



**WESTSIDE CENTRAL SERVICE COUNCIL  
MARCH 9, 2016**

**SUBJECT: FINDINGS OF THE FEBRUARY 2016 PUBLIC HEARING**

**ACTION: APPROVE FINDINGS OF PUBLIC HEARING AND ADOPT STAFF  
RECOMMENDATIONS**

**RECOMMENDATION**

- 1) Approve findings of public hearings conducted in February 2016 for implementation of proposed changes.
- 2) Adopt staff's recommended service plan.

**ISSUE**

Federal guidelines and MTA policy require that a public hearing be held when major service changes to the bus system are considered. Accordingly, the affected Service Councils conducted a series of public hearings in February 2016, along with a Saturday hearing conducted at the Gateway Headquarters. The purpose of the hearings was to solicit public input, written comments, and verbal testimony regarding proposed service changes to 24 bus lines that operate throughout the Metro region. These changes are slated for implementation on June 26, 2016 or later.

A review of public input, an analysis of impacts and staff's service change recommendations, as approved by the Service Councils, are outlined in this report. The Service Councils were requested to consider the possible impacts from these proposals before approval.

**ALTERNATIVES CONSIDERED**

Alternatives to the staff recommendation are to 1) adopt a new subset of the proposals or 2) not adopt the revised service changes. Staff's recommendations encourage connectivity and optimize efficiency of travel demand patterns however the Service Council may select other alternatives that may benefit the most patrons.

**DISCUSSION**

In compliance with federal public hearing requirements and MTA's Administrative Code, each Service Council is required to conduct a public hearing and consider public

testimony before approving significant modifications to the bus system. As part of this process, each Service Council, respectively, is also required to consider potential impacts these changes may have on the community.

Each year Metro service development staff reviews bus routes to identify opportunities to improve productivity, safety, cost effectiveness, capacity utilization, and service quality. During this round of public hearings, route modifications in the Westside Service Council area were proposed to:

- Introduce a new line in East Los Angeles to improve access to USC/LAC General Hospital;
- Join lines together which have common terminals; allows for improvements in service frequency and eliminates the need to transfer; and
- Improve mid-day service on Rapid Line 704.

The official notice of public hearing was finalized after the December 2015 Service Council meetings and was published in local newspapers beginning January 2016. Due to the systemwide nature of the proposals, public hearings were conducted in February at all five Service Council meetings, as well as one Saturday meeting held at the Metro Gateway headquarters building.

The published Notice of Public Hearing (Attachment A) gives the time, date, and location of each public hearing. Additional notices were subsequently published in other local, regional, and foreign language newspapers system-wide, where appropriate. Approximately 81,000 marketing take-ones were distributed on buses, trains, and at customer service outlets informing riders of the proposals under consideration. The Notice of Public Hearing was also posted on Metro's main website, along with a link to maps showing the proposed changes. Patrons could also send responses to Metro via email at [servicechanges@metro.net](mailto:servicechanges@metro.net), fax, or mail.

In addition to the public hearings, staff presented the proposed changes to the February meetings of the Metro Citizen's Advisory Committee, General Managers, and Quarterly Transit Providers.

At the public hearings, staff asked attendees to indicate how they heard of the hearings. Of the 180 who signed in at the six meetings, the following data was collected:

Outreach Method	Number of Patrons
Brochure	52
Friend	28
Metro Website	20
Email	17
Facebook	8
The Source Blog	7
Twitter	2

A total of 10 individuals attended the Westside Central public hearing; seven of those individuals provided verbal testimony. A total of 85 comments were received on the proposals under consideration by the Westside Central Service Council via letters, facsimiles and emails by midnight Saturday, February 13, 2016, the close of the public record.

Of the total testimony received systemwide on changes proposed in the Westside Central region via all methods, approximately 18% (15 comments) supported the proposals, 61% (52 comments) opposed, 13% (11 comments) suggested modifications and another 8% (7 comments) were unrelated to the Public Hearing proposals. In addition, a petition against the Line 460 proposal with 152 signatures was received.

The majority of the “opposed” comments received via email and testimony are related to the cancellation of Line 460. The following is a staff response to comments opposed to the proposals or requests to modify proposals.

#### Lines 16/316 & 220

There were concerns and questions about the elimination of Line 220. Two comments requesting restoration of the northern terminal in West Hollywood were received. *The route of Line 220 along Robertson Bl would be completely replaced as Line 17, a new branch route of Line 16/316 on weekdays only. Currently, the westbound shortline buses on Line 16/316 end at Cedars Sinai Hospital. Those trips would be combined with the route of Line 220 along Robertson Bl. Service on the new branch route would be improved to operate every 30 minutes instead of every 60 minutes during the peaks. Service would also be extended to operate until 9 pm instead of ending at 7 pm. Restoring the northern terminal to West Hollywood is not recommended due to service duplication.*

#### Lines 51/52/352

There was one comment stating that the brochure was deceptive since new Line 351 would not serve the Harbor Gateway Transit Center. Another comment suggested modifying the proposal to add more peak service to Line 52 and operate new Line 752 between Downtown LA and Artesia Transit Center. *This line was not recommended as a candidate for new Rapid service in the overall program but staff will monitor service.*

### Lines 68 and 620

Five comments in opposition to the cancellation of Line 620 were received. *Portions of Line 620 and Line 68 will be replaced by new Line 106, providing residents of East Los Angeles with one continuous route between Atlantic Bl and USC Medical Center. Service on discontinued portions of Line 620 is provided by other Metro services.*

### Line 175

One comment was received on Line 175 suggesting that it be operated by another provider if Metro does not want to provide the service. Another comment stated that Line 175 has been subjected to “little cuts” so it is no longer a viable service and should be modified to better serve Silver Lake and Los Feliz. *Metro continues to provide service on Line 175 primarily to support students traveling between the residential neighborhood and Marshall High School during the peak periods. The two midday trips that are proposed to be canceled are not aligned with school schedules and are not needed.*

### Line 460 (summary of most frequent comments received)

- 1) If the service is cancelled, there will be no way to travel to jobs, school, doctors, etc. *Metro proposes to cancel only the portion of the line from Downtown LA to the Norwalk Green Line Station. Service is provided along the segment of the route proposed for cancellation by Metro’s Blue, Silver, and Green Lines.*
- 2) Due to transfers between the remaining Line 460 and the proposed alternatives, it will cost more money. *Actually, it could cost less money. If a patron starts on Line 460 from Disneyland to Downtown LA, the cost is \$2.50. But if a patron takes Line 460, transfers to the Green Line to the Metro Blue Line, the cost is only \$1.75 if using a TAP Card. TAP Card users are eligible to receive free unlimited transfers for up to two hours of travel to complete a one-way trip.*
- 3) The Green Line span of service does not operate as late as Line 460. *Should the downtown segment of the line be discontinued, late night trips would still travel through to Downtown Los Angeles.*

### Line 704

There was no opposition to the proposal. One comment requested a new stop at Santa Monica and Sawtelle. Another comment requested eliminating the shortline trips at Santa Monica and Sepulveda. *Establishing a new stop on Line 704 at Sawtelle is not recommended as it would deteriorate average stop spacing on Line 704. Metro’s Transit Service Policy states that the average Rapid stop spacing should be 0.7 miles; average stop spacing on Line 704 is already 0.53 miles. Eliminating the short turns on Line 704 is not recommended since an analysis of average loads has determined that the additional trips to Santa Monica are not warranted. Service west of Sepulveda is also provided by Big Blue Bus.*

### Recommendations

The following summarizes the Public Hearing proposals and staff recommendations for approval.

