



Metro

Los Angeles County
Metropolitan Transportation Authority

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SAN GABRIEL VALLEY SERVICE COUNCIL

MARCH 14, 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 Metro 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 are outlined in this report. The Service Councils are 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 were proposed to:

- Introduce a new line connecting the Metro Gold Line in Pasadena with the Metro Red and Orange Lines in North Hollywood; 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.
- Discontinue service on lines which may be operated by a municipal operator, allowing for some service hours to be reinvested into other Metro lines.

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, 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

Summary of Public Comment

A total of 96 individuals attended the San Gabriel Valley Public Hearing; 61 of those individuals provided verbal testimony. A total of 182 comments were received in the form of testimonies, letters, facsimiles and emails by midnight Saturday, February 13, 2016, the close of the public record.

Of the total testimony received system wide via all methods, approximately 13% (24 comments) supported the proposals. Just over 65% (119 comments) opposed, and another 7% (13 comments) suggested modifications to the service change proposals. Roughly 14% (26) of the comments received were unrelated to the Public Hearing's proposed changes. In addition, a petition against the Line 190/194 proposal with 200 signatures was also received. A summary table of the comments listed by bus line is provided in Attachment C.

PROPOSED SGV JUNE 2016 SERVICE CHANGES

Line	Line Description	Service Change Proposals	Support	Against	Modify	Other
68 / 620	<p>68: Downtown LA-Montebello via Chavez – E. 1st St</p> <p>620: Boyle Heights Shuttle</p>	<p>68: Discontinue 1st St route segment from Indiana Station to East LA College. This segment will be operated in both directions by an extension of Line 620, to be renumbered Line 106 (see Line 620 below).</p> <p>620: 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.</p>	4	5	2	1

Line	Line Description	Service Change Proposals	Support	Against	Modify	Other
		106: NEW LINE 106 will provide replacement service for discontinued portions of Lines 68 and 620. Service will operate from USC Medical Center, State St, 1st St, Boyle Av, Whittier Bl, Soto St, 4th St, Indiana St, then continue along current route of Line 68 to ELAC.				
190 / 194	El Monte Station - Cal Poly Pomona via Ramona Bl & Valley Bl	Discontinue service. Replacement service to potentially be provided by Foothill Transit.	4	75	1	13
258 & 485	258: Alhambra - Paramount via Fremont Av & Eastern Av 485: Downtown LA - Altadena via Freemont - Lake Aves.	Line 258 will absorb Line 485. Combine Lines at Commonwealth and Fremont. Continue current Line 485 route to Pasadena and current Line 258 route to Paramount. Discontinue portion of Line 258 from Fremont Ave/Commonwealth to Bay State/Garfield. Join Line 258 with Line 485 at Cal State LA to provide a continuous line from Paramount to Pasadena.	4	15	3	2
270	Monrovia - Norwalk Station via Workman Mill - Peck Rd	Discontinue service due to excessive duplication with other carriers. Foothill has agreed to take over the Line and to continue to operate the same span of service and service frequencies.	3	22	1	8
501	New Metro Express Line connecting the Orange and Red Lines in North Hollywood with the Gold Line in Pasadena	New Metro Express Line connecting the Orange and Red Lines in North Hollywood with the Gold Line in Pasadena.	8	2	4	2
577	El Monte Station – Long Beach VA Medical Center via I-605 Fwy	Add two stops between El Monte Station and Rio Hondo College. Remove Express fare charge.	1	0	2	0
TOTAL:			24	119	13	26
TOTAL COMMENTS:			182			

Lines 190/194: A petition was signed by 200 individuals against this proposal

Recommendations

The following summarizes the service proposal followed by staff's recommendation:

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 190/194 - El Monte Sta - Cal Poly Pomona via Ramona Bl & Valley Bl

Proposal - Discontinue service, possibly to be operated by another provider.

Recommendation - Operate as proposed. Foothill Transit has agreed to operate the same level of service for the next two years, maintain late night connections with the Silver Line, and add an additional late night trip on Line 190 from El Monte Station.

Line 258 - Alhambra - Paramount via Fremont Av & Eastern Av

Proposal - Join line with Line 485 at Cal State LA, providing a continuous line from Paramount to Pasadena. For the first time, residents in Paramount and along Line 258 will have access to Cal State LA.

Recommendation - Operate as proposed.

Line 270 - Monrovia – Norwalk Sta via Workman Mill – Peck Rd

Proposal - Discontinue service, possibly to be operated by another provider.

Recommendation – Metro will maintain the service from Norwalk Green Line Station to El Monte Station, and Foothill Transit will operate the service from El Monte Station to Monrovia.

Line 485 - Downtown LA – Altadena via Fremont – Lake Aves

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 501 - NoHo – Pasadena Express

Proposal - New express service between Metro North Hollywood Red/Orange Line Stations to Metro Del Mar Gold Line Station.

Recommendation – Operate as proposed.

Line 577 - El Monte Sta – Long Beach VA Medical Center via I-605 Fwy

Proposal - Add two stops between El Monte Station and Rio Hondo College. Exclude Line 577 from the express premium fare policy (requires Board of Directors approval).

Recommendation – Due to the recent passage of Motion 5863 (study of an express bus from various Long Beach locations to the Metro Gold Line extension), staff recommends not implementing these proposals until the study is completed and brought back to the Board.

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 the 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.

Impact to Budget

Outside of the proposed line cancelations (Lines 190/194, 270), changes are anticipated to be cost neutral based on the current operating budget. Up to 50% of the net revenue service hour savings will be reinvested in Metro services (Lines 266, 268, 760, 762, and 770).

TITLE VI AND ENVIRONMENTAL JUSTICE EVALUATION

The proposed service changes to Lines 68, 258/485, 620, and 577 and the creation of Lines 106 and 501 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.

An analysis of the proposed cancelation of Lines 190/194 (El Monte St – Cal Poly Pomona via Ramona & Valley Bl) and 270 (Monrovia – Norwalk Sta via Workman Mill - Peck Rds) did find a Disparate Impact and a Disproportionate Burden regarding two fare payment methods to a relatively small number of riders. This evaluation used systemwide data because ethnicity and poverty level information is not available by method of payment at the line level. In the case of these three lines, the Disparate Impact involved stored value TAP riders, who pay either the regular fare or the Elderly and & Disabled peak fare and do not transfer. These riders would experience a price reduction. However, minority ridership makes up 80% of this group, while the systemwide average is 89%. A Disparate Impact cannot be mitigated, therefore the Board must find that there is a business necessity to proceed with the action, and that there is no alternative that would accomplish the same result with a lesser desperate impact. In the case of the Disproportionate Burden, the percentage of minority bus riders who are below the poverty level systemwide is 62%. The areas through which these lines operate have a minority population of 44%. This is mitigated through the reinvestment of 25% of the net savings into lines with higher ridership within the San Gabriel Valley.

A third payment method, 7-Day pass holders, also has a Disproportionate Burden only if they ride more than 20 times a week on these specific lines. They could experience a price increase, which varies by how much they ride. These riders are more poor (69%) than the system average (62%). It is unknown whether any of the users of these lines ride often enough in a week to experience a price increase. This is mitigated through the reinvestment of 25% of the net savings into lines with higher ridership within the San

Gabriel Valley.

The Title VI and Environmental Evaluations analysis are contained in Attachments B-1, B-2 and B-3.

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. Line 501 pilot service will begin service on March 1, 2016.

ATTACHMENTS

Attachment A – Notice of Public Hearing

Attachment B-1 – Equity Evaluation of Proposed Major Service Changes for June 2016

Attachment B-2 – Line 577 Proposed Exemption from Express Charges (Fare Equity Analysis)

Attachment B-3 – Lines 190/194 & 270 Discontinuation and Replacement by Foothill Transit (Fare Equity Analysis)

Attachment C – Summary of Public Comment

Prepared by: Carl Torres, Transportation Planner

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
16/316	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.					X
51/52/351/352	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.			X	X	X
68	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).		X			X
106	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.		X			X
111/311	LAX City Bus Center – Norwalk Sta via Florence Av	Discontinue Line 311 limited stop service and operate as local service.			X	X	

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			

LINE	LINE NAME	PROPOSED SERVICE CHANGE	San Fernando Valley	San Gabriel Valley	Gateway Cities	South Bay	Westside Central
577	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).		X	X		
620	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.		X			X
704	Downtown Santa Monica via Santa Monica Bl	Make permanent experimental improvement of weekday mid-day service from every 20 minutes to every 15 minutes.					X
734	Sylmar Sta – Westwood via Sepulveda Bl	Extend service from Westwood to Sepulveda Expo Line Station, when opened.	X				X
788	Metro Valley – Westwood Express	Extend service from Westwood to Sepulveda Expo Line Station, when opened.	X				X



Metro

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, 3rd 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

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-1

**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%
Total				-760,865	-573,827	75.4%	-989,000	-185,980	18.8%
						Metro Service Area	70.5%	15.9%	
						Absolute Difference	4.9%	2.9%	
						Relative Difference	7.0%	18.3%	

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%
Total				274,490	188,504	68.7%	370,385	50,397	13.6%
						Metro Service Area	70.5%	15.9%	
						Absolute Difference	-1.8%	-2.3%	
						Relative Difference	-2.6%	-14.4%	

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%
Total				259,255	126,979	49.0%	313,798	57,176	18.2%
						Metro Service Area	70.5%	15.9%	
						Absolute Difference	-21.5%	2.3%	
						Relative Difference	-30.5%	14.6%	

ATTACHMENT B-2

**Fare Equity Analysis
Methodology & Results**

**Line 577
Proposed Exemption from Express Charges
December 2015**

Service Planning and Scheduling
Civil Rights Programs Compliance

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1. PROPOSAL OVERVIEW

In an effort to increase ridership on a poorly patronized express bus line, Metro is proposing to eliminate express fare charges on Line 577 effective with the June 2016 Service Change Program.

2. METHODOLOGICAL APPROACH

A Title VI Fare 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 exemption of Line 577 riders from express fare charges.

Express fare charges are only applicable on Metro Express bus lines, including the Metro Silver Line for which the express premium is built into the line fare. As only the express premium fare is affected by this proposal, the demographics of Line 577 riders will be compared with those of all express riders to determine whether some portion of this group is disparately impacted and/or disproportionately burdened by the proposed action.

Data Sources

Data on the ethnicity and household income levels of riders of specific Metro bus lines is obtained from the systemwide Onboard Survey conducted in 2012. Two express lines, Line 439 and Line 445, are no longer operated, however, riders of former Line 445 are now almost entirely users of the Metro Silver Line.

Poverty level household income was not determined in the Onboard Survey, so Low Income, defined as less than \$25,000, was used for the evaluation.

