

Transit Fall 2012 Service Changes Executive Summary

The Transit Department has compiled a series of service changes consistent with the Department's mission. The first objective described in the Torrance Transit mission statement is reliability, which is the core goal of the proposed fall 2012 service changes. Consistent with Torrance Transit's mission statement, the overall main goals of the proposed fall 2012 service changes are:

- Improved reliability
- Improved connections to the regional network
- Increased service spans
- Simplify access to the transit network, both Torrance Transit and the region

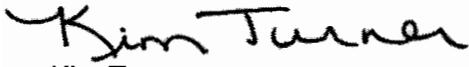
Proposed schedules will incorporate travel times consistent with current travel patterns and congestion in the service area. This will allow for improved on-time performance and predictability of our service, a tremendous benefit to customers. These service changes also provide greater connectivity to important hubs throughout the region. Overall productivity of the network will be improved by better aligning transit service provided (supply) with ridership levels (demand). The service changes also aim to have service span meet the needs of customers. The proposed changes, for the majority, increase service span on routes where most needed, consistent with feedback received. The proposed changes will also help simplify the system to attract and retain new riders. This will ensure that public resources are being utilized more efficiently. These changes will help maximize productivity, encourage long-term ridership growth, and provide simpler access to the region's transit network.

As previously approved by the Torrance City Council, the Transit Department has conducted three public hearings in conjunction with its overall public outreach process for these proposed changes. In total, 39 members of the public attended these meetings to provide feedback on the proposed changes. In addition to the public hearings, outreach was conducted to increase awareness and education to our riders. In total an additional 57 public comments were received by the Transit Department. Comments were received by email, phone, and written letters. Feedback ranged from positive sentiment regarding the changes to negative sentiment regarding the changes. Each member of the public seeking additional feedback was spoken to directly. This helped further explain the aims of the department with these changes and provide the public with a better understanding of future travel patterns that meet their needs. This direct contact helped provide a more transparent and engaged approach for these service changes. Feedback from all members of the public was considered for implementation with final recommended changes ultimately being augmented because of this input. There was also some feedback received regarding these changes that staff is proposing not be included in the final service changes.

In addition to public hearings and outreach activities, the Transit Department conducted a Title VI Analysis of the proposed route changes. This analysis is required for major service changes to ensure proposed changes do not pose a disparate or disproportionate impact on low-income and minority populations. This Title VI analysis determined that the proposed changes for Routes 1, 2, 3, 3R, 4, 5, 7, 9, and 10 required evaluations for any potential Title VI implications. This study reviewed, in detail, the proposed changes for each of the routes and determined that the network level alignment changes and route level service changes would have very minimal impacts for minority and low-income populations. The analysis further concluded that the service changes should result in an overall improvement in service quality and network reliability, benefitting all Torrance Transit passengers.

The result of these service changes will allow the Transit Department to ultimately improve its efficiency and productivity of its network. This will ensure that public resources are being utilized

more efficiently. The approval of the proposed fall 2012 service changes will allow for the completion of operator training, schedule development and distribution, signage installation/removals, continued public outreach efforts, and general service implementation efforts to be continued for the ultimate implementation of these services.

A handwritten signature in black ink that reads "Kim Turner". The signature is written in a cursive, flowing style.

Kim Turner
Transit Director

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

Council Meeting of
October 16, 2012

Members of the Council:

SUBJECT: Transit – Approve the Torrance Transit proposed fall 2012 service changes

Expenditure: N/A

RECOMMENDATION:

Recommendation of the Transit Director that City Council approve the Torrance Transit proposed fall 2012 service changes.

FUNDING:

None required for this action.

BACKGROUND:

The Transit Department has compiled a series of service changes consistent with the Department's mission. As part of changing service, each change must be examined to determine if a major service change threshold has been met or exceeded. The Transit Department defines a major service change as any implemented change to the existing level of service on any of the eight (8) fixed route services greater than 25 percent of revenue vehicle hours or revenue vehicle miles. The introduction of new services also constitutes a major service changes as this is a full increase in revenue vehicle hours and revenue vehicle miles. Finally, any fare change (increase or decrease) is deemed a major service change and must be reviewed. Based on the proposed changes, the Transit Department has met or exceeded the Department's definition of a major service change on several routes. Since Torrance Transit is a FTA (Federal Transit Administration) funded department, one required component for major service changes is conducting public hearings. As previously approved by your honorable body, Transit staff conducted three (3) public hearings regarding the proposed fall 2012 service changes. The three meetings conducted by Transit staff were:

- August 1, 2012 at 7 p.m. at Torrance Cultural Arts Center (Garden Room A & B)
- August 6, 2012 at 7 p.m. at El Camino College (Room: SOCS 127)
- August 9, 2012 at 7 p.m. at Carson Community Center

In conjunction with these meetings, Transit staff also conducted the following outreach activities to promote awareness regarding the service changes, solicit public input, and to educate patrons on the proposed changes:

- Fall 2012 proposed service changes information posted on Torrance Transit website in "What's New" section. Posted information included:
 - Transportation Committee Item from 6/26/12 meeting
 - City Council Item from 7/17/12 meeting
 - Car cards that were posted on buses (English and Spanish)

- Take-one materials that were distributed on buses (English and Spanish)
- Social media updates provided on Facebook and Twitter regarding the meetings with links to available information on our website
- Car cards distributed on all buses and posted at West Annex Transit Store (English and Spanish)
- Take-one informational flyers created and distributed at the following locations:
 - All buses
 - Public hearings and outreach meetings
 - West Annex Transit Store
 - Torrance Main Library and North Torrance Library
 - Wilmington Library
 - Carson Community Center
- Created an email contact and telephone hotline to collect public feedback from any patron not able to attend the meetings to provide comments
 - All patrons seeking additional information received follow-up communications from staff.
- Advertised in Daily Breeze and La Opinion regarding the public hearings and alternative methods of contacting the department with comments
- Public notice sent to Torrance Citicable newspaper contacts to publish article
- Information disseminated to other Los Angeles County transit agencies via Los Angeles County Metropolitan Transportation Authority's Bus Operations Subcommittee

Title VI Analysis

As a federally funded agency, the Transit Department is required to conduct a Title VI analysis whenever a major service change is met. Based on the proposed changes, the Transit Department has met or exceeded the Department's definition of a major service change on several routes. Each of the Transit Departments routes proposed for modification can be seen below:

Route	Major Service Change
Line 1	Change in weekday hours/miles, Saturday miles, Sunday miles
Line 2	Change in weekday, Saturday miles/hours
Line 3	Change in Weekday, Sunday miles/hours; Saturday miles
Line 3R	New service
Line 4	New service
Line 5	Change in Saturday hours/miles
Line 6	No major service change
Line 7	Change in weekday hours/miles, Saturday hours/miles
Line 8	Change in weekday Hours, Sunday Hours/Miles
Line 9	Change in weekday miles, Saturday miles/hours
Line 10	New service

As seen in the above chart, of the Transit Department's eleven (11) proposed routes, only one did not meet the threshold of a major service change. The routes that that exceeded the threshold were examined by the Transit Department's third-party consultant to review for disproportionate and/or disparate impacts on Title VI riders, which include low-income and

minority riders. This Title VI Compliance Review concluded that the service changes should result in an overall improvement in service quality and network reliability, benefitting all Torrance Transit passengers including Title VI populations. Further, it concluded that the review of the proposed service network and the distribution of Title VI populations and riders suggest the proposed service changes will have no disparate or disproportionate impacts on minority and low-income populations.

ANALYSIS:

During the public input process a total of 39 participants attended the public hearings held by Transit staff, as seen in Attachment A. The attendance rates by meeting held were as follows:

- August 1, 2012 – 18 attendees
- August 6, 2012 – 13 attendees
- August 9, 2012 – 8 attendees

At each of these meetings, the proposed fall 2012 service changes were presented to the attendees. Transit staff highlighted the proposed routing changes, frequency adjustments, span changes, new services, and service realignments. As part of these public hearings, time was dedicated after the presentation to address questions and concerns raised by patrons and to provide clarification on any questions. Comment cards were completed by attendees to assure that all feedback was recorded and considered during this process. All comment cards received during this process can be seen in Attachment B. In addition to gathering feedback at public hearings, patrons were able to contact staff directly via mail, e-mail, and a hotline. All feedback received through these three communication media have been summarized in Attachment C. Patrons that sought follow-up responses from staff were contacted directly, as seen in the notes section. The most consistent feedback received during this process included comments regarding Line 1 and Line 2 downtown Los Angeles service discontinuation and the Line 8 realignment around the Del Amo Mall. This feedback is addressed and explained in the following two sections.

Line 1 and Line 2 Downtown Los Angeles Service Discontinuation

The fall 2012 service changes include the elimination of the downtown Los Angeles segments of the Torrance Line 1 and Line 2 north of the Harbor Freeway Station. This recommendation is based on the high subsidies, low ridership, current alternatives available, and operational challenges from operating the service. During the public input process, consistent feedback and inquiries were received regarding this portion of the service changes. During these hearings, Transit staff highlighted that Line 1 and Line 2 service spans will be increased, reliability improved, and that connections can be made with several alternative services. Currently, if a Line 2 bus breaks down, there is the potential for a rider to wait as much as two hours for the next bus. Transit staff also provided several alternative services to those travelling to downtown Los Angeles. Some alternative transit services, available at both the Artesia Transit Center and Harbor Freeway Station include the following:

- New Torrance Line 4 – 4 peak period trips in AM/PM peak periods
 - 25-30 minute trip time savings from current Line 1 to downtown Los Angeles
- Metro Silver Line – 8 minute peak frequency to/from downtown Los Angeles
- Metro Line 450 – 15 minute peak frequency to/from downtown Los Angeles

In addition to these services available at both stations, Attachment D highlights the further additional alternative services available for downtown Los Angeles riders. As a direct result of feedback received from riders, the first northbound trip on the Torrance Line 4 was made earlier to accommodate riders requiring a 6:30 a.m. arrival in downtown Los Angeles. Night time service on Torrance Line 1 and Torrance Line 2 also provides timed connections with the Metro Silver Line at the Harbor Freeway Station.

Estimated service statistics for the current Torrance Line 1 and Line 2 downtown Los Angeles segments of the routes can be seen below:

<u>Downtown Los Angeles Service Statistics</u>	
	Total
Annual Costs	\$ 1,152,476
Annual Boardings	122,154
Annual Fare Revenue	\$ 183,231
Farebox Recovery	15.90%
Subsidy/passenger	\$ 7.93
Percent Unutilized Capacity	81.2%

As seen above, providing downtown Los Angeles service on the Torrance Line 1 and Line 2 costs the Transit Department approximately \$1,150,000 annually, which is approximately 6.2% of total annual operating costs for the Transit Department. For perspective, these costs are equivalent to operating our current Line 9 (on weekdays and Saturdays) and our entire system's Sunday service (this includes Line 1, Line 3, and Line 8) throughout the entire year. This segment of the routes generates approximately 122,000 boardings; this is only approximately 3.0% of total fiscal year 2012 ridership (3,980,000 total boardings). A disproportionately higher amount of resources are dedicated to these segments given the low percentage of ridership. This is further proven in the above charts with the high subsidies per passenger. The downtown Los Angeles segment of the Line 1 and Line 2 subsidy per passenger is \$7.93, which is 105% higher than the system average (\$3.87). Additionally, the downtown Los Angeles segment of the Line 1 and Line 2 is 50% higher than the overall Line 1 and Line 2 subsidy per passenger (\$5.25), proving the local segment of the routes are more productive. With these resources reallocated to areas of our system that have subsidies per passenger consistent with our system average (\$3.87), those resources would generate approximately 250,000 boardings, a 105% increase.

Transit staff received a letter dated August 29, 2012 asking that peak service on Line 2 still be provided to downtown Los Angeles (Attachment E). This letter was received later than the last public hearing, on August 9, 2012; despite this, the Transit Department did not set a deadline for feedback. This letter included a petition, signed by a total of 132 riders. Based on the letter, these signatures were gathered from a total of four different trips provided on the Line 2 (5:30a.m., 6:00 a.m., 3:30 p.m., and 4:30 p.m.). Based on the information in this letter, this still indicates buses are not, on average, filled to capacity. Staff conducted ridership spot checks on these four trips as a follow-up to this letter on September 10th, 11th, and 12th to help validate the number of riders in the petition. There was an average of 25.4 riders on each trip, an unutilized capacity of 36.6% (number of open seats left on the bus), less than the petition letter indicated. It should be noted these trips are in the peak periods when ridership should be maximized. In addition to these peak trips, the table above illustrates the overall unutilized capacity of trips travelling to downtown Los Angeles on the Line 1 and Line 2. These trips experienced an

average 81.2% unutilized capacity. One of the trips requested for continued service to downtown Los Angeles (5:30 a.m.) is a hybrid trip that does not utilize typical local routing, which makes continuing this trip further not feasible. The purpose of this trip originally was to arrive in downtown Los Angeles to provide the first southbound Line 1 trip (but actually travel in service). Operationally, continuing to provide peak trips to downtown Los Angeles would require additional resources (buses and personnel). To complete these peak trips, while ensuring the local service segments still receive consistent service, would require additional buses be put into service to backfill the trips continuing to downtown. This would cause further operating inefficiencies to be realized by the Transit Department.

In addition to unutilized capacity on these trips, the average trip length on trips to downtown Los Angeles is a minimum 6.0 miles longer than local service, due to the freeway segment of the route. The average passenger trip length for a downtown Los Angeles rider would be, at minimum, approximately 10.42 miles (136% higher than the system wide average). With riders on the Torrance Line 1 and Line 2 for extended periods of time; this reduces the churn rate (number of riders who board/alight in a given period of time) of riders, further exacerbating the high costs per passenger of the Torrance Line 1 and Line 2 downtown Los Angeles segment.

With the Transit Department operating under constrained resources, optimal utilization of these public funds is critical to the long-term financial operation of the Transit Department. Transit Department staff recommends these segments of the Torrance Line 1 and Line 2 be discontinued between the Harbor Freeway Station and Union Station. The reallocation of these resources to more productive segments of the system will ensure the department efficiently utilizes public resources, while still providing displaced riders with adequate alternatives to ensure trips are made at important regional connection hubs. This will allow the Transit Department to further build a productive core local network providing connections to major regional hubs.

Line 8 bus stop elimination at Madrona Avenue/Torrance Boulevard

Transit staff has proposed the elimination of a route deviation on Line 8 from Hawthorne Bl. in the Del Amo Mall area to improve productivity and efficiency of the route, reduce duplication of service, and reduce operational challenges created from the deviation, as seen in Attachment F. During the public input process, Transit staff has received requests to maintain the current bus stop at the corner of Madrona/Torrance for Line 8. During the course of this deviation in the Del Amo Mall area there are only two bus stops served with the following proximities to the nearest proposed Line 8 bus stop (Hawthorne Bl. At Torrance Bl.):

- Torrance Bl. At Madrona Ave. (0.46 mile distance)
- Torrance Bl. At Amie Ave. (0.22 mile distance).

There are also alternatives provided by Torrance Transit between Madrona Av. and Hawthorne Bl. to make connections with the Line 8 on Hawthorne Bl. that can be seen below:

- Torrance Line 1
- Torrance Line 2
- Torrance Line 6
- Torrance Line 3 (if rider lives near Madrona/Carson intersection)
- Torrance Line 3 Rapid (if rider lives near Madrona/Carson intersection)
- Torrance Line 7 (if rider lives near Madrona/Carson intersection)

In addition to the listed alternatives provided between Madrona Av. and Hawthorne Bl. via Torrance Bl. and Carson St., estimated service statistics for the current mall deviation segment highlight its inefficiencies, as seen below:

Line 8 Mall Deviation Service Statistics

	Line 8 Mall Deviation
Annual Costs	\$ 259,551
Annual Boardings	17,908
Annual Fare Revenue	\$ 15,043
Farebox Recovery	5.80%
Subsidy/passenger	\$ 13.65

Providing service to Madrona/Torrance with the Line 8, approximately costs the Transit Department an additional \$260,000 annually. This is 8.3% of the current total operating cost of Line 8, with only 3.5% of Line 8's total boardings being generated at Madrona/Torrance, making it a disproportionately unproductive segment. The subsidy paid by the Transit Department for every boarding at Madrona/Torrance is \$13.65, as compared to the system average of \$3.87 (253% higher). In addition to the high subsidy, the farebox recovery falls below our system average at 5.80% (compared to the system's 16.5%).

