

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.2000 ext.
metro.net**SYSTEM SAFETY & OPERATIONS COMMITTEE
MAY 15, 2014**

SUBJECT: JUNE 2014 SERVICE CHANGE PROGRAM

ACTION: ADOPT TITLE VI EVALUATION AND RECEIVE AND FILE REPORT ON SERVICE COUNCIL ACTION FOR JUNE 2014 SERVICE CHANGES

RECOMMENDATION

1. Receive and File Report on service changes approved by the Service Councils for the June 2014 service change program.
2. Adopt the findings of the Title VI evaluation of the major changes included in the June 2014 Service Change program.

ISSUE

Metro Bus and Rail services are adjusted two times per year, in June and December, improving schedules and modifying routes to adapt to the current operating environment. This report outlines service changes planned for implementation in June 2014 or later and approved by the Metro Service Councils. The Board is required to adopt the Title VI analysis of the major service changes that are included in this program.

DISCUSSION

Metro Bus and Rail services are adjusted two times per year in June and December to improve productivity, cost effectiveness, capacity utilization, and service quality. June 2014 service changes focus on improving connections to regional destinations through route adjustments at no additional cost, including route modifications to serve the new Bob Hope Airport Transportation Center, Metro Rapid modifications in the San Fernando Valley, a new express line to be implemented pending available funding, and other minor service changes.

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. Public hearings on proposed June 2014 service changes were conducted at the Service Councils during the month of February 2014 and changes were approved during the March 2014 meetings.

In addition, a Title VI analysis was conducted on all proposed major service changes as well as the final list of recommended major changes. The analysis concluded that there are no disparate or disproportionate impacts resulting from the June 2014 major service changes.

June 2014 Service Changes

The following service changes (also shown in Attachment A) were approved through the Service Councils for implementation in June 2014 or later:

- **Lines 169** (West Hills – Sunland via Saticoy St – Sunland Blvd.) and **222** (Sun Valley – Hollywood via Hollywood Way – Cahuenga Blvd.)

Service Change - Modify route to serve and terminate/layover at the Regional Intermodal Transportation Center (RITC). Discontinued segment on Line 169 will be taken over by Metro Line 222 as described below.

Discussion - Currently, Line 169 operates Monday through Friday from West Hills to Sunland. It is proposed that weekday trips be split near San Fernando Road, and the western portion of the line be extended south to the new RITC, providing a convenient one-seat ride between West Hills and the Bob Hope Airport.

The eastern portion of Line 169 would be combined with the northern end of Line 222 to Sunland. The new proposed route over Sunland Blvd. by Line 222 will still maintain key transfer locations at San Fernando Road and Foothill Blvd. and will provide a one-seat ride between Hollywood and Sunland. Service will also be provided to the new RITC.

- **Lines 741** (Northridge – Tarzana – California State University – Northridge (CSUN) via Reseda Blvd.), **761** (Pacoima – Westwood via Van Nuys Blvd. – Sepulveda Blvd.), and **734** (Sylmar Station – Sherman Oaks via Sepulveda Blvd.)

Service Change – Extend Line 741 east from Reseda and Ventura Blvd. to Sepulveda Blvd., and combine with Line 761 north of Ventura Blvd. and along Van Nuys Blvd. to Glenoaks Blvd. Service on Line 761 south of Ventura Blvd. to Westwood would be replaced by an extension of Line 734.

Discussion - Concepts for this proposal evolved out of internal and external meetings that combined the following findings: Line 741 today is too short to

be productive or useful; CSUN students who need to access UCLA have to take three buses on average to reach Westwood; the headway on Line 741 (16 minute peak, 30-minute base) is not frequent enough to benefit the Reseda Blvd. customer; and the Reseda/Ventura Blvd. terminus causes unnecessary transfers. This service change is expected to improve on time performance on Van Nuys by eliminating the connection of the line to Westwood and improve connections west of Sepulveda to Westwood. In addition, Line 761 south of Ventura Blvd. will be connected to Line 734 on Sepulveda Blvd. to combine service along Sepulveda Blvd. into one route from Sylmar Metrolink Station through Sherman Oaks to Westwood.

- **Line 534** (Washington/Fairfax Transit Hub-Malibu via Pacific Coast Hwy. Express)

Service Change – Modify schedule to reduce service between the Washington/Fairfax Transit Hub and Downtown Santa Monica when Phase II of the Metro Expo Line (Expo Line) opens.

Discussion - It is anticipated that customers currently riding express service on Line 534 between the Culver City Station and Downtown Santa Monica will shift to the Expo Line when it opens in early 2016. There are still a number of customers, however, that are traveling to the Washington/Fairfax Hub and transferring to other lines at that location. As a result, every other trip will be shortened in Downtown Santa Monica on weekdays only. No change is recommended to weekend service.

Staff will monitor ridership on Line 534 after the Expo Line opens to determine if the express portion of the route is still viable.

