

Thursday, April 14, 2011

2:00-4:00 PM

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# Minutes

## GATEWAY CITIES SERVICE COUNCIL

### Regular Meeting

Salt Lake Recreation Center  
3401 E. Florence  
Huntington Park, CA 90255

### Call to Order

### Council Members:

Cynde Soto, Chair  
Wally Shidler, Vice Chair  
Richard Burnett  
Josue Barrios  
George Bass  
Lillie Dobson  
Sergio Infanzon  
Cheri Kelley

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### Officers:

Jon Hillmer, Director, Regional Councils  
David Hershenson, Comm. Rel. Mgr.  
Suzanne Handler, Council Secretary



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

## **Please turn off cell phones or put them on vibrate**

1. PLEDGE of Allegiance
2. ROLL Call all present except Jo Ann Eros Delgado
3. APPROVE Minutes from March 10, 2011 meeting – approved and seconded
4. UPDATES on Sheriff's Departments Transit from Lt. Jenny Bethune and Commander Patrick Jordan
  - Commander Jordan introduced himself as Commander of the Sheriff's Transit Department.
    - I wanted to hear your concerns and give a historical perspective on what is happening on the blue and green line. And talk about what we are doing now and future.
    - When I first became involved in transit I track numbers. When I first took over in 2003, we had about 1500 part 1 crimes on the entire system. That included all the buses and rails, and that predated the opening of the Gold Line and Orange Line. In the past 4 years we have stayed in the range of 1100-1200 part 1 crimes. It has been a nice downward trend except. Last year we cut 10% of the force, with the cuts that Metro was doing across the board. That hurt us. The goals on the bus side is good solid response time, try to do some rides but we just don't have the personnel. If we had any staff to do saturation patrol or visibility is on the rails. A lot of that staff was cut. We immediately saw increase quality-life issues and crime particularly on the blue and green lines.
    - Some of things we have been doing to deal with those is we've been involved in writing citations wrote 38,000 citations for fare enforcement or misuse of fare. One of the problems we have are those who hustle passengers for tickets, they know if we ask for fare while on the train, they have it and they also sell them. It is a cottage industry. This is a manifestation of good enforcement everyone knows you have to have a ticket or get a citation. They will go away when we have the paper smart cards and switch to TAP, harder to hand off that media.
    - Illegal vending, from January to now, we've made 120 arrests and given 441 citations. One of the challenges on these low level violations, is the punishment is not sufficient enough to discourage involvement. Many are not working and looking for ways to hustle a dollar. The problems we are having are no different that those across the US. My counterpart in San Diego figures they are losing 1 million a year because their system goes to the border. They cross the border hand out their day pass, goes back in states for the evening. Ours is not as

severe. There are no easy solutions for vending, we are doing the enforcement.

**Representative Kelley:** Do the fines vary?

Commander: The one I just saw was for \$170 for an illegal vendor. A lot of the citations are going to county court and they are saturated.

**Representative Kelley:** Who sets the amount?

The court sets the amount and the judge has the latitude to decide. They will take into consideration the person's capacity to pay.

**Representative Bass:** How many fines are actually collected?

Commander: On the fare citations, not many, they do go to warrant. From January to present we've had 3,200 on just fare evasion. We eventually get them because they use the system and are habitual evaders. We were at a disadvantage the last year and a half they threw out a misdemeanor section that we used to use for fare evaders, they decided that section was for railroad and not transit. We have it back on the books for habitual fare evaders since January, but to get an eviction we have to show three evasions/tickets. We are working on a program where we will have a list of our regular evaders so we can go after them as well.

Some of the gates will help within the next 18 months on the Green Line, on the Blue Line only 5 stations will be gated, so we will still be fighting the struggle on the blue line.

**Representative Shidler:** Describe exactly what is a Part 1 crime.

Commander: These are serious felonies. It is measured throughout the country this way, it's a good indicator of criminality in any community. Not everyone is going to report someone drinking, but they will report if their car got broken into.

Loitering, especially at our larger stations zero tolerance. Force those folks to leave and get off our system. They are not riding the transit they need to go home.

