

Summer 2022 Service Changes



**TORRANCE
TRANSIT**

Presented by: Team Torrance

Overview

- Mary K. Giordano Regional Transit Center
- Re-routing TTS Routes into Transit Center
- Line 10 Torrance to Florence Expansion
- Resume Service on Rapid 3 and serving the RTC
- Title VI Analysis

Mary K. Giordano Regional Transit Center

- Transit Terminal with 8 bus bays and the ability for three of them to serve 60-foot articulating buses
- 4 layover zones for buses to accommodate current and future demands with clean restroom facilities
- Approximately 250 space parking lot, with the ability to expand into an approximately 500 space parking structure
- Passenger Drop-off Zone (Kiss-N-Ride) and TNC drop off
- Miscellaneous passenger information kiosks (including real-time information) and security amenities (CCTV Systems)
- Transit Store for passengers to purchase bus passes, TAP cards, and Dial-a-Taxi rides for TCTP Program
- 8 outdoor bicycle lockers and bike racks
- 2 Retail/fast food spaces
- 2 TVM Machines and ATM's
- LEED Gold Certified
- Opening Summer 2022
- Other Services/Agencies:
 - Hollywood Bowl
 - FlixBus/Greyhound

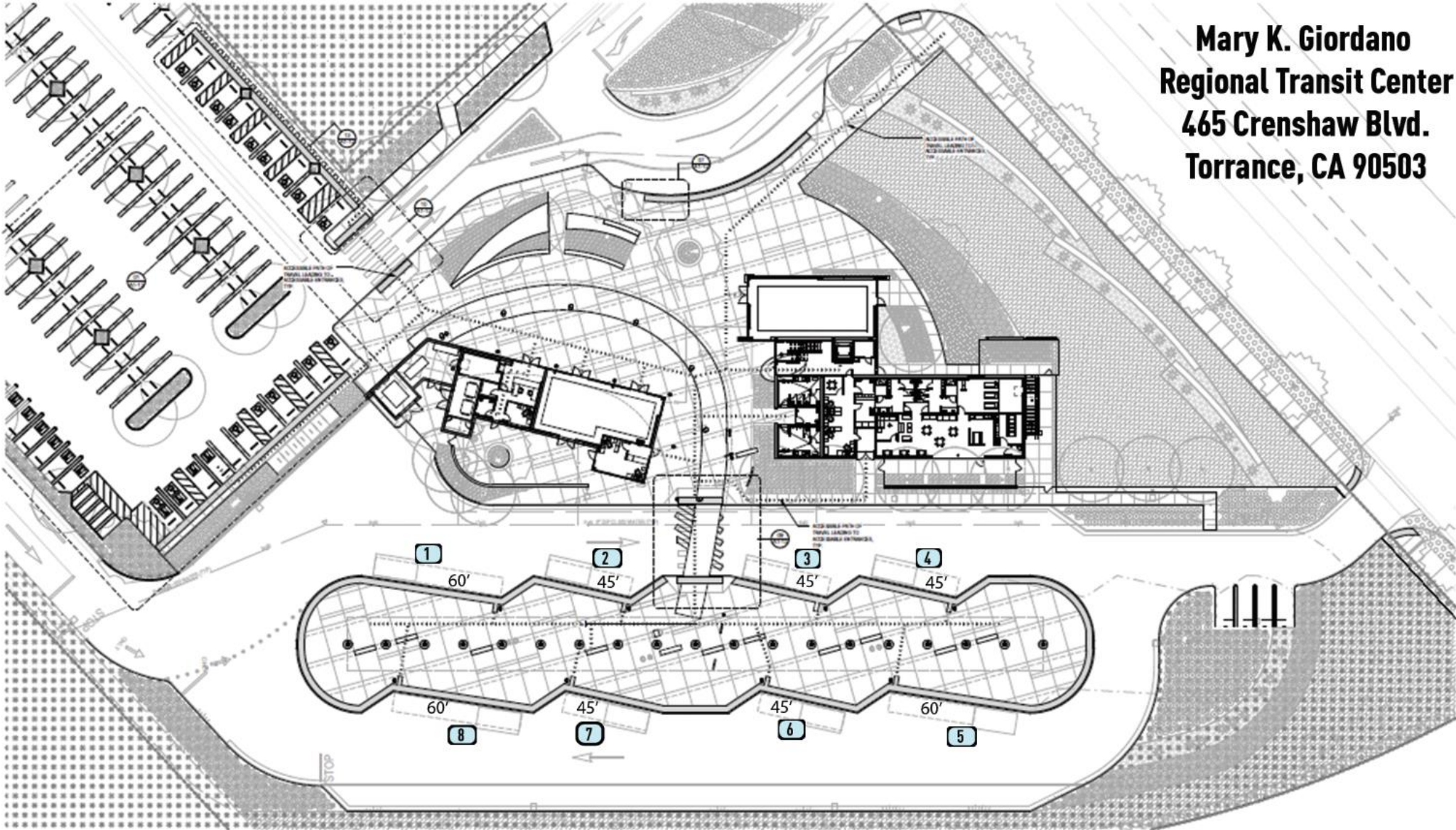
Routes Servicing the Regional Transit Center

- Line 1 – Serving the new RTC via Crenshaw Bl. No other route or frequency changes
- Line 4X - Serving the new RTC via Crenshaw Bl. No other route or frequency changes
- Line 5 - Serving the new RTC via Torrance Bl, Crenshaw Bl, then continues on Del Amo Bl. No other route or frequency changes
- Line 6 - Serving the new RTC via Crenshaw Bl. No other route or frequency changes
- Line 10 – Serving the RTC and Extending to Inglewood via SoFi Stadium

Routes Servicing the Regional Transit Center

- Rapid 3 – Service resumes and continues to serve Long Beach Transit Center and Del Amo Mall. Terminating at the RTC. Frequency will be between 30 – 40 min weekday peak only service.
- Bus Stop Consolidation on Rapid 3
 - Improve bus speed
 - Improve on-time performance
 - Alleviate crowding
 - Reduce dwell time
- Rapid 3 Stops to be removed:
 - Pacific Av at 7th St (both directions)
 - Pacific Av at 15th St (both directions)
- Line 2 and Line 5 Terminating at El Camino College

**Mary K. Giordano
Regional Transit Center
465 Crenshaw Blvd.
Torrance, CA 90503**



**Proposed Bus
Bay Assignments**

Bay #	Agency Name	Route #	Bay #	Agency Name	Route #	Bay #	Agency Name	Route #
1	Charter Bus/Hollywood Bowl		4	Torrance Transit	Line 6	7	Torrance Transit	Line 10X
2	Torrance Transit	Line 1	5	Charter Bus/Hollywood Bowl		8	Torrance Transit	Rapid 3
3	Torrance Transit	Line 5	6	Torrance Transit	Line 4X			



Routes Servicing the Regional Transit Center



Line 10 – Torrance to Florence

- Extending Line 10 from the Crenshaw C Line Station to Downtown Inglewood via:
 - Crenshaw Bl, Imperial Bl, Prairie Av, Manchester Bl, La Brea Av, and Florence Av
- Serving the new Mary K. Giordano Regional Transit Center (Torrance)

