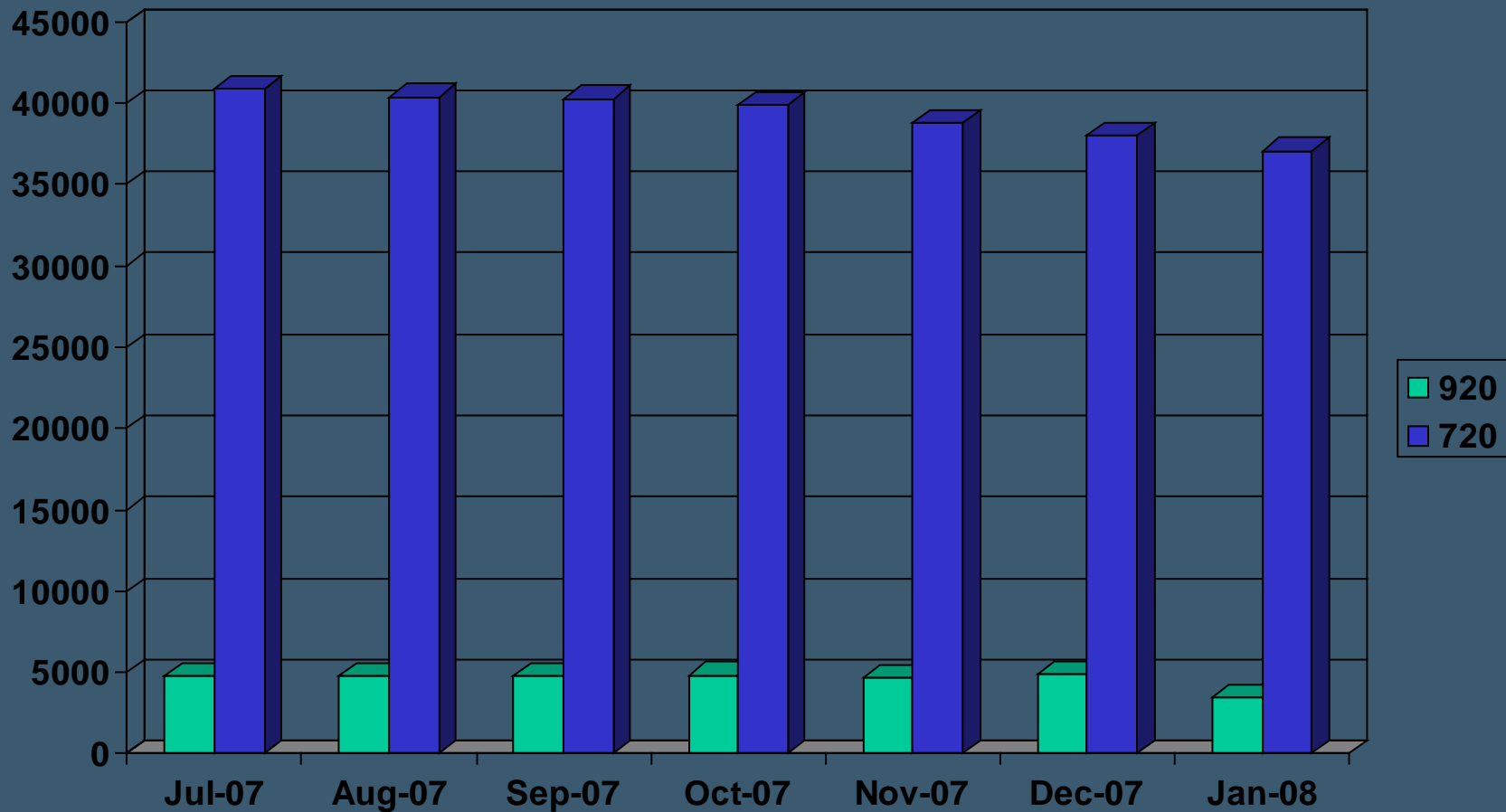
940: Hawthorne Rapid Express

Key Characteristics

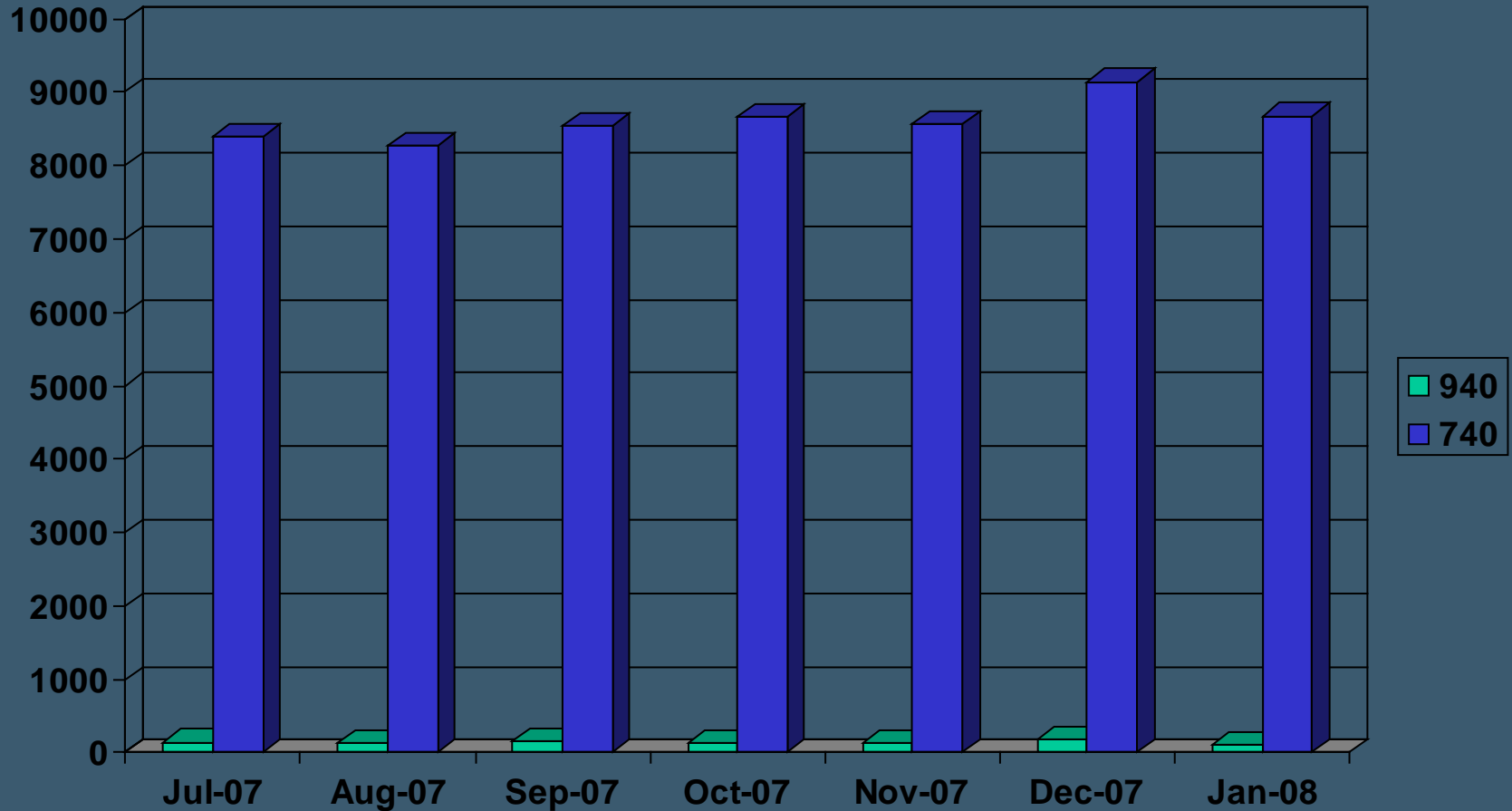
- Span - Operates weekday peak hours (peak direction only) Northbound from 5:45 am-8:30 am and southbound from 4 pm-7:00 pm
- Frequency - 30 minutes
- Peak Buses – 4
- Daily Bus Trips – 8
- Daily Service Hours – 11.0
- Route Length - 21.4 miles