The Transit Department, as part of these service changes, is promoting the intersection of Hawthorne/Carson as a main connection point, simplifying access to the region's transit network. The Line 8 deviation was a result of the elimination of the transit center site on Fashion Way. This change re-aligns service directly on Hawthorne Bl. to improve network productivity and efficiency. In addition to the disproportionately high costs this route deviation causes, the added turns and signals make it operationally challenging to adhere to a posted schedule.

With the Transit Department operating with constrained resources, optimal utilization of these public funds is critical to the long-term financial operation of the Transit Department. The Transit Department recommends the Torrance Line 8 be realigned around the Del Amo Mall. The reallocation of these resources to more productive segments of the system will ensure the department efficiently utilizes public resources, while still providing displaced riders with adequate alternatives.

PROPOSED FALL 2012 SERVICE CHANGES:

The mission of Torrance Transit is to provide reliable, safe, inexpensive, and courteous transportation to our customers – the people who live work, and do business in the City of Torrance. The first objective described in the Torrance Transit mission statement is reliability, which is the core goal of the proposed fall 2012 service changes. Consistent with Torrance Transit's mission statement, the main goals of the proposed fall 2012 service changes are:

- Improved reliability
- Improved connections to the regional network
- Increased service spans
- Simplify access to the transit network, both Torrance Transit and the region

To further elaborate on each of these main goals, schedules will incorporate running times consistent with current travel patterns and congestion in the service area. This will allow for improved on-time performance and predictability of our service, a tremendous benefit to customers. This is achieved by providing adequate time in the schedule and the necessary gaps between trips; which will give operators recovery/break time to ensure future trips can start on-time. Service changes also provide greater connectivity to important hubs throughout the region, while improving overall productivity of the network by better aligning transit service provided (supply) with ridership levels (demand). While providing service to major hubs is crucial, it is also important to have service span meet the needs of customers. The proposed changes, for the majority, increase service span on routes where most needed, consistent with feedback received. The proposed changes will also help simplify the system to attract and retain new riders. This will ensure that public resources are being utilized more efficiently. These changes will help maximize ridership, encourage long-term ridership growth, and provide simpler access to the region's transit network.

The specific changes being recommended affect each route in different ways. The proposed changes include the following:

Line 1

- All routing changes explained for Line 1 below can be seen in Attachment G (Figures 1.1 and 1.2)
- Frequency adjustments:
 - Weekday – 40-45 minutes during the day (currently 15-125 min.)
- Overall increased span of service on weekdays, Saturdays, and Sundays.
- Timed transfers with the Green Line (at the Harbor Freeway Station) and Silver Line (at the Harbor Freeway Station) at night.
- Discontinue service between Harbor Freeway Station and Downtown Los Angeles
- Extend southbound terminus to Carson St. at Hawthorne Bl. from Madrona Av. At Carson St. to improve service connections at Del Amo Mall.

Line 2

- All routing changes explained for Line 2 below can be seen in Attachment H (Figures 2.1 and 2.2).
- Overall increased span of service on weekdays and Saturdays.
- Timed transfers with the Green Line (at the Harbor Freeway Station) and Silver Line (at the Harbor Freeway Station) at night.
- Discontinue service between Harbor Freeway Station and Downtown Los Angeles
- Reroute northbound service around the South Bay Galleria, via Inglewood Av. and Artesia Bl.

Line 3

- Frequency adjustments:
 - Weekdays:
 - 20 minutes early morning & peak (currently 15 min.)
 - 15 minutes midday, with the exception of west of the Del Amo mall having 30 minutes midday (currently 15 min.)
 - 20 minutes afternoon peak (currently 15 min.)

- 30-60 minutes at night (currently 30-55 min.)
- Saturdays:
 - 20-25 minutes all day (currently 30 min.)
- Sundays:
 - 20-25 minutes all day (currently 30 min.)
- During AM/PM weekday peak periods, approximately 12 minutes frequency at shared stops with new Line 3 Rapid.
- Overall increased span of service on weekdays, Saturdays, and Sundays.
- Addition of school trippers to help reduce overcrowding on weekday trips.
- Timed transfers with Long Beach Transit (at the Long Beach Transit Gallery) after 8pm to improve connectivity.

Line 3 Rapid (new route)

- All routing explained for Line 3 Rapid below can be seen in Attachment I.
- Launch new Line 3R (Line 3 Rapid) operating during weekday AM/PM peak periods between South Bay Galleria and Long Beach Transit Gallery.
- Frequency:
 - Weekdays:
 - 20 minute frequency in AM/PM peak periods
- Span of service:
 - Weekdays AM peak period:
 - First Trip Eastbound: 6:19 a.m.
 - First Trip Westbound: 6:04 a.m.
 - Last Trip Eastbound: 8:51 a.m.
 - Last Trip Westbound: 9:12 a.m.
 - Weekdays PM peak period:
 - First Trip Eastbound: 2:27 p.m.
 - First Trip Westbound: 2:16 p.m.
 - Last Trip Eastbound: 6:38 p.m.
 - Last Trip Westbound: 6:29 p.m.

Line 4 (new route)

- All routing explained for Line 4 (HOT ExpressLanes route) below can be seen in Attachment J (Figures 4.1 and 4.2).
- Launch new Line 4 (HOT ExpressLanes route) express service operating during weekday AM/PM peak periods between Torrance and Downtown Los Angeles as part of the HOT ExpressLanes program.
- Service will operate in the northbound during weekday AM peak periods and southbound during the weekday PM peak periods.
- Frequency:
 - Weekdays:
 - 30-60 minute frequency in AM/PM peak periods
- Span of service:
 - Weekdays AM peak period:

- First Trip Northbound: 5:35 a.m.
 - Last Trip Northbound: 7:47 a.m.
- Weekdays PM peak period:
 - First Trip Southbound: 3:46 p.m.
 - Last Trip Southbound: 5:49 p.m.
- Limited stop express service will reduce current downtown Los Angeles trips by 25-30 minutes overall (compared to current trips on Line 1).
- Provide connections at the Artesia Transit Center and Harbor Freeway Station for displaced riders of Line 1 and Line 2.
- Utilize a flat fare structure equivalent to our existing Line 1 & 2 downtown service (regular adult trip would be \$2, same discounts still apply, monthly pass available at same price).

Line 5

- All routing changes explained for Line 5 can be seen in Attachment K.
- Overall increased span of service on weekdays and Saturdays.
- Discontinue current Line 5 loop route and operate new Line 5 on the Van Ness Av. corridor of the current Line 5 loop.
- Provide service to/from El Camino College and on Pacific Coast Highway between Narbonne Av. and Crenshaw Bl.
- Extend current northbound terminus of Line 5 loop from El Camino College to Crenshaw Green Line Station via Van Ness Av.

Line 6

- All routing changes explained for Line 6 below can be seen in Attachment L.
- Frequency adjustments:
 - Weekday – 40-45 minutes (currently 30 min. peak/ 90 min. off peak)
- Extend westbound terminus from Madrona Av. at Carson St. to Carson St. at Hawthorne Bl. to improve service connections at Del Amo Mall.

Line 7

- All routing changes explained for Line 7 below can be seen in Attachment M (Figures 7.1 and 7.2).
- Frequency adjustments:
 - Weekday – 60 minutes (currently 30 min.)
 - Saturday – 60 minutes (currently 30 min.)
- Overall increased span of service on weekdays and Saturdays.
- Discontinue service south of Sepulveda Bl. at Vermont Av., and extend east on Sepulveda Bl. to Avalon Bl.
 - Reduce service duplication with Metro and improve connectivity to Line 3, Rapid 3, and Metro Line 246.
- Reroute service around Del Amo Mall for improved connections.

Line 8

- All routing changes explained for Line 8 below can be seen in Attachment N (Figures 8.1, 8.2, and 8.3).
- Frequency adjustments:
 - Weekday – 25 minutes (currently 20 min. peak/ 30 min. off-peak)
 - Saturday – 60 minutes (currently 30 min.)
 - Sunday – 60 minutes (currently 60 min.)
- Overall increased span of service on weekdays, Saturdays, and Sundays.
- Shift northbound service on Douglas St. to Nash St. for better Metro Green Line connectivity.
- Straighten route on Hawthorne Bl. between Torrance Bl. and Fashion Way so that service continues straight down Hawthorne Bl. instead of deviating to Madrona Av.
- Discontinue segment on Skypark Dr. and Madison St. on south end of route, service ending at intersection of Pacific Coast Highway and Hawthorne Bl.

Line 9

- All routing changes explained for Line 9 below can be seen in Attachment O (Figures 9.1 and 9.2).
- Overall increased span of service on weekdays and Saturdays.
- Discontinue current western terminus and extend to Carson St. at Hawthorne Bl. to improve connectivity at Del Amo Mall. Extend service west on Lomita Bl. to Anza Av.
- Discontinue service on Normandie Av., Pacific Coast Hwy., and Vermont Av. and extend service east to Avalon Bl.
 - Reduce service duplication with Metro and Gardena Municipal Bus Lines and provides better connections with Line 3, Rapid 3, and Metro Line 246.

Line 10 (new route)

- All routing explained for Line 10 below can be seen in Attachment P.
- Frequency:
 - Weekday – 30 minutes
 - Saturday – 50-55 minutes
- Overall increased span of service:
 - Weekdays
 - First Trip Northbound: 5:22 a.m.
 - First Trip Southbound: 5:26 a.m.
 - Last Trip Northbound: 10:13 p.m.
 - Last Trip Southbound: 10:14 p.m.
 - Saturdays:
 - First Trip Northbound: 5:45 a.m.
 - First Trip Southbound: 5:56 a.m.
 - Last Trip Northbound: 9:12 p.m.
 - Last Trip Southbound: 9:18 p.m.
- The new Line 10 will serve the Crenshaw corridor between Pacific Coast Hwy and Crenshaw Green Line Station.

- Extend Line 10 north of Manhattan Beach Bl. to the Crenshaw Green Line Station.

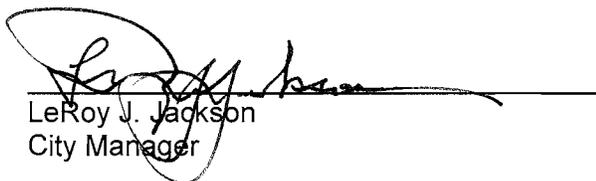
These service changes aim to improve reliability to our riders, improve connections with important regional hubs, and increase our service spans. A result of these goals is the Transit Department will ultimately improve its efficiency and productivity of our network. This will ensure that public resources are being utilized more efficiently. These changes will help maximize ridership, encourage long-term ridership growth, and provide simpler access to the region's transit network. The approval of the proposed fall 2012 service changes will allow for the completion of operator training, schedule development and distribution, signage installation/removals, public outreach efforts, and general service implementation efforts to be continued for the ultimate implementation of these services. The final start date of all services will be determined as these processes are completed and shared with the public in advance, with a current planned start date in November.

Respectfully submitted,



Kim Turner
Torrance Transit Director

CONCUR:



LeRoy J. Jackson
City Manager

Attachments:

- Public Hearing Sign-in sheet
- Public Hearing Feedback
- Service Changes Hotline and E-mail Feedback
- Downtown Los Angeles Alternative Service Map
- Line 2 Downtown Los Angeles Petition Letter
- Line 8 Del Amo Mall Reroute Map
- Proposed Line 1 and Line 4 Service Changes Map
- Proposed Line 2 and Line 4 Service Changes Map
- Proposed new Rapid 3 Routing Map
- Proposed new Line 4 (ExpressLanes) Routing Map
- Proposed Line 5 Service Changes Map
- Proposed Line 6 Service Changes Map
- Proposed Line 7 Service Changes Map
- Proposed Line 8 Service Changes Map
- Proposed Line 9 Service Changes Map
- Proposed new Line 10 Routing Map
- Proposed September 2012 Service Changes System Map

Torrance Transit Proposed Sept. 2012 Service Changes Public Hearing #1 - Torrance Cultural Arts Center Garden Rooms

	Name	Address	Email	Telephone Number	Signature
1	LEILANI KIMMEL-DAGOSTINO				
2	Jim MacGalluray				
3	Charles Michael Deemer				
4	Jamie Powers				
5	ARTHUR R. EVANS				
6	Dorothy A. Phelps				
7	DONALD KOHLWILLER				
8	MARY JO KOHLWILLER				
9	GWAN RHEE				
10	Susan Angoran				
11	MICHAEL CHAN				
12	Sue Kanga				
13	Madeline Croce				
14	ELMA GRANGER				
15	Jose Mendez				
16	KHAWEK MALIK				
17	JOSIE SAITO				
18	FELIX VESPA				
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Torrance Transit Proposed Fall 2012 Service Changes Public Hearing #2 - El Camino College

	Name	Organization	Address	Email	Telephone Number	Signature
1	JENNIFER MOSS					
2	GWAN RHEE					
3	DAVE SNOWDEN					
4	DON YARBROUGH					
5	CAROL YARBROUGH					
6	ROBERT THOMPSON					
7	TERRENCE ROAN					
8	LOUISE CAMERON					
9	JOAN MCKENZIE					
10	KONAN SAKIMA					
11	JOHN MARSHALL					
12	ROBERT TAYLOR					
13	WAYNE WRIGHT					
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Torrance Transit Proposed Fall 2012 Service Changes Public Hearing #3 - Carson Community Centre

	Name	Address	Email	Telephone Number	Signature
1	Andrew Wang				
2	Rob Shimoda				
3	James Muhammad				
4	E'ia Rodriguez				
5	David McHaffey				
6	Joan Brown				
7					
8	 The Nature Conservancy Protecting nature. Preserving life.	J. Drummond 545 W. 6th St. Apt. 304 San Pedro, CA 90731-2571			
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Review of 2012 Torrance transit route re-alignment.

Current scheduling of buses at 30-minute intervals generates 12 trips/6 hours, reducing it to 40-minutes reduces the trips to 9/6 hours. Shifting a schedule to be only 36-minutes puts the trip count at 10/6 hours and may also be more amendable to limiting rider complaints about the bus being late/ not on time.

Line 01- That being said rescheduling for 40-minutes all day would probably work out all right, especially if the 4 Downtown runs are split between its morning/evening runs.

Line 02- Stopping service at the Green-line station will be totally eliminating week-end Downtown service, for the first time in decades. A) Will Torrance transit fully resume Downtown service if the proposed new line 4 is abandoned as too expensive after the trial run is over?

Line 03- Reducing service to 20 minutes from 15 does appear to free up 3 buses for other lines. However, as it already *IS* the busiest line in the system, adding in the Rapid buses on a not completely overlapping route is bound to cause some confusion when it starts. Also, on Saturday running the buses 24 minutes apart will give you 15 trips/6 hours. An improvement on the 12/6 hours currently running. A 25-minute spread likely makes it tighter to run and 14+ trips/ 6 hours.

Line 05- Splitting up this line is a long over-due action. However, extending both of them to end at the Crenshaw Green-line Station is going in the wrong direction. With the currently planned abandonment of serving Kaiser Hospital a service vacuum going South needs to be filled. The Crenshaw Blvd. North bus should end at Manhattan

Beach Blvd. & continue South to Palos Verdes Drive North at Rolling Hills Estates City Hall. The Van Ness/Arlington side should then run **EAST** on Pacific Coast Highway to Normandie Ave., and turn South on Normandie Ave. and Gaffey Ave. to 9th Street in San Pedro then on to the Iowa.

Line 6- By extending this line to Hawthorne Blvd. provides the ideal opportunity to connect #6 with #9. With service now being 60-minutes for both including Saturdays.

Line 7- Since ridership appears to low enough for hourly service the extension East to Avalon Blvd. looks to be fairly reasonable as long as the bus runs at least as long as it currently does including Saturdays.