Step By Step Methodology

The following steps were performed to complete the analysis:

- Data for the numbers of linked trips surveyed by express route and by ethnicity were obtained from the Onboard Survey database (Table 1);

Table 1 Surveyed Linked Trips by Route and by Ethnicity

	MT-439	MT-442	MT-445	MT-450	MT-460	MT-485	MT-487	MT-489	MT-534	MT-550	MT-577	MT-910	Total
Asian	5		9	13	11	39	53	23	1	18	17	31	220
Black	9	6	44	16	136	160	89	7	171	105	77	86	906
Hispanic	6		19	6	10	26	24	2	21	15	21	18	168
White	13	24	23	6	29	49	12	3	8	39	25	22	253
Native Amer					1	2				2	2	1	8
Totals	33	30	95	41	187	276	178	35	201	179	142	158	1555

Data for the numbers of linked trips surveyed by express route and by household income category were obtained from the Onboard Survey database (Table 2);

Table 2 Surveyed Linked Trips by Route and by Household Income

	MT-439	MT-442	MT-445	MT-450	MT-460	MT-485	MT-487	MT-489	MT-534	MT-550	MT-577	MT-910	Total
\$10,000-\$14,999	2	2	10	2	28	30	19	2	41	32	25	14	207
\$135,000 and more	1	1	12	3	34	32	22		58	35	14	21	233
\$15,000-\$24,999	2	3	12	2	27	41	17	5	31	26	22	17	205
\$25,000-\$34,999	9	4	20	1	28	44	36		21	30	20	23	236
\$35,000-\$49,999	3	2	8	1	21	31	19	3	17	9	14	18	146
\$5,000-\$9,999	6	5	10	5	12	18	18	7	2	14	13	11	121
\$50,000-\$69,000	4	8	4	5	14	22	7	4	4	13	8	11	104
\$70,000-\$134,999	5	3	12	10	7	18	11	9	3	5	8	25	116
less than \$5,000			1	7	4	5	9	2	1	3	6	12	50
Totals	32	28	89	36	175	241	158	32	178	167	130	152	1418

- The percentages of surveyed linked trips by route and by ethnicity (Table 3), and the percentages of surveyed linked trips by route and by household income (Table 4) were then calculated;

Table 3 Percentage of Surveyed Linked Trips by Route and by Ethnicity

	MT-439	MT-442	MT-445	MT-450	MT-460	MT-485	MT-487	MT-489	MT-534	MT-550	MT-577	MT-910	Total
Asian	15.15%	0.00%	9.47%	31.71%	5.88%	14.13%	29.78%	65.71%	0.50%	10.06%	11.97%	19.62%	14.15%
Black	27.27%	20.00%	46.32%	39.02%	72.73%	57.97%	50.00%	20.00%	85.07%	58.66%	54.23%	54.43%	58.26%
Hispanic	18.18%	0.00%	20.00%	14.63%	5.35%	9.42%	13.48%	5.71%	10.45%	8.38%	14.79%	11.39%	10.80%
White	39.39%	80.00%	24.21%	14.63%	15.51%	17.75%	6.74%	8.57%	3.98%	21.79%	17.61%	13.92%	16.27%
Native Amer	0.00%	0.00%	0.00%	0.00%	0.53%	0.72%	0.00%	0.00%	0.00%	1.12%	1.41%	0.63%	0.51%
Totals	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

Table 4 Percentage of Surveyed Linked Trips by Route and by Household Income

	MT-439	MT-442	MT-445	MT-450	MT-460	MT-485	MT-487	MT-489	MT-534	MT-550	MT-577	MT-910	Totals
less than \$5,000	0.00%	0.00%	1.12%	19.44%	2.29%	2.07%	5.70%	6.25%	0.56%	1.80%	4.62%	7.89%	3.53%
\$5,000-\$9,999	18.75%	17.86%	11.24%	13.89%	6.86%	7.47%	11.39%	21.88%	1.12%	8.38%	10.00%	7.24%	8.53%
\$10,000-\$14,999	6.25%	7.14%	11.24%	5.56%	16.00%	12.45%	12.03%	6.25%	23.03%	19.16%	19.23%	9.21%	14.60%
\$15,000-\$24,999	6.25%	10.71%	13.48%	5.56%	15.43%	17.01%	10.76%	15.63%	17.42%	15.57%	16.92%	11.18%	14.46%
\$25,000-\$34,999	28.13%	14.29%	22.47%	2.78%	16.00%	18.26%	22.78%	0.00%	11.80%	17.96%	15.38%	15.13%	16.64%
\$35,000-\$49,999	9.38%	7.14%	8.99%	2.78%	12.00%	12.86%	12.03%	9.38%	9.55%	5.39%	10.77%	11.84%	10.30%
\$50,000-\$69,000	12.50%	28.57%	4.49%	13.89%	8.00%	9.13%	4.43%	12.50%	2.25%	7.78%	6.15%	7.24%	7.33%
\$70,000-\$134,999	15.63%	10.71%	13.48%	27.78%	4.00%	7.47%	6.96%	28.13%	1.69%	2.99%	6.15%	16.45%	8.18%
\$135,000 and more	3.13%	3.57%	13.48%	8.33%	19.43%	13.28%	13.92%	0.00%	32.58%	20.96%	10.77%	13.82%	16.43%
Totals	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%

- The percentages of Line 577 and All Express Minority riders were compared, and the absolute and relative differences between these shares were calculated (Table 5); and

Table 5 Comparison of Minority Rider Shares

	MT-577	All Express
Minority Share	82.39%	83.73%
Absolute Difference	-1.34%	
Relative Difference	-1.6%	

- Finally, the percentages of Line 577 and All Express Low Income riders were compared, and the absolute and relative differences between these shares were calculated (Table 6).

Table 6 Comparison of Low Income Rider Shares

	MT-577	All Express
Low Income Share	50.77%	41.11%
Absolute Difference	9.65%	
Relative Difference	23.5%	

3. RESULTS

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

A disparate impact occurs when the absolute difference between the minority share of impacted riders and the minority share of similarly situated riders not directly impacted exceeds 5%, and/or the relative difference between the minority share of impacted riders and the minority share of similarly situated riders not directly impacted exceeds 35%.

A disproportionate burden occurs when the absolute difference between the low income share of impacted riders and the low income share of similarly situated riders not directly impacted exceeds 5%, and/or the relative difference between the low income share of impacted riders and the low income share of similarly situated riders not directly impacted exceeds 35%.

In the case of the proposed exemption of Line 577 from express premium charges, Table 5 shows that there is no disparate impact on minority riders from this action. Table 6 shows that there is an impact on low income riders, however, because this is a positive impact, no mitigation measures are required.

ATTACHMENT B-3

**Fare Equity Analysis
Methodology & Results**

**Lines 190/194 & 270
Discontinue & Replace with Foothill Transit
January 2016**

Service Planning and Scheduling
Civil Rights Programs Compliance

Contents

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1. PROPOSAL OVERVIEW

Metro currently operates two bus lines that are largely within the service area of Foothill Transit, a lower cost provider. Under consideration is discontinuation of these services by Metro, and assumption of their operation by Foothill Transit effective with the June 2016 Service Change Program. A fare equity evaluation is required because of differences between Metro's and Foothill's fare structures.

2. METHODOLOGICAL APPROACH

A Title VI Fare 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 disparate impacts on minority riders and/or disproportionate burdens on poverty riders arising from the proposed transfer of operational responsibilities.

This analysis derives bus rider minority and poverty populations by method of fare payment from the Spring 2015 Metro Customer Satisfaction Survey. These data are used to assign minority and poverty ridership shares to each method of payment in Metro's FY2015 Fare Mix data. A correspondence is established between Metro's methods of fare payment and those of Foothill Transit to establish, in each case, whether riders will pay more or less after the transfer of services. Finally, where there are significant differences between a payment method's minority or poverty shares and Metro's overall minority and poverty shares of riders a determination is made whether these constitute disparate impacts and/or disproportionate burdens.

Data Sources

At least once per year Metro conducts a Customer Satisfaction Survey to assess ongoing rider perceptions of service quality, effectiveness, safety, etc. The Spring 2015 survey contains nearly 20,000 observations from riders including information about modal ridership, methods of payment, ethnicity, household size, and household income. The last two items allow determination of whether a rider met the thresholds for poverty established by the federal government.

Annually, following the close of the fiscal year, Metro compiles annual ridership data stratified by method of fare payment. This data is derived from a combination of modal ridership, farebox tabulations, TAP transactions, and prepaid media sales. The FY2015 Fare Mix report was used to obtain this data for this evaluation.

Finally, details of the pricing options afforded by each operator (fare structure) were compiled. This included determination of special considerations such as time of day or specific method of payment that might have a bearing on the amount paid.

Detailed Methodology

Eleven methods of fare payment were specifically enumerated in the Customer Satisfaction Survey, but only seven of these were separately identified in the Fare Mix data for Metro. The payment methods from the survey and their relevance to Metro's Fare Mix data are shown in Table 1.

Table 1 Correspondence of Customer Survey and Fare Mix Payment Methods

Survey Payment Method	Fare Mix Method(s)
Cash	81% Regular Cash 93% Eld/Dis Cash-Peak 93% Eld/Dis Cash-Off Peak 97% Stdnt Reduced Cash
Token	
Metro Xfer	
Interagency Xfer	Transfer (non-OCTA) Transfer-OCTA
Metrolink Xfer	
TAP Stored Value	19% Regular Cash 7% Eld/Dis Cash-Peak 7% Eld/Dis Cash-Off Peak 3% Stdnt Reduced Cash
TAP-Day Pass	Reg Day Pass Eld/Dis Day Pass
TAP-7-Day Pass	7-Day Pass
TAP-30-Day Pass	30-Day Pass Eld/Dis 30-Day Pass Student Pass College Pass
OCTA Pass	
TAP-EZ Pass	Regional Pass

The "Cash" methods of payment in the Fare Mix report included payment with actual cash as well as payment with a TAP Card having stored value. Source data for the Fare Mix report was analyzed to determine the percentage of boardings in each group that used each form of payment – those shares are shown in Table 1. Additionally, because a time of day price difference is offered to Elderly/Disabled riders, further analysis of source data determined that 73.4% of Elderly/Disabled "Cash" boardings occurred during the Off Peak.

For each of the seven payment methods from the Customer Satisfaction Survey with

corresponding methods from the Fare Mix report annual bus boardings were obtained from the Fare Mix data. The observed minority and poverty shares of surveyed bus riders were then used to calculate the annual minority and poverty bus boardings for each payment method. These were then summed to obtain systemwide minority and poverty bus boardings for all methods of payment combined from which an overall minority share of bus riders and poverty share of bus riders was calculated. (Tables 2 and 3).

Table 2 Determination of Minority Shares of Bus Riders

Survey	Metro Bus	Annual Bus Boardings	Annual Minority Boardings	Minority %
Cash		87,378,020	76,501,340	87.6%
	81% REGULAR CASH BRDGS	52,061,959		
	93% ELD/DIS CASH BRDGS-Peak	5,982,300		
	93% ELD/DIS CASH BRDGS-Off Peak	16,507,550		
	97% STDNT REDUCED CASH BRDGS	12,826,211		
IA Xfer		2,562,220	2,046,821	79.9%
	TRANSFER (non-OCTA)	2,366,724		
	TRANSFER OCTA	195,496		
TAP-Stored Value		14,301,536	11,159,300	78.0%
	19% REGULAR CASH BRDGS	12,212,065		
	7% ELD/DIS CASH BRDGS-Peak	450,281		
	7% ELD/DIS CASH BRDGS-Off Peak	1,242,504		
	3% STDNT REDUCED CASH BRDGS	396,687		
TAP-Day Pass		29,302,410	25,998,932	88.7%
	REG DAY PASS BRDGS	26,852,549		
	ELD/DIS DAY PASS BRDGS	2,449,861		
TAP-7-Day Pass	7 DAY PASS BRDGS	49,403,125	45,982,004	93.1%
TAP-30-Day Pass		91,428,226	81,828,547	89.5%
	30 DAY PASS BRDGS	23,972,914		
	ELD/DIS 30 DAY PASS BRDGS	41,163,219		
	STUDENT PASS BRDGS	17,806,822		
	COLLEGE PASS BRDGS	8,485,271		
TAP-EZ Pass	REGIONAL PASS BRDGS	7,684,111	6,579,614	85.6%
	Mapped Totals	282,059,648	250,096,557	88.7%

