

Council Meeting of
March 27, 2012

Honorable Mayor and Members
Of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: Transit – Authorize proposed Torrance Transit service changes

RECOMMENDATION:

Recommendation of the Transit Director that City Council authorize the implementation of the Rapid Bus Program and modifications to the Line #3 service.

FUNDING:

Funding has been approved and is available in Federal Grant CA-95-X146.

BACKGROUND/ ANALYSIS:

On February 7, 2012, Your Honorable Body authorized Transit staff to begin the process of requesting public input regarding the implementation of the Torrance Rapid Bus program and modifications to the Line #3 service (ATTACHMENT A).

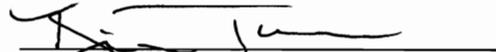
Staff conducted two Community Meetings. The first was held at the Katy Geissert Public Library on February 23, 2012 in Torrance with ten (10) Torrance residents in attendance. The second was held at the Carson Community Center on March 1, 2012 in Carson with four (4) residents in attendance. Both meetings were held from 7 to 9 p.m. in order to allow for as many interested individuals to attend as possible.

Overall, public feedback regarding the proposed service changes has been positive. Most are in favor of the new Rapid Bus service, and modifications to the existing Line #3 service was viewed as beneficial. A summary of the comments and input received from the public are included for Your Honorable Body's review (ATTACHMENT B). Based on the feedback received, staff plans to further research weekend service on the Line 3 to evaluate the potential for improvements as well as review major transfer points to help provide the best connectivity with other services.

Staff also made information regarding the proposed services changes available on our public website, via Facebook and Twitter, on all Transit buses in the form of Bus Cards, a telephone hotline, and a "Take One" information card.

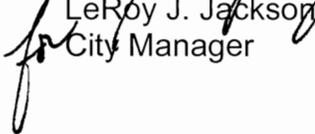
With Your Honorable Body's approval, staff is ready to move forward with the proposed service changes, with an implementation date of summer 2012 as presently scheduled. The project is fully funded via a Memorandum of Understanding between Torrance and the Los Angeles County Metropolitan Transportation Authority (MTA).

Respectfully submitted,



Kim Turner
Transit Director

CONCUR:


for 
LeRoy J. Jackson
City Manager

Attachments:

- A) Excerpts from the Minutes of the February 7, 2012 Regular Meeting of the Torrance City Council
- B) Public Comments regarding the Proposed Transit Service Changes

EXCERPT OF MINUTES Minutes Approved

February 7, 2012

**MINUTES OF AN ADJOURNED REGULAR
MEETING OF THE TORRANCE CITY COUNCIL****1. CALL TO ORDER**

The Torrance City Council convened in an adjourned regular session at 5:31 p.m. on Tuesday, February 7, 2012 in the City Council Chamber at Torrance City Hall.

ROLL CALL

Present: Councilmembers Barnett, Brewer, Furey, Numark, Rhilinger, Sutherland, and Mayor Scotto.

Absent: None.

**12B. AUTHORIZATION OF COMMUNITY MEETINGS RE TORRANCE TRANSIT
SERVICE CHANGES****Recommendation**

Recommendation of the Transit Director that City Council authorize two (2) community meetings to be held by the Torrance Transit department to request public input regarding the implementation of the Torrance Rapid Bus program and proposed modifications to the Transit Line #3 service.

Transit Administration Manager Mills reported that the Transit Department would like to hold two public meetings regarding the proposed Rapid Bus service between the South Bay Galleria and the Long Beach First Street Transit Gallery, with the first meeting to be held on February 23, 2012 at 7:00 p.m. in the Katy Geissert Civic Center Library and the second to be held in Long Beach on a date to be determined.

MOTION: Councilmember Barnett moved to concur with the staff recommendation. The motion was seconded by Councilmember Rhilinger and passed by unanimous vote.