- **Line 577** (El Monte Station - Long Beach VA Hospital via I-605 Freeway)

Service Change – Modify route to serve Rio Hondo College

Discussion - Rio Hondo College (located in incorporated Los Angeles County near Pico Rivera and City of Industry) is served by Line 270 (Monrovia – Norwalk Station via Workman Mill Road & Peck Road). Customer use of Line 270 to the college has increased substantially in recent years as a result of the cancellation of Norwalk Transit service to the college. To improve service to the college, it is proposed to modify the route of Express Line 577 by detouring from the I-605 Freeway to serve the college. Customers bound for the college with a Metro Student ID Tap Card may utilize the new service at no additional cost.

- **Line 588** (North Hills – Westwood via Van Nuys/I-405 Freeway)

Service Change – New express line from Nordhoff Street to Westwood via Van Nuys Blvd. and I-405 Freeway. Funding or resources would need to be identified prior to implementation.

Discussion – Both the San Fernando Valley and Westside/Central Service Councils have directed staff to analyze a potential new express line between San Fernando Valley and Westwood that would utilize the new High Occupancy Vehicle (HOV) lanes currently being constructed on I-405. The routing of this line would be along Van Nuys Blvd. from Nordhoff Street to the Metro Orange Line, continuing along Oxnard Street to Sepulveda Blvd., Victory Blvd. to the I-405 south on-ramp on Haskell Avenue, then via the I-405 Freeway to Wilshire Blvd. and Westwood Avenue. Initially, the line would operate on a 15-minute frequency peak-only. Based on the evaluation of the trial period, service levels could be modified. Currently there is no funding nor resources identified for this new service. Therefore, implementation would be delayed until funding or resources are identified specifically to implement this service.

Per Director Yaroslavsky's Motion 41 (Attachment C) at the April 24th Board Meeting, Staff was directed to prepare studies, tests and analysis for launching Line 588 and report back to the Board at the May 15th Board Meeting. Based on the results of the studies and analysis, staff will come back to the Board for approval under separate cover.

Outreach – Three types of outreach occur prior to the implementation of a bi-annual schedule change: internal, stakeholders, and external.

Metro's internal customer is our employees who serve as information agents. Service Planning and Scheduling staff have meet with management at each operating division to discuss the upcoming changes. A Service Review Committee meeting is held monthly, and the schedule change information is shared at these meetings, attended by internal stakeholders such as Customer Relations, Operations, and Marketing staffs.

Metro stakeholders include our partners in providing transit service around the county. Service Planning staff meets quarterly with the municipal operators to discuss issues and advise them of the bi-annual service changes. These meetings were held in April, and are geographically arranged to match with the service area responsibilities of the Metro Service Councils.

Externally, a number of materials are developed to inform our customers of the upcoming changes. The Marketing Department oversees the creation of three collateral pieces used for our information campaign. A Service Change marketing "take-one" brochure will be printed and distributed to all divisions so Operators may place them on the buses. This brochure is a summary of upcoming changes designed to be placed in small boxes and timetable racks

located inside the bus (historically known as “take-one” boxes). They also oversee posting this information on the internet. A special “banner” is created to float across the opening page of metro.net. When the banner is “clicked on”, the user is directed to the same changes that are contained in the “take-one” brochure. Also created is a special bus poster that is placed above the interior bus window, a space where advertising is also located. The poster, placed on all buses, will also contain the same information as available on metro.net and contained in the “take-one” brochure. All of these products will be available on June 16.

The Scheduling Staff prepares new timetables and provides these to the webmaster to be posted on-line. The timetables are distributed to the divisions for placement on buses. Service Planning Staff also prepares individual “take-ones” that are line specific for distribution on the buses. Unlike the larger brochure mentioned earlier, this notice is the size of a timetable, usually a single sheet and alerts customers who may only ride one line of the upcoming change. These materials are developed and ready to be placed on buses beginning June 16.

In addition to the general information on service changes, lines with more substantive changes are preceded with more specific outreach efforts. For example, Metro light duty Operators were positioned at key locations in the San Fernando Valley, distributing up-coming public hearing brochures to patrons of Line 734, 741, and 761. In early June, they will be stationed again in the Valley to distribute take-ones on those specific lines.

TITLE VI ENVIRONMENTAL JUSTICE IMPACT

Some of the service adjustments described in this report meet the definition of a major service change as defined in LACMTA’s Administrative Code. The evaluation of these changes is provided in Attachment B. This evaluation concluded that there are no disparate impacts on minority populations, and no disproportionate burdens on poverty populations imposed by these major service changes.

DETERMINATION OF SAFETY IMPACT

The Board of Directors consideration of the service changes presented in this report are expected to improve the safety of Metro’s employees and customers as described above.

FINANCIAL IMPACT

The Board of Directors consideration of the service changes presented in this report (excluding Line 588) is included in the FY15 proposed budget. Based on the Line 588 study and analysis, staff will come back to the Board for approval under separate cover.

IMPACT ON BUDGET

The source of funds for this service is Bus and Rail operating funds. No other funding was considered because these funds are specifically designated for Bus and Rail operations.

