



**Metro**

METRO GOVERNANCE COUNCIL'S  
June 2010

**SUBJECT: DECEMBER 2010 SERVICE CHANGE PROGRAM PUBLIC HEARING**

**ACTIONS: APPROVE A PUBLIC HEARING FOR PROPOSED DECEMBER 2010 SERVICE CHANGES AND AUTHORIZE PUBLICATION OF THE NOTICE OF PUBLIC HEARING**

### **RECOMMENDATIONS**

- A. Approve a Public Hearing to be held during the month of August 2010 at each scheduled Governance Council meeting to receive public comment on the proposed service changes to be implemented in December 2010.
- B. Authorize publication of the Notice of Public Hearing, **Attachment A**, to be advertised beginning Sunday, July 4, 2010.

### **BACKGROUND**

In compliance with federal public hearing requirements and adopted MTA policy, the Governance 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, the Governance Council is also required to consider potential impacts these changes may have on the community.

Each year Metro service development staff reviews the performance of all routes to identify opportunities to improve productivity, cost effectiveness, capacity utilization, and service quality. In an effort to move forward with projects that will improve service quality and increase operating efficiencies, staff proposes to initiate the service changes contained in the public hearing program in late December 2010.

The draft Notice of Public Hearing (Attachment A) gives the proposed time, date, and location of each public hearing to be held during the month of August at each regularly scheduled Governance Council meeting. A brief summary of the changes under consideration is also included. The official notice of public hearing will be finalized after the June meetings and will be published in local newspapers on Sunday, July 4, 2010.

## **SUMMARY OF STAFF PROPOSALS**

The proposed December 2010 service plan focuses on the following two service modifications:

- Restructure or cancel poor performing Metro Local routes;
- Right size Metro Rapid corridors to meet service warrants and match capacity utilization.
- Coordinate services to reduce route duplication.

The following describes the individual proposals contained in each service category:

### **Restructure or Cancel Poor Performing Metro Local Routes**

Staff measures productivity of bus service by the number of Boardings per Revenue Hour. Metro's most productive bus lines average over 60 Boardings per Revenue Hour. Metro's least productive bus lines average less than 20 Boardings per Revenue Hour. Reasons for the disparity in performance include the design of the bus line, population density near the bus line, nearby major generators, and competition from other bus lines. Low productivity bus lines consume subsidy dollars that could benefit a greater number of riders when invested in better performing routes.

Staff continuously makes adjustments to the low performing routes to improve productivity. A detailed evaluation of the local lines revealed that some lines should be canceled, and some should be adjusted to further improve productivity. Generally, the availability of alternative services is a major consideration when deciding to cancel a low performing line or line segment. The following are proposed for line cancellation or adjustments in service delivery. Ridership and revenue impacts for each line listed below are provided in **Attachment B**.

- Line 168 (Chatsworth STA – San Fernando via Lassen – Paxton St.): Line Cancellation.
- Line 177 (Hollywood-Glendale-Pasadena via Colorado & Los Feliz): Cancel service.
- Line 202 (Willowbrook – Compton – Wilmington): Cancel short trips.
- Line 214 (Harbor/I-105 – Artesia Transit Center via Broadway & Main St): Line Cancellation.

- Line 220 (Beverly Ctr – Culver City via Robertson Bl): Line Cancellation.
- Line 439 (Los Angeles – LAX Express): Line Cancellation.
- Line 607 (Windsor Hills – Inglewood Shuttle): Cancel counter clockwise service.
- Line 608 (Crenshaw Connection): Line Cancellation.
- Line 620 (Boyle Heights Shuttle): Line Cancellation.
- Line 625/626 (LAX – GreenLine – World Way West via Imperials Shuttles): Combine the lines into one line service.