Line 8- The small re-alignment in El Segundo fixes an annoying anomaly in the line. Again I'd prefer 24-minute headways just to synchronize the number of bus trips for each 6-hour block.

Line 9- The additional loop out to Anza Ave. is unlikely to draw many new riders. Also, combining this line with #6 will make that loop a time waster during the holidays when traffic going to Del Amo Mall from/through South High area piles up.

Incidentally, this major schedule re-alignment is providing Torrance Transit with an opportunity to bring consistency to current and future line numbering. Odd numbers can generally be East-West lines and the evens generally North-South. Rapid and other special/limited services lines should end in zero. Therefore the 3Rapid could instead become #10. The Downtown rush-hour Special be #0, that way if its dropped it won't create a whole in the number system.

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: MARY JO KOHLMILLER

Address: _____

Question/Concern: _____

MAKE THE HUB AT CARSON & MADROSA,
 THE SOUTH END OF THE #8 GOING OVER
 TO MADISON AT SKY PARK
 IS VERY CONVENIENT FOR GETTING TO
 DOCTOR'S APPT. DOES #4 HAVE SENIOR RATES?

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: _____

Address: _____

Question/Concern: _____

- due to
1. CENTRAL BUS STATION! SO MANY LINES & DIFFERENCE CONNECTIONS
 IT SHOULD HAVE A CENTRAL BUS STATION TO EASY CONNECTION/TRANSFER.
 - NEW PROPOSAL DOES NOT HAVE ~~THE~~ CENTRAL STATION & CONNECTIONS
 ARE EXTREMELY CONFUSE
 2. SCHEDULE FOR #4: IT SHOULD STARTS AS EARLY AS 05:00 AM.
 LATER SERVICE CAN BE DEFERRED ~~FOR~~ EXM PERSON'S ~~LIFE CIRCUMSTANCES~~
 LIVELY.

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: _____

Address: _____

Question/Concern: _____

How will weekend service be different beginning
 next month? Del Amo Mall center? Will more
 amenities needed for Del Amo mall stops?

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: LEILANI KIMMEL-DAGOSTINO

Address: _____

Question/Con.....

Put Bus Line Numbers on signs.

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: Susan AngererAddress: (see sign-in sheet!)

Question/Concern:
 • Will old buses ever be replaced? They're getting pretty dirty and rough.
 • Thanks for finally connecting NB Line 8 to the Green Line...

- Will Line 4 run any of its 4 afternoon trips after 5 p.m.? By the time I connect to it from my work on the west side, the LA DOT Commuter Express lines are all finished; making them useless for commuting, so I hope Torrance will do better! (Note: the #4 downtown route is way better than the old Line 8!)
 • By the same token, by the time I get to the Artesia Transit Center from the Silver Line, I can't get home to Torrance reliably. Glad to hear that Line 2, at least, will run after 7 p.m. Metro's 344 stops too early.
 • Carson @ Hawthorne isn't convenient as a hub to all the apt. residents north of Torrance Bl.

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: KAREN MALIC

Address: _____

Question/Con.....

- ① proposal to increase frequency to 15-20 minutes for TORRANCE
- ② will be more wastage of money. How do you justify that? Same as true for new proposed line ④
- ② If you cut line ② to 3 trips ^{make it} AM time and 3 trips in the PM time will be highly utilized and you will not have to deal with maintaining Line Four ④

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name:

ANN Phelps

Address:

Question/Concern:

How early & late will bus
 go downtown?
 What's the weekend schedule

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name:

Address:

Question/Concern:

I take the 534 #2
 at Hawthorne & Emerald
 What bus do I take

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name:

JDSIE SATO

Address:

Question/Concern:

BUS RIDER ON LINE 2
 WHY DISPLACED THE RIDERS.
 WHAT'S THE GUARANTEE ON CONTINUANCE OF SERVICE, ON TIME
 TO DOWNTOWN AND SAFETY OF PASSENGERS
 WHY THE DRASTIC CHANGE

③ Have done any research on these issues?, where do your proposals come from? Is it based on grand reality?

EXTEND TIME - DO YOU HAVE ENOUGH PASSENGERS

Proposed Sept. 2012 Service Changes Public Hearing #1 - Question/Comment Card

Name: _____

Address: _____

Question/Concern:

- #4 Timed with #2 at Harbor station?
- Frequency of #2 & #4
- When in Sept will changes take effect

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name:

SWAN RHEE

Line #:

#2 EXPRESS

Question/Concern:

1. MORE THAN DOZENS PEOPLE WHO WORKS FOR CITY OF L.A, COUNTY, STATE & FED. REPORT TO 0630 & SOME PEOPLE TRANSFER TO TRAINS FOR THEIR DESTINATIONS. EARLY MORNING SERVICES MUST PROVIDE THESE GROUP OF PEOPLE.

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name:

JOAN P. MCKENZIE

Line #:

4 & 2

Question/Concern:

(1) When do the trips start? New Line 4 i.e
Time in A.M.
Time in P.M.
(2) What's the frequency of the line 2 to #FS

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name:

JOAN P. MCKENZIE

Line #:

4

Question/Concern:

What made you mirror silver line and not continue the same route on line 4 as the # 2 did?

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name: LOUISE CAMERON Aug 6 2012
Line #: _____

Question/Concern:

ask ^{NOT} Sunday service's SUNDAYS
Line 7 madro services & Line 7, 8, 5
~~SEPTEMBER 12 change system madro~~
WHY NO SERVICES ON LINES 8, 5, ETC ON SUNDAY?
LINES 8, 5

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name: ROBT THOMAS
Line #: (5)

Question/Concern:

WAY NOT HAVE THE LINES GOING
(2) WAYS BECAUSE OF THE
COLLEC AND COMI'S IS NOT
GOING TO BE ACT FOR PEOPLE TO SOL

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name: DON YARBROUGH
Line #: 8 & 1

Question/Concern:

PEOPLE WANT TO CATCH THE 8 FROM THE 1 OR
VICE-VERSA IF YOU REMOVE MADRONA WHERE CAN THEY
CONNECT?

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name:

DON

Line #:

5

Question/Concern:

BETTER FREQUENCY ON LINE 10/5.
SYNCRONIZING SCHEDULE WITH METRO 260/710.
ESPECIALLY ON SOUTHERN TRIPS.

Proposed Fall 2012 Service Changes Public Hearing #2 - Question/Comment Card

Name:

WAYNE WRIGHT

Line #:

Question/Concern: ;

IMPROVE WEEKEND NIGHT SERVICE ON # 3 AND 8
CONSIDER SUNDAY SERVICE ON # 7

TO: KIM TURNER
FROM: WAYNE WRIGHT

8912

REGARDING; TORRANCE TRANSIT SERVICE CHANGES FOR
FALL 2012,

I ATTENDED MEETING 2 OF THE TORRANCE TRANSIT
SERVICE CHANGES THAT WOULD TAKE EFFECT IN
THE FALL

I LIKE WHAT WAS ON THE TABLE REGARDING THE
CHANGES BUT 4 OF THE ROUTES I HAVE CONCERNS
FOR AND THEY ARE THE FOLLOWING.

LINE 3 AND PROPOSED RAPID 3
I AM DISAPPOINTED THAT LINE 3 WILL NOT SERVE
THE P.C.H. BLUE LINE STATION AS WELL AS THE PROPOSED
RAPID 3 INSTEAD ITS BUSINESS AS USUAL
BY RUNNING IT DOWN ON PACIFIC TO THE TRANSIT
VILLAGE MALL IN LONG BEACH, WHEN I ASKED A
STAFF MEMBER ABOUT IT THE ATTITUDE PROBLEM
WAS THAT WE DIDNT FEEL LIKE REROUTING IT TO
THE P.C.H. BLUE LINE AND ALONG LONG BEACH BLVD
TO THE TRANSIT VILLAGE

P2

I WOULD REQUEST THAT LINE 3 AND RAPID 3 GO TO L.B. BLVD TO SERVE THE BLUE LINE STATION AND RESTRICT PASSENGER BOARDINGS S/O THAT POINT

LINE 8

I HAVE CONCERNS ON WEEKEND SERVICE REGARDING #8 ALONG HAWTHORNE BL

CURRENTLY #8 WEEKEND SERVICE SHUTSDOWN EARLY, AND METRO 399 STAYS ON UNTIL AROUND 9:30 PM BECAUSE OF THE 2 MALLS ALONG HAWTHORNE BL SOUTH BAY GALLERIA, AND DELAMO AND THEY STAY OPEN UNTIL 7 OR 8 PM ON WEEKENDS AND THE #8 DOES NOT

I WOULD ASK THAT THE WEEKEND SERVICE ON #8 ALONG HAWTHORNE BL RUN UNTIL 10 OR 11 PM

LINE 2 AND PROPOSED #10

I AM CONCERNED ABOUT THE SERVICE OF THE 2 ROUTES RUNNING ON CRENSHAW N/O ARTESIA ALONG WITH THE METRO 210/710 REGARDING DUPLICATING SERVICES, I WOULD ASK THAT THESE 2 ROUTES BE DEFERRED UNTIL NEXT JUNE UNTIL TORRANCE AND METRO CAN WORK OUT

P3

A DEAL TO REROUTE THE #2 TO SERVE OR REPLACE EITHER THE METRO 211 (PRARIE) OR A PORTION OF LINE 126 (MANHATTAN BEACH BE/YUKON, 120TH) AND INSTEAD OF RUNNING THE #2 TO HARBOR GREEN LINE MY SUGGESTION IS TO LOOK AT RUNNING TO ANOTHER GREEN LINE STATION, SUCH AS HAWTHORNE, OR MARINE AV, WHY IT HAS TO RUN ON EL SEGUNDO, BL AND THE HARBOR GREEN LINE I CANT UNDERSTAND

I WOULD LIKE TO SEE THE #2 REPLACE THE 211 ALONG PRARIE TO HAWTHORNE STATION, OR TAKE OVER THE PIECE OF THE METRO 126, THE 2 WOULD STILL SERVE EL CAMINO COLLEGE BUT IT NEEDS TO BE REROUTED

AS FOR PROPOSED #10 NO COMMENT ABOUT ROUTING JUST CONCERN ABOUT LACK OF SUNDAY SERVICE AND DUPLICATION W/ METRO'S 210/710

THE #5 I AM GLAD ITS BEING EXTENDED TO 120TH VIA CRENSHAW GREENLINE, BUT COULD HAVE WAITED UNTIL MTA DID SOMETHING W/ LINE 209 ON ITS SOUTHERN HOOK S/O IMPERIAL THAT RUNS ON VAN NESS, THATS WHY I WOULD ASK THAT 2/10 AND MAYBE #5 BE DEFERRED UNTIL NEXT JUNE SO MTA COULD LOOK INTO GIVING YOUR AGENCY A PART OF THE 126 OR ALL OF THE

211 ON PRARIE,

THIS CONCLUDES MY COMMENTS REGARDING
MY REPORT ON TORRANCE TRANSIT SERVICE CHANGES,

THANK YOU

Wayne Wright

ALSO NOTE ON WHERE PROPOSED #10 SHORT LINE
BUSSES ARE TO TURN AROUND AT AROUND 120TH
CRENSHAW?

MY UNDERSTANDING IS THAT HALF OF #10 TRIPS WILL
BE TIED INTO #5 TRIPS THAT WILL RUN EVERY HOUR
ON THAT LINE THAT WILL BE EXPANDED TO 120TH CRENSHAW
ALSO.

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name: Andrew Wang
Line #: 3

Question/Concern:

A good idea would be to have Line #3 continue down to Palos Verdes Blvd before turning right to make its way down to Redondo Beach Pier.

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name: David Mehaffey
Line #: 2

Question/Concern:

Has Line 1 and Line 2 been promoted or advertised to encourage L.A. commuters to leave their cars at home?

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name: Andrew Wang
Line #: 4, 10

Question/Concern:

Just had the thought that maybe call the new ^{proposed} line #10 ^{to be} line #4. Have Line 4 be Line 0 instead, also a good idea would probably be to have its route turn right at 182nd St from Hawthorne Blvd instead of at Carson St.

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name: JAMIE MUHAMMAD
Line #: 8

Question/Concern:

Will Line 8 Return To Regular Route before
The END OF THE YEAR

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name: Joan Bacon
Line #: 2 and 1

Question/Concern:

New Service will 4 take to
downtown A M PM

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name: JK DRUMMOND
Line #: 7/9

Question/Concern:

DO NOT ELIMINATE SERVICE TORRANCE TO
KAISER MEDICAL COMPLEX IN HARBOR CITY
AT LEAST HOURLY VIA LINE 9

HOT 1 WOULD BE BETTER NAME FOR HIGH
OCCUPANCY TOLL LINE

SLIDE MAP FAILS TO SHOW NAME OF NARBONNE AVE

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name:

Ron Shimokiji

Line #:

Various

Question/Concern:

Now may be the time to consider an effort to join with other South Bay ^{cities} to seek increased federal funding in conjunction with South Bay COA for what has been a public transit deficient area

Proposed Fall 2012 Service Changes Public Hearing #3 - Question/Comment Card

Name:

Line #:

Question/Concern:

What are ~~the~~ ^{proposed new} Torrance buses that have ~~to~~ will go to Arteria Center or Harbor Transit —

RESPONSES TO PROPOSED LINE CHANGES

DATE	TIME	METHOD OF RECEIPT	COMMENT	RESPONSE NEEDED
07/24/12	10:05 p.m.	Phone	Wishes for Line 9 to serve Kaiser Hospital. Wants Line 4 to have an alternative number, such as 1X or Hot 1.	Response: Staff called back.
07/25/12	12:57 p.m., 1:47 p.m.	Email	Patron does not want current 5 loop to be separated because she will need to transfer on southern end. Patron wants Van Ness service to continue on Crenshaw Bl. uninterrupted, continuing loop. Patron does not want northbound Van Ness service to be cut fromced from 40 min to 60 min.	Response: Staff responded on 7/13/12. Provided further follow-up explanation at the August 2, 2012 Torrance public hearing meeting.
07/26/12	5:00 p.m.	Email	Suggest re-rerouting the portion of Line 1 between Figueroa and Gardena Blvd. and the Artesia Transit Center to run straight on Figueroa to 182nd Street, as opposed to running on Gardena Blvd., Vermont Ave., and 182 St., to better straighten service.	Response: Staff acknowledged receiving comments on 7/31/12.
07/31/12	8:04 a.m.	Phone	Wants to make sure that Line 8 will still go back and forth between LAX and 179th Street and Hawthorne Blvd.	Response: Staff left a message affirming that service will still exist between LAX and Hawthorne/179th.
07/31/12	10:35 a.m.	Phone	There will be a lot of problems if you cancel the service. I hope you do change your minds about changing Lines 1 and 2.	
07/31/12	1:29 p.m.	Phone	Concerned about changes to Line 2. He doesn't want the downtown service to stop. He lives on Anza and this is the only bus that he can take.	
08/02/12	10:48 a.m.	Phone	Wants to know if Line 2 will be running between Hill and 23rd Street and the Del Amo Mall.	Response: Staff contacted her explaining Line 2 would be discontinued in downtown, and alternatives include the new Line 4 and Metro Silver Line. Patron said they could use the 210, but she liked that the Torrance buses were emptier.
08/02/12	2:58 p.m.	Email	Patron requested Line 4 northbound and southbound starting times. Also asked if there is a bus stop for line 4 on Torrance and Crenshaw.	Response: Staff provided the proposed Line 4 trips to downtown. Also, confirmed that Torrance/Crenshaw would be a Line 4 bus stop.
08/02/12	6:28 p.m.	Email	Patron asked which pass options were most cost effective from Artesia/Crenshaw to Grand/3rd in downtown LA. Patron doesn't feel safe transferring at the Harbor Fwy Station unless there is high security presence.	Response: Staffley provided the patron with four trip alternatives meeting her travel needs and clarified the pass costs for the various options. All options did not require use of the Harbor Freeway Station.
08/03/12	1:25 p.m.	Phone	Please reinstate the original Line 4 on Calle Mayor between Anza and PCH. Lots of people, who are helpers, use this line. If not all day long, please consider mornings and afternoons.	
08/03/12	1:33 p.m.	Phone	Patron requested a call back in initial voicemail. Patron utilizes Line 2 and Line 8 at Torrance/Madrone. Explained that Line 8 would no longer stop there, and stay on Hawthorne Bl. Patron fine with change. Explained Line 2 would still serve the stop. Patron supportive of changes.	Response: Staff called on 8/14/12 and left voicemail/number for follow-up discussions. Received call back, see notes.
08/03/12	4:03 p.m.	Phone	Patron asked to not remove the Line 8 stop on Madrone and Torrance. Patron suggested to make a right on Madrone and Torrance, go to Carson and Madrone, and then make a right back to Hawthorne. Patron feels Line 2 serves a lot of people who work in Downtown. Patron does not like making transfers. Suggests making the times more frequent, but less stops.	
08/03/12	9:04 p.m.	Email	Patron feels like Torrance needs a bus that goes down Hawthorne Blvd., especially going to LAX. By limiting this line, many Hotels in Torrance will lose clients.	Response: Staff provided response confirming that the Line 8 will still provide service on Hawthorne Bl. to LAX and that the route will experience an increase in service span and provide better connections with other transit providers at LAX at night.
08/02/12	9:29 p.m.	Email	Rides Torrance Transit Line#8 to work from Madrone and Torrance Blvd. The proposal to eliminate service to Madrone and Torrance Blvd. will place the closest Line 8 bus stop 1.5 miles from his house, which would mean a lengthy walk or a transfer. If Torrance Transit proceeds with this change, his ridership will decline and likely cease, and add one more car to the already congested roads.	Response: Staff acknowledged receiving his comments on 8/6/12. Sent follow-up email on 8/14/12 to provide trip alternatives.
08/04/12	2:12 p.m.	Email	Patron wants to keep the Torrance Line 8 bus stop on Madrone Ave. at Torrance Blvd. intersection.	Response: Staff acknowledged receiving his comments on 8/6/12. Sent follow-up email on 8/14/12 to provide trip alternatives.

