

**METRO SAN GABRIEL VALLEY GOVERNANCE COUNCIL**  
**March 2, 2004**

**SUBJECT: PROPOSED SERVICE CHANGES TO MTA SAN GABRIEL VALLEY SECTOR SERVICES**

**ACTION: ADOPT FINDINGS OF PUBLIC HEARING AND APPROVE RECOMMENDED SERVICE CHANGES**

**RECOMMENDATION**

- A. Adopt the findings of the Public Hearing conducted on Tuesday, February 10, 2004 concerning proposed service changes to Metro San Gabriel Valley Sector services (Attachment A and A-1); and
- B. Approve the San Gabriel Valley Sector Change Program as outlined in this report and shown on Attachment A1 and B.

**ISSUE**

In compliance with federal public hearing requirements and adopted MTA policy, the Governance Council is required to conduct public hearings whenever major changes in bus service are proposed to be implemented. As part of the process, the Council is required to solicit and consider public input on these matters prior to taking action on changes of this magnitude. The changes proposed for implementation in the San Gabriel Valley Service Sector meet these requirements. The public hearing is the initial step in meeting the overall requirement.

**POLICY IMPLICATIONS**

The changes are proposed to improve the quality of bus service operated in the San Gabriel Valley – East Side service area. The implementation of the Soto Street Rapid Bus and Valley Boulevard Limited stop service would improve bus travel speeds. The replacement of the far eastern segments of the two longest bus lines in the MTA system, with a new shuttle route, should greatly improve the on-time performance along these bus routes. All of the changes contained in this program have been evaluated to ensure coordination with the principles outlined in the proposed Los Angeles County Mobility Enhancement Project (Metro Connection Project). The first phase of that project is tentatively scheduled for implementation in December 2005.

In an effort to move forward with projects that will produce operating efficiencies, staff is proposing to start some of the projects contained in the public hearing program as early as June 27, 2004. These changes will focus on improving transit travel speeds in selected corridors and restructuring service to improve on-time performance and operating efficiencies.

## **ALTERNATIVES CONSIDERED**

An alternative to the current staff recommendation is for the Council to not approve the service program, or approve only a subset of the recommended program. Both alternatives are discouraged for two reasons.

As noted earlier, the proposed service program calls for improving bus speeds and service quality and on-time performance. The proposed service changes would implement a new Rapid Bus and limited stop line to improve bus speeds. In addition, the two longest bus routes in the MTA system are proposed to be shortened with a new shuttle replacing the eliminated route segments. This action is designed to improve service quality by improving schedule adherence. Retaining the current route structure would not improve bus speeds or on-time performance.

## **Summary of Staff Proposals**

The proposed service plan is comprised of several elements. They include: new limited service along Valley Boulevard, the cancellation of limited stop service along the Soto Street corridor, new Rapid Bus replacement service along Soto Street, restructuring two routes in the City of Pomona, and new shuttle service between Brea Mall in Orange County and the City of Pomona. A brief description of the individual proposals is contained in the following:

- Establish new limited stop service along Valley Boulevard between the Lincoln Heights area of Los Angeles and the City of Rosemead.
- Establish new Rapid Bus Line 751 along Soto Street between Cypress Park and the City of Huntington Park. Cancel Line 350 Soto Street Limited service.
- Discontinue Line 484 route segment between Cal Poly Pomona and the Pomona Transportation Center.
- Restructure Lines 484 and 490 to operate between Downtown Los Angeles and Cal Poly Pomona. Cancel the route segment of Line 484 between Cal Poly and the Pomona Transportation Center and Line 490 segment between Cal Poly and Brea Mall.
- Establish new shuttle Line 684 to serve discontinued route segments of Lines 484 and 490.

The proposals are shown in more detail as part of Attachment A.

## **BACKGROUND**

These changes were included in the February 2004 Notice of Public Hearing published in the San Gabriel Valley Tribune in early January, 2004. Legal notice was also provided in local area newspapers throughout the service area. Publications dates for the notices are on file with the Board Secretary's Office. In advance of the public hearing, approximately 300,000 public hearing brochures were made available on buses and trains system-wide.

Prior to the public hearings, two community meetings were held at Cal Poly Pomona and Plaza De La Raza in the Boyle Heights area of the City of Los Angeles to gather additional input on the proposed changes. The public hearing followed on Tuesday, February 10, 2004, at 6:00 p.m. in the San Gabriel Valley Sector Office in El Monte. The purpose of the hearing was to obtain formal public comment on all of the service change proposals under consideration.

### **Results of Community Meetings**

Between the two community meetings, there were twelve attendees. Input from the attendees focused primarily on reducing the time between buses for passengers required to transfer between restructured Lines 484 and 490 and the new shuttle Line 684.

### **Results of Public Hearing**

Eight individuals attended the Metro San Gabriel Valley public hearing. Four of the total number presented verbal testimony to the hearing officer. By the close of the public hearing comment period, verbal and/or written testimony had been received from nine respondents.

In general, the proposal to add new limited service on Valley Boulevard and Rapid Bus service in the San Gabriel Valley received support. One respondent requested and supported the start-up of Rapid Bus service along Valley Boulevard corridor. By contrast, proposals to establish a shuttle to replace discontinued route segments of Lines 484 and 490 were generally opposed by those who commented. Most requested that the services proposed for cancellation either be retained or supported a timed-transfer at night between services operating in the vicinity of Cal Poly Pomona. Concern was also expressed about the lack of adequate lighting at bus stops in the area. One respondent suggested that MTA look at combining Foothill Transit service and the Line 490 route segment operating through the Diamond Bar area. Written testimony included four e-mails and one letter from riders who opposed the modifications to Lines 484 and 490 and the cancellation of Line 350. Input centered on concerns about adding transfers without timed-transfers, travel time impacts, and increase costs for transit users.

Attachment A-I contains a summary of all public testimony received on these matters. Comments are arranged by line number and by topic. Staff has responded to each comment. The affected lines with revised recommendations are described in the staff response section of the above referenced attachment. .

### **Other Issues**

The Consent Decree does not prohibit the MTA from managing the bus system to ensure efficient and effective operations. Efforts have been taken to minimize impacts to riders affected by the staff proposals. Staff proposes to schedule meetings with the BRU to mitigate any concerns expressed about the service change program.

### **Summary of Revisions to Service Change Proposals**

Based on public input and review of the range of impacts associated with proposals presented at the public hearing, staff recommends implementing the program as originally proposed with one exception. To the extent possible, timed-transfers at night will be established in the Cal Poly Pomona area to alleviate concerns about wait-time between buses.

This information was presented at the community meetings as well as at the public hearing. Sector staff will continue to work with other operators to minimize fare impacts and coordinate operating schedules to minimize impacts to affected riders.

**NEXT STEPS**

An outreach plan will be developed and implemented to ensure adherence to guidelines established for implementing both major and minor service changes. Authorized changes will be implemented in June 2004 or later.

Attachment A: Maps of Service Proposals  
Attachment A1: Summary of Public Comments  
Attachment B: Public Hearing Notice

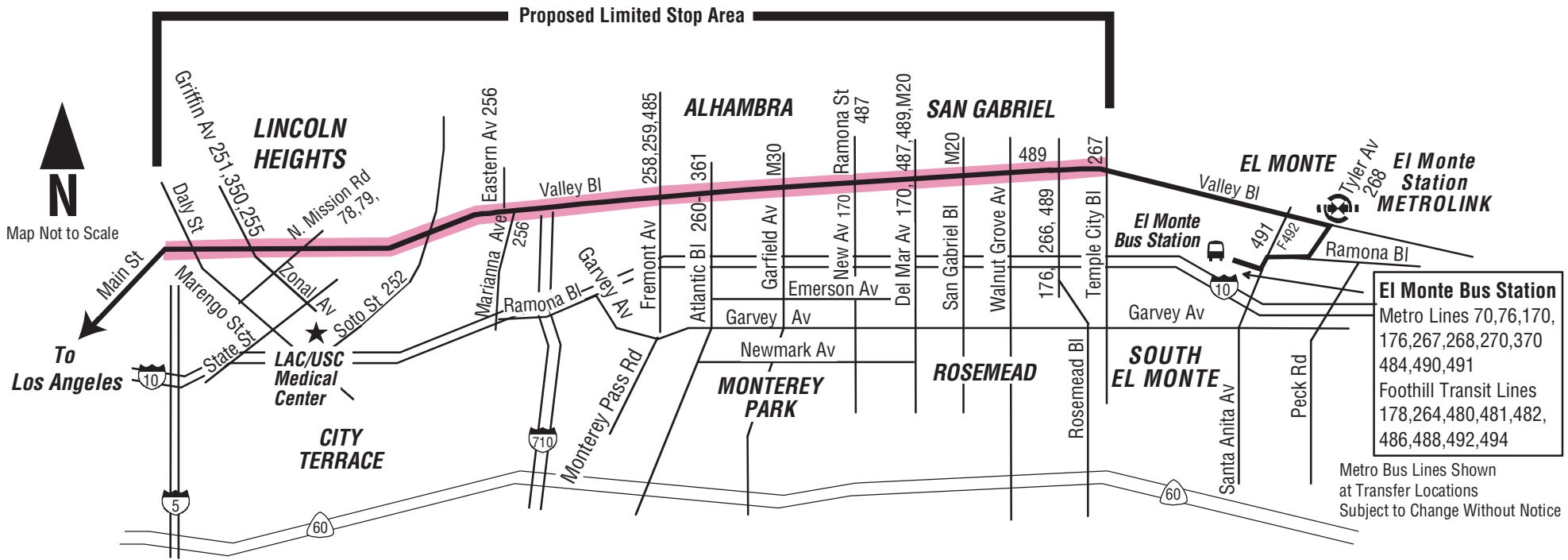
Prepared by: Callier Beard, Transportation Planning Manager-Metro San Gabriel Valley

