



Montebello Bus Lines

Existing Conditions Report

December 2021

N NELSON
NYGAARD

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1 INTRODUCTION

The City of Montebello is moving forward with public transit.

The City of Montebello has operated Montebello Bus Lines (MBL) since 1922. MBL is the third largest municipal bus system in Los Angeles County. MBL provides transit services in Montebello as well as the neighboring communities of Alhambra, Bell Gardens, Boyle Heights, Commerce, Downtown Los Angeles, East Los Angeles, La Mirada, Monterey Park, Pico Rivera, Rosemead, South Gate, and Whittier.

MONTEBELLO MOVES

Study Overview

In July 2021, the City of Montebello initiated Montebello Moves, a comprehensive study that will identify ways to create a more convenient, reliable, equitable, and sustainable MBL transit system.

The initial phase of the study is a comprehensive review of the existing MBL system and connecting transit services. This phase also examines evolving market conditions in the area with an emphasis on demographics, socio-economic characteristics, and employment hubs.

Robust and meaningful community engagement is a vital component of the Montebello Moves study. Outreach efforts include an on-board rider survey, online community survey, project website, social media, virtual public meetings, and stakeholder discussions. These activities will help the City of Montebello identify transit needs and understand community priorities.

The final phase of Montebello Moves is the development of a strategic plan to guide service improvements and expansion over the next several years.

Existing Conditions Report

As the first deliverable of the Montebello Moves study, this report synthesizes service evaluation, market analysis, and initial community feedback. The report also highlights challenges and opportunities related to the design and delivery of transit service.

The report will serve as the foundation for the development of initial service alternatives, which will be presented to the community in early 2022.

KEY FINDINGS

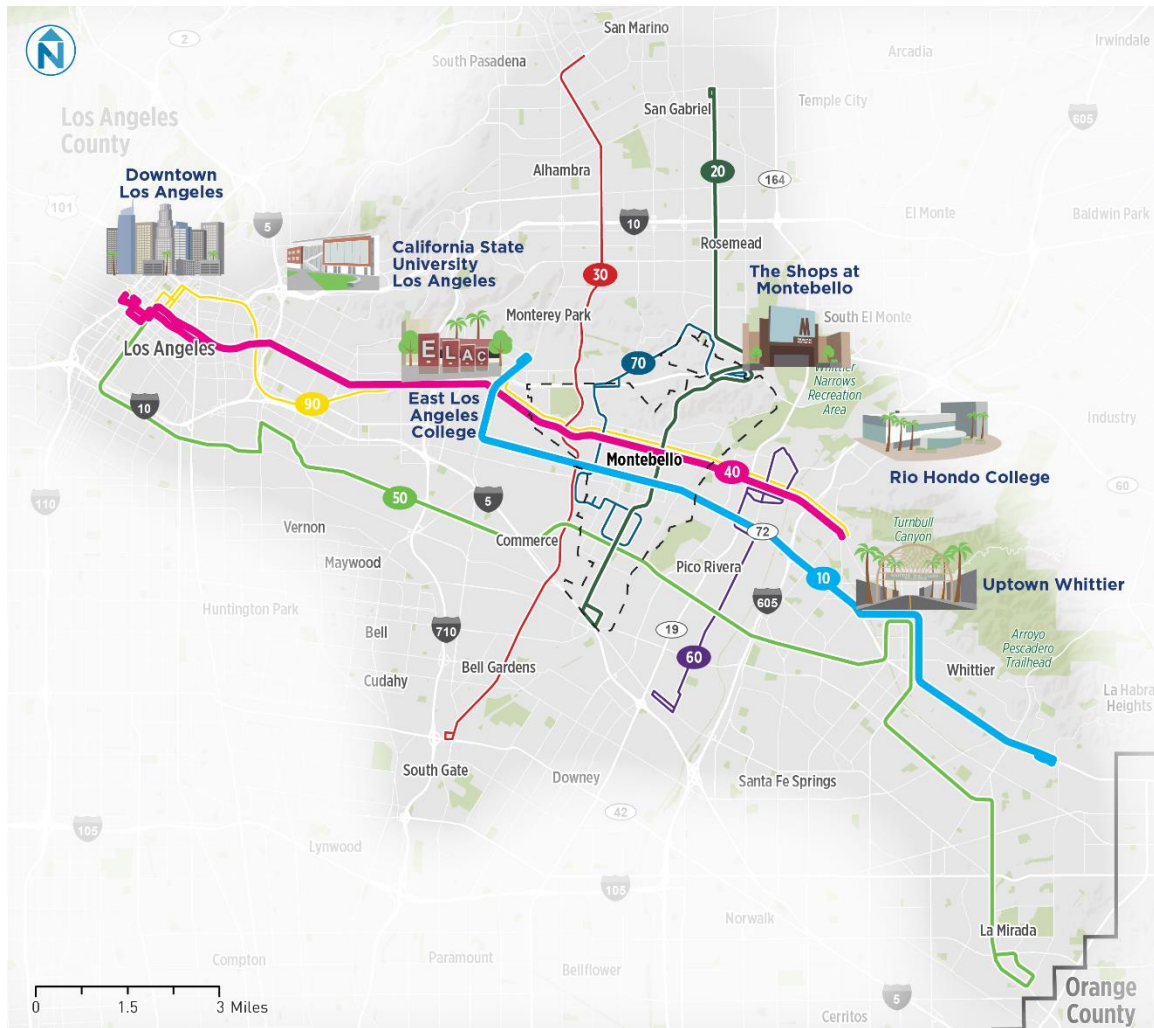
Extensive Route Network

Montebello Bus Lines consists of seven local routes and one express route that serve many important regional destinations such as Downtown Los Angeles, East Los Angeles College, The Shops at Montebello, and Uptown Whittier.

Unlike many small municipal transit providers in the region, Montebello Bus Lines primarily operates on major arterial streets, which enables fast and direct service.

However, the extensive coverage provided by Montebello Bus Lines also results in limited service for the City of Montebello. Less than one-quarter of MBL bus stops are situated within city limits and less than one-third of passenger boardings take place within city limits. Line 50 is excessively long, negatively impacting schedule reliability.

Figure 1-1 Montebello Bus Lines Network and Key Destinations



Evolving Ridership Patterns

Montebello Bus Lines, along with all transit providers across the country, experienced severe ridership declines between March and July 2020 due to the COVID-19 pandemic. MBL implemented significant service suspensions and reductions during this timeframe.

Since July 2020, ridership has increased steadily on most MBL routes. Weekend ridership has returned at a greater rate than weekday service, indicating the need for additional weekend service to connect riders with employment and shopping.

Strong Core Routes

Line 10 Whittier Boulevard and Line 40 Beverly Boulevard account for approximately 70% of MBL's total system ridership. Both lines offer riders frequent service, early morning availability, and daily operation.

Insufficient Service

In contrast to Lines 10 and 40, most other MBL lines are infrequent with limited hours of service. Several MBL lines do not operate on weekends thereby forcing riders to travel longer distances to reach active MBL bus stops or find alternative transportation. Service investments such as longer hours and expanded weekend service increase access to jobs and services, particularly for riders with the greatest transit needs.

Inadequate Route Endpoints

While some MBL routes end at major destinations, several routes terminate at locations that lack a significant ridership generator and/or ideal layover space. Ridership data and the regional transit network, including the planned Gold Line extension, are key factors for evaluating the benefits and impacts of extending or truncating existing lines.

Potential Destinations

Montebello Bus Lines operates within two miles of two major higher education institutions: California State University Los Angeles and Rio Hondo College. Extending service to these campuses and/or improving schedule coordination with transit providers currently serving these campuses will be explored.

Regional Coordination

As one of many transit providers in the Los Angeles region, Montebello Bus Lines plays an important role in connecting people with places. Opportunities to improve connectivity with other transit providers and/or partner with neighboring cities will be evaluated with regards to local and regional benefits.

2 MBL SYSTEM EVALUATION

SYSTEM OVERVIEW

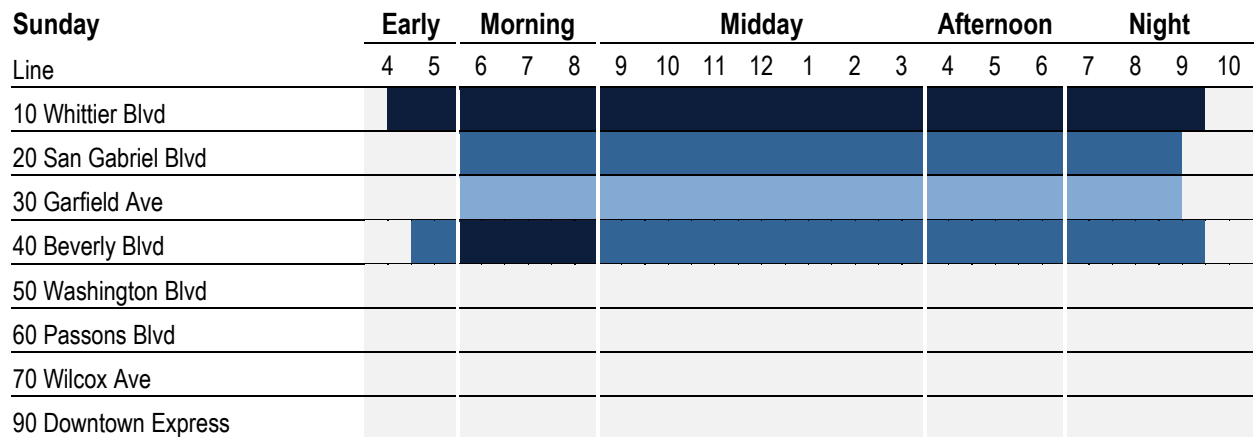
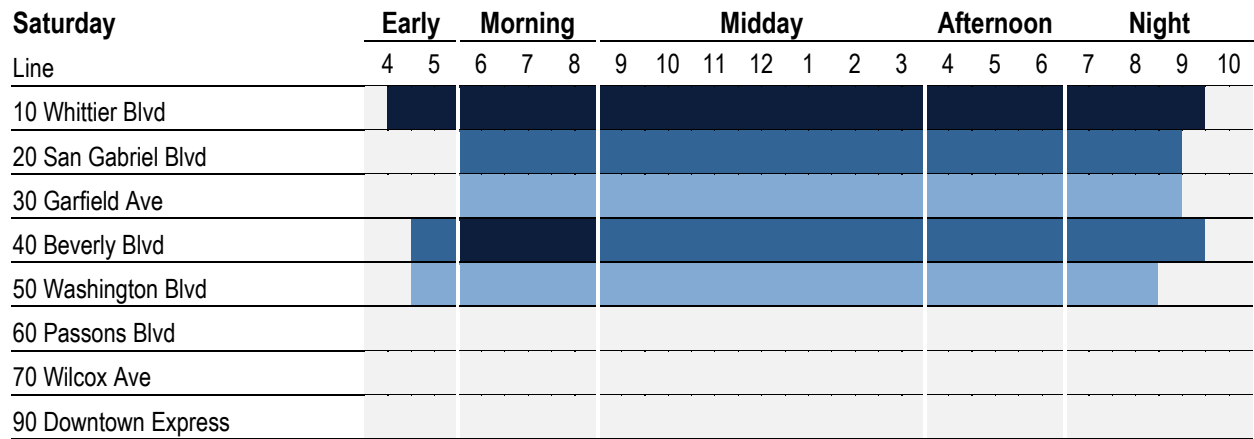
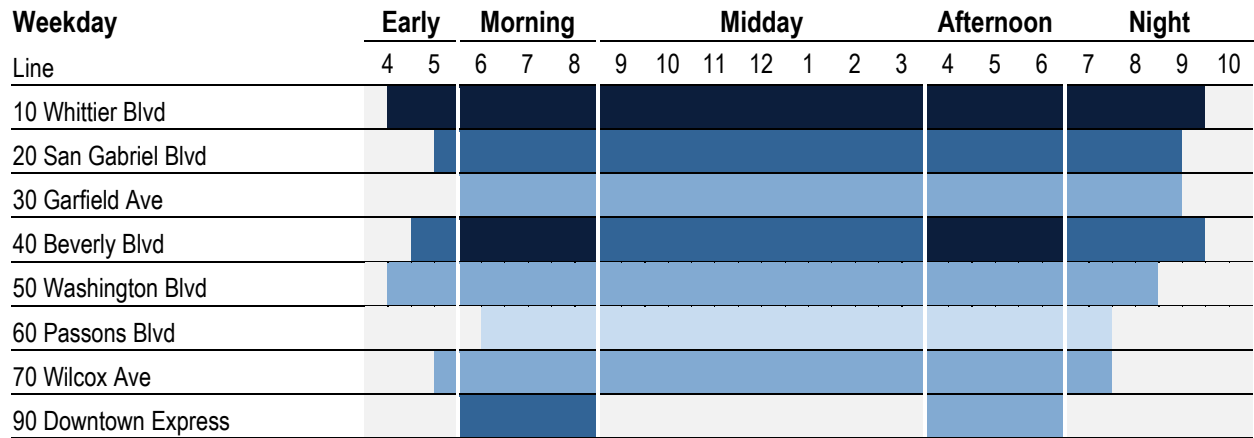
Montebello Bus Lines consists of eight lines with varying frequencies and days of service (Figure 2-2). Lines 10, 20 and 40 provide frequent, daily service. Lines 30, 50, 60 and 70 are less frequent with limited weekend service. Line 90 is weekday peak hour express service.

Figure 2-1 Montebello Bus Lines Network



Service Span and Frequency

Figure 2-2 Service Span and Frequency by Line



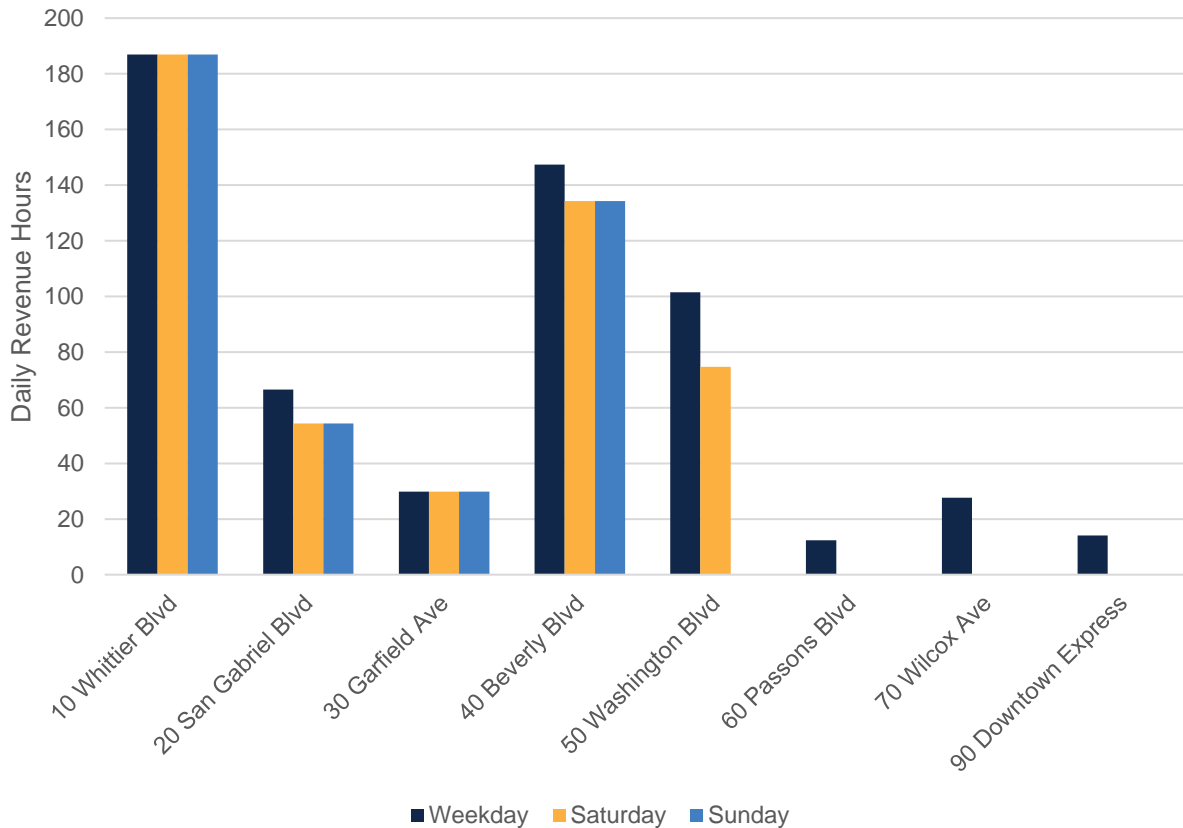
SYSTEM RESOURCES

Revenue Hours

While span, frequency and coverage are the primary measures of service availability for riders, transit providers quantify system resources in terms of revenue hours and peak vehicles.

Revenue hours are defined as the time in which a bus is in service. As a system, Montebello Bus Lines provides more than 600 revenue hours on weekdays. Revenue hours drop by approximately 19% from weekdays to Saturday. Sunday service has approximately 33% less revenue hours than weekdays.

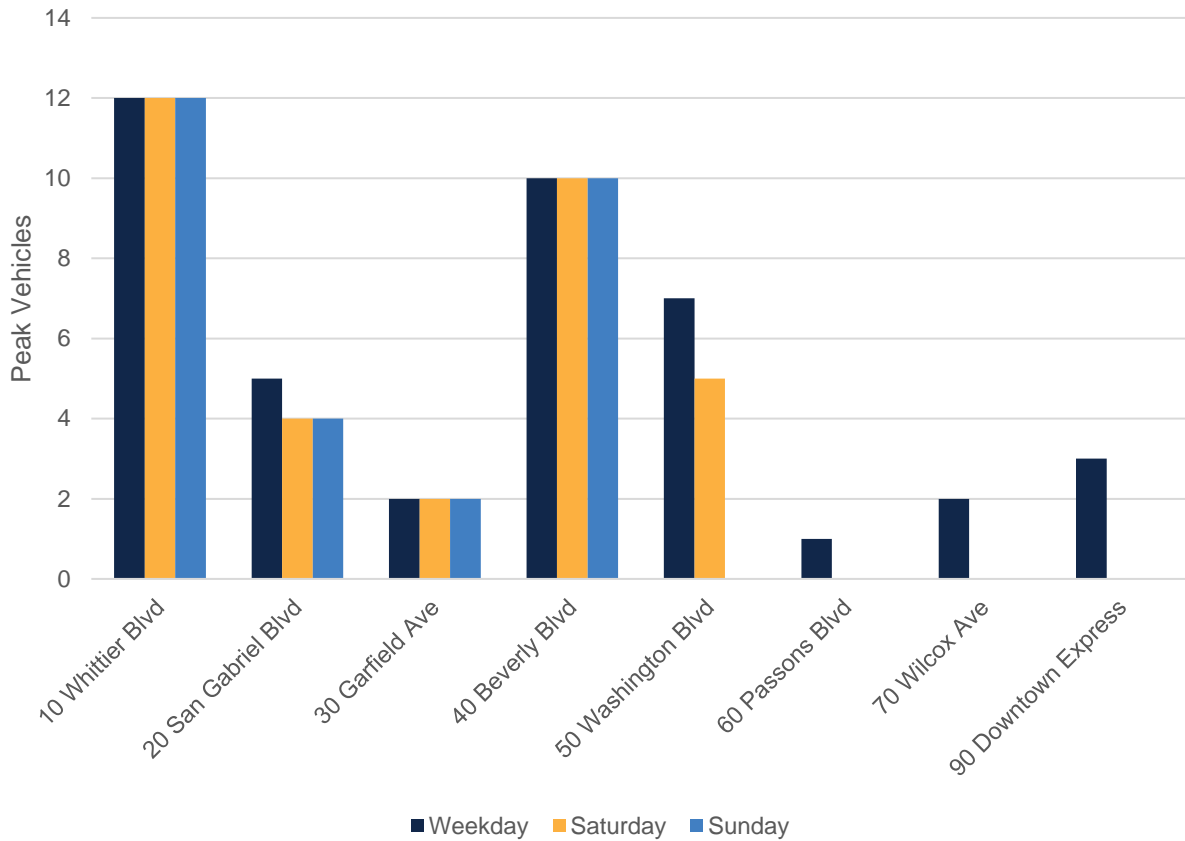
Figure 2-3 Revenue Hours by Route, September 2021



Peak Vehicles

Peak vehicles represent the maximum number of buses in operation for each service level (weekdays, Saturday, and Sunday). Peak vehicle counts range from 42 on weekdays to 33 on Saturdays and 28 on Sundays.

Figure 2-4 Peak Vehicles by Route, September 2021



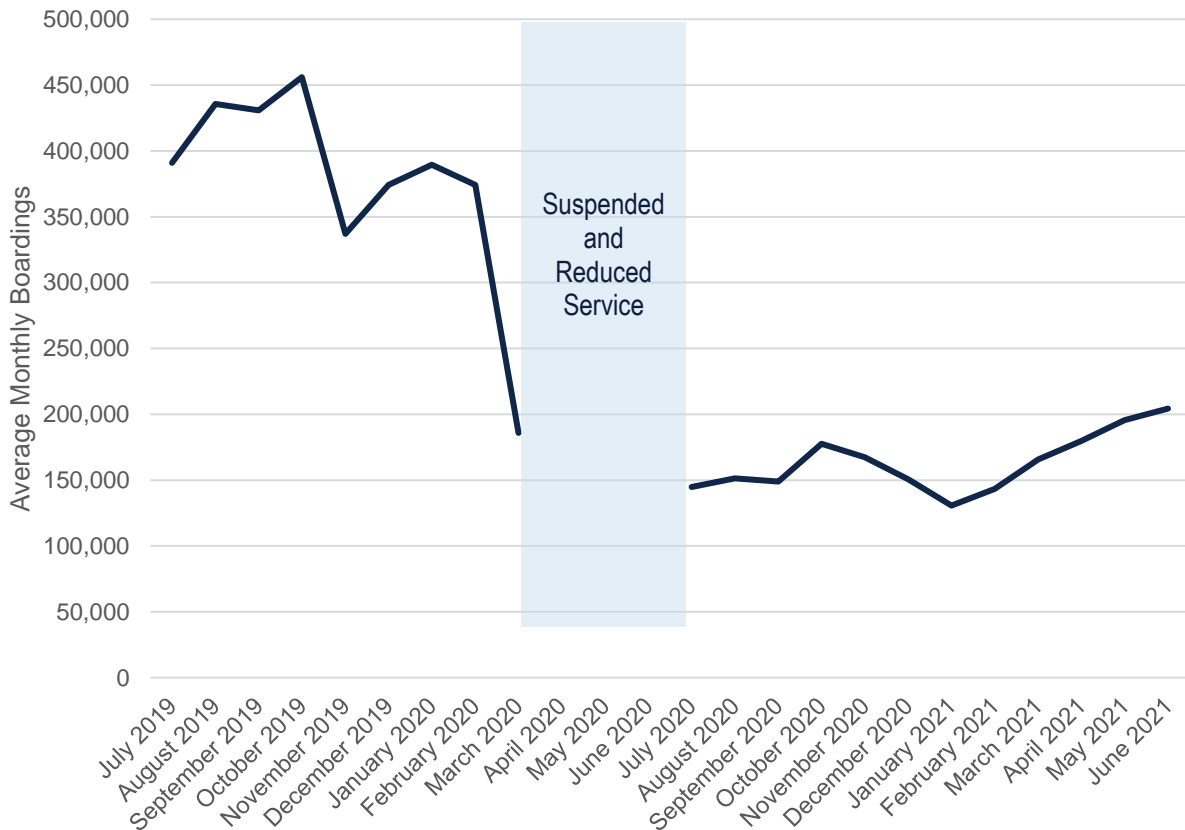
RIDERSHIP

Historical System Ridership

Montebello Bus Lines experienced a significant decline in system ridership in March 2020 when service was suspended and reintroduced at a reduced level due to the COVID-19 pandemic. Accurate ridership data was not collected between April and June 2020 as riders were required to rear from the back door and fares were not enforced.

Ridership has been slowly recovering since July 2020. Weekday ridership is approximately 40% less than pre-pandemic level and weekend ridership is approximately 50% lower than pre-pandemic levels.

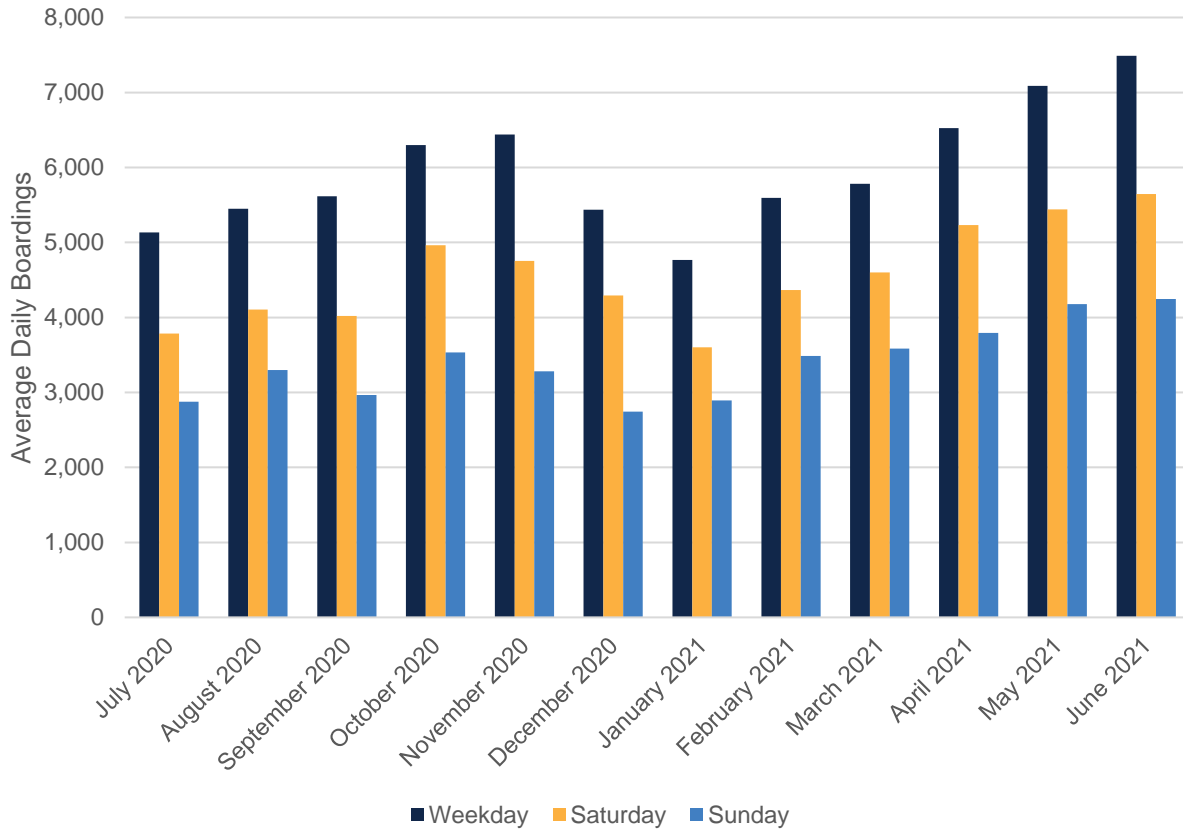
Figure 2-5 Historical System Ridership



System Ridership by Service Level

As of June 2021, Montebello Bus Lines averages 7,500 daily boardings on weekdays, 5,650 boardings on Saturdays, and 4,250 boardings on Sundays.

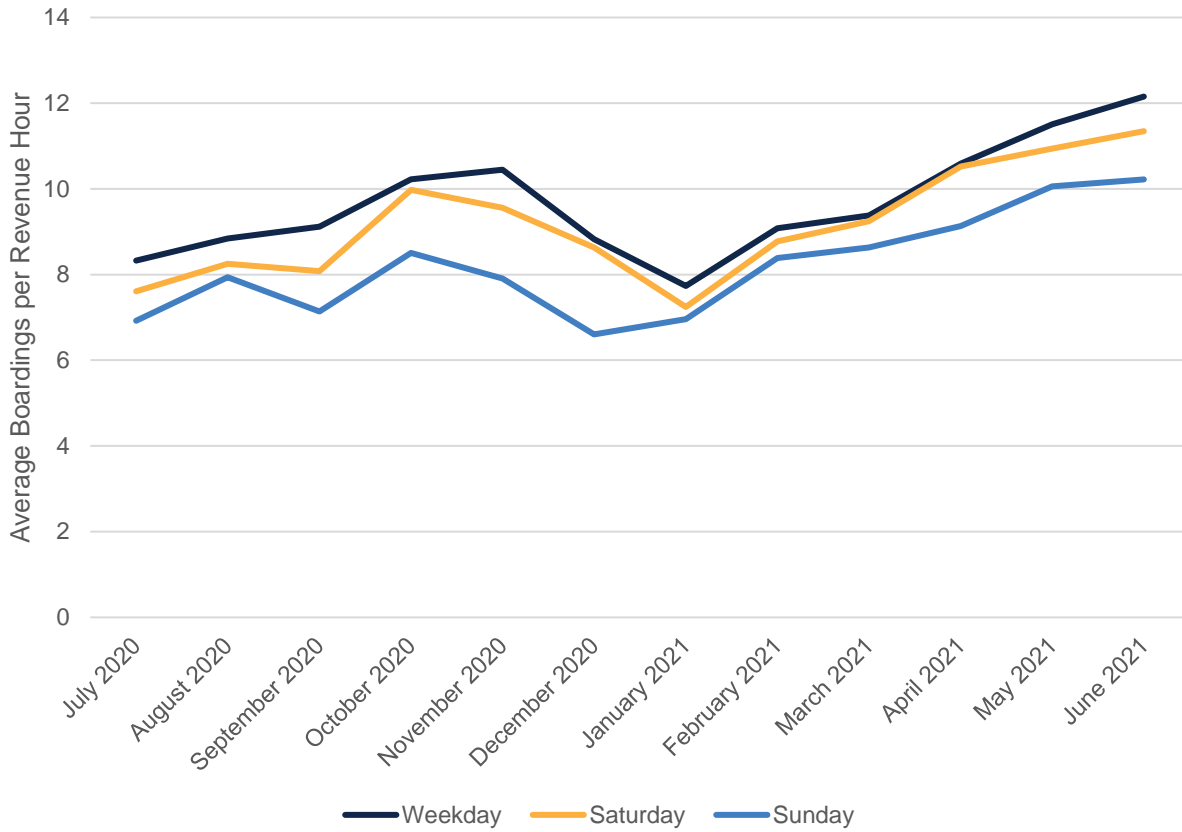
Figure 2-6 Ridership by Service Level



System Productivity by Service Level

Although MBL operates fewer revenue hours on weekends, boardings per revenue is nearly identical across service levels, indicating

Figure 2-7 Ridership Productivity by Service Level



Ridership Distribution

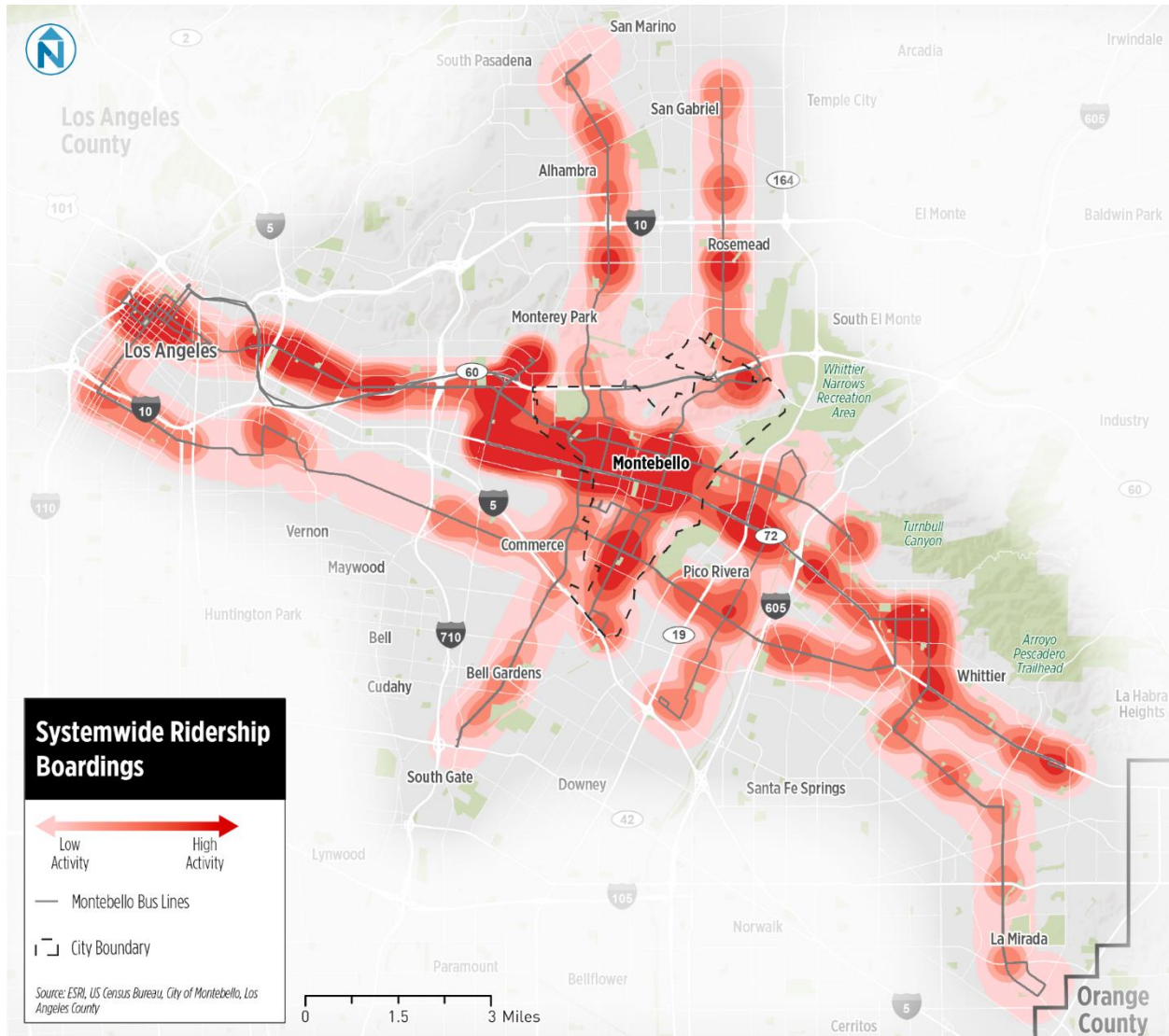
Montebello Bus Lines ridership is highly concentrated along two corridors:

- Whittier Boulevard between Atlantic Boulevard and Whittwood Town Center
- Beverly Boulevard between downtown Los Angeles and the San Gabriel River

Other corridor segments with high to moderate ridership include:

- Greenwood Avenue between Beverly Boulevard and Telegraph Road
- Washington Boulevard between Greenwood Avenue and Whittier Boulevard
- Garfield Avenue between Graves Avenue and Downtown Alhambra
- San Gabriel Boulevard between Valley Boulevard and the Shops at Montebello
- Olympic Boulevard between Hill Street and Alameda Street

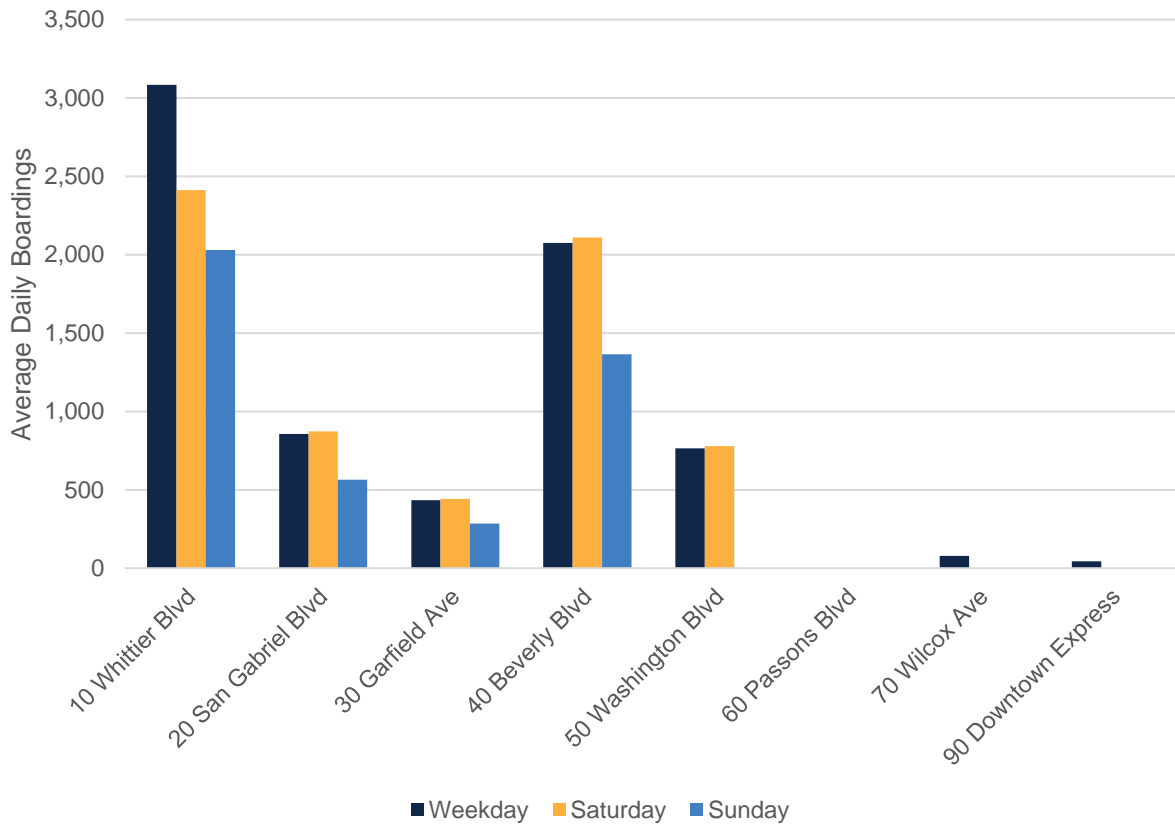
Figure 2-8 Weekday System Ridership



Line Ridership

Line 10 has the highest ridership over 3,000 weekday boardings. Combined, Lines 10 and 40 constitute 70% of the total system ridership. Lines 20, 30 and 50 have moderate ridership. Lines 70 and 90 have very low ridership. Line 60 was reinstated in September 2021.

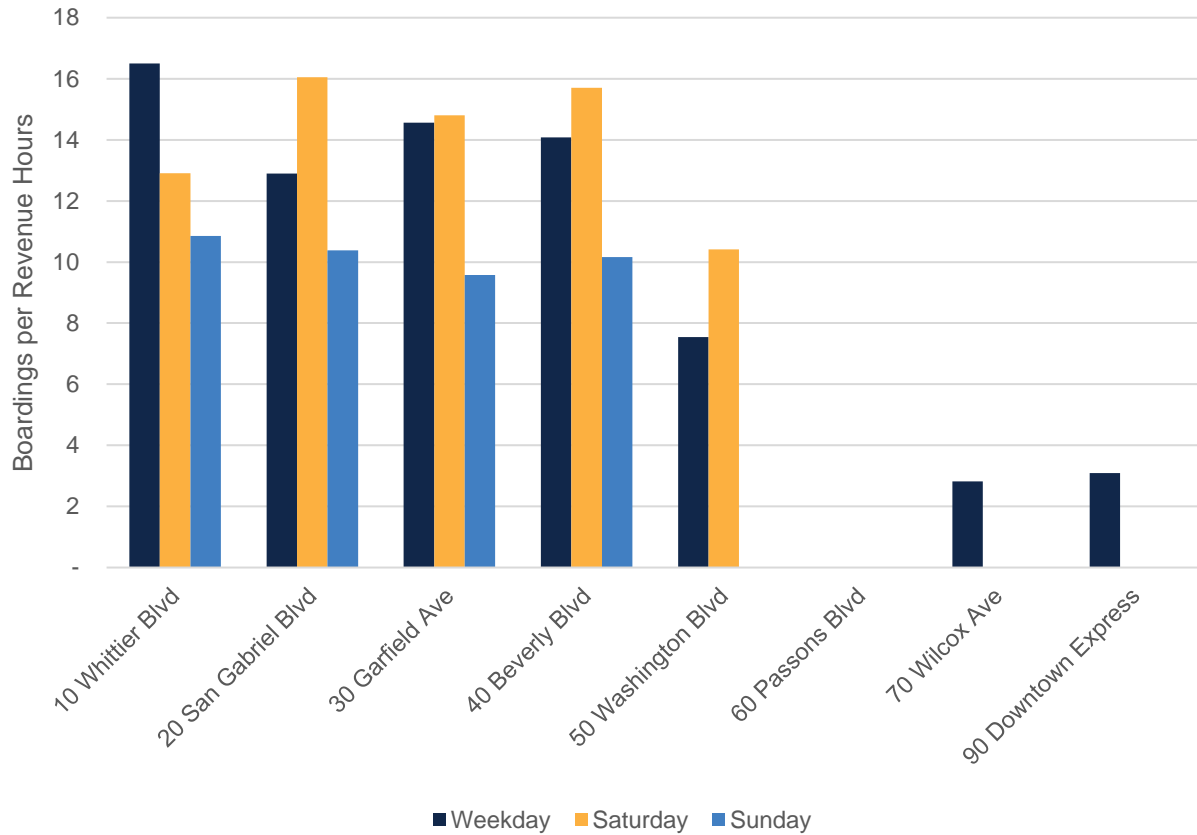
Figure 2-9 Ridership by Line, June 2021



Line Productivity

Although Lines 10 and 40 generate much higher ridership than other MBL lines, ridership productivity, measured by boardings per revenue, is relatively similar for Lines 20, 30 and 50. Lines 70 and 90 are well below industry standards for fixed-route service.