Challenge with bicycles on the system, Metro has not quite come to grips where they want to be, they are ready to make the decision they want to loosen the regulations on bicycles. That has created a challenge, bikes get lumped together with people and bulky packages. One of the solutions, they will remove the seats and those areas are where the bikes will go. As we are dealing with the recyclers, our goal

is to make the riders use those areas too. If there is not space on a particular car, they will have to go to the next. I see some solutions, some of the challenges on quality of life, are simply not violations of the law.

They are going to pass a code of conduct for the transit system, along with the Transit Court. The value of that is, it may not be a violation of the law, but a violation of the transit Code of Conduct and those civil violations will go to Transit Court for adjudication. Not sure how it will work, but be a new experience. When they were setting this up, I did not want to lose the ability to use the criminal prosecution, so they actually went to Sacramento and asked for modification in the legislation that approved it. So you can do both at the same time. We went to San Francisco to discuss our transit court, and they said they wanted to do it too, civil remedies simply are not working for them too.

Plainclothes operation on blue and green line obviously if we get on in uniform they do not sell their wares. We have to do plainclothes to make the arrests. Also for fare evasion. We redeploy our extra staffing or service minutes to the blue and green line since October. We have seen a decrease in the part 1 crimes primarily in the parking lot. We are still struggling trying to get the robberies down, historically they are low.

Focusing on taggers, for us to be effective we must build partnership with the local law enforcement we hosted a symposium with over 200 law enforcement from around the county and taught them how we do our investigations. We do an investigative process of graffiti enforcement and our goal is to get a sufficient incentive to stop tagging, and how you do that is you go after a particular tagger who has multiple cases get a search warrant for his house, get on his computer, see what he has. If you go into court with 20-25 cases of tagging that gives the DA leverage. In the past we would only have one case, the tagger would get a wrist slap and it would never stop. We started changing it to a more focused enforcement, surveillance, investigation and it has had a great impact. The problem with that is I have to get all law enforcement in the area to do the same so we had the symposium. If they start using the same systems we use it will streamline the investigative time and everyone will be more effective.

In the future I need additional staffing we are going to hopefully add staffing for Expo. We took a 10% and we still have the Gold Line Extension. I need staffing for Gold Line, Expo also need some of the people back. We are negotiating right now what number that would represent. We would like to use our technology wiser, we have cameras they are being monitored by non-security professionals at this point. They use them for transit purposes, I am building a video center

busing grant money. What we will do is get Metro security involved by monitoring locations where we have crime trends. This will cut down on my personnel being used when they could be on the street. I want to do a public awareness campaign and teach people how to report. Teach the public to report properly, e.g., 'I looked at my watch and it was 2:01pm, I saw this on train car 1,2,3, on the Northbound Blue Line.' Now I only have to watch 10-15 minutes of video. Teaching the public on how to be good witnesses and how to report this will streamline the effort it takes for the Sheriffs to catch the perpetrator.

**Representative Infanzon:** do you have any recommendations in terms of how to approach the public in terms of educating them and how to use technology in a more effective way.

Commander: One component will be how to report. My goal is to get 1-2% of our transit public trained to report crime accurately. That is 1,500 to 2,000 people. I will never have all the staff I want.

We are going to use cameras called automated license reader camera. Basically it takes a picture of the plate and the computer reads the plate and runs it through the data base and tells you if it is wanted or stolen. Over the past three years I've been working to get the grant money to put those cameras in all our parking lots. Read the plate coming and going now the benefit on the green line 50% of your part 1 crimes happened in the parking lot, by doing this I now have a starting point on the investigation. Post incident, I can look for the suspect okay between 9 and 4 what car is common in the parking lots. I can look for patterns. Once you gather the information you can look for patterns. Why this is important, is we put a lot of effort in keeping our parking lots secure, if I can do that with technology, I can take those private security guards and move them closer to the platform. It gives a perception of safety to the public.

**Representative Kelley:** we understand part 1 crime, the reason we are focusing in on what is happening on the green and blue line is one of our service changes we were considering was to have our riders exit a bus at the green line station in Norwalk. Then take both trains to get to Los Angeles. The goal was to cut service hours. We did not do it because our riding public came to us with quality of life issues on the trains. A young lady sent me an e-mail describing the issues they are all facing. She has since sent me another e-mail and Representative has photos explaining the problems found on the blue line.

