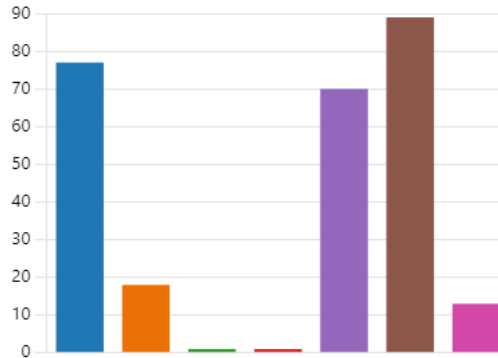


# Key Findings and Takeaways from the Extension of Bus Lanes on Lincoln Boulevard Feasibility Study Survey

1. What is your relation to the project segment of this feasibility study?

[More Details](#)

<span style="color: blue;">●</span> I am a resident	77
<span style="color: orange;">●</span> I work in the area	18
<span style="color: green;">●</span> I/my children go to school here	1
<span style="color: red;">●</span> I am a business owner	1
<span style="color: purple;">●</span> I commute to or through this area	70
<span style="color: brown;">●</span> I visit for leisure (shop, eat, etc.)	89
<span style="color: pink;">●</span> Other	13



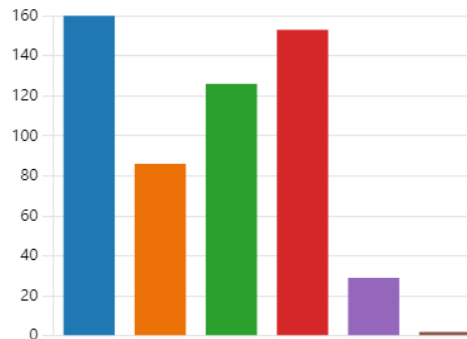
## Key Findings and Potential Takeaways on Q1:

- Findings:** Most survey respondents use the study area for leisure, or they live there. The third most popular answer is that respondents use the area simply to commute/pass through it. Not many respondents work, own businesses, or attend school in the area.
  - Takeaways:** Bus lanes should be designed to minimize traffic congestion and commute times to the extent possible.

2. What primary mode of transportation do you typically use to travel to/from or within the project area? (Check all that apply)

[More Details](#)

<span style="color: blue;">●</span> Driving	160
<span style="color: orange;">●</span> Walking	86
<span style="color: green;">●</span> Bus	126
<span style="color: red;">●</span> Biking/Scooter	153
<span style="color: purple;">●</span> Rideshare (LADOT LAnow/Uber/...	29
<span style="color: brown;">●</span> Other	2



## Key Findings and Potential Takeaways on Q2:

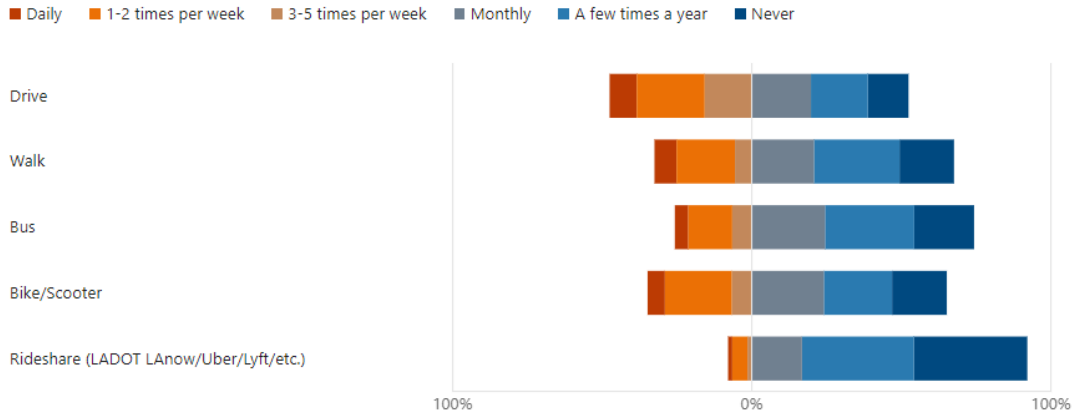
- Findings:** Most respondents drive in the project area, followed by respondents using bikes/scooters. Bus is the third most popular form of travel in the project area. A decent number of respondents walk in the study area. Few respondents use rideshare in the study area.
  - Takeaways:** Bus lanes should be designed to minimize traffic congestion and should accommodate space for bike/scooter lanes as well as pedestrian facilities (e.g., crosswalks and shade trees) to the extent possible. The fact that bus is the

# Key Findings and Takeaways from the Extension of Bus Lanes on Lincoln Boulevard Feasibility Study Survey

third most popular form of travel in the project area is a strong justification for bus-only lanes.