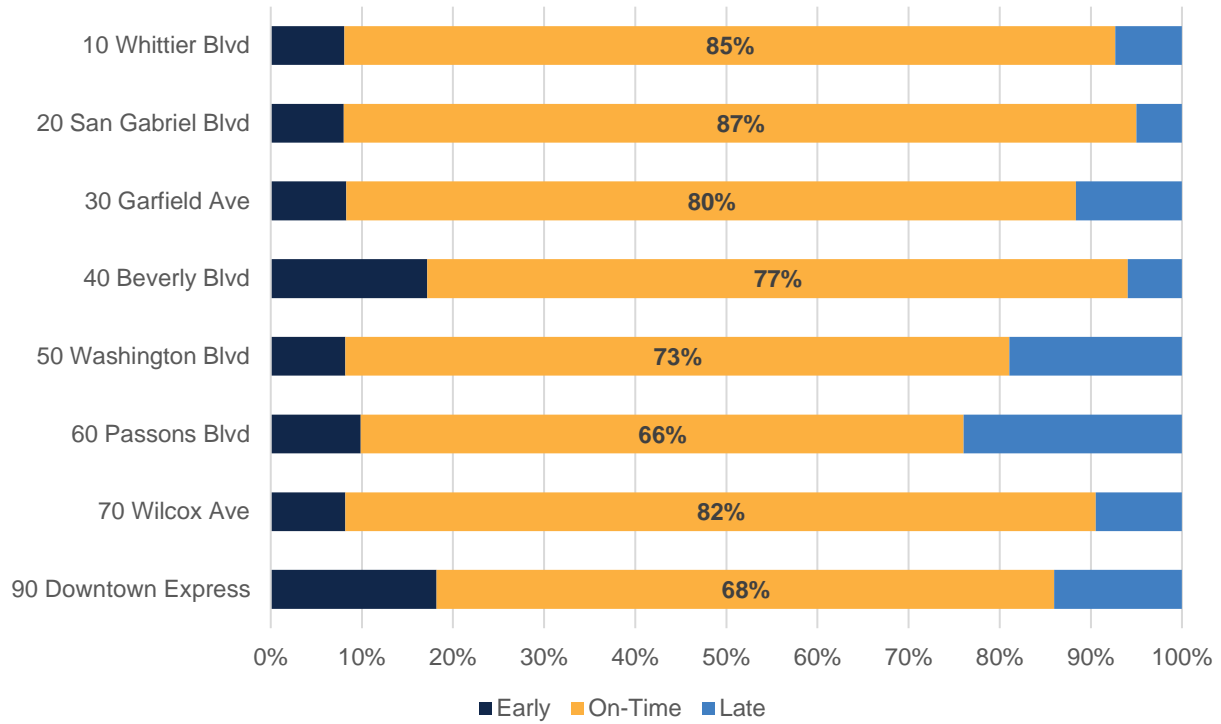
Figure 2-10 Productivity by Line, June 2021



ON-TIME PERFORMANCE

On-time performance is measured at scheduled timepoints. Trip segments are considered on-time if the bus departs within one minute before and 5 minutes after the scheduled time. On-time performance for Montebello Bus Lines is higher than most transit systems in the region. Lines with on-time performance below the system average of 77% include Lines 50, 60, and 90.

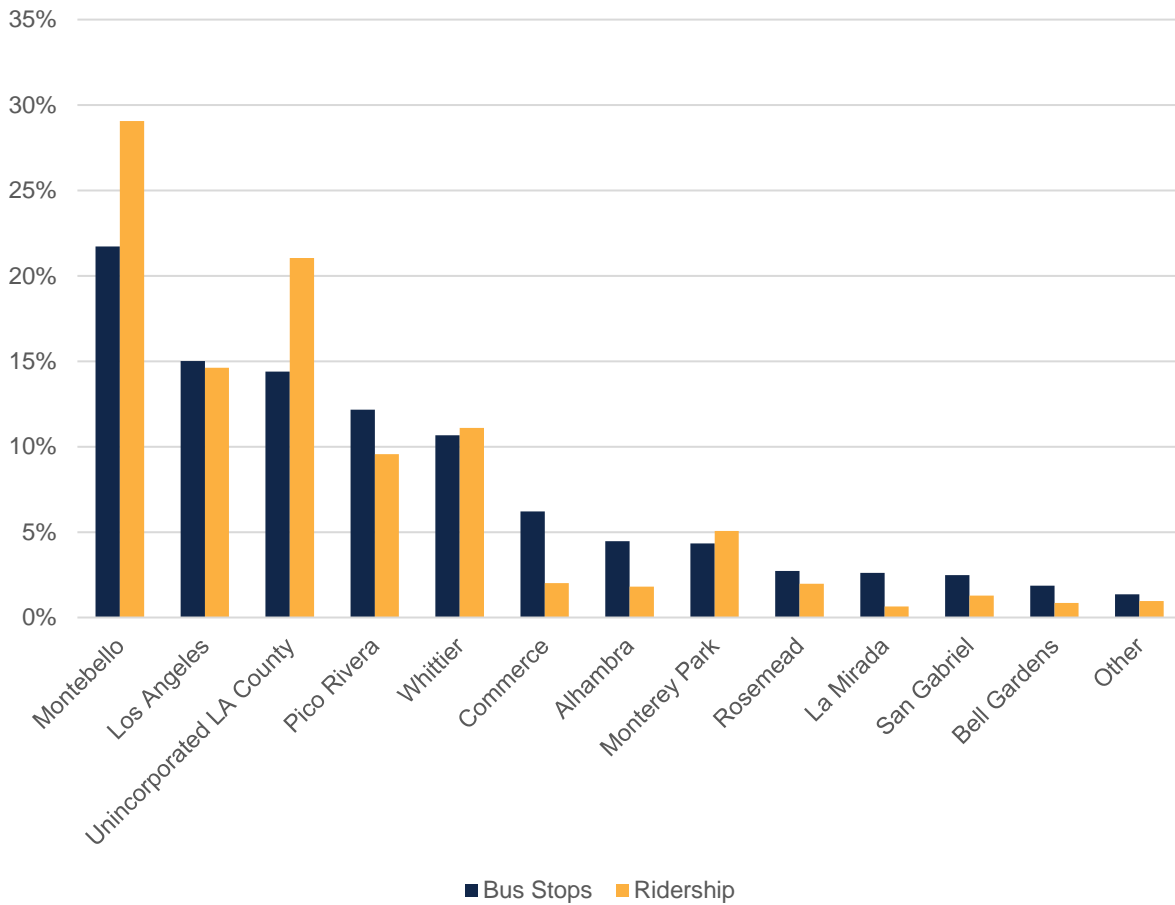
Figure 2-11 On-Time Performance by Line, October 2020



BUS STOPS

The Montebello Bus Lines systems consists of more than 800 bus stops. Only 22% of bus stops are situated within Montebello city limits. Bus stops within the Montebello, Los Angeles, and unincorporated Los Angeles County account for half of bus stop total and generate 65% of system ridership. Other jurisdictions with at least 10% of the system bus stop total include Pico Rivera and Whittier. The City of Montebello does not maintain bus stops outside of Montebello city limits.

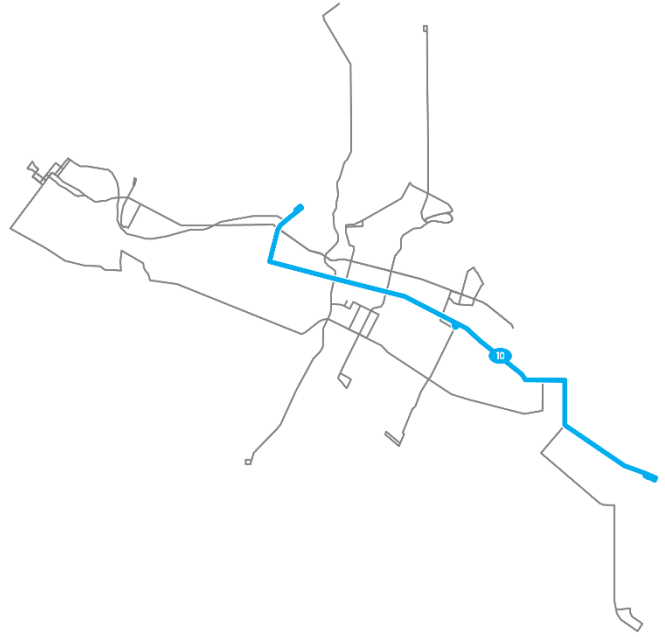
Figure 2-12 Bus Stops and Ridership by Jurisdiction



LINE 10 WHITTIER BLVD

Description of route: Line 10 – Whittier Blvd provides east-west service between East Los Angeles College, Montebello, Uptown Whittier, and Whittwood Town Center. The route operates along Atlantic Blvd, Whittier Blvd, Philadelphia St, and Painter Ave.

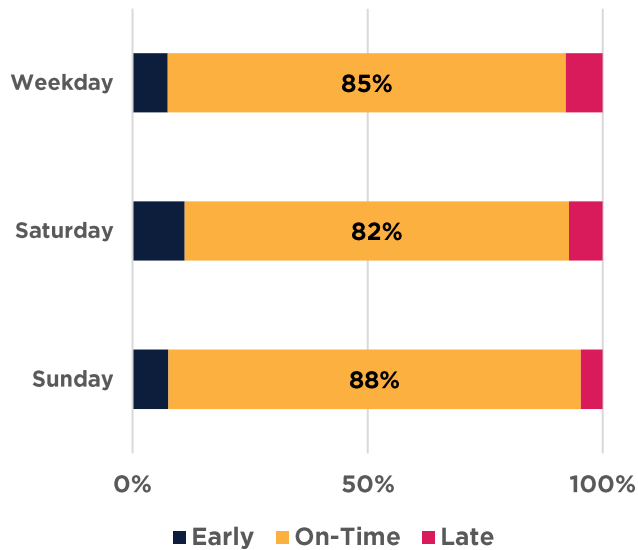
Major destinations along the line include East Los Angeles College, Commerce Center, Downtown Montebello, Uptown Whittier, Whittier College, and Whittwood Town Center.



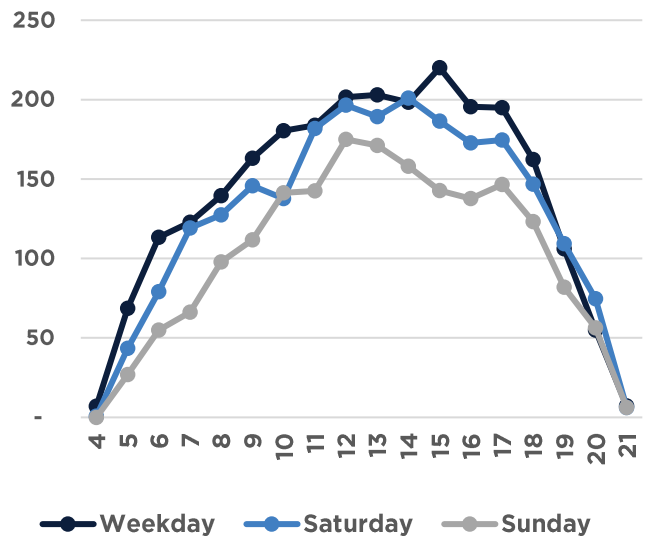
Line Overview

	WEEKDAY	SATURDAY	SUNDAY
Headway (minutes)	15	15	15
Cycle time (minutes)	160	160	160
Service span	4:30 AM – 9:45 PM	4:30 AM – 9:45 PM	4:30 AM – 9:45 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

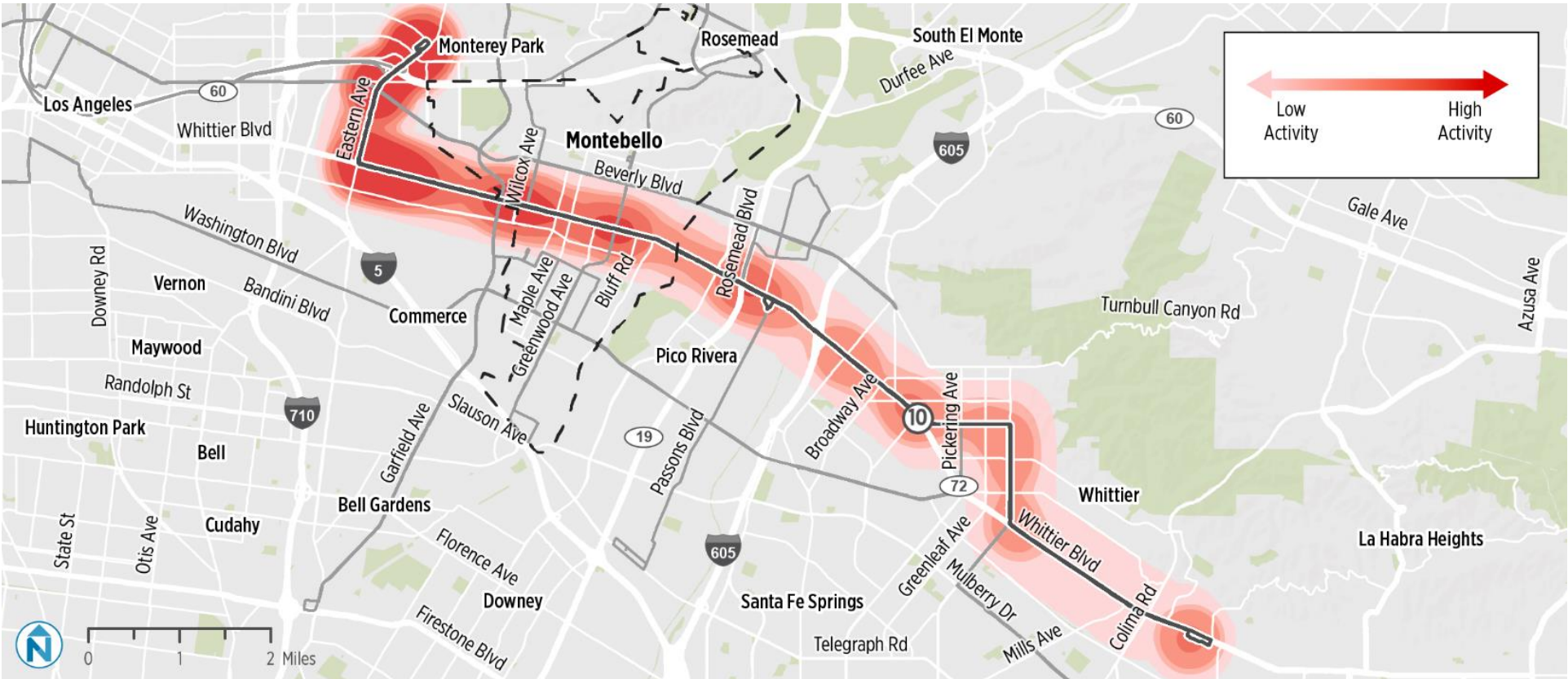
Strengths

- Line 10 is the highest ridership line in the MBL system and has high on-time performance.
- Ridership is high along the length of the line, with the highest ridership areas including ELAC, Commerce Center, downtown Montebello, Rosemead Blvd, Uptown Whittier, and Whittwood Town Center.

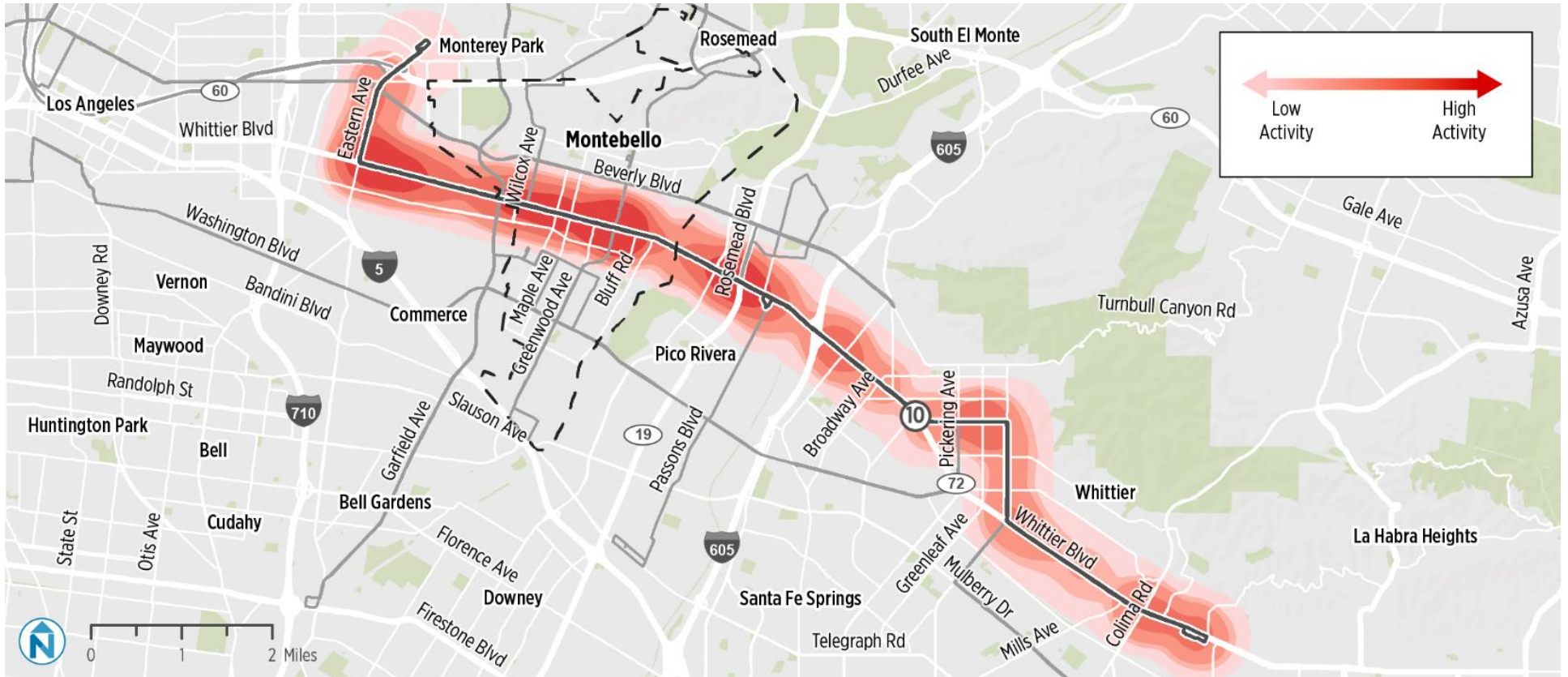
Opportunities

- Line 10 is the strongest line in the MBL system and there are few opportunities for improvement. The route already operates with high service frequency, carries the most passengers, and has strong on-time performance.

Line 10 Eastbound Ridership



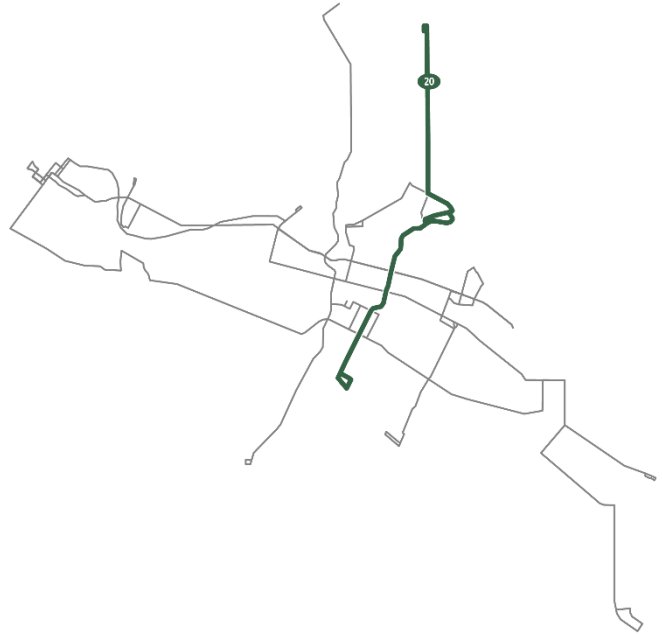
Line 10 Westbound Ridership



LINE 20 SAN GABRIEL BLVD

Description of route: Line 20 – San Gabriel Blvd provides north-south service between San Gabriel, Rosemead, Montebello, and Rancho San Antonio. The route operates along San Gabriel Blvd, The Shops at Montebello, Montebello Blvd, Greenwood Ave, and operates a terminal loop to the south along Telegraph Rd, Gage Rd, and Union St.

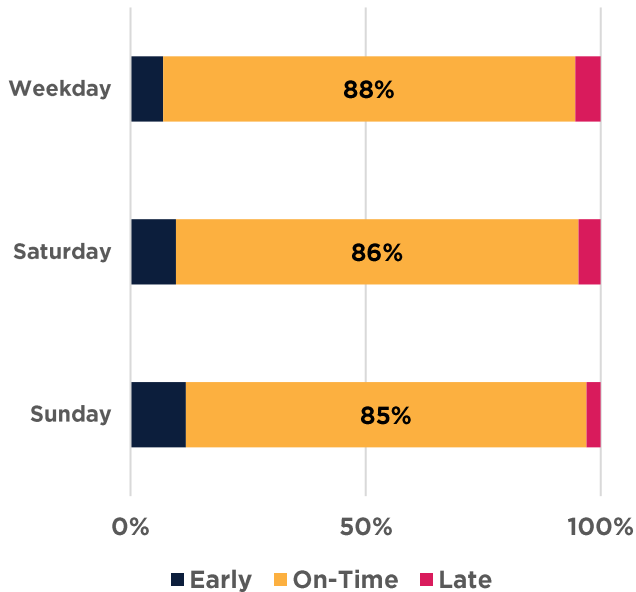
Major destinations served by the line include the Rancho San Antonio neighborhood, the Shops at Montebello, and the residential and commercial areas near San Gabriel Blvd & Garvey Ave.



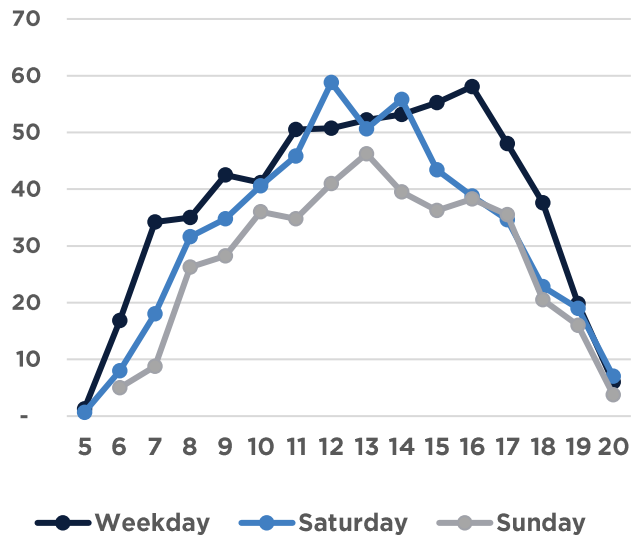
Line Overview

	WEEKDAY	SATURDAY	SUNDAY
Headway (minutes)	30	30	30
Cycle time (minutes)	120	120	120
Service span	5:30 AM – 9:30 PM	6:00 AM – 9:00 PM	6:00 AM – 9:00 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

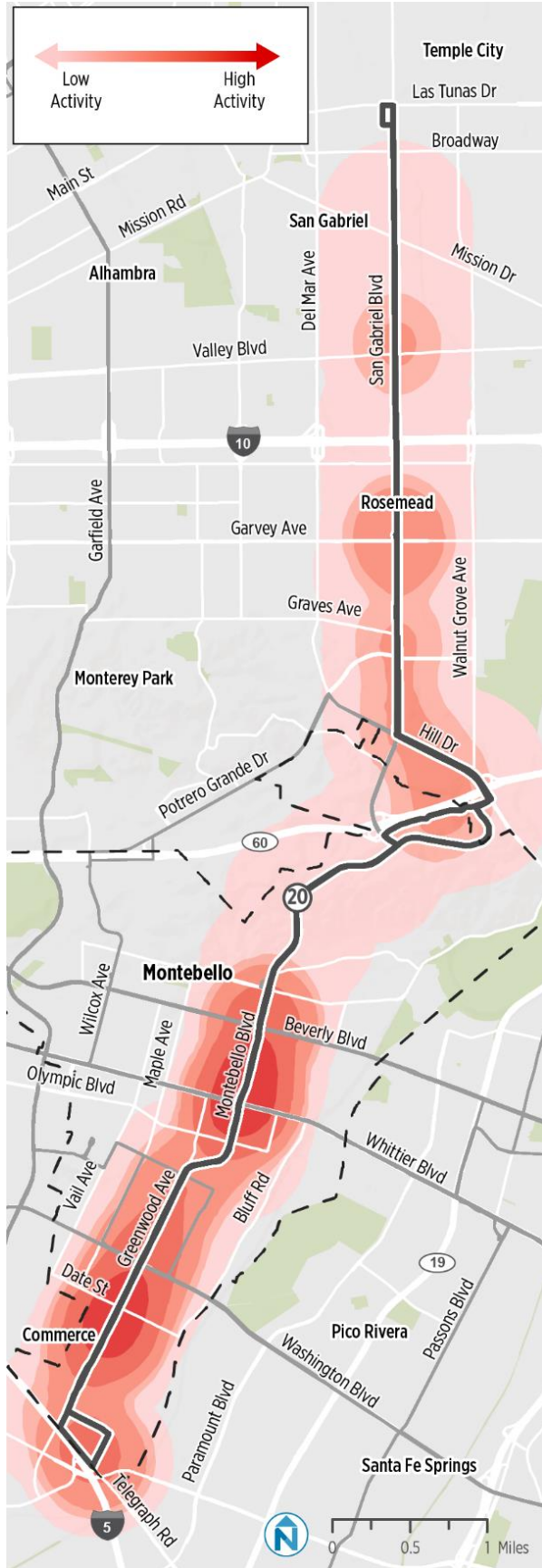
Strengths

- Line 20 is an average ridership route with high on-time performance.
- Ridership is highest in downtown Montebello, Rancho San Antonio, near the Shops at Montebello, and in Rosemead.

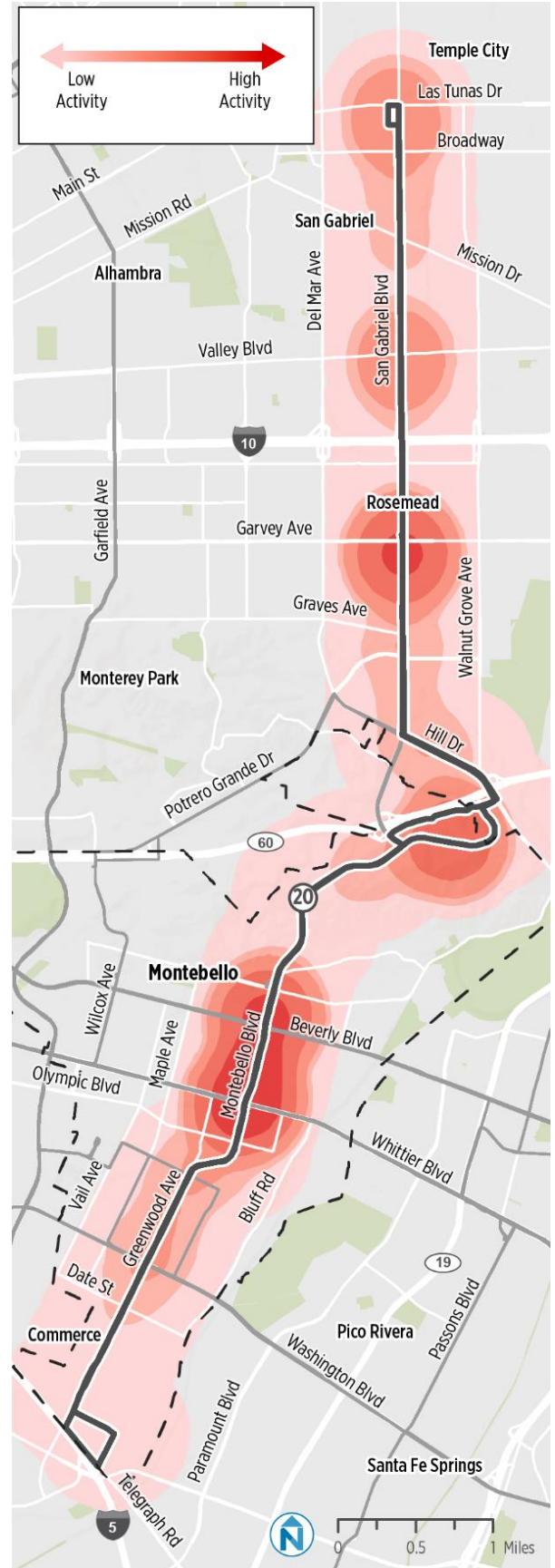
Opportunities

- Ridership is generally low at the northern and southern termini of the line. There is an opportunity to extend or realign Line 20 to serve a stronger anchor destination at the northern and southern termini of the route.

Line 20 Northbound Ridership



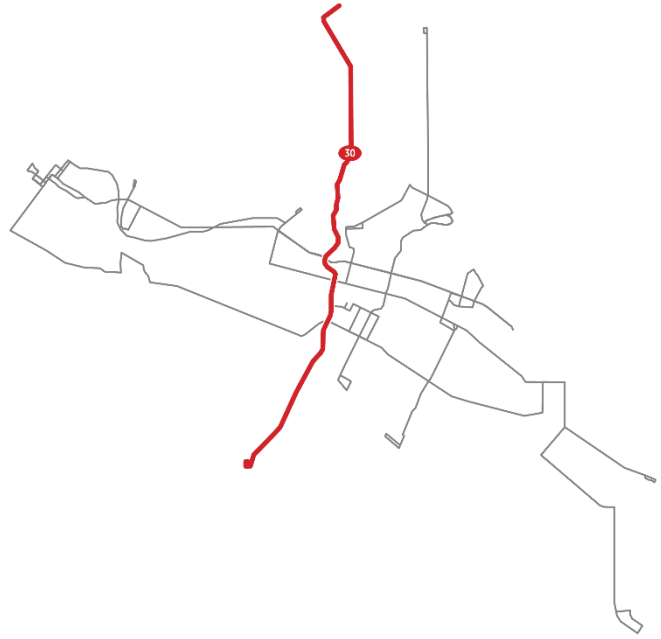
Line 20 Southbound Ridership



LINE 30 GARFIELD AVE

Description of route: Line 30 – Garfield Ave provides north-south service between Alhambra, Monterey Park, Rosemead, Montebello, Commerce, Bell Gardens, and South Gate. The line operates along Huntington Dr and Garfield Ave.

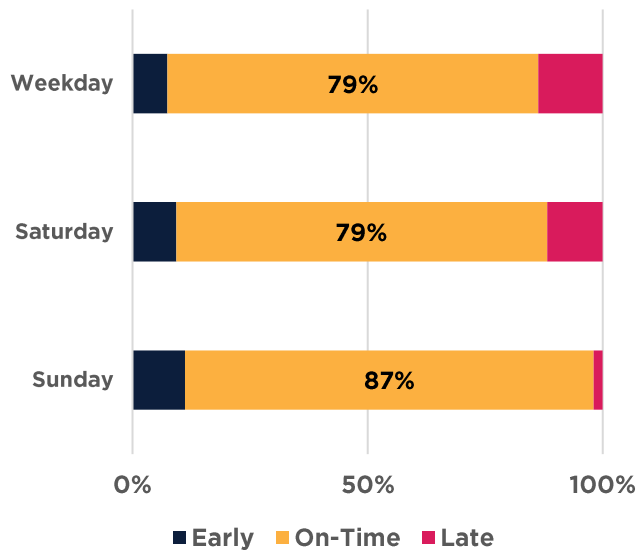
Major destinations served by the line include several retail areas near major intersections, most notably, Garfield Ave & Main St in Alhambra, Garfield Ave & Garvey Ave in Rosemead, Garfield Ave & Florence Ave in Bell Gardens.



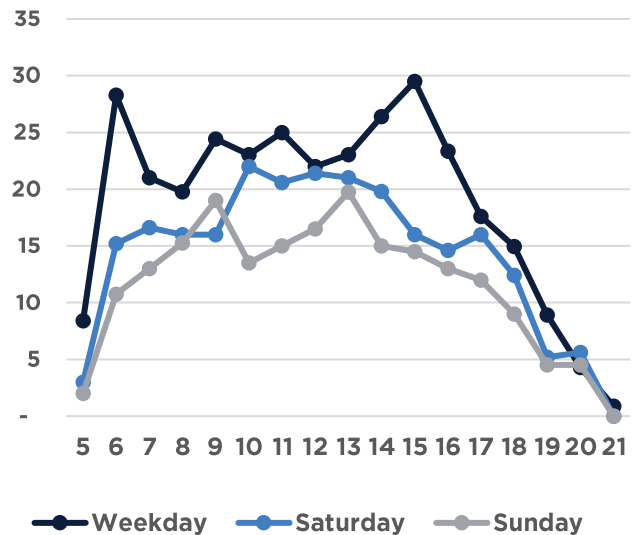
Line Overview

	WEEKDAY	SATURDAY	SUNDAY
Headway (minutes)	60	60	60
Cycle time (minutes)	120	120	120
Service span	5:50 AM – 9:15 PM	5:50 AM – 9:15 PM	5:50 AM – 9:15 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

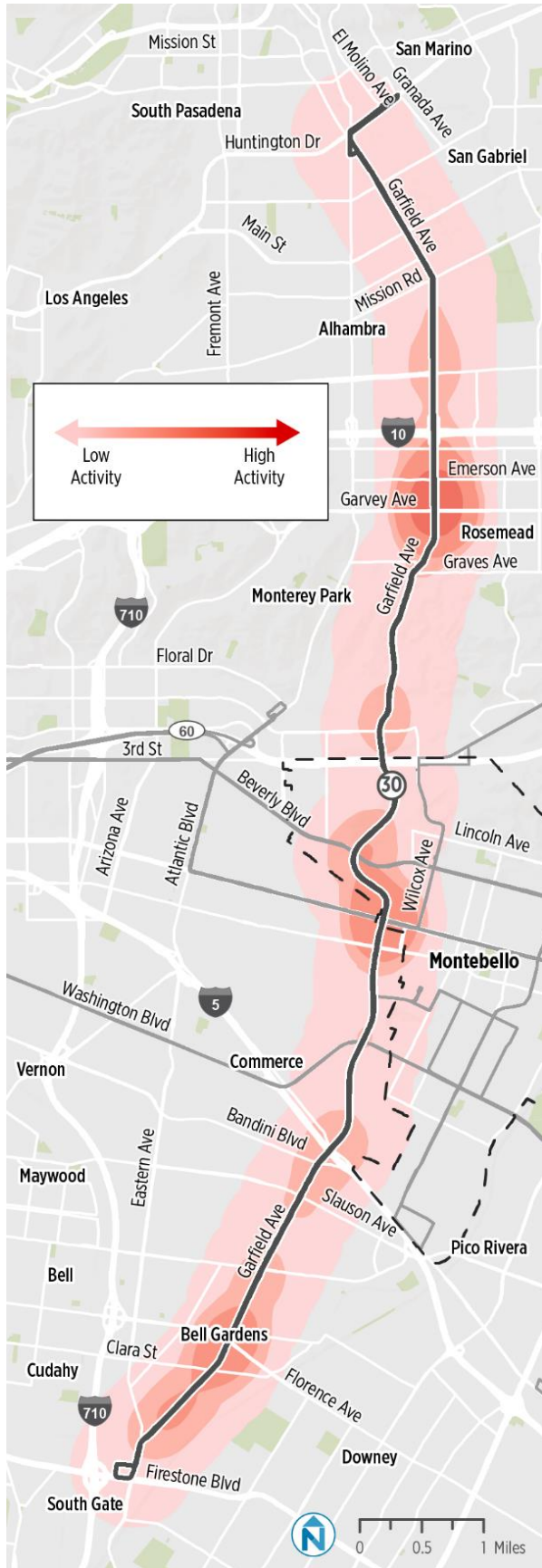
Strengths

- Line 30 is a low ridership line with average on-time performance.
- Ridership is highest near downtown Montebello, Rosemead, and Bell Gardens.

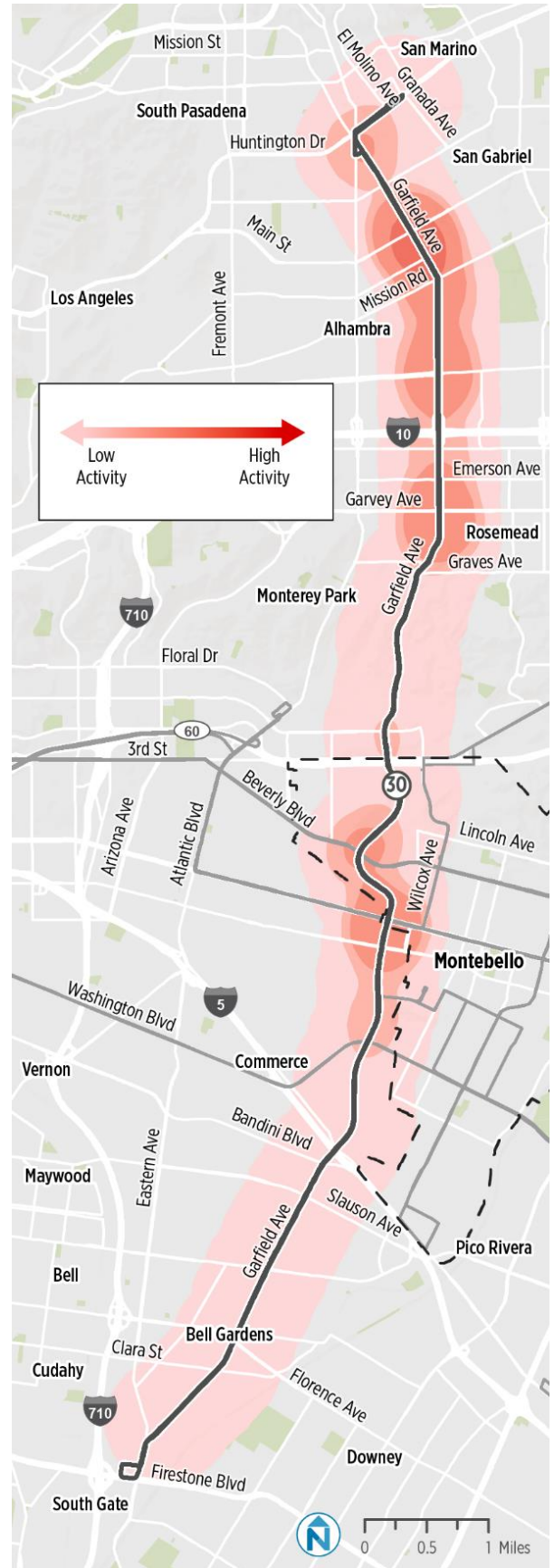
Opportunities

- Ridership is generally low at the northern and terminus of the line. There is an opportunity to extend or realign Line 30 to serve a stronger anchor destination at the northern terminus of the route.