Representative Kelley proceeded to read the 1 ½ page e-mail received from a disabled blue and green line patron and her travails aboard the blue line and the unkempt condition of the stations with elevators smelling of urine and the escalators not

always working. Having to walk around pools of urine in the station to reach the turnstiles and being harassed by vendors pushing and shoving their way through the crowds on the train. Believes having cameras on the trains is essential, however cameras will not clean the stations or keep the elevators and escalators running. Would like to see more visibility of a uniformed presence to deter the beggar and peddler. Expects Metro to be responsible for the service they provide, maintaining the stations, keeping the elevators and escalators in working order at **all** times and providing security for riders.

**Representative Kelley:** While we appreciate part 1 crime is a priority, people are not riding the train because of these types of issues for the most part.

**Representative Shidler:** What I did was go to the Norwalk station where the 460 stops to let off passengers or pick them up. I've mentioned to people when the 460 is late to ride the train to downtown. Their reaction is the blue line train is unsafe. The blue line seems to be a unique experience to the other 4 rail lines. When I was going to Claremont on the Metrolink I noted 7 sheriffs checking tickets for the Gold Line at Union Station I've never seen that many for the Blue Line.

As you will see in the photos there are people on trains with bikes blocking seats and doors, recycled cans in very large trash bags taking up all the area by the doors literally people would be unable to get by, strollers filled with merchandise (no children), people asleep and using two seats to sprawl, all in all a very untidy and unsanitary mess. Pictures of some vendors trying to walk in the aisles. What you won't see are the shell games, 3-card Monte, selling of illegal substances, audio devices playing loudly, skateboarding and bicycling riding on station platforms.

**Representative Shidler:** These are safety hazards, blocking doors, overcrowding aisles; I was told I could not take pictures on the rail system by a deputy. Art Leahy has asked me to do this presentation for the Executive Committee downtown. This is what people are complaining about, I only see this on the Blue Line. If we are trying to get the discretionary rider on the system then this is not a good thing for them to see.

Public Comment:

Gene Daniels: There are the cons going on, the man who panhandles for his daughter's funeral, the blind man who takes out his eye, the lame man that can walk, it goes on and on, but this is only happening on the blue line. (Hard to hear his remarks due to no microphone)

- **Commander:** I did some research how do we get a guy for every platform when the blue line opened. We had 100 people, but now we are down to 35. With the growth of the system the deputies are spread out we need to get more visibility back on the rail and I've told Metro. The challenge between bus and rail you always have a bus operator, they represent some level of authority that causes a change on how people interact, not always. You don't have that on the train, only one driver/operator and he is in a secure location on a 6 car train. There is no direct presence. I've tried to get this across, it is not about part 1 crimes it is a perception of safety. There is value of a uniformed presence even if it is an unarmed security officer who is connected only by radio to us, you lose when it's just cameras, and they are not the deterrent you need. Met with TSA the number one thing that deters crime is a uniformed officer. We've been trimming back over the last several years, but they have to make a reinvestment in security. Even more than that there will always be a challenge with the budget. Transit is subsidized.

**Representative Shidler:** What is interesting here is our customers who ride the 460 and don't want to get on the train are paying a \$1.20 extra per trip.

**Representative Bass:** I share with the Councilman from Paramount very much; it's a matter of supervision and management of your people, every time I've been downtown on the blue/red line I always find 3 or 4 deputies standing at the head of the stairs, not in the cars. These people did not become hoodlums yesterday; they've taken over the stadium, Magic Mountain we allow it. This is my personal comment.

**Representative Kelley:** Every time I go to DC and I ride the Metro, you will never see a piece of trash, clean stations, because of the turnstiles, it's gated. And I know that has been a discussion at Metro, we did not do it because of cost, I think in the long run it is costing us. I don't even know if it is possible to go back and fix it at this point. Anyone who travels and uses public transportation in other places and sees how it can be and sees what we have here is pretty discouraging.

- **Commander:** In DC it is not so much the gates, it's the station attendants at every station. I get compared to all the major cities their security budget is this much so yours should be this much...wait a minute those people all have gates and station attendants at every gate and they don't count those people in their security budget. That is why I am challenging the transit system in you need to reinvest in personnel. I'm for spending only that amount that is necessary not one dime more, but it is necessary.

