



UCLA/WESTWOOD COMMUTER EXPRESS PILOT PROGRAM SERVICE AND FARE EQUITY ANALYSIS

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1963 E. Anaheim St., Long Beach, CA 90813

Kellie S. Irving, Regulatory Compliance and Civil Rights Officer (Title VI Officer)

Email: kirving@lbtransit.com p: 562.489.8476 | f: 562.218.199

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INTRODUCTION

In April 2019, Long Beach Transit (LBT) piloted its first commuter express route, Route 510 – the University of California, Los Angeles (UCLA)/Westwood Commuter Express, to bridge the transit gap between the LBT service area and West Los Angeles. This pilot route offered customers not only an express ride between Long Beach and west Los Angeles, but included promotional fares of \$4 one-way, \$7 round-trip and \$120 monthly 30-Day.

Before the pilot limited-stop route, LBT customers traveling by public transit would be required to transfer to a combination of three different transportation modes, taking approximately two and one half hours of travel time to reach west Los Angeles for an estimated fare of \$4.25.

In compliance with the United States Department of Transportation's Federal Transit Administration (FTA) Circular 4702.1B, LBT must evaluate whether Route 510 and the associated promotional fare becoming permanent, will have a discriminatory impact on minority and low-income populations in the LBT service area.

Per LBT's Title VI Program and policies for Major Service Change and Fare Equity, LBT is required to conduct a Service and Fare Equity Analysis for any new route(s) and any fare change(s) to ensure compliance with Title VI of the Civil Rights Act of 1964, which states:

"No person in the United States shall, on the ground of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

The Service and Fare Equity Analysis does not address whether LBT can commence a new route and increase fares, but if LBT does so in a fair and equitable manner. More specifically, this Service and Fare Equity Analysis is to define a threshold for determining whether the potential changes to existing LBT routes and transit fares will have a discriminatory impact based on race, color or national origin, or if an increase of fare will have a disproportionately high or adverse impact on minority and low-income populations.

LONG BEACH TRANSIT (LBT)

Long Beach Public Transportation Company, commonly known as Long Beach Transit or LBT, is a California nonprofit corporation established in 1963 to provide public transportation to the City of Long Beach and its neighboring cities. A seven-member Board of Directors govern LBT.

LBT is a municipal public transit agency in Los Angeles County, with a service area that covers 100 square miles. LBT's service area encompasses a unique land-use pattern that reflects a diverse mix of residential, commercial and retail developments of varying densities. In Fiscal Year (FY) 2019, the LBT system served over 23 million annual boarding customers, with weekday average boardings of 73,051. LBT annually runs more than 7.7 million service miles

over 755,000 service hours using its 250 fixed-route bus fleet. Within the LBT service area, there are over 800,000 residents that live within one-quarter mile of an LBT bus stop.

LBT's revenue fleet consists of 264 vehicles: 224 fixed-route service buses, 25 contingency fleet buses, 10 Dial-A-Lift vehicles, 4 water vessels and 1 over-the-road coach. LBT has adopted an alternative fuel strategy to buy, maintain and operate a diverse bus fleet for the future that currently includes gasoline-electric hybrid, CNG and zero-emission battery-electric buses. All buses use low-floor, curb-level technology, and all are fully ADA accessible. Fixed-route buses can accommodate up to three bicycles.

There are eight transit operators that currently connect to LBT's service, including: the Los Angeles County Metropolitan Transportation Authority (Metro), the Orange County Transportation Authority (OCTA), Torrance Transit, Los Angeles Department of Transportation (LADOT), Norwalk Transit, The Carson Circuit, The Bus (City of Bellflower), and Cerritos On Wheels (COW). LBT also connects with the LAX FlyAway shuttle, which provides direct service to Los Angeles International Airport and Amtrak's Thruway Bus Service at LBT's First Street Transit Gallery. LBT connects to Metro's "A" Line in downtown Long Beach, as well as Metro's "C" Line in Downey.

LBT ORGANIZATIONAL FOCUS

LBT is dedicated to connecting communities and moving people...making everyday life better. LBT's vision is to be a leading provider of transportation options delivering innovative and high-performing services within a multi-modal network that transforms the social, environmental and economic well-being of the diverse communities we serve. As an organization, LBT's strategic priorities are to:

- Improve safety and service quality;
- Exercise financial accountability;
- Foster employee engagement;
- Enhance customer experience; and
- Promote community and industry focus

The pilot UCLA/Westwood Commuter Express Route is aligned with LBT's organizational focus. It is innovative and enhances the customer's experience, promotes community and it is environmentally responsive and improves safety and accountability. One major environmental justice aspect is the overarching regional responsibility to help reduce carbon emissions in Southern California that continue to drive health and quality of life disparities in minority and low income communities. LBT has explored this service option to close transit gaps for customers in need of conscience and smart transit options; although, the needs of minority and low-income communities are vast and multi-dimensional. Some of the most critical and necessary needs provided by this pilot route include reliable and affordable transportation to health care providers, education and training institutions, and economic hubs for current and other employment opportunities.

LBT SERVICE AREA

LBT serves the cities of Long Beach, Signal Hill, Paramount, Lakewood, Artesia, Bellflower, Carson, Cerritos, Compton, Downey, Hawaiian Gardens, Los Alamitos, Norwalk and Seal Beach. Geographically, urban and densely populated neighborhoods are located in and around the downtown Long Beach area in the southwest portion of the city. LBT routes are evenly dispersed throughout the system to meet transit dependent and discretionary customers' travel needs including employment, educational institutions, medical hubs and entertainment centers. The boundaries of LBT's 100-square-mile service area are the Glenn Anderson Freeway (I-105) to the north; the San Gabriel River Freeway (I-605) and the Orange County boundary line to the east; the Pacific Ocean to the south; and the Long Beach Freeway (I-710) and the Terminal Island Freeway (CA-47) to the west.

LBT MINORITY AND LOW-INCOME DATA

Minority – In 2017, the American Community Survey identified 848,449 residents in the 190 census tracts within LBT's service area. These residents are concentrated in 182 residential census tracts, the other eight census tracts are considered non-residential. (For the purpose of LBT's Title VI Program, census tracts in which the minority percentage exceeds 76.4 percent are defined as minority tracts.) (Table 1)

Table 1: LBT Service Area Minority Status

| Total Population | Minority | | Non-Minority | |
|------------------|----------|-------|--------------|-------|
| 848,449 | 648,445 | 76.4% | 200,004 | 23.6% |

Source: 2017 ACS by LBT Service Area Census Tracts - DP05

Income – In 2017, the American Community Survey identified 277,613 households in the 190 census tracts within LBT's service area. Approximately 19 percent (18.9) of the households had an annual household income between \$10,000 and \$30,000, while another 23.8 percent of households were between \$60,000 and \$100,000. About 49 percent (48.5) of the households had an annual household income less than \$60,000 in 2017. Table 2 provides a more detailed breakdown of LBT service area household income. Table 3 shows that over 44 percent of the census tracts had a median household income less than \$60,000 in 2017. The average median household income was \$64,584.

Table 2: Annual Household Income Percentages per Number of Households

| Annual Household Income | Number of Households | Percentage |
|-------------------------|----------------------|---------------|
| Less than \$10,000 | 14,778 | 5.3% |
| \$10,000 - \$19,999 | 26,319 | 9.5% |
| \$20,000 - \$29,999 | 25,962 | 9.4% |
| \$30,000 - \$39,999 | 23,399 | 8.4% |
| \$40,000 - \$49,999 | 23,056 | 8.3% |
| \$50,000 - \$59,999 | 21,037 | 7.6% |
| \$60,000 - \$74,999 | 28,637 | 10.3% |
| \$75,000 - \$99,999 | 37,602 | 13.5% |
| \$100,000 - \$124,999 | 25,764 | 9.3% |
| \$125,000 - \$149,999 | 16,354 | 5.9% |
| \$150,000 - \$199,999 | 18,582 | 6.7% |
| \$200,000 or more | 16,123 | 5.8% |
| Total | 277,613 | 100.0% |

Source: 2017 ACS by LBT Service Area Census Tracts - B19001

Table 3: Annual Household Income Percentages per Number of Census Tracts

| Income | Number of Census Tracts | Percentage |
|----------------------|-------------------------|---------------|
| Less than \$20,000 | 2 | 1.1% |
| \$20,000 - \$39,999 | 33 | 17.4% |
| \$40,000 - \$59,999 | 49 | 25.8% |
| \$60,000 - \$79,999 | 47 | 24.7% |
| \$80,000 - \$99,999 | 36 | 18.9% |
| \$100,000 or more | 15 | 7.9% |
| Non-Residential Area | 8 | 4.2% |
| Total | 190 | 100.0% |

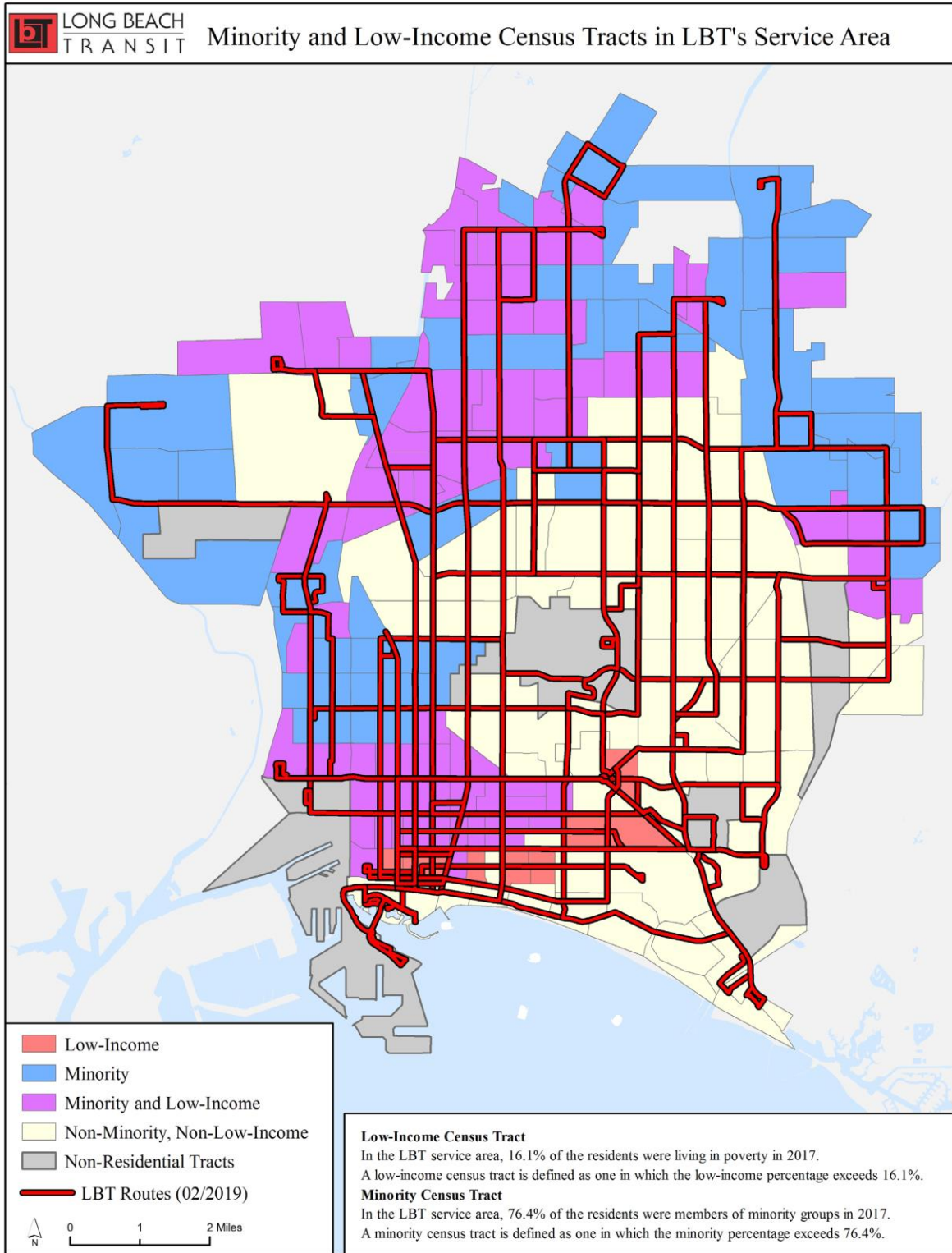
Source: 2017 ACS by LBT Service Area Census Tracts - B19003



