



Final Report

Commerce in Motion

City of Commerce

February 2020

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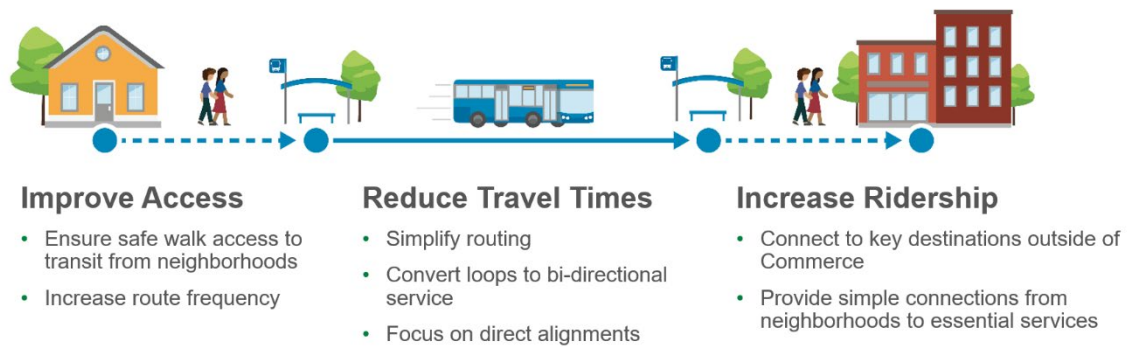
EXECUTIVE SUMMARY

This report represents the final element of the *Commerce in Motion* Comprehensive Operational Analysis for the City of Commerce Transit system. The purpose of this report is to summarize the background conditions in which the City of Commerce Transit system operates, provide a comprehensive evaluation of existing service characteristics and system performance, and make recommendations for the future. The planning process included examining the existing market and operating conditions, engaging in public and stakeholder outreach, developing and refining alternative service scenarios, and recommending a series of service improvements and supporting recommendations.

GUIDING PRINCIPLES

Throughout the public engagement process, *Commerce in Motion* identified several priorities related to transit service in the city. These priorities were used to develop three guiding principles which were present to city council and approved. These guiding principles, shown in Figure ES-1, were used to ensure recommendations align with community needs and public priorities.

Figure ES-1 Commerce in Motion Guiding Principles



EXISTING CONDITIONS KEY FINDINGS

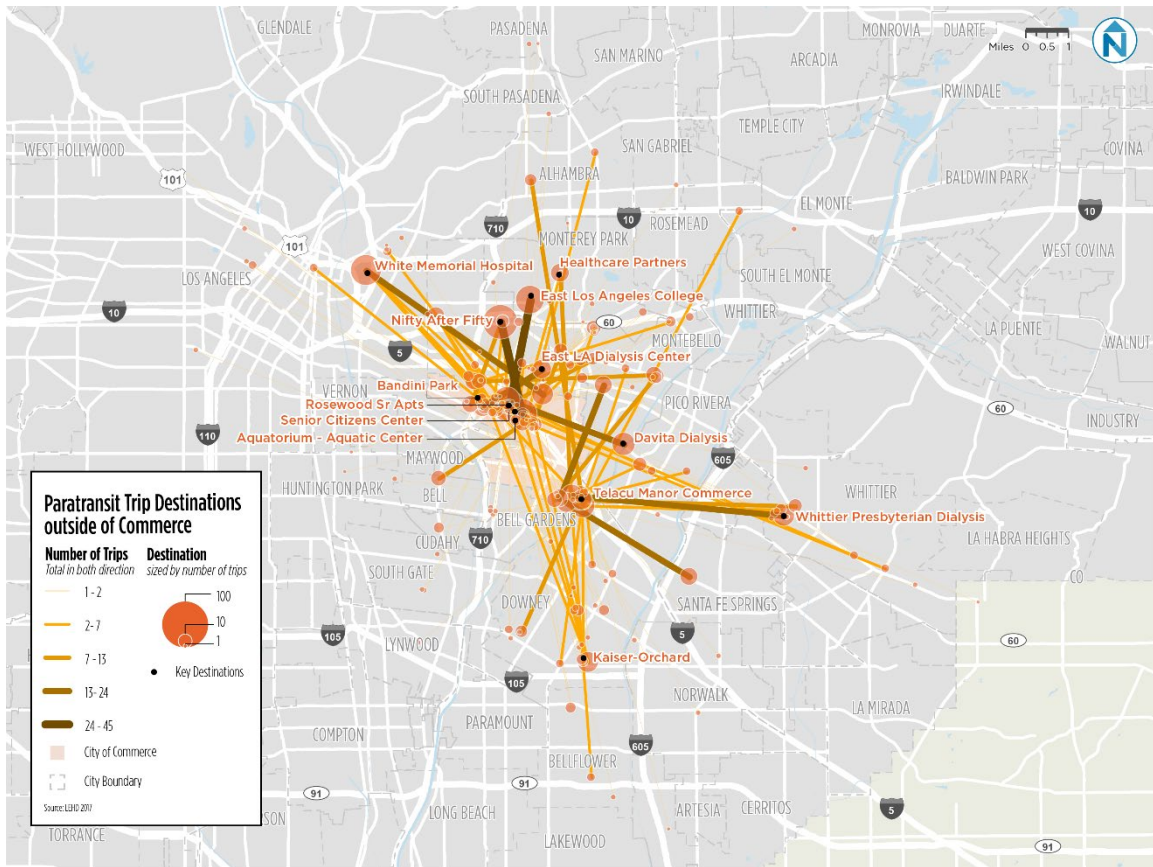
Key takeaways of the analysis of existing conditions in the City of Commerce include:

- **There appears to be demand for additional service outside the City of Commerce.** Following a 2017 policy change to expand Dial-A-Ride service to allow trips outside of the city limits for non-medical purposes, Dial-A-Ride ridership increased by 80% over a two-year period. Prior to this policy change, Dial-A-Ride ridership had been steadily decreasing. Approximately 68% of Dial-A-Ride trips either began or ended outside of the City of Commerce (Figure ES-2).

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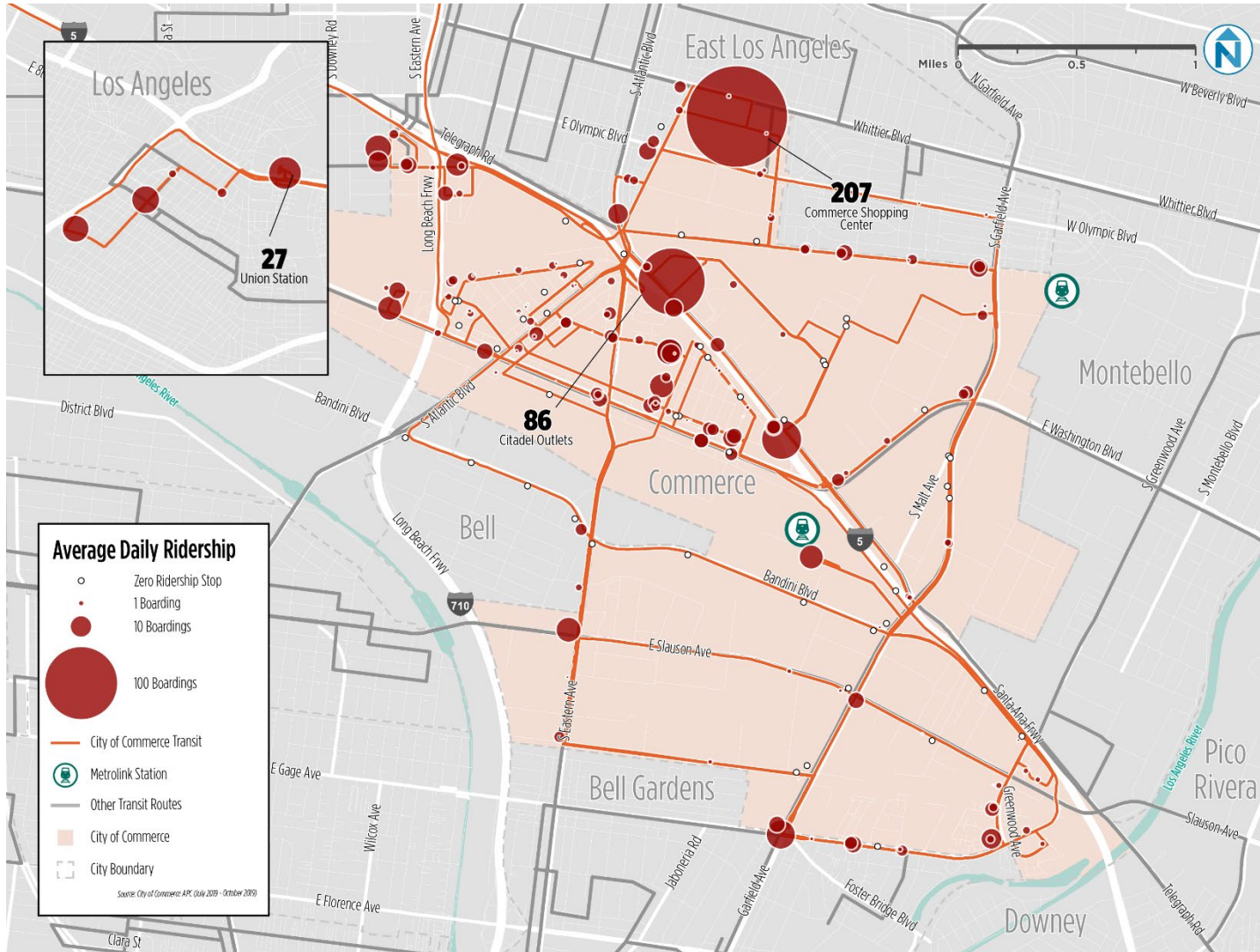
- **Ridership is relatively low throughout the City of Commerce** with a few higher ridership stops at Commerce Shopping Center, the Citadel Outlets, and Union Station (Figure ES-3). Instead, the system generally provides circulator service allowing residents to travel throughout the four primary neighborhoods in the city: Rosewood Park, Veterans Park, Bristow Park, and Bandini Park.
- **Several routes struggle with on-time performance**, most notably the Citadel Express. The weekday system on-time average of 66% highlights significant issues with reliability that customers face. Many routes have more early-running than late-running, indicating a need to adjust schedules, particularly to align weekend schedules with actual run times.
- **Ridership has been decreasing for City of Commerce Transit.** Since 2013, the City of Commerce Transit has generally continued increasing fixed-route service levels in terms of annual revenue hours; however, annual passenger trips have been decreasing over this time period. Despite providing more service, City of Commerce Transit has been unsuccessful in generating new ridership.

Figure ES-2 Dial-A-Ride Origins and Destinations outside the City of Commerce (October 2019)



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Figure ES-3 Weekday Systemwide Ridership by Stop (July 2019 – October 2019)



PREFERRED ALTERNATIVE

Commerce in Motion seeks to guide the improvement of transit services in the City of Commerce. Two rounds of public outreach were conducted as a part of this process. After hearing from residents through public meetings, stakeholder interviews, and community surveys, the service planning team developed a Preferred Alternative to best meet the needs of the community within the existing budget. The Preferred Alternative is fiscally constrained and designed for implementation within existing resources.

Key themes of the Preferred Alternative include:

- Higher frequency service
- Faster, more direct service
- Bi-directional service
- Service to more locations outside of the City of Commerce
- Improved, consistent weekend service

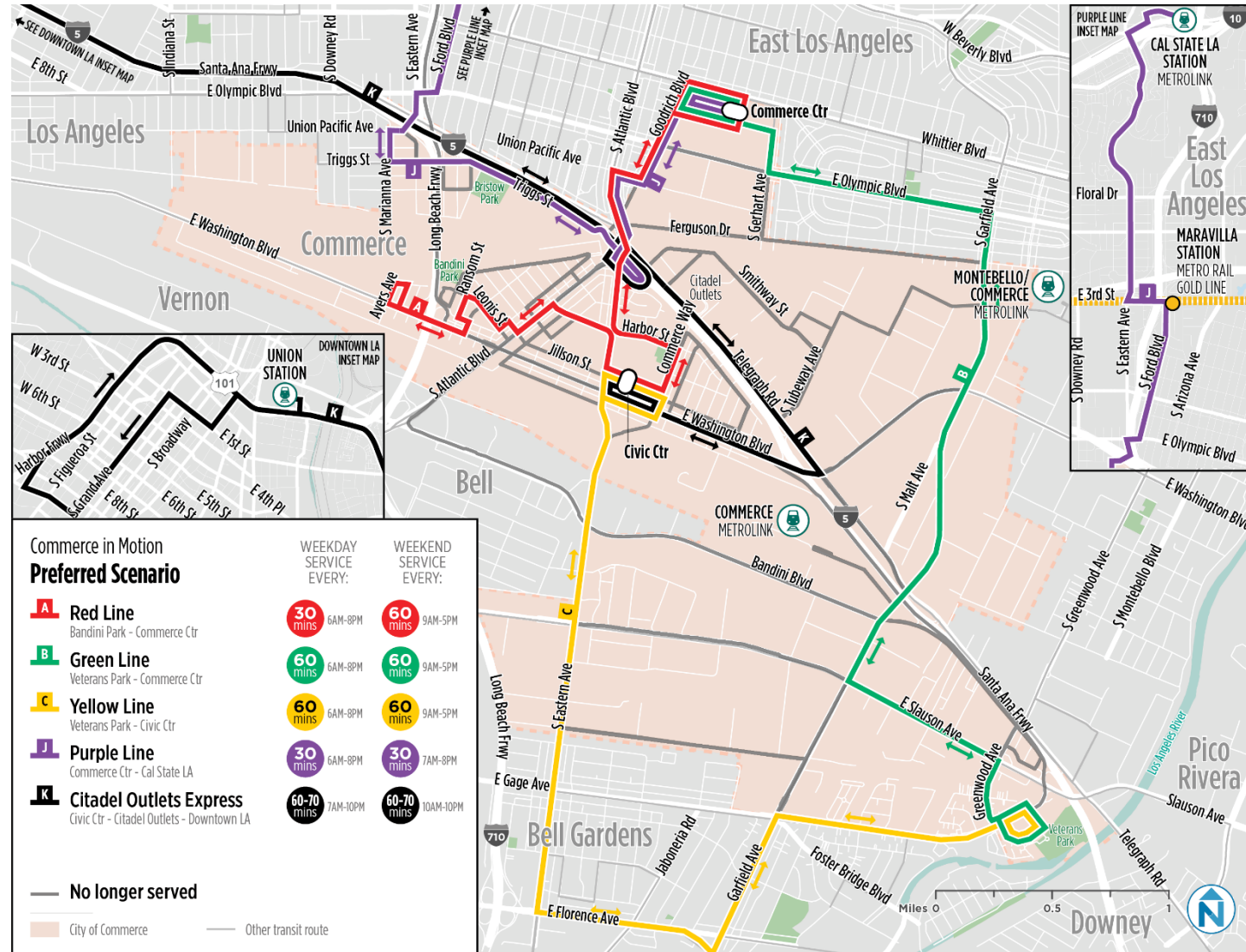
The Preferred Alternative continues serving many of the key destinations and high ridership areas in the City of Commerce and provides more direct service and higher frequency service to reduce the amount of time residents spend waiting for the bus and to reduce unnecessary out-of-direction travel. Figure ES-4 and Figure ES-5 provide a system map and summary of service proposed as part of the Preferred Alternative.

Figure ES-4 Preferred Alternative Service Summary

Preferred Alternative	Weekday	Saturday & Sunday	Weekday	Saturday & Sunday
	Frequency (minutes)		Span	
Red Route <i>Bandini Park – Commerce Center</i>	30	60	6am-8pm	9am-5pm
Green Route <i>Veterans Park – Commerce Center</i>	60	60	6am-8pm	9am-5pm
Yellow Route <i>Veterans Park – Civic Center</i>	60	60	6am-8pm	9am-5pm
Purple Route <i>Civic Center – Bristow Park – Cal State LA</i>	30	30	6am-8pm	7am-8pm
Citadel Express Peak <i>to Union Station</i>	60	60	11am-5pm	11am-5pm
Citadel Express Off-Peak <i>to Union Station</i>	70	70	7am-11am; 5pm-10pm	10am-11am; 5pm-10pm

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Figure ES-5 Preferred Alternative System Map



SUPPORTING RECOMMENDATIONS

Jillson Street Transit Center

To facilitate transfers between the Red, Yellow, Purple, and Citadel Outlets routes, a new transit center is proposed on Jillson Street between Eastern Avenue and Commerce Way. While the existing Commerce Center Transit Center would continue to operate, this would allow transit riders from Veterans Park, Rosewood Park, and Bandini Park to connect to different routes without passing through the mixmaster, this reduces out-of-direction travel and improves travel times. This recommendation is explored in more detail in Chapter 10.

On-Demand Metrolink Service

Due to the low observed ridership at Commerce Station, the Preferred Alternative does not include a fixed-route bus connection to the Metrolink Station. Instead, it is recommended that the City explore potential on-demand service options to provide a more flexible, cost efficient timed connection. This recommendation is explored in more detail in Chapter 10 and can be achieved through several potential operator models and service designs. On-demand service implementation would require further study to determine the most appropriate option for the City.

1 INTRODUCTION

Commerce in Motion is a Comprehensive Operational Analysis (COA) for the City of Commerce Municipal Bus Lines, also known as City of Commerce Transit. *Commerce in Motion* began in April 2020 and reviewed local conditions in which the City’s transit system operates, provided a comprehensive evaluation of existing service characteristics and system performance, and conducted public involvement throughout the duration of the planning process to understand community needs and desires for transit. Based on data analysis and conversations with the community, *Commerce in Motion* developed a vision for improved City of Commerce Transit service, including streamlined routes, increased frequency, and a new, centrally located transit hub.

PROJECT OBJECTIVES

Commerce in Motion is intended to provide practical and sustainable recommendations to improve the productivity and reliability of the City’s transit system. The following are the specific goals and objectives established at the outset of the process:

- **Evaluate the effectiveness of the current route patterns.** Route patterns and frequencies in the City of Commerce have been unchanged for several years. *Commerce in Motion* evaluated these patterns and identify more effective ways to provide service.
- **Develop priorities related to coverage, frequency, and travel time.** Many routes in the City of Commerce Transit system provide low-frequency, circulator service within neighborhoods. *Commerce in Motion* evaluated coverage area, frequency, and scheduling to improve travel times.
- **Emphasize convenience and system accessibility.** The City of Commerce Transit system should be a system that works for everyone. *Commerce in Motion* sought to create a system that is easier to understand and has a low barrier to entry for existing customers and the broader community.
- **Provide a roadmap for the future.** *Commerce in Motion* focuses on a cost-neutral service plan with the goal of providing a scalable network for future service investment.

COVID-19 IMPACTS

The scope of *Commerce in Motion* was developed prior to the COVID-19 pandemic. This report is based almost entirely on 2019 data and is meant to describe the characteristics and performance of City of Commerce Transit as it operated under “typical” conditions. The adjustments that City of Commerce Transit made in response to decreases in transit usage in the Spring of 2020 are not included in this analysis. However, this study considered the manner in which travel patterns shifted or endured during times of “essential” travel to inform service design recommendations.

REPORT ORGANIZATION

This report assesses the operating context in the City of Commerce as well as operating characteristics of the regional transit network, including Los Angeles County Metropolitan Transportation Authority (Metro), Montebello Bus Lines (MBL), and other services that operate within or adjacent to the City of Commerce. This Final Report assesses the demographic and socioeconomic characteristics of the service area, and transit system characteristics and performance. This Final Report also presents preliminary service scenarios, summarizes public involvement, and summarizes the key changes recommended to the City of Commerce Transit system in the preferred alternative. The remainder of this document consists of the following:

- **Chapter 2 – Document Review** considers a variety of local planning efforts and new developments in the City of Commerce.
- **Chapter 3 – Market Analysis** evaluates socioeconomic and demographic conditions within the City of Commerce Transit service area to better understand transit demand and service gaps.
- **Chapter 4 – System Overview** provides an overview of trends and characteristics for the City of Commerce Transit fixed-route and Dial-A-Ride service, including recent operational and performance data.
- **Chapter 5 – Route Analysis** details the operating challenges and opportunities for each existing City of Commerce Transit route.
- **Chapter 6 – Local and Regional Context** identifies how City of Commerce Transit fits into the larger picture of regional transit service by assessing other transit agencies and key transit facilities in the region.
- **Chapter 7 – Phase I Public Involvement** summarizes the activities and key findings from *Commerce in Motion*'s first phase of public engagement and stakeholder outreach.
- **Chapter 8 – Service Scenarios and Phase II Public Involvement** describes initial service concepts and the community's comments on those concepts through the second phase of public engagement.
- **Chapter 9 – Preferred Alternative** details the recommended route structure based on the community's input.
- **Chapter 10 – Supporting Recommendations** includes a vision for a new transit hub and future on-demand service to enhance the transit customer experience in Commerce.
- **Appendix A – Ridership Maps** provides route maps for every route in the system which show the alignment, bus stop locations, and the average daily weekday boardings and alightings.
- **Appendix B – Route Profiles** provides route summary tables and charts that give insight into passenger loads, boardings, and alightings.
- **Appendix C – Survey Comment Log** includes the comments received through the online survey conducted as a part of Phase I and Phase II public outreach.
- **Appendix D – Demographic Maps** includes detailed maps showing the demographic characteristics of the City of Commerce.

2 DOCUMENT REVIEW

This chapter summarizes content from existing plans that discuss transit service improvements and policies affecting transit in the City of Commerce. This review includes a range of plans and studies conducted by City of Commerce, City of Montebello, Metro, and Metrolink.

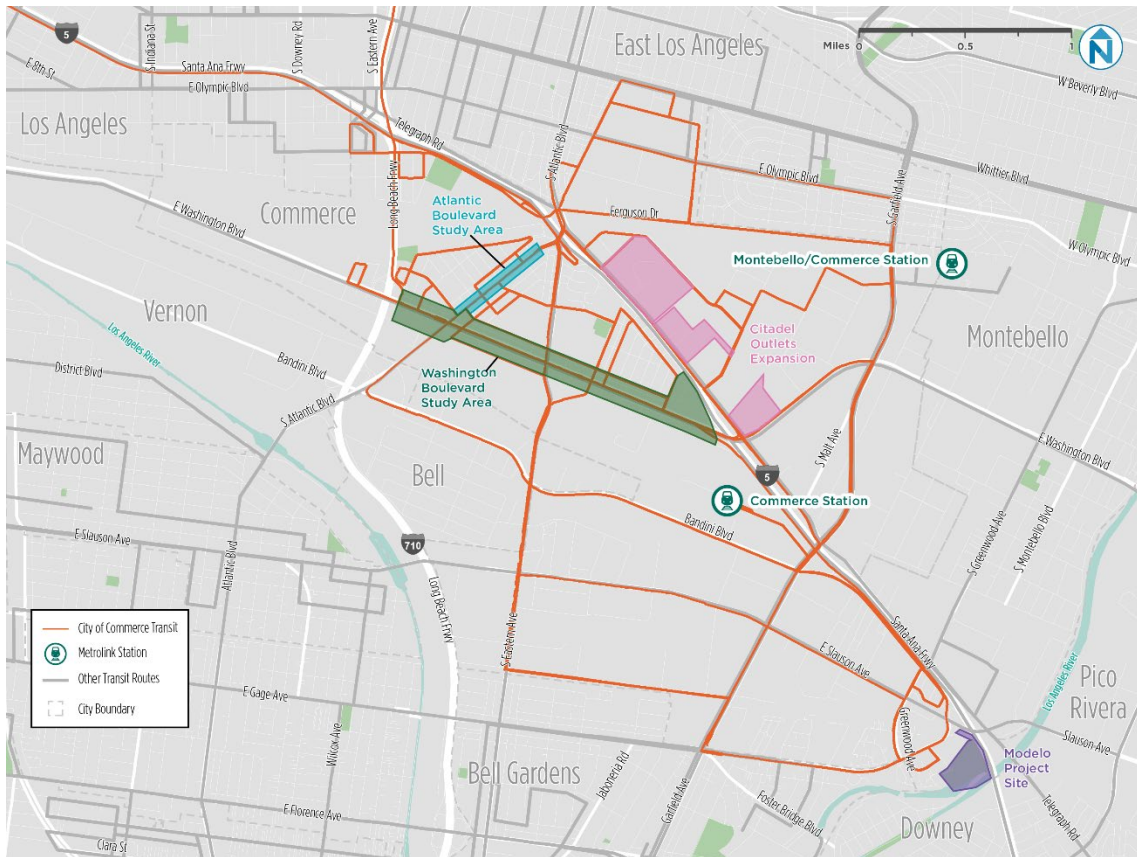
KEY FINDINGS

- The Washington Boulevard and Atlantic Boulevard Specific Plans represent a concerted effort by the City of Commerce to diversify land uses in the city and encourage more retail and mixed-use development.
- The City of Commerce 2020 General Plan identifies a housing opportunity area that will see new residential development in the near future, with potential to be supported by a new transit center.
- The decision by the LA Metro Board to pursue the Washington Alternative for the Metro L Line extension will bring light rail service to the City of Commerce with a planned opening in 2035.

CITY OF COMMERCE

Multiple studies and new construction that will affect transit are occurring in the City of Commerce. In addition to the 2040 General Plan Update, two specific plans and two major developments (Modelo Project and the expansion of Citadel Outlets) are underway. Figure 2-1 displays the general study areas and project locations.

Figure 2-1 Planned Development Areas



City of Commerce 2020 General Plan (2008) and 2040 Update (2020)

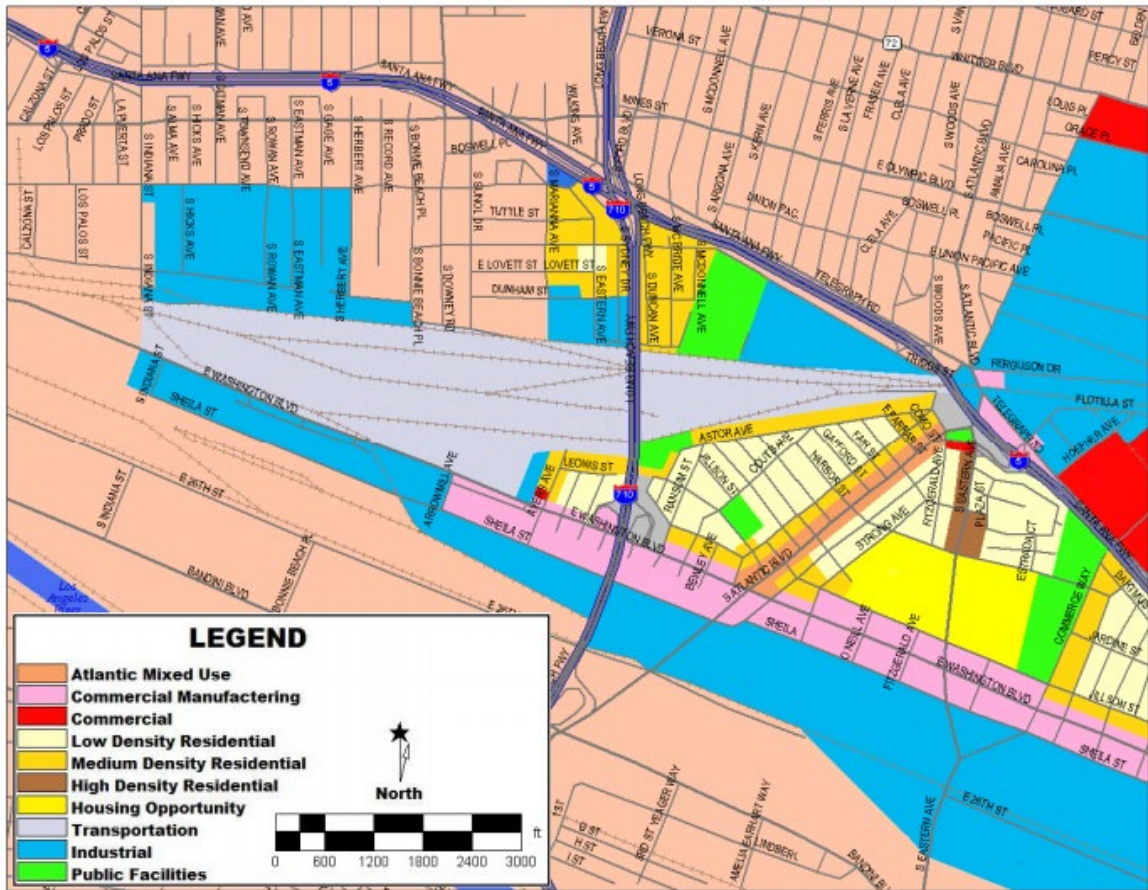
The City of Commerce 2020 General Plan was completed in 2008 and the 2040 General Plan update, *Reimagine Commerce*, is currently in development. The General Plan is a policy document that guides future growth and development in the City of Commerce. While the ongoing update will lay out a new vision for Commerce, one key element of the previous plan is moving forward that may impact transit markets in Commerce. The Housing Opportunity Area in Figure 2-2 designates existing industrial land use for transition to residential land use as the industrial needs expire. This area includes the existing City of Commerce transit offices as well as other city-owned properties. Three lots within the opportunity area were sold to a developer for construction of Rosewood Village, a community of 133 townhomes along Jillson Street and Harbor Street.

One of the transportation programs identified in the 2020 General Plan is the implementation of transit centers to support new development. Commerce in Motion

Transit centers consisting of bus turnouts and loading areas, weatherproof shelters, information centers, emergency phones, and in some areas park-n-ride facilities, will be implemented as part of new development. (Page 62)

Commerce in Motion proposes a new transit hub in this location, discussed in detail in Chapter 10.

Figure 2-2 Housing Opportunity Area



Washington Boulevard Specific Plan

Plans for Washington Boulevard are being developed concurrently with the 2040 General Plan Update. The City of Commerce is considering allowing a broader range of commercial uses, facilitating mixed-use development, and re-evaluating parking standards to enhance the street's economic vitality. Policy ideas for Mixed-Use Zone 1 include the repurposing of alleys to allow for greater flexibility and to maximize access to businesses. Reduced parking standards are also being considered for desired uses such as creative office and food halls. Catalytic development will be encouraged in Zone 2. For example, larger parcels along eastern Washington Boulevard could see entertainment uses and hotels to complement activities associated with the Commerce Casino and Citadel Outlets. The City of Commerce Transit Red and Green routes, as well as the Citadel Outlets Express stop along Washington Boulevard. The study area and proposed mixed-use zones are identified in Figure 2-2.

Two planned residential developments are located adjacent to the Washington Boulevard Study Area, in the Rosewood Park neighborhood. These developments are the result of a partnership between the City of Commerce and City Ventures and will add 116 homes to the city.

Figure 2-3 Washington Boulevard Study Area



Proposed Zones

- Washington Boulevard Mixed-Use Zone 1 (WB-MU1)
- Washington Boulevard Mixed-Use Zone 2 (WB-MU2)

Source: City of Commerce, Los Angeles County Assessor and MIG (2019)

Atlantic Boulevard Specific Plan

Together with the Washington Boulevard Specific Plan, the Atlantic Boulevard Specific Plan is being developed with the 2040 General Plan update. Atlantic Boulevard is a key economic area and transportation corridor in the City of Commerce. It has the potential to become a hub for small businesses and a destination for Commerce residents. The City of Commerce Transit Blue and Red routes, as well as the Shopper Special Route (Sunday service only), stop along Atlantic Boulevard.

Plans for Atlantic Boulevard include redesigning the street, adding landscaping and greenery, and allowing higher density residential than is currently permitted. The city is also considering a broader range of commercial uses and eliminating industrial businesses, which will result in a welcoming commercial area for residents and enhanced prospects for small businesses.

Figure 2-4 Atlantic Boulevard Study Area



Source: City of Commerce, Los Angeles County Assessor and MIG (2019)

Modelo Project Initial Study (2019)

Comstock Realty Partners is proposing to develop the Modelo Project, a mixed-use development that includes parks and open space, residential, and commercial uses. The Project is located west of the Interstate 5 freeway, south of Zindell Avenue, east of a single-family residential neighborhood near Avenida Aguascalientes, and north of the Rio Hondo River and Path (Figure 2-4).

The Modelo Project will involve the reconstruction of Veterans Memorial Park and an adjacent vacant parcel into 825 residential units and approximately 165,000 square feet of entertainment retail uses. The project site will encompass approximately 17 acres. The reconstruction of Veterans Memorial Park will include new structures, a playground, soccer and baseball youth sports complex, library, an amphitheater, and additional outdoor green space. The new residential units will comprise a mixture of 25 to 50 townhomes and additional for-rent apartment units. The Project will also include approximately 165,000 square feet of entertainment retail, including a multi-screen Cineplex, a gaming/bowling/family venue, and restaurant. Construction is slated to begin in May 2020 with completion by April 2023.

Multiple City of Commerce Transit routes stop within a half-mile of the Project site, including the Orange Route at Eastern Avenue and Washington Boulevard, the Green Route at Kuhl Drive and Zindell Avenue, and the Yellow Route at Greenwood Avenue and Gage Avenue. The Project proposes to add a bus stop at Veterans Park on the eastern portion of the Project site, along with additional shade, seating, and signage at existing bus stops at Slauson and Gage avenues.

Figure 2-5 Modelo Project Site



Source: Dudek

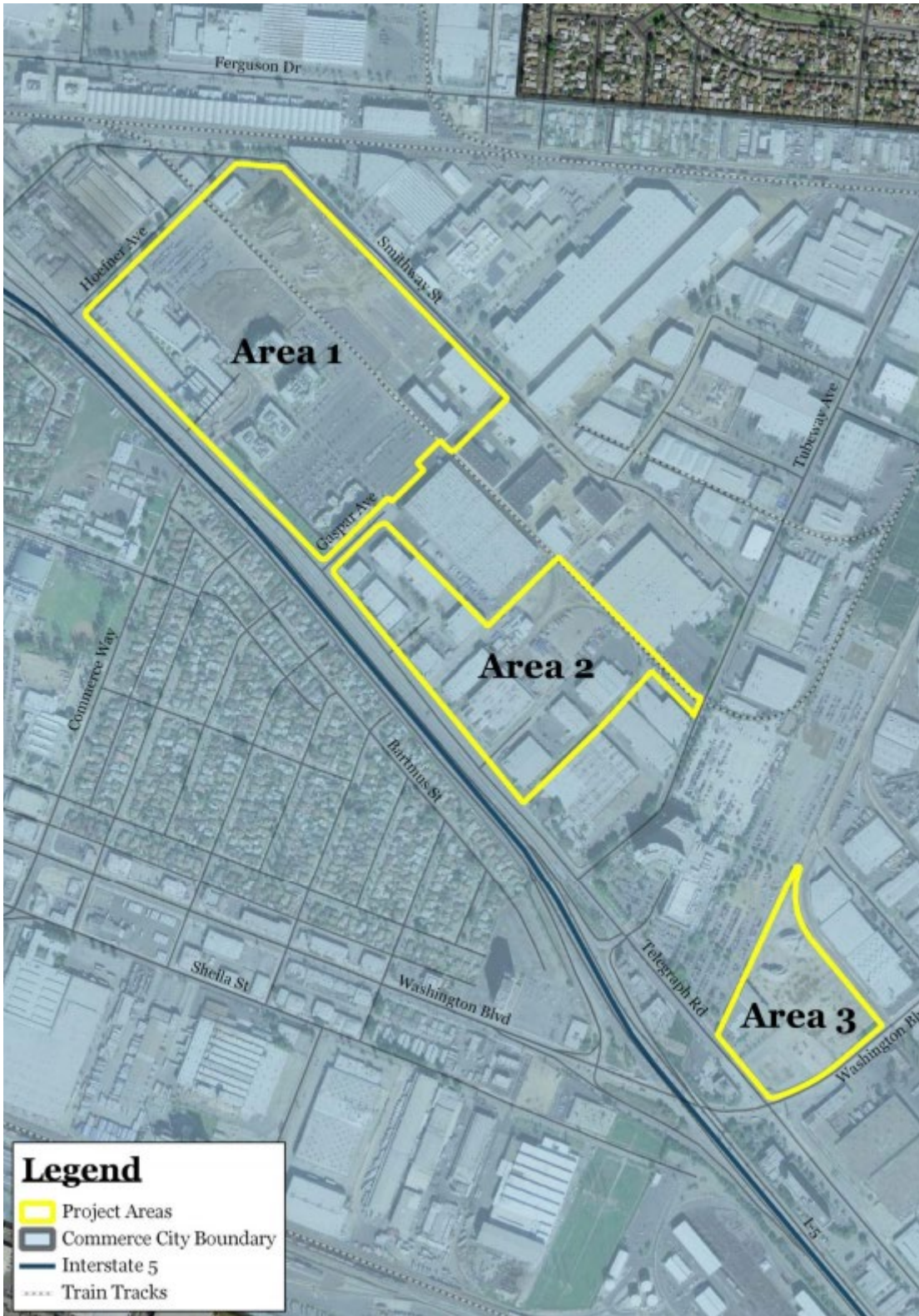
Final Environmental Impact Report (EIR) for Citadel Outlets Expansion (2019)

A final EIR was submitted in June 2019 for the expansion of the Citadel shopping center and a 10-acre development site. The project area is located along the northern side of Telegraph Road between Hoefner Avenue and Washington Boulevard. It is served by City of Commerce Transit Blue, Red, Green, Orange, and Yellow routes in addition to Metro and Montebello Bus Line (MBL) routes. The expansion would include the development of numerous underutilized properties with new retail uses, hotels, entertainment uses, and offices, among other uses.

The proposed development is divided into three areas (Figure 2-5). Area 1 encompasses the existing Citadel outlets and the majority of new improvements, including a new Grand Fountain Plaza, pedestrian paths, lighting, landscaping, and a transit hub. Additionally, a monorail will be constructed to connect the Citadel Outlets with Area 2. Area 3 includes ten acres of land on the northwest corner of Washington Boulevard and Telegraph Road. Improvements in Area 3 include multiple restaurants, one office building, one industrial building with loading docks, landscaping, internal roadways, and parking.

Several mitigation impacts related to transit are highlighted in the EIR. For example, incentives such as reduced rate transit passes, employee carpooling and vanpooling services, and preferential parking, must be provided to encourage employees to explore alternate transportation. Additionally, kiosks displaying transit arrival times, locations of bicycle racks, and the locations and times of the shuttles must be placed in visible locations within each project area. Lastly, Citadel owners must meet with Metro and the City of Commerce Public Works to improve bus stops serving the project area. These improvements may include shaded benches, increased bus frequencies, and additional security measures.

Figure 2-6 Citadel Outlets Expansion Project Area



Source: Blodgett Bayolosis Environmental Planning

REGIONAL TRANSIT PROVIDERS

LA Metro DRAFT NextGen Bus Plan (2020)

The NextGen Bus Plan is the outcome of a two-year study that began in 2018. After thorough analysis of technical data and extensive public engagement efforts, LA Metro released the Draft NextGen Bus Plan in January 2020. The Plan strives to achieve the following outcomes:

- Provide 81% of current bus riders with 10-minute or better frequency
- Double the number of frequent Metro bus lines
- Improve and expand midday, evening, and weekend service
- Ensure a quarter mile walk to a bus stop for 99% of current riders
- Utilize stop consolidation and streamlined service to create short walks, shorter waits, and faster travel

Available through an interactive format on the web, the Plan offers recommendations for each Metro bus line. Lines 62, 108, 258, 260, and 762 operate within the City of Commerce. Service recommendations are presented in detail below.¹

¹ Peak service refers to service between 6-9 a.m. and 3-6 p.m. Midday service is from 9 a.m.-3 p.m., evening service is from 7-9 p.m., and owl service is from 12 a.m.-4 a.m.

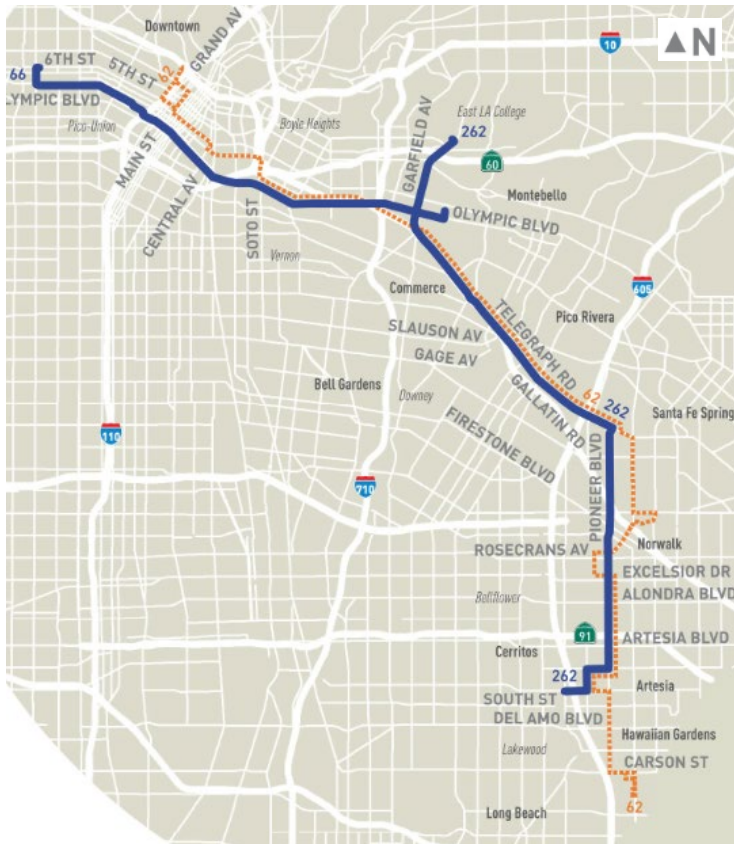
Line 62 (Telegraph Road)

There are no proposed routing changes within Commerce city limits. Other recommendations include:

- New name (Line 262)
- Discontinuing Line 62 between downtown Los Angeles and Hawaiian Gardens via Telegraph Road, Norwalk Boulevard, and Pioneer Boulevard.
- New connection to East L.A. College
- Discontinuing service on Imperial Highway/Bloomfield Avenue at Norwalk Boulevard
- Discontinuing existing service south of Los Cerritos Center

Figure 2-7 Proposed Service Changes to Metro Line 62

		Peak	Midday	Evening	Owl
NextGen Line 262	Weekday	20 min	20 min	30 min	--
	Saturday	45 min	30 min	60 min	--
	Sunday	45 min	30 min	60 min	--
Existing Line 62	Weekday	27 min	32 min	58 min	--
	Saturday	56 min	40 min	59 min	--
	Sunday	57 min	52 min	58 min	--



Source: LA Metro (2020)

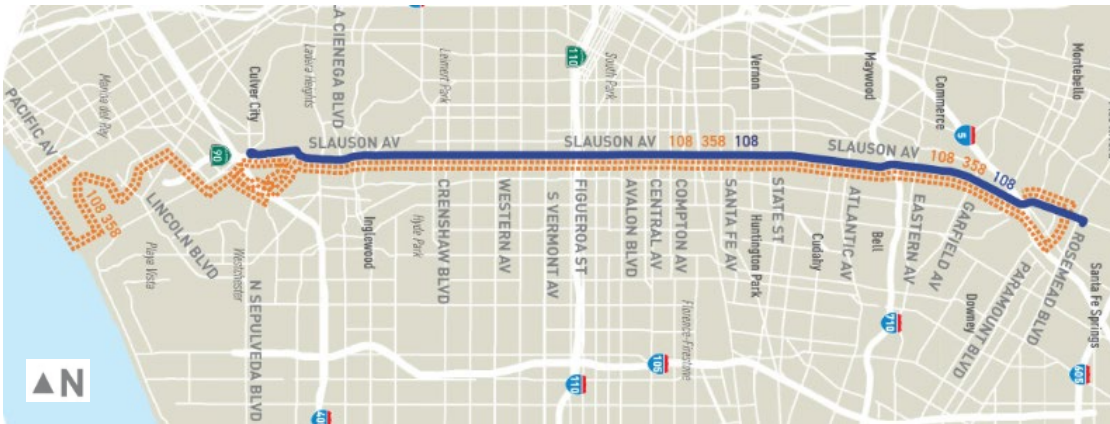
Line 108 (Slauson)

There are no proposed routing changes within Commerce city limits. Other recommendations to Line 108 include:

- New owl service
- Extending east to Slauson Avenue/Rosemead Boulevard
- Increased frequency at all bus stops on Slauson Avenue
- Consolidation of underutilized bus stops (nospecifics are given at this time)

Figure 2-8 Proposed Service Changes to Metro Line 108

		Peak	Midday	Evening	Owl
NextGen Line 108	Weekday	7.5 min	7.5 min	15 min	60 min
	Saturday	15 min	15 min	30 min	60 min
	Sunday	15 min	15 min	30 min	60 min
Existing Line 108	Weekday	10 min	15 min	58 min	--
	Saturday	19 min	16 min	54 min	--
	Sunday	32 min	23 min	59 min	--



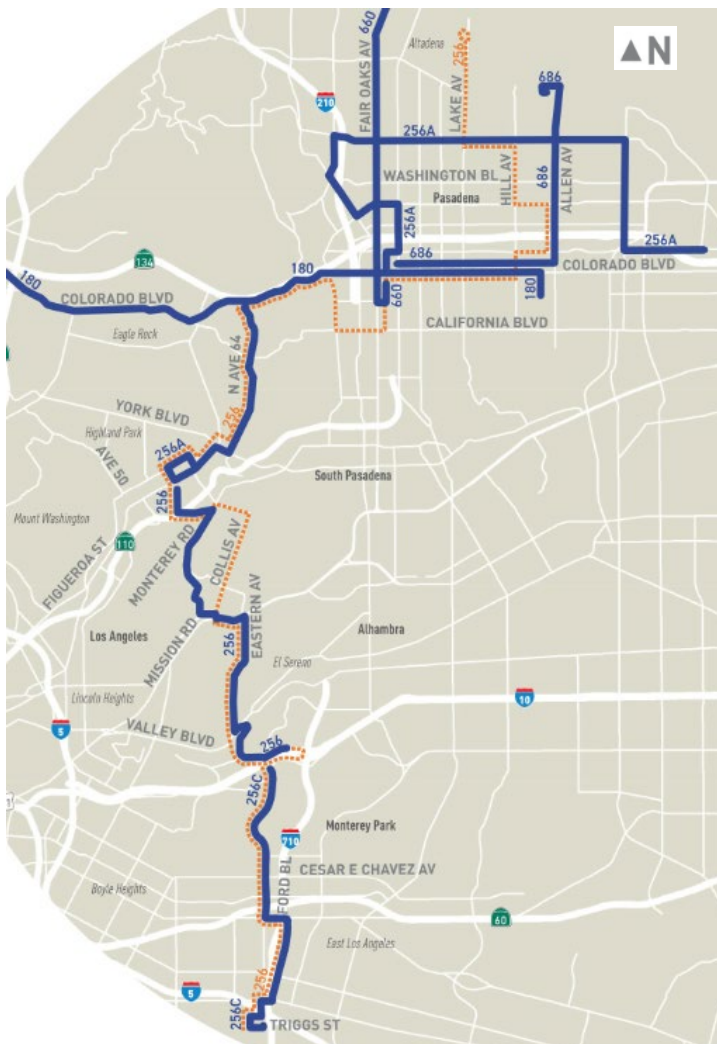
Source: LA Metro (2020)

Line 256 (Eastern)

Proposed changes to Line 256 include subdividing the existing route into three separate bus lines with more frequent service. The City of Commerce would operate the segment between Commerce and the Cal State L.A. Station. No routing changes are proposed for this segment. Metro would operate the segment between the Cal State L.A. and Metro L Line stations, while Pasadena Transit would operate the route between Highland Park and Pasadena. A new Line 662 would serve Lake Avenue between Pasadena and Altadena.

Figure 2-9 Proposed Service Changes to Metro Line 256

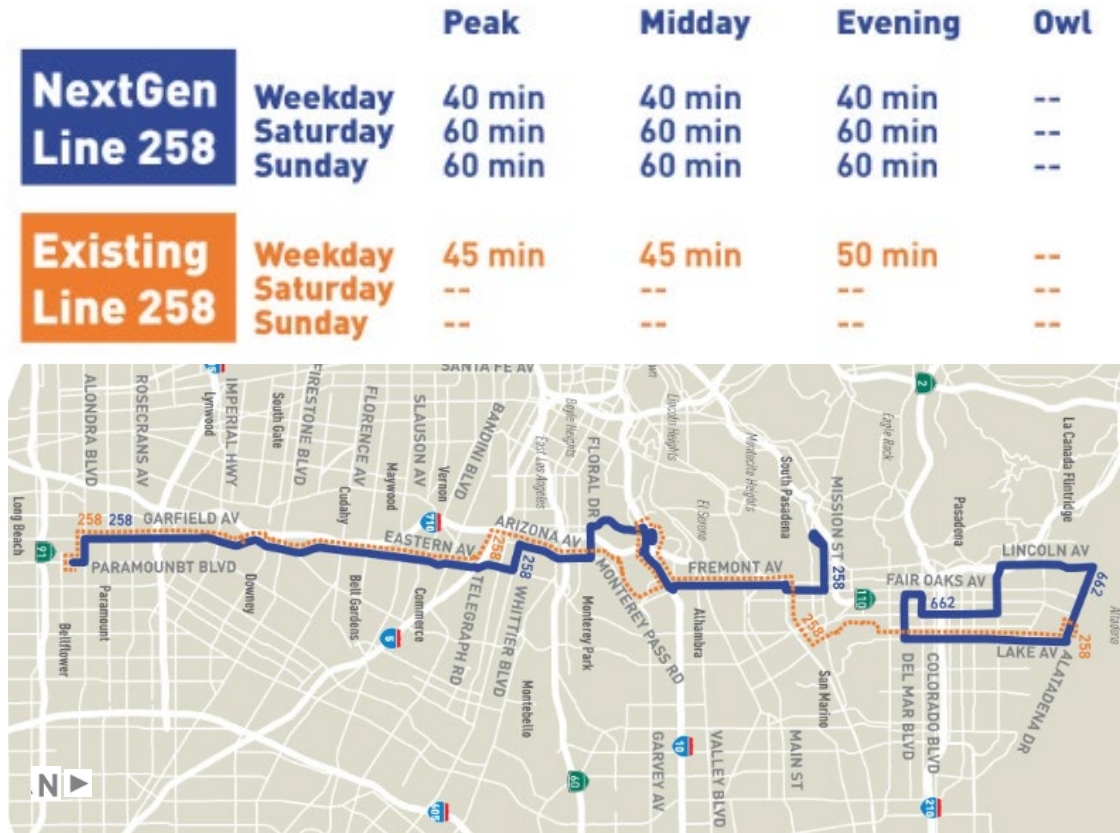
		Peak	Midday	Evening	Owl
NextGen Line 256	Weekday	30 min	30 min	30 min	--
	Saturday	40 min	40 min	40 min	--
	Sunday	40 min	40 min	40 min	--
Existing Line 256	Weekday	50 min	50 min	60 min	--
	Saturday	60 min	60 min	60 min	--
	Sunday	60 min	60 min	60 min	--



Line 258 (Altadena – Paramount)

The Plan proposes that Line 258 travel on Whittier Boulevard instead of Telegraph Road between Eastern and Arizona avenues. Other recommendations include the addition of weekend service.

Figure 2-10 Proposed Service Changes to Metro Line 258



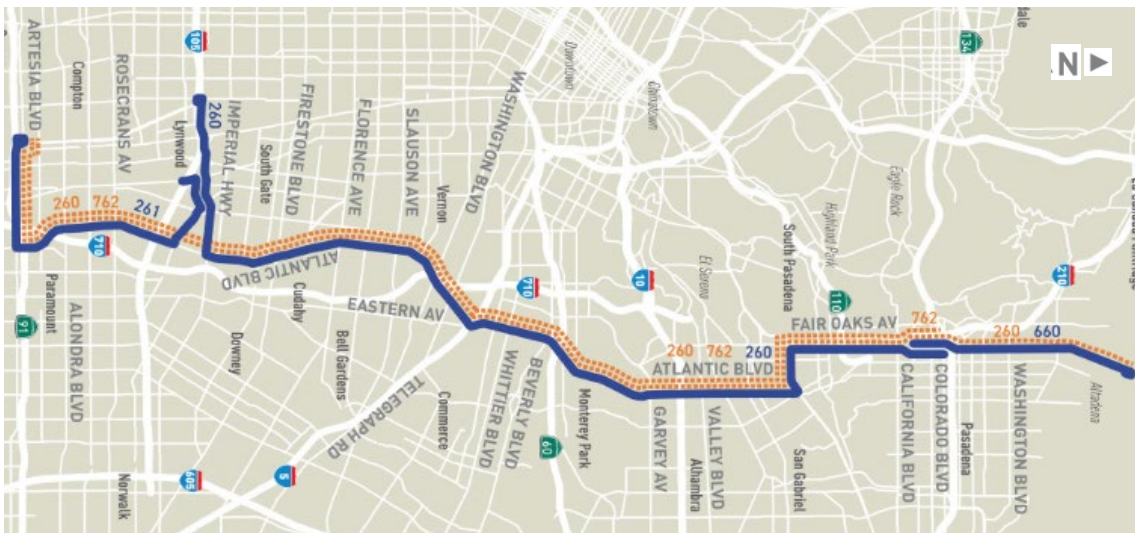
Source: LA Metro (2020)

Lines 260 and 762 (Atlantic Boulevard – Fair Oaks Avenue)

The Plan recommends merging existing Lines 260 and 762, which do not result in routing changes within Commerce city limits. Other recommendations include: Increased frequencies, new owl service, and shifting the southern terminus to the Willowbrook/Rosa Parks Station, served by the Metro A and Clines.

Figure 2-11 Proposed Service Changes to Metro Lines 260 and 762

		Peak	Midday	Evening	Owl
NextGen Line 260	Weekday	12 min	12 min	15 min	30-60 min
	Saturday	20 min	20 min	30 min	30-60 min
	Sunday	20 min	20 min	30 min	30-60 min
Existing Line 260	Weekday	17 min	21 min	40 min	--
	Saturday	22 min	21 min	40 min	--
	Sunday	29 min	22 min	40 min	--
Existing Line 762	Weekday	29 min	32 min	60 min	--
	Saturday	--	--	--	--
	Sunday	--	--	--	--



Source: LA Metro (2020)

Eastside Transit Corridor Phase 2

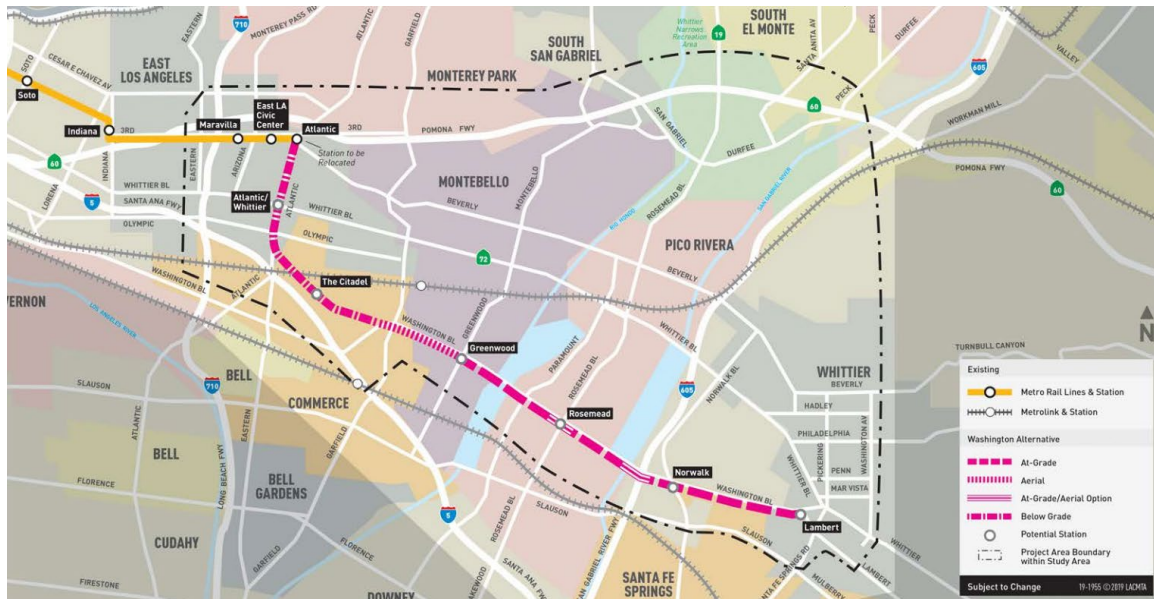
Metro is evaluating an eastern extension of the Metro L Line (Gold) from its current terminus at Pomona and Atlantic boulevards in East Los Angeles potentially through the cities of Commerce, Montebello, Pico Rivera, Santa Fe Springs, and Whittier. The project has identified \$6 billion from the Measure M sales tax to be programmed in two cycles. Cycle 1 identifies \$3 billion for one alignment with construction beginning in 2029 and opening in 2035. Cycle 2 identifies \$3 billion for construction beginning in 2053 and opening in 2057.

In May 2017, a technical study for the Eastside Transit Corridor Phase 2 Project was completed, in which three build alternatives were introduced: (1) State Route (SR) 60 Alternative, (2) Washington Alternative, and (3) Combined Alternative (builds both SR 60 and Washington alternatives). In February 2020, the Metro Board of Directors withdrew the SR 60 and Combined Alternatives from consideration, based on technical study findings and public input during scoping. As a result, the EIR will proceed with the Washington Alternative and a reasonable range of alternatives as required by the California Environmental Quality Act.

In the Washington Alternative, the proposed extension would travel south along Atlantic Boulevard underground from the current Metro L Line terminus to the Citadel Outlets (Figure 2-11) The route would then proceed east along Washington Boulevard via aerial and/or at-grade configurations ending at Lambert Road in Whittier. Stations being considered along this route include the Citadel Station in Commerce, among others outside of Commerce city limits.

Upon Metro Board approval, a scope of work will be developed immediately for technical work and community engagement. The project is also one of four pillar projects and is a high priority for acceleration. If funding can be secured prior to the 2029 funding cycle, it could potentially be built in time for the 2028 Summer Olympic and Paralympic Games.

Figure 2-12 Eastside Transit Corridor Phase 2 – Washington Alternative



Source: LA Metro (2019)

Regional Connector Transit Project

Metro is constructing a 1.9-mile underground light rail system in downtown Los Angeles that will connect the L Line (previously Gold Line) to the 7th Street/Metro Center Station. Traveling between East Los Angeles and Santa Monica currently requires two transfers: one at Union Station and another at 7th Street/Metro Center. In addition to creating three stations, the new Regional Connector will allow riders to travel between East Los Angeles and Santa Monica without needing to transfer lines. Instead of traveling north to Azusa, the L Line will continue through Little Tokyo, Civic Center, Financial District, and along the current E Line (Expo) route to Santa Monica. The future Commerce L Line Station will also benefit from this one-seat ride. The Regional Connector is scheduled to begin operating in 2022.

