

Thursday, June 9, 2011

2:00-4:00 PM

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

Officers:

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



Los Angeles County
Metropolitan Transportation Authority

Metro

Please turn off cell phones or put them on vibrate

1. PLEDGE of Allegiance led by Representative Shidler
2. ROLL Call
3. APPROVE Minutes from May 12, 2011 meeting - Approved
4. SAFETY Tip, Lt. Obenberger

Shared the 12 Identity Theft Prevention Tips: Check your credit report every year; check your credit card bills each month; do not carry Social Security card or PIN numbers in wallet; avoid giving personal information over phone or internet; disconnect laptop from broadband when not using; remove your name from mailing lists; to name a few.

Gaining access to your information: skimming thieves use ATM machines; pretending to be a financial institution; changing your address to divert your billing statements; dumpster diving looking for personal information; eavesdropping on transactions done in public, i.e. cell phones; computer identity; employment scams; there are a few more but remember to check your credit report yearly.

Free shredding locations throughout Los Angeles County; check your local paper for announcements.

5. PUBLIC Comment
6. a. DISCUSS Service Changes in December 2011, Scott Page, Service Development and Planning.

We have a very small change in the Gateway Cities Area, no cutting of service hours for this December. Two of the five service councils will not have Public Hearings. We do have one proposal for this service area. At our previous public hearings the audience wanted to see combining the 611/612 which are two circular shuttles that run in the Huntington Park, Cudahy, and Walnut area. At the same time there was concern about the 102 line being canceled, which will be canceled with the Expo Line opens. The 200 from just west of Downtown on Alvarado/Hoover was going to be extended over to Vernon Yard, but there was concern about the trains at Vernon Yard blocking the service. Found a way to get rid of the 611/612 but make improvements in the Huntington Park, Walnut area that will eliminate transfers. Proposed route modifications for the discontinued 611/612. Extending line 102 from the Jefferson/Figueroa Expo Station over to Huntington Park to Palm/Seville, extending the 105 over the route it used to have which will eliminate a transfer at Vernon Yard at Pacific/Santa Fe, and extend the 254 down to the Imperial

Green Line Station. Keep the 200 like it currently operates today. It was approved to extend line 200 which comes down Hoover Street ends at MLK Blue Line. It was approved by everyone at the last public hearing. To cancel lines 612/611 we have to make line extensions to make sure the area is covered. Line 102 comes from Jefferson/Flower down Hooper around Florence to where it ends at Palm/Seville. To make sure Santa Ana has service we extend the 102 and covers the eastern portion of the 612 line. The 105 line comes across Vernon from West Hollywood it ends at Pacific/Santa Fe. Covered Santa Ana, Eastside, Northside, but portions of Compton are not covered and other portions are duplicated by line 55. Florence is covered by the 311 and 111, with the extension of the 105, 102, and 254 all the 611/612 routes are covered either by route extension or duplicated service.

Representative Shidler: Can you bring those maps to the next meeting? Do we save any money on this?

Scott Page: We save 6,000 revenue hours. The headways will remain the same.

Representative Kelley: This is complicated and it will take some time for our ridership to absorb exactly what is being proposed. The sooner we can get the information to the public including maps would be better.

Scott Page: I am putting these routes back where they used to be prior to the circle routes of the 611/612.

Jon Hillmer: We will have a public hearing downtown on Saturday, August 6 at 10am in the Board Room.

Scott Page: The proposed changes to the 611/612 would not happen until the Expo Line opens. The other proposed changes in service areas are minor, too.

b. APPROVE Date and Time of Public Hearing to August 11, 2011 at 2pm.

Representative Kelley: I suggest we only have the public hearing. Just want to make sure everyone has an opportunity to speak and understand the changes. When we send the information to our customers how is this presented?

Scott Page: There is a description describing what will take place by line number and route. We are eliminating most transfers. We will be talking with patrons again on the 611/612.

