

**Attachment A**  
**Summary of Public Comments Received for February 7, 2007 Public Hearing**  
**Metro San Fernando Valley Operated Bus Lines**

LINE NO. (LINE NAME)	PUBLIC HEARING SERVICE CHANGE PROPOSAL	POSITION		PERCENT OF LINE TOTAL	PERCENT OF ALL COMMENTS	SUMMARY OF PUBLIC COMMENTS AND ISSUES	STAFF RESPONSE AND FINAL RECOMMENDATION
<b>90/91</b>  (L.A.- Sunland via Foothill Bl.)	Shorten northern terminal at Foothill and Fenwick in Sunland; Remainder of route proposed to be served by new Line 290.	Support	2	28.6%		<ul style="list-style-type: none"> <li>Could result in more reliable service from Tujunga to Glendale and Downtown L.A.</li> </ul>	Line 90-91 is 30 miles long so that an incident along the line could impact the schedule on the entire line. Breaking the line allows service to be better managed to improve service reliability.  The line will be split in Sunland since this is the location where ridership drops off and service frequencies are reduced. Saturday service was only extended from Sunland to Olive View Medical Center in June, 2003.  <u>Staff recommendation:</u> <b>Implement as proposed.</b>
		Oppose	4	57.1%		<ul style="list-style-type: none"> <li>Metro Connections is a plan to eliminate, not facilitate bus service; traffic is bad and it doesn't matter if you cut line in half; no public benefit if forced to transfer</li> <li>Don't want the bus line to be chopped up; Need through service from Tujunga and Lake View Terrace to jobs in Glendale, if you live close to the break point, then may as well drive</li> </ul>	
		Modify	1	14.3%		<ul style="list-style-type: none"> <li>Combine with Line 685 on Verdugo Rd. and operate via express to Downtown L.A.</li> </ul>	
		<b>TOTAL</b>	<b>7</b>	<b>100%</b>	<b>5.3%</b>		
<b>92</b>  (L.A.-Downtown Burbank Station via Glenoaks Bl.)	Shorten northern terminal at Downtown Burbank Station; Remainder of route proposed to be served by new Line 292.	Support	3	37.5%		<ul style="list-style-type: none"> <li>Concern that lines are split in the right places</li> <li>City of Burbank requests clarification regarding routing Lines 92 and 292 in Downtown Burbank and the number of trips operated and assurance that layovers can be accommodated at the Downtown Burbank Station</li> </ul>	Line 92 is 26 miles long so that an incident along the line could impact the schedule on the entire line. Line 92 had the highest number of schedule related complaints in January, 2007 (14% of total complaints). Breaking the line allows service to be better managed to improve service reliability.  The line will be split at Downtown Burbank Station since this is the existing shortline location where ridership drops off and service frequencies are reduced.  Staff will evaluate the layover requirements for Lines 92, 290, 154 and 155 to ensure service can be accommodated.  <u>Staff recommendation:</u> <b>Implement as proposed.</b>
		Oppose	4	50%		<ul style="list-style-type: none"> <li>A lot of people use this line going north thru downtown Burbank to Sun Valley, Pacoima</li> </ul>	
		Modify	1	12.5%		<ul style="list-style-type: none"> <li>Extend Line 200 via Glendale Bl. and present Line 92 route to Glendale Galleria</li> </ul>	
		<b>TOTAL</b>	<b>8</b>	<b>100%</b>	<b>6%</b>		