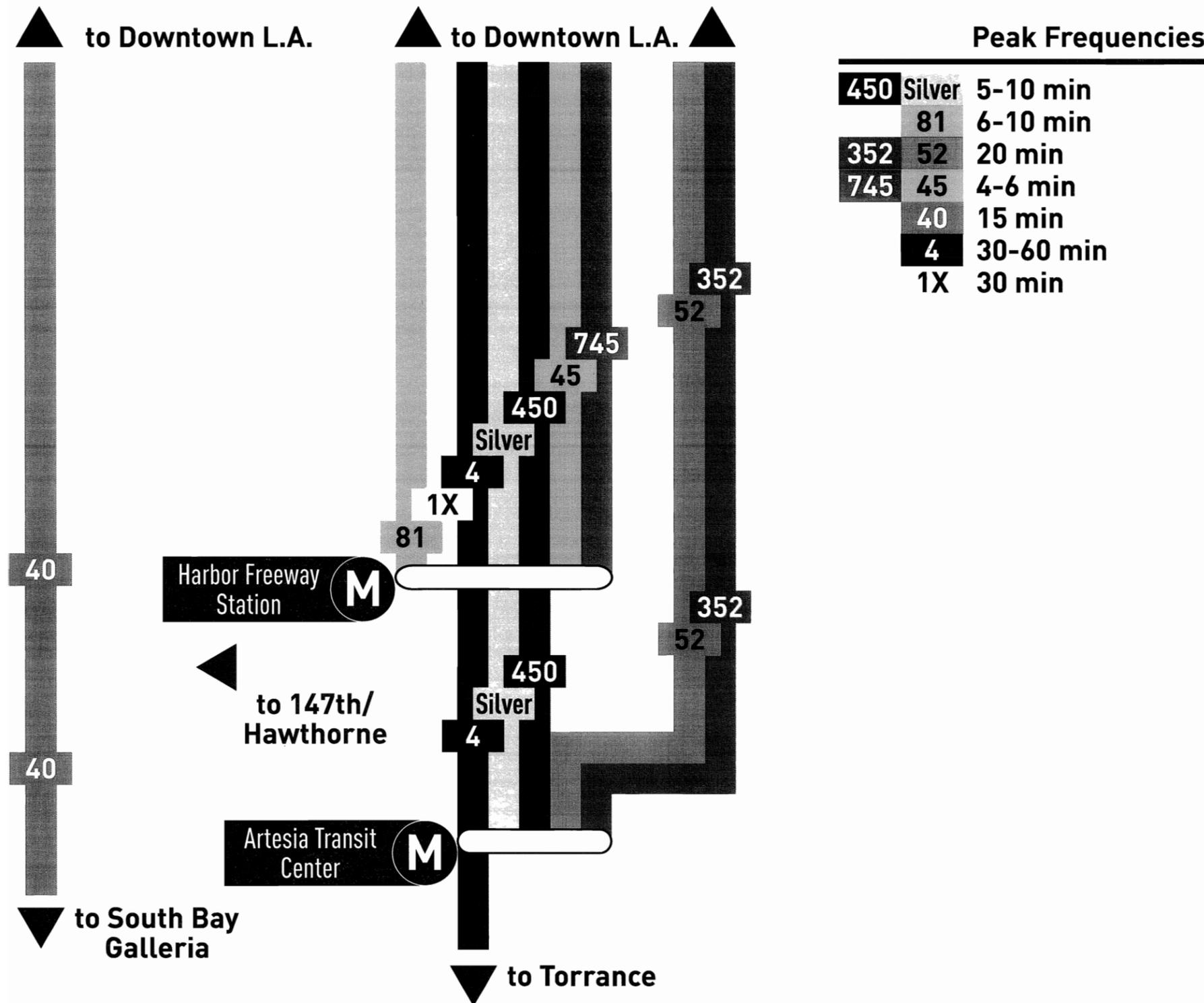
RESPONSES TO PROPOSED LINE CHANGES

DATE	TIME	METHOD OF RECEIPT	COMMENT	RESPONSE NEEDED
08/04/12	2:19 p.m.	Email	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection.	Response: Staff acknowledged receiving his comments on 8/6/12. Sent follow-up email on 8/14/12 to provide trip alternatives.
08/05/12	12:09 p.m.	Email	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection.	Response: Staff acknowledged receiving his comments on 8/6/12. Sent follow-up email on 8/14/12 to provide trip alternatives. Explained that Lines 1 & 2 provide connections between Torrance/Madrona and Torrance/Hawthorne for Line 8 trips.
08/05/12	11:46 p.m.	Email	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection.	Response: Staff acknowledged receiving his comments on 8/6/12. Sent follow-up email and provided three trip alternatives to meet her travel needs.
08/05/12	2:28 p.m.	Email	Patrons does not want Line 7 to Pacific Coast Hwy to change.	Response: Staff acknowledged receiving comments on 8/6/12.
08/05/12	9:27 p.m.	Email	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection.	Response: Staff acknowledged receiving his comments on 8/6/12. Sent follow-up email on 8/14/12 to provide trip alternatives.
08/06/12	10:14 a.m.	Email	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection.	Response: 8/14/12 - An alternative was provided, that met his travel patterns, utilizing Line 7 westbound and transferring to Line 8 northbound.
08/06/12	11:16 a.m.	Phone	Agrees with eliminating Line 8 deviation around the mall, says it is wasteful even though she uses it to travel to City Hall. Uses Line 5 & 9. New Line 9 western extension will cause issues for her attending doctor's appt. Says she will adapt and overall supportive of the changes.	Response: Staff responded on 8/14/12. Provided additional information on the changes.
08/06/12	11:31 a.m., 11:33 a.m.	Phone	Uses Line 5. Wants more information.	Response: Staff attempted to call on 8/14/12. Patrons voicemail is not setup and just disconnected the line.
08/06/12	4:38 p.m.	Phone	Suggests adding another bus to Line 5. Wants us to talk to the operators to get their input about the proposed changes.	
08/07/12	6:10 a.m.	Phone	Would like a phone call. Provided patron with Line 4 trips from downtown LA and several Metro off-freeway alternatives.	Response: Staff called on 8/14/12 and left voicemail/number for follow-up discussions. Spoke on 8/15/12, see notes section.
08/07/12	8:43 a.m.	Phone	Please keep the stop for Line 8 on Madrona and Torrance.	
8/8/2012, 8/9/2012, 8/9/2012	7:48 a.m., 4:15 p.m., 5:40 p.m.	Email, Phone	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection. Can the Metro bus be routed to extend from South bay Galleria to Anza/Del Amo at rush hours (6 a.m.) and vice versa in the afternoon, so that we can take the Metro bus to downtown and come home where line 2 will no longer operate?	Response: Staff contacted patron via telephone on 8/10/12. Staffley followed up with an email explaining three alternatives and one specifically that met his travel pattern needs. Response: 8/10/12 - Staff explained that our Line 2 will still operate on the local segment with improved service spans, to the Harbor Freeway Station and provide timed transfers to the Metro Silver Line.
08/09/12	10:45 a.m.	Email		
08/09/12	4:45 p.m.	Phone	Patron wants to keep the Torrance Line 8 bus stop on Madrona Ave. at Torrance Blvd. intersection.	
08/10/12	9:40 a.m.	Phone	Line (northbound) and Line 2 at Torrance and Madrona need to stay.	
			Patron does not want to transfer from Line 2 at Harbor Freeway Station due to safety concerns. Provided travel options where rider could take Line 4 directly to downtown LA or Line 1 and transfer at Artesia Transit Center. Patron would like to see midday trips on Line 4. Patron would like Saturday service to downtown LA.	Response: Staff called on 8/14/12 and left voicemail/number for follow-up discussions. Spoke on 8/16/12, see notes section.
08/10/12	9:56 a.m.	Phone	Wants Line 1 downtown service to not be discontinued. Patron finds connection to MTA buses is a major inconvenience. Patron states cannot ride Silver line due to the longer walking distance on Washington Blvd. from Figueroa to get to work at Washington and Maple. Patron feels the Silver line is a crowded ride, which makes it unsafe, uncomfortable, and a hassle to be passed up because the bus is too crowded.	
08/10/12	11:58	Email		Response: 8/10/12 - Staff acknowledged receiving comments.

RESPONSES TO PROPOSED LINE CHANGES

DATE	TIME	METHOD OF RECEIPT	COMMENT	RESPONSE NEEDED
08/11/12	6:15 a.m.	Email	<p>Customer agrees with the following aspects of the changes: Line 1 - Wants improved early morning/late night service. Wants timed connections with Metro Silver/Green Line after 8 pm at Harbor Fwy Station. Line 2 - Wants timed connections with the Metro Green/Silver Line at Harbor Freeway Station. Wants proposed northbound reroute around South Bay Galleria. Line 5 - Wants Van Ness reroute to better serve El Camino College and extend to Crenshaw Green Line. Line 8 - Agrees with frequency change from 20 peak / 25 off-peak to 25 minutes all day. Line 10 - Agrees with Crenshaw service having 30 minute frequency and span of 5a-11p on weekdays. Agrees with Saturday service of 60 minute frequency</p>	Response: Staff acknowledged receiving comments on 8/11/12.
08/13/12	7:04 a.m.	Email	Patron would still like to have two AM and two PM Line 1 & 2 trips from downtown Los Angeles.	Response: 8/15/12 - Staff confirmed receipt of his comment.
08/13/12	10:25 a.m.	Phone	Really needs Line 2 service to downtown.	
08/14/12	12:08 p.m.	Phone	Line 1 or 2 - Wants to know if there will be any earlier buses leaving from downtown.	
08/14/12	5:30 p.m.	Email	Patron was seeking alternative trip options from downtown Los Angeles to El Camino College. Several options were provided to patron that met their travel needs	Response: 8/16/12 - Staff responded. See notes section
08/15/12	5:30 p.m.	Phone	Patron asked for alternative downtown LA trips based on service changes and several alternatives were provided that met the patron's needs.	
08/16/12	4:57 p.m.	Email	Patron does not like changes to Line 7. Currently can commute on one bus, now it will take two buses.	
08/17/12	11:58 a.m.	Phone	Provided patron with several alternatives for morning and afternoon commute on two buses.	Response: Staff provided multiple trip alternatives on 8/20/12.
08/20/12	3:23 p.m.	Phone	Changes to Line 2 will cause a hardship if she has to take 2 buses to get downtown.	
08/22/12	4:31 p.m.	Phone	He is very unhappy with the proposed changes to line 2. Would like more buses in the middle of the day. Would like other alternatives using public transportation.	

Downtown L.A. Alternatives Map



Mayor / Council Attachment E
 Transit.

August 29, 2012

OFFICE OF THE
 MAYOR & COUNCIL
 2012 SEP -6 AM 10: 22

RECEIVED
 2012 SEP -5 PM 2: 10

clerk
 chona

CITY OF TORRANCE
 CITY CLERK'S OFFICE

The Honorable Frank Scotto
 Mayor
 City of Torrance
 3031 Torrance Boulevard
 Torrance, California 90503

Dear Mayor Scotto

PROPOSED FALL BUS-LINE SERVICE CHANGES

The residents of Torrance need your assistance in regard to the new fall bus-line changes, particularly the continued operation of Bus Line 2 (Line 2) from Torrance to downtown Los Angeles during the early morning and evening daily work rush hours.

On August 1, 8, and 15, 2012, Torrance Transit conducted Public Hearings for Proposed Fall Service Changes. Unfortunately, these changes will affect Torrance and surrounding community residents working in downtown Los Angeles.

Riders on bus line #2 will be forced off their bus at L. A. Harbor station and transfer onto another bus, line #4. Riders will lose valuable time at this transfer point as well as being subjected to dark, dangerous and very loud conditions at L.A. Harbor station. As an alternative we are requesting that Bus line #2 continue operating to downtown L.A.; however, only during rush hours during the morning and late afternoon.

Furthermore, Bus Line #4 is only a pilot project for a year as part of the congestion reduction program. What will happen to us after the pilot project ends? Adding bus line #4 does not reduce congestion, making an unsafe transfer of bus riders at the L.A. Harbor station during daylight time changes in the fall and does not constitute a tremendous reduction in operating cost. This is just against what the mission of the Torrance Transit; that is to provide reliable and safe transportation for the community. Please remember, the funding is temporary but the community you are serving is here to last.

The Honorable Frank Scotto
August 29, 2012
Page 2

The proposed change to Bus line 2 has overlooked the needs and suggestions of Bus line 2 passengers. The bus riders were not consulted while data was being gathered for this project. The Public hearings conducted so far give us the impression that the City first decided on the bus route changes and then later staged a public hearing as a formality. We propose to change this process to a more interactive engagement where the voters of our city are involved in decisions that affect their day to day lives. We hope to get involved when it counts and not bulldozed into accepting something that is clearly not based on our needs or suggestions.

We would like to respectfully request the Line 2 continue to operate to downtown Los Angeles during the early morning and evening daily work rush hours. Merge Line 1 passengers to Line 2 at L.A. Harbor Station so that only one bus goes to downtown Los Angeles operate Line 4 on non-rush hours as a pilot project giving time for passengers to transition to fall changes.

Thank you for your consideration of this very important matter and we look forward to your prompt reply and a favorable resolution. We will wait for your decision before contacting the Bus Riders Union. If you have any questions or require additional information regarding this matter, please feel free to contact us by phone.

Sincerely,

BUS LINE 2 RIDERS

Enclosure(s)
List of Riders

c: Each Council member

TORRANCE BUS

Bus Rider Line 2TIME: 6:00 AM Northbound
3:30 PM Southbound

NAME	PHONE NUMBER
HOWARD MALIK	213-479-4274 (Cell phone)
J SAAD	(310) 434-3535
Rigonda Doss	112 229-1038
Felicity Ousehwa	(323) 386-7011
Antonio Rodriguez	(323) 717-4782
Kingsley mmeje	(310) 7792849
LUCHI mmeje	(310) 3273756
Akinda NISILWA	(213) 258-6717
Abba Shaky	310-296-1159
Luis ROSAS	(310) 676-2940
Joshua	213-884-0222
Lynette Ibo	(310) 722-8344
Eric Burke	562-251-7488
Gaunth McCloud	424-240-0747
RAVI Jim Upetty	310 921 3928
Desserie Shilo	(213) 304-2504
Joy Bacon	(310) 590-0155
Zahab Nasir	310-746-3880
Umar Nasir	424-731-6613
Tim Reilly	310-503-1290
Jenica Bomb	310 997 60761
Madeline Croce	310-852-1097
Adrienne Lohar	310-516-1015
Ed A Stager	
Lydia Alexandre	310-800-6544
John	310-776-1689
John	323-760-5876
Olivia Salas	(310) 639-9000
Lynette Williams	(323) 952-1430
Maehelle Thomas	(310) 686-2811
Patrick Monticigale	(213) 974-5145
Erica Ch	(310) 920-0807
Michele Gross	(213) 997 3958
LINDA Mahaley	310 378-0801 375 0801
Muntasir Shamsiddien	213 273 4004

Kishanwar Eadh

Kandi G.

Kayan

Paula Neal

Zy
no. 111 0 1140 2

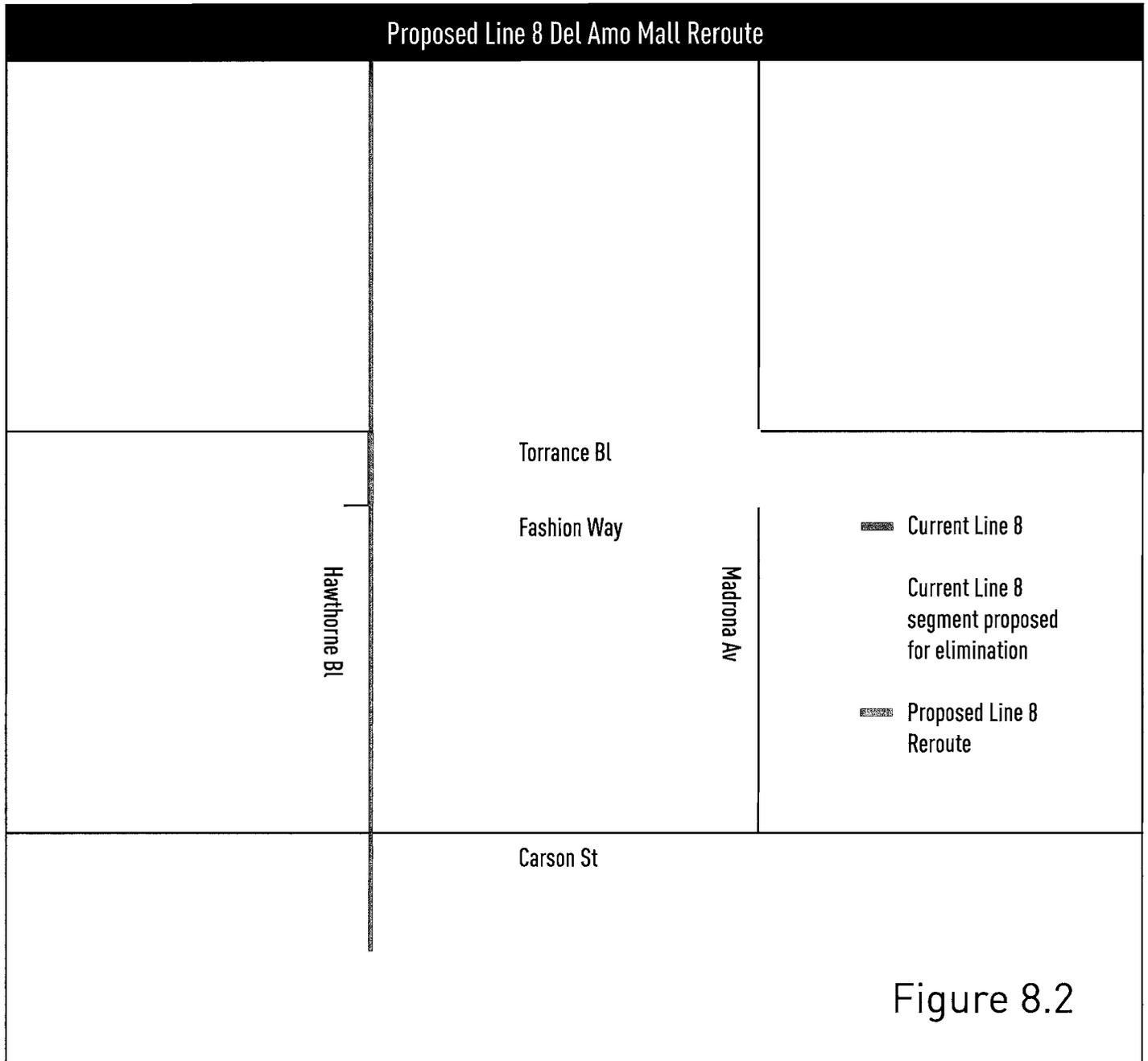
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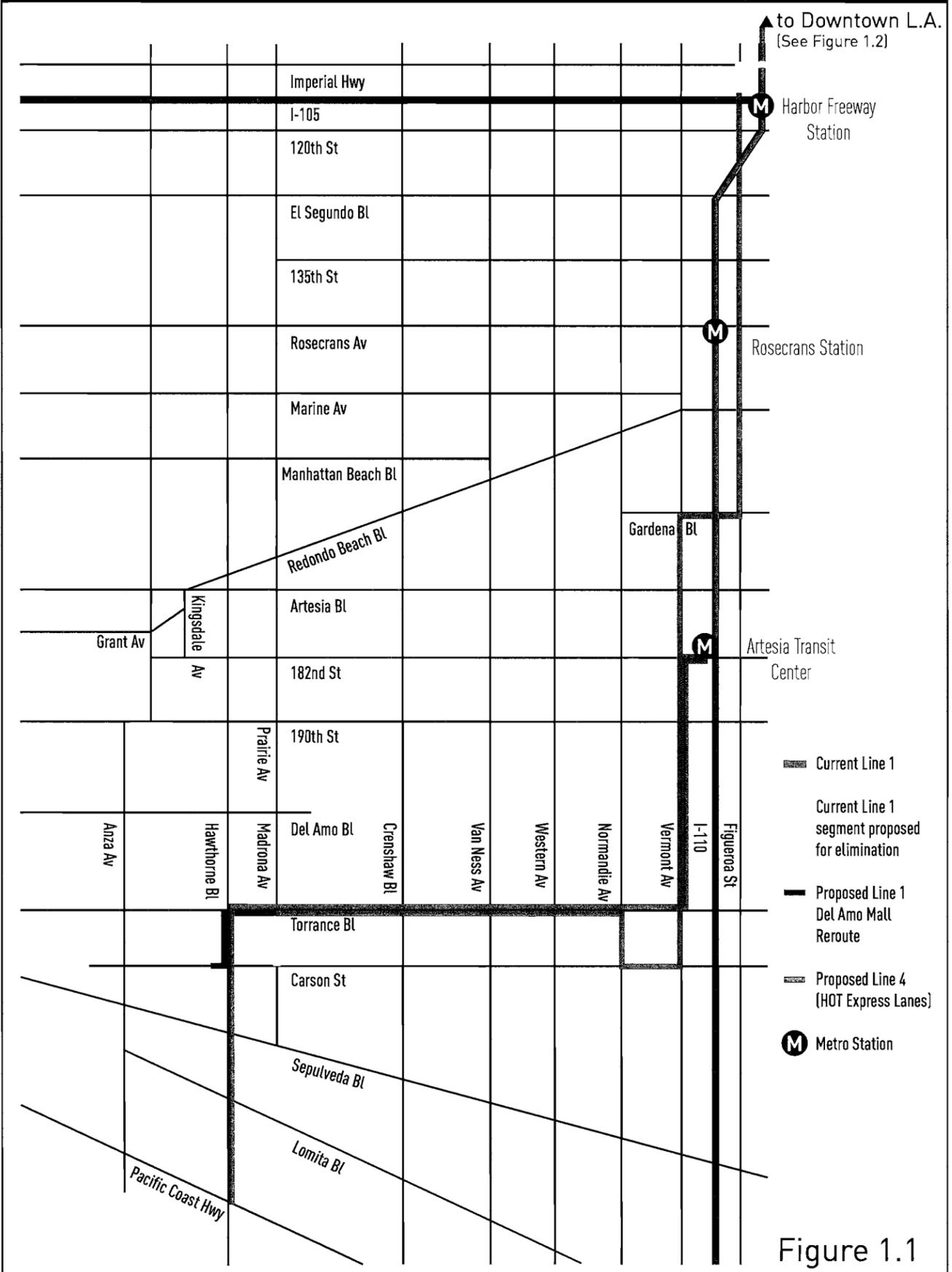
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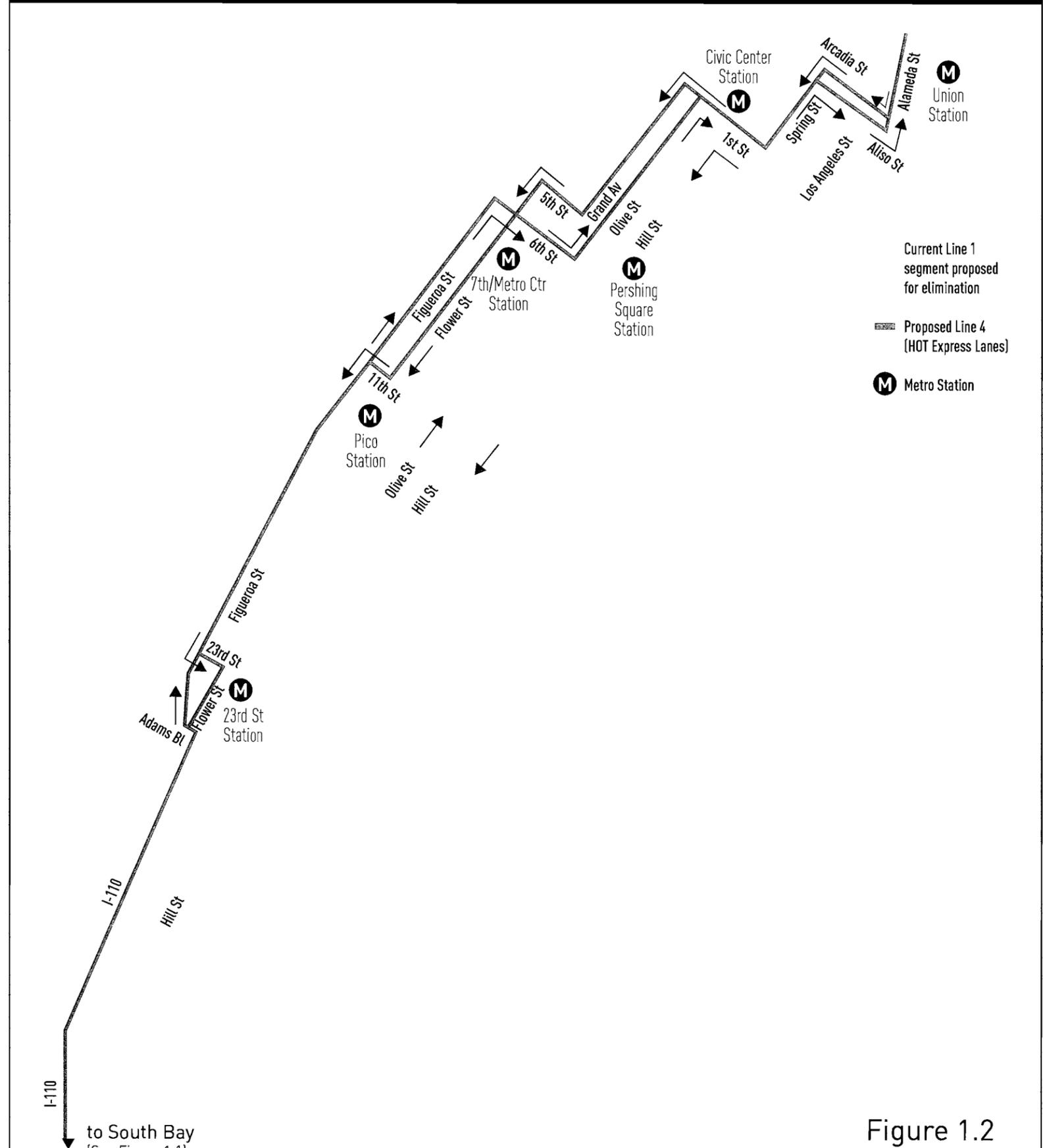
323-744 0433



Proposed Lines 1 & 4 (HOT Express Lanes Route) Service Changes for South Bay Region



Proposed Lines 1 & 4 (HOT Express Lanes Route) Service Changes for Downtown L.A.



Proposed Lines 2 & 4 (HOT Express Lanes Route) Service Changes for South Bay Region

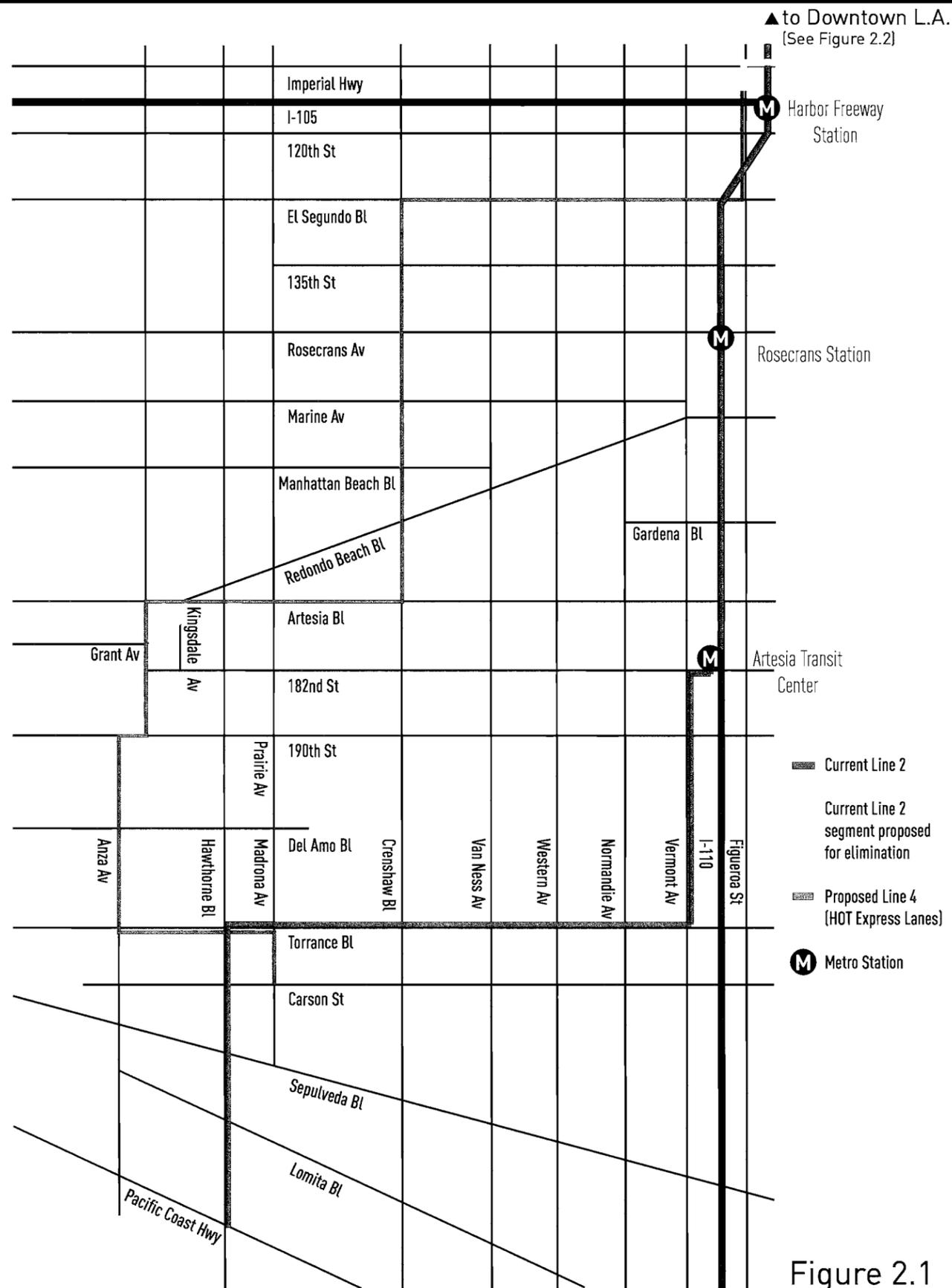


Figure 2.1

Proposed Lines 2 & 4 (HOT Express Lanes Route) Service Changes for Downtown L.A.