Table 3 Determination of Poverty Shares of Bus Riders

Survey	Metro Bus	Annual Bus Boardings	Annual Poverty Boardings	Poverty %
Cash		87,378,020	56,166,153	64.3%
	81% REGULAR CASH BRDGS	52,061,959		
	93% ELD/DIS CASH BRDGS-Peak	5,982,300		
	93% ELD/DIS CASH BRDGS-Off Peak	16,507,550		
	97% STDNT REDUCED CASH BRDGS	12,826,211		
IA Xfer		2,562,220	1,384,145	54.0%
	TRANSFER (non-OCTA)	2,366,724		
	TRANSFER OCTA	195,496		
TAP-Stored Value		14,301,536	6,280,073	43.9%
	19% REGULAR CASH BRDGS	12,212,065		
	7% ELD/DIS CASH BRDGS-Peak	450,281		
	7% ELD/DIS CASH BRDGS-Off Peak	1,242,504		
	3% STDNT REDUCED CASH BRDGS	396,687		
TAP-Day Pass		29,302,410	19,415,296	66.3%
	REG DAY PASS BRDGS	26,852,549		
	ELD/DIS DAY PASS BRDGS	2,449,861		
TAP-7-Day Pass	7 DAY PASS BRDGS	49,403,125	34,014,340	68.9%
TAP-30-Day Pass		91,428,226	55,079,800	60.2%
	30 DAY PASS BRDGS	23,972,914		
	ELD/DIS 30 DAY PASS BRDGS	41,163,219		
	STUDENT PASS BRDGS	17,806,822		
	COLLEGE PASS BRDGS	8,485,271		
TAP-EZ Pass	REGIONAL PASS BRDGS	7,684,111	3,689,728	48.0%
	Mapped Totals	282,059,648	176,029,535	62.4%

The next step was to establish a relationship between Metro’s methods of payment and Foothill’s methods of payment. This correspondence is presented in Table 4. Where there are differences in pricing the minority and poverty shares for the price group will be compared to the overall minority and poverty shares to determine whether a significant difference exists. In instances where Foothill does not offer a specific method of payment (shown is NA in Table 4), then other methods of payment applicable to a user of the payment method not offered would be looked at in order to determine whether the rider would be paying more or less than with Metro. Please note that the TRANSFER-OCTA payment method is not applicable to this analysis because such media are only accepted on Metro services operating within Orange County, and the lines being evaluated here do not do so.

Table 4 Metro & Foothill Pricing for Methods of Payment

Survey	Metro Bus	Metro Fare	Foothill Fare		
Cash					
	81% REGULAR CASH BRDGS	\$1.75		\$1.25	
	93% ELD/DIS CASH BRDGS-Peak	\$0.75		\$0.50	
	93% ELD/DIS CASH BRDGS-Off Peak	\$0.35		\$0.50	
	97% STDNT REDUCED CASH BRDGS	\$1.00		\$1.25	
IA Xfer					
	TRANSFER (non-OCTA)	\$.50/\$.25		\$.50/\$.25	
	TRANSFER OCTA	Not Applicable			
TAP-Stored Value					
	19% REGULAR CASH BRDGS	\$1.75	A	\$1.25	B
	7% ELD/DIS CASH BRDGS-Peak	\$0.75	A	\$0.50	C
	7% ELD/DIS CASH BRDGS-Off Peak	\$0.35	A	\$0.50	C
	3% STDNT REDUCED CASH BRDGS	\$1.00	A	\$1.25	B
TAP-Day Pass					
	REG DAY PASS BRDGS	\$7.00		NA	
	ELD/DIS DAY PASS BRDGS	\$2.50		NA	
TAP-7-Day Pass	7 DAY PASS BRDGS	\$25.00		NA	
TAP-30-Day Pass					
	30 DAY PASS BRDGS	\$100.00		\$70.00	D
	ELD/DIS 30 DAY PASS BRDGS	\$20.00		\$22.00	D
	STUDENT PASS BRDGS	\$24.00		\$33.00	D
	COLLEGE PASS BRDGS	\$43.00		\$33.00	D
TAP-EZ Pass	REGIONAL PASS BRDGS	\$110/\$42		\$110/\$42	
		Note A:	Free Transfer		
		Note B:	\$0.50 Transfer		
		Note C:	\$0.25 Transfer		
		Note D:	31-Day Pass		

3. RESULTS

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

A disparate impact occurs when the absolute difference between the minority share of impacted riders and the minority share of similarly situated riders not directly impacted exceeds 5%, and/or the relative difference between the minority share of impacted riders and the minority share of similarly situated riders not directly impacted exceeds 35%.

A disproportionate burden occurs when the absolute difference between the poverty share of impacted riders and the poverty share of similarly situated riders not directly impacted exceeds 5%, and/or the relative difference between the poverty share of impacted riders and the poverty share of similarly situated riders not directly impacted exceeds 35%.

Table 5 shows the results of the comparisons of minority shares for each payment method to the overall minority share of riders. Significant differences could result in a Disparate Impact for riders using the applicable payment method.

Table 5 Identification of Possible Disparate Impacts

Survey	Metro Bus	Metro Fare	Foothill Fare	Minority Absolute Diff.	Minority Relative Diff.	Disparate Impact			
Cash									
	81% REGULAR CASH BRDGS	\$1.75	\$1.25	-1.1%	-1.3%				
	93% ELD/DIS CASH BRDGS-Peak	\$0.75	\$0.50	-1.1%	-1.3%				
	93% ELD/DIS CASH BRDGS-Off Peak	\$0.35	\$0.50	-1.1%	-1.3%				
	97% STDNT REDUCED CASH BRDGS	\$1.00	\$1.25	-1.1%	-1.3%				
IA Xfer									
	TRANSFER (non-OCTA)	\$.50/\$.25	\$.50/\$.25	-8.8%	-9.9%				
	TRANSFER OCTA	Not Applicable							
TAP-Stored Value									
	19% REGULAR CASH BRDGS	\$1.75	A	\$1.25	B	-10.6%	-12.0%	Yes	(1)
	7% ELD/DIS CASH BRDGS-Peak	\$0.75	A	\$0.50	C	-10.6%	-12.0%	Yes	(1)
	7% ELD/DIS CASH BRDGS-Off Peak	\$0.35	A	\$0.50	C	-10.6%	-12.0%		
	3% STDNT REDUCED CASH BRDGS	\$1.00	A	\$1.25	B	-10.6%	-12.0%		
TAP-Day Pass									
	REG DAY PASS BRDGS	\$7.00		NA		0.1%	0.1%		
	ELD/DIS DAY PASS BRDGS	\$2.50		NA		0.1%	0.1%		
TAP-7-Day Pass	7 DAY PASS BRDGS	\$25.00		NA		4.4%	5.0%		
TAP-30-Day Pass									
	30 DAY PASS BRDGS	\$100.00		\$70.00	D	0.8%	0.9%		
	ELD/DIS 30 DAY PASS BRDGS	\$20.00		\$22.00	D	0.8%	0.9%		
	STUDENT PASS BRDGS	\$24.00		\$33.00	D	0.8%	0.9%		
	COLLEGE PASS BRDGS	\$43.00		\$33.00	D	0.8%	0.9%		
TAP-EZ Pass	REGIONAL PASS BRDGS	\$110/\$42		\$110/\$42		-3.0%	-3.4%		
		Note A:	Free Transfer				Note (1):	non-Xfer only	
		Note B:	\$0.50 Transfer						
		Note C:	\$0.25 Transfer						
		Note D:	31-Day Pass						

Only two of the seven fare groups exhibited significant absolute differences in minority shares from Metro's systemwide minority share – Interagency Transfers and TAP-Stored Value. No group showed a relative difference in minority shares that was significant.

The significant difference in minority share for the Interagency Transfer payment group does not result in a Disparate Impact because riders in this group would not experience a price change. For riders in the TAP-Stored Value payment group there would not be a Disparate Impact on the ELD/DIS CASH BRDGS-Off Peak or STDNT REDUCED CASH BRDGS payment methods because the price increase for these riders would have an adverse impact on riders that are significantly less minority than Metro's overall ridership. However, riders using the REGULAR CASH BRDGS and ELD/DIS CASH BRDGS-Peak payment methods could experience a price reduction if they do not transfer which would result in a benefit to a group of riders significantly less minority than Metro's overall ridership; therefore, this results in a Disparate Impact. Riders using these payment methods who transfer would not realize a price reduction and would not experience a Disparate Impact.

Table 6 shows the results of the comparisons of poverty shares for each payment method to the overall poverty share of riders. Significant differences could result in a Disproportionate Burden for riders using the applicable payment method.

Table 6 Identification of Possible Disproportionate Burdens

Survey	Metro Bus	Metro Fare	Foothill Fare	Poverty Absolute Diff.	Poverty Relative Diff.	Disproportionate Burden			
Cash									
	81% REGULAR CASH BRDGS	\$1.75	\$1.25	1.9%	3.0%				
	93% ELD/DIS CASH BRDGS-Peak	\$0.75	\$0.50	1.9%	3.0%				
	93% ELD/DIS CASH BRDGS-Off Peak	\$0.35	\$0.50	1.9%	3.0%				
	97% STDNT REDUCED CASH BRDGS	\$1.00	\$1.25	1.9%	3.0%				
IA Xfer									
	TRANSFER (non-OCTA)	\$.50/\$.25	\$.50/\$.25	-8.4%	-13.4%				
	TRANSFER OCTA	Not Applicable							
TAP-Stored Value									
	19% REGULAR CASH BRDGS	\$1.75	A	\$1.25	B	-18.5%	-29.6%	Yes	(1)
	7% ELD/DIS CASH BRDGS-Peak	\$0.75	A	\$0.50	C	-18.5%	-29.6%	Yes	(1)
	7% ELD/DIS CASH BRDGS-Off Peak	\$0.35	A	\$0.50	C	-18.5%	-29.6%		
	3% STDNT REDUCED CASH BRDGS	\$1.00	A	\$1.25	B	-18.5%	-29.6%		
TAP-Day Pass									
	REG DAY PASS BRDGS	\$7.00		NA		3.8%	6.2%		
	ELD/DIS DAY PASS BRDGS	\$2.50		NA		3.8%	6.2%		
TAP-7-Day Pass	7 DAY PASS BRDGS	\$25.00		NA		6.4%	10.3%	Yes	(2)
TAP-30-Day Pass									
	30 DAY PASS BRDGS	\$100.00		\$70.00	D	-2.2%	-3.5%		
	ELD/DIS 30 DAY PASS BRDGS	\$20.00		\$22.00	D	-2.2%	-3.5%		
	STUDENT PASS BRDGS	\$24.00		\$33.00	D	-2.2%	-3.5%		
	COLLEGE PASS BRDGS	\$43.00		\$33.00	D	-2.2%	-3.5%		
TAP-EZ Pass	REGIONAL PASS BRDGS	\$110/\$42		\$110/\$42		-14.4%	-23.1%		

Note A: Free Transfer

Note B: \$.50 Transfer

Note C: \$.25 Transfer

Note D: 31-Day Pass

Note (1): non-Xfer only

Note (2): more than 20 boardings in 7 days only

In this case, four of the seven payment groups exhibited significant absolute differences in their poverty shares from Metro's overall system average. No group exhibited relative share differences that were significant.

The Interagency Transfer and TAP-EZ Pass payment groups would experience no price change, so there is no Disproportionate Burden imposed upon these groups of riders. The TAP-Stored Value group has a significantly lower poverty share than Metro's overall ridership, so any benefit to members of this group would constitute a

Disproportionate Burden. The ELD/DIS CASH BRDGS-Off Peak and STDNT

REDUCED CASH BRDGS payment methods would experience price increases and no Disproportionate Burden. However, the REGULAR CASH BRDGS and ELD/DIS CASH BRDGS-Peak payment methods would experience price reductions if such riders do not transfer. This would constitute a Disproportionate Burden because a benefit would accrue to a group of riders that have a significantly lower poverty share than Metro's overall ridership. If riders in these two categories were to transfer, then there would be no price reduction and no Disproportionate Burden.

Finally, the TAP-7-Day Pass group has a significantly higher poverty share than Metro's overall ridership, so an adverse impact on this group would constitute a Disproportionate Burden. Since Foothill does not offer a 7-Day Pass these riders would have to pay a cash fare each time they board. Twenty Foothill cash fares would equal Metro's 7-Day Pass price, so more than 20 base fare boardings on Foothill in a seven day period would constitute a price increase, and therefore an adverse impact on a group that has a significantly higher poverty share than Metro's overall ridership. This would be a Disproportionate Burden to these riders.

In summary, the analysis has found that there would be a Disparate Impact on Regular riders and Elderly/Disabled Peak riders who currently ride Lines 190/194 and/or Line 270 and pay their fare with a Stored Value TAP Card and do not transfer. Additionally, there would be a Disproportionate Burden imposed upon these same riders as well as on those riders who now use a Metro 7-Day Pass and board a bus more than 20 times a week.

An action which results in a Disparate Impact can still be carried out if (1) there is a substantial legitimate justification for the action, and (2) there is no alternative to the action having a lesser Disparate Impact and still accomplishing the goals of the action. In this instance the transfer of operating responsibilities from Metro to Foothill Transit saves scarce operating dollars while still providing service to the riders. There is no other mechanism for accomplishing this while maintaining current service levels. The Disproportionate Burden that results for some riders can be partially mitigated through reinvestment of cost savings into added service addressing needs elsewhere in Metro's service area.

ATTACHMENT C

Lines 68 & 620

Date	Name	Comment	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	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			
Total								4	5	2	1

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/4/2016	Arihec, Fabela	Eliminating Metro Bus lines 190 and 194. These two lines are very critical to Metro because they assist the Metro Silver Line to connect commuters and people like me to the greater San Gabriel Valley and eastern part of Los Angeles County. It will be a tremendous loss for Metro if it gets rid off the lines and turns it over to Foothill Transit. I rely heavily on Metro 190. I commute on Metro 190 to school and back. This Metro bus takes me to the El Monte Station and from there I connect with the Metro Silver Line to get to Cal State LA. I pay my regular monthly fare of \$33 a month because I have the College/Vocational Monthly Pass and on top of that I get an additional \$10 discount for being an El Monte Resident due to its subsidized pass sales the residents receive. My monthly transportation cost will increase from \$23 (includes subsidy) to \$52 if Metro 190/194 gets hand over to Foothill Transit. As a college student I cannot afford to pay more money for public transportation.	X						1		
1/8/2016	Devlin, Kevin	Item #1. Please provide a copy of any letter or unsolicited bid that MTA has received from Foothill Transit on this matter. Item#2. Please provide a copy of the public meeting to be held at Gateway on Saturday, 02/06/16 at 1000am reference this item.			X						1
1/21/2016	Brown, Devon	Please keep the 190/194 Lines!	X						1		
1/21/2016	Morey, Brian	I oppose the elimination of Lines 190 & 194!	X						1		
1/21/2016	Silva, Hector	I think it is not right that Metro takes away food from our tables by eliminating lines that help us feed our families. Don't take our food away!	X						1		
1/27/2016	Arbouet, Nyee	Turned in a petition signed by 200 individuals against this proposals			x				1		
1/27/2016	Chen, Peter	1. I take M190 from the stop at Badillo St & Hollenbeck Ave in Covina to El Monte Station, then I take M70 to County Hospital very often as my hospital is there. There are other passengers getting on M190 at the stop to commute to work locations. I absolutely do not want M190 to be disconnected. (Metro may consider M190 east bound only up to Eastland Center, or well reduce strips from Eastland Center to Pomona) 2A. Suggest north bound M577 adds one more stop at Gridley St & South St in Cerritos because more passengers there. Gridley Street is dark and curvy from the intersection to the current Gridley St & 187th stop. (I suggest removal of the 187th stop as an option). 2B. Add M577 operation on Saturday if M270 is disconnected.	X								
1/29/2016	Power, Max	Supports proposal.	X					1			
1/31/2016	Martinez, Alejandra	I request Line 194 not be discontinued. As a college student this is the only route I have to take to school. I attend Mt. SAC and hope to transfer to Cal Poly Pomona. Without this service I can no longer attend my classes.	X						1		
1/31/2016	Rosales, Consuelo	Please do not cancel Line 190.			X				1		
2/2/2016	Williams, Barbara	I use this bus 3-days a week. It is the only bus that takes me to Baldwin park. Please do not cancel this line.			X				1		
2/3/2016	Barron, Linda	I have been taking this line to work for 34 years and there are a lot of us who use this line. When it was line 490 I used to able to ride it all the way into Los Angeles to my job. Then you changed it to the 190 which ends at the El Monte Station and I then have to transfer to the Silverstreak which is the only bus that turns on Grand in Los Angeles and gets me to my destination. Unfortunately Foothill is not very reliable and we have to wait for long periods of time for our bus. I say we because at 5:00AM in the morning there are a lot of us who use your services. Please, please reconsider and don't discontinue line 190...you would be hurting a lot of early morning riders who are desperately trying to keep our jobs.	X						1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/3/2016	Gonzalez, Diana	Patron requests Metro to continue operating Line 190/194 and not surrender it to another agency for operation. She also said that people need the line.					X		1		
2/3/2016	Liang, Diana	This line is very crucial for allowing my commute to be in a timely and convenient manner to my work. This line should remain in service.	X						1		
2/3/2016	Renderos, Gary	This is a Metro Operator who is worried that cancelling Line 190-194 will reduce work and eliminate operator positions	X						1		
2/4/2016	Drummond, J.K.	The 190/194, we don't want service discontinued. If you can get another provider to do it, well that might be all right.				X		1			
2/4/2016	Lau, Lawrence	I am writing for myself and on behalf a group of passengers about our concern over the discontinuation of Line 190 by June 2016. All of us need to take Line190 to work and back home. Its existence is very important to us. Although it may sooner be replaced by another provider, we are not certain how much inconvenience, including the change of route and more connecting buses, will be caused, not to mention whether there will be such a provider or not. We strongly oppose Metro's decision in this respect, and request the service of Line 190 to stay.	X						1		
2/4/2016	Vega, Maria	I have used this line for 2 years. am a parent of a disabled son and he has just learned how to ride the bus. Please do not cancel this line.			X				1		
2/4/2016	Wu, Justin	If Metro discontinues 190/194 stations, about 10% of my entire school will not be able to attend. Many of us have busy parents who need to work and for us to get to school, we need the 190/194. Many students, from the LA region, heavily rely on Metro buses for transportation and really appreciate your hard work.	X						1		
2/5/2016	Fung, Hank	Replacement service must be provided before cancelling. Foothill Transit should operate the same span of service as today – including the late 12 am and 1 am trips out of El Monte Station which connect to the Silver Line and Silver Streak and are the only local bus services in the East San Gabriel Valley at that hour (since Foothill Transit stops running between 10-11 pm).	X					1			1
2/6/2016	Advincula, Robert	I am an operator at division nine. I drive the 190/194. I'm here on behalf of not only my coworkers but also the patrons that are out there riding these buses. The numbers that you have shown up there as far as ridership, none of those showed the amounts of people we pick up out there as far as the disabled people that we pick up almost every day that they have to go somewhere, doctors, any type of appointments. None of those are being given. As far as service is concerned, I don't think Foothill can service those lines properly and be able to guarantee that those people have the same amount of courtesy that we give them. This is mainly my heart that is speaking for the public. I love my passengers. I have been working for the company since '93. And every single person that gets on the bus, I say good morning and treat them well. None of the Foothill people can do that.				X			1		
2/6/2016	Barbara Brown	I take the 190 bus to Downtown Los Angeles every day. My daughter takes the 190 bus to Mt. SAC every day. I have been doing this probably 20 years or so, alternating between Metrolink and buses back and forth, depending on how much money I had. I feel like Foothill Transit must have done some type of statistic gathering. I don't know how they did theirs, but they must have investigated somehow to know that there is a good reason for them to want to pick up this line. I believe, MTA, you would be giving away a gold mine if you give that 190 and 194 away.				X			1		
2/6/2016	Benitez, Mario	I'm against the change on 190 and 194. One of the primary reasons is because the transferring system in terms of cost effective to the customer is no good.				X			1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/6/2016	Carrillo, Ben	Patron is under the assumption that Line 190/194 is being cancelled without replacement service and wants to know how he will home from El Monte to Baldwin Park.		X							1
2/6/2016	Diamond, Darle	Foothill will more than likely drop the ball, cut service levels, and essentially create a gap in service. It's not going to be handled well enough.				X			1		
2/6/2016	Gonzales, Andrew	Frankly, we find the argumentation for the reduction of these lines from staff to lack compelling or reasonable argument. First off, these are the last two Metro lines east of El Monte in the San Gabriel Valley, Secondly, Metro argues that the lines are really not that productive. I don't think Foothill has neither the capacity nor the lines of service that Metro provides.				X			1		
2/6/2016	Hernandez, Fernando	I am here to protest on the elimination of Lines 190/194.				X			1		
2/6/2016	Hernandez, Socorro	Title VI is there to add protection, protections to the communities that these buses provide. Line 194 operates along Valley where there are nothing but factories and warehouses. Eliminating this line is doing a disservice to these people. Foothill does not provide early morning or late night service. These people that are going to work and need to be there at 5:00 or 6:00 in the morning. So this is not acceptable.				X			1		
2/6/2016	Raquel, Joe	I am the planning director with Foothill Transit. And should L.A. Metro decide to cancel Lines 190/194 we will continue to operate the line at the same level and schedule.				X					1
2/6/2016	Rivera, Julio	I just want to propose to leave the Line 190 and 194 the way it is because it is working perfectly. The bus is usually running on time.				X			1		
2/6/2016	Timberlake, B.	I was on -- I went out to AQMD in Diamond Bar yesterday and back. It took me six hours round trip, only travel. And the Metro lines were on time, the 190 and 194. No complaints. But I'm sorry. The Foothill line, one was ten minutes late. One was 15 minutes late. And when I called Foothill, they couldn't tell where they were.				X			1		
2/6/2016	Zablen, Nate	Also, as far as 190 and 194, we would be opposed to discontinuing those lines. These lines do offer service between the El Monte Station and Cal Poly Pomona, a wonderful university, and I think it would be easy to continue with that line.				X			1		
2/8/2016	Delgadillo, Jaime	I am 26-year bus operator veteran for Metro and also president of Local 1563. One of my properties is here in El Monte, California, which is being affected by the proposed cancellation of the 190/194. I'm here to speak in total opposition of these propositions. And to be honest with you, I'm surprised that all this has come about by a simple letter by Foothill Transit requesting that they would love to take over the service. As Metro, I thought we were better than that, you know? But nonetheless, I'm here to address the public. All these things, all these propositions is nothing but a smoke screen to defer responsibility. Metro has a responsibility to provide the best public transportation service to the riding public in the county of Los Angeles, not just San Gabriel. I don't know if you guys checked, but Pomona is in the county of Los Angeles.				X			1		
2/8/2016	Ibarra, Luis	I'm here for those people that say Line 194 is always full. we need the 194 line because it's the one that runs very early. The bus --the 194 always comes full. And I start working at 5:00 in the morning and I go to Los Angeles. If you take away that line, Foothill arrives late. So many of those bus that use the service are risking losing our jobs.				X			1		
2/8/2016	Najera, Emanuel	Pretty much what I'm seeing when I look at proposed changes is the continued assault of Metro, MTA, the county has on the San Gabriel Valley. If these proposed buses, the 190 and the 194, the 270 are eliminated by Metro, the only bus that Metro will cover east of Pasadena will be the 64 and totally ignore the rest of the East San Gabriel Valley. And that's -- we should remember that next time they ask for money to raise our sales tax.				X					1