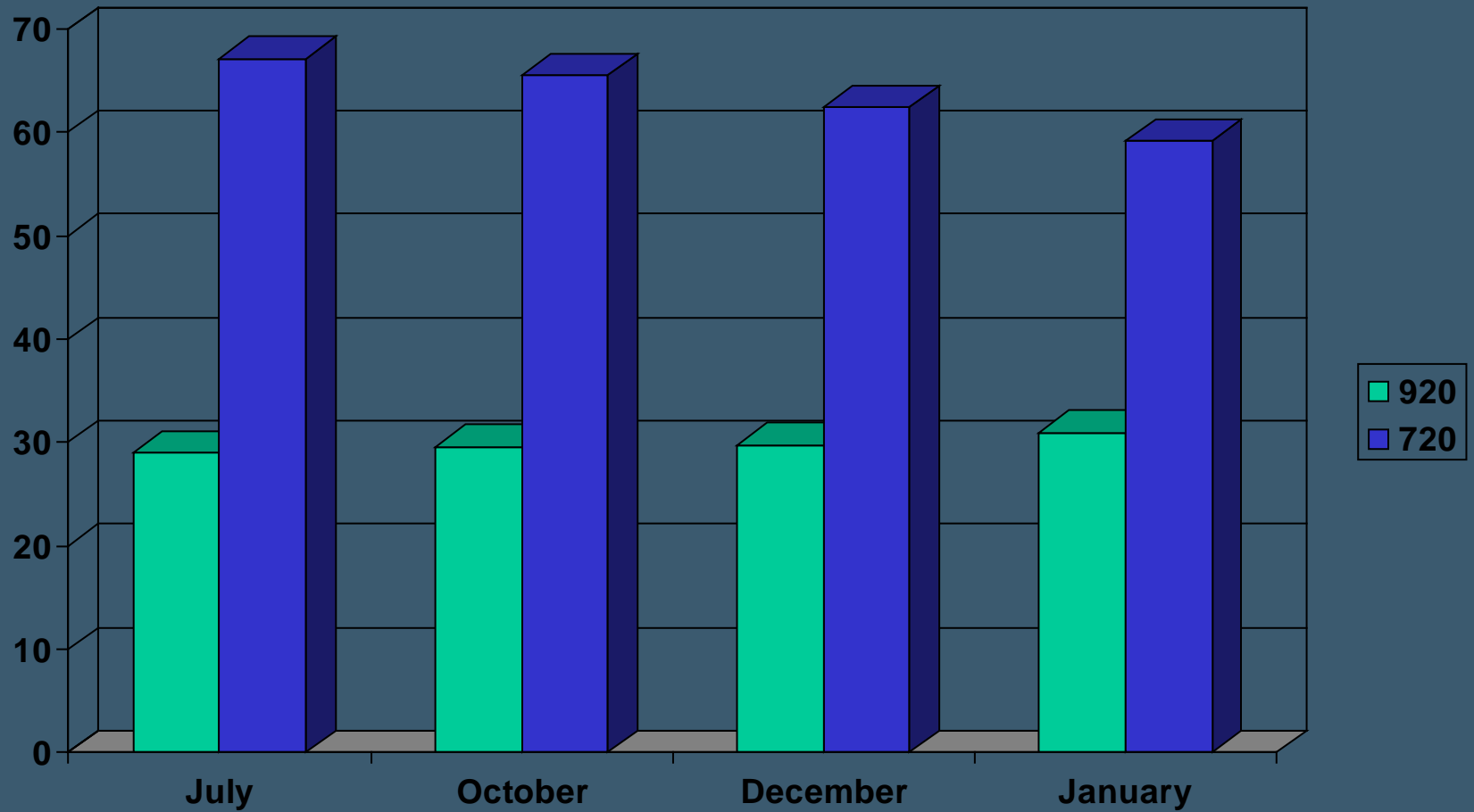
Average Daily Ridership - Wilshire



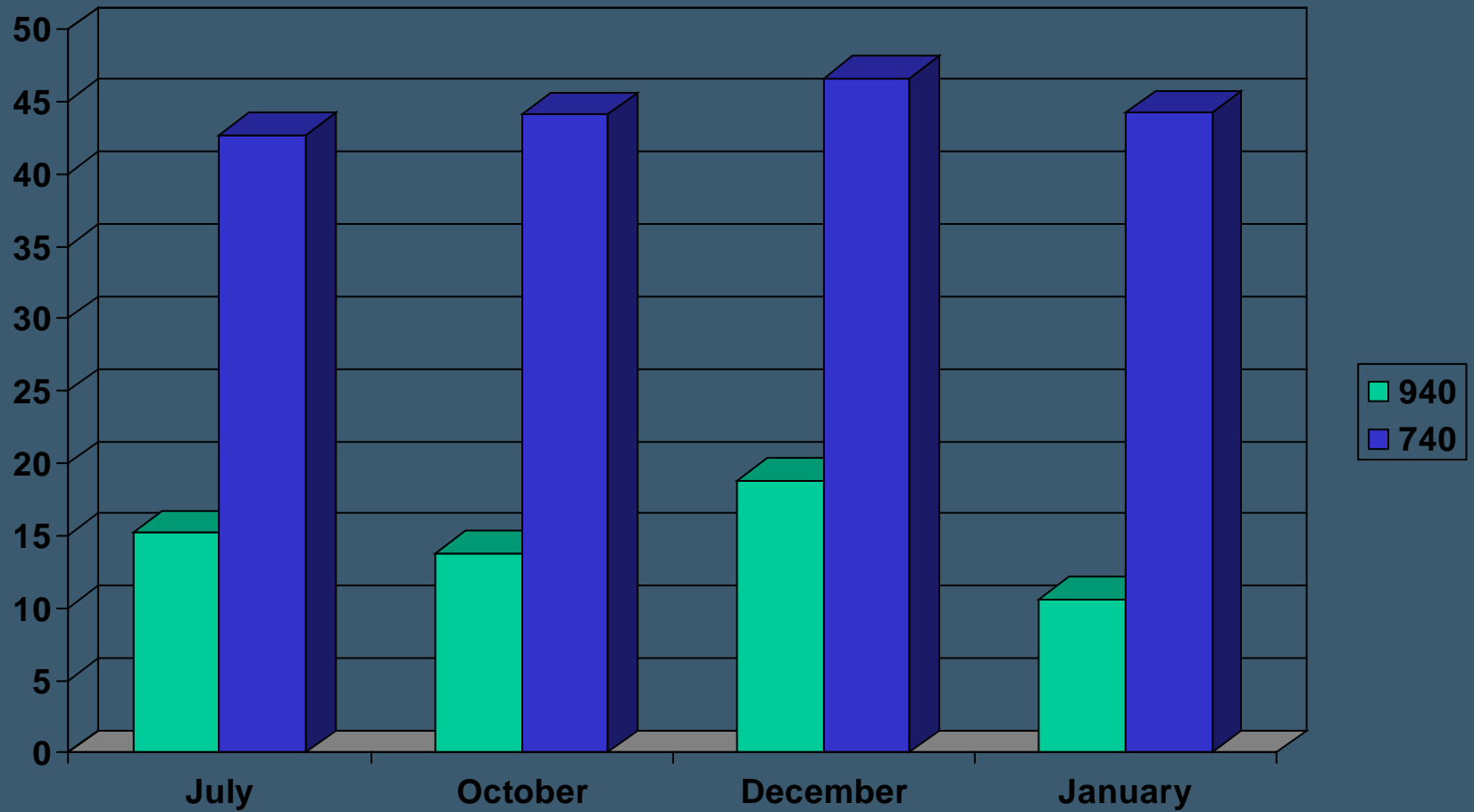
Average Daily Ridership – Hawthorne



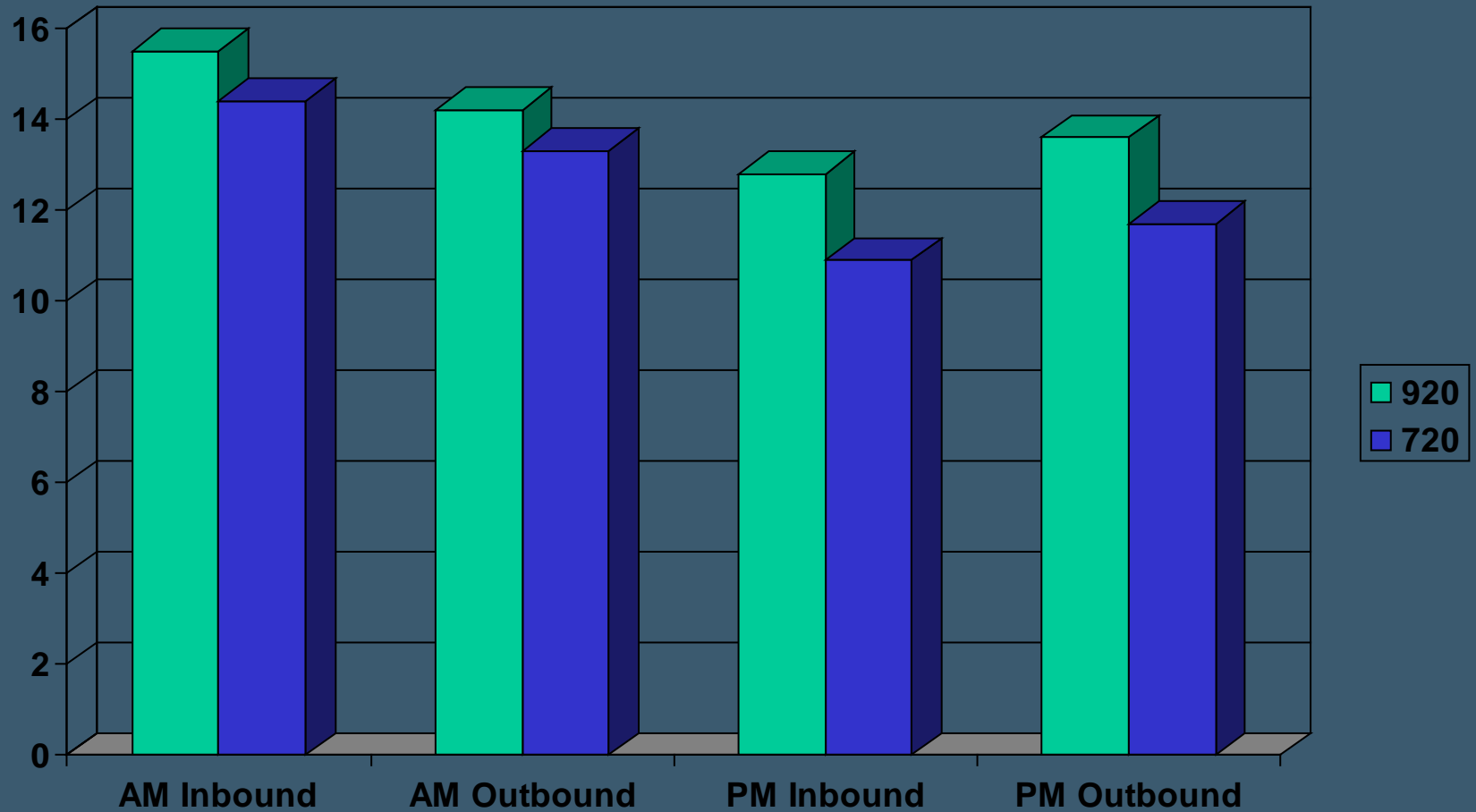
Productivity - Wilshire



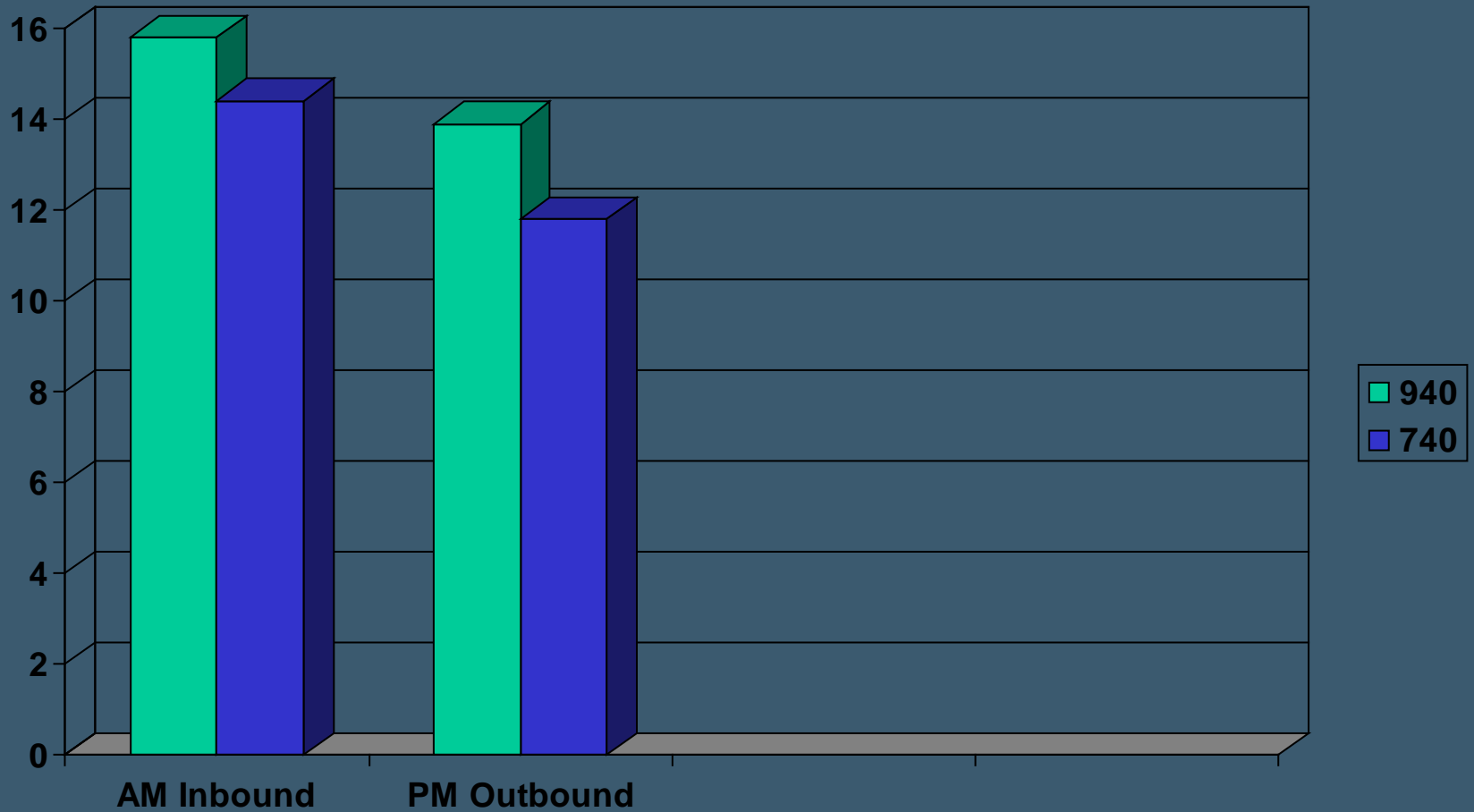
Productivity - Hawthorne



Wilshire Avg. Travel Speeds



Hawthorne Avg. Travel Speeds



Customer Survey

- Conducted November 2007.
- Both Rapid and Rapid Express customers surveyed with good response rate.
- Has increased satisfaction for Express customers.
- Has decreased satisfaction for some Rapid customers.
- New ridership not conclusive.
- 30% of Express customers have car available.
- Schedule reliability perceived better for Express customers.



Metro

Program Findings

- The market for Metro Rapid Express service is limited primarily to a subset of the existing Metro Rapid riders.
- Metro Rapid Express offers a small travel time benefit that is solely the result of eliminating stops.
- Ridership needs to be concentrated at a few stops for candidate corridors.

Recommendations for 920

- Continue operating with June 2008 service change.
- No change to stops and will evaluate future service level adjustments.

Recommendations 940

- Discontinue for June 2008 service change.