ALTERNATIVES CONSIDERED

The route modifications will benefit customers by providing improved connections to destinations, such as travel between the east and west San Fernando Valley and Westwood, or between Sunland, Burbank and Hollywood.

The alternative to not implement these changes will result in service being maintained as it operates today. This is not recommended, as the route changes improve mobility in the region, reduce passenger overloads, and provide minor headway improvements.

NEXT STEPS

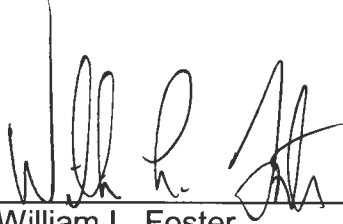
With the exception of Line 588, all other service changes will begin on June 29, 2014 or later.

ATTACHMENT

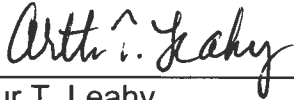
- A. Approved June 2014 Service Changes
- B. Title VI Service Change Evaluation
- C. Motion by Director Yaroslavsky, "Valley Westside Express Bus"

Prepared by: Conan Cheung, DEO of Service Planning & Development
Dan Levy, Director of Civil Rights Program Compliance
Scott Page, Manager of Service Planning

Questions: Christopher Reyes, Senior Administrative Analyst,
Operations (213) 922-4808



William L. Foster
Interim Chief Operations Officer



Arthur T. Leahy
Chief Executive Officer

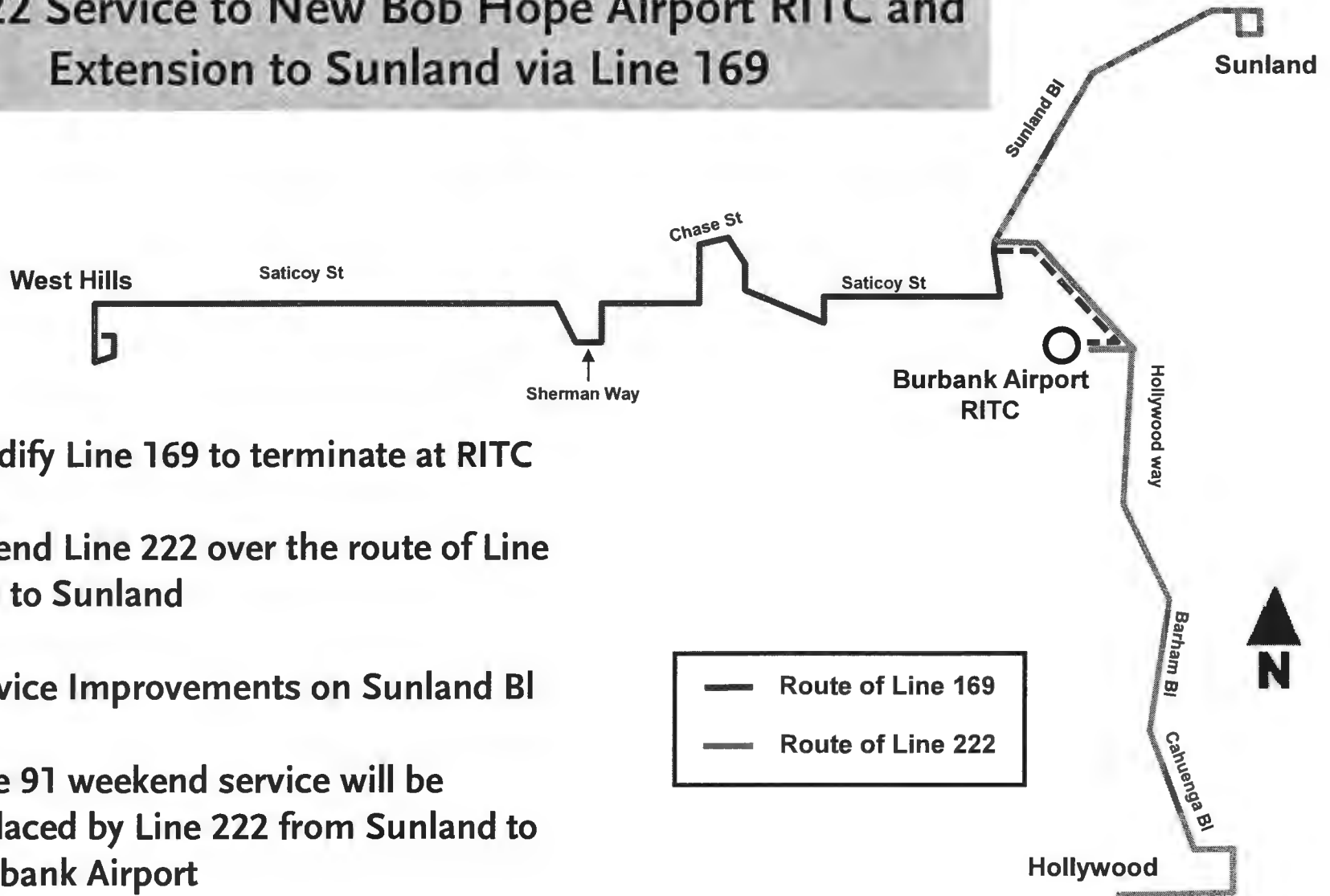
APPROVED JUNE 2014 SERVICE CHANGES

Attachment A



Line 169 Extension to New Burbank Airport RITC

Line 222 Service to New Bob Hope Airport RITC and Extension to Sunland via Line 169

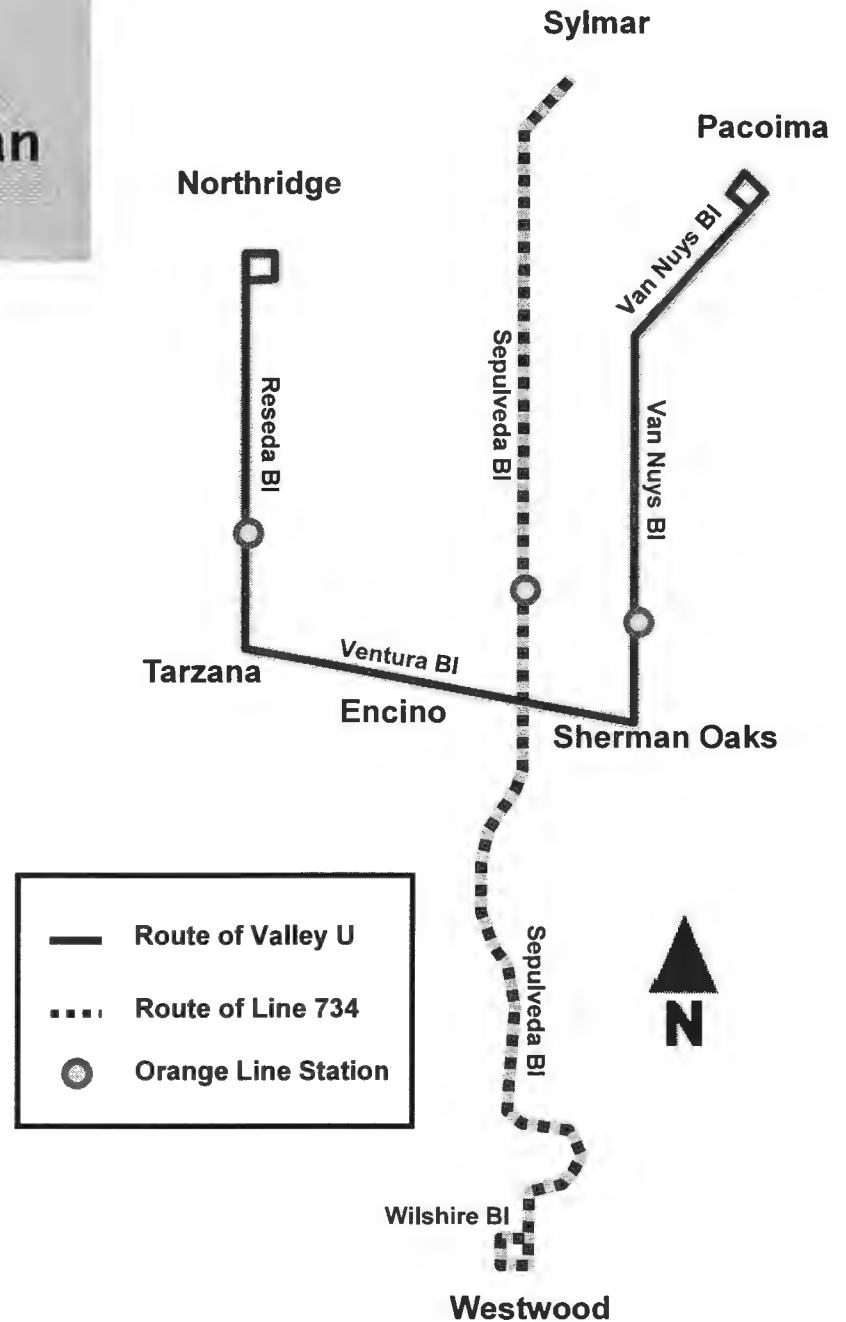


- Modify Line 169 to terminate at RITC
- Extend Line 222 over the route of Line 169 to Sunland
- Service Improvements on Sunland Bl
- Line 91 weekend service will be replaced by Line 222 from Sunland to Burbank Airport



New Valley U Service And Line 734 – Extend Route from Sherman Oaks to Westwood via Sepulveda Bl

- Extend Line 741 to Sherman Oaks and combine with Line 761 at Sepulveda Bl.
- Improved headway on Reseda Bl.
- Improved headway on Sepulveda Rapid.
- Late Night Service will remain similar to route of Line 233, 7 days a week.
- Weekends - service From Sylmar to Westwood on Line 234.
- Weekends - Van Nuys Rapid will connect with 234 at Ventura and Sepulveda Bls.
- Weekend service on Reseda will remain as is.