3. How often do you use Lincoln Boulevard to do the following for work, school, recreation, or errands?

[More Details](#)



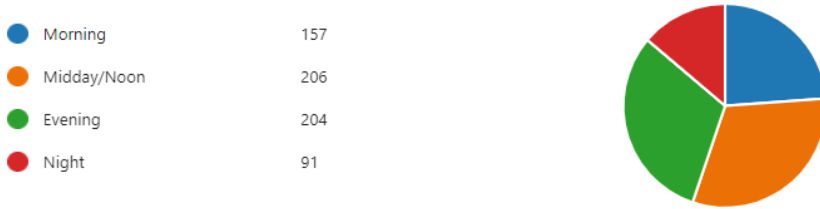
## Key Findings and Potential Takeaways on Q3:

- **Findings:** Most respondents travel on Lincoln Blvd by driving 1-2 times a week (23% of respondents), by walking a few times per year (29%), by using the bus a few times a year (30%), and by using a bike/scooter monthly (24%). Also, most respondents never use rideshare services on Lincoln (38%).
  - **Takeaways:** Car is the dominant mode choice on Lincoln, so bus lanes should be designed to minimize traffic congestion to the extent possible. Most respondents do not use alternative modes of transportation often on Lincoln, however, based on the responses to Question #9 (see below) they would if bus, bike, and pedestrian improvements were implemented to make these modes more appealing. Since most respondents never use rideshare services on Lincoln, there is less of a need to consider these services while developing the bus lane designs, which is also supported by the results from Question 2 described above.

# Key Findings and Takeaways from the Extension of Bus Lanes on Lincoln Boulevard Feasibility Study Survey

4. At what time of the day do you typically travel through this area? (Check all that apply)

[More Details](#)



## Key Findings and Potential Takeaways on Q4:

- **Findings:** The highest use times of the study area are during the evening and around noon.
  - **Takeaways:** Travel patterns should be researched further to confirm what the peak commute times are. It is possible that Monday through Friday from 7 am - 9 am northbound and 4 pm - 7 pm southbound are not actually the peak commute times, and the bus lane proposal should be modified accordingly. Alternatively, based on the results from Question 9 described below, rather than having peak hour bus-only lanes, perhaps 24/7 bus hour lanes should be considered. 24-hour bus lanes for Lincoln Blvd are recommended in the City of Los Angeles’ Mobility Plan 2035.

5. Please rank your top concerns when taking transit (with 1 being the most important, and 6 being the least important) in this corridor.

[More Details](#)



## Key Findings and Potential Takeaways on Q5:

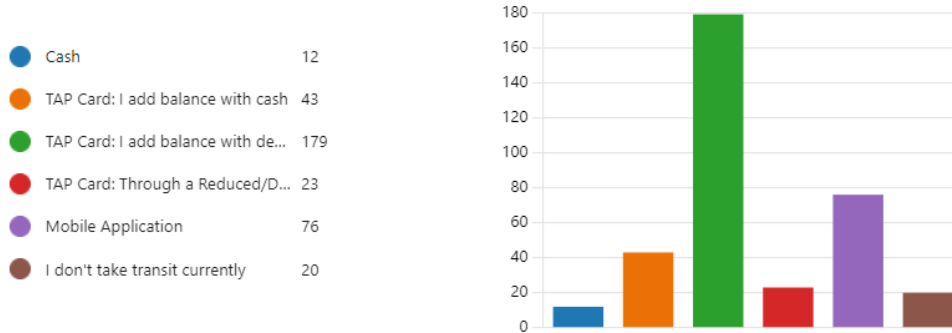
- **Findings:** Most respondents value frequency and reliability above all over factors. Safety is also valued. Respondents ranked first-last mile connections, comfort, and affordability as lower concerns.
  - **Takeaways:** Buses should operate as frequently and reliably as possible (some survey respondents explained in their answer to question #9 that frequency is more important than reliability because if the bus comes often, it is not an issue if the buses do not arrive exactly on schedule). One method to increase frequency and reliability is by having bus lanes. Additional safety measures, such as security

# Key Findings and Takeaways from the Extension of Bus Lanes on Lincoln Boulevard Feasibility Study Survey

cameras and safety ambassadors on buses, should be considered to the extent possible.

## 6. How do you pay for transit?

[More Details](#)

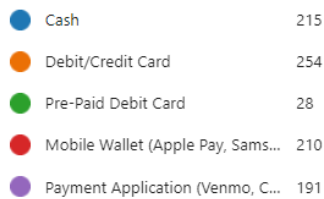


### Key Findings and Potential Takeaways on Q6:

- Findings:** By far, most respondents pay for transit using the TAP card and adding to their balance with a debit/credit card.
  - Takeaways:** The above method of payment seems to be convenient for users and should be maintained. In contrast, the mobile application does not seem to be used frequently. Resources could be directed towards supporting the ability to tap directly with a debit/credit card to ride the bus, which is a feature that is planned to be implemented in the TAP system in the coming years.