Representative Shidler: Motion on August 11, 2011 at 2pm the Gateway Cities Service Council holds their regular meeting at followed at 3:00pm by the Public Hearing on proposed service changes at 3:00pm. 7 Ayes 1 No

PUBLIC COMMENT

Wayne Wright: Would ask the service development to make a couple of minor changes for December. More studies on the downtown portion of line 55, because of the zigzagging routes. Expand night service on line 53 the last three or four trips from Cal State Dominguez to Avalon Blvd. to connect to lines 52, 246 and 45 owl. All line 200's layover at Jefferson Expo or 37th street station. Consider a pilot program to possibly route lines 160 and 130 to serve the Compton town center via Santa Fe, Greenleaf, Alameda and back to Artesia Blue Line. You cannot get to the Blue Line Station to the town center so people have to walk along the railroad tracks or the long way Artesia Blvd., to Alameda. The 202 service is very limited and the Compton #5 it shuts down by 3pm Monday-Saturday. Please consider as a pilot program to run a bus along this particular segment (Blue Line to Town Center).

Representative Shidler: Let me make a comment on this. The gentleman who owns the casino has this fence up. If the gate was unlocked, people could get to the center, we need to have someone address this.

Scott Page: Actually Metro paid when it was the hotel, for right-of-way through the parking lot for patrons wanting to go to the Town Center. This resolved that problem. When they put the Casino in, and changed the whole way that hotel was run, they said it was a security issue due to possible robbery in the parking lot and using the Blue Line as a get-away.

Representative Kelley: How long did we have that agreement with the previous owner?

Scott Page: It was a number of years.

Representative Shidler: Representative Dobson, can you look into that for us?

Representative Kelley: I would like the attorneys to look at this. If the previous owner gave permission to use the gate, customers were coming in and out over a period of time, I don't think they can shut it down.

7. RECEIVE Director's Report, Jon Hillmer

- Performance Report for the month of April
 - On-Time Performance goal is 80%: Metro Bus system 76.2%; Gateway Cities 75.4%; Year to date 73.96%
 - Complaints per 100,000 passengers: Metro Bus System 2.28; Gateway Cities 2.38; Year to date 2.68
 - Miles Between Mechanical Road Calls goal is 3,635: Metro Bus System 3,595; Gateway Cities 4,057; Year to date 3,739
 - Clean Bus Program: Gateway Cities rose from 7.6% to 8.1% in one month. System is 8.3
 - Accidents per 100,000 Miles goal 3.20: Metro Bus System 2.73; Gateway Cities 2.79; Year to date 2.66

- Monthly Ridership goal 6,050,000: Metro Bus System 30,450,000; Gateway Cities 5,840,000; Year to date 5,710,000
- Weekday bus and rail ridership: System total 1,490,000 up .3%; Metro Bus 1,900,000 down .9%; Metro Rail 300,000 up 4.9%
- Metro Blue Line Ridership: Weekdays is over 80,000; Saturday is almost 60,000; and Sunday's is at 50,000
- Metro Green Line Ridership: Weekdays is at 40,000; Saturday over 20,000; Sunday 19,000
- Work Plan for FY 2012
 - Expand public outreach; enhance programs to increase Council understand; Increase interaction on service development; enlarge role in reviewing service quality and safety; continue review of operation performance.
 - Workshop in October so we have a better idea of what is being planned in the long run, also get the council's input. Include Orange Line Extension and regular bus system interacting with the extension.
- Metro Budget for FY 2012
 - Budget is framed around 9 themes: 1) enhance bus and rail system, 2) restore our key transportation assets, 3) clean our stations, fleet and roadways, 4) deliver rail, highways and private sector jobs, 5) provide the right information, right now, 6) prepare tomorrow's workforce today, 7) spend wisely and frugally, 8) help customers cope with rapidly rising gas prices, and 9) maintain and enhance a truly sustainable transportation network.
 - Metro FY 2012 Budget Assumptions: Revenue assumption sales tax grow by 2.6%, fare revenue increase by .8%; Service assumption bus service decrease by 5.2%, rail service increase by 16%; Labor assumptions no wage or salary increases, reduction in UTU to be managed through attrition.
 - Areas of Risk: Budget contains no wage increases in collective bargaining; budget assumes 2.6% sales tax increase; no reduction in STA; inflation greater than 2%; and timely issuance of Prop 1B bonds.
 - Budget by all Department totals to \$4,145,306,000 with a 6.3% change
- Metro Board Actions in May
 - Approved Doran Street crossing separation in Glendale
 - Disapproved underground (48th – 59th street) but approved Leimert Park Station (Crenshaw Corridor) if it can be built within project funding
 - Certified final EIR/EA for the Wilshire BRT for 7.7 mile project excluding "condo canyon". LA City Council will vote on the project.
 - Approve conversion from monthly and weekly passes to rolling 30 and 7 day passes
 - Approve temporary roll back of day pass from \$6 to \$5

