



**Metro**


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**OCTOBER 2, 2020**

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**THROUGH:** PHILLIP A. WASHINGTON   
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**SUBJECT:** REGIONAL CONNECTOR TRANSIT PROJECT  
L LINE (GOLD) SERVICE INTERRUPTION AT LITTLE TOKYO  
STATION

### ISSUE

At the start of service on Saturday, October 24, 2020, the Regional Connector Transit Project will begin a service interruption on the L Line (Gold) at the Little Tokyo/Arts District Station for a period of 22-months to connect the A (Blue), E (Expo) and L (Gold) Lines. This service interruption is required to complete the final two stages of the project beginning with a 17-month construction period for demolition of the existing Little Tokyo/Arts District Station and construction of replacement underground facilities, followed by a 5-month pre-revenue operations period. The Project is scheduled to be restored to revenue service with new service routes by September 2022.

Implementation of a comprehensive public outreach and communications plan began in late 2019 to notify the public and customers about the rail service interruption and the free replacement bus shuttle service. Stakeholder and customer communication will continue throughout the service interruption.

### DISCUSSION

Starting October 24th, 2020 through Fall 2022, Regional Connector will build the underground tunnel box for the L Line (Gold) along Alameda St between 1st St and the 101 Santa Ana Freeway. This work will permanently close the existing at-grade Little

Tokyo/Arts District Station until service is restored with the new underground Little Tokyo/Arts District Station in the Fall of 2022 one block west from the existing location. A free bus shuttle will replace the L Line (Gold) service during the 22-month service interruption. Shuttles will serve Union Station, Little Tokyo/Arts District and Pico/Aliso stations in both directions.

### **Rail Service and Bus Shuttle Service Information**

During the 22-month interruption, L Line (Gold) services from Union Station to Azusa and from Pico/Aliso Station to East LA will maintain regular 12-minute service during non-peak daytime hours and every 20-minutes during the evenings.

A free bus shuttle service (bus bridge) will be in place mirroring L Line (Gold) stops in both directions: Union Station, Little Tokyo/Arts District and Pico/Aliso Stations. Bus stops have been re-evaluated to apply lessons learned from the 2016 Shoofly service interruption on this segment. Additional stops, based on community feedback, have been added to better serve the communities of Little Tokyo, the Arts District and Boyle Heights. The bus shuttle will operate every 12-minutes during the day and every 20-minutes in the evenings. Refer to the *L Line (Gold) Bus Shuttle And Alternative Services Map* (attachment).

#### **L Line (Gold) Bus Shuttle stop locations:**

- Union Station Patsaouras Plaza – Bay 5
- Little Tokyo – 1st St/San Pedro St
- Arts District – 1st St/Vignes St
- Boyle Heights – 1st St/G.G. Marquez St

#### **Alternative L Line (Gold) Bus Shuttle services:**

- Union Station to Little Tokyo/Arts District
  - Metro Line 40 and Line 30
  - Metro Bike Share
  - LADOT Dash D
- Union Station to Pico/Aliso Station
  - Metro Local Line 30
  - Metro Bike Share

### **Communications**

The Communications team is implementing a comprehensive phased communications plan to notify our riders and the public of the rail service interruption amidst the COVID-19 pandemic.

Efforts to inform the public, riders, and neighboring communities on the service interruption and associated roadway impacts began in February 2020. These efforts continue with monthly updates to the Little Tokyo and Art District communities and the general public through virtual briefings.

To date, over 35 briefings, pre and post-COVID 19, have been provided to Board Chair and Mayor Eric Garcetti, Board Director and County Supervisor Solis, Board Deputies, Los Angeles City Council Districts 14 and 9, County and State elected officials, Regional Connector Community Leadership Council, community based organizations such as: the Little Tokyo Community Council, Little Tokyo Business Association, Arts District Business Improvement District, Arts District Little Tokyo Neighborhood Council, schools and faith-based institutions in the vicinity, Service Councils and regional stakeholders. A project website is in place with easy to use information ([metro.net/connectorclosure](http://metro.net/connectorclosure)), multi-lingual materials and notices in four languages, a Hotline with language assistance (213-922-7277) and public service announcements on Metro's channels are available. The Source, social media posts and electronic mail distribution have informed our customers and the public of the planned service interruption. Refer to *Communications Plan: Regional Connector L Line (Gold) Service Interruption* (attachment).

### **NEXT STEPS**

Metro will be announcing the date of the closure through a door-to-door distribution of information along-impacted corridor, press release, media availability, customer facing materials, including platform signs, on-board and station announcements, and paid advertisement. In addition, personnel will be deployed, and wayfinding signage will be installed at the three impacted stations: Union Station, Little Tokyo/Arts District Station and Pico/Aliso Station to inform and direct customers to the nearest L Line (Gold) shuttle stop. Customers will easily identify shuttle buses by their Head Sign and the jumbo size bus-wrap.

# L LINE (GOLD) BUS SHUTTLE AND ALTERNATIVE SERVICES MAP



# Communications Plan - Regional Connector L Line (Gold) Service Interruption

Quarter 1: Jan - Mar '20

Quarter 2: Apr - Jun '20

Quarter 3: Jul - Sep '20

Quarter 4: Oct - Dec '20

Pre-Announcement

Public Announcement and Pre-Closure Communications Campaign

**Grass-tops outreach:**

- Metro Board • Elected Officials • Metro Service Councils • Regional Connector CLC

**Grassroots outreach:**

- CBOs • Special event organizers • Project community updates • Interest groups
- Institutions: religious, education, cultural

**Public announcements:**

- The Source • Email Notification • Social Media Posts • Website
- Metro channels

**Public announcements and press release:**

- Metro channels • Paid advertisement (Q4:2020/Q1:2021) • Press release • Media availability

**Direct Customer communication:**

- In person outreach at stations • Metro social media & blogs
- Station: on-board postings, announcements • Signage and wayfinding
- Notices: door-to-door and digital

**Public announcements:**

- Door-to-Door notification