Figure 2-13 LA Metro Regional Connector



Metrolink 10-Year Strategic Plan (2015-2025)

Metrolink's 10-Year Strategic Plan focuses on how to strengthen the core of the Metrolink organization and system and presents a roadmap for how the system may grow. The following agency goals are identified in the plan:

- Goal 1: Ensure a Safe Operating Environment
- Goal 2: Maintain Fiscal Sustainability
- Goal 3: Invest in People and Assets
- Goal 4: Retain and Grow Ridership
- Goal 5: Increase Regional Mobility
- Goal 6: Improve Communications to Customers and Stakeholders
- Goal 7: Improve Organizational Efficiency

The Strategic Plan presents four service growth scenarios: No Service Growth, Scenario 1: Enhancement of Existing Network, Scenario 2: Overlay of Additional Service Patterns, and

Scenario 3: High-Speed Rail Service Integration. Depending on the scenario, the Orange County Line, which serves the Commerce station, could see as many as 46 trains during the weekday and 12 trains on the weekend. The Riverside Line, which serves the Montebello/Commerce station just outside Commerce city limits, could see 22 trains in all three scenarios (up from 12 trains). These scenarios are intended to be exploratory and are used to estimate ridership, capital, and operating costs for future growth. Thus, no single scenario has been selected as a preferred scenario.

Figure 2-14 Potential 2025 Growth by Scenario (Total Trains)

Metrolink Line	2015 Base Conditions (No Growth)	Scenario 1: Enhancement of Existing Network	Scenario 2: Overlay of Additional Service Patterns	Scenario 3: High-Speed Rail Service Integration
Weekday Growth				
Orange County	29	35	41	46
Riverside	12	22	22	22
Weekend Growth				
Orange County	8	10	10	12
Riverside	No weekend service			

Metrolink Station Relocation Feasibility Studies (2017)

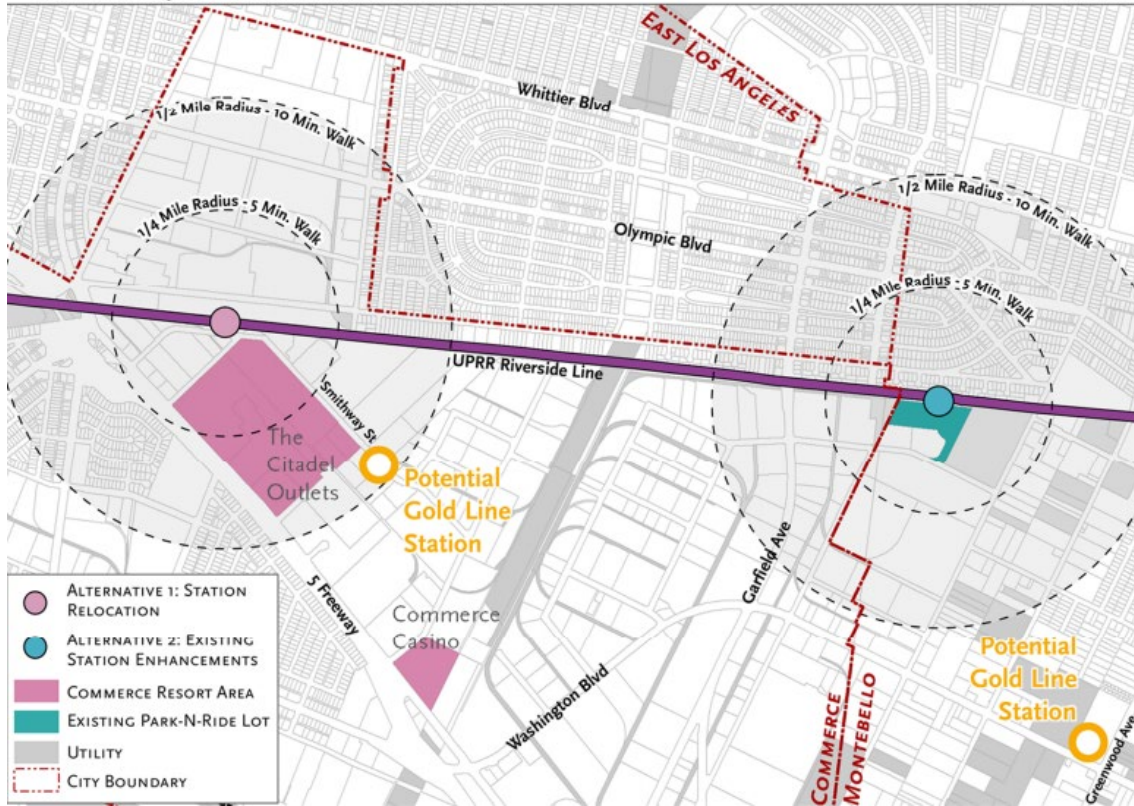
Metro conducted a Station Location Feasibility Study for the Montebello/Commerce Metrolink Station to examine a possible relocation of the station closer to the Commerce Resort area and to identify opportunities to improve the existing station. This station sits slightly to the east of Commerce city boundaries along the Union Pacific Railroad and Metrolink Riverside Line (Figure 2-14). Consolidating and enhancing stations across the Metrolink system would improve regional mobility, attract ridership, and mitigate traffic-induced pollution.

The Commerce Resort area, which includes Citadel Outlets and Commerce Casino, along with multiple hotels, is expected to draw 40% more visitors each year. This level of growth cannot solely be accommodated by private automobile travel. Thus, relocating the station would allow for a multimodal hub that enhances local and regional connectivity. The proposed relocation site is served by multiple bus routes, including City of Commerce Transit Blue and Orange routes, as well as Metro Line 62. These routes do not serve the existing Montebello/Commerce Metrolink Station.

Two alternatives were analyzed: Alternative 1 relocates the station to the Commerce Resort area and Alternative 2 enhances the existing Montebello/Commerce station. Station relocation would require approval from Union Pacific Railroad (UPRR) and additional railroad enhancements. Ultimately, it was decided that neither alternatives should move forward due to lack of funding and the absence of an agreement with UPRR.

Figure 2-15 Potential Montebello/Commerce Metrolink Station Relocation

Metro - Metrolink Station Location Feasibility Study
MONTEBELLO/COMMERCE METROLINK STATION



Source: LA Metro (August 2017)

3 MARKET ANALYSIS

This market analysis presents demographic characteristics associated with the market for transit ridership in Commerce and the surrounding area. The purpose of this analysis is to understand the distribution of populations that tend to use transit within the City of Commerce and the surrounding area and to identify the travel patterns that might be served by transit. This evaluation includes:

- Residential Characteristics
 - Seniors
 - People with disabilities
 - Zero-vehicle households
 - Rental households
 - Poverty
- Population and Employment Density
- Home and work locations of Commerce residents and employees

KEY FINDINGS

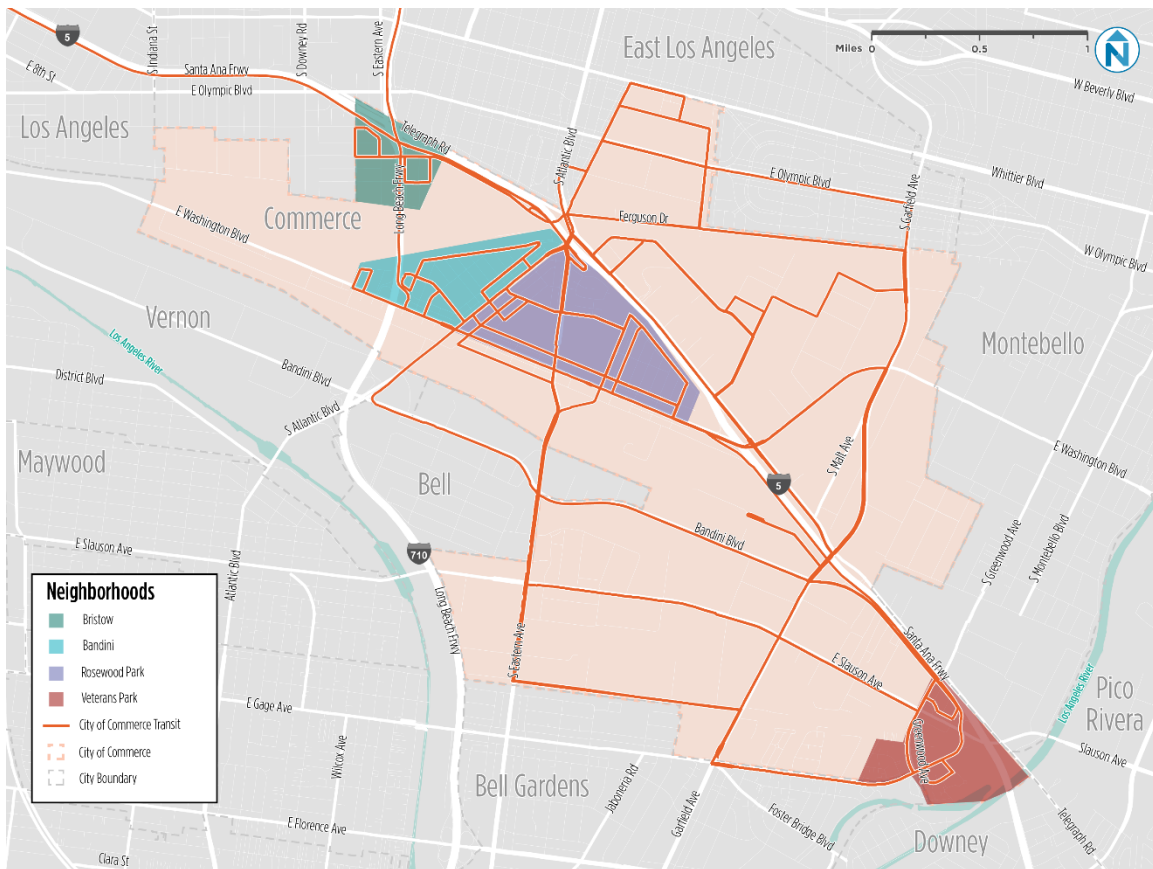
- The City of Commerce consists primarily of warehouse/logistics and light manufacturing/industrial land use, with relatively low population density throughout the city. There is higher population density in the areas immediately surrounding the City of Commerce.
- There are four residential neighborhoods in the City of Commerce: Bandini Park, Bristow Park, Rosewood Park, and Veterans Park.
- Approximately 13,500 people live in the City of Commerce, including 1,800 seniors (13%), 2,500 people below the poverty level (19%), 1,000 people with disabilities (7%). Additionally, approximately 53% of households are renters and 9% of households do not have access to a vehicle.
- Approximately 4,500 (83%) of City of Commerce residents commute outside of the city for work, mostly to Downtown Los Angeles, Vernon, and Montebello.
- Approximately 56,400 employees commute into the City of Commerce from elsewhere in the region, primarily from neighboring cities.
- With higher population densities surrounding Commerce, and large job centers within Commerce, there may be an opportunity for City of Commerce Transit to play a role in connecting people living outside the city to jobs in Commerce.

RESIDENTIAL CHARACTERISTICS

Population density is one of the key metrics used to measure transit demand. Commerce is largely made up of freight/logistics, warehousing, and industrial areas, with large swaths of the city that have no residential populations. There are four distinct residential neighborhoods in Commerce, as shown in Figure 3-1, that are disconnected and divided by interstate highways and rail lines:

- Bandini Park
- Bristow Park
- Rosewood Park
- Veterans Park

Figure 3-1 City of Commerce Residential Neighborhoods



Population characteristics related to transit usage are described below. Detailed maps of individual demographic characteristics are shown in Appendix D of this report.

Seniors

Seniors ages 65 or older often choose to ride transit when they no longer have the ability or desire to drive. In the City of Commerce, there are approximately 1,800 residents ages 65 or older, about 13% of the city's population. The concentration of senior populations is greatest in two neighborhoods:

- The Rosewood Park neighborhood, which includes the Commerce Senior Center and Rosewood Park Senior Apartments.
- The Veterans Park neighborhood which is home to a hospice care facility called Telacu Gardens.

People with Disabilities

People with disabilities are more likely to use transit because they are unable or do not want to operate a personal vehicle. People with disabilities may qualify for paratransit services, and may use one or a combination of fixed-route bus services and demand-response service. In the City of Commerce, there are nearly 1,000 people with disabilities, about 7% of the city's population. The highest density of people with disabilities is in the Bandini neighborhood.

Zero-Vehicle Households

Households without access to a vehicle are more likely to depend on transit as their primary form of transportation. In the City of Commerce, there are approximately 300 zero-vehicle households, representing about 9% of all households in the city. The highest density of households without access to a vehicle is in the Veterans Park neighborhood.

Rental Households

There is also a relationship between rental households and transit ridership, with higher concentrations of rental units correlating with higher transit ridership. There are approximately 1,900 rental households in the City of Commerce, accounting for 53% of households in the city. The highest densities of rental households in Commerce are in the Bandini and Veterans Park neighborhoods.

Poverty

People living below the Census poverty threshold are more likely to rely on transit for their transportation needs. In the City of Commerce, approximately 2,500 people live below this poverty threshold, about 19% of the city's population. The highest densities of population below the poverty threshold are in the Bandini neighborhood.

POPULATION DENSITY

Approximately 13,500 people live in the City of Commerce. However, population density in the city is very low (Figure 3-2) particularly compared to the surrounding areas. The highest density residential area is the Bandini Park neighborhood. Separately, the Veterans Park neighborhood, in the southeastern area of Commerce near the Los Angeles River and Veteran’s Memorial Park, is characterized by duplex-style and multi-family residences, which are supportive of transit service but are still relatively low in density.

Figure 3-2 Population Density



EMPLOYMENT DENSITY

Employment density can indicate key destinations and large trip generators. Areas with a higher density of jobs are generally more popular destinations and have a higher demand for transit trips. Commerce has a higher employment density than its surrounding cities. Areas in between the E Washington Blvd and Bandini Blvd are generally warehousing, freight, and heavy industrial land use.

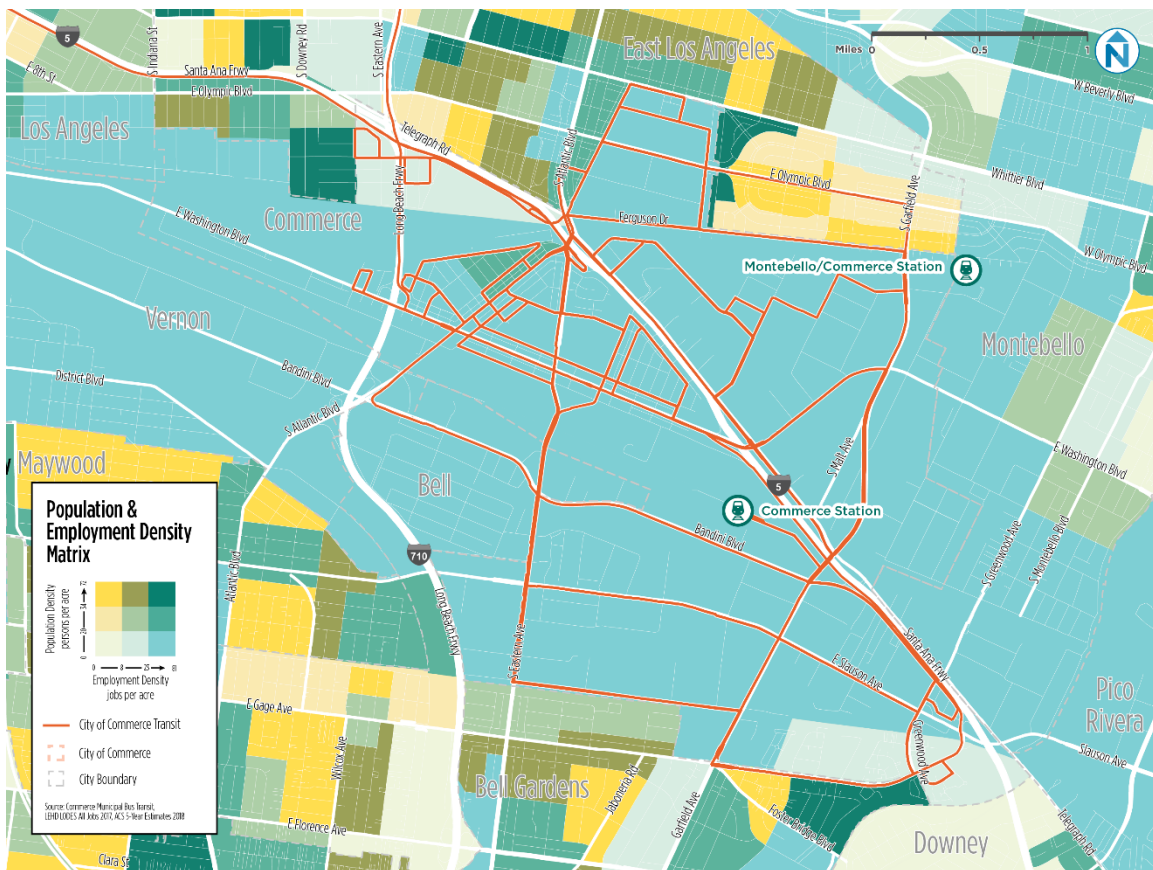
Figure 3-3 Employment Density



COMBINED DENSITY

A combined population and employment density map is shown in Figure 3-4. Few areas in the City of Commerce have high concentrations of both population and employment. Most of the city is dominated by employment, with clusters of population in the Bristow, Bandini, Veterans Park, and Rosewood Park neighborhoods. Because the four residential neighborhoods are relatively small and isolated, population density appears low in this demographic analysis. Despite the low population density, these four neighborhoods represent the primary population markets for transit in the city. Areas adjacent to the City of Commerce have generally higher population density and more areas with a combination of population and employment, including in East Los Angeles, Montebello, Maywood, and Bell Gardens.

Figure 3-4 Combined Population and Employment Density

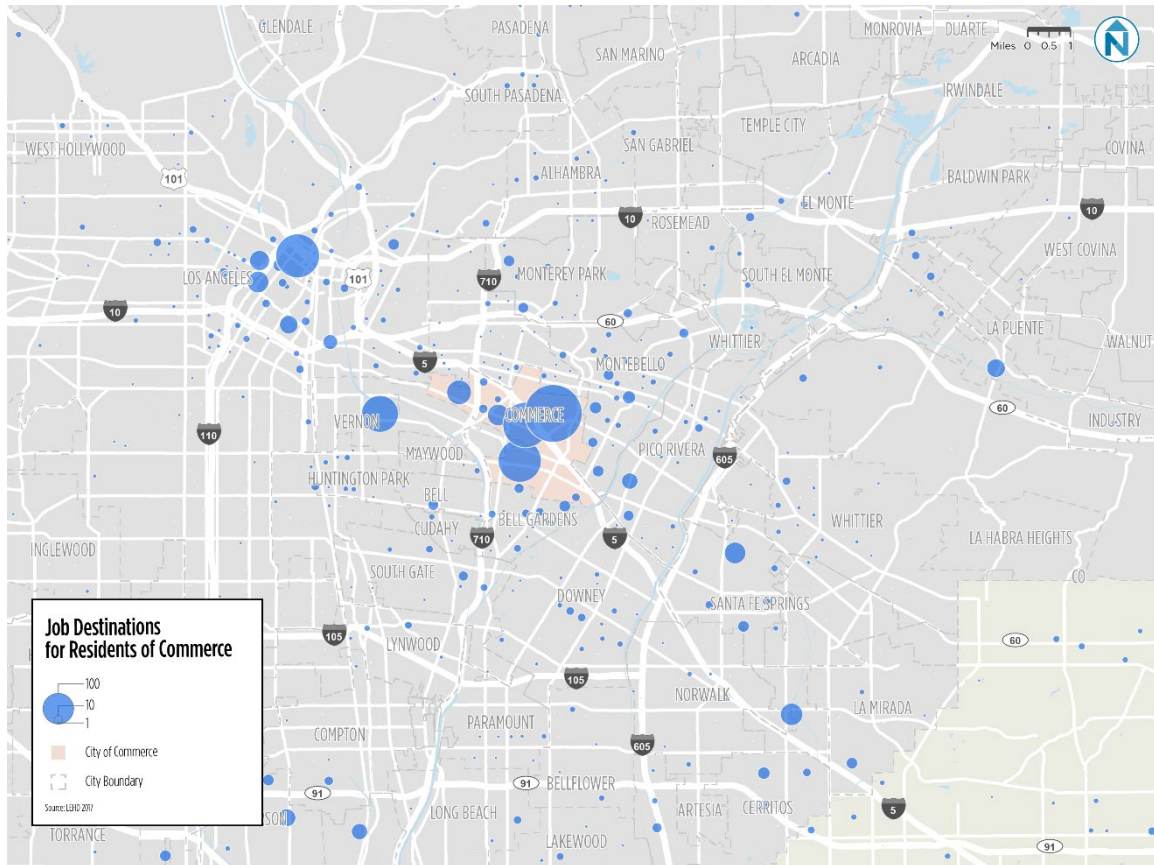


WHERE DO COMMERCE RESIDENTS WORK?

There are approximately 900 people who both live and work in Commerce, according to Longitudinal Employer-Household Dynamics (LEHD) Workplace Area Characteristics (WAC) 2018 datasets. As shown in Figure 3-5, the highest concentrations of these employment locations within the city are near the Commerce Casino, Commerce City Hall, and the industrial area in the southern portion of the city. Approximately 4,500 Commerce residents commute outside of the city for work, about 83% of all home/work pairs for residents. These employment locations are generally dispersed throughout the region with the highest concentrations in Downtown Los Angeles, Vernon, and Montebello.

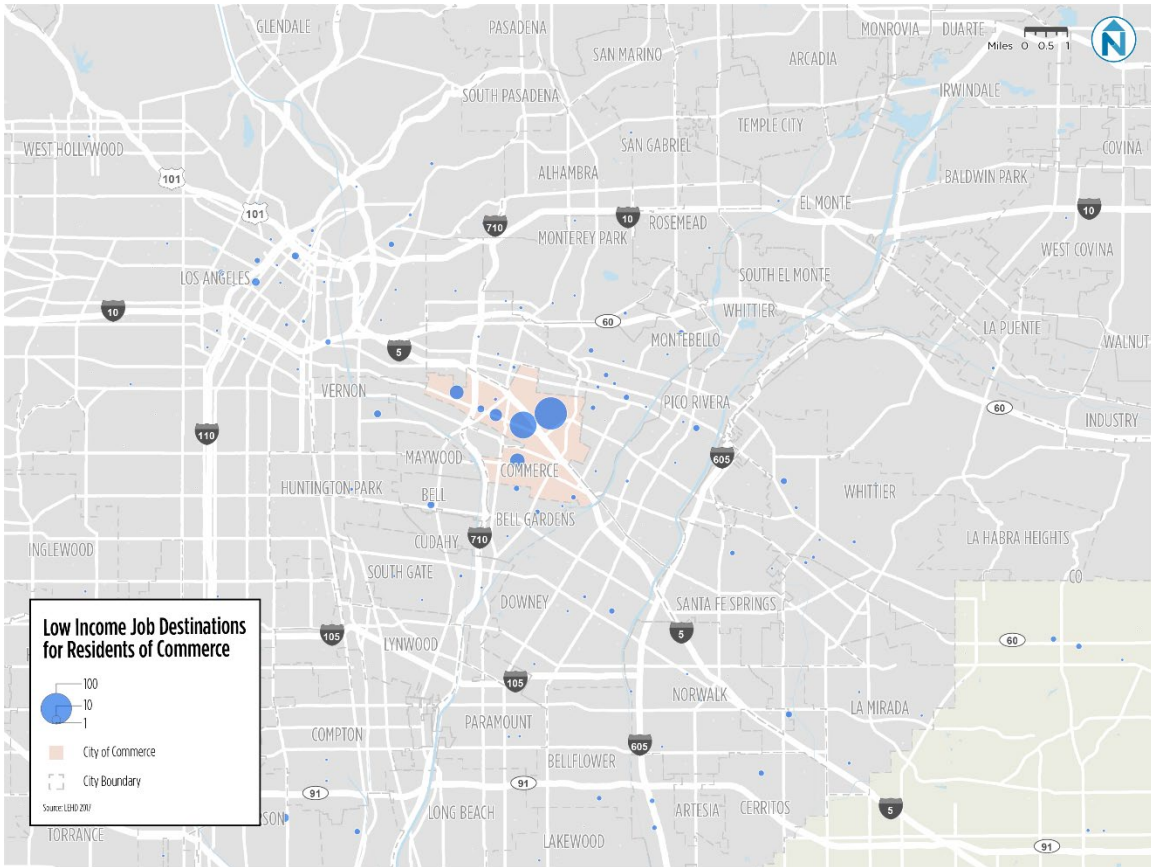
Low-wage employment (less than \$15,000 per year) locations for City of Commerce residents, as shown in Figure 3-6, follow a similar pattern as all employment. Approximately 300 low-wage employees both live and work in Commerce, while approximately 1,000 low-wage Commerce residents work outside of the city. Low-wage employment locations are relatively dispersed outside of the City of Commerce.

Figure 3-5 Employment Locations for Commerce Residents



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Figure 3-6 Low-Wage Employment Locations for Commerce Residents



WHERE DO COMMERCE WORKERS LIVE?

Approximately 56,400 people commute into the City of Commerce for work from other locations, as shown in Figure 3-7. The home locations for these commuters are dispersed throughout the region, but are most highly concentrated in neighboring communities, including East Los Angeles, Montebello, Pico Rivera, Bell Gardens, Maywood, Bell, and Huntington Park.

Approximately 9,700 low-wage employees (less than \$15,000 per year) commute into the City of Commerce, as shown in Figure 3-8. These residence locations are similarly dispersed throughout the region, and continue to be most heavily concentrated in the neighboring cities.

Figure 3-7 Home Locations for Workers in Commerce

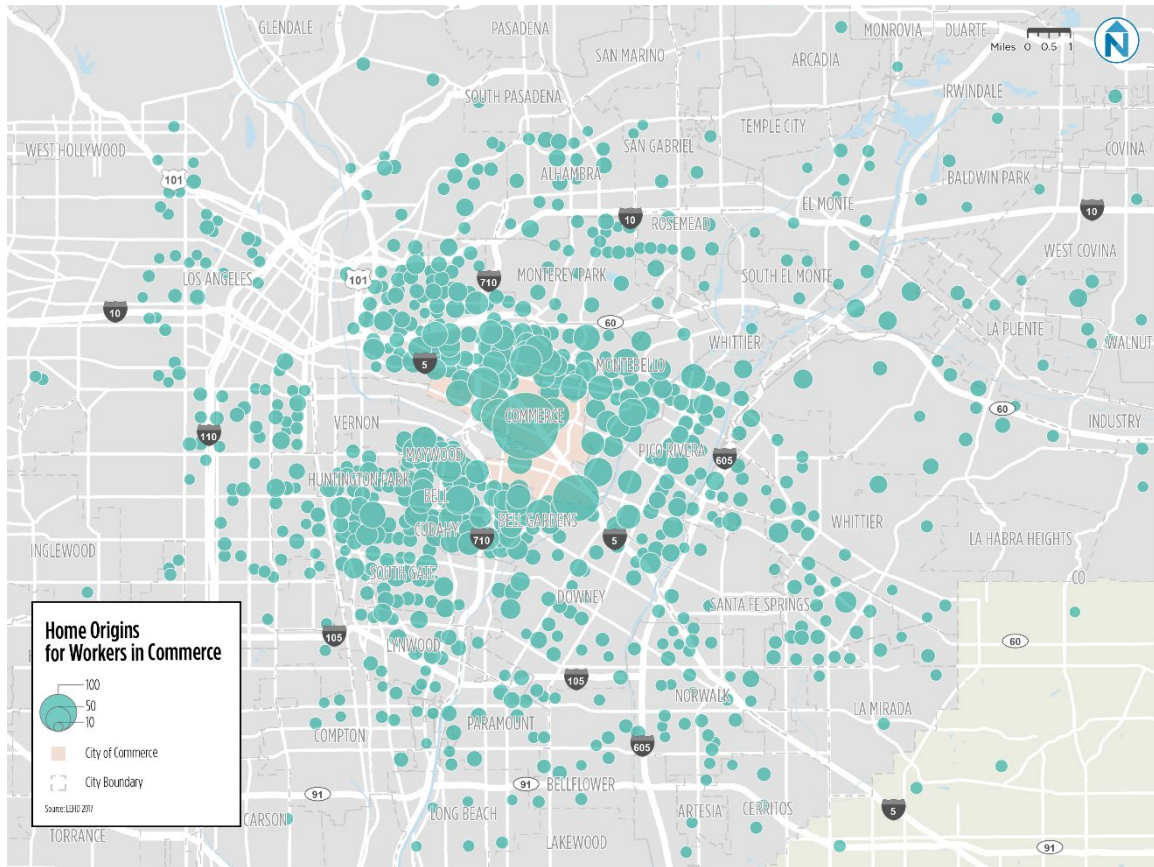
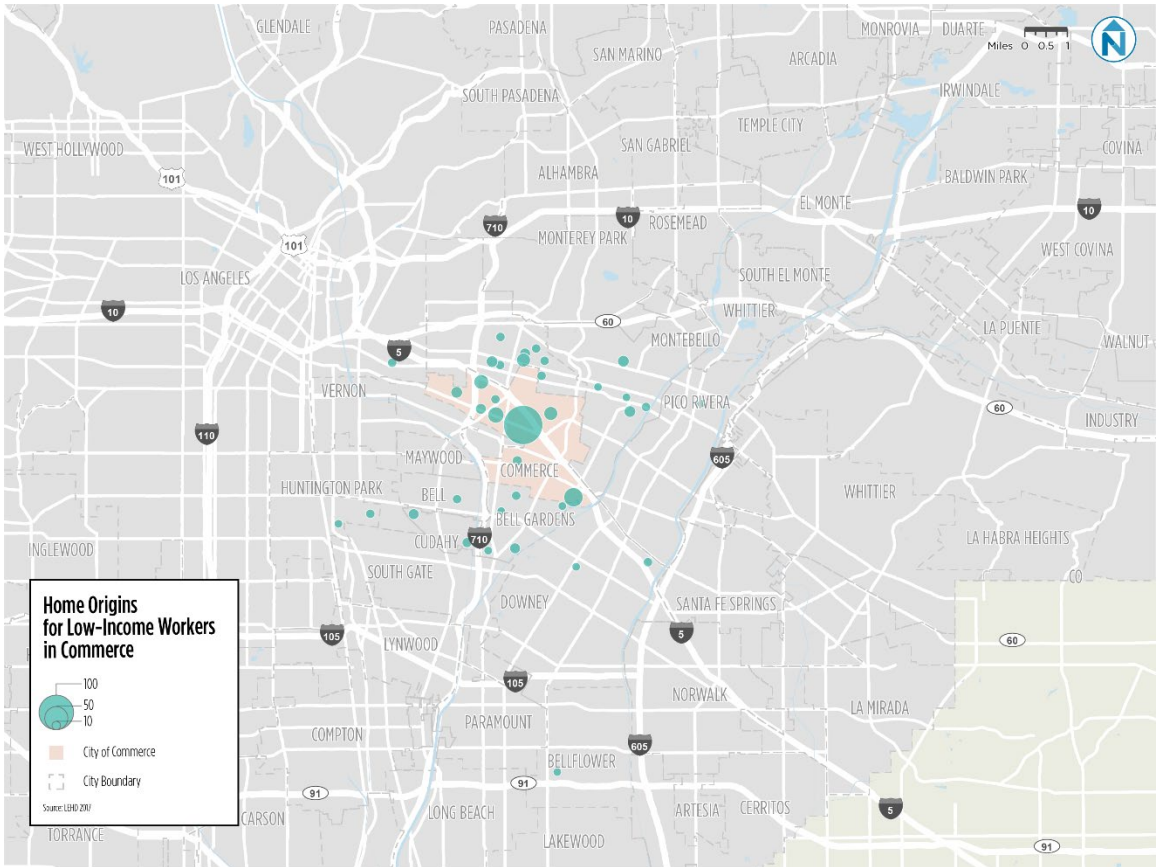


Figure 3-8 Home Locations for Low-Wage Workers in Commerce



4 SYSTEM OVERVIEW

City of Commerce Transit operates fare free fixed-route and on-demand transit service seven days per week. This chapter provides an overview of fixed-route and on-demand policies, services, and performance. This chapter also includes a trend analysis comparing current and past performance of City of Commerce Transit between 2016 and 2019.

KEY FINDINGS

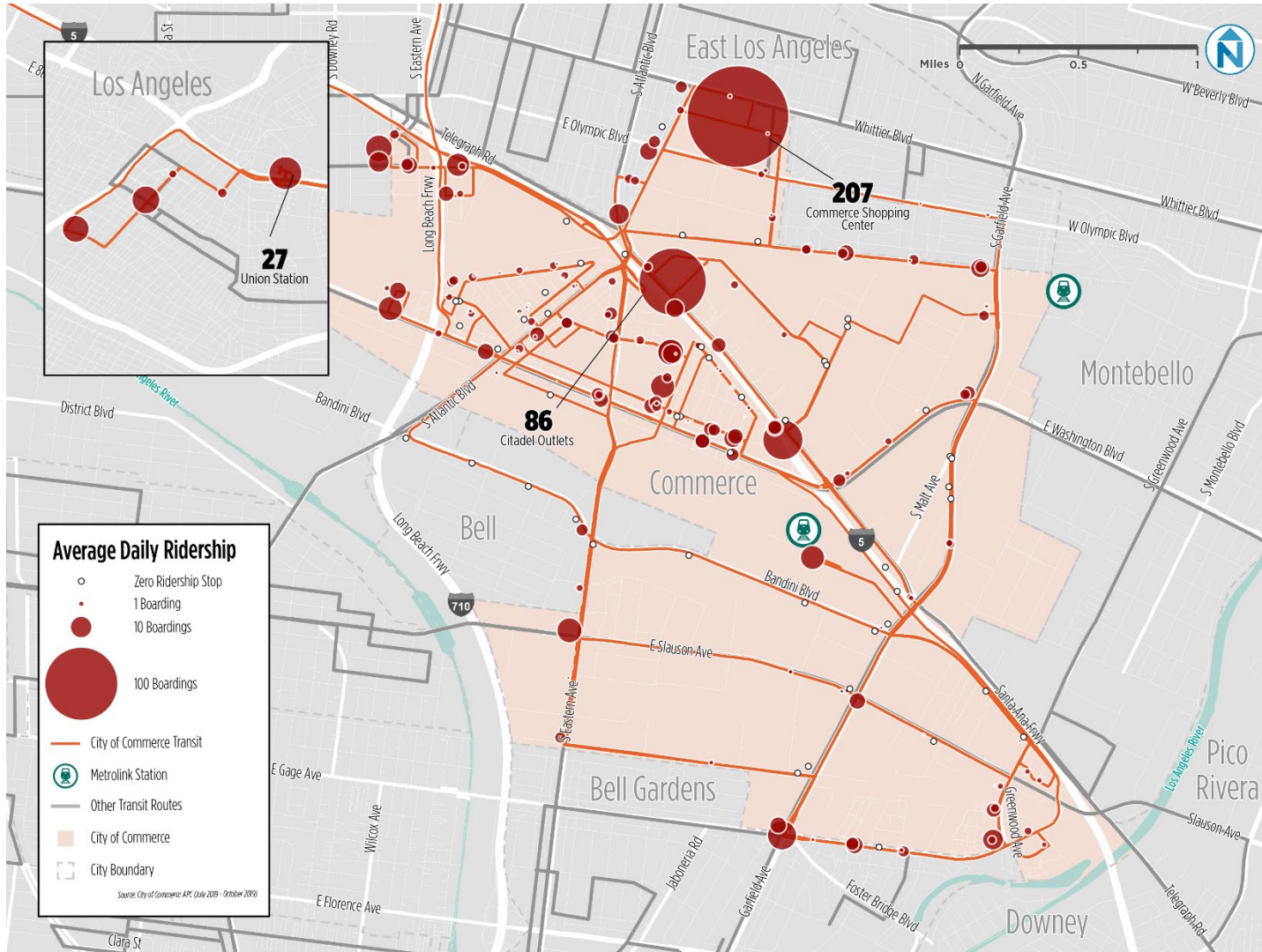
- Several routes struggle with on-time performance, most notably the Citadel Express. The weekday system on-time average of 66% highlights significant issues with reliability that customers face. Many routes have more early-running than late-running, indicating a need to adjust schedules, particularly to align weekend schedules with actual run times.
- Following a 2017 policy change to expand Dial-A-Ride service to allow trips outside of the city limits for non-medical purposes, Dial-A-Ride ridership increased by 80% over a two-year period. Prior to this policy change, Dial-A-Ride ridership had been steadily decreasing.
- Approximately 68% of Dial-A-Ride trips either began or ended outside of the City of Commerce, indicating there may be significant demand for transit service outside of the city.
- Since 2013, the City of Commerce Transit has generally continued increasing fixed-route service levels in terms of annual revenue hours; however, annual passenger trips have been decreasing over this time period. Despite providing more service, City of Commerce Transit has been unsuccessful in generating new ridership.
- Operating cost per passenger for fixed-route service has generally been increasing since 2013. Operating cost per passenger for Dial-A-Ride service increased from 2013 to 2017 before decreasing in 2018 and 2019. This decrease in cost per Dial-A-Ride passenger is due to the increased ridership following the 2017 eligibility policy change.

FIXED-ROUTE

Systemwide ridership, as shown in Figure 4-1, is relatively low throughout much of the service area. The highest ridership stops in the system are the Commerce Shopping Center, the Citadel Outlets, and LA Union Station. Ridership activity is also concentrated in downtown Los Angeles, the area near Bristow Park, and the neighborhood surrounding Rosewood Park and the City of Commerce Civic Center.

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Figure 4-1 Weekday Systemwide Ridership by Stop (July 2019 – October 2019)



Service Summary

The City of Commerce operates fare free, local fixed-route service seven days a week. Routes operate a range of frequencies depending on the route, time of day, and day of week, with most routes providing service less frequently than every hour. The Citadel Express and 26th Street Shuttle operate the most frequently. Clock-face headways are those that arrive every 30 or 60 minutes, making it easy for customers to remember a specific timepoint, and facilitate transfers between routes where they meet. City of Commerce Transit routes tend to be “off-clockface.” Span of service also varies by route; with the earliest service beginning at 5:30 a.m. and the latest service ending at 10:20 p.m. All routes operate as one-way loops. Figure 4-2 shows the frequency and span of each fixed-route service.

Figure 4-2 Frequency and Span of Fixed-Route Service

Route	Service Span	Service Frequency	Days in Service
100 Green	5:45 a.m. – 9:30 p.m.	65 – 90 minutes	Mon – Sat
200 Orange	5:30 a.m. – 6:15 p.m.	85 – 100 minutes	Mon – Fri
300 Yellow	5:45 a.m. – 9:00 p.m.	70 – 80 minutes	Mon – Fri
400 Red	6:15 a.m. – 9:00 p.m.	70 – 90 minutes	Mon – Sat
500 Blue	9:00 a.m. – 9:00 p.m.	85 – 100 minutes	Mon – Sat
600 Citadel Outlets Express	7:00 a.m. – 10:20 p.m. (M-F) 9:20 a.m. – 10:20 p.m. (S-S)	35 – 90 minutes	Mon – Sun
700 26 th Street Shuttle	7:00 a.m. – 9:30 a.m. 2:45 p.m. – 5:30 p.m.	30 – 60 minutes	Mon – Fri
800 Church Special	8:50 a.m. – 12:30 p.m.	75 – 85 minutes	Sun
900 Shopper Special	12:40 p.m. – 6:30 p.m.	90 minutes	Sun
2000 Purple	10:30 a.m. – 6:00 p.m.	75 – 90 minutes	Mon – Fri

Fixed-Route Ridership Performance

Ridership performance for all City of Commerce routes is shown in Figure 4-3. Systemwide, there are on average 1,582 daily riders on weekdays, 799 riders on Saturdays, and 425 riders on Sundays based on October 2019 data. Weekday productivity averages 13.9 boardings per revenue hour, ranging from 19.5 boardings per revenue hour on the Green Route to 8.2 boardings per revenue hour on the 26th Street Shuttle, shown in Figure 4-3.

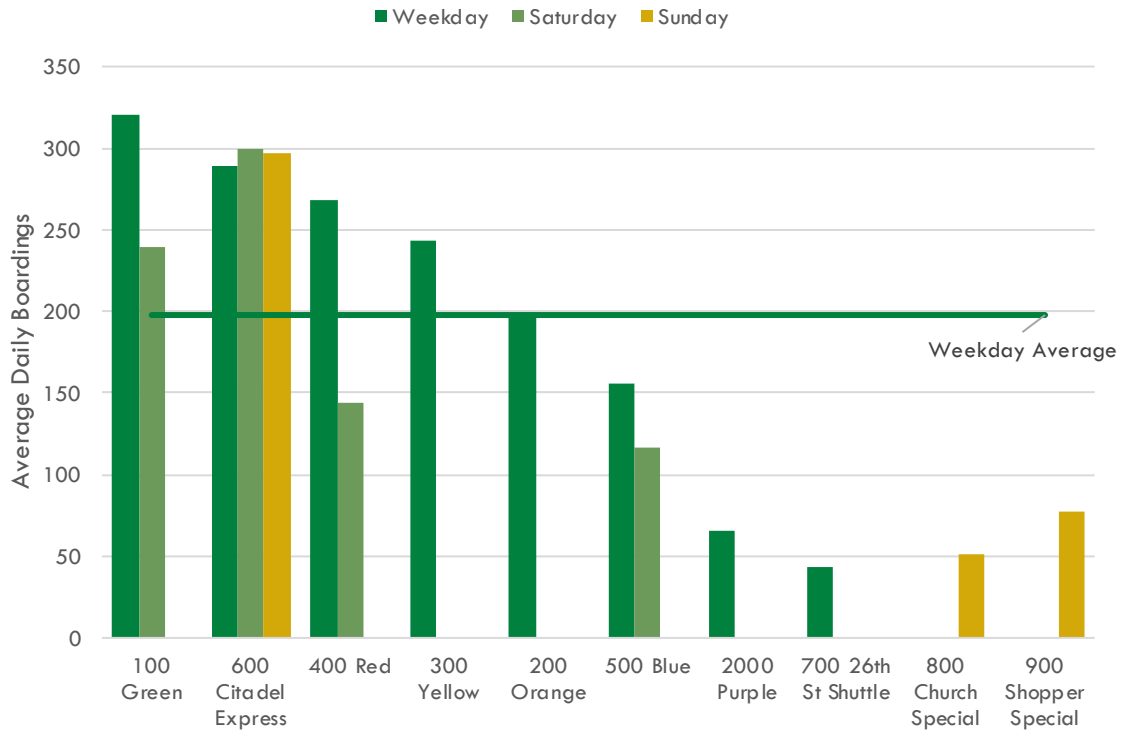
Figure 4-3 Performance Characteristics by Route and Day Type (October 2019)

Route	Average Daily Boardings	Average Daily Revenue Hours	Boardings per Revenue Hour
Weekday			
100 Green*	321	15.8	19.5
200 Orange	197	12.7	15.5
300 Yellow*	243	15.2	15.0
400 Red	268	14.7	18.3
500 Blue	155	12.0	12.9
600 Citadel Outlets Express	289	28.8	10.0
700 26 th Street Shuttle	43	5.5	8.2
2000 Purple	66	7.6	8.7
<i>Weekday System Total</i>	<i>1,582</i>	<i>114.0</i>	<i>13.9</i>
Saturday			
100 Green	239	15.8	15.2
400 Red	144	14.7	9.8
500 Blue	117	12.0	9.7
600 Citadel Outlets Express	299	24.3	12.3
<i>Saturday System Total</i>	<i>799</i>	<i>66.8</i>	<i>12.0</i>
Sunday			
800 Church Special	51	3.7	13.9
900 Shopper Special	77	5.9	13.1
600 Citadel Outlets Express	297	24.0	12.4
<i>Sunday System Total</i>	<i>425</i>	<i>33.6</i>	<i>12.6</i>

*The Green and Yellow Routes include the AM Tripper and PM Tripper services

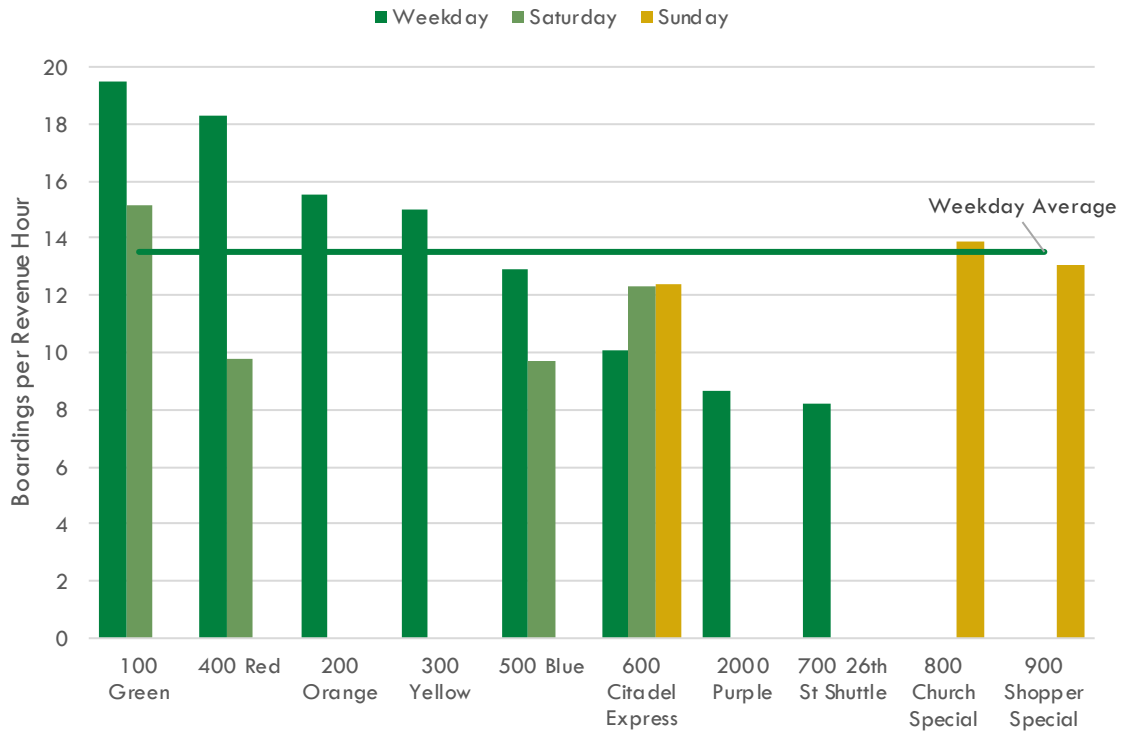
The average daily ridership and productivity for all routes are shown in Figure 4-4 and Figure 4-5, respectively. The Green Route is the highest weekday ridership route in the system, followed by the Citadel Outlets Express, Red, Yellow, and Orange Routes. The Citadel Outlets Express also has higher average ridership on Saturdays and Sundays than on Weekdays, likely due to the popularity of weekend trips to shop at the outlets. Ridership on the Blue Route, Purple Route, and 26th Street Shuttle are below the systemwide weekday average. The Sunday only Shopper Special and Church Routes have relatively low ridership compared to other routes in the system.

Figure 4-4 Average Daily Boardings by Route (October 2019)



Weekday productivity closely mirrors ridership for most routes in the system. The Green Route has the highest productivity, followed by the Red, Orange, Yellow, and Blue Routes. Despite having the second highest average ridership, the Citadel Outlets Express is the third least productive route in the system, ahead of only the Purple Route and the 26th Street Shuttle. The Citadel Outlets Express likely has lower productivity due to the long portions of the route that operates on freeways, and thus is not picking up passengers. The 26th Street Shuttle and Purple Routes are again below average in terms of productivity. Routes that operate on Saturdays generally have higher ridership than the special routes that operate on Sundays, however the Sunday-only routes are more productive. This indicates that there may be latent demand for additional Sunday service.

Figure 4-5 Average Boardings per Revenue Hour by Route (October 2019)



On-Time Performance

The percent of trips arriving on time for each route in the system is shown in Figure 4-6. On-time performance data is based on Automatic Vehicle Location (AVL) data from July 2019 – October 2019. A trip is considered early if it arrives at a scheduled timepoint one or more minutes early, and it is considered late if it arrives 6 or more minutes late; otherwise it is considered on-time.

Overall, on-time performance is poor, with a weekday average of 67% and a Saturday average of 60% arriving on-time. The Citadel Outlets Express Route arrives on-time for 31% of trips on weekdays and only 22% of trips on Sundays. However, many of these trips are running early, indicating that there may be too much time in the schedule, causing operators to arrive at and depart timepoints early. All other weekday routes arrive on-time over 60% of the time with the Red Route arriving on-time for 84% of trips. A table of on-time performance by route is shown in Figure 4-7.

Figure 4-6 Percent On-Time by Route (July 2019 – October 2019)

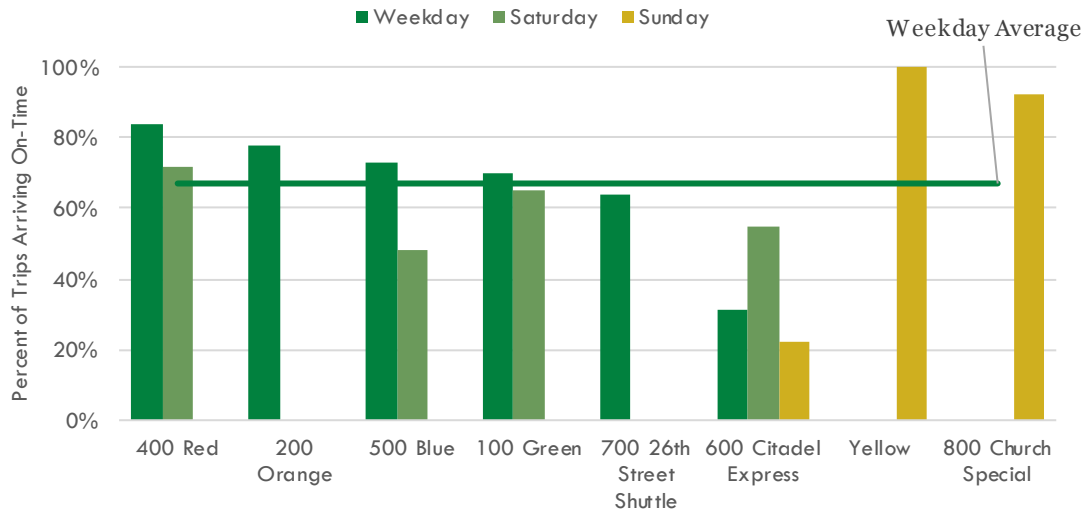


Figure 4-7 On-Time Performance by Route (July 2019 – October 2019)

Route	Percent On-Time	Percent Early	Percent Late
Weekday			
100 Green	70%	11%	19%
200 Orange	78%	11%	11%
400 Red	84%	8%	8%
500 Blue	73%	27%	0%
600 Citadel Outlets Express	31%	56%	13%
700 26 th Street Shuttle	64%	23%	14%
<i>Weekday System Average</i>	<i>67%</i>	<i>22%</i>	<i>11%</i>
Saturday			
100 Green	65%	14%	21%
400 Red	72%	26%	2%
500 Blue	48%	52%	0%
600 Citadel Outlets Express	55%	38%	8%
<i>Saturday System Average</i>	<i>60%</i>	<i>32%</i>	<i>8%</i>
Sunday			
800 Church Special	100%	0%	0%
900 Shopper Special	92%	8%	0%
600 Citadel Outlets Express	22%	68%	10%
<i>Sunday System Average</i>	<i>72%</i>	<i>25%</i>	<i>3%</i>

DIAL-A-RIDE

Service Summary

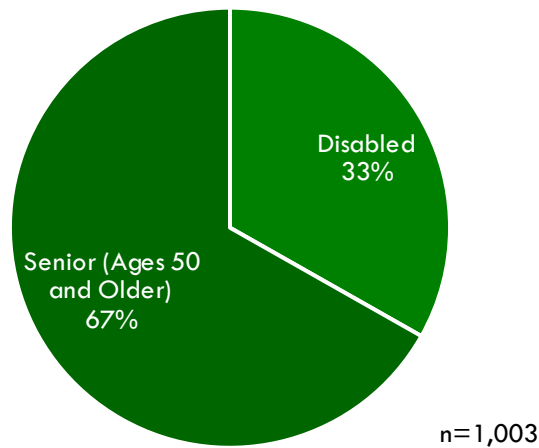
The City of Commerce provides fare-free curb-to-curb paratransit service for qualified elderly residents or residents with special needs. Dial-A-Ride service is available to all City of Commerce residents that are age 50 or older and to residents of any age with a qualifying disability. Qualifying disabilities require a doctor’s note stating the need for transportation assistance.

Dial-A-Ride service is provided within a 12-mile radius of City Hall and operates Monday – Friday from 7:00 a.m. – 5:00 p.m. Dial-A-Ride service does not operate on weekends or holidays. Trip reservations can be made online or over the phone and are offered on a first come, first served basis. Same day trip requests are accepted as space allows.

Ridership Patterns

A sample of Dial-A-Ride trips from October 2019 was used to identify trends in ridership categories and common origins and destinations. The sample of over 1,000 one-way trips suggested that Dial-A-Ride service averages 44.3 passengers per day, and that approximately 67% of Dial-A-Ride trips were taken by passengers without a qualifying disability, while the remaining 33% of trips were taken by passengers with a qualifying disability (Figure 4-8).

Figure 4-8 Dial-A-Ride Ridership by Eligibility Type (October 2019)



The travel patterns for Dial-A-Ride trips within the City of Commerce and outside the City of Commerce are shown in Figure 4-9 and Figure 4-10, respectively. Approximately 320 trips were within the City of Commerce, while nearly 700 trips either began or ended outside of the city limits. The 12-mile radius from Commerce City Hall allows for a wide range of destinations outside of Commerce.

The primary origins and destinations within Commerce are the three senior facilities in the city: the Senior Citizens Center, Rosewood Senior Apartments, and Telacu Manor. The most significant Dial-A-Ride trip flows within the city are between the Rosewood neighborhood (containing both

the Senior Citizens Center and Rosewood Senior Apartments) and the Veterans Park neighborhood (containing Telacu Manor).

Trips outside of the City of Commerce are primarily to healthcare facilities and dialysis centers, including:

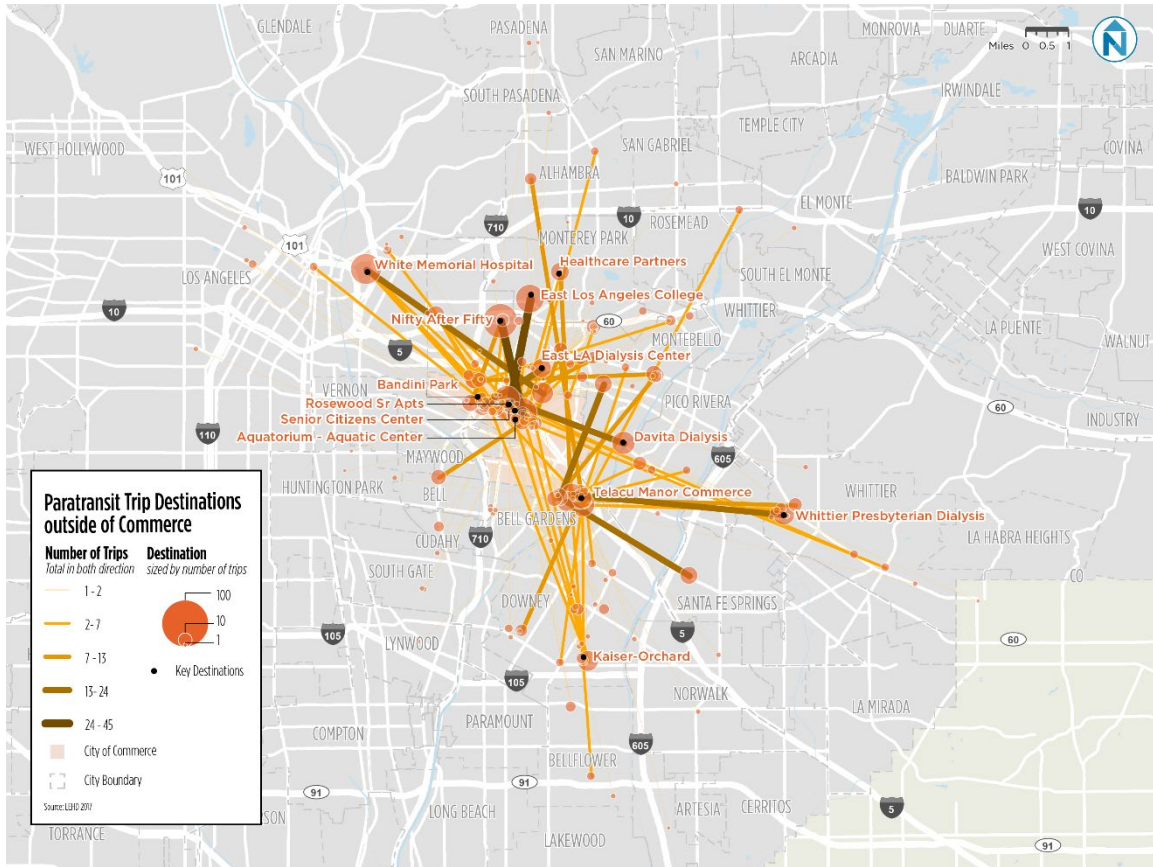
- White Memorial Hospital
- East Los Angeles Healthcare Partners
- Kaiser – Orchard
- Whittier Presbyterian Dialysis
- East LA Dialysis Center

Other key destinations include a Nifty after Fifty fitness center and East Los Angeles College. The most common trip flows outside of the City of Commerce are connecting from the Rosewood neighborhood north to Nifty after Fifty, East Los Angeles College, and White Memorial Hospital as well as connecting east to Davita Dialysis. Other common connections are between the Veterans Park neighborhood east to Whittier Presbyterian Dialysis and to the City of Santa Fe Springs.

Figure 4-9 Dial-A-Ride Origins and Destinations within the City of Commerce (October 2019)



Figure 4-10 Dial-A-Ride Origins and Destinations outside the City of Commerce (October 2019)



SYSTEM TREND ANALYSIS

This trend analysis compares the City of Commerce Transit’s current performance with past performance. The trends in this section paint a data-driven picture of performance relative to previous years, which in turn helps to shape recommendations for future service improvements.

This section assesses six performance indicators for fixed-route and Dial-A-Ride service over the seven-year period from 2013 through 2019. The six indicators are:

- Annual passenger trips
- Annual revenue hours
- Passengers per revenue hour
- Total annual operating expenses
- Operating expense per passenger
- Operating expense per revenue hour

A summary of the annual trends for ridership, revenue hours, and operating costs for fixed-route and Dial-A-Ride service are shown in Figure 4-11 and Figure 4-12, respectively.