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Jon Hillmer  
Service Development Manager – Metro San Gabriel Valley

**ATTACHMENT A**  
**MAPS OF SERVICE PROPOSALS**  
**FEBRUARY 10, 2004 PUBLIC HEARING**

**Proposed Line 76-376  
Valley Boulevard Limited Service**



# Proposed Line 751 Soto Street Rapid Bus

## Existing Lines 251-252-350

**Legend**

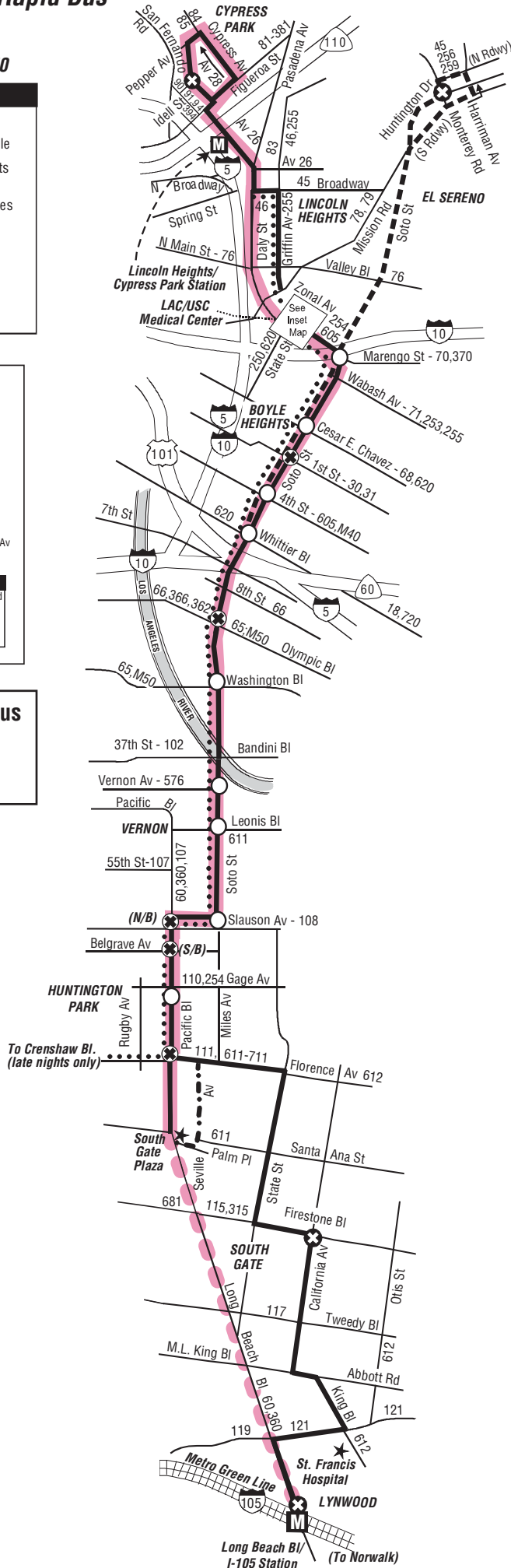
- - Limited Stops for Line 350
- ⊗ - Timepoints used on Timetable
- ⊗ (with dot) - Limited Stops and Timepoints used on timetable
- M - Metro Rail Station Entrances
- M - Montebello Bus Lines
- Route of Line 251 - 350
- ⋯ Line 251 - 111 owl service
- - - Route of Line 252
- ⋯ - - - Line 251 shortline

**LAC/USC BUSWAY STATION TURNAROUND LOOP**

**Legend**

- - - Line 251 Shortline turnaround loop
- Route of Line 251-350
- ⋯ Line 251 -111 Owl Service

- - - Proposed Line 751 Soto Street Rapid Bus
- ⋯ Cancellation of Line 350
- ⋯ Potential Extension



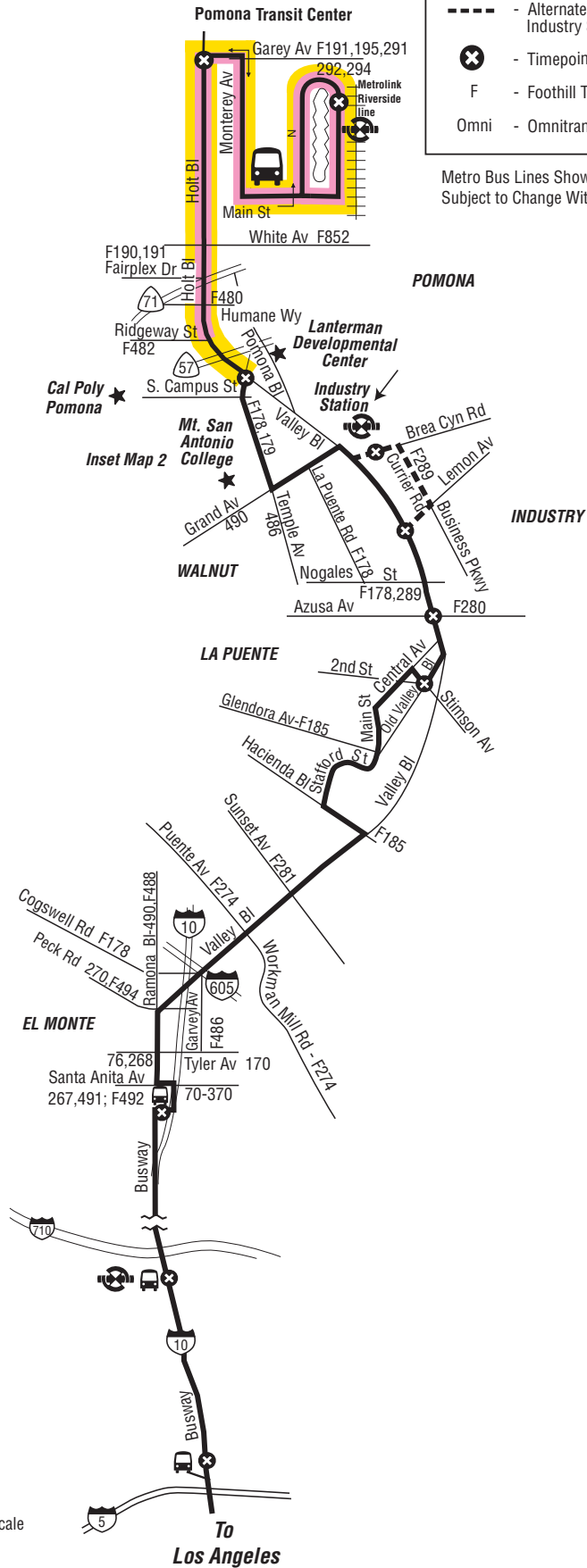
# Restructured MTA Line 484

Proposed Segment of Line 484 to be replaced by shuttle  
 Route of Foothill Transit Line 482

### Legend

- Route of Line 484
- Alternate Route Via Industry Station Metrolink
- X - Timepoints used on Timetable
- F - Foothill Transit
- Omni - Omnitrans