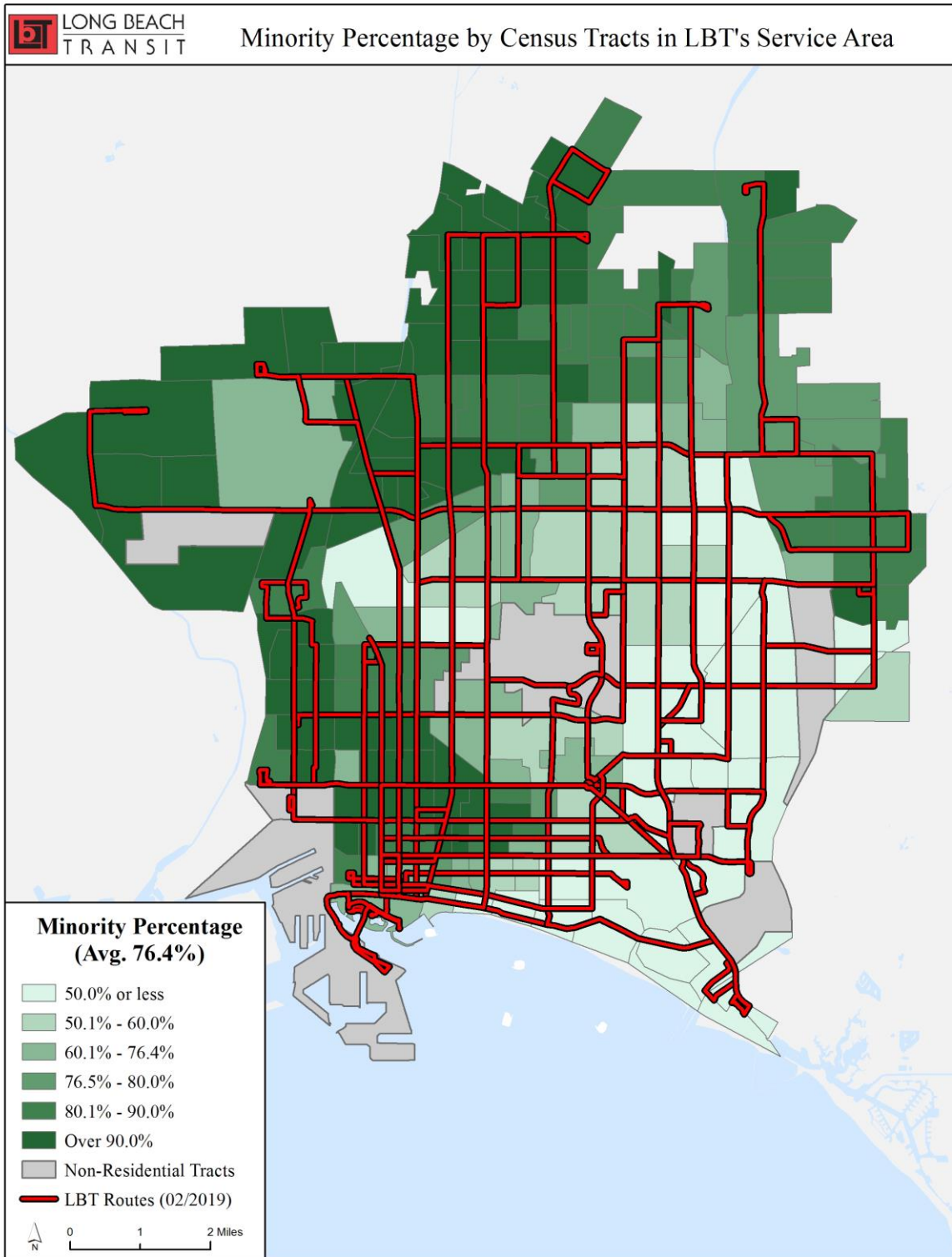
LBT Service Area Map



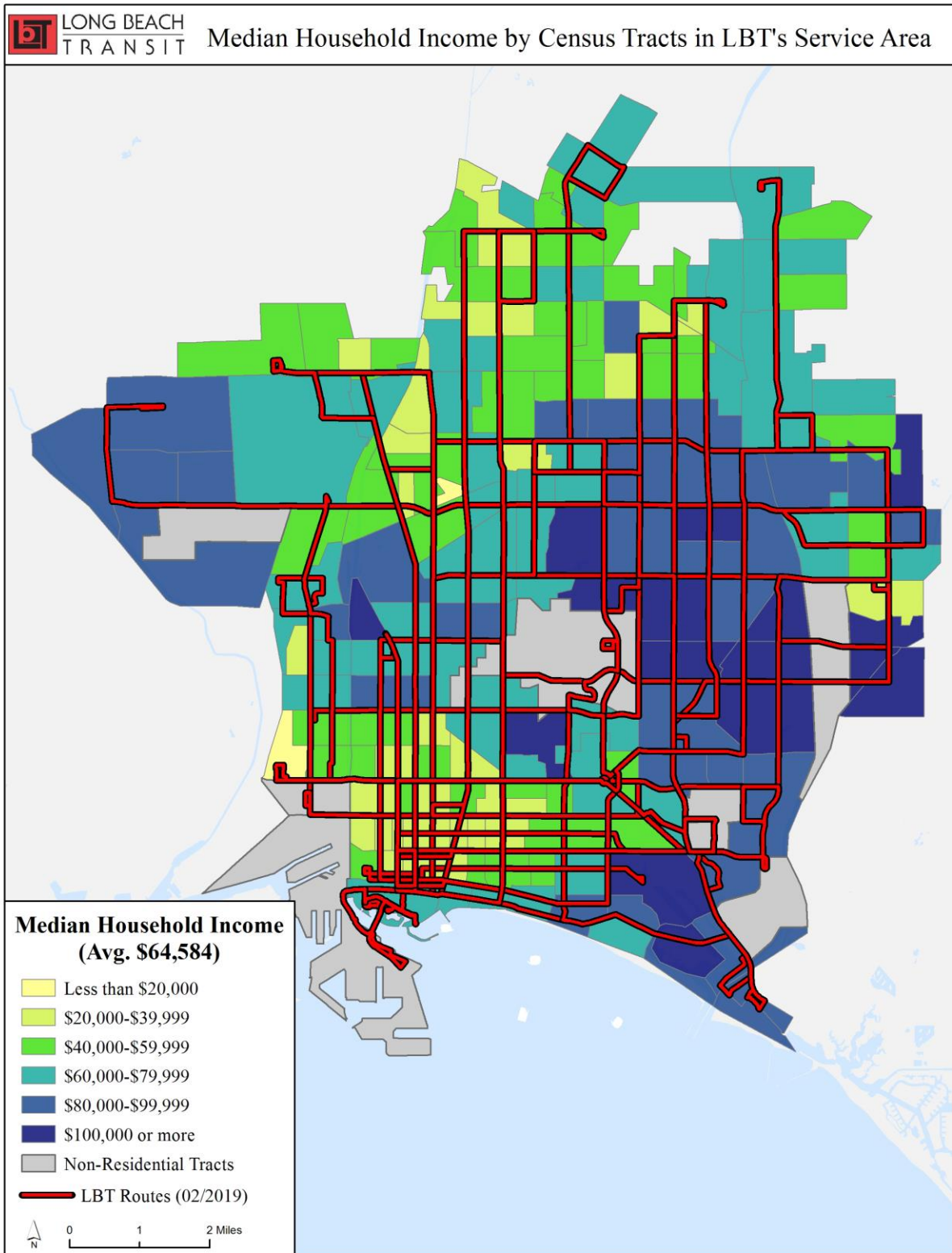
LBT Service Area Map – Minority and Low-Income Census Tracts



LBT Service Area Map – Minority Percentage by Census Tracts

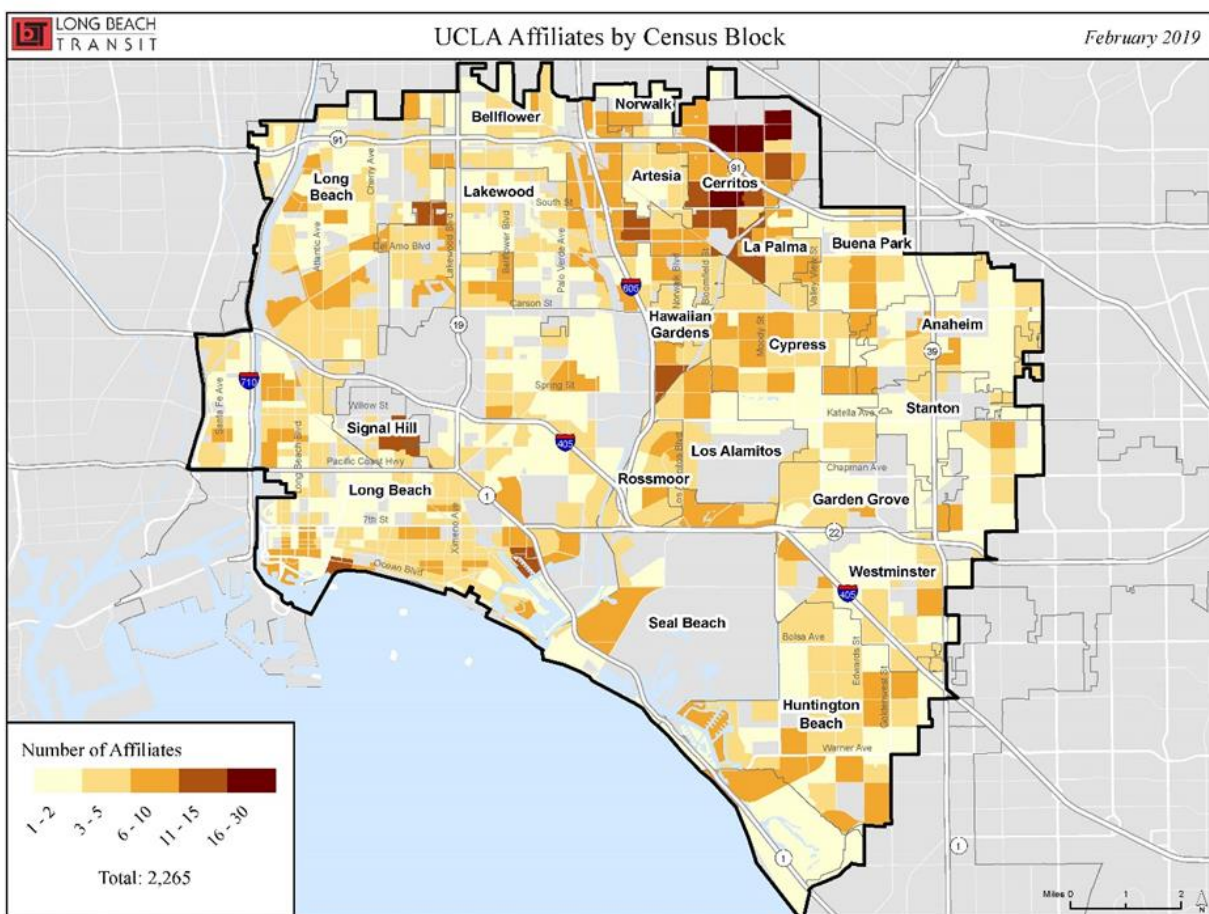


LBT Service Area Map – Low-Income Population by Census Tracts



UCLA/WESTWOOD COMMUTER EXPRESS ROUTE

During LBT's comprehensive operational analysis, branded the Systemwide Transit Analysis and Reassessment (STAR) Initiative in January 2018, one of the long-term roadmap recommendations identified through the public engagement process was regional express service between Long Beach and the west side of Los Angeles. As the STAR Initiative process progressed, LBT received a great deal of positive feedback from commuters and UCLA employees participating in vanpools. As a result, representatives from UCLA reached out to LBT to discuss proposed express service and identify ways to implement this service in the near term, as opposed to five to seven years. LBT, with assistance from UCLA's Transportation Department, identified nearly 2,000 community members in the Long Beach area that were commuting every day between the City of Long Beach and UCLA.