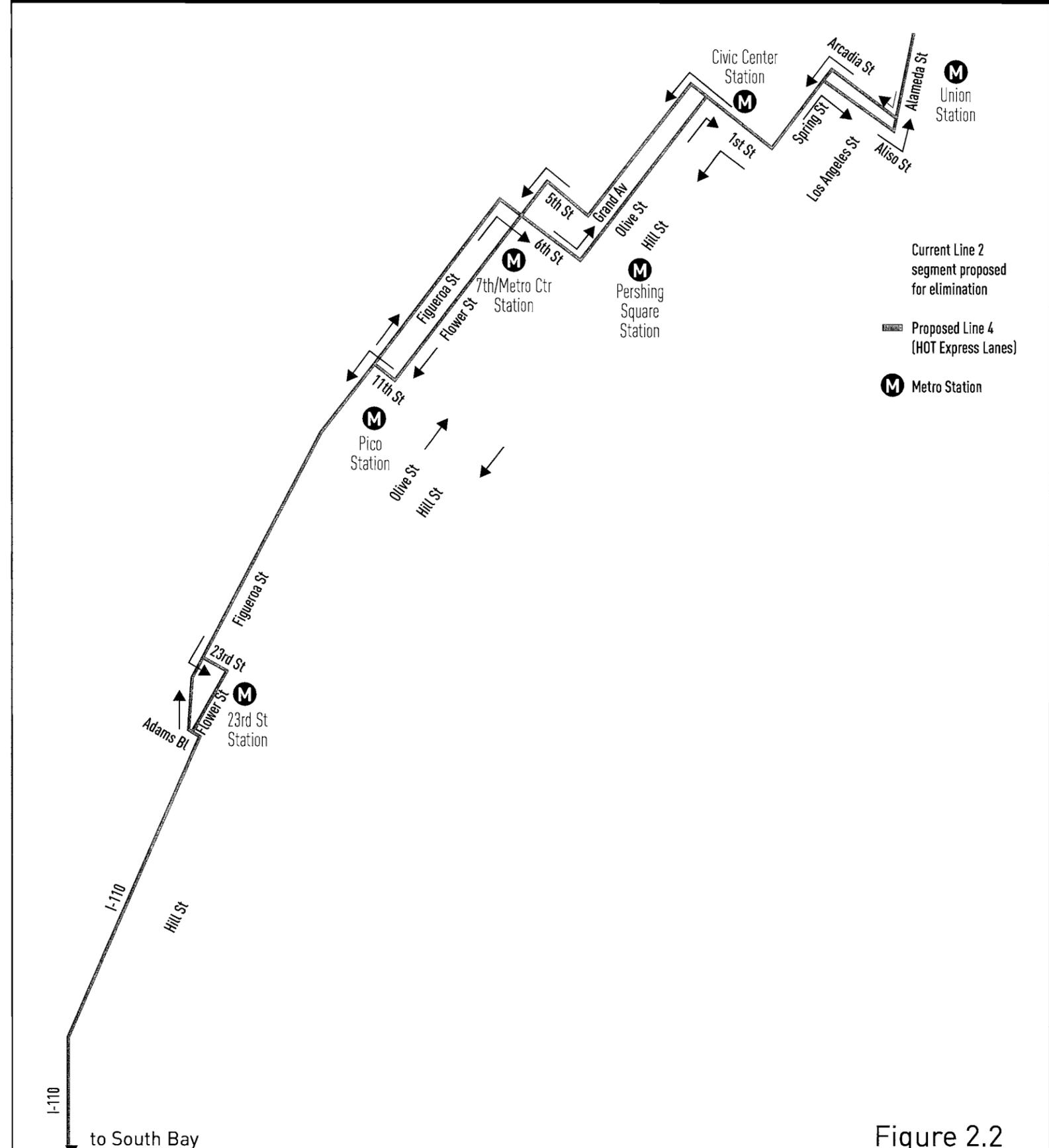
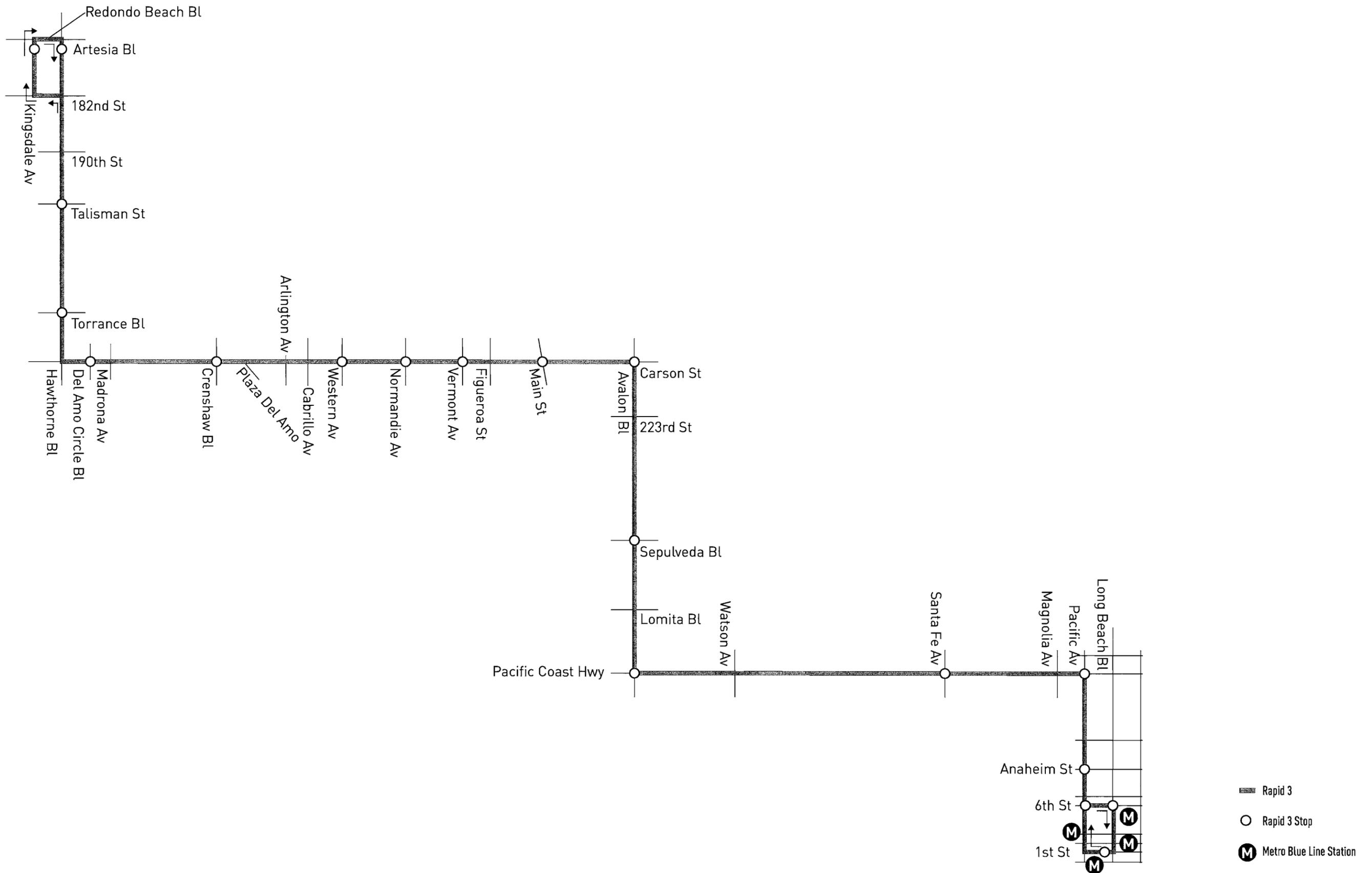
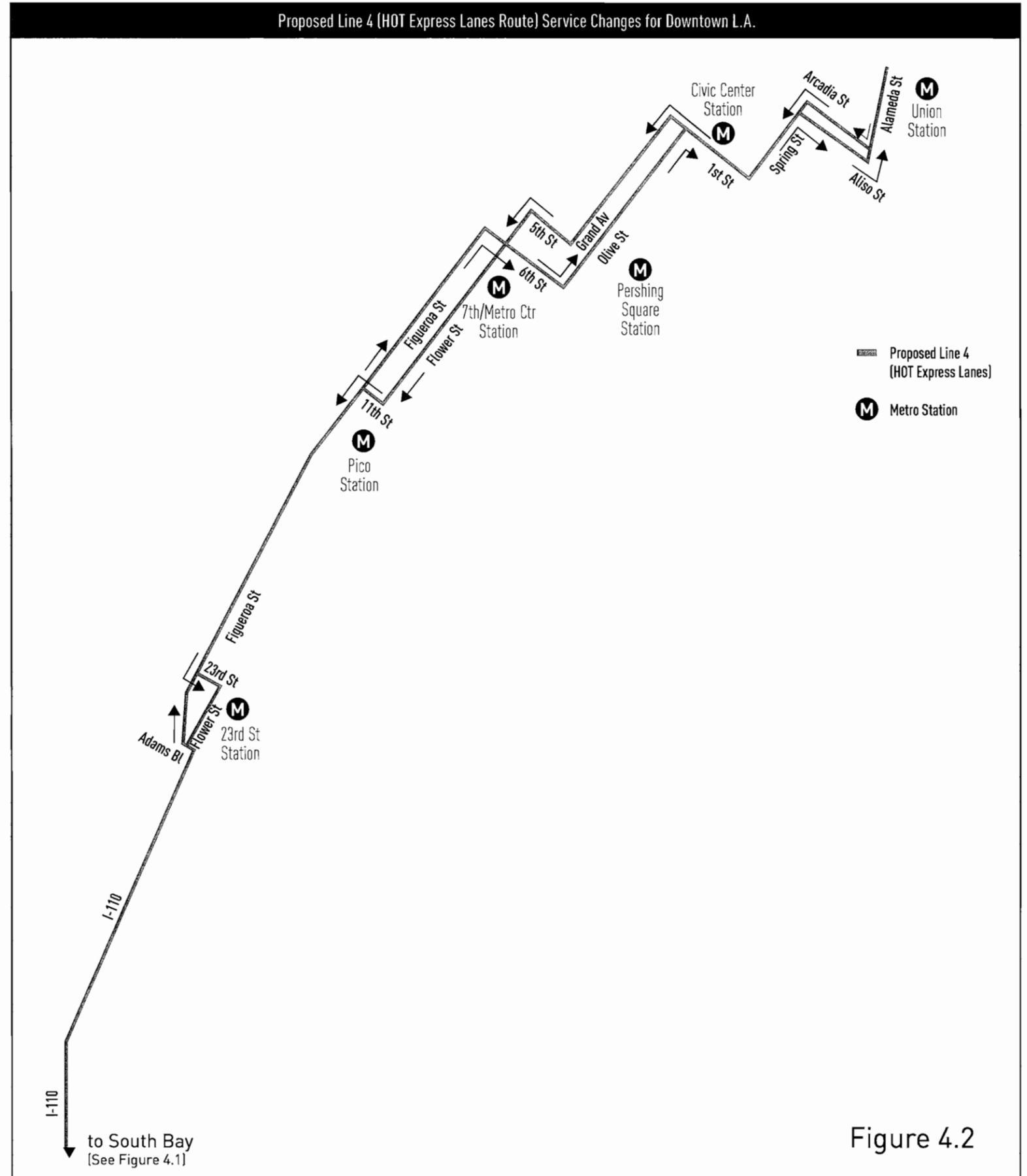
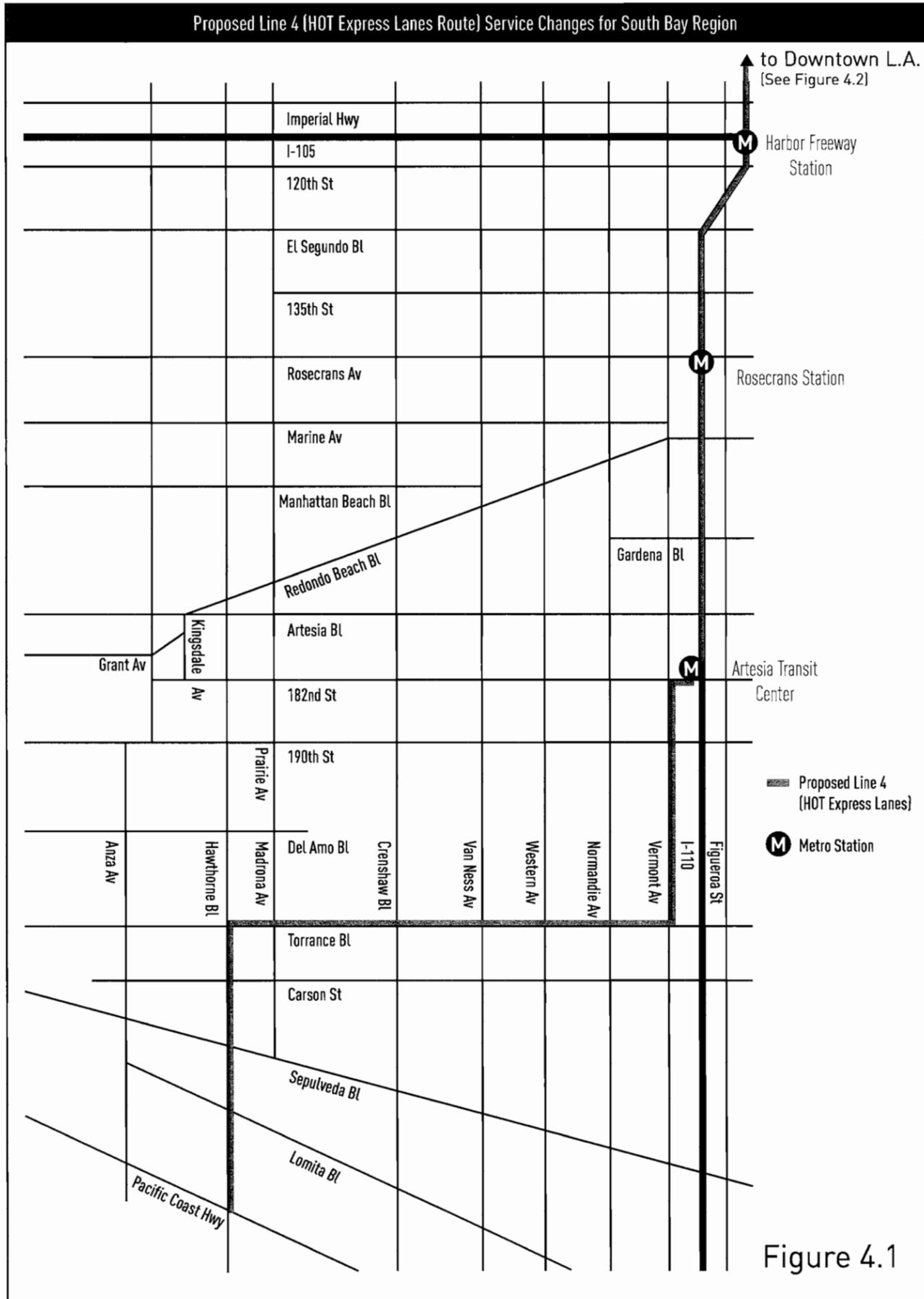