Metro Bus Lines Shown at Transfers Locations  
Subject to Change Without Notice



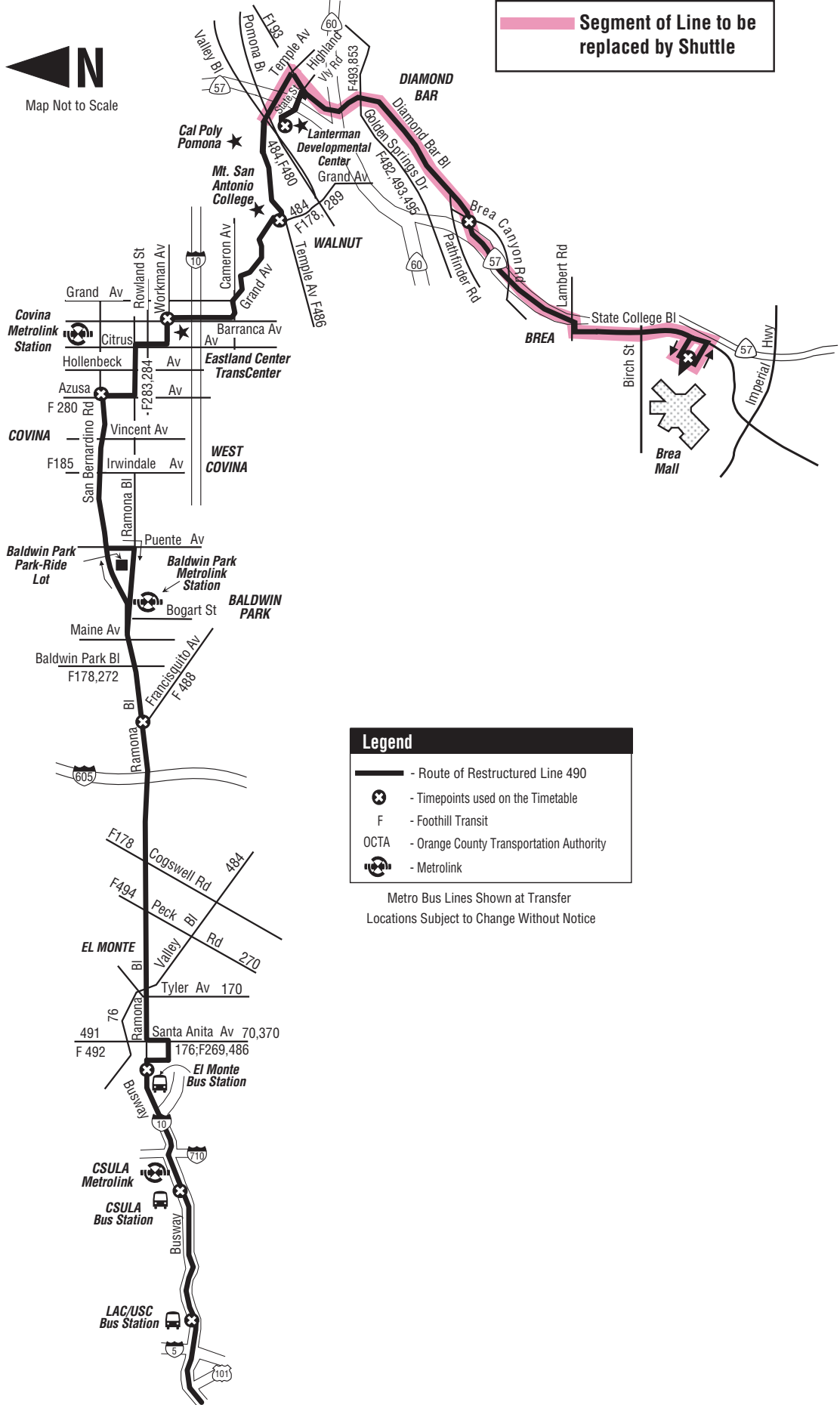


To Pomona  
Transportation Center

# Restructured Line 490



**Segment of Line to be replaced by Shuttle**



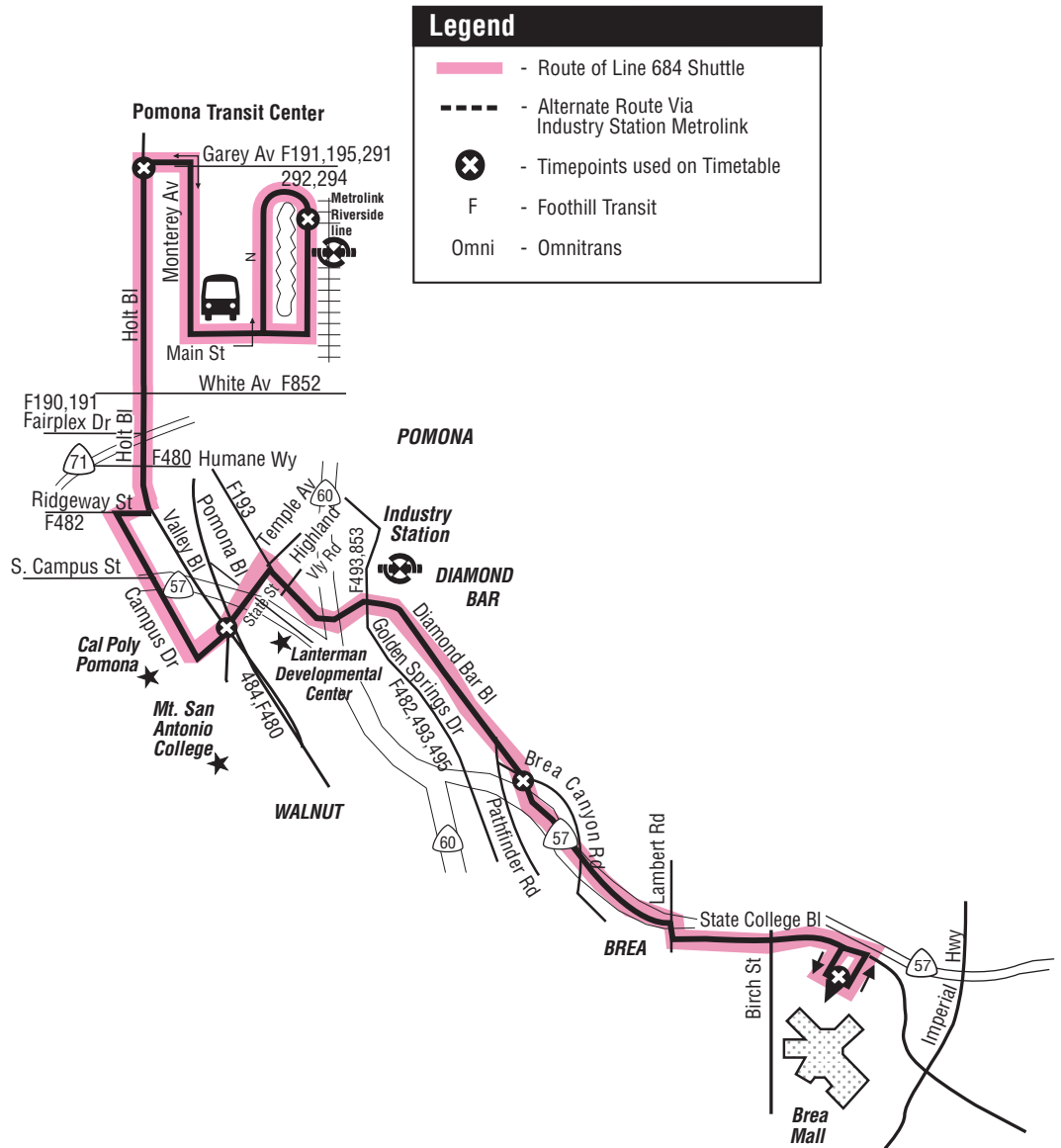
**Legend**

- Route of Restructured Line 490
- ⊗ - Timepoints used on the Timetable
- F - Foothill Transit
- OCTA - Orange County Transportation Authority
- ⊗ - Metrolink

Metro Bus Lines Shown at Transfer  
Locations Subject to Change Without Notice

To Downtown  
Los Angeles

# Line 684 Shuttle



**METRO SAN GABRIEL VALLEY SECTOR  
REVISED SERVICE CHANGE PROPOSALS**

**Line 76 (Los Angeles-El Monte via Valley Boulevard)**

**Original Proposal:** Establish New Weekday Peak-Hour Only Limited Stop Service.

**Revised Proposal:** Staff recommends implementing the public hearing recommendation without modifications.

**Line 350 (Soto Street Limited)**

**Original Proposal:** Cancel Line. Introduce New Soto Street Rapid Bus Line 751.

**Revised Proposal:** Staff recommends implementing the public hearing recommendation without modifications.

**New Line 751 (Soto Street Rapid Bus)**

**Original Proposal:** Establish New Rapid Bus service along the Soto Street Corridor.

**Revised Proposal:** Staff recommends implementing the public hearing recommendation with a route extension to serve the Metro Green Line.

