



January 10, 2022

Los Angeles County Metropolitan Transportation Authority  
One Gateway Plaza  
Los Angeles, California 90012-2952  
*Via email to BoardClerk@metro.net*

**Re: Prioritizing Bus Riders in the Metro Budget**

Dear Metro Board of Directors:

The Alliance for Community Transit - Los Angeles (ACT-LA) is a coalition of 42 organizations fighting for housing and transit justice in Los Angeles County. Our coalition strives to create just, equitable, sustainable transit systems and neighborhoods for all people in Los Angeles, placing the interest of low-income communities and communities of color first as we create a more sustainable region. ACT-LA believes LA Metro should be a sanctuary for the public, where Metro's train and bus are fareless, consciously part of the region and integrated into people's daily lives and neighborhoods. Metro should serve the public as libraries do, a public system where people go to feel safe, access information, and receive a high level of service.

LA Metro and ACT-LA share a common interest in addressing the access and mobility needs of LA transit riders, especially bus riders. The overwhelming majority (86%) of Metro *bus riders* live in households earning significantly less than LA County's annual median income<sup>1</sup> and are also among a staggering majority (59%) of rent burdened households in the City of LA, which means tenants pay more than 30% of their household income on rent.<sup>2</sup> For many bus riders' Metro is their only source of transportation. Despite the risk of airborne COVID transmission, Metro's bus riders have stayed riders and returned faster than Metro's rail riders throughout the ongoing pandemic.<sup>3</sup> Moreover, Metro's transit riders, which are mostly bus riders, have sustained high ridership shares relative to pre-pandemic levels as compared to peer transit agencies nationwide, thus bringing benefits to the entire LA region.<sup>4</sup>

*"The return of fare collection will impact us greatly- like many people in our community struggling to pay rent, pay bills and cover food expenses. It is an injustice that in the middle of the pandemic*

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<sup>1</sup> Metro 2019 Customer Satisfaction Survey; US Census data

<sup>2</sup> LA City Housing Element

<sup>3</sup> ACT-LA analysis of Metro bus ridership data

<sup>4</sup> APTA Ridership Trends (<https://transitapp.com/apta>); Investing in Place blog post; The Source blog post, Dec. 13, 2021

*with cases of omicron rising, Metro resumes the collection of fares.” - Margarita; Daily bus rider*

Over the past year, ACT-LA members have collected over 100 comment cards that reflect stories from bus riders throughout LA County. A common theme emerges from these comments that Metro should prioritize bus riders' needs first in budgeting decisions, thus setting up the agency to support a just recovery for the LA region. Here are some of the bus riders's topline needs.

1. Buses are not frequent, and are often times too full to pick up folks that have been waiting for long periods of time
2. Most have found the temporary elimination of fares to be a relief to continue to get around
3. All have expressed that they will be impacted by the return of fares in the new year

Metro has not historically prioritized addressing bus riders' needs in their budget process.<sup>5</sup> However, this legacy can and should change. Budgets are a reflection of the agency's priorities. ACT-LA has been encouraged to hear Metro Board Chair Hilda Solis and CEO Stephanie Wiggins both signal the need for budget reform at LA Metro. In order for Metro to center bus riders safety and immediate needs we ask the following:

- With the Omicron variant spreading rapidly in LA, keep all doors open during boarding and extend not collecting fares.
- Commit Metro staff resources to build relationships with bus riders through on the ground outreach and partnerships with CBOs around budget process, bus service, fareless initiatives, and community led safety alternatives.

We look forward to continuing to work with CEO Stephanie Wiggins and the Metro Board of Directors to prioritize addressing bus riders' concerns in all of the agency's initiatives starting in the next agency's upcoming fiscal year budget.

Sincerely,

The Alliance for Community Transit - Los Angeles

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<sup>5</sup> Investing in Place blog, April 2021  
(<https://investinginplace.org/2021/04/14/metros-budget-process-keeps-transit-riders-on-the-sideline/>)

¿Qué opinas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles?