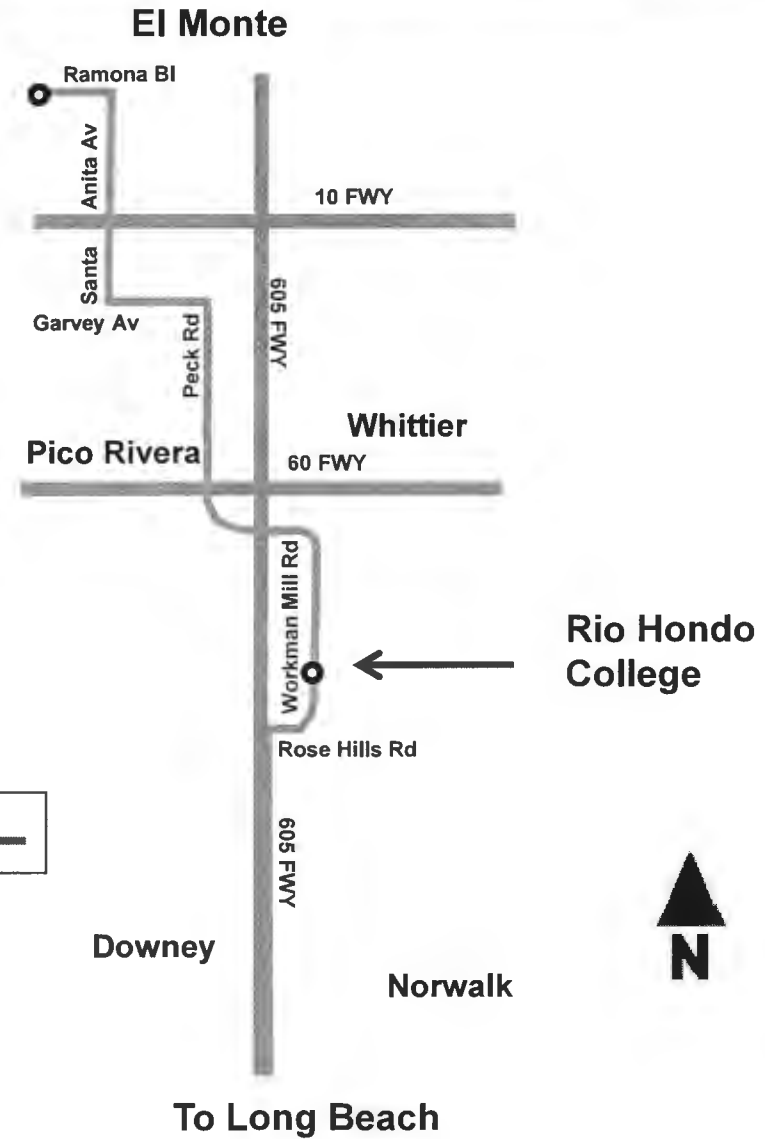
Line 534 – Reduce Service from Santa Monica Expo Station to Washington-Fairfax Transit Hub



- Reduce weekday service from Santa Monica Expo Station to Washington/Fairfax Transit Hub. When Expo Phase II opens.
- Weekend Service will remain unaffected.

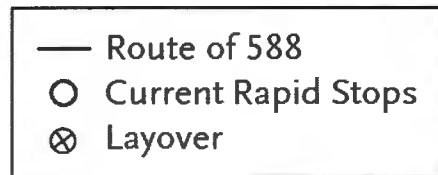
Line 577 – Make Demonstration Routing Permanent

- Make Route Extension Demonstration to Rio Hondo College Permanent



Proposed Express Line 588

- Operate Line 588 weekdays only.
- Proposed 15 min headway, peak periods only.
- Service could begin once freeway construction is completed and funding is available.
- Slight route modification to north and south terminus.



**TITLE VI SERVICE CHANGE EVALUATION
For Proposed June 2014 Major Service Changes**

In accordance with LACMTA Administrative Code 2-50-010 a Title VI evaluation must be conducted for all major service changes. Procedures for performing this analysis are defined in Federal Transit Administration (FTA) Circular 4702.1B.

Proposed Major Service Changes

The LACMTA Administrative Code defines a major service change as one or more of the following:

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 months;

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;

During the planning and programming stage of any new guideway project (e.g. BRT line or rail line) or an off-street transit station serving at least four routes and resulting in route adjustments.

The following changes proposed for June 2014 or later are considered major by the above definitions.

Line 741 – Reseda Bl. Rapid service operating weekdays only would be discontinued (revenue service miles and hours reduced more than 25%).

Line 761 – Van Nuys Bl. Rapid service operating seven days weekly would discontinue operation of service between Ventura/Sepulveda and Westwood (see Line 734 below) (revenue service miles and hours reduced more than 25%).