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Pena, Maria	You said the 190 was going to help people not go east to go back, but they're willing to cut people that are moving on the 190 and the 194. I don't understand that, the help you give. You know, you have more people in the 194 than the 73 people that are going east to go backwards, and yet you want to help those 73 and leave all the others stranded? It doesn't make sense.				X		1			
2/8/2016	Yer, George	I live in the La Puente area. I've been living there for many years and I rely on the -- my family rely on the 194 line. And also when I see -- go out along the street, I see the bus stops. Usually there's people waiting for the bus. So 23 that's a very important bus line. And it will be a disservice if you discontinue the 194 line.				X		1			
2/8/2016	Alcaez, Rosemarie	I've been taking it for ten years, regarding the 190 and the 194. I disagree with this decision. I know that Foothill does not cover as much as Metro does when -- regards to our bus service. I know that Foothill has horrible bus service. They abandon their customers quite frequently.				X		1			
2/8/2016	Autney, William	I totally disagree with this. The reliability and the on-time-ness that Metro has versus Foothill is like Hatfields and McCoys. One is always on time and the other one -- well, you're lucky if you get one. I do a weekly TAP card, but now I'm going to be forced to also purchase a Foothill weekly TAP card, because at times I take between two and three Metros.				X		1			
2/8/2016	Avila, Raquel	I'm in anguish because I cannot lose the line because I go to market. I go to the doctor. To do my errands. I think that God is not going to be happy about that because of money. And God is going to be sad. Thank you very much.				X		1			
2/8/2016	Benitez, Mario	I would like to say that I do not agree with the potential change of the lines, the 190/194. I don't fully understand the business or the political implications of it. Okay? But the fact of the matter is that a lot of people rely on it.				X		1			
2/8/2016	Cabrera, Ricardo	I've been taking the Line 190/194 for about maybe 16, 17 years now. And I just can't really express the importance it is for that line that's been to me because I take it every day religiously. And I don't know if -- I don't know what it is with the driver -- the rider counts that you get, but every time I do take it, I do see a lot more people on it. A lot more. Day and night. And I think it is necessary to keep these lines going because I don't know -- the numbers speak for themselves is what I seen. That's how I see it.				X		1			
2/8/2016	Cardoza, Danny	This will cause an inconvenience. You say it's a poor performer. What do you think Foothill will do. As it is they operate most of their service once an hour and start later than Metro and end earlier than Metro. This will not work for those of us who need to at wrk early. Please consider this.				X		1			
2/8/2016	Chin, Chung-Chiy	I want to speak -- the foundation for 190/194 is simply a percentage. But 190/194 is a long route. Okay? And you use the shorter route, up east Sanchez, Metro center. Higher percentage. And this means there's no qualification to cancel this tonight. And we know the population is moving to the east. And in the future, we will have more passenger. And right now because of resource and -- resource and bus, depend on permanent -- it's not good -- good way to do. That's what I want to say.				X		1			

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Cisneros, Socorro	Obviously there's a lot of people who are against this service change, this elimination. There's going to be, according to MTA records, 1.4 million people displaced annually. These people need their transportation. These people are protected people under the Civil Rights Act. These are Title VI people. We don't know. Has MTA done a service equity report? If they have, who have they given it to and who has seen it? Who has approved it? These are questions that need to be answered before it's just handed off to Foothill. Are they capable of providing Title VI mandates to make sure that there's no disfair treatment amongst the communities? I don't think we have that answer, but yet we're very quick to give away this service.				X			1		
2/8/2016	Cobos, Sabrina	I hope these bus lines do not change. I depend on Line 194 to get me to work		X					1		
2/8/2016	Ellis, John	I'm a local union rep for SMART's transportation union which represents the 5,000 drivers we have at Metro. I work out of the West San Fernando Valley and I'm a small local so I still operate the bus. I have 34 years operating this bus. The same situation that's going on over here happens throughout the system when we have cuts. But the problem I have is driving the bus, I see that the service cuts come to about dollars. And the thing is what they should look at before they just start cutting is checking the schedules.				X					1
2/8/2016	Estrada, Joseph	Do not cancel the 190 metro bus. I take that bus almost every day. They are more buses and have better service than the Foothill buses.	X						1		
2/8/2016	Estrada, Nancy	I live in the service of Foothill buses. My bus 6 route is the Colima. And I purposely drive or walk or 7 have to be driven to Valley Boulevard just to access the 194. I will not take the Foothill if I can help it. Their level of service, their professionalism is just not there. Please don't take away this line.									
2/8/2016	Funk, Hank	Regarding the 190/194, we prefer that the service continue to be operated by Metro.				X			1		
2/8/2016	Gonzalez, Andrew	LA Metro provides good service, quality service. And I think you heard they love that service more than anything else. Provide the service the community demands. Provide the service the community deserves. Provide the jobs the community deserves. Thank you.				X			1		
2/8/2016	Gonzalez, Robert	Our public -- you're listening to them, I hope. I haven't heard a negative yet on the cancellation of the 190 -- they're opposing the cancellation of the 190/194. Our public is speaking. Please listen to them. I heard -- Mr. Scott stated that 50 percent of the service is going to be put back into the MTA. To me, that's to sugarcoat because they should be taking 100 percent. We need to keep these lines. We have great operators servicing this line, the best of the best. Please listen to the members and to our operators. Keep this service here with us. You are -- you're getting your money's worth on the service that you're getting from our operators. Thank you.				X			1		
2/8/2016	Griffieth, Mary	First of all, Foothill does not have good repair service that MTA has. When you had the circular, I waited three hours eight years ago on the repair person of a 1300 series Foothill bus. Three hours in a Cadillac wheelchair I'm sitting. The curb leveling of MTA is much better than Foothill. They still do not know how to adjust. Even going to Arcadia, Tyler and Live Oak, there is no adjustment with their buses. This service of timing is better. I live in El Monte on Tyler and Bryant. I don't -- don't need the transferring that you're going to give me if you cut the 190. I go to Eastland. I'm an advocate for transportation in the county. I have many areas Let me and others keep our -- our independence. Your operators, your mechanics and customer service are 100 percent. Thank you.				X			1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Gudino, Marco	I'm the general chairman for SMART representing 5,000 bus and train operators. As you can see, we have 100 percent support on keeping the 190/194 with us. And it also looks like from what I'm hearing that you guys want to have a hard time passing Measure R if you take that 190/194 away from us. And one other thing I wanted to mention -- and you guys forget. When we have emergency situations that happen -- earthquakes, riots -- who is there? My operators are there. They're there. During the riots, my operators were risking their lives with LAPD. You think Foothill is going to do that? Okay that's all I wanted to say.			X	X			1		
2/8/2016	Guinn, Ryan	Part-Time Bus Operator Division 9: I have been working an assignment on these two lines for over two years, and have observed and experienced the volume and type of ridership. Having spent thirty years as a professional in the field of Human Resources, I have become attuned to the needs of the different types of passengers we serve. The student being transported to high school or college. The rider depending on the bus to get them to their first day on a new job. Workers whose commute to a daily job is using public transit. Seniors and disabled relying on bus transportation to accomplish shopping and medical appointments. Families for whom the bus is their second family car. Parents shuttling children to child care in order to work part time or go to school. All these things provide the stability and continuity which helps hold together the fabric of people's lives. Without these things, life would be chaos. Having a wife who is disabled gives me an overwhelming appreciation for providing mobility to the citizens of our service communities. Opening up the world thru public transit is a major element in the stability of people's lives. Please consider your responsibility to our citizens before disrupting their world. Making any type of change on these long established bus routes would certainly bring more chaos than stability into the lives of the residents of the San Gabriel Valley.			X				1		
2/8/2016	Gutierrez, Timothy	The thing that I'm mostly concerned about is on the 190/194, 270, the east/west from Los Angeles to Covina, from Norwalk to -- to Monrovia, the fare cards, the TAP cards -- will they be -- use the same TAP card, Metro or Foothill, whichever you have -- for both? Can you use Metro? Can you use Foothill on each? I have both TAP cards. I have only used Metro, only pay for Metro because I only use Metro. But in case I have to use Foothill, will my TAP card work for both? That's all.					X				1
2/8/2016	Hendricks, Rick	MTA should operate Lines 190/194. Foothill use foreign companies like 1st Transit or Viola.		X					1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Hernandez, Fernando	I'm a supervisor, an operator, and from time [sic], a sector manager. And a lot of the things that these folks have been saying --they took all my thunder away already because I had three 10 pages here written up and I thought I would be able to get it all, but you guys already hit on them. However, one part we're forgetting -- Foothill Transit was the brain child of a supervisor that was here way before Gloria Molina. Pete Schabarum. Pete Schabarum did not want unions on his property. He didn't want unions at Metro. So Foothill came to existence. You -- and excuse me. I don't mean you folks here because you don't have the votes. But your representatives that you stand with know this. The idea of giving our lines to Foothill is simply a way to reduce the cost because their drivers are the lowest-paid drivers in the whole region. That's why a lot of the folks here that have been talking about the bad service is because they -- those drivers don't care. If you're getting \$10 an hour, I can pick that up at McDonald's. But you continue to give these lines away. And I look at it this way. It's a very subtle and slow way to break up the union. It's your way.				X			1		
2/8/2016	Hernandez, Javier	Read a quote from Supervisor Hilda Solis regarding Line 190/194 and the 270. She noted that she was aware of the proposed changes and familiar with many of the concerns by the community and that she will continue to accept input and comments from all stakeholders.				X					1
2/8/2016	Jackson, JoAnn	I don't feel that Metro should let it go to Foothill because Foothill does not offer many of our service. And all those people that ride depend on Metro to pick them up and take them home, and it runs from 12:00 to 1:00. I think the latest bus they have is Silver Street and that's it. And that would not help them out at all. And they do not accept pennies and they don't quote the fare. Let them ride. And it takes 45 minutes to one hour to get service from them. Thank you.				X			1		
2/8/2016	James, Samuel	I think the 190 bus should not be canceled. And I haven't heard why you guys want to cancel 190. Why? The 190 gives good service. I know from time to time on the 190, going from El Monte Station to east shopping center, it takes about the same amount of time as the Silver Streak going through rush hour traffic because they're not bogged down with heavy traffic -- as heavy traffic going down Ramona and Badillo and those streets like the Silver Street on the 10 Freeway going east.				X			1		
2/8/2016	Llerena, Patty	I've been riding with Metro for ten years, and I'm really fond of all my operators who have always helped me when my mom and I show up at these different cities. Especially the 190/194, which I use at the shopping center. I'm stressing to please -- not to discontinue that line because that is a very frequent line that I use pretty much every day of my life. I'm also stressing to please extend the 190 at the same time the 184 -- at the end of the -- in other words, the 115 -- I'm asking the 190 to do the same thing, to be a 115. Half the time I've been stranded. I have to use other buses to connect to the next morning shift, which would be like 5:00 or 5:30.				X			1		1
2/8/2016	Lopez-Enriquez, Judith	I am here standing in unity for the community because I have family members that operate -- that run the -- that jump on the 190 and the 194. You know, and this is, like, ridiculous. And another thing. You guys are going to be killing jobs and the community. So think about that when you guys go to sleep tonight, you know, in your nice, comfy beds. Think about that. You plant that seed and water it in your head. Do it for the community. Because you know what? All these people right here put that money in your account.				X			1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Martinez, Danny	I take the 194 line. I've been taking the bus now about three years now from Pomona all the way to downtown Los Angeles, USC. I definitely don't want Foothill Transit taking over the bus line, because their service hasn't been really good with me. Basically this is not a good idea. I'm proposing you guys keep this line here because definitely there's a lot of people that do ride it during the week.				X			1		
2/8/2016	Meinert, Robert	I ask that the 190/194 transitions to Foothill, potentially, be seamless, maintaining the frequencies & spans of service.	X					1			1
2/8/2016	Mimi	You say that the 190 and 194 is a low-performance line? I don't think so. How many drivers here thinks that 190 and 194 is a low-performance line? It's not. according to your report on the -- you use the RPI, report performance index? Okay. On that report performance index, I check on the 2015. It shows that 190 and 194 has an RPI of 0.61. According to Metro anything above 0.60 is considered a good line. Am I right? It's not a low-performing line.				X			1		
2/8/2016	Orr, Donday	I'm a rookie operator for metro. I do the 190. I do the 194. It's a lot of elderly people on that line. So when I first started this job, one thing that you guys were instilling into the drivers was safety, customer service. Right now you guys are not showing customer service. Not at all.				X			1		
2/8/2016	Osep, Miki	I am not in favor of Foothill taking over 190 at all. I depend on 190 for shopping, getting to my storage unit, going to the post office. I'm disabled. I gave my mom my car a couple years ago and she needed it more than me. So I depend on the bus. So please do not hand 190 and 194 over to Foothill. People are going to be late to work, to school. There's going to be a lot of unhappy people.				X			1		
2/8/2016	Phung, Austin	I'm a student at Cal Poly Pomona. I take the Silver Line and line 190 frequently, particularly at night when connections are really important. With the cancellation of lines 190 and 194, I'm concerned with the connections or time transfers that are currently in place. I'm also concerned with the quality of service once Foothill Transit takes over these lines. Foothill Transit has left me stranded and frustrated many times. When transferring from Metro to Metro, I can count on a transfer window of a few minutes, maybe even two minutes. With Foothill, that would be a miracle even with a ten-minute window. And nothing fills me with greater dread than having to rely on Foothill for my daily commute. Their buses are constantly late and unpredictable, even with the use of Nextrip. Please do not discontinue lines 190/194 and 270. Thank you.				X			1		
2/8/2016	Portillo, Marcos	Lines 190/194 and the 270 -- those are -- you know, most of the people that take those buses -- they go to the -- you know, the Cal Poly Pomona. They go to Rio Hondo. So you don't want anybody to get an education anymore?				X			1		
2/8/2016	Rico, Gilberto	A lot of people work and sometimes they get Cal Poly to El Monte. And sometimes we work in -- you know, in the job. And I'm talking a lot maybe change it to -- I need one more service or more hourly.				X					1
2/8/2016	Rivera, Hector	I'm an operator for Metro too and I do ride the Line 194 due to car issues at times. the 190 and 194 runs very late at nighttime. If you're stranded here at 11:00, midnight, so you can still be able to catch the 190 or 194 going to your destination. Many lines on Foothill cut it off at 10:00 or 11:00 p.m. That's the earliest. And then in the morning sometimes it's at 5:00am and a lot of people need to take the earlier bus in order to make it to work. So you guys should really take into consideration the need of passengers too. And like my other coworker said, if they cut off those lines, we're going to get shipped out to somewhere else. So really take into consideration of that. Thank you.				X			1		1