Line 16/316 - Downtown Los Angeles - Century City via 3rd St

**Proposal** - Combine with Line 220 at Cedar Sinai Hospital, providing one continuous line via new branch Line 17.

**Recommendation** – Operate as proposed

Line 51/52/351/352 – Wilshire Ctr – Downtown LA – Compton – Harbor Gateway TC via Avalon

**Proposal** - Discontinue Limited Stop Line 352 and replace with new Limited Stop Line 351. All existing limited stops on Line 352 will be served by the new Line 351. Line 51 operates more frequently than Line 52; therefore a new Line 351 will benefit more riders with a faster service.

**Recommendation** – Operate as proposed.

Line 68 – Downtown LA – Montebello via Chavez – E. 1st St

**Proposal** - Replace the 1st St route segment from Indiana Station to East LA College with new Line 106. This new line will also operate to County USC Hospital and replace a large portion of Line 620.

**Recommendation** - Operate as proposed.

Line 175 – Silver Lake – Hollywood via Hyperion Av – Sunset Bl

**Proposal** - Remove two underutilized mid-day trips.

**Recommendation** - Operate as proposed.

Line 220 – Beverly Ctr – Culver City Sta via Robertson Bl

**Proposal** - Replace Line 220 with a branch route of Line 16 at Cedar Sinai Hospital; new branch Line 17 would operate from downtown LA to Culver City Expo Station.

**Recommendation** - Operate as proposed.

Line 460 – Downtown LA – Disneyland via Harbor Transitway – I-105 Fwy

**Proposal** - Discontinue route segment from Downtown LA to Norwalk Green Line Station (replacement service provided by Metro Silver Line, Silver Express, Blue Line, and Green Line).

**Recommendation** – Operate as proposed. After the Metro Green Line service has ended, later night service will be provided by Line 460 from Disneyland to Downtown Los Angeles. Saved net revenue service hours will be redeployed on lines in the Gateway Cities area to improve service and patronage.

Line 620 – Boyle Heights Shuttle

**Proposal** - Discontinue service on Cesar E. Chavez, Forest Av, Wabash Av, Evergreen Av, Mott St, and 1st St. Replacement service is provided by the current routes of Lines 30, 68, 71, and 770. Remaining service will operate from USC Medical Center, State St, 1st St, Boyle Av, Whittier Bl, Soto St, 4th St, Indiana St, then continue out 1st St along the route of Line 68 to East LA College (see Line 68 above). The new service will be renumbered to Line 106 operating in both directions. Hours and days of operation will remain unchanged.

**Recommendation** – Operate as proposed.

Line 704 – Downtown Santa Monica via Santa Monica Bl

**Proposal** - Make permanent experimental improvement of weekday mid-day service from every 20 minutes to every 15 minutes.

**Recommendation** – Operate as proposed.

**For Information Only – Recommendations for Proposals Submitted to Other Service Councils for Approval**

The following proposals were presented at the Westside Service Council Public Hearing to facilitate public input as a portion of these lines operate within the area. Any changes to these lines, however, will be approved by the Service Council responsible for them. Comments received at the Westside Central Service Council regarding these proposed changes are being shared with the appropriate jurisdiction(s).

Line 156 Panorama City to Hollywood via Highland Av, Vineland Av & Van Nuys Bl & Line 237 Sylmar Station – Encino – Sherman Oaks via Balboa-Woodley

**Proposal** - Combine with Line 236, Route 237 on Van Nuys Bl at the Orange Line, providing a new continuous line from Hollywood to Granada Hills.

**Recommendation** - Operate as proposed.

Line 234 - Sylmar – Westwood via Sepulveda Bl

**Proposal** - Late night, early morning, Saturday and Sunday extension from Westwood to Sepulveda Expo Line Station, when opened.

**Recommendation** - Operate as proposed.

Line 258 Alhambra – Paramount via Fremont Av & Eastern Av & Line 485 – Downtown LA – Altadena via Fremont – Lake Avs

**Proposal** - Discontinue service from Downtown LA to Cal State LA. Service north of Cal State LA will be operated to Altadena by an extension of Line 258.

**Recommendation** – Operate as proposed. Of the total boardings on Line 485, only approximately 26% ride beyond Cal State LA to Union Station, while the majority board and alight along the route. Those continuing to Union Station may board frequent Silver Line service (5 minutes in the peaks and 15 minutes in the base periods).

Line 734 – Sylmar Station – Westwood via Sepulveda Bl

**Proposal** - Extend service from Westwood to Sepulveda Expo Line Station, when opened.

**Recommendation** – Operate as proposed.

Line 788 – Metro Valley – Westwood Express

**Proposal** – Extend service from Westwood to Sepulveda Expo Line Station, when opened.

**Recommendation** – Operate as proposed.

## Impact to Budget

The Board of Directors consideration of the service changes presented in this report is included in the FY17 adopted budget. The implementation of these changes would have no negative impact to the agency.

## **TITLE VI AND ENVIRONMENTAL JUSTICE EVALUATION**

The proposed service changes to Lines 16/316/17, 51/52/352, 68, 175, 220, 460, and 620 proposed changes did not create a Disparate Impact or a Disproportionate Burden. None of the changes were significant enough to meet the threshold for a major service change.

The additional Line 704 (Santa Monica BI Rapid) mid-day service (improved service from every 20 to 15 minutes) did have a Disparate Impact. This is the result of Line 704 operating through mixed communities with an average of 49% minorities than the system average (88%) A disparate Impact cannot be mitigated; therefore the Board should proceed with the action due to Board adopted Metro Rapid service policies. No alternative that would accomplish the same result with a lesser disparate impact can be implemented. The action does not cause a Disproportionate Burden.

## **NEXT STEPS**

The proposals considered for public hearing and final recommendations as approved by the Service Councils will be presented to the Metro Board as a receive and file report. The proposed changes will be implemented with the June 26, 2016 service changes or later.

## **ATTACHMENTS**

Attachment A – Notice of Public Hearing

Attachment B – Equity Evaluation of Proposed Major Service Changes for June 2016

Attachment C – Summary of Public Comment

Prepared by: Carol Silver, Transportation Planning Manager IV

Scott Page, Director of Service Performance and Analysis

Jon Hillmer, Executive Director, Service Development, Scheduling and Analysis

**NOTICE OF PUBLIC HEARING**  
Los Angeles County Metropolitan Transportation Authority

The Los Angeles County Metropolitan Transportation Authority will hold public hearings in February 2016 to receive community input on proposed modifications to Metro's bus service. Approved changes will become effective June 2016 or later. Details of the hearing dates, times, and locations are listed at the end of this notice.

The upcoming public hearings are being held in conformance with federal public hearing requirements outlined in Section 5307 (d) 1 of Title 49 U.S.C., and public hearing guidelines outlined in Section 2-50-025 of Metro's Administrative Code, as amended.

Listed below are the service proposals to be considered at the hearings, and the respective Service Councils that will host the public hearings. In general, the proposed modifications will improve the efficiency and effectiveness of the public transportation system through a better use of resources. The public can attend any of these hearings and comment on proposals of interest to them.

LINE	LINE NAME	PROPOSED SERVICE CHANGE	San Fernando Valley	San Gabriel Valley	Gateway Cities	South Bay	Westside Central
<b>16/316</b>	Downtown Los Angeles - Century City via 3rd St	Combine with Line 220 at Cedar Sinai Hospital, providing one continuous line via new branch Line 17.					<b>X</b>
<b>51/52/ 351/ 352</b>	Wilshire Ctr – Downtown LA – Compton- Harbor Gateway TC via Avalon	Discontinue Limited Stop Line 352 and replace with new Limited Stop Line 351. All existing limited stops on Line 352 will be served by the new Line 351. Line 51 operates more frequently than Line 52; therefore a new Line 351 will benefit more riders with a faster service.			<b>X</b>	<b>X</b>	<b>X</b>
<b>68</b>	Downtown LA – Montebello via Chavez – E. 1st St	Replace the 1st St route segment from Indiana Station to East LA College with new Line 106. This new line will also operate to County USC Hospital and replace a large portion of Line 620. (See Line 620 below).		<b>X</b>			<b>X</b>
<b>106</b>	County USC Hospital – Indiana Sta – East LA College	Proposed new Line 106 will operate as a replacement to a portion of Line 68 on E 1st St and a large portion of Line 620.		<b>X</b>			<b>X</b>
<b>111 /311</b>	LAX City Bus Center – Norwalk Sta via Florence Av	Discontinue Line 311 limited stop service and operate as local service.			<b>X</b>	<b>X</b>	

LINE	LINE NAME	PROPOSED SERVICE CHANGE	San Fernando Valley	San Gabriel Valley	Gateway Cities	South Bay	Westside Central
156	Panorama City to Hollywood via Highland Av, Vineland Av & Van Nuys Bl	Combine with Line 236, Route 237 on Van Nuys Bl at the Orange Line, providing a new continuous line from Hollywood to Granada Hills. (See Line 236/237 below)	X				X
175	Silverlake – Hollywood via Hyperion Av – Sunset Bl	Remove two underutilized mid-day trips.					X
190/ 194	El Monte Sta - Cal Poly Pomona via Ramona Bl & Valley Bl	Discontinue service, possibly to be operated by another provider.		X			
220	Beverly Ctr – Culver City Sta via Robertson Bl	Replace Line 220 with a branch route of Line 16 at Cedar Sinai Hospital; new branch Line 17 would operate from downtown LA to Culver City Expo Station.					X
234	Sylmar – Westwood via Sepulveda Bl	Late night, early morning, Saturday and Sunday extension from Westwood to Sepulveda Expo Line Station, when opened.	X				X
236/ 237	Sylmar Sta – Encino via Glenoaks Bl, Balboa Bl Encino – Granada Hills – Sherman Oaks via Balboa Bl, Woodley Av, Victory Bl, Van Nuys Bl	Combine Route 237 with Line 156 on Van Nuys Bl at the Orange Line, providing a new continuous line from Hollywood to Granada Hills.	X				
258	Alhambra - Paramount via Fremont Av & Eastern Av	Join line with Line 485 at Cal State LA, providing a continuous line from Paramount to Pasadena.		X	X		
270	Monrovia – Norwalk Sta via Workman Mill – Peck Rds	Discontinue service, possibly to be operated by another provider.		X	X		
460	Downtown LA – Disneyland via Harbor Transitway – I-105 Fwy	Discontinue route segment from Downtown LA to Norwalk Green Line Station (replacement service provided by Metro Silver Line, Silver Express, Blue Line, and Green Line).			X		X
485	Downtown LA – Altadena via Fremont – Lake Avs	Discontinue service from Downtown LA to Cal State LA. Service north of Cal State LA will be operated to Altadena by an extension of Line 258.		X			X
501	NoHo – Pasadena Express	New express service between Metro North Hollywood Red/Orange Line Stations to Metro Del Mar Gold Line Station.	X	X			

<b>LINE</b>	<b>LINE NAME</b>	<b>PROPOSED SERVICE CHANGE</b>	<b>San Fernando Valley</b>	<b>San Gabriel Valley</b>	<b>Gateway Cities</b>	<b>South Bay</b>	<b>Westside Central</b>
<b>577</b>	El Monte Sta – Long Beach VA Medical Center via I-605 Fwy	Add three stops between El Monte Station and Rio Hondo College. Exclude Line 577 from the express premium fare policy (requires Board of Directors approval).		<b>X</b>	<b>X</b>		
<b>620</b>	Boyle Heights Shuttle	Discontinue service on Cesar E. Chavez, Forest Av, Wabash Av, Evergreen Av, Mott St, and 1st St. Replacement service is provided by the current routes of Lines 30, 68, 71, and 770. The remaining service will operate from the USC Medical Center, State St, 1st St, Boyle Av, Whittier Bl, Soto St, 4th St, Indiana St, then continuing out 1st St along the route of Line 68 to East LA College (see Line 68 above). The new service will be renumbered to Line 106 operating in both directions. Hours and days of operation will remain unchanged.		<b>X</b>			<b>X</b>
<b>704</b>	Downtown Santa Monica via Santa Monica Bl	Make permanent experimental improvement of weekday mid-day service from every 20 minutes to every 15 minutes.					<b>X</b>
<b>734</b>	Sylmar Sta – Westwood via Sepulveda Bl	Extend service from Westwood to Sepulveda Expo Line Station, when opened.	<b>X</b>				<b>X</b>
<b>788</b>	Metro Valley – Westwood Express	Extend service from Westwood to Sepulveda Expo Line Station, when opened.	<b>X</b>				<b>X</b>



## PUBLIC HEARING SCHEDULE

### **SAN FERNANDO VALLEY**

**Wednesday, February 3, 2016**

**6:30PM**

Marvin Braude Constituent Center  
6262 Van Nuys Blvd.  
Van Nuys, CA 91401

### **SOUTH BAY**

**Thursday, February 4, 2016**

**6:00PM**

Carson Community Center  
Adult Lounge  
801 E. Carson  
Carson, CA 90745

### **REGIONAL LOCATION**

**Saturday, February 6, 2016**

**10:00AM**

Metro Boardroom  
1 Gateway Plaza, 3<sup>rd</sup> Floor  
Los Angeles, CA 90012

### **SAN GABRIEL VALLEY**

**Monday, February 8, 2016**

**6:00pm**

Metro El Monte Division 9 Building  
3449 Santa Anita Ave.  
3rd Floor Service Council  
Conference Room  
El Monte, CA 91731

### **WESTSIDE/CENTRAL**

**Wednesday, February 10, 2016**

**6:00PM**

Metro Headquarters Building  
1 Gateway Plaza  
Union Station Conference Room  
Los Angeles, CA 90012

### **GATEWAY CITIES**

**Thursday, February 11, 2016**

**6:00 p.m.**

Norwalk Arts & Sport Complex  
Sproul Reception Center  
12239 Sproul St.  
Norwalk, CA 90650

The public hearings will commence at the listed times and will close after all oral testimony has been received by those members of the public present in accordance with hearing guidelines.

**Note: These proposals may be approved in whole or in part at a date following the public hearings. Approved changes may also include other alternatives derived from public comment.** Interested members of the public are encouraged to attend the upcoming hearings and provide testimony on any service proposal under consideration (public comment will not be restricted to only bus routes operating in one geographical area). All public comment received will be forwarded to the responsible Service Council, and considered prior to taking action on the service proposals. Persons unable to attend the hearings may submit written testimony postmarked through midnight Saturday, February 13, 2016, the close of the public record.

Comments sent via U.S Mail should be addressed to: **Metro Customer Relations**

Attn: June 2016 Service Changes  
1 Gateway Plaza, 99-PL-4  
Los Angeles, CA 90012-2932

Comments via e-mail should be addressed to: [servicechanges@metro.net](mailto:servicechanges@metro.net)

Attn: "June 2016 Service Changes"

Facsimiles should be addressed as above and sent to: 213-922-6988.

**ADA REQUIREMENTS:** Upon request, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA sponsored meetings and events.

**LIMITED ENGLISH PROFICIENCY:** Upon request, interpreters are available to the public for MTA sponsored meetings and events. Agendas and minutes will also be made available in other languages upon request.

All requests for reasonable accommodations, interpretation services and materials in other languages must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please submit requests by calling (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday. Our TDD line is (800) 252-9040. Individuals with hearing or speech impairment may use California Relay Service 711 + Metro phone number.

**ATTACHMENT B**

**Service Equity Analysis  
Methodology & Results**

**June 2016  
Proposed Major Service Changes  
Prepared January 2016**

Service Planning and Scheduling  
Civil Rights Programs Compliance

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## 1. PROPOSAL OVERVIEW

A proposed program of service changes for possible implementation in June 2016, or later, is scheduled for public comment in February 2016. The major service changes contained in that proposal are the subject of this equity evaluation.

## 2. METHODOLOGICAL APPROACH

A Service Equity Evaluation is presented herein in accordance with the requirements of Federal Transit Administration Circular 4702.1B. The evaluation assesses whether or not there are adverse disparate impacts on minority passengers and/or disproportionate burdens on low income riders arising from the proposed major service changes that will be considered at public hearings in February 2016.

The proposed changes have been grouped by type of change for this analysis. There are three groups consisting of routes or segments proposed for discontinuation, routes or segments that represent new services, and routes proposed for increased service frequency. Each group is evaluated separately using demographic data associated with the group's services.

Only the major service change proposals as defined in Metro's Administrative Code Section 2-50 are included in this analysis. There are additional proposals being presented for public comment that are not a part of this evaluation. A service change is considered major if it meets one or more of the following criteria:

A revision to an existing transit route that increases or decreases the route miles by 25% or the revenue service miles operated by the lesser of 25%, or by 250,000 annual revenue service miles at one time or cumulatively in any period within 36 consecutive month;

A revision to an existing transit service that increases or decreases the revenue hours operated by at least 25% or by 25,000 annual revenue service hours at one time or cumulatively in any period within 36 consecutive months;

A change of more than 25% at one time or cumulatively over any period within 36 consecutive months in the number of total revenue trips scheduled on routes serving a rail or BRT station, or an off-street bus terminal serving at least 4 bus routes;

A change of more than 20% of the total system revenue miles or revenue hours in any 12 month period;

The implementation of any new transit route that results in a net increase of more than 25,000 annual revenue hours or 250,000 annual revenue miles;

Six months prior to the opening of any new fixed guideway project (e.g. BRT line or rail line) regardless of whether or not the amount of service being changed meets the requirements in the new subsections 1 – 5 above.

Two proposals meeting the criteria for major changes have been excluded from this analysis as the Administrative Code provides an exception to the equity evaluation requirement when a service is replaced by a different mode or operator providing a service with the same headways, fare, transfer options, span of service and stops. The proposed discontinuation of Lines 190-194 and 270 is contingent on the assumption of service by Foothill Transit. Because there are differences in the fares charged by the involved operators, these two proposals are the subject of a separate fare equity evaluation.

## **Data Sources**

Data on the ethnicity of Metro's service area population is obtained from block group level data from the 2010 U. S. Census. Poverty income data is from the American Community Survey administered by the U. S. Census for the five year period from 2006-2010 and is provided at the census tract level.

## **Methodology**

For any route or route segment included in this evaluation the population and minority population of each block group that is at least partially included in a buffer area around each stop served by the affected route or segment is accumulated. The buffer is generally a circle of one-quarter mile radius around each stop. For rail stations the buffer has a one-half mile radius, and for major park/ride facilities the buffer has a five mile radius. Similarly, census tract level data for population and poverty population is accumulated from all tracts at least partially included in each buffer.

The major changes are grouped by type of change (discontinuation, new service, or increased frequency), and the associated population, minority population, and poverty population is accumulated for each group. Each group's overall minority population share and poverty population share is compared with the corresponding Metro service area shares to determine whether or not a disparate impact, or disproportionate burden would result.

## **3. RESULTS**

The Board of Directors has adopted thresholds for determining when disparate impacts and/or disproportionate burdens are imposed by a proposed service change action.

A disparate impact occurs when the absolute difference between the minority share of the impacted population and the minority share of Metro's service area population exceeds 5%, and/or the relative difference between the minority share of the impacted population and the minority share of Metro's service area population exceeds 20%.

A disproportionate burden occurs when the absolute difference between the impacted poverty population share and the Metro service area poverty population share exceeds 5% and/or the relative difference between the poverty population share of the impacted population and the poverty share of Metro's service area population exceeds 20%.

The results of this equity evaluation are shown in Table 1. There is no disparate impact or disproportionate burden resulting from the service discontinuation and new service actions. The increased frequency proposed for Line 704 would result in a disparate impact on the minority population along its route, but would not result in a disproportionate burden on the poverty population in its corridor.

When a disparate impact is found the proposed action may only be implemented if (1) there is a substantial legitimate justification for the proposed service change, and (2) there are no alternatives that would have a less disparate impact and still accomplish the goals of the action. In this instance, the action is proposed to conform passenger loading during the midday to recently revised passenger loading standards. There are no alternatives to adding service to reduce passenger loading, and not doing so would violate adopted Board policy resulting in crowding.

Table 1 Equity Evaluation of Major Service Change Proposals for June 2016

**DISCONTINUATION OF ROUTE OR SEGMENT**

Line	Description	Adverse Action	Beneficial Action	Title VI			EJ		
				Population	Minority	%	Population	Poverty	%
111	Discontinue Route 311	X		-244,310	-228,526	93.5%	-349,160	-69,406	19.9%
156	Discontinue Burbank/Kester/Oxnard Loop	X		-18,579	-10,684	57.5%	-28,901	-5,638	19.5%
220	Discontinue line	X		-53,401	-16,915	31.7%	-68,042	-7,522	11.1%
236	Discontinue branch line 237	X		-164,559	-92,194	56.0%	-204,516	-24,570	12.0%
258	Discontinue service east of Fremont/Commonwealth	X		-32,739	-29,082	88.8%	-38,056	-6,028	15.8%
460	Discontinue service west of Norwalk Station	X		-81,896	-65,143	79.5%	-85,549	-34,872	40.8%
485	Discontinue line	X		-120,667	-87,390	72.4%	-154,781	-22,285	14.4%
620	Discontinue service between Indiana Station State St via Chavez	X		-44,714	-43,893	98.2%	-59,995	-15,659	26.1%
<b>Total</b>				<b>-760,865</b>	<b>-573,827</b>	<b>75.4%</b>	<b>-989,000</b>	<b>-185,980</b>	<b>18.8%</b>
						<b>Metro Service Area</b>	<b>70.5%</b>	<b>15.9%</b>	
						<b>Absolute Difference</b>	<b>4.9%</b>	<b>2.9%</b>	
						<b>Relative Difference</b>	<b>7.0%</b>	<b>18.3%</b>	

**NEW SERVICE**

Line	Description	Adverse Action	Beneficial Action	Title VI			EJ		
				Population	Minority	%	Population	Poverty	%
156	Extend from Van Nuys/Burbank via Route 237 to Mission Hills		X	95,656	63,639	66.5%	111,257	15,776	14.2%
258	Add extension to CSULA		X	10,547	9,585	90.9%	16,006	1,889	11.8%
258	Add extension from Fremont/Commonwealth to Altadena		X	74,390	46,329	62.3%	113,333	11,858	10.5%
501	New service		X	44,623	20,922	46.9%	63,759	8,731	13.7%
620	Extend service from Indiana Station to E. LA College via 1st. St.		X	49,274	48,029	97.5%	66,030	12,143	18.4%
<b>Total</b>				<b>274,490</b>	<b>188,504</b>	<b>68.7%</b>	<b>370,385</b>	<b>50,397</b>	<b>13.6%</b>
						<b>Metro Service Area</b>	<b>70.5%</b>	<b>15.9%</b>	
						<b>Absolute Difference</b>	<b>-1.8%</b>	<b>-2.3%</b>	
						<b>Relative Difference</b>	<b>-2.6%</b>	<b>-14.4%</b>	

**INCREASED FREQUENCY**

Line	Description	Adverse Action	Beneficial Action	Title VI			EJ		
				Population	Minority	%	Population	Poverty	%
704	Add midday service (cumulative impact)		X	259,255	126,979	49.0%	313,798	57,176	18.2%
<b>Total</b>				<b>259,255</b>	<b>126,979</b>	<b>49.0%</b>	<b>313,798</b>	<b>57,176</b>	<b>18.2%</b>
						<b>Metro Service Area</b>	<b>70.5%</b>	<b>15.9%</b>	
						<b>Absolute Difference</b>	<b>-21.5%</b>	<b>2.3%</b>	
						<b>Relative Difference</b>	<b>-30.5%</b>	<b>14.6%</b>	

**ATTACHMENT C**

**Lines 16/316 & 220**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
Date	Name	Comment									
1/29/2016	Power, Max	Supports proposal.	X					1			
2/2/2016	Bonilla, Mark	An eastbound stop for #16 should be added on the SE corner of 6th/Flower Streets.220 should restore the northern terminal in West Hollywood.	X							1	
2/5/2016	Fung, Hank	Supports proposal.	X					1			
2/6/2016	Karmatz, Mark	Don't take out 220, the 220 bus along Robertson Boulevard. It used to go all the way to the airport. I think it needs to go all the way there again.				X			1		
2/7/2016	Pater, Jason	I regularly take bus route 16/316 from Century City to downtown L.A. via 3rd St. and back. I've read that line 16/316 will be eliminated and replaced with a new route 17 which will go to/from Culver City and downtown L.A. with some kind of branch line service at Cedars-Sinai Hospital. What is unclear to me is whether there will any service any more from Century City to downtown L.A.	X							1	
2/10/2016	Wright, Wayne	Nothing much to say. With the proposed Line 17, I would ask that it run seven days a week on Robertson. One of a couple of reasons: One, last August, Big Blue Bus canceled service on Robertson to avoid duplication on that street. And secondly, L.A. Public Library has a Robertson Branch on Robertson, which is open on Sundays but not on Saturdays. So it would be nice to have service down there on Sundays. Even if it has to - 17 has to run a shuttle on weekends and holidays, you know, I would ask that weekend service be implemented.				X		1		1	
2/12/2016	Mayer, Steve	Eliminating Line 220 and creating a Line 17 will cause a reduction of service to Century City causing more overloads. In addition, Line 16 shortline turnaround is going in the wrong direction. Please no changes.			X				1		
<b>Total</b>								<b>3</b>	<b>2</b>	<b>0</b>	<b>3</b>

**Line 51/52/352**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/29/2016	Power, Max	Supports proposal.	X					1			
2/2/2016	Bonilla, Mark	New #752 should be instituted, in favor of replacing #352 and complementing #51 and #52: it would run between Downtown LA (Beaudry Av/5th St) and Artesia Transit Center through San Pedro Street and Avalon Boulevard. #52 would add additional peak service in favor of #352 being discontinued: chronologically, the stops would be the same as	X							1	
2/4/2016	Drummond, J.K.	This brochure is deceptive about the 352. It says the 351 will serve all the limited stops that the 352 serves. No. The 352 serves the Harbor Gateway Transit Center, and that will be dis-served if it is substituted with the 351.				X		1	1		
<b>Total</b>								<b>2</b>	<b>1</b>	<b>1</b>	<b>0</b>

