

Metro Rapid Express Pilot Program

Operations Committee

April 17, 2008



Metro

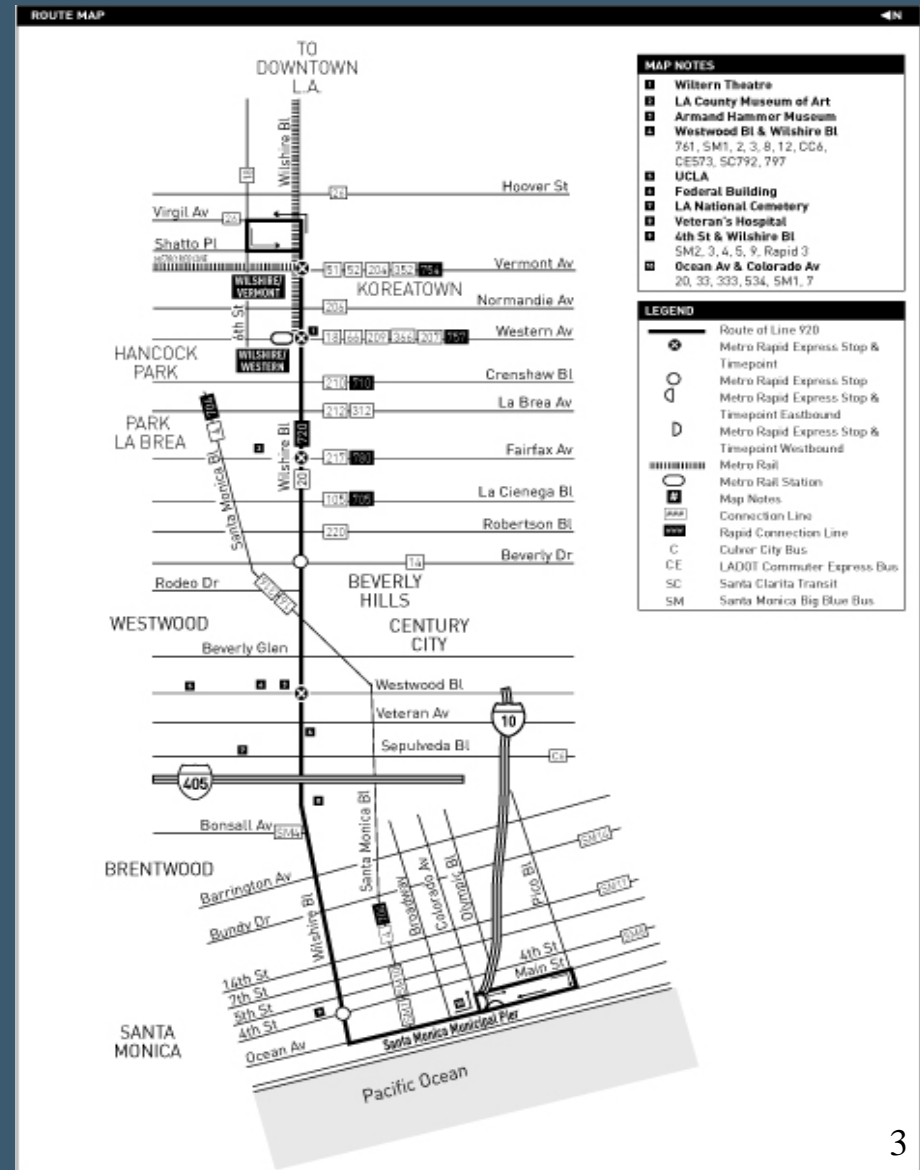
Background

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

920: Wilshire Rapid Express

Key Characteristics

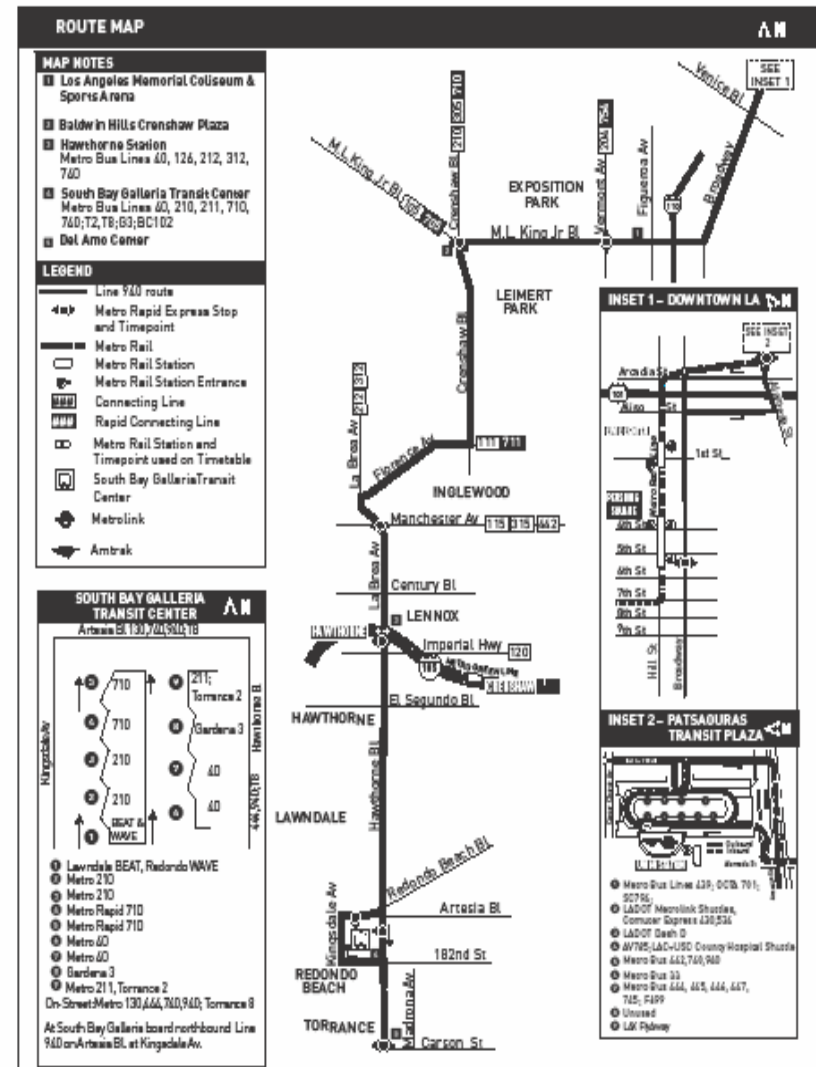
- Span - Operates weekday peak hours (both directions) 6am-10 am and from 3pm-7pm.
- Frequency - 5-10 minutes
- Peak Buses – 22 - 40'
- Daily Bus Trips – 101
- Daily Service Hours – 111.6
- Route Length – 14.3