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Rodriguez, Richard	Real quick, I just think the 190 and 194 should stay. Not only that -- excuse me --you should reconsider having outservice [sic] for both of them like they have for the 70 and 76.				X			1		
2/8/2016	Sandoval, Eddie	I'm a student at East Los Angeles College and LA Trade Tech. I'm here speaking on behalf of the 190/194 line. I'm against this switch to Foothill Transit, because how would I ensure that I can still get my 1:10 a.m. trip from El Monte station to La Puente? Pretty much the latest trip the Foothill Transit operates besides the Silver Street -- which is 24 hours --according to this book right here, the latest trip leaves at 11:55 p.m. So switching to Foothill would leave me, like, shit out of luck. Excuse my language. And I live in Hacienda Heights so I would have to walk all the way from West Covina to Hacienda Heights. And so please retain the 194 line.				X			1		
2/8/2016	Strom, Henry	A lot of individuals are invested in these two lines. Foothill and Metro undoubtedly have a very different style of operating bus lines and there will definitely be a difference if Foothill Transit takes over. What I recommend is that Metro take a much softer approach and only offer one branch at a time so that at least the public can see the difference. Please exercise political sensitivity to this change.				X				1	
2/8/2016	Tirado, Alberto	I've been in this area more than 50 years ago. I was using the bus. After that, after I retire. But when I was -- was driving to my job, I always was using the bus. I remember that there were not too many people riding the bus. And you never say nothing. Wasn't enough riders on the bus. So now I -- I learn that you say that our bus -- there's road or I don't know how you -- it's not enough -- enough people to ride the bus and that's why you are taking away. But I think -- I don't try to offend you, but I think that's an excuse only. Because when I came over here, there was less people and you never complain about it. Because you --not you. It was another people. They are retired already, you know. But they -- they understood that they have to service the people, not to think about getting the money. We -- we used to have the 490. Then you took it away.				X			1		
2/8/2016	Tirado, Elda	That's my mother and she's too shy, but she feels the same sentiment.				X			1		
2/8/2016	Tirado, Tizoc	Tonight I'm here in support of my community and to oppose the closing of the lines 190/194 and 270. The 190 is the lifeline of my mother and father who are now in their 80s. And in the last decade, it has become their means of transportation for doctors' appointments, for shopping, for banking, for entertainment, all which they love for their independence. Discontinuing this doesn't make sense. About six months ago in 2015, a survey was conducted by the Metro by your very own blue ribbon committee. The 17 results revealed that more service was needed on the 190 and 194 lines. Why are these results not being validated or honored? That is my question to you.				X			1		
2/8/2016	Wa, Kaijin	I'm working at UIC School of Medicine and I completely depend on bus 190 for work and go home. This line is not overlap with any other bus lines. So we completely depend on this bus line. Please don't discontinue this line.				X			1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Wormity, Quentin	I'm the local chairman for SMART Local 1565. I've been an operator for over 26 years. And I just have some concerns with abandoning our -- our customers who have been loyal to the MTA for decades. When these lines -- when MTA and RTD needed the service over here, the 190 and 194, they needed to -- for funding -- to justify their funding, our customers were here to back the RTD and the MTA up. Now you guys want to take these lines away from these loyal customers for decades that will affect their travel, you've heard tonight affect their education, their jobs. And all I'm saying is just please do not -- do not abandon and leave our customers in a hole. Please do not do that. Thank you.				X			1		
2/8/2016	Wu, Kai-Hsu	I've been taking 194 which was 484 previous since 1987 when I start going to Cal Poly Pomona. I now take it to work as well. It's been my livelihood. It's going to cause a problem. If anything should happen, it should increase the service.				X			1		
2/8/2016	Ye, Lili	I am in opposition to Foothill's takeover of the lines 190 and 194. I and a lot of other people depend on Metro as consistent and reliable service to get to where we need to go in the east. In the past I've seen Foothill buses come late to the first stop, but I have never experienced that kind of poor service with Metro. Please do not abandon your faithful riders. Thank you.				X			1		
2/8/2016	Zabala, Nadine	I have no source of transportation other than the bus, it helps me greatly going to work. I have to -- to leave my house at 5:00 in order to get to work on time with the bus. And I -- I feel that if Foothill takes over, I feel like because they start later, that I'm putting my job in jeopardy because I'll end up showing up to work maybe half hour to an hour late depending on circumstances -- you know, if there's an accident, bus is slow for rain for safety. So I think it's really important that we keep the line going because it gets all of us around.				X			1		
2/8/2016	Zabala, Susan	I leave my house at 5:15 in the morning to catch the 194 to the El Monte bus station; then I catch the 70 from the El Monte bus station to downtown LA. I work for the district attorney's office. Our bus drivers are so dependable I can use them as a clock. They are always on time. They are always courteous with us. We need this line very, very desperately. We cannot afford to go with Foothill. With my understanding, Foothill starts at 6:00 in the morning. If I start at 7:30 in the morning, I'm going to be late every damn day -- excuse my language -- every day to work.				X			1		
2/9/2016	Vallejo, April	I take Line 194 every Friday to visit my mother and I use this line to take my disabled son to his medical appointments. Please do not cancel.			X				1		
2/10/2016	Ramirez, Jose	I have been riding the Mta Line 484/194 since April of 2004, when i was first transferred to work in downtown L.A. I was not happy when you discontinued the 484 Line. It was really convenient for me. Now a have to change buses at the El Monte Station and pay twice. Now that you are thinking of eliminating the 194, this has me really worried. If foothill transit takes over this line, will they run at the same frequency as the Metro buses?	X								1
2/11/2016	Mendoza, Domingo	Line 194 provides excellent service,. Please do not cancel.			X				1		
2/11/2016	Moore, Elizabeth	This will cause an inconvenience to me, the elderly, and disabled. This is the only way I get to work. Please do not cancel!			X				1		
2/12/2016	Roth, Myrna	Foothill can't handle their own buses let alone take on at least two more routes. I used to take Foothill 274, but it was taken away, not enough riders. That's when I changed to Metro. The drivers on Metro are courteous and on time. Foothill 480 can't even be at Workman and 2nd by their own schedule, anywhere between 5-15 minutes late every day. Please don't make any changes	X						1		

Lines 190-194

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/13/2016	Corona, Anthony	First, of all i want to thank you guys for providing such a great bus service too your customers. On the other hand i am very disappointed to hear that metro wants to cancel bus routes. Metro, should not cancel lines such as 190, 194, and 270 because so many people depend on these lines. Hard working people, college students, and elderly people depend on these very important bus routes.	X						1		
2/13/2016	Huey, Jimmy	<p>1. the two corridors that the 190/194 service (covina/baldwin park to the north and walnut/city of industry/la puente) to the south aren't well-served by Foothill transit. The cancellation of the two lines will leave serious gaps in service in the region.</p> <p>2. the 190/194 are vital transit options for Mt. Sac and Cal Poly Pomona students. I will occasionally see the last 190 bus leaving Pomona filled with late night college students.</p> <p>3. Service on these lines extend past midnight. Few (if any) Foothill Transit lines (with the notable exception of the Silver Streak operate this late) Furthermore, the creation of the Silver Streak (while overall a great service) has left some important gaps in local late night service coverage.</p> <p>Also:</p> <p>1. Foothill Transit has a pretty poor on-time record. It's not uncommon to see Foothill buses "stacking up", i.e one run falls so far behind, it runs behind the next bus on the schedule. I don't expect Foothill to be able to come close to matching Metro's reliability. A lot of my fellow patrons have expressed the same concerns over the possibility of Foothill Transit taking over these lines.</p> <p>2. Metro currently operates the 190/194 from before 5:00am (4:40am from eastland center to well past midnight to eastland center). Frequency of service during peak hours approaches 15-20 min headways. Will Foothill Transit be able to maintain the same level of service? Sometimes the 190 is the only bus I can rely on in getting me back home at late hours. The closest Silver Streak stop is on Azusa, which is represents a lengthy walk of 1.5 to 2 miles. Occasionally I will see last 190 bus leaving pomona filled with college students.</p>	X						1		
Total							4	75	1	13	