**Lines 68 & 620**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
Date	Name	Comment									
1/29/2016	Power, Max	Supports proposal.	X					1			
2/2/2016	Bonilla, Mark	Line 68 should change its western terminal in Downtown LA to Grand Avenue/Olive Street and Venice Boulevard, following the routes of #70, #71, #78/79/378.	X						1		
2/5/2016	Fung, Hank	Supports proposal. Coordinate service with school session and I question staffs assertion the 45 minute frequency is better than the hourly service provided today.	X					1		1	
2/4/2016	Drummond, J.K.	The 68 and the 106 combined, that sounds pretty good.				X		1			
2/6/2016	Hernandez, Socorro	There's another line, the 620, duplicated service. There is words that -- comments I heard such as "only 30 people a day" or "not enough" or "not many people" or "only two or three people." Those people need this service. That is what this service is there for. And that is why the Civil Rights Act and Title IV is there, to provide this service without it being discriminatory. It's East L.A. area.				X			1		
2/6/2016	Contreras, Angel	I'm a psychiatric patient. I use the 68 and 620 to go shopping. That's about it. I expect no change to the routes.				X			1		
2/6/2016	Garcia, Oscar	Line 620: We used to have 20 minute service and now it operates one trip an hours. So I have to get to work, to doctor appointment, dentist, and grocery. Can you do something about it? Please operate it every 15 minutes.				X			1	1	
2/6/2016	Mexicano, Lidya	I'm a regular user of 620. And I need it. I need it because you said we can transfer on another bus, but it's very hard for us with disabilities to take one to another one. When I go to the market with my cart, I only take the 620 to the market, and then I go to my home. We need it. Most of the users are elderly people, and we need the 620.				X			1		
2/6/2016	Rivera, Julio	if you make changes to the line, it's mainly elderly, seniors, wheelchair people, ADA people on that street of Evergreen, Wabash that they need to go to Cesar Chavez. You cut the service, they won't be able to -- they are going to have to walk, and it is hard for them to walk around.				X			1		
2/6/2016	Zablen, Nate	I support the changes on Line 68, the First Street route segment from Indiana State to East L.A. should be replaced with the 106.				X		1			
<b>Total</b>								<b>4</b>	<b>5</b>	<b>2</b>	<b>1</b>

**Line 175**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/29/2016	Power, Max	Supports proposal.	X					1			
2/2/2016	Bonilla, Mark	175 should be cancelled: Alternative service on Sunset Boulevard is available by #2/302. The segment between Sunset Red Line Station and Hyperion Ave/Sunset Boulevard should be transferred to a DASH route if they express interest to backfill the corridor.	X					1			
2/6/2016	Diamond, Darle	Line 175 used to be pretty vibrant until they started making little cuts, little cuts, little cuts, and now it only runs a couple times a day...half of which runs in Hollywood, where they have plenty of duplication of service while Los Feliz and Silver Lake get almost nothing. I have been in the area at the bus stop during the service time, and it makes no sense to take it rather than just walk, even though it's hilly, because this bus line is ridiculous. You could take half of the service out in Hollywood and make a loop in Silver Lake and Los Feliz and serve the community there more consistently.				X			1	1	
2/12/2016	Rodriguez, Jose M.	If MTA doesn't want to operate the route transfer it to LADOT, Commuter Express or Foothill Transit. We need the route and schedule the way it is on <b>175, 460</b> and <b>485</b> . We need the route 485 all day long Monday to Friday."					X		1		
<b>Total</b>								<b>2</b>	<b>2</b>	<b>1</b>	<b>0</b>

**Line 460**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
Date	Name	Comment									
1/26/2016	Shedlow, Susan	Leave Line 460 alone. Do not discontinue the segment from Downtown LA to Norwalk.					X		1		
1/28/2016	Hearing, Chester	I would like to propose another option for you. New route 960. This would start in DTLA make stops along the 110 then head to Norwalk via 105 FRW, then south on the 605 FRW east on the 91FRW stop in Fullerton, onto the 5 south exit Harbor Bl Stop at Disneyland. Head south on Harbor, left on Katella to the new Artic in Anaheim. With cuts to the 460 and OC Bus 721 leaves no direct service from the OC to LA unless you use Metrolink. Otherwise passengers are forced to transfer to either the Blue or Silver Lines and passengers don't like to transfer.	X							1	
1/28/2016	Johnson, Raymond	Patron requests that line 460 remain the same without any changes					X		1		
1/29/2016	Power, Max	Supports proposal.	X					1			
1/31/2016	Non-Profit	I ride Line 460 from Downtown LA to Disneyland 5-6 times a week and as it is it is a very long trip. This change will force me to transfer twice from the Silver Line to the Green Line, and then Line 460. Please do not change the route of Line 460.	X						1		
2/1/2016	T, Tony	Patron objects to proposal and is unable to attend the public hearings.					X		1		
2/2/2016	Mastroly, Frank	Why would you require TWO transfers (from Silver to Green, then Green to 460) to get from downtown LA to Disneyland? Your list of replacement service also mentions the Blue Line. This too would require two transfers. Perhaps in lieu of a Line 460 terminal at the Norwalk Green Line Station, perhaps you should at the very minimum route it to/from the Rosa Parks (1105) Blue Line Station and thus eliminate one transfer.	X						1		
2/3/2016	Blant, Aidan	I personally use the 460 an average of once a week (generally twice in a week every other week), to transfer to the Norwalk station in order to visit my family in Orange County. My only alternative is the OCTA 701 express bus, which is also under threat of removal, only runs on weekdays, and has a VERY limited window of opportunity that doesn't fit well with my schedule. I always see other riders on the line at all hours of the day, including other USC students returning home for the day/week. I hope that this helps persuade metro services to keep the Downtown-Norwalk segment of the 460 line.	X						1		
2/4/2016	Drummond, J.K.	Do not cancel the segment between Downtown LA and Norwalk				X			1		
2/4/2016	Griswold, Erik	Please do not shorten the 460 as it is much faster than traveling via the Blue Line and transferring to the Green Line in most time periods.	X						1		
2/4/2016	Line 460 Patron Petition	We petition the LACMTA to abandon the proposed service change for Line 460, which is slated to go into effect June 2016. It is suggested that alternative service are the Silver Line, Blue Line, and Green Line. These alternatives already exist and Line 460 patrons do not utilize these services and instead choose to pay the express surcharge to commute on one bus. The 460 is efficient, safe, and provides the only direct route between Downtown LA and Orange County. This proposal will force 460 passengers to transfer twice regardless which alternative routes are used. Please do not discontinue Line 460 segment between Downtown LA and Norwalk.			X				1		