Line 10 – Torrance to Florence

• Benefits

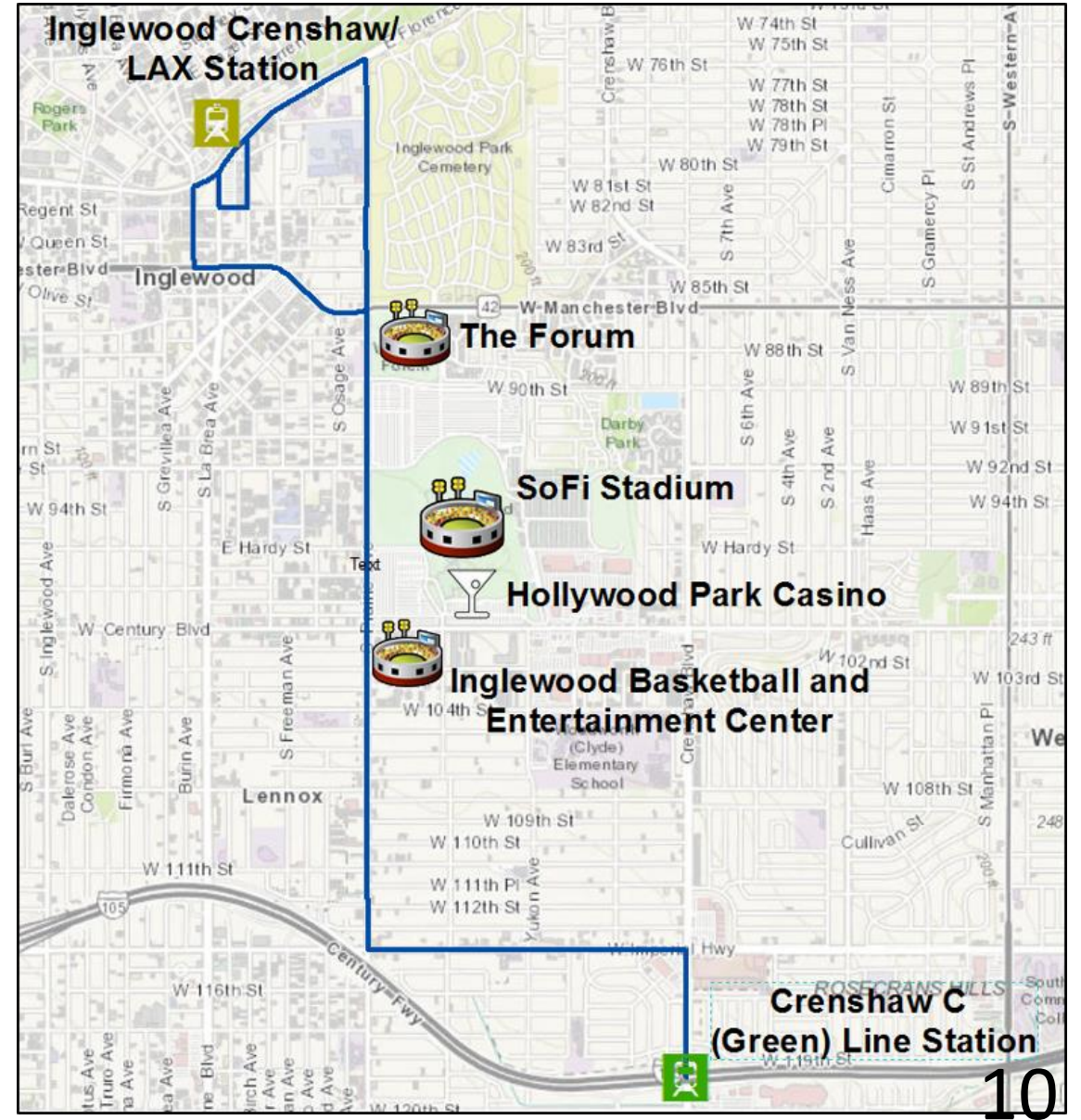
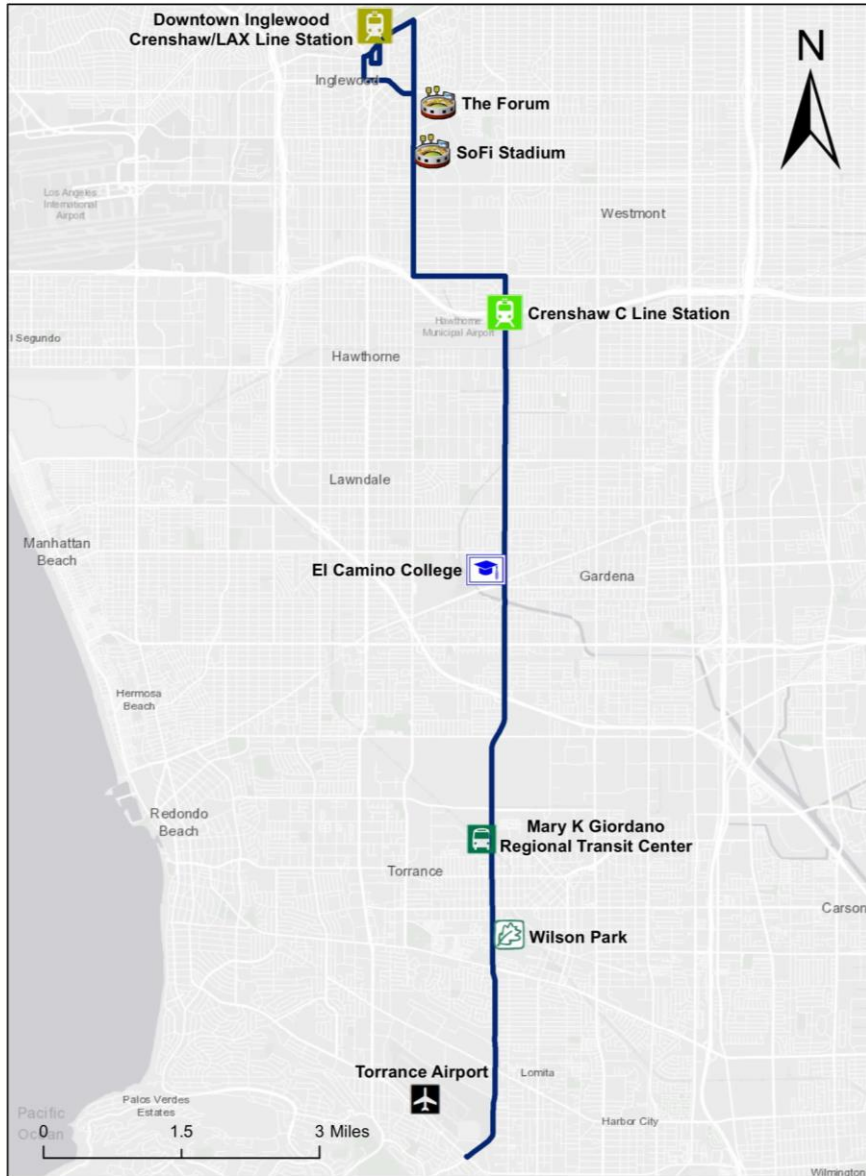
- Provides one-seat ride from Torrance to SoFi Stadium, the Forum, and Metro Crenshaw/LAX Line
- Alleviates congestion during game days
- Connection with future Crenshaw/LAX Line

• Points of Interests

- Downtown Inglewood
- The Forum
- Hollywood Park
- Inglewood Basketball and Entertainment Center (Clippers Arena)
- Inglewood Senior Center
- Centinela Hospital Medical Center
- Inglewood Social Security Office

Line 10 – Torrance to Florence

Line 10X Torrance to Florence



Title VI Equity Analysis

- As a recipient of federal funding, Torrance Transit is required to ensure that service changes, fare policies, and other programs are consistent with the intent of Title VI as set forth in Federal Transit Administration Circular 4702.1B.
- **Disparate Impact** refers to a facially neutral policy or practice that disproportionately affects members of a group identified by **race, color, or national origin** and the policy lacks a substantial legitimate justification, including one or more alternatives that would serve the same legitimate objectives but with less disproportionate effects based on **race, color, or national origin**.
- **Disproportionate burden** refers to a neutral policy or practice that disproportionately affects low-income riders more than non low-income riders.