- If you do not have a TAP card it will initially cost \$6 the bus operator will have them on the bus. Subsequently the day pass will be \$5 using the TAP card in the future.
 - Approved Metro \$1.474 billion n FY 2012 Transit Fund Allocations for LA County
 - Approved Metro FY12 Budget
 - Approved nominee to SFV Service Council, Maribel De La Torre
- Meet and Confer for June 30 at 2:30pm Union Station Conference Room
- I-405 Closing in July for 53 hours
 - Closure beginning at 9pm on Friday July 16 through 5am Monday July 18
 - Metro has rolled out an extensive communication plan
- June Service Changes
 - Reminder of service changes starting June 26
- Customer Relations Correspondence/Complaints Process
 - General decline in customer complaint numbers overall. Our pass up numbers have been steady over the past 10 years.
 - Customer Input by Source for calendar year 2010: Telephone 80.58%; Internet page 11.69%; email 5.44%; walk-ins 1.30%; fax .06%; US Mail .89%.
 - Customer complaint process: distributed to appropriate departments; determine if download of CCTV is warranted; Determine if review of ATMS is warranted; interview operator; contact customer if warranted; determine if more training is and discipline is needed; enter initial response into PCMS.
 - Division customer complaint trends and process: Operators have 5 days to respond to interview notice; each division has one supervisor who whose primary duties are administration; assistant manger and/or division manager review each response; operators are assigned additional training as required; operator discipline is entered into employee records; operators may appeal discipline which is reviewed by Manager with union and employee; appeal to 2nd level; operator and union may request arbitration.

Representative Barrios: The operator is still working while all this is going on, aren't they?

Jon Hillmer: Depends on the accusation and proof. If it is an accident they will go on administrative leave.

Jon Hillmer: Our complaint numbers are down 24% from March, and down 11% from last year. Our trend is downward depending on the complaints.

Representative Kelley: My request was, when we have service changes and people send in their comments, we never see them. When people send in petitions, we never see them. The crux of my question is who gets them and where do they go? How come we don't see them? We are the ones making the decision on whether we

make a change or not. If a petition was never received by us, that is one thing, but we keep hearing time and time again, 'I sent something in', this last time, am I the only one getting e-mails? But I don't know if I am the only one, so it is up to me then to forward it on to someone, but then I don't know what happens once that is done. Am I responsible for forwarding it on the entire council, if someone else gets one what are they doing with it? This is information we need to have. My concern is getting information from our customers about service changes.

Jon Hillmer: You should in fact see the petitions and copies should be made available to you. Typically what happens is they should be offered to the council. Individual comments that come in, I will make sure that Mr. Page puts them together and again offers to share them with any of the council members as they come in. What Mr. Page has been doing is summarizing the comments in terms of who is for and who is against the proposed changes. How many people want an alternative, and list the alternatives. Listing how many are negatively impacted. I will make sure that these comments are made available to the council.

Representative Kelley: My main concern is everyone has the same information. If one of us gets an email, how are we to proceed with sharing it with our council members.

Jon Hillmer: If I might suggest, when any of the council members receive public communications particularly if it deals with a proposed service change, if you could send it along to Suzanne, David or I, we will make sure it gets into the planning data base so it is part of the public record. It would be my responsibility that it is shared with all council members.

Public Comment:

Robert Hernandez (interpreted by Henry Gonzalez): Thank you for the opportunity to speak before you. With the service changes please put more emphasis on line 311 in terms of service and time. At 5:15pm it stops running. After 5:15pm the service is delayed due to overcrowding. Please expand that service. In terms of customer service and complaints they were making, please indicate on the schedules a telephone number such as the 1-800-464-2111. (When he has called this number the operator is bi-lingual but is also overloaded with calls). There should be larger signage outside the building to indