



**OPERATIONS COMMITTEE
JUNE 17, 2004**

SUBJECT: METRO CONNECTIONS

ACTION: RECEIVE AND FILE UPDATE ON THE BUS SERVICE RESTRUCTURING EFFORT

RECOMMENDATION

Receive and file a report on the status of the bus service restructuring effort known as Metro Connections.

ISSUE

This item is intended to provide the Board with an update on project efforts related to the bus service restructuring effort. It is anticipated that this effort will result in the implementation of an initial phase of restructured bus service during FY 06. This item also provides information on outreach efforts and comments received to date as requested by Director Ludlow.

BACKGROUND

A four-phased bus service restructuring effort was initiated in the fall of 2003 to develop a long-term strategy on how to best provide bus service throughout the region. The restructuring effort consists of the following major activities:

- Phase 1 – Needs Assessment and Initial Stakeholder Outreach – completed
- Phase 2 – Develop Alternative Service Strategies – currently underway
- Phase 3 – Prepare Detailed Implementation Plan – future effort
- Phase 4 – Implement Service – future effort

The first phase of the restructuring effort was completed in January 2004. This initial effort included identification of project goals and objectives based on stakeholder input. An overview of those efforts was presented in a February 2004 Board Report.

The second phase – develop alternative service strategies – was initiated in February 2004 and is currently ongoing. Possible transit centers and corridors are being identified and

analyzed to provide the basis for a new system plan and related service strategies. This effort is anticipated to be completed in the fall of 2004, and will provide the basis for the next activity of preparing detailed service implementation plans.

All efforts undertaken by this restructuring have been and will continue to be based on extensive, on-going stakeholder outreach and involvement. A summary of stakeholder and community outreach efforts to date is attached along with an overview of comments received. A detailed outreach approach is being developed to broaden input to the bus service restructuring effort.

NEXT STEPS

The second phase of the bus service restructuring effort – Develop Alternative Service Strategies – is currently underway and is anticipated to be completed in the fall. Staff will return to the Board at that time with a project status update that will include an overview of the center and corridor identification and analysis process along with a resulting proposed system concept.

Prepared by: Nancy Michali, Director of Service Performance and Analysis

ATTACHMENTS

- A. Summary of Stakeholder Outreach Efforts
- B. Summary of Board Member Comments
- C. Summary of Stakeholder/Community Comments

Carolyn Flannery for

John B. Catoe, Jr.
Deputy Chief Executive Officer

RS

Roger Snoble
Chief Executive Officer

Metro Connections Stakeholder Outreach

	Date	Stakeholder	Meeting Place	Purpose/Attendees
October 2003				
✓	Mon, Oct 27 9:00 AM	Director Proo	MTA Gateway Board Conf. Room	Board Member Briefing
✓	Mon, Oct 27 11:30 AM	Supervisor Antonovich	Hall of Administration Office 869	Board Member Briefing
✓	Wed, Oct 29 2:00 PM	Mayor Hahn	Los Angeles City Hall Third Floor	Board Member Briefing
✓	Thurs, Oct 30 2:00 PM	Supervisor Burke	Hall of Administration Office 866	Board Member Briefing
November 2003				
✓	Thurs, Nov 13 2:00 PM	South Bay Cities COG	Carson Community Center	Elected Official/Agency Staff Briefing
✓	Tues, Nov 18 9:30 AM	Bus Operations Subcommittee	MTA Gateway Windsor Conf. Room	Service Provider Briefing
✓	Wed, Nov 19 9:30 AM	Supervisor Molina	Hall of Administration Office 866	Board Member Briefing
✓	Wed, Nov 19 3:30 PM	Director Tom LaBonge	Los Angeles City Hall Room 480	Board Member Briefing
✓	Mon, Nov 24 8:00 AM	Arroyo Verdugo Cities COG	Elaine Aguilla 818/548-4844 La Canada-Flintridge City Hall La Canada	Elected Official Briefing
✓	Tues, Nov 25 6:30 PM	Downtown Neighborhood Council	880 W. 1 st Street Promenade West -- Community Room	Community Briefing

Metro Connections Stakeholder Outreach

December 2003		Stakeholder	Meeting Place	Purpose/Attendees
✓	Mon, Dec 1 4:30 PM	Councilwoman Perry	Los Angeles City Hall Room 420	Elected Official Briefing
✓	Wed, Dec 3 1-2:30 PM	Director Ludlow	Los Angeles City Hall Room 430	Board Member Briefing
✓	Thurs, Dec 4 9:00 AM	Director Fasana	MTA Gateway Board Conf. Room	Board Member Briefing
✓	Thurs, Dec 4 11:30 AM	Director Roberts	MTA Gateway Board Conf. Room	Board Member Briefing
✓	Thurs, Dec 4 1:30 PM	LTSS Committee	MTA Gateway Glendale Conf. Room	Service Provider Briefing
✓	Mon, Dec 8 12:00 PM	Wayne Tanda/James Okasaki LADOT	Lunch Meeting	Agency Staff Briefing/ Participation Definition
✓	Wed, Dec 10 1:00 PM	Board Staff Briefing	MTA Gateway Board Conf. Room	Board Staff Briefing
✓	Fri, Dec 12 9:30 AM	South Bay Service Sector Council	Carson Community Center Carson	Sector Council Briefing <i>Scott Greene</i>
✓	Wed, Dec 17 2:00 PM	Westside Cities Subregion Group	Beverly Hills City Hall Room G-30	Agency Staff Briefing
✓	Thurs, Dec 18 8:30 AM	Director O'Connor	Santa Monica City Hall	Board Member Briefing

Metro Connections Stakeholder Outreach

	Date	Stakeholder	Meeting Place	Purpose/Attendees
	January 2004			
✓	Mon, Jan 5 2:30 PM	Supervisor Yaroslavsky	Hall of Administration Office 821	Board Member Briefing
✓	Mon, Jan 12 2:00 PM	North Los Angeles County Coalition	Santa Clarita City Hall Santa Clarita	Elected Official Staff Briefing <i>Handouts</i>
✓	Mon, Jan 12 2:00 PM	Los Angeles City Council Staff Briefing	Los Angeles City Hall 4 th Floor Conf. Room	Elected Official Staff Briefing
✓	Tues, Jan 13 10:00 AM	MUNI/LTSS Working Group	MTA Gateway San Marino Conf Room	Working Group Meeting
✓	Wed, Jan 14 10:00 AM	General Managers Meeting	Music Center 4 th Floor, Asa Call Room	Service Provider Briefing
✓	Wed, Jan 21 6:30 PM	MTA Citizens Advisory Council	MTA Gateway Board Conf. Room	Public Briefing
✓	Fri, Jan 30 9:00 AM	Quarterly Legislative Briefing Gary Clark	MTA Gateway	Elected Official/Staff Briefing
	Supervisor Knabe	Hall of Administration Office 822	Board Member Briefing	<i>Last follow-up call on 1/21</i>
	Board Member Villaraigosa	Los Angeles City Hall Room 425	Board Member Briefing	<i>Last follow-up outreach to staff on 1/21</i>

Metro Connections Stakeholder Outreach

	Date	Stakeholder	Meeting Place	Purpose/Attendees
	February 2004			
✓	Thurs, Feb 5 9:30 AM	Brian Williams, Todd McIntyre Mayor Hahn's Office	Los Angeles City Hall Mayor's Office	Elected Official Staff Briefing
✓	Thurs, Feb 5 2:00 PM	Westside-Central Sector Governance Council	La Cienega Tennis Center 325 S. La Cienega Beverly Hills	Stakeholder Briefing
✓	Thurs, Feb 5 4:00 PM	San Gabriel Valley COG Transportation Committee	Montebello	Elected Official Briefing
✓	Tues, Feb 10 8:00 AM	Central City Association	606 S. Olive, Ste. 1000 Los Angeles	Stakeholder Briefing
✓	Fri, Feb 13 9:30 AM	South Bay Sector Governance Council	Carson Community Center 801 E. Carson St Carson	Stakeholder Presentation
✓	Thurs, Feb 19 1:00 PM	MTA Board Operations Committee	MTA Gateway Board Room	Board Committee Presentation
✓	Fri, Feb 20 9:30 AM	San Fernando Valley Sector Governance Council	Los Angeles Valley College Fireside Room	Sector Briefing/Discussion

Metro Connections Stakeholder Outreach

March	Date	Stakeholder	Meeting Place	Purpose/Attendees
✓	Tues, Mar 2 10:00 AM	MUNI/LTSS Working Group	MTA Gateway San Marino Conf Room	Working Group Meeting
✓	Wed, Mar 10 12:00 Noon	Valley Industry & Commerce Association (VICA) Ground Transportation Committee	VICA's Offices 5121 Van Nuys Blvd, Ste 203 BGF Conf Room Sherman Oaks	Stakeholder Briefing
✓	Sat, Mar 13 2:15 PM	Los Angeles Transit Advocates	Angelus Plaza 255 S. Hill Street Los Angeles	Stakeholder Briefing
✓	Tues, Mar 16 8:30 AM	Employee Transportation Coordinator (ETC) Workshop	MTA Gateway Board Conf Room	Stakeholder Briefing
✓	Wed, Mar 17 10:00 AM	GM Meeting	MTA Gateway Malibu Conf Room	Service Provider Briefing
✓	Thurs, Mar 25 9:30 AM	MTA Board	MTA Gateway Board Room	Board Member Update
✓	Thurs, Mar 25 1:00 PM	Greg Nelson City of Los Angeles Dept of Neighborhood Empowerment	City of Los Angeles 305 East First Street Little Tokyo	Stakeholder Strategy Session
✓	Thurs, Mar 30 10:00 AM	Union Leader Briefing UTU/TCU	MTA Gateway Malibu Conf Room	Stakeholder Briefing
✓	Thurs, Mar 30 1:30 PM	Union Leader Briefing ATU/AFSCME	MTA Gateway Malibu Conf Room	Stakeholder Briefing

Metro Connections Stakeholder Outreach

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	Date	Stakeholder	Meeting Place	Purpose/Attendees
	April 2004			
✓	Wed, Apr 7 4:30 PM	Gateway Cities COG Transportation Committee	Cerritos Senior Center 12340 South Street Cerritos	Stakeholder Briefing
✓	Wed, Apr 8 2:00 PM	Gateway Cities Sector Governance Council	The Gas Company Downey	Sector Briefing/Discussion
✓	Tues, Apr 20 10:00 AM	Foundation for the Junior Blind	MTA Gateway	Stakeholder Briefing
✓	Wed, Apr 21 6:00 PM	USC Transportation Planning Class	USC Campus VKC Building, Room 256	Stakeholder Briefing
✓	Thurs, Apr 22 6:00 PM	Westside/Central Sector Governance Council	La Cienega Tennis Center 325 S. La Cienega Beverly Hills	Sector Briefing/Discussion
✓	Tues, Apr 27 10:00 AM	MUNI/LTSS Working Group	MTA Gateway San Marino Conf Room	Working Group Meeting

Metro Connections Stakeholder Outreach

Date	Stakeholder	Meeting Place	Purpose/Attendees
✓ May 2004 Tues, May 11 5:00 PM	San Gabriel Valley Sector Governance Council	El Monte Sector 3369 Santa Anita Avenue El Monte	Sector Briefing/Discussion
✓ Thurs, May 13 2:00 PM	Gateway Cities Sector Governance Council	The Gas Company 9240 Firestone Blvd Downey	Sector Discussion
Wed, May 19 6:30 PM	MTA Citizens Advisory Council	MTA Gateway Board Conf Room	Public Briefing/Discussion
Thurs, May 20 7:00 PM	Barnsdale Community Group	Barnsdale Park	Public Briefing/Discussion
To be confirmed Thurs, May 27 7:30 AM	Valley Industry & Commerce Association (VICA) Land Use Committee	VICA's Offices 5121 Van Nuys Blvd, Ste 203 BGF Conf Room Sherman Oaks	Stakeholder Briefing

Metro Connections Stakeholder Outreach

June	Date	Stakeholder	Meeting Place	Purpose/Attendees
	Tues, Jun 8 10:00 AM	MUNI/LTSS Work Session	MTA Gateway San Marino Conf Room	Working Group Meeting
	Wed, Jun 9 10:00 AM	General Manager Meeting	TBD	Service Provider Briefing
	Thurs, Jun 10 10:30 AM	MTA Accessibility Advisory Committee	MTA Gateway Union Station Conf Room	Stakeholder Briefing MTA Advisory Committee
July				
	Thurs, Jul 8 2:00 PM	Gateway Cities Sector Governance Council	The Gas Company 9240 Firestone Blvd Downey	Sector Discussion
	Tues, Jul 13 11:00 PM	SCAG – Regional Transit Task Force	SCAG	Agency Group Briefing
Future				
	TBD	Aging Council City of Los Angeles		Stakeholder Briefing
	TBD	Los Angeles Chamber of Commerce		Stakeholder Briefing
	TBD – Jul/Oct	Quarterly Legislative Briefing Gary Clark	MTA Gateway	Elected Official/Staff Briefing

5.14.04

SUMMARY
Board Member Comments

Support

1. Restructuring (of bus service) is long overdue!
2. Effort supports/enhances our core mission at MTA – providing transit service
3. MUNIs can address local service issues better
4. Important to revisit regional service funding process and policies

Concerns

1. MUNIs
 - Has to be true partnership
 - Identify any impacts to funding and operational policies and agreements
 - Streamline operational funding and contract process
2. Serve existing riders better – attracting discretionary riders should be longer-term goal.
3. Clarify how this effort will address expanding paratransit service and ADA needs.
4. Ensure “spokes” fit with local transportation plans.
5. Phasing in of restructured service – How will it be done? How will we communicate with our riders?
6. Unions – How will they be involved in process? Will there be an impact on jobs?
7. Consent Decree – How will these two efforts fit together?

Recommendations

1. Take time upfront to brief and involve all stakeholders.
2. Brief Elected Officials and Council of Governments throughout the process – on the status of efforts as well as what they may be giving up/what they may be getting in return.
3. Think “system” – let people know and understand the whole picture. Communicate air quality, economic development and mobility benefits along with restructuring benefits.
4. Communicate with/involve our customers and the public in the process.
5. Revisit the Call for Projects process/approved list – there may be a more relevant approach/set of priorities given this countywide bus service restructuring effort.

6. If there are increased transfers, look at expanding passenger amenities at hubs.
7. Relate centers and corridors to existing and future land use patterns.
8. Provide visual presentations to ensure the understanding of concepts and community benefits and impacts.

SUMMARY
Stakeholder/Community Comments

Arroyo Verdugo Cities Council of Governments
Briefing

November 24, 2003

- Support bus restructuring effort – would support better use of limited resources, way to accommodate new growth while meeting air quality goals and providing better access for communities that will not get rail service
- Important to have local input – involve cities and local service operators
- Pleased that MTA has encouraged local service providers to take over more Tier 3 services – concern about future funding support for local operators with shifting of services
- Important to attract discretionary riders: vehicle cleanliness, sufficient personal space, bus stop amenities and on-time performance
- Burbank particularly interested in improved bus services as retail and residential growth is increasingly shifting from Glendale to Burbank – concern about accommodating more people while maintaining a good level of mobility – growth can be less painful with intelligent pro-transit decisions
- MTA should spend more effort on marketing bus services – periodic users are not aware of services, do not know how to use system