Figure 2.2

Route of Rapid 3 Service

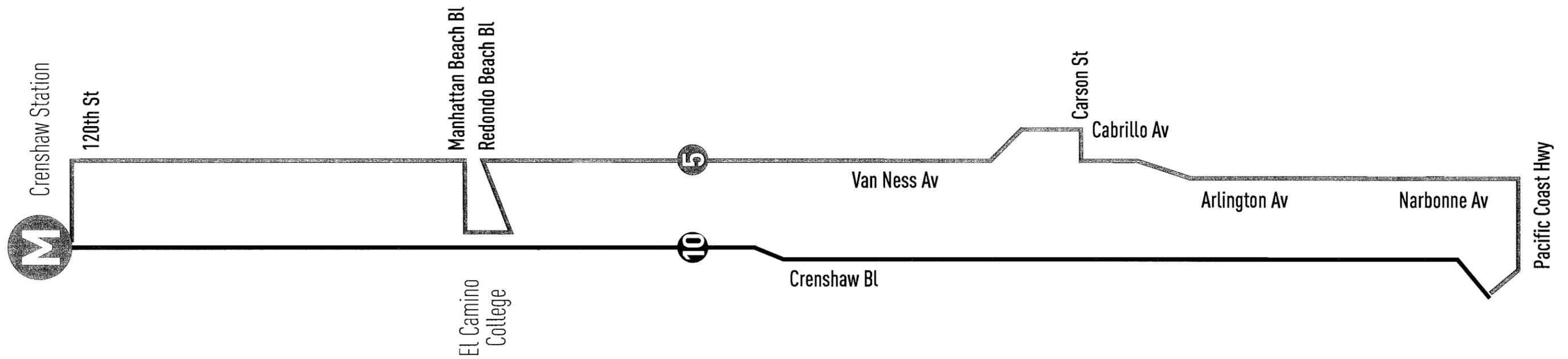




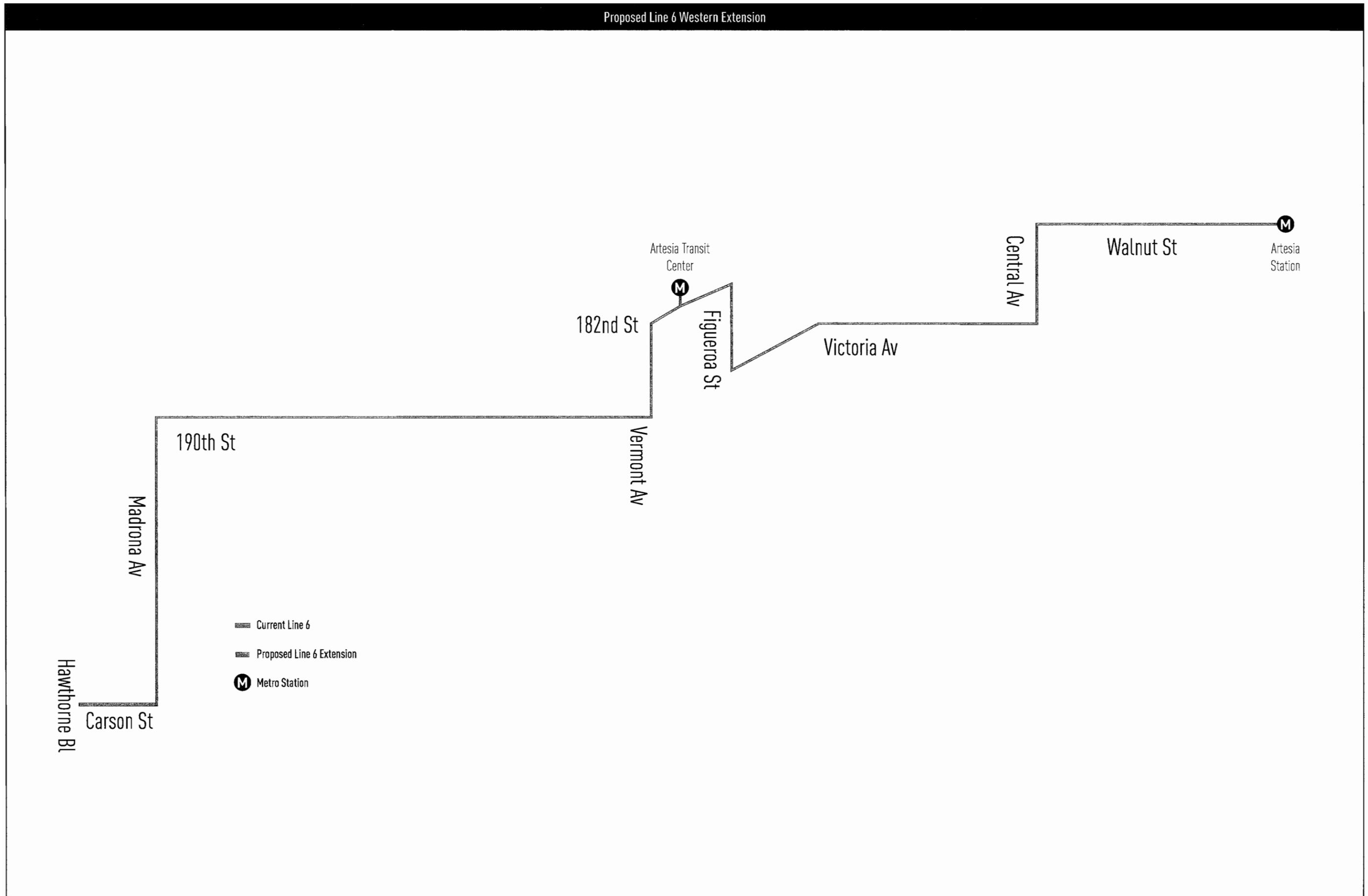
Proposed new Line 5 & 10

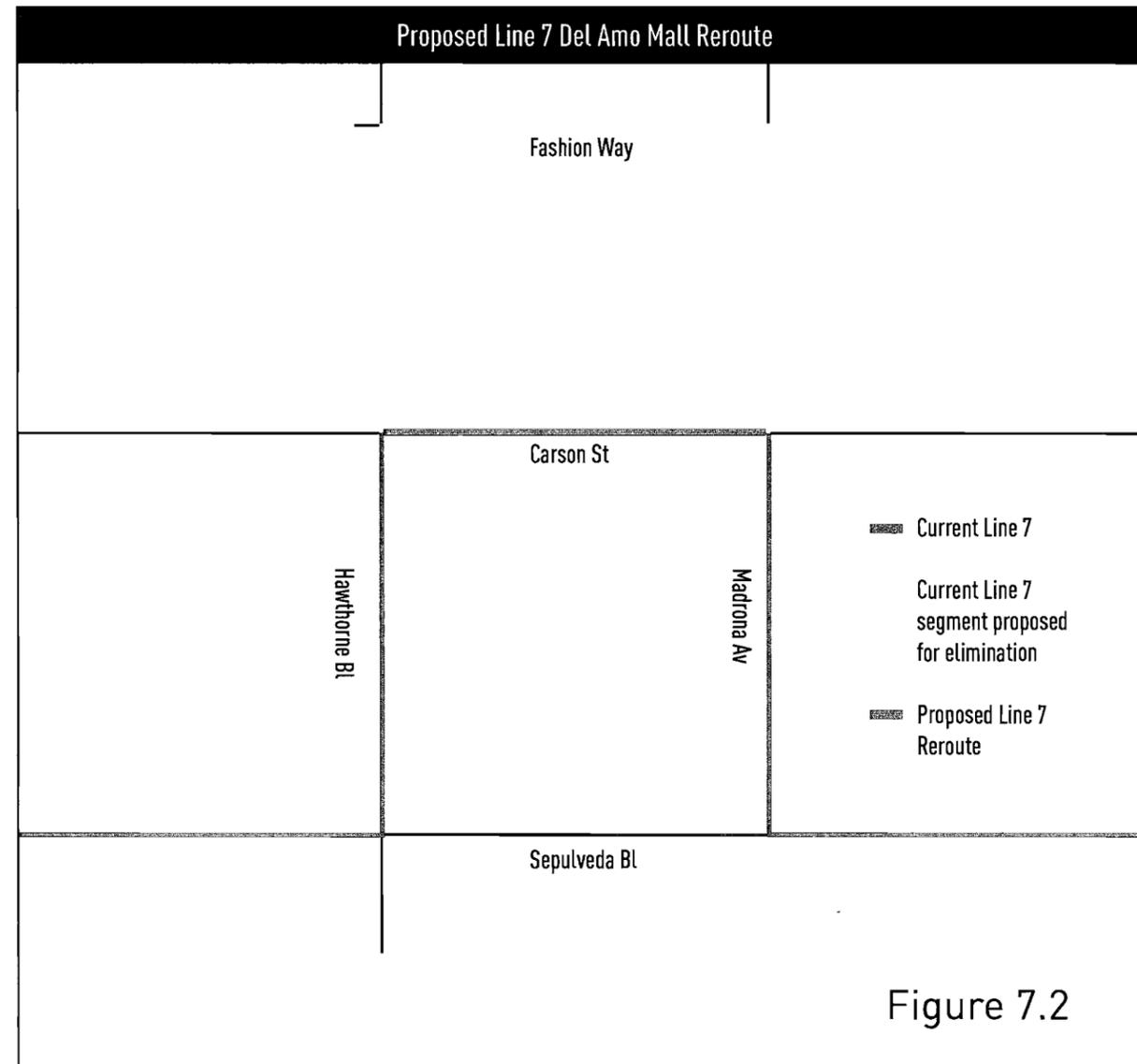
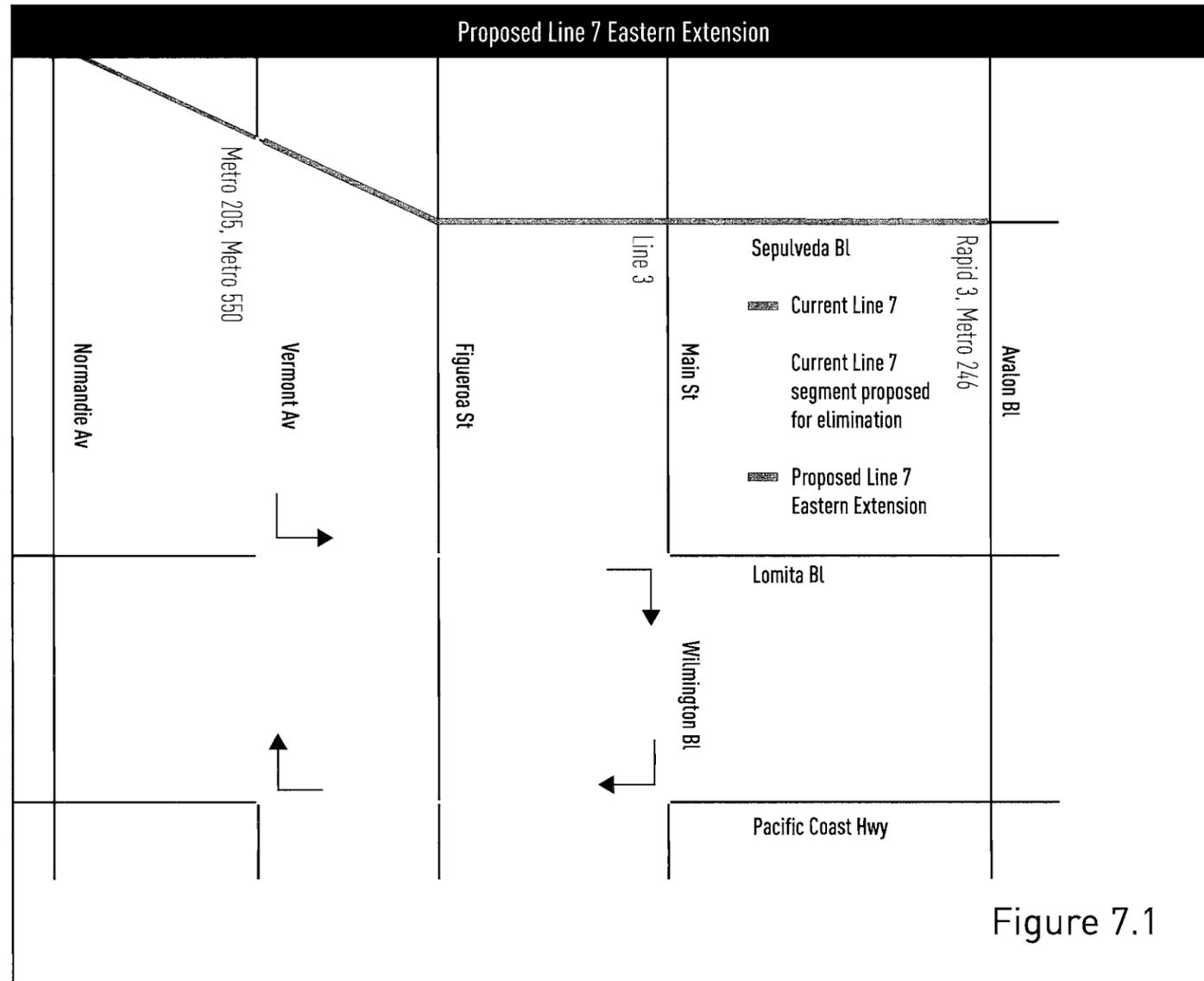


