



**Metro**

Metropolitan Transportation Authority

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JULY 9, 2007

**TO:** BOARD OF DIRECTORS

**THROUGH:** ROGER SNOBLE  
CHIEF EXECUTIVE OFFICER

**FROM:** CAROLYN FLOWERS  
INTERIM CHIEF OPERATIONS OFFICER

**SUBJECT:** POORLY PERFORMING BUS SERVICE

**ISSUE**

This is to inform the Board of recent and future efforts to improve the cost effectiveness of the 25 worst performing bus lines.

**DISCUSSION**

At the May 24th Fare Hearing, the Board directed the Chief Executive Officer to perform an analysis of the 25 worst performing bus lines and report back to the Board within 90 days for review. The analysis contains an assessment of how the lines could be restructured or consolidated in order to improve their performance and make them more cost-effective.

Following the hearing, the worst performing lines were identified and evaluated using the latest available performance data. Attachment 1 shows a listing of the 25 worst performing lines based on the Route Productivity Index. This index is a composite rating based on three measures: passenger boardings per service hour, passenger miles per seat mile, and subsidy per passenger. Each service type is evaluated separately. The service type categories include: Express, Rapid, Local and Rail Feeder/Shuttle Services. Services with a score of 1.0 are considered performing at their group average. Services with a score of .60 or lower are performing at least 40 percent below their group average and, according to the adopted Transit Service Policy, are candidates for corrective actions.

As shown in Attachment 1, the 25 worst performing lines all perform below the minimum .60 standard and are candidates for corrective action. They are all either Tier 2 or Tier 3 services, which are the responsibility of the Sector Councils. It should also be noted that three services on the list (Routes 214,305, and 577) are

part of the Consent Decree New Service Program and service level reductions, implemented on these lines prior to November 30, 2010, must be offset with increases to other services included in the program.

The Sectors have identified actions to improve the cost effectiveness of each of these services. Attachment 2 describes the proposed actions and the service change program that they will be included in. In many cases, changes have already been implemented and are so noted. Almost all of the poorly performing bus lines that have not yet been modified, will be addressed during the June 2008 service change, as the public hearing notice for the December 2007 Service Change is in the process of being published.

### **NEXT STEPS**

The Sector Governance Councils will review and implement the proposed corrective actions as indicated in Attachment 2, as part of the regular service change process.

## ATTACHMENT 1

Rank	Line	Line Name	Sector	Index	Tier
1	622	Contract - Late Night Service (Aviation Station to Norwalk Station via I-105)	WC	0.14	3
2	177	Contract - Pasadena - Monrovia - Duarte via Foothill Blvd	WC	0.17	3
3	202	Willowbrook - Compton - Wilmington	SB	0.27	3
4	220	Robertson Blvd.	WC	0.27	3
5	608	Contract - Crenshaw Connection	WC	0.28	3
6	119	108th - Yukon - Manhattan Beach Blvd.	SB	0.29	3
7	577	Contract - El Monte - LB VA Hospital Express	WC	0.30	2
8	170	El Monte - Montebello Town Center	SG	0.33	3
9	275	Cerritos - Whittier	GW	0.36	3
10	607	Contract - North Inglewood Shuttle	WC	0.39	3
11	214	Contract - South Broadway / Main Loop - Artesia Transit Center	WC	0.40	3
12	154	Burbank Bl. - Oxnard St.	SF	0.41	2
13	127	Compton Bl. - Bellflower	SB	0.43	3
14	211	Prairie Ave. - Inglewood Ave.	SB	0.43	3
15	209	Van Ness - Arlington Aves.	SB	0.43	3
16	256	Contract - Eastern Ave - Avenue 64 - Hill Ave	WC	0.43	3
17	201	Silverlake Bl.	SG	0.44	3
18	156	Van Nuys - North Hollywood - Hollywood	SF	0.46	2
19	625	Contract - Green Line Shuttle World Way West	WC	0.46	3
20	439	LA - LAX Express	SB	0.46	2
21	254	Contract - Willowbrook - Huntington Park - Lorena St - City Terrace	WC	0.46	3
22	155	Universal City Station - Downtown Burbank - via Alameda Ave.	SF	0.47	3
23	168	Lassen St. - Paxton St.	SF	0.49	3
24	305	Crosstown Bus	SB	0.49	2
25	176	Glassell Park - El Monte	SG	0.50	3