### **Right Size Metro Rapid Corridors**

The Metro Rapid program, which began in year 2000 and was fully implemented in 2008, benefits passengers seeking faster speeds on longer trips. This improvement is achieved by reducing the number of stops served and implementing signal priority to reduce dwell times at signalized intersections. However, since Rapid lines are implemented partly by converting some Local and Limited trips into Rapid service, passengers using local stops can be negatively impacted.

With a completed network, service development staff undertook a system wide evaluation of the Rapid network to identify opportunities to best serve passengers with the proper mix of services operating along the same corridor. The review compared the Rapid “warrants” that guided the development of the Rapid network in August 2004 with the actual performance of current Rapid services.

Five measurable review criteria were used for this evaluation. The first three were developed from adopted Rapid “warrants”, and two were added to address additional performance objectives. The criteria are as follows:

- Round-trip operating time for the Rapid should be at least 20% faster than its associated local service;
- Bus stop spacing should average at least 0.7 mile to ensure that the operating speed advantage of a Rapid is not further degraded by closely spaced bus stops.

- Service should be operated at least every 10 minutes during peak periods, and no less frequently than every 20 minutes at other times – service should be relatively frequent to ensure that overall travel time (wait time + on board) is improved.
- Boardings per revenue hour should be at least 80% of the system average – this criteria was added to ensure cost effective operation in combination with the minimum frequency standards identified previously.
- Rapid average trip length should be at least 25% longer than the average trip length of the associated local service – this criteria was added to ensure that the Rapid is serving a longer distance travel market compared to the underlying local route.

**Attachment C** shows the lines that do not meet the performance criteria, along with proposed resources to be reinvested for improvements into the local underlying route. This reinvestment will provide improved headways and service to a greater number of patrons than exists today.

The following lines are considered for line cancellation:

- Line 711 (Florence Av Rapid)
- Line 714 (Beverly BI Rapid)
- Line 715 (Manchester Av Rapid)
- Line 753 (Central Av Rapid)
- Line 920 (Wilshire BI Express)

Some Rapid lines operate on weekends as well. In some cases, the weekday service meets the performance criteria, but the weekend service does not. The following three lines are considered for cancellation on weekends, and where needed, resources can be reinvested into the underlying local service:

- Line 750 (Ventura BI Rapid): Cancel Saturday and Sunday service.
- Line 762 (Atlantic BI. Rapid): Cancel Saturday service.
- Line 780 (Colorado BI– Hollywood BI Rapid): Cancel Saturday and Sunday service.

## **Coordinate Services to Reduce Duplication**

As a function of improving productivity, cost effectiveness, and utilizing existing available capacity, Metro service planning staff has begun reviewing the route network to identify service duplication. The review of the service area includes:

- Identifying Tier 1 lines with parallel local service within  $\frac{1}{4}$  to  $\frac{1}{2}$  mile in each direction.
- Analyzing routes/route segments that are duplicated by Municipal Operators.
- Maximizing new rail lines by adjusting parallel local bus routes.

**Attachment D** identifies service on Line 287 (El Monte Station to Indiana Gold Line Station) west of Atlantic Bl on branch routes First St and Floral St as meeting criteria for line segment cancellation. Both branch segments of the line are approximately  $\frac{1}{4}$  mile from Cesar Chavez Bl, where Local Line 68 and Metro Rapid Line 770 operate a combined frequency of every 6 to 10 minutes. Comparatively, Line 287 operates every hour over each branch.

Based on customer comments and to maintain good regional connections, it is proposed that Line 287 be terminated at Montebello Towne Center, and that Line 84-68 continue east of Atlantic Bl. on selected trips and continue to the Towne Center as previously routed. Service will operate seven days a week. This change will improve travel for patrons destined to Montebello Towne Center by eliminating a transfer from Line 84-68 to Line 287 at Atlantic Bl. and Riggen St.

## **NEXT STEPS**

Following the public hearing, staff will return to each Governance Council with a report summarizing all public comments received along with specific staff recommendations.