Title VI Equity Analysis

- Torrance Transit's Title VI policy defines the threshold that will be utilized when analyzing the impacts to minority riders. For service or fare changes, a disparate impact and disproportionate burden will be deemed to have occurred if **the absolute difference** between the percentage of minority riders adversely affected and overall percentage of minority riders is at least **fifteen (15%) percent** or if overall minority routes have been adversely affected more than **fifteen (15%) percent** compared to non-minority routes. This policy was updated and approved by City Council on June 2019.
- Minority = any individual who identifies as African American, American Indian and Alaska Native, Asians and Pacific Islander, Hispanics, other race, and two or more races combined
- Torrance Transit defines low-income riders at **\$38,625**, which is **150%** of the federal poverty level for family of 4.
- Source: The American Census 2020 Decennial



Title VI Equity Analysis - Summary

- Pre-Pandemic Service Period vs. June 2021 Service Period
 - 100% disparate impact and disproportionate burden created with Line 13 - new route acquired by Torrance Transit from L.A. Metro
 - Introduced more service into minority and low-income populations
 - Non-low-income population negatively impacted by over 12% in revenue miles and 11% in revenue hours compared to low-income population
- June 2021 Service Period vs. November 2021 Service Period
 - 100% disparate impact and disproportionate burden created by temporarily removing Rapid 3 service
 - Minority population negatively impacted by over 17% in revenue miles compared to non-minority population
 - Non-low-income population negatively impacted by 16% in revenue miles and 15% in revenue hours compared to low-income population
- November 2021 Service Period vs. Summer 2022 Service Period
 - 100% disparate impact and disproportionate burden created by restoring Rapid 3 service and connecting route with the RTC
 - Introduced more service into minority and low-income populations
 - Non-minority population to be negative impacted by nearly 26% in revenue miles and over 22% in revenue hours compared to minority population
- No other disparate impacts or disproportionate burdens created
 - Percentage of minority riders adversely affected did not exceed 15% threshold on other Torrance Transit routes

Title VI Equity Analysis – Alternatives

- Termination of Lines 2 and 5 at El Camino College
 - Customers can access the Metro C (Green) Line at the Crenshaw Station using Torrance Transit Line 10 or Metro 210
- Rapid 3 Connection with the RTC
 - Customers along Hawthorne Bl north of Torrance Bl can use Torrance Transit Line 8 or Metro 344
- Rapid 3 Bus Stop Consolidation
 - Customers can access Torrance Transit Line 3 at the stops on Pacific Av at 7th St (both directions) and Pacific Av at 15th St (both directions)

Previous Outreach

- Conducted rider survey, pop-up events and community meetings (2018-2019)
 - Over 500 survey responses
 - Over 1,000 participants throughout the entire process
 - Transit Needs Outreach
 - Service Concepts Outreach
 - Service Recommendations Outreach
 - Received comments in support of proposed Line 10 extension
 - Participants were content with the near-term service improvements and long-term service expansion priorities
- 2021 Public Engagement Process
 - Advertised public hearings on buses, website, social media, and local newspapers
 - Conducted five virtual public hearings on Zoom
 - 46 total comments received
 - Recurring themes: modified service, support for service expansion, service frequency

2022 Public Engagement Process

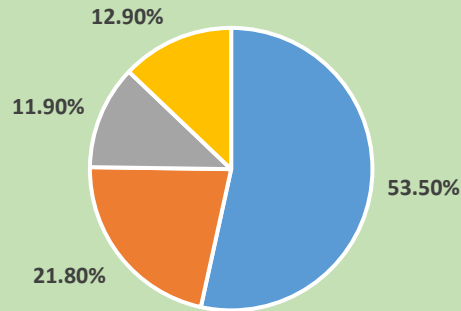
- Communicated public hearing information on buses, website, social media (Facebook, Twitter), and through the Transit App
- Conducted three virtual public hearings on Zoom
 - March 28th and 29th, April 2nd
 - Total of 21 participants
- 88 total comments received
 - 26 during public hearings, 7 from e-mails, 46 via Google Form, 1 via phonecalls/voicemails, and 8 comments on social media
- Recurring themes
 - A desire for improved frequency during all service periods (Weekday, Saturday, and Sunday)
 - Questions surrounding the Mary K. Giordano Regional Transit Center
 - Questions regarding the ongoing operator shortage
 - 50-80% Support for all of the proposed changes except Line 2 and 5 terminating at El Camino College with only 34% Support

Summer 2022 Service Changes Survey

- Online survey
- Available from March 7th to April 11th
- Advertised on buses, Torrance Transit website, social media
- Objectives
 - Find out who is still using Torrance Transit's service
 - Figure out what makes people feel safe
 - Understand public's perception of upcoming service changes

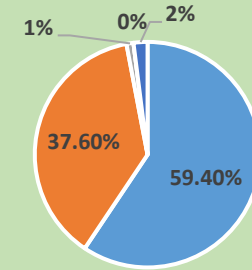
Who is currently taking public transit?

Torrance Transit Riders by Income



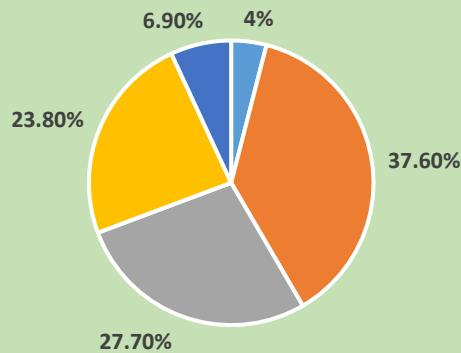
■ Below \$25,000
 ■ \$25,000 - \$49,999
 ■ \$50,000 - \$74,999
 ■ \$75,000+

Torrance Transit Riders by Gender Identity



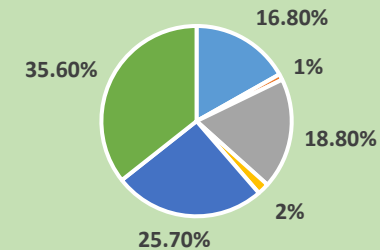
■ Male
 ■ Female
 ■ NonBinary
 ■ Transgender
 ■ Prefer not to state

Torrance Transit Riders by Age



■ Below 18
 ■ 19 - 30
 ■ 31 - 50
 ■ 51 - 64
 ■ 65 or above

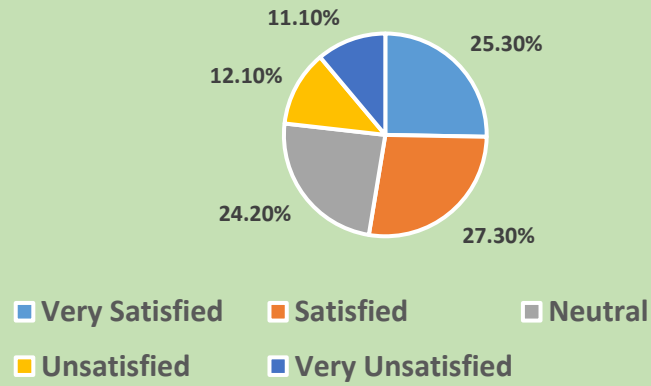
Torrance Transit Riders by Race/Ethnicity



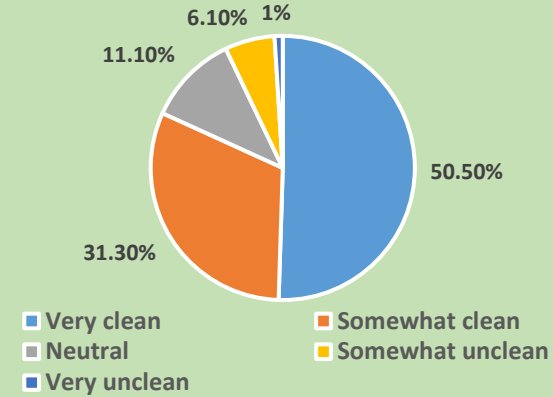
■ African American
 ■ American Indian/Alaskan Native
 ■ Asian
 ■ Native Hawaiian/Pacific Islander
 ■ Caucasian/White
 ■ Hispanic/Latino