UCLA/WESTWOOD COMMUTER EXPRESS SERVICE AREA

UCLA/Westwood Commuter Express (Route 510) is a limited-stop service between Long Beach and Westwood Village (Westwood) servicing regional customers. The UCLA/Westwood service area consists of a two-mile buffer along the route. The UCLA/Westwood Commuter Express has three morning departures from Long Beach and three afternoon/evening departures from Westwood. There are two stops in Long Beach and three stops in Westwood. The route is 32 miles each way.

UCLA/WESTWOOD COMMUTER EXPRESS MINORITY AND LOW-INCOME DATA

Minority – In 2017, the American Community Survey identified a population of 1,426,577 residents in 327 census tracts within the UCLA/Westwood Commuter Express’ service area. These residents are concentrated in 313 residential census tracts; the other 14 census tracts are considered non-residential. As shown in Table 4, 68.45% percent of the residents are minority.

Table 4: UCLA/Westwood Commuter Express Service Area Minority Status

| Total Population | Minority | | Non-Minority | |
|------------------|----------|--------|--------------|--------|
| 1,426,577 | 976,562 | 68.45% | 450,015 | 31.55% |

Source 2017 ACS by UCLA/Westwood Service Area Census Tracts DP05

Income – In 2017, the American Community Survey identified 511,003 households in the 327 census tracts within UCLA/Westwood Commuter Express’ service area. Approximately 17 percent (16.6) of the households had an annual household income between \$10,000 and \$30,000, while another 21.4 percent of households were between \$60,000 and \$100,000. Almost 45 percent (44.8) of the households had an annual household income less than \$60,000 in 2017. Table 5 provides a more detailed breakdown of the UCLA/Westwood Commuter Express service area household income. Table 6 shows that over 37 percent of the census tracts had a median household income less than \$60,000 in 2017. The average median household income was \$74,856.

Table 5: Annual Household Income Percentages Number of Households

| Annual Household Income | Number of Households | Percentage |
|-------------------------|----------------------|---------------|
| Less than \$10,000 | 30,728 | 6.0% |
| \$10,000 – \$19,999 | 41,458 | 8.1% |
| \$20,000 – \$29,999 | 43,472 | 8.5% |
| \$30,000 – \$39,999 | 39,783 | 7.8% |
| \$40,000 – \$49,999 | 38,826 | 7.6% |
| \$50,000 – \$59,999 | 34,921 | 6.8% |
| \$60,000 – \$74,999 | 46,631 | 9.1% |
| \$75,000 – \$99,999 | 62,812 | 12.3% |
| \$100,000 – \$124,999 | 45,739 | 9.0% |
| \$125,000 – \$149,999 | 31,995 | 6.3% |
| \$150,000 – \$199,999 | 39,587 | 7.8% |
| \$200,000 or more | 55,051 | 10.8% |
| Total | 511,003 | 100.0% |

Source 2017 ACS by UCLA/Westwood Service Area Census Tracts DP05

Table 6: Annual Household Income Percentages per Number of Census Tracts

| Income | Number of Census Tracts | Percentage |
|----------------------|-------------------------|---------------|
| Less than \$20,000 | 5 | 1.5% |
| \$20,000 – \$39,999 | 40 | 12.2% |
| \$40,000 – \$59,999 | 76 | 23.2% |
| \$60,000 – \$79,999 | 76 | 23.2% |
| \$80,000 – \$99,999 | 59 | 18.0% |
| \$100,000 or more | 57 | 17.4% |
| Non-Residential Area | 14 | 4.3% |
| Total | 327 | 100.0% |

Source: 2017 ACS by LBT Service Area Census Tracts - B19003

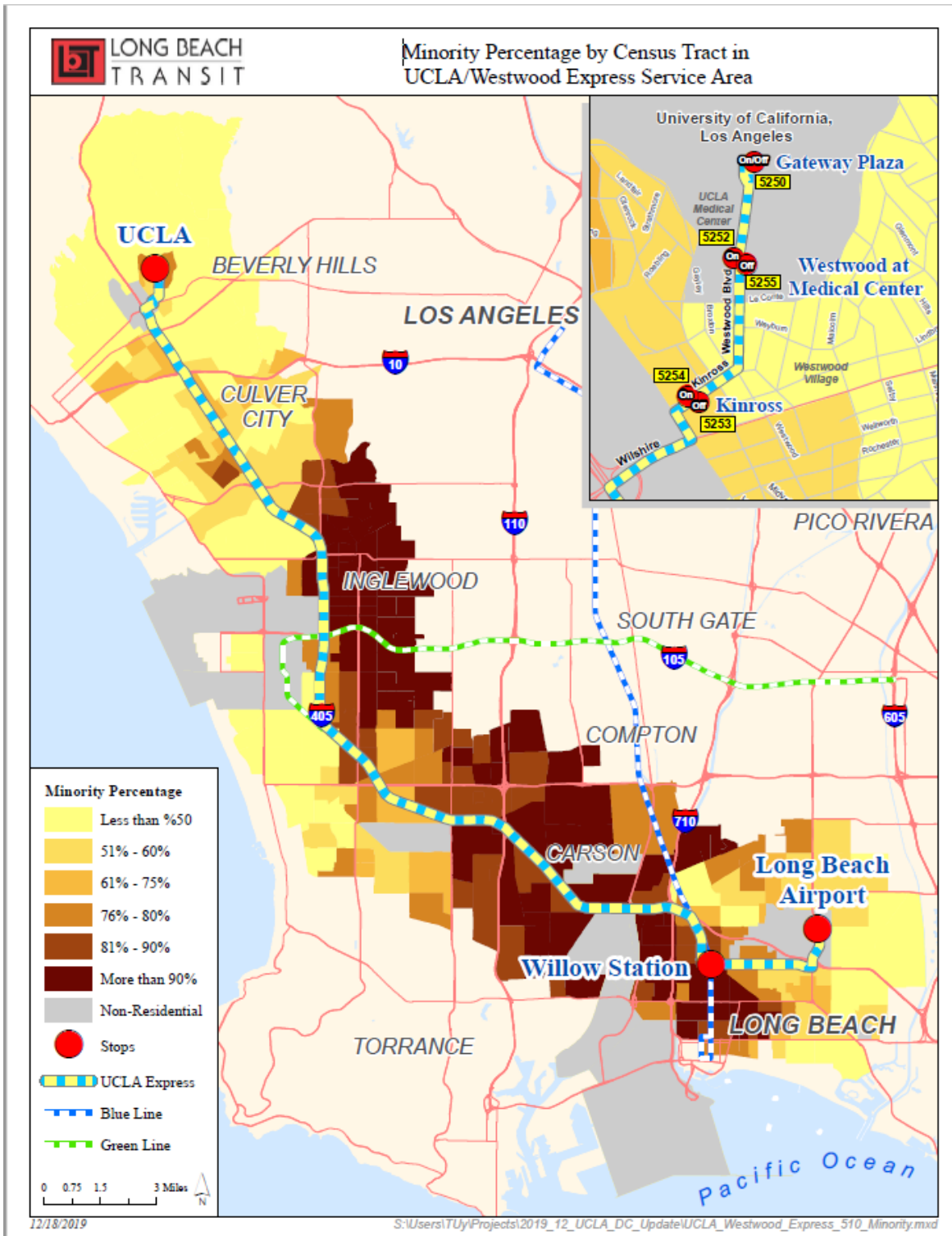


Ronald Reagan UCLA Medical Center: 2013

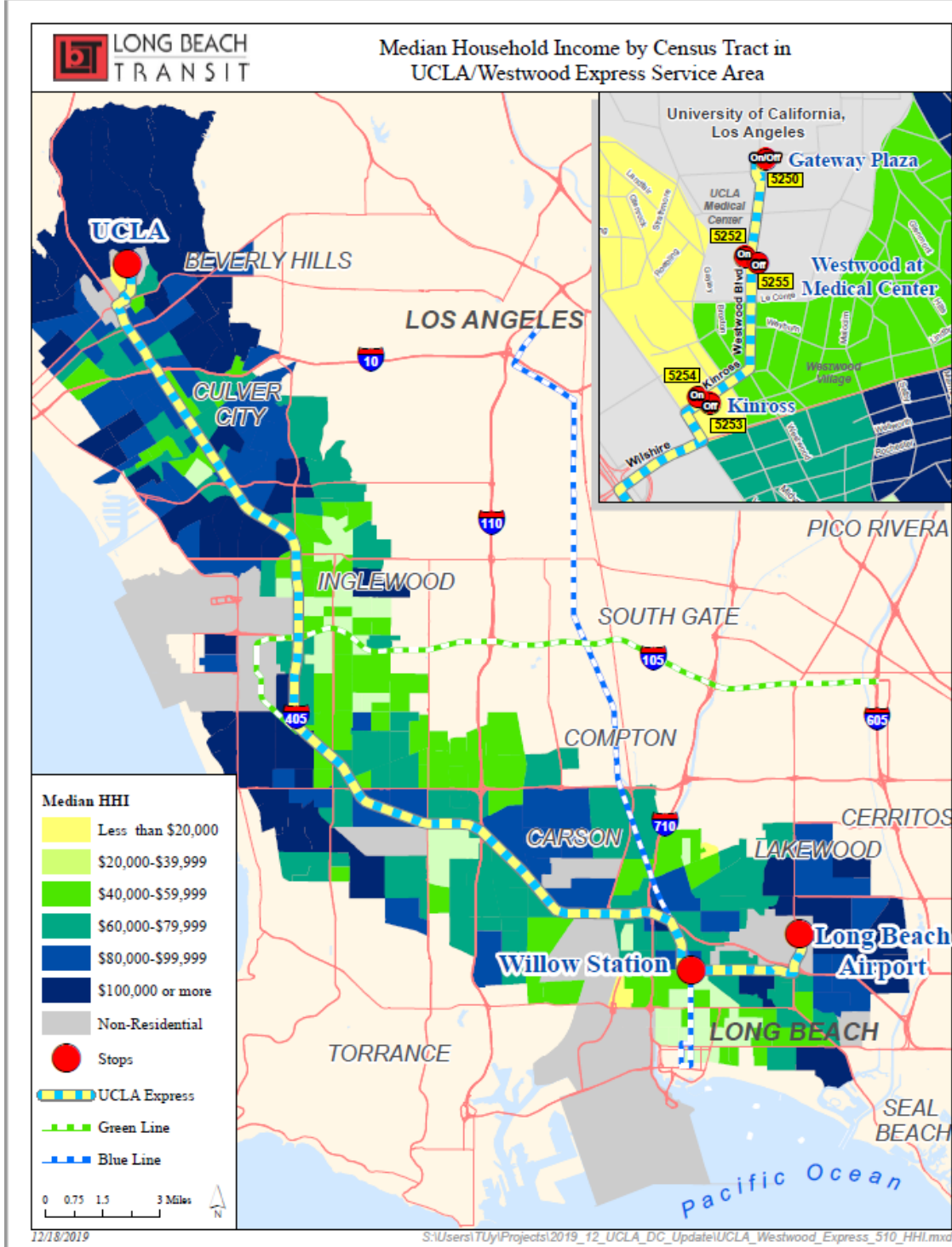
UCLA/Westwood Commuter Express Service Area Map



UCLA/Westwood Commuter Express Service Area Map – Minority Percentage by Census Tracts



UCLA/Westwood Commuter Express Service Area Map – Median Household Income by Census Tracts



LBT MAJOR SERVICE CHANGE POLICY

All “major” increases or decreases in transit service are subject to a Title VI Service Equity Analysis prior to the LBT Board of Directors’ approval of the service change. A Title VI Equity Analysis completed for a “major” service change must be presented to the LBT Board of Directors for its consideration and included in the Long Beach Transit Title VI Program with a record of action taken by the Board.

The following types of service changes shall be considered “major:” a) **the addition of a new route**; b) the elimination of a route without alternative service or a replacement route within three-quarters of a mile of the existing service; c) a reduction of 25 percent or more in total vehicle revenue miles in service on any specific route; d) an increase of 25 percent or more in total vehicle revenue miles in service on any specific route; e) a change in the daily span of service or frequency affecting 25 percent or more of route’s vehicle hours; and f) a systemwide change concurrently affecting five percent or more of the total system revenue hours.

DISPARATE IMPACT AND DISPROPORTIONATE BURDEN POLICIES

LBT’s Board of Directors adopted the following policies in April 2016 and were included in the Title VI Program submitted to the FTA in 2019.