Downtown Neighborhood Council
Briefing

November 25, 2003

- Efforts must include identifying physical improvements along with service planning
- Perception that there are too many buses on Downtown streets
- Revisit bus contraflow lane on Spring Street – perception that it is having negative impact on historic building reuse plans due to noise and removal of street parking (support peak period no parking regulations) – please work with City to implement two-way street operations
- Plans should consider Downtown residents and visitors along with Metro customers
- Please extend hours on DASH – add late hour service in Downtown
- Identify performance indicators that all operators will follow and monitor them frequently

Local Transit Systems Subcommittee (LTSS)
Briefing

December 4, 2003

- Support for effort
- Successful planning and implementation will require that all local service providers are closely involved

- The service funding process should be revisited as part of this effort
- Concern that the restructuring implementation be phased in over time with significant advance customer information

South Bay Service Sector Council
Briefing

December 12, 2003

- Applaud change – emphasized need to work closely with other operators as well as private operators
- Need to communicate with our riders to get their input
- Attracting discretionary riders would be an excellent outcome, but improved service for existing riders is more important
- Concern that the State budget crisis and impending lack of capital funding may impact the possible need to build new transit center facilities

Westside Cities Subregion Group
Briefing

December 17, 2003

- Support effort, very timely – important to work closely with Municipal Operators as the Westside Cities have a complex operational context – system changes have been talked about many times, hope it happens this time
- Beverly Hills starting General Plan update process – consider fit of recommendations from Metro Connections with City's current and future plans
- Westside Cities are developing a coordinated transportation plan, which is currently in the approval process by each City Council – please ensure that Metro Connections efforts fit with local plans
- Key concern of Westside Cities is new and existing bus layovers in residential areas

City of Santa Monica
Briefing/Discussion

December 18, 2003

- Support effort – MTA and municipal operators must work closely
- Key concern is Westwood/UCLA area as operational/transfer location – collaborative process needs to be initiated, as this is a complex issue
- Recommendation to refocus Call for Projects process and funding priorities to allow for better coordination of transit priorities, particularly related to any facility recommendations from Metro Connections
- Review of FAP process and performance criteria is very important to the success of region's future transit service and capital plans
- Broaden type and size of vehicles used: consider peak versus non-peak period capacity and look at use of shuttles to provide Owl (late night) service rather than 40-foot buses

Los Angeles City Council Staff
Briefing

January 12, 2004

- Involve communities in stop/hub location decision-making through neighborhood councils or sector neighborhood council meetings – please coordinate meetings with council offices
- Need better connectivity between rail and bus system
- Reevaluate size and type of vehicles used
- How will this fit with Short Range Transportation Plan?
- What is the future of the subway system? Hear strong support for extension
- Need to serve intercounty travel – consider service to/hubs in adjacent counties
- DASH service needs to be expanded – service area and hours
- Improve system signage and provide better rider information at stops on service frequency by time of day – MTA seems to be too Internet-oriented, doesn't work for all customers
- Informational campaign will be very important to make the system work – send new maps to residents as system improvements are implemented

General Managers Meeting
Briefing

January 14, 2004

- Support for the effort including parallel efforts to reevaluate the Formula Allocation Procedure (FAP) performance standards and funding process
- Concern that MTA do an environmental clearance process to support implementation of any resulting recommendations to ensure that there will be sufficient street capacity on the system travel corridors

MTA Citizens Advisory Council
Briefing

January 21, 2004

- Support effort – unclear on how hub and spoke service concept will fit with some sectors such as the San Fernando Valley with its classic grid
- Will require smooth interface to implement and make successful – proactive customer information will be important
- Make logical changes based on actual needs and information
- Some lines may not be profitable, but should remain for system connectivity
- Identify customer-oriented performance measures along with system efficiency measures
- How will this effort fit with the Consent Decree?
- Match vehicle type/size to capacity utilization and service type

Quarterly Legislative Briefing
Briefing

January 30, 2004

- No comments received

San Gabriel Valley Council of Governments
Transportation Committee
Briefing

February 5, 2004

- Support for concept – work closely with cities and local operators
- Clearly identify benefits and impacts to San Gabriel Valley
- Look forward to more detailed information

Central City Association
Transportation Committee
Briefing

February 10, 2004

- Reach out to and support new residential communities in Downtown in historic core, Little Tokyo and Staples area
- Revisit contraflow bus operations on Spring Street – impacting reuse of historic buildings due to noise and parking impacts – perception that there are too many buses on one street
- Broadway has heavy pedestrian activity during evening hours – evaluate bus activity fit with/support for pedestrians along this active street

South Bay Sector Governance Council
Briefing/Discussion

February 13, 2004

- Important to involve municipal operators in plans – please reevaluate funding process and priority issues
- Important to involve all citizens/cities not just current system riders – need to attract and serve new customers
- Look at using different vehicle sizes
- Important to convey information about new services to customers
- Add a “report card” to monitor success of new service plan

San Fernando Valley Sector Governance Council
Workshop

February 20, 2004

- With the decline in capital funding for major projects, we need to maximize the use of existing transit services. With limited or no infrastructure improvements, we are going to become more and more dependent on transit – make it a positive thing.

- The future is only going to bring more people and no more freeways. Public transit will be the way to go. We need to emphasize this and build on this.
- Need to formulate/convey the bigger message – no major transit projects/no transit infrastructure funding, better use of our bus resources will play a bigger role in future.
- Focusing on the current customer is a short-term and shortsighted solution. We need to attract/get people out of their cars. Look at providing other transit services – such as vans – some people are willing to pay more and it would get them out of single occupancy cars.
- Provision of parking is a key component to attracting people out of their cars and on to transit. By not providing enough parking at the Metro Red Line North Hollywood Station, MTA has subverted the Metro Orange Line into a parking system for the Metro Red Line.
- Don't use the tight budget situation as a reason to cut local bus services. MTA needs to be more creative when it comes to funding on the federal/state sides – look for more operating and capital funds for buses.
- MTA long-term planning appears to be reactive, rather than proactive with related marketing. Will this project change MTA's approach to being more proactive?

Valley Industry & Commerce Association (VICA)
 Ground Transportation Committee
 Briefing

March 10, 2004

- Project needs to be guided by vision large enough to recognize the broader market of possible transit users
- Current system design encourages customers to stay in area, and does not recognize changes in travel patterns and regional trip-making potential
- Voiced support to move away from entirely grid-based system
- Concerns that service changes fit in with local community plans and support development plans
- Voiced realization that with the decline in funding for major infrastructure projects, the ability to improve and maximize existing transit resources is key to future mobility in San Fernando Valley
- All of the MTA services – rail, bus and shuttles – need to function as a seamless system including scheduling, fares, marketing, customer information and physical improvements
- Phase in plans to reduce confusion and disruption of service to current customers
- Headways should be more frequent to support multi-segment trips

Los Angeles Transit Advocates
 Briefing

March 13, 2004

A summary of questions included:

- Why can't there be better connectivity between buses and trains?
- Will you revisit vehicle size and type operated on different lines? How about using smaller buses or vans for your lightly used routes?

- Will the Metro Connections plan include upgrading maintenance facilities as well?
- People would like to have faster bus service – is there a way to have express bus and Metro Rapid services operate in freeway HOV lanes to provide faster connections?
- As customers do not really care which bus system that they are on, will the fare system support seamless travel between operators?
- What are the benefits and impacts of this new service concept? Will the new system require more transfers? How will you mitigate customer impacts?
- How will MTA and the municipal operators coordinate/plan better together?
- How will MTA better educate the public regarding the new system and public transportation in general?
- How will MTA improve on-street bus stops to encourage use of the system?
- How will Metro Connections fit with the Consent Decree?
- Why can't DASH service be expanded?