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Figure 4-11 Fixed-Route Performance Metrics (2013-2019)

	2013	2014	2015	2016	2017	2018	2019	% Change 2013 to 2019
Operating Data								
Boardings	673,854	639,847	612,131	606,622	529,835	500,498	445,353	-34%
Vehicle Revenue Hours	23,106	26,137	26,298	29,939	30,466	31,853	33,907	47%
Operating Costs	\$2,594,119	\$2,721,605	\$2,936,165	\$3,036,885	\$3,692,764	\$4,062,643	\$3,735,370	44%
Performance Indicators								
Cost Efficiency								
Operating Cost per Revenue Hour	\$112.27	\$104.13	\$111.65	\$101.44	\$121.21	\$127.54	\$110.17	-2%
Cost Effectiveness								
Operating Cost per Boarding	\$3.85	\$4.25	\$4.80	\$5.01	\$6.97	\$8.12	\$8.39	118%
Service Efficiency								
Boardings per Revenue Hour	29.2	24.5	23.3	20.3	17.4	15.7	13.1	-55%

Source: iNTD City of Commerce Municipal Buslines, 2013– 2018; City of Commerce, 2019

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Figure 4-12 Dial-A-Ride Performance Metrics (2013-2019)

	2013	2014	2015	2016	2017	2018	2019	% Change 2013 to 2019
Operating Data								
Boardings	10,024	9,017	8,562	7,258	5,886	9,086	10,608	6%
Vehicle Revenue Hours	6,723	4,587	5,050	4,567	4,575	6,250	7,660	14%
Operating Costs	\$592,313	\$533,462	\$666,714	\$732,021	\$639,886	\$682,732	\$788,262	33%
Performance Indicators								
Cost Efficiency								
Operating Cost per Revenue Hour	\$88.10	\$116.30	\$132.02	\$160.28	\$139.87	\$109.24	\$102.91	17%
Cost Effectiveness								
Operating Cost per Boarding	\$59.09	\$59.16	\$77.87	\$100.86	\$108.71	\$75.14	\$74.31	26%
Service Efficiency								
Boardings per Revenue Hour	1.5	2.0	1.7	1.6	1.3	1.5	1.4	-7%

Source: iNTD City of Commerce Municipal Buslines, 2013– 2018; City of Commerce, 2019

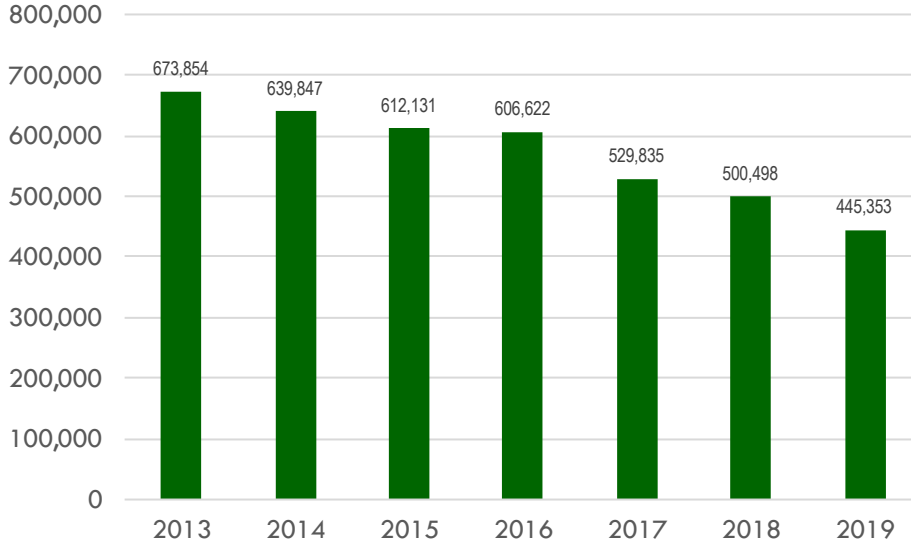
Recent Trends

Ridership on City of Commerce fixed-route transit service (Figure 4-13) decreased steadily between 2013 and 2019. Annual passenger trips declined from a high of 673,854 trips in 2013 to a low of 445,353 trips in 2019, a 34% decrease over the seven-year period. Decreasing ridership has occurred despite annual increases in service hours, leading productivity to decline by more than half, from 29 to 13 passengers per hour systemwide. Following this trend, operating cost per passenger has more than doubled from \$3.85 to \$8.39.

Dial-A-Ride ridership (Figure 4-14) also decreased steadily from 10,024 trips in 2013 to a low of 5,886 trips in 2017, a 41% decrease. Following this steady decline, the city changed the Dial-A-Ride policy to allow trips outside of the city for non-medical purposes. After this policy change, Dial-A-Ride ridership increased significantly in 2018 and 2019. Dial-A-Ride passenger trips increased by 80% between 2017 and 2019, with a high of 10,608 passenger trips in 2019. Despite ridership recovery, Dial-A-Ride service remains costly, around \$75 per trip, which is higher than industry standards.

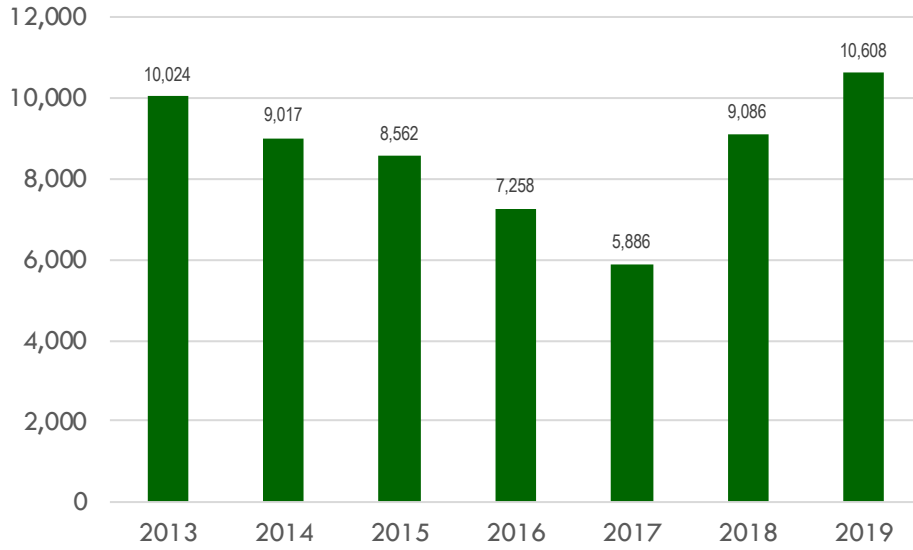
The growth in Dial-A-Ride ridership following the policy change allowing more trips outside of the city indicates there may be additional demand for service connecting outside of the city. Expanding fixed-route service to more destinations outside of the City of Commerce may meet some of this demand and help address the trend of declining ridership. In addition to ridership trends, revenue hours and operating costs have also increased for both fixed-route and Dial-A-Ride service.

Figure 4-13 Annual Passenger Trips – Fixed-Route Service



Source: iNTD City of Commerce Municipal Buslines, 2013 – 2018; City of Commerce, 2019

Figure 4-14 Annual Passenger Trips – Dial-A-Ride Service



Source: iNTD City of Commerce Municipal Buslines, 2013 – 2018; City of Commerce, 2019

5 ROUTE ANALYSIS

ROUTE ASSESSEMENT

This chapter describes each of the City of Commerce Transit's routes accompanied by a table detailing ridership, productivity, on-time performance, frequency, and service span. Productivity and performance indicators were calculated using historical ridership and revenue hours from October 2019. Systemwide ridership by stop and on-time performance are based on July 2019 – October 2019 automatic passenger count (APC) data. While the historical ridership and revenue data is a more accurate assessment at the route level, the APC data is necessary to analyze ridership at the stop level. Trips were considered on-time at each time point if they departed between 0 and 5 minutes after the scheduled departure time. Early trips were those arriving before the scheduled time, and late trips were those arriving 6 or more minutes after the scheduled time.

Ridership maps for individual routes are shown in Appendix A of this document. Due to low sample sizes and limited coverage on APC equipped vehicles, stop and trip level ridership on the Yellow Route and Purple Route could not be adequately evaluated and a route level ridership map was not developed for this route.

100 Green Route

Description

The Green Route is a one-way loop that operates 15 trips per day between Commerce Shopping Center, Veterans Park, and Rosewood Park from 5:45 a.m. to 9:30 p.m. Monday through Saturday. Most trips operate on 65-minute headways, though there are gaps of up to 80 minutes between some trips.

The Green Route serves the Commerce Shopping Center, Bell Gardens Family Medical Center, Del Rio Convalescent Center, Commerce City Hall, and the Senior Center. The Green Route begins and ends at Commerce Shopping Center and operates along a “figure eight” alignment, including a clockwise loop southbound on Garfield Ave, westbound on Slauson Ave, northbound on Eastern Ave, and eastbound on Jillson St, and eastbound on Washington Blvd as well as a counterclockwise loop southbound on Garfield Ave, eastbound on Gage Ave, northbound on Greenwood Ave, and westbound on Slauson Ave. The Green Route operates on a similar alignment as the Yellow Route, but travels in roughly the opposite direction.

100 Green Route Characteristics		
Start Time	5:45 a.m.	
End Time	9:30 p.m.	
Frequency (mins)	55-80	
Weekday		
Average Daily Boardings ¹	321	
Boardings per Revenue Hour	19.5	
Schedule Adherence	On Time	70%
	Early	11%
	Late	19%
Saturday		
Average Daily Boardings	239	
Boardings per Revenue Hour	15.2	
Schedule Adherence	On Time	65%
	Early	14%
	Late	21%

Ridership by Stop and Trip

The Green Route has the highest weekday ridership and second highest Saturday ridership in the City of Commerce Transit system, averaging 321 and 239 boardings per day, respectively. The Green Route also has the highest productivity in the City of Commerce Transit system on both weekdays and Saturdays, averaging 19.5 and 15.2 boardings per revenue hour, respectively.

On weekdays, ridership is generally highest in the morning and afternoon peak periods, though the 11:40 a.m. midday trip has the third highest ridership on weekdays and is also the first trip after an 80-minute break in service. This suggests that there is latent demand for an additional trip to fill the gap between the 10:20 a.m. and 11:40 a.m. trip. On weekdays, ridership drops below four passengers per trip after 7:00 p.m., while on Saturdays, ridership drops to three passengers or less after 5:30 p.m. This trend indicates that service on the route may be operating later than demand for service warrants, particularly on Saturdays.

On-Time Performance

The Green Route was on time for 70% of trips, late for 19% of trips, and early for 11% of trips during weekday service, making it an average route in terms of on-time performance. Early arrivals occur on the first segment of the route, between Commerce Shopping Center and Gage Ave & Garfield Ave. Nearly half of weekday trips are late on the segment between Gage Ave & Garfield Ave and

¹ Average daily boardings is drawn from historical ridership data between from October 2019.

Jillson St & Commerce Way. Late running may be caused by traffic congestion or may be due to the circuitous alignment through the Veterans Park neighborhood which requires a large number of vehicle turning movements.

On Saturdays, the Green Route is on time for 65% of trips, late for 21% of trips, and early for 14% of trips. Scheduled run times of both weekday and Saturday trips are extended during the afternoon peak to account for increased travel times associated with afternoon rush hour on weekdays. Because the Saturday operating environment does not encounter the same afternoon congestion and scheduled travel times are consistent between weekday and Saturday service, Saturday trips consistently arrive early. This suggests that the increase in early trips on Saturdays may be due to lower levels of traffic congestion along the route that are not accounted for in the schedule. Adjusting the Saturday schedule to reflect the operating conditions may improve on-time performance for the route.

200 Orange Route

Description

The Orange Route is a one-way, primarily clockwise loop operating 10 trips per day between Commerce Shopping Center, Veterans Park, Bandini Park, and Rosewood Park from 5:37 a.m. to 6:17 p.m. on weekdays only. The Orange Route serves the Commerce Metrolink Station on six trips between 6:00 a.m. – 9:00 a.m. and between 2:45 p.m. – 5:45 p.m. As discussed in Chapter 5, Orange Route service to the Commerce Metrolink Station aligns with scheduled Metrolink service for the 9:08 a.m. trip and the 5:45 p.m. trip. Frequency on the route is relatively low and fluctuates significantly throughout the day, with service operating every 70 – 100 minutes.

200 Orange Route Characteristics		
Start Time	5:37 a.m.	
End Time	6:17 p.m.	
Frequency (mins)	70-100	
Weekday		
Average Daily Boardings	197	
Boardings per Revenue Hour	15.5	
Schedule Adherence	On Time	78%
	Early	11%
	Late	11%

The Orange Route serves Commerce Shopping Center, the Citadel Outlets, and Commerce Casino, as well as other key destinations like the Bell Gardens Family Medical Center, Commerce Metrolink Station, National Polytechnic College, and Commerce City Hall. The Orange Route begins and ends at Commerce Shopping Center and operates a generally clockwise loop serving the Citadel Outlets and Commerce Casino eastbound on Camfield Ave, southbound on Smithway St, and southbound on Tubeway Ave. The route continues a clockwise loop eastbound on Telegraph Rd, southbound on Garfield Ave, eastbound on Slauson Ave, southbound on Greenwood Ave, westbound on Gage Ave, westbound on Randolph St, northbound on Eastern Ave, eastbound on Bandini Blvd, northbound on Atlantic Blvd, eastbound on Harbor St, southbound on Commerce Way, eastbound on Jillson St, and eastbound on Washington Blvd.

Ridership by Stop and Trip

The Orange Route has average ridership compared to other weekday routes and is the third highest weekday productivity route in the City of Commerce Transit system, averaging 15.5 boardings per revenue hour. The first two trips in the morning and last trip in the evening have less than two passenger boardings. The highest ridership stops on the route are Commerce Shopping Center, Goodrich Blvd & Whittier Blvd, Telegraph Rd & Tubeway Ave, and Slauson Ave & Garfield Ave. There are no boardings or alightings between stops at Eastern Ave & Bandini Ave and Harbor St & Atlantic Blvd. Ridership is also very low between the Citadel Outlets and Metrolink Station on Smithway St and Telegraph Blvd in the southbound direction. There is only one daily boarding on average at the Metrolink station, indicating it may not need to be served.

On-Time Performance

Trips on the Orange Route are on-time 78% of the time, on average, with 11% of trips running late and 11% arriving early, making it an above average route. Most delays on late trips occur on the segment between Commerce City Hall and Commerce Shopping Center, which passes through the mixmaster intersection. End-to-end running time is consistently longer than scheduled trips in the afternoon, indicating that cycle times may need to be adjusted to address impacts of afternoon congestion.

300 Yellow Route

Description

The Yellow Route is a one-way loop that operates 13 trips per day between Commerce Shopping Center, Veterans Park, and Rosewood Park from 5:44 a.m. to 8:57 p.m. on weekdays only. The route operates on a similar alignment as the Green Route but in the opposite direction, serving Del Rio Convalescent Center, Bell Gardens Family Medical Center, and Commerce City Hall. Most trips operate on 70-minute headways, but there are gaps as large as 100 minutes between some trips.

300 Yellow Route Characteristics	
Start Time	5:44 a.m.
End Time	8:57 p.m.
Frequency (mins)	70-100
Weekday	
Average Daily Boardings	243
Boardings per Revenue Hour	15.0

The route begins and ends at Commerce Shopping Center and generally operates a “figure eight” pattern in the opposite direction of the Green Route. The Yellow Route operates a clockwise loop eastbound on Bandini Blvd, southbound on Greenwood Ave, westbound on Gage Ave, and northbound on Garfield Ave and a counterclockwise loop westbound on Washington Blvd, southbound on Eastern Ave, eastbound on Bandini Blvd, and northbound on Garfield Ave.

Ridership by Stop and Trip

The Yellow Route is the fourth highest ridership and fourth highest productivity route in the City of Commerce Transit system, averaging 243 daily boardings and 15.0 boardings per revenue hour. Due to low sample sizes and limited coverage on APC equipped vehicles, stop and trip level ridership on the Yellow Route was not included in this analysis.

On-Time Performance

Due to low sample sizes and limited coverage on APC equipped vehicles, on-time performance on the Yellow Route was not included in this analysis.

400 Red Route

Description

The Red Route is a loop operating 13 trips per day between Commerce Shopping Center, Rosewood Park, Bandini Park, and Bristow Park from 6:15 a.m. to 8:55 p.m., Monday through Saturday. The route serves Commerce Shopping Center, Commerce City Hall, and the Commerce Teen Center. The route operates a similar alignment as the Blue Route but in the opposite direction and does not serve the Citadel Outlets or the Commerce Casino.

The Red Route operates every 70-75 minutes on most trips. While the frequency for this route is more consistent than on other routes, it still varies considerably and makes the route more difficult to understand. The route operates a relatively circuitous alignment including bi-directional service on Triggs St to Bristow Park, a clockwise loop on Bartmus St, Jillson St, and Commerce Way, and a clockwise loop on Wilma Ave, Washington Blvd, Coutts Ave, Leonis St, Astor Ave, Cowlin Ave, and Atlantic Blvd. The Red Route operates on a similar alignment as the Blue Route, but in the opposite direction.

400 Red Route Characteristics		
Start Time	6:15 a.m.	
End Time	8:55 p.m.	
Frequency (mins)	70-80	
Weekday		
Average Daily Boardings	268	
Boardings per Revenue Hour	18.3	
Schedule Adherence	On Time	84%
	Early	8%
	Late	8%
Saturday		
Average Daily Boardings	144	
Boardings per Revenue Hour	9.8	
Schedule Adherence	On Time	72%
	Early	26%
	Late	2%

Ridership by Stop and Trip

On weekdays, the Red Route is the third highest ridership route and second highest productivity route, averaging 268 boardings per day and 18.3 boardings per revenue hour. On Saturdays, the Red Route is a below average ridership and productivity route, averaging 144 boardings per day and 9.8 boardings per revenue hour. The highest ridership stop on the Red Route by far is the Commerce Shopping Center, with 53 daily weekday boardings. Other high ridership stops include Harbor St & Commerce Way (Rosewood Park and School), and Bedessen Ave & Washington Blvd, which is not adjacent to any notable destinations, but may be used as a transfer location to Montebello Line 50, or as a stop from which customers can walk to employers nearby on Washington Boulevard.

On weekdays, the first trip of the day at 6:15 a.m. has the second highest ridership of all trips, primarily driven by a large number of boardings at Bedessen Ave & Washington Boulevard. On-board loads indicate that these passengers may be riding through to the next trip and alighting at Harbor St & Commerce Way, likely associated with school start time at Rosewood Park School. Midday trips at 12:19 p.m. and 1:30 p.m. have the highest ridership, partly due to boarding activity at the Commerce Shopping Center. Saturday ridership is concentrated in the midday, ranging from 14 to 23 passengers per trip between 9:35 a.m. and 12:19 p.m. All other Saturday trips have between five and ten passengers.

On-Time Performance

On average, 84% of weekday trips on the Red Route arrive on time, with 8% arriving early and 8% arriving late, making it the highest performing route in terms of on-time performance. The majority of delays on late trips occur in the first and last segment of the route, between Commerce Shopping Center and Rosewood Park and between Goodrich Blvd & Olympic Blvd and Commerce Shopping Center, respectively.

On average, 72% of Saturday trips arrive on-time, with almost all other trips arriving early. Average running times exceed scheduled running times during the 3:50 p.m. and 5:00 p.m. trips on weekdays and during the 5:00 p.m., 6:10 p.m., and 7:39 p.m. trips on Saturdays, indicating that traffic congestion related delays may be worse during this time period. This discrepancy between weekday and Saturday on-time performance indicates that weekday traffic congestion is notably worse than on Saturdays and without accounting for faster travel times in the Saturday schedule, the number of trips arriving early increases significantly. Adjusting schedules to reflect changes in traffic patterns would help to improve on-time performance for the route.

500 Blue Route

Description

The Blue Route is a loop operating nine trips per day between Commerce Shopping Center, the Citadel Outlets, Rosewood Park, Bandini Park, and Bristow Park from 8:55 a.m. to 8:55 p.m. on Mondays through Saturdays. The Blue Route serves several key destinations including Commerce Shopping Center, the Citadel Outlets, Commerce Casino, Commerce City Hall, and the Commerce Teen Center. The route operates along a similar alignment as the Red Route, but in the opposite direction. It is important to note that the span on the Blue Route starts later in the morning than the Red Route, meaning that during the morning peak, most of the route is only served in one direction.

The Blue Route begins and ends at Commerce Shopping Center and operates a circuitous alignment including bi-directional service on Triggs St to Bristow Park, a clockwise loop on Camfield Ave, Smithway St, Tubeway Ave, and Telegraph Rd, a counterclockwise loop on Commerce Way, Jillson St, Fidelity Ave, and Bartmus St, and a counterclockwise loop on Atlantic Blvd, Cowlin Ave, Astor Ave, Leonis St, Courts Ave, and Washington Blvd.

500 Blue Route Characteristics		
Start Time		8:55 a.m.
End Time		8:55 p.m.
Frequency (mins)		80-110
Weekday		
Average Daily Boardings		155
Boardings per Revenue Hour		12.9
Schedule Adherence	On Time	73%
	Early	27%
	Late	0%
Saturday		
Average Daily Boardings		117
Boardings per Revenue Hour		9.7
Schedule Adherence	On Time	48%
	Early	52%
	Late	0%

Ridership by Stop and Trip

The Blue Route is a below average ridership and productivity route on both weekdays and Saturdays. The route averages 155 boardings per day and 12.9 boardings per revenue hour on weekdays and 117 boardings per day and 9.7 boardings per revenue hour on Saturdays. The highest ridership stops on the Blue Route are the Commerce Shopping Center, Marianna Ave & Tuttle St, Commerce City Hall, and Goodrich Blvd & Whittier Blvd. Ridership in the mornings and evenings is relatively low, with the highest ridership trips between 1:55 p.m. and 5:00 p.m.

Saturday ridership is relatively consistent throughout the day, with most trips averaging between 13 and 16 boardings. Ridership drops below five passengers on the last two trips of the route, at 6:32 p.m. and 8:20 p.m., indicating that service may be operating later than demand warrants.

On-Time Performance

The Blue Route has above average on-time performance on weekdays, with 73% of trips arrive on-time, with 27% of trips arriving early, and no trips arriving late at scheduled time points. On Saturdays, 48% of trips are on-time, compared to 52% of trips arriving early and no late running. Because running times are identical between weekdays and Saturdays, reduced traffic congestion on Saturdays may result in excess scheduled time, and a high level of early arrivals.

600 Citadel Outlets Express

Description

The Citadel Outlets Express provides connections between the Citadel Outlets, and several destinations in downtown Los Angeles including Union Station and LA Live. The route operates 19 trips per day on weekdays and 15 trips per day on Saturdays and Sundays. Weekday service operates from 6:55 a.m. through 10:20 p.m., while Saturday and Sunday service operates from 9:23 a.m. through 10:20 p.m. Frequency on the Citadel Outlets Express fluctuates throughout the day between 30 and 90 minutes. This is the highest frequency route in the City of Commerce Transit system at certain times of day, and also the only route that operates seven days per week.

The route is an express service that operates a clockwise loop on local streets in Commerce, connects to downtown Los Angeles via highways, and then operates a clockwise loop via highways and surface streets in downtown Los Angeles. The Citadel Express begins and ends at the Citadel Outlets and operates northbound on Hoefner Ave, southbound on Smithway St, southbound on Tubeway Ave, southbound on Telegraph Rd, eastbound on Washington Blvd, northbound on I-710, westbound on I-10, westbound on US-101 to Union Station, westbound on US-101, southbound on Los Angeles St, westbound on 1st St, northbound on Grand Ave, westbound on Olympic Blvd, southbound on I-110, eastbound on US-101, southbound on I-5, and northbound on Hoefner Ave. It should be noted that Union Station is served as the first Citadel Express stop in downtown Los Angeles, however it is not served before returning to Commerce. This means that passengers who wish to return to Commerce from Union Station must ride through the surface street stops in downtown Los Angeles, significantly adding to travel times.

600 Citadel Outlets Express Characteristics		
Weekday		
Start Time	6:55 a.m.	
End Time	10:20 p.m.	
Frequency (mins)	30-90	
Average Daily Boardings	289	
Boardings per Revenue Hour	10.0	
Schedule Adherence	On Time	31%
	Early	56%
	Late	13%
Saturday		
Average Daily Boardings	299	
Boardings per Revenue Hour	12.3	
Schedule Adherence	On Time	55%
	Early	38%
	Late	8%
Sunday		
Average Daily Boardings	297	
Boardings per Revenue Hour	12.4	
Schedule Adherence	On Time	22%
	Early	68%
	Late	10%

Ridership by Stop and Trip

The Citadel Outlets Express is the second highest ridership route on weekdays and the highest ridership routes on both Saturdays and Sundays, averaging 289, 299, and 297 boardings per day, respectively. Despite relatively high ridership, the route has below average productivity on weekdays, Saturdays, and Sundays, averaging 10.0, 12.3, and 12.4 boardings per revenue hour, respectively. This is likely due to the fact that, as an express route, much of the route's operating time is spent on freeways between Commerce and downtown Los Angeles, during which passengers

cannot board or alight. The Citadel Outlets Express also operates much higher service levels, with almost double the weekday revenue hours of any other route.

The highest ridership stops on the route are the Citadel Outlets, Union Station, Telegraph Rd & Tubeway Ave, Grand Ave & 5th St, and Olympic Blvd & Figueroa St. On weekdays, the first five trips of the day do not connect to most stops in downtown Los Angeles and only serve Union Station. Ridership on these trips is relatively low, averaging fewer than five passengers per trip. After 10:00 a.m. all stops are served and ridership increases during the late morning and afternoon, from about 10:00 a.m. – 1:00 p.m. and 4:00 p.m. – 6:30 p.m. In the morning and midday, riders are traveling inbound to Commerce, with boardings in downtown Los Angeles, and alightings mostly at the Citadel. In the afternoon and evening, ridership patterns reverse, with most boardings happening in Commerce, and most alightings happening in downtown Los Angeles.

Saturday ridership fluctuates throughout the day, with several peaks occurring around 10:00 a.m., 2:30 p.m., 4:30 p.m., and 8:00 p.m. The first trip on Saturday only serves Union Station, not downtown Los Angeles, and averages three riders, while the second trip, which does serve downtown Los Angeles has roughly ten times the ridership as the first trip. This indicates that there is demand for service in downtown Los Angeles earlier in the morning. Consistently serving downtown Los Angeles on all trips would make the service easier to understand for passengers and better meet the observed demand for service. Sunday ridership generally increases in the morning and midday period, before decreasing in the afternoon and evening. Sunday service averages five passengers or fewer on the last three trips in the evening.

On-Time Performance

The Citadel Express has the worst weekday on-time performance in the system, with only 31% of trips arriving on-time. More than half of trips (56%) arrive early. Early running is partially due to early departures at the first time point. Operators may be leaving early to try to avoid late running at subsequent timepoints, however early departures also inconveniences passengers. On-time performance generally improves on Saturdays, with 55% of trips arriving on-time, 38% of trips arriving early, and 7% of trips arriving late. On-time performance worsens on Sunday, with 22% of trips arriving on-time, 68% of trips arriving early, and 10% of trips arriving late.

Actual and scheduled travel times fluctuate throughout the day but are consistent between days of the week. The variations in on-time performance are likely due to the unique traffic congestion characteristics observed during freeway operations. Traffic congestion related delays on freeways may be less predictable than on surface streets and result in less predictable travel times for the route.

700 26th Street Shuttle

Description

The 26th Street Shuttle is a clockwise loop route serving the Commerce Metrolink Station, the Citadel Outlets, Commerce Casino, National Polytechnic College, and Commerce City Hall on weekdays only. The route operates eight trips per day and only provides service during peak periods between 7:00 a.m. – 9:30 a.m. and 2:45 p.m. – 5:35 p.m. Service frequency varies between 33 minutes and 63 minutes throughout the day. As discussed in Chapter 5, the 26th Street Shuttle is scheduled to provide connecting service to the Commerce Metrolink Station and facilitate transfers.

The route begins and ends at the Commerce Metrolink Station and operates eastbound on 26th St, southbound on Garfield Ave, westbound on Slauson Ave, northbound on Eastern Ave, westbound on Sheila St, northbound on Ralph Liberman Ave, eastbound on Washington Blvd, northbound on Commerce Way, westbound on Harbor St, northbound on Eastern Ave, southbound on Telegraph Rd, eastbound on Camfield Ave, southbound on Smithway St, northbound on Leo Ave, eastbound on Corvette St, southbound on Tubeway Ave, southbound on Telegraph Rd, and westbound on 26th St.

700 26 th Street Shuttle Route Characteristics		
Start Time	7:00 a.m.	
End Time	5:35 p.m.	
Frequency (mins)	33 – 63	
Weekday		
Average Daily Boardings	43	
Boardings per Revenue Hour	8.2	
Schedule Adherence	On Time	64%
	Early	23%
	Late	14%

Ridership by Stop and Trip

The 26th Street Shuttle is the lowest ridership and lowest productivity route in the system, averaging 44 boardings per day and 8.2 boardings per revenue hour. The majority of boardings and alightings occur at the Commerce Metrolink Station, with other ridership activity occurring at Camfield Ave & Telegraph Rd, Sheila St & Ralph Lieberman Ave, and Commerce Way & Jillson St. The first trip of the day is the highest ridership trip, averaging nearly nine boardings, eight of which take place at the Metrolink Station. This corresponds to the arrival of the northbound Orange County Line train at 7:00 a.m., indicating that people are traveling from the south to access destinations in Commerce. All other trips average two or fewer boardings.

On-Time Performance

The 26th Street Shuttle arrives on-time for 64% of trips, early for 23% of trips, and late for 14% of trips. Travel times increase on the afternoon trips, around 4:00 p.m. and 5:00 p.m. Because the 26th Street Shuttle operates as a connecting service to the Commerce Metrolink service, on-time performance is particularly important for this route.

2000 Purple Route

Description

The Purple Route is a primarily counterclockwise loop providing seven trips per day between Commerce Shopping Center, Bristow Park, Rosewood Park, Commerce Casino, and the Citadel Outlets. The route operates on weekdays only with a frequency that varies throughout the day from 69 – 86 minutes.

The route begins and ends at Commerce Shopping Center and operates bi-directionally to Bristow Park and Marianna Ave on Triggs St, a clockwise loop through the Bandini Park and Rosewood Park neighborhoods on Cowlin Ave, Harbor St, Commerce Way, Jillson St, and Washington Blvd. The route also operates a clockwise loop on Telegraph Rd, Camfield Ave, and Smithway St, before returning to the Commerce Shopping Center northbound on Tubeway Ave, eastbound on Corvette St, northbound on Saybrook Ave, eastbound on Flotilla St, northbound on Garfield Ave, and westbound on Olympic Blvd.

2000 Purple Route Characteristics	
Start Time	10:30 a.m.
End Time	6:08 p.m.
Frequency (mins)	69 - 86
Weekday	
Average Daily Boardings	66
Boardings per Revenue Hour	8.7

Ridership by Stop and Trip

The Purple Route is the second lowest weekday ridership and productivity route in the system, averaging 66 boardings per day and 8.7 boardings per revenue hour. Due to low sample sizes and limited coverage on APC equipped vehicles, stop and trip level ridership on the Purple Route was not included in this analysis.

On-Time Performance

Due to low sample sizes and limited coverage on APC equipped vehicles, on-time performance on the Purple Route was not included in this analysis.

800 Church Special

Description

The Church Special is a connector route that provides three trips on Sunday mornings between Rosewood Park, St. Marcellinus Church, Bandini Park, the Teen Center, Telacu Manor, and Veterans Park. Each of the three trips (departing at 8:50 a.m., 10:45 a.m., and 12:10 p.m.) operates along a similar alignment but serves unique stops. All three trips serve the Rosewood Park and Bandini Park neighborhoods, but only the 8:50 a.m. and 10:45 a.m. trips serve the Veterans Park neighborhood.

The first trip of the route provides a connection between Veterans Park and St. Marcellinus Church by operating southbound on I-5 to Veterans Park, northbound on Telegraph Rd, and westbound on Washington Blvd before circulating counterclockwise through Rosewood Park and Bandini Park, ending at St. Marcellinus Church.

The second and third trips of the route both operate a counterclockwise loop through Bandini Park. The third trip of the route ends at Harbor St and Rosewood Park, while the second trip continues operating a clockwise loop through the Rosewood Park neighborhood, a bi-directional extension past the Commerce Casino on Telegraph Rd and Tubeway Ave, and a clockwise loop in Veterans Park before terminating at Eastern Ave and Washington Blvd.

800 Church Special Route Characteristics		
Start Time	8:50 a.m.	
End Time	12:25 p.m.	
Headway (mins)	3 trips	
Sunday		
Average Daily Boardings	51	
Boardings per Revenue Hour	13.9	
Schedule Adherence	On Time	100%
	Early	0%
	Late	0%

Ridership by Stop and Trip

The Church Special Route is a low ridership route due to limited service levels, averaging 51 boardings per day, and an average productivity route, averaging 13.9 boardings per revenue hour. The highest ridership stops on the route include St. Marcellinus Church, Tubeway Ave midblock, Zindell Ave & Gage Ave, Bandini Park, and Harbor St & Strong Ave. Ridership is strongest on the first trip of the morning and declines on the second and third trips.

On-Time Performance

The route arrives on-time for 100% of trips. The relatively low levels of traffic congestion on Sunday and the short distance for the route alignment likely create a predictable operating environment with few delays resulting in strong on-time performance for the route.

900 Shopper Special Route

Description

The Shopper Special Route is a connector route that provides five trips per day between the Commerce Shopping Center, Bandini Park, Rosewood Park, the Citadel Outlets, and Veterans Park. The route operates every 90 minutes between 12:38 p.m. and 6:28 p.m. on Sundays only.

The route begins and ends at the Commerce Shopping Center, except for the first and last trips which begin and end at Rosewood Park, respectively. The route operates a circuitous alignment including bi-directional service on Triggs St to Bristow Park, a counterclockwise loop through Bandini Park, a counterclockwise loop through Rosewood Park, serves the Citadel Outlets and Commerce Casino via Camfield Ave, Smithway St, Tubeway Ave, and Telegraph Ave before operating a clockwise loop through Veterans Park and connects back to the Commerce Shopping Center via Garfield Ave, Ferguson Ave, Gerhart Ave, and Olympic Blvd.

900 Shopper Special Route Characteristics		
Start Time	12:38 p.m.	
End Time	6:28 p.m.	
Frequency (mins)	90	
Sunday		
Average Daily Boardings	77	
Boardings per Revenue Hour	13.1	
Schedule Adherence	On Time	92%
	Early	8%
	Late	0%

Ridership by Stop and Trip

The route is a relatively low ridership route, averaging 77 boardings per day, and an average productivity route, averaging 13.1 boardings per revenue hour. The highest ridership stops on the route include Commerce Shopping Center, Greenwood Ave & Gage Ave, Goodrich Blvd & Olympic Blvd, and Hepworth Ave & Leonis St. Ridership is relatively consistent throughout the day, averaging between four and eight passengers per trip.

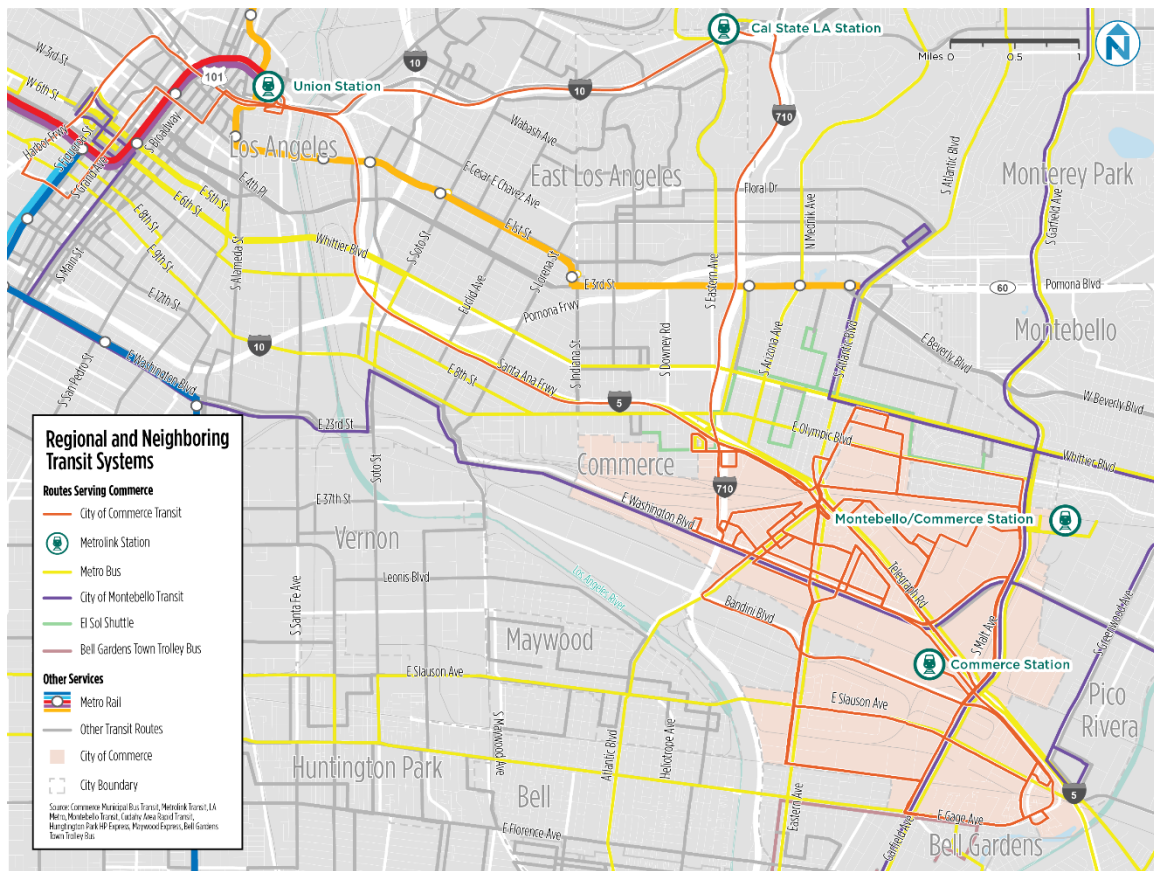
On-Time Performance

The 900 Shopper Special Route arrived on-time for 92% of trips, early for 8% of trips, and late for 0% of trips. Similar to the 800 Church Special Route, the relatively low levels of traffic congestion on Sunday likely create a predictable operating environment with few delays resulting in strong on-time performance for the route.

6 LOCAL AND REGIONAL CONTEXT

While the City of Commerce provides transit service within the city limits, City of Commerce Transit does not operate in a vacuum. Numerous regional and local transit agencies provide service near and through the City of Commerce. Regional and neighboring transit systems are shown in Figure 6-1.

Figure 6-1 Regional and Neighboring Transit Services



KEY FINDINGS

- There are numerous regional transit connections in the City of Commerce and the surrounding areas, including Metrolink commuter rail, LA Metro light rail, LA Metro bus service, and City of Montebello bus service.
- Many neighboring cities and unincorporated East Los Angeles operate their own local transit systems, primarily characterized as circulator routes.
- Commerce's prevalent industrial land uses, large block sizes, and pedestrian/traffic impediments (e.g. the Mixmaster Intersection and freight railways), create barriers for accessing transit service in the city.

REGIONAL TRANSIT SERVICE

Regional service providers include Metrolink commuter rail, LA Metro rail and bus service, and Montebello Bus Lines (MBL) local and regional bus service.

Metrolink

The City of Commerce is served by two Metrolink stations, Commerce Station and Montebello/Commerce Station. At both stations, service is available on weekdays only, and is "peak directional" with morning trains operating "inbound" to downtown Los Angeles and afternoon trains operating "outbound" in the reverse direction.

Commerce Station

Commerce Station is located on E 26th St west of Garfield Ave in the City of Commerce and is served by the Metrolink Orange County Line. Commerce Station contains 135 free parking spots and is accessible by multiple transit services. Commerce Station is served by four Orange County Line inbound trains in the morning and four outbound trains in the afternoon on weekdays and is not served on weekends. Commerce Station is directly served by the City of Commerce Transit Orange Route and the 26th Street Shuttle and indirectly served by several LA Metro and MBL routes.

Ridership patterns on commuter rail, like Metrolink, are generally directional, with most people traveling into the City of Commerce in the morning and leaving the City of Commerce in the afternoon. Scheduled transfers between Metrolink and City of Commerce Transit requires scheduling service to pick passengers up from Commerce Station in the morning without requiring long wait times and drop passengers off at Commerce Station in the afternoon without missing their connection. The scheduled arrival and departure times for Metrolink service to Commerce Station and City of Commerce Transit 26th Street Shuttle and Orange Routes are shown in Figure 6-2.

During the morning, Metrolink passengers are able to transfer directly to a City of Commerce Transit route with a wait time between zero and seven minutes after their scheduled arrival. However, transfer windows for the 7:00 a.m., 8:19 a.m., and 9:08 a.m. arrival times appear to be small, between zero and one minute. Minor delays to Metrolink service may result in missed transfers to local bus routes for these trips. During the afternoon, City of Commerce Transit routes are scheduled to drop passengers off at Commerce Station between 8 and 16 minutes before the scheduled train departure. The flexibility in this schedule allows for potential delays on City of Commerce service without risking a missed connection.

Figure 6-2 Scheduled Metrolink Arrivals and City of Commerce Transfer Opportunities

Scheduled Metrolink Arrival at Commerce Station	Scheduled 26 th Street Shuttle Arrival	Scheduled 26 th Street Shuttle Departure	Scheduled Orange Route Arrival and Departure
7:00 a.m.	--	7:00 a.m.	6:19 a.m.
7:26 a.m.	7:32 a.m.	7:33 a.m.	7:44 a.m.
8:19 a.m.	8:05 a.m.	8:20 a.m.	--
9:08 a.m.	8:52 a.m.	9:02 a.m.	9:09 p.m.
3:33 p.m.	3:17 p.m.	3:18 p.m.	2:46 p.m.
4:01 p.m.	3:50 p.m.	3:57 p.m.	--
4:44 p.m.	4:30 p.m.	5:00 p.m.	4:21 p.m.
5:54 p.m.	5:35 p.m.	--	5:46 p.m.

Montebello/Commerce Station

Montebello/Commerce Station is located on Flotilla St between Yates Ave and S Vail Ave in the City of Montebello, adjacent to the City of Commerce, and is served by the Metrolink Riverside Line. Montebello/Commerce Station contains 267 free parking spaces and is directly served by the MBL Metrolink Shuttle route and indirectly served by several Metro and MBL routes. The City of Commerce Transit Green, Yellow, and Purple Route stop at Garfield Ave & Flotilla St is approximately 1/2 mile from Montebello/Commerce Station.

Montebello/Commerce Station is served by five Riverside Line inbound trains in the morning, five outbound trains in the afternoon on weekdays, and is not served on weekends.

LA Metro Rail

The City of Commerce is not directly served by any Metro Rail stations. Three stations on the Metro L Line (previously Gold Line) are located north of the City of Commerce in East Los Angeles, including Maravilla Station, East LA Civic Center Station, and Atlantic Station.

LA Metro Bus Routes Serving Commerce

LA Metro is the regional transit operator for Los Angeles County and directly serves the City of Commerce with six routes (Routes 62, 108, 256, 258, 260, and 762). Route lines and ridership at each stop for the routes are shown in Figure 6-3 and route characteristics including peak frequency and service span are shown in Figure 6-4. Ridership on these regional transit routes is significantly higher than on the smaller, local systems. These routes provide regional accessibility to and from the City of Commerce with connections to local transit systems.

Figure 6-3 LA Metro Ridership (Routes that Serve Commerce)

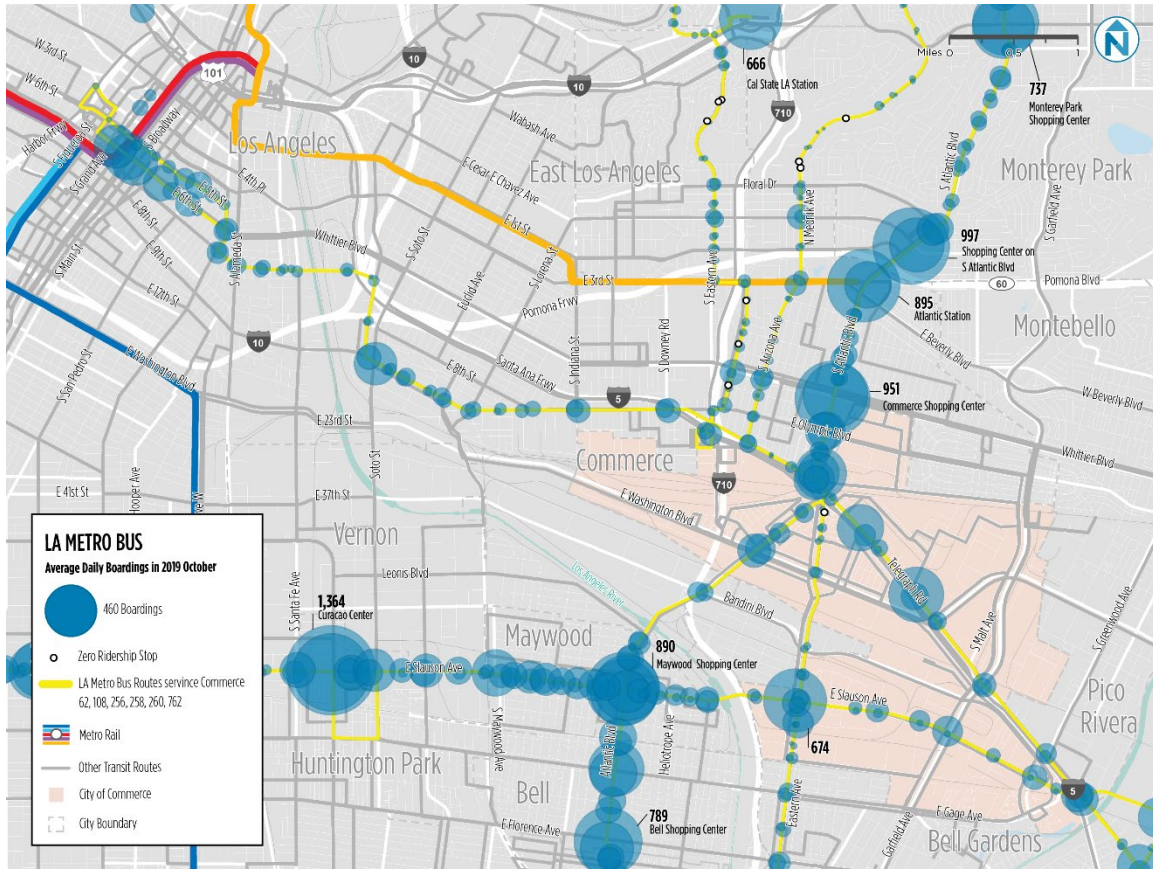


Figure 6-4 Summary of LA Metro Routes Serving Commerce

LA Metro Route	Peak Frequency	Service Span
62	30 minutes	4:30 a.m. – 12:30 a.m. Monday – Sunday
108	20 minutes	5:00 a.m. – 11:00 p.m. Monday – Sunday
256	60 minutes	5:45 a.m. – 8:15 p.m. Monday – Sunday
258	60 minutes	5:30 a.m. – 11:30 p.m. Monday – Friday
260	20 minutes	6:00 a.m. – 1:30 a.m. Monday – Sunday
762	20 minutes	4:30 a.m. – 9:30 p.m. Monday – Friday

Line 62

LA Metro Line 62 provides service between downtown Los Angeles and Long Beach, operating along the Telegraph Rd, Norwalk Blvd, and Pioneer Blvd corridors. Line 62 operates every 30-60

minutes, seven days per week between 4:30 a.m. and 12:30 a.m. The route provides direct connections to the City of Commerce Transit Green, Orange, Yellow, Red, Blue, and Purple routes along the Telegraph Rd corridor.

Line 108

LA Metro Line 108 provides east-west service between Pico Rivera and Culver City along the Slauson Ave corridor. The route operates seven days per week between 5:00 a.m. and 11:00 p.m. every 20 minutes during peak periods and every 60 minutes during off-peak periods. The route provides direct connections to the City of Commerce Transit Green, Yellow, and Orange routes along the Slauson Ave corridor.

Line 256

LA Metro Line 256 provides service between Altadena, Pasadena, Highland Park, El Sereno, East Los Angeles, and Commerce, with north-south service primarily operating along the Eastern Ave corridor. The route operates every 60 minutes between 5:45 a.m. and 8:15 p.m. seven days per week. The route provides direct connections to City of Commerce Transit Red and Blue routes at the route's southern terminus on Marianna Ave and Eastern Ave between Union Pacific Ave and Triggs St.

Under the LA Metro NextGen Bus Plan, Line 256 would be separated into three separate bus routes with improved frequency. The segment of Line 256 between the City of Commerce and East Los Angeles College would be operated by City of Commerce Transit while the segment between East Los Angeles College and the Metro Rail L Line Highland Park Station would continue to be operated by LA Metro, and the segment between Highland Park Station and Pasadena would be operated by Pasadena Transit.

Line 258

LA Metro Line 258 provides north-south service between Altadena, Pasadena, San Marino, East Los Angeles, Commerce, Bell Gardens, and Paramount, operating on Telegraph Rd and Eastern Ave within the City of Commerce. The route provides hourly service on weekdays only between 5:30 a.m. and 11:30 p.m. Line 258 provides direct connections to City of Commerce Transit Green, Orange, Yellow, Red, Blue, and Purple routes along the Eastern Ave corridor and at the intersection of Eastern Ave & Harbor St.

Line 260 and 762

LA Metro Lines 260 and 762 operate similar alignments between Pasadena, South Pasadena, Commerce, North Long Beach, and Compton with Line 260 providing local service and Line 762 providing express service. Line 260 also operates further north into Altadena. Line 260 operates seven days per week, providing service every 20-30 minutes between 6:00 a.m. and 1:30 a.m. Line 762 operates on weekdays only, providing service every 20-40 minutes between 4:30 a.m. and 9:30 p.m.

Lines 260 and 762 provide direct connections to City of Commerce Transit Orange, Red, Blue, and Purple routes along Atlantic Blvd.

Montebello Routes Serving Commerce

The City of Montebello is located to the northeast of the City of Commerce and operates both local and regional fixed-route transit service. MBL operates eight fixed-routes, four of which (Routes 10, 20, 30, and 50) directly serve the City of Commerce, shown above in Figure 6-1. A summary of route characteristics including peak frequency and service span are shown in Figure 6-5.

Figure 6-5 Summary of MBL Routes Serving the City of Commerce

MBL Route	Peak Frequency	Service Span
10	10 – 12 minutes	3:30 a.m. – 11:30 p.m. Monday – Sunday
20	13 minutes	5:30 a.m. – 11:00 p.m. Monday – Sunday
30	45 minutes	4:45 a.m. – 10:30 p.m. Monday – Sunday
50	30 minutes	4:00 a.m. – 11:00 p.m. Monday – Saturday

Line 10

MBL Line 10 provides east-west service along the Whittier Blvd corridor between East Los Angeles College and the Whittwood Town Center. The route operates seven days per week from 3:30 a.m. to 11:30 p.m. with peak headways varying between 10 – 12 minutes. Line 10 provides a direct transfer opportunity with all City of Commerce Transit routes at Commerce Shopping Center.

Line 20

MBL Line 20 provides north-south service along the Greenwood Ave, Montebello Blvd, and San Gabriel Blvd corridors, providing direct service to multiple shopping centers including Walmart, Montebello Townsquare, and the Shops and Montebello. Line 20 operates from 5:30 a.m. to 11:00 p.m. seven days per week, providing service every 13 minutes Monday through Friday and every 18 minutes on Saturdays and Sundays.

The southern terminus of Line 20 is adjacent to the City of Commerce on the north side of I-5 at Gage Rd & Union St. This terminus is approximately 1/2 mile from the nearest City of Commerce Transit stop at Todd Ave & Wellman St that is served by the Green and Yellow routes. This represents a potential transfer opportunity.

Line 30

MBL Line 30 provides north-south service along the Garfield Ave corridor, serving the Alhambra Civic Center, Garfield Medical Center, LA County Department of Social Services, Commerce Metrolink Station, Bell Gardens Civic Center, and South Gate Town Center. The route operates seven days per week from 4:45 a.m. to 10:30 p.m. and provides service every 45 minutes on weekdays and every 60 minutes on weekends.

Line 30 provides direct connections to City of Commerce Transit Purple, Yellow, Green, and Orange routes along the length of the Garfield Ave corridor.

Line 50

MBL Line 50 provides east-west service along the Washington Blvd corridor between downtown Los Angeles and La Mirada Town Center with direct service to Commerce City Hall, Pico Rivera Town Center, Santa Fe Springs Town Center, Presbyterian Inter-Community Hospital, and La Mirada City Hall. The route operates Monday through Saturday from 4:00 a.m. to 11:15 p.m. and provides service every 30 minutes on weekdays and every 60 minutes on Saturdays.

Line 50 provides direct connections to all City of Commerce Transit routes along the Washington Blvd Corridor, including the Green, Orange, Yellow, Red, Blue, and Purple routes.

NEIGHBORING TRANSIT SERVICE

Several neighboring communities have fixed-route service focused on local circulation. With the exception of El Sol Shuttle in East Los Angeles, these services do not connect to City of Commerce Transit but may present an opportunity for integration with Commerce services. This section describes neighboring services and identifies potential connection points that may be explored further in the service development phase of *Commerce in Motion*.

Los Angeles County El Sol Shuttle

The El Sol Shuttle service is comprised of three different lines covering the unincorporated community of East Los Angeles, located north of the City of Commerce. The service has a timed transfer point at the East Los Angeles Civic Center and provides transfer opportunities with multiple regional bus and rail services, as well as City of Commerce Transit.

The El Sol Shuttle operates hourly service seven days per week, from 6:00 a.m. – 9:00 p.m. Monday – Thursday, 6:00 a.m. – 11:00 p.m. Friday, 9:00 a.m. – 11:00 p.m. Saturday, and 9:00 a.m. – 5:00 p.m. Sunday. The El Sol Shuttle costs \$0.25 per trip. Senior citizens (60 and older), persons with disabilities, and children under five years old ride for free. A map of the three routes in the El Sol Shuttle system is shown in Figure 6-6.

The Whittier Blvd/Saybrook Park Route directly connects to all City of Commerce Transit Routes at the Commerce Shopping Center. The Union Pacific/Salazar Park Route does not directly connect to City of Commerce Transit. However, the stop located at Union Pacific Ave & Fraser Ave is roughly ½ mile from the City of Commerce Transit Red, Blue, and Orange Route stop at Union Pacific Ave & Goodrich Blvd. The El Sol Shuttle operates every 60 minutes, while City of Commerce Transit routes operate on varying, generally low-frequency schedules throughout the day. This irregular, low-frequency service makes transferring between the two systems less convenient for passengers.

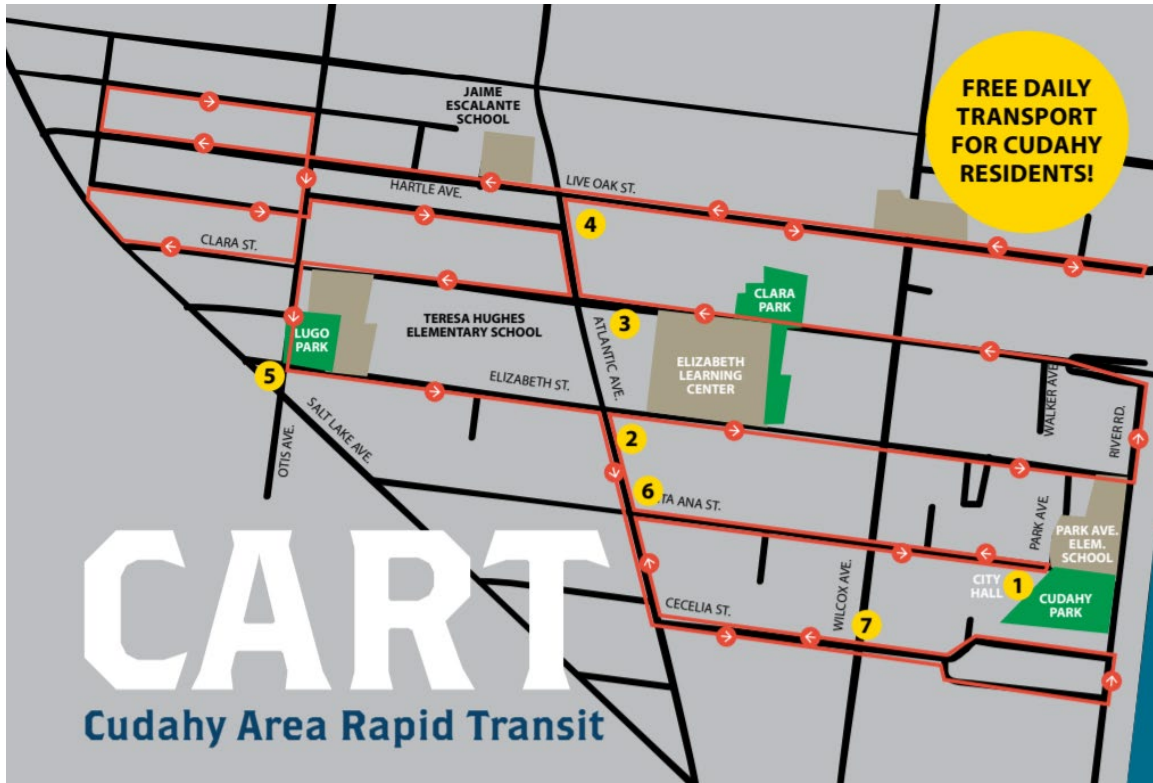
Figure 6-6 El Sol Shuttle System Map



Cudahy Area Rapid Transit

The City of Cudahy is located southwest of the City of Commerce, across the Los Angeles River and operates a fixed-route transit system called Cudahy Area Rapid Transit (CART). CART operates as a fare free circulator shuttle route, providing service every hour from 7:00 a.m. – 5:45 p.m. Monday – Sunday. A map of CART service is shown in Figure 6-7. CART service does not provide a direct connection to City of Commerce Transit, with the nearest stops located approximately 1.5 miles apart, from River Rd & Live Oak St in Cudahy to Eastern Ave & Randolph St in Commerce. This distance is too far for many people to comfortably walk and transfer between services. This presents an opportunity to extend service closer to Cudahy, enabling transfers between the two services and improving mobility options for residents of both cities.

Figure 6-7 CART Service Map



Huntington Park HP Express

The City of Huntington Park is located west of the City of Commerce and operates a fixed-route transit service called HP Express. HP Express service is a circulator shuttle that operates every 25 minutes from 6:00 a.m. – 6:30 p.m. on weekdays, 8:00 a.m. – 5:30 p.m. on Saturdays, and does not operate on Sundays. HP Express costs \$0.75 per trip. Seniors (62 and older), persons with disabilities, Medicare cardholders, and children under five years old ride for free. The shuttle map for the HP Express service is shown in Figure 6-8. HP Express does not directly connect to City of Commerce Transit. The HP Express stop located at Gifford Ave & Slauson Ave is approximately 1.5 miles from the City of Commerce Transit Orange Route stop located at Bandini Blvd & Atlantic Blvd.

Figure 6-8 HP Express Shuttle Map



Maywood Express

The City of Maywood is located southwest of the City of Commerce, across the Los Angeles River and operates a fixed-route transit system called the Maywood Express. The Maywood Express operates every 35 minutes between 10:30 a.m. and 5:30 p.m. with additional peak period trips from 7:00 a.m. – 8:00 a.m. and from 2:00 p.m. – 4:00 p.m. on weekdays and from 9:00 a.m. – 3:00 p.m. on Saturdays.