Disparate Impact:

LBT defines a “disparate impact” as occurring when an adverse effect of a major service or fare change on minority populations is **at least 20 percent greater than** the adverse effect on the average non-minority populations of LBT’s service area. For “major” service changes in which a Service or Fare Equity Analysis is conducted by LBT, a disparate impact threshold of 20 percent shall be used to determine if minority populations are more negatively affected.

Disproportionate Burden:

LBT defines a “disproportionate burden” as occurring when an adverse effect of a major service or fare change on low-income populations is **at least 20 percent greater than** the adverse effect on the average non-low-income populations of LBT’s service area. For “major” service changes in which a Service or Fare Equity Analysis is conducted by LBT, a disproportionate burden threshold of 20 percent shall be used to determine if low-income populations are more negatively affected.

MAJOR SERVICE CHANGE AND FARE EQUITY ANALYSIS DATA

LBT elected to use **population data** from census tracts to determine disparate impact and/or a disproportionate burden. Based on guidance from the FTA Title VI Circular 4702.1B, when proposing new service to a neighborhood or corridor not served by the transit system, the appropriate comparison population would be the population of the transit system’s service area and the population of the proposed route’s service area based on census tracts. Therefore, LBT’s analysis is based on census demographics and does not represent ridership.

Major Service Change

Table 7 and Table 8 analyzes whether or not Route 510 is equitable or creates adverse effects. The tables represent a cumulative impact statistical analysis comparing populations of LBT's service area and the UCLA/Westwood Commuter Express service area, based on minority population and low-income population.

As stated in the LBT Title VI Program, LBT defines a "disparate impact" as occurring when an adverse effect of a major service or fare change on minority populations is **at least 20 percent greater than** the adverse effect on the average non-minority populations of LBT's service area. For "major" service changes in which a Service or Fare Equity Analysis is conducted by LBT, a disparate impact threshold of 20 percent shall be used to determine if minority populations are more negatively affected.

Table 7: Service Change Cumulative Impacts for Minority Populations

| Minority % of Population | | Difference | >20% | Disparate Impact |
|--------------------------|------------------|-------------|------|------------------|
| Route 510 | LBT Service Area | (76% - 68%) | - | - |
| 68% | 76% | 8% | No | No |

Table 8: Service Change Cumulative Impacts for Low-Income Populations

| Low Income % of Population | | Difference | >20% | Disparate Impact |
|----------------------------|------------------|-------------|------|------------------|
| Route 510 | LBT Service Area | (44% - 37%) | - | - |
| 37% | 44% | 7% | No | No |

The data indicates no disparate impact for minority and low-income populations and there is no obvious disproportionate burden to low-income populations in the LBT service area should Route 510 become a permanent commuter express service.

Fare Equity

LBT is required to analyze whether or not the pilot fare structure for Route 510 creates adverse effects for low-income populations and minority populations. This analysis used an onboard customer survey conducted during the public participation process to assist in this evaluation.

As illustrated in Table 9, the comparison of LBT's fares for the fixed-route and commuter express service indicates an increase in each fare category for Route 510. In addition, Table 10 indicates that there is no fare data for Route 510 prior to the pilot start date of April 1, 2019.

Although there are no changes to current local fixed-route fares, this analysis will determine whether Route 510 creates an inequality, thus a disproportionate burden for low-income populations in LBT's service area should the route become permanent. The fare equity analysis

will (a) guide the permanent fare structure for the commuter express route and (b) institute fares during the next scheduled service change.

Table 9: Route 510 Fare Structure

| LBT | One-Way Fare | Reduced Fare (Senior/Disabled) | Round-Trip Fare | Reduced Day Pass (Senior/Disabled) | Student Monthly Pass | Monthly 30-Day | Reduced Monthly 30-Day |
|----------------------------|--------------|--------------------------------|-----------------|------------------------------------|----------------------|----------------|------------------------|
| Fixed-Route Local | \$1.25 | \$0.60 | \$4.00 | \$2.50 | \$40.00 | \$65.00 | \$24.00 |
| Route 510 Commuter Express | \$4.00 | \$2.00 | \$7.00 | \$3.50 | \$80.00* | \$120.00 | N/A |

*UCLA Customers (Students and Affiliates (i.e., Faculty, Staff, etc.)) purchasing monthly passes through UCLA's Central Ticket Office will have their passes subsidized by UCLA for \$40, and UCLA provides payment directly to LBT. This means the customer will pay \$80 directly to UCLA and the pass will be loaded onto the customer's TAP Card.

Table 10: Route 510 Historical Fare Data

| Route 510 Commuter Express | One-Way Fare | Reduced Fare (Senior/Disabled) | Round-Trip Fare | Reduced Day Pass (Senior/Disabled) | Student Monthly Pass | Monthly 30-Day | Reduced Monthly 30-Day |
|----------------------------|--------------|--------------------------------|-----------------|------------------------------------|----------------------|----------------|------------------------|
| <April 1, 2019 | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| >April 1, 2019 | \$4.00 | \$2.00 | \$7.00 | \$3.50 | \$80.00* | \$120.00 | N/A |

Customer Survey – Fare Type

The Route 510 Customer Survey indicated that 42.1 percent of customers used the UCLA Monthly Pass, which is a UCLA-subsidized monthly pass provided to students and affiliates such as faculty and staff. Another 34.2 percent of customers used the LBT Mobile App as fare media, which allowed customers to buy their fare daily, one-way or round-trip. Combined, these two groups represented 76.3 percent, which is slightly over three-quarters of the overall survey respondents. Table 11 provides additional fare types used on Route 510. UCLA/Westwood Commuter Express Service Actual Fare Type data can be found in Appendix A.

Table 11: Route 510 Onboard Survey Fare Type Percentages

| Fare Type | Number of Response(s) | Response Ratio |
|--------------------|-----------------------|----------------|
| Cash – One Way | 0 | 0.0% |
| Cash – Round-Trip | 6 | 7.8% |
| TAP – Stored Value | 11 | 14.4% |
| LBT Mobile App | 26 | 34.2% |
| UCLA Monthly Pass | 32 | 42.1% |
| Other | 1 | 1.3% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

Customer Survey – Minority Population Percentages

The Route 510 Customer Survey indicated that 42.1 percent of customers categorized themselves as Hispanic/Latino, 13.1 percent Asian, 9.2 percent African-American and 3.9 percent Pacific Islander, thus a total of 68.2 percent of minority customers. The non-minority customer percentage was 17.1 percent. Based on the Route 510 Customer Survey, the UCLA/Westwood Commuter Express is predominantly used by minority populations and is a rapid, reliable transportation alternative to driving alone, carpooling and three-leg public transit fixed routes.

Table 12: Route 510 Onboard Survey Minority Population Percentages

| Ethnic Group | Number of Response(s) | Response Ratio |
|------------------------|-----------------------|----------------|
| Hispanic/Latino | 32 | 42.1% |
| Asian | 10 | 13.1% |
| African-American | 7 | 9.2% |
| American Indian | 0 | 0.0% |
| Alaskan Native | 0 | 0.0% |
| Pacific Islander | 3 | 3.9% |
| Caucasian/White | 13 | 17.1% |
| Prefer not to disclose | 9 | 11.8% |
| Other | 2 | 2.6% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

Customer Survey – Annual Household Income Percentages

The Route 510 Customer Survey indicated that 2.6 percent of customers with an annual household income less than \$10,000 and 30.1 percent of customers between \$10,000 and 50,000. There were 45.8 percent of customers with annual household income less than \$75,000. There is 23.6 percent of customers with an annual household income greater than \$75,000. The data indicates that the Route 510 is benefiting more low-income populations versus above median annual household incomes.

Table 13: Route 510 Onboard Survey Annual Household Income Percentages

| Annual Household Income | Number of Response(s) | Response Ratio |
|-------------------------|-----------------------|----------------|
| Less than \$10,000 | 2 | 2.6% |
| \$10,000 – \$19,999 | 7 | 9.2% |
| \$20,000 – \$29,999 | 4 | 5.2% |
| \$30,000 – \$39,999 | 5 | 6.5% |
| \$40,000 – \$49,999 | 7 | 9.2% |
| \$50,000 – \$74,999 | 10 | 13.1% |
| \$75,000 – \$99,999 | 8 | 10.5% |
| \$100,000 or more | 10 | 13.1% |
| Prefer not to disclose | 23 | 30.2% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

FARE EQUITY ANALYSIS

The Route 510 Customer Survey data analysis does not indicate the likelihood of any adverse effects or a disproportionate burden on low-income populations. Much like the major service change, the fare change does not create a disparate impact or disproportionate burden. Low-income populations are beneficiaries of the UCLA/Westwood Commuter Express Service. The Route 510 Customer Survey and results can be found in Appendix B.

PUBLIC PARTICIPATION

Public involvement activities were conducted during the course of the pilot to solicit the public's input. There were multiple notification platforms used to inform the public of the Public Participation meeting and to receive comments regarding the pilot service and promotional fare. Additional efforts were conducted to ensure Limited English Proficient (LEP) customers and People with Disabilities participated in the public involvement activities. Public Participation documentation can be found in Appendix C.

Onboard Survey



- Customers surveyed onboard to provide input on their overall riding experience

LBT Website



- Header on homepage with email link to submit comments online
- Extended public comments period for LEP and People with Disabilities to engage and comment

Facebook



- Promote service throughout pilot program
- Post notification of public meeting and opportunity to comment



Instagram

- Post notification of public meeting and opportunity to comment



Twitter

- Tweet notification of public meeting and opportunity to comment



Public Engagement

- Public Participation Meeting held at SkyLinks Golf Course, 4800 Wardlow Rd., Long Beach, CA 90808, on Wednesday, January 29, 2020

CUSTOMER TESTIMONY



This bus is needed!

I was selected to take this photo during UCLA Transportation Month Event. I was selected not because of popularity, but because I was one of the first of five people to take this bus on opening day (April 1, 2019) and the first to stand in line at 3:30 p.m. to wait for the 4:20 p.m. bus to arrive on the way home. I was selected out of determination and diligence. I was and still am determined to do whatever I can do (individually or collectively) to keep this bus actively running to serve our Westwood home away from home. Over my 25 years of service and using several other commute options, this has been the best by far. I have met new people and formed friendships that we can share information and ideas with one another and build a stronger more productive commute experience.

Thank You,

Althea Nelson

CONCLUSION

LBT's Route 510, the UCLA/Westwood Commuter Express service does not come at the expense of reductions on other fixed routes. Making Route 510 permanent is an overall enhancement to LBT's existing and potential new customers. To better serve minority and low-income communities, Route 510 expands access to (1) quality, best-in-class medical services; (2) quality, public educational programs and training; and (3) a multitude of employment opportunities, with an assurance of having affordable, reliable and sustainable transportation.

Based on the population data, there is not a disparate impact on minority populations, nor is there a disproportionate burden on low-income populations when considering instituting the promotional fare as the commuter express service permanent fare.

LBT will continue monitoring the implementation and service delivery of the UCLA/Westwood Commuter Express Service, as well as the fare structure implementation, for any potential adverse effects on minority and low-income populations.

APPENDICES

Appendix A: UCLA/Westwood Commuter Express Service Fare Type Actuals

UCLA/Westwood Commuter Express Service Fare Type Actuals

LONG BEACH TRANSIT

ROUTE 510 - RIDERSHIP BY METHOD OF PAYMENT

AS OF FEBRUARY 29, 2020

| Method of Payment | April | May | June | July | August | September | October | November | December | January | February | Total |
|----------------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|---------------|
| TAP | 879 | 1,223 | 1,118 | 1,532 | 1,590 | 1,426 | 2,150 | 1,373 | 797 | 1,411 | 1,462 | 14,961 |
| Cash - One Way | 113 | 143 | 104 | 119 | 142 | 161 | 210 | 168 | 113 | 136 | 111 | 1,520 |
| Cash - Round Trip | 70 | 65 | 86 | 140 | 139 | 115 | 125 | 74 | 76 | 68 | 40 | 998 |
| Mobile | 65 | 71 | 174 | 229 | 270 | 374 | 611 | 764 | 909 | 1,244 | 1,062 | 5,773 |
| Other - From Farebox | - | 1 | 3 | 1 | 2 | - | - | - | - | 1 | 3 | 11 |
| Total | 1,127 | 1,503 | 1,485 | 2,021 | 2,143 | 2,076 | 3,096 | 2,379 | 1,895 | 2,860 | 2,678 | 23,263 |

Appendix B: Route 510 Customer Survey and Results

Customer Survey

Survey ID: _____



**LONG BEACH
TRANSIT**

Route 510 Pilot Project Customer Travel Survey

Surveyor Use: Surveyor _____ Date _____
Direction _____ Trip Start Time _____

Please take a few minutes to help us improve our service by answering the questions below.