Attachment A: Draft Notice of Public Hearing

Attachment B: Restructure or Cancel Poor Performing Metro Local Routes

Attachment C: Evaluation of Rapid Service

Attachment D: Coordinate Services to Reduce Duplication



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

DRAFT

The Los Angeles County Metropolitan Transportation Authority will hold public hearings in August 2010 to receive community input on proposed modifications to Metro’s bus service. Approved changes will become effective December 12, 2010 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 adopted by Metro’s Board of Directors in 1993, as amended.

Listed below are the service proposals to be considered at the hearings, and the respective service sectors 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.

**METRO WESTSIDE/CENTRAL**

<b>LINE</b>	<b>LINE NAME</b>	<b>PROPOSED SERVICE CHANGE</b>
<b>14</b>	Downtown LA – Beverly Hills via Beverly Bl	Improve service from Line 714 resources
<b>714</b>	Downtown LA – Beverly Hills Metro Rapid	Line cancellation.
<b>220</b>	Beverly Center – Culver City via Robertson Bl	Line cancellation.
<b>720</b>	Santa Monica – Commerce Metro Rapid	Improve service from Line 920 resources.
<b>920</b>	Santa Monica – Wilshire/Vermont Metro Express	Line cancellation.

### **METRO SAN FERNANDO VALLEY**

<b>LINE</b>	<b>LINE NAME</b>	<b><u>PROPOSED SERVICE CHANGE</u></b>
<b>150</b>	Canoga Park – Universal Station via Ventura Bl	Improve service on weekends from Line 750 resources.
<b>750</b>	Warner Center – Universal Station Metro Rapid	Cancel weekend service.
<b>168</b>	Chatsworth Station – San Fernando via Lassen	Line cancellation.

### **METRO GATEWAY CITIES**

<b>LINE</b>	<b>LINE NAME</b>	<b><u>PROPOSED SERVICE CHANGE</u></b>
<b>53</b>	Downtown LA – CSU Dominguez Hills via Central Av	Improve service from Line 753 resources.
<b>753</b>	LA – Imperial/Wilmington Station Metro Rapid	Line cancellation.
<b>214</b>	Harbor/I-105 – Artesia Transit Center via Broadway & Main St	Line cancellation.

### **METRO SAN GABRIEL VALLEY**

<b>LINE</b>	<b>LINE NAME</b>	<b><u>PROPOSED SERVICE CHANGE</u></b>
<b>84-68</b>	Eagle Rock – LA – East LA College	Extend selected trips east of Atlantic Bl to Montebello Towne Center to replace Line 287 service, seven days a week.
<b>177</b>	La Canada – Sierra Madre Villa via I-210, California Bl and Walnut St	Line cancellation.
<b>180</b>	Pasadena – Hollywood via Colorado Bl & Hollywood Bl	Improve service on weekends from Line 780 resources.
<b>287</b>	El Monte – Montebello Towne Center – Indiana Gold Line Station	Operate service only from El Monte to Montebello Towne Center; cancel service west to Indiana Gold Line Station to be replaced by Line 84-68 extension to the Towne Center

<b>780</b>	Pasadena – Hollywood Metro Rapid	Cancel weekend service.
<b>260</b>	Altadena – Artesia Station via Fair Oaks Av & Atlantic Av	Improve service on Saturdays from Line 762 resources.
<b>762</b>	Pasadena – Artesia Station Metro Rapid	Cancel Saturday service.

**METRO SOUTH BAY**

<b>LINE</b>	<b>LINE NAME</b>	<b><u>PROPOSED SERVICE CHANGE</u></b>
<b>202</b>	Willowbrook – Compton – Wilmington	Cancel short trips.
<b>439</b>	L.A. Union Station – LAX Transit Center Express via I-10 Fwy.	Line cancellation.
<b>607</b>	Windsor Hills – Inglewood Shuttle	Cancel counter clockwise service; maintain clockwise service.
<b>608</b>	Crenshaw Connection	Line cancellation.
<b>625/ 626</b>	LAX – GreenLine – World Way West via Imperials Shuttles	Combine the lines into one line service.
<b>111</b>	Norwalk – LAX City Bus Center via Florence Ave.	Improve service from Line 711 resources.
<b>711</b>	Bell Gardens – Inglewood Transit Center Metro Rapid	Line cancellation.
<b>115</b>	Playa Del Rey – Norwalk via Manchester Av & Firestone Bl	Improve service from Line 715 resources.
<b>715</b>	LAX – Downey Metro Rapid	Line cancellation.



## PUBLIC HEARING SCHEDULE

### **SAN FERNANDO VALLEY**

**August 4, 2010, 6:30 pm**

6262 Van Nuys Bl  
Marvin Braude Constituent Center  
Van Nuys

### **WESTSIDE/CENTRAL**

**August 11, 2010, 5:00 pm**

La Cienega Tennis Center  
325 South La Cienega Bl  
Beverly Hills

### **SAN GABRIEL VALLEY**

**August 9, 2010, 6 pm**

San Gabriel Valley Sector Office  
3449 Santa Anita Av  
El Monte

### **GATEWAY CITIES**

**August 12, 2010, 2:00 pm**

The Gas Company  
9240 Firestone Bl  
Downey

### **SOUTH BAY**

**August 13, 2010, 9:30 am**

Carson Community Center  
801 Carson St  
Carson

Additional details about these proposals will be available for public review after July 20, 2010. To obtain this information contact the address listed below, or visit your nearest Metro Customer Relations Center. Information can also be accessed at: [www.metro.net](http://www.metro.net)

**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 Sector Governance Council, and considered prior to taking action on the service proposals. Persons unable to attend the hearings may submit written testimony postmarked through mid-night August 14, 2010, the close of the public record.

Comments sent via U.S Mail should be addressed to:

#### **Metro Customer Relations**

Attn: December 2010 Service Changes  
One Gateway Plaza, 99-PL-4  
Los Angeles, CA 90012-2932

Comments via e-mail should be addressed to:

[customerrelations@metro.net](mailto:customerrelations@metro.net)

Attn: "December 2010 Service Changes"

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

Upon request, foreign language translation, sign language interpretation, materials in alternative formats and other accommodations are available to the public for MTA-sponsored meetings and events. All requests for reasonable accommodations must be made at least three working days (72 hours) in advance of the scheduled meeting date. Please telephone (213) 922-4600 between 8 a.m. and 5 p.m., Monday through Friday.

## Attachment B

<b>Restructure or Cancel Poor Performing Routes</b>					
<b>Route</b>	<b>Proposal</b>	<b>Daily Line Level Boardings Change</b>	<b>Daily Revenue Hour Change</b>	<b>Boardings Per Revenue Hour of Change</b>	<b>Annual Revenue Hour Change</b>
168	Line cancellation	(306)	(16.5)	(18.5)	(4,208)
177	Line cancellation	(286)	(22.3)	(9.5)	(5,687)
202	Delete short trips	(16)	(5.0)	(3.2)	(1,275)
214	Line cancellation	(432)	(27.5)	(15.7)	(7,013)
220	Line cancellation	(255)	(13.8)	(18.5)	(4,237)
439	Line cancellation	(977)	(68.4)	(14.3)	(17,442)
607	Cancel counter clockwise service	(30)	(10.0)	(3.0)	(2,550)
608	Line cancellation	(75)	(12.0)	(6.3)	(3,060)
620	Line cancellation	(722)	(41.7)	(17.3)	(10,634)
625	1) Connect 625 with 626 at Aviation station 2) Truncate service north of Imperial and La Cienega 3) 20 minute headway both east and westbound	(30)	(10.8)	(2.8)	(2,754)
				<b>Total</b>	<b>(58,860)</b>