Line 761 – Weekday service would be extended from Ventura/Sepulveda via Ventura Bl. to Reseda Bl. and then operated via the route of discontinued Line 741. Service would be increased on Reseda Bl. to match existing Line 761 frequencies. On weekends Line 761 would terminate at Ventura/Sepulveda (revenue service miles and hours increased more than 25%).

Line 734 – Sepulveda Bl. Rapid service operating weekdays only would be extended from Sepulveda/Ventura to Westwood replacing the discontinued portion of Line 761. Service frequencies north of Sepulveda/Ventura would be increased to match existing Line 761 weekday frequencies to Westwood. (Weekend service to Westwood formerly operated via Line 761 would be replaced by a weekend only extension of Line 234 which is not a major change to this line) (revenue service miles and hours increased more than 25%).

The resulting major service changes resulting from the foregoing that are to be analyzed for Title VI impacts include:

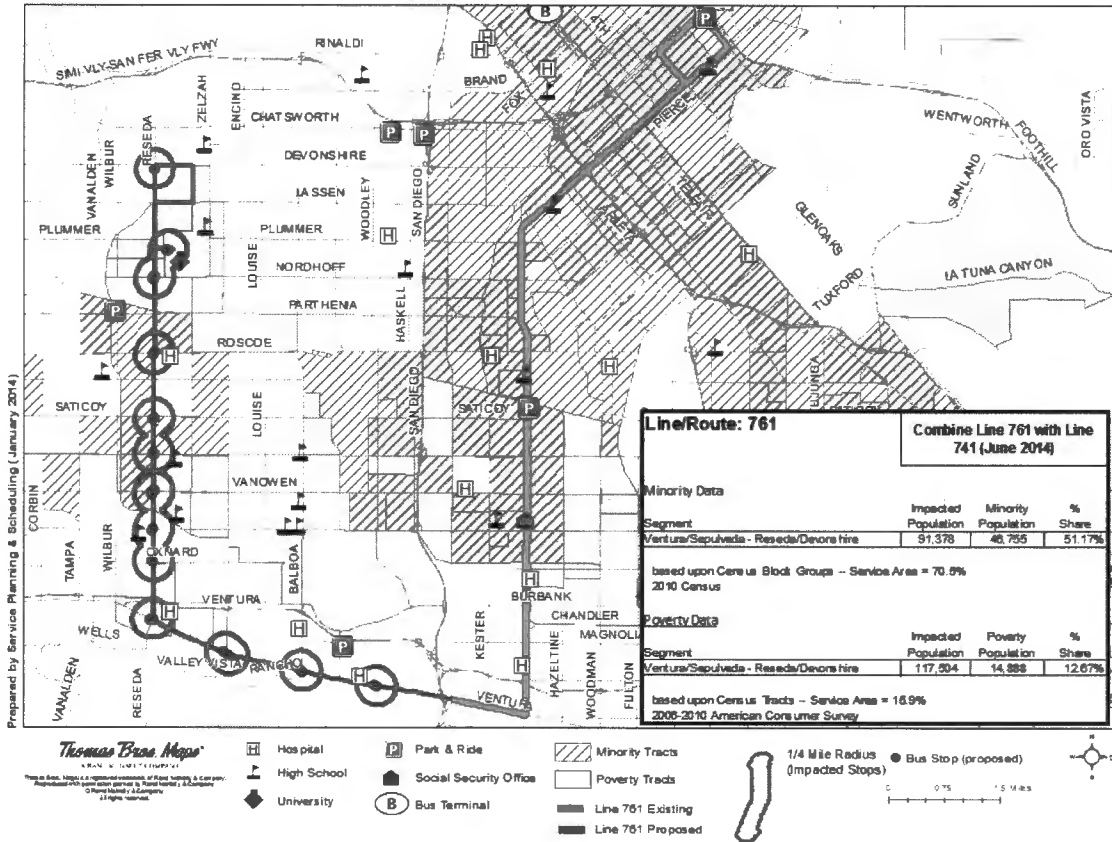
Line 761 extension via Ventura Bl. And Reseda Bl. providing increased service frequency in this corridor (Map 1).

Line 734 north of Sepulveda/Ventura providing increased service frequency in this corridor (Map 2).

In addition, a new Line 588 has been proposed for operation between Panorama City and Westwood (Map 3).