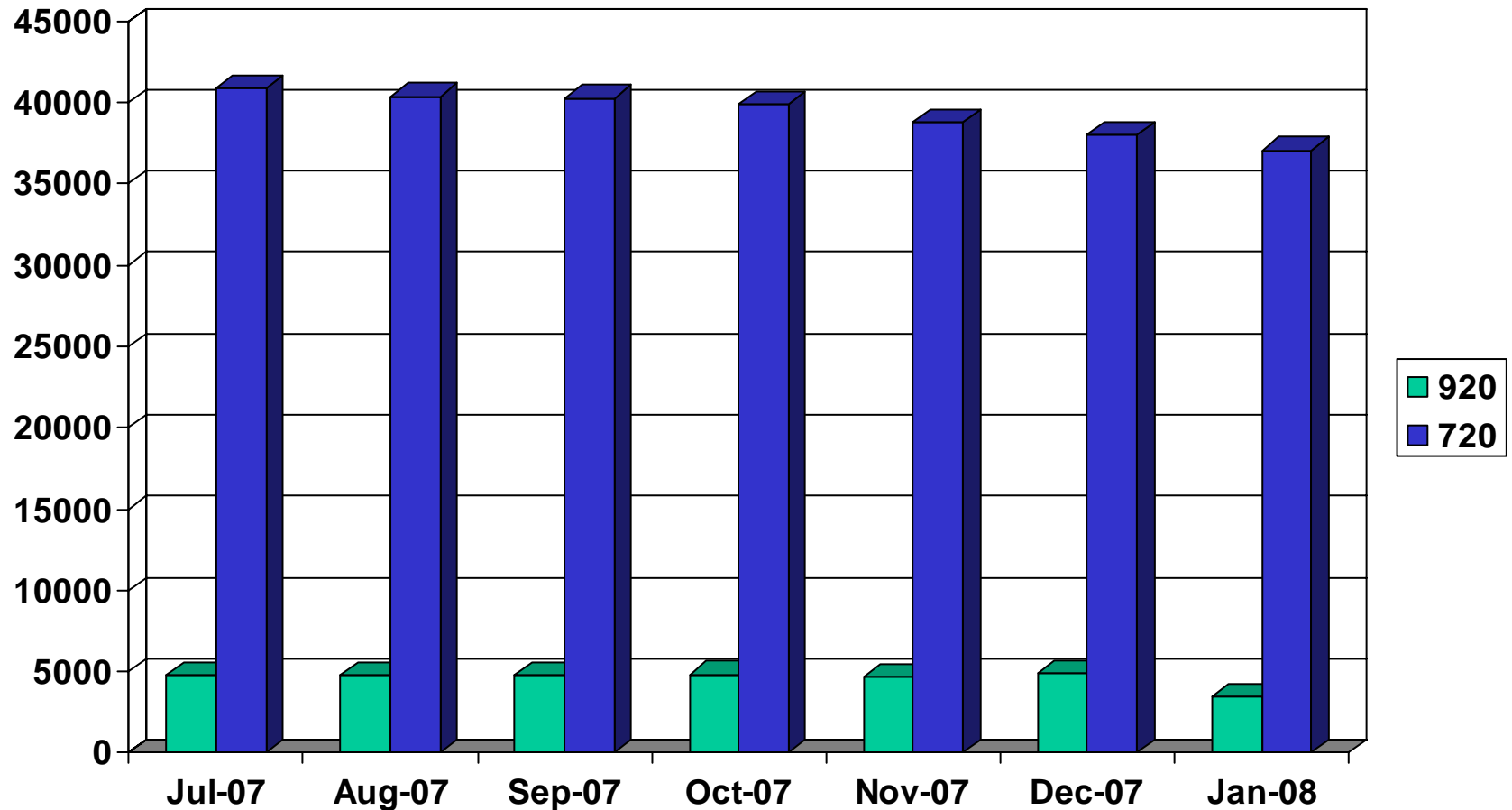
940: Hawthorne Rapid Express

Key Characteristics

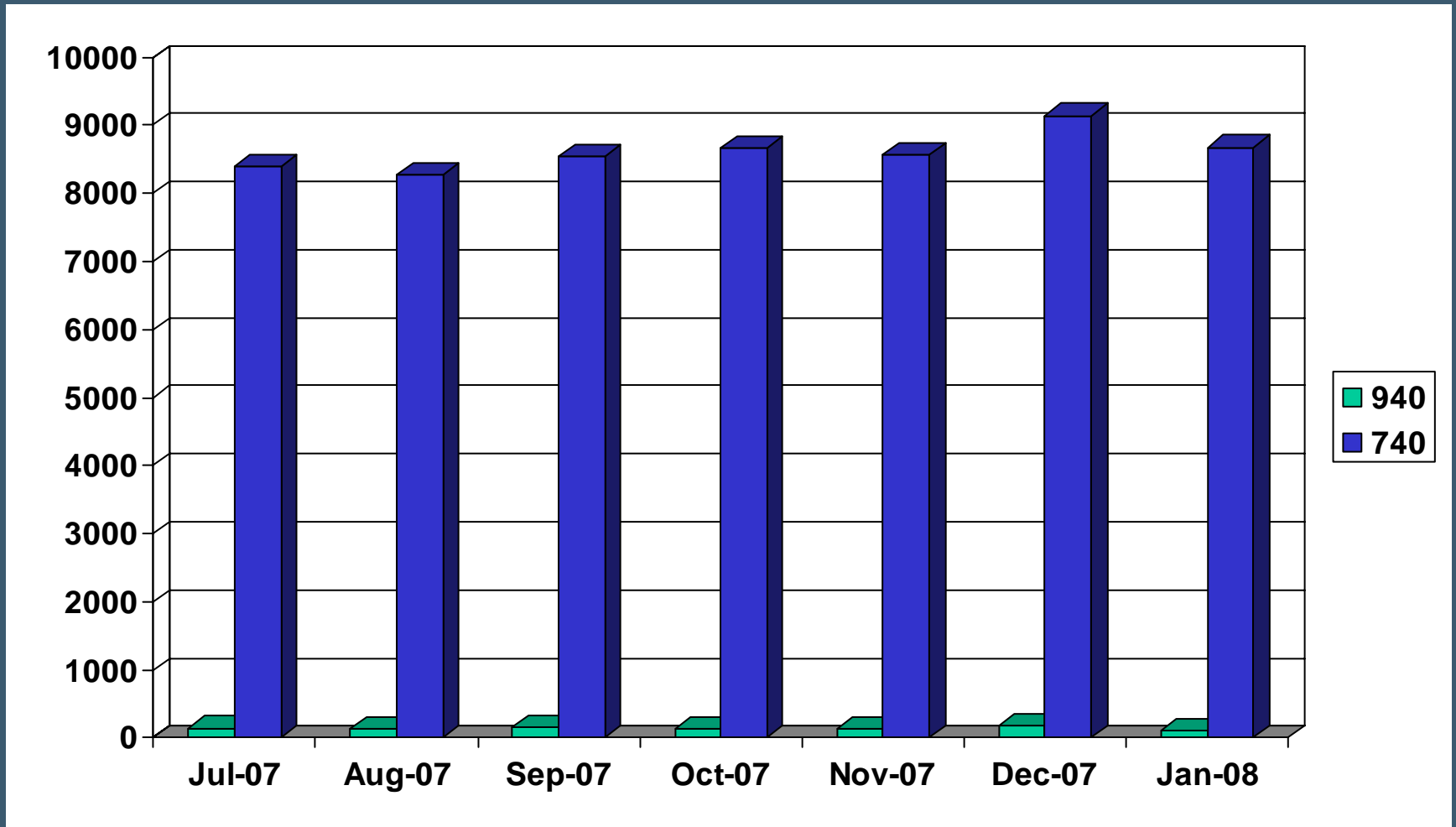
- Span - Operates weekday peak hours (peak direction only) Northbound from 5:45 am-8:30 am and southbound from 4 pm-7:00 pm
- Frequency - 30 minutes
- Peak Buses – 4
- Daily Bus Trips – 8
- Daily Service Hours – 11.0
- Route Length - 21.4 miles