**Representative Barnett:** I have two quick comments and a question. I have seen the bicycle problem on the red line, especially around Pershing Station, I have not seen any of the panhandlers. When I used to work in San Francisco and took Caltrain, they had conductors punching tickets and they actually sold food through the authorized services. The Blue Line runs downtown Long Beach right down Long Beach Blvd., there is a safety problem. I once saw a person walk right in front of a blue line with the green light. Operator blew his horn, but the pedestrian was oblivious. The transit loop is unsafe. Is there anything that can be done about that?

**Representative Kelley:** Even in school they teach you the pedestrian does not have the right of way on rail tracks.

- Commander: There are a few things you can do about traffic safety, education, which Metro does constantly, engineering to make it safer and enforcement. We do all of them. The blue line has been in the community for 21 years. So far this year they have written 4,000 traffic violations along the blue line. The current chief is excited about us being there, and is partnering with us. When Metro hires us, we are an addition to local law enforcement. We have to challenge the agencies along our rail system, that you still have an obligation to the transit system.

**Representative Shidler:** Down at 7<sup>th</sup> and Figueroa there is a BofA on the corner a sheriff's deputy sits on a motorcycle monitoring the crosswalks. I asked him if he was supposed to be patrolling the bus and rail system and what he was doing was an LAPD job. 'No, when they come out of the station and run across the street on a "do not walk" sign, I cite them.' It seems a misuse of resources.

- Commander: Let me explain why, we work with Metro and ask where they have their cluster of accidents. And yes, this is a responsibility of the local jurisdiction but we work with them reducing accidents on the streets with the buses. We did a study on Wilshire when we placed personnel by the accident clusters their accident rate significantly dropped and the on-time-performance shot up. They are still learning on the Gold Line extension by the federal building where people rush to cross the street on a "do not walk" sign.

Any questions?

**Representative Kelley:** I think the bottom line for some of us here today is the perception that it is contained here and everything else is fine. We have to talk about the Artesia Blue Line Station we've gone in there and cleaned it up, and it comes back. It is one of those revolving door things where you just have to constantly be on top of it. I don't know what we can do regarding the Board and staffing at these stations. We have a real issue if on one train line we have

problems and it's not being addressed. I think you can see by the pictures this is not an isolated once in a while thing. It's not just a little inconvenience it is a huge inconvenience.

**Representative Shidler:** Maybe a task force of non-uniformed personnel that is the only way you are going to stop this. They are also selling pirated DVDs of new movies before they have even hit the screen. If we have an accident, we would have a heck of a time leaving the train.

**Chair Soto:** That was a very good dialogue, thank you so much for coming.

#### 5. PUBLIC Comment

- Judy Mitchell: thank everyone on the council who supported Line 460 the passengers were so very grateful and it is the first time anyone became civically involved in anything. We just want to express our appreciation. I was asked to be here today to address something that I covered in a letter to the Board of Directors. "there was considerable discussion as to why the blue line seems to be the only line with a perception of being unsafe, leaving many passengers fearful of riding it. As I pointed out the blue line venues from LA Metro to Rosa Parks has their own type of very challenging. Although I do not share the fear that most do the spontaneous fist fights and screaming profanity from one end of the car to the other scares most to get off the car and not ride again. Some passengers on my morning ride have indicated they will have their spouse drive in a pick them up rather than be forced to ride the blue line in the evening. Without a doubt the fear of travel seems to far outweigh the bothersome vendors, transients and rudeness of fellow passengers. Quite honestly because of the venues and clientele, I cannot perceive effective changes in this line which takes us back to retaining the 460."

It's not the vendors that bother me so much, as the rudeness of the bicycle riders who block three seats with nothing. Consequently that bothers me more than the panhandlers, vendors and those who solicit, however, some people have had some really wretched experiences and because of it they are becoming more vocal.

#### 6. RECEIVE Director's Report, Jon Hillmer/David Hershenson

- Performance Report for February 2011
  - On-Time Performance: Metro System 74.8%; Gateway Cities 72.8%; Target 80%
  - Complaints per 100,000 passengers: Metro System 2.47; Gateway Cities 3.03; Target 1.90
  - Miles Between Mechanical Road Calls: Metro System 3,760; Gateway Cities 4,280; Target 3,500
  - Accidents per 100,000 Miles: Metro System 2.52; Gateway Cities 2.41; Target 3.20

- Monthly Ridership: Metro System: 27,800,000; Gateway Cities 5,350,000
- Weekday Ridership: System Total over 1,140,000; Bus 1,133,636; Rail 300,000
- Service Council Bus Ridership: Westside/Central just under 650,000; South Bay 300,000; Gateway approximately 250,000; San Fernando Valley almost 200,000; San Gabriel Valley little over 150,000
- Metro Rail Weekday: Red Line 143,387; Blue Line 80,988; Green Line 40,729; Gold Line 33,829
- Metro Board Actions in March
  - Approved Revised Service Council Bylaws
  - Approved Tier 1 Bus Service for June 2011
  - Approved Design/Build for Crenshaw/LAX Corridor Project
  - Approved authorization to CEO to negotiate and execute AA, DEIS & CE for Green Line to LAX
  - Preliminary funding marks for 2011 Call for Projects
  - FY 2012 Budget Planning Parameters
- Report on Meet and Confer with Art Leahy
  - Ethics and Transit Court Presentation by Karen Gorman
  - Real Time or Nextrip information by Al Martinez
  - Art Leahy discussed Contingency Plan for Potential Ridership Increase due to gas and oil prices; Metro Budget for 2012 and; the Status of Transit Operations
- [Customer and Employee Recognition](#)
  - Every year Metro has marketing money that is used specifically for operations and one of the projects that we did is the customer appreciation program called we cannot go anywhere without you. This is the first year Gateway Cities has had its winners come from its region previously san Gabriel valley then last year it was Westside so we have three winners and the winners go a free TAP for the month and also getting their picture with their nominating operator features in our buses and in advertisements. We have three customer winners. We are lucky enough to have two of the operators who participated.
    - Assistant Manager, Gil Goytia at Division 1 for the Instruction Department: We feel very fortunate to have an excellent staff of operators in our on time performance numbers Division 1 has been number 1 in the last two months we've been in the top three in the last 12 months. Kudos to our operators at Division 1. We have two operators that have been nominated by customers Mr. Marcos Portillo senior operator and mentor plus Ms. Cathy Malone who is one of our part-time operators. (applause)

**PUBLIC COMMENT:**

- Gene Daniels, Council Member from Paramount: I thought we were going to have a question and answer session for (Commander Jordan) safety on the blue line. I ride the blue line 4 or 5 times a month from Artesia Blue Line to

downtown. The senior fares are great. One of things I would like to point out is I have never seen anyone check the fares, no officer on the train, this has been going on for 6 months. Another, people selling their goods on the train, candy, water, key chains, etc., if I was a tourist going into a community I would not look too favorable upon this activity. It degrades what a public transportation should be. Also I know at the Artesia station (blue line), there are people hustling tickets. One of the main thing, the train is not kept up, graffiti, name plates missing, etching on windows. If people are riding to Long Beach for recreational purposes, we should do a better job of creating a more pleasant ride. I am sure these vendors do not buy tickets, they hop on and off trains all day long. It is a great system, but they need to do a better job of keeping the vendors off the trains and maintaining the cars. Inspection fares of the riders, is that still being done?

**Representative Kelley:** When you say they are hustling tickets, are they asking you?

Gene Daniels: When people are coming off the train they ask if they can have your ticket. They are standing at the door, and if there is still time left on the ticket, they turn around and sell them to customers.

**Representative Kelley:** And people give it to them?

Gene Daniels: Yes.

Wayne Wright: this is regarding item #4. About a week after New Years, I was coming from Norwalk and had to catch the 460 to the Green Line station, unfortunately I had a drunk who was sitting on the floor of the bus, and the guy was out of it. By the time we got to Studebaker and Imperial he relieved himself on the bus, when the bus got to the Norwalk station, he got off the bus and collapsed drunk. I told the driver, he notified dispatch, then went to the parking lot to find private security, the security officer did not understand English and did not care. Did not even bother to leave the parking lot, walked to the platform to use the emergency phone, no emergency phones on the street level. Called the Sheriff's told them about the situation they said they were on their way. I had to walk to the entrance over the 105 overpass, the Sheriffs came and I flagged them down. This is what I call poor communication with private security officers have an attitude they don't want to get involved. If something happens what are they going to do? I know they are not peace officers but they are supposed to be eyes and ears.

## 7. RECEIVE report on High-Speed Rail, Don Sepulveda, Executive Officer, Regional Rail

Don Sepulveda: Thank you I will be brief. I wanted to take this opportunity to introduce myself to you, I have recently assumed this position, this is my 3<sup>rd</sup> week. As you know, the government has not been very kind to high speed rail

(HSR) over the last two weeks and the fight is not over, it continues. We have spoken to the High Speed Rail Authority expressing our concerns with their plans as they are moving forward with their central valley segment, their initial construction segment. And their idea is to use that as their test track and start expanding from there. They are funded through Proposition E money. At the same time with this latest round the Florida Governor returned the HSR dollars to the federal government.

The State of California has applied for a considerable amount of money through Caltrans and getting some money for the LOSSAN project, but also a considerable amount of money from HSR Authority. Metro was able to tack on an application for a grant for one particular project. Right now the HSR is moving forward along the LOSSAN corridor between Los Angeles and Anaheim and the other two corridors. There is a technical working group that is forming between Metro, HSR, consultants and the three corridor groups so we can start working together as partners. I came from the other side of the table where I was a consultant working on the HSR corridor and have been involved since 1995. I have seen some interesting evolutions of HSR. It does appear to be moving forward.

**Representative Kelley:** When you say moving forward, can you be a bit more specific.

Don Sepulveda: This week there was an industry forum at the convention center attended by 2,000 industry representatives. The Authority is putting out a timeline of later this year for request for qualifications for that initial segment. So the HSR Authority is moving forward very quickly with that initial segment. The initial segment is the "Bakersfield" segment. The rationale is they need the central test section they have to show independent utility that is a FRA requirement for some of this funding. The initial segment could actually be used by Amtrak. Their funding request has an expansion to the Tehachapi's and up north through the pass. The Authority's idea is to move forward and get to where we can without starting a tunnel.

Metro feels they could do things differently, such as paving the way for HSR. Preparing the corridors with grade separations, utility relocations this advance work would go a long way ensuring Californians that this is a real and viable program and the voters are getting something for their money.

We applied to the San Fernando Valley for a grade separation on Van Nuys Blvd that was our grant. There is another grade separation going on between Anaheim and Los Angeles at this time that corridor is getting a lot of attention.

I read the Gateway Cities report and the letter. I have asked for a copy of that response and will work with the cities to resolve some of these issues and will be getting more information. We are not HSR. I don't think the Authority understands that this is not our Grandfathers railroad. Actually I am getting the

impression that they want to start working with us. I am anxious to see that happen.

**Representative Shidler:** Are you the replacement for Alex Clifford?

Don Sepulveda: Yes, I am.

8. UPDATE on Service Change Program and 200 line extension on Santa Fe, Scott Greene or Scott Page, Service Planning and Development

Scott Greene: Brief update on service changes for June 2011. The changes you approved last month went to the Board of Directors in March almost all were approved except for one, the cancellation of line 254 on Saturdays. That will continue to operate. This was the only change. Any questions?

**Representative Bass:** 460 OK?

Scott Greene: Yes, the line will continue to operate from Disneyland to Downtown LA with expanded service to 12:30am. We don't have anything to say on the 200 line, we've just started looking at your suggestion to take it down Santa Fe and over Broadway to Palm and Seville. We will come back in the future with more specifics.

**Representative Shidler:** Major concern not only that line but the 105, 705, rail road crossing there at Vernon Yard terminating at Vernon Yard you are going to get stuck by the trains if you are going to do that. I suggest you try talking to the City of Vernon and see if they can resolve it. Over the years I've gotten nowhere. Have them enforce the General Order 135.

9. RECEIVE report on Nextrip, Al Martinez, Supervising Engineer, Operations

Al Martinez: we certainly have an issue with a certain sector of our population in resource challenges. But we also have a variety of initiatives in a focus on improving not just Metro service as a whole but the quality of the service provided. I know we heard a lot today about quality, so I am actually here to tell you we are. We may not be doing it on the trains but we are doing it in a variety of ways. Nextrip is focused on customer service. Providing real time bus arrival information. If you are standing right here on the corner of Florence and Salt Park waiting for a bus you use one of the Nextrip's products and it will tell you how many minutes until your next two buses will arrive. The idea is to provide the customer with additional information so they can better plan and make decisions. We are doing it by providing that information in a variety of ways. Our statistics are showing that 75% of our riders have cell phones of the 75% half of that population use or own smart phones. That population comes from a variety of fronts. What we are trying to do is get out the paper product producing business and get into technology. Some of us will refuse it but most of

us will not. We are providing it on cell phones, mobile webs, texting, online or call on a land line 511.

How does it work? We know where our buses are, we have our ATMS which is our fleet management, at any given time we know the location of our vehicles. That is good on the fleet management side but it is not very good on the customer side, you don't care where it is you just want to know how long will you have to wait for the bus. That is what Nextrip does, it provides the same information we have for fleet management, then provide to Nextbus, our service provider raw data. They repackage it in a variety of methods.

If you are a smart phone user, you will go to m.metro.net (m is mobile), highlight Nextrip, if you have a GPS enabled phone, it automatically brings up the lines that are specific to where you are standing. If you have a phone that is not GPS enabled, you will get the same information, but will be directed to a manual selector. If you text, SMS mode 41411, type in metro stop #, stop # you will get all lines associated with that stop you will press line of interest, then receive arrival times for next two buses. You can also do 'Metro (give intersection)'. On the web it is a similar process key it by stop #.

**Representative Kelley:** How will this work with transfers to muni systems?

Al Martinez: Nextrip is specific to Metro.

**Chair Soto:** When does this go live?

Al Martinez: it is live today. If you are a visual person underneath this gray box down below there is a link to get the map it will visually show you where the vehicles are. We are trying to give you all the information you will need to ride the bus via your mobile phone.

Now you ask, how can I get that information? I had mentioned if we all start putting all these signs up along with the municipals, it will be challenging. We are starting to put signs with the stop numbers located on them. We changed our grand opening to April 21.

There is a developer contest to engage the technical community and colleges to create mobile applications. After April 21 you will see it on the Metro website you don't have to hunt for it. We opened up for a soft launch which opened it to facebook, twitters, bloggers, the techno geeks, etc. We expect positive input. The application will transfer to rail at a future date.

David Hershenson: If you are at a station with bus bays, will all bays have their own stop or is it one stop # for the entire station?

Al Martinez: Every transit center will have one stop center.

**Representative Bass:** What is budgeted financially for this program?

Al Martinez: we have a three year contract with 3 one year options. The annual allocation is about \$250,000. Annual cost for this system.

Public Comment:

Wayne Wright: Line 65 are they going to move it after the 102 is eliminated? One of the reasons is because I would like it to stay, Hoover, Gage to Central because you have a high school going to open soon. My main concern is with line 102 when that line goes is eliminated you need to negotiate with DASH to take over some of the line. They only have pieces of the Coliseum that they serve. When this line goes away there will be a backlash of people complaining to Bernard Parks and Mark Ridley-Thomas, my main concern was basically they could have had Line 42 come down to Rodeo and Exposition as a lifeline for the people who live along that line will complain they cannot get access to the Expo line if you live near Western or Vermont, Normandie and Arlington do not have stations and you will have to go to King or Jefferson to get downtown. Talk to DASH and see if they can restructure some of their routes to serve along Expo and Rodeo.

#### 10. CHAIR and Council Member Comments

- George Bass: I was at a meeting downtown with Art Leahy where Karen Gorman gave a presentation on the new citation system. Maybe it could be presented here at our next meeting.
- Representative Shidler: The board approved our changes, it was a 7-6 vote.
- Representative Kelley: How can we, the council hear about and our see communications from our customers? I know our customers can come to these meetings and they can also write a letter, make a phone call, e-mail. Some of the issues on the 460 we would not have known about without the very eloquent e-mails I got from one customer. Had she not sent it to me, I don't know where her correspondence would have gone in the bowels of Metro. So we were talking about that. I don't know that we need to see every single piece of correspondence but a staff report does not help me. I would like customer service to explain what happens to the correspondence received by the public. Is it information we should know as a council. I think it is very important.

Meeting adjourned at 4:10pm