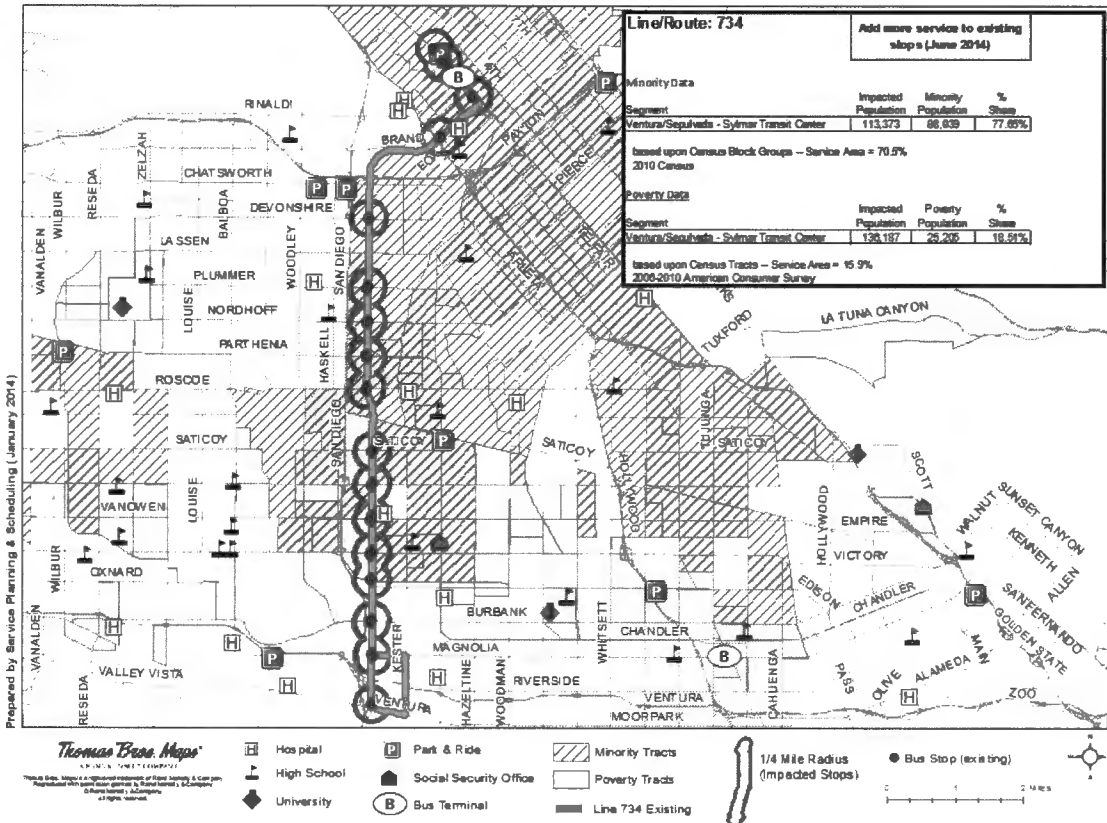
The following maps indicate the benefitting populations from these major service changes.

Line 761



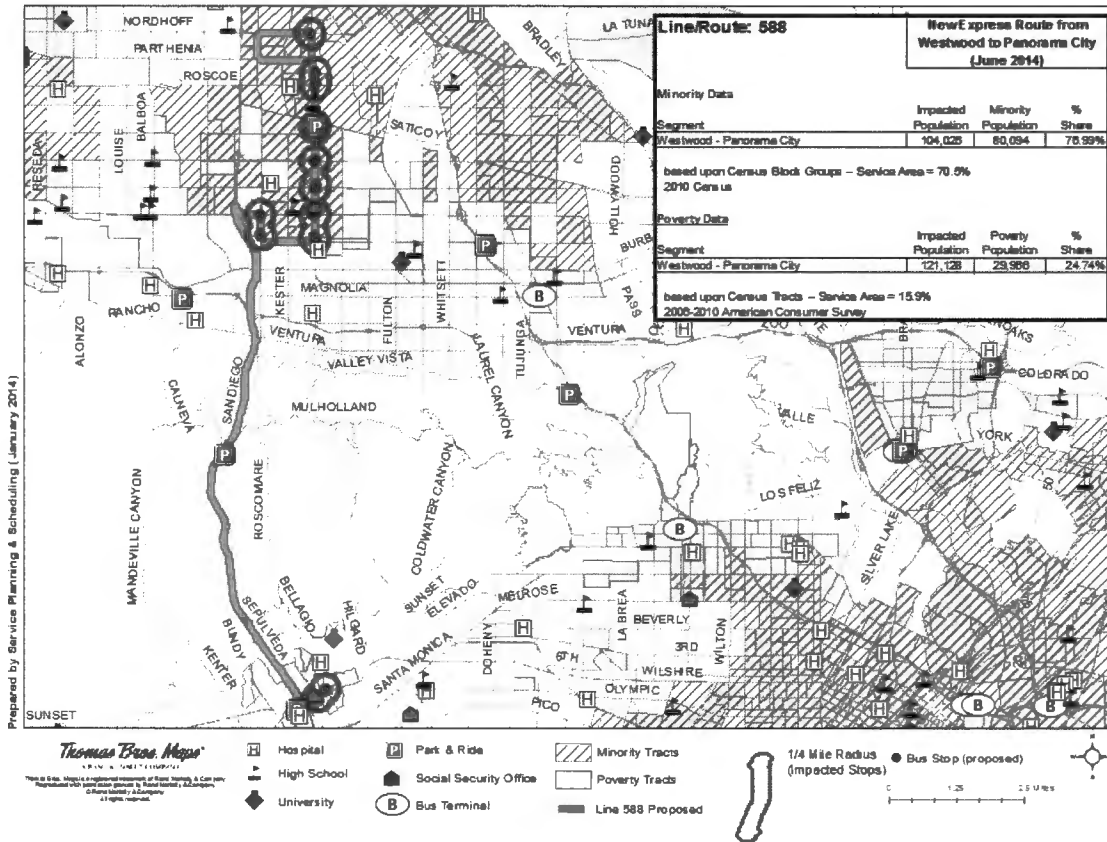
Map 1
Added Frequency from Line 761 Extension