Maywood Express does not directly connect to any City of Commerce Transit routes but is within walking distance. The Riverfront Parkstop on the Maywood Express is approximately 1/2 mile from the City of Commerce Green and Orange route stops at Eastern Ave & Slauson Ave. Additionally, the Maywood Express stop at Atlantic Blvd & 57th St is approximately 1 mile from the City of Commerce Transit Orange route stop at Bandini Blvd & Atlantic Blvd. While passengers are able to walk these distances to transfer between systems, extending service to provide a direct connection or shorter walk would improve the passenger experience.

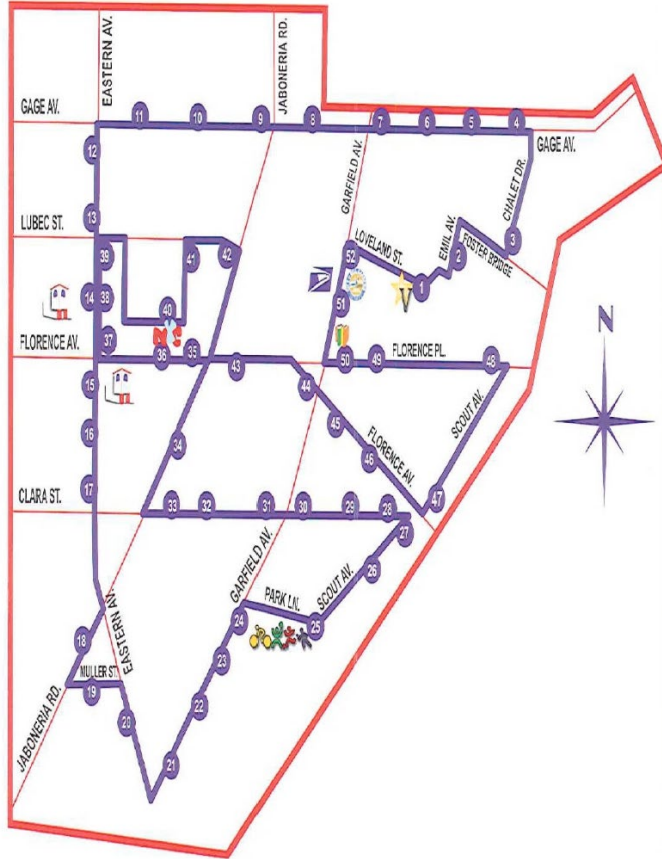
Bell Gardens Town Trolley Bus

The City of Bell Gardens is located directly south of the City of Commerce and operates a fixed-route trolley service called the Bell Gardens Town Trolley Bus. The Bell Gardens Town Trolley Bus operates hourly service from 6:30 a.m. – 5:30 p.m. Monday – Saturday. The Town Trolley Bus costs \$0.50 per trip for general public and offers a discounted fare of \$0.25 for seniors (55 and older) and persons with disabilities. The Bell Gardens Town Trolley Bus map is shown in Figure 6-9.

The Town Trolley Bus provides a direct connection to City of Commerce Transit Green, Orange, and Yellow routes along Gage Ave between Garfield Ave and Chalet Dr. This transfer may provide

connections to destinations in Bell Gardens, including the Food 4 Less grocery store located at Florence Ave & Eastern Ave, which cannot be accessed directly using City of Commerce Transit.

Figure 6-9 Bell Gardens Town Trolley Bus Map



TRANSPORTATION SYSTEM

Apart from neighboring transit systems, the existing development and land use patterns, street grid, and transportation facilities in the City of Commerce play a significant role in transit operations and system accessibility.

Local Street Network

The transportation system in and around the City of Commerce is much more industrial compared to other cities in the region. Large portions of the city south of Washington Blvd and west of I-710 are occupied by freight facilities including the H & M International Transportation facility and the Union Pacific and BNSF rail yards. The city is also bisected by an east-west freight and passenger railroad right-of-way. Rail yards and industrial facilities are non-traversable and present significant pedestrian and transportation barriers. Only major arterials like Garfield Ave, Telegraph Ave, Eastern Ave, and Atlantic Blvd provide opportunities to cross the rail lines, while the local street network is circuitous and does not connect to other neighborhoods in the city.

Additionally, manufacturing, warehousing, and distribution centers are present throughout the city. These developments are sited on large blocks with limited through streets. This type of land use requires people to walk long distances, often traveling out of direction, to reach their destination. The industrial land uses and large manufacturing facilities present in the city limit walkability and create significant accessibility barriers for pedestrians. These pedestrian barriers may discourage people from walking further to make a transfer to another transit system.

Mixmaster Intersection

The Mixmaster Intersection (Figure 6-10) is a complex series of intersections located at the northern edge of the City of Commerce and incorporates the intersections of:

- S Atlantic Blvd
- S Eastern Ave
- Telegraph Rd
- Triggs St
- Stevens Pl
- Ferguson Dr
- Goodrich Blvd
- Multiple I-5 on and off ramps
- A rail underpass

Figure 6-10 Mixmaster Intersection



Three of the largest arterials in the City of Commerce and East Los Angeles converge in the Mixmaster, which uses a series of four traffic signals to orchestrate vehicle movements through the area. The Mixmaster is generally congested, causing slow travel times for all vehicles. In addition, there are few ways to get across town without crossing the Mixmaster, meaning the congestion and delays are felt throughout the transit system. All City of Commerce Transit routes except the Yellow and Green routes pass through the Mixmaster at least once in the alignment. The intersection creates unpredictability in travel times, which makes scheduling transit routes challenging.

7 PHASE I PUBLIC INVOLVEMENT

This chapter provides an overview of the key findings from the Phase I public involvement efforts of *Commerce in Motion*, including a virtual public open house, stakeholder interviews, and a community survey. The goal of the first phase of outreach was intended to introduce the public and key stakeholders to the project and identify aspects of the City of Commerce Transit system that are working well, that are not working well, and priorities for service improvements.

KEY FINDINGS

- The highest priority service improvements identified include more frequent service, faster and more direct service, improved weekend service, and enhanced amenities at bus stops.
- The majority of trips taken on City of Commerce Transit are to access services, like shopping and medical appointments.
- According to both the stakeholder interviews and community survey, most of the people riding transit in the City of Commerce do not have access to a vehicle.
- Respondents to the community survey were primarily ages 65 or older (40%), retired (40%), and/or Hispanic or Lantinx (78%).

VIRTUAL PUBLIC OPEN HOUSE

An online public open house was held on Wednesday June 17, 2020 at 6:30 p.m. Generally, this kind of public open house would be held as an in-person event in the City of Commerce. However, due to the impacts of COVID-19 and public health recommendations, the open house was held as an online forum. The open house was advertised on the *Commerce in Motion* project website, the City of Commerce website and social media accounts, the CCTransit mobile app, through paper flyer advertisements onboard City of Commerce Transit vehicles, and through established stakeholder networks.

Virtual public open house attendees were required to register for the event online and indicate whether they required translation services in order to receive a link to the Zoom meeting. For those who did not or were unable to register, the presentation was broadcast live on the City of Commerce Facebook page and local cable channel. A recording of the meeting was uploaded to the *Commerce in Motion* project website.

The virtual public open house received 11 registrations and had seven attendees present in the official Zoom meeting. Attendees were given a brief introduction to the project background followed by a presentation on the preliminary findings of the existing conditions analysis. The open house then posed several discussion questions and encouraged attendees to respond to the questions and ask additional questions regarding transit service in the City of Commerce. Major themes from the discussion include:

- Providing service later in the evening
- Improving amenities at bus stops and onboard vehicles
- Providing faster, more direct service

STAKEHOLDER INTERVIEWS

During the first phase of outreach, the project team contacted 29 individuals representing 16 organizations, agencies, or municipal departments that were identified as project stakeholders. Stakeholders were presented with five schedule options to join a conference call to discuss the *Commerce in Motion* project, their perceptions of and experience with public transportation in the City of Commerce, and considerations for how service may be improved as a result of this process. Ten of the contacted stakeholders representing ten organizations, agencies, or municipal departments participated in the stakeholder interviews, as shown in Figure 7-1.

Figure 7-1 Contacted Stakeholders and Participants

Organization	Participated
Alta Med	
Caltrans District 7	X
City of Commerce: Library Services	X
City of Commerce: Public Works	X
City of Commerce: Social Services	X
City of Commerce: Public Information Office	X
City of Commerce: Senior Center	X
City of Commerce: Parks and Recreation	X
City of Commerce: Teen Center	X
City of Commerce: Veterans Park	X
City of Commerce: Traffic Commission	
Citadel Outlets	X
Commerce Casino	
East Yard Communities for Environmental Justice	
Industrial Council	
Los Angeles Regional Foodbank	

Major themes expressed by those interviewed include:

- Fare free service is a key strength of the system.
- Priority improvements include faster, more frequent service and service that leaves the city, particularly to access grocery stores.
- City of Commerce Transit service is mostly used to connect residents between the four neighborhoods in the city. Veterans Park is geographically disconnected from the rest of the city and would benefit from service to retail in neighboring cities that is closer than Commerce Shopping Center.
- Transit service is predominantly used by people without access to a vehicle, including low-income residents, seniors, and youth traveling to school.
- The Citadel Outlets Express is a strong route that provides an important connection for residents to downtown Los Angeles and brings people into the city.

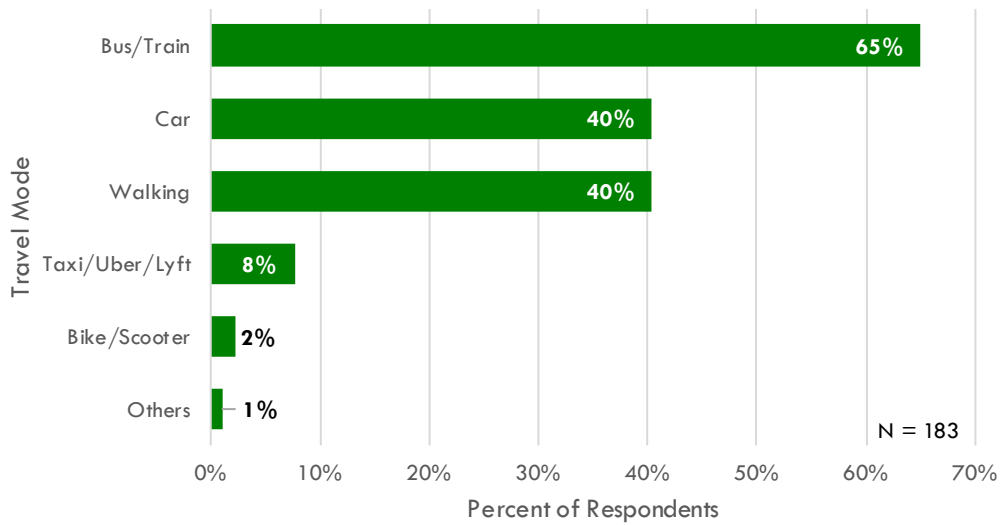
COMMUNITY SURVEY

The *Commerce in Motion* survey was open for public comment from May 27, 2020 until July 3, 2020. One hundred and eight responses were collected through an online survey, as well as 80 additional responses collected through paper versions of the survey distributed at the City of Commerce Senior Center, Library, and Veterans Park. This survey was not designed to collect a statistically valid representation of City of Commerce Transit riders or the Commerce Community, however the feedback provides insights into the travel patterns and attitudes toward transit in the community. Paper and online surveys were available in English and Spanish. Of the 188 surveys collected, 84% were completed in English and 16% were completed in Spanish. The open-ended comments from the survey are shown in Appendix C of this report.

Travel Characteristics

Respondents were asked to identify the mode(s) they typically use to travel. The majority of respondents travel around Commerce using buses or trains (65%). Additionally, 40% of respondents identified using cars and walking to get around in Commerce (Figure 7-2). About 8% of respondents use Taxi, Uber, or Lyft and 2% use bikes or scooters. Respondents choosing “other,” indicated that they generally get rides from friends and family.

Figure 7-2 How Respondents Typically Get Around Commerce



The vast majority of survey respondents (93%) indicated that they have previously ridden City of Commerce Transit service (Figure 7-3). Survey respondents also indicated that they commonly use transit provided by other agencies. Besides City of Commerce Transit, respondents most often use LA Metro Bus (59%), Montebello Bus Lines (44%), and LA Metro Rail (31%), as shown in Figure 7-4.

Figure 7-3 Respondents Who Have Ridden City of Commerce Transit

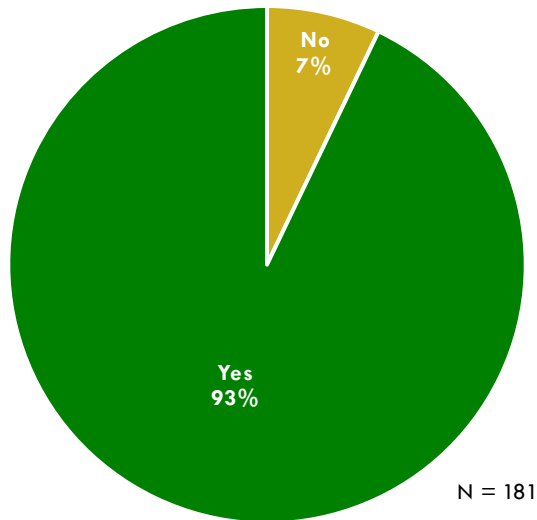
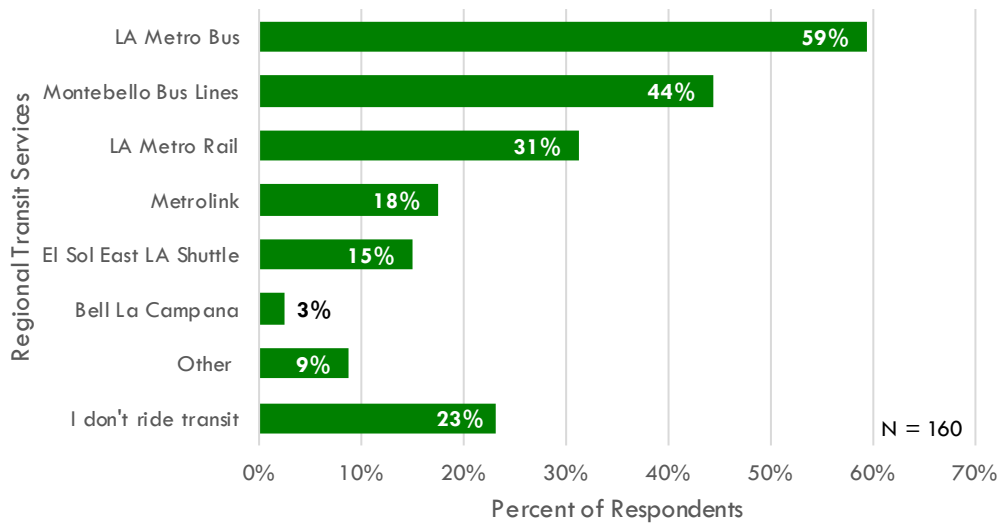
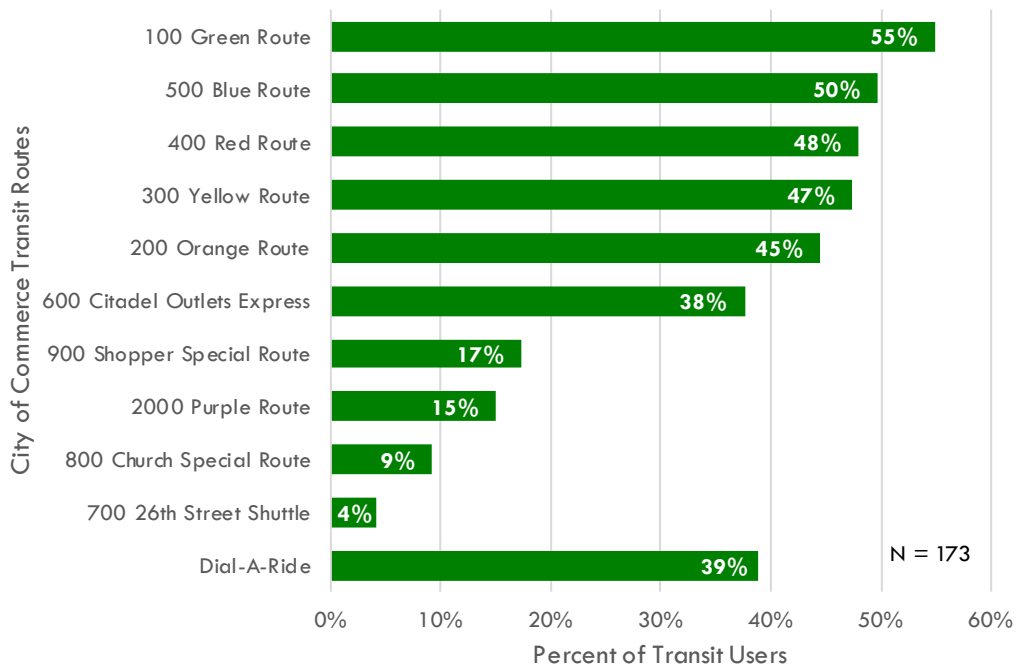


Figure 7-4 Other Transit Services Used by Respondents



Respondents who indicated that they have ridden City of Commerce Transit were asked to identify which transit routes they use or have used in the past (Figure 7-5). The four most commonly selected routes were the Green Route (55%), Blue Route (50%), Red Route (48%), and Yellow Route (47%). Additionally, 39% of survey respondents use Dial-A-Ride service. The high proportion of Dial-A-Ride customers may be due to the distribution of paper surveys at the Commerce Senior Center and through meal delivery programs.

Figure 7-5 Commerce Transit Routes Used by Survey Respondents



The COVID-19 pandemic has altered travel patterns significantly on all modes. To understand how respondents “typically” use City of Commerce transit, they were asked how frequently they rode City of Commerce transit before the pandemic (Figure 7-6). Most respondents who use City of Commerce Transit ride between two and five days per week, with 27% riding four to five days and 25% riding two to three days. Additionally, 20% ride transit less than once per month and 13% ride once or twice per month. Only 5% indicated that they ride transit six or seven days per week.

Respondents also indicated that behavior has changed as a result of the ongoing public health crisis. In the past three months, 62% of respondents have used City of Commerce Transit less than usual (Figure 7-7). As a result of the COVID-19 pandemic, local stay at home orders, and temporary suspension of services, people are taking fewer trips on transit.

Figure 7-6 Frequency of Transit Use

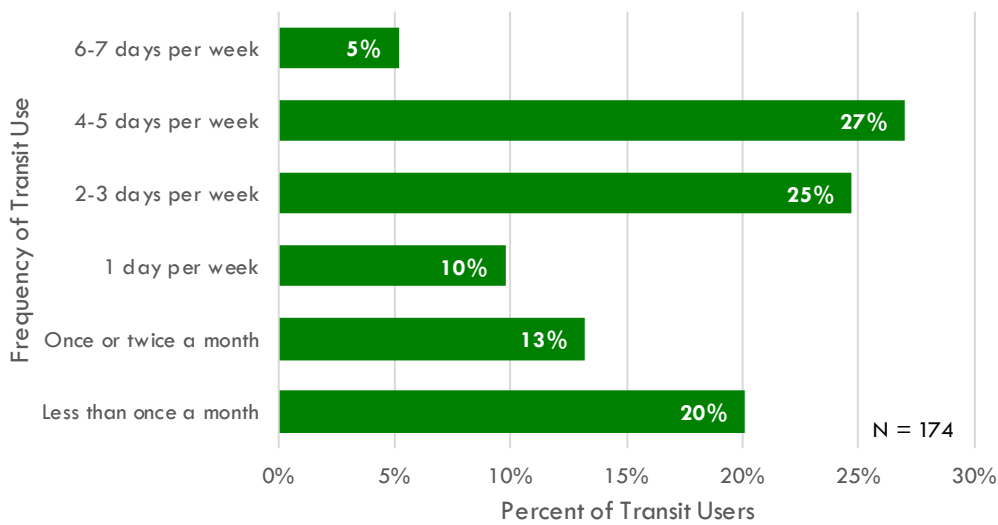
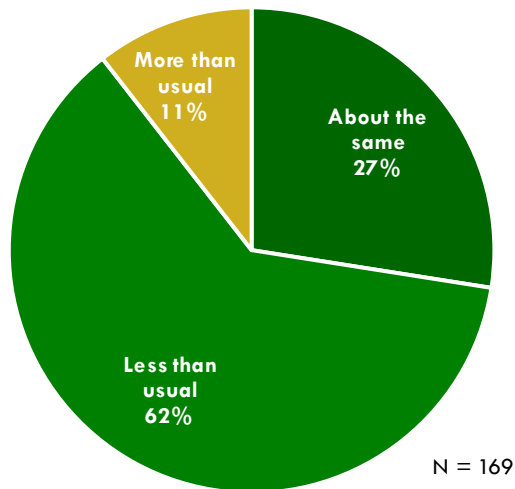


Figure 7-7 Change in Transit Ridership Following COVID-19 Pandemic



Frequent and Occasional Transit Riders

Respondents who indicated that they ride transit at least once per week were asked a series of questions related to their travel patterns and attitudes toward transit. The primary reasons respondents use transit is because they do not have access to a car or cannot drive themselves (64%) and because the service is convenient (53%), as shown in Figure 7-8. Of the “other” reasons listed, many included positive experiences with bus operators. Most respondents use transit to go shopping or to access grocery stores (75%) and for medical or dental appointments (60%). Only 29% of respondents use transit for work and 16% for school or college. This suggests that City of Commerce Transit service is primarily used to connect people to services and provides mobility to people without access to a vehicle.

Figure 7-8 Reasons Survey Respondents Ride Transit

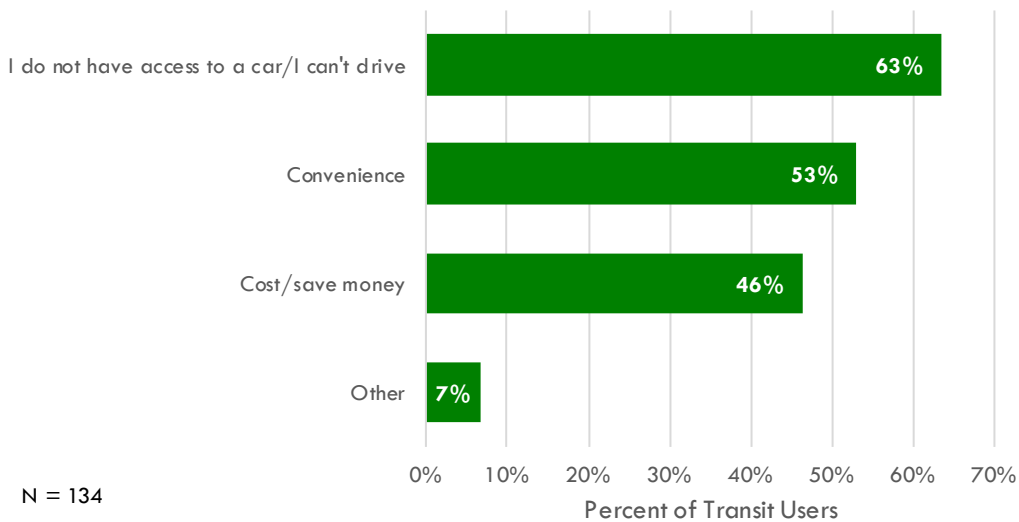
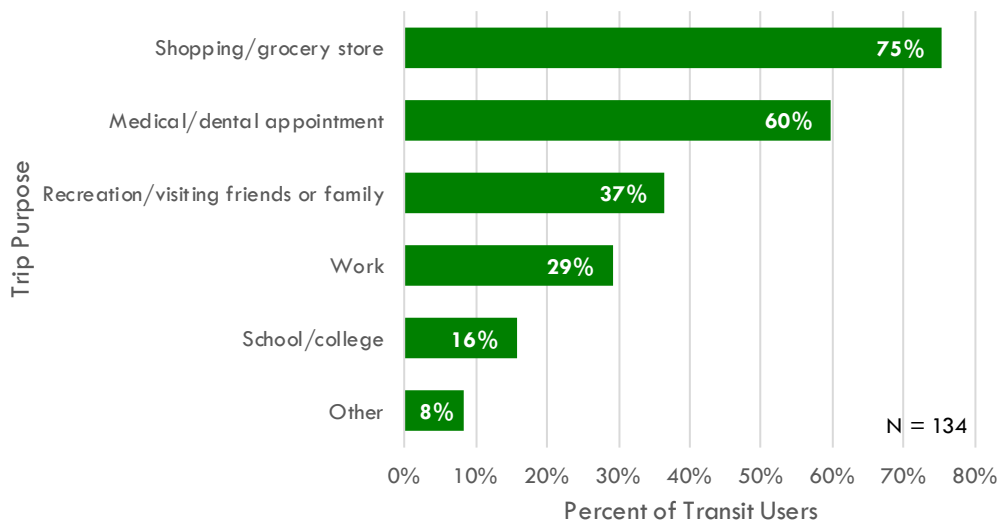
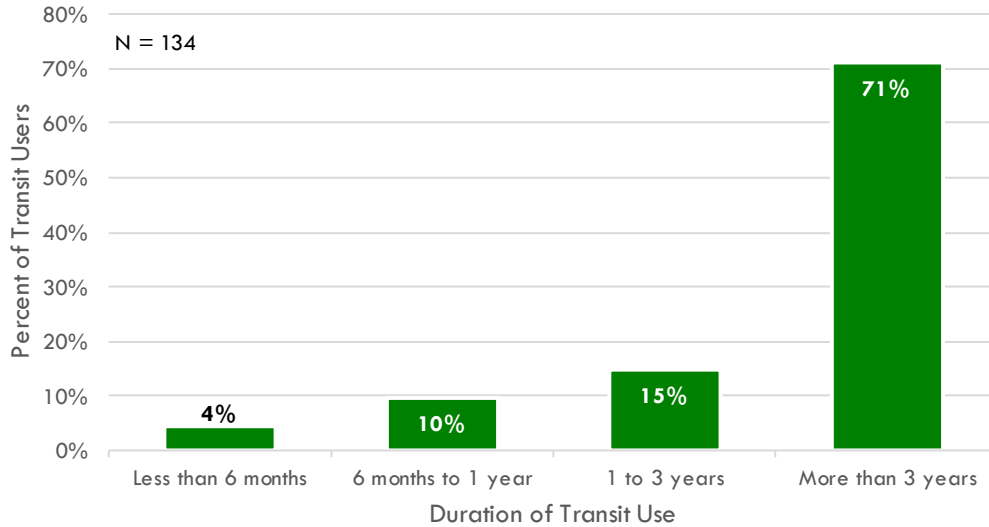


Figure 7-9 Survey Respondents Trip Purposes



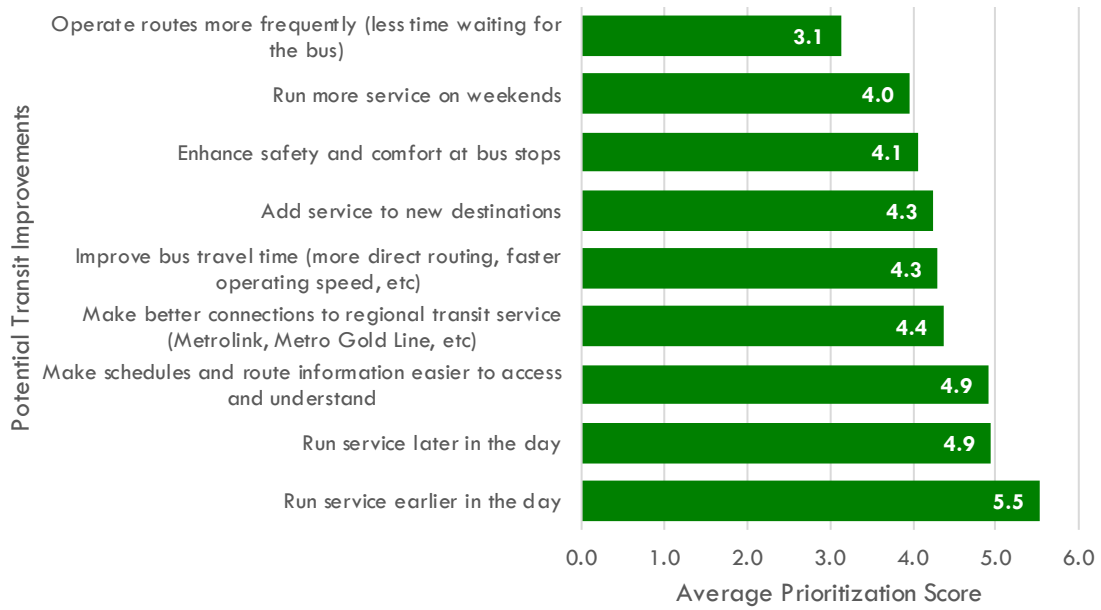
The majority of frequent and occasional transit riders (71%) are long-time customers who have ridden for more than three years. About 14% of respondents are newer riders who have been riding City of Commerce Transit for less than a year.

Figure 7-10 Duration of Transit Use



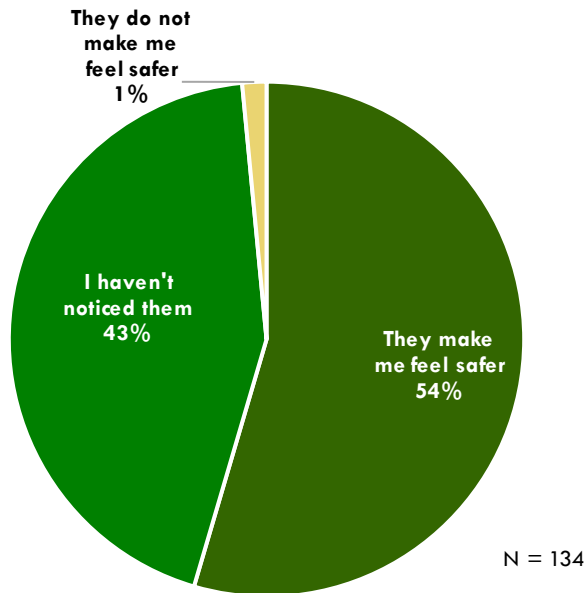
When asked to rank potential improvements on a scale of 1-9 in order from most important (1) to least important (9), respondents indicated a high priority for routes to operate more frequently, expand weekend services, and improve safety and comfort of bus stops. Figure 7-11 shows the average ranking for each potential improvement. Lower numbers indicate a higher priority for an improvement, while higher numbers indicate a lower priority. The least important improvements identified by respondents include earlier and later service in the day and making existing schedules and route information easier to understand.

Figure 7-11 Average Score For Potential Improvements



The City of Commerce recently installed new lighting at several bus stops. When asked about their perceptions of these new lighting improvements the majority of respondents stated that they felt safer waiting at the stops (54%) but a large percentage have not noticed them (43%), as shown in Figure 7-12.

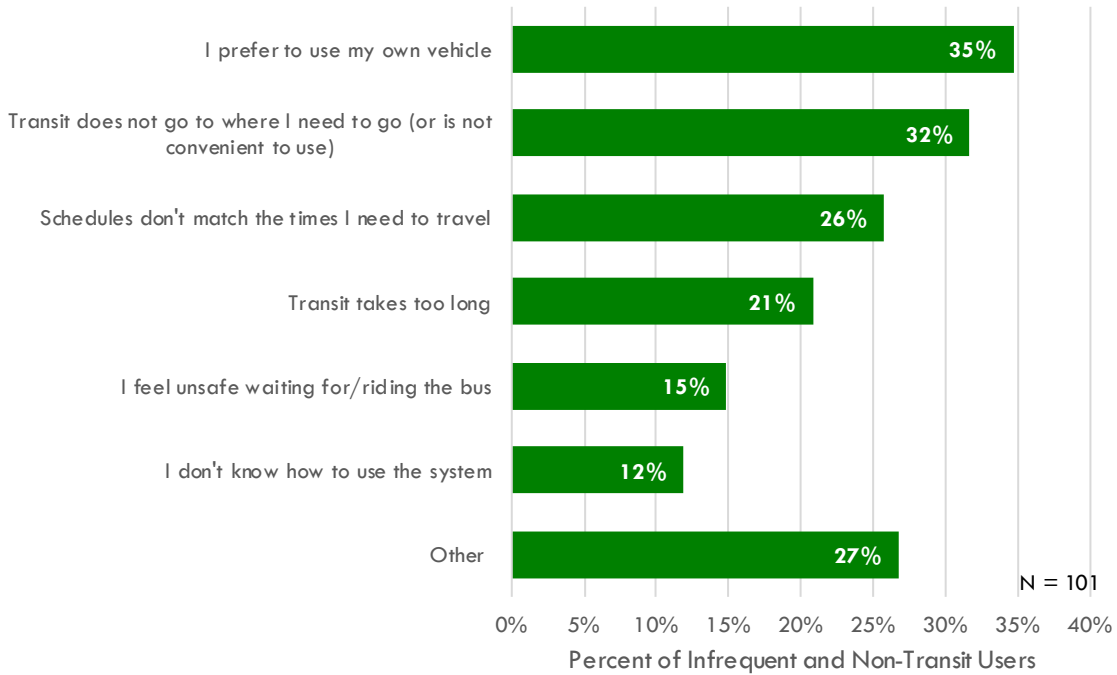
Figure 7-12 Perceptions of New Lighting Improvements in the City of Commerce



Infrequent and Non-Riders

Respondents who indicated that they don't ride transit or ride transit less than once per week were asked why they don't ride transit more often. The two most common responses include preferring to use their own vehicle and that transit does not go where they need it go (Figure 7-13). People responding with "other" generally have not been riding transit because they don't live in Commerce or due to COVID-19 related impacts.

Figure 7-13 Reasons Survey Respondents Don't Ride Transit



Open-Ended Comments

All respondents, regardless of their transit usage characteristics, were asked to provide general feedback on transit in Commerce as well as identify desired new destinations that transit does not currently serve. Commonly identified new destinations for City of Commerce Transit service include the neighboring cities of Montebello, Downey, Whittier, and Pico Rivera. Respondents also identified specific destinations, including connections to the LA Metro Rail L Line, East Los Angeles College, the Shops at Montebello, and the Los Angeles County Regional Food Bank. When asked to provide general feedback, most open-ended comments expressed gratitude to the City of Commerce Transit for providing the service and complimented vehicle operators' professionalism and demeanor. Comments requesting specific service changes include providing more service outside of the City of Commerce that connects with other neighboring transit agencies and serving more cultural destinations with restaurants and shopping. Other comments requested improvements to bus stop amenities, including more benches, shade, trash cans, and improved signage.

Respondent Demographics

Survey respondents were asked a series of demographic questions. Ninety-two percent indicated that they live and/or work in commerce (Figure 7-14). Of the 15% of respondents who work in Commerce but live somewhere else, 63% get around Commerce using transit and 83% have used City of Commerce Transit before. Respondents selecting “other” either previously lived in the City of Commerce or live in a nearby city. The majority of survey respondents (74%) live in the 90040 zip code which contains the City of Commerce, as shown in Figure 7-15. An additional 10% live in the East Los Angeles zip codes of 90022 and 90201. Respondents identified living in 21 additional zip codes throughout the region, including zip codes within the cities of Los Angeles, Downey, Montebello, Rosemead, Maywood, Whittier, Bellflower, and Long Beach.

When asked about occupational status, 40% of respondents identified as a retiree. Only 35% of respondents are employed, including both full time and part time employment (Figure 7-16). The mixed occupations of respondents indicates that City of Commerce Transit serves people with unique trip patterns and balances peak period commute trips with off-peak service related trips.

The largest age group of survey respondents (40%) were people ages 65 or older (Figure 7-17). This corresponds with the high number of respondents who indicated they are retired. The large representation of senior populations may be a result of targeted outreach at the City of Commerce Senior Center and may not be representative of system ridership.

The majority of respondents (78%) identified as being Hispanic or Latinx. There were also 11% of respondents who identified as White or Caucasian (Figure 7-18). When asked what language is typically spoken in the respondent’s home, 57% of reported speaking English, while 41% reported speaking Spanish (Figure 7-19). Others included bilingual, Cantonese, and Chinese speaking households.

One-third of respondents have an annual household income of less than \$15,000. More than 71% of respondents have annual household incomes less than the median household income in Commerce, which the US Census reported as \$47,083 as of 2018 (Figure 7-20).

Almost two-thirds of respondents live in households with three or fewer people (Figure 7-21). However, approximately 11% of respondents live in households with 6 or more people.

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Figure 7-14 Relationship to the City of Commerce

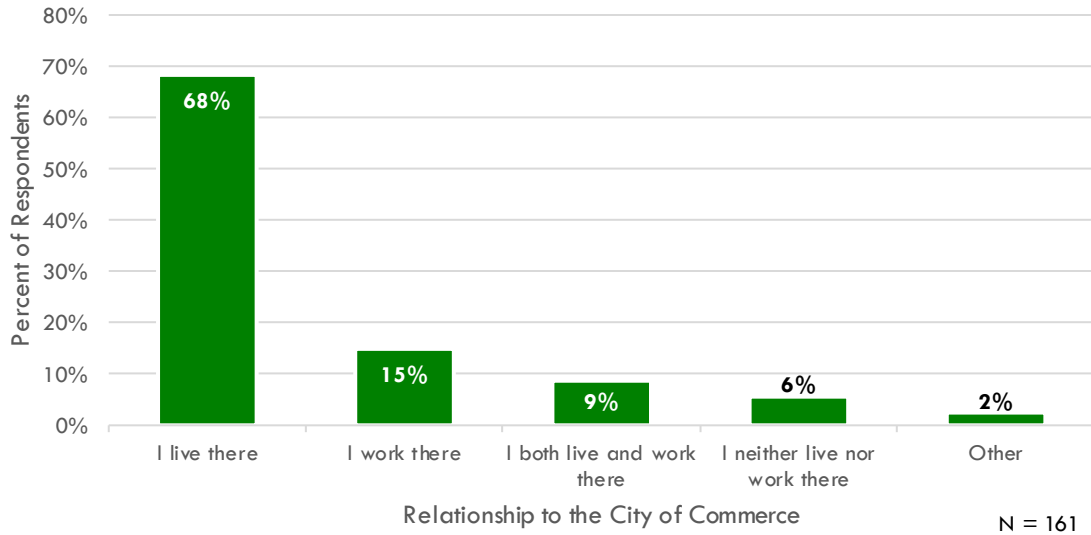


Figure 7-15 Home Zip Code

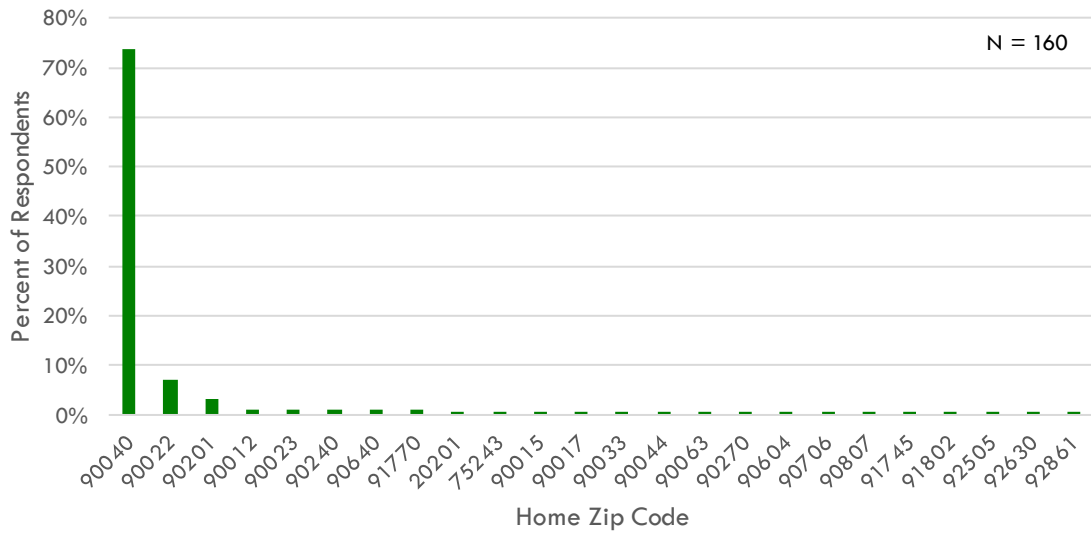


Figure 7-16 Occupation Status

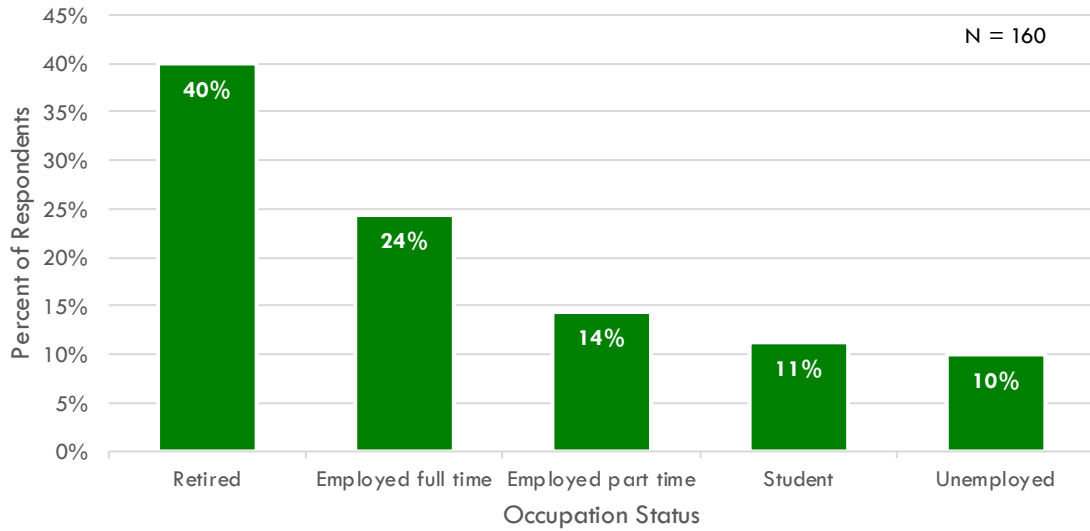


Figure 7-17 Age

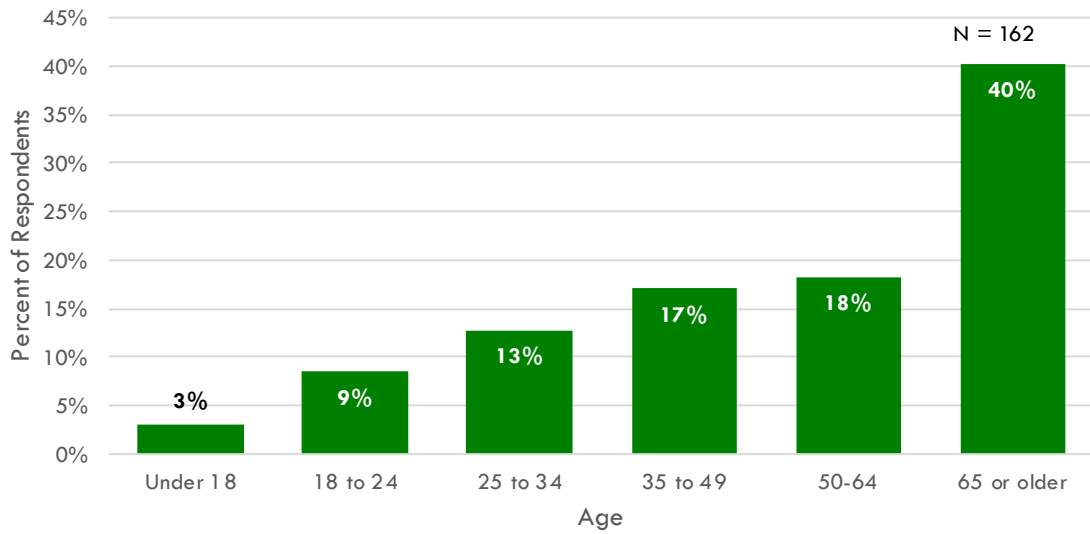


Figure 7-18 Race and Ethnicity

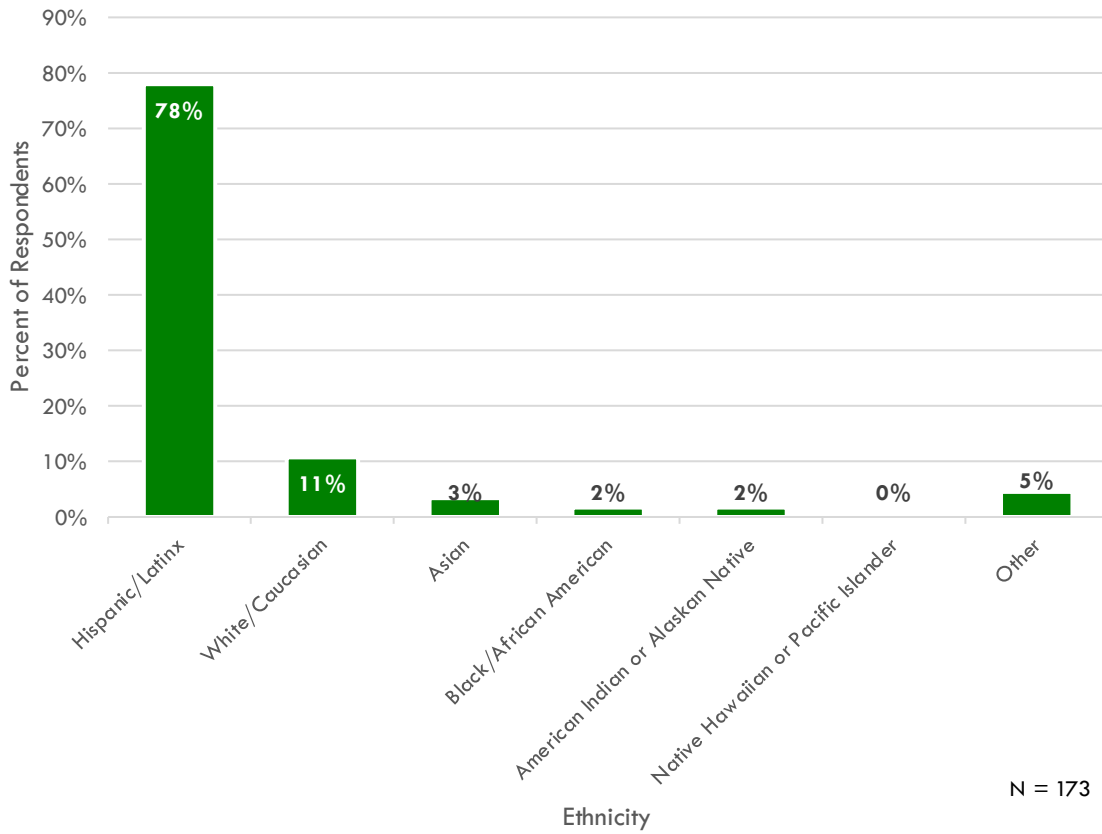


Figure 7-19 Language Spoken at Home

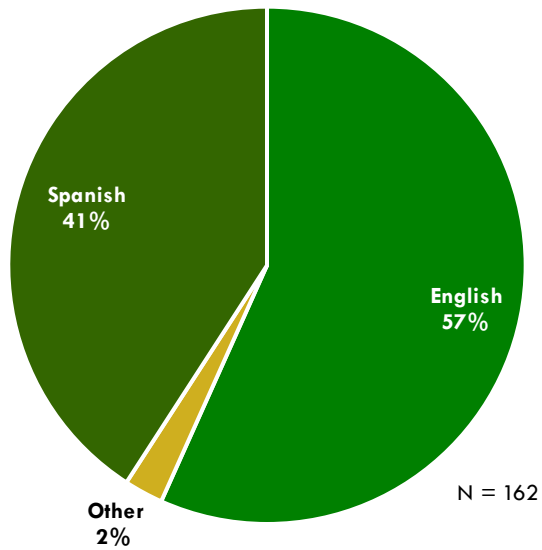


Figure 7-20 Survey Respondents' Household Income

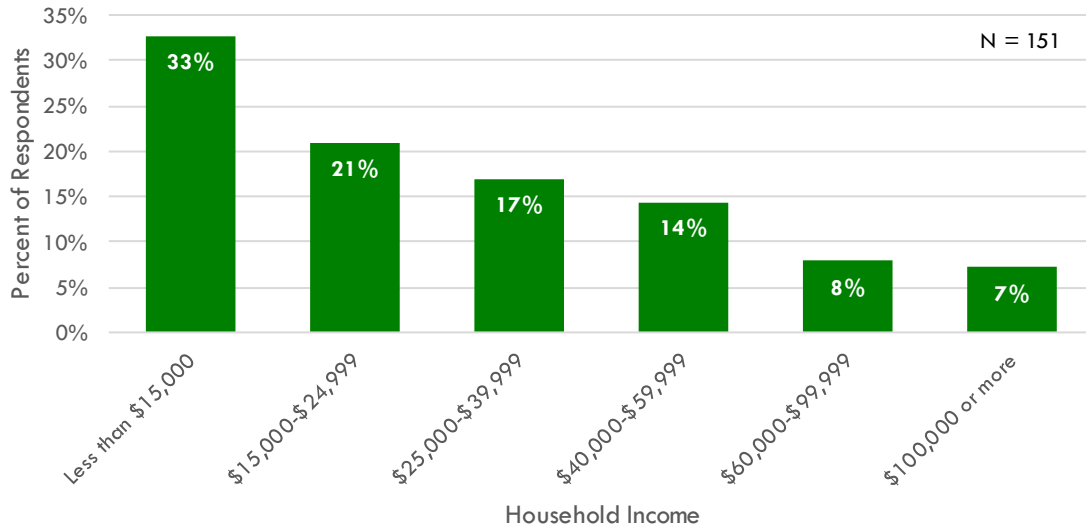
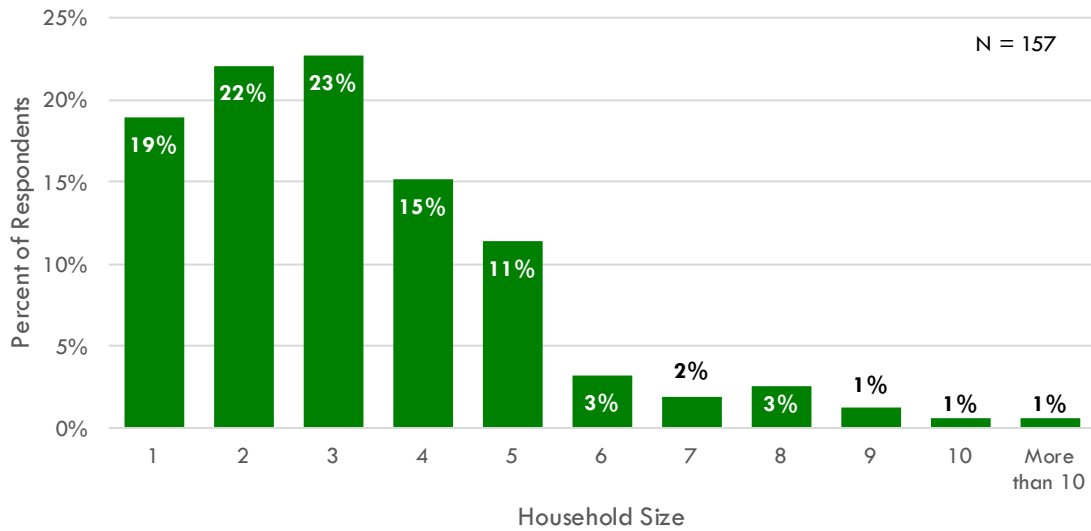


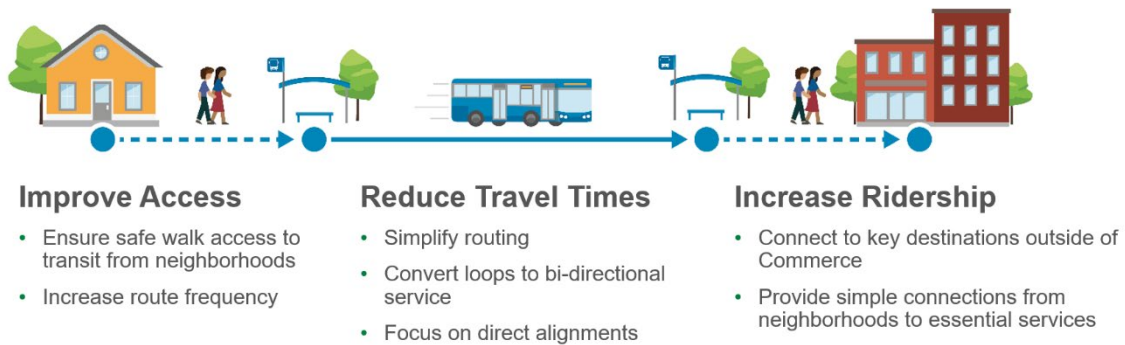
Figure 7-21 Household Size



8 SERVICE SCENARIOS AND PHASE II PUBLIC INVOLVEMENT

Convenient and cost-effective transit service requires an appropriate balance of coverage, frequency, and service span. As detailed in the preceding chapters, *Commerce in Motion* assessed existing ridership patterns, on-time performance, travel patterns, and demographic data. Public meetings and an online survey indicated that improving service frequency, serving new destinations outside of Commerce, more direct service, and improved weekend service are some of the highest priority improvements for members of the community. Based on these findings, three guiding principles were developed, and approved by City Council (Figure 8-1).

Figure 8-1 Commerce in Motion Guiding Principles



This chapter summarizes the two service scenarios that were developed based on the guiding principles, and the responses collected from the community regarding which scenario best meets the City of Commerce's needs.

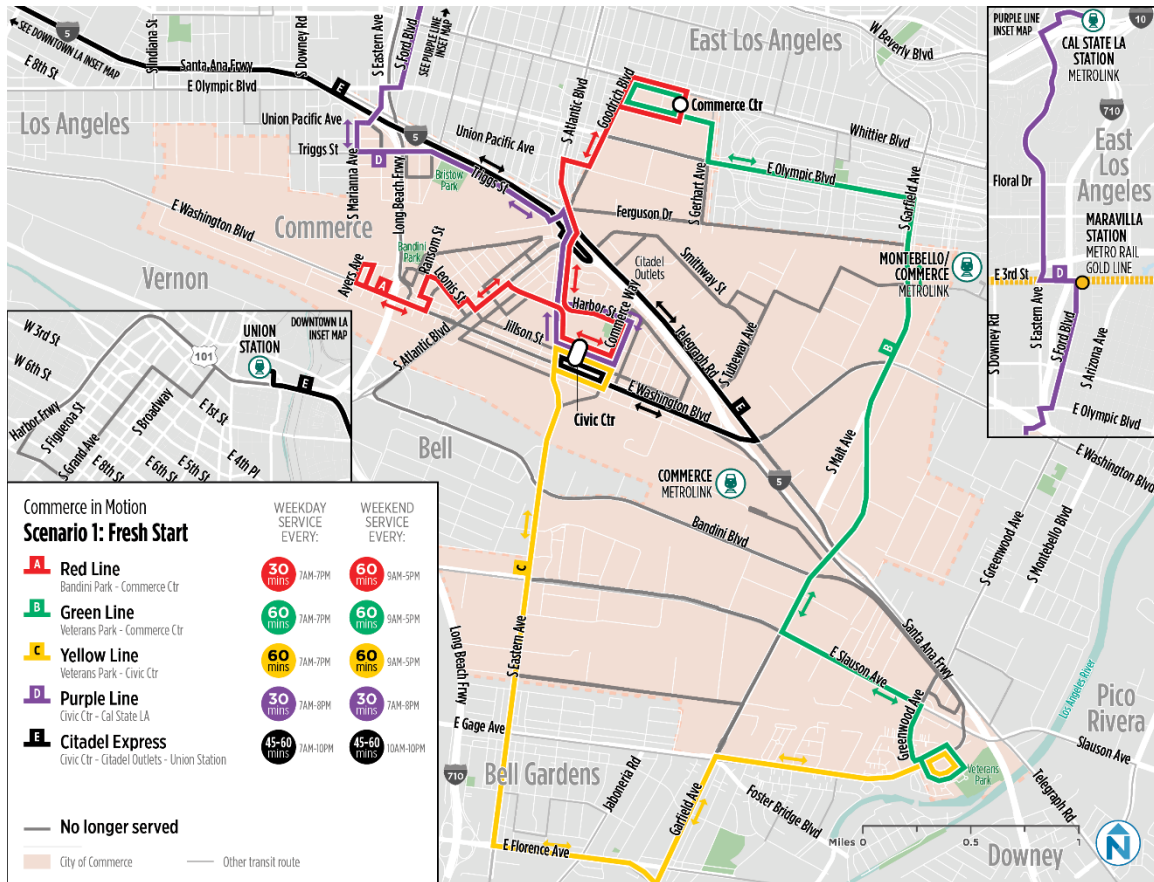
PRELIMINARY SERVICE SCENARIOS

Building upon the guiding principles, two preliminary service scenarios were developed to improve the City of Commerce Transit system. Scenario 1 – Fresh Start seeks to improve the quality of service throughout the system by improving the all-day service frequency to key destinations with new bi-directional routes. Scenario 2 – Streamlined Loops maintains much of the coverage currently offered using bi-directional loop routes but provides consistent routing in both directions and more predictable headways. Both scenarios were developed using a cost-neutral framework, with each scenario operating an equivalent number of revenue hours as City of Commerce Transit operated in 2019.

Scenario 1 – Fresh Start

Scenario 1, shown in Figure 8-2, seeks to improve the quality of service throughout the system by improving the all-day service frequency to key destinations with new bi-directional routes. This scenario improves access by increasing route frequency and reduces travel times by simplifying routing and converting loops to bi-directional services. Scenario 1 also has the potential to increase ridership by connecting to key destinations outside of the City of Commerce.