Line 30 Northbound Ridership



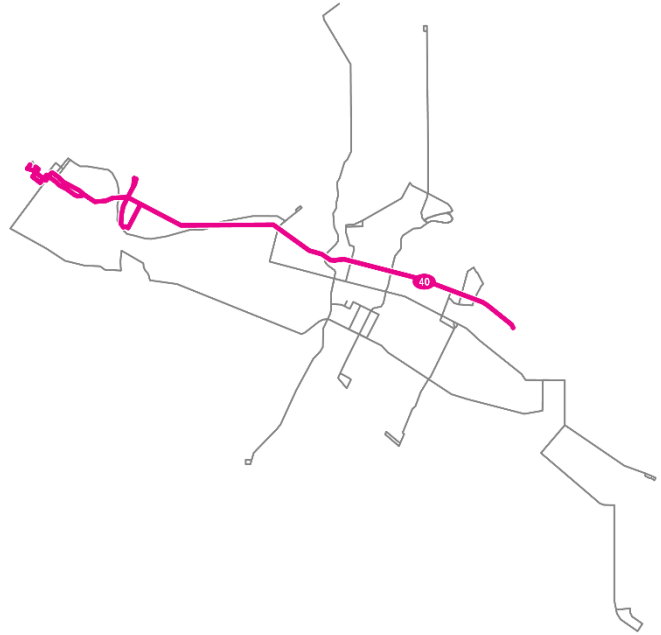
Line 30 Southbound Ridership



LINE 40 BEVERLY BLVD

Description of route: Line 40 – Beverly Blvd provides east-west service between downtown Los Angeles, Boyle Heights, East Los Angeles, Montebello, and Whittier.

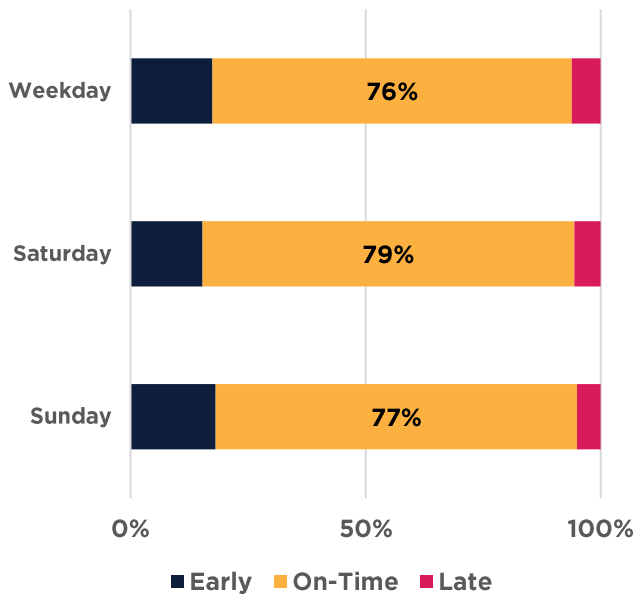
Major destinations include retail and employment hubs in downtown Los Angeles, Boyle Heights, Montebello. The line also serves three Metro L (Gold) line stations, including Maravilla, East LA Civic Center, and Atlantic stations.



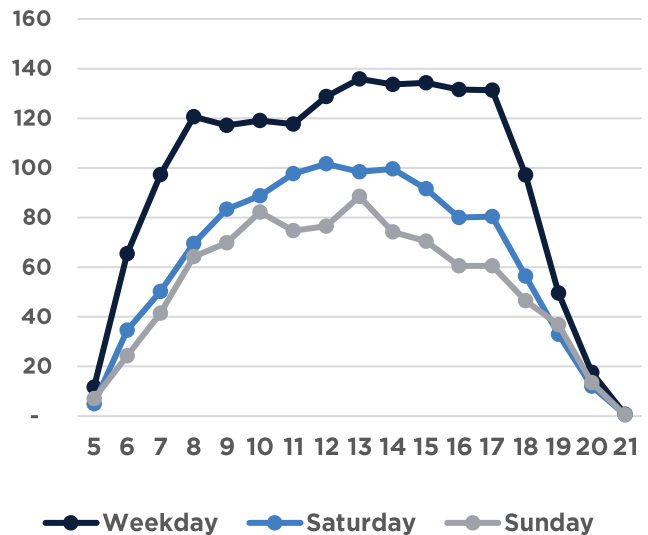
Line Overview

	WEEKDAY	SATURDAY	SUNDAY
Headway (minutes)	15	20	20
Cycle time (minutes)	150	150	150
Service span	5:00 AM – 10:00 PM	5:00 AM – 9:45 PM	5:00 AM – 9:45 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

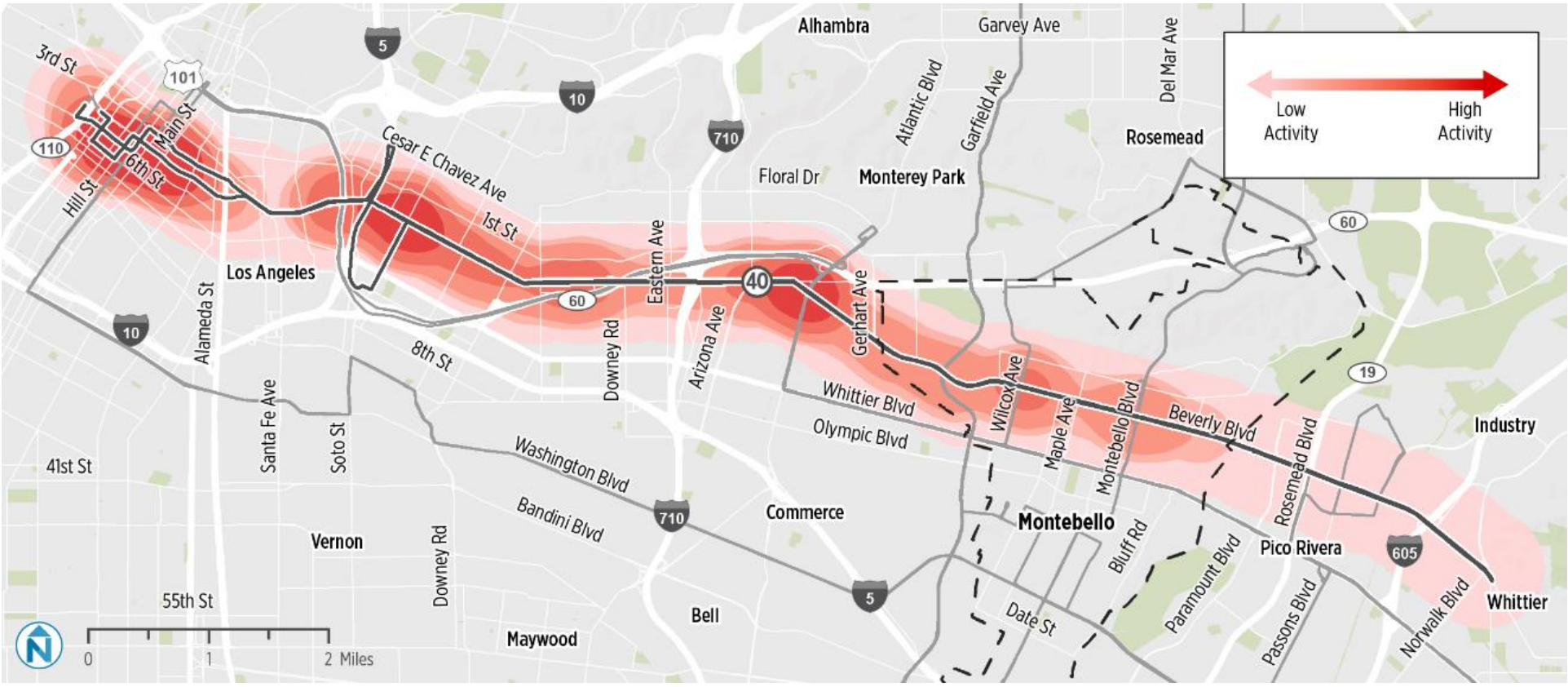
Strengths

- Line 40 is the second highest ridership line in the MBL system and has average on-time performance.
- Ridership is generally high along the length of the alignment. The line also connects to three different Metro L (Gold) Line stations, providing additional regional connectivity.

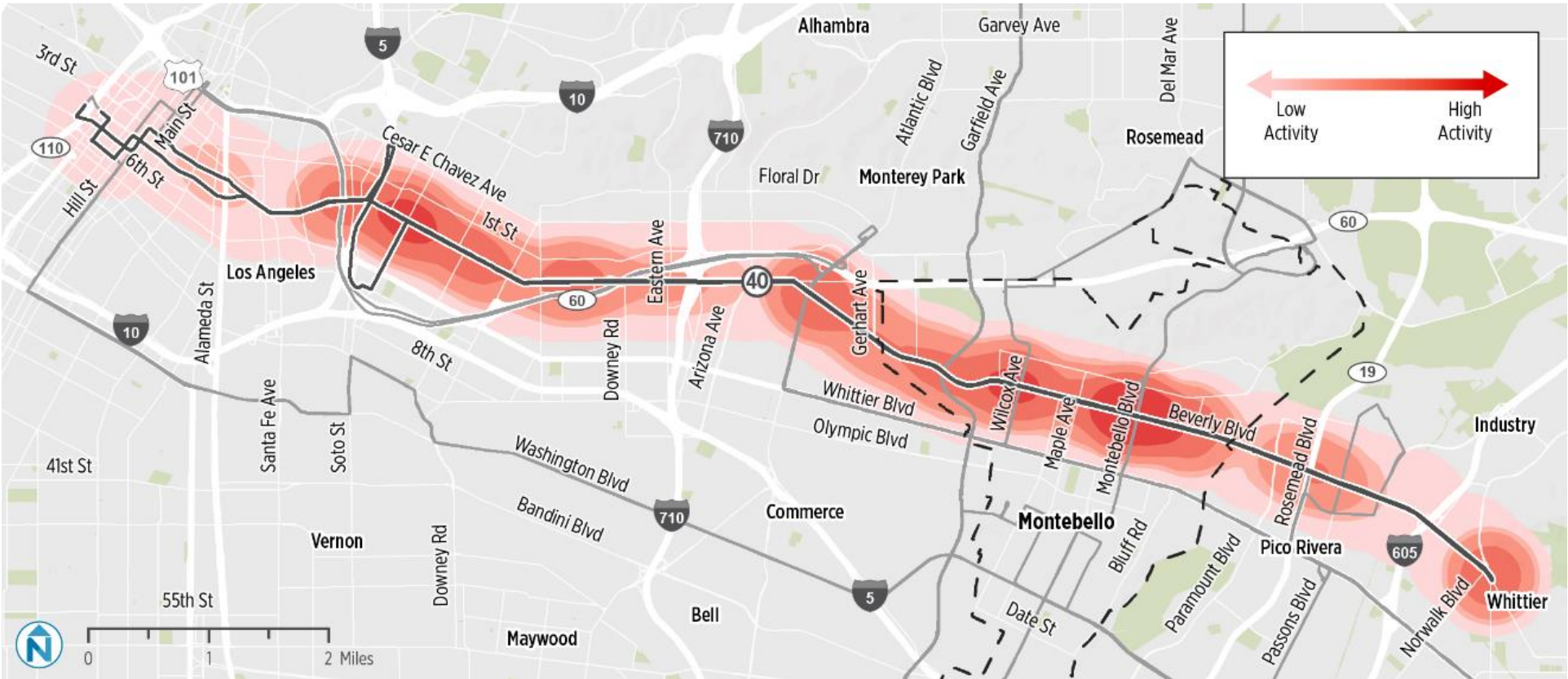
Opportunities

- Given the high ridership on Line 40, there may be an opportunity to improve service frequency and operate the line with 15-minute service all day, consistent with service provided by Line 10.
- There is an opportunity to extend or realign Line 40 to serve a stronger anchor destination at the eastern terminus, like Rio Hondo college or the Pico Bus Terminal to provide additional transfer opportunities.
- On-time performance may be improved by truncating service to end before downtown Los Angeles. This would remove service from the most congested segments of the line and reduce delays.

Line 40 Eastbound Ridership



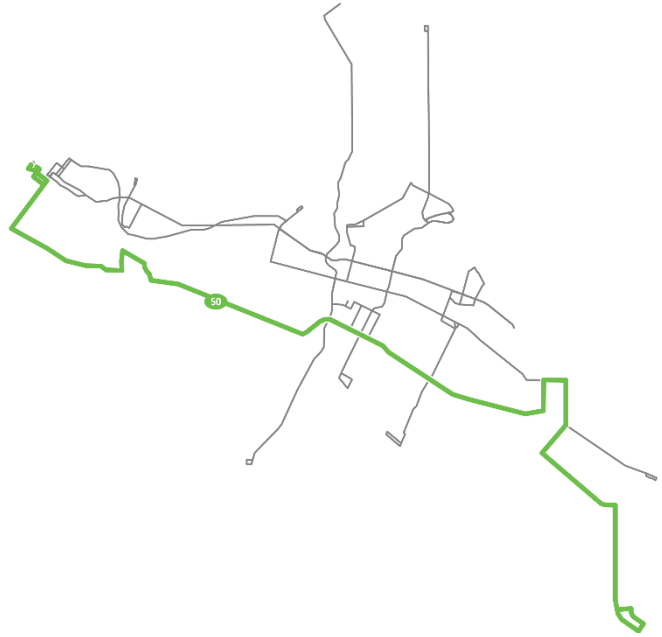
Line 40 Westbound Ridership



LINE 50 WASHINGTON BLVD

Description of route: Line 50 – Washington Blvd provides east-west service between downtown Los Angeles, Wyvernwood, Commerce, Rancho San Antonio, Pico Riviera, Whittier, and La Mirada.

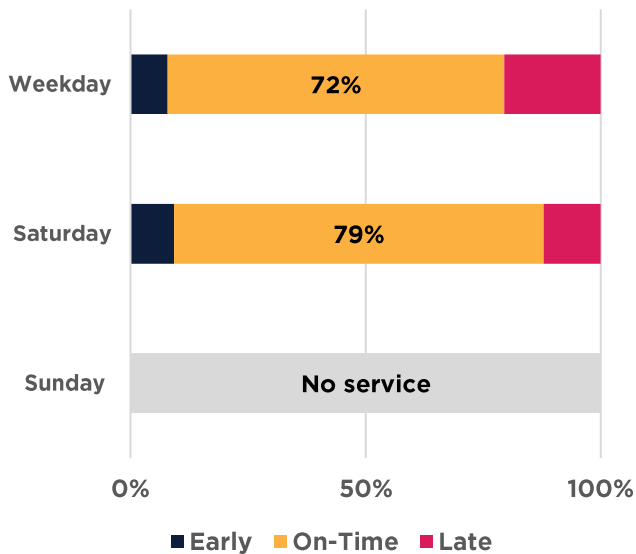
Major destinations include downtown Los Angeles, LA County Social Services, Commerce Civic Center, Downtown Montebello, Uptown Whittier, and California High School in Whittier.



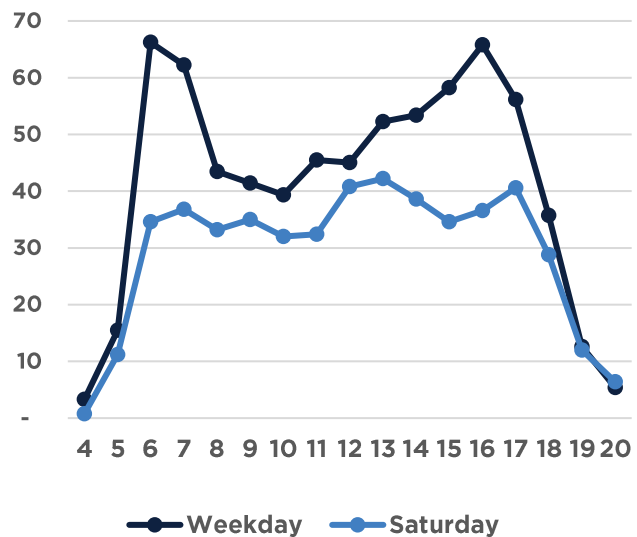
Line Overview

	WEEKDAY	SATURDAY
Headway (minutes)	40	55
Cycle time (minutes)	210	240
Service span	4:15 AM – 8:30 PM	4:30 AM – 9:00 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

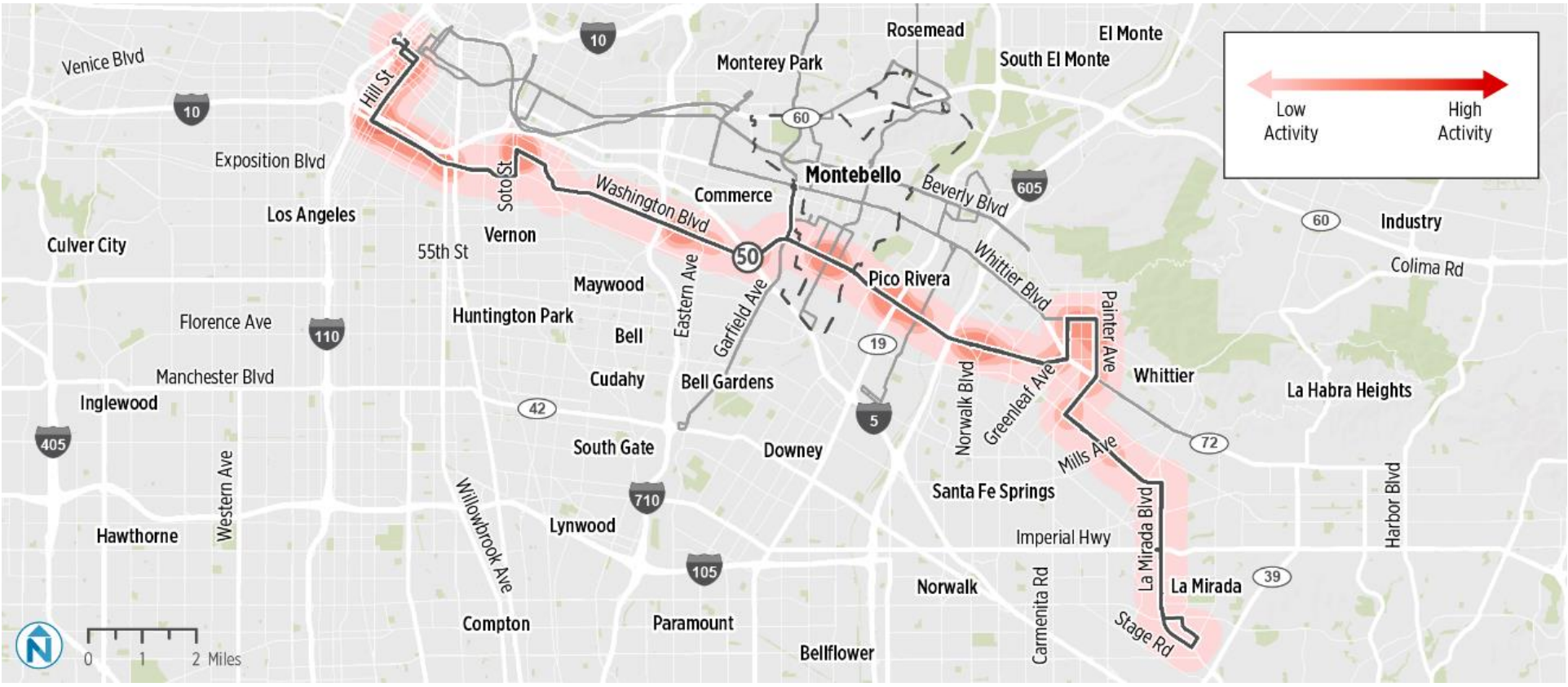
Strengths

- Line 50 is an average ridership line with below average on-time performance.
- Ridership is highest through downtown Montebello, Pico Riviera, and near the LA County Social Services facility.

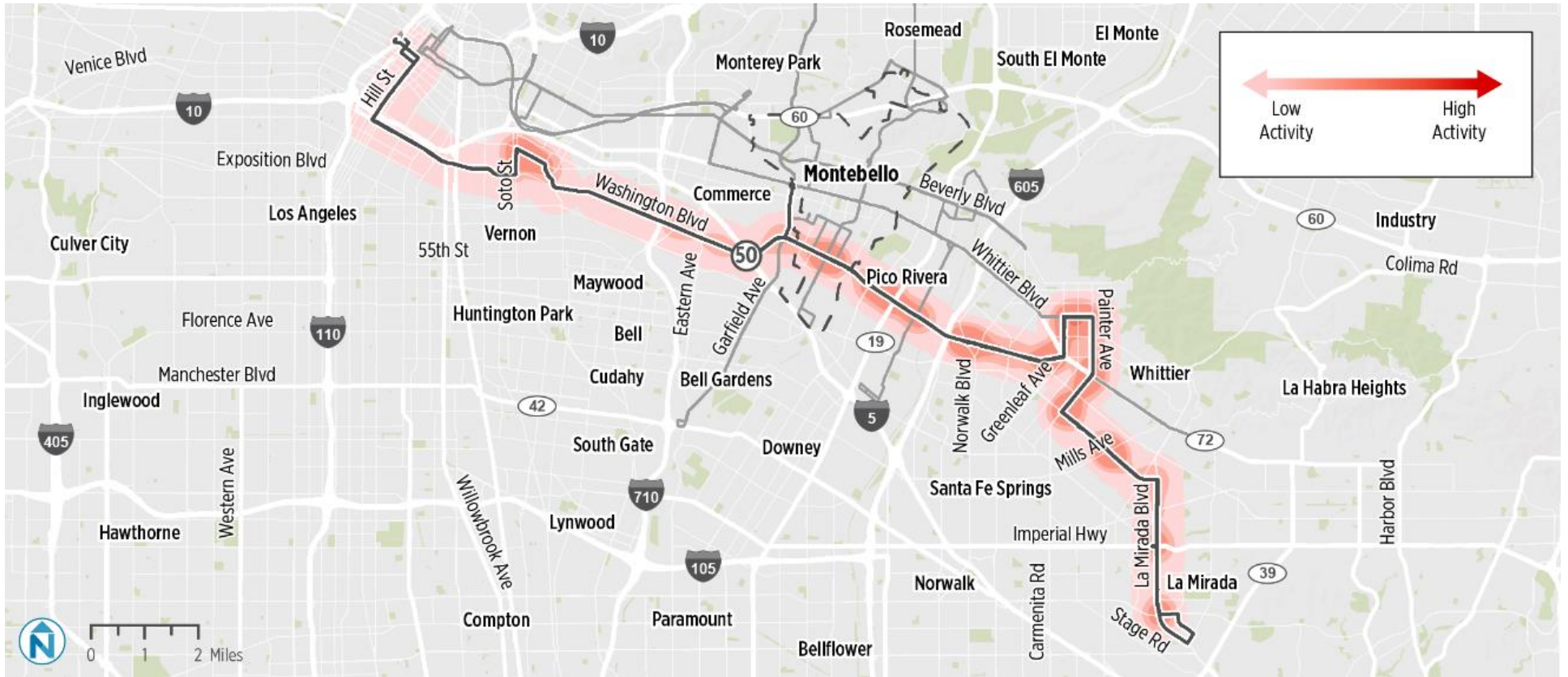
Opportunities

- There may be an opportunity to shorten or remove service from low ridership areas of Line 50, including near La Mirada and the industrial areas along Washington Blvd east of downtown Los Angeles.

Line 50 Eastbound Ridership



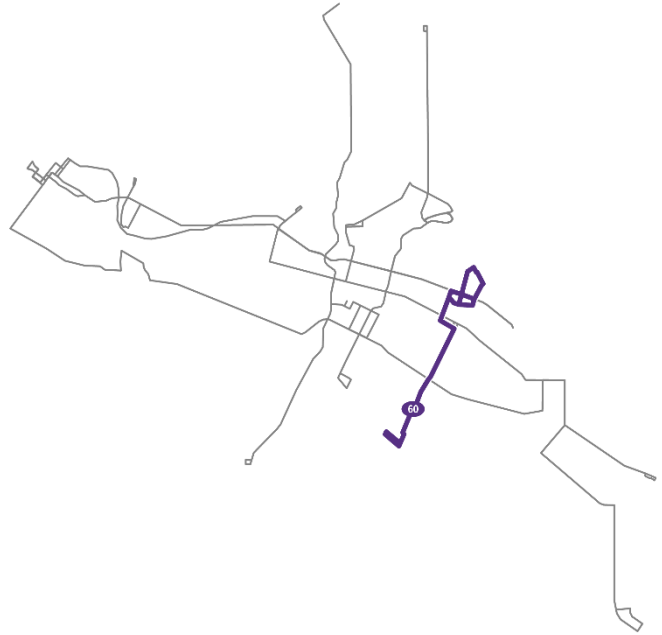
Line 50 Westbound Ridership



LINE 60 PASSONS BLVD

Description of route: Line 60 – Passons Blvd provides local north-south service between Northgate Market and the LA County Probation Training Center in Pico Riviera. This route was suspended during the COVID-19 Pandemic and restored in 2021.

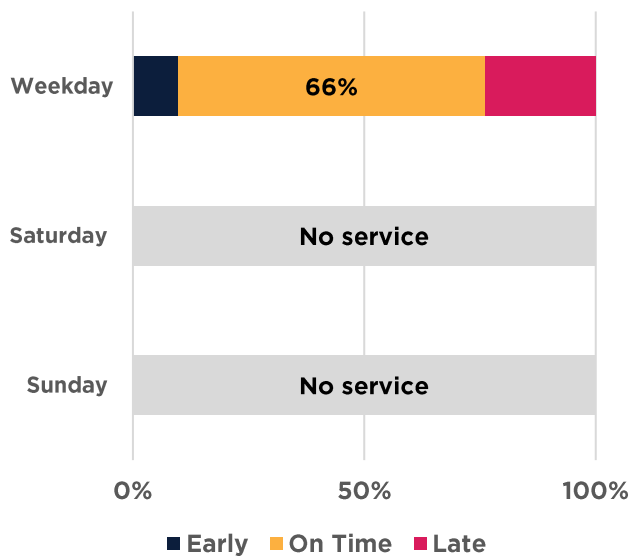
Major destinations include the LA County Probation Training Center, retail destinations along Rosemead Blvd between Beverly Blvd and Whittier Blvd and near the intersection of Passons Blvd and Washington Blvd.



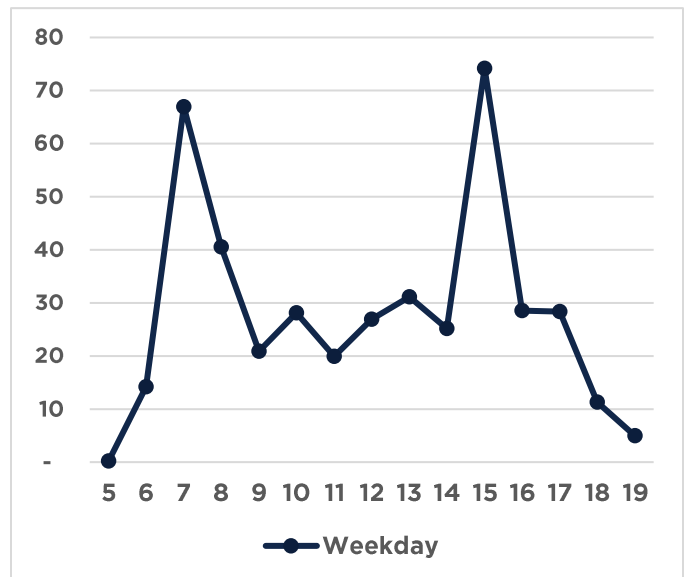
Line Overview

	WEEKDAY
Headway (minutes)	80
Cycle time (minutes)	68
Service span	6:15 AM – 6:30 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2019)

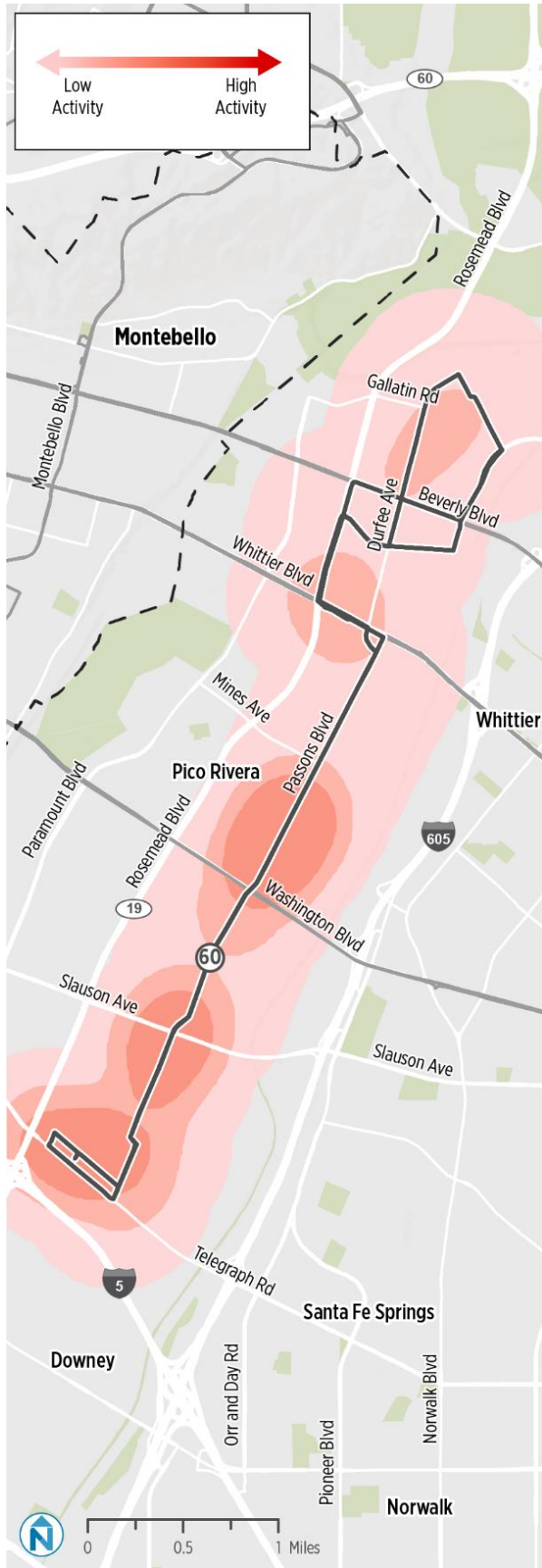
Strengths

- Line 60 is a low on-time performance line and provides local north-south connections along Passons Blvd, including to the LA County Probation Training Center.
- Ridership on line 60 is peak oriented, with the highest ridership at 7:00 a.m. and 3:00 p.m.

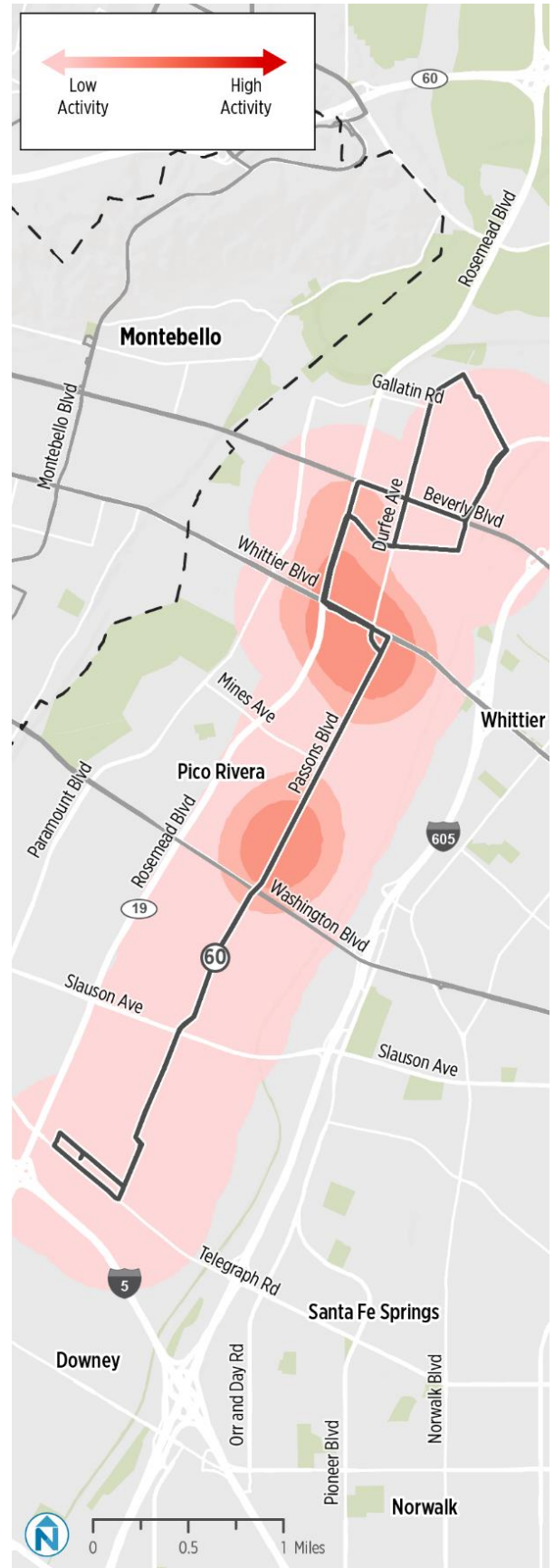
Opportunities

- There is an opportunity to extend Route 60 to provide direct, bi-directional service to Rio Hondo college, which would be a stronger destination than the LA County Probation Training Center.
- Ridership on the line may be improved by operating on clockface headways, at least every 60 minutes, rather than every 80 minutes as it does currently.

Line 60 Northbound Ridership



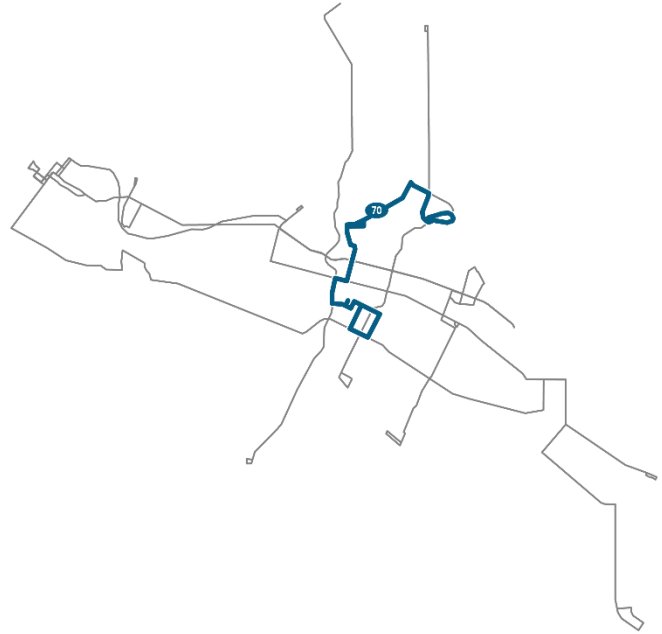
Line 60 Southbound Ridership



LINE 70 WILCOX AVE

Description of route: Line 70 – Wilcox Ave provides local service within Montebello, connecting Rancho San Antonio, the Montebello/Commerce Metrolink station, Montebello High School, the Montebello Plaza shopping center, and the Shops at Montebello.

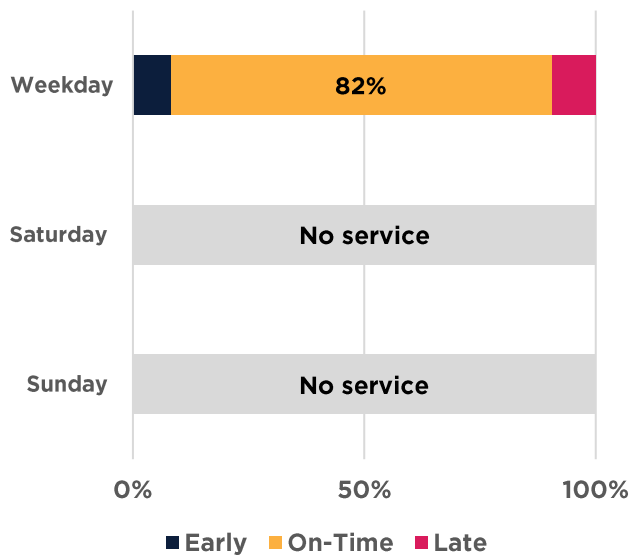
This line provides local circulation between the relatively dense residential areas in Rancho San Antonio and the retail and employment opportunities throughout the City of Montebello.



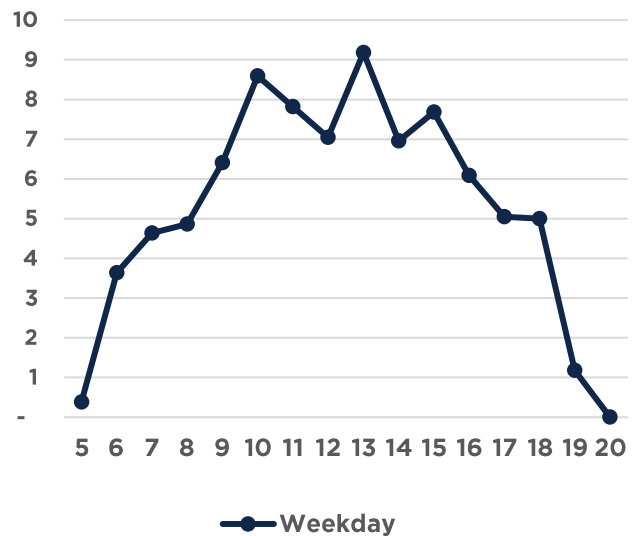
Line Overview

	WEEKDAY
Headway (minutes)	50
Cycle time (minutes)	90
Service span	5:15 AM – 8:00 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

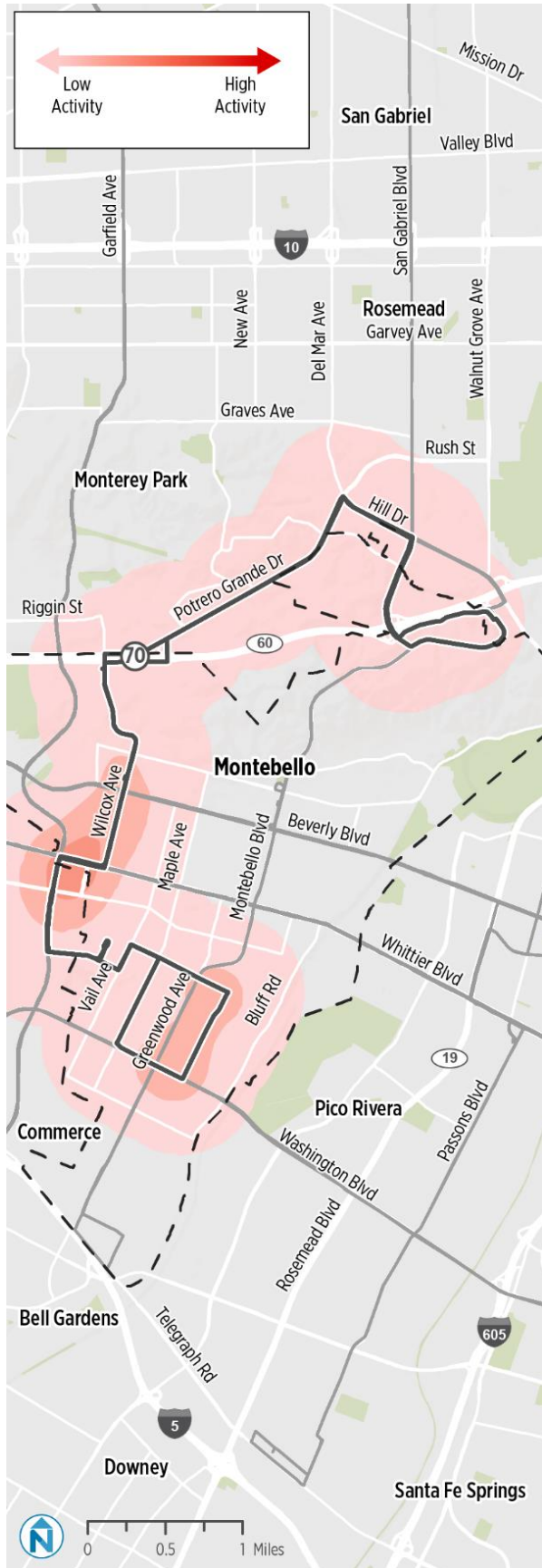
Strengths

- Line 70 is an average on-time performance line providing north-south connections between the Rancho San Antonio neighborhood and several retail and employment destinations in the City of Montebello.
- Ridership is highest in the midday period, which suggests this line may be used predominately to access services.