Line 734



Map 2
Added Frequency in Line 734 Corridor

Line 588



Map 3
New Line 588

Evaluation of Proposed Major Service Changes

The FTA Title VI Circular allows either a survey-based or demographic-based analysis of major service changes. While the survey-based method is preferred, there is insufficient LACMTA data at the line level to perform a statistically significant analysis. Therefore, a demographic analysis was performed.

The analysis of impacts on minority populations uses 2010 Census data at the block group level. The analysis of impacts on Poverty populations uses the 2006-2010 American Community Survey data at the tract level. All of the major changes being evaluated are deemed beneficial so the impacted populations are additive to establish overall impacted populations. The demographic impacts are summarized in Table 1.

Line Segment	Minority			Poverty		
	Pop	Min Pop	Min %	Pop	Pov Pop	Pov %
Line 761 Extension w/Added Freq	91,378	46,755	51.2%	117,504	14,888	12.7%
Line 734 segment w/Added Freq.	113,373	88,039	77.7%	136,187	25,205	18.5%
Line 588 - New	104,026	80,094	77.0%	121,128	29,966	24.7%
Net Impacted Populations	308,777	214,888	69.6%	374,819	70,059	18.7%
w/o Line 588	204,751	134,794	65.8%	253,691	40,093	15.8%
Metro Service Area	9,503,842	6,704,180	70.5%	9,503,842	1,511,111	15.9%

Note The 761 New contains both the portion of the existing 741 receiving more service and the portion on Ventura Bl receiving more service.

Table 1
Impacted Populations for Major Service Changes

The LACMTA Administrative Code 2-50-005 establishes thresholds for disparate impacts on minority populations, and disproportionate burdens on Poverty populationsⁱ. Since all of the major changes are deemed beneficial, then the impacted minority population share must be 65.5% or greater for there to be no disparate impact. The impacted Poverty population share must be 12.7% or greater for there to be no disproportionate burden.

Because the established thresholds for adverse impactsⁱⁱ are met, there are no disparate impacts nor disproportionate burdens imposed with or without the implementation of proposed Line 588. The demographics for Line 588 indicate no adverse impacts from its implementation either as a part of the June service change, or on an independent basis at some later time.

ⁱ For major service changes a disparate adverse impact will be deemed to have occurred if the absolute difference between the percentage of minorities adversely affected and the overall percentage of minorities is at least 5% or if there is a 20% or greater percent difference between the percentages of these two groups. A disproportionate burden will be deemed to exist if absolute difference between the percentage of low-income adversely affected by the service change and the overall percentage of low-income persons is at least 5% or if there is a 20% or greater percent difference between the percentages of these two groups

ⁱⁱ An adverse impact for a beneficial service change would occur when the benefitting population is less minority, or less Poverty, than the indicated thresholds.

Motion by Director Yaroslavsky

Valley-Westside Express Bus

The San Fernando Valley and Westside are two of Los Angeles' largest economic engines—places where millions live, shop, work and play. However, there is currently no express transit connection between the regions, which are separated by the Santa Monica Mountains.

This summer, the 405 Project is expected to complete construction and open High Occupancy Vehicle lanes that will create a new avenue for express bus service through the Sepulveda Pass.

Earlier this month, the San Fernando Valley and Westside/Central Local Service Councils held public hearings and made recommendations on proposed changes to bus service in their respective regions. Among the recommendations was the creation of Line 588, an express bus offering nonstop service through the Sepulveda Pass via the I-405 HOV lanes. The line would connect Westwood to the Orange Line and extend north along Van Nuys Boulevard to North Hills. When Phase 2 of Expo Line opens, it would extend south to meet it, providing a connection to Santa Monica, USC and downtown L.A. The proposed line received strong support from the public.

Line 588 promises an immediate solution for Metro patrons while plans for a more extensive future project through the Sepulveda Pass are being evaluated. Because funding has not yet been identified for the bus line, staff is not currently conducting the tests, studies and analyses that are needed to operate it. While efforts to fund the line continue, staff should make these preparations to ensure that Line 588 can begin serving the public as soon as possible.

I, THEREFORE, MOVE that the Board direct staff to:

1. Prepare studies, tests and analysis for launching Line 588, an express bus connecting the San Fernando Valley and the Westside via the I-405 HOV lanes; and
2. Report back on the status and progress of the preparations at the May, 2014 full Board meeting.