

Meet the Line Letters

Information for Metro Employees

December 2019



Metro is growing, and that's great news for LA because we have big plans for new rail and busway lines. More Metro is going to require a change to keep it easy.

We're adding letters to the name and symbol for all rail and busway lines. Our plan is for all stations to have updated signs within the next several years.

Why is Metro adding letters to the current naming convention for rail lines and bus rapid transit lines?

We're updating line names to include a letter to help everyone, including riders with visual impairments, have a better journey. Research and testing revealed that letters are easier for everyone to understand than color alone. The combination of letter and color is going to help all riders move through our system.

What is changing?

Throughout the system you'll start to see letters added to line colors. The letters will appear on signage, maps, customer information, digital communications and everywhere else you find our colored dots and squares. The colors will not change, and we will continue to use them as we do now to indicate routes and service.

Metro employees like you can help by letting us know when you spot something that needs an update. Just email us at lineletters@metro.net. Include as much information as you can, such as location, a photo or a job number.

When is the change coming?

This name change began with the completion of the New Blue Improvements Project where the Blue Line has been outfitted as the A Line.

Content on digital platforms, such as our website, digital kiosks and the online Metro Rail & Busway map are currently being updated. Print materials will be updated as the opportunity arises, but we will prioritize pieces, such as timetables, maps, take-ones, posters and fact sheets.

Will service routes and schedules change?

No, routes and times are not changing with this name update.

What is the transitional naming convention for Line Letters?

During the transition period, riders are likely to encounter both color and letter symbols throughout the system. To help bridge the two, a temporary transitional naming system will be introduced using both the letter and the color to refer to the line, for example: A Line (Blue). This will connect the letter to the color and allow for the overlapping of the two systems.

We've already started implementing transitional names on various materials. Employees should start using the names in their communications as well. (There's more information about transitional naming on the next page.)

When the Regional Connector Transit Project opens, the transition is scheduled to be completed and we will implement only the permanent names (A Line, B Line, etc.) on our materials.

What will happen when operating and service plans change (e.g., Regional Connector Transit Project impacts)?

Operating and service plans will continue to change as Metro grows. In order to maintain a clear and consistent naming convention, we will adjust line names and all associated customer information in tandem with future changes.

What kind of support will be provided in the field for operators?

There will be training sessions held at divisions in the next few months to ensure that front-line employees are informed and get a chance to ask questions directly.

More information, such as a pocket guide and a website, will be available so that front-line employees have a quick reference to the line name updates.

And if you have any questions or comments, you can send them to lineletters@metro.net.

How were the letters chosen for the line names?

Letters are assigned by order of each line's original opening date. For instance, since the Blue Line was Metro's first rail line to open in 1990, it becomes the A Line. All current and future lines will get the next letter in the alphabet based on its opening date.

Why update the Gold Line to L Line?

In order to keep the sequential naming both now and when the Gold Line becomes part of the A and E Lines in the future, the Gold Line has been designated as the L Line.



Meet the Line Letters



Using the Transitional Names



In Writing

- > The full name is “Metro Rail A Line.”
- > In most use cases, just “A Line” will be used.
- > For clarity, use the transitional name at first mention: “A Line (Blue).”
- > When giving multiple steps, write: “Take the A Line to B to L.”
- > In plural form write: “A, B, C Lines (Blue, Red, Green).”



In Speech

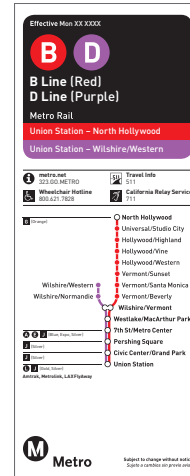
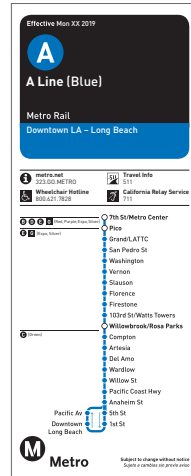
- > For clarity, use the transitional name at first mention: “A Line, formerly Blue.”
- > When giving directions, talking on the phone or talking in-person, say: “Take the A Line to Long Beach.”
- > In most use cases, just “A Line” will be used.
- > When giving multiple steps, say: “Take the A Line to B to L.”



Don'ts

- > Do not refer to the lines with alternative names: e.g., “the A Train.”
- > When written don't use: “A-Line,” “A line” or “a line.”
- > Do not use an inconsistent transitional name: “A/Blue Line,” “A-Blue Line,” or “Blue/A Line.”

In the Customer Environment



Station Identification Sign

Timetable Designs

Naming Across the System

	Transitional name	Long name	Symbol
Blue Line	A Line (Blue)	Metro Rail A Line (Blue)	A
Red Line	B Line (Red)	Metro Rail B Line (Red)	B
Green Line	C Line (Green)	Metro Rail C Line (Green)	C
Purple Line	D Line (Purple)	Metro Rail D Line (Purple)	D
Expo Line	E Line (Expo)	Metro Rail E Line (Expo)	E
Orange Line	G Line (Orange)	Metro Busway G Line (Orange)	G
Silver Line	J Line (Silver)	Metro Busway J Line (Silver)	J
Gold Line	L Line (Gold)	Metro Rail L Line (Gold)	L

Comments & Questions:
lineletters@metro.net

Online Information:
metro.net/lineletters