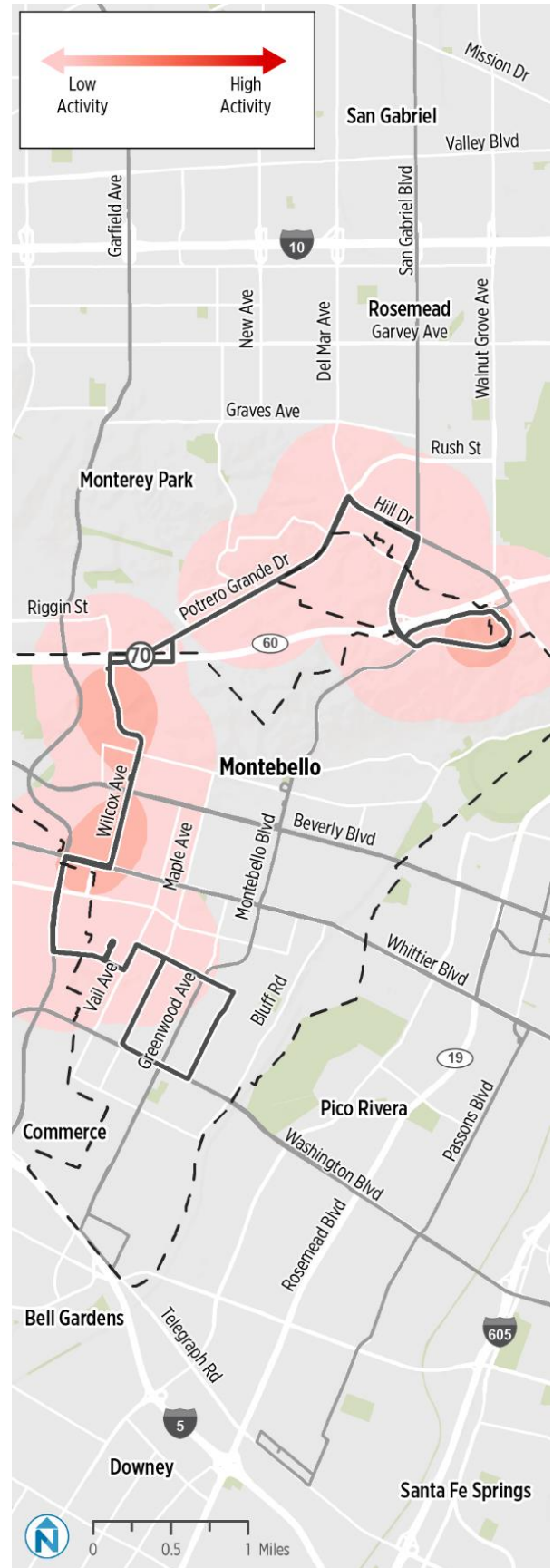
Opportunities

- The line currently operates off clockface headways every 50 minutes with a 90-minute cycle time. There may be an opportunity to improve service frequency and interline this with another line to operate more efficiently.

Line 70 Northbound Ridership



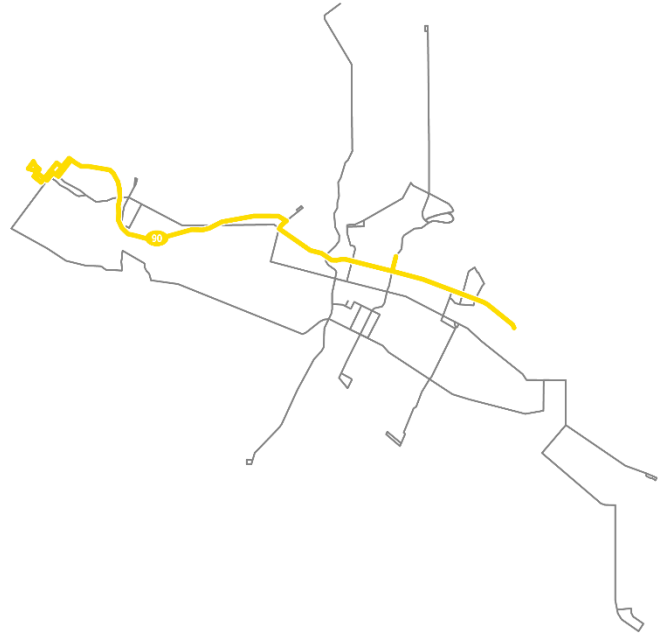
Line 70 Southbound Ridership



LINE 90 DOWNTOWN EXPRESS

Description of route: Line 90 – Downtown Express is a commuter express route that operates along Beverly Blvd between Whittier, the Taylor Ranch park-and-ride, Montebello, and East Los Angeles before operating into downtown Los Angeles on Hwy 60, I-5, and Hwy 101.

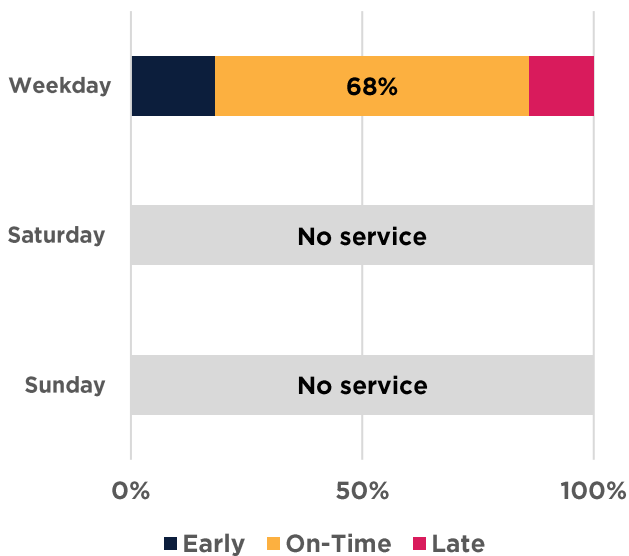
The route provides direct, limited stop service and operates nine round trips per weekday.



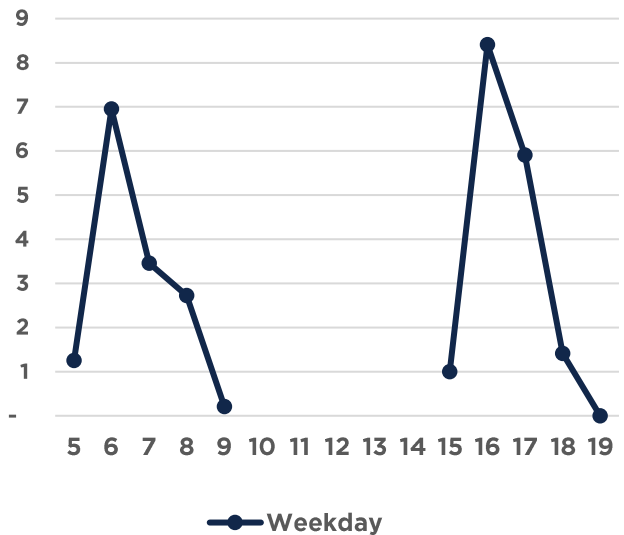
Line Overview

	WEEKDAY
Headway	9 round trips per day
Cycle time (minutes)	Varies
Service span	5:30 AM – 10:00 AM 3:00 PM – 8:00 PM

On-Time Performance



Ridership by Time of Day



Source: City of Montebello APC Data (Oct 2020)

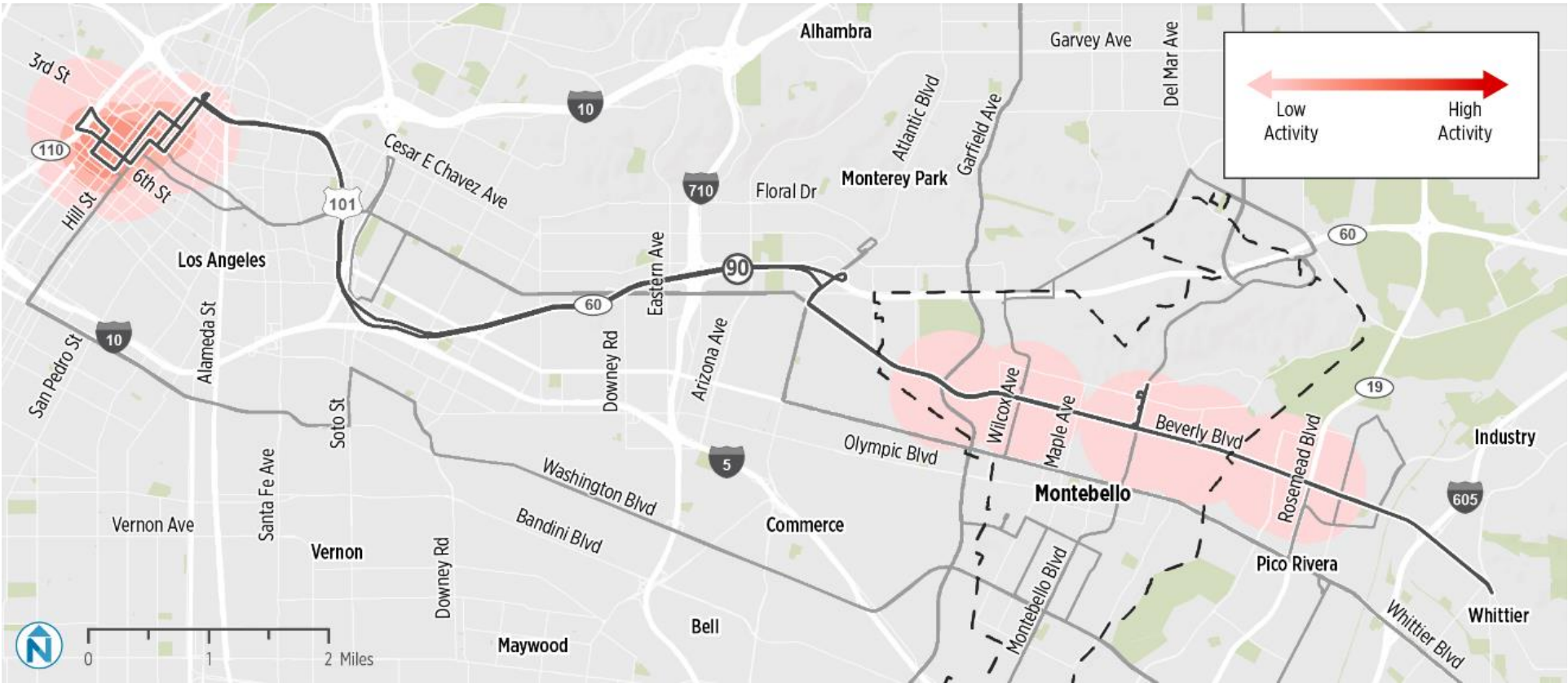
Strengths

- Line 90 provides direct, peak-oriented express service between Whittier, Montebello, and downtown Los Angeles.

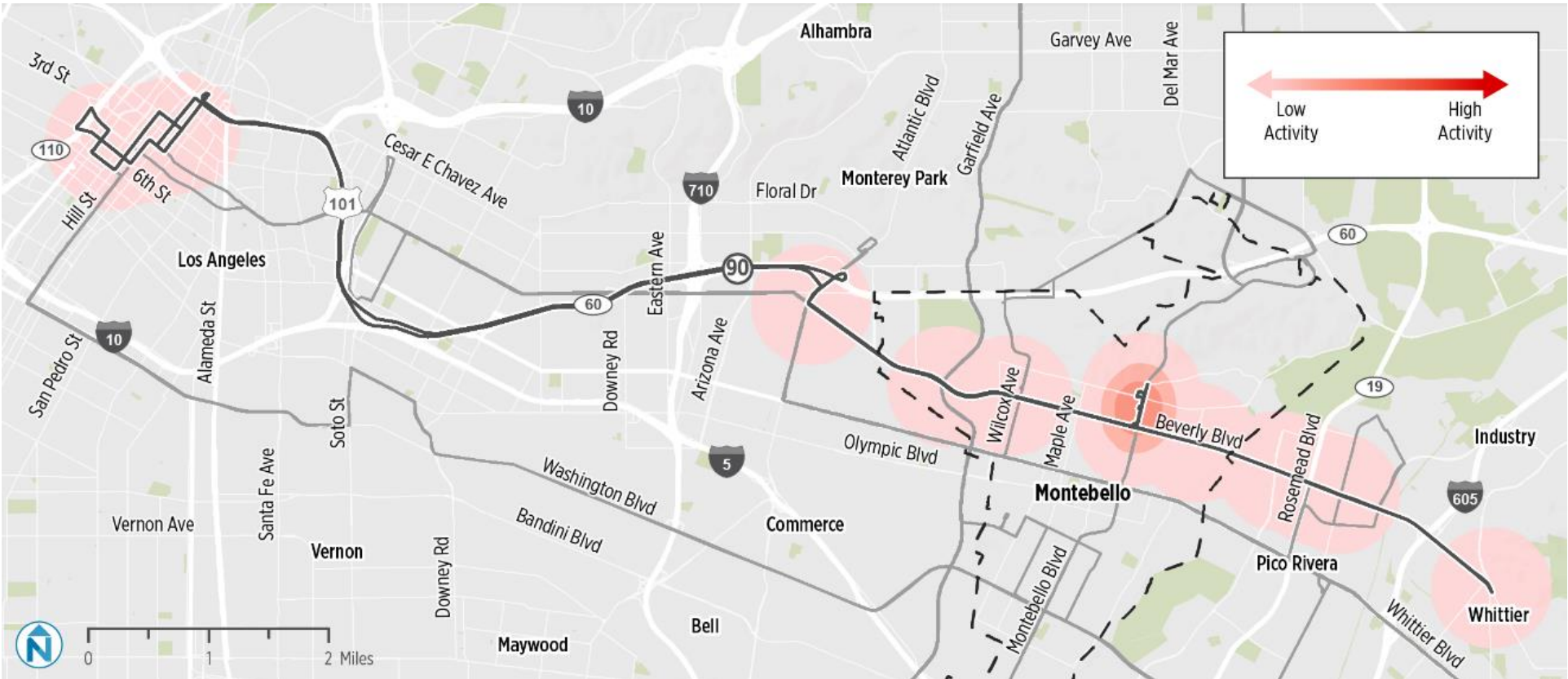
Opportunities

- Line 90 is a low on-time performance line. On-time performance is likely impacted by changes in traffic congestion on highways into and out of downtown Los Angeles. On-time performance may be improved by adjusting scheduled travel times to better reflect operating conditions throughout the day.

Line 90 Eastbound Ridership



Line 90 Westbound Ridership



FARES

Montebello Bus Lines' fare structure includes two distinct fare types and discount categories (Figure 2-13). The base fare of \$1.10 applies to all local lines (10, 20, 30, 40, 50, 60, and 70), while the more expensive express fare of \$1.30 only applies to Line 90. Additionally, MBL offers discounted fares to K-12 students (\$0.75 per trip) and for people with disabilities and seniors ages 62 and older (\$0.50 per trip). These fare discounts only apply to local lines, there are no discounts for express fares.

MBL also offers interagency transfers when passengers transfer to a route operated by another provider. These transfers require an additional \$0.25 with a discounted fare of \$0.10 for people with disabilities and seniors. MBL offers day passes at a rate of \$3.00, discounted to \$2.00 for students and \$1.50 for seniors and people with disabilities. A Monthly pass is available only for students at a cost of \$30.00.

There is an opportunity to simplify MBL fares by rounding these amounts to the nearest increment of \$0.25. This makes paying cash fares easier as passengers will no longer have to worry about paying exact fares with nickels and dimes. This may potentially improve travel times by reducing the amount of time passengers spend searching for change and paying their fare.

Figure 2-13 Montebello Bus Lines Fare Structure

	Adults	Students (K-12)	People with Disabilities & Seniors (62+)
Base Fare	\$1.10	\$0.75	\$0.50
Express Fare	\$1.30	\$1.30	\$1.30
Interagency Transfer	\$0.25	\$0.25	\$0.10
Day Pass	\$3.00	\$2.00	\$1.50
Monthly Pass	None	\$30.00	None

Note: ID required for discount fare and passes

In addition to accepting cash, MBL offers pass products and accepts cash value payments through the Transit Access Pass (TAP) program that is commonly used throughout the Los Angeles area. MBL also accepts the regional EZ Transit Pass which provides unlimited access to participating agencies for \$110 per month (\$42 for seniors and people with disabilities). In addition to MBL, participating EZ Transit Pass agencies include Commerce Municipal Bus Lines, Culver CityBus, Foothill Transit, Gardena Municipal Bus Lines, Glendale Beeline, LADOT, Long Beach Transit, Metro Bus & Metro Rail, Norwalk Transit, Santa Clarita Transit, Santa Monica Big Blue Bus, and Torrance Transit.

MBL also accepts bus tokens which are valid for a single, one-way trip (10 tokens for \$10). Tokens are no longer viewed as a best practice for transit fare media. Phasing tokens out of circulation may further simplify the fare collection process for MBL.

DIAL-A-TAXI

In addition to the fixed-route system, Montebello Bus Lines offers a Dial-A-Taxi service for Montebello residents ages 62 and older and/or with a disability. Qualifying residents may apply through a paper application and a physician's form submitted to the city. Dial-A-Taxi service provides transportation within the City of Montebello for any trip purpose and within a larger service area (bound between the I-10 Freeway, I-710 Freeway, I-605 Freeway, and Slauson Ave) for medical trips only.

Dial-A-Taxi service is available 24 hours per day and 7 days per week, including holidays. The service provides 26 riders per month with a payment of \$1.00 per one-way trip.

MONTEBELLO LINK

MBL offers a contracted service known as Montebello Link that provides feeder service to Metrolink commuter rail service. Montebello Link is a semi-fixed-route service that uses a reservation-based system to provide flexible service between the Montebello Metrolink Station and employment centers in Bell, Commerce, Montebello, and Monterey Park.

3 MARKET ANALYSIS

How well does MBL serve the communities in which it operates?

DEMOGRAPHIC AND SOCIO-ECONOMIC FACTORS

Examining the density and distribution of specific population segments helps identify areas with high transit need. This section uses Census data to highlight demographic and socio-economic characteristics of persons residing within areas currently served by the Montebello Bus Lines.

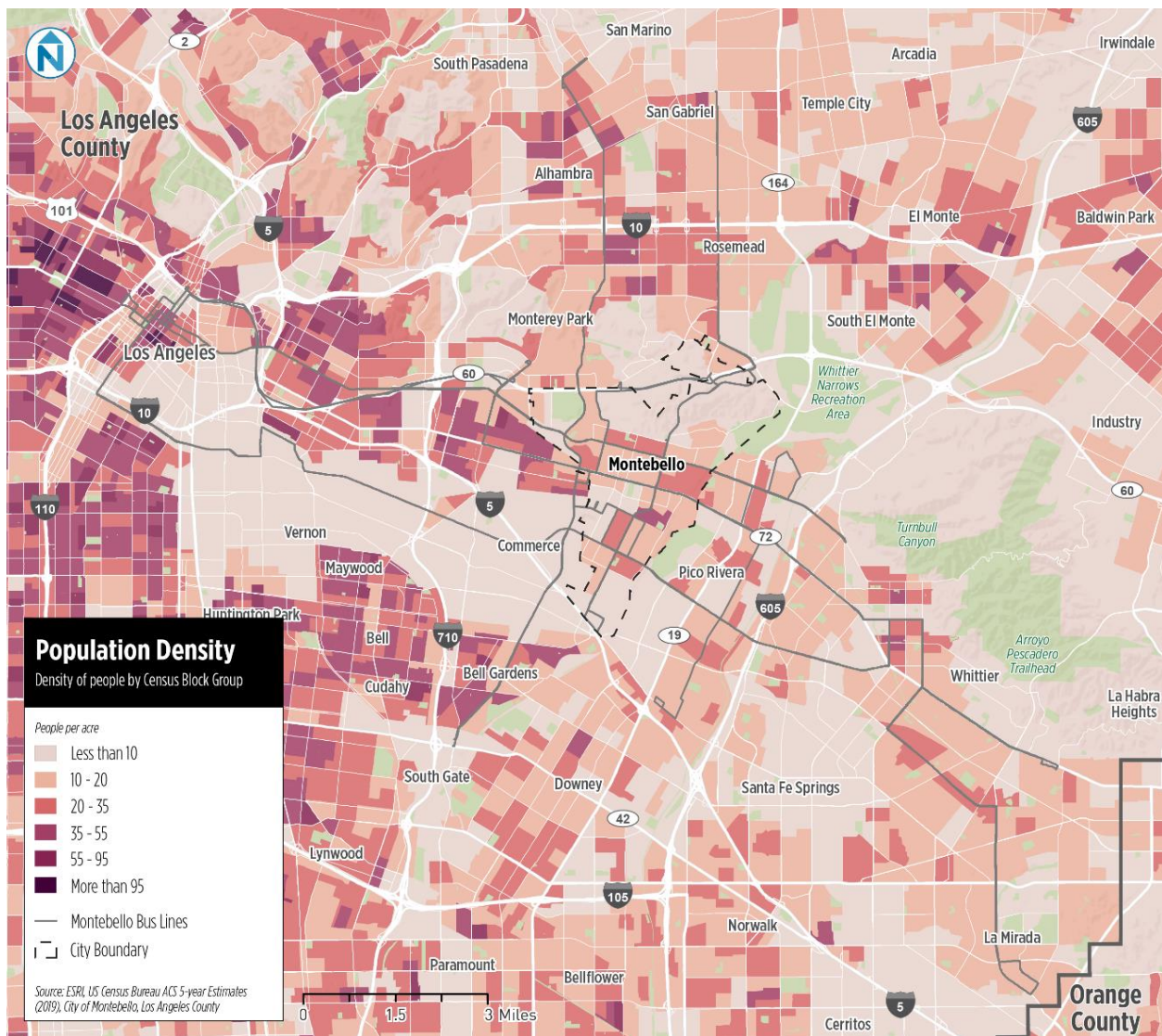
Category	Why it's important
Population	Population density is among the most important factors influencing transit demand. High-density residential areas have more people within walking distance to major corridors that can support more frequent transit service than low-density areas.
Older Adults	Transit provides a safe and low-cost alternative to driving a personal vehicle. Many older adults choose to transition from driving a personal vehicle to using transit due to health and/or safety reasons.
Young Adults	Multiple transportation studies have shown that young adults are obtaining their driver licenses at a later age than previous generations. Young adults are also less likely than their middle-aged counterparts to own a personal vehicle and more likely to consider transit as a transportation option.
Persons with Disabilities	Persons with disabilities may be unable to operate a vehicle or feel more comfortable on public transportation. Transit stops must accommodate persons with disabilities and paratransit options should be made available
People of Color	People of color are more likely than their white counterparts to use public transportation as a means of commuting. Neighborhoods with high minority populations are more likely to be underserved by transit networks
Limited English Proficiency	In areas where populations speak a variety of languages, transit maps and marketing materials should be translated into languages spoken in these neighborhoods based on 2020 census data
Low-Income Population	Traditionally, low-income populations are less likely to own or have access to a vehicle and more likely to use public transit as their sole means of transportation
Limited Access to Personal Vehicle	Populations with limited vehicle access are likely to use public transportation as their sole means of transportation

Population

Communities within the current Montebello Bus Lines service area that have the highest population densities include:

- Alhambra
- Bell Gardens
- East Los Angeles
- Monterey Park
- South Montebello

Figure 3-1 Population Density

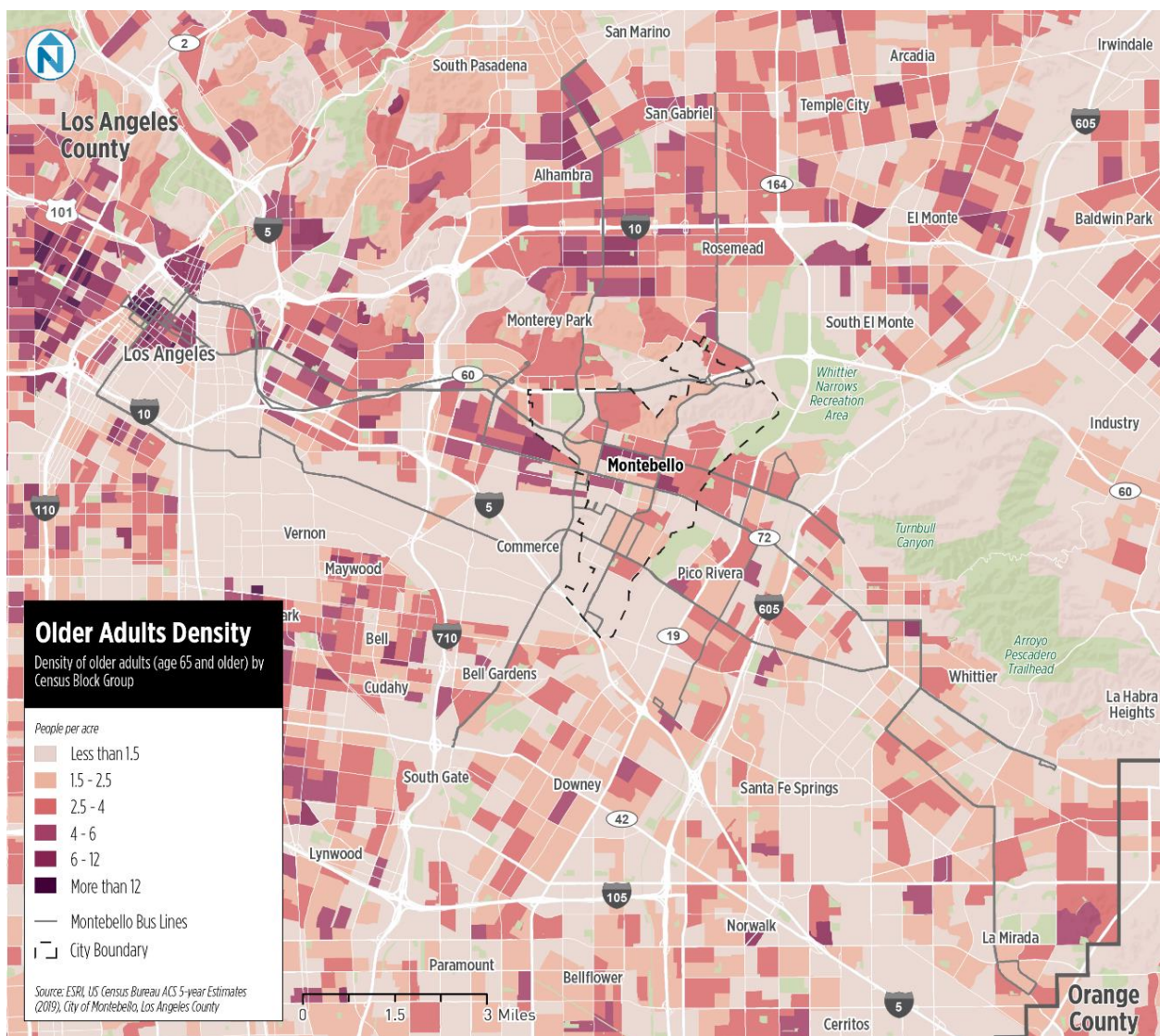


Older Adults

Communities within the current Montebello Bus Lines service area that have the highest densities of older adults include:

- Boyle Heights
- Downtown Los Angeles
- East Los Angeles
- Montebello
- Monterey Park

Figure 3-2 Older Adults Density

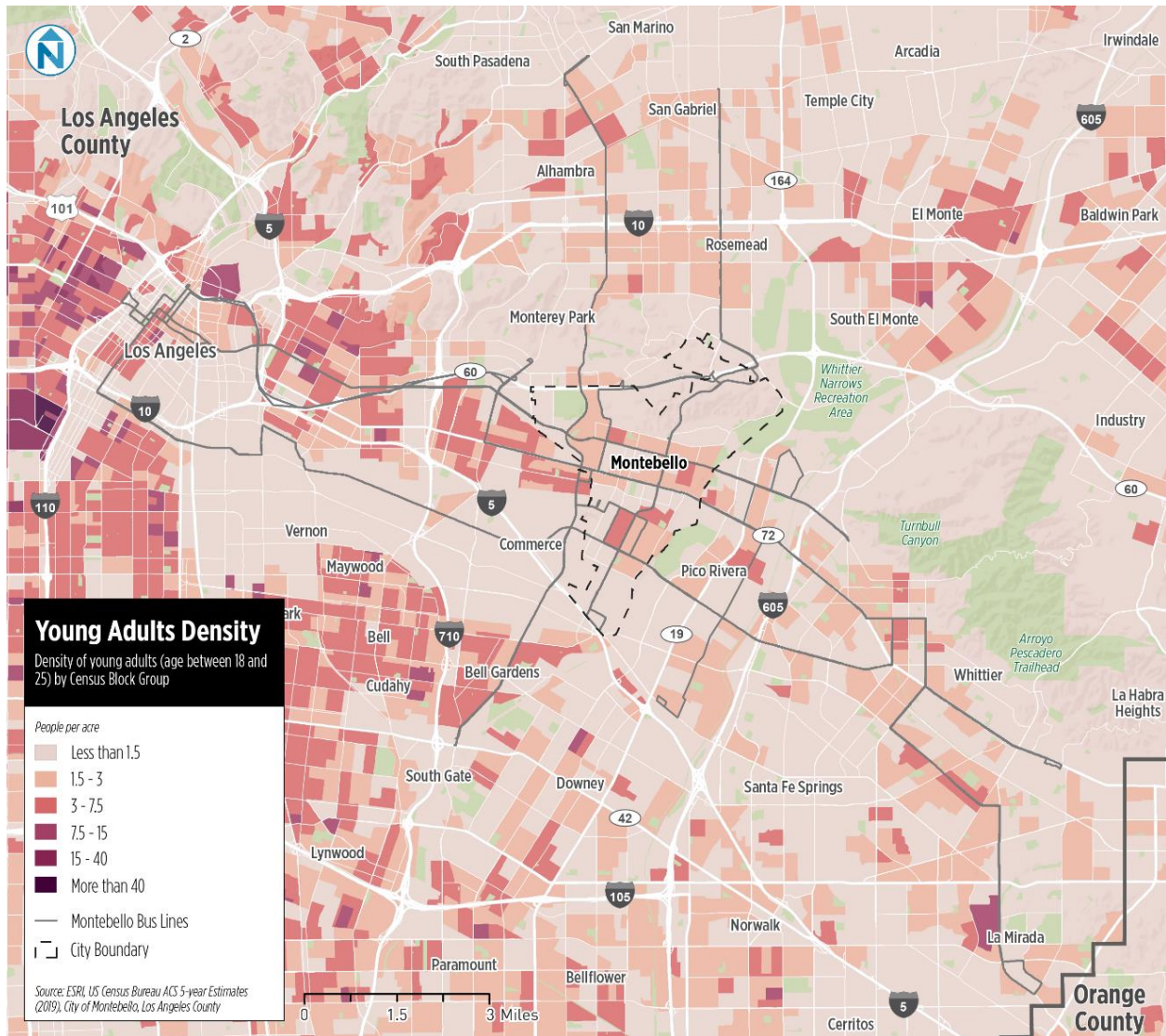


Young Adults

Communities within the current Montebello Bus Lines service area that have the highest densities of young adults include:

- Boyle Heights
- East Los Angeles

Figure 3-3 Young Adults Density

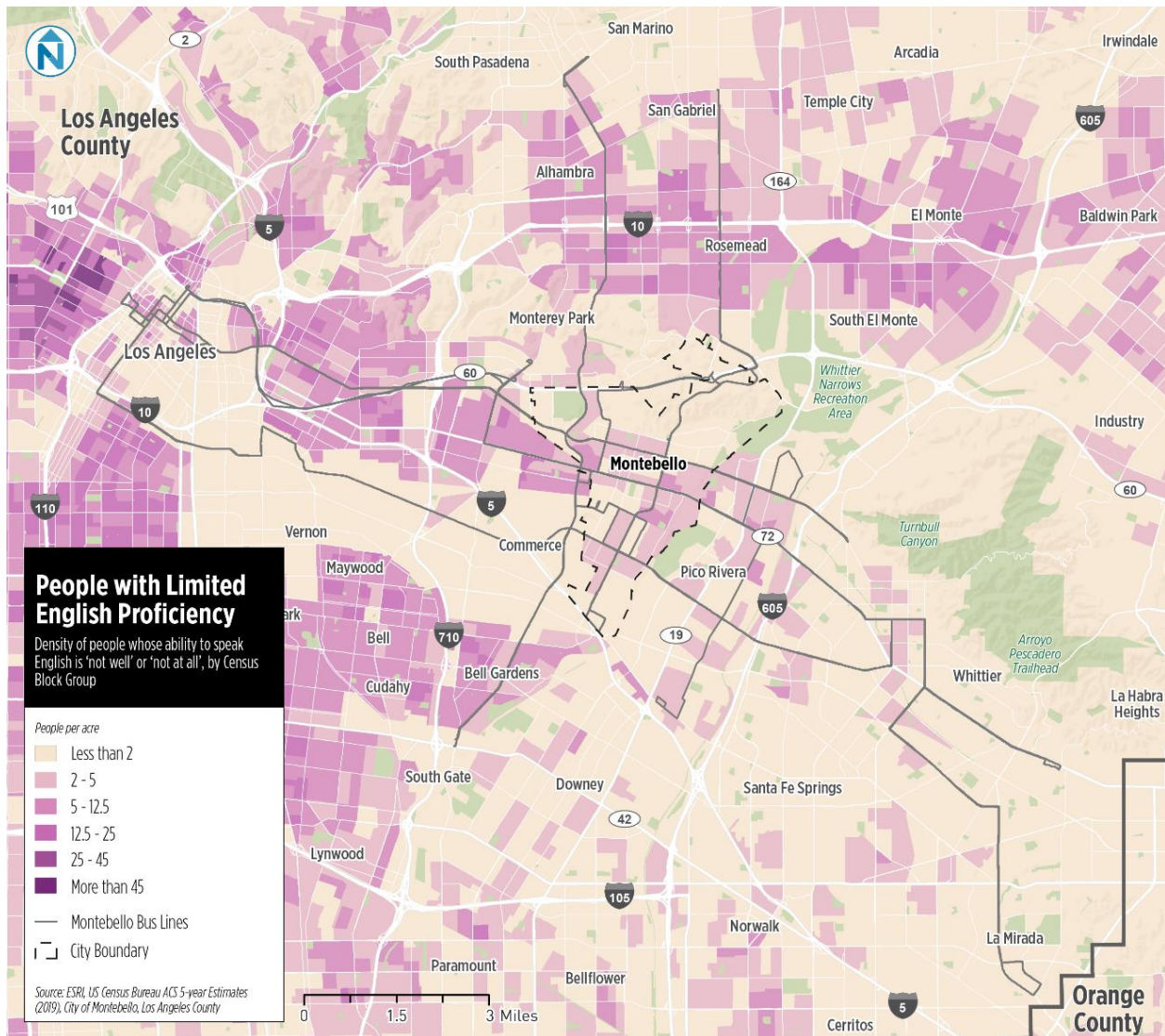


Limited English Proficiency

Communities within the current Montebello Bus Lines service area that have the highest densities of limited English proficiency include:

- Bell Gardens
- Boyle Heights
- Monterey Park

Figure 3-5 People with Limited English Proficiency

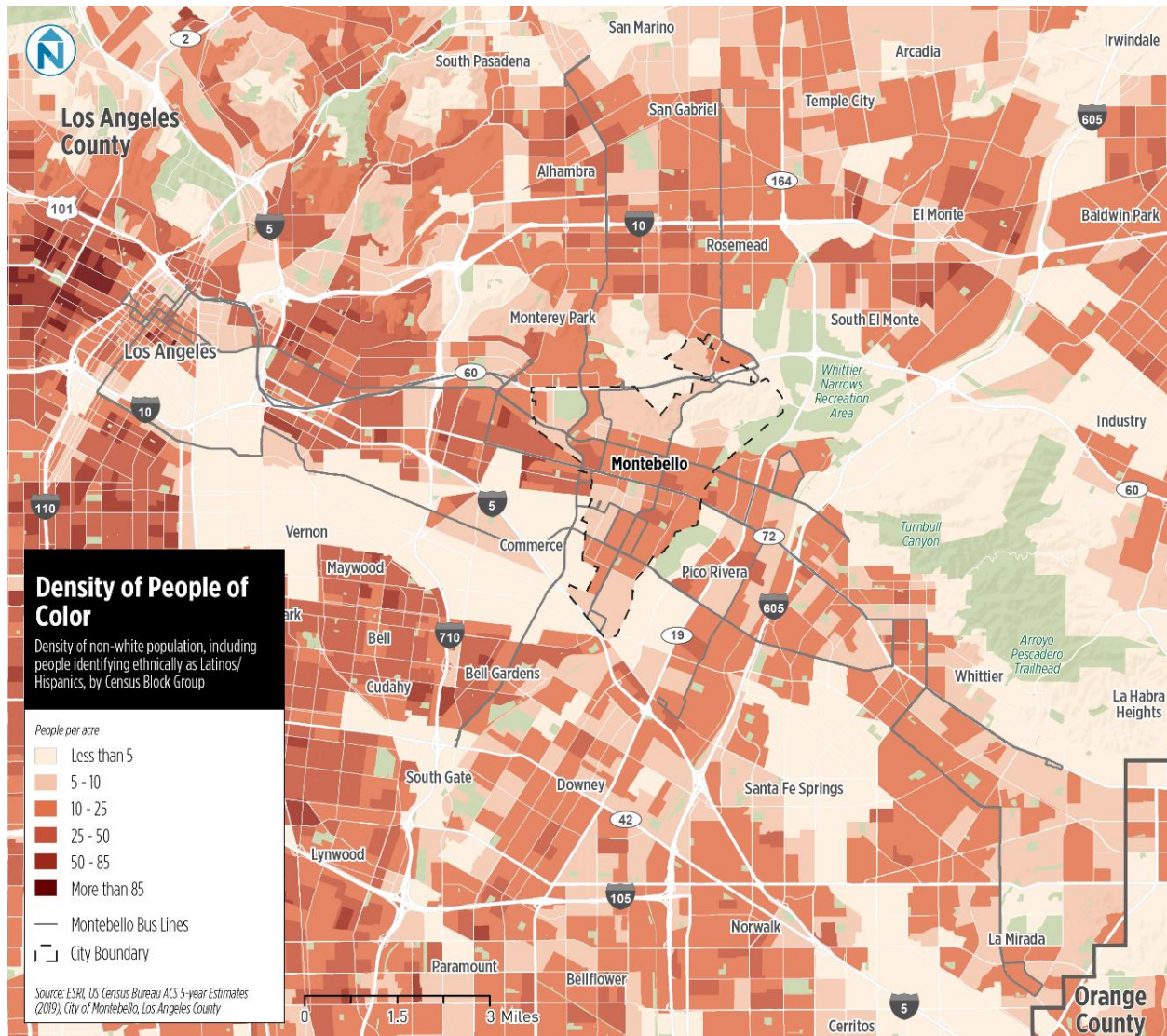


People of Color

Communities of color are prominent throughout the Montebello Bus Lines service area, especially:

- Bell Gardens
- Boyle Heights
- East Los Angeles
- Monterey Park

Figure 3-6 Density of People of Color

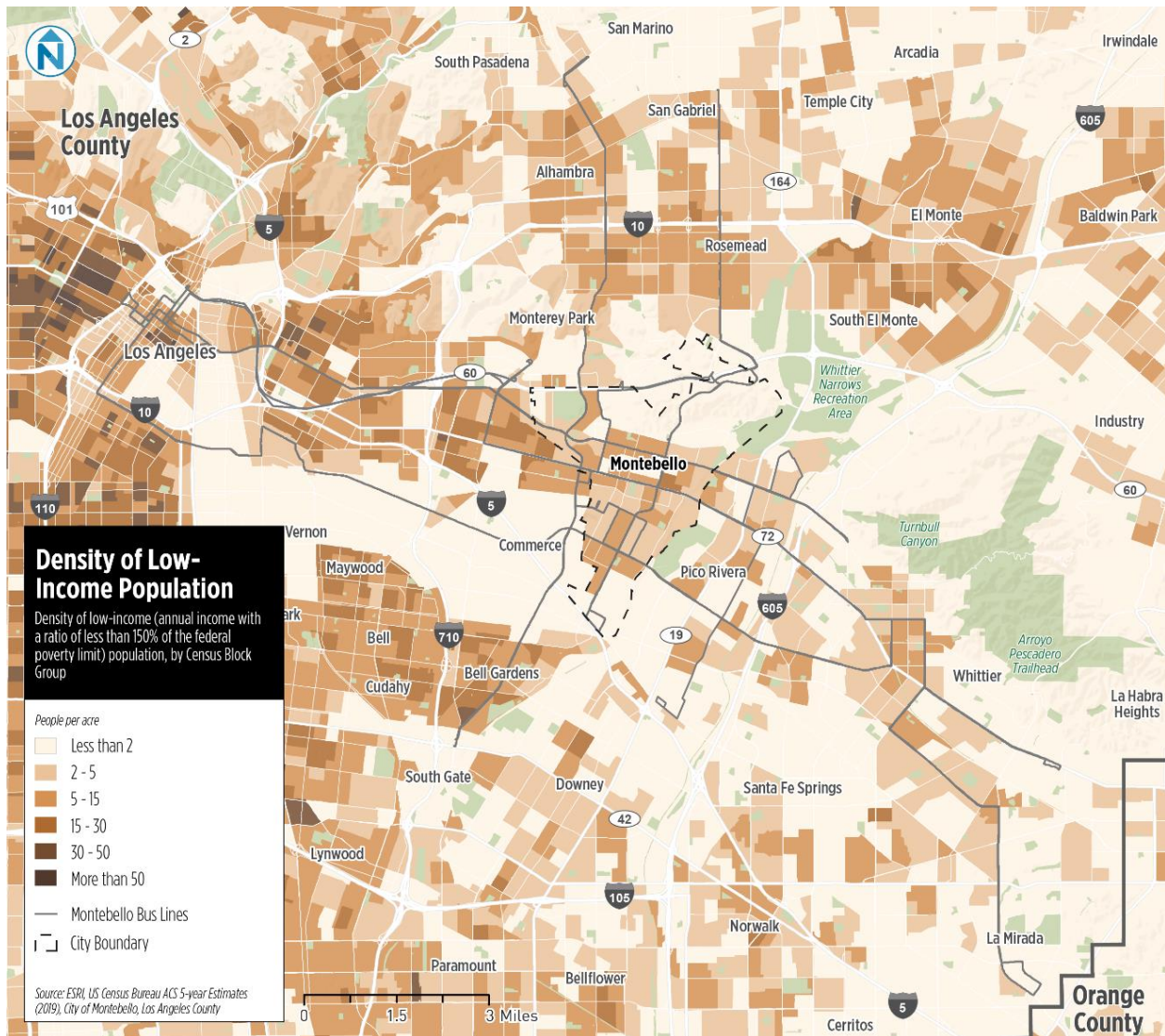


Low-Income Population

Communities within the current Montebello Bus Lines service area that have the highest densities of low-income populations include:

- Bell Gardens
- Boyle Heights
- East Los Angeles

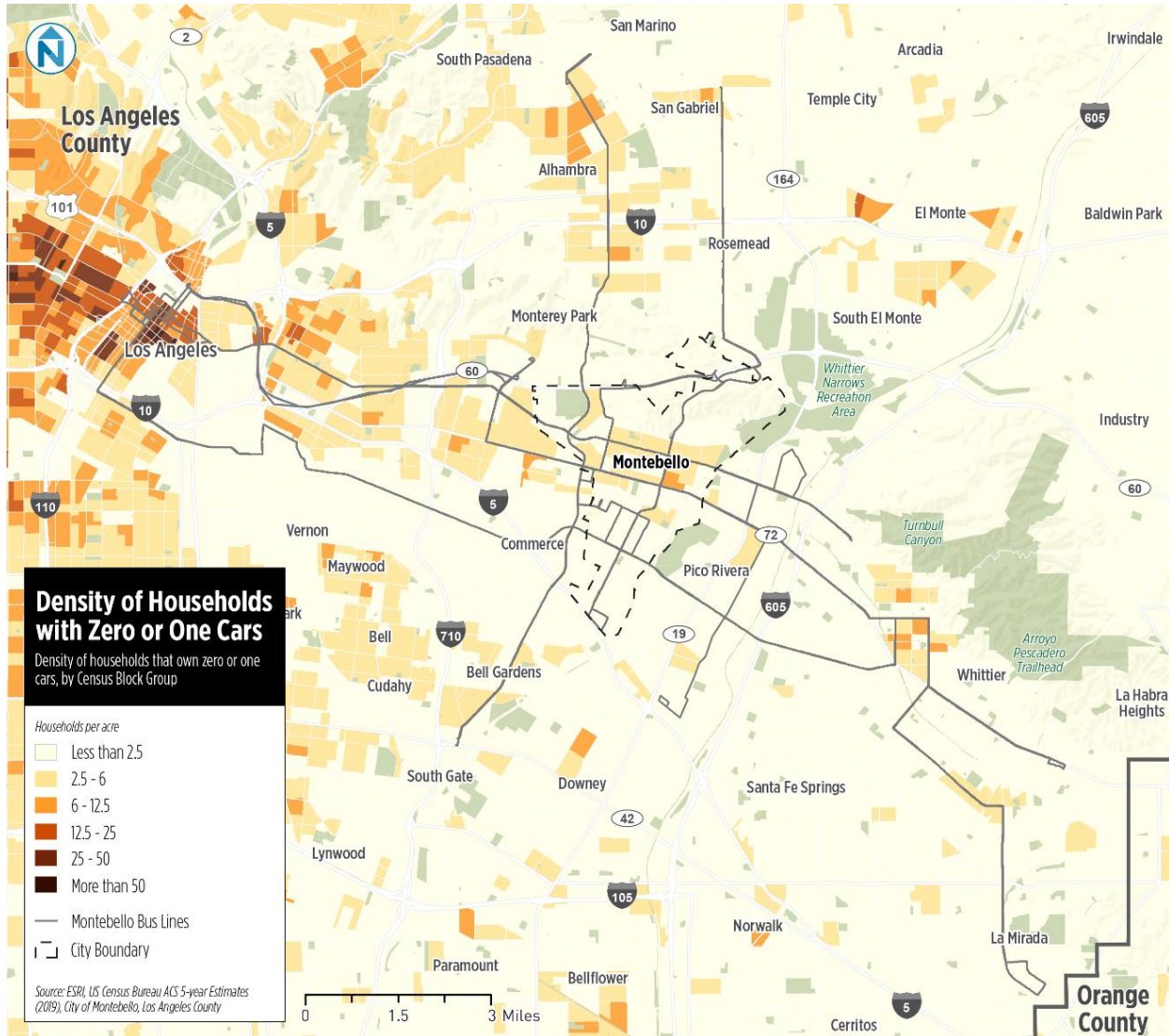
Figure 3-7 Density of Low-Income Population



Limited Access to a Personal Vehicle

Downtown Los Angeles has the highest densities of persons with limited access to a personal vehicle within the current Montebello Bus Lines service area.

Figure 3-8 Density of Households with Zero or One Cars



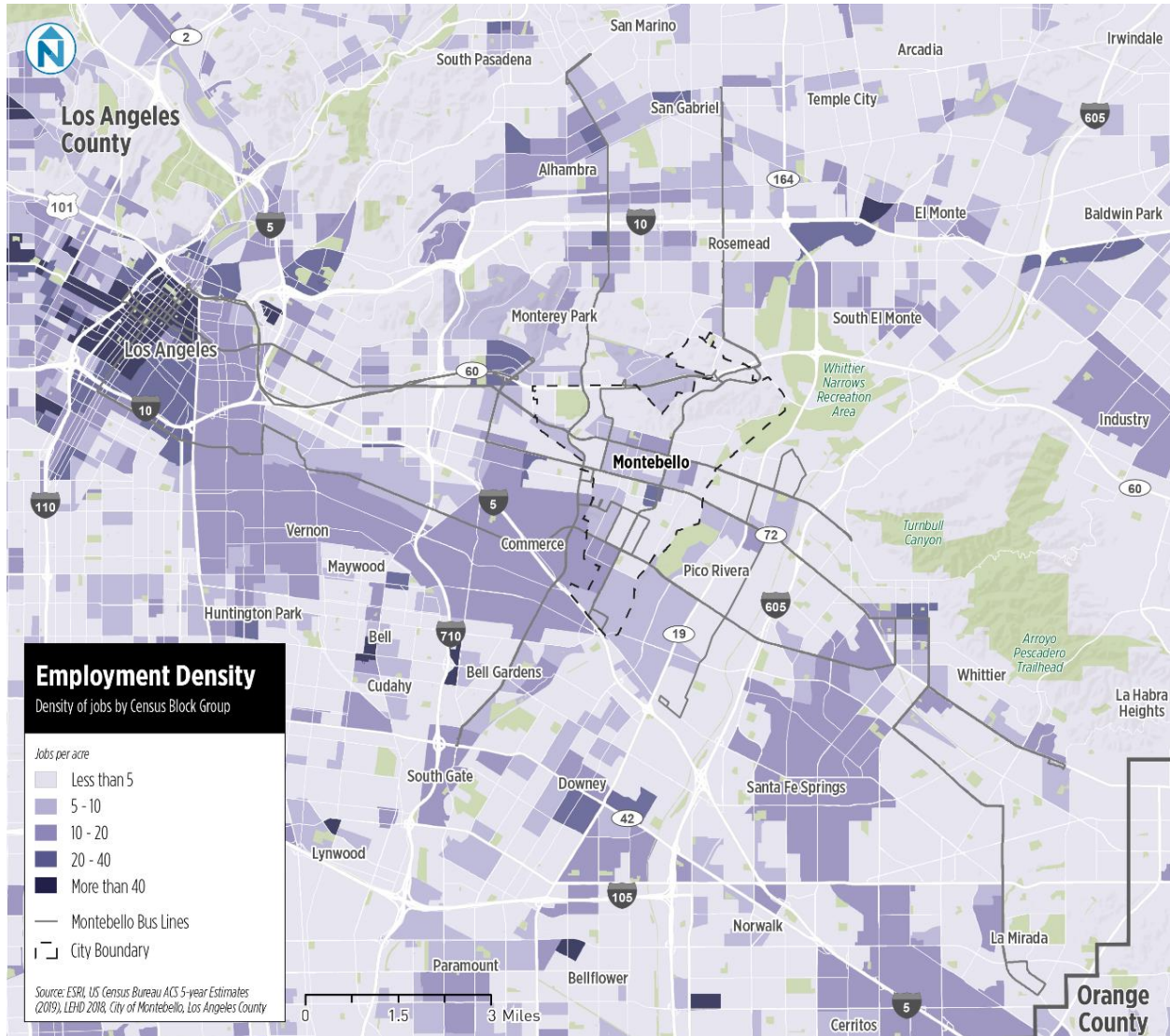
EMPLOYMENT

Category	Why it's important
Employment Density	With higher employment density, more transit should be available as an alternative or substitute to driving. Since many employees will be converging in this area, a robust transit network should be available in these areas
Density of Low-Wage Job	Low-wage workers are less likely to have access to a vehicle and be more reliant on public transportation. Low-wage workers are also more likely to work non-traditional hours showing the need for extended hours of service. Areas with a high density of low-wage jobs should see an array of public transportation options for employees.
Retail or Service Jobs	Retail and service jobs are often low-paying, and their staff is less likely to have access to a vehicle, therefore areas with high densities of retail or service industry jobs should have a robust transit network available for employees.
Office Jobs	Persons with office jobs are less likely to be reliant on public transit. However, if parking costs or gas prices rise, workers may begin relying on public transportation. Areas like downtowns or large office corridors may be convenient transit hubs because of their high concentrations of employment opportunities.
Healthcare Jobs	Healthcare workers are more likely to work non-traditional hours, showing the need for extended hours of service. Transit serving healthcare centers such as hospitals or clinics should have service late into the night and early in the morning. Bus stops and other transit stations should be well-lit for passengers using the service at night on off-peak hours.
Industrial or Manufacturing Jobs	Persons in manufacturing jobs are more likely to be lower-income and be more reliant on public transit. Manufacturing centers tend to be far from areas with high population densities, therefore planning transit routes that connect low-income areas with manufacturing jobs may require increasing the number of routes as well as the number of stops along the route to ensure accessibility.
Education or Civic Jobs	Persons with education or civic jobs may be low-wage earners and work off-peak hours. Transit to these areas needs to be available late at night and early in the morning to assure these workers have access to their places of employment around the city.

Employment Density

Areas within the current Montebello Bus Lines service area that have the highest employment densities include Downtown Los Angeles, East Los Angeles College, and Commerce.

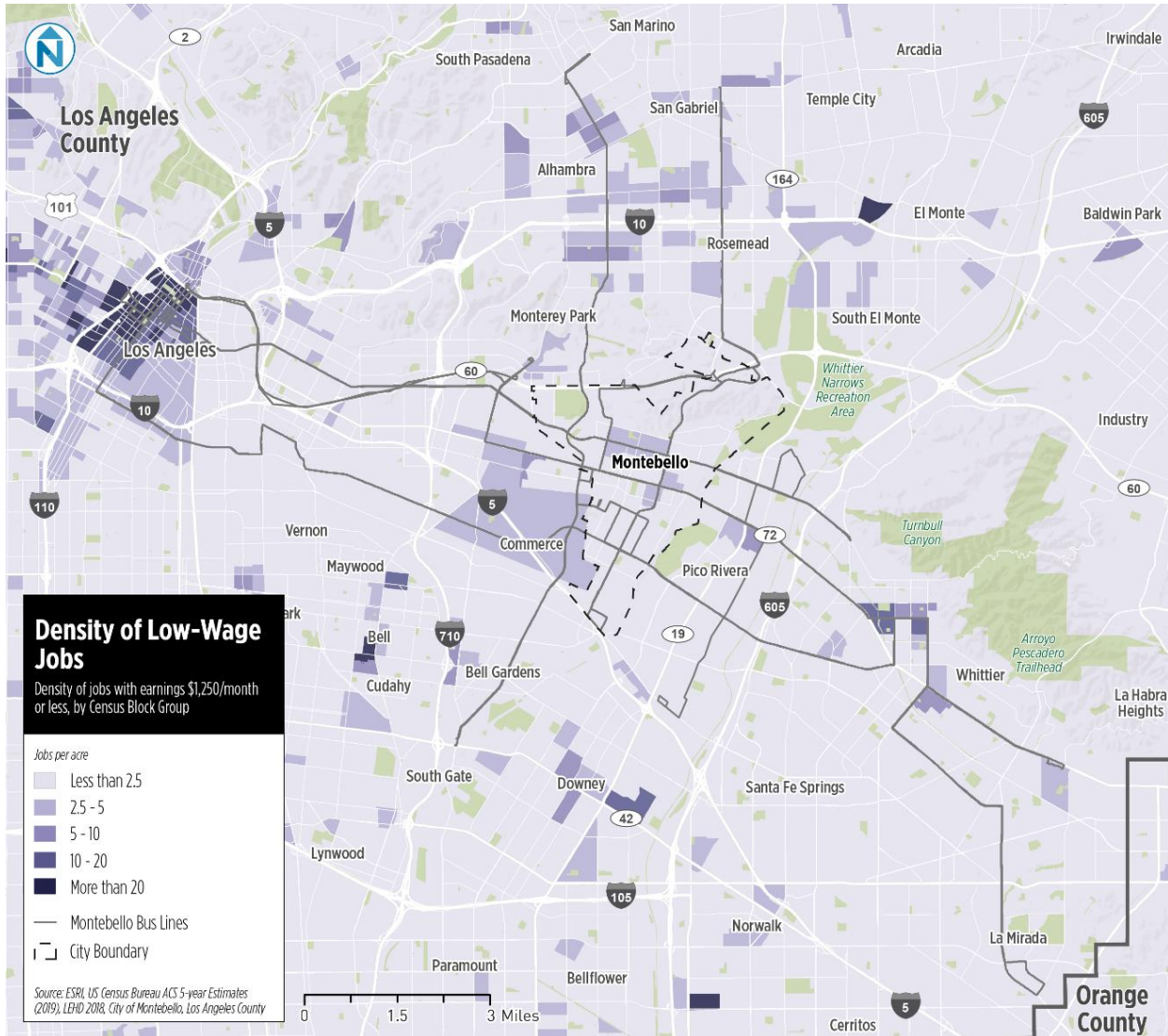
Figure 3-9 Employment Density



Low-Wage Jobs

Areas within the current Montebello Bus Lines service area that have the highest densities of low-wage jobs include Downtown Los Angeles and Uptown Whittier.

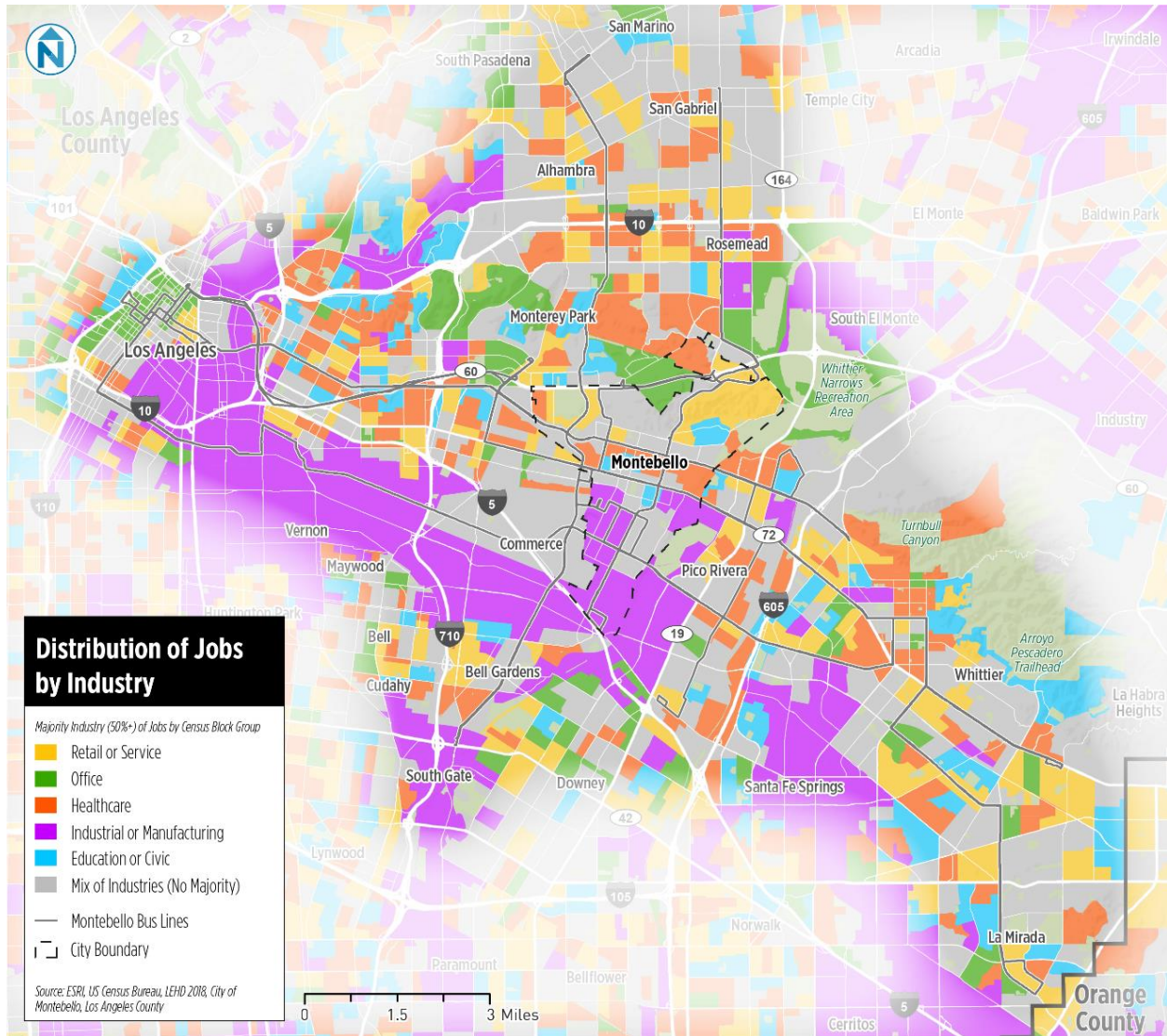
Figure 3-10 Density of Low-Wage Jobs



Jobs by Industry

Industrial jobs are prominent along the western half of Line 50. A mix of job types can be found along major corridors in the current Montebello Bus Lines service area, such as Whittier Boulevard, Beverly Boulevard, San Gabriel Boulevard, and Garfield Avenue.

Figure 3-11 Distribution of Jobs by Industry

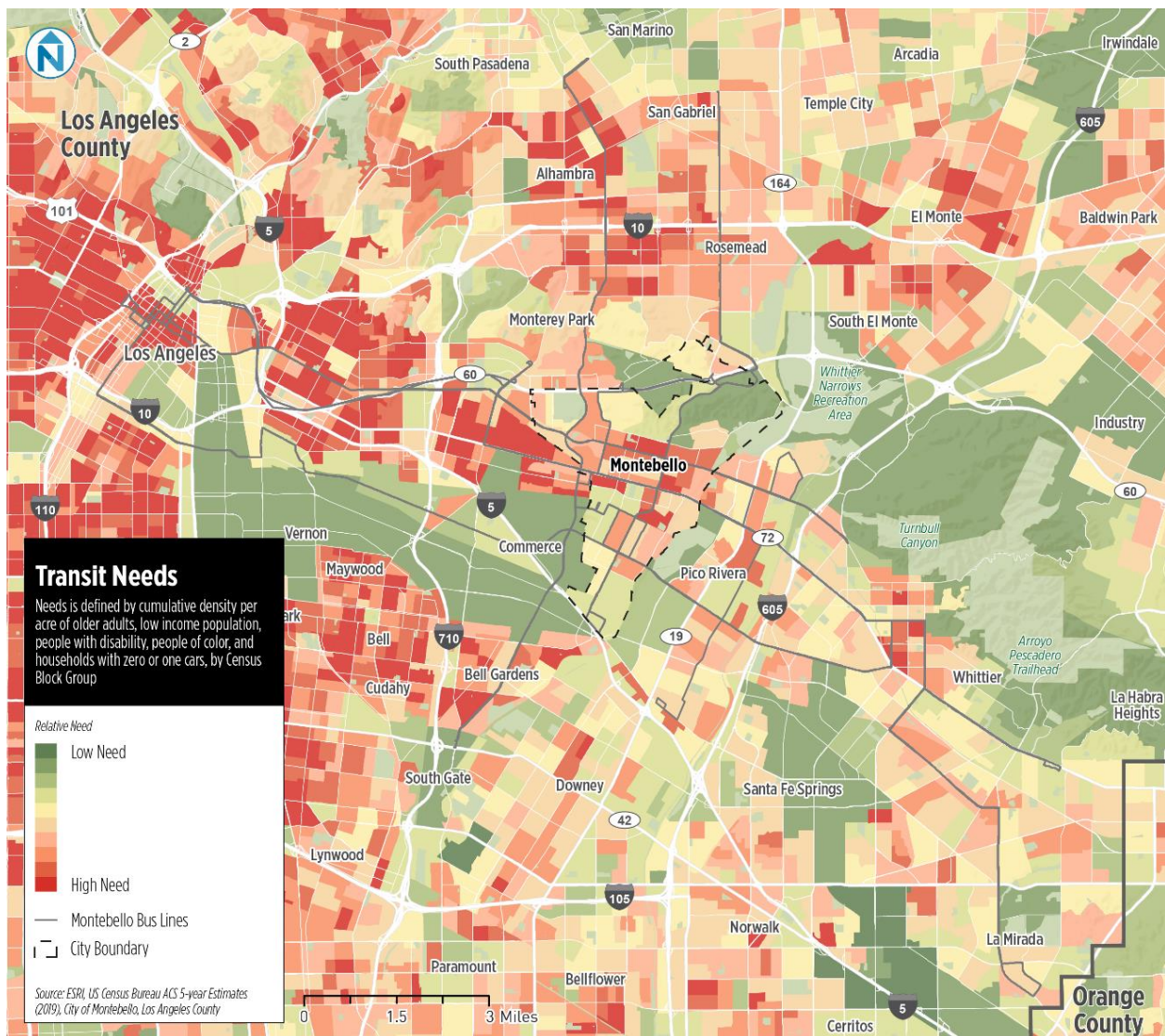


Transit Needs Index

Communities within the current Montebello Bus Lines service area that have the highest densities of persons with transit needs include:

- Alhambra
- Bell Gardens
- Boyle Heights
- East Los Angeles
- Montebello
- Monterey Park
- Rosemead

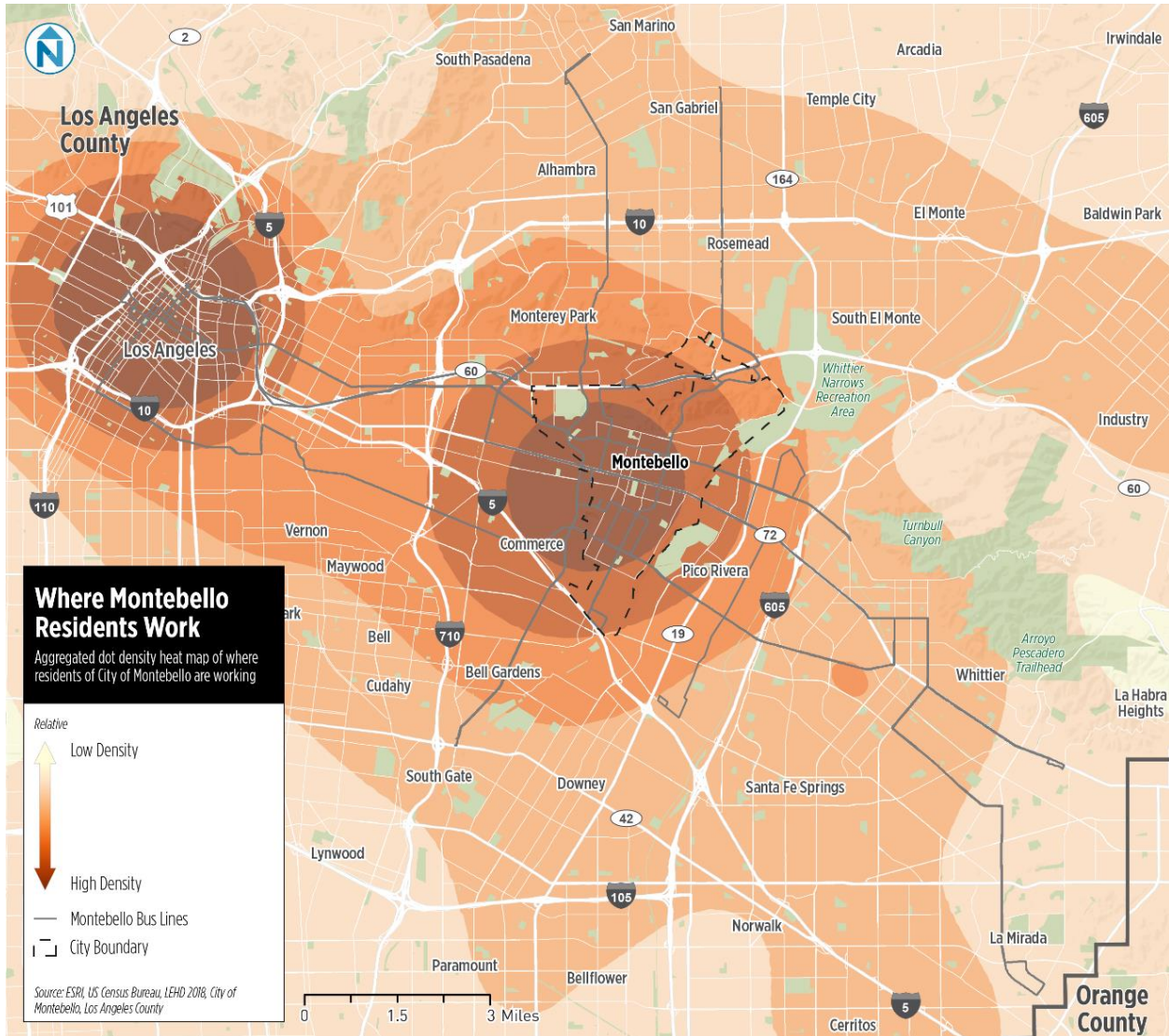
Figure 3-12 Transit Needs Index



Employment Density

Downtown Los Angeles and Montebello are the primary work destinations for residents of the City of Montebello.

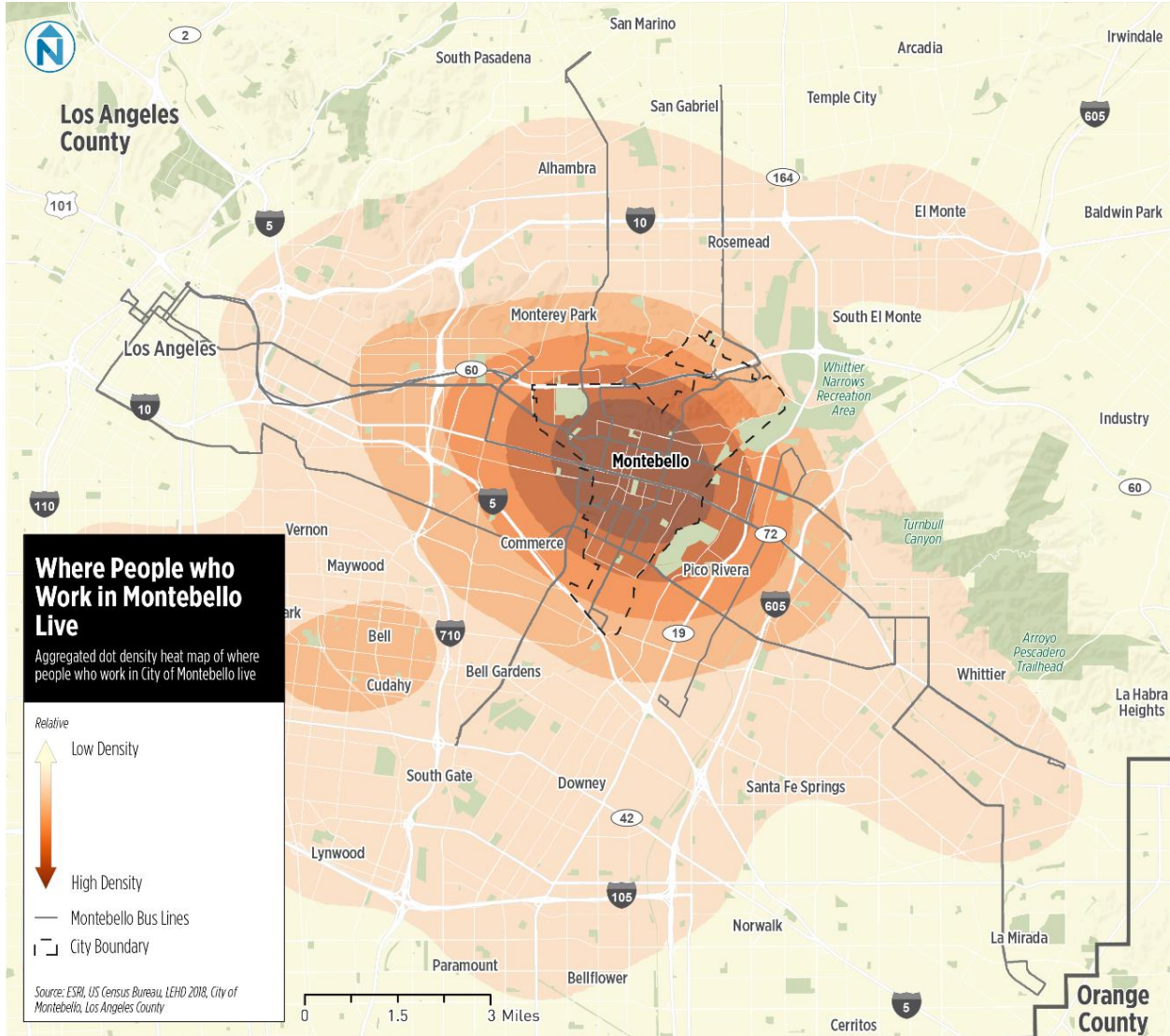
Figure 3-13 Where Montebello Residents Work



Employment Density

Persons employed in the City of Montebello most live within a five-mile radius of the city. Many employees also live in outlying communities such as Bell, Cudahy, Downey, Whittier, Alhambra, Rosemead, and El Monte.

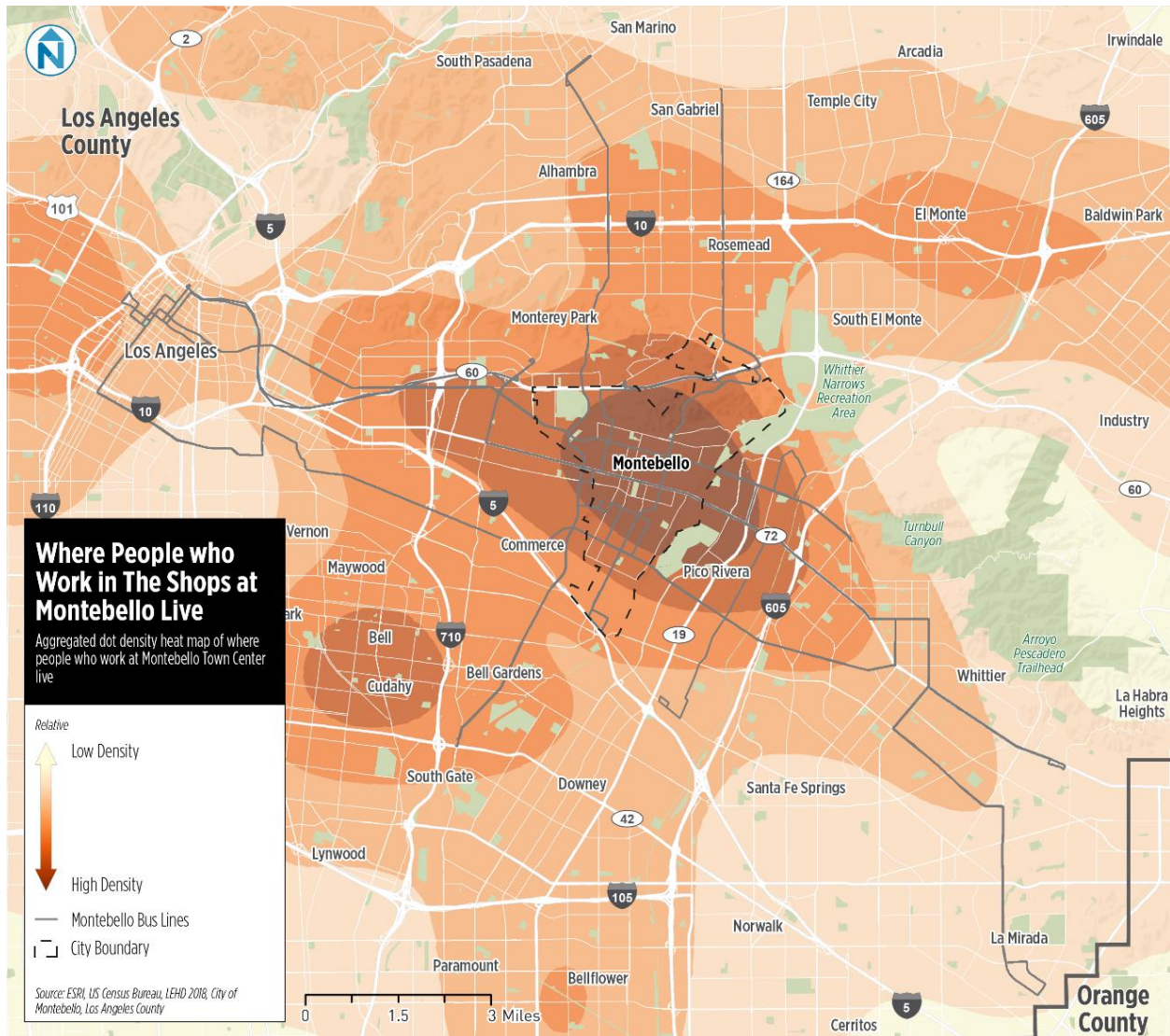
Figure 3-14 Where People Who Work in Montebello Live



Employment Density

The Shops at Montebello is a key destination and major employer within the City of Montebello. A high concentration of the Shops at Montebello employees live in Montebello, Pico Rivera, and East Los Angeles. Other communities with a high number of mall employees include Monterey Park, Alhambra, Rosemead, El Monte, Maywood, Bell, Cudahy, and Bell Gardens.

Figure 3-15 Where People Who Work at The Shops at Montebello Live



4 REGIONAL CONNECTIVITY

How does MBL connect with neighboring transit providers?

CONNECTING TRANSIT PROVIDERS

Montebello Bus Lines' expansive service area supports regional connectivity by providing transfer opportunities with nine transit providers. MBL connects to various modes including local bus, express bus, light rail, and commuter rail.

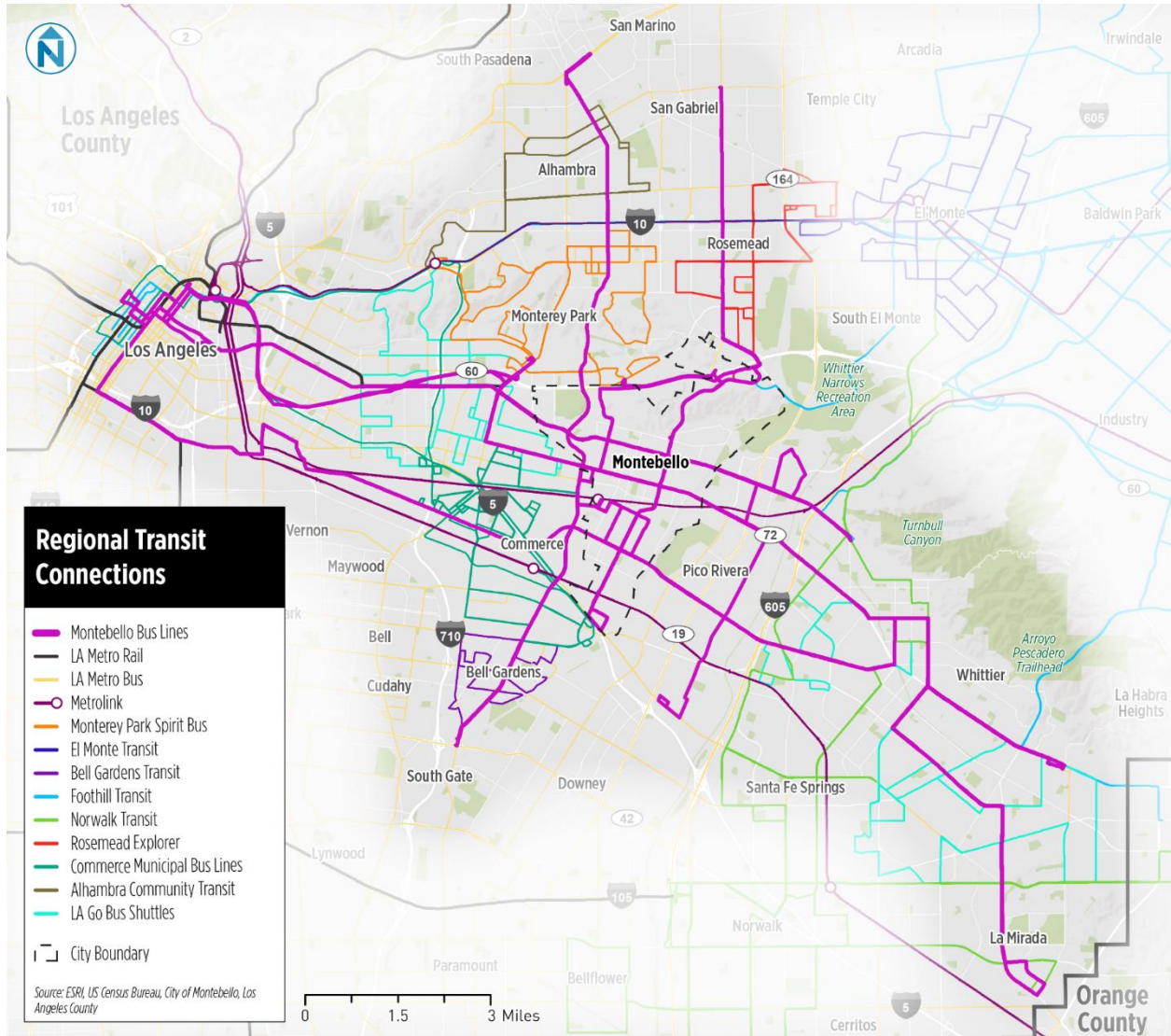
This chapter includes a summary of service operated by the following providers:

- LA Metro
- Monterey Park Spirit Bus
- Bell Gardens Transit
- Foothill Transit
- Norwalk Transit
- Rosemead Explorer
- Commerce Transit
- LA GO Shuttles
- Alhambra Community Transit

The route networks of Montebello Bus Lines and connecting regional transit providers are depicted in Figure 4-1. Connections between Montebello Bus Lines and routes operated by other transit providers are detailed in Figure 4-2.