Lines 258 & 485

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/24/2016	Alviti, Linda	I strongly urge you to preserve current service (or even increase it) on bus lines 258 and 485. The 258 needs to run from Bay State, its current start point. Many people depend on this service along Main Street in Alhambra. Some transfer to the 485 to go to CSULA or downtown Los Angeles; some transfer to the 76, some continue on the 258 heading south. It would be very useful if it also ran on Saturdays and Sundays. The 485 is an extremely useful north-south bus line between Alhambra, Pasadena, and so on. In the other direction, it connects Alhambra with CSULA during the middle of the day, when there is no other service that does so. It also needs to remain at the current level of service, or increased service. It would be very helpful if the 485 ran on Saturdays and Sundays. To summarize, many different constituents use the 258 and 485 bus lines, across a broad geographical area, for school, work, and other purposes. Implementing your proposed changes to these lines would not be in their best interest, or in the interest of the cities of Alhambra or Los Angeles.	X						1		
1/25/2016	Stine, Amber	I am opposed to Line 485 change because I commute to the Union Station and take this Line to CSULA followed by work in Alhambra. This change will add inconvenience or ability to even attend school.	X						1		
1/29/2016	Power, Max	Supports proposal.	X					1			
2/2/2016	Bonilla, Mark	Line 258, in addition to servicing CSULA, and replacing Line 485 to enhance connection to/from Line 79, should shorten on the southern end to Eastern Avenue & Union Pacific Avenue in Commerce. Service south of Telegraph Road would be replaced by Line 256 and service on Garfield Avenue between Firestone and Alondra Boulevards should be transferred to Montebello Line 30 if they express interest to backfill this portion of the corridor.	X					1			
2/4/2016	Drummond, J.K.	The combination of the 485 in with some other line, I don't think that's really practical at Cal State L.A.				X			1		
2/4/2016	Drummond, J.K.	In general though, without the maps, it's hard to figure out what is going on sometimes. If we knew more about it, the combination of the 485 in with some other line, I don't think that's really practical at Cal State L.A.				X			1		
2/4/2016	Truong, Jon	This change will require an additional transfer traveling to work for both my mom and I adding an addition 40 minutes to our commute times. Please do not discontinue the segment on Line 485 from CSULA to Downtown LA.	X						1		
2/5/2016	Fung, Hank	Support, provided span of service matches. Shortline trips between Cal State LA and Pasadena (Lake/Colorado) may be necessary after 7 pm, since Line 258 stops running at about 7 pm. I still advocate for a 10 pm trip northbound between Cal State LA and Pasadena to serve students after night classes, which could be done with the savings in cancelling duplicate service. Possibly reroute via Hellman during peak hours due to variability of traffic on eastbound 10 freeway during rush hour.	X					1		1	
2/6/2016	Perez, Mercy	Please keep the 485 Line. There is no other way for us to get to Union Station if we don't have the 485 Line on Valley and Fremont.				X			1		
2/6/2016	Zablen, Nate	As far as the 485, that also gives a continuous route between Los Angeles and South Pasadena, Alhambra, Pasadena -- a section that the Gold Line doesn't cover. I would continue with the 485.				X			1		
2/8/2016	McIntosh, Sonia	I don't understand it because you need one line going to USC Hospital on the freeway. People are hurt and sick and they need that line. We don't have weekend service. I walk six to eight blocks if I want to get home from Valley or Main Street in Alhambra because there's no buses out on Fremont anymore. You've taken everything away.				X			1		

Lines 258 & 485

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Meinert, Robert	Regarding the changes to lines 258/485: Are the frequencies going to be maintained or improved on a consolidated line? What is going to be the span of service? Currently, the 258 north last run is at Commonwealth & Fremont at 7:14. The 485 last run near that location is 9:20. I ask that the span of service be maintained to the 9 o'clock level as I work into the evening in that area.	X					1			1
2/9/2016	Rhoads, Perry	I am concerned about the proposed 485 discontinued service from Union Station to Cal State LA. I am an Alhambra resident. I currently commute between Alhambra and Century City via the 485 and 534 Commuter Express. Will there be no other direct lines from Union Station to Alhambra via the HOV lane? I am aware that the 76 is an option, but this is a slow local bus that adds a lot of time to an already long commute. Discontinued service will also be a great inconvenience to Cal State LA students who ride this route to school. Please reconsider discontinuation of this line, or reduce service to morning and afternoon commutes if necessary. Thank you for your consideration.	X						1	1	
2/12/2016	Angulo, Suzanna	I catch bus line 258 Mondays through Fridays on Main Street at Garfield. Changing its route means I have to take more buses to reach my destination. Yes, I'm grateful to have other buses to ride, but isn't the whole idea to make bus riding easy?? Please keep bus line 258 as it is!	X						1		
2/12/2016	De Marco, Linda M.	Will service continue from Union Station to Alta Dena (Alhambra – Mission and Fremont) and returning to LA Union station from Mission to Fremont. If anyone takes the 485 at this time a Metro representative will see that this route/us is always filled. There are many people whose only means of getting to and from their place of work is this route. Discontinuing this route would be not only financial burden on passengers but make many of us very late for work causing written write ups. At the very least could you clarify or tell me what line from Union Station to Mission and Fremont and return Union Station about 15 passengers will be directed to take.	X								1
2/12/2016	Merritt, Rosa	This proposed change would be a very poor decision and irresponsible to all of L.A. and Orange County commuter's. I take the bus from Union Station /Patsaouras Plaza and is full everyday especially between the early hours of 7:00, 7:30 and 8:10. It is actually only 10 minutes so taking that away would do so much more harm than good.	X						1		
2/12/2016	Park, Samuel	I take this bus from Monday-thru Friday. It has been reliable source of transportation. I know there is not than many passengers on 485, but many of them will lose their jobs.	X						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 175, 460 and 485 . We need the route 485 all day long Monday to Friday."					X		1		
2/13/2016	Fletcher, Jessica	I and many others take that bus every day to get to work. It is the only bus that will take us from Union station to Alhambra. It will be VERY hard to get to work every day. It makes it almost impossible to get to Alhambra. It will also make all of us have to leave a tax 2 hours earlier.	X						1		
2/13/2016	Torres, Yolanda	Metro bus line 485 is the line I need daily. Please leave line 485	X						1		
2/13/2016	Wright, Wayne	Request that service south of Firestone be cancelled and that Montebello Bus Line #30 take over the service via Garfield so Garfield would be the true bus from Alhambra to Paramount and Long Beach Transit and Montebello Bus Lines would connect for the first time.	X							1	
Total							4	15	3	2	

Line 270

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/29/2016	Power, Max	Supports proposal.	X					1			
1/31/2016	Rosales, Consuelo	Please do not cancel Line 270.			X				1		
2/5/2016	Fung, Hank	I disagree that service is duplicative.	X						1		
2/6/2016	Cisneros, Yolanda	Losing Metro Line 270 would have a great impact on our whole family. It gets both me and my son-in-law to work and my grandchildren to Rio Honda College. I also use it to visit my mother in a Convalescent Home.	X						1		
2/6/2016	Groves, Alan	I work at Commerce Casino, and I hope you improve more frequent service on 270 line from Norwalk to Whittier.				X			1		1
2/6/2016	Raquel, Joe	I am the planning director with Foothill Transit. And should L.A. Metro decide to cancel Line 270, we will continue to operate the line at the same level and schedule.									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	Timberlake, B.	I just think that cutting out 270 north and south, which provides a real backbone route all the way into the San Gabriel Valley and into Pasadena, east of Pasadena, is really important. And relying upon these municipal operators is a foolish idea.				X			1		
2/7/2016	Hernandez, Fernando	I am here to protest the elimination of Line 270				X			1		
2/8/2016	Leon, Brandon	I'm a student attending Rio Hondo College. hopefully I can help you gain an understanding of how this can affect Rio Hondo College students. Currently about 80 percent of our students who rely on public transportation to get to school are using the Metro route 270. And use has more than doubled since 2007 from 660 users to 1,384. Specifically our Go Rio bus TAP card program is used predominantly by full-time students, and a disruption can seriously affect their academic standing, considering many of these students don't have any other way to get to school. I urge Metro officials if the Line 270 is canceled, to collaborate with another transit partner in order to provide a seamless transition that will ensure there are no delays in service that will affect our students.				X			1		1
2/8/2016	Najera, Emanuel	Pretty much what I'm seeing when I look at proposed changes is the continued assault of Metro, MTA, the county has on the San Gabriel Valley. If these proposed buses, the 190 and the 194, the 270 are eliminated by Metro, the only bus that Metro will cover east of Pasadena will be the 64 and totally ignore the rest of the East San Gabriel Valley. And that's -- we should remember that next time they ask for money to raise our sales tax.				X					1
2/8/2016	Autney, William	I totally disagree with this. The reliability and the on-time-ness that Metro has versus Foothill is like Hatfields and McCoys. One is always on time and the other one -- well, you're lucky if you get one. I do a weekly TAP card, but now I'm going to be forced to also purchase a Foothill weekly TAP card, because at times I take between two and three Metros.				X			1		
2/8/2016	Gutierrez, Timothy	The thing that I'm mostly concerned about is on the 190/194, 270, the east/west from Los Angeles to Covina, from Norwalk to -- to Monrovia, the fare cards, the TAP cards -- will they be -- use the same TAP card, Metro or Foothill, whichever you have -- for both? Can you use Metro? Can you use Foothill on each? I have both TAP cards. I have only used Metro, only pay for Metro because I only use Metro. But in case I have to use Foothill, will my TAP card work for both? That's all.				X					1

Line 270

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Hernandez, Javier	Read a quote from Supervisor Hilda Solis regarding Line 190/194 and the 270. She noted that she was aware of the proposed changes and familiar with many of the concerns by the community and that she will continue to accept input and comments from all stakeholders.				X				1	
2/8/2016	Llerena, Patty	Line 270 is another bus that ends a little early at 7:30. I can't get to the station so I have to connect to another bus which is the Foothill. And, you know, it's true. They do come late and it's not a frequent bus. So I'm stressing and I'm pleading. Please don't discontinue Line 270.				X		1			
2/8/2016	Meinert, Robert	Regarding the 270, with the Gold Line coming online in March, good connectivity to Old Town Monrovia needs to be maintained. If you can't save the whole line (or transition to Foothill), consider maintaining the northern portion, as it is not duplicated & the only link directly into the Myrtle Av. corridor in Monrovia. It is 14 blocks from the Metro station. A suggestion would be to consolidate it with Line 79 in Arcadia as an extension serving the Monrovia Gold Line & the north corridor along Primrose in Old Town (reinstating Sunday service in that section).	X						1		
2/8/2016	Mendez, Gary	I ride the 270 line to get to Rio Hondo College where I've been a member [sic] of the board of trustees there where I proposed the Go Rio program, which is a student self-subsidized program with various partners in order to increase ridership and accessibility to Rio Hondo College. Rio Hondo College has over 2,000 students who are on the Go Rio program, besides those who take it and pay out of their pocket. At one point three years ago, our students reported overcrowding on the 270 which led to the creation of Line 577 to provide increased service to El Monte. Route 270 continues to be heavily used. Today nearly 80 percent of our public transportation students take the 270. And the 270, as you may know, provides one of the only north and south going boundary or line of service east of downtown Los Angeles that connects our students to El Monte station, to the Green Line, to Metrolink and other areas. So it has been a feeder for our college for the last 25 years. If Metro decides to give this up, we hope that the various agencies that you get to participate make a commitment of service, create that connection to Rio Hondo College. But what I have to tell you is that Rio Hondo College has made a commitment to instill a culture of public transportation riders. So we hope you do what's best for the people. Thank you very much.				X		1			
2/8/2016	Parra, Christopher	Currently the 270 is the only bus line that I can take that goes through Whittier. I -- I get on near the Presbyterian Hospital. It's the only way I can get up anywhere. I can't go down -- I can't go down on the Montebello buses because I can't afford it. It's the only bus that I can take that my bus pass actually works on. And hearing you guys say that it was going to be split between the Foothill and the Norwalk -- I can't use my bus pass on the Norwalk. I would end up having to fork over whatever amount of money that they charge as well as fork over money to the freaking Foothill Transits, which that bus sucks.				X		1			