1. What is the nearest major intersection to your home? _____ & _____, _____, _____
Street Cross-street City Zip Code

2. Where is your destination at UCLA/Westwood? _____ & _____, _____, _____
Street Cross-street City Zip Code

3. Which stops do you use in Long Beach and Westwood?
Long Beach : Long Beach Airport Willow Station
UCLA/Westwood : Gayley Medical Center Ackerman/Gateway Terminal

4. How did you get to your stop in Long Beach and Westwood/UCLA?

| Access/Egress Mode | Long Beach | Westwood/UCLA | Comments |
|---|--------------------------|--------------------------|--------------|
| Drove personal vehicle | <input type="checkbox"/> | <input type="checkbox"/> | |
| Got dropped off | <input type="checkbox"/> | <input type="checkbox"/> | |
| Transfer to/from another transit route. | <input type="checkbox"/> | <input type="checkbox"/> | Which Route? |
| Biked | <input type="checkbox"/> | <input type="checkbox"/> | |
| Walked | <input type="checkbox"/> | <input type="checkbox"/> | |
| Uber/Lyft | <input type="checkbox"/> | <input type="checkbox"/> | |
| Other/Please specify | <input type="checkbox"/> | <input type="checkbox"/> | |

5. How often do you take this bus?
 Daily 2 – 3 Times Per Week This Is My First Time
 Once Per Week Less Often Than Once Per Week

6. How did you pay for this trip?
 Cash – One Way Cash – Round Trip TAP – Stored value LBT Mobile App
 UCLA Monthly Pass Other (Please Specify) _____

7. How did you first find out about this route?
 Long Beach Transit Bus Book UCLA Website Friends or Relatives
 Long Beach Transit Website Google Maps Other _____

8. What do you think about Route 510 service? Check (✓) as appropriate

| Existing Service | Strongly Satisfied | Satisfied | No comments | Dissatisfied | Strongly Dissatisfied |
|---------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| On-Time Performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bus stop Locations | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Frequency of Service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Seating Comfort | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| AM Span of Service (5:15 – 6:45 AM) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| PM Span of Service (4:20 – 6:20 PM) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Future improvement | | | | | |
| Early AM service to UCLA | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Later AM service to UCLA | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Earlier PM service to LB | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Later PM service to LB | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. If this route was not available, how would you be making this trip?
 Drive Alone Taxi/Uber/Lyft Take other Non-LBT Transit Route. Which one? _____
 Carpool Vanpool Stop making this trip
 Other _____

10. Which of the following groups includes your age?
 Under 18 18-24 25-34 35-44 45-54 55-64 65 or over

11. What is your gender? Male Female Non-Binary Prefer Not to Disclose

12. What is your annual household income before taxes?
 Less than \$10,000 Between \$40,000 and \$49,999
 Between \$10,000 and \$19,999 Between \$50,000 and \$74,999
 Between \$20,000 and \$29,999 Between \$75,000 and \$99,999
 Between \$30,000 and \$39,999 More than \$100,000

13. What is your ethnic group?
 Hispanic or Latino African-American Alaskan Native Caucasian/White
 Asian American Indian Pacific Islander Other

Any Comments? _____
Fill out the below information to be entered to win a \$50 Gift Certificate

Name: _____
 Email Address: _____
 Contact Number: _____

Thank You For Your Participation!

Customer Survey Results

Constant Contact Survey Results

Survey Name: Route 510 Pilot Project 1
Response Status: Partial & Completed
Filter: None
Dec 11, 2019 12:16:30 PM

1. What is the nearest major intersection to your home? (Street, Cross-Street, City and Zip Code)

76 Response(s)

2. What is your destination at UCLA/Westwood? (Street, Cross-Street, City, and Zip Code)

76 Response(s)

3. Which stop do you use in Long Beach?

| | Number of Response(s) | Response Ratio |
|--------------------|-----------------------|----------------|
| Long Beach Airport | 23 | 30.2% |
| Willow Station | 53 | 69.7% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

4. Which stop do you use in Westwood?

| | Number of Response(s) | Response Ratio |
|---------------------------|-----------------------|----------------|
| Gayley | 19 | 25.0% |
| Medical Center | 25 | 32.8% |
| Ackerman/Gateway Terminal | 32 | 42.1% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

5. How did you get to your stop in Long Beach?

| | Number of Response(s) | Response Ratio |
|---|-----------------------|----------------|
| Drove personal vehicle | 61 | 80.2% |
| Got dropped off | 15 | 19.7% |
| Transfer to /from another transit route | 6 | 7.8% |
| Biked | 2 | 2.6% |
| Walked | 1 | 1.3% |
| Uber/Lyft | 3 | 3.9% |
| Other/Please specify | 0 | 0.0% |
| Total | 76 | 100% |

5 Comment(s)

Customer Survey Results (cont'd)

6. How did you get to your stop in Westwood/UCLA?

| | Number of Response(s) | Response Ratio |
|---|-----------------------|----------------|
| Drove personal vehicle | 6 | 7.8% |
| Got dropped off | 5 | 6.5% |
| Transfer to /from another transit route | 4 | 5.2% |
| Biked | 1 | 1.3% |
| Walked | 56 | 73.6% |
| Uber/Lyft | 0 | 0.0% |
| Other/Please specify | 5 | 6.5% |
| Total | 76 | 100% |
| 10 Comment(s) | | |

7. How often do you take this bus?

| | Number of Response(s) | Response Ratio |
|-------------------------------|-----------------------|----------------|
| Daily | 51 | 67.1% |
| 2-3 Times Per Week | 22 | 28.9% |
| Once Per Week | 1 | 1.3% |
| Less Often Than Once Per Week | 1 | 1.3% |
| This Is My First Time | 1 | 1.3% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

8. How did you pay for this trip?

| | Number of Response(s) | Response Ratio |
|-------------------|-----------------------|----------------|
| Cash- One Way | 0 | 0.0% |
| Cash- Round Trip | 6 | 7.8% |
| TAP- Stored Value | 11 | 14.4% |
| LBT Mobile App | 26 | 34.2% |
| UCLA Monthly Pass | 32 | 42.1% |
| Other | 1 | 1.3% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

9. How did you first learn about this route?

| | Number of Response(s) | Response Ratio |
|-----------------------------|-----------------------|----------------|
| Long Beach Transit Bus Book | 0 | 0.0% |
| Long Beach Transit Website | 4 | 5.2% |
| UCLA Website | 50 | 65.7% |
| Google Maps | 1 | 1.3% |
| Friends or Relatives | 9 | 11.8% |
| Other | 12 | 15.7% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

Customer Survey Results (cont'd)

10. What do you think about Route 510 Service?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Strongly Satisfied | Satisfied | No Comments | Dissatisfied | Strongly Dissatisfied |
|---------------------------------------|--------------------|-----------|-------------|--------------|-----------------------|
| On- Time Performance | 43 57% | 27 36% | 4 5% | 2 3% | 0 0% |
| Bus stop Locations | 40 53% | 32 42% | 2 3% | 2 3% | 0 0% |
| Frequency of Service | 19 25% | 34 45% | 3 4% | 17 22% | 3 4% |
| Seating Comfort | 7 9% | 27 36% | 11 14% | 24 32% | 7 9% |
| AM Span of Service (5:15 am-6:45 am) | 20 26% | 36 47% | 7 9% | 10 13% | 3 4% |
| PM Span of Service (4:20 pm- 6:20 pm) | 13 17% | 33 43% | 7 9% | 21 28% | 2 3% |
| Overall | 25 33% | 41 54% | 7 9% | 3 4% | 0 0% |
| 37 Comment(s) | | | | | |

11. Suggested future improvements on Route 510

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Strongly agree | Agree | No comments | Disagree | Strongly disagree |
|--------------------------|----------------|-----------|-------------|----------|-------------------|
| Early AM service to UCLA | 17 22% | 11 14% | 40 53% | 7 9% | 1 1% |
| Later AM Service to UCLA | 31 41% | 16 21% | 24 32% | 4 5% | 1 1% |
| Earlier PM service to LB | 39 51% | 16 21% | 21 28% | 0 0% | 0 0% |
| Later PM service to LB | 34 45% | 13 17% | 23 30% | 5 7% | 1 1% |
| 23 Comment(s) | | | | | |

12. If this route was not available, how would you be making this trip?

| | Number of Response(s) | Response Ratio |
|--|-----------------------|----------------|
| Drive Alone | 55 | 72.3% |
| Carpool | 10 | 13.1% |
| Taxi/Uber/Lyft | 0 | 0.0% |
| Vanpool | 9 | 11.8% |
| Take Another Non-LBT Transit Route. Which one? | 8 | 10.5% |
| Stop making this trip | 3 | 3.9% |
| Other | 10 | 13.1% |
| Total | 76 | 100% |

13. Which of the following groups includes your age?

| | Number of Response(s) | Response Ratio |
|----------|-----------------------|----------------|
| Under 18 | 0 | 0.0% |
| 18-24 | 23 | 30.2% |
| 25-34 | 18 | 23.6% |
| 35-44 | 16 | 21.0% |

Customer Survey Results (cont'd)

| | | |
|------------------------|-----------|-------------|
| 45-54 | 13 | 17.1% |
| 55-64 | 5 | 6.5% |
| 65 and over | 1 | 1.3% |
| Prefer not to disclose | 0 | 0.0% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

14. What is your gender?

| | Number of Response(s) | Response Ratio |
|------------------------|-----------------------|----------------|
| Male | 30 | 39.4% |
| Female | 44 | 57.8% |
| Non-Binary | 0 | 0.0% |
| Prefer Not to Disclose | 2 | 2.6% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

15. What is your annual household income before taxes?

| | Number of Response(s) | Response Ratio |
|-------------------------------|-----------------------|----------------|
| Less than \$10,000 | 2 | 2.6% |
| Between \$10,000 and \$19,999 | 7 | 9.2% |
| Between \$20,000 and \$29,999 | 4 | 5.2% |
| Between \$30,000 and \$39,999 | 5 | 6.5% |
| Between \$40,000 and \$49,999 | 7 | 9.2% |
| Between \$50,000 and \$74,999 | 10 | 13.1% |
| Between \$75,000 and \$99,999 | 8 | 10.5% |
| More than \$100,000 | 10 | 13.1% |
| Prefer not to disclose | 23 | 30.2% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

16. What is your ethnic group?

| | Number of Response(s) | Response Ratio |
|------------------------|-----------------------|----------------|
| Hispanic or Latino | 32 | 42.1% |
| Asian | 10 | 13.1% |
| African-American | 7 | 9.2% |
| American Indian | 0 | 0.0% |
| Alaskan Native | 0 | 0.0% |
| Pacific Islander | 3 | 3.9% |
| Caucasian/White | 13 | 17.1% |
| Prefer not to disclose | 9 | 11.8% |
| Other | 2 | 2.6% |
| No Responses | 0 | 0.0% |
| Total | 76 | 100% |

17. Any Comments?

39 Response(s)

Customer Survey Results (cont'd)

18. Fill out the below information to be entered to win a \$50 Gift Certificate

| | |
|---------------|----|
| First Name | 54 |
| Last Name | 54 |
| Email Address | 54 |

Appendix C: Public Participation Documentation

Social Media Posts

Facebook

Long Beach Transit
Posted by Amanda Lbt Quezada
January 14 at 12:18 PM · 🌐

Long Beach Transit is holding a public meeting to listen to your valuable feedback about our UCLA/Westwood Commuter Express.

-

Join us Wednesday, January 29 at 6:30pm at Skylinks 📍
4800 E Wardlow Rd, Long Beach, CA 90808. 🚌 If you can't make it but would still like to share a comment, please email comments@lbt.com.



Talk Transit with us.

Let us know how to make the **UCLA/Westwood Commuter Express** service better for you.



7 🌐 4 Shares

Home Profile Calendar Friends Notifications Menu

Instagram

LONGBEACHTRANSIT Posts



Talk Transit with us.