## Attachment C

### Evaluation of Rapid Service

Evaluation of Rapid Service		PROJECTED ANNUAL IMPACTS	
		Revenue Miles	Revenue Hours
Line	Proposed Change		
<b>GATEWAY</b>			
753 - LACBD-IMPERIAL/WILMINGTON STA via Central Av	Line Cancellation	(271,320)	(24,557)
53 - LACBD-CSU DOMINGUEZ HILLS via Central Av	Augment Daily Service	116,249	11,085
<b>SOUTH BAY</b>			
711 - INGLEWOOD TC-BELL GARDENS via Florence Av	Line Cancellation	(341,369)	(27,821)
111 - NORWALK-LAX CITY BUS CENTER via Florence Av	Augment Daily Service	226,976	19,712
715 - LAX-DOWNEY via Manchester Av and Firestone Bl	Line Cancellation	(445,485)	(30,804)
115 - PLAYA DEL REY-NORWALK via Manchester Av and Firestone Bl	Augment Daily Service	235,365	19,763
<b>SAN FERNANDO VALLEY</b>			
750 - WARNER CENTER-UNIVERSAL CITY STA via Ventura Bl	Cancel Weekend Service	(150,712)	(9,394)
150 - CANOGA PARK-UNIVERSAL CITY STA via Ventura Bl	Augment Weekend Service	93,128	6,680
<b>SAN GABRIEL VALLEY</b>			
762 - PASADENA-ARTESIA BL STATION via Fair Oaks Av & Atlantic Av	Cancel Saturday Service	(58,292)	(4,716)
260 - ALTADENA-ARTESIA BL STATION via Fair Oaks Av & Atlantic Av	Augment Saturday Service	29,422	2,421
780 - PASADENA-WEST LOS ANGELES via Colorado Bl & Hollywood Bl	Cancel Weekend Service	(135,506)	(11,540)
180 - PASADENA-HOLLYWOOD via Colorado Bl & Hollywood Bl	Augment Weekend Service	79,710	7,482
<b>WESTSIDE</b>			
714 - LACBD-BEVERLY HILLS via Beverly Bl	Line Cancellation	(273,615)	(23,766)
14 - LACBD-BEVERLY HILLS via Beverly Bl	Augment Daily Service	161,068	15,797
920 - SANTA MONICA-WILSHIRE/VERMONT via Wilshire Bl	Line Cancellation	(266,730)	(22,058)
720 - SANTA MONICA-COMMERCE via Wilshire Bl & Whittier Bl	Augment Daily Service	140,225	11,169
<b>TOTALS</b>		<b>(860,886)</b>	<b>(60,547)</b>

## Attachment D

### Coordinate Services to Reduce Duplication

<b>Daily</b>					
Route	Proposal	Daily Line Level Boardings Change	Daily Revenue Hour Change	Boardings Per Revenue Hour of Change	Annual Revenue Hour Change
287	Discontinue service west of Montebello Towne Center to Indian Gold Line Station. Service will remain unchanged from El Monte Station to Montebello Towne Center.	(1,754)	(33)	(53.15)	(8,415)
84-68	Extend selected trips from East LA College to Montebello Towne Center.	1,404	14	100.28	3,570
<b>Saturday</b>					
Route	Proposal	Saturday Line Level Boardings Change	Saturday Revenue Hour Change	Boardings Per Revenue Hour of Change	Annual Revenue Hour Change
287	Discontinue Saturday shuttle service west of Montebello Towne Center to Indiana Gold Line Station.	(1,227)	(48.3)	(25.4)	(2,512)
84-68	Extend selected trips from East LA College to Montebello Towne Center.	982	14	70.1	728
<b>Sunday</b>					
Route	Proposal	Sunday Line Level Boardings Change	Sunday Revenue Hour Change	Boardings Per Revenue Hour of Change	Annual Revenue Hour Change
287	Discontinue shuttle service west of Montebello Towne Center.	(1,578)	(48.3)	(32.7)	(2,801)
84-68	Extend selected trips from East LA College to Montebello Towne Center.	1,263	14	90.2	812