**Line 460**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
Date	Name	Comment									
2/5/2016	Fung, Hank	Continue service due to Green Line maintenance issues and as a backup for frequent Blue Line service outages/private vehicle collisions which impact service. Reroute night service (after 8 pm) via I-605 and SR-91 to Harbor Gateway Transit Center and coordinate schedules on I-110 corridor to allow for 20 minute night service on the I-110 corridor between Downtown Los Angeles (7th/Figueroa) and HGTC.	X						1	1	
2/5/2016	Tran, Current	I use Line 460 between Downtown LA and Norwalk. Please do not cancel.			X				1		
2/5/2016	Truong, Terrisa	I have used Line 460 from Downtown LA to Norwalk for the last 15 years to get to work at night time. If I have to take the Blue Line at night I fear for my safety. Please do not cancel.			X				1		
2/6/2016	Grimes, Martin	Line 460 has help me travel to Anaheim more quickly and efficiently. I used to take the blue line and green, but don't like taking those train lines. The reason why it takes longer time travel on 2 trains, and easier to take one bus that cut right through that. Also for me I just have to take 1 REDLINE train and 2 buses just to get to Anaheim, instead of taking multiple trains and buses. Please don't change the route 460 bus line, and leave it the way it is.	X						1		
2/6/2016	Hernandez, Fernando	I am here to protest on the elimination between Downtown LA and Norwalk.				X			1		
2/6/2016	Rivera, Julio	This will require two transfers and it will take longer.				X			1		
2/6/2016	Tanaka, Duane	I was against this proposed change as I live in the city of Norwalk and often commute to Downtown Los Angeles.	X						1		
2/6/2016	Zablen, Nate	We would like to continue with the 460. That segment is very important because the 460 is the only express route, one-seat ride between Los Angeles and the most important tourist attraction in the world, probably, Disney World, Disneyland. Continue with it. Maybe you can improve that route. But the only other option to go one seat, one ride is to get to LAX and take Anaheim Resort, which is wonderful, but it's about \$20 or so. So please continue with that segment of the 460.				X			1		
2/7/2016	Reich, Denise	Removing the segment of the 460 route between Norwalk station and Downtown LA will provide a severe hardship for many. To reach Downtown LA without the 460, passengers will be forced to take the Green Line to the Blue or Silver Line. This makes the journey considerably longer, especially when one factors in the wait time for each of these connections. This would also adversely affect the many Angelenos who work at Disneyland and rely on the 460 to get to work. Direct bus service is important. Being able to reach a destination directly.	X						1		
2/8/2016	Cobos, Sabrina	I use 460 to get to Disneyland...please do not change.		X					1		
2/8/2016	Fung, Hank	With regard to the 460 -- and that's something that's not in your area, but that's a regional route that serves a lot of people in the area, connecting Norwalk to downtown Los Angeles. So therefore, we are opposed to that 460 being terminated at Norwalk because now you're adding additional transfers and additional unreliability.	X						1		
2/8/2016	Harminto, Johannes	I hope the line 460 from Downtown LA - Disneyland will not be discontinued, this is the only Metro bus that have easy, cheap & enjoyable connection to Disneyland for family/people from Downtown LA..	X						1		

**Line 460**

Line 460			COMMENTS					CATEGORY			
Date	Name	Comment	Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/9/2016	Borricano, Leonila	I commute this bus line every single day from Norwalk to Los Angeles since I no longer drive long distances anymore. This bus line is essential for me to get to work since I would have no other means of getting there.	X						1		
2/9/2016	Nicholas, Pete	I think it shortsighted and disadvantageous to the Greater L.A. tourist business and governmental revenues to eliminate the Downtown L.A. to Norwalk connections heading to Disneyland & Disney California Adventure parks. Creating another transfer impediment for Downtown L.A.-based tourists (growing by leaps and bounds with Downtown and its many new hotels) will just tend to send tourists away to Orange County and Anaheim-adjacent hotels. Continuation of current connections would allow stayers at Downtown hotels to BOTH visit studios AND visit the Disney parks.	X						1		
2/10/2016	Eddie	I'm a student at Los Angeles Trade Tech College. I'm here this evening to express my concern about the discontinued route segment on Line 460 between Norwalk Station and Downtown L.A. If this decision gets implemented, it will affect me as well as many other riders that utilize this bus line. Many of the passengers that board in Orange County end up riding into Los Angeles anyways. Why would you want to force passengers to have to make unnecessary extra time consuming connections? Also, the final 460 trip arrives at Norwalk Station at 1:23 a.m. How am I supposed to get to Downtown L.A. when the final Redondo Beach train leaves at 12:50 a.m.? Please make the right decision and don't leave riders stranded late at night in Norwalk, and keep Line 460 the way it is.				X			1		
2/10/2016	Lucero, Richard	Some of us live in the Valley. Some of us live in other parts of L.A. We catch buses, and we also catch the bus back to work. That's my real big concern. And what if you guys decide to cut the 460, what now? That line from L.A. to Norwalk, I know it's not too much, but in the morning, we catch it. Evening times, we catch it. Evening, come back out, and we also have guests that do ride that line a lot. So, if you guys want to make changes on the 460, you might as well cancel the whole line, and like I said, if you want to transfer the OCTA, congratulations. They're not going to do it. LADOT won't do it. So my suggestion is, please, keep the 460 as it is now, please.				X			1		
2/10/2016	Solis, Christian	I'm here for the Line 460. I very disagree with that, that change to L.A. to Downtown L.A. to Norwalk. I been that line for three years because I am 25 very ridiculous about this change. I don't really agree about this change because I -- for three years I head to Orange County and Disneyland, as well, and head Orange County because I want to get to Orange County, through my mom, and head to the beach in Costa Mesa and head back -- go back home to Downtown L.A., and I don't -- I don't agree with that change.				X			1		

**Line 460**

Line 460			COMMENTS					CATEGORY			
Date	Name	Comment	Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/11/2016	Canning, Kelley	Disabled and senior 460 Line riders depend on the service to and from Norwalk Downtown. Traversing stairs or elevators to the train platform are very challenging 'cause they have impaired mobility. The 460 bus kneels. They can get on it. They go straight downtown. They don't have to get off to transfer to a train, to another train, to a bus. Students and faculty of USC and USC Hybrid High School who commute on the line would have increased commute time, because instead of taking a single bus, which is very efficient and very safe, they, again, have to take one train, two trains, a bus, a shuttle, maybe even three trains to get where they need to go. When you review the comments gathered for the 460 Line patrons, there's two overwhelming things: Safety and efficiency. The 460 bus gives us both. Thank you for your time.				X			1		
2/11/2016	Andrade, Mariana	I want to say at least a little over 60 percent are using this bus line in our community from Los Angeles to La Mirada, too, and this is the main line that they use. We currently have 115 employees that are enrolled in the TAP card with you. We also have employees that are waiting because we have a contract that we're renegotiating with MTA, with you. So we're currently -- most of our employees, I want to say at least a little over 60 percent are using this bus line in our community from Los Angeles to La Mirada, too, and this is the main line that they use.				X			1		
2/11/2016	Borup, Stan	I, along with many other people, rely upon the 460 bus line to get to and from work. The 460 line is a straight shot to downtown L.A. I am fully aware that I can take the green line to the blue line, but due my handicap and using a cane, the transfer is sometimes difficult. The morning Silver Line buses from the Green Line are generally full and I have to stand. People are rushing to their trains and busses as they push their way during the rush. I don't need to be pushed or tripped. Also, the escalators and elevators frequently don't work. By discontinuing the 460 bus line to L.A., it will be a hardship for me. The morning Green and Blue line trains are very crowded and many times I can't get a seat. The same applies to going home after work. If you don't have enough riders during off peak hours, maybe you can keep this line during peak hours. When I do take the bus to work in the morning and home in the evening, it is always full and people I frequently have to stand.	X						1	1	
2/11/2016	Cruz, Helen	I like the 460, and I hope they don't cancel the 460 'cause it's a lot more easier for us to get on that bus. Although, the bus do have a lot of passengers on the early morning or later after, like, 6:00 or 6:30, it gets really bad. We have a couple of people standing up there, too, you know. So I hope they don't take it away.				X			1		
2/11/2016	Kouster, Lisa	The train -- the word "train" is being used like a euphemism. Okay. We can take the train. So we think train, it runs fast. No. Green Line and Blue Line do not run like the Subway or Red Line. Do not pretend that they do. Two or three transfers is not an equal replacement to 460 express service. The Silver Line already is at -- packed closed to capacity, and it is, really, routed too differently to be considered equal service.				X			1		