Montebello Moves | Existing Conditions Report
 Montebello Bus Lines

Figure 4-1 Montebello Bus Lines and Connecting Transit Providers



Montebello Moves | Existing Conditions Report
Montebello Bus Lines

Figure 4-2 Regional Connections by Line/Route

Montebello Bus Line	LA Metro	Monterey Park Spirit	Foothill Transit	Norwalk Transit	Rosemead Explorer	Commerce Transit	LA GO
10 Whittier Blvd	70, 106, 120, 260, 265, 266	1, 2, 5	285	1, 7	-	-	-
20 San Gabriel Blvd	70, 76, 78, 106, 287, 487, 489	-	269	-	1, 2	-	-
30 Garfield Ave	18, 66, 70, 76, 78, 79, 106, 108, 110, 111, 115	1, 2, 3, 4, 5	-	-	-	100, 200, 300, 2000	100, 200, 300, 2000
40 Beverly Blvd	106, 251, 256, 258, 260, 266, 605, 665	-	274	1, 7	-	-	-
50 Washington Blvd	60, 62, 66, 120, 251, 258, 260, 265, 266	-	-	1, 7	-	-	-
60 Passons Blvd	62, 265, 266	-	-	-	-	-	-
70 Wilcox Ave	18, 66, 106, 287	5	269	-	1, 2	100, 300, 2000, 700	100, 300, 2000, 700
90 Downtown Express	260	-	274	1, 7	-	-	-

LA METRO BUS

LA Metro is the region's largest transit agency. Within the Montebello Bus Lines service area, LA Metro service predominantly runs east-west.

There are 25 LA Metro bus lines that provide connectivity to Montebello Bus Lines service. 24 of these lines operate seven days a week. Line 489 operates on weekdays only. Lines 487 and 489 are express services, the rest are local services. Lines 18, 66, 70, and 76 operate with frequencies of 15 minutes or better, seven days a week. Line 260 operates with a frequency of 15 minutes or better on weekdays with less frequent service on the weekend.

Route Connections

Montebello Bus Line	Availability	LA Metro Bus Line
10 Whittier Blvd	Weekdays	70: Downtown LA - El Monte via Cesar Chavez Av/Atlantic Bl/Garvey Av
	Saturday	106: Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av & 1st St
	Sunday	120: Aviation/LAX Station - Whittwood Center via Imperial Hwy
		260: Altadena - Artesia Station via Fair Oaks Av-Atlantic Bl
		265: Pico Rivera - Lakewood Center Mall via Paramount Bl
		266: Sierra Madre Villa Station - Lakewood Center Mall via Rosemead Bl
20 San Gabriel Blvd	Weekdays	70: Downtown LA - El Monte via Cesar Chavez Av/Atlantic Bl/Garvey Av
	Saturday	76: Downtown LA - El Monte via Valley Bl
	Sunday	78: Downtown LA - Arcadia via Huntington Dr
		106: Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av & 1st St
		287: El Monte Station - Arcadia Station via Santa Anita Av
		487: Downtown LA - Sierra Madre Villa Station
		489: Downtown LA - Temple City

Montebello Moves | Existing Conditions Report
Montebello Bus Lines

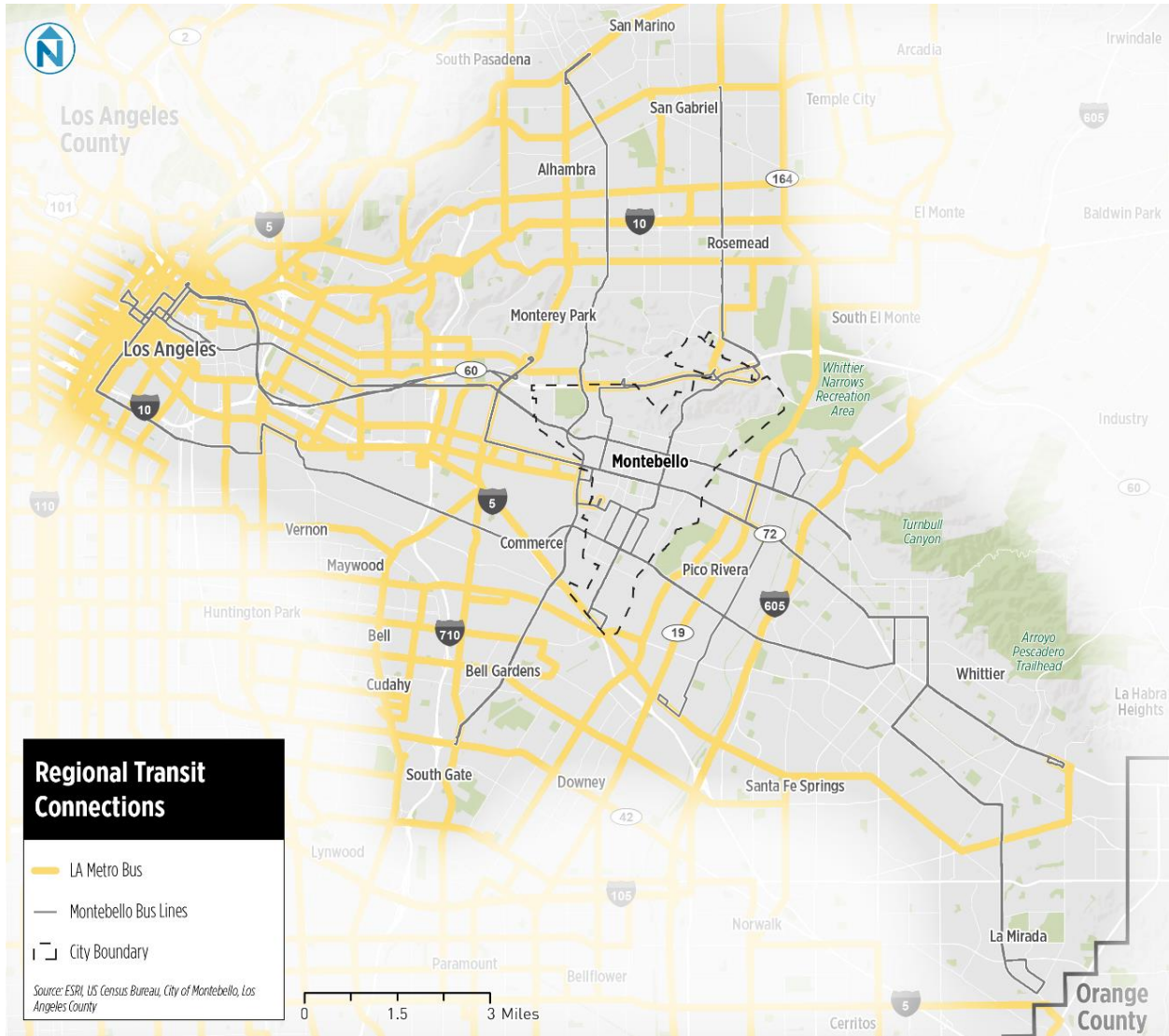
Montebello Bus Line	Availability	LA Metro Bus Line
30 Garfield Ave	Weekday	18: Wilshire Western Station - Montebello Metrolink Station via 6th St & Whittier Bl
	Saturday	66: Wilshire Center - Downtown LA - Montebello via 8th St - Olympic Bl
	Sunday	70: Downtown LA - El Monte via Cesar Chavez Av/Atlantic Bl/Garvey Av
		76: Downtown LA - El Monte via Valley Bl
		78: Downtown LA - Arcadia via Huntington Dr
		79: Downtown LA - Arcadia via Las Tunas Dr
		106: Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av & 1st St
		108: Marina Del Rey - Pico Rivera via Slauson Av
		110: Playa Vista - Bell Gardens via Jefferson Bl-Gage Av
		111: LAX City Bus Center - Norwalk Station via Florence Av
		115: Playa Del Rey - Norwalk via Manchester Av - Firestone Bl
40 Beverly Blvd	Weekday	106: Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av & 1st St
	Saturday	251: Cypress Park - Long Beach Blvd C Line (Green) Station via Soto St
	Sunday	256: Commerce - Sierra Madre Villa Station via Eastern Ave-Ave 64-Washington Bl
		258: Highland Park/South Pasadena - Paramount via Fremont Av-Eastern Av
		260: Altadena - Artesia Station via Fair Oaks Av-Atlantic Bl
		266: Sierra Madre Villa Station - Lakewood Center Mall via Rosemead Bl
		605: LAC+USC Medical Center - Boyle Heights Shuttle
		665: Cal State LA - City Terrace Shuttle

Montebello Moves | Existing Conditions Report
Montebello Bus Lines

Montebello Bus Line	Availability	LA Metro Bus Line
50 Washington Blvd	Weekday Saturday	60: Downtown LA - Artesia Station via Long Beach Bl
		62: Downtown LA - Hawaiian Gardens via Telegraph Rd
		66: Wilshire Center - Downtown LA - Montebello via 8th St - Olympic Bl
		120: Aviation/LAX Station - Whittwood Center via Imperial Hwy
		251: Cypress Park - Long Beach Blvd C Line (Green) Station via Soto St
		258: Highland Park/South Pasadena - Paramount via Fremont Av-Eastern Av
		260: Altadena - Artesia Station via Fair Oaks Av-Atlantic Bl
		265: Pico Rivera - Lakewood Center Mall via Paramount Bl
		266: Sierra Madre Villa Station - Lakewood Center Mall via Rosemead Bl
60 Passons Blvd	Weekday	62: Downtown LA - Hawaiian Gardens via Telegraph Rd
		265: Pico Rivera - Lakewood Center Mall via Paramount Bl
		266: Sierra Madre Villa Station - Lakewood Center Mall via Rosemead Bl
70 Wilcox Ave	Weekday	18: Wilshire Western Station - Montebello Metrolink Station via 6th St & Whittier Bl
		66: Wilshire Center - Downtown LA - Montebello via 8th St - Olympic Bl
		106: Monterey Park - Cal State LA - LA Union Station - Little Tokyo - Montebello via Garvey Av & 1st St
		287: El Monte Station - Arcadia Station via Santa Anita Av
90 Downtown Express	Weekday	260: Altadena - Artesia Station via Fair Oaks Av-Atlantic Bl

Montebello Moves | Existing Conditions Report
Montebello Bus Lines

Figure 4-3 LA Metro Bus Network



LA METRO RAIL

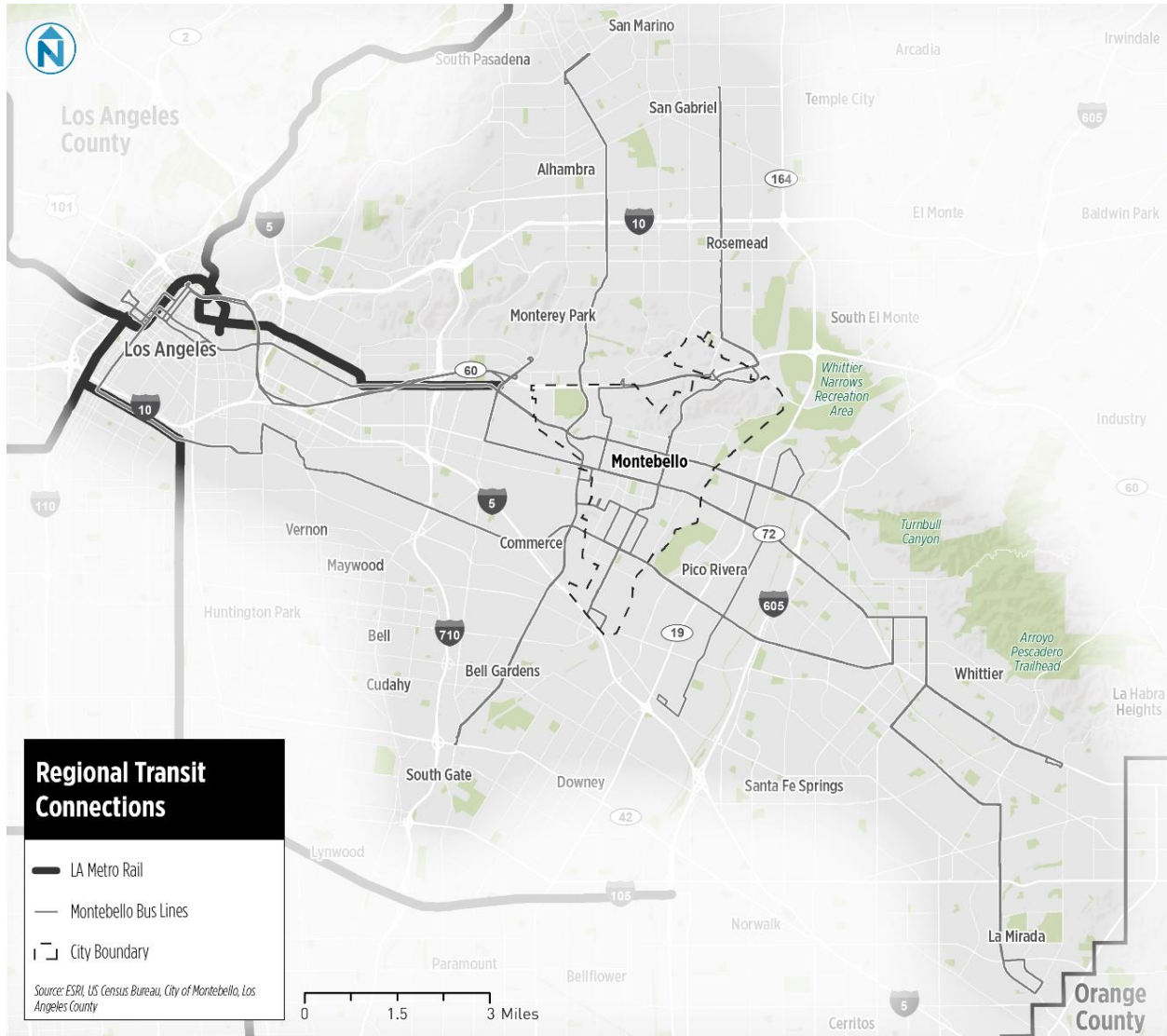
LA Metro also operates several rail lines in the region. Two rail lines, the Blue Line and Gold Line, directly connect with Montebello Bus Lines service.

The Blue Line runs from downtown Los Angeles to downtown Long Beach. Service operates from 3 AM to 1 AM daily. Service runs every 10 minutes during the weekday peak. Service runs every 12 minutes during the weekday midday and on weekends. Less frequent service is provided in the early morning and evening hours. Montebello Bus Line 50 connects with the Blue Line at Washington Station.

The Gold Line runs from Azusa to East Los Angeles. Service operates from 3 AM to 1 AM daily. Service runs every 10 minutes during the weekday peak. Service runs every 12 minutes during the weekday midday and on weekends. Less frequent service is provided in the early morning and evening hours. Montebello Bus Line 10 connects with the Gold Line at Atlantic Station. Montebello Bus Line 40 connects with the Gold Line at several stations along E 3rd Street: Indiana, Maravilla, East LA Civic Center, and Atlantic Stations.

Montebello Moves | Existing Conditions Report
Montebello Bus Lines

Figure 4-4 LA Metro Rail Network



MONTEREY PARK SPIRIT BUS

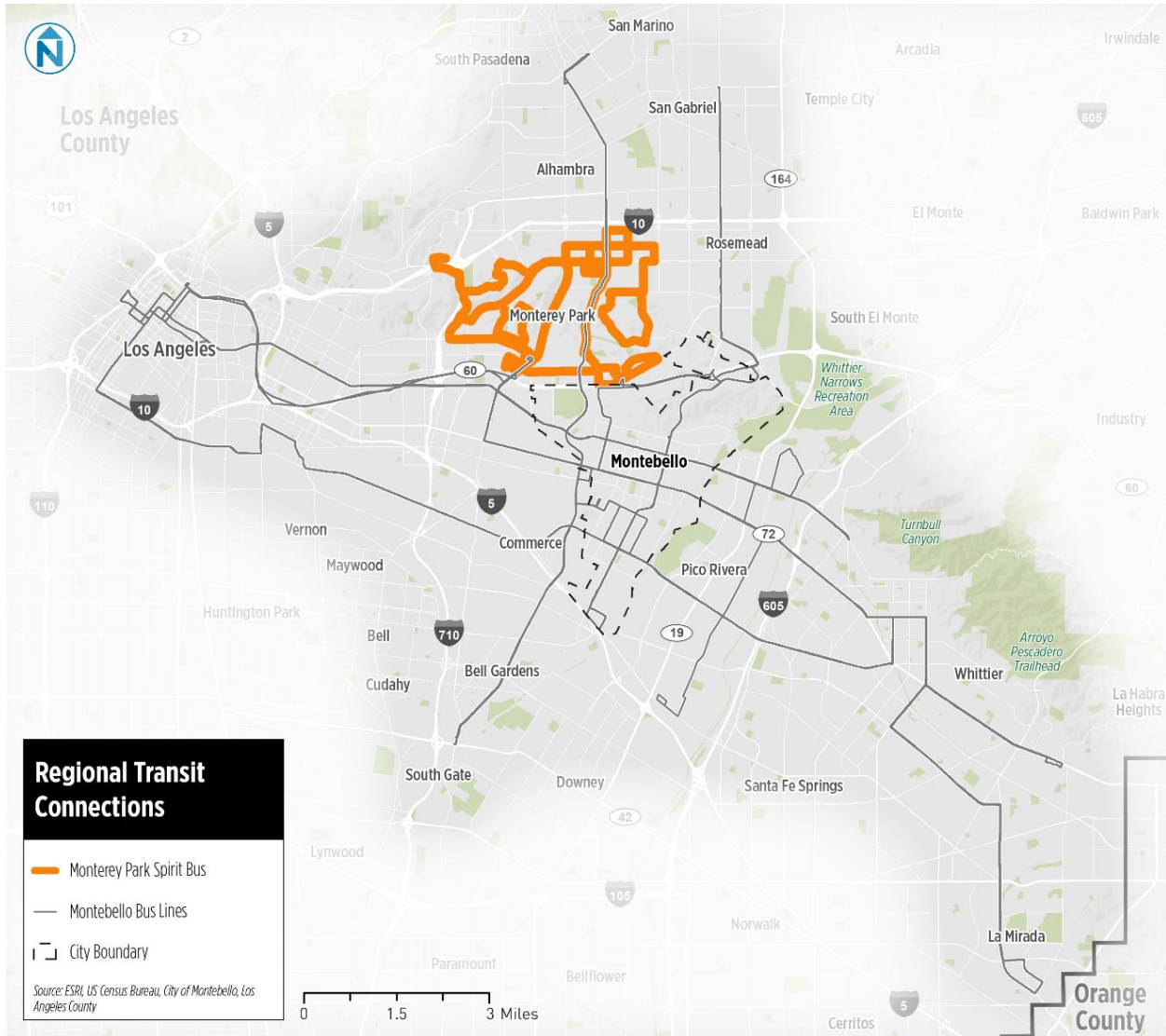
Monterey Park’s Spirit Bus has been suspended indefinitely due to COVID-19 with service restoration being evaluated on a month-to-month basis. Prior to the pandemic, the system operated five fixed routes, which provided circulation within Monterey Park city limits. All five used to connect to Montebello Bus Lines service as follows.

Route Connections

Montebello Bus Line	Availability	Monterey Park Spirit Bus Route	Availability		
10 Whittier Blvd	Weekday Saturday Sunday	1	Weekday	Saturday	
		2	Weekday	Saturday	
		5	Weekday		
30 Garfield Ave	Weekday Saturday Sunday	1	Weekday	Saturday	
		2	Weekday	Saturday	
		3	Weekday	Saturday	
		4	Weekday	Saturday	
		5	Weekday		
70 Wilcox Ave	Weekday	5	Weekday		

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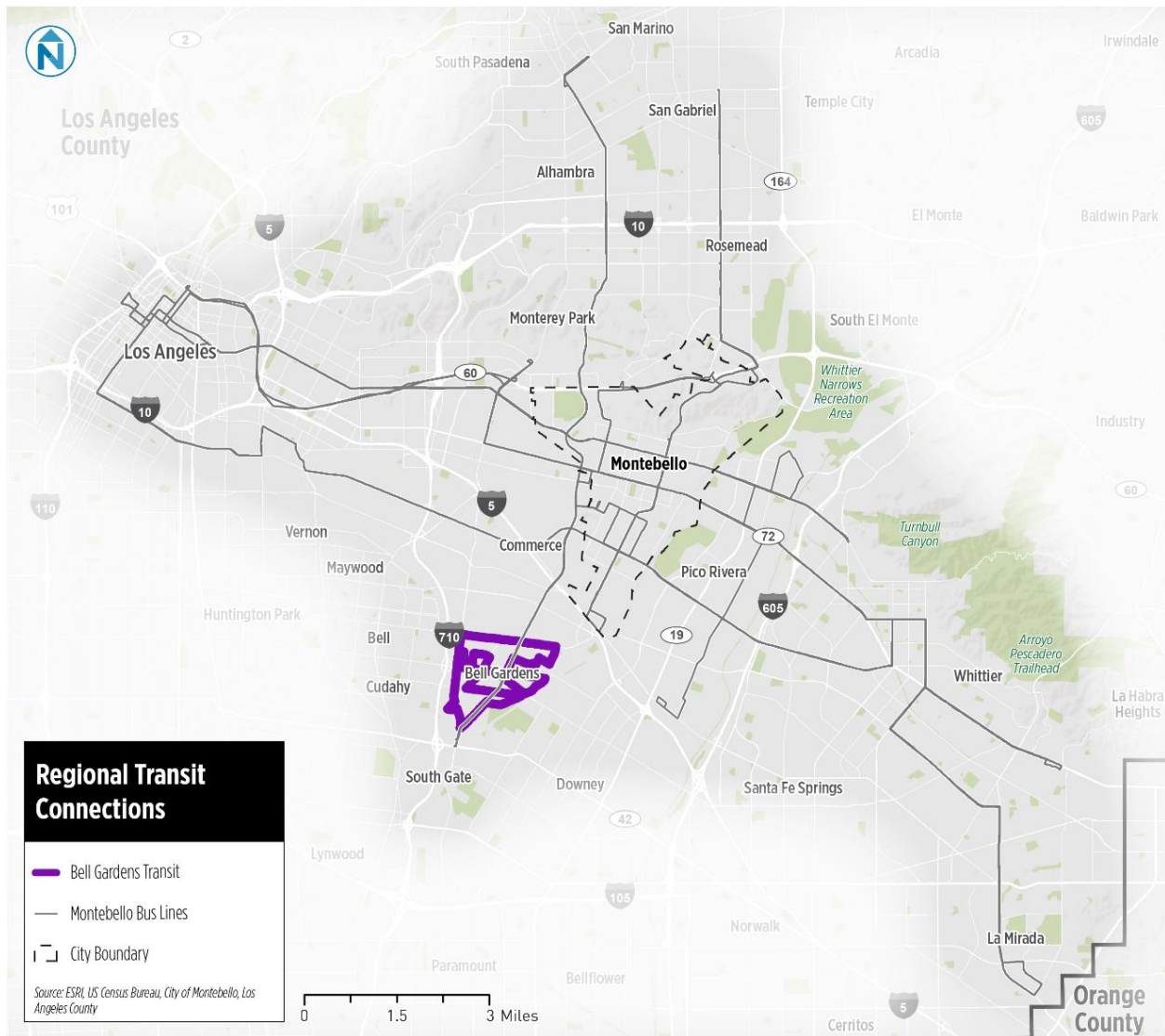
Figure 4-5 Monterey Park Spirit Network



BELL GARDENS TRANSIT

The City of Bell Gardens operates a single fixed route. Branded as the Town Trolley Bus, the service operates Monday through Saturday from 6:30 AM to 5:30 PM. Service is provided every 20 minutes and connects with Montebello Bus Line 30 at various points along Garfield Avenue in Bell Gardens city limits.

Figure 4-6 Bell Gardens Transit Network



FOOTHILL TRANSIT

Foothill Transit is the regional transit provider for the San Gabriel and Pomona Valley. They operate a total of 39 fixed routes. Three lines connect to Montebello Bus Lines, which provide service to Rio Hondo College, the Puente Hills Mall, the El Monte Hospital. Connections to Foothill Transit are made in the southwest corner of their service area. All three Foothill Transit lines offer service seven days a week. Foothill Transit’s Line 274 and 285 operate hourly on weekdays, while Line 269 operates every 30 minutes. On weekends, Lines 269 and 285 operate hourly while Line 274 operates every 45 minutes.

Route Connections

Montebello Bus Line	Availability	Foothill Transit Line	Availability		
10 Whittier Blvd	Weekday Saturday Sunday	285: Puente Hills Mall – Whittier Hospital – La Habra	Weekday	Saturday	Sunday
20 San Gabriel Blvd	Weekday Saturday Sunday	269: El Monte Station – The Shops at Montebello	Weekday	Saturday	Sunday
40 Beverly Blvd	Weekday Saturday Sunday	274: Baldwin Park – Industry – Whittier	Weekday	Saturday	Sunday
70 Wilcox Ave	Weekday	269: El Monte Station – The Shops at Montebello	Weekday	Saturday	Sunday
90 Downtown Express	Weekday	274: Baldwin Park – Industry – Whittier	Weekday	Saturday	Sunday

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Figure 4-7 Foothill Transit Network



NORWALK TRANSIT

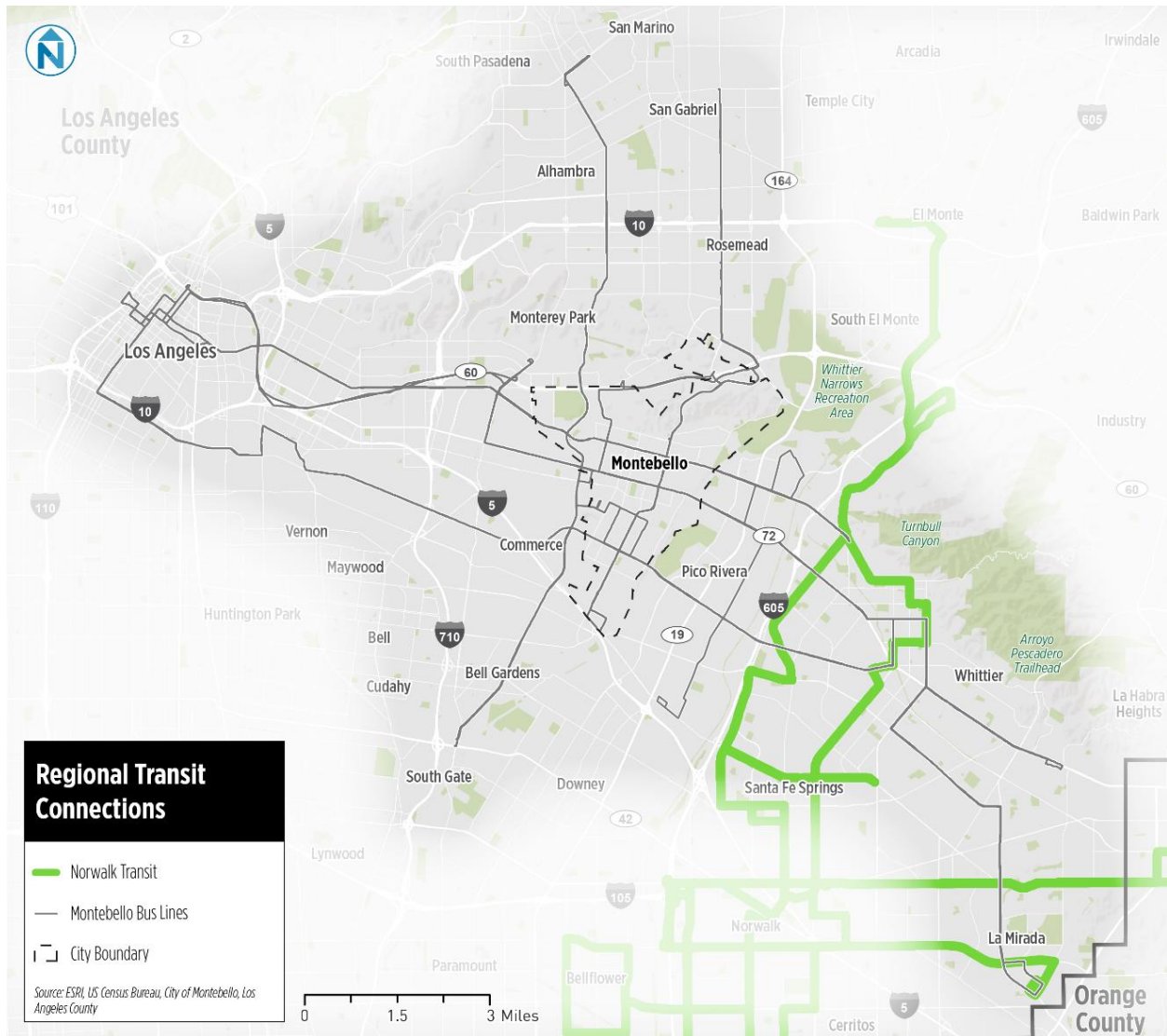
Norwalk Transit operates six fixed routes which serve the City of Norwalk and surrounding communities. Two routes connect to Montebello Bus Lines as follows.

Route Connections

Montebello Bus Line	Availability	Norwalk Transit Route	Availability		
			Weekday	Saturday	Sunday
10 Whittier Blvd	Weekday	1: Rio Hondo/Bellflower	Weekday	Saturday	Sunday
	Saturday Sunday	7: Green Line Station/El Monte Station	Weekday	Saturday	
40 Beverly Blvd	Weekday	1: Rio Hondo/Bellflower	Weekday	Saturday	Sunday
	Saturday Sunday	7: Green Line Station/El Monte Station	Weekday	Saturday	
50 Washington Blvd	Weekday	1: Rio Hondo/Bellflower	Weekday	Saturday	Sunday
	Saturday	7: Green Line Station/El Monte Station	Weekday	Saturday	
90 Downtown Express	Weekday	1: Rio Hondo/Bellflower	Weekday	Saturday	Sunday
		7: Green Line Station/El Monte Station	Weekday	Saturday	

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Montebello Bus Lines

Figure 4-8 Norwalk Transit Network



COMMERCE TRANSIT

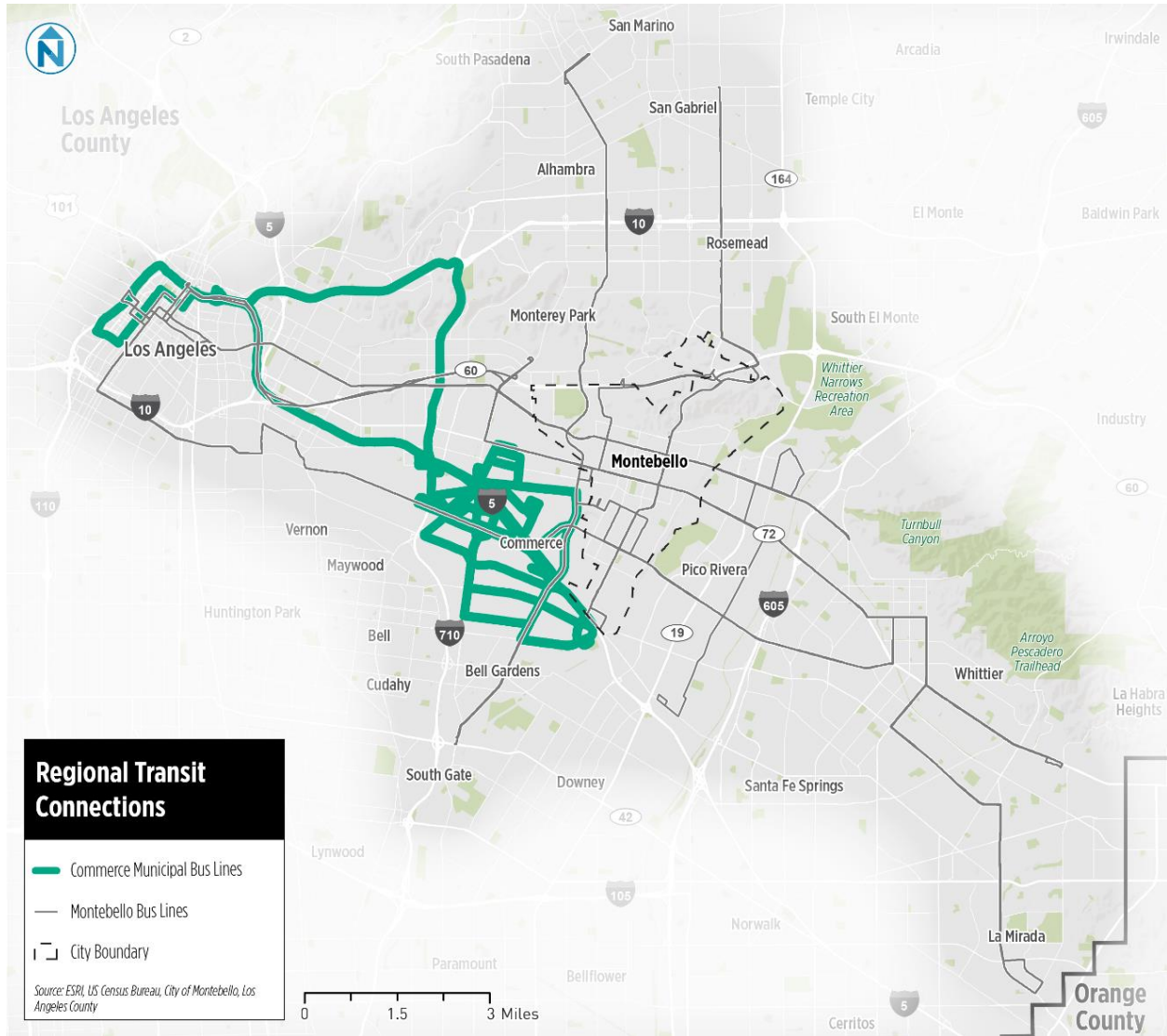
The City of Commerce operates eight regular bus routes. They also operate two special Sunday church and shopping routes, and a couple trippers on weekdays. All eight of the regular routes connect with Montebello Bus Lines service as follows.

Route Connections

Montebello Bus Line	Availability	Commerce Transit Route	Availability		
30 Garfield Ave	Weekday Saturday Sunday	100 Green Route	Weekday	Saturday	
		200 Orange Route	Weekday		
		300 Yellow Route	Weekday		
		2000 Purple Route	Weekday		
50 Washington Ave	Weekday	100 Green Route	Weekday	Saturday	
		200 Orange Route	Weekday		
		300 Yellow Route	Weekday		
		400 Red Route	Weekday	Saturday	
		500 Blue Route	Weekday	Saturday	
		600 Citadel Express Route	Weekday	Saturday	Sunday
70 Wilcox Ave	Weekday	100 Green Route	Weekday	Saturday	
		300 Yellow Route	Weekday		
		2000 Purple Route	Weekday		
		700 26 th Street Shuttle	Weekday		

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Figure 4-9 Commerce Transit Network



ROSEMEAD EXPLORER

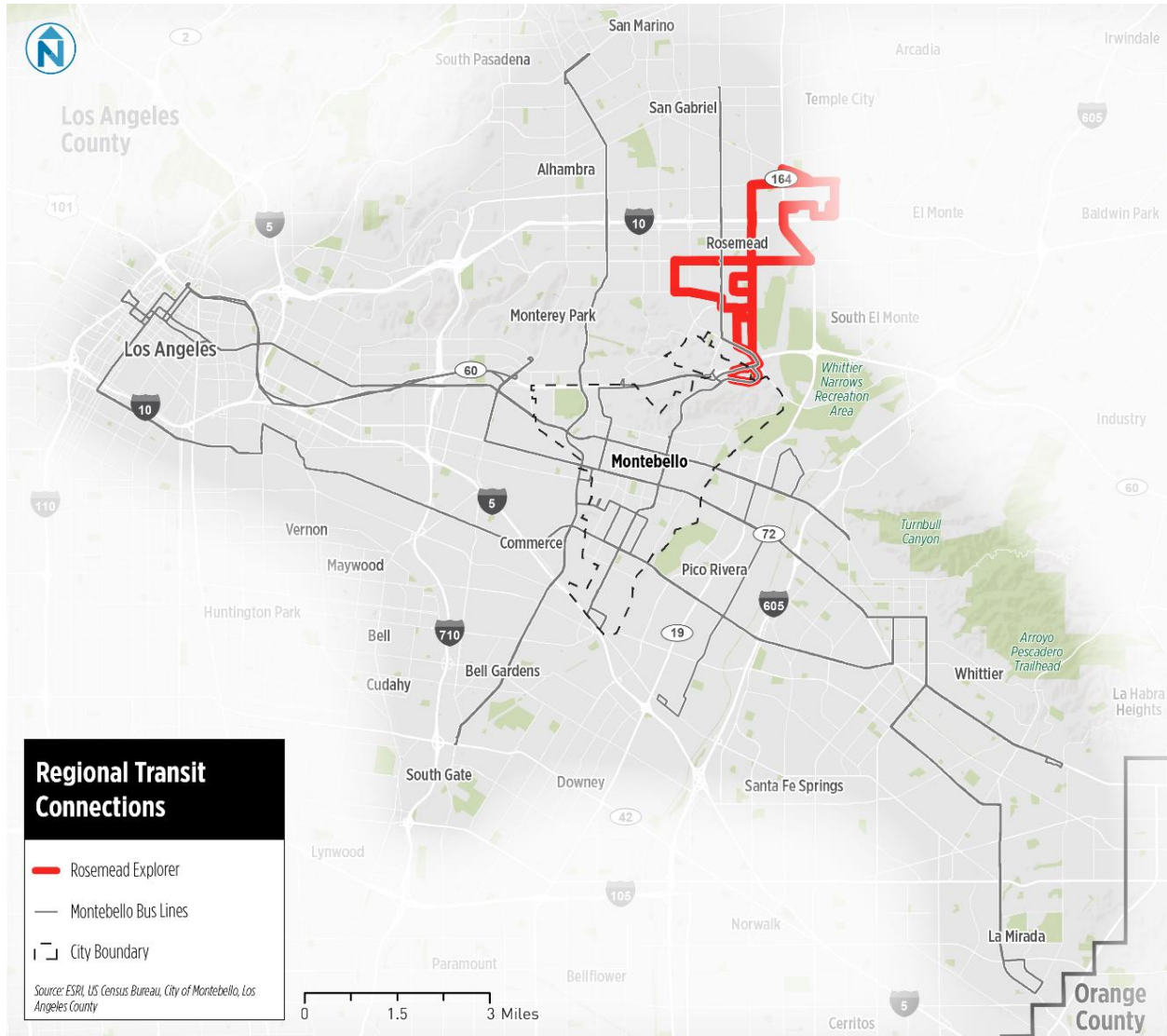
The City of Rosemead operates two routes as part of its Rosemead Explorer service. Both routes connect with Montebello Bus Lines service as follows. The primary connection point for both Rosemead Explorer routes is at the Shops at Montebello

Route Connections

Montebello Bus Line	Availability	Rosemead Explorer Route	Availability		
20 San Gabriel Blvd	Weekday Saturday Sunday	1	Weekday	Saturday	Sunday
		2	Weekday	Saturday	Sunday
70 Wilcox Ave	Weekday	1	Weekday	Saturday	Sunday
		2	Weekday	Saturday	Sunday

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Figure 4-10 Rosemead Explorer Network



LA GO SHUTTLES

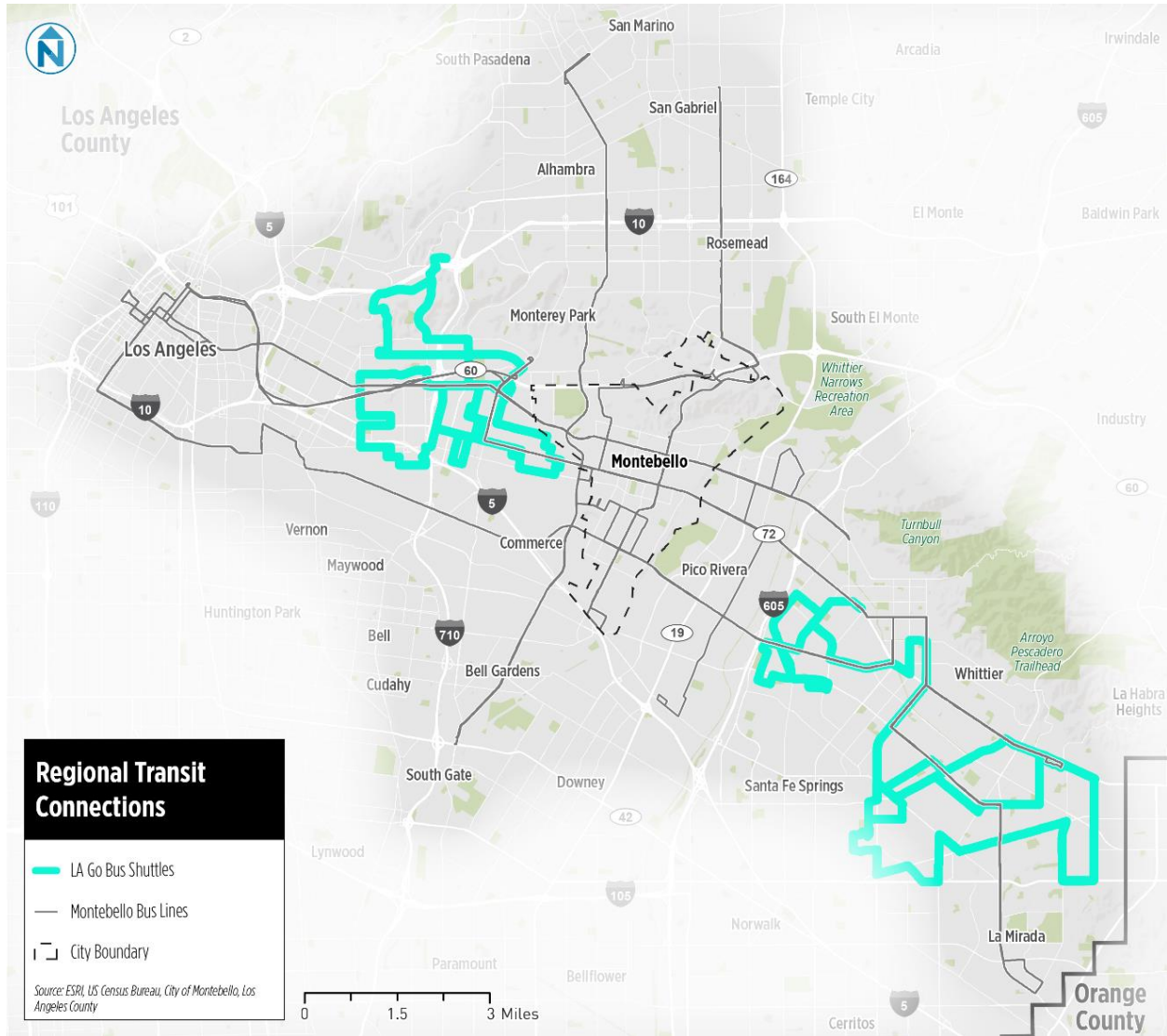
Los Angeles County funds several shuttle services under its LA GO shuttle program. There are two LA GO shuttle services that directly connect with Montebello Bus Lines service: El Sol Shuttle and Sunshine Shuttle. Both shuttle services operate three routes. All routes connect to Montebello Bus Lines service as follows.

Route Connections

Montebello Bus Line	Availability	Shuttle Route	Availability		
10 Whittier Blvd	Weekday	El Sol Shuttle - City Terrace/East LA Route	Weekday	Saturday	Sunday
	Saturday	El Sol Shuttle - Whittier Blvd/Saybrook Park Route	Weekday	Saturday	Sunday
	Sunday	Sunshine Shuttle - Route A	Weekday	Saturday	
30 Garfield Ave	Weekday Saturday Sunday	Sunshine Shuttle - Route B	Weekday	Saturday	
40 Beverly Blvd	Weekday	El Sol Shuttle - City Terrace/East LA Route	Weekday	Saturday	Sunday
	Saturday	El Sol Shuttle - Whittier Blvd/Saybrook Park Route	Weekday	Saturday	Sunday
	Sunday	El Sol Shuttle - Union Pacific/Salazar Park Route	Weekday	Saturday	Sunday
50 Washington Blvd	Weekday	Sunshine Shuttle - Route A	Weekday	Saturday	
	Saturday	Sunshine Shuttle - Route B	Weekday	Saturday	
		Sunshine Shuttle - Route C	Weekday		

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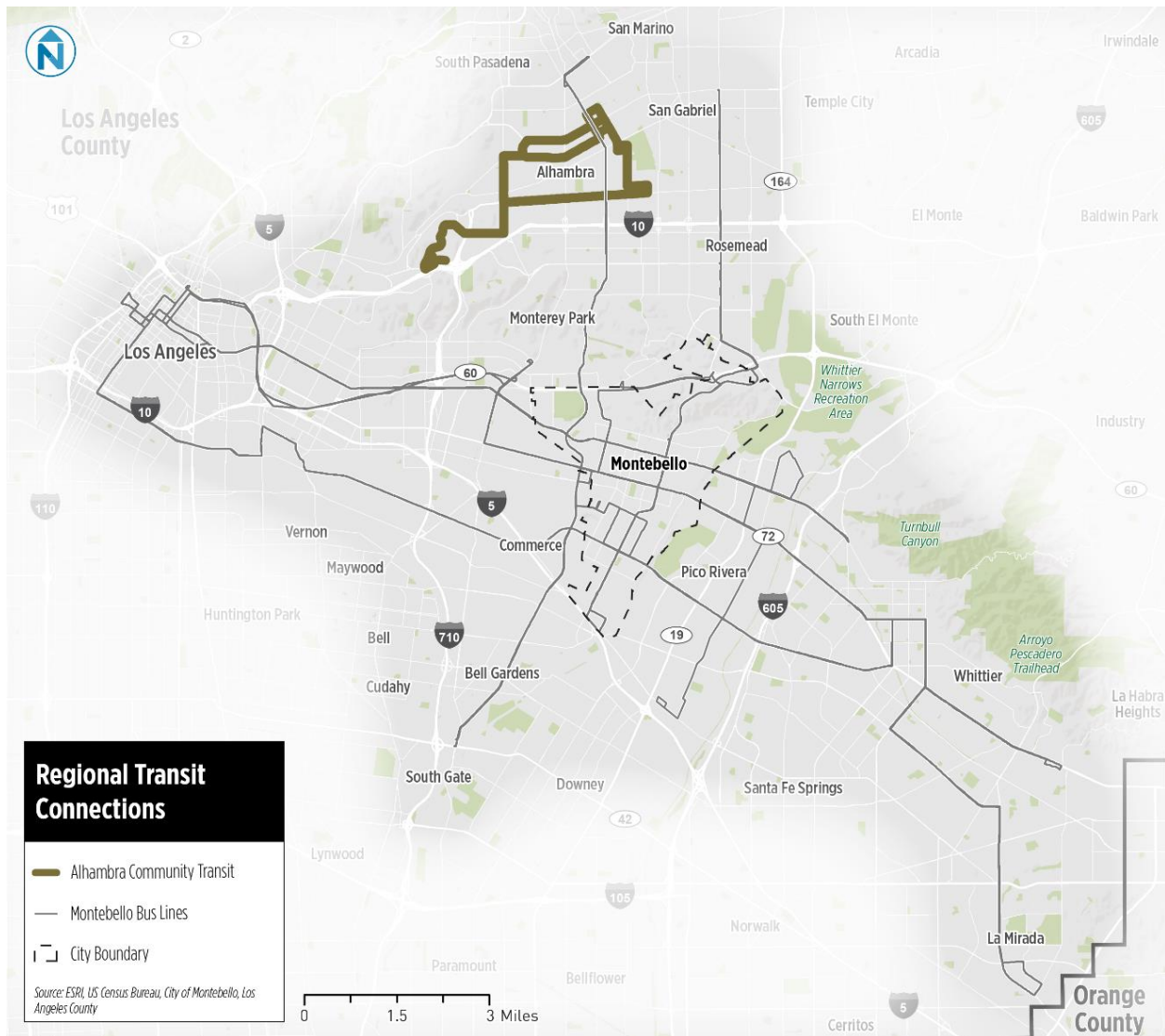
Figure 4-11 LA Go Bus Network



ALHAMBRA COMMUNITY TRANSIT

The City of Alhambra funds two fixed route services, the Blue and Green Lines, that operate predominantly within city limits and provide connectivity to Metrolink service. Both lines connect with Montebello Bus Line 30 on Garfield Avenue. Blue Line service operates during weekday peak periods only, while the Green Line operates all day on weekdays and Saturday.

Figure 4-12 Alhambra Community Transit Network



5 COMMUNITY FEEDBACK

What does the community think about MBL service?

This chapter provides an overview of the key themes and takeaways identified during Phase I of public outreach for Montebello Moves. Phase I is intended to identify aspects of the MBL system that are working well, that are not working well, and community priorities for service improvements.

VIRTUAL PUBLIC MEETING

A virtual public meeting was held on Tuesday, October 28, 2021, from 6:00 p.m. to 7:00 p.m. and included simultaneous Spanish interpretation on Zoom. The meeting included a presentation on the project background, key findings from the existing conditions analysis, and highlighted opportunities for engagement throughout the project.

The virtual public meeting also included a series of interactive polling questions using the Mentimeter platform as well as a question-and-answer session.

While the virtual public meeting only had four participants, English and Spanish recordings were posted on the City of Montebello's YouTube page and have received a combined 39 views as of early December 2021.

POP-UP EVENTS

The project team attended the City of Montebello's 101st Anniversary Event at City Park on October 16, 2021, from 11:00 a.m. to 4:00 p.m. The project team staffed a booth in which they distributed project fact sheets, spoke to attendees about the project and encouraged visitors to take the community survey.



STAKEHOLDER ENGAGEMENT

Two stakeholder meetings were held on October 21, 2021, and included representatives from educational institutions, community based and service organizations, major employers, school districts, and other stakeholder organizations in Montebello and neighboring cities. The list of stakeholder organizations that attended one of the two sessions include:

- The Shops at Montebello
- Montebello – Unified School District
- City of Montebello, Parks Department
- City of Montebello, Senior Programs
- Montebello Lions Club
- Beverly Hospital
- Los Angeles County Library
- YMCA Montebello – Commerce

Each session began with a presentation that included information on project background, key findings from the existing conditions analysis, and highlighted opportunities for engagement throughout the project. Following this presentation, stakeholder representatives encouraged to participate in a discussion regarding what is working well for MBL, how MBL can improve, and what aspects of service are most important. The key themes and takeaways from these discussions are shown in **Error! Reference source not found.** and include:

- A need for improved information and wayfinding
- A need for later evening service to meet more trip purposes
- There are opportunities to improve connections with other regional services

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Montebello Bus Lines

Figure 5-1 Stakeholder Interview Discussion Themes

Theme	Comments
Destinations	<ul style="list-style-type: none"> ▪ Partnerships with other transit hubs - for example connecting to Norwalk Green Line. ▪ Connecting people to community services. ▪ Connect parks and public spaces with fixed route between schools and parks.
Reliability	<ul style="list-style-type: none"> ▪ Buses being on time is very important to these bus riders.
Real-Time Information	<ul style="list-style-type: none"> ▪ Kiosk with bus schedules at key destinations or QR codes to get more information. ▪ Digital divide makes it harder to track information on the web or from an app. ▪ Could we have a scrolling video screen of bus times.
Rider Education/Information	<ul style="list-style-type: none"> ▪ People are not aware of how to use the bus and how to get to the bus. Approximately 30% of the questions received by The Shops at Montebello are regarding MBL and how to find the bus stops. Tells them they are not sure how to travel and use the buses. ▪ There is not good advertisement to where the bus goes and destinations you can reach.
Bus Stops	<ul style="list-style-type: none"> ▪ The high number of stops is good for the community. ▪ City does not respond to repair requests for lighting or graffiti removable. ▪ Bus stop maintenance is lacking. ▪ Bus stop improvements needed to provide better protection against natural elements.
Website and Digital Outreach	<ul style="list-style-type: none"> ▪ Website is difficult to navigate. ▪ Live tracking on the website and more real-time information at bus stops would be helpful. ▪ Consider technology limited users (Seniors) and ADA compliant on-site notifications. ▪ Utilize social media to raise awareness of bus routes. ▪ Include more graphics when sharing resources.
Span of Service	<ul style="list-style-type: none"> ▪ Need for later service to account for people that have late work shifts.
Image	<ul style="list-style-type: none"> ▪ Clean exterior of buses.

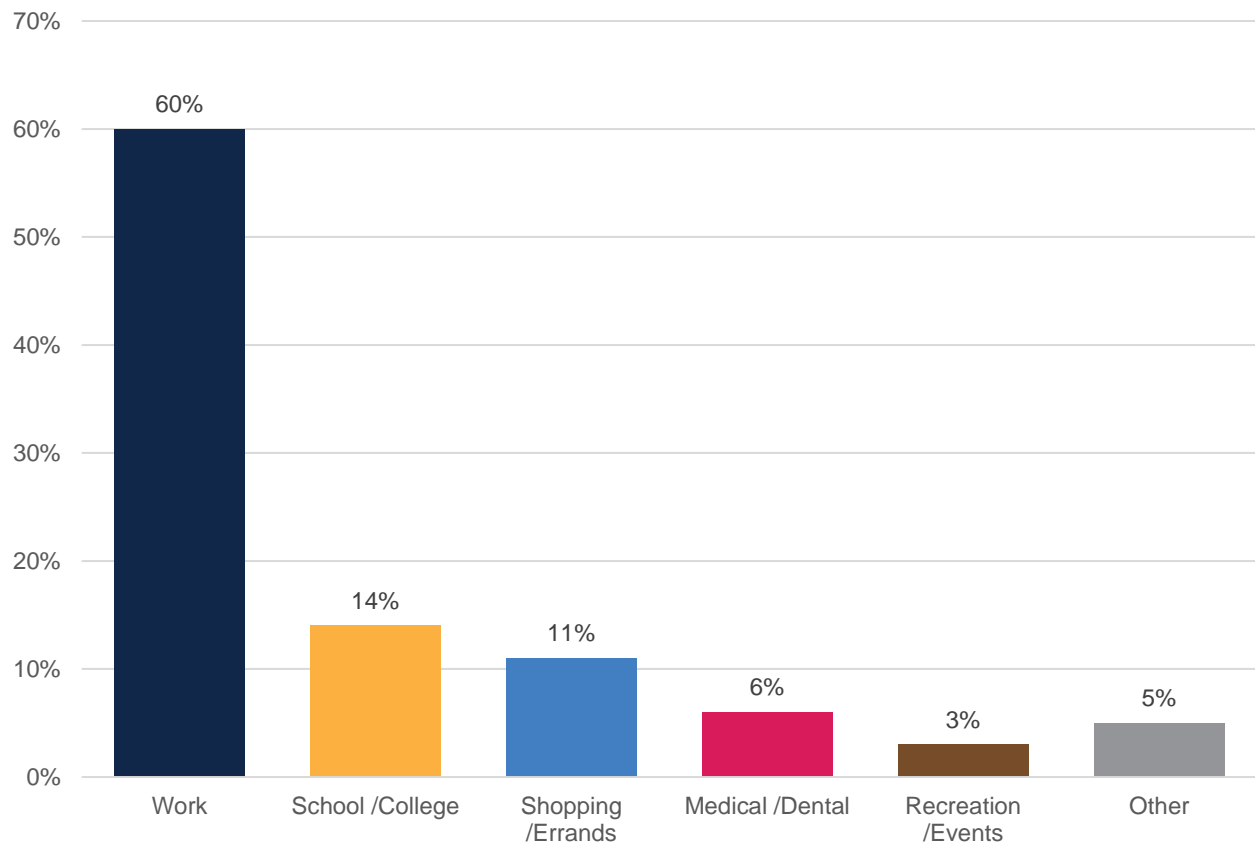
ON-BOARD SURVEY

An on-board survey was conducted between October 6 and October 10, 2021. Surveys were distributed on all eight MBL routes. Over the course of the five-day survey period, a total of 713 surveys were received. The survey sampling method was designed to capture a representative sample of the system population. Surveys were collected during peak and off-peak times and on all directions of travel. Survey instruments were available in English, Spanish, and Chinese.

Trip Purpose

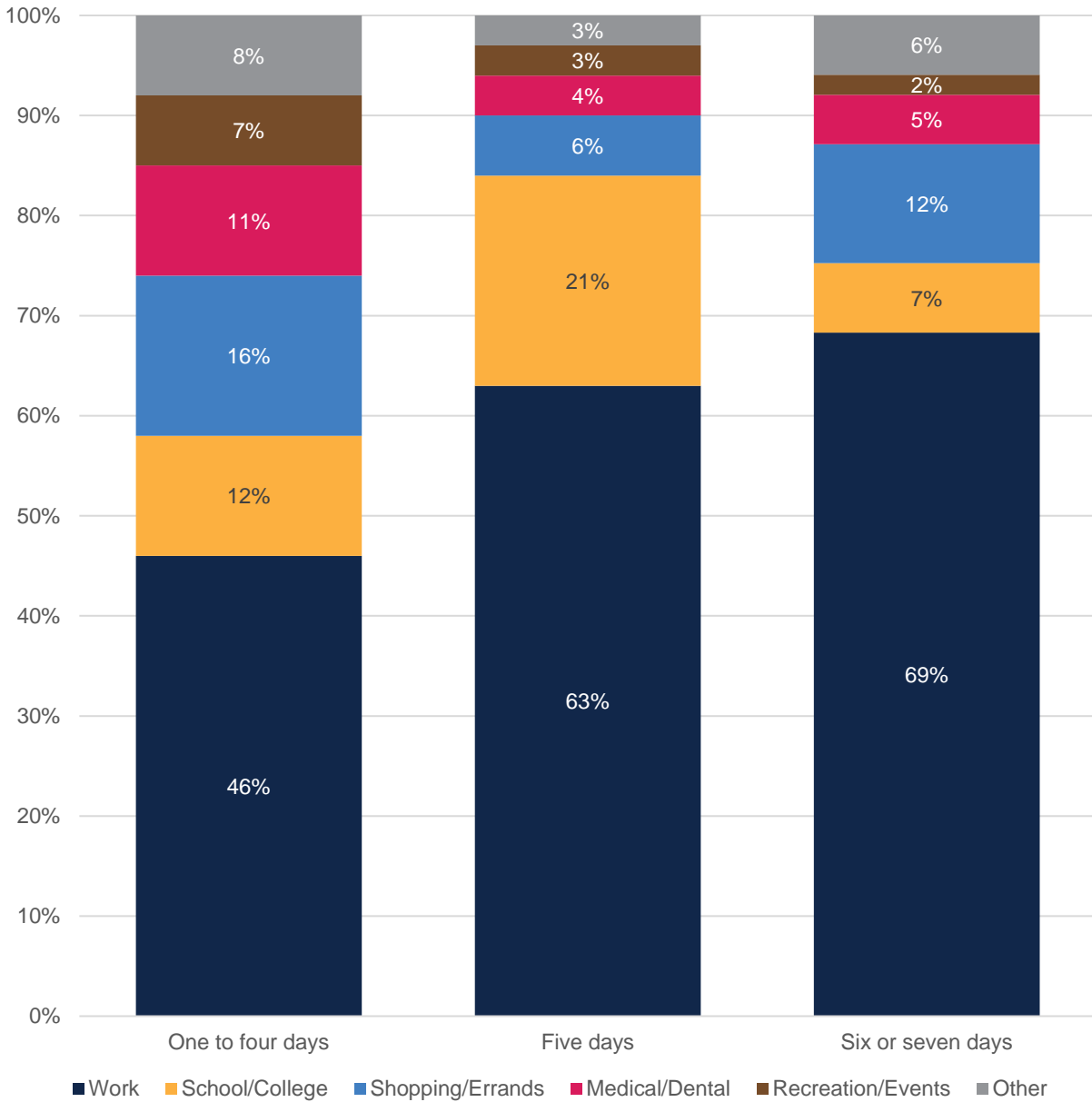
Figure 5-2 shows the purpose of trips both for the entire survey sample and categorized by ridership frequency. Overall, 60% of riders use transit to get to and from work, 15% to get to and from school, and 11% for shopping and errands. Medical, recreation, and other trip purposes make up a relatively small share of trips (6%, 3%, and 5%, respectively). Respondents that ride transit more frequently are more likely to take transit for work, while less frequent riders are more likely to use transit to reach medical appointments or to run errands.

Figure 5-2 On-Board Survey Trip Purpose by Frequency of Riding



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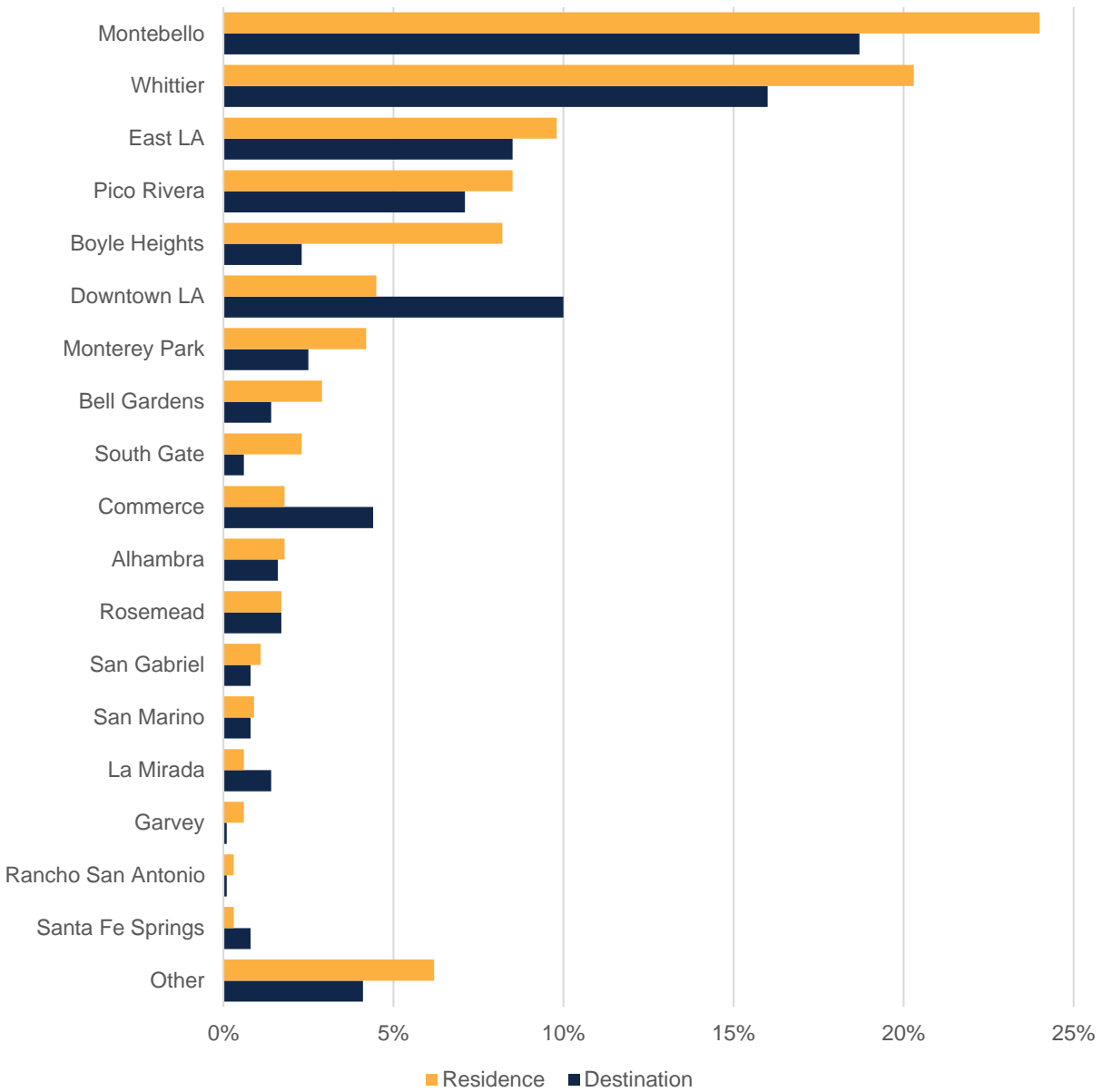
Figure 5-3 On-Board Survey Trip Purpose by Frequency of Riding



Trip Origins and Destinations

When asked where respondents were traveling to and from (Figure 5-4), the most common trip origins included Montebello (24%) and Whittier (20%). Montebello and Whittier were also the most common destinations, 18% and 16% respectively. Additionally, downtown Los Angeles and Commerce were identified as destinations more frequently than as origins. These locations represent potential major employment centers outside of the City of Montebello.

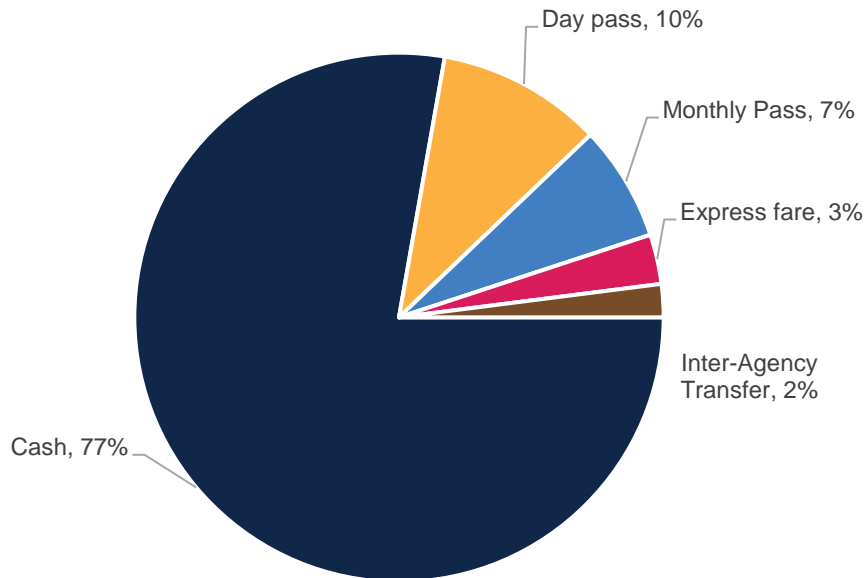
Figure 5-4 On-Board Survey Rider Origins and Destinations



Fare Payment

In addition to characteristics regarding trip purpose, frequency, origin, and destination, respondents were also asked how they paid their fare (Figure 5-5). Most respondents paid with cash (77%), with 10% using a day pass, and 7% using a monthly pass. A smaller percentage of respondents paid an express fare or used an inter-agency transfer, 3% and 2%.

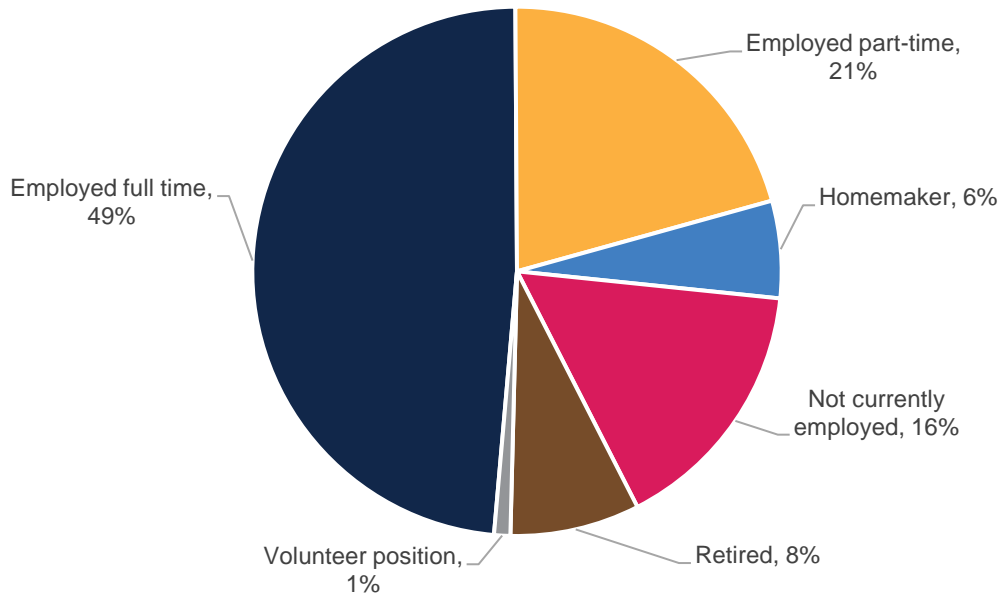
Figure 5-5 On-Board Survey Ridership by Fare Media



Employment Characteristics

Given the high percentage of trips used for traveling to work, identifying the employment status and characteristics of transit riders is crucial for ensuring MBL service continues to meet passengers' commute needs. When asked for their employment status, 70% of respondents indicated they were employed either full time or part time (Figure 5-6).

Figure 5-6 On-Board Survey Respondent Employment Status



Respondents were also asked whether they work evenings or on weekends when transit service is more limited than during typical weekday commute times. About a quarter (24%) of respondents indicated that they worked evenings after 9:00 p.m. and 42% of respondents indicated that they work on weekdays (Figure 5-7). This suggests that a substantial portion of existing ridership may benefit from increased access to employment by providing later evening service or improved weekend service.

Figure 5-7 On-Board Survey Respondent Evening Employment

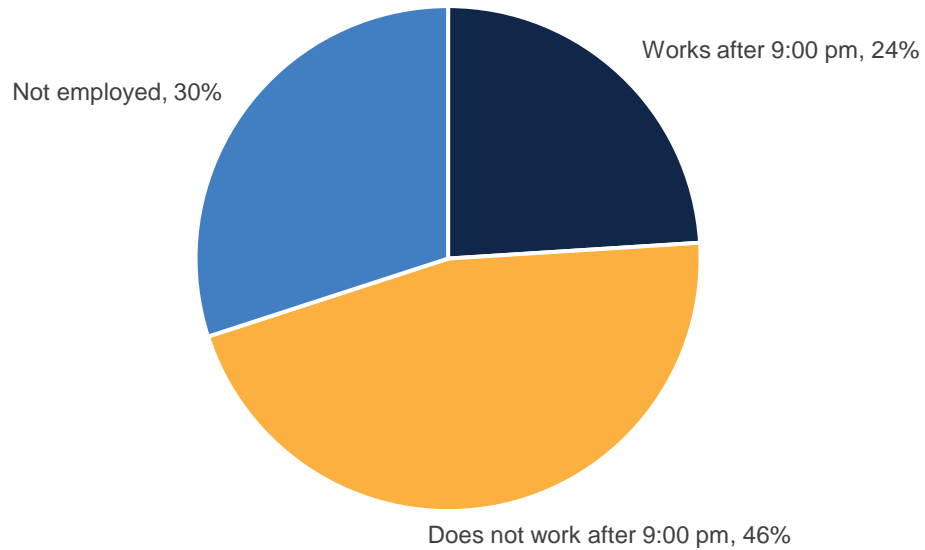
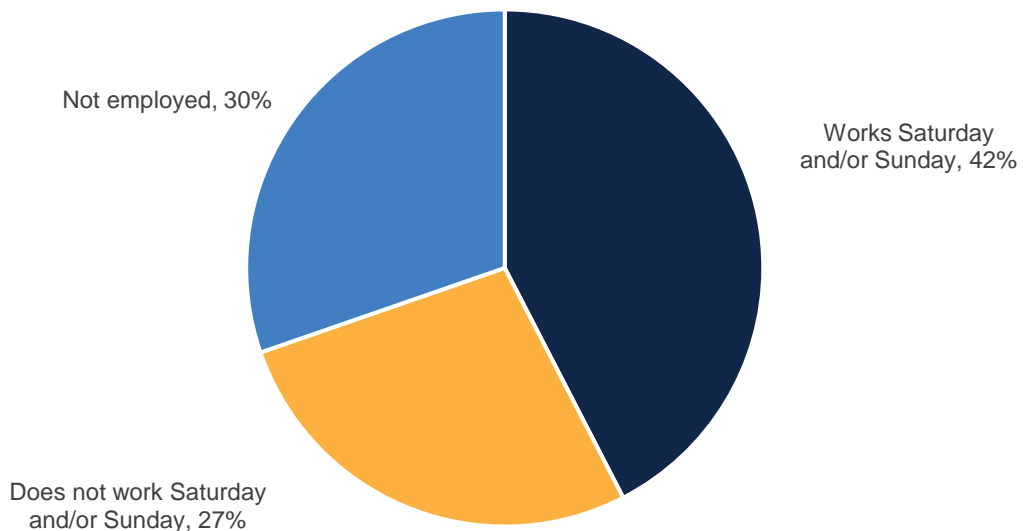


Figure 5-8 On-Board Survey Respondent Weekend Employment

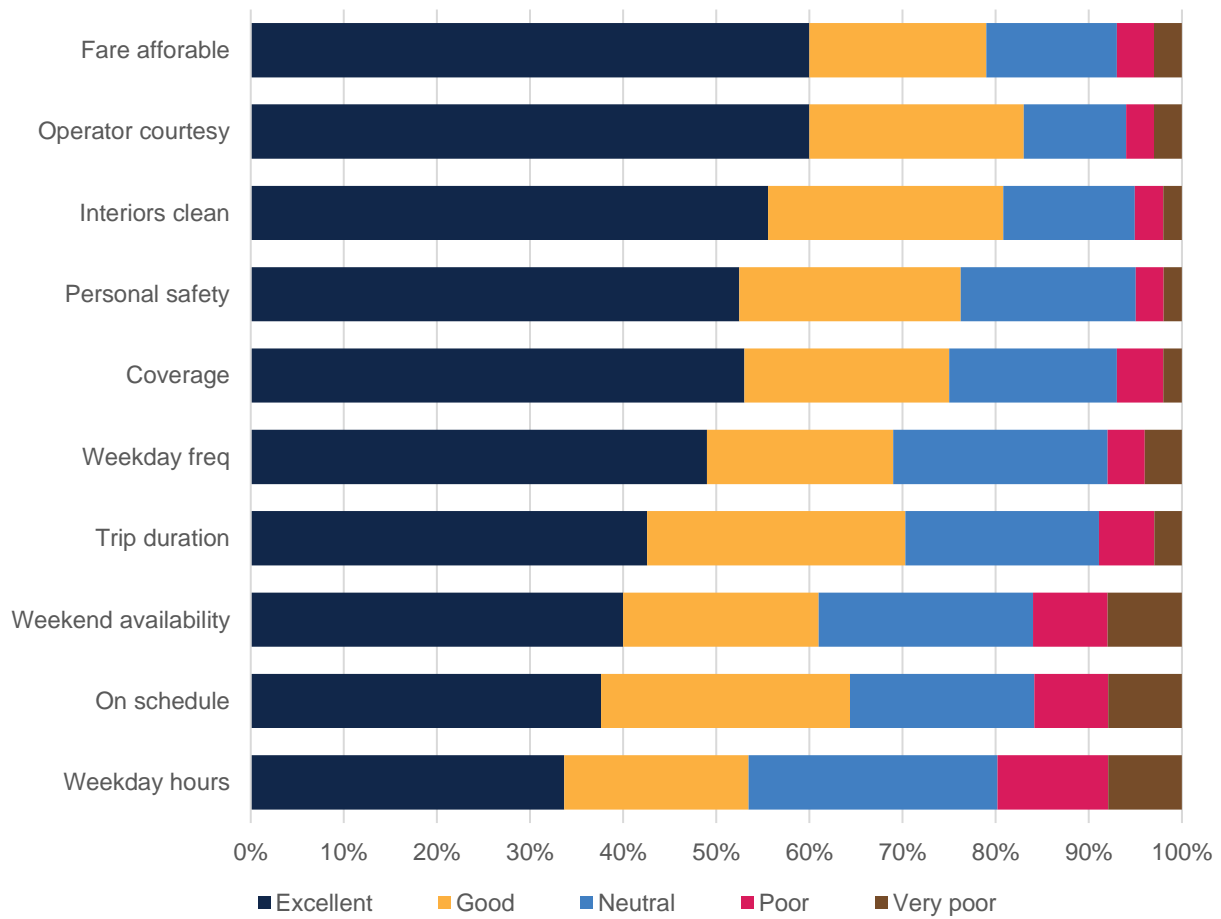


Service Satisfaction

Respondents were also asked to identify their level of satisfaction with MBL service overall and with specific aspects of service (Figure 5-9). Respondents are generally satisfied with MBL service overall, with 80% of respondents ranking MBL as good or excellent. Respondents were most satisfied with service affordability, operator courtesy, cleanliness, and personal safety.

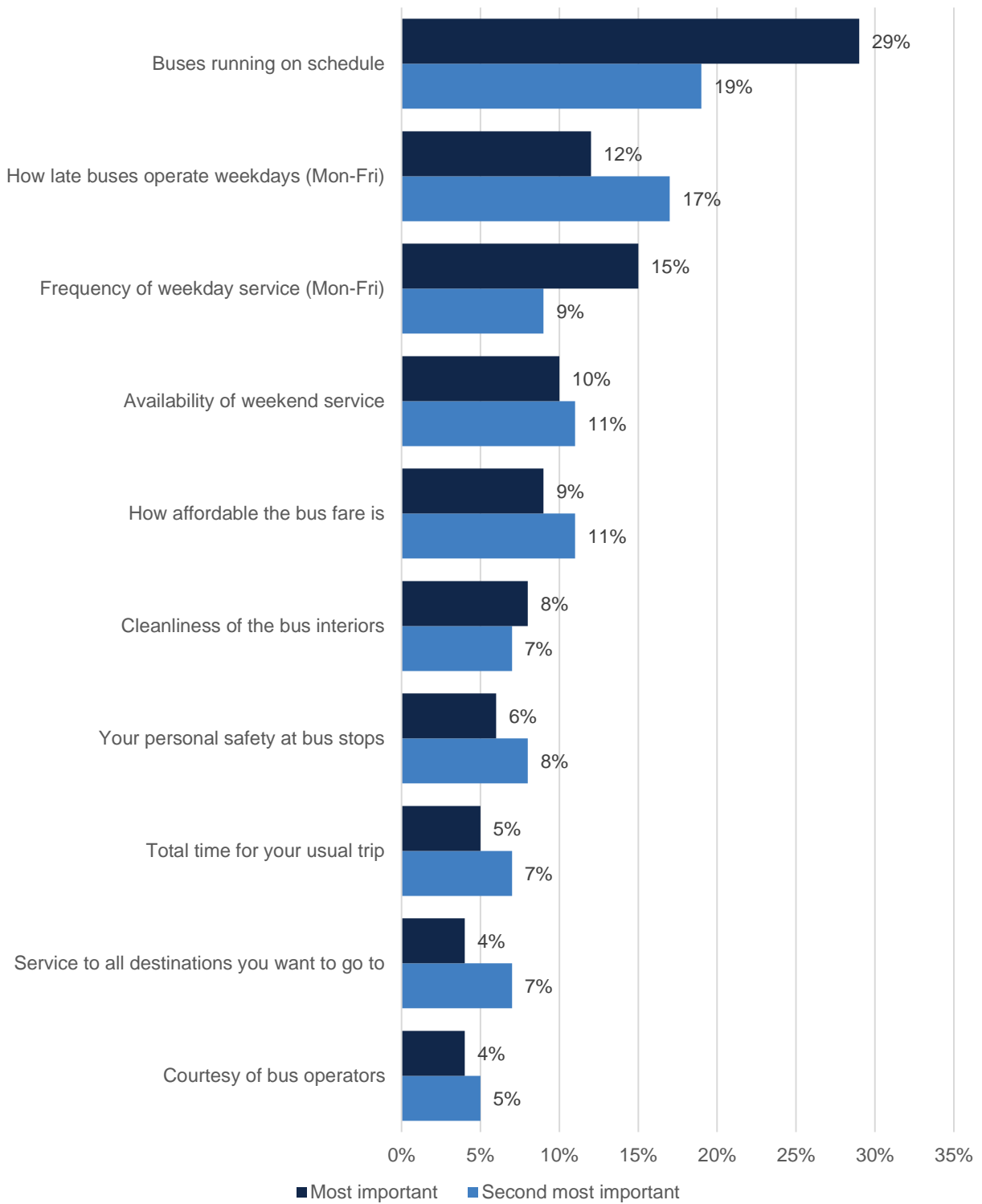
Aspects of service that respondents were least satisfied with include service span, weekend service, service reliability, travel times, and service frequency. Additionally, respondents were asked to identify their top two priority improvements (Figure 5-10). Buses running on schedule was the most selected improvement, with 29% of respondents selecting it as their top priority and 19% as their second priority. The next most selected priorities include operating later evening service, more frequent service, and more weekend service. These results represent potential areas for service improvements to improve rider satisfaction and make the service more useful for more members of the community.