Dile a la Mesa Directiva de metro lo que piensas:

Nombre o organización: MARTHA SANTOS  
BFA Bilingual Foundation of the Arts

Ruta del autobús: 70, 78, 251, 245, 45, 106

Comentario: Diríjase a los choferes q' tengan cuidado con los indigentes (Homeless) hay unos muy agresivos y la gente este en PELIGRO hay unos q' se suben casi desnudos y no traen MASCARAS, q' les exijan ponerlos o no RECOGIDOS hay unos q' se PASAN de LISTAS y no hacen CASO se necesitan personas q' estén chequeando las RUTAS en el transcurso de sus RUTAS y

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro

será mas SEGURO  
VIAJAR

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2, o 3 personas segun el TERMINO de la ROUTA de 1 a 1:30 de  
Tiempo q' dure la ROUTA. Se suban chequen q' todo este bien y q'  
hagan PREGUNTAS a los PASAJEROS y fomen NOTA. Q sean BILINGUES  
porq' mucha gente en la LINEA 70 hay LATINOS, ASIATICOS, INDIOS  
(Hindus)  
some  
q' no saben INGLES.

what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or  
organization:

Resident

Bus route:

115, 60

Comment:

On the 115, there needs to be more frequent bus service. It is always a large gap and when I get on, the bus is full. I check the arrival time and there have been multiple times where no bus arrives.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming meeting.

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what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or  
organization:

Vincent Guerra / SAJE

Bus route:

125, Blue line, Expo line

Comment: I feel bus service could improve, most of the workers have a lack of respect and empathy. I also feel it should be "fareless"!

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming meeting.

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what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or  
organization:

Richard Tuen

Bus route:

68

Comment:

Hand Sanitazer para  
Personas entran antes  
de sentarse

The Alliance for Community Transit - Los Angeles will  
submit your public comment at Metro's upcoming meeting.

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what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or organization: De Anna Pittman / SAJE

Bus route: 125, 602, 720, Blue line, Expo

Comment: Bus service in L.A. has so much potential to be 10 times greater than where it is currently at. Metro is a public good so we should treat it like one by investing into bus/rail. Metro services should be free of cost, this would increase rider ship and give the community a sense of communal belonging within public transportation

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming meeting.

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¿Qué opinas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles?

Dile a la Mesa Directiva de metro lo que piensas:

Nombre o organización: *Mireya Aguilar  
BAJE*

Ruta del autobús: *# 48*

Comentario: *Este servicio cambia constantemente el horario de pasar por las paradas, tarda mucho en ocasiones de 30 minutos hasta una hora o más*

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what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or organization: Marcel Flores - LA Forward

Bus route: Downtown Routes

Comment: It is critical the Board continues to increase service to avoid crowded Buses. As Covid continues, permitting proper distancing is critical to a healthy L.A.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming meeting.

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¿Qué opinas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles?

Dile a la Mesa Directiva de metro lo que piensas:

Nombre o  
organización:

*Manu Tico*

Ruta del  
autobús:

*18*

Comentario:

*Desinfectados mas  
frecuentes or give  
more information to  
passengers.*

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¿Qué opinas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles?

Dile a la Mesa Directiva de metro lo que piensas:

Nombre o  
organización:

CPC

Ruta del  
autobús:

48

Comentario:

peorima en pena pandemia hay pocos  
buses y muy llenas; los Alumnos estan  
en las escuelas y los buses sigue irregulares  
queremos más buses, queremos bajo costo y mejores  
servicios.

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what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or organization: ALISON VU

Bus route: 66 to Koreatown

Comment:

The 66 bus is always crowded to the point that there is no standing room by the time the bus gets to me, so I have to wait for the next one to come... then the next one. Service on this route needs to be expanded. And I hope Metro is tracking this demand across all bus lines to respond accordingly!

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming meeting.

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¿Qué opinas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles?

Dile a la Mesa Directiva de metro lo que piensas:

Nombre o

organización: Los Angeles Walks

Ruta del

autobús: Wilmington

Comentario: las paradas de autobus en Wilmington necesitan mas alumbramiento y proteccion para los que usan el autobus. Como mujeres, ~~nos~~ no nos sentimos seguras al esperar el autobus.

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what do you think about

# BUS SERVICE

in Los Angeles?

Tell the Metro Board of Directors what you think:

Name or organization: JOHN Yi, Los Angeles Walks

Bus route: buses along Wilshire Blvd.