Let us know how to make the **UCLA/Westwood Commuter Express** service better for you.



View Insights Promote

📍 Liked by csulongbeach and 61 others

longbeachtransit Long Beach Transit is holding a public meeting to listen to your valuable feedback about our UCLA/Westwood Commuter Express.

-

Join us Wednesday, January 29 at 6:30pm at Skylinks 📍
4800 E Wardlow Rd, Long Beach, CA 90808. 🚌

-

If you can't make the meeting but would still like to give feedback, please email comments@lbt.com.


View 1 comment
January 14

Home Search Add Heart Profile

Twitter

Long Beach Transit
969 Tweets


Tweets Tweets & replies Media Likes



COMMUNITY


🗨️ ↻️ ❤️ 📤 📊

Long Beach Transit @lbtransit · 1/22/20
Join us Wed. Jan. 29, 2020 at @SkylinksGolf to share your feedback on @lbtransit's #UCLA/ Westwood Commuter Express! Meeting will begin at 6:30pm!



Talk Transit with us.

Let us know how to make the **UCLA/Westwood Commuter Express** service better for you.



🗨️ ↻️ 2 ❤️ 3 📤 📊

Public Meeting Rack Card



**Talk Transit
with us.**



**Wednesday
January 29, 2020
6:30 pm**

Long Beach Transit is holding a public meeting to listen to your valuable feedback about our **UCLA/Westwood Commuter Express.**

 **SkyLinks Golf Course**
4800 E Wardlow Rd,
Long Beach, CA 90808

Unable to attend?
You may submit feedback to
comments@lbtransit.com

UCLA Westwood Commuter Express Pilot

Michael Gold
Executive Director/VP, Customer Relations and Communications

Kellie S. Irving
Regulatory Compliance and Civil Rights Officer

January 29, 2020



Agenda

- LBT At-a-Glance
- Title VI Overview
- UCLA/Westwood Commuter Express Pilot
- Feedback and Comments




Our Mission




Long Beach Transit – At a Glance

 250 buses. 35 routes. 13 cities.

 23.8 mil. customers boarded LBT in 2019

 100% mobility-device accessible.

 Special services such as Dial-A-Lift, LA Galaxy and LA Chargers Express, Museum Express and more.



Long Beach Transit - Sustainability



89% alternatively fueled fleet. 125 CNGs, 88 hybrids and 10 battery-electric buses



Tap is eco-friendly and designed to improve the transit experience



Energy conservation includes energy – efficient lighting and off-peak equipment charging



Long Beach Transit – LBT Water Taxis



2 AquaBus vessels, 40 customers each

2 AquaLink vessels, 75 customers each



Docks: LB Harbor, Queen Mary, Pine Ave. Circle, Aquarium, Shoreline Village and Alamitos Bay Landing



Long Beach and Beyond



LBT routes connect to LA Metro, OCTA and other regional operators



Customers can use an interagency transfer that can be easily loaded onto their TAP card



800,000 residents live within ¼ mile of LBT bus stops



Title VI of the Civil Rights Act of 1964

“No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance”



Title VI Program Requirements

- Major Service Change Analysis
- Fare Equity Analysis
- Language Assistance Plan
- Public Participation



Title VI Program Considerations

- Equal access to services (language barrier)
- Disproportionate Burden
- Disparate Impact



UCLA / Westwood Commuter Express Pilot Background

- STAR Initiative Recommended Route
- Freeway-based Route to Serve Regional Customers
- Reduce Traffic Congestion

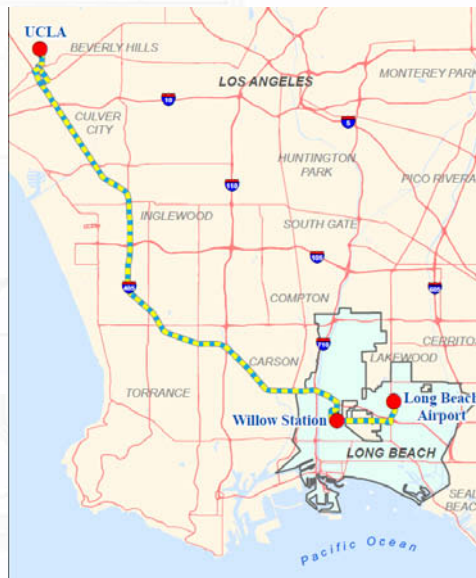


UCLA / Westwood Commuter Express Pilot Overview

- 60-foot Articulated Bus for maximum ridership
- Three a.m. departure times from Long Beach
- Three p.m. departure times from Westwood
- Two stops in Long Beach and three stops in Westwood



UCLA / Westwood Commuter Express Pilot Map



UCLA/Westwood Commuter Express Pilot Features

- **Affordability** – \$7 round-trip fare
- **Convenience** – Operates directly between Long Beach and Westwood
- **Time efficient** – Instead of waiting in traffic, use time on the bus to read, work or relax
- **Eco-friendly** – Less cars on the road, reducing your carbon footprint



UCLA / Westwood Commuter Express Pilot Statistics



Upward Trend

- 18,000 + boardings since April, 2019
- **112% increase** in ridership between April, 2019 and November, 2019



UCLA / Westwood Commuter Express Pilot Stats

Ridership by month

| April | May | June | July | Aug. | Sept. | Oct. | Nov. |
|-------|-------|-------|-------|-------|-------|-------|-------|
| 1,127 | 1,503 | 1,485 | 2,021 | 2,143 | 2,076 | 3,096 | 2,379 |



UCLA / Westwood Commuter Express Pilot Survey Results

Which stop do you use in Long Beach?

- 69.7% Willow Station
- 30.2% Long Beach Airport



UCLA / Westwood Commuter Express Pilot Survey Results

Which stop do you use in Westwood?

- 25% Gayley
- 32.8% Medical Center
- 42.1% Gateway Terminal



UCLA / Westwood Commuter Express Pilot Survey Results

How did you get to your stop in Long Beach?

- 80.2% Drove personal vehicle
- 19.7% Got dropped off
- 7.8% Transfer to /from another transit route
- 5.2% Other (Bike, Walked, Uber/Lyft)



19

UCLA / Westwood Commuter Express Pilot Survey Results

How did you get to your stop in Westwood/UCLA?

- 73.6% Walked
- 7.8% Drove personal vehicle
- 19.5% Other (Got dropped off, Transfer to /from another transit route, Bike, Walked, Uber/Lyft)



20

UCLA / Westwood Commuter Express Pilot Survey Results

How often do you take this bus?

- 67.1% Daily
- 28.9% 2-3 times per week
- 3.9% Once per week or less



21

UCLA / Westwood Commuter Express Pilot Survey Results

If this route was not available, how would you be making this trip?

- 72.3% Drive alone
- 24.9% Carpool/Vanpool
- 27.5% Other (Non-LBT transit route, stop making this trip)



22

UCLA / Westwood Commuter Express Pilot Look Ahead

- Improving comfortability
- Onboard Amenities
- Increased number of stops and times
- Additional buses



Thank you



Public Meeting Sign-In Sheet



Sign Up Sheet

| NO. | First Name | Last Name | Email | Monthly News Letter | |
|-----|---------------------------|-----------------|-----------------------------------|---|--|
| 01 | APOLINAR | JOE | N2MODART@MSN.COM | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 02 | SHEILA | SUDJONO | SASUDJONOC@HA.UCLA.EDU | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 03 | Jennifer | Iglesias | JENIGLESIAS7@EMAIL.COM | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 04 | Gloria | Mota | gloria.mota72@gmail.com | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 05 | John | Floyd | jfloyd@mednet.ucla.edu | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 06 | Bryan | Cole | blcole@ucla.edu | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 07 | Stephanie | Fisher | ssfishe@gmail.com | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 08 | Myte | Arredondo | MARREDONDO@RESEARCH.UCLA.EDU | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 09 | Elay | Murillo | Merch master boy@yahoo.com | <input checked="" type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 10 | Sheila | Parker | sheilaparker562@gmail.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 10 | Lauren | Loos | laurenaldos@gmail.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11 | Marcos | Urbina | urbina@finance.ucla.edu | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12 | Connie Jackson | Jackson | jacksonc6262@gmail.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13 | No L | MARTIN-TUNGARAN | nmartinecollege.ucla.edu | <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No |
| 14 | LALAINÉ | ZARDE | lalaineboja@gmail.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 15 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 16 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 17 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Public Meeting Sign-In Sheet (cont'd)

Sign Up Sheet



| NO. | First Name | Last Name | Email | Monthly News Letter | |
|-----|------------|-----------|-----------------------------|---|-----------------------------|
| 01 | Gladys | espinosa | gladys.espinosa84@gmail.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 02 | Emi | Clark | e.clark@finance.ucla.edu | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 03 | KATHRYN | HORSLEY | Kathrynhorsley@aol.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 04 | Arnon | Sun | arnon.sun.iii@gmail.com | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 05 | Daniela | Messarina | dani.messarina@gmail.com | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 06 | Rasoul | Sharifi | eco.sharifi@gmail.com | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 07 | ARLAN | CAPATI | acapati@mednet.ucla.edu | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| 08 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 09 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 10 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 11 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 12 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 13 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 14 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 15 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 16 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 17 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 18 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 19 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 20 | | | | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

Public Meeting Sign-In Sheet (cont'd)



Sign Up Sheet


| NO. | First Name | Last Name | Email | Monthly News Letter |
|-----|------------|------------|--------------------------|---|
| 01 | Steve | Hernandez | hernandez.steve.j@gmail | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 02 | Scott | SHARY | scott.shary@gmail.com | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 03 | Athea | Nelson | anelson@mednet.ucla.edu | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 04 | Millicent | Duggan | m.duggan@hotmail.com | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 05 | Jamal | Rites | jriversj@asucla.ucla.edu | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 06 | Mussa | Al Bulushi | malbulushi@aol.com | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 07 | Olivia | Jackson | via.jackson03@yahoo | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| 08 | Sara | Kieffer | sarakc@live.com | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 09 | MICHAEL | BARR | MBACA @ MEDNET.UCLA.EDU | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 10 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 11 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 12 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 13 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 14 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 15 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 16 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 17 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 18 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 19 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |
| 20 | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No |

Appendix D: Public Comments



Comments



longbeachtransit  Long Beach Transit is holding a public meeting to listen to your valuable feedback about our UCLA/Westwood Commuter Express.



Join us Wednesday, January 29 at 6:30pm at Skylinks

 4800 E Wardlow Rd, Long Beach, CA 90808. 



If you can't make the meeting but would still like to give feedback, please email comments@lbt.com.