## 7. What payment option(s) do you have access to?

[More Details](#)



### Key Findings and Potential Takeaways on Q7:

- Findings:** The payment option that seems to be the most accessible to respondents is Debit/Credit Card, followed by Cash and Mobile Wallet. Few respondents have access to pre-paid debit cards.
  - Takeaways:** It should be as easy as possible to pay for the bus with Debit/Credit Cards and digital payment methods like mobile wallet and Venmo.

# Key Findings and Takeaways from the Extension of Bus Lanes on Lincoln Boulevard Feasibility Study Survey

8. Please rank the amenities below in order of importance to you (with 1 being the most important, and 7 being the least important)

[More Details](#)



## Key Findings and Potential Takeaways on Q8:

- **Findings:** Fixed/widened sidewalks is the most important amenity to respondents, followed by shade trees. Shelters, real-time information screens, seating, and better lighting are of approximately equal importance to respondents. Respondents consider trash cans to be the least important amenity.
  - **Takeaways:** Funding for sidewalks and shade trees should be prioritized to the extent possible. While trash cans ranked lower, they still seem to be somewhat important to users because the study area was frequently described as dirty and suffering from litter in question #9.

## Key Findings and Potential Takeaways on Q9:

The last question in the survey was open-ended. Respondents could answer by stating any other considerations or ideas they have for improving transit in the study area. Below are common responses they submitted and potential takeaways from these.

- **Finding:** Respondents want bike lanes, and in particular, Class IV protected bike lanes with concrete barriers. They feel that having painted bike lanes, sharrows and plastic bollards are not enough to prevent cars from using the bike lanes and thus to feel safe biking in the study area.
  - **Takeaway:** Consider including Class IV protected bike lanes in the design.
- **Finding:** Respondents want to be able to use the buses to go to LAX.
  - **Takeaway:** Currently BBB Route 3 makes a stop at the LAX City Bus Center where the public can catch the Lot South Shuttle, which runs every 15-20 minutes, directly to their terminal. Perhaps this service needs to be advertised more. Meanwhile, the shuttle could be improved through providing GTFS and GTFS-RT data for the shuttles and by having more shuttles actually stop at the bus center (some shuttles travel right past it). In addition, connections to LAX will greatly improve within the next few years with the opening of the LAWA Airport People Mover and the LAX/Metro Transit Center Station. Buses such as BBB3 will serve the new station and riders will connect there to the LAWA Airport People Mover,

## Key Findings and Takeaways from the Extension of Bus Lanes on Lincoln Boulevard Feasibility Study Survey

which will take them to the terminals and is intended to be fast and frequent. *In sum, further investigation may be warranted to determine whether users are aware of the current and planned efforts to improve access to LAX, and if they are aware, whether they feel that these efforts are insufficient.*

- **Finding:** Many respondents complained of “bus bunching” in the study area.
  - **Takeaway:** If possible, BBB should communicate to drivers that if bunching is occurring, they should hang back a few minutes at their current stop to resolve the bunching. Bus lanes could also alleviate bunching.
- **Finding:** Respondents want fixed and widened sidewalks, crosswalks, shade trees, and bus shelters in the study area.
  - **Takeaway:** Consider including the above amenities in the design to the extent possible.
- **Finding:** Respondents want the lanes to be bus-only 24/7 rather than just during peak hours and they want dedicated lanes in both directions.
  - **Takeaway:** Consider modifying the design to accommodate the above request if possible.
- **Finding:** Respondents want stricter enforcement of transportation facilities and for violators to be ticketed. One concern with peak-only bus lanes is that drivers will not respect the peak-only lanes, and without penalties for this, the lanes will be ineffective.
  - **Takeaway:** Methods to strictly enforce traffic laws should be implemented, including [automated enforcement tactics](#) such as [using AI cameras to issue parking tickets](#). Big Blue Bus has recently completed a pilot on how to use AI to automatically enforce traffic laws.
- **Finding:** Respondents don’t currently use the bus because they feel they are not frequent or reliable enough. This aligns with the findings from question 5. They also feel that the bus is not fast enough.
  - **Takeaway:** Making the bus more frequent, reliable, and fast will increase its use. Common suggestions from respondents to increase bus speeds include reworking traffic signals to prioritize bus movement and implementing Bus Rapid Transit measures.
- **Finding:** Respondents do not feel safe on the buses. Some suggested additional safety measures, such as cameras and on-board safety ambassadors (as opposed to police).
  - **Takeaway:** The above safety measures should be accounted for in the design to the extent possible.
- **Finding:** In general, respondents do not feel safe in the study area, even when they are driving. They describe it as a hostile, deadly environment for all, but particularly for cyclists and pedestrians.
  - **Takeaway:** Protected bike lanes, reduced vehicle speeds, improved sidewalk facilities, and ADA facilities should be considered to the extent possible to make all users feel safer in the study area.