Line 270

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/8/2016	Phung, Austin	I'm a student at Cal Poly Pomona. I take the Silver Line and line 190 frequently, particularly at night when connections are really important. With the cancellation of lines 190 and 194, I'm concerned with the connections or time transfers that are currently in place. I'm also concerned with the quality of service once Foothill Transit takes over these lines. Foothill Transit has left me stranded and frustrated many times. When transferring from Metro to Metro, I can count on a transfer window of a few minutes, maybe even two minutes. With Foothill, that would be a miracle even with a ten-minute window. And nothing fills me with greater dread than having to rely on Foothill for my daily commute. Their buses are constantly late and unpredictable, even with the use of Nextrip. Please do not discontinue lines 190/194 and 270. Thank you.				X			1		
2/8/2016	Sandoval, Eddie	And also for the 270, that would not be a smart move because right now I know it currently operates from Monrovia to Norwalk. If you guys were to give that line to another operator, they would probably end up splitting it altogether or demolishing the line. So please --please maintain the lines as the way they are now. Thank you.				X			1		
2/8/2016	Staples, Alex	I live in Norwalk and I go to college in Pasadena. I also work in Pasadena. So it's important for me to get from point A to point B at the El Monte station so I can then transfer to the 267 bus. And without the 270, it makes it nearly impossible to get to work or school, or even to visit with my grandmother who lives near the Monrovia area because the 270 also goes up there and sometimes I go visit with her. So it's kind of important to keep that bus running, you know, just -- you know, it gets me to the places I need to go.				X			1		
2/8/2016	Strom, Henry	I disagree with this change because of the fact that the municipal lines that cover those portions of the 270 don't run at a service volume that's conducive to passenger ridership, particularly over the weekends. And those municipal operators may not necessarily be in a position to increase service to meet the demand. So I'll have to just very forwardly say that I do not support this change at all and I hope that you do retain the 270.				X			1		
2/8/2016	Tirado, Tizoc	Tonight I'm here in support of my community and to oppose the closing of the lines 190/194 and 270. The 190 is the lifeline of my mother and father who are now in their 80s. And in the last decade, it has become their means of transportation for doctors' appointments, for shopping, for banking, for entertainment, all which they love for their independence. Discontinuing this doesn't make sense. About six months ago in 2015, a survey was conducted by the Metro by your very own blue ribbon committee. The results revealed that more service was needed on the 190 and 194 lines. Why are these results not being validated or honored? That is my question to you.				X			1		
2/8/2016	Wu, Kai-Hsu	270 I rarely use. If you guys going to derail, fine. But if you're going to derail and reduce the bus service, then we should vote no on any measure. Raising a tax should be increasing the bus service, not decreasing the bus service. And I'm handicap. I'm visually impaired. So we should -- like me, those bus are very vital.				X			1		

Line 270

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
2/11/2016	Castañeda-Calleros, Russell	I serve as a director of government and community relations at Rio Hondo College. I just want to let you know that almost 80 percent of our bus users use Route 270, and at one point about three years ago, our students reported overcrowding on 270, and that led to the creation of Line 577. And 270 continues to be heavily used even today. Our route numbers have shown that we've seen the numbers of students double from 2007 to 2014, and it continues to rise even to this time. And so, if Metro decides to discontinue Route 270, we just humbly ask and respectfully urge Metro officials to work with the other transit partners to provide a seamless transition so that there are no delays in service to our students. And I also urge the same stops and times to be used, as well. Any delays or interruptions, even if they're very brief, can disrupt the access our students have and jeopardize their academic success, and I thank you tonight for your consideration.									X
2/11/2016	Gutierrez, Jitro	I'm a student from Rio Hondo College, and I currently use the Line 270 on a daily basis. I'm the only one in my family to, actually, pursue college after high school, so it's just -- it's a big thing already, just being in college. As of right now, public transportation is my only option to get into college and getting back home, and if the Line 270 were to be replaced by another line, it would be most beneficial to my schedule and to almost 80 percent of the bus users at Rio Hondo College if it were done -- if it were done with the least amount of effects including time and throughout the week, the days that those -- if the days would -- excuse me (sic). If the days weren't changed, that the schedule stay the same, it would be most beneficial to all of us.				X		X			X
2/11/2016	Kouster, Lisa	Line 270 drivers are forgetting to point out that what you really want is pretty much intact continuous continuation of your route. Just because you feel good that Norwalk or Foothill might take it over, I think that sounds good, too, but if they're only going to take over the little parts that they're already running on, that's not going to be a replacement. I like the 270, too. I ride it on the weekends. Discontinuing Metro 270 is a huge mistake. I go to Rio Hondo College and that bus line takes me there and takes me back home. If this line disappears I will be very upset.				X			1		
2/11/2016	Macias, Janet	I am here representing Rio Hondo College. Mostly, the students who use the public transportation, and currently our college has a program called Go Rio where they offer free bus rides to all full-time students. And so, you know, as a college student, that's a big relief, and the vast majority of these students, we use the Line 270. I personally use the Line 270 very heavily. I use it every day. Besides the Montebello, the 50, I use the 270, and it would just be great if, you know, the transition would be the same -- keep -- maybe keep the same, you know, schedules, 'cause you know, I have to get to college.				X		1			1

Line 270

Date	Name	Comment	COMMENTS					CATEGORY				
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other	
2/11/2016	Mr. Timberlake	I hope that -- I think it should be perfectly clear that the Line 270, all the way from the Green Line up to the extension of the Gold Line, needs to be in one single operator. And Foothill cannot do it, and certainly Norwalk Transit cannot do it. I have experience with both of those lines, with both of those muni operators. They do not provide the level of service of Metro, and they will not here. You cannot afford to cut that line in half. It needs to be one single operator all the way from the Green Line up to the extension of the Gold Line and Monrovia. It's ironic that at the last board meeting, the Metro Board passed a motion asking the staff to come up with a continuous link from Monrovia -- from the extension of the Gold Line south to the Green Line.				X			1			
2/11/2016	Olague, Dustin	Line 270 is always on time. It's a clean bus, and I enjoy riding it, and even today, I have a vehicle and a car. I still use the bus from time to time to, you know -- cause the rising gas prices, to reduce emissions and also stress. I enjoy taking the bus, 'cause, you know, driving is very stressful, and I enjoy it, and I just want to say thank you for letting me speak today and just think about saving the 270 Line.				X			1			
2/11/2016	Parker, James	Real quickly, Norwalk Transit -- Jim Parker, Norwalk Transit, director of transportation. Norwalk presented a proposal endorsed by Foothill that we would operate -- Foothill would operate the northern portion of the route; Norwalk would operate the southern portion of the route. The concern about where that division occurs is still being discussed, but that -- in concept and in principle, both agencies are in support of that. We, along with Foothill, are acquiring new vehicles. Theirs are arriving sometime before the end of fiscal year, perhaps in June, likewise, with Norwalk, where we would have additional vehicles to support this service. This helps -- by doing this, you know -- and I'm not trying to be facetious, but yes. The Metro system is from the desert to the sea. I said that at many of their routes. So, no matter what you do, when you discontinue, you're gonna be entering different service reserve service areas for other transit systems when you eliminate some of these legacy routes. And we're trying to -- Foothill and Norwalk -- recognize and avoid any disputes in terms of competition or duplication when we make these kinds of proposals. It's just a matter of how that transition can occur. We've been copartners with Rio Hondo College as charter members of the Rio Go Rio Program. We support student transportation day one. So we are also recognizing that we do need to commit, so does Foothill, to any of this -- any part of this proposal that could be approved, and Foothill -- I can't speak for them, but I know I've heard they have that commitment, so does Norwalk. We've had these conversations. So there could be a benefit to this. We look at this in a long-term solution. So we hope you will support our proposals. Thank you very much.				X		1		1		
2/13/2016	Corona, Anthony	First, of all I want to thank you guys for providing such a great bus service too your customers. On the other hand i am very disappointed to hear that metro wants to cancel bus routes. Metro, should not cancel lines such as 190, 194, and 270 because so many people depend on these lines. Hard working people, college students, and elderly people depend on these very important bus routes.	X						1			
Total									3	22	1	8

Line 501

Date	Name	Comment	COMMENTS					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/29/2016	Power, Max	Supports proposal.	X					1			
2/3/2016	Ackerman, Jason	I'm really excited about this proposal.				X		1			
2/3/2016	Davis, Karen	Increase the span of service of Line 501 proposal				X		1		1	
2/3/2016	m_martin48@yahoo.com	Extending the route to at least Van Nuys Blvd. So we can try to attract more riders. From areas where there are employment centers. Like the Van Nuys civic center.	X							1	
2/3/2016	Reed, Bart	I support the proposal. However, the span of service should match the Orange Line, Red Line, and the Gold Line since it is intended to bridge the gap in service as is operated today.				X		1			
2/3/2016	Van Peer, Robert	I'm grateful that you will implement this line; however, I hope it connects to Line 201 so that I can get to my church in Glendale.				X		1			1
2/3/2016	Zablen, Nate	I'm very enthusiastic about this proposal and think it will be very successful. It is a great option for us to avoid driving on congested freeway from the Valley to Burbank. Please market this new service so everyone is aware of this new service.				X		1			
2/5/2016	Fung, Hank	There is over a one mile gap in service between the 134 freeway and North Hollywood station. Consider adding stop at Lankershim/Camarillo to serve the Toluca Lake area and enable connections to Line 152 and 224 to the Universal City/Studio City area on the local bus without backtracking. Consider a stop at Olive/Alameda in Burbank to serve Burbank Studios. Pasadena gets four stops but Burbank only two and North Hollywood one, when more stops would increase accessibility while not significantly increasing travel time.	X					1		1	
2/6/2016	Diamond, Darle	Glendale will provide no service at its bus stop in Glendale. So I have a rather poor impression of interagency cooperation here.				X			1		
2/10/2016	DeFazio, Mark	I want to thank you for the new express service called the NoHo-Pasadena line. Commuter Express did not offer the right kind of service to this much used route so this is a very welcome addition. I hope that you will increase the span of service to midnight. The entertainment industry is not a 9-5 kind of business. It is not even a 9am-9pm kind of business either. I worked past 11pm very often at Warner Brothers and the only way to get to Pasadena after 9 was to take the 224 (if I remember the line # correctly) down to Hollywood, catch the Red Line to Union Station and then the Gold Line to Pasadena. That was a tedious trek late at night when you just want to get home. Please consider offering later service if this service works. There are easily 100,000 people that commute to Burbank to work daily, and they will take the bus if you offer enough service. You might not have a large capacity of people after 9pm, but if you do not offer service after 9pm these people will just drive.					X	1		1	
2/14/2016	Armstead, Chris	I'd just like to know that if the new 501 line from North Hollywood Station to Pasadena. Do I need to get closer to the campus of Pasadena City College?	X								1
2/14/2016	Urrutia, Alfredo	Route 501 is a waste of taxpayer dollars. I think the money would be better used by adding the Sylmar Metrolink bus stop for the Santa Clarita NoHo bus route. Also the 501 route is waste of time. It's easier to take the Red and Gold Line to Del Mar.	X						1		
Total								8	2	4	2

Line 577

Date	Name	Comment	SOURCE					CATEGORY			
			Email	Comment Card	Letter	Oral	Social Media	Support	Against	Modify	Other
1/29/2016	Power, Max	Supports proposal.	X					1			
2/5/2016	Fung, Hank	Santa Anita/Garvey and Peck/Garvey do not have left turn signals and Garvey is often congested during peak hours due to I-10 spillover traffic, requiring additional time for turning movements. I suggest use Santa Anita and Rush instead of Garvey. Add a stop at Santa Anita/Rush to serve South El Monte (long gap between stops). Renumber to 777 to reduce confusion about express nature of route.	X							1	
2/8/2016	Rodriguez, Richard	As respect for the 577, I was wondering if it can be extended to Orange County, namely Seal Beach. And I have the map if you want to see it. That's all.				X				1	
Total								1	0	2	0