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<b>154</b>  (Oxnard St.- Burbank Bl.)	Cancel midday and Saturday service. Reallocate resources to relieve overcrowding on major corridors.	Support	0			<ul style="list-style-type: none"> <li>• None received</li> </ul>	Staff recommends canceling Saturday service due to low productivity. Recent data indicates that weekday productivity on this line would not be significantly improved if midday service were canceled. There is also concern for service gap on weekdays, particularly between Burbank and the North Hollywood Station, resulting from the service cancellation.  <u>Staff recommendation:</u> <b>Maintain weekday midday service and operate all day service once an hour; cancel Saturday service</b>
		Oppose	12	80%		<ul style="list-style-type: none"> <li>• City of Burbank strongly objects since there is no midday or weekend service between Burbank and North Hollywood Station along Burbank Bl.; keep Burbank portion if cuts necessary</li> <li>• Taking bus service away makes it harder to ride the buses; Need more routes and flexible routes</li> <li>• Disabled person needs service to go shopping</li> <li>• Disabled person resides on White Oak and Burbank and is impacted by this line and Line 154</li> <li>• Increase rush hour service to improve connection to Red/Orange Lines</li> </ul>	
		Modify	3	20%		<ul style="list-style-type: none"> <li>• Combine with Line 164 during rush hours; keep Burbank portion</li> <li>• Maintain segment between Burbank and North Hollywood Station and operate during midday</li> <li>• Increase rush hour service to Red/Orange Line</li> </ul>	
		<b>TOTAL</b>	<b>15</b>	<b>100%</b>	<b>11.3%</b>		

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155  (Universal City Station- Downtown Burbank Station via Alameda Av.)	Cancel late night and weekend service; Reallocate resources to relieve overcrowding on major corridors.	Support	0			<ul style="list-style-type: none"> <li>None received</li> </ul>	Staff recommends canceling late night and weekend service due to low productivity, but agrees that a minor reroute in the Burbank Media District could improve service in the area. Coordinating trip times with Line 96 could also improve service but may not be feasible at all periods due to differences in service levels. Staff will evaluate the schedule to determine what changes can be made.  <u>Staff recommendation:</u> <b>Implement as proposed.</b>  <b>Implement minor reroute from a small segment of Alameda Avenue to better serve Burbank Media District (continue along Riverside Dr. and Olive Av. to Alameda Av. and coordinate service with Line 96 where feasible.</b>
		Oppose	13	81.3%		<ul style="list-style-type: none"> <li>Lack of late night trips between Burbank and Universal City will make it difficult to get home from work; Line 96 is unreliable or no show</li> <li>Line 96 buses are scarce and need service to travel from San Fernando/Olive to hospital or Red Line Station; Need better way to communicate with legally blind; have Burbank Bus pick up the slack</li> <li>Line has only been a separate line since last December so needs further research; coordinate trips to operate every 30" with Line 96 through Media District</li> <li>Coordinate with Line 96 service</li> <li>Market first since no publicity when late night trips implemented</li> </ul>	
		Modify	3	18.8%		<ul style="list-style-type: none"> <li>City of Burbank requests retaining service for six months and consolidating route in Downtown Burbank and Media District and coordinating headways with Line 96; connect Line 155 9:16 pm trip to northbound Metrolink train</li> <li>Operate on Riverside Dr. (closer to Warner Bros.) and connect with Line 163</li> </ul>	
		<b>TOTAL</b>	<b>15</b>	<b>100%</b>	<b>12%</b>		

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<b>168</b>  (Lassen St.- Paxton St.)	Cancel service; Reallocate resources to relieve overcrowding on major corridors.	Support	1	5.6%		<ul style="list-style-type: none"> <li>Line has not performed well over three decades; should have been done a long time ago</li> </ul>	Staff recommends maintaining service since service was reduced in June-2005 and savings could be offset by other service reductions.  <u>Staff recommendation:</u> <b>Maintain weekday service</b>
		Oppose	15	83.3%		<ul style="list-style-type: none"> <li>Northridge East Neighborhood Council submitted resolution and verbally amended resolution to include opposition to Line 239 as well; statement that it impacts access to CSUN and may impact trip counts included in CSUN expansion plan EIR which will add 300 residential units on Zelzah and increase student population from 25,000 to 35,000</li> <li>Shopping center planned at Paxton/Bradley; need service to High School at Arroyo/8<sup>th</sup>; Pacoima "has all the bus yards but no service"</li> <li>Diminished service so much that it now has to be "dumped"; Operate 20" minimum service levels 24 hours a day, 7 days a week on corridors</li> <li>Operate service until 10:30 pm</li> <li>At risk kids come to youth agency by bus to use free services that help get them off the streets</li> </ul>	
		Modify	2	11.1%		<ul style="list-style-type: none"> <li>Chatsworth segment has no ridership but Paxton segment needs to be maintained</li> <li>Extend to Mission College on one direction; on the south direction, continue to Van Nuys and Roscoe</li> </ul>	
		<b>TOTAL</b>	<b>18</b>	<b>100%</b>	<b>13.5%</b>		

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<b>183</b>  (Magnolia Bl.- Kenneth Rd- Chevy Chase Dr.- Branch of Line 234)	Shorten eastbound terminal at Alameda Avenue and San Fernando Road in Glendale and reroute service via San Fernando Road and Verdugo Avenue to Downtown Burbank or Downtown Burbank Station.	Support	2	13.3%		<ul style="list-style-type: none"> <li>• Segment should have been eliminated when Glendale Beeline service was established along segments; should have been done a long time ago</li> </ul>	Staff recommends maintaining weekday service since savings can be offset if weekend service is canceled east of Glenoaks Boulevard and if all day weekday service is provided once an hour during periods when service is more frequent.  <u>Staff recommendation:</u> <b>Maintain service on weekdays and operate every 60"; cancel weekend service east of Glenoaks Bl. and terminate at 1st and Angeleno (existing shortline terminal).</b>
		Oppose	9	66.7%		<ul style="list-style-type: none"> <li>• City of Burbank requests that Metro work with them to continue to provide service to hillside and maintain connections with Lines 92, 94 and Beeline</li> <li>• 30-year resident and passenger; Beeline doesn't satisfy 90% of people due to limited service on impacted areas</li> <li>• Need service "for existing riders and future seniors and burnt out car drivers"</li> <li>• Senior not able to walk to closest service; service "allows for me to be independent"</li> <li>• Increase rush hour service</li> </ul>	
		Oppose	1	See above		<ul style="list-style-type: none"> <li>• Petition with 223 signatures (no addresses or phone numbers) stating change would be hardship on daily abilities to access adequate transportation</li> </ul>	
		Modify	3	20%		<ul style="list-style-type: none"> <li>• Extend west terminal to Sepulveda Orange Line Station</li> <li>• Increase rush hour service instead</li> <li>• Connect segment as an extension of Line 155</li> </ul>	
		<b>TOTAL</b>	<b>15</b>	<b>100%</b>	<b>11.3%</b>		

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<b>239</b>  (White Oak Av.- Zelzah Av.- Rinaldi St.- Branch of Line 230)	Cancel midday and weekend service; Reallocate resources to relieve overcrowding on major corridors.	Support	1	5.6%		<ul style="list-style-type: none"> <li>Should have been done a long time ago</li> </ul>	Based on comments received and an evaluation of productivity on midday service, staff recommends maintaining midday service and operating service once an hour throughout the day to make better use of resources.  There is no Orange Line station at White Oak Avenue due to cost considerations. Staff will evaluate the option to reroute service to the Reseda Station.  <u>Staff recommendation:</u> <b>Maintain midday service on weekdays and operate every 60"; cancel weekend service</b>
		Oppose	15	83.3%		<ul style="list-style-type: none"> <li>Northridge East Neighborhood Council submitted resolution (see Line 168)</li> <li>Service critical for sons with medical condition who transfer from Line 239 to get to Reseda High</li> <li>Employees can't get to work</li> <li>No incentive to use peak-hour local service so needs to operate 60" all day on weekdays</li> <li>Disabled and needs service (lives on White Oak and Burbank)</li> <li>Critical for connections to Holy Cross Medical Center, LAPD Station, Kennedy High School, CSUN</li> <li>If midday service canceled, ridership will fail and service will be proposed to be canceled as currently proposed on Line 168</li> </ul>	
		Modify	2	11.1%		<ul style="list-style-type: none"> <li>Need to be an Orange Line Station at White Oak to improve service or at least reroute via Oxnard St. to Reseda Orange Line</li> <li>Reroute from Louise Avenue to Chatsworth St. and Balboa Bl. to Rinaldi St.; provide direct access to CSUN campus</li> </ul>	
		<b>TOTAL</b>	<b>18</b>	<b>100%</b>	<b>13.5%</b>		

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<b>New Line 290</b>  (Sylmar-Sunland via Foothill Bl.)	Proposed new line operating between Olive View Medical center and Mt. Gleason loop in Sunland, replacing the northern segment of former Lines 90/91.	Support	2	33.3%		• See Line 90-91	See Line 90-91.  <u>Staff recommendation:</u> <b>Implement as proposed</b>
		Oppose	3	50%		• See Line 90-91	
		Modify	1	16.7%		• See Line 90-91	
		<b>TOTAL</b>	<b>6</b>	<b>100%</b>	<b>4.5%</b>		
<b>New Line 292</b>  (Sylmar Metrolink Station- Downtown Burbank Station via Glenoaks Bl.)	Proposed new line operating between Sylmar/San Fernando Station, replacing segment of Line 92 operating north of Downtown Burbank.	Support	2	33.3%		• See Line 92	See Line 92. Staff does not recommend rerouting service via Colorado Boulevard due to existing low ridership on Line 183 along this segment or to Olive View Medical Center due to resource considerations.  <u>Staff recommendation:</u> <b>Implement as proposed</b>
		Oppose	2	33.3%		• See Line 92	
		Modify	2	33.3%		• Extend to Olive View Medical Center • Operate to Glendale Galleria, then via California or Colorado Bl. to Eagle Rock Plaza	
		<b>TOTAL</b>	<b>6</b>	<b>100%</b>	<b>4.5%</b>		
<b>656</b>  (Panorama City- North Hollywood- Hollywood-Owl- Branch of Line 156)	Shorten owl at Santa Monica Boulevard and Highland Avenue.	Support	2	18.2%			In accordance with Metro Connections guidelines, this line will be shorten to reduce service duplication. Staff will mitigate transfers between Line 656 and Line 4 at Santa Monica Boulevard and Highland Avenue.  <u>Staff recommendation:</u> <b>Implement as proposed</b>
		Oppose	8	81.8%		• Don't save much and forced to transfer in the middle of the night • Oppose unless transfer point mitigated with Line 4 at Santa Monica/Highland or Line 2 at Hollywood/Highland	
		<b>TOTAL</b>	<b>10</b>	<b>100%</b>	<b>8.3%</b>		

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Study Express Line  (Tri-City Transit Link Express)	Proposed new express line operating between North Hollywood Red/Orange Line Station and Pasadena Gold Line with two in-route stops, one in Burbank (Media District) and the other in Glendale (off of -134- freeway).	Support:	6	46.2%		<ul style="list-style-type: none"> <li>Run all day and weekends</li> <li></li> </ul>	The Los Angeles Department of Transportation has rerouted Commuter Express Line 549 to the North Hollywood Station effective February 12. Staff will work with all concerned parties to determine if a new service is need.  <u>Status</u> Under review as possible demonstration project.
		Oppose:	4	30.8%		<ul style="list-style-type: none"> <li>Duplicates LADOT Commuter Express Line 549</li> <li></li> </ul>	
		Modify	1	7.7%		<ul style="list-style-type: none"> <li>Modify route to make 2 or 3 stops in each city; specifically with a connection to Line 90-9 and Glendale Beeline 3 and 7</li> </ul>	
		Other	2	15.4%		<ul style="list-style-type: none"> <li>City of Burbank requests study to determine if existing Line 549 should be upgrade, marketed and improved or if new service implemented; study should involve three cities, MTA and LADOT and route modified to serve major employment centers in Burbank</li> <li>LADOT will modify route effective 2-12- 07 to Red/Orange Line Station; Route similar to Study Express Line with more stops; carry 300 and 400 riders a day; would like assistance in Marketing and adding more service</li> </ul>	
		<b>TOTAL</b>	<b>13</b>	<b>100%</b>	<b>9.8%</b>		
	<b>TOTAL COMMENTS</b>	<b>Support</b>	<b>21</b>	<b>15.8%</b>	<b>100%</b>		
		<b>Oppose</b>	<b>91</b>	<b>68.4%</b>			
		<b>Modify</b>	<b>19</b>	<b>14.3%</b>			
		<b>Other</b>	<b>2</b>	<b>1.5%</b>			
		<b>TOTAL</b>	<b>133</b>				