Edited · 2w



jesusalis2 Better signs overall, thank you 

1w Reply



UCLA/Westwood Commuter Express Public Participation Comments

| # | Email Date | Title | Comment |
|----|--------------------------|---|--|
| 1. | Friday, January 24, 2020 | UCLA Commute Bus | I find this transportation opportunity not only helpful to many people who attend UCLA, but it reduces our carbon footprint on this world, a little bit at a time |
| 2. | Sunday, January 26, 2020 | UCLA Commuter bus | <p>I wouldn't mind having a later option in the morning and evening because isn't set at 9-6, so some more options would be nice. I know this is based on the amount of people who would want this, but I would definitely ride a bus that left at 7:30 or 8am and ride a bus back at 7:20pm.</p> <p>The thing I would really love to see is if the bus pass could be incorporated into an EZ transit pass on some level. I'm pretty sure none of the levels of the ez transit pass cover the LB 510 route and it's really annoying to me. It would be great to have all my transit needs covered on one pass and not have to separate tap cards. As well as keep track of balances and which transit I'm riding.</p> |
| 3. | Monday, January 27, 2020 | UCLA Westwood Commuter Express - Feedback | <p>Unfortunately, I'm unable to make the Public Meeting scheduled this Wednesday (1/29), however I wanted to provide my feedback for this service.</p> <p>The Westwood Commuter Express has been invaluable to someone who lives in Long Beach and works at UCLA. While the commuter bus is certainly a great tool to improve my personal productivity (or allowing me a few extra minutes of sleep) and allows me more time without my hands on the wheel, it is the forward thinking and environmentally conscious leadership that Long Beach demonstrates that actually makes me proud to be taking public transportation.</p> <p>With the current climate disasters Southern California and the world has been experiencing lately, the UCLA Westwood Commuter Express provides an effective alternative to lowering each riders' personal contribution to carbon pollution and reducing our overall congestion on the freeways – each person riding on the bus is one less car idling on our overcrowded roads, belching toxins into the air.</p> <p>I am proud to live in a city that offers the UCLA Westwood Commuter Express as a service for busy professionals who want more from their commute.</p> <p>Thank you Long Beach for being a change agent in our current climate crisis when the world needs leaders.</p> |

UCLA/Westwood Commuter Express Public Participation Comments

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| 4. Monday, January 27, 2020 | UCLA Westwood Commuter Express | <p>I wanted to take a moment to advocate for making the UCLA Westwood Commuter Express a permanent line. Unfortunately, I may not be able to attend this meeting in person due to the time the bus arrives in Long Beach, however, I will try.</p> <p>Since the pilot program began, I was on the bus from day one filled with excitement that I finally had the opportunity to commute from Long Beach after stressfully driving back and forth to work at UCLA for almost 10 years. This is the best opportunity to reduce the daily stress of commuting by myself in my car. I've saved on gas, parking on campus and car insurance plus the cost of the monthly pass is reasonable. I've even encouraged a couple of coworkers in my office that live in Orange County to drive to Long Beach and take the bus. Two other coworkers have recently moved to Long Beach from Los Angeles and are now commuting on the bus after asking my opinion.</p> <p>All in all, this commuter express has changed my life and I hope it will become permanent.</p> <p>Thank you for the UCLA Westwood Commuter Express.</p> |
| 5. Monday, January 27, 2020 | keep this service! | <p>The UCLA /LONG Beach bus has been a GODSEND! I'd use it more frequently if there were more times leaving from long beach.</p> |

UCLA/Westwood Commuter Express Public Participation Comments

6. Tuesday, January 28, 2020

UCLA/Westwood Commuter Express meeting comments

I would like to submit comments for the UCLA/Westwood commuter Express meeting as I am unable to attend.

This commuter bus has been positively life changing. I cannot express to LB Transit how grateful I am to have this as a commuting option. I was driving to Westwood 5 days a week. Most days, this was a 2 hour commute each way. Now, in the mornings, it takes 60-80 minutes and in the evening 90 minutes. I am saving at least 90 minutes a day being on the road. This has helped my mental health, my physical health (I have a bad back) and I'm saving a ton of money on gas. Not to mention helping to reduce my carbon footprint. (Also, I can get more work and news time in- I'm writing this while on the bus!)

With the money I'm saving on gas, parking tickets in Westwood and parking garage fees, I'm able to go out more in Long Beach. I get home early enough now, that it feels reasonable. Additionally, I'm not exhausted from driving all day, so I've been excited to hit up week night events in LB!

As a fundraiser for Australia, we got to dare people in our office to do things. I dared a coworker who lives in LB to take the bus for a week. Now he's hooked and planning to take it all the time!

My recommendations to improve the program:

#1. You need to find ways to advertise and get the word out more. The only reason I knew there was an express bus was from a coworker who was already riding. More publicity leads to more ridership and hopefully more trips.

#2. Please send the larger buses. On the 5:30am bus last week, all the seats were full. One more rider and they would have had to stand. People often have large bags (or they are large people) and require more space. The handicap seats are always filled with people and I'm concerned that the if we need to accommodate a person in a wheel chair, it will be very tough (people will definitely have to stand).

#3. With ridership looking good and hopefully continuing to increase, it would great to see a few more trips added to the AM and PM. The dream would be a trip every 30 minutes.

I am confident that this program will continue to be a success. This is truly an incredible service and I feel very lucky to have access to it. As people continue to find ways to decrease their carbon footprint, the number of people who utilize this service will continue to grow. Additionally, the bus is a great opportunity to save a lot of time and even more money!

UCLA/Westwood Commuter Express Public Participation Comments

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| 6. Tuesday, January 28, 2020 | UCLA/Westwood Commuter Express meeting comments | <p>Again, I cannot thank LB Transit enough for this service. Eliminating it would devastating to a ton of people in a number of ways. Also, it's fun to see the same people on the bus each day. It is definitely helping to strengthen community bonds, communication and positivity in Long Beach.</p> <p>Thank you very much for your time and for accepting email comments. I would be happy to answer and follow up questions you may have.</p> |
| 7. Wednesday, January 29, 2020 | Talk Transit with Us Event | <p>I am writing to pledge my ongoing support and request for LB transit service to UCLA for commuters. The 510 route has been life changing for me. As a long-time Long Beach Resident, I have been commuting from Long Beach to UCLA for over 12years, as I graduated from UCLA in undergrad, from a graduate program and then went on to work for the University following. I hold a long-term interest to riding the bus and would like to express my gratitude for the service and commitment of the drivers to getting us to and from campus safely. I can't imagine life without the 510 bus at this point. I have noticed the relief of stress this service has provided and I know all of the riders appreciate it as well.</p> <p>I happen to be a UCLA employee that works off campus, thus I catch another bus to work following the initial first stop. My only requests would be to have the bus leave 10mins earlier if possible in the morning to adjust to traffic and to have an earlier bus going home if possible.</p> <p>Another idea to promote riders you could offer transit from UCLA to Long Beach as well for people that live in the area and work in Long Beach. This may bring in more revenue.</p> <p>Thank you for all that you do. I pray that this route lasts past the pilot program.</p> |

UCLA/Westwood Commuter Express Public Participation Comments

8. Wednesday, January 29, 2020 LBT/UCLA #510 Commuter Bu First of all, I would like to say that the Long Beach/UCLA Commuter Bus #510 has SAVED me in so many ways!!!
- I have worked at UCLA for over 10 years in a specialty that is very unique called Brachytherapy. There aren't many centers in the US that can do what we do. Since having a family, we decided to move to Long Beach to be closer to our family (knowing that the daily commute from Long Beach to Westwood would be challenging to say the least). After a year of commuting, it took a toll on me physically and mentally. I came home with no ounce of energy reserved to spend time with my family and daughter. Early last year, we learned we were expecting a new baby and so I seriously considered leaving my job that I love as I knew I couldn't bare that commute being pregnant. I almost took a new position closer to home.
- I then decided to stay with UCLA. About 2 weeks after that decision, I learned about the new LBT/UCLA commuter bus through hearsay. I did not see any advertising on it. I, of course, was so elated that I started using the commuter bus since day #2. The commuter bus has been SO instrumental to me. I am able to stay at my current job and be able to rest/nap during the commute. It has made for such a stress free commute. I am able to come home to my family with enough energy to get me through the evening to my two small children (ages 4 and 4 mos old). The commuter bus has not only saved wear and tear on my car but also my mind and body. I am grateful to have this option to us Long Beach residents and surrounding city. I always thankful to the friendly bus drivers (especially CARLOS) for the safe ride.
- I support the LBT/UCLA commuter bus 100% using the TAP card. The monthly pass if priced fairly and affordable. I see the bus load getting fuller which is great! I pray that this service continues as I would not know what to do without it. My only recommendation is that it would be advertised more so that more UCLA faculty/staff/student know more about it. I plan to be at this evening's meeting for continued support.

UCLA/Westwood Commuter Express Public Participation Comments

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| 9. Wednesday, January 29, 2020 | Long Beach Transit - UCLA/Westwood Commuter Express | <p>I plan to attend the meeting today but I would like to send in comments via email as well just in case I can't make it to the meeting.</p> <p>I started taking the UCLA/Westwood Commuter Express in May 2019 after I learned about it from my colleague who is already taking the Commuter Express. It's a lifesaver since I commute from Santa Ana! My physical and mental conditions improve greatly thanks to the Commuter Express. I used to take vanpool managed by UCLA but we all still had to drive (and pay for parking) if the sole driver of the vanpool is on vacation or out sick. As a comparison, the Commuter Express is much more reliable – it's available everyday (working day I mean)! In addition, the Commuter Express provides flexibility and convenience since there are 3 departure times for mornings and 3 departure times for afternoons while if I miss vanpool in the afternoon, I don't have many options to get back home.</p> <p>I was not aware that the Commuter Express is a pilot program until I got the pamphlet last week while waiting in line for the Commuter Express. I can't imagine the quality of life I/we as passengers would have if we have to start driving to and from UCLA again. I am sure our productivity at work will decrease. Not to mention the further traffic congestion and air pollution our cars will contribute to.</p> <p>I don't know the reasons why the Commuter Express is only a pilot program or what is causing the hesitation to continue the Commuter Express (low ridership? Low return on investment?...). All I can say is I am (and all passengers I talked to) are very grateful for the Commuter Express provided by Long Beach Transit and its drivers!</p> <p>Thank you for listening to our feedback!</p> |
| 10. Wednesday, January 29, 2020 | UCLA/ Westwood Commuter Express Feedback | <p>I am unable to attend tonight's public meeting. However, I wanted to share my thoughts on the commuter service being offered. I have attached a letter explaining my concerns with the service (<i>letter attached at the end of Appendix D</i>)</p> |

UCLA/Westwood Commuter Express Public Participation Comments

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| 11. Wednesday, January 29, 2020 | UCLA/ Westwood Commuter Express Public Meeting | <p>I am unable to attend the meeting on Wednesday, January 29, 2020 at 6:30pm at the SkyLinks Golf Course. I would like to provide my feedback via email.</p> <p>The UCLA/Westwood commuter express is an absolute necessity for those commuting from Long Beach to UCLA. I first want to thank Long Beach transit for giving us use of their buses and drivers. This route truly saved my physical and emotional health. Driving for the usually 2 hours one way, almost 4 hours round trip daily, was extremely hard on my body and mind. The bus allowed me to relax, read, or even nap on the way home.</p> <p>There were some issue with the commute, however. Unfortunately, the buses provided are not commuter buses, and are not suitable for long trips. The seats are extremely uncomfortable, especially when you sit in them for 2 hours. Also, the bus often gets stuck in the Willow Station turn around, causing long delays to an already very long commute. Finally, the buses are often very dirty. At least every other bus had food and trash on the floors or seats.</p> <p>In all, the commuter bus is a complete necessity for those commuting from the Long Beach area to UCLA. It could be improved with better seats, clean buses, and the ability to turn around.</p> |
| 12. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>I would like to reiterate my strong support for making the UCLA/Westwood Commuter Express a permanent route. Personally, this is the best thing to happen to my almost 10 years of driving from Long Beach to UCLA -- a sentiment echoed by many of my fellow commuters. I've been a commuter from Day 1 on the bus and have witnessed the growth in number of commuters from then to now. I didn't realize what I was missing with not having to contend with the daily 405 freeway traffic until the UCLA/Westwood Commuter Express became available and I cannot imagine having to start driving again. Also, parking at the Willow Station for me is more than convenient. I hope that LBT will continue having the UCLA/Westwood Commuter Express.</p> |

UCLA/Westwood Commuter Express Public Participation Comments

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| 13. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>This is to address the 510 bus to UCLA from Long Beach. I really enjoy the bus as it does help with the commute. If there's any way to keep (and hopefully upgrade) it would be appreciated. The main goal is to get more cars off the street and utilize the shuttle to help reduce this. As far as comfort, if there is any way to upgrade the shuttle, everyone would benefit. As you know, many hours are spent on the shuttle. Hopefully, something can be done for this as well as we look into the future.</p> <p>Thank you for your time and effort in looking into our case. You can surely see that there is a need... we just hope that we can continue the improvement for the benefits of those that are on the shuttle day in and day out.</p> |
| 14. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>Feed Back on the Long Beach Transit Commuter Express. I will be attending tonight's meeting and would like to raise the following topic.</p> <p>Concerns:</p> <p>Please keep this bus going, many of us have gotten off Van Pools and Car Pools because the bus is so much more convenient and it would be close to impossible to go back to those services without being on long wait list.</p> <p>An earlier bus departure would be great for those who get out of class or off work earlier than 4:00 pm</p> <p>If this program continues could there possibly be a commuter bus line at least for the PM ride. The current buses have extremely hard seating and is a little difficult on the entire body for a nearly 2 hour ride home.</p> <p>Suggestions:</p> <p>Change the way payments for this bus line is collected. Commuters (especially students) seem to be confused about the payment, as some have been trying to use the regular or discounted payment when making payments on line. Maybe color coding or flagging the App payments for easy visibility for drivers to recognize. In the meantime suggestions should be made to UCLA Transportation to have a designated tap card designed exclusive for this Long Beach/Westwood line only! If possible to only have the correct payments apply to this card?</p> <p>If commuter buses cannot be provided, please remove the title "Commuter Bus" as it is misleading!</p> |

UCLA/Westwood Commuter Express Public Participation Comments

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| 15. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | As a graduate student, I rely on the Long Beach Transit system to get to school. It has greatly helped me save money and I appreciate the help for those commuting. I would suggest either providing more buses at different times or ensuring that all of the buses are double-sized. There have been multiple times where the 7:05 bus is completely full and leaves people to squish and stand through the 1.6-hour commute. I hope this service continues in the future and thank you for giving me an avenue to give feedback. |
| 16. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | Sorry, I'm unable to attend this Long Beach Transit public meeting. And would like share my feedback 1. Very convenient for us UCLA staff/employees/students who commute from Long Beach and the surrounding area. Would love to continue this UCLA/Westwood Commuter Express. 2. May I suggest to have a comfortable bus. Since the ride is bit long a comfortable seat would be perfect for this long ride. 3. To add more schedule in the morning and afternoon. Instead of every hour, would be great if every half hour or 15 minutes bus schedule. For now we only have 3 schedules (on both morning & afternoon). It would be great if we at least 5 schedules both in the morning and afternoon for us to choose from. Again, thank you for this wonderful LBT UCLA/Westwood Commuter Express. |

UCLA/Westwood Commuter Express Public Participation Comments

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| 17. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>I just received an email letting me know that there will be a public meeting regarding the UCLA/Westwood commuter express service this evening. First, I would have very much liked to attend this meeting and would have been able to had I received more notice.</p> <p>More importantly, I would like to state that the commuter express has made my commute much better and much safer. I cannot thank you enough for establishing it. I love living in Long Beach and want to remain here, but have a good job at UCLA. The commute is brutal. The commuter express allows me to sleep and work, rather than down three cups of coffee to keep myself awake to drive. It also helps me cut down on my carbon footprint, which is very important to me. I don't know that I could have continued to live in Long Beach and work at UCLA without this service.</p> <p>I do wish that there were a later bus from Long Beach to UCLA and an earlier bus from UCLA to Long Beach. A number of the riders seem to be students, who likely do not have to be on campus first thing in the morning and would be able to return home earlier in the day, leaving more space for commuters working a more standard work schedule. This would also allow me to drop my daughter at daycare on mornings when my husband is unable to do so and still catch the bus.</p> <p>Otherwise, I am very pleased with and thankful for the UCLA/Westwood commuter express.</p> |
| 18. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>I won't be able to make the meeting tonight, 1/29, however, I wanted to share my input about the UCLA/Westwood Commuter Express.</p> <p>The UCLA/Westwood Commuter Express makes it possible to live in Huntington Beach and be able to commute to UCLA. I actually moved to be closer to family recently, and part of this decision was because the UCLA/Westwood Commuter Express became an option that allowed me to not have to spend 4+ hours driving to and from work.</p> <p>This service has made my commute better than I could have ever imagined, and I appreciate the impact it is having on my overall life stress to not have to drive in traffic all day! Please continue the service and add more times! Thank you, thank you!</p> |

UCLA/Westwood Commuter Express Public Participation Comments

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| 19. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>I can't make the meeting tonight but I would like to give feedback in regards to the Westwood Commuter Express.</p> <p>In the short term, I take the commuter express at around 4 PM from UCLA to Long Beach Airport, and sometimes they bring a bus that is too small for the amount of people that leave Westwood at 4 PM. I believe there needs to be consistency with the bus size and it should be larger busses than smaller. Better safe than sorry. I also believe that the drivers should be able to make the U-Turn at the Willow Station Turn around, there has been numerous times where we are stuck at that turn around for over 20 minutes because the driver simply can't make the u turn. I understand that it's a rough estimate for our arrival time, but when it comes to situations like that it looks really bad on LBT's part.</p> <p>In the Long Term, as a student, I would like to see more busses added that leave to UCLA at later time to accommodate students that have classes later, I would also like to see more return trips added at a later time because as a student I am unable to participate in after class activities that occur in the evening such as clubs and work. Nothing too extreme but a bus that goes back to Long Beach at around 8 PM would be nice. If I want to participate in those activities or even if I have a class that runs later than 6 PM, I would need to drive myself. So later busses on the return trip to Long Beach would be nice.</p> <p>I hope these suggestions and feedback are taken into consideration!</p> |
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UCLA/Westwood Commuter Express Public Participation Comments

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| 20. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>I first have to say THANK YOU, THANK YOU for launching the UCLA/Westwood Commuter Express. I have been commuting to UCLA since 2004 and through the years it's been difficult maintaining consistent transportation from Long Beach to UCLA. In 2008 I became a full time staff at UCLA and with the help of UCLA Transportation office I was able to enroll in Vanpool for two years which unfortunately became too costly and with my schedule it was difficult to be on time to work. Due to this, I opted out of the ride sharing and began commuting with my personal vehicle. The many years of using my personal vehicle put a strain on the functionality of my vehicle and it caused issues with my work attendance.</p> <p>I've been riding the UCLA/Westwood Commuter Express since April and not only has it helped improve my attendance at work but my attitude is relaxed and positive that my managers appreciate my happiness in the office. There are so many positive experiences since I've been on the UCLA/Westwood Commuter Express that I've encouraged other LB residents to ride. Some positive experiences are:</p> <ul style="list-style-type: none">· Friendships· Community· Sustainability <p>Unfortunately, some LB residents UCLA schedule won't allow them to ride the bus which is why I think it's important that we have MORE buses such as an earlier pick up time from UCLA and a later pickup from Long Beach. They have told me that if there was an earlier bus/later bus they would definitely ride the bus.</p> <p>Also, the ease of riding the UCLA/Westwood Commuter Express encouraged me to ride other LBT routes in my city, I now have a monthly pass and I avoid rising gas prices and adding pollution to our city.</p> |
| 21. Wednesday, January 29, 2020 | UCLA/Westwood Commuter Express | <p>The bus been better option than the vanpool. Usually 2 days a week I had to work late which meant I had to drive. The bus has options for leaving campus later.</p> <p>Have the long bus instead of the short bus. Even the 6:20 PM bus is getting crowded as students are now using it.</p> <p>If there was a way to have the bus pass loaded on the card without having to go to Transportation Office or the Central Ticket Office.</p> <p>Without the bus, there would be many more vans and cars on the road.</p> <p>It has been a great option getting to work.</p> |

UCLA/Westwood Commuter Express Public Participation Comments

22. Wednesday, January 29, 2020 UCLA-Long Beach Feedback Please see my feedback below. I am grateful for this bus, I have been riding it for almost a year now, and I am glad you guys are asking for feedback, so I hope my comments are helpful.

More times in the morning (from the Long Beach Airport) and afternoon (from UCLA)

5:15 AM
6:00 AM
6:45 AM
7:15 AM
8:00 AM
8:45 AM
3:15 PM
4:45 PM
5:15 PM
5:45 PM
6:15 PM
7:00 PM

More comfortable bus seating & more space

In the survey that I completed on the bus I think it was too early for me when I completed it and I think I wrote that I think the bus is comfortable. The truth is I have been having lower back pain issues because of the seats and the long ride. I have also been having knee issues because my knees touch the seat in front of me so sometimes I need to block the passage and that can be a hazard.

Sometimes the bus gets extremely crowded and it is uncomfortable. When there's a person with a wheelchair it becomes even more crowded. Almost everybody on the bus carries a backpack, neck pillow, blankets, etc. so that does take up a lot of space. Maybe a suggestion would be to have a charter bus instead, I know a few bus drivers have said that LB Transit has one.

Add Wi-Fi to the buses
Add 1 more stop in Long Beach
It would be great if we could have the Bellflower/Spring stop again.

UCLA/Westwood Commuter Express Public Participation Comments

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| 23. Thursday, January 30, 2020 | Re: UCLA/Westwood Commuter Express | <p>Before the 510 bus line connecting Long Beach and UCLA started, my route via public transportation was particularly challenging: The Blue Line (North) > Green Line (West) > 550 LA Metro bus (north) > Expo Line (West) > R12 Rapid Blue Bus (North).</p> <p>Although I was grateful that LA had public transportation that allowed me to get to Westwood, it was challenging trying to make connections (3 bus apps on my smart phone kept me abreast of whether I would have to run or walk to the next mode of transport. I almost always had to run).</p> <p>The 510 bus pilot project alleviated a great deal of stress. And when I suffered a stress fracture, torn meniscus and dislocated kneecap during the winter break, the 510 helped me get to work safely, comfortably and on time (and without the need to run -- impossible to do when using crutches).</p> <p>Long Beach Transit and UCLA deserve kudos for developing the 510 pilot. It dramatically lessens the pressure of commuting on us UCLA workers who live in Long Beach.</p> <p>I hope you continue this excellent service -- and a shout outs to our morning 510 driver, Carlos and Jeff Olschwang in UCLA Commuter Services!</p> |
| 24. Thursday, January 30, 2020 | UCLA Westwood Commuter Express Public Meeting | <p>First and foremost I would like to inform you that this pilot has had a positive impact on my health. I would also like to recognize Carlos (515am morning driver mon-Thurs.) for always welcoming us on board and getting us to work safe. Shanta (422pm afternoon driver) for always getting us back to the stations safe and handling everything with professionalism (afternoon coward can be a handful sometimes) . Thank you !!</p> <p>Last night I attended the meeting. I brought up the following questions: Can the LB Transit App. have notifications if our bus is having experiencing delays Provide security in the morning of passengers (i.e. last week there was a gentlemen yelling & exposing himself) Detour routes (maybe reach out to us since we know the area) due to unforeseen circumstances New comfortable Commuter Bus. (we are sitting for long period of time) Reach out to UCLA Transportation regarding quarterly vs. monthly rates. For example my coworkers us the Commuter Express that goes to the valley, they pay quarterly (every 3 months) worth of service.</p> |

Public Comment via Letter

To whom it may concern:

I am writing in regard to the public meeting about the UCLA commuter service. I am unable to attend this meeting in person but wanted to ensure that voices of students like myself are being heard.

My name is Alyssa Flynn. I am currently a junior studying English at UCLA. My journey to UCLA has not been an easy one—financial barriers and family issues have impacted my college experience. For the past three years, I have worked multiple jobs in order to put myself through community college. I attended Santiago Canyon College in Orange, CA where I graduated as the salutatorian and transferred into UCLA. Being a low-income student, I had always thought that the opportunity of studying at a university was unavailable to me. However, the services provided by Long Beach Transit have allowed me to pursue my dream without taking on the burden of extreme student debt. By living outside of Westwood, I am able to save money to ensure that I am able to continue my education.

However—the service being offered to UCLA commuters is far from perfect. While the service allows me to attend classes, its operating hours inhibit me from being able to deeply engage with other students on campus. Most club meetings and events at UCLA happen at night—far after the last bus departs at 6:20 pm. I understand that many who use the program are employees, not students, which has some implications on the schedule being offered. However, if UCLA and Long Beach Transit are interested in providing a true, equal educational opportunity for students, they must invest in a bus schedule that offers a later departing time.

The necessity for an additional southbound time goes beyond student convenience—it is about equal opportunities in education. Almost any college alumni will tell you that participating in clubs and networking is an equally important part of the college experience. Employers, scholarship committees, and graduate admission programs love to see students who get involved outside of the classroom. However, the students who use this transportation method are robbed of the equal opportunity to participate. While likely not intentional, the limited time offerings add to the economic disadvantages facing low-income, transfer students like myself. If I took my own car to campus, I would spend approximately \$844 on gas, \$1000 on parking, and additional money on maintenance costs throughout the academic year. Using the Long Beach Transit service allows me to spend only \$462 on transportation—a more reasonable cost for a low-income student. However, the opportunity cost of returning home early and missing out on clubs and events is discouraging me from continuing to use the line next academic year. I know I am not the only student who feels the time offerings aren't enough, as I know some students choose to drive instead of dealing with limited time offerings.

If the service is to truly be improved, it cannot continue to ignore the needs of the students who need it most. Transfer students and low-income students need the help of Long Beach Transit and the university to ensure that they are receiving the same opportunities as students who have the privilege of being able to afford near-campus housing.

Thank you for creating an opportunity for commuters to voice their concerns,
-Alyssa Flynn