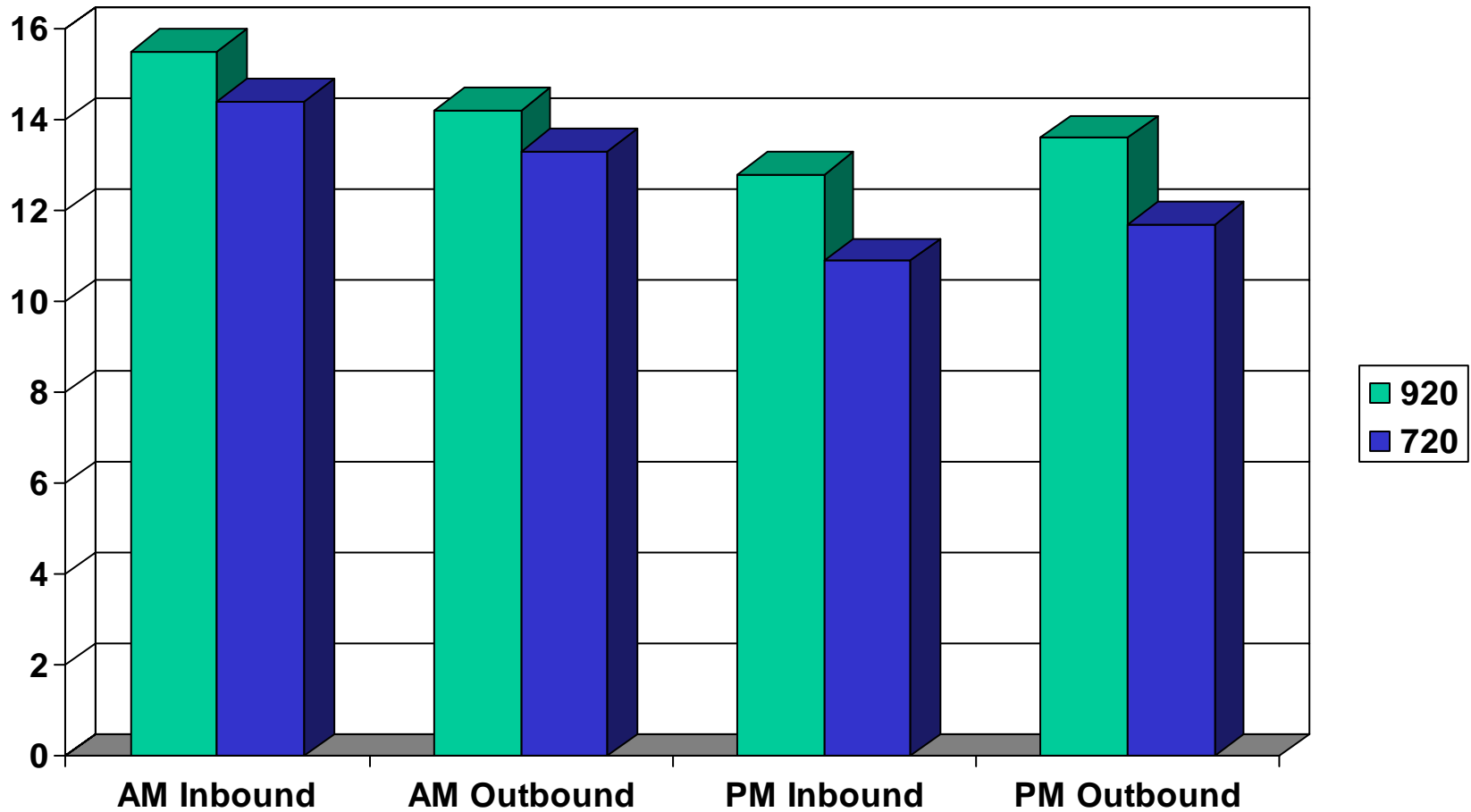
Average Daily Ridership - Wilshire



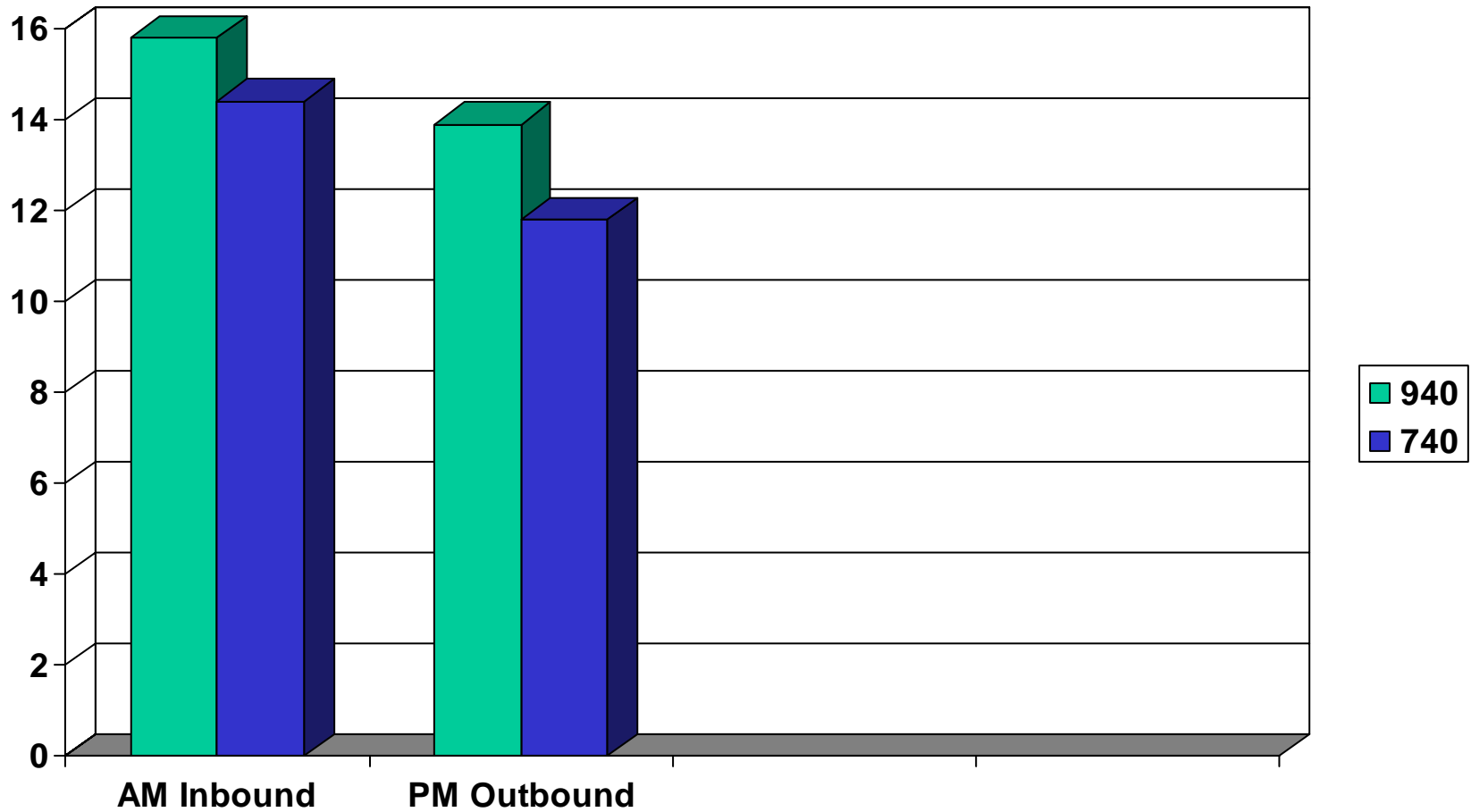
Average Daily Ridership – Hawthorne



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

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

- 920 Wilshire Blvd
 - Continue operating with June 2008 service change
 - No change to stops and will evaluate future service level adjustments
- 940 Hawthorne Blvd
 - Discontinue with the June 2008 Service Change

Discussion