## ATTACHMENT 2

Rank	Line	Sector	Line Name	Description of Changes	Annual Revenue Service Hours	Implementation Date
6	119	SB	108th - Yukon - Manhattan Beach Blvd.	Cancel route 119 segment. Continue to operate route 126. Alternate service offered by Metro Lines 117 and 120.	-6,069	Jun-07
13	127	GW	Compton Bl. - Bellflower	Increase ridership by rerouting to serve upcoming Kaiser Permanente regional medical center in Bellflower	0	Jun-08
12	154	SF	Burbank Bl. - Oxnard St.	Cancel Saturday Service	-6,056	Jun-07
22	155	SF	Universal City Station - Downtown Burbank - via Alameda Ave.	Cancel selected late night trips and weekend trips. Modify routing in Burbank.	-4,156	Jun-07
18	156	SF	Van Nuys - North Hollywood - Hollywood	Cancel Route 656 segment between Santa Monica/Highland and downtown Los Angeles. Create convenient schedule for transfer to Line 4-304 at Santa Monica and Highland.	-2,190	Jun-07
23	168	SF	Lassen St. - Paxton St.	Line was proposed for cancellation as part of June 07 Service Change. Governance Council retained service due to the lack of alternate service. Staff to explore other options. No change recommended at this time.	0	Jun-07
8	170	SG	El Monte - Montebello Town Center	Cancel. Replace with an extension of Line 287.	-3,774	Jun-07
25	176	SG	Glassell Park - El Monte	Line will be shortened, ending the route in Highland Park and removing service from the Mt. Washington area. No alternative service available.	-50	Jun-07
2	177	SG	Contract - Pasadena - Monrovia - Duarte via Foothill Blvd.	Transition this contract line into the Pasadena Area Rapid Transit System network.	-10,481	Jun-08
17	201	SG	Silverlake Bl.	Segment of route east of the Glendale Adventist Hospital transitioned into the Beeline system in December 2006. Improve service levels to 30" peak 40" off-peak & consider canceling weekend service.	-250	Jun-08

**ATTACHMENT 2**

Rank	Line	Sector	Line Name	Description of Changes	Annual Revenue Service Hours	Implementation Date
3	202	SB	Willowbrook - Compton - Wilmington	Consider negotiations with Compton Renaissance or other alternate providers for possible operation. Cancellation of this route was proposed in 2007 based on low productivity. This proposal was declined by the Sector Governance Council due to passenger safety reasons. Staff to monitor the performance and explore other options.	0	Dec-08
15	209	SB	Van Ness - Arlington Aves.	Consider operation of peak hour service only or complete cancellation. Cancellation of this route was proposed in 2004 based on low productivity. Mid-day service was restored in response to the Special Master's ruling under the Consent Decree.	-10,250	Jun-08
14	211	SB	Prairie Ave. - Inglewood Ave.	Consider cancellation depending upon restructuring of Torrance Transit or Gardena service.	-8,567	Dec-08
11	214	GW	Contract - South Broadway / Main Loop - Artesia Transit Center	Consider combining with another existing service. Line is part of the Consent Decree New Service Program	0	Jun-08
4	220	WC	Robertson Blvd.	Explore cancellation depending on possible restructuring of Culver City or LADOT. Due to low productivity, cancellation of this route has been proposed twice since 2003, but not approved.	-8,345	Jun-08
21	254	GW	Contract - Willowbrook - Huntington Park - Lorena St. - City Terrace	Consolidate with Line 665 by extending to CSULA. Consider canceling Saturday service.	-1,400	Jun-08
16	256	SG	Contract - Eastern Ave. - Avenue 64 - Hill Ave.	Transition the portion north of the Highland Park Gold Line Station into the Pasadena Area Rapid Transit System network.	-15,000	Jun-08
9	275	GW	Cerritos - Whittier	Cancel service. Norwalk Transit Route 8 provides replacement service	-7,982	Jun-07

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Rank	Line	Sector	Line Name	Description of Changes	Annual Revenue Service Hours	Implementation Date
24	305	SB	Cross-town Bus	Cancellation of this route was proposed in 2007 based on low productivity. Line considered part of the New Service Plan and should continue to operate until Nov. 2010.	-31,961	Dec-10
20	439	SB	LA - LAX Express	Consider reconfiguration of route. Evaluate DX, SA & SU separately.	0	Jun-08
7	577	GW	Contract - El Monte - LB VA Hospital Express	Extend to Long Beach Transit Mall. Reduce midday and peak hour frequency. Part of the Consent Decree New Service Plan.	0	Jun-07
10	607	SB	Contract - North Inglewood Shuttle	Cancel or combine with 608 service.	0	Jun-08
5	608	SB	Contract - Crenshaw Connection	Cancel or combine with 607 service.	-3,034	Jun-08
1	622	SB	Contract - Green Line Late Night Shuttle	Cancel service. Owl service available to LAX via Metro Line 40.	-1,570	Jun-07
19	625	SB	Contract - Green Line Shuttle World Way West	Consider reconfiguration of Route 625. Consider cancellation of a portion of 625 and entire 626.	-2,379	Jun-08
Total					-123,514	