Figure 5-9 On-Board Survey Respondent Service Satisfaction



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Figure 5-10 On-Board Survey Respondent Improvement Priorities



Rider Demographics

A series of survey respondent demographics are shown in Figure 5-11 through Figure 5-14, including household income, age, race and ethnicity, and language spoken at home. Respondents are generally lower income, with 42% reporting less than \$15,000 in annual household income and an additional 22% reporting between \$24,999 and \$25,000. Only 10% of respondents reported earning \$55,000 or more per year. The age of respondents was generally evenly distributed, with 23% reporting 16 to 24, 26% reporting 25 to 39, 25% reporting 40 to 54, and 27% reporting 55 or older. Most respondents (80%) identified as either Hispanic or Hispanic and another racial category. An additional 10% of respondents identified as Caucasian or White, 3% as Black or African American, 3% as Asian, and 5% as other. Sixty-two percent of respondents speak English at home, 38% speak Spanish, and 1% speak another language.

Figure 5-11 On-Board Survey Respondents' Household Income

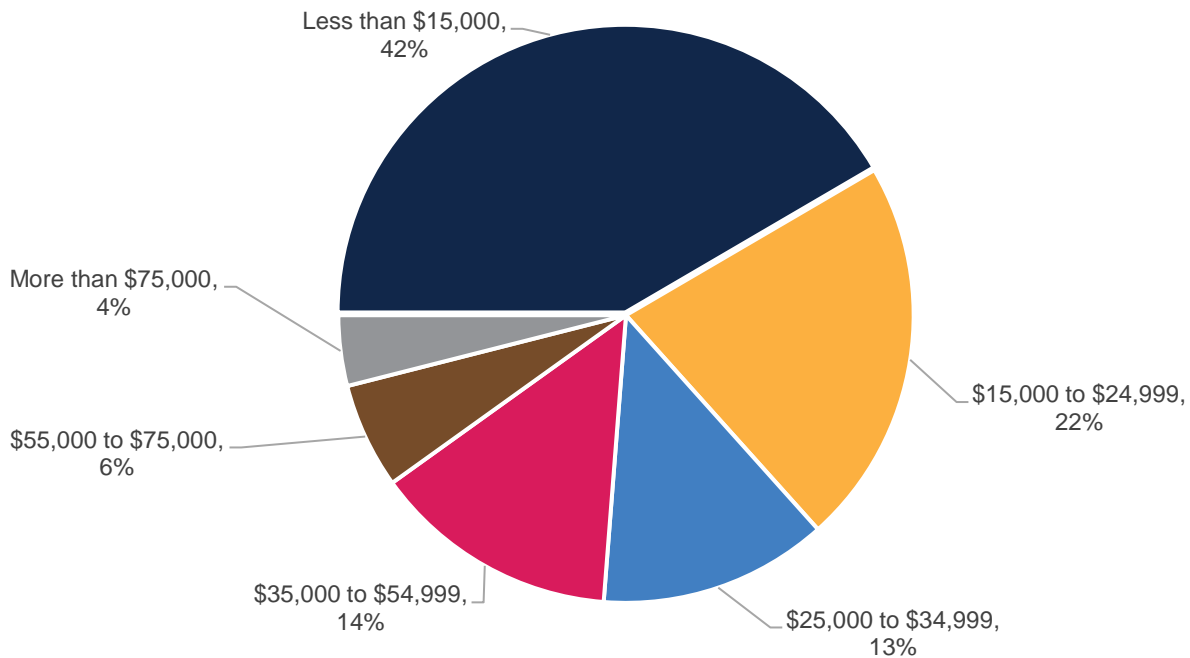


Figure 5-12 On-Board Survey Respondents' Age

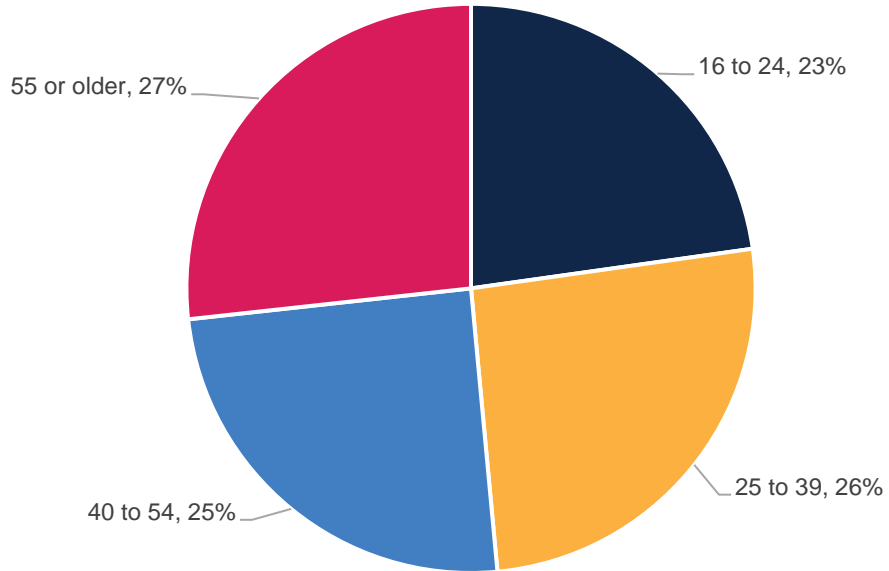


Figure 5-13 On-Board Survey Respondents' Race and Ethnicity

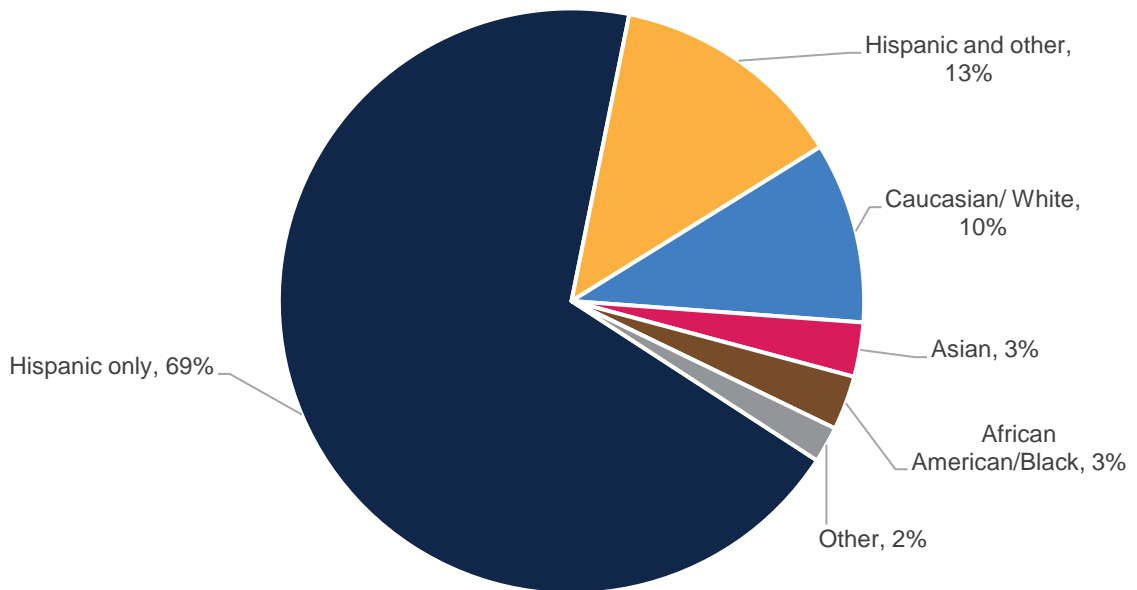
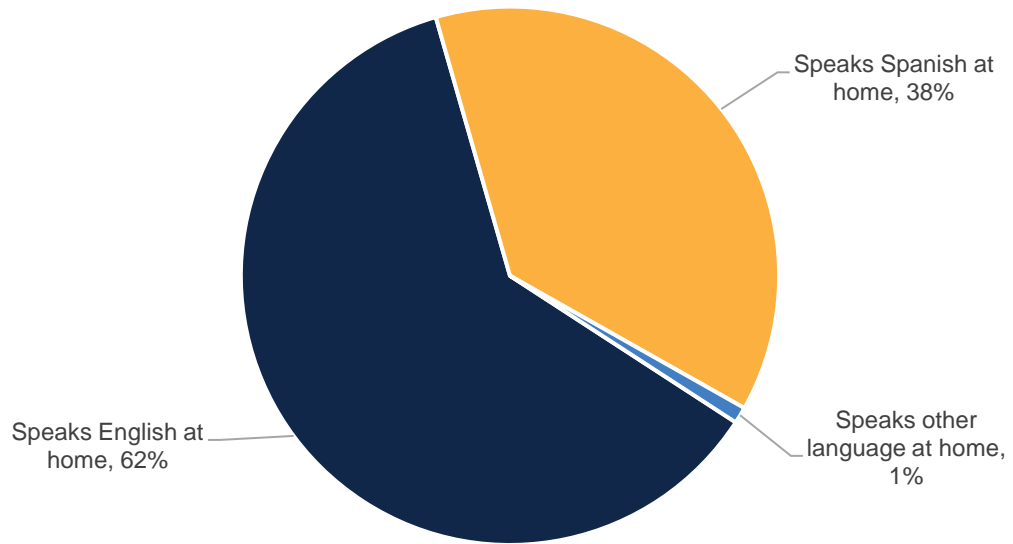


Figure 5-14 On-Board Survey Respondents' Language Spoken at Home



ONLINE COMMUNITY SURVEY

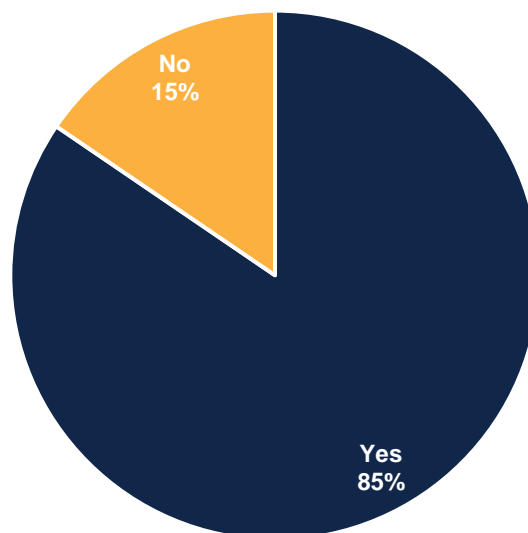
An online community survey was open between October 11, 2021, and December 3, 2021. The purpose of the survey was to evaluate ridership behavior and demographics for the community, identify satisfaction of various aspects of MLB service, and determine priorities for service improvements. The survey was advertised through paper flyers posted on board vehicles, at major stops, and in public buildings, social media posts on city accounts, and through information sharing with stakeholder networks and constituencies. Additionally, a \$50 target gift card was made available as a raffle prize to further incentivize participation in the survey. The survey received a total of 155 unique responses.

Overall Results

Unlike the on-board survey, the online community survey was available for all members of the community, not just transit riders actively on-board vehicles. When asked whether they had ridden MBL service in the past year, 85% of survey respondents indicated that they had, compared to 15% who indicated they had not (Figure 5-15). When asked how many days per week they use transit, nearly half of survey respondents indicated that they ride transit five or more days per week (48%), as shown in Figure 5-16. Additionally, nearly half of respondents (46%) have been riding MBL for five or more years and 33% have been riding for three to four years.

Survey respondents were also asked to identify the reasons that they ride transit, and the most common response (48%) was that they did not have access to a vehicle and the second highest response was that transit is convenient (23%). These results suggest that MBL's ridership base are long-time, transit dependent riders.

Figure 5-15 Community Survey – Have you ridden MBL in the past year?



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Figure 5-16 Community Survey – How many days per week do you ride transit?

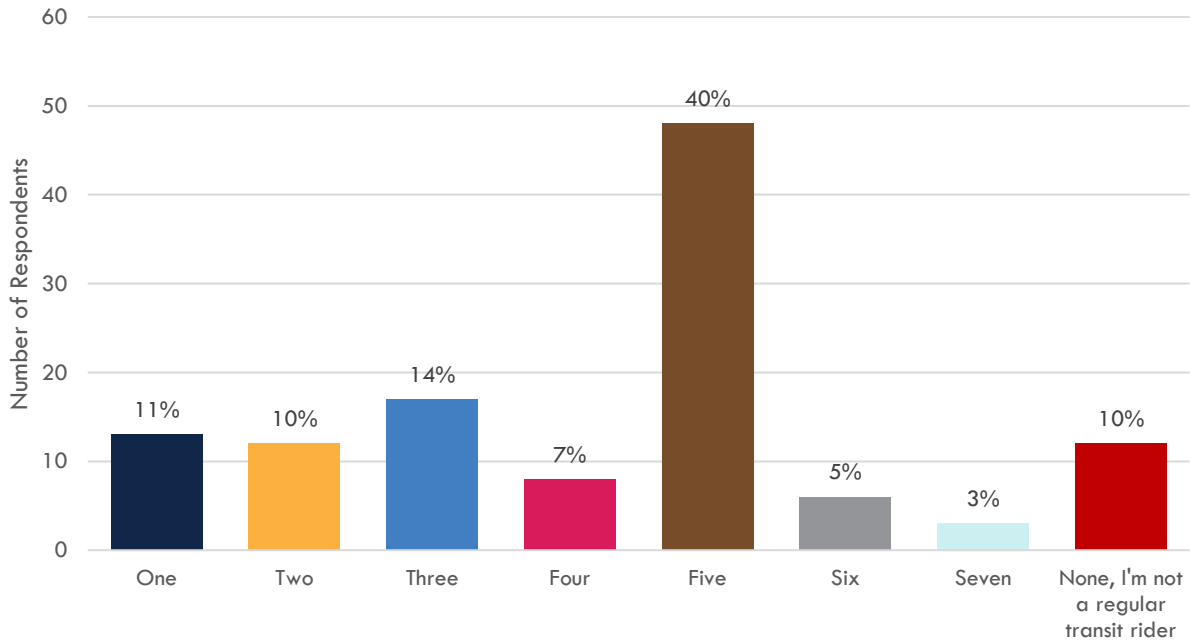


Figure 5-17 Community Survey – How long have you been riding MBL?

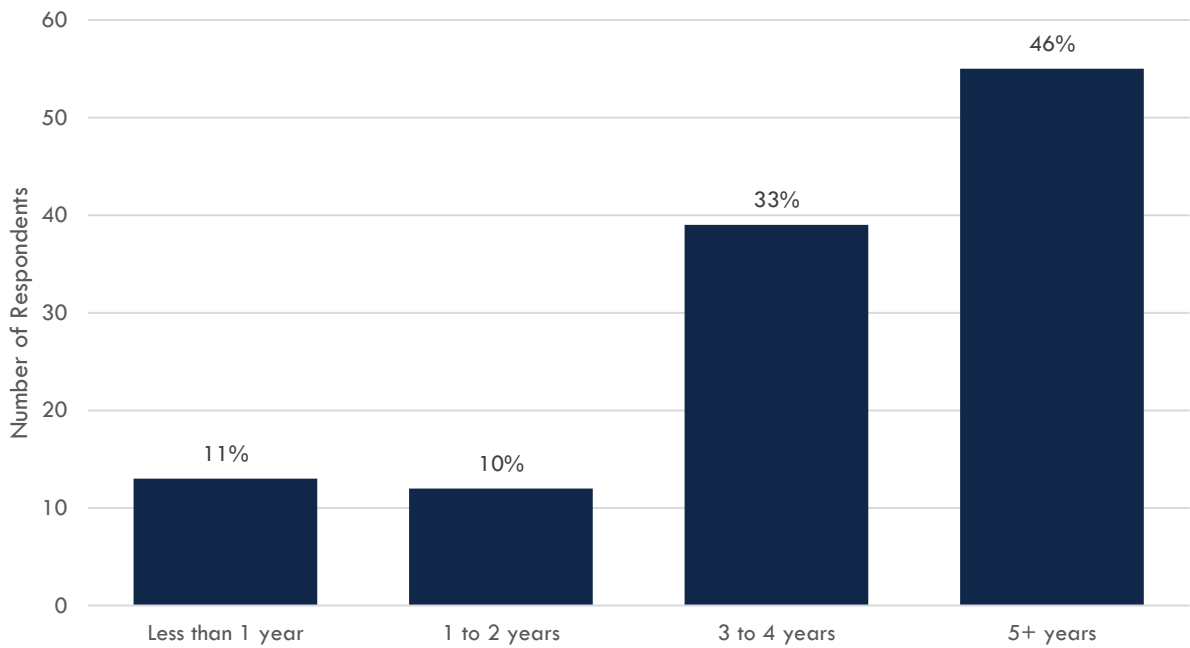
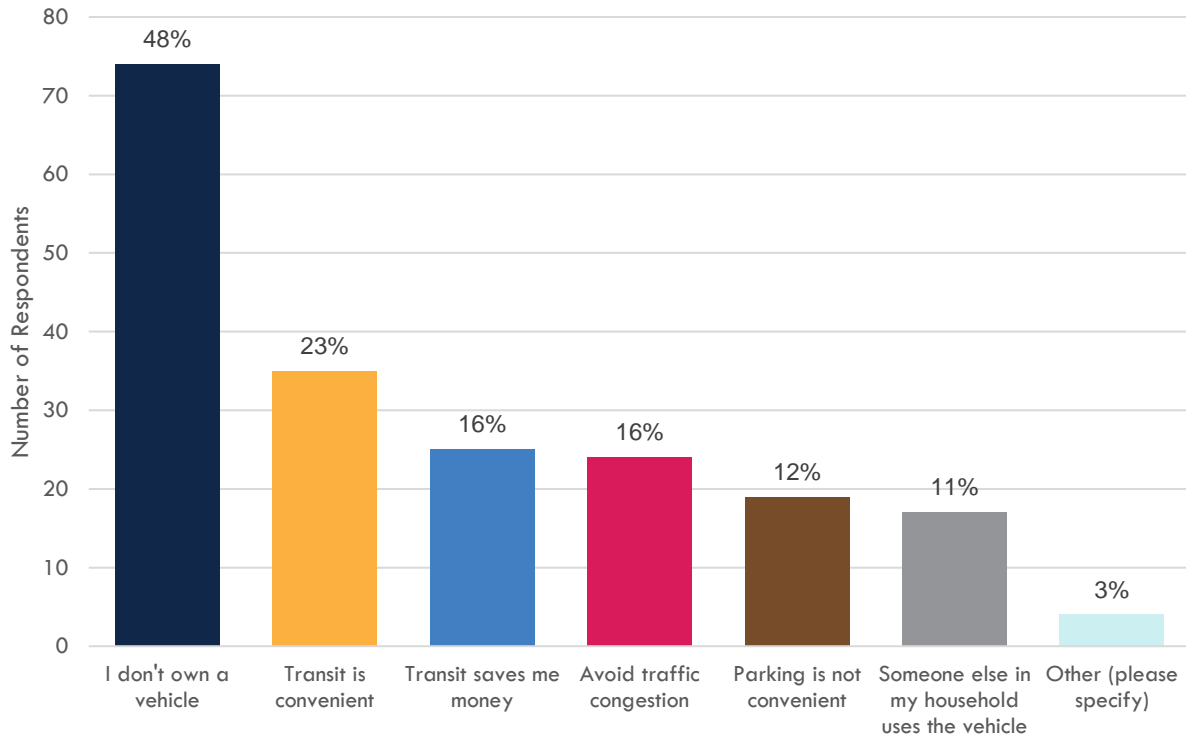


Figure 5-18 Community Survey – Why do you ride transit?

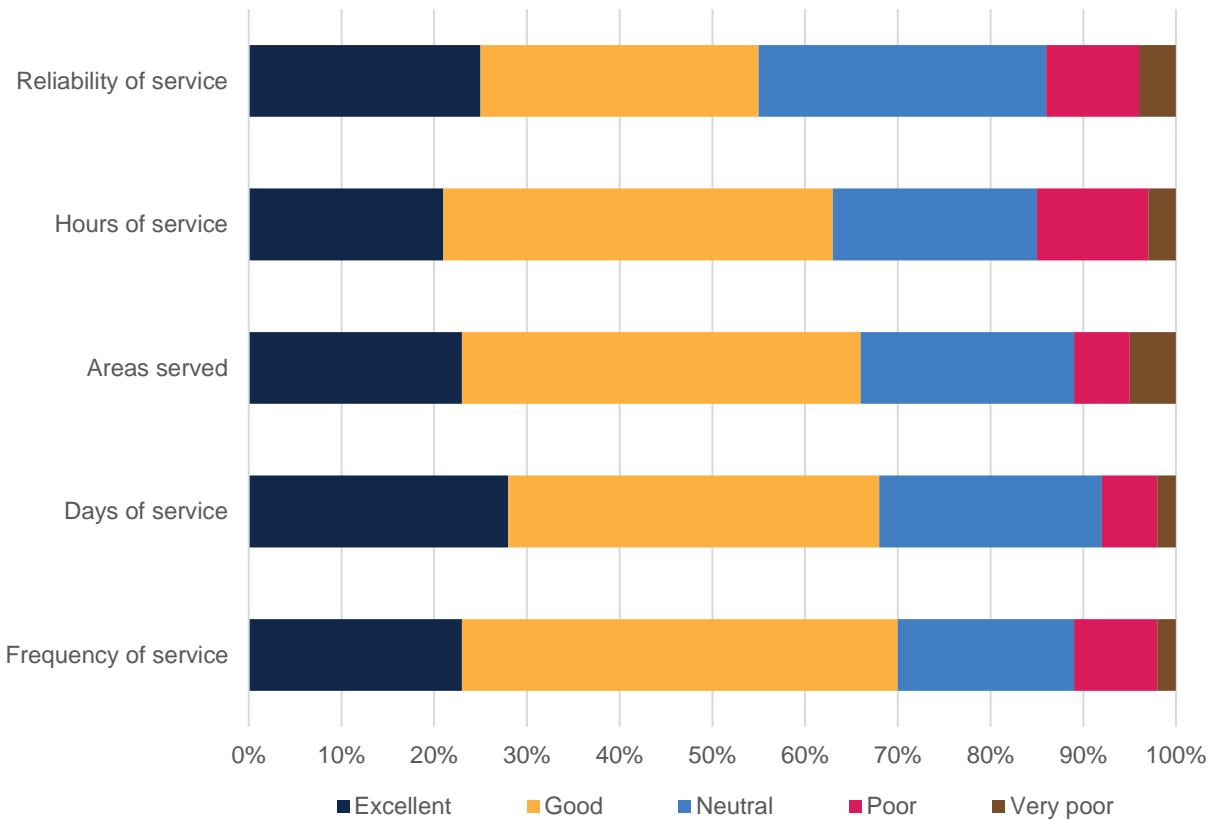


Service Satisfaction

As with the on-board survey, the community survey respondents were also asked to rank their level of satisfaction for various aspects of MBL service, including reliability, service span, coverage, days of service, and service frequency. In general, survey respondents were highly satisfied with MBL service with at least 56% of respondents ranking all aspects of service as either good or excellent and at least 88% of respondents ranking all aspects of service as acceptable, good, or excellent (Figure 5-19).

The areas with the lowest level of satisfaction include reliability of service and hours of service. These represent the areas with the highest potential for improvements by increasing travel times, reducing on-time performance issues, and extending service span later in the evening.

Figure 5-19 Community Survey – Satisfaction with MBL Service



Open-Ended Comments

Survey respondents were given the opportunity to provide open-ended comments throughout the survey. The verbatim comments from the survey are included in Figure 5-26 and Figure 5-27. When asked to identify any places that MBL should serve that it does not today, the most common responses included:

- El Monte
- East Los Angeles
- Downey
- Pico Riviera Plazas and Libraries
- Citadel Outlets
- South Pasadena Metro Station

When given the opportunity to provide any other open-ended comments or suggestions for improving MBL service, common themes included:

- Later evening service on Whittier Blvd
- Improve reliability and reduce wait times
- More frequent service on Lines 30, 50, and 70
- Operate Sunday service on Route 50

Respondent Demographics

Various aspects of the community survey respondents' demographic characteristics are shown in Figure 5-20 through Figure 5-25. When asked to report their age, 41% of respondents indicated they were between 35 and 44, while 20% were 18-24 and 15% were 45-54, and 12% were 25-34. Relatively few reported being over 54, with 8% between 55 and 64 and 4% 65 or older.

When asked their employment status, 58% of respondents indicated that they were employed part-time or full-time, 22% reported being unemployed, and the remaining 20% reported either being retired, a volunteer, or a homemaker (Figure 5-21). When asked whether they work on evenings or weekends (Figure 5-22), 44% of respondents indicated that they work on evenings, later than 9:00 p.m., and 60% reported working on weekends.

The household income reported by the community survey respondents was notably higher than for the on-board survey, with 42% reporting \$55,000 or more per year. An additional 40% reported earning less than \$25,000 per year (Figure 5-23).

Most respondents (57%) reported identifying as Hispanic or Latino (Figure 5-24). When asked to identify their racial identify, 53% of respondents identified as White or Caucasian, 11% as Asian, 6% as Native American or Native Alaskan, and 2% each as Hawaiian/Pacific Islander and Black or African American (Figure 5-25). Additionally, 26% of respondents selected other with the most common responses including Mexican, Hispanic, and Latino.

Figure 5-20 Community Survey Respondents' Age

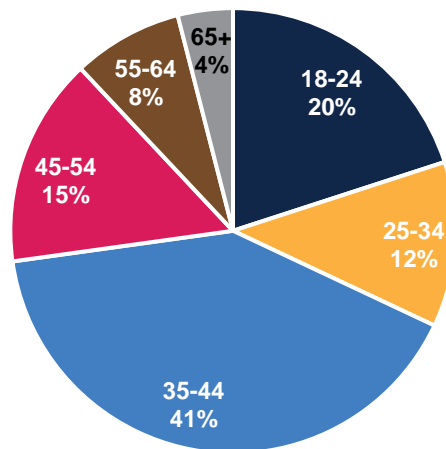


Figure 5-21 Community Survey Respondents' Employment Status

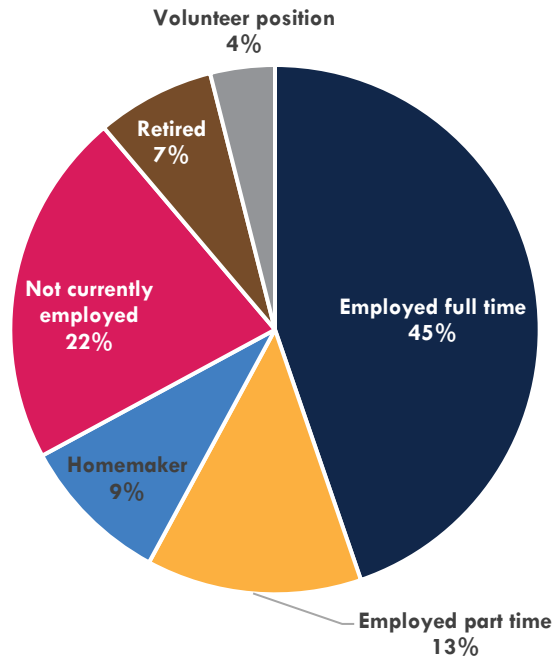


Figure 5-22 Community Survey – Do you work evenings after 9:00 p.m. or weekends?

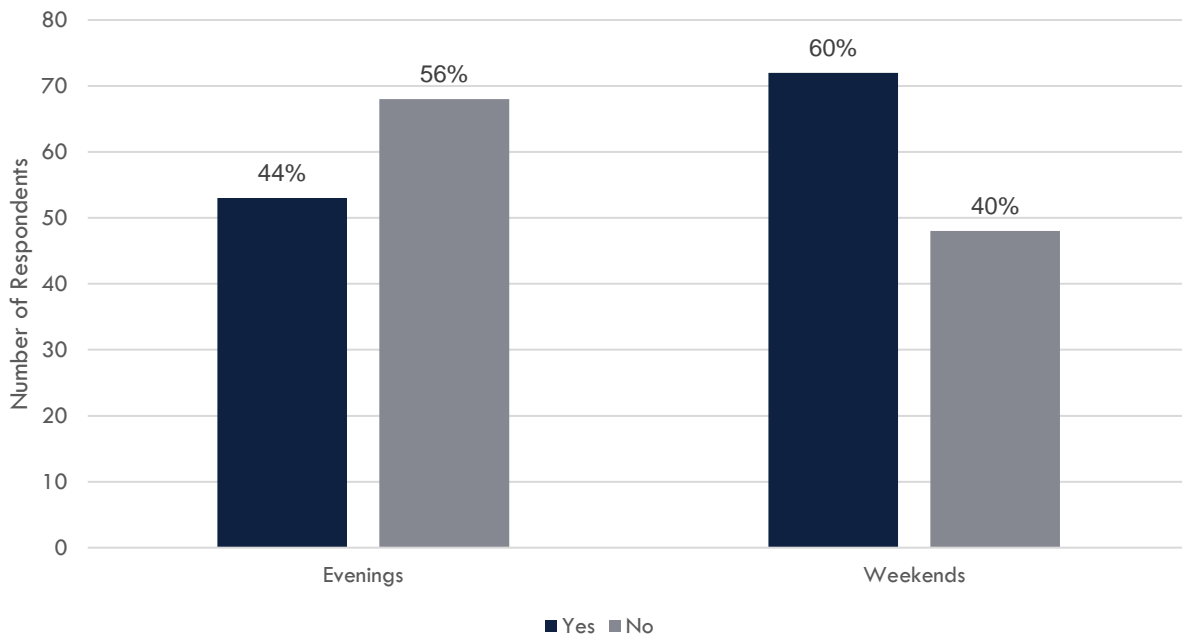


Figure 5-23 Community Survey – Respondents' Annual Household Income

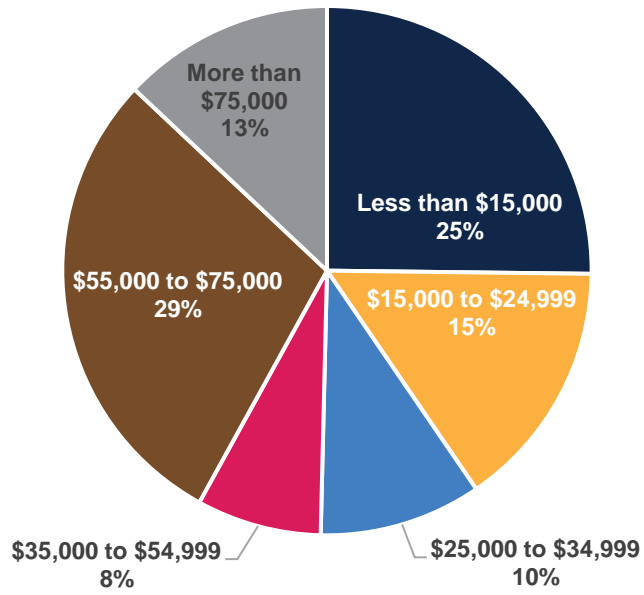
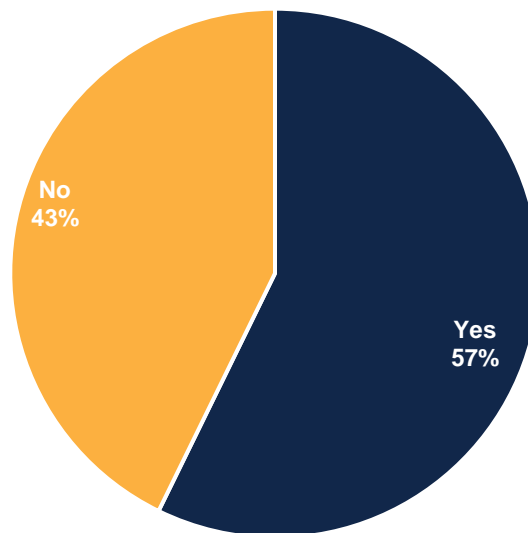
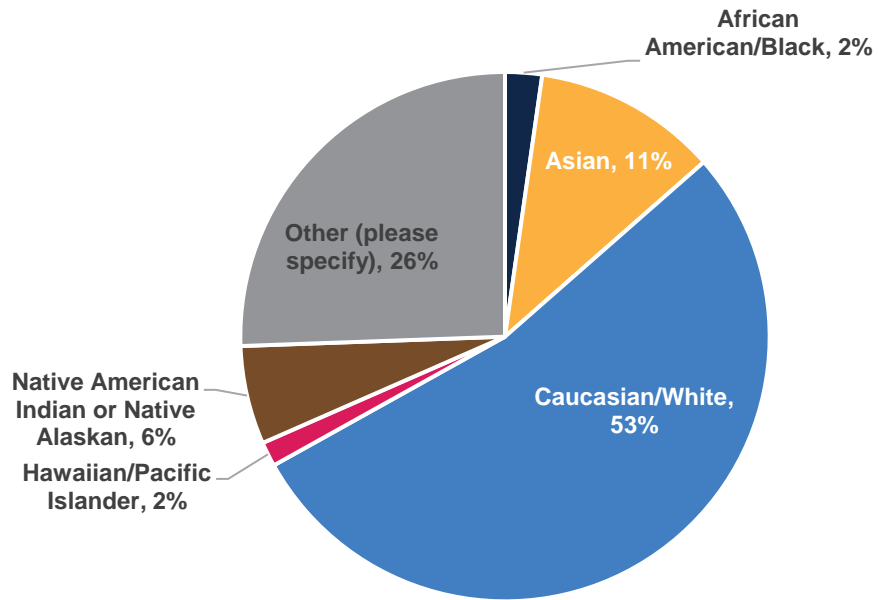


Figure 5-24 Community Survey – Do you identify as Hispanic or Latino?



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Figure 5-25 Community Survey – Respondents' Race



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Figure 5-26 Open-Ended Question Responses – Unserved Destinations

Are there any places that MBL should go that it does not go to today?
Anaheim
At the moment I can't think of any places.
Cal State LA and Rio Hondo College. These are both commuter colleges that should have dedicated bus lines to get there.
Citadel Outlets
Direct to Union station or direct to gold line stop.
Downey
El horario se tarda mucho en pasar
El Monte
El Monte Station should be ideal.
From 4th street Montebello to Superior Grocers
Front of metro
further into East LA, it would prevent me having a 15-minute walk before going to school
I really would wish it could make its way up the hilly area on maple Avenue—it's the heights area. If I desired to go downtown, I would have to go down a steep decline and to come home I practically need to HIKE up the hill from Beverly
I'm not sure if it takes you to the Citadel but I would say the Citadel
In my opinion they go to all the places I usually go to.
It covers most of the areas.
La Habra
La Puente
Lakewood Boulevard or the North Lakewood Park and Ride in Downey, South Whittier
Las Tunas
Legg Lake
El Monte station
Monterey Park Marketplace
More Bus Stops in Pico Rivera
More Pico Rivera and Library stops
More stops in Pico Rivera Plazas & Libraries
No. Keep the existing lines.
None that are necessary, most work in a convenient way

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Are there any places that MBL should go that it does not go to today?
On Washington Blvd on Sundays. Public can't get to Church or hospital or events on Sunday.
Pasadena, Metro green line
Perhaps surveying the needs in our most underserved neighborhoods to learn if expanded service there may be helpful.
Pick up to DTLA near the 60
Route 30 should be extended 1 mile north to the South Pasadena Metro Station instead of ending on Huntington. This would greatly improve regional connectivity. (Metro 176 used to provide service between Alhambra and Gold Line but was canceled this year.)
Santa Monica, Long Beach, Brea, El Monte, Pomona
Stop in front of shops
To big Fast Food Plazas
To East Los Angeles where I reside
To expand for service improvements plan in the future proposed changes.
Unincorporated West Whittier-Los Nietos, Downey, El Monte Station, Whittier Narrows Recreation Area, Rio Hondo College
Whittier Depot
Yellowstone National Park

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Figure 5-27 Open-Ended Question Responses – Other Comments and Suggestions

Do you have any other comments or suggestions for improving MBL service?
Add more buses
Add more routes
Add other routes
Adjust the time frequency of buses around schools.
At this time the service is bad. No buses show in the mornings. Sometimes it passes every hour and is already full. The administration and managers are the worst in this year. Terrible services
Be more clean! And make it to the stops on the schedule
Better frequency on some existing routes
Better than Metro buses
Buses are always pretty clean. Appreciate that the bus receives updates pretty often.
Buses need to be on time & some drivers need to have a better attitude
Can't metro provide late night service on Whittier Blvd?
Change of station environment
Customer service
Digital display inside the bus of the route that it is traveling
Do away with the lesser times for the 70 bus and the 30 bus. All bus stops should have the same frequency as any other bus during the week and the weekends.
Don't put a train on Washington.
Drivers should park as close the curb as possible for the elderly and the disabled.
Electric buses
Expand bus routes
Extended route
Fix the bike holder it gets stuck
Have better timing
Hire more drivers
I get out of work at 5pm Monday-Friday and I wait for the 90 on Spring & 1st St. in Downtown Los Angeles. There needs to be a bus that comes between 5-5:30pm. Having to wait until 5:50 is very inconvenient. Before the schedule change a few months back, there was a 5:17 bus, which was very convenient for me and the other riders. Most people get out of work at 5pm, so this almost hour wait makes absolutely no sense. Please change back.
I love taking the MBL it is 100 times better than the regular Metro!
I personally wish all the buses would pass more frequently because many students have to take the transit and if we miss a bus it can take 20-40 for the next to pass.

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Do you have any other comments or suggestions for improving MBL service?
I would like to improve with the new service expansion of the destination to Pasadena which is the last stop service of Lake Ave Station & I-210 Fwy on MBL Local 30 instead of Huntington Dr & Story Place last stop services. Please expand MBL 30 (South Gate - Pasadena) on the proposed service change plan. I would like to see other new service expansion of the Cal State LA Transit Center as well.
I would like to see more frequency with the 70 bus. Often times I spend more time waiting for the 70 bus than my actual time riding it. It's so frustrating when I have to wait up to 50 minutes for the bus when I'm 2 miles away from home and there is no other route or bus to choose from.
I would say sometimes the buses can be dirty, so I would recommend taking time to clean up a bit. I recently went on the bus and it smelled like urine. Overall, I think my experiences on the bus has been good.
It speaks highly of MBL that community needs assessments are being undertaken to learn how to better serve.
Keep the station clean
Last time I went to downtown LA there was no Montebello Bus Lines sign for my stop on 5th/Grand so I almost missed the bus because I had to ask around if the bus still stopped there. Hopefully that's fixed already and also if you can't have paper maps again on the bus can there be just one map on the bus that shows that specific buses stops and times it may be helpful for people
Last week I tried to use the bus to go to church but I didn't know that line 50 does not work on Sundays. Maybe if you guys could work it a few hours on Sundays that would be appreciated. I've seen people walking from the Walmart to Greenwood because the line doesn't run that day.
Light at bus stops. Last night several stops were black. This is a major safety issue. Not sure if this is the city's responsibility.
Line 70 Serves about 4 schools, please make more frequent service to this line.
Maintenance of station environment
Make it more possible for buses to arrive on scheduled time. The wait is sometimes 45 minutes before the next bus comes where the wait should be no more than 10 minutes.
Make Transportation free for students and elderly citizens
More advertising
More bus timetable
More buses
More buses that service route 30 and 50, those run almost every hour
More freeway express service in Pico Rivera & Whittier, more limited-stop service like the Thursday 10, peak hour bus Montebello - Whittier, 3 space bike racks
No, the service is exceptional.
No... They do a great job!
On-time buses would help improve reliability
Please add more protected stops. The one on Beverly and 19th has no cover for transit riders from the elements. More of that is needed

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Do you have any other comments or suggestions for improving MBL service?
Please consider extending the short line Route 20 trips from San Gabriel/ Garvey 1 mile north to San Gabriel & Valley. This would allow for easier transfers to the Metro 76 and provide an amazing north-south connection between north and south Rosemead. The 10 freeway divides the community and Route 20 is the only bus that crosses the 10 freeway for 3 miles (between Garfield & Rosemead Bl). Valley Bl also has a lot more businesses and shopping destinations.
Providing hand sanitizer, extra masks for passengers
Que tengas paradas del autobús con asientos y sombra, y que los drivers se acerquen más a la acera la Salida trasera para los adultos cuando salgan con más seguridad.
Run all lines seven days a week please
Safety is important we need to have extra personnel on board
Seatbelts and comfy chairs
Should be more empathetic and wait for those who are obviously running to catch the bus instead of shutting the door once they arrive and taking off, especially for elders.
The drivers are excellent
The ticket price should be lower
They need more bus Operators, security, or police officers on the bus for safety, announcements on the bus enforcing the federal mask mandate.
To make it free especially for students and have increased ventilation. I do love the Mask Mandate
to make public transit free for everyone especially the young and carless.
To make Transportation Free especially for students and the elderly.
Todos bien, solo el horario se tarda mucho en pasar
Try getting busses out a bit faster but over all that's all.
Wifi on board. Coach seats. Online tracking of vehicles.
Wouldn't it be great to have a real-time message board on each stop or an app that provides up-to-the-minute details on bus status for each station?
Zero emission bus fleet and more limited stop service