Comment:

Buses are always packed + difficult to social distance; stations need more shade; also do not come after <sup>stop</sup> enough, missing one can delay you 30 min

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Imelda

Ruta del autobús:

720, 20

Comentario:

More <sup>need</sup> buses, people on the bus  
are problematic, last Monday  
2 men were fighting and  
hitting each other on the bus

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Roy

Ruta del autobús:

754

Comentario:

<sup>need better</sup>  
Time schedules, need more buses  
on routes bc too crowded, waits  
are too long

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tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Kim Ho

Bus route:

754 1204

Comment:

I have to wait too long for the bus to come  
and it takes too long to get where I have to be.  
I would like to see improved frequency  
and bus speeds

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Herminia Ortiz, C

Bus route:

204

Comment:

ami no m gusta k cuando viene el chofer  
de color moreno usu paza si le abre la puerta  
y le pomen la Rampa y auto como destino lo  
asen subir por detras aun k sea o les  
diga uno k lo mal

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

*Leila*

Ruta del autobús:

*754*

Comentario:

*Put more buses*

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

*Ruben*

Ruta del autobús:

*754, 204*

Comentario:

*It's good, the new buses are good*

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Na<sup>2</sup>mun

Ruta del autobús:

754

Comentario:

Sometimes it bunches, sometimes  
doesn't come for a long time  
should come every 10 minute  
Sometimes doors don't open and passes  
Put more buses on Vermont & Wilshire

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Malik

Ruta del autobús:

754

Comentario:

need to be  
6 feet apart, sometimes AC doesn't  
work, good chargers and wifi and  
face masks, sometimes homeless,  
no more rapid bus on Broadway,  
Main doesn't have rapid bus

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Michael

Ruta del autobús:

754

Comentario:

needs rapid bus on Manchester,  
needs lines to run fast, too  
crowded, especially Vermont lines

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Maria

Ruta del autobús:

204

Comentario:

It's good, there's homeless on the  
bns sometimes

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tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Carmen

Bus route:

207, western 720

Comment:

wants bus to come more frequently, 757 was taken off so has to wait for another one, takes bus to work, wants free bus fair

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

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tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Ismari

Bus route:

720, 20, 200

Comment:

Bus too full and dirty, need to be cleaned regularly especially during covid

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Nisha Joshi

Ruta del autobús:

603, 204, Metro, 28

Comentario:

More buses need to be out so we can socially distance. The buses need to be cleaned more often. ~~Best~~ Bus stop on Hoover / Olympic needs a bench and signage!

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

Nombre o organización: Hassoe Moraks en Los Ángeles

Ruta del autobús: 66 de la Vermont y Normandie

Comentario: Es un buen transito que nos ayuda a mover en todas las partes del mundo.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Alejandra Marroquin

Ruta del autobús:

603; 2; 4; 10; 28; 14; 16;

Comentario:

Not all buses are offering masks for riders. Sometimes, buses do not make full stops to let people on or off. Sometimes, the buses make very sudden stops and I've seen people almost fall over. Otherwise, I am happy with public transportation.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

✶ Joseline Amado

Ruta del autobús:

66, 62, 204, ✶ 28

Comentario:

I have to transfer from multiple buses to get to my destination. I think we need more rapid lines and ~~benches~~ benches with shade at all bus stops.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



tell Metro what you think about  
**BUS SERVICE**

in Los Angeles

Name or organization:

Mirna Madrid

Bus route:

51, 16 for work

Comment:

buses to full going to downtown LA  
wants shade at bus stops and places  
to sit

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**

in Los Angeles

Name or organization:

Ricardo Nuñez

Bus route:

720

Comment:

takes too long, too many people  
on the bus, can be dangerous to  
have so many people standing  
inside the bus

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.





tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Andrew Kang

Bus route:

720, 2 to work, everywhere, to go out

Comment:

more frequent time services, times match  
with the app, free bus services,

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

~~Atti~~ Iris Enriquez

Bus route:

20, 720, uses bus for everything

Comment:

bus need stops needs to have seating  
area and buses need to be cleaned  
frequently, don't like that people take  
multiple seats for themselves

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

671  
01

Ruta del autobús:

204, 66

Comentario:

too slow, too much waiting time

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

David

Ruta del autobús:

754

Comentario:

It's okay  
Make it faster

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

~~Bar~~ Laru

Ruta del autobús:

51

Comentario:

Change  
Nothing, doesn't ride often

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Enjean

Ruta del autobús:

204, 754, 910, 950, 28, Dash F, 200

Comentario:

Buses often bunch up, needs to be more  
consistent and often because the bus is  
very crowded. I love the Dash buses.  
Sometimes the buses are very nasty  
and there is trash and vomit on the  
buses and pee

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización: *Maria Escobon*

Ruta del autobús: *Vermont and western*

Comentario: ,

*esta bien - por frecuencia  
en medio tarde -*

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

*Juana Bultazav*

Ruta del autobús:

*754, 204, 28, 603, 200*

Comentario:

*Buses on Vermont and Olympic are good.  
The bus that goes to the USC Hospital  
and East La no longer runs. What happened to it?*

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Metro

Bus route:

66, to downtown

Comment:

fast lines to dtla, cleaner

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Julie

Bus route:

200

Comment:

It's fine, sometimes crowded and slow

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización: Jorge Trejo

Ruta del autobús:

~~32~~ (14)

Comentario:

Generally good but it often comes late.  
Sometimes there are a lot of people packed  
in the bus.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización: Elmyoung Kouh

Ruta del autobus: 281 66 1720 120

Comentario:

Too many people, nowhere to sit. I want  
to see improved bus frequency and I  
think the bus should be able to  
acomodate more people.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

KIWA

Ederli

Ruta del autobús:

204-754

Comentario:

Lo que se necesita es que esas rutas los buses sean más limpios y necesitan que pasen antes de 15 minutos.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

KIWA

Leslie

Ruta del autobús:

204/754/16/DASH E/200

Comentario:

Necesita que haber más sillas y más horarios que los buses pasen.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Herman

Ruta del autobús:

20, 720

Comentario:

a lot of trash, <sup>needs</sup> ~~more~~ a fixed schedule  
- buses are very crowded  
- free bus rides

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Leonarda

Ruta del autobús:

204

Comentario:

'sometimes 3 buses come at a time but now only'  
'better schedule - more ~~buses~~ buses  
'more bus stops, cleaner stops  
'safer stops - more trash cans

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tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Sandra

Bus route:

204, 754

Comment:

- limpiar los bases, shade & benches
- muy Sucio, more trash cans

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Rick

Bus route:

204

Comment:

- cleaner bus stops
- more benches, more shade
- Fixed Schedules, ~~more~~
- cleaner seats in the bus

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Maria

Ruta del autobús:

66, 18

Comentario:

- bring back 720 to commerce
- move benches, shade
- buses w/ longer rides
- more frequent buses

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Christine

Ruta del autobús:

51, 52, 18

Comentario:

- cold buses, very loud
- nowhere to sit, very slow, needs frequent stops, needs more benches, needs shade
- needs ~~the~~ cleaner seats on bus
- need more stops

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Norma

Ruta del autobús:

60, 62

Comentario:

- quisiera ver limpio las paradas del bus
- mas paradas
- seguridad en los buses
- los buses sean gratis

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Dora

Ruta del autobús:

720

Comentario:

- needs shorter stops
- muy llenos los buses
- safer buses, need security
- Spanish speaking bus drivers

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Alex

Ruta del autobús:

T20, 20

Comentario:

- cleaner bus stop
- shade in the bus stops
- ~~bus drivers need to be patient~~
- free bus rides

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Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Usette

Ruta del autobús:

20

Comentario:

- need to clean bus seats
- fixed schedules
- Spanish speaking bus drivers

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Maria Romero

Ruta del autobús:

204, 754 3<sup>rd</sup> street

Comentario:

~~cleaner bus stops~~, cleaner bus stops, bus seen rolls  
closer stops, more frequent buses  
-the wait is too long, cleaner buses → seats are dirty  
~~cleaner~~ air on when hot

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Michelle

Ruta del autobús:

204, 754

Comentario:

cleaner stops, benches on stops, shade on ~~stops~~ bus stops  
~~stops~~, ~~more~~ frequent buses, longer bus  
rides - buses are very crowded  
bus drivers that speak more than 1 lang  
cheaper bus rides

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Ronald o marales

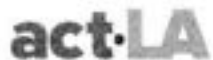
Bus route:

754, 204

Comment:

GETS Agressive more buses LESS <sup>Crowded</sup> ~~contact~~  
Fights weapon on the bus.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Hector

Bus route:

204

Comment:

10 min wait

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
 in Los Angeles

Name or organization:

Bus route:

Comment:

✓

28

No Fair good experience, 10 min wait 50 min  
 communit, safe on bus. KEEP BUS FREE

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
 in Los Angeles

Name or organization:

Bus route:

Comment:

Maria

28 + others

Dirty bus SICK people + dirty diapers  
 20 min usually Night Time bus RVS Late  
 Late

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Blanca

Bus route:

28, 204,

Comment:

worries about other riders being vaccinated  
Aggressive bus riders Try to fight 5 mins buses  
are quick

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Debra

Bus route:

204

Comment:

Very dirty, no masks

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



**act·LA**

tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

John

Bus route:

28 + Alvarado + 644

Comment:

Safe, good service, no problems

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Senator Zavala

Bus route:

204, 734, 2, 4

Comment:

At night buses will be inconsistent. If there is an incident on final bus of the full no other bus comes, buses will be late or canceled with no regard for people needing to get home

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Rosa

Bus route:

3 204, 28, 16, 75A, 200

Comment:

EXPERIENCE IS SO SO, 10-15 MIN / 16 + 28 ALWAYS  
PROBLEMS 28 MIN 3 DAYS W/ 44 45-50 MIN WAIT FOR  
BUS METROBUS, RIDES TO WORK

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Angel

Bus route:

754, 28

Comment:

NOT CLEAN NOT CLEAN ENFORCE MASK RULES  
PEOPLE NOT WEARING MASKS NOT CLEAN

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Cesar Gomez

Ruta del autobús:

204

Comentario:

SAFE Clean 2 buses once a week 10mins  
every week

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

**act·LA**

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Ruta del autobús:

Comentario:

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Joey kind

Bus route:

754 → gym

Comment:

Constant delays and inconsistent times,  
security on the bus like controlling people  
who harass others, wants Spanish  
speaking bus drivers, want the bus to remain  
free

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about

# BUS SERVICE

in Los Angeles

Name or organization:

Donie Pery

Bus route:

720, 51 takes them everywhere

Comment:

bus drivers miss your stops, for ppl  
on wheelchairs, don't stop for people  
waiting for the bus, need to train  
bus drivers to treat everyone the same,  
likes that metro is free

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

23

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Tiffany

Ruta del autobús:

754, → WORK  
Hollywood/Vermont

Comentario:

too many people on bus, 20 minutes wait  
time, sometimes bus drivers miss stop sometimes,  
seats are wet and have sat on pee

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Maria Jose

Ruta del autobus:

66, 62, 18, 256 #

Comentario:

quiere que las paradas de bus tengan  
sombra y que pasen mas frecuente  
que limpien los buses mas, lineas  
y rapidas

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Marcel Daniel

Ruta del autobús:

6, 14, 10, 14, 200, 603, 18, 720, 51

Comentario:

Cleaner buses, pass more frequently,  
bus stops need to be ~~be~~ have  
benches and put shade

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Carmen Bonilla

Ruta del autobús:

754, 20, 207,

Comentario:

more frequent bus rides, takes  
bus to do groceries, shade in  
bus stops

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Jaimi Kim

Bus route:

204

Comment:

15 min, waited.  
so noisy.  
clean.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Maria

Bus route:

28

Comment:

40 - 45 min.  
clean

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

8/5/21



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

박종홍 Peter Park

Bus route:

728

Comment:

20 min. waiting too much.  
clean  
free.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

이정희 Chong Hee Lee

Bus route:

28

Comment:

Waiting time is long. <sup>5</sup> ~~10~~ min, today  
바쁘리 많이 기다려야 한다.  
다들 다 똑같다.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.





tell Metro what you think about  
**BUS SERVICE**  
 in Los Angeles

Name or organization:

김재숙 Jae Sook Kim

Bus route:

28

Comment:

15 min.  
 clean, cool, comfortable.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
 in Los Angeles

Name or organization:

주명경 Myung Rung Ju

Bus route:

204

Comment:

10 min.  
 clean, cool.  
 사람들이 많아요.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

4/5/21



tell Metro what you think about  
**BUS SERVICE**

in Los Angeles

Name or organization:

오남식 Nam Sik Oh

Bus route:

28

Comment:

15 min waited.  
조아.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**

in Los Angeles

배합자 Hab Ja Bae

Name or organization:

Bus route:

204, 754

Comment:

15분

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Emilia Ortiz

Ruta del autobús:

30, 204, 28, 14, 754

Comentario:

~~She~~ I have a special ed son and I'm really grateful that the bus drivers are always willing to accommodate his ~~disability~~ disability.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Ruta del autobús:

Comentario:

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act.LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización: Andy Choi

Ruta del autobús: 754/204

Comentario: Bus bunching is really bad on a lot of LA bus lines. It's really frustrating to wait for 15 minutes for a bus to arrive (and a lot of the time longer) only for there to be 2 buses coming one after the other. I hope that there can be more bus frequency and improved scheduling measures

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act.LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización: Joseph Cho

Ruta del autobús: 754/204

Comentario: I think it's annoying to have to wait 15 minutes or more to catch a bus. It is especially bad when buses don't come as scheduled - I've been late to far too many appointments because of this. ~~It's~~ It's important that the buses come on time and much more frequently! It is unhelpful when I look at the Transit App and expect a bus to come but it doesn't come at all.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization: Aha Fernandez

Bus route: 28, 66, & 207

Comment:

I've waited for the 28 bus to Century City for an hour one time. I do not have a car and so I depend on a bus to get to places like my workplace or downtown/East LA. I wish Metro would improve frequency on its bus routes so that I can go where I need to go.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization: KIWA

Bus route: 204

Comment: Bus come only every 15-30 minutes, should have more buses on routes, TAP card system is also annoying, Really slow, there should be more bus lanes on the roads to improve traffic conditions, always have to plan ahead 30 minutes to an hour, so inefficient so most people prefer to drive a car

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization:

David Orozco

Bus route:

204

Comment:

every thing has been well I appreciate this route because it takes me to work and since it's free it has helped me as well.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization:

CHAD WILSON

Bus route:

754, 204, 66

Comment:

I really appreciate the bus routes on Vermont and 8th Street. I really appreciate them because I ride them everywhere I go.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Daniel.

Bus route:

720

Comment:

Making sure to keep the bus sanitized is a concern  
~~that~~ Enforcing social distancing/minimizing  
crowding would be appreciated

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Jung Lee

Bus route:

207

Comment:

The bus arrives too late on Western Avenue  
and is too slow. It's really difficult  
to wait for the bus for a long time.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Josh

Ruta del autobús:

720

Comentario:

I'd like to see more sanitary measures  
put into place on the buses.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Jacqueline Hong

Ruta del autobús:

210

Comentario:

The 210 ~~has~~  
needs to have a bus stop  
at Western / Beverly.

The 210 bus is not very frequent ~~at~~  
but it often passes me by while I'm  
waiting for the bus. Even if I wave for the  
bus they pass me by. This is ~~to~~ It's  
also very infrequent so that's extra inconvenient  
for me.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization:

Melvin

Bus route:

51

Comment:

I'd like to see the bus remain free. Metro is doing a ~~the~~ job keeping it free.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization:

Snowden

Bus route:

720

Comment:

The scheduling - that sometimes they don't come at all or that they'll pass by a stop - is really messed up. Other than that I'm appreciative of Metro's response to COVID-19.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Mary Rodriguez

Ruta del autobús:

204

Comentario:

There are a lot of people who are maskless.  
I'm waiting for the bus for an hour  
now. It comes too late.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Mavies Nightwalker

Ruta del autobús:

754 1204 1603

Comentario:

Some of the buses travel really slow  
(the real routes). I want to see more  
buses travel on routes and increased  
frequency. I would also like to see the  
bus stops decorated with livelier colors. There  
also needs to be more shade at bus stops for when  
it's hot.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Daniel Jimenez

Bus route:

28, 724

Comment:

20 min. waited.  
COVID-19, too many people. 60-70 people.  
1-2 people, no mask.  
clean sometimes, but sometimes is not.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Sushma

Bus route:

28, 754, 204

Comment:

10-15 min.  
free is good.  
Nepal.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Ms. Lee

Bus route:

28

Comment:

15 min.