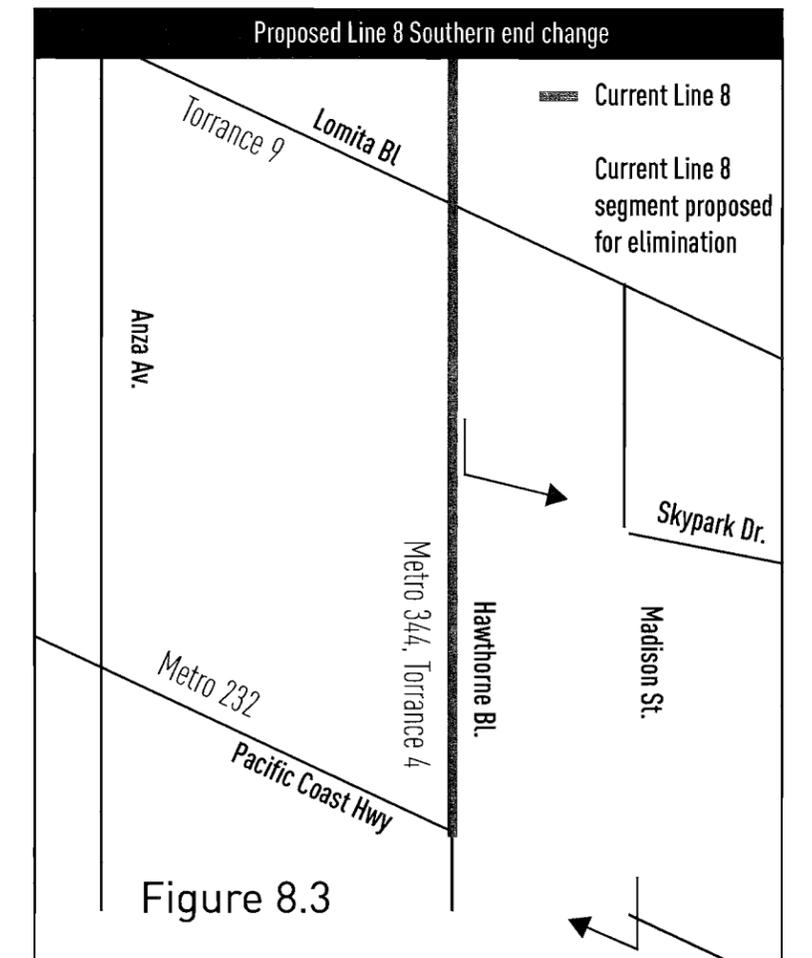
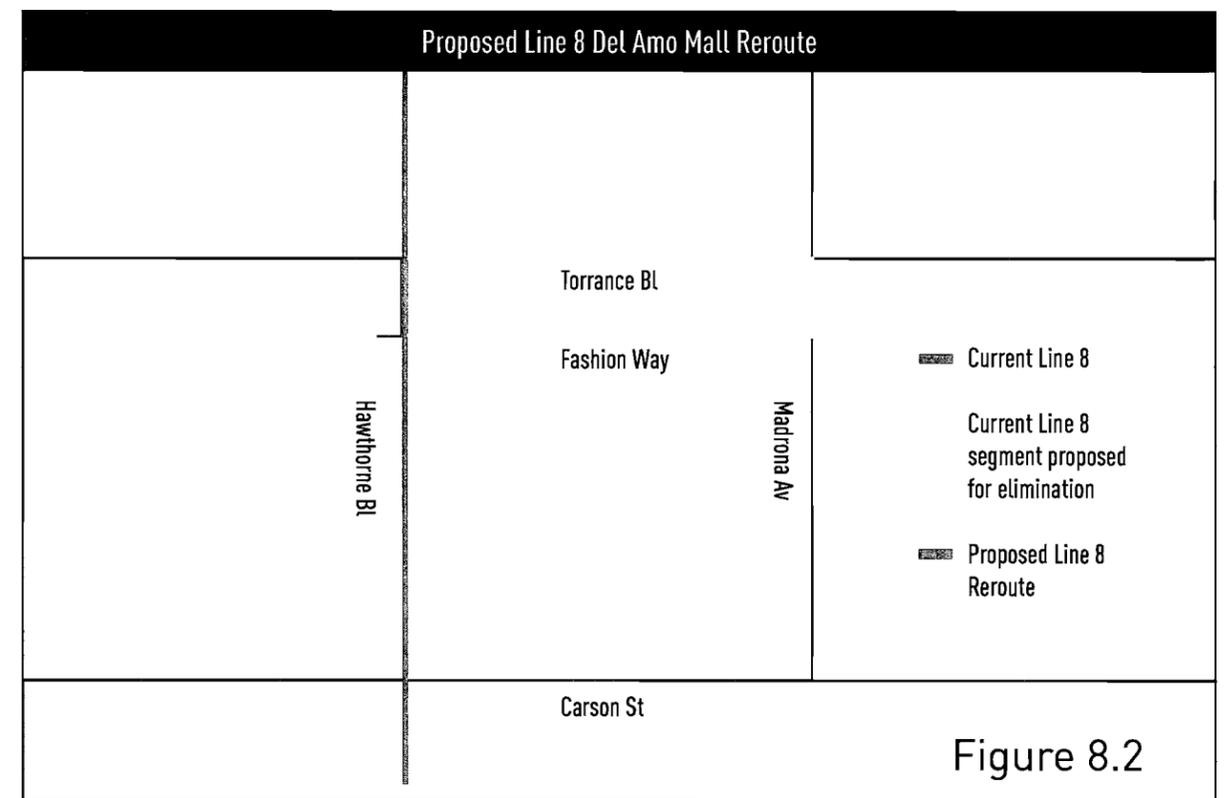
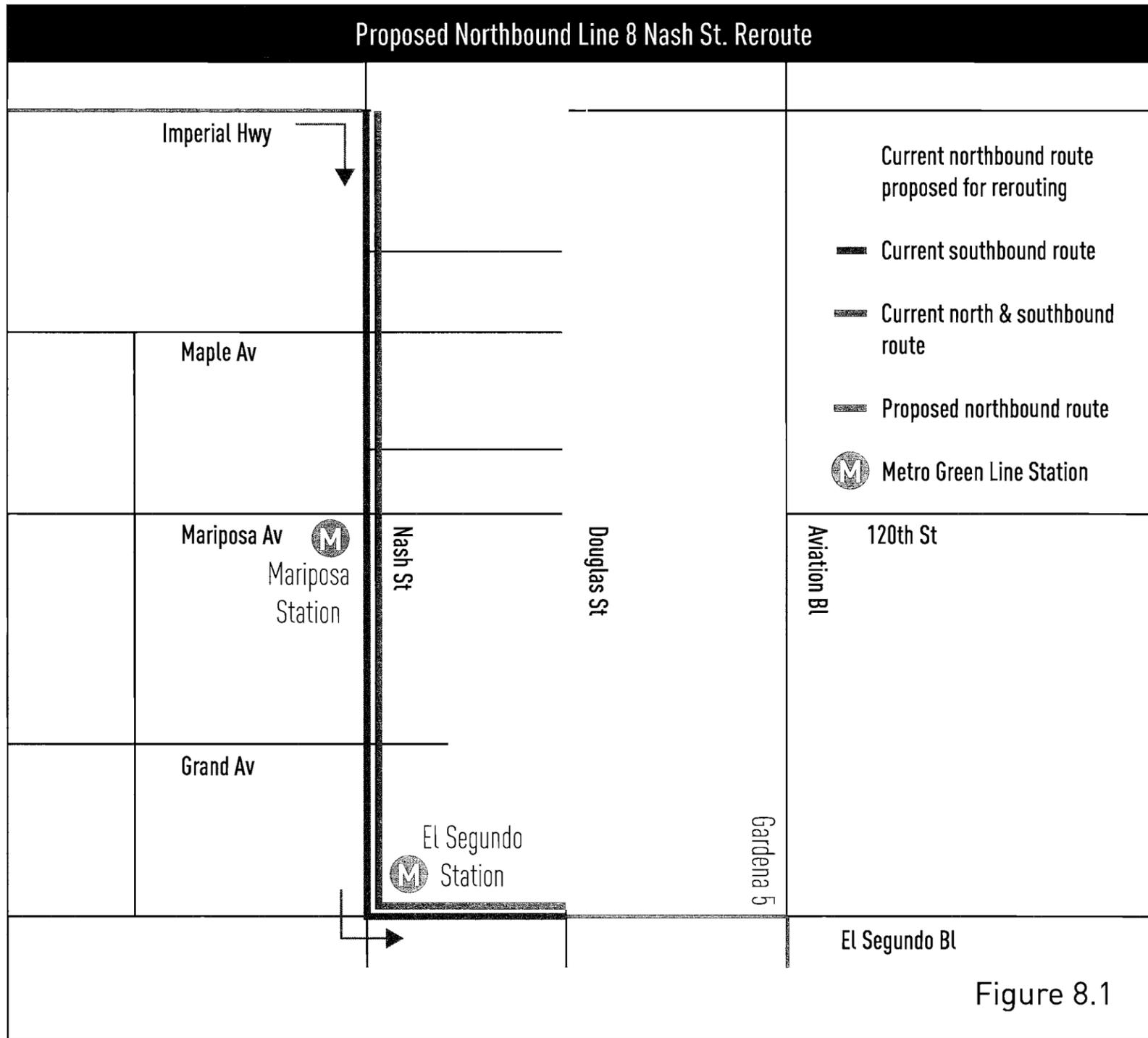
- Proposed Line 10 (Former Line 5 on Crenshaw Corridor)
- Proposed new Line 5 (Former Line 5 on Arlington-Van Ness Corridor)
- Ⓜ Metro Green Line Station

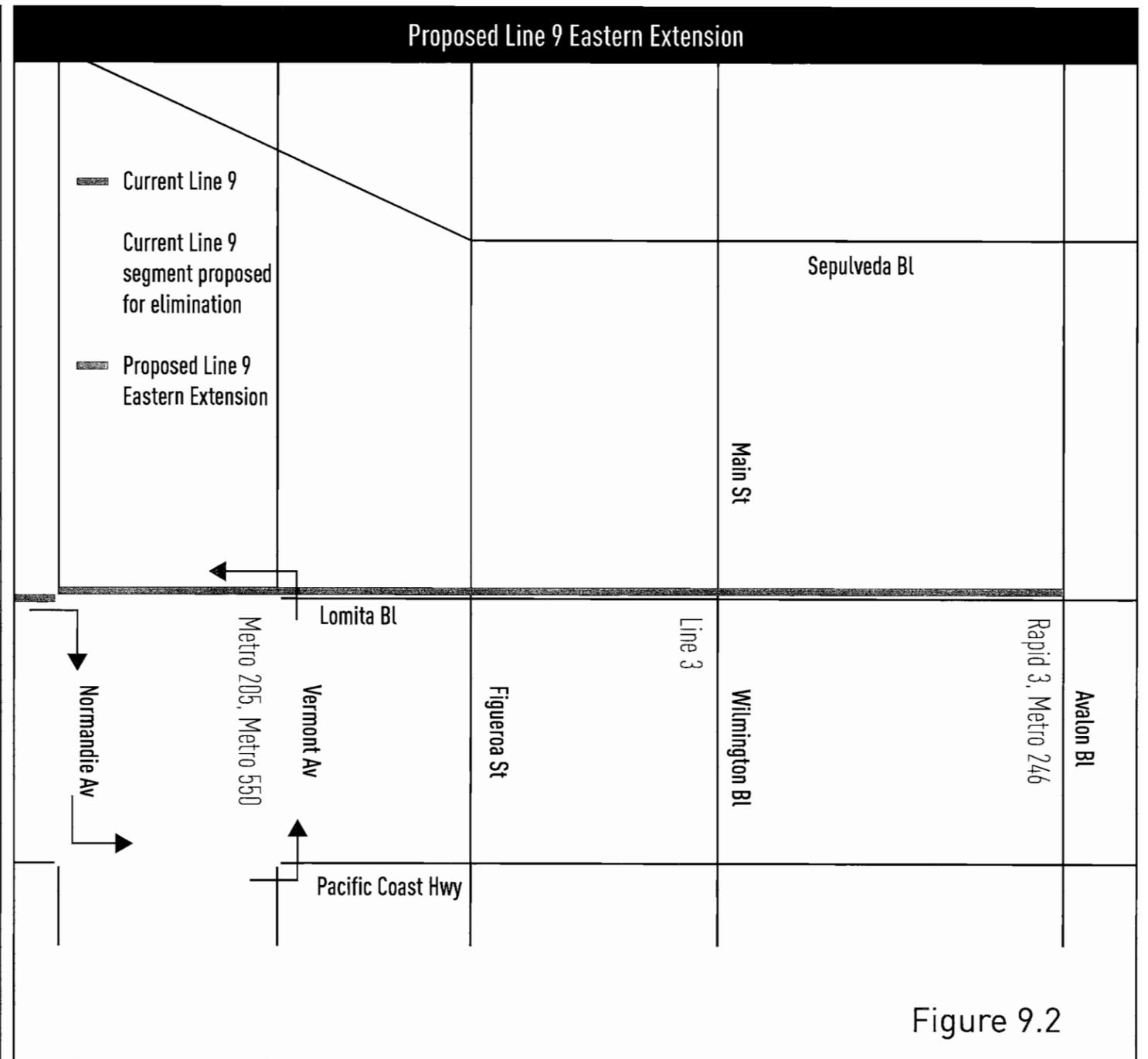
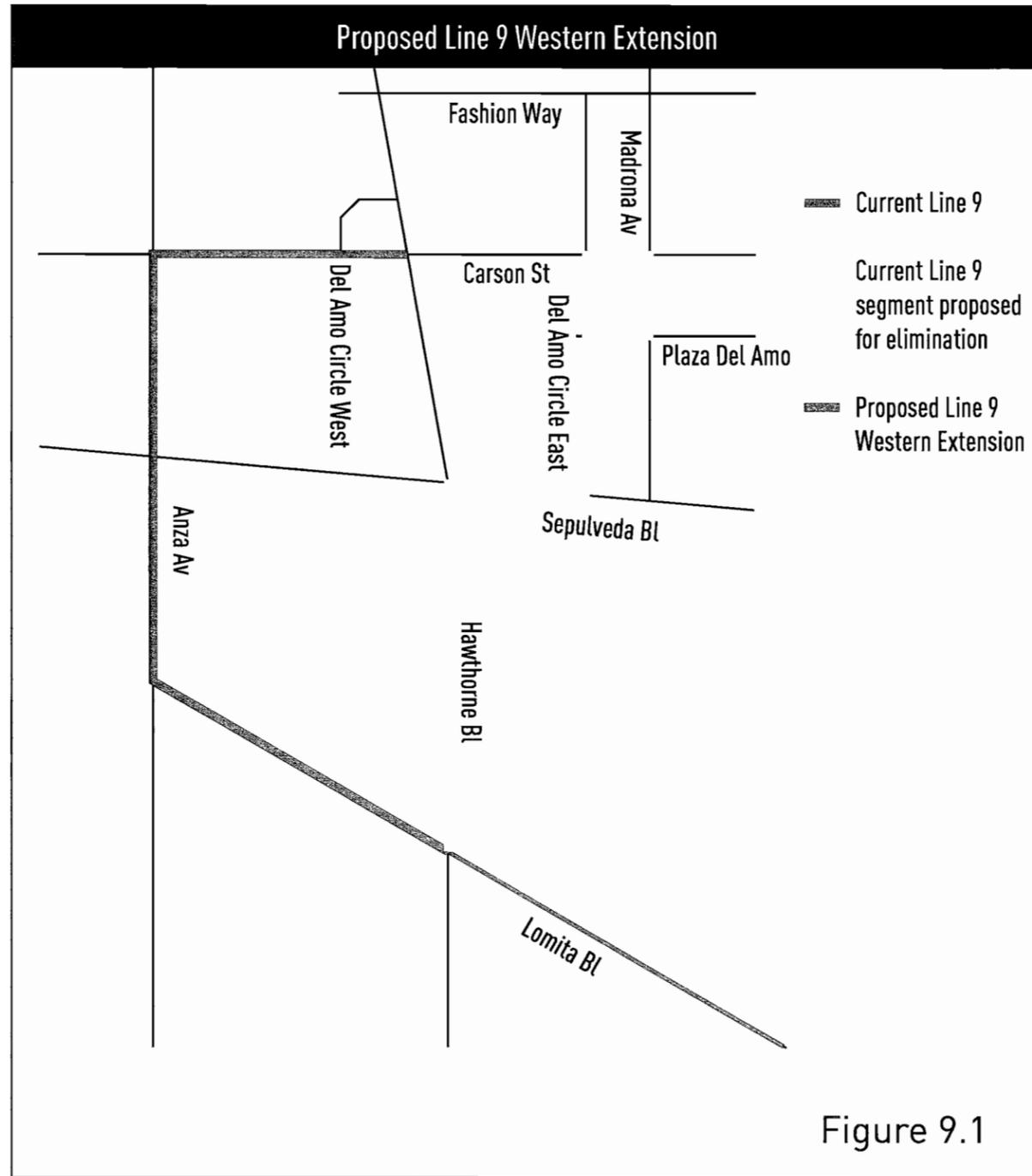


Proposed Line 6 Western Extension





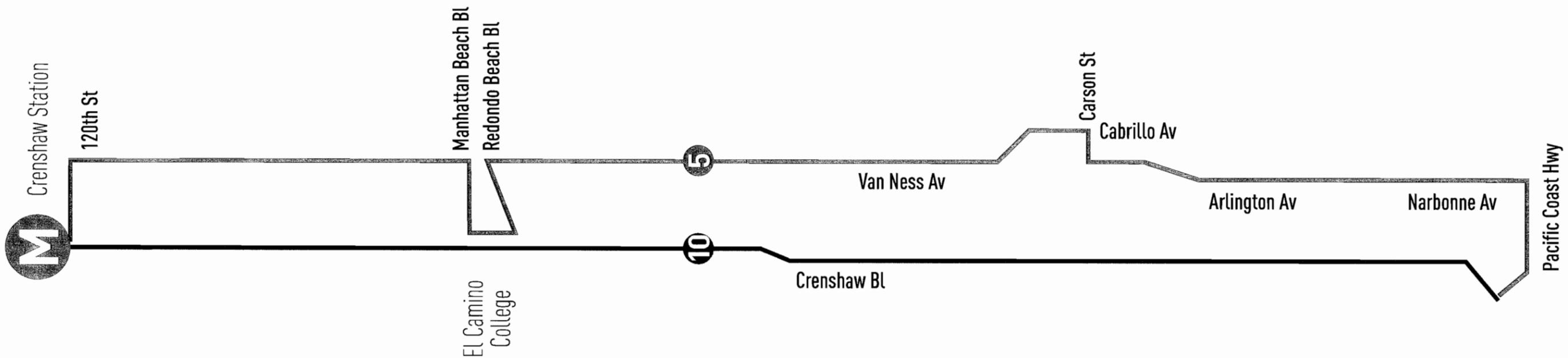




Proposed new Line 5 & 10



-  Proposed Line 10 (Former Line 5 on Crenshaw Corridor)
-  Proposed new Line 5 (Former Line 5 on Arlington-Van Ness Corridor)
-  Metro Green Line Station



Attachment Q