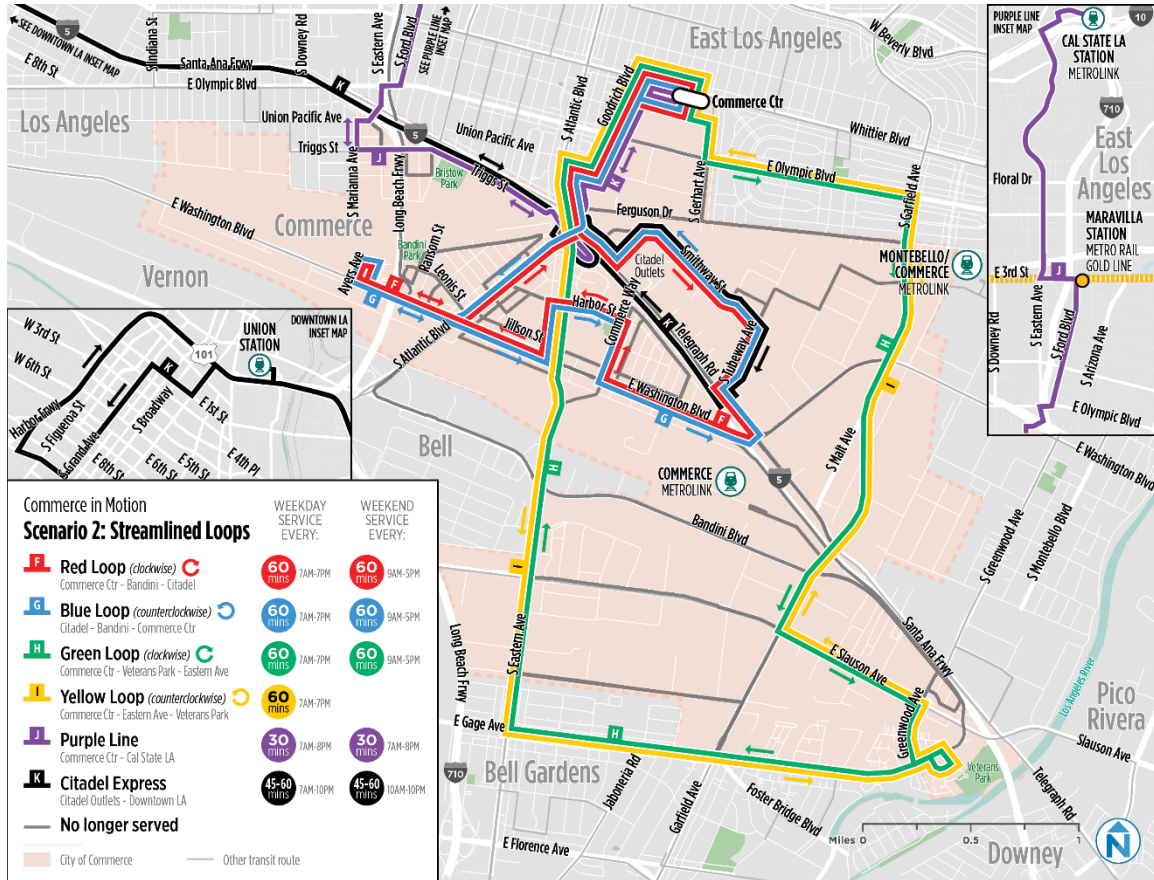
Figure 8-2 Scenario 1 – Fresh Start System Map



Scenario 2 – Streamlined Loops

This scenario, as shown in Figure 8-3, maintains much of the coverage currently offered using bi-directional routes but provides consistent routing in both directions and more predictable headways. This scenario improves access by providing greater neighborhood coverage and reducing walking distances and reduces travel times by providing bi-directional loops instead of one-way loops.

Figure 8-3 Scenario 2 – Streamlined Loops System Map



PHASE II PUBLIC INVOLVEMENT

The second phase of public involvement was designed to solicit feedback on the two preliminary service scenarios. In general, community members and existing City of Commerce Transit customers were asked to describe what they did or did not like about each scenario individually, as well as which scenario they preferred. Input collected from the community informed the development of the preferred alternative, described in Chapter 9.

Virtual Public Open House

An online public open house was held on Wednesday November 18, 2020 at 6:00 p.m. Generally, this kind of public open house would be held as an in-person event in the City of Commerce. However, due to the impacts of COVID-19 and public health recommendations, the open house was held as an online forum. The open house was advertised on the *Commerce in Motion* project website, the City of Commerce website and social media accounts, the CCTransit mobile app, through paper flyer advertisements onboard City of Commerce Transit vehicles, and through established stakeholder networks.

Virtual public open house attendees were required to register for the event online and indicate whether they required translation services in order to receive a link to the Zoom meeting. For those who did not or were unable to register, the presentation was broadcast live on the City of Commerce Facebook page and local cable channel. A recording of the meeting was uploaded to the *Commerce in Motion* project website.

The virtual public open house received four registrations and had two attendees present in the official Zoom meeting with between four and nine viewers on the Facebook Live page. Attendees were given a brief introduction to the project background and key findings from the Existing Conditions Report followed by a presentation on the two preliminary service scenarios. The open house then posed several discussion questions and encouraged attendees to respond with aspects that they like or do not like about the two preliminary service scenarios.

Major themes from the discussion include:

- A suggestion to develop two transit hubs in the city.
- Interest in serving Union Station in both directions on the Citadel Outlets Express.
- Support for an on-demand shuttle service connecting to Metrolink.
- Support for extending service into Bell Gardens.

On-Board Survey

An on-board survey was conducted on City of Commerce Transit vehicles on November 12, 2020. The ongoing COVID-19 pandemic and social distancing recommendations from public health officials have resulted in a change in approach to traditional on-board surveying tactics. To maximize the safety, health, and comfort of surveyors and passengers, the following approach was taken:

- Rather than physically handing out paper surveys, appropriate distance was maintained by designing surveys in the form of paper hangtags, which were placed on the bus hand rails with an attached pen to further reduce unnecessary contact.

- Surveys were collected in a manilla envelope near the rear door of the vehicle to reduce unnecessary contact.
- To limit exposure, surveyors covered as many trips on a single route as possible within a standard eight-hour shift, rather than survey every trip throughout the day.

The on-board survey received 45 responses; an estimated 35% response rate based on September 2020 ridership levels. On-board survey respondents were also directed to take the more in-depth online community survey via a QR code and URL listed on the survey instrument.

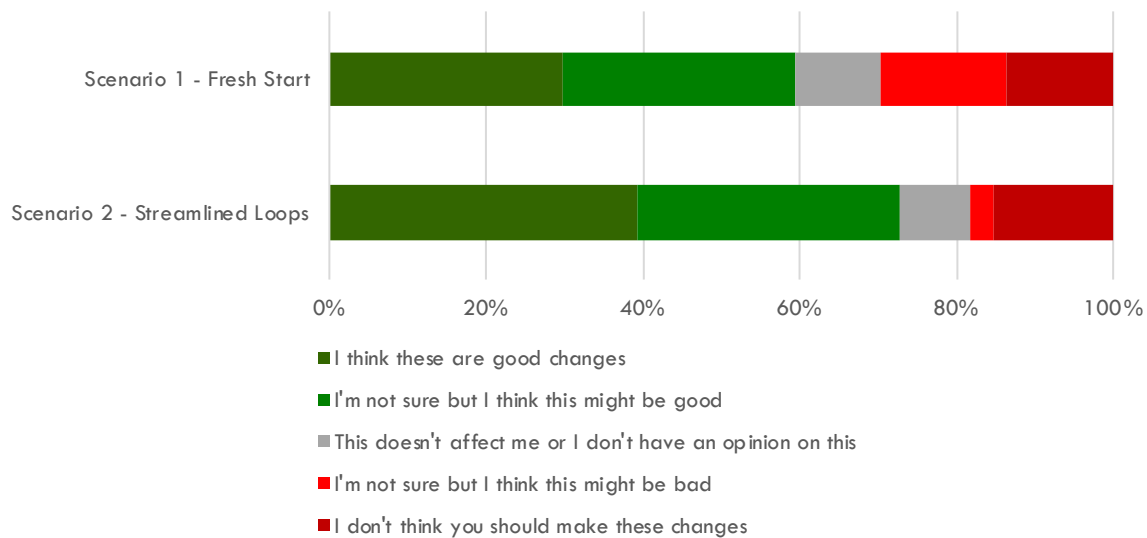
Survey Results

Survey respondents were asked to provide feedback on the two preliminary scenarios, the results of which are shown below in Figure 8-4. Feedback was largely positive with at least 60% of respondents providing positive feedback for both scenarios. Scenario 2 received slightly more positive feedback (73%) than Scenario 1 (60%). Respondents were also given the opportunity to provide open-ended comments about the two preliminary service scenarios, common themes include:

- Concerns about removing access from the Red and Blue Routes in Scenario 1.
- Interest in improved weekend service.

Open-ended comments received through the online survey are shown in Appendix C of this report.

Figure 8-4 On-Board Survey, what do you think about the proposed service changes in each Scenario?



Demographics

On-board survey respondents were generally older with 62% of respondents age 50 or older (Figure 8-5). On-board survey respondents were generally lower income, with a household income of less than \$15,000 for 63% of respondents and less than \$25,000 for 80% of respondents. Ninety percent of respondents also identified as Hispanic or Latinx (Figure 8-7).

This older, lower income response rate may be due to impacts from the COVID-19 pandemic, resulting in fewer people taking transit in general and more transit dependent populations using

the service. As physical distancing and working from home has become more common, those who rely on transit to reach their jobs or access basic services are the primary groups left using transit.

Figure 8-5 On-Board Survey Age

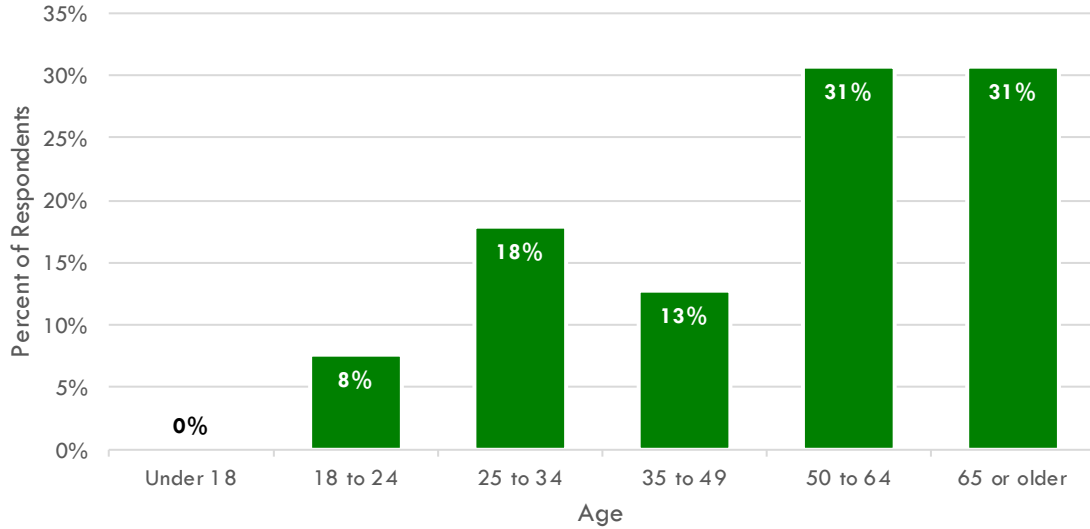


Figure 8-6 On-Board Survey Household Income

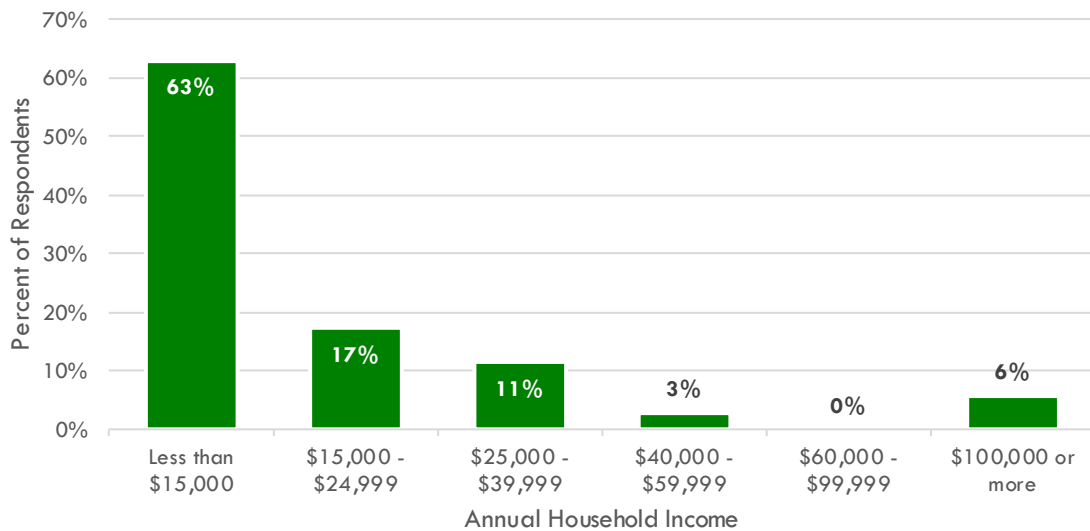
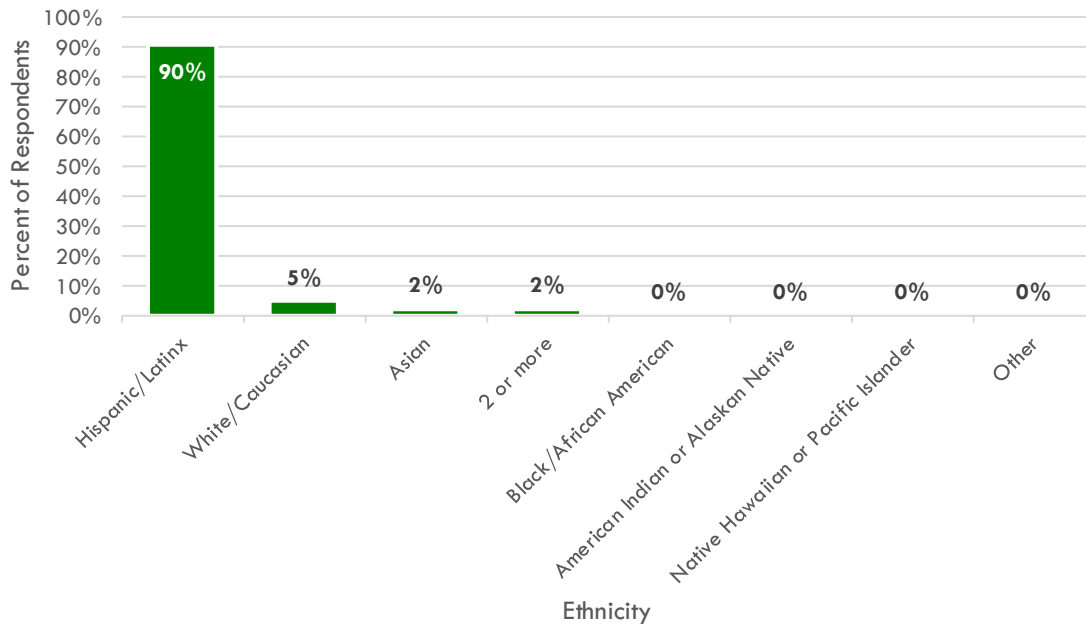


Figure 8-7 On-Board Survey Race and Ethnicity



Community Survey

The *Commerce in Motion* Service Scenarios survey was open for public comment from October 26, 2020 until November 23, 2020. Sixty-two responses were collected through an online survey, as well as 31 additional responses collected through paper versions of the survey distributed at the City of Commerce Senior Center, Library, and Veterans Park. This survey was not designed to collect a statistically valid representation of City of Commerce Transit riders or the Commerce Community. However, the feedback provides insights into the public perceptions of benefits and tradeoffs associated with the two service scenarios in the community. The survey presented the two preliminary service scenarios and asked respondents to identify which scenario they preferred, their perceptions of each individual scenario and each route within each scenario, and were given the opportunity to provide open-ended comments on each scenario and route.

Paper and online surveys were available in English and Spanish. Of the 93 surveys collected, 80% were completed in English and 20% were completed in Spanish. The open-ended comments from the survey are shown in Appendix C of this report.

Scenario Preference

When asked which of the two scenarios survey respondents preferred, the responses were relatively evenly split, with 52% of respondents preferring Scenario 1 and 48% of respondents preferring Scenario 2, as shown in Figure 8-8.

When asked about their level of support for each scenario individually, rather than choosing between the two (Figure 8-9), 92% of Scenario 2 respondents either think the changes are good or aren't sure but think they might be good, while 87% of Scenario 1 respondents think the changes are good or aren't sure but think they might be good. These responses indicate that both scenarios are supported by the community.

Figure 8-8 Community Survey Scenario Preference

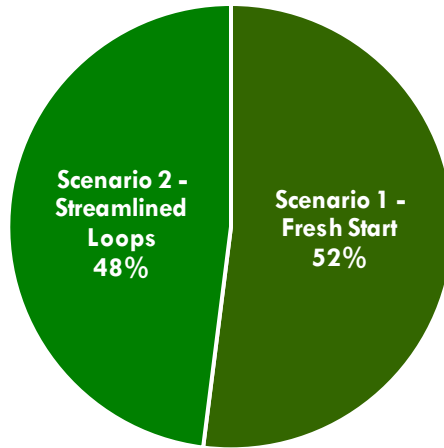
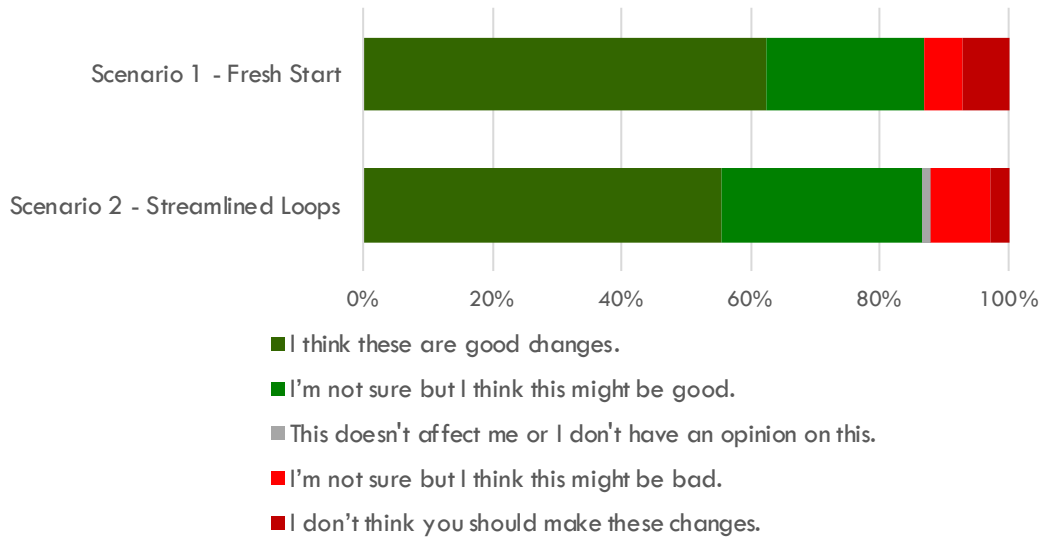


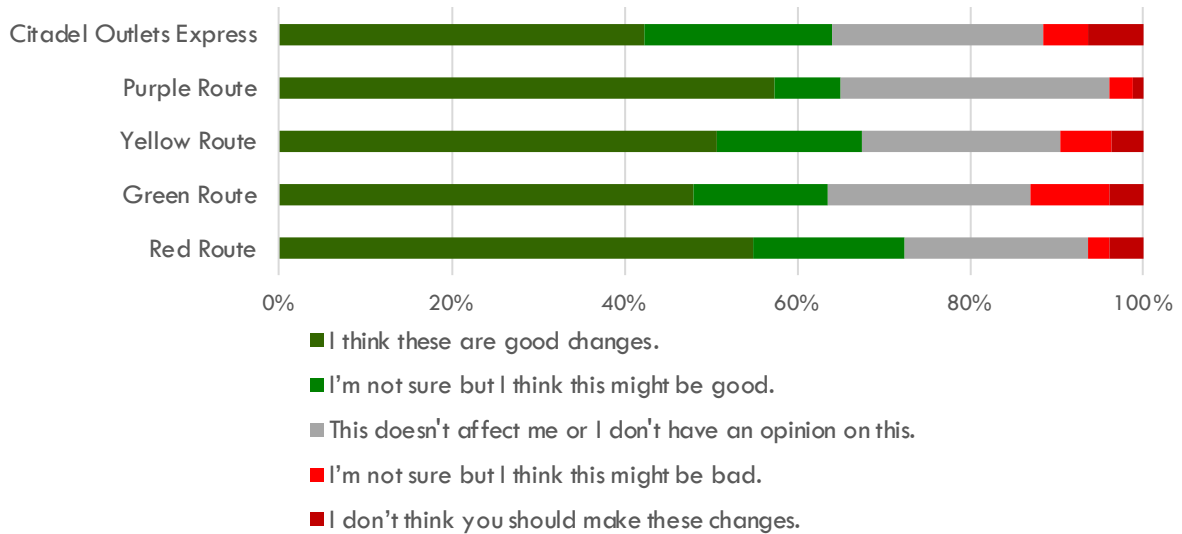
Figure 8-9 What do you think about the proposed service changes in each Scenario?



Route-Level Feedback

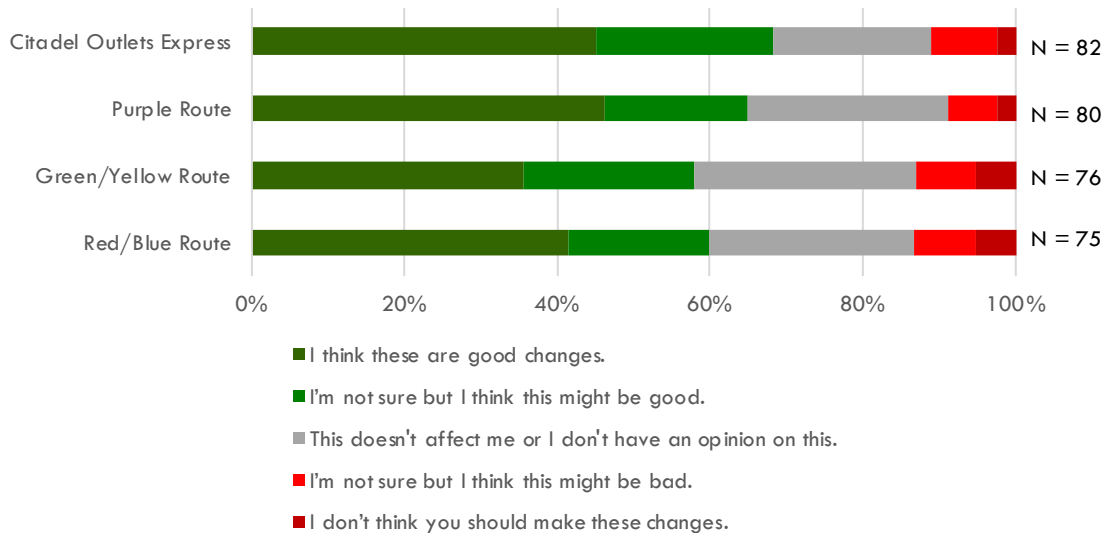
Survey respondents were asked to provide feedback on each of the individual routes presented in Scenario 1 and Scenario 2 through a multiple-choice question about their perceptions of the proposed changes. In Scenario 1 feedback was largely positive for all five routes, ranging between 64% and 73% positive and between 4% and 13% negative (Figure 8-10). The Red and Yellow Routes were the most positively received routes in the scenario, reflecting support for the extension into Bell Gardens on the Yellow Route and the faster, more direct service provided by the Red Route.

Figure 8-10 What do you think about the proposed service changes in Scenario 1?



Feedback was also largely positive for all routes in Scenario 2, but slightly less than for Scenario 1, ranging between 58% and 68% positive and between 9% and 13% negative (Figure 8-11). The Citadel Outlets Express received more positive feedback in Scenario 2 (68%) than in Scenario 1 (64%), indicating support for continuing service in downtown Los Angeles, rather than terminating at Union Station.

Figure 8-11 What do you think about the proposed service changes in Scenario 2?



Open-Ended Comments

All respondents were given the opportunity to provide open-ended comments on the scenarios as a whole, the individual routes within each scenario, and any general feedback on transit in the city. Comments were generally supportive, with key themes including:

- Support for faster, more frequent service in Scenario 1.
- Support for bi-directional service in Scenario 1.
- Support for extension to Bell Gardens on the Yellow Route in Scenario 1 but dissatisfied with removing service from Bandini Boulevard.
- Dissatisfied with removing Citadel Outlets Express service from downtown Los Angeles in Scenario 1.
- Support for the route simplicity and coverage in Scenario 2.
- Strong support for the Purple Route in both Scenarios.
- Respondents would like to see more frequent service than that shown in Scenario 2.

Respondent Demographics

Survey respondents were asked a series of demographic questions. The majority of respondents indicated that they live (56%), work (15%), or both live and work (18%) in the City of Commerce (Figure 8-12). Those who neither live nor work in Commerce indicated that they live nearby or visit family, friends, or businesses within the city.

When asked about occupational status, 36% of respondents identified as employed full time and 28% identified as retired (Figure 8-13). An additional 19% of respondents identified as unemployed, 4% identified as employed part time, and 4% identified as students.

Survey respondents were fairly evenly distributed across adult ages. About one quarter each are between the ages of 18 and 34 and over 65, with the remaining half between the ages of 35 and 64 (Figure 8-14). No respondents were below the age of 18.

The majority of respondents (77%) identified as being Hispanic or Latinx. An additional 16% of respondents identified as being White or Caucasian (Figure 8-15). When asked what language is typically spoken in the respondent's home, 65% reported speaking English, while 30% reported speaking Spanish (Figure 8-16).

The largest proportion of respondents (30%) have an annual household income of less than \$15,000 and half of all respondents have an annual household income of less than \$25,000 (Figure 8-17). Over half of the respondents (56%) live in a household of three people or fewer and 4% live in a household of more than six people. No respondents live in a household with more than eight people (Figure 8-18).

Figure 8-12 Community Survey Relationship to the City of Commerce

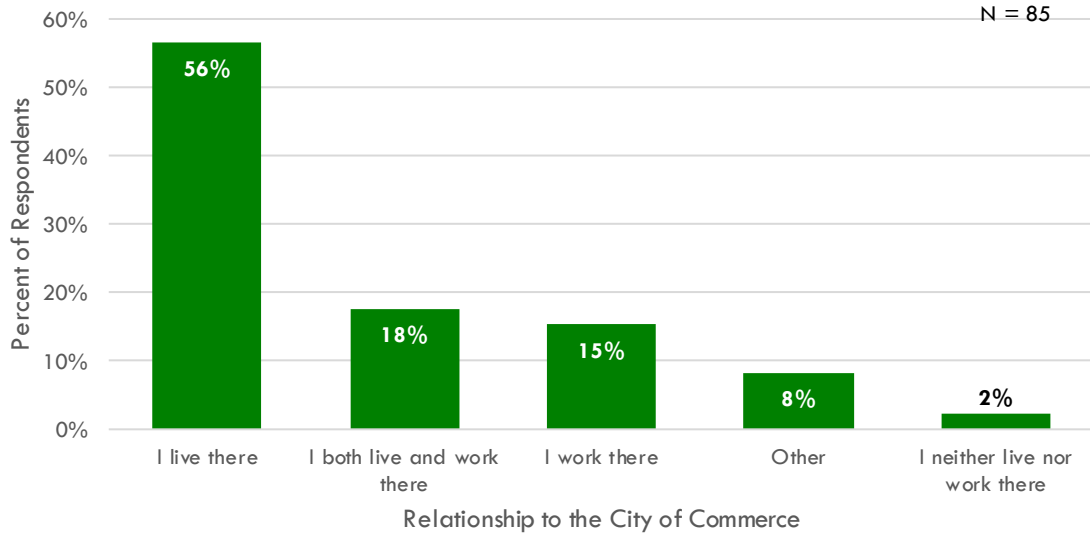


Figure 8-13 Community Survey Occupation Status

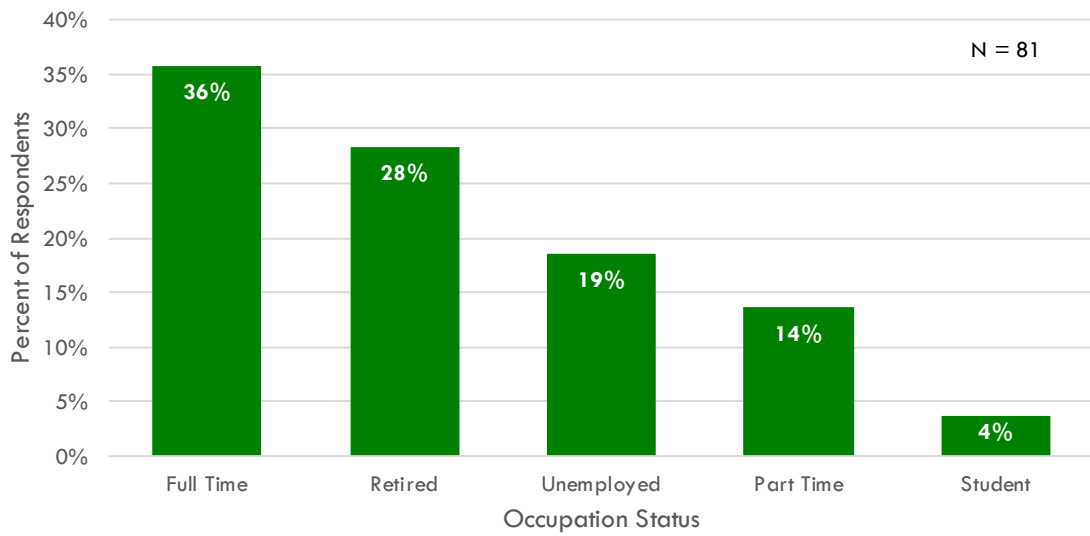


Figure 8-14 Community Survey Age

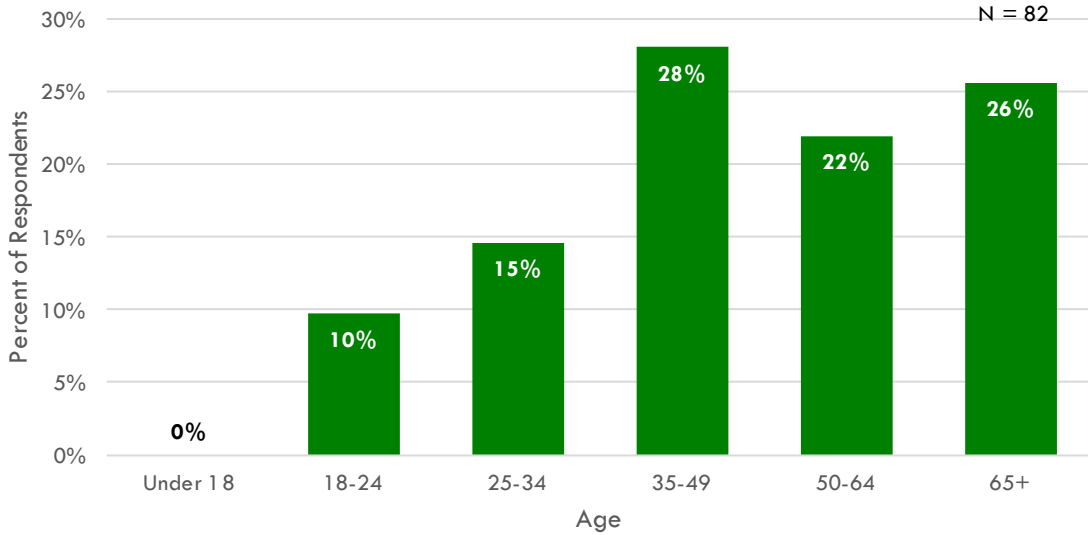


Figure 8-15 Community Survey Race and Ethnicity

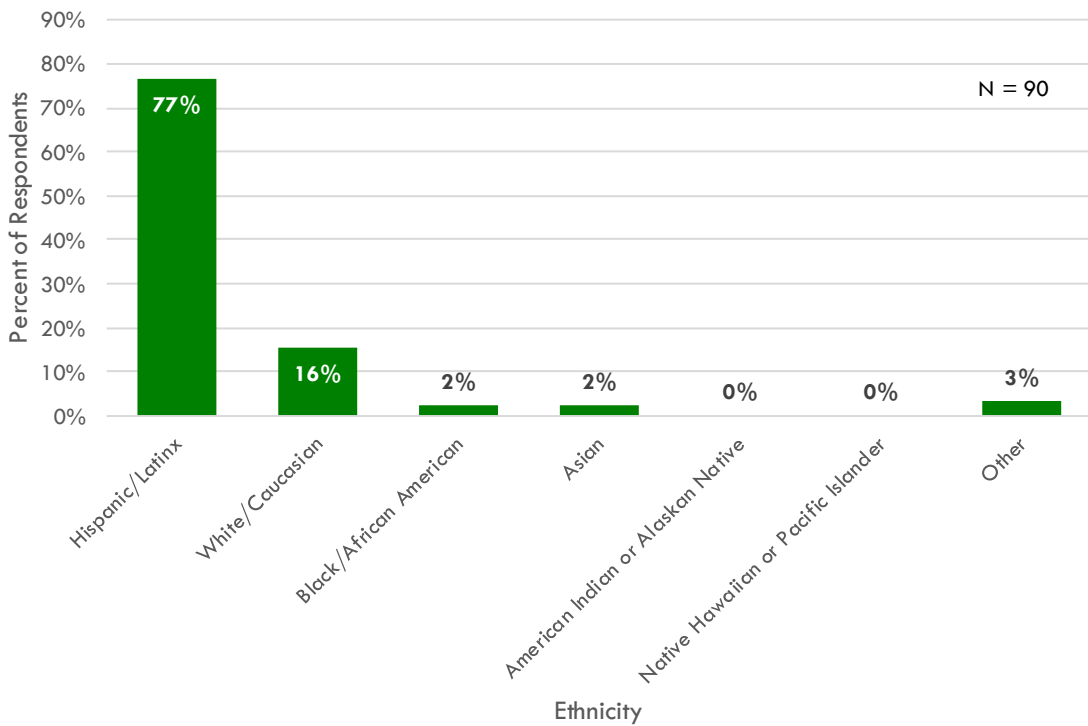


Figure 8-16 Community Survey Language Spoken at Home

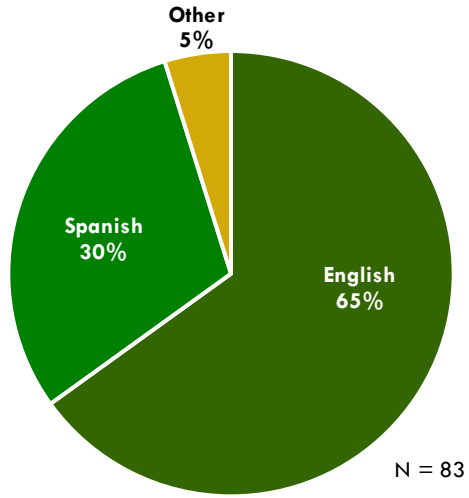


Figure 8-17 Community Survey Household Income

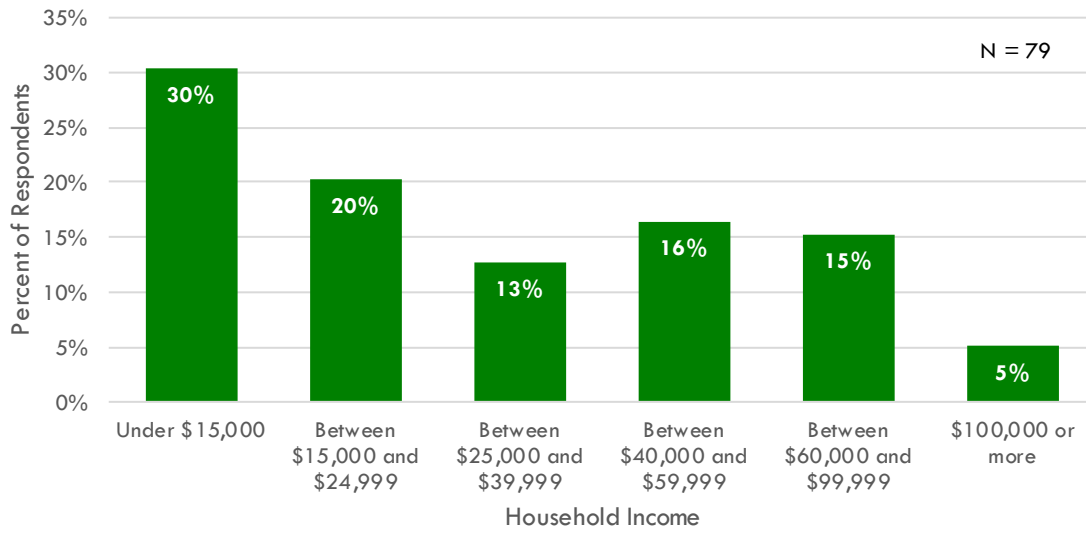
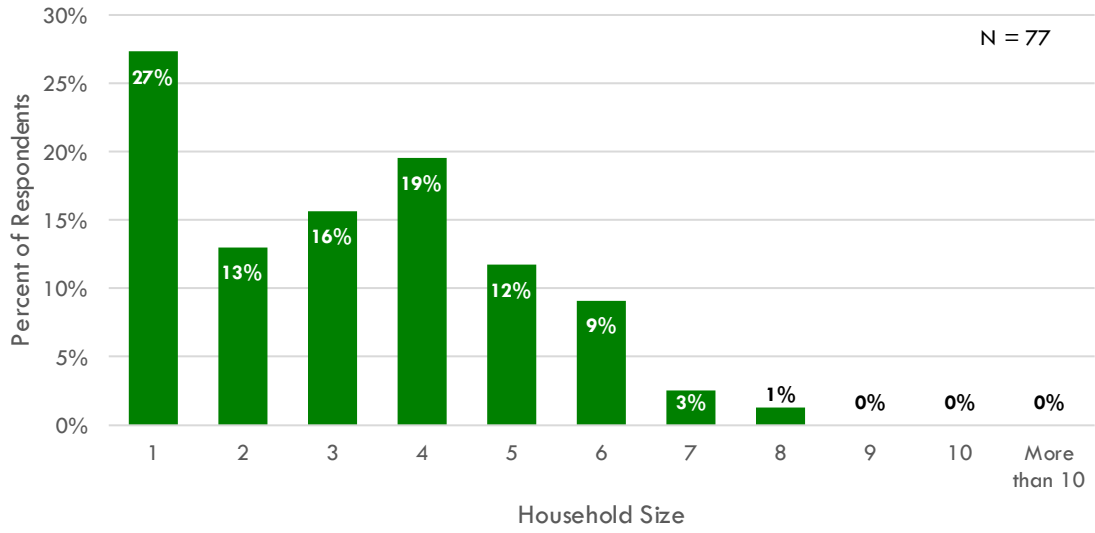


Figure 8-18 Community Survey Household Size



9 PREFERRED ALTERNATIVE

The results of Phase II outreach, discussed in Chapter 8, show that the community was generally supportive of both preliminary service scenarios. Specific findings from outreach identified support for faster and more direct service, bi-directional service, higher frequency service, and the extension to Bell Gardens provided in Scenario 1 – Fresh Start. However, there were concerns about removing service from downtown Los Angeles and removing a one-seat ride between the Bristow Park neighborhood and Commerce Center. These findings, priorities, and concerns were incorporated into the Preferred Alternative.

PREFERRED ALTERNATIVE OVERVIEW

The recommendations presented in the Preferred Alternative were developed using the public input collected during the second phase of public outreach. Overall, the community indicated support for the following elements:

- Higher frequency service
- Faster, more direct service
- Bi-directional service
- New service into Bell Gardens
- New service to Cal State LA
- Maintaining a one-seat ride from Bristow Park to Commerce Center
- Continuing to serve downtown Los Angeles (in addition to Union Station)
- Improved, consistent weekend service

The Preferred Alternative maintains service to many of the key destinations and high ridership areas in the City of Commerce and provides more direct service and higher frequency service to reduce the amount of time residents spend waiting for the bus and to reduce unnecessary out-of-direction travel.

Figure 9-1 and Figure 9-2 provide a system map and summary of service proposed as part of the Preferred Alternative.

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Figure 9-1 Preferred Alternative System Map

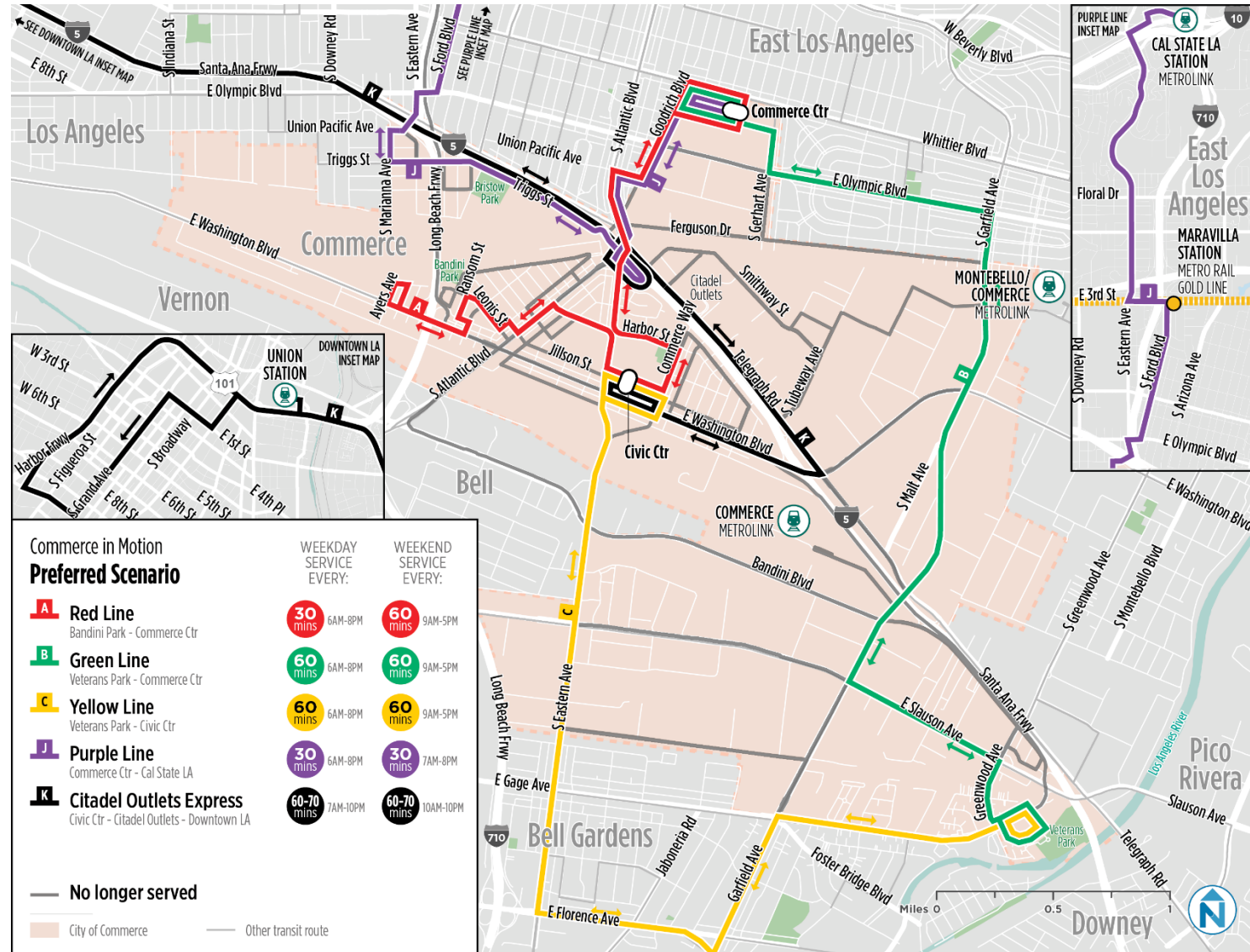


Figure 9-2 Preferred Alternative Service Summary

Preferred Alternative	Weekday	Saturday & Sunday	Weekday	Saturday & Sunday
	Frequency (minutes)		Span	
Red Route <i>Bandini Park – Commerce Center</i>	30	60	6am-8pm	9am-5pm
Green Route <i>Veterans Park – Commerce Center</i>	60	60	6am-8pm	9am-5pm
Yellow Route <i>Veterans Park – Civic Center</i>	60	60	6am-8pm	9am-5pm
Purple Route <i>Civic Center – Bristow Park – Cal State LA</i>	30	30	6am-8pm	7am-8pm
Citadel Express Peak <i>to Union Station</i>	60	60	11am-5pm	11am-5pm
Citadel Express Off-Peak <i>to Union Station</i>	70	70	7am-11am; 5pm-10pm	10am-11am; 5pm-10pm

ROUTE - LEVEL RECOMMENDATIONS

Red Route

The Red Route serves much of the same area currently served by the existing Red Route but with more direct, higher frequency service. Key changes in the Preferred Alternative include:

- Operate every 30 minutes on weekdays and every 60 minutes on Saturdays and Sundays between Bandini Park, Commerce Civic Center, and Commerce Center.
- Streamline service to focus on higher ridership stops and provide faster service on main corridors instead of smaller neighborhood streets.
- Operate bi-directional service instead of a one-way loop.
- Residents in the Bandini Park and Rosewood Park neighborhoods will all be within approximately a ¼ mile walk of the proposed service.
- The Bristow Park neighborhood currently served by the Red Route would be served by the Purple Route.

Green Route

The Green Route serves the eastern portion of the area currently served by the Green and Yellow Routes, and provides service between Veterans Park and Commerce Center along Greenwood

Avenue, Slauson Avenue, Garfield Avenue, and Olympic Boulevard. Key recommendations in the Preferred Alternative include:

- Operate every 60 minutes on weekdays, Saturdays, and Sundays. Offset departures from Veterans Park with the Yellow Route, providing departures every 30 minutes combined.
- Operate bi-directional service instead of a one-way loop.
- All areas currently served by the existing Green Route would continue to have service except the low ridership segments of Slauson Avenue between Garfield Avenue and Eastern Avenue and Washington Boulevard between Telegraph Road and Garfield Avenue.

Yellow Route

The Yellow Route serves the western portion of the area currently served by the Green and Yellow Routes. Key changes in the Preferred Alternative include:

- Addition of a direct connection to Bell Gardens Marketplace (including grocery, pharmacy, and other retail) from Veterans Park, provides a closer alternative to Commerce Center.
- Operate every 60 minutes on weekdays, Saturdays, and Sundays. Offset departures from Veterans Park with the Green Route, providing departures every 30 minutes combined.
- Operate bi-directional service instead of a one-way loop.
- All areas currently served by the existing Yellow Route would continue to have service except the low ridership segments of Bandini Boulevard between Eastern Avenue and Garfield Avenue, Washington Boulevard between Telegraph Road and Garfield Avenue, and Ferguson Drive between Gerhart Avenue and Garfield Avenue.

Purple Route

As a result of LA Metro's NextGen Bus Plan, the City of Commerce will take over operations of Metro's Line 256 between the City of Commerce and Cal State LA. This route will be unchanged from the existing alignment north of Olympic Boulevard. South of Olympic Boulevard, the following changes would be made:

- Provide direct, bi-directional service to the Bristow Park neighborhood and Commerce Center every 30 minutes on weekdays, Saturdays, and Sundays.
- Allow City of Commerce residents to take a one-seat, fare free ride with connections to Cal State LA, the Metro Rail Gold Line, and Commerce Center.

Citadel Outlets Express

The Citadel Outlets Express would be simplified to provide faster, more consistent, and more reliable service in the Preferred Alternative. Key changes include:

- Serve downtown Los Angeles on all trips instead of only at certain times of day.
- Serve Union Station in both directions, this reduces the time spent onboard the vehicle for passengers between Union Station and Commerce.
- The local alignment in the City of Commerce would operate along Telegraph Road and Washington Boulevard, provide direct service to Citadel and Commerce Casino employees and patrons, and direct connections to local City of Commerce routes at the Civic Center.

- The route would consistently operate every 60 minutes during peak travel times (11:00 a.m. – 5:00 p.m.) and every 70 minutes the rest of the day.
- During the holiday peak season for retail (November-December), additional vehicles may be placed in service to meet customer demand. This may include all-day 60-minute service, and/or increasing peak service levels to every 45 minutes.

SUPPORTING RECOMMENDATIONS

Jillson Street Transit Center

To facilitate transfers between the Red, Yellow, Purple, and Citadel Outlets Express routes, a new transit center is proposed on Jillson Street between Eastern Avenue and Commerce Way. While the existing Commerce Center Transit Center would continue to operate, this would allow transit riders from Veterans Park, Rosewood Park, and Bandini Park to transfer to connecting routes without passing through the Mixmaster, reducing out-of-direction travel and improving travel times. This recommendation is described in more detail in Chapter 10.

On-Demand Metrolink Service

Due to the low observed ridership at Commerce Station, the Preferred Alternative does not include a fixed-route bus connection to the Metrolink Station. Instead, it is recommended that the City explore potential on-demand service options to provide a more flexible, cost efficient timed connection. This recommendation is explored in more detail in Chapter 10 and can be achieved through several potential operator models and service designs. On-demand service implementation would require further study to determine the most appropriate option for the City.

FINANCIAL PLAN

To ensure that the recommendations identified in the Preferred Alternative remain cost neutral, the number of vehicles required to operate the service and annual revenue hours were calculated (Figure 9-3) and compared to the existing system (Figure 9-4).

The Preferred Alternative will require 10 vehicles during peak weekday service, the same number that is currently operated by the City of Commerce Transit system. This includes three vehicles on the Citadel Outlets Express, three vehicles on the Purple Route, two vehicles on the Red Route, one vehicle on the Green Route, and one vehicle on the Yellow Route. While the City of Commerce will provide all three vehicles used for Purple Route service, LA Metro will pay for the revenue hours of two of those vehicles as part of the transition of a portion of Line 256 to City of Commerce Transit. The assumptions included in the Preferred Alternative result in the same number of revenue hours that were operated in 2019. Supplementary services such as increased Citadel Outlets Express frequency during the holiday season and On-Demand Metrolink service will require additional resources.

Figure 9-3 Preferred Alternative Revenue Hours and Peak Vehicle Requirements

	Weekday			Saturday & Sunday		
	Peak Vehicles	Span (Hours)	Revenue Hours	Peak Vehicles	Span (Hours)	Revenue Hours
Red Route	2	14	28	1	8	8
Green Route	1	14	14	1	8	8
Yellow Route	1	14	14	1	8	8
Purple Route*	3	14	42	3	13	39
Citadel Outlets Express (Peak)	3	6	18	3	6	18
Citadel Outlets Express (Off-Peak)**	2	9	18	2	6	12
Daily	10		134	9		93
Annual			34,300			9,700

*The City of Commerce will provide the vehicles to operate this service, but LA Metro will provide the operating funding for two of the three vehicles.

** Off-Peak vehicles are not included in the daily peak vehicle total.

Figure 9-4 Preferred Alternative and Existing Resources Comparison

	Peak Vehicles	Annual Revenue Hours
Existing (2019)	10	34,000
Assumed LA Metro contribution for Line 256 Transfer	0	10,000
Total Available for "Cost Neutral" Scenario	10	44,000
Preferred Alternative	10	44,000

Source: iNTD 2019, Nelson\Nygaard

10 SUPPORTING RECOMMENDATIONS

The Preferred Alternative recommends a new fixed-route service structure for City of Commerce Transit. To ensure that these new routes can operate effectively, and that City of Commerce Transit continues to serve a range of transportation needs, two supporting recommendations are proposed. The first is a new transit hub to facilitate transfers for fixed-route riders. The second is a new on-demand service to meet the needs of Metrolink riders. Both supporting recommendations are described in this chapter.

JILLSON STREET TRANSIT HUB

One of the key elements of the Preferred Alternative is a focus on reducing out-of-direction travel, and on-bus travel times. Under the existing network, most transfers take place at Commerce Center. While this is a good location for a transit hub, given that it is also a shopping destination, its geographic location in relation to the rest of Commerce is on the far north side of the city. This has two drawbacks. First, anyone needing to transfer between routes is likely traveling somewhere other than Commerce Center. They must start their trip by taking a route north to Commerce Center, and then will likely travel back south to their final destination. This out-of-direction travel increases travel times, and is also compounded by the second drawback, that most routes must pass through the Mixmaster to reach Commerce Center. The Mixmaster intersection has long cycle times and can also be congested, adding to on-bus travel times.

The Preferred Alternative includes a new transfer point between the Red, Yellow, and Citadel Outlets Express routes near Commerce Civic Center on Jillson Street. This location is south of the Mixmaster, and more centrally located, allowing residents from Bandini Park, Rosewood Park, and Veterans Park to transfer between routes without traveling through the Mixmaster, and without traveling to the far north side of the city. To facilitate transfers and layover, the City should construct a new transit hub on Jillson Street.

In addition to providing a more conveniently located transfer point, the proposed Jillson Street hub would support the planned Rosewood Village development, which will include 133 new townhomes adjacent to the proposed transit hub. In the next few years, several hundred new residents will live within walking distance of the proposed transit hub, which will provide direct connections to downtown Los Angeles, Commerce Center, Bell Gardens, and Veterans Park. In addition, the City of Commerce owns the surface parking lot on the south side of Jillson Street, which is planned for eventual mixed-use redevelopment as part of the Washington Boulevard Specific Plan.

Figure 10-2 depicts a planning-level concept for the transit hub, including four bus bays on the south side of the street and one bus bay on the north side of the street. Including bays on both sides of the street allows bi-directional routing and ensures that there are enough layover spaces to accommodate timed arrivals between all three routes, as well as any future expansion of bus service. The envisioned bus bays could be constructed within the existing curb-to-curb width, staggering the bays on each side of the street to maintain a drive aisle for passing buses. Additional amenities are

proposed, including shelters, lighting, and enhanced pedestrian crossings. The City could also consider closing the street to automobile traffic to reduce conflicts. Planning-level analysis based on unit-costs provided by City staff resulted in a ballpark cost estimate of \$500,000 to implement the proposed transit hub. Capital expenditures associated with the Jillson Street transit hub may be provided by federal funding or other grant opportunities.

Figure 10-3 depicts the proposed transit hub in the near-term as well as with the Rosewood Village development in the long-term. As redevelopment plans are considered for the adjacent properties, the City should identify opportunities to widen the sidewalks on both sides of Jillson Street to provide room for enhanced shelters and pedestrian walkways. This could be accomplished by moving the property line on the south side of the street when the surface lot is redeveloped to widen the right-of-way.

The City should conduct design and engineering work to develop plans for implementing the Jillson Street hub to complement restructuring of City of Commerce Transit routes.

Figure 10-1 Jillson Street between Eastern and Daniel (Facing East)



Figure 10-2 Jillson Street Transit Hub Concept

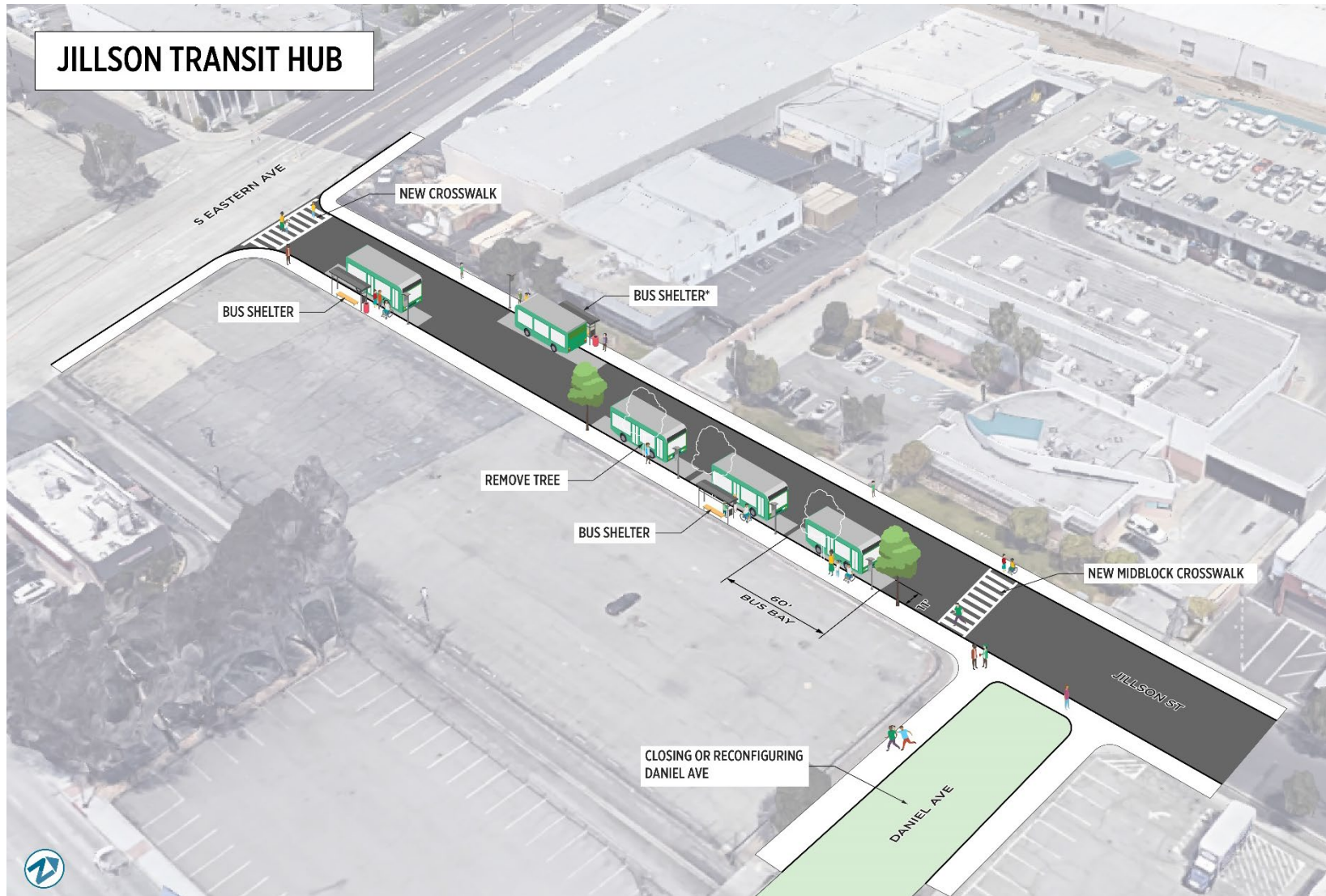


Figure 10-3 Jillson Street Transit Hub Rendering



ON-DEMAND METROLINK SHUTTLE SERVICE

A component of the *Commerce in Motion* Preferred Alternative includes replacing existing fixed-route service to the Commerce Metrolink Station with a new on-demand service. Effective on-demand transit service can act as a complement to fixed-route service. Low density areas or areas with peaks in demand at specific times, like commuter rail stations or shift-based employment centers, can be difficult to serve with regularly scheduled fixed-route vehicles, and on-demand technology using smaller vehicles offers a lower-cost, innovative solution to serve areas with limited or dispersed demand.

There are a range of service delivery models that are used for on-demand transit service. A detailed analysis of the potential market for on-demand service and the service model that is most appropriate for this operating context would be necessary before implementing a new on-demand service. This section explores the potential tradeoffs associated with several commonly used on-demand service models.