Employee Transportation Coordinator (ETC) Workshop
Briefing

March 16, 2004

No comments were made in public; private comments included:

- Involve ETCs in outreach – can provide information and administer surveys
- Talk with people who do not currently use transit in order to identify how to attract new customers
- ETCs can provide input on how to better serve employment centers

General Managers Meeting
Briefing

March 17, 2004

- Metro Connections process should identify customer convenience elements at layover points and terminals; and should consider joint use of some facilities
- Concern regarding capital funding needs – as physical improvements are identified as part of Metro Connections, how will they be funded? Fit of Metro Connections recommendations with current capital plans and capital plans being developed? Will the Call for Projects process be revised to ensure sufficient funding is available to successfully implement the capital portion of Metro Connections?

Union Leaders (UTU/TCU)
Briefing

March 30, 2004

- What is the purpose behind this project?
- Will current and/or future union jobs be impacted by implementation of this project?
- How will the Unions be involved in the planning and implementation process?

Union Leaders (ATU/AFSCME)
Briefing

March 30, 2004

- How will the sectors (Councils and staff) be involved in this process?
- Need to do more outreach to customers and the public to hear their concerns/needs
- Concern that contract services provide the same high quality of customer relations/information as they represent MTA to the public
- Given the County's periodic natural emergencies and Homeland Security, is it possible to create a communications center for all operators as part of this project?

Gateway Cities Council of Governments
Transportation Committee
Briefing

April 7, 2004

- Previous restructuring efforts had serious shortcomings that can be avoided by involving cities throughout the process and addressing service needs in all areas (some areas were omitted in the previous restructuring effort)
- Long Beach Transit representative gave a public thank you to MTA for involving the municipal operators early in the process
- Improve rail and bus system interface – schedules do not appear to be coordinated, transferring from one to the other is frustrating
- This project should consider bus stop improvements to attract new riders/improve the experience of current riders
- As you draw from Seattle's service improvements, please learn from Portland's good quality design efforts for physical improvements
- Is a fare-free zone being considered for Downtown Los Angeles?
- Does the BRU support this effort? They would assume so

Gateway Cities Sector Governance Council
Briefing

April 8, 2004

- Strongly support restructuring effort
- Work closely with local cities – very important for this project to fit with/support local development and general plans
- Look at serving community colleges
- Keep bus riders informed throughout process
- Involve bus operators

Foundation for the Junior Blind
Briefing

April 20, 2004

- Pleased to be asked for input at the beginning of the project
- Please consider needs of blind transit patrons at stops and street crossings
- Look forward to being involved in the more detailed phases of this project

Westside/Central Sector Governance Council
Workshop

April 22, 2004

- Identify strategies to address the problem that as streets become more congested, buses are bunching and not providing good service coverage
- Look at serving community colleges, particularly evening classes
- Shortsighted to focus only on current riders – Westside needs more people to ride transit service, particularly with projected growth
- Crucial improvements to attract discretionary riders include: clean buses, pleasant operators and improved travel times (faster service)
- Focus transit-oriented development along key corridors, not just at nodes – improved bus service would support that development pattern
- Outreach to City Councils, Chambers and Neighborhood Councils – make them aware of project and get them involved
- Involve MTA Operators in the process as they know the system inside and out
- Possible to do website where people could register comments on project? Each City's website could provide a link to the MTA project site.

San Gabriel Valley Sector Governance Council
Briefing

May 11, 2004

- Applaud looking into future – will ensure better travel knowledge and resulting service
- In developing plans, need to pay less attention to municipal boundaries in providing service
- Include smaller service operators in planning process and implementation plans
- Look at/incorporate past and current land use and transportation studies already prepared for the San Gabriel Valley
- Important that sector council and staff play a major role in restructuring process