**Line 460**

Line 460			COMMENTS					CATEGORY			
Date	Name	Comment	Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/11/2016	Means, Daniel	I work as editor with the Los Angeles Times, and it's shocking that I heard that you're gonna cancel that part going to Downtown, because it's a moneymaker. You know, not only do people pay fare, they're adding .75 for that little quickness because two years ago, I used to get off the bus because it was too crowded, and I was taking the Blue Line -- I mean, the Green Line to the Blue Line, and it would add an extra hour before I got to work. Yeah. Think about that, an extra hour. So to cancel this doesn't make sense.				X			1		
2/11/2016	Mr. Raymond	Patron states that he's a regular rider on line 460 late at night. Patron objects to the proposal to discontinue the segment of the 460 route from downtown Los Angeles to Norwalk Green Line Station. He contends that late at night the replacements referred to as Silver Line, Silver Line Express, Blue and Green Line don't have connections to get him to downtown L.A. Patron boards line 460 that departs Disneyland at 12:15 a.m. and arrives in downtown L.A. at 1:54 a.m.					X		1		
2/12/2016	Cruz, Helen	1) Keep services from Disneyland to Norwalk Station ONLY , and pick up passengers at Norwalk Station coming from downtown and head back down Disneyland, (some riders do work around Disneyland area and it's there only transportation that they rely on. 2) Keep services from ONLY Downtown LA to Norwalk Station so riders can catch its connection some passengers do either live around the area of Downtown or works. Respectfully request that the 460 will not be discontinued.	X						1	1	
2/12/2016	Kaster, Lisa	Please do not cancel or eliminate the 460 route north of the Norwalk 1605/405 Green Line Station. No other equivalent express service exists. The 460 is safer than the trains.	X						1		
2/12/2016	Mayer, Steve	Reducing service on Line 460 will add travel time to people's commute, which is unbelievable that you would do it to those who use the service.			X				1		
2/12/2016	Miranda, Juan	I have a couple questions regarding the future of Line 460. American Apparel who is one of our Annual TAP clients contacted us because they received the attached notice of a public hearing in which Line 460 would be discussed. They are concerned because they have a factory in La Mirada and most some of their employees use Line 460 to get to and from work. They mentioned that if this line gets cancelled they would obviously have no need for their Metro passes.	X								1
2/12/2016	Mrs. Thomas	I am sending this email on behalf of a bunch of us that ride bus line 460, we had a representative at your town hall meeting yesterday. She gave us feed back of your intentions on bus 460. The reasons was well taken but we are compelled to offer a suggestion that could render a win win outcome and that is: Divide the route into two routes meaning run one line from Disneyland to Norwalk station and the second (a different line) line from Norwalk to LA. This way there will be a shorter turn around for both routes instead of the long route of LA to Disneyland. Speaking for my co-commuter friends, we will appreciate your understanding in this matter and putting the needs of your customers first.	X						1	1	

**Line 460**

			COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
Date	Name	Comment									
2/12/2016	Rodriguez, Jose M.	Route <b>460</b> needs to stay the way it is. It is the only bus going from downtown to Knots Berry Farm and Disneyland. Route 485 is important too. It is the only way from Union Station to Cal State L.A. Route 258 is not replacing the whole route. Buses get full from Cal State L.A. to Union Station due to students. If MTA doesn't want to operate the route transfer it to LADOT, Commuter Express or Foothill Transit. We need the route the route and schedule the way it is on 175, 460 and 485. We need the route 485 all day long Monday to Friday."					X		1		
2/13/2016	Wright, Wayne	I ask that this change be put on hold for a year for the following reasons: 1. Operators relieving 460 operators would have to drive nearly 25 miles from Division 1 and it will be time consuming and make buses late. 2. Late night connections would be a problem if transferring from the Green Line only a few buses run 24 hours every hour on the , every hour except for Line 204 on Vermont, which runs every 30 minutes for owl service. 3. You have no later service on the Blue & Green Lines after 1am except Friday & Saturday nights. 4. Plain and simple the pieces are not connecting with the 460 alternative night services & would require major transfers which would be time consuming and a headache. I request Service Development do a round of workshops on how to deal with the 460.	X						1		1
2/13/2016	Meyers, Bill	I am having trouble understanding the assertion of the planning staff regarding this line. The staff asserts that "THRU passengers account for 25% of the total boardings". But that's not the case. Based only on the figures given on chart 22 presented at the Regional Hearing on February 6, THRU passengers account for 58% of the total boardings or alightings. See the attached worksheet for a different analysis. Discontinuing the downtown leg forces those users to make unnecessary transfers especially if the riders are coming or going to points beyond Downtown like Hollywood, the Westside, and San Fernando Valley. Making this reduction is like giving away the crown jewels. I think you should reconsider this change at least pending further study.	X						1		
<b>Total</b>								<b>1</b>	<b>40</b>	<b>5</b>	<b>2</b>

**Line 704**

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Supports	Against	Modify	Other
1/29/2016	Power, Max	Supports proposal.	X					1			
2/2/2016	Bonilla, Mark	Line 704 should establish new stop at Santa Monica & Sawtelle Boulevards.	X							1	
2/6/2016	Zablen, Nate	As far as the 704, work on 15 minute headways, that's excellent.				X		1			
2/10/2016	Friedman, Alexander	<p><b>(a) Eliminate the "Short turns in Westwood":</b> Please reestablish all Rapid buses to terminate/originate in Santa Monica City, not at West LA / Sepulveda. Most people travel to and/or start from City of Santa Monica, rather than Sepulveda Blvd (e.g. out of 35-40 riders I've seen only 3-5 persons exit the bus at Sepulveda. Ridership west of Sepulveda has proven to be high. Plus, the already long midday 15-20 minute intervals result in buses to Santa Monica run once in every 30-40 minutes, which is completely unreliable. By providing "short turns" for line 704 in West LA, Metro demonstrated lack of research. Clearly, the recently implemented short-line trips to West LA should be canceled, while single rides to/from City of Santa Monica should be reinstated for all Rapid buses.</p> <p><b>(b) I support the increased service</b> – both on weekdays (rush-hours and midday) and on weekends (all day). 15-minute headways is much better than 20-minute headways. Please implement a permanent improvement to 15-minute midday intervals.</p>	X					1		1	
<b>Total</b>								<b>3</b>	<b>0</b>	<b>2</b>	<b>0</b>