Torrance Transit's Quality of Service

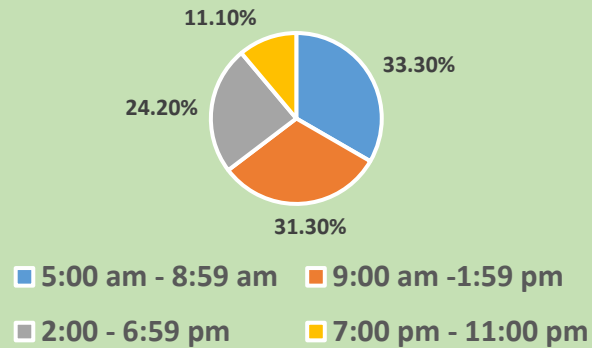
Torrance Transit Riders' Satisfaction



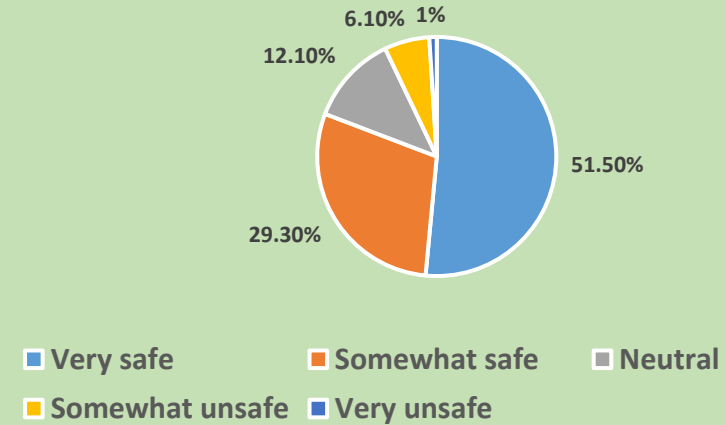
Torrance Transit Buses' Cleanliness



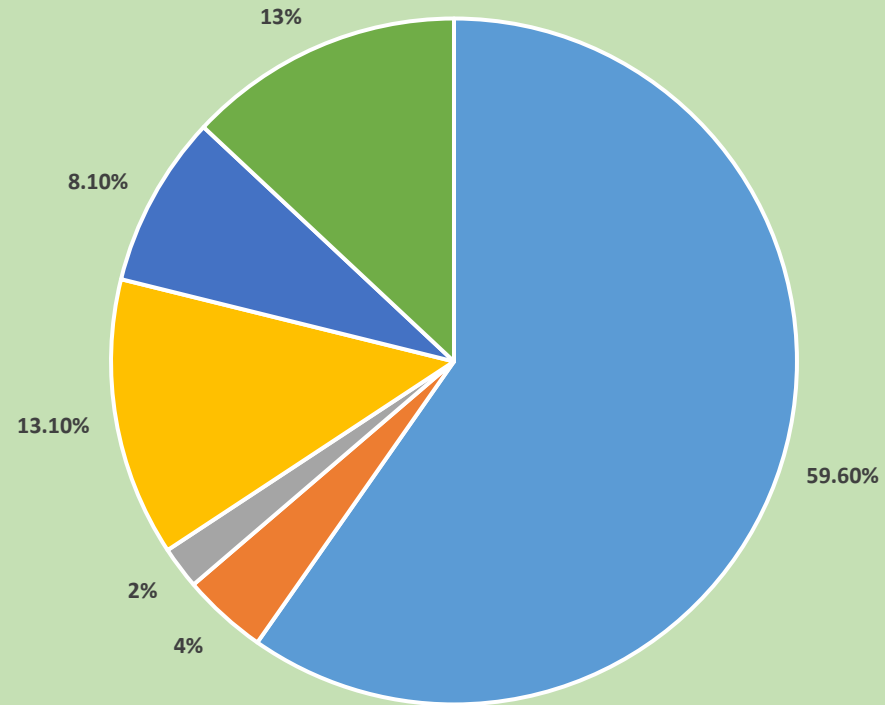
When are people riding Torrance Transit?



Torrance Transit Riders' Level of Safety

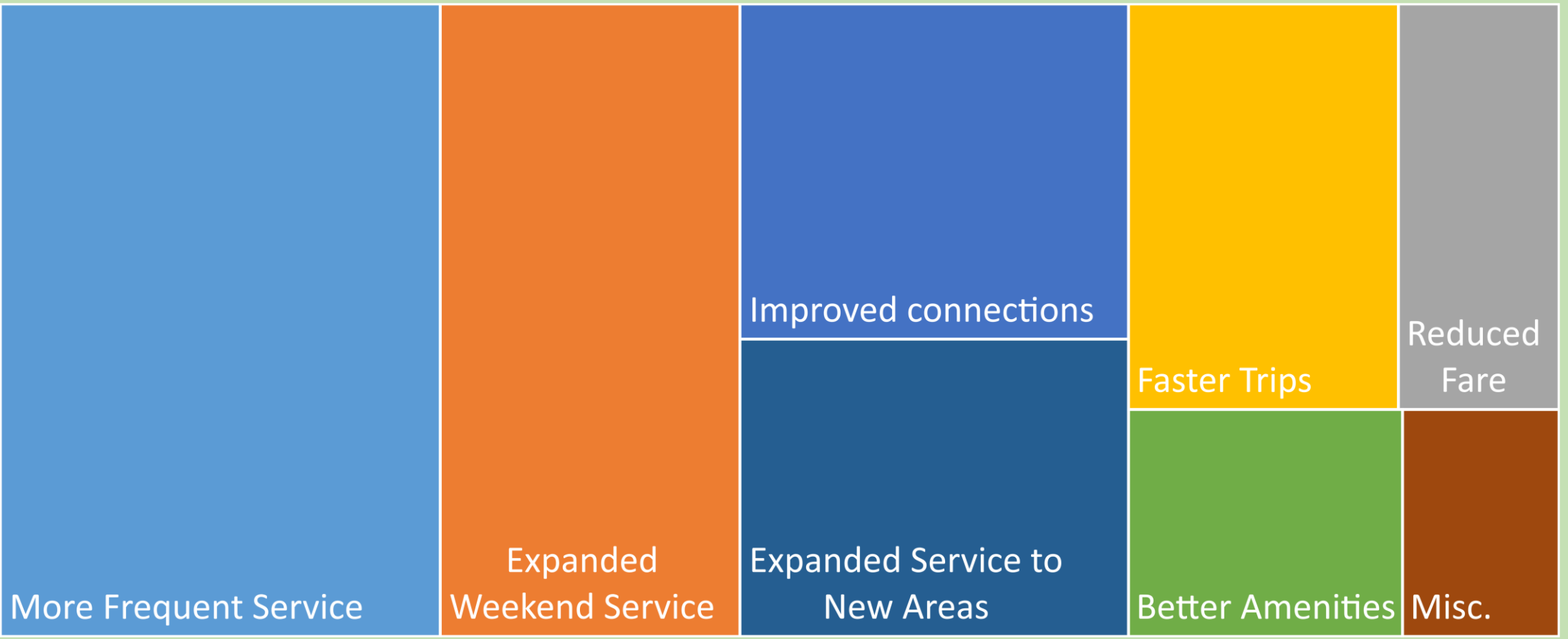


Why do people use Torrance Transit?



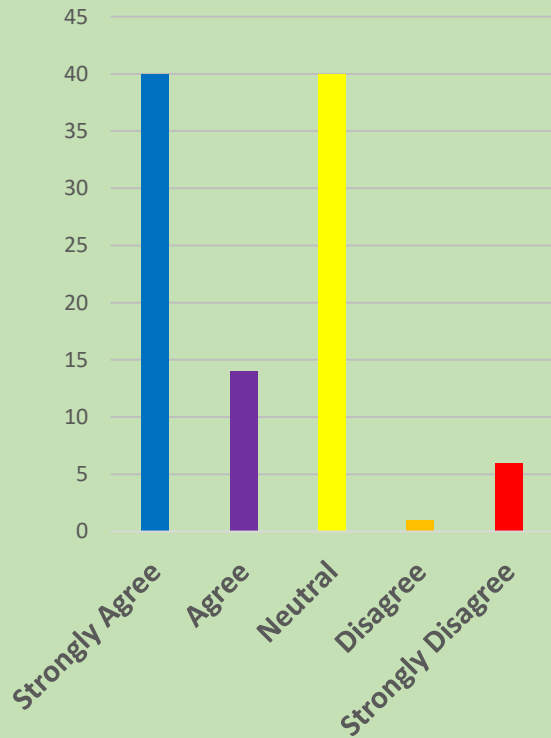
■ Work ■ Medical Care ■ Care for Someone ■ Grocery Shopping/Pharmacy ■ School ■ Misc.

What are our Riders' Priorities?

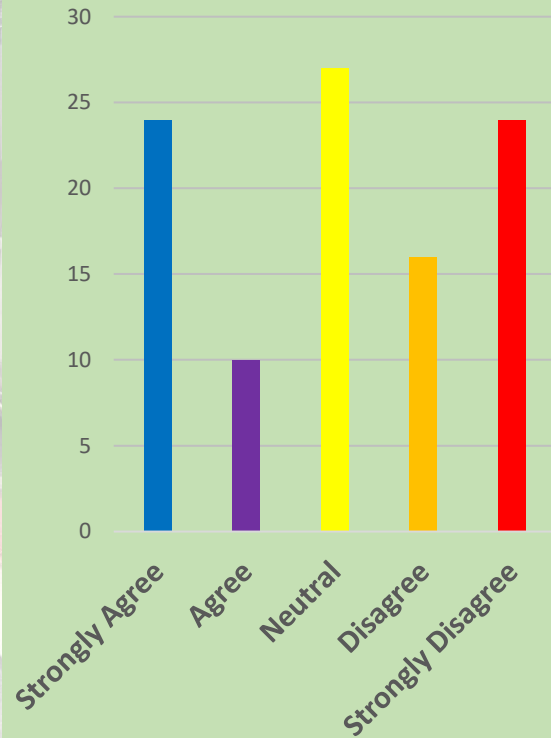


Public Feedback on Changes

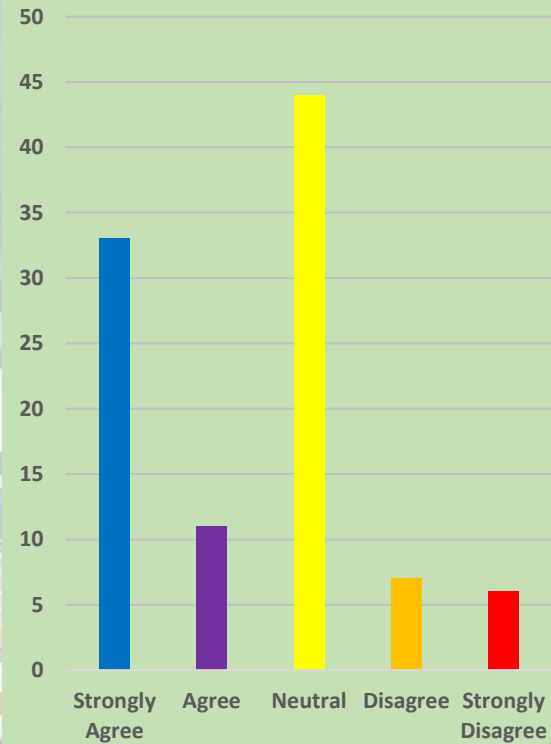
Support for Line 10 Extension



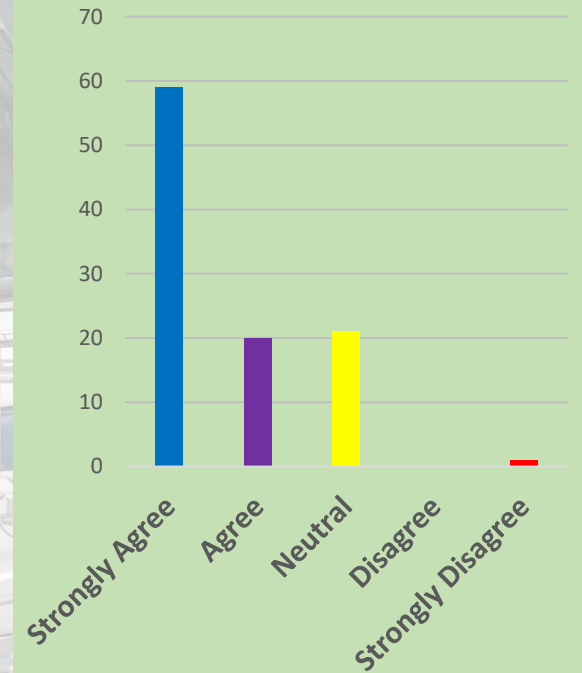
Support for Line 2 and 5 Changes



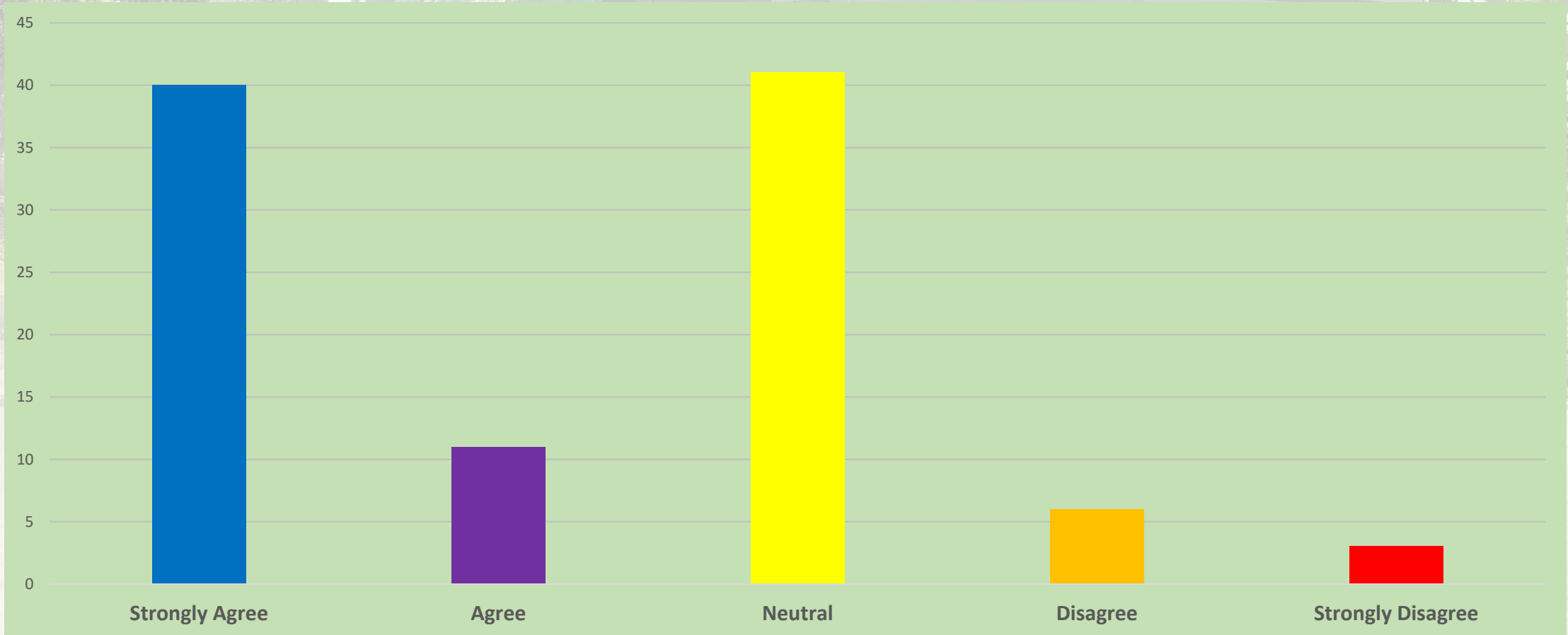
Support for Rapid 3 Adjustments



Support for Increased Line 3 Frequency



Mary K. Giordano Regional Transit Center Connections Support



Staff is available for questions and comments.