Mask, ~~must~~ wear.  
free.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Bus route:

Comment:

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Michelle

Ruta del autobús:

20

Comentario:

- paradas más frecuentes, que vengan a tiempo
- que estén más limpias
- los buses se llenan mucho

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Orquidia

Ruta del autobús:

16, 51

Comentario:

- 16 needs to pass more frequently, ~~it~~ needs fixed schedule, needs benches, cleaner stops, needs shade

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

tell Metro what you think about  
**BUS SERVICE**

in Los Angeles

Name or organization:

An Chona Calderon

Bus route:

28, 754, 204

Comment:

15 minutes

no drive.

5 days/week

dirty huge on seats black

no abuse - don't even mess  
them with too.

no food, no alcohol

they don't care.

bus driver not wearing

mask so why do we have  
mask?

if scary, not safe here too

can't let kids ride.

most  
bus  
drivers

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

tell Metro what you think about  
**BUS SERVICE**

in Los Angeles

Name or organization:

Juan Calderon

Bus route:

204 38

Comment:

I have for 18

years.

bus driver enters buses.

good service.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Dora,

Bus route:

28 14

Comment:

15 min wait.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

act·LA

tell Metro what you think about  
**BUS SERVICE**  
in Los Angeles

Name or organization:

Carlina Hauibe Huini

Bus route:

28 36

Comment:

Mucha 30-45 min.

Since my back got wet when I sit down.

have trash in the gaps.

and rugs.

one cares about masks.

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization:

Jessica Siquingjay

Bus route:

754 204 206 28

Comment:

30 min - 45 min

||

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.

**act·LA**

tell Metro what you think about

# **BUS SERVICE**

in Los Angeles

Name or organization:

Maria Cruz

Bus route:

Ventura 28

Comment:

40 min wait

The Alliance for Community Transit - Los Angeles will submit your public comment at Metro's upcoming Board meeting.



act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Marta Linda

Ruta del autobús:

28, Red. 37 204.

Comentario:

10-15 min.  
Impres. clean. no long  
messes

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Josephine

Ruta del autobús:

202/754

Comentario:

20 minutes. much.  
Super dirty trash  
No music on.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

CUZGIF

Jennifer Ruiz

Ruta del autobús:

754 204 108 55 770

I like  
service  
excellent.

Comentario:

clean it more  
trash  
put more canopy on back  
girls getting high on the bus  
give boards on ramp; they can't see.  
speaker to connect more  
they all  
you know  
I need to  
go.  
15-20 minutes.  
LATE.  
by hunching  
every day.  
I don't drive.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Naty Dalit

Ruta del autobús:

204, 75C1

Comentario:

no more wait  
times  
no front boys  
not everyone wears mask  
some people.  
bus drivers say nothing.  
not so many ppl high.  
faster & uses.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Julio.

Ruta del autobús:

204/754

Comentario:

60 min.

Impios, no problemas.

don't know how to improve it.

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Francisco

Ruta del autobús:

204 30 16-

Comentario:

Very satisfied

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Brenda Morales

Ruta del autobús:

28 754

Comentario:

15 min. . today has been to not go  
 surfaces. inside  
 muskled. alcohol bottle.  
 X free safe. (autobus  
 X night unsafe - handle for dr interiors  
Some of the drivers

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.

act·LA

Dile a Metro lo que piensas sobre

# EL SERVICIO DE AUTOBUSES

en Los Ángeles

Nombre o organización:

Jason

Ruta del autobús:

204

Comentario:

Comfy seats  
 dirty seats  
 some very fresh  
 5 min - 1 hour (night)  
 no run next day-

Alliance for Community Transit - Los Angeles enviará su comentario público a la Mesa Directiva de Metro.