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Public Comments regarding the Proposed Transit Service Changes			
DATE	FIRST NAME	LAST NAME	COMMENT
2/22/2012	L	Ms. Johnson	I second the proposal for the Line 3 and new Rapid 3 to better relieve overcrowding. I also second other suggestions to other Torrance lines I have previously made recently. Sent by email to Jim Mills. mark.mathquy@gmail.com
2/23/2012	M	Bonilla	Last bus service from downtown Long Beach on weekdays needs to be after/about 10:30-10:40p.m. for connection services from Long Beach State (students or staff)
2/23/2012	C	Deemer	Overcrowded buses & empty buses because the drivers pass up passengers
2/23/2012	K	Ogata	Additional feedback witnessed from staff: Weekend Line 3 service needs to be looked at (overcrowding). Problems with wheelchairs and the Gilling Phantom rear-loading buses.
2/23/2012	Staff		Thank you for listening. I think the will be Rapid #3 stop proposed on Hawthorne & Talisman should be moved to Hawthorne and 190th St. Since the MTA # 344 only has limited stops on Hawthorne Blvd. And Talisman is not one of them, but 190th is. So it make sense to set it up at 190th for people try to connect to MTA and BCT Transit, because in the future, BCT buses will be running on 190th St and make a left turn on Hawthorne without going right to Talisman. Also why is it that no Saturday Services for the Rapid #3? Some of us still have to go to work on Saturdays, either to Wilminon or Long Beach. Add' feedback received: This is probably not related to the subject, but there are 3 things I would like to make a suggestion. 1. MTA has implemented the bus tracking system called "NextBus" for more than a year, which is an app you can download onto your smart phone, and when you run the app, it will automatically detect your location through the GPS of the phone and tell you when are the next buses (passing through this particular intersection) will be coming in real time(not the time according to the schedule) in minutes displayed on the phone. I have been using it, and it works wonders. Sometimes if the bus I intend to take is running really late(the info provided from Nextbus app, for example the bus broken down), I can change my plan and try to catch a different bus or go to a different route, so I won't be late for work. I think Torrance buses are already equipped with the low-jack or GPS system on board like the MTA buses have, so why not apply the similar bus tracking system too and the bus "Bouncing" complain will be less if people know when their buses will come. 2. The Torrance #2 in the morning, the very first one leaving Harbor Green line Station at 6:31am going south to Del Arno Mall is always late, like 12-15 minute late every day, sometime longer. Due to that, I miss my connecting bus and I'm very often late for work. The whole trip is 34 minutes, and there is no traffic that early in the morning, so I'm thinking maybe the drivers start the route late, or just too many passengers. Either way, could you please make some changes, maybe change the departure time 5 minute earlier? I think 5 to 10 minute late is tolerable, but more than that is just to approve that the schedule is not realistic. 3. The last thing I want to mention is I don't quite understand the routes of # 8, when it makes a turn on Madrona Ave. and Fashion Way. It seems like there is no actual benefit to make a turn over there instead of going all the way to Madrona Ave. and Carson St. where this line can meet all the other buses and transfer onto them. I understand why the # 8 has to leave Hawthorne Blvd and come to Modrona, so people can get close to the City Hall and Southbay Court, but why turns on Madrona Ave. and Fashion way right away in one block, there is not even a bus stop on the whole Fashion Way section. (If there was, I could understand maybe people can get off there and get to the back of Del Arno Mall, but there wasn't one.) As far as I'm concern, if the # 8 make a turn on Madrona Ave. and Carson St. it will make the Carson St section between Hawthorne and Modrona a very good hub for passengers wants to connect to line #1, 2, 3, 6, 7, and 9, and make their trips less frustrated. Sorry to dump all these ideas on you, but I don't know who else to go to. If you are only handling the project of #3 changes, please forward this email to someone who supervises these matters and can really make improvements. I'd really appreciate it. Thank you so much
2/26/2012	C	Lee	Sorry to have missed the meeting. However I have some suggestions which might be of use in the future. First, it is probably time to raise the senior rate to 35 or 50 cents. That is well overdue and could be differentiated from the persons who would find that a hardship (hard to imagine). If they would need to stay at 25 cents then some application to Torrance Transit should be made. If nothing else, the rapid No. 3 might easily start at 35 cents for seniors and that would be similar to fares on Gardena lines. As well, I suggest that some drivers (of No. 3) start arriving on time on the weekend. My experience is that a few male drivers are 5 or at most 8 minutes late at the Mall/Carson stop. The Line No. 1 does not seem to be carrying enough people to be at a profitable status to Torrance Transit. A realignment of the route should be considered. I am referring to the part of the Line from Normandie to Old Torrance. Add' feedback received: Thanks for response. It gives me a chance to amend my E-mail showing below. I would like to say that my criticism of drivers refers to those who are arriving per Transit car to start their shift by relieving other drivers at the Del Arno / Carson ST. stop. Even though this refers to the drivers on Sunday most noticeably, there are others on weekdays who also impact the schedule by their late arrival. Was not able to attend meeting. Wanted to know what the outcome was. Will weekend service on Line 3 be expanded also, especially at night? How will Rapid 3 CNG buses be branded?
2/26/2012	H	Gibson	
2/26/2012	E		
3/1/2012	J	Melendez	

			<p>Additional feedback witnessed from staff:</p> <p>Can Rapid 3 hours be expanded?</p> <p>Can the service get cancelled after a year?</p> <p>Will you be doing Bus Signal Priority with this project?</p> <p>Will you have a NextBus type of system?</p> <p>What will the fare structure be?</p> <p>Would like to have service connectivity at South Bay Galleria examined for transfers</p> <p>Will this service tie into the Torrance Transit Center?</p> <p>This service will not take away from others to cover the costs, correct?</p> <p>Would like to see weekend frequency increased to reduce overcrowding</p> <p>Would like to see transfers with Torrance Transit and other providers timed to increase connectivity</p> <p>Why does the Rapid 3 not extend to the Redondo Beach Pier?</p> <p>Saw increased service on Line 5, especially Crenshaw Bl. as a benefit to riders.</p>
3/1/2012	Staff		
3/3/2012	S	Coutu	<p>Hello I am concerned about the changes to line 3. One of the biggest needs I see on line 3 is that it needs to run later and more frequently on weekends. Line 3 is always over crowded on weekends. It is even worse during the summer and holiday seasons. I like the idea of the rapid line 3 but maybe you could change the name of it to line 4 since there is no line 4 anymore. Then this way it could run all day. I will definitely plan on riding that one when it begins. Thank you for your time.</p>
3/7/2012	B	Warner	<p>When does the Rapid Bus leave, going to the South Bay?</p>