**Line 484 (Los Angeles-El Monte-La Puente-Pomona)**

**Original Proposal:** Discontinue service east of Valley Boulevard and Temple Avenue in the vicinity of Cal Poly Pomona. Replace segment with new Shuttle Route 684.

**Revised Proposal:** Staff recommends implementing the public hearing recommendation as originally proposed with an additional recommendation to initiate timed-transfers at night in the vicinity of the Cal Poly Pomona campus.

## **METRO SAN GABRIEL VALLEY SECTOR REVISED SERVICE CHANGE PROPOSALS**

### **Line 490 (Los Angeles-El Monte-Baldwin Park-Covina-Walnut-Pomona-Brea)**

**Original Proposal:** Discontinue service east of Valley Boulevard and Temple Avenue in the vicinity of Cal Poly Pomona. Replace segment with new Shuttle Route 684.

**Revised Proposal:** Staff recommends implementing the public hearing recommendation as originally proposed with an additional recommendation to initiate timed-transfers at night in the vicinity of the Cal Poly Pomona campus.

### **New Line 684 (Brea Mall-Pomona Shuttle via Cal Poly Pomona)**

**Original Proposal:** Establish new Shuttle Service between Brea Mall and Pomona to replace segments previously operated by Lines 484 and 490.

**Revised Proposal:** Staff recommends implementing the public hearing recommendation as originally proposed with an additional recommendation to initiate timed-transfers at night in the vicinity of the Cal Poly Pomona

**ATTACHMENT A-1**  
**SUMMARY OF PUBLIC HEARING FINDINGS/COMMENTS/STAFF RESPONSE**  
**FOR PROPOSED SAN GABRIEL VALLEY SECTOR CHANGES**

<b>LINE #</b>	<b>LINE NAME</b>	<b>PROPOSAL</b>	<b>NO. OF COMMENTS</b>	<b>SUMMARY OF COMMENTS</b>	<b>STAFF RESPONSE</b>
76	Los Angeles-El Monte via Valley Boulevard	Establish new Peak-Hour Only Limited Stop Service	Support: 1 Oppose: 0	<ul style="list-style-type: none"> <li>Supports proposal. Recommended expanding proposal by introducing Rapid Bus service in the corridor.</li> </ul>	No change to Staff proposal
350	Soto Street Limited	Cancel Line.	Support: 0 Oppose: 1	<ul style="list-style-type: none"> <li>Opposes the cancellation of Line 350. The line provides a fast trip from South Gate through Huntington Park and along Soto Street to place of employment.</li> </ul>	No change to Staff Proposal. New Line 751 Rapid Bus will provide a faster trip and further reduce travel time in the Huntington Park-Soto Street Corridor.
751	Soto Rapid Bus	Establish New Rapid Bus Service along the Soto Street Corridor	Support: 2 Oppose: 0	<ul style="list-style-type: none"> <li>Supports the proposal.</li> </ul>	No change to Staff proposal
484	Los Angeles-El Monte-La Puente-Pomona	Discontinue service between Cal Poly Pomona and Pomona Transportation Center	Support: 1 Oppose: 4	<ul style="list-style-type: none"> <li>One person supported the proposal with a suggestion to have the shuttle route combined with Foothill Transit service.</li> <li>Three respondents opposed the change due to increased travel time, and having to transfer between services in an isolated area. Opposes the elimination of direct service between Mt. Sac and Pomona and the need to transfer in an isolated area.</li> </ul>	Staff will investigate the feasibility of having Foothill incorporate the affected route segment into their service. Timed-Transfers at night will be introduced to reduce wait time between buses.