On-Demand Service Delivery Models

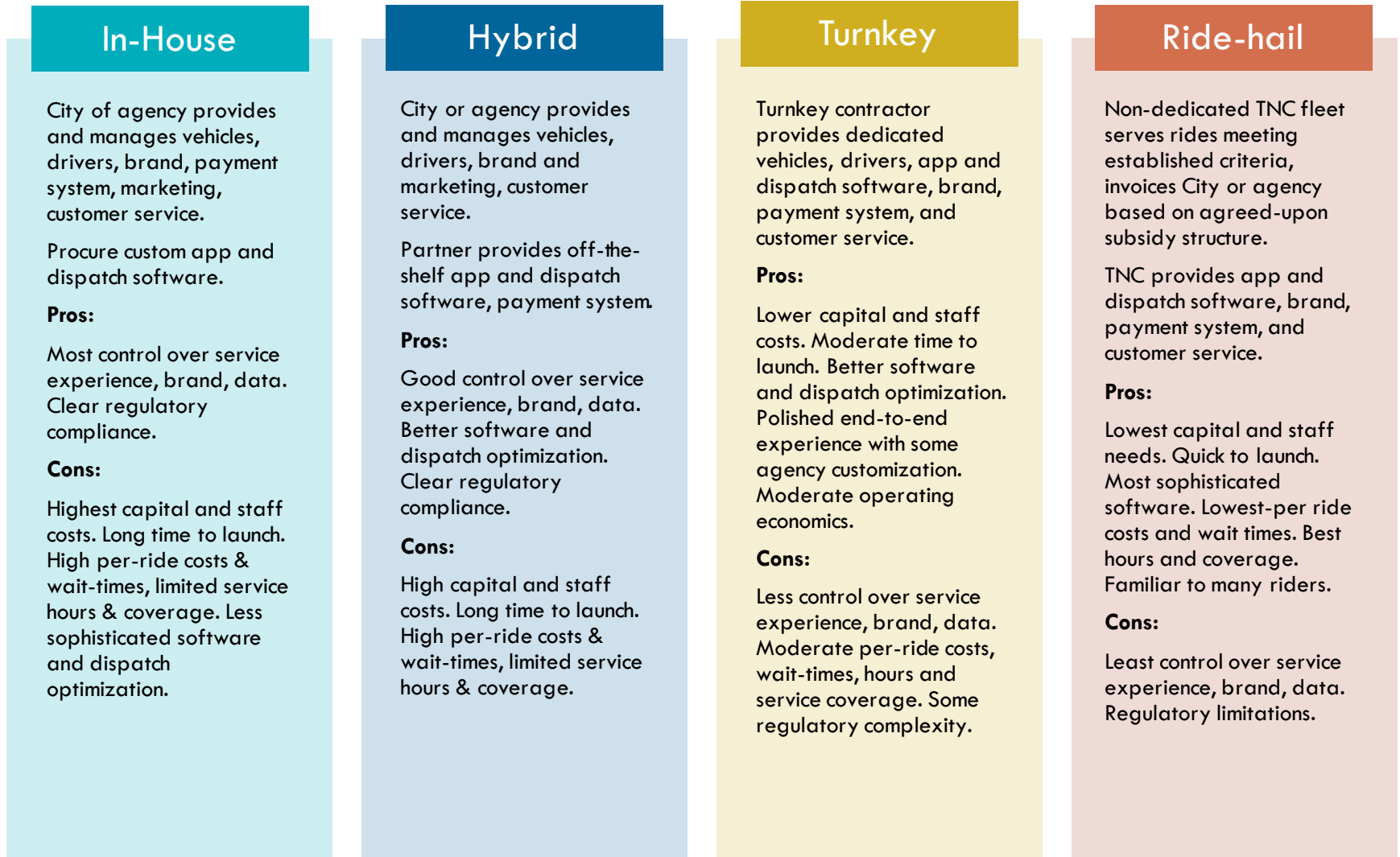
On-demand service, as with other types of public transportation services, is delivered in four primary ways in the United States. These service delivery methods range from complete ownership to fully contracted service. Geographical parameters and pricing of the service can be designed to function in much the same way across all models, although different delivery methods may have consequences for other aspects of the digital and physical user experience, as well as service characteristics like wait times and hours of operation. To the transit provider, these service delivery methods have a significant impact on cost and general oversight requirements.

- **In-House Operation:** The transit agency acts as the sole entity responsible for all aspects of on-demand operations, employing every position, owning every vehicle, and managing all compliance and oversight requirements.
- **Hybrid:** The transit agency contracts with a private entity for a subset of transportation management and operations. For on-demand service, many agencies enter contracts with transportation technology companies for software and trip booking algorithm support. The agencies often provide vehicles and drivers in-house.
- **Turnkey Contract:** The transit agency contracts with a private transportation provider offering a full software platform, dedicated vehicles, and contracted operators for the day-to-day management of the on-demand service. The transit agency remains responsible for the administration of the contractor and the assurance of all compliance and oversight requirements.
- **Ride-Hail Company Contract:** The transit agency contracts with a ride-hail provider, such as Uber or Lyft, offering a discount to customers for its standard consumer-facing software and non-dedicated vehicles for the day-to-day management of the on-demand service. The transit agency remains responsible for the administration of the contractor and the assurance of all compliance and oversight requirements.



As shown in Figure 10-4, each on-demand operating model has benefits and challenges with regards to capital and staffing needs, costs, software needs, service quality, and launch timeline.

Figure 10-4 On-Demand Operating Models



City of Commerce On-Demand Opportunities

In conjunction with the fixed-route service recommendations proposed in the Preferred Alternative, there is an opportunity for the City of Commerce to explore a new on-demand service to replace low-performing fixed-route service in the city. One opportunity would be to provide dedicated connections with the arrival and departure of Metrolink service at Commerce Station.

Prior to COVID-19 related service reductions, Commerce Station was served by the 26th Street Shuttle and the Orange Route. The 26th Street Shuttle provided a fixed-route connection approximately every 30–60 minutes on weekdays from 7:00 a.m. to 9:30 a.m. and 2:45 p.m. to 5:30 p.m. and averaged 43 boardings per day. The Orange Route makes specific deviations to serve Commerce Station on three trips in the morning and three trips in the afternoon. Commerce Station is served by four Metrolink commuter rail trips in the morning and four trips in the afternoon. However, not all of these trips were effectively served by the 26th Street Shuttle and the Orange Route, as shown in Figure 10-5.

Figure 10-5 Commerce Station Metrolink Schedule

Scheduled Metrolink Arrival at Commerce Station	Scheduled 26 th Street Shuttle Arrival	Scheduled 26 th Street Shuttle Departure	Scheduled Orange Route Arrival and Departure
7:00 a.m.	--	7:00 a.m.	6:19 a.m.
7:26 a.m.	7:32 a.m.	7:33 a.m.	7:44 a.m.
8:19 a.m.	8:05 a.m.	8:20 a.m.	--
9:08 a.m.	8:52 a.m.	9:02 a.m.	9:09 p.m.
3:33 p.m.	3:17 p.m.	3:18 p.m.	2:46 p.m.
4:01 p.m.	3:50 p.m.	3:57 p.m.	--
4:44 p.m.	4:30 p.m.	5:00 p.m.	4:21 p.m.
5:54 p.m.	5:35 p.m.	--	5:46 p.m.

On-demand service that is strategically designed to align with the arrival and departure times of Metrolink service may better meet the needs of Metrolink riders. This type of service would reduce the amount of time passengers spend waiting for a connection at Commerce Station and can be specifically targeted by geographic location or time of day to control operational costs, constrain service to Commerce Station, or expand service to new areas as demand and financial considerations warrant.

Next Steps and Further Study

Before the City of Commerce implements a new on-demand service, further study and additional public outreach is necessary to identify the appropriate operating model and zone design, inform the public of the costs and benefits associated with the service, and seek input for where and how the service should operate.

Operating Model

Each of the operating models identified in this chapter come with their own sets of tradeoffs, including:

- Affordability
- Scalability
- Agency oversight

In-House and Hybrid Service

On-demand service operated in-house requires the agency to provide all vehicles, labor, and potentially the dispatching software to operate the service. This operating model would give the City the greatest program oversight and could leverage existing dial-a-ride vehicles during periods of low demand. If demand for the service is relatively low, the City could manage trips without specialized routing algorithms, simply dropping off connecting Metrolink passengers at their desired destination in the morning and collecting reservations for afternoon pickups. Under this model it is recommended that the City limit destinations to those within a 2-mile radius of the Metrolink station.

Turnkey Service

The turnkey service model may be more scalable than in-house operations, but gives the City less oversight of operations, management, and data sharing. In this model, a contractor provides the service, reducing the startup costs of acquiring a vehicle, and providing the potential to scale service up and down according to demand.

Ride-Hail Partnership

Ride-hail partnerships are generally the most affordable option, as they require no vehicles or drivers, simply fare subsidies for rides taken as part of the partnership. This model is relatively scalable for lower ridership services but may become less cost effective under higher ridership scenarios. This model also gives the least agency oversight of service and may have regulatory or policy drawbacks, including the availability of wheelchair accessible vehicles, which is required for ADA compliance.

Zone Design

A more detailed analysis of the service area would be required to ensure that the operating model is adequately matched with demand for the service. If demand is too high for available capacity, passenger wait times may increase and additional vehicles may be required, reducing the usefulness of the service and increasing operating costs. Identifying the projected demand for service will be a key input for determining which operating model is most useful.

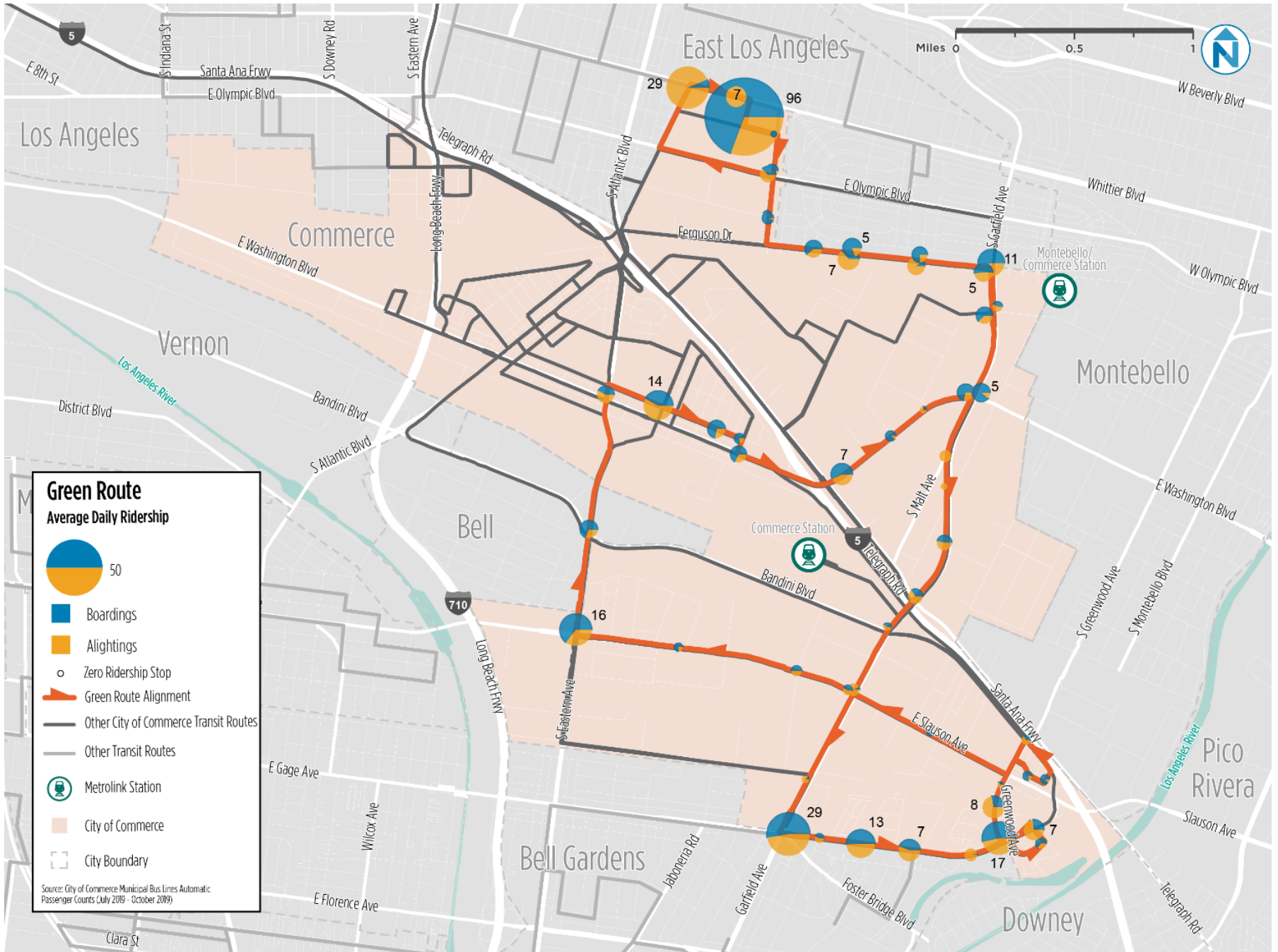
Demand for service is largely related to zone design. For example, limiting the service to only allow pick-ups and drop-offs at Commerce Station would have lower demand than a service that allows travel anywhere in the City of Commerce. Similarly, a service that connects Commerce Station to any location in the City would have higher demand than a service that only connects Commerce Station to an existing City of Commerce Transit bus stop, or a distance-based zone, such as a 2-mile radius from the Metrolink station.

Next Steps

The next steps for implementing a new on-demand service in the City of Commerce require further analysis of operator models, zone design, and policy implications to determine the preferred service model for the city. Metrolink ridership has been severely reduced as a result of COVID-19 and associated changes in commuter travel patterns. As Metrolink ridership returns, City of Commerce Transit should conduct outreach with potential riders to determine the most appropriate service model to meet first/last mile connection needs.

Appendix A Ridership Maps

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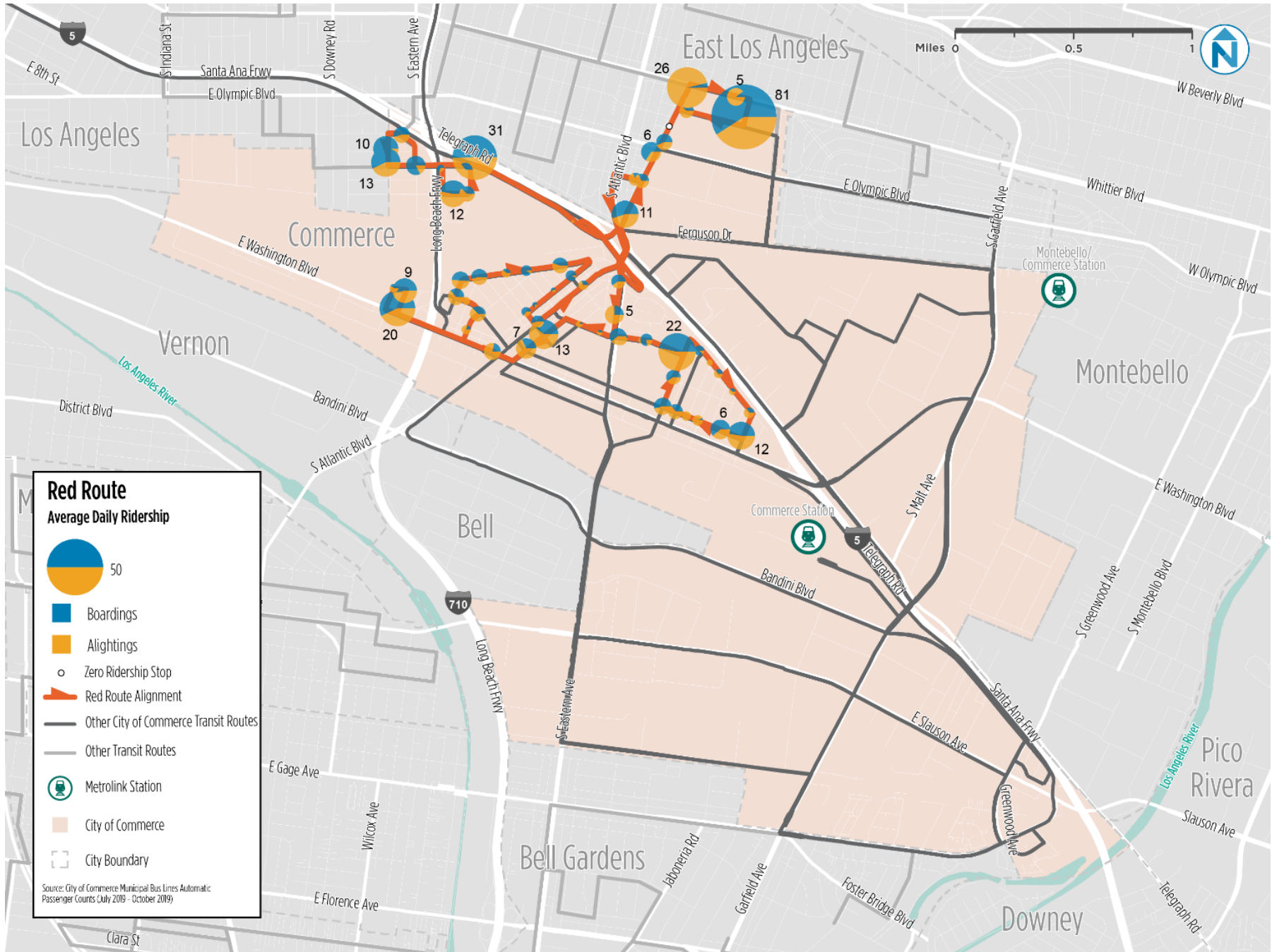
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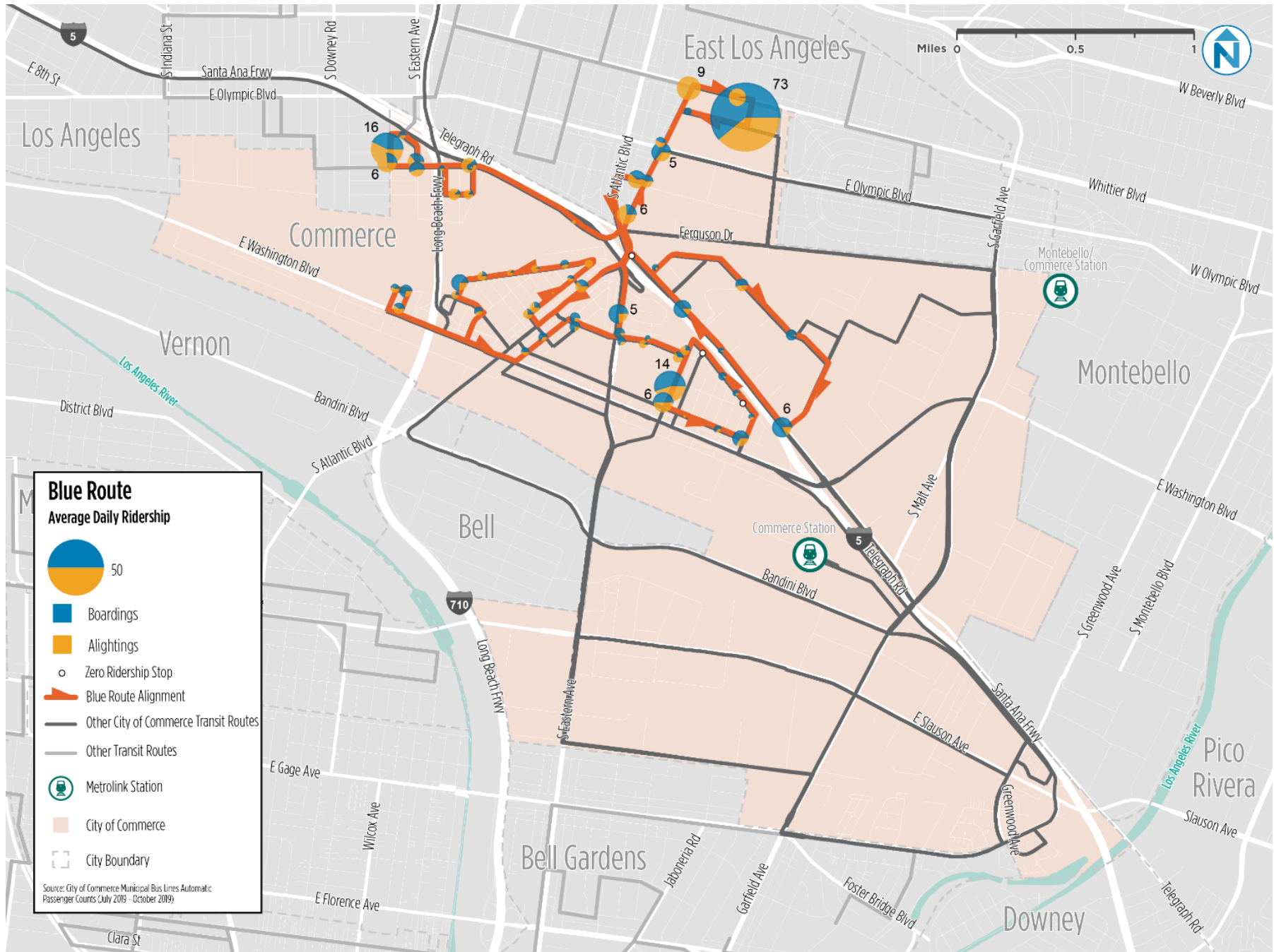
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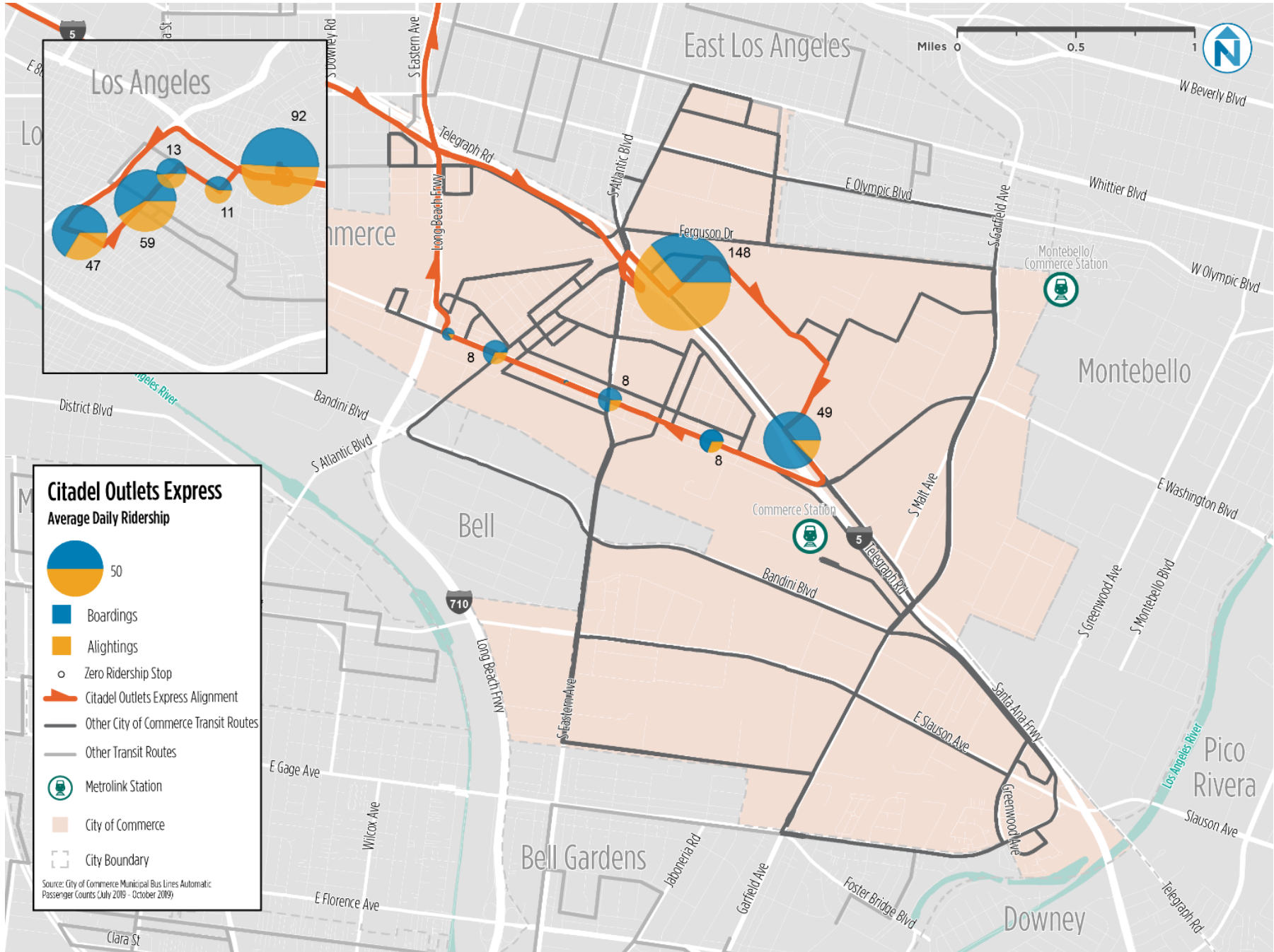
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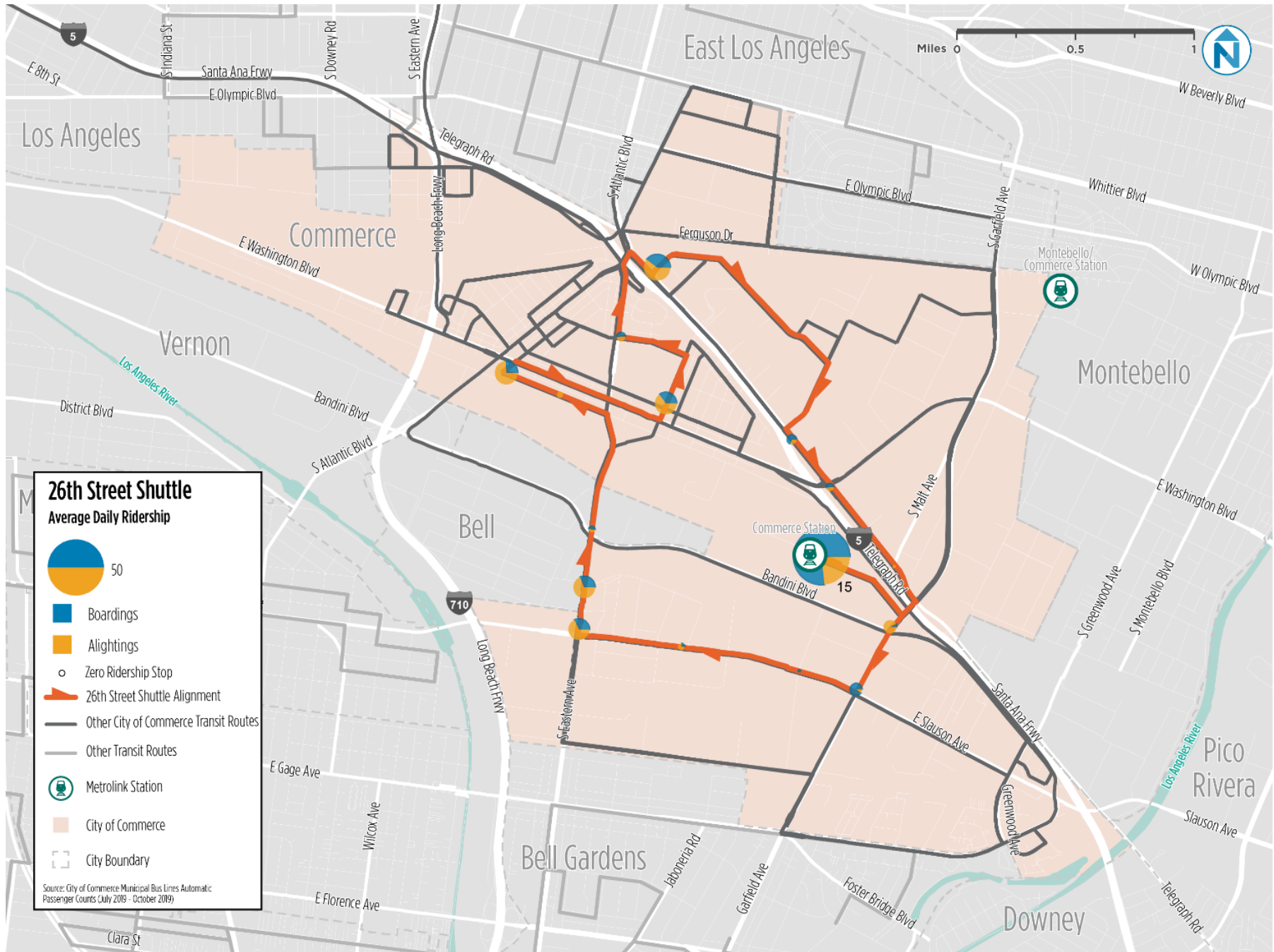
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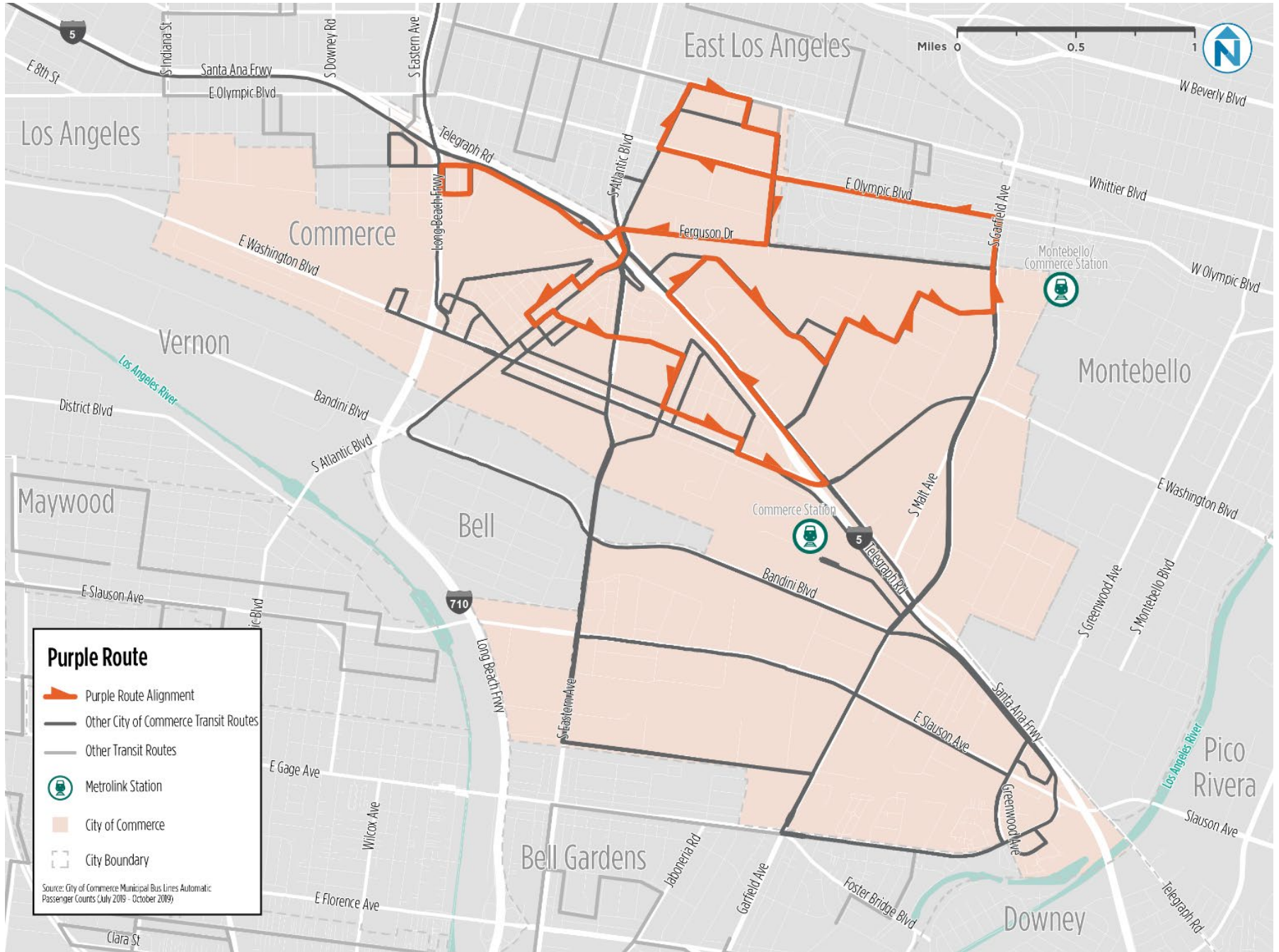
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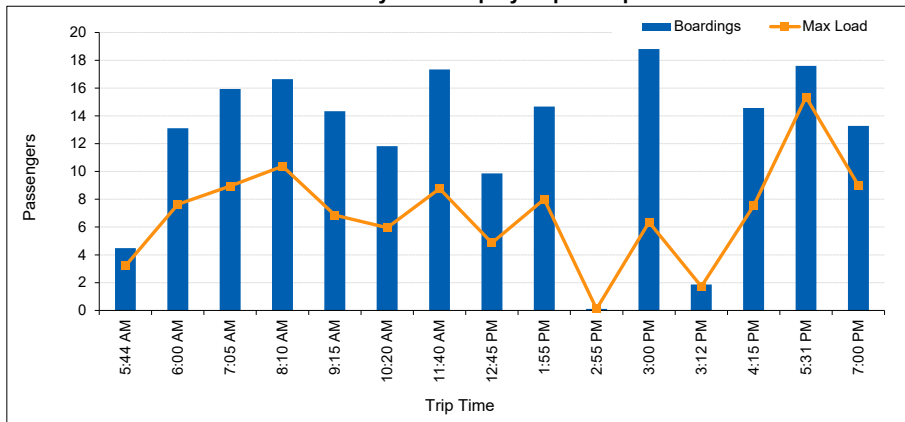
Appendix B Route Profiles

WEEKDAY

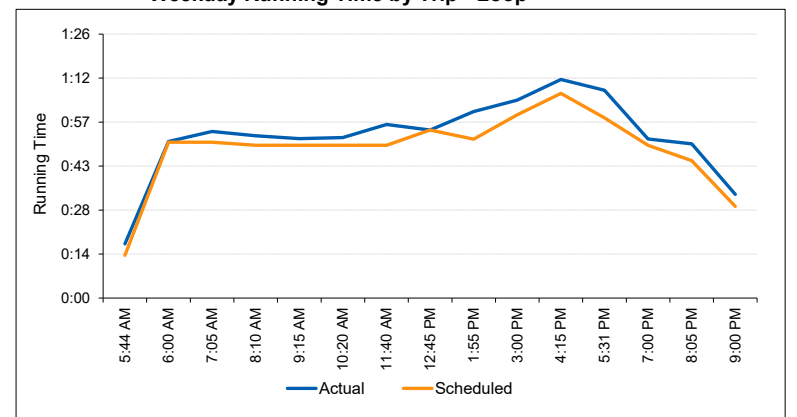
Route 100 Green Weekday		Route Productivity Summary			
		Activity	Service Hours	Productivity	
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	191	179	12.6
Loop		191	179	12.6	15.1
By Segment					
1	Commerce Shopping Center to Gage Ave & Garfield Ave	87	32	4.3	20.4
2	Gage Ave & Garfield Ave to Jillson St & Commerce Way	62	62	3.3	18.9
3	Jillson St & Commerce Way to Commerce Shopping Center	41	86	4.7	8.9
By Time Period					
AM		50	39	2.8	18.1
Midday		68	57	4.4	15.5
PM		35	38	2.4	14.8
Eve		37	45	3.1	12.2

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
			84	Gerhart Ave & Union Pacific Ave (NB)
74%	7%	19%	84	Gerhart Ave & Union Pacific Ave (NB)
71%	29%	0%		
53%	0%	47%		
71%	0%	29%		
			22	Ferguson Dr & Elton Ave (WB)
			28	Garfield Ave & Bandini Blvd
			14	Ferguson Dr & Saybrook Ave (WB)
			30	Grace Pl & Gerhart Ave

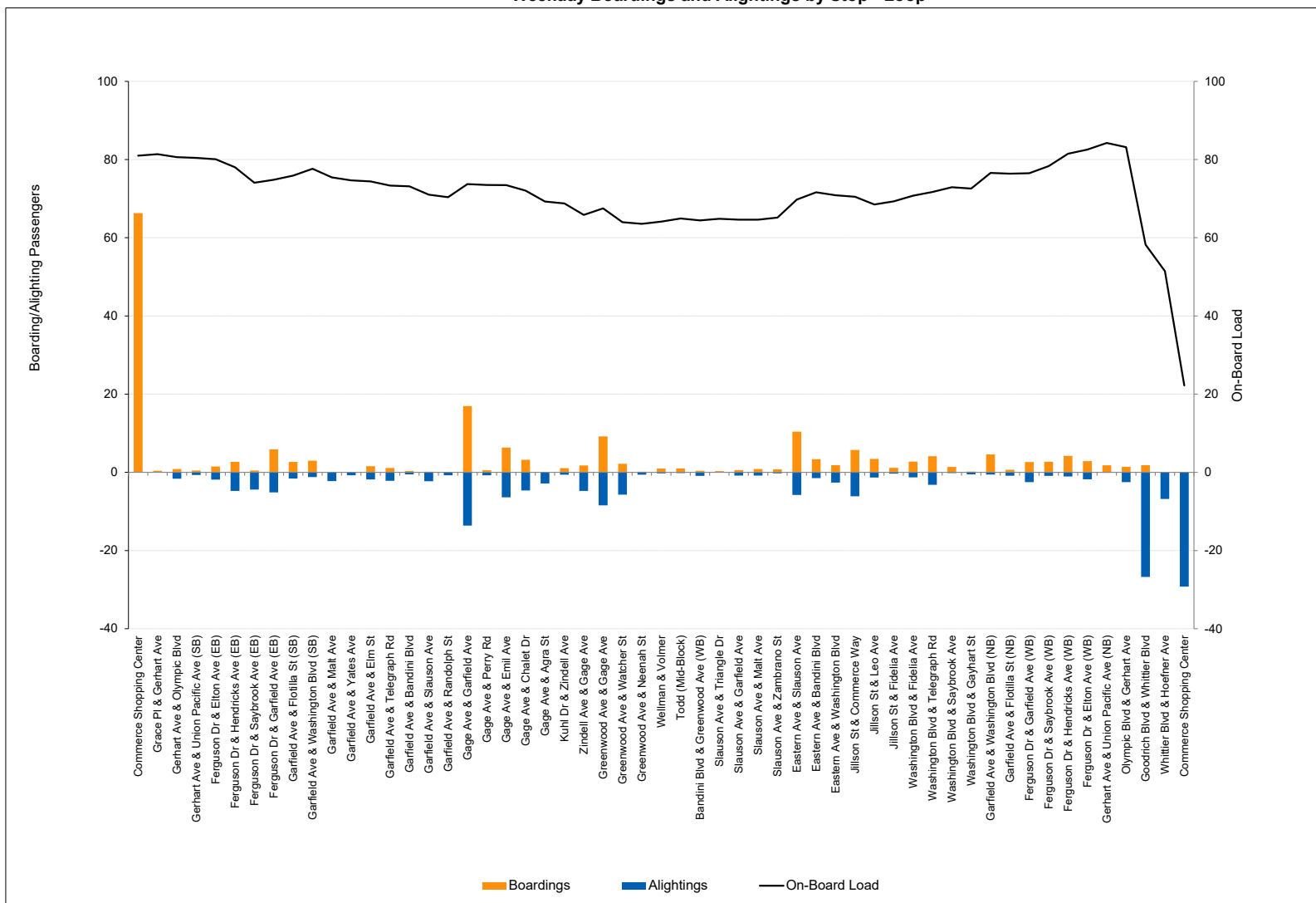
Weekday Ridership by Trip - Loop




Weekday Running Time by Trip - Loop



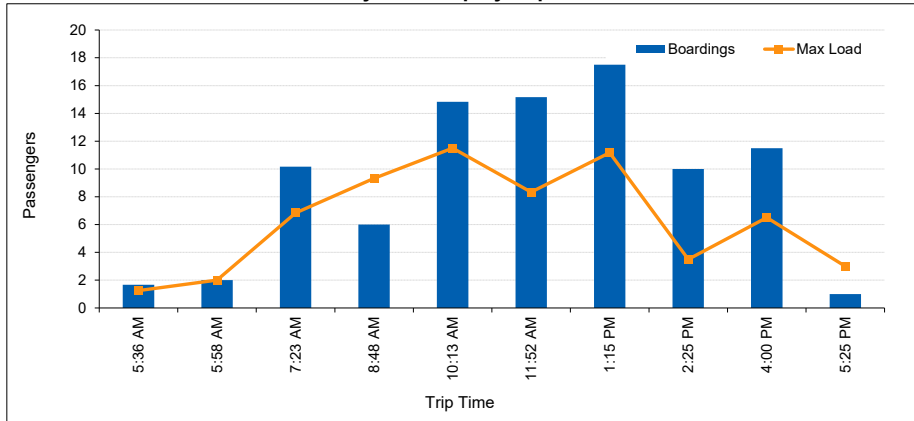
Weekday Boardings and Alightings by Stop - Loop



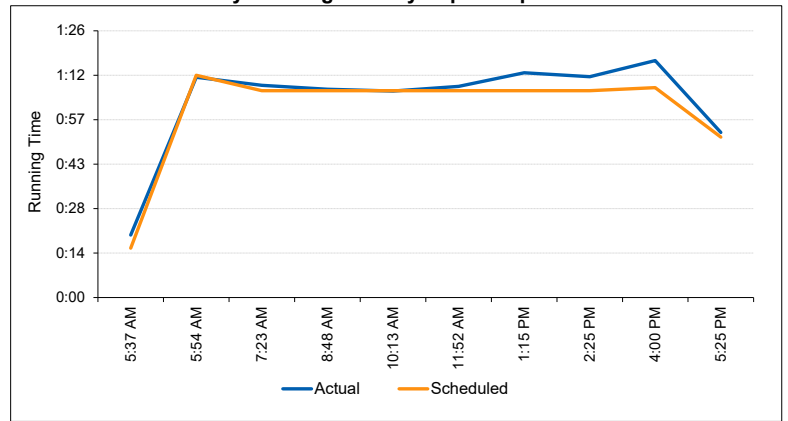
Route 200 Orange Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
					
Total		90	76	10.1	8.9
Loop		90	76	10.1	8.9
By Segment					
1	Commerce Shopping Center to Gage Ave & Garfield Ave	45	17	4.8	9.4
2	Gage Ave & Garfield Ave to Commerce City Hall	18	14	3.0	5.9
3	Commerce City Hall to Commerce Shopping Center	27	45	2.4	11.3
By Time Period					
	AM	14	12	2.5	5.5
	Midday	63	54	5.6	11.4
	PM	13	11	2.0	6.3

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
			55	Telegraph Rd (Citadel)
78%	11%	11%	55	Telegraph Rd (Citadel)
100%	0%	0%		
70%	20%	10%		
44%	22%	33%		
			9	Telegraph Rd & Tubeway Ave
			39	Telegraph Rd (Citadel)
			8	Greenwood Ave & Neenah St

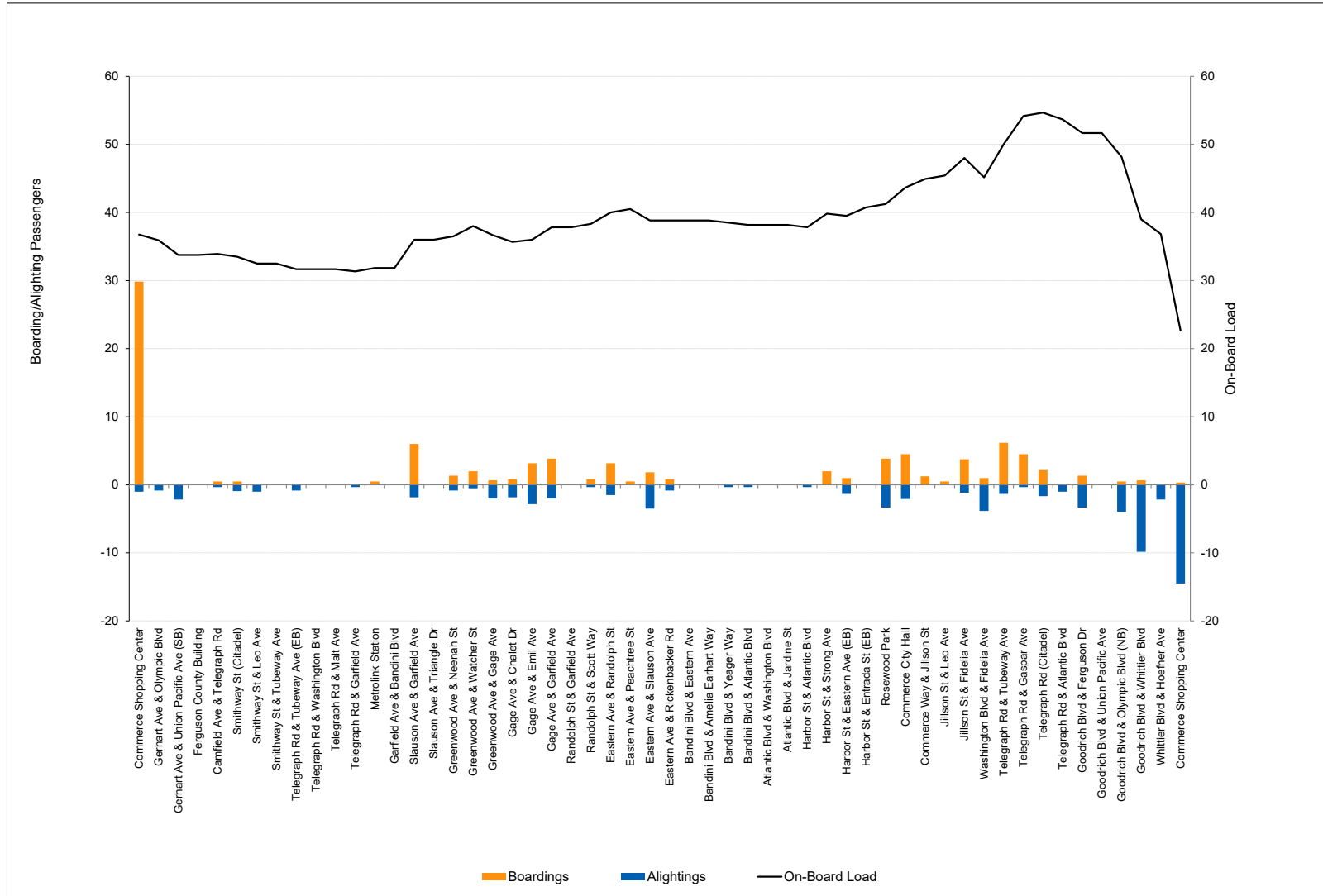
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



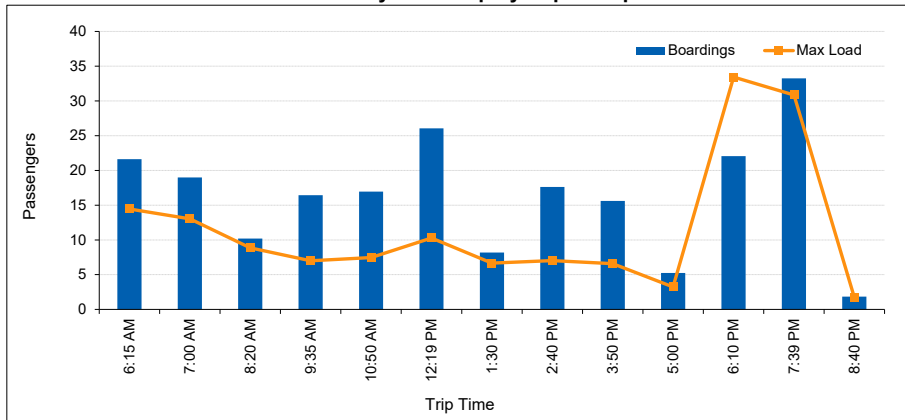
Weekday On-Board by Stop and Time Period - Loop



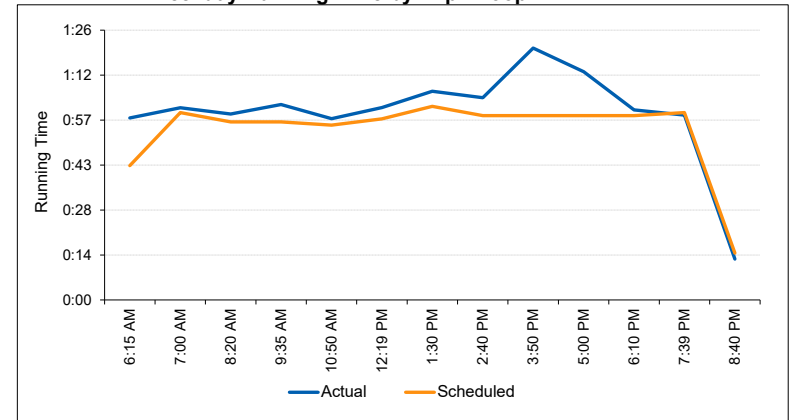
Route 400 Red Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	214	213	11.7
Loop		214	213	11.7	18.2
By Segment					
1 Commerce Shopping Center to Rosewood Park		89	14	1.9	47.8
2 Rosewood Park to Fidelia Ave & Jillson St		6	8	1.1	5.2
3 Fidelia Ave & Jillson St to Bedessen Ave & Washington Blvd		27	43	2.1	12.7
4 Bedessen Ave & Washington Blvd to Goodrich Blvd & Olympic Blvd (NB)		87	65	6.1	14.2
5 Goodrich Blvd & Olympic Blvd (NB) to Commerce Shopping Center &		5	83	0.5	10.4
By Time Period					
AM		51	49	2.7	19.1
Midday		68	66	3.9	17.4
PM		38	39	3.0	13.0
Eve		57	58	2.2	25.6

Route Operations Summary					
On-Time Performance			On-Board Load		
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	
84%	8%	8%	121	Goodrich Blvd & Olympic Blvd (SB)	
77%	8%	15%	29	Triggs St & Eastern Ave (EB)	
92%	8%	0%		Goodrich Blvd & Olympic Blvd (SB)	
83%	17%	0%		Rosewood Park	
83%	8%	8%		17	Rosewood Park
67%	8%	25%		66	Commerce Shopping Center

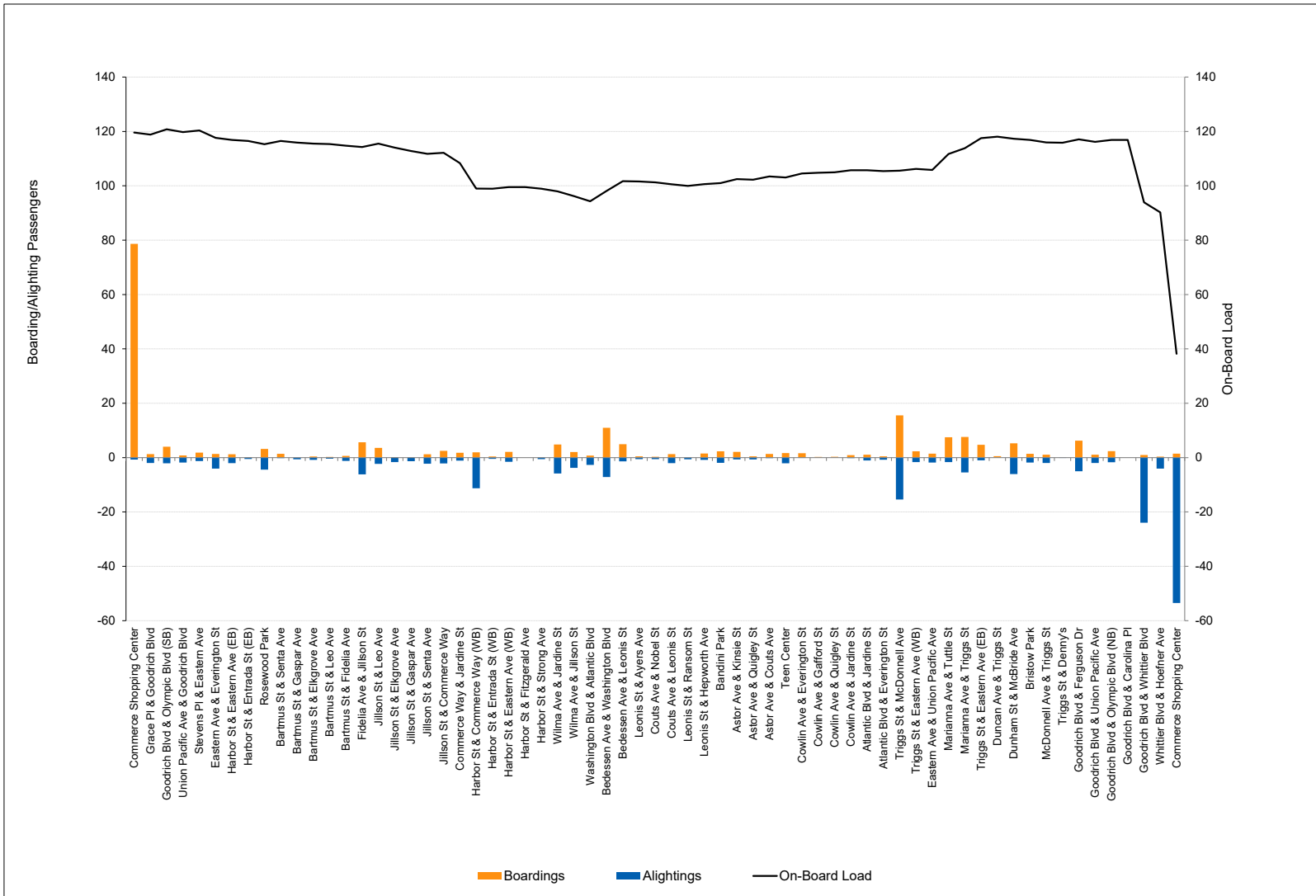
Weekday Ridership by Trip - Loop




Weekday Running Time by Trip - Loop



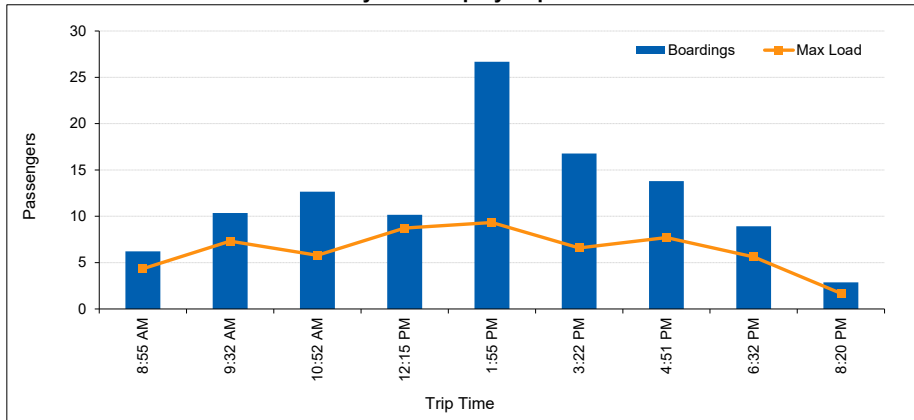
Weekday Boardings and Alightings by Stop - Loop



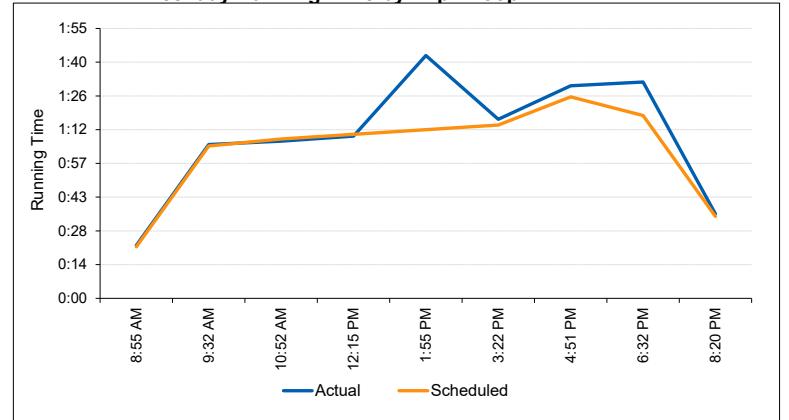
Route 500 Blue Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	108	107	9.5
Loop		108	107	9.5	11.4
By Segment					
1	Commerce Shopping Center to Commerce City Hall	70	46	5.9	11.8
2	Commerce City Hall to Goodrich Blvd & Whittier Blvd	34	23	3.4	10.1
3	Goodrich Blvd & Whittier Blvd to Commerce Shopping Center	5	39	0.2	20.2
By Time Period					
Midday		66	65	5.0	13.3
PM		31	33	2.7	11.5
Eve		12	9	1.9	6.3

Route Operations Summary					
On-Time Performance			On-Board Load		
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location	
61%	30%	9%	48	Goodrich Blvd & Olympic Blvd (SB)	
67%	22%	11%	48	Goodrich Blvd & Olympic Blvd (SB)	
38%	50%	13%			
50%	38%	13%			
			31	Telegraph Rd (Citadel)	
			14	Goodrich Blvd & Olympic Blvd (SB)	
			7	Goodrich Blvd & Olympic Blvd (SB)	

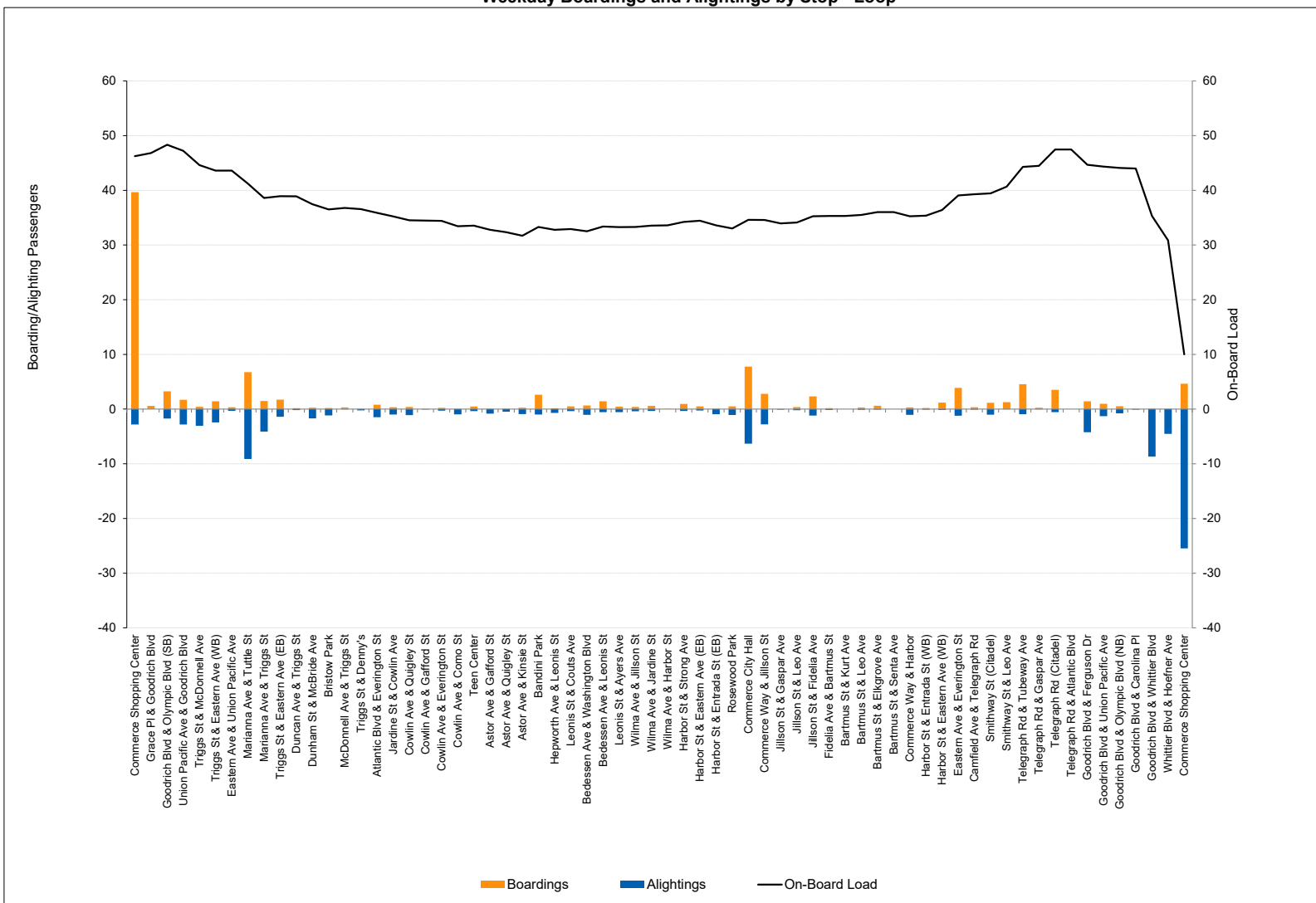
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



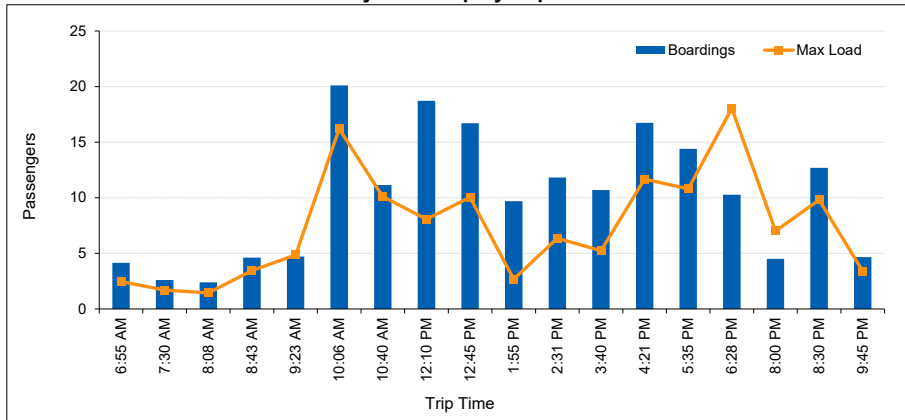
Weekday Boardings and Alightings by Stop - Loop



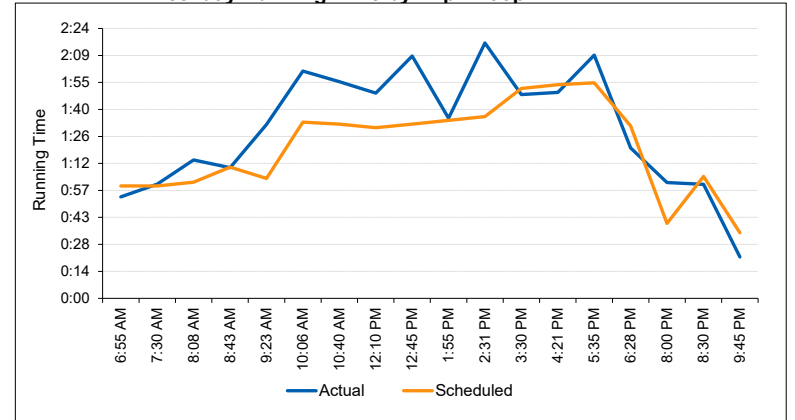
Route 600 Citadel Outlets Express Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	181	170	24.0
Loop		181	170	24.0	7.5
By Segment					
1 Hoefner Ave (Citadel) to Union Station		103	27	10.9	9.5
2 Union Station to Hoefner Ave (Citadel)		77	143	13.3	5.8
By Time Period					
AM		9	8	3.0	3.0
Midday		86	83	10.0	8.6
PM		39	26	5.2	7.5
Eve		47	53	5.8	8.0

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
31%	56%	13%	101	Olympic Blvd & Figueroa St
33%	39%	28%		
22%	72%	6%		
			6	Union Station
			55	Olympic Blvd & Figueroa St
			22	Washington Blvd & Ransom St
			49	Washington Blvd & Ransom St

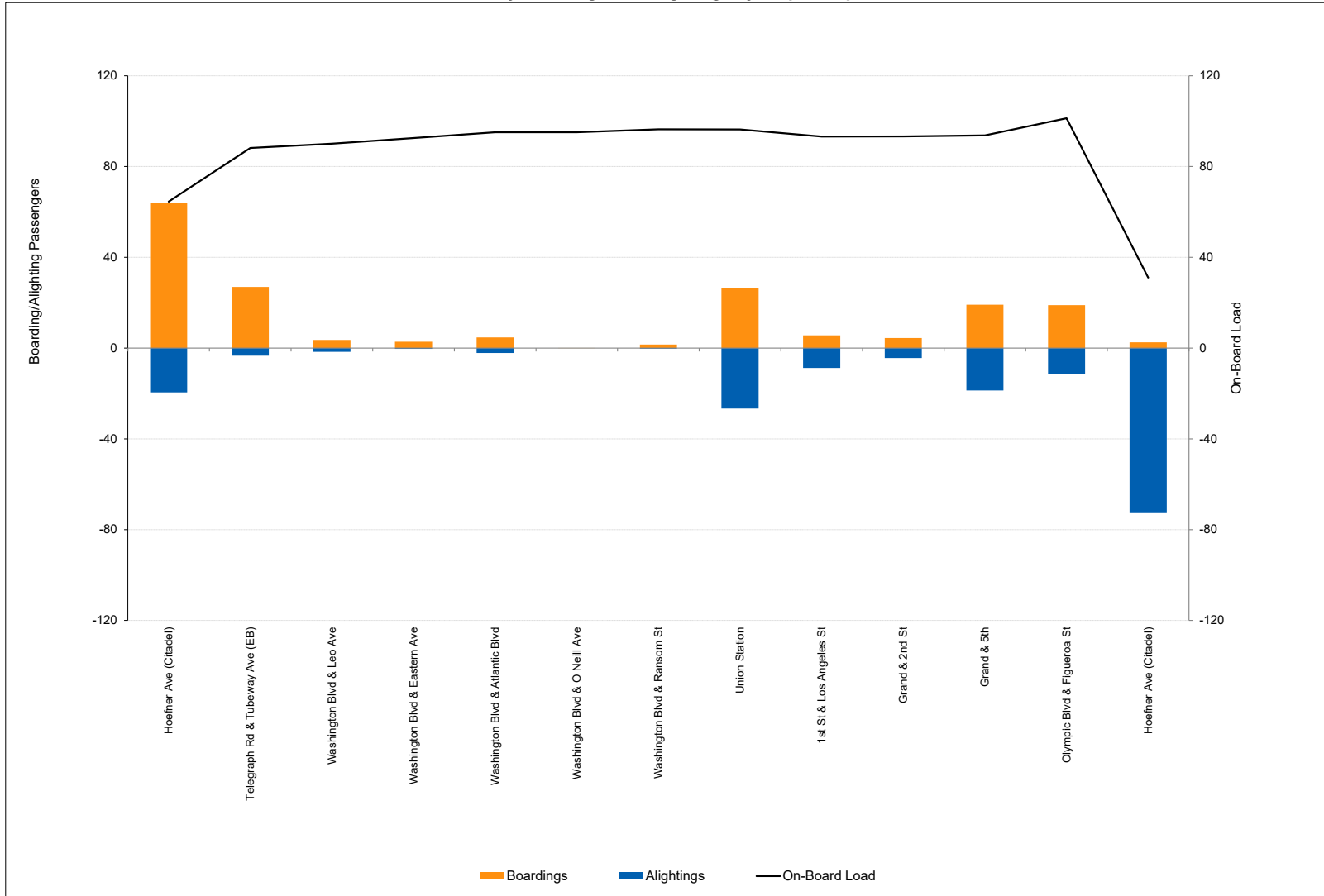
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



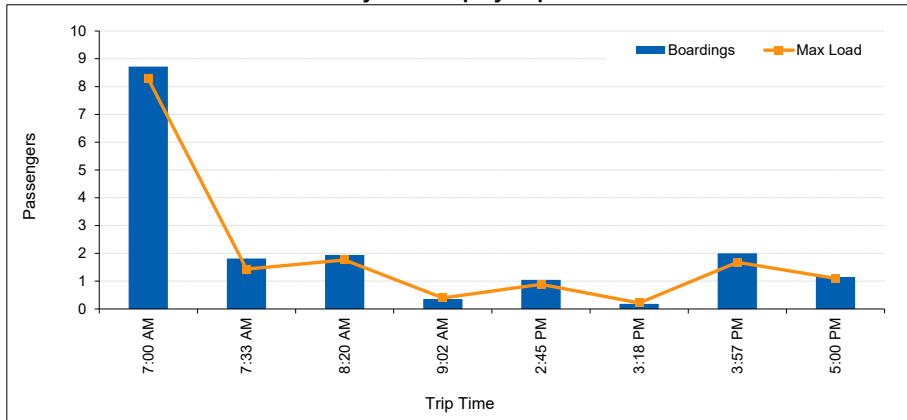
Weekday Boardings and Alightings by Stop - Loop



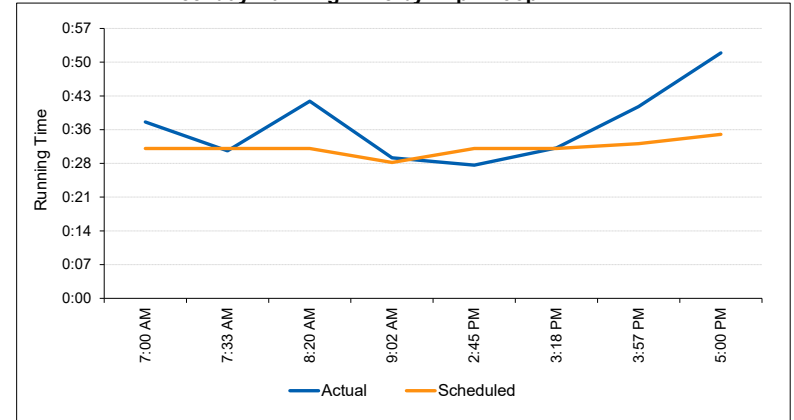
Route 700 26th Street Shuttle Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	17	14	4.3
Loop		17	14	4.3	4.0
By Segment					
1	Metrolink Station to Garfield Ave & Bandini Blvd	11	0	0.1	85.6
2	Garfield Ave & Bandini Blvd to Eastern Ave & Bandini Blvd	2	4	0.9	2.2
3	Eastern Ave & Bandini Blvd to Telegraph Rd & Malt Ave	3	6	2.8	1.2
4	Telegraph Rd & Malt Ave to Metrolink Station	0	3	0.4	0.6
By Time Period					
AM		12	9	1.6	7.8
PM		5	4	2.7	1.8

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
74%	13%	13%	12	Metrolink Station
75%	0%	25%	11	Metrolink Station
63%	0%	38%		
100%	0%	0%		
71%	29%	0%		
			4	Telegraph Rd & Washington Blvd

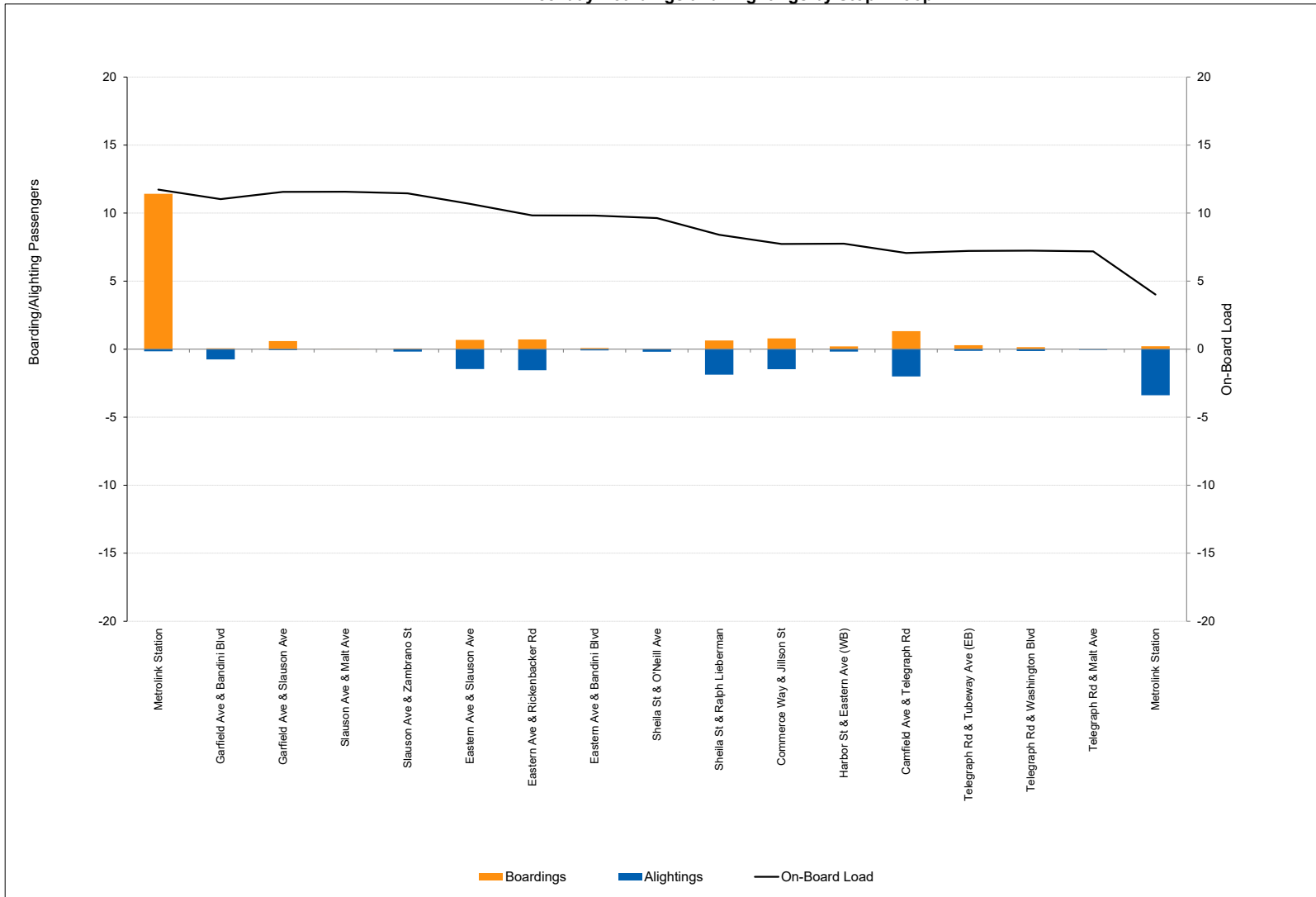
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



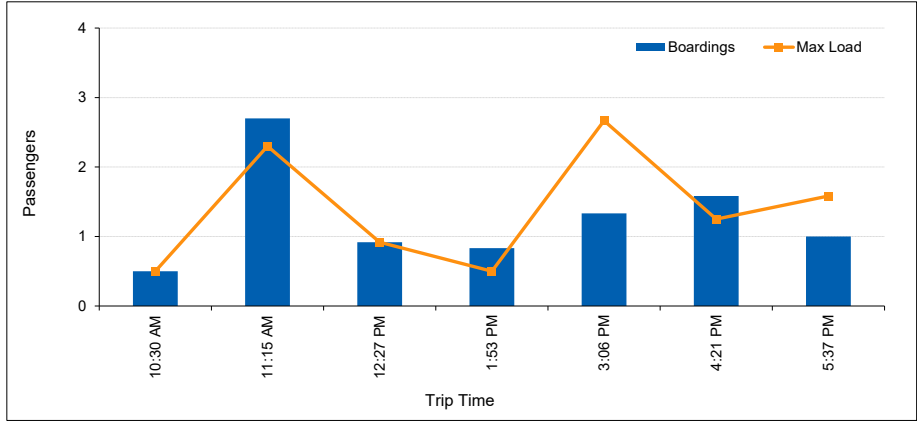
Weekday Boardings and Alightings by Stop - Loop



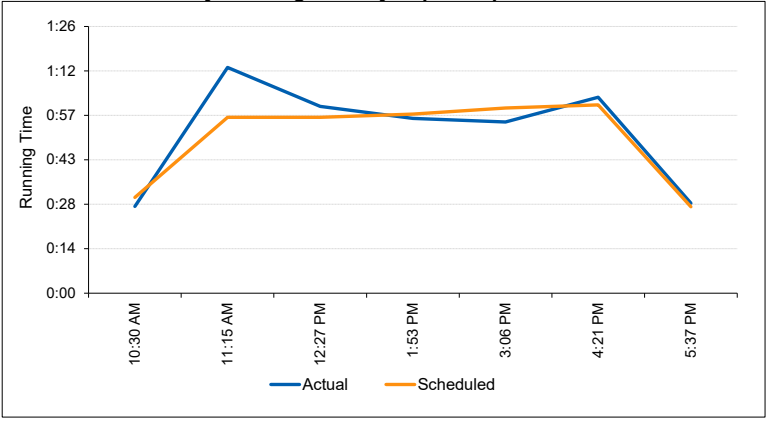
Route 2000 Purple Weekday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	9	10	5.9
Loop		9	10	5.9	1.5
By Segment					
1	Commerce Shopping Center to Commerce City Hall	6	3	3.1	1.8
2	Commerce City Hall to Commerce Shopping Center	3	7	2.8	1.2
By Time Period					
Midday		5	4	3.4	1.5
PM		4	6	2.5	1.6

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
63%	26%	11%	7	Commerce Shopping Center
57%	29%	14%	7	Commerce Shopping Center
33%	50%	17%		
			4	Olympic & Hendricks
			4	Commerce Shopping Center

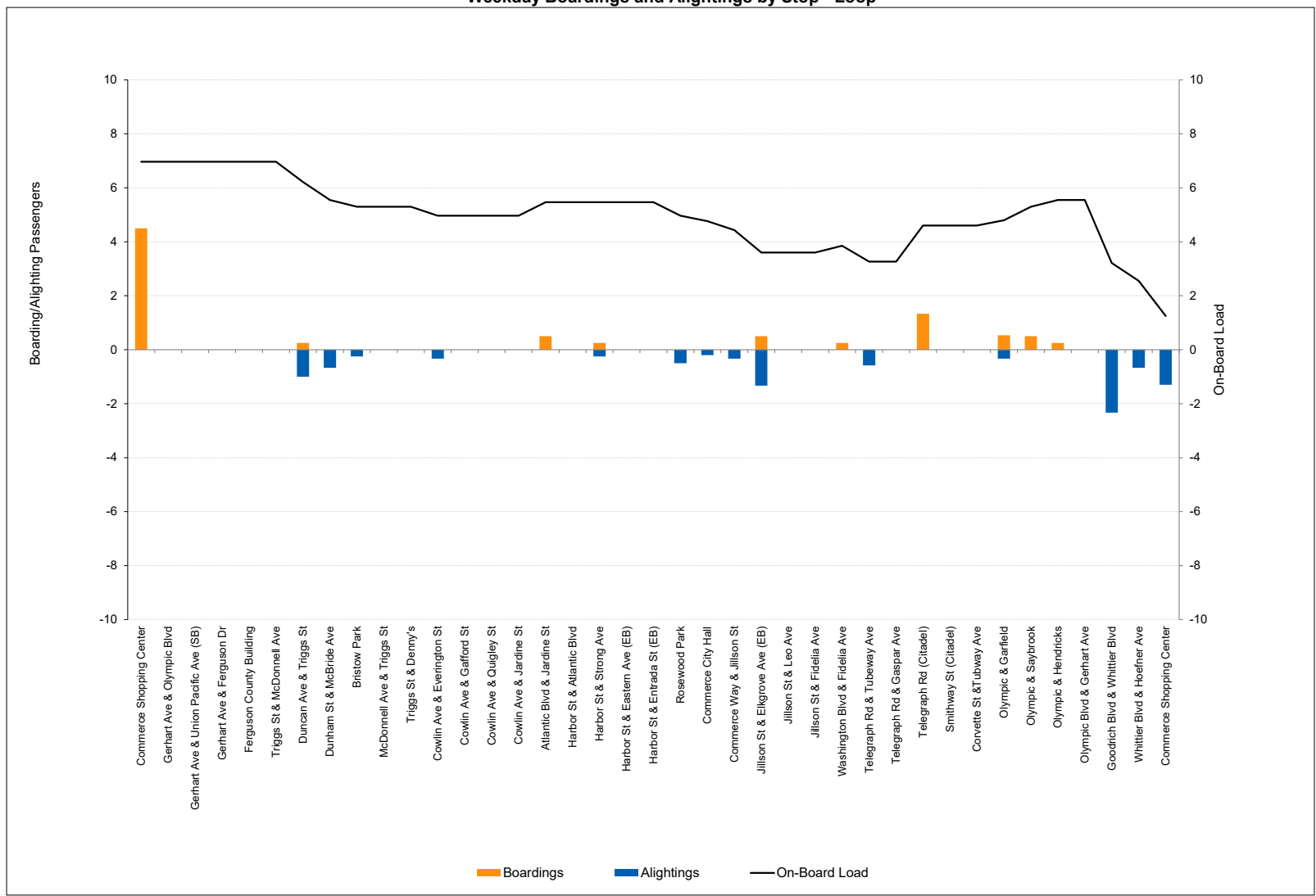
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



Weekday Boardings and Alightings by Stop - Loop

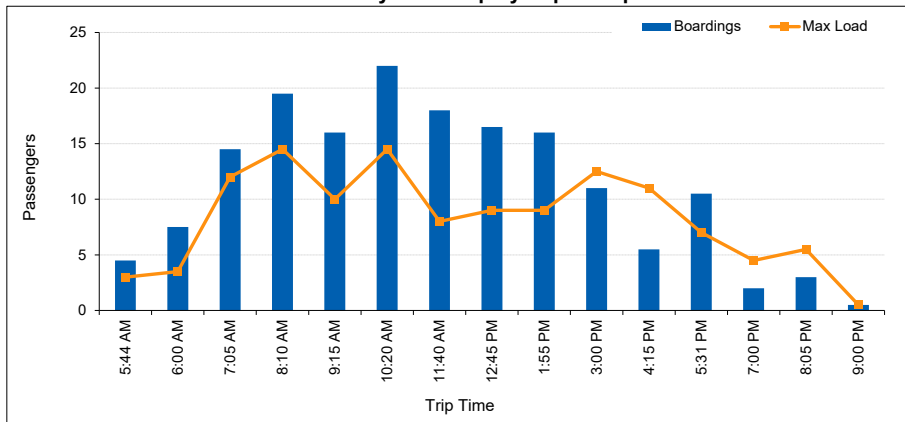


SATURDAY

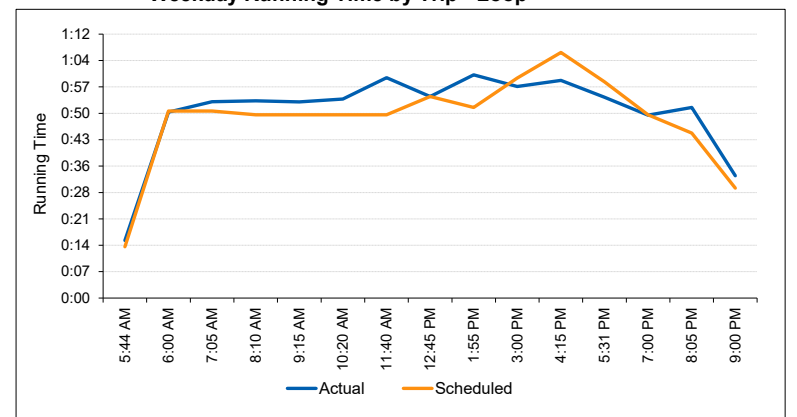
Route 100 Green Saturday		Route Productivity Summary			
		Activity	Service Hours	Productivity	
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	167	179	12.2
Loop		167	179	12.2	13.7
By Segment					
1	Commerce Shopping Center to Gage Ave & Garfield Ave	71	36	4.3	16.6
2	Gage Ave & Garfield Ave to Jillson St & Commerce Way	53	52	3.3	16.1
3	Jillson St & Commerce Way to Commerce Shopping Center	43	91	4.7	9.2
By Time Period					
AM		46	38	2.8	16.6
Midday		89	79	4.3	20.7
PM		17	33	2.1	7.8
Eve		16	29	3.1	5.2

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
65%	14%	21%	93	Commerce Shopping Center
86%	14%	0%		
27%	13%	60%		
50%	29%	21%		
			32	Gerhart Ave & Union Pacific Ave (NB)
			42	Gerhart Ave & Olympic Blvd
			24	Gerhart Ave & Union Pacific Ave (SB)
			17	Commerce Shopping Center

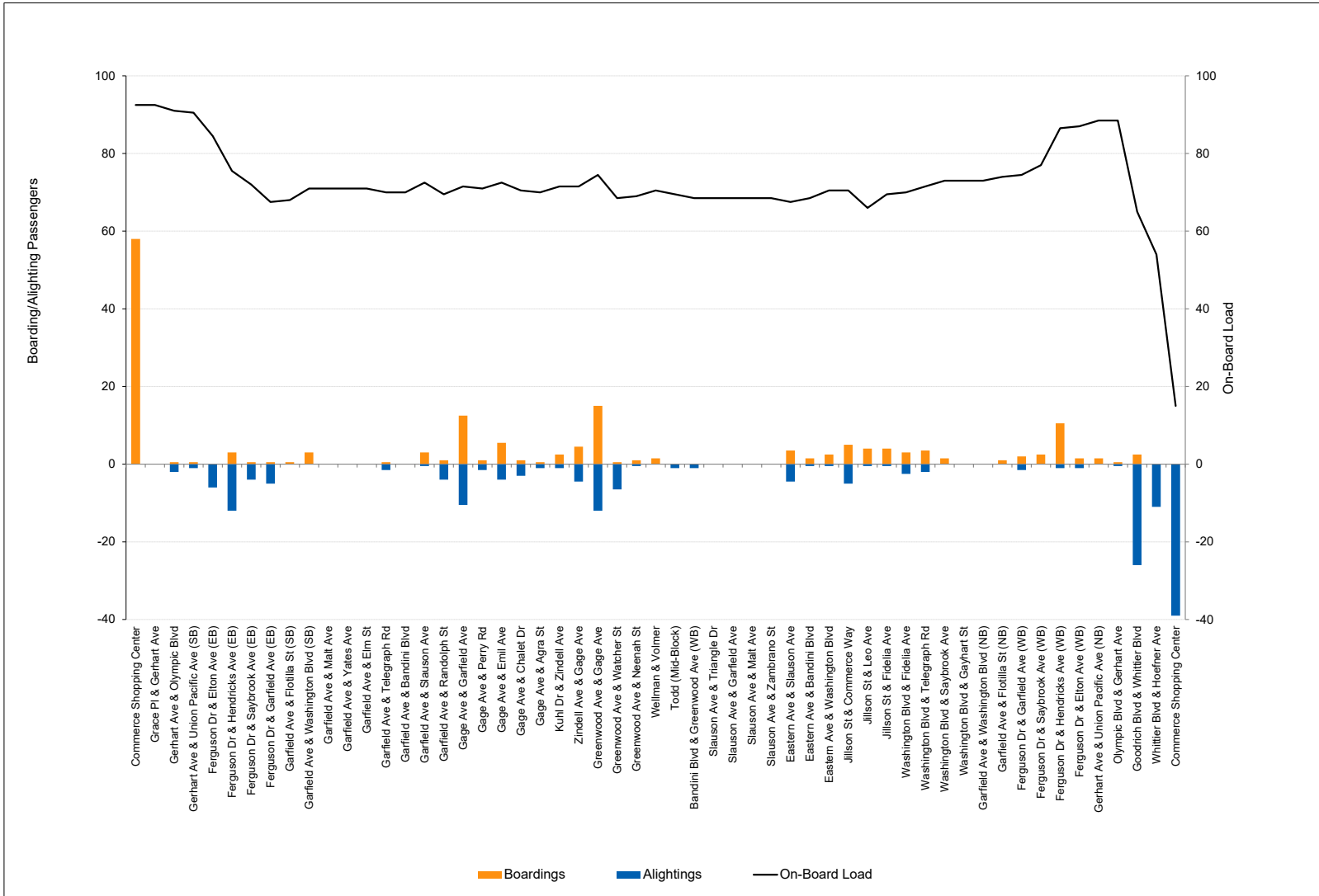
Weekday Ridership by Trip - Loop




Weekday Running Time by Trip - Loop



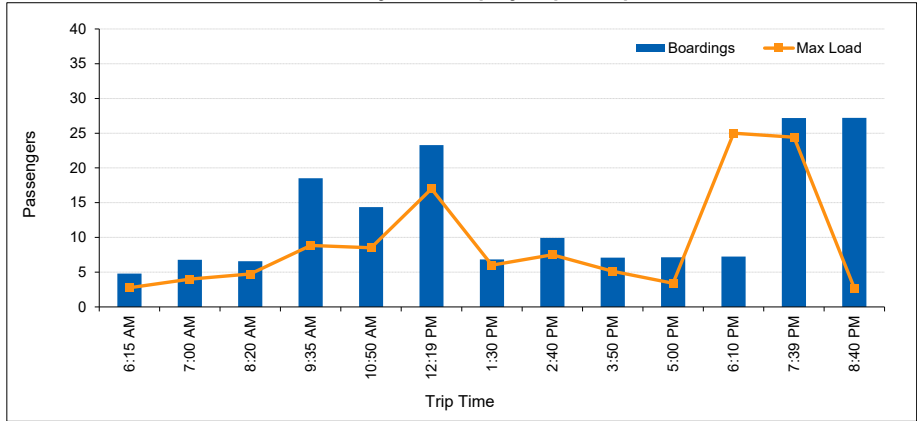
Saturday Boardings and Alightings by Stop - Loop



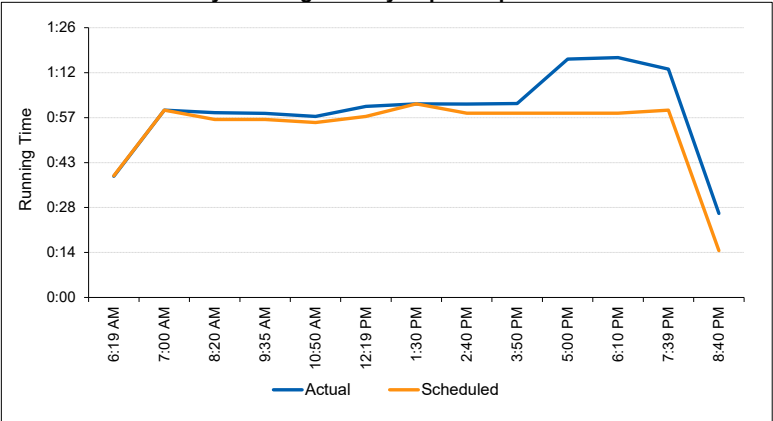
Route 400 Red Saturday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	167	150	11.7
Loop		167	150	11.7	14.2
By Segment					
1	Commerce Shopping Center to Fidelia Ave & Jillson St	84	26	2.9	28.7
2	Fidelia Ave & Jillson St to Bedessen Ave & Washington Blvd	41	45	2.1	19.2
3	Bedessen Ave & Washington Blvd to Goodrich Blvd & Olympic Blvd (NB)	40	22	6.1	6.5
4	Goodrich Blvd & Olympic Blvd (NB) to Commerce Shopping Center	2	58	0.5	4.1
By Time Period					
AM		18	19	2.7	6.8
Midday		63	45	3.9	16.2
PM		24	27	3.0	8.2
Eve		62	60	2.2	27.6

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
74%	25%	2%	97	Grace Pl & Goodrich Blvd
85%	8%	8%	97	Grace Pl & Goodrich Blvd
50%	50%	0%		
75%	25%	0%		
92%	8%	0%		
			10	Goodrich Blvd & Union Pacific Ave
			34	Goodrich Blvd & Union Pacific Ave
			16	Commerce Shopping Center
			49	Grace Pl & Goodrich Blvd

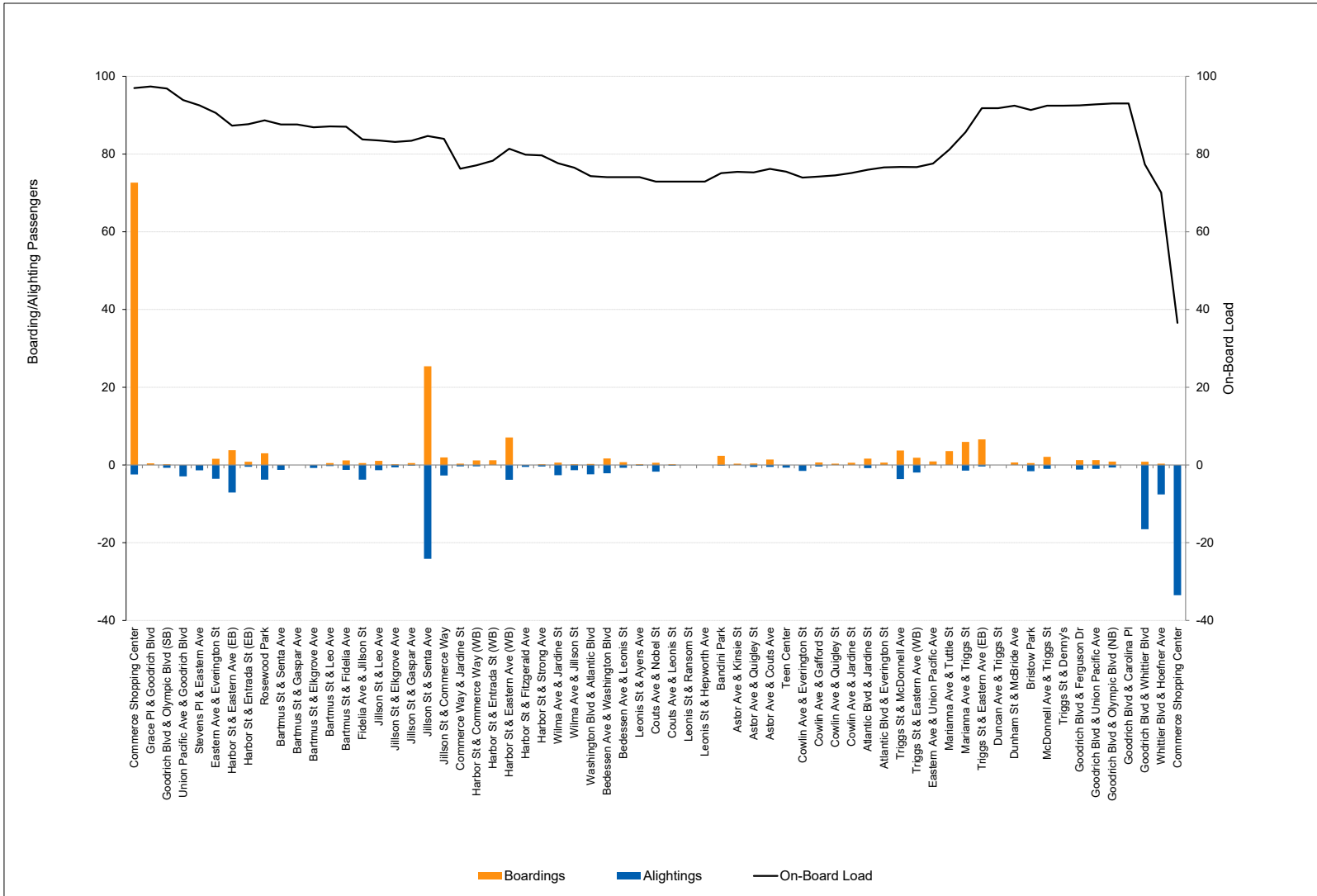
Weekday Ridership by Trip - Loop




Weekday Running Time by Trip - Loop



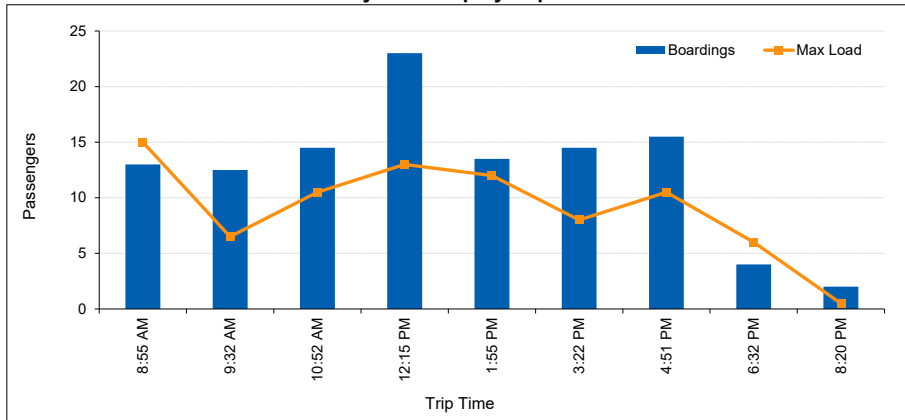
Saturday Boardings and Alightings by Stop - Loop



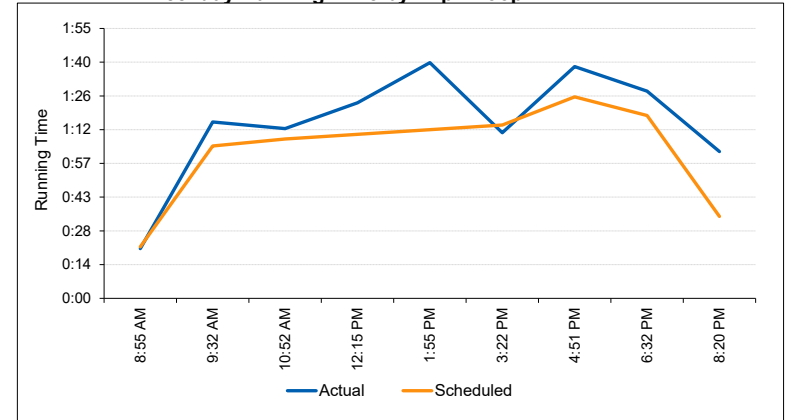
Route 500 Blue Saturday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	113	126	9.5
Loop		113	126	9.5	11.8
By Segment					
1	Commerce Shopping Center to Commerce City Hall	70	46	5.9	11.8
2	Commerce City Hall to Goodrich Blvd & Whittier Blvd	43	39	3.4	12.8
3	Goodrich Blvd & Whittier Blvd to Commerce Shopping Center	0	41	0.2	0.0
By Time Period					
Midday		77	84	5.0	15.5
PM		30	34	2.7	11.3
Eve		6	8	1.9	3.2

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
24%	76%	0%	63	Telegraph Rd (Citadel)
56%	44%	0%		
13%	88%	0%		
25%	75%	0%		
			53	Telegraph Rd (Citadel)
			16	Commerce Shopping Center
			6	Marianna Ave & Tuttle St

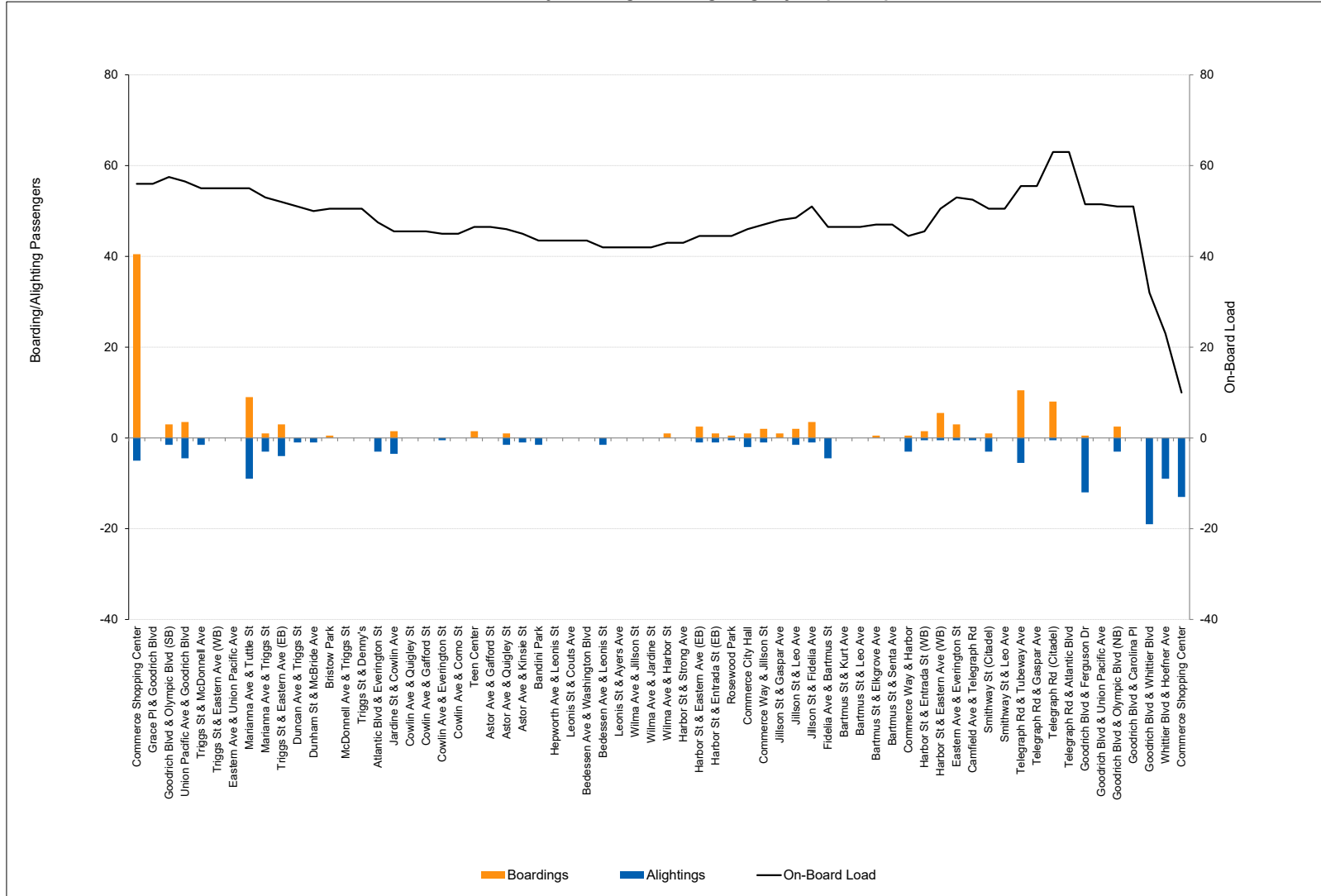
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



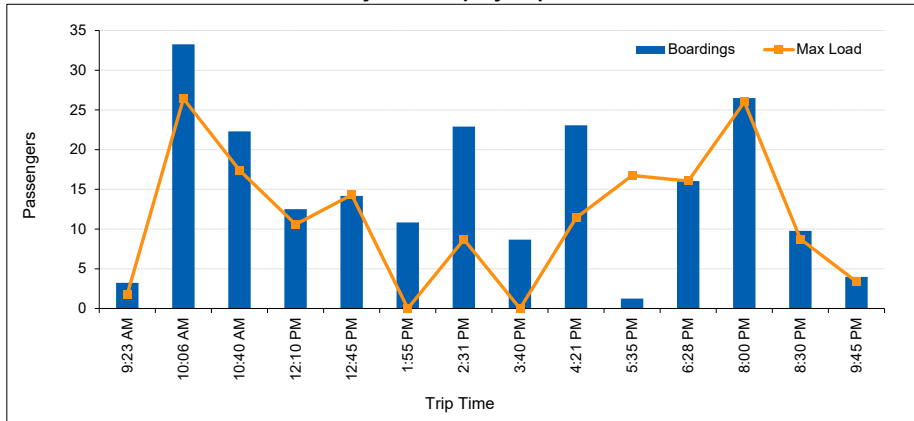
Saturday Boardings and Alightings by Stop - Loop



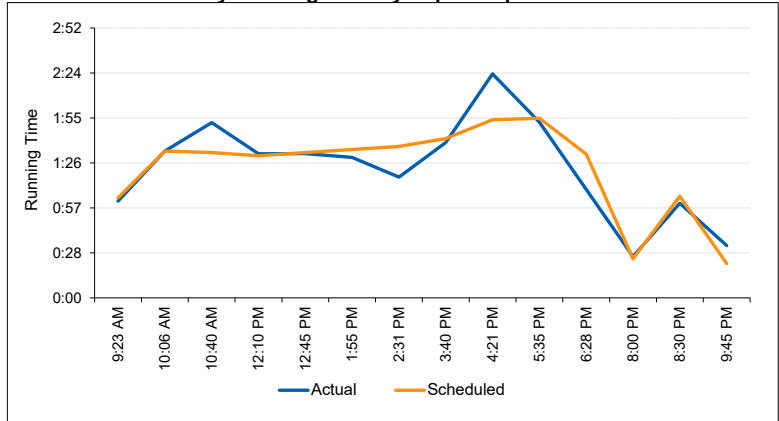
Route 600 Citadel Outlets Express Saturday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	208	170	19.8
Loop		208	170	19.8	10.5
By Segment					
1	Hoefner Ave (Citadel) to Union Station	121	32	8.2	14.7
2	Union Station to Hoefner Ave (Citadel)	88	138	11.2	7.9
By Time Period					
Midday		96	73	8.8	10.9
PM		55	56	5.2	10.5
Eve		58	41	5.8	9.9

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
57%	38%	5%	130	Olympic Blvd & Figueroa St
57%	36%	7%	130	Olympic Blvd & Figueroa St
33%	58%	8%		
			71	Olympic Blvd & Figueroa St
			16	Washington Blvd & Atlantic Blvd
			70	Washington Blvd & Leo Ave

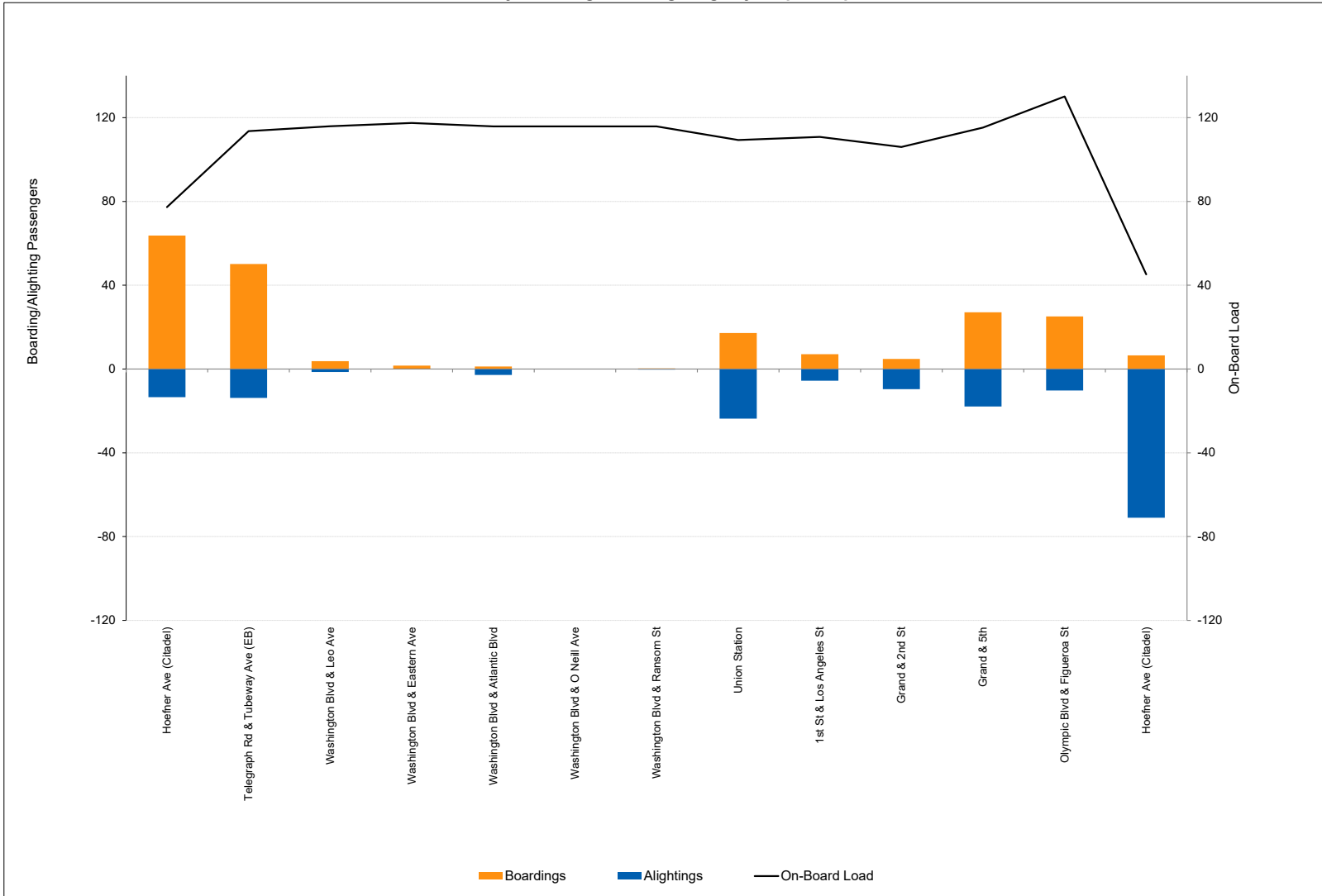
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



Saturday Boardings and Alightings by Stop - Loop

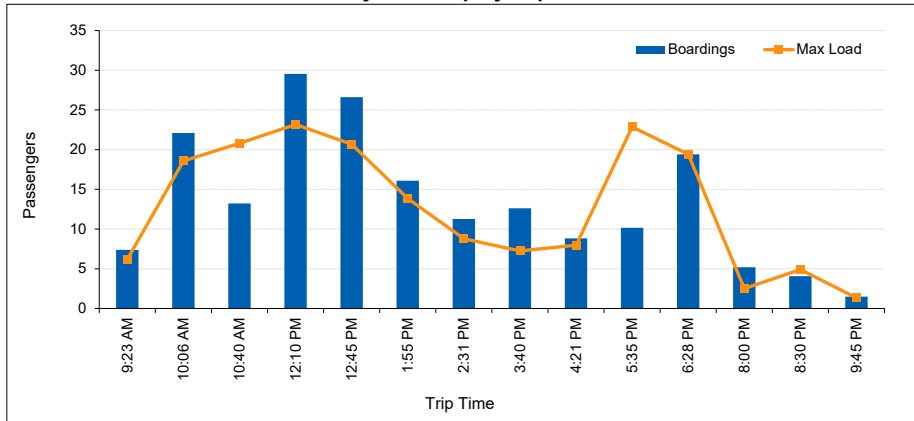


SUNDAY

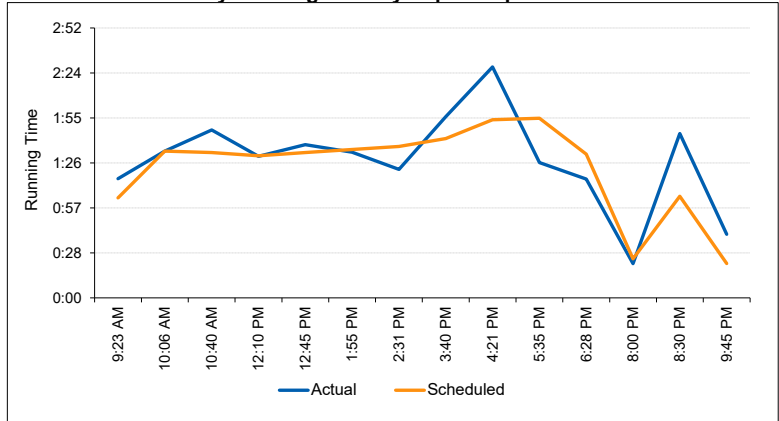
Route 600 Citadel Outlets Express Sunday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	188	137	19.8
Loop		188	137	19.8	9.5
By Segment					
1	Hoefner Ave (Citadel) to Union Station	99	15	8.2	12.1
2	Union Station to Hoefner Ave (Citadel)	89	122	11.2	8.0
By Time Period					
Midday		115	70	8.8	13.0
PM		33	36	5.2	6.3
Eve		40	31	5.8	7.0

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
27%	68%	5%	152	Olympic Blvd & Figueroa St
			152	Olympic Blvd & Figueroa St
21%	64%	14%		
17%	83%	0%		
			103	Olympic Blvd & Figueroa St
			21	Washington Blvd & Eastern Ave
			51	Washington Blvd & Leo Ave

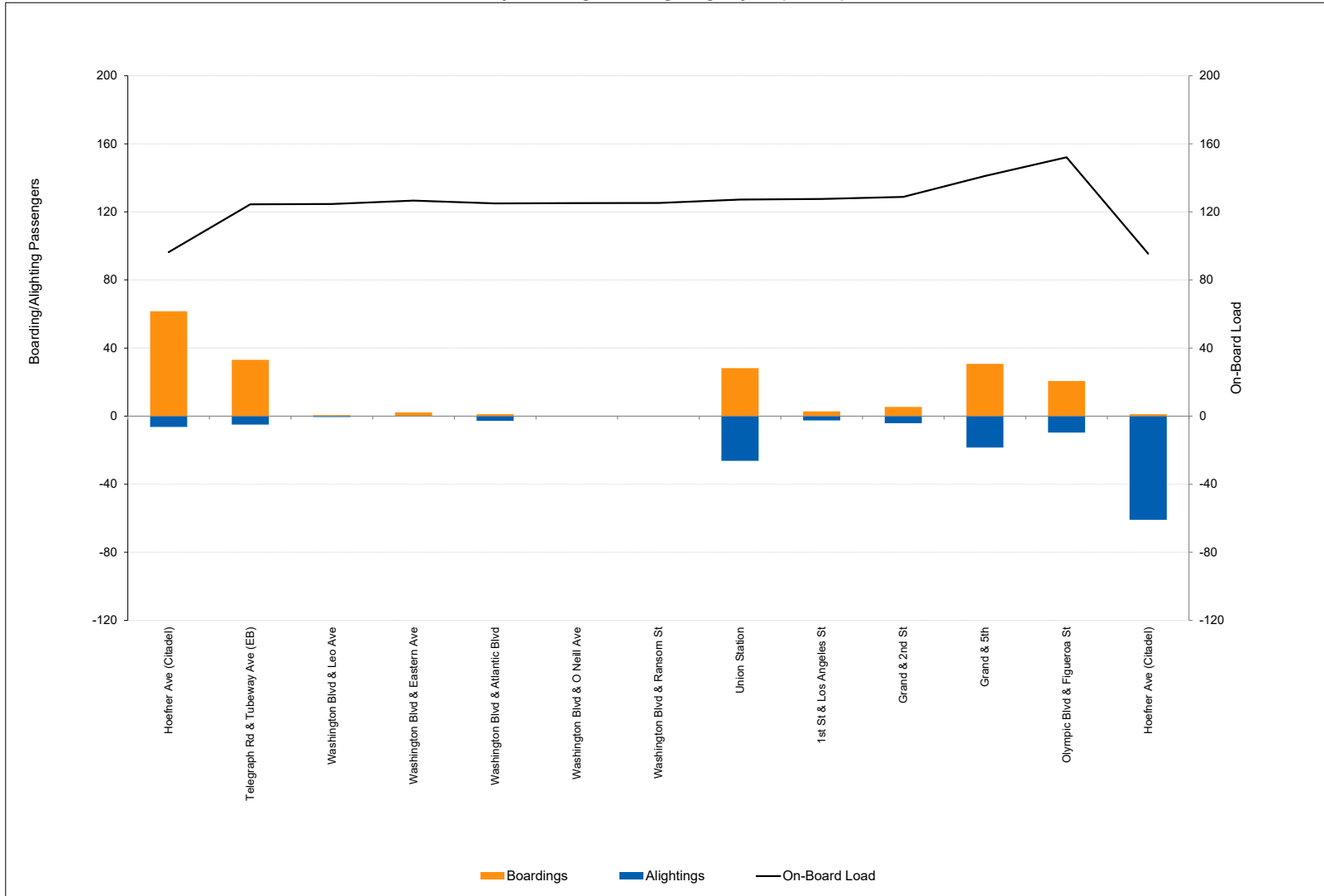
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



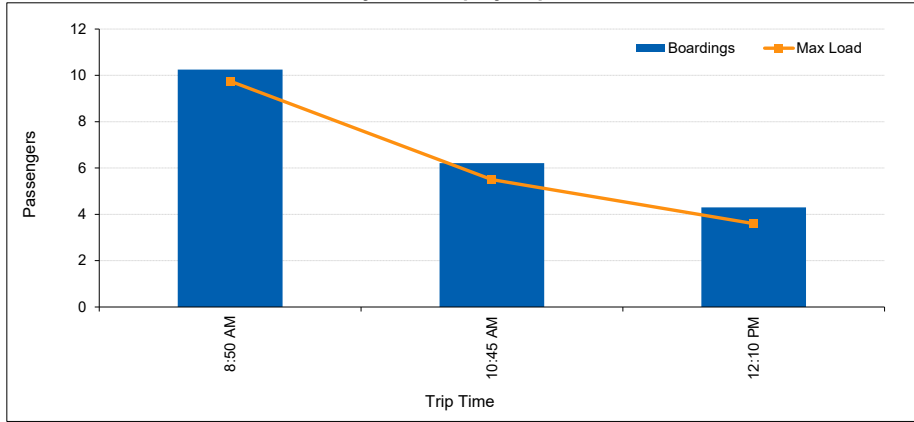
Sunday Boardings and Alightings by Stop - Loop



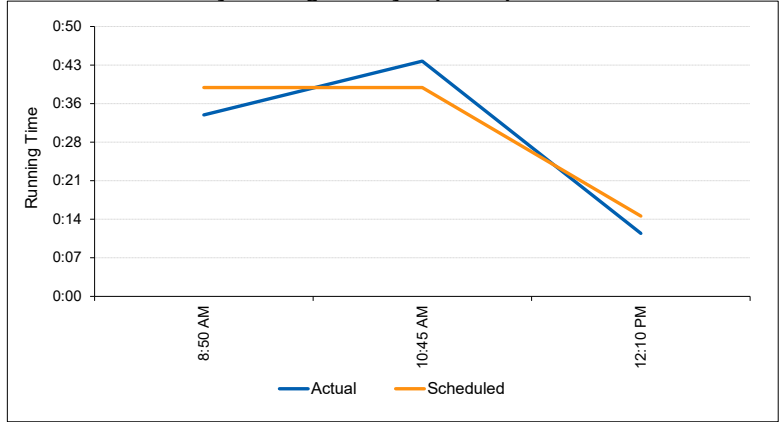
Route 800 Church Special Sunday		Route Productivity Summary			
		Activity	Service Hours	Productivity	
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	21	14	1.6
Loop		21	14	1.6	13.4
By Segment					
1	Jillson St & Commerce Way to St Marcellinus Church	10	1	0.5	20.5
2	St Marcellinus Church to Rosewood Park	10	8	0.5	19.6
3	Rosewood Park to Eastern Ave & Washington Blvd	1	5	0.4	1.7
By Time Period					
Midday		21	14	1.6	13.4

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
100%	0%	0%	10	Harbor St & Eastern Ave (WB)
100%	0%	0%	10	Harbor St & Eastern Ave (WB)
100%	0%	0%		
100%	0%	0%		
			10	Harbor St & Eastern Ave (WB)

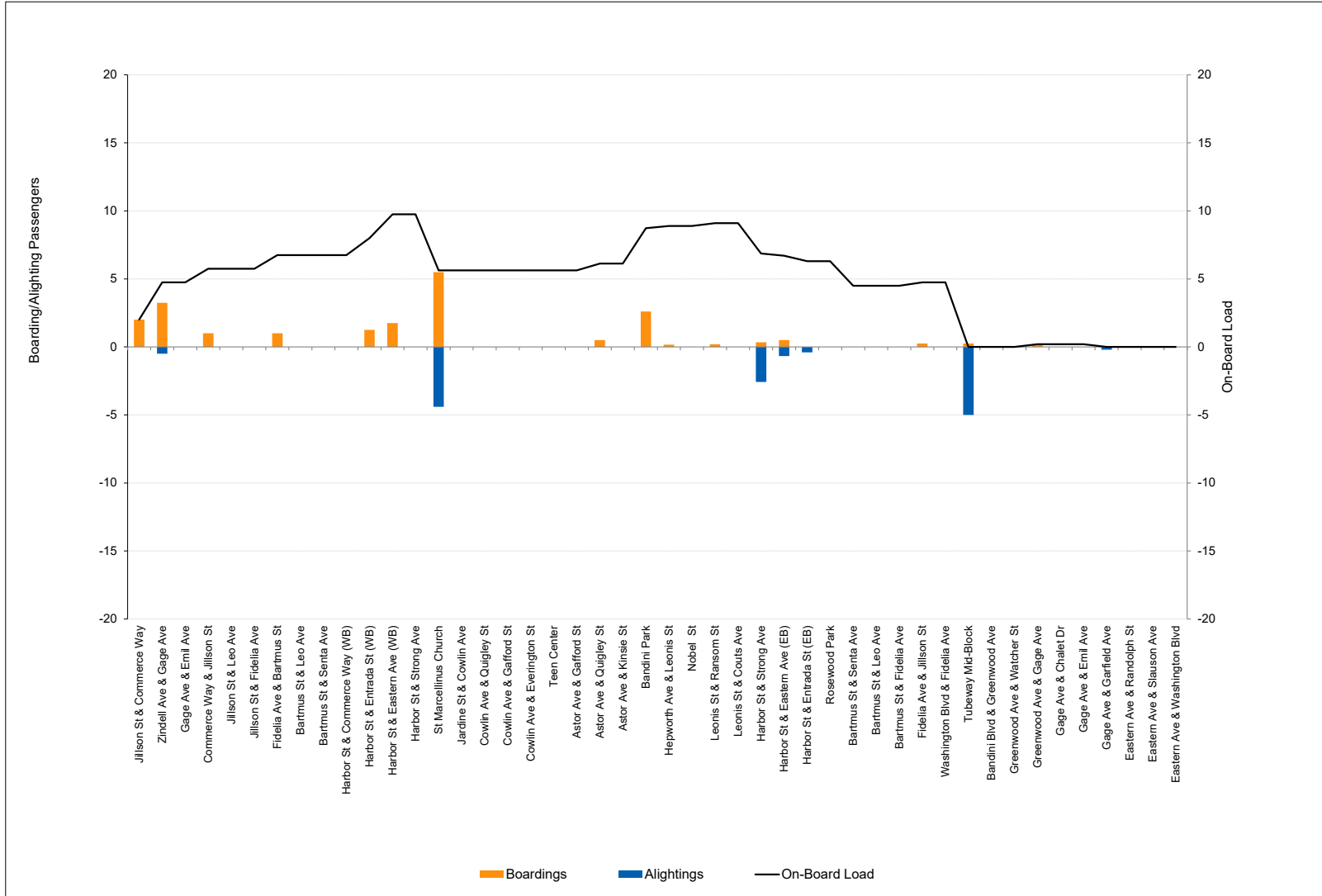
Weekday Ridership by Trip - Inbound




Weekday Running Time by Trip - Loop



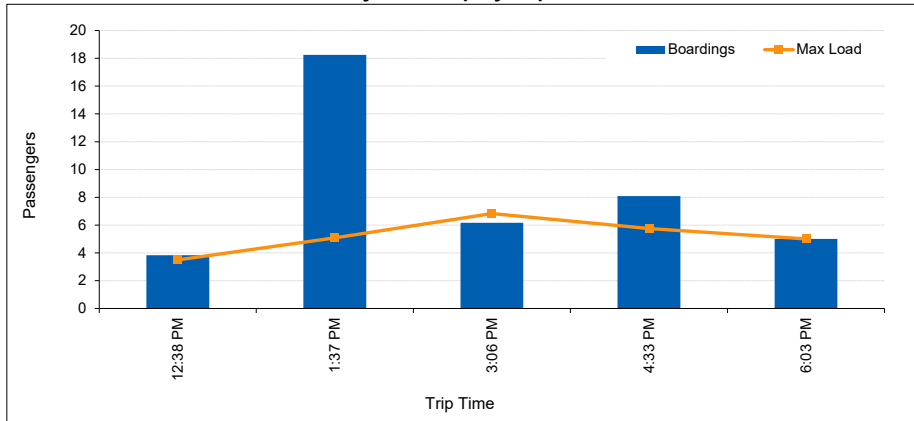
Sunday Boardings and Alightings by Stop - Loop



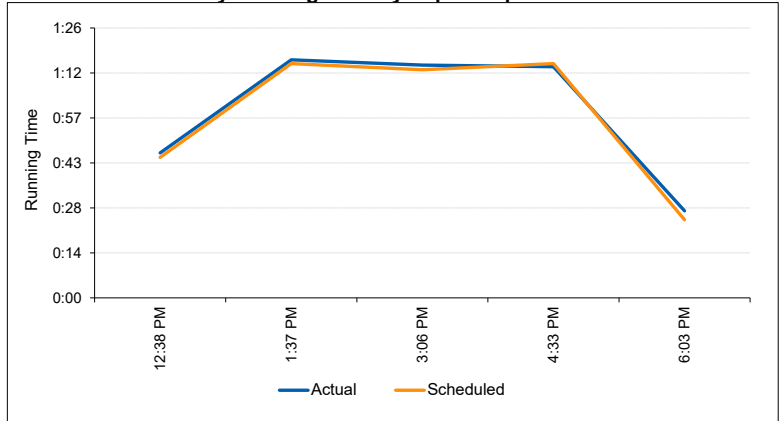
Route 900 Shopper Special Sunday		Route Productivity Summary			
		Activity		Service Hours	Productivity
		Boardings	Alightings	Service Hours	Boardings per Service Hour
		Total	41	46	4.9
Loop		41	46	4.9	8.5
By Segment					
1	Commerce Shopping Center to Rosewood Park	20	12	1.7	11.6
2	Rosewood Park to Commerce Shopping Center	21	34	3.2	6.7
By Time Period					
Midday		22	26	2.0	11.0
PM		14	16	2.5	5.8
Eve		5	4	0.4	12.0

Route Operations Summary				
On-Time Performance			On-Board Load	
% On-Time	% Early	% Late	Max Passengers On Board	Max Load Location
92%	8%	0%	23	Commerce Shopping Center
100%	0%	0%	23	Commerce Shopping Center
75%	25%	0%		
			6	Eastern Ave & Everington St
			13	Commerce Shopping Center
			5	Commerce Shopping Center

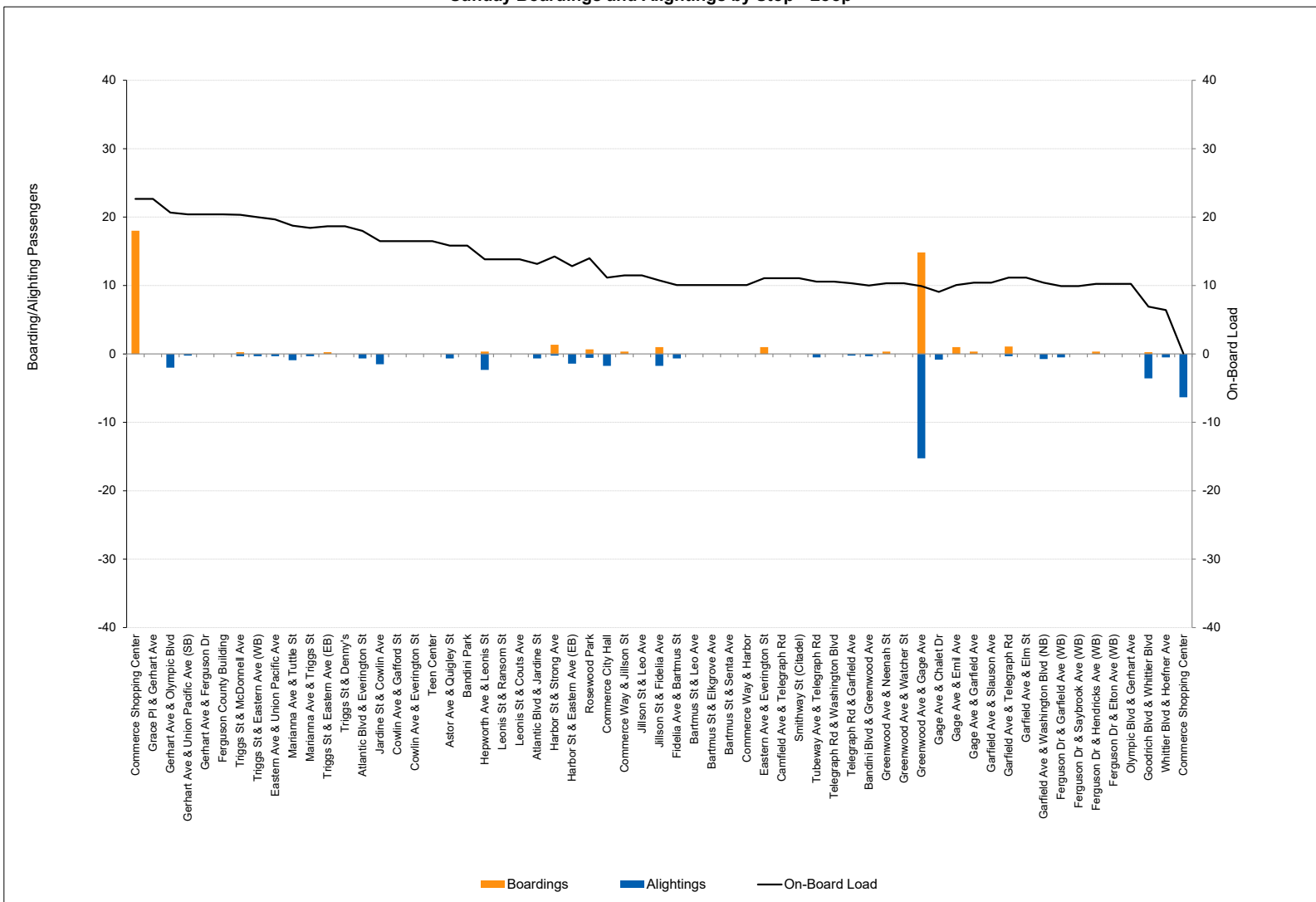
Weekday Ridership by Trip - Inbound



Weekday Running Time by Trip - Loop



Sunday Boardings and Alightings by Stop - Loop



Appendix C Survey Comment Logs

PHASE I PUBLIC INVOLVEMENT

"If there are any new places that you would like City of Commerce Transit to provide service to, enter them below"
Citadel Outlets
Goldline station
Bell Gardens high school (Bus service between Eastern and Garfield along Gage ave)
Gold line station
Downey
Atlantic Metrorail station
Metro Goldline connect
Some other grocery store
Los Angeles County Regional Food Bank Headquarters nearby in Vernon
More shopping centers
Montebello
Lakewood Mall
East la college
Parque de los sueños (on Bonnie beach PL and Union Pacific)
Garfield & Flotilla
Steven place and eastern
The shops at Montebello
Montebello
Montebello HighSchool
Connection to metro rail (near by stations)
Montebello
White memorial hospitol
Bandini Blvd with the green bus
Gold Line Atlantic Station
Grand Central Market
Montebello Mall
Disneyland
Broad Museum/MOCA
Stadiums during games

Commerce in Motion | Final Report
City of Commerce

“If there are any new places that you would like City of Commerce Transit to provide service to, enter them below”
McDonald's
Brea
downtown alhambra
Downey
Santa Monica
Florence & Garfield, Bell Gardens
Pike at Long Beach
Walmart
To Monrovia Zip Code 91016
Make a route to go the beach at Long Beach
East L.A. College
Hearst Castle
Whittier
Tubeway California Water Service Commerce
Tubeway Commerce Water Service
Hollenbeck Park
Huntington
Cal State LA
Greenwood & Gage 1 bus to Triggs
Hollywood Bl
El Centro De Los Angeles
Washington & Maple on weekends
City of Whittier
A las tiendas
Bandini-Eastern
Long Beach
Bellflower, CA
First st
South gate
Atlantic/ Whittier Blvd stop
Walmart on Washington blvd
Disney land
The Shops At Montebello

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"If there are any new places that you would like City of Commerce Transit to provide service to, enter them below"
Around stake house on Eastern
Washington
A stop on Atlantic and Ferguson Dr. (to allow connections to other modes of transit)
E. Los Angeles
East Los Angeles Alma foundation center
Knotts Berry Farm Market place
Knotts Barry Farm
Beach
Whinchells
old town pasadena
Cerritos Mall
Hollywood
Disneyland (even if only on weekends)
To Whittier zip code 90603
Make a route going to Anaheim Downtown
Montebello Mall
Downtown
Long Beach
Fashion District
Red without transferring to Green
Metro Court Building
Long Beach
Long Beach, CA
Downtown
Goldline
Pasadena
More flexible bus stops when not on the freeway
Bell gradens.
A stop on Atlantic and Whittier to be able to shop on the Whittier Blvd Strip
Downey landing
montebello town center
South Gate
Down town disney

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City of Commerce

“If there are any new places that you would like City of Commerce Transit to provide service to, enter them below”
The Shops at Montebello
Make a route going to downtown Whittier
Pico Rievera Town Center
Santa Monica
East Los Angeles Community College (ELAC)
Zindell & Gage to Downey Firestone
San Gabriel

“Please provide any additional feedback for Commerce in Motion”
Some of us have difficulty boarding bus; when cars park at bus stops, we must board bus in Middle of street. Painting bus stops red for no parking would help. Especially when we have to unload groceries
Have the citadel express operate in a two way direction between downtown.l.a and commerce
Congratulations and thank you to all workers at cctransit
Earlier citadel bus to union station on weekends
The drivers are very nice and kind. Very hard workers.
Great service. Being using service for years
Please schedule for more Metrolink lines, like 91/Perris line at Union Station inbound and outbound.
All bus stops with shade would be great. Thank you!
Good luck with all this!
I enjoy the low cost service and superb bus operators.
i am disabled and there are no benches where i can sit down while i wait for the bus... or shade
The bus driver need to pay more attention on people waiting on the bus stop because sometimes they don't stop also listen when we want to get off since sometimes they dont stop when we are requesting
Overall, I am happy with the service and the bus drivers are friendly and helpful more often than not. It would be nice to have more frequent buses.
Wifi would be nice.
East La College is not in commerce I understand but many residents attend the college and providing free transportation could benefit many college students and further improve their lives
Please keep the announcement volume in all buses to a reasonable volume. As sometimes it is too quiet and you can barely hear it due to the AC. And sometimes it's too loud that the voice gets scratchy.
Thank you for asking our opinion.
Would love to take transit at commute times between metrolink and Garfield/Flotilla. As far as I know no options currently exist
Love your service. Live bus tracking
Thank you for all the nice drivers. My riding experience has always been a pleasure.

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“Please provide any additional feedback for Commerce in Motion”
You're doing such a great job providing bus services to people like me that can't drive. Thank you so much.
The transportation is great i.is mostly used.for citadel ride or target
Maybe trash cans, i dont like when people leave their trash
The service is good, but some times the bus drivers are not very polite
I would like to go places where its family friendly with options of restaurants. Museums, shopping, culture friendly, safe, and great outdoors experience. I'm a local that enjoys riding the citadel express with my family. I love that I can walk to union station and walk to La Placita Olvera and enjoy a family trip with options of restaurants, shopping and culture environment. Thank you for providing the citadel express bus line which my family and I use on a regular basis.
Needs to become more like a Uber or routes that go to more places
Friendly bus drivers... one time I took the commerce bus and the gentleman was so kind and with a big smile.
I really like the service they provide to our community
There must be some places 'just' out of C of C that would connect with other transit service providers that would greatly enhance the potential for riders/ridership who live or work in C of C. I am aware that CMBL is exploring/planning to take part of a Metro line. That is a good idea and perhaps either slight extensions of current lines would enhance connectivity.
Please make the bus signage easier to read and located at every stop with sound. Please include a map of ALL stops, including times. I am disabled and legally blind and rely on voice to help me navigate the buses when I am not be driven by a household member.
Sure hoping to see the Yellow route start back up soon. Thank you for all you do for us!!!
Make for better time in between route
Yo estoy satisfecha con lo transportacion que tenemos
Assistance in loading and unloading packages
Es muy eficiente
Buen servicio gracias
The red and blue routes should go all the way to Boris Street instead of turning on Fidelia.
A mi en particular me parece un exelante servicio
New neighboring cities need to be linked
Transportation is great
The transportation is great
None at this time
No new places, everything is perfect for me
I don't have idea
Drivers are courteous and helpful
It would be nice if DAR would travel further
Muy buen servicio (gracias)

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“Please provide any additional feedback for Commerce in Motion”
yo uso walker para caminar para no el transporte commerce es excelente pero en este tiempo no porque no puedo usar la puerta de enfrente para usar el bus
I live SE Commerce before I had a car would have to walk to Telegraph which is a distance when you have groceries, cross railroad tracks which is dangerous
Install handicap seats into front seats for people with knee problems & legs. Also easy to get out of van. Encourage use of seat belts. Decrease noise from wheelchair ramp on back. To use wedges made of hard rubber. Maybe the driver will be happy. Congrats to all the staff at transportation median. Thanks.
Commerce transit is excellent service always
Citadel outlets express could make 1 or 2 more stops in downtown LA

PHASE II PUBLIC INVOLVEMENT

On-Board Survey

On-Board Survey, Scenario 1 – Please provide more comments on specific things you like or don't like	Supportive of Scenario
I use the red route to get to the Commerce Center and to Rosewood Park, I live by Bristow Park	Neutral
Let folks get on/off on Atlantic Bl + Telegraph. Also, when you get to shopping center, please, bus drivers, let us know what color the buses are at all times. We don't want to ask everyone and/or guess. Also, early morning arrival.	Neutral
There is no more Blue Route and there are times the route is used to make connections to other buses	Unsupportive
<i>With or without the changes, they serve me well. Thanks.</i>	Supportive
The route on Jabora Road and AGRA o Bell Cardens CA	Neutral
<i>I like everything very much.</i>	Supportive
More buses on Sundays	Unsupportive
Bus driver, I hate it when you guys SUDDENLY STOP or slow down, especially when the client get up to move or to tell someone something that's private. SP STOP!	Neutral
<i>I don't like this one because the blue line doesn't appear.</i>	Unsupportive
<i>I like the service.</i>	Supportive
Eliminates my access to the red route	Unsupportive
I take the Green for fast service to shopping center.	Neutral
<i>They put stops where there are no people.</i>	Unsupportive
<i>The service is very good like this</i>	Supportive
I believe important to take people in consideration in particular those who use it to go to work	Neutral

Note: Italicized text has been translated from Spanish

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On-Board Survey, Scenario 2 – Please provide more comments on specific things you like or don't like	Supportive of Scenario
Same answer as 2	Neutral
The Citadel Bus doesn't have to go down Washington Blvd. Could you consider a stop on Smithway at the back of the Outlets? The Blue Route is shorter and it still services the outlet which is good for me.	Supportive
<i>I like the bus service</i>	Supportive
It okay	Neutral
<i>I feel good about the bus schedule. The weekend service is good.</i>	Supportive
<i>I like it because we do have the Blue Line.</i>	Supportive
<i>I like the service</i>	Supportive
I live by Bristow Park, I wouldn't be able to take the Red Route to the Commerce.	Unsupportive
Seems more efficient.	Supportive
I think they should let us try the new routes.	Neutral
<i>Don't change the Green Route at Gage and Chalet</i>	Unsupportive
<i>I like service every 30 minutes</i>	Supportive
<i>Everything is fine how it is</i>	Unsupportive

Note: Italicized text has been translated from Spanish

Community Survey

What do you think about the proposed Red Route A in Scenario 1: Fresh Start?	Supportive of Scenario
I live near Bristow park and use the red route bus to get to rosewood park and to the commerce center.	Neutral
I am against the "Fresh Start" scenario.	Unsupportive
Better coverage.	Supportive
The bilateral is an excellent perspective. For the ladot or SOL runr shuttles they do run this scenario appreciate this factors to ease travel planning.	Supportive
<i>It's a good idea, thank you for thinking of us and taking our opinions into account.</i>	Supportive
I will a nice change by covering a big area for many commuters.	Supportive
The new route seems to be going more directly to a couple of places instead of going to every place (crossing the freeway all the time and making so many turns). The greater weekday frequency helps coordinate trips with buses outside the Commerce network.	Supportive
Every 30 minutes is much more convenient.	Supportive
I'm in favor of operations to be every 30 min. Instead of an hour or so. I am not in favor or eliminating the services within the city streets. I feel there will be less individual using the bus.	Supportive
Bi-directional is brilliant!	Supportive
Changes are good to for the safety of everyone, hopefully this pandemic clears soon for everything to go back to normal	Supportive
The route looks too compressed	Unsupportive
When I attended RPS, I would have to wait almost an hour to catch the blue route home. My sibilings go there now & sometimes we can't pick them up, so I think a more frequent red route in both directions would be nice!	Supportive
I like the route the way it is. I like it to remain the same. Scenario 2 is better.	Unsupportive
I like the route the way it is and Scenario 2 is better.	Unsupportive
Look's good	Supportive
<i>I don't use this bus much</i>	Neutral
I like the routes the red and blue the way it is	Unsupportive
leave the bus the way it is, don't change it at all	Unsupportive

Note: Italicized text has been translated from Spanish

What do you think about the proposed Green Route B in Scenario 1: Fresh Start?	Supportive of Scenario
I am against the "Fresh Start" scenario.	Unsupportive
I think they should be treated fairly and come around every 30 min as well	Unsupportive
Better coverage.	Supportive
All of the above are good reimagining. the addition of weekend extended potential is sound to my ears.	Supportive

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What do you think about the proposed Green Route B in Scenario 1: Fresh Start?	Supportive of Scenario
<i>No, it benefits those of us who live in the greenwood and bandini area, before only the Yellow Route passed and when I changed to Green it was very helpful since there are young people who go to Bell Gardens High School and Rosewood Park. If they remove the routes that pass through this side, it will affect them. I have children and acquaintances that benefit from them if they go through this route, yellow and green, please do not remove them.</i>	Unsupportive
I depend on this current route. The Commerce residents that are up against the Bell Gardens border often lack in services that meet their needs when it comes to accessing Commerce parks, recreation, Senior Center, Commerce library and many more services.	Neutral
Although changes are always good, commuters will rapidly adapt to this new changes	Neutral
Not a big difference from the old route, but running on Olympic helps make up for Metro bus stops that will be taken out of service. Unfortunately, there is still bus service running a short distance away from area Metrolink stations and not serving Metrolink passengers at their stop.	Neutral
Although the bidirectional is perfect, it would be nice to have a more frequent time schedule and for riders on Garfield in the afternoon when people are getting odd work, after 3pm.	Supportive
Good wait times and bi directional rides	Supportive
It's a very busy street might be helpful to have a bi-directional services.	Supportive
I think the green route should have a less waiting time	Unsupportive
I like the route to remain the same. Scenario 2 is better.	Unsupportive
I like the route the way it is. And Scenario 2 is better than one.	Unsupportive
<i>If I want to take the bus to go to Commerce Center, I would need to walk 20 minutes to take it.</i>	Unsupportive
Slauson, Garfield, Eastern, Washington need services - they can link to other transportation	Unsupportive
some people don't understand survey and the bus route I don't get it	Neutral

Note: Italicized text has been translated from Spanish

What do you think about the proposed Yellow Route C in Scenario 1: Fresh Start?	Supportive of Scenario
I am against the "Fresh Start" scenario.	Unsupportive
Every 30 min. You have to be fair	Unsupportive
Better coverage.	Supportive
I like that it would head to bell shops markets etc as theres is that mess of metro 258 which seems to never run 1 per hour.	Supportive
<i>For those of us who use the bus on the Greenwood and Bandini section, this will especially affect the young people who go to high school in Bell Gardens or go shopping at the Commerce Center</i>	Unsupportive
this is amazing because it could help people out in need for whoever needs a pharmacy or just needs to get groceries	Supportive
Bi-directional service is an improvement over the old model. I am glad that Garfield and Gage is still a connection, but am not happy about the loss of some of the travel on Bandini. The new route also seems to be going widely around the homes of families who live near Bell Gardens High School. Even though the planners may not be trying to avoid this neighborhood, access for people	Neutral

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What do you think about the proposed Yellow Route C in Scenario 1: Fresh Start?	Supportive of Scenario
there would be better. I do think the Bell Gardens Marketplace connection is great for shopping and a creative proposed solution.	
It will be a positive change but can't speak for those who catch the bus within the city.	Support
Bandini Blvd needs to be serviced during peak hours am & pm	Unsupportive
Many people take these buses in the commerce center and removing the yellow route from there would affect passengers	Unsupportive
I've heard Veterans Park residents complain they have to come to El Super only. This will widen scope of shopping choices	Supportive
Scenario 2 is better. I would like to remain the same.	Unsupportive
Same comments like Red and Green Route	Neutral
<i>While taking the Yellow Route, I couldn't get to the Commerce Center where I go frequently</i>	Unsupportive
Used to like yellow line the way it used to be, but this new change won't affect me.	Neutral
<i>I have no opinion</i>	Neutral
going to Bell Gardens marketplace - No. Cutting out Telegraph Rd, Washington etc not ok	Unsupportive
No comment because I don't use the yellow or green	Neutral
I gave you all the question I know in this survey, that all I could said	Neutral

Note: Italicized text has been translated from Spanish

What do you think about the proposed Purple Route D in Scenario 1: Fresh Start?	Supportive of Scenario
I am against the "Fresh Start" scenario. BUT, this Purple route D is a good idea.	Supportive
Better coverage.	Supportive
Excellent sometimes the usage of sol to get to cal state to get to metro to el monte bus hub	Supportive
This is a good change by the Commerce Transit	Supportive
this is amazing especially for college students attending cal state la	Supportive
This is a great route. The connections to the J Line and light rail network offered by this new line are exactly what are needed for neighborhoods both inside and outside of Commerce. Compared to the existing Metro 256, this revamped line should provide much more utility to the region and I expect it will have higher ridership all the time. Also, running multiple buses per hour on Triggs will help make up for the losses in service on the western end of Telegraph that were adopted in the Metro NextGen plan. This is positive. It may be hard for drivers to stay on time with traffic through the Mixmaster, but overall these changes are good changes.	Supportive
I like this idea since students can benefit from this trip.	Supportive
I think this goes to new areas were passengers could use this bus	Supportive
I usually take the Metro 256 to school so now I wouldn't have to! I love this idea. Especially if the fare would still be free ;).	Supportive
Scenario 2 is better. I would like the route to remain the same.	Unsupportive

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What do you think about the proposed Purple Route D in Scenario 1: Fresh Start?	Supportive of Scenario
I like the route the way it is. And I like Scenario 2.	Unsupportive
<i>I use it a little</i>	Neutral
Commerce busses will be destroyed by some confusion on who pays and who doesn't. safety for riders and drivers. Keep services within commerce - metrorail needs to take away employment of others riding the bus can be dangerous especially as the bus moves to different locations!	Unsupportive
some people will like it and some won't	Neutral
I don't have any comments or ideas for you because has their own opinion question survey	Neutral

Note: Italicized text has been translated from Spanish

What do you think about the proposed Citadel Outlets Express E in Scenario 1: Fresh Start?	Supportive of Scenario
As a disabled resident in the Bandini, removing the Washington/Atlantic stop would be disastrous for me. This would force me to walk to the Citadel to ride this route into DTLA, keeping me more home bound as there are safety concerns when walking through the mixmaster.	Unsupportive
I am against the "Fresh Start" scenario. The COE really needs to make all current stops in downtown LA.	Unsupportive
I enjoy the citadel express and especially the Downtown area. I enjoy the walking distance from the bus stop to the staple center and grand park. The events at Grand Park are amazing and I enjoy the express bus line stopping there. From somebody that uses the citadel express line to get to Downtown I much appreciate the free transportation and dedication of keeping customers happy. I enjoy every minute of the bus line as well as my children. My children have been given the opportunity to enjoy the city bus and specially making those trip to Disney on ice. Because of the city of Commerce transportation and making the trips to Downtown, it has helped me financially of saving parking money and trying to look for the best deals of stationing my car in a safe area. Please don't remove or move any Downtown bus stop location. My family and I truly enjoy these trips to Downtown events and celebrations.	Unsupportive
Better coverage.	Supportive
I been traveling on the guess covered bus. One of the thing as I am a people watcher is how many asians hope on 5th and grand I myself returning from downtown. I have met political dignitaries that where staying at the expensive old mansion like hotel across the street from the library when they where well knowledge of citadel. Removing 5th and also the Olympic before hoping in the freeway seems not the best based on the 3 or so years I have been on cit express	Unsupportive
I agree with the chage perfect	Supportive
The CXE should exit at Washington to serve the casino at both stops across the street.	Unsupportive
I don't have an opinion on this. The direct connection to City of Commerce routes is a gain and the more limited destinations in the City of Los Angeles are a loss.	Neutral
Love everything about this idea. Just feel the trip to LA is a plus. In personally don't travel to LA but I know family members who will be if from this service. Although, i can see how it takes up some time and money for other services close by.	Supportive
Cutting off downtown LA service eliminates the foreign shopper element the route was intended to service...no hotel service from Union Station!	Unsupportive
It could be good	Supportive

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What do you think about the proposed Citadel Outlets Express E in Scenario 1: Fresh Start?	Supportive of Scenario
As long as the route times match up to Metrolink times	Neutral
The citadel needs to go to downtown. Scenario 1 doesn't work because it limits riders to go places like LA Live, Disney Music Hall, shopping and eating.	Unsupportive
The Citadel bes need to go Downtown so we can go shopping and LA Live and eating out.	Unsupportive
that citadel is okay for those that like that route	Neutral
it is so far to go to citadel some people can not alk or get on bus they go by car. Some people don't have car it will be nice transportation would take them that way we have transportation for the people	Neutral

Note: Italicized text has been translated from Spanish

Overall, what do you think about Scenario 1: Fresh Start?	Supportive of Scenario
I wouldn't be able to catch a commerce bus to the commerce center because I live near Bristow park	Unsupportive
I am against the "Fresh Start" scenario.	Unsupportive
I think you have to be fair across the board	Unsupportive
We need a new an fresh start!	Supportive
Only concern, green line to remain the same, no changes.	Unsupportive
Better coverage.	Supportive
<i>It affects many of us who live between Greenwood and Bandini</i>	Unsupportive
The improved service in the Bristow Park area and west of the 710 are the most important good things about this map.	Supportive
I think the Fresh Start would be advantageous to riders overall.	Supportive
They seem reliable .like that there will be a minimization on the waiting time.	Supportive
Well overall I like the routes because you can transfer between them and make it easier for people who uses these services and be flexible around commerce	Supportive
There should be more transfer points for people going to commerce center to citadel vice a versa. Also timing of yellow from vets to rosewood. Students use bus to go to rosewood park school or practices at rosewood pool.	Unsupportive
Scenario 1 doesn't work. I highly disagree. Some routes limits riders to go places and plus riders are used to the routes.	Unsupportive
I think Scenario 2 is better.	Unsupportive
there are other bus services out of the commerce area. Add commerce stops there so the residents can take another bus ie montebello line	Neutral
I'm used to take this bus for year change will hard on seniors.	Unsupportive
I don't understand the map. I don't know much about bus route at all or the map	Neutral
<i>I think that the change in service is good for all of us who live in Commerce</i>	Supportive

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Overall, what do you think about Scenario 1: Fresh Start?	Supportive of Scenario
No opinion	Neutral
does not affect me	Neutral

Note: Italicized text has been translated from Spanish

What do you think about the proposed Red Route F & Blue Route G in Scenario 2: Streamlined Loops?	Supportive of Scenario
Every 60 minutes on weekdays seems like a long time for this route.	Unsupportive
I use the red bus to get to the commerce center from Triggs and I use the blue to get to rosewood from Triggs	Neutral
Higher frequency is a good thing.	Supportive
Timing seems to best by 30	Unsupportive
I have indicated that I think this could be good, but I don't feel strongly positive about the proposed changes under this plan. Plenty of stops on Washington (which are within walking distance for many riders, but less convenient) are already served by Montebello's 50 bus. With that bus running roughly hourly and the new Red Route F and Blue Route G running hourly, this is an example of two operators using separate resources that are probably insufficient to offer underwhelming service (headways). The changes to service for the Bristow Park neighborhood are positive.	Neutral
I personally will be affected since I take the bus early in the morning to go to school and a bus stop near my house is EXTREMELY helpful.	Unsupportive
Ineffective	Unsupportive
Whatever works	Neutral
This is about the same as we have now.	Neutral
<i>In this scenario, the Yellow Route does not reach Commerce Center</i>	Unsupportive
What about children teens when school resumes? Weather changes?	Neutral
no comment	Neutral
I don't understand map at all	Neutral

Note: Italicized text has been translated from Spanish

What do you think about the proposed Green Route H & Yellow Route I in Scenario 2: Streamlined Loops?	Supportive of Scenario
Higher frequency is a good thing.	Supportive
A lot of high school students use this route to get to school. Also after school programs or night school students use the city bus line as transportation to get school and home. Don't think its a great idea.	Unsupportive
<i>The young people who use transit to go to Bell Gardens High School and those of us who live on this side of Greenwood and Bandini are the ones who use this transit</i>	Neutral
Removing current more frequent service near local destinations (e.g. the Costco Business Center) but not offering additional destinations is not appealing. Eliminating the portion of today's Green	Unsupportive

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What do you think about the proposed Green Route H & Yellow Route I in Scenario 2: Streamlined Loops?	Supportive of Scenario
Route that runs on Slauson and taking away east-west service on Bandini could be acceptable tradeoffs, but there doesn't seem to be a substantial gain under this proposal. The information at the bottom of this page does not indicate that both routes will operate weekdays, Saturdays, and Sundays, but I assume that what you have written above is incorrect. (If so, I don't feel positively towards the proposal.) A series of loops that run infrequent buses from one end of the city to the other, just trying to stay on larger streets, are not the best that the City of Commerce can do for its transit service.	
I would like to see more frequent times for convenience in the morning and afternoon for people getting to and from work.	Unsupportive
Needs bi directional.	Unsupportive
I think the frequency of these buses should be faster since it covers a huge part of commerce and many workers take these buses	Unsupportive
Looks better than first streamline option	Supportive
Riders will be stranded have an alternative for there.	Unsupportive
no comment	Neutral
I don't understand map at all	Neutral
<i>Thank you for wanting to give us a better transportation service</i>	Supportive

Note: Italicized text has been translated from Spanish

What do you think about the proposed Purple Route J in Scenario 2: Streamlined Loops?	Supportive of Scenario
High frequency is a good thing. 30 minutes is a great thing. "one-seat, fare free ride with connections to Cal State LA, the Metro Rail Gold Line, and Commerce Center." is a very, very good thing.	Supportive
I don't think everyone would use this route to go to cal state because not everyone goes to Cal State, but I do believe that it should stop at the gold line and back to the shopping center.	Neutral
I never cared for that line even taking it from highland park. The only thing good is the scenery that it takes. Also slow in frequency.	Neutral
Nice this will may patrons. Economically	Supportive
This proposal is a positive change for mobility in the region. The Purple Route J in Scenario 2 doesn't provide some desirable connections and transfer opportunities as the other scenario proposed, and the areas served east of Bristow Park and west of the Commerce Center are not as important additions to the network in light of NextGen changes that Metro has adopted for lines like 66, 258, 262 (plus the high frequency of east-west bus serving the Commerce Center). But that's fine. Implementing this change would be an improvement.	Neutral
The students will benefit from this so I support it	Supportive
I go to school at CSULA so it would benefit me :)	Supportive
<i>It would be very useful for my needs</i>	Supportive
<i>I think it is okay</i>	Neutral

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What do you think about the proposed Purple Route J in Scenario 2: Streamlined Loops?	Supportive of Scenario
Have commerce bus go to hubs where passengers catch another bus. Stay in city limits. Plus cal state is a commuter school - people won't attend houses of attendance vary plus commerce buses will be destroyed	Neutral
no comment	Neutral

Note: Italicized text has been translated from Spanish

What do you think about the proposed Citadel Outlets Express K in Scenario 2: Streamlined Loops?	Supportive of Scenario
Again, as a disabled resident in the Bandini neighborhood, I implore you to reconsider removing the Washington/Atlantic stop, this stop is crucial for me and allows me some freedom outside my home into a developed DTLA. Removing this stop will require me to walk through the unsafe mixmaster to get on this bus, which ultimately will leave me home bound as walking a mile+ to the citadel is not something I want to do to get to DTLA.	Unsupportive
Higher frequency is a good thing. Union Station served in both directions is a good thing. Easier transfers to COE from other Commerce lines is a great plus.	Supportive
Half and hour seems best. Removing a stop on first street and keeping 5th as well Olympic good	Supportive
Exit at Washington to serve the casino on both sides of the street	Neutral
This seems marginally better than what exists today.	Neutral
Cuts off riders on Washington Blvd from boarding to Union Station when the driver goes this way to get on freeway, making riders go all the way to Citadel - makes no sense!	Unsupportive
This will go to downtown this is bada**	Supportive
Please just match Metrolink arrivals and departures.	Neutral
I like scenario 2 because it goes to downtown. And also it needs Union Station.	Supportive
You can add union station to the route	Supportive
<i>Taking a non-transfer trip to Cal State LA is good. I have a daughter who studies there</i>	Supportive
try it it won't hurt to see how it works	Neutral

Note: Italicized text has been translated from Spanish

Overall, what do you think about Scenario 2: Streamlined Loops?	Supportive of Scenario
same reason as before it eliminates my access to a commerce bus from Triggs	Unsupportive
Buses need to go near Citadel. Purple route J is a good idea. Higher frequency is a good thing.	Supportive
I think scenario #2 is better for us!	Supportive
<i>And those of us who live in Greenwood and Bandini</i>	Neutral
Eliminating the corridors served by the Orange Line while not offering much new to like in service for the other corridors (as proposed in this scenario) doesn't seem very good. The relatively frequent free service between Commerce Center and University Hills (as proposed) would be great, but the long wait times on all other routes that are primarily running within Commerce would not be great. The two distinct "loops" are difficult to explain (or remember) because they're hard to	Unsupportive

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Overall, what do you think about Scenario 2: Streamlined Loops?	Supportive of Scenario
understand. If planners are not making it easy to get to local Metrolink stations, then they are missing an opportunity and I don't see which changes clearly make up for that.	
Either changes are good on this hard times for the safety of everyone	Supportive
I think people will like this more	Supportive
Make getting to and from Metrolink easier.	Neutral
Short ride to and from like that	Neutral
not sure	Neutral
does not effect me	Neutral

Note: Italicized text has been translated from Spanish

Which scenario do you think best reflects what the City of Commerce Bus system should look like in the future?	Supportive of Scenario
I don't like either proposed idea as a group, due to a route I utilize In both scenarios would be drastically changed.	Unsupportive
neither	Neutral
Higher frequency is a good thing. Good coverage. Provide some kind of on-call service for metrolink station.	Supportive
More lines to rely on.	Supportive
Better coverage.	Supportive
<i>Maybe Scenario 2 but do not remove the bus between Greenwood and Bandini for young people who go to High School in Bell Gardens</i>	Neutral
It is practical and easier to follow.	Supportive
Seems this would better accommodate the Commerce Community	Supportive
This scenario seems to fit better with connections to destinations outside the City of Commerce. The other network is hard to understand without much benefit.	Supportive
Would like to keep the bus stops within the neighborhood streets. (Rosewood area)	Unsupportive
More efficient way to get around and eliminates unnecessary stops	Supportive
Whatever the outcome is then I hope it works	Neutral
There is more options for residents to go to multiple places using multiple bus lines.	Supportive
I think the new bus routes would just be more efficient	Supportive
Too long a ride	Unsupportive
<i>They have good transportation service for me to get to doctors appointments and stores</i>	Supportive
They both need revisions: good ideas - need to be linked to safety of commerce residents who ride the bus frequently - senior citizens, bus drivers - protection of riders on bus. During these times - there are many people who don't come they vandalize, do not respect the rights of others. Take a committee of people ride the bus outside of the commerc area - downtown LA -- korea town or through ELA - it is quite an experience more people are ok there are the folks who will vandalize, play loud musi pee on seats, cuss, etc. The other side of the coin - residents should be first priority	Neutral

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Which scenario do you think best reflects what the City of Commerce Bus system should look like in the future?	Supportive of Scenario
- during this time of covid etc. I'd suggest a waiting period. People are riders need to know what to expect... rules etc start slow... have people experience with opportunity to give constructive feedback of real experiences... in the areas of safety, need, convenienc, etc. There was a mention of a fee?	
it will be something new and hard on some of the seniors	Supportive
This doesn't affect me or I don't have an opinion on this.	Neutral
This doesn't affect me or I don't have an opinion on this.	Neutral

Note: Italicized text has been translated from Spanish

Please use this space to tell us anything else you think we should know.	Supportive of Scenario
More stops will be good.	Supportive
I would really like to see the Yellow route back in service ASAP as I rely on this to get to work in the AM. Thank you very much.	Neutral
n/a	Neutral
Any Sunday service? Church/Shopper Special? Purple route with 30 minute service will hopefully be a great success.	Supportive
I say everything you guys are doing is right	Supportive
<i>I think it would be a good idea to have a bench and lights at each stop.</i>	Neutral
Make us full time!	Neutral
It might be too expensive and perhaps annoying but implanting more of those prediction stands. Metro has some but seems to constantly without triggering without person touching it	Neutral
<i>In this area between Greenwood and Bandini, in the residential area, there should be more vigilance since there have been robberies, they paint the walls right now the bridge is painted, some cars use Bandini as a race track</i>	Neutral
Hopefully, more surveys will be used to make decisions that affect availability of services.	Neutral
no	Neutral
Thank you for taking in consideration the Opinion of Commuters like myself. and others	Neutral
thank you for caring about students and making a transportation to cal state la	Neutral
I think both scenario are improvements. Scenario 2 is easier for riders to follow.	Supportive
Thanks for keeping bus service free!	Neutral
Thank you for keeping us informed and a part of your decision making for changes in the transportation process.	Neutral
The phone program is great!	Neutral
The Fresh Start 1 is the most effective	Supportive
I think certain buses should go on faster frequency since the seating is limited by COVID 19.	Neutral
You bus d ivers are awesome.	Neutral

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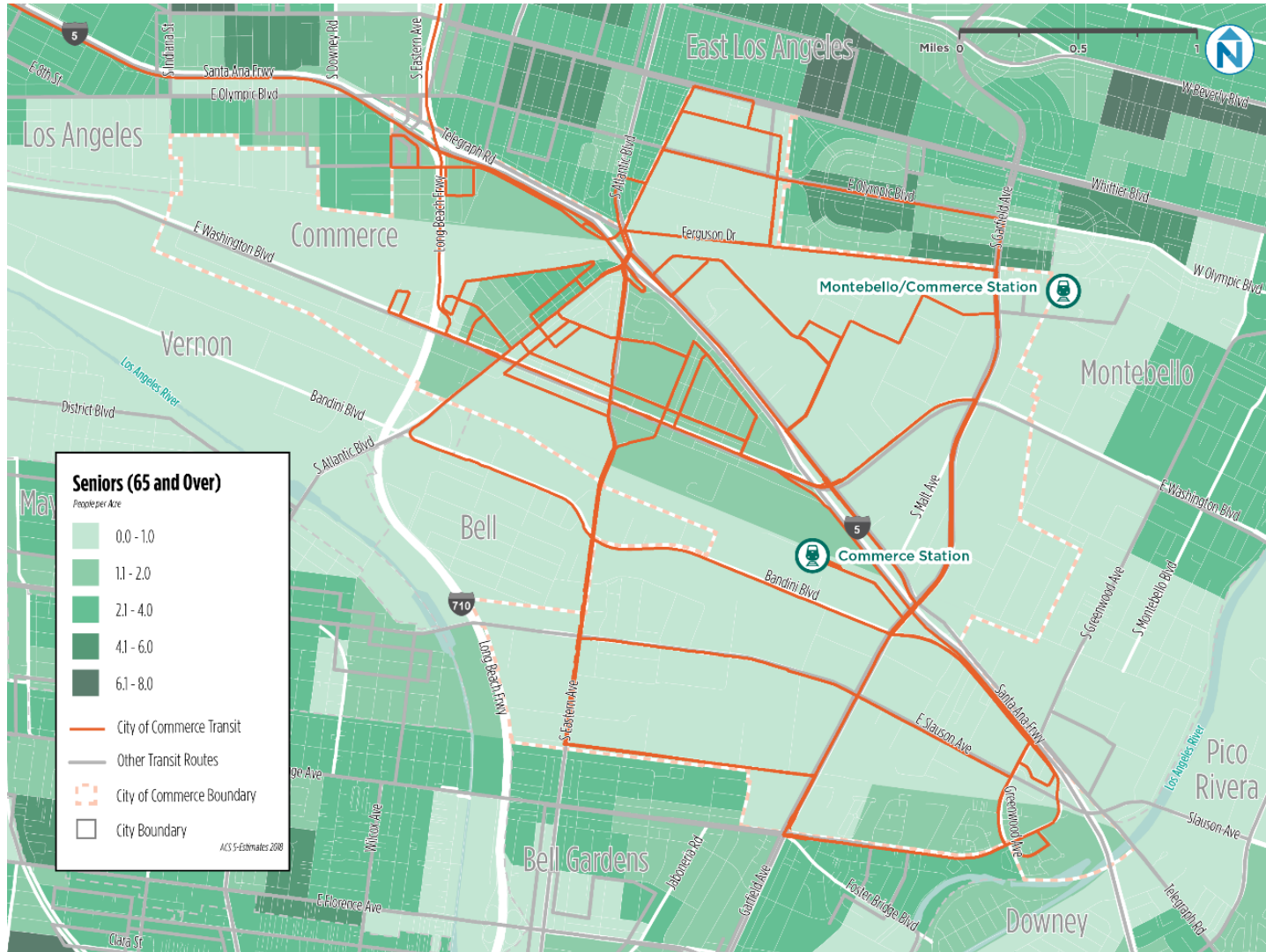
Please use this space to tell us anything else you think we should know.	Supportive of Scenario
Keep up the great work!	Neutral
As for right now I don't think it's best to change the routes because of COVID-19. Less people are using the buses of COVID-19 so the results are not accurate.	Neutral
Good job and Clean Buses	Neutral
<i>Thanks to the City of Commerce for all of the benefits they give us. Thank you from me to all of the staff who are a part of these projects</i>	Neutral
<i>Thanks for all of the benefits that the City of Commerce gives us</i>	Neutral
<i>Thank you for serving us so well and not charging us anything. God take care of you always</i>	Neutral
We need a lot tree in this city, why? Because is a lot pollution.	Neutral
This was a very confusing long survey. I would have liked to see small group discussion. Opportunity to converse with people from different areas of city for input - discovery field trips/study riding buses at different times ... lots of papers to go through. maybe use 2 transparencies instead of so many maps	Neutral
I felt that there has been times where the buses are late. And you should put more stop for seniors that have trouble walking to a stop and we can call to have a dedicated line for those seniors that don't know how to use the phone press and letter I have help lots of senior that didn't know to do when they want to know where bus is at	Neutral
Routes on riders are excellent service to the residents	Supportive

Note: Italicized text has been translated from Spanish

Appendix D Demographic Maps

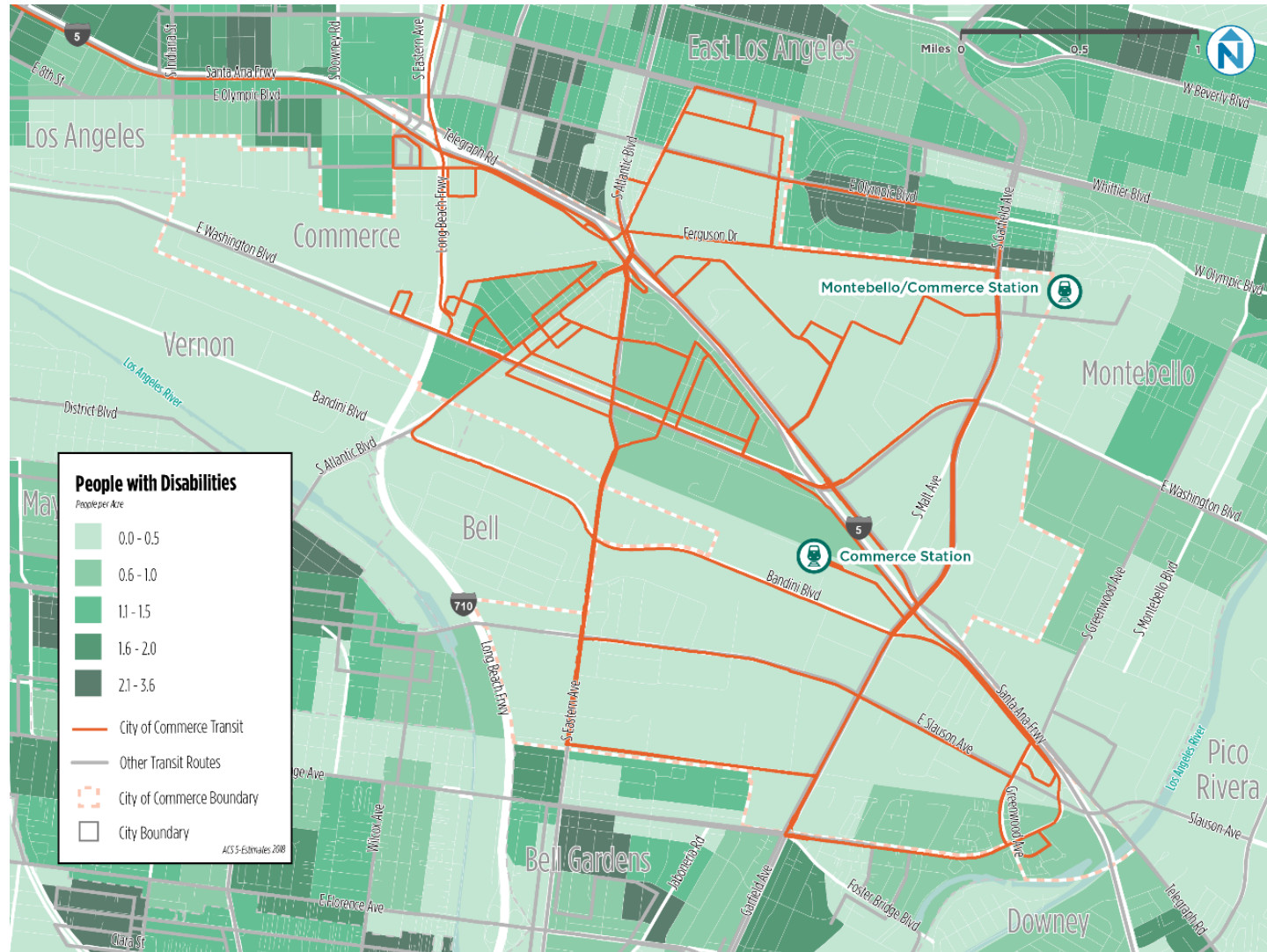
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Figure 1 Density of Seniors Ages 65 and Older



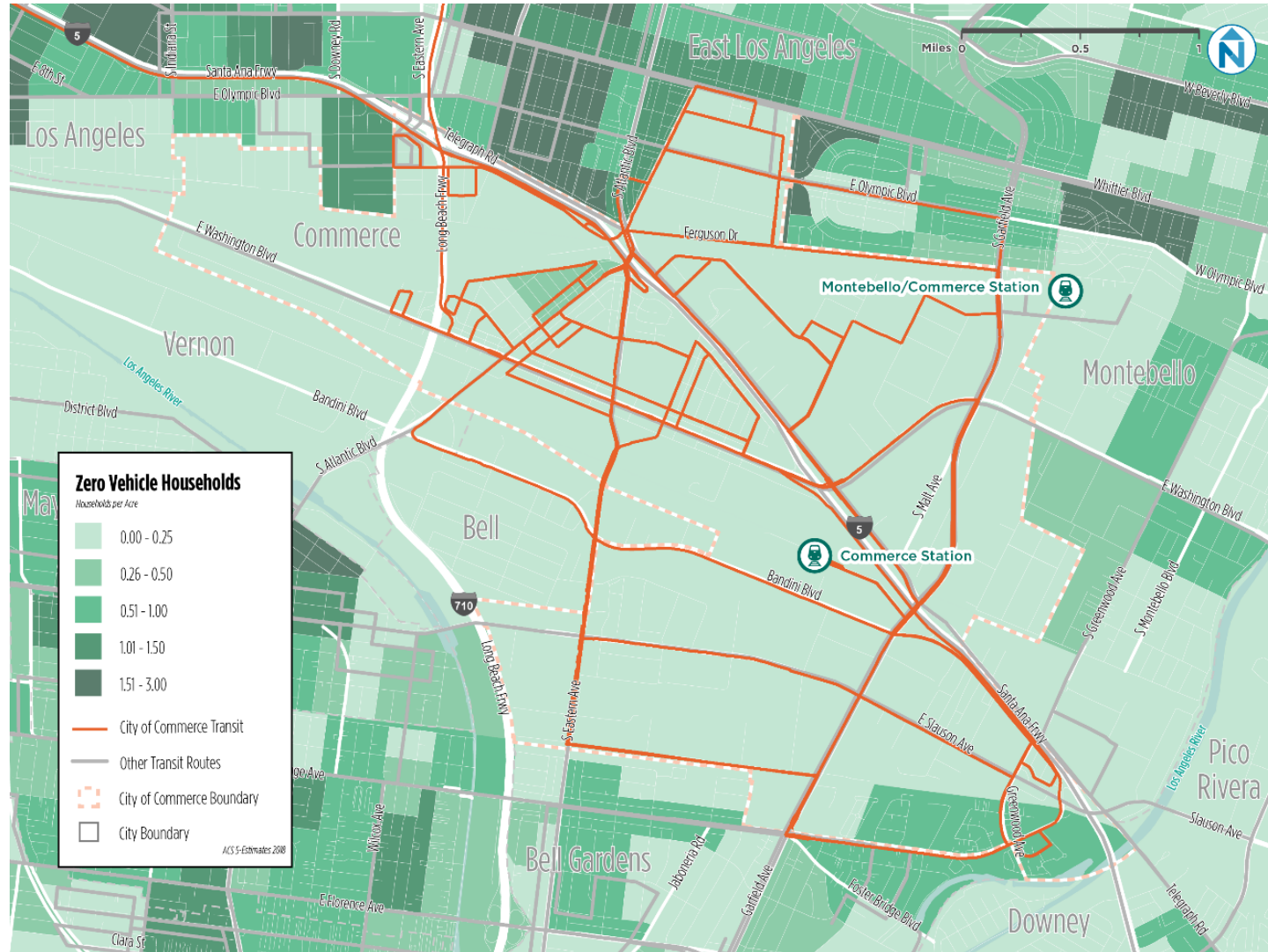
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Figure 2 Density of People with Disabilities



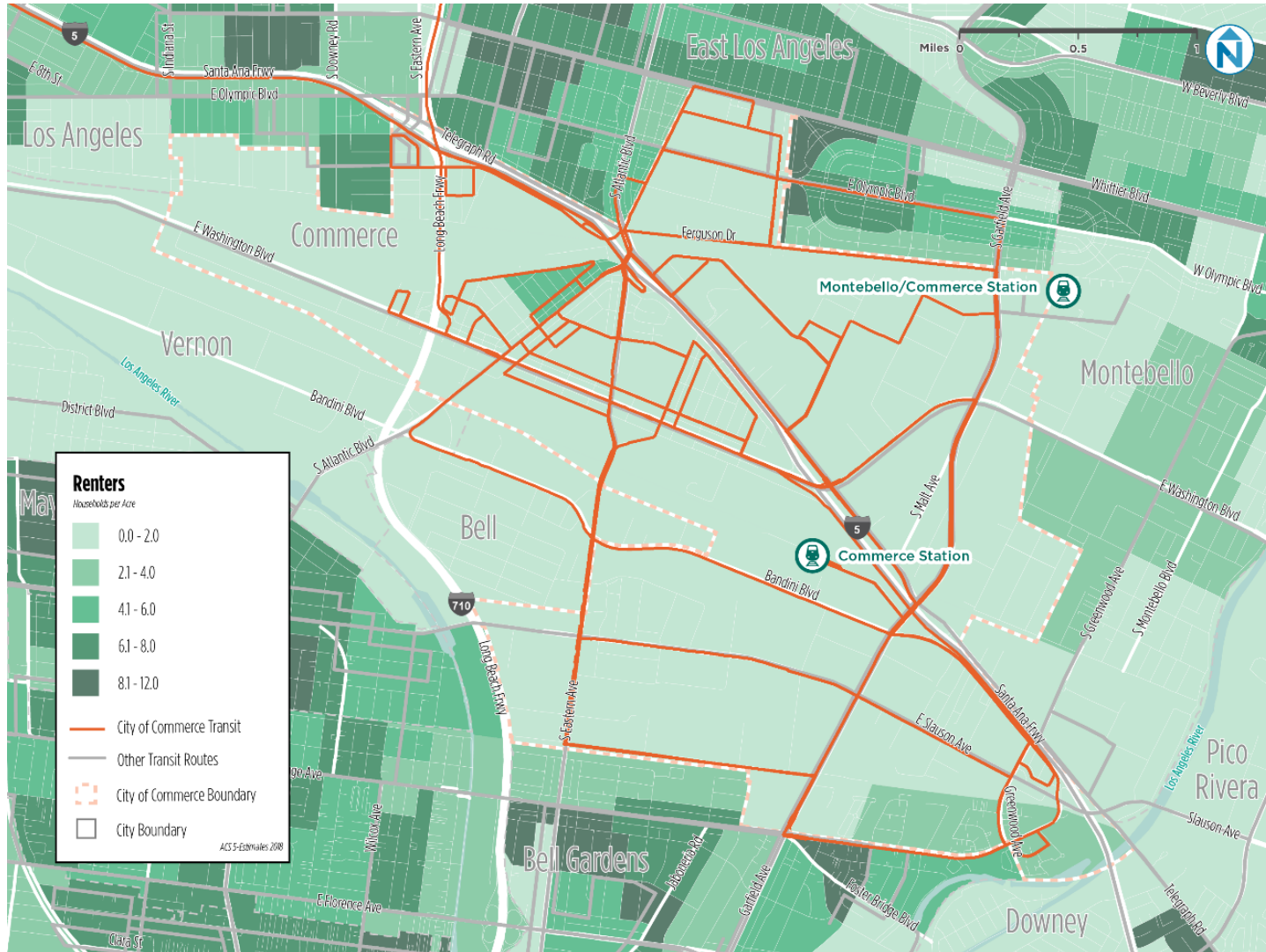
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Figure 3 Density of Zero-Vehicle Households



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Figure 4 Density of Rental Households



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Figure 5 Density of Low-Income Households