**ATTACHMENT A-1**  
**SUMMARY OF PUBLIC HEARING FINDINGS/COMMENTS/STAFF RESPONSE**  
**FOR PROPOSED SAN GABRIEL VALLEY SECTOR CHANGES**

<b>LINE #</b>	<b>LINE NAME</b>	<b>PROPOSAL</b>	<b>NO. OF COMMENTS</b>	<b>SUMMARY OF COMMENTS</b>	<b>STAFF RESPONSE</b>
490	Los Angeles-El Monte-Baldwin Park-Covina-Walnut-Pomona-Brea Mall	Discontinue service between Cal Poly Pomona and Brea Mall	Support: 1 Oppose: 3	<ul style="list-style-type: none"> <li>• One person supported the proposal with a suggestion that the shuttle route be combined with Foothill Transit service.</li> <li>• Three respondents opposed the change due to increased travel time, and the need to transfer between services in an isolated area.</li> </ul>	Staff will investigate the feasibility of having Foothill incorporate the affected route segment into their service. Timed-Transfers at night will be introduced to reduce wait time between buses.
S-684	New Brea Mall-Pomona Shuttle via Cal Poly	Establish new shuttle to replace cancelled segments of Lines 484 and 490.	Support: 1 Oppose: 3	<ul style="list-style-type: none"> <li>• Supports having the route incorporated into Foothill Transit's services.</li> <li>• Three respondents opposed the change due to increased travel time, and the need to transfer between services in an isolated area.</li> </ul>	Staff will investigate the feasibility of having Foothill Transit incorporate the affected route segment into their service. Timed-Transfers at night will be introduced to reduce wait time between buses.



**NOTICE OF PUBLIC HEARING**  
**Los Angeles County Metropolitan Transportation Authority**  
 San Gabriel Valley Sector

The Metro San Gabriel Valley Service Sector will hold a public hearing in February 2004. The purpose of the upcoming public hearing is to receive public comments on proposed changes to MTA bus service operating in the San Gabriel Valley. The public hearing will be held at the location and time shown at the end of this notice. Approved changes will become effective June 27, 2004 or later.

The hearing is being held in conformance with federal public hearing requirements outlined in Section 5307 (d) 1 of Title 49 U.S.C., and public hearing guidelines adopted by the MTA's Board of Directors in 1993, as amended.

The affected bus lines and service proposals under consideration are listed below. Adjustments to these services are recommended for implementation because they carry few passengers and require a high public subsidy to operate. Other changes are proposed to improve transit travel time through the addition of new limited stop service.

PROPOSED CHANGES

LINE	LINE NAME	DESCRIPTION OF PROPOSED SERVICE CHANGE
76	Los Angeles-El Monte via Valley Bl	Establish new weekday Peak-Hour Only Limited Stop Service
350	Soto Street Limited	Cancel Line. Introduce new Soto Street Rapid Bus service.
751	Soto Rapid Bus	Establish new rapid bus service along the Soto Street Corridor
484	Los Angeles-El Monte-La Puente-Pomona	Discontinue service east of Valley Bl and Temple Av in the vicinity of Cal Poly Pomona. Replace service with new Shuttle Route 684.
490	Los Angeles-El Monte-Baldwin Park-Covina-Walnut-Pomona-Brea Mall	End route at Valley Bl and Temple Av in the vicinity of Cal Poly Pomona. Replace discontinued segment with new Line 684 Shuttle.
S-684	New Brea Mall-Pomona Shuttle	Establish new shuttle service between Brea Mall and the City of Pomona.

**NOTICE OF PUBLIC HEARING**  
**Los Angeles County Metropolitan Transportation Authority**  
**San Gabriel Valley Sector**

Additional details about these proposals will be available for public inspection after January 9, 2004. To obtain this information contact the address listed below, or visit your nearest MTA customer relations center. Information can also be accessed at: [www.mta.net](http://www.mta.net).

These proposals may be approved in whole or in part at a date following the public hearing. Interested members of the public are encouraged to attend the upcoming hearing and provide testimony on these matters. Persons unable to attend the hearing may submit written testimony through February 10, 2004. All written testimony should be transmitted to the San Gabriel Valley Sector for inclusion in the public record.

**Correspondence should be addressed to:**

LACMTA  
San Gabriel Valley Sector Office  
3369 Santa Anita Ave.  
El Monte, CA 91731  
**Attn: February 2004 Public Hearing**

**Comments can also be sent via:**

- e-mail to: [customerrelations@mta.net](mailto:customerrelations@mta.net)
- Facsimile at: (626) 454-2811.

**LOCATION AND DATE OF PUBLIC HEARING**

**San Gabriel Valley Sector Office (Next to El Monte Station)**  
**3369 Santa Anita Ave**  
**El Monte, CA 91731**  
**Tuesday, February 10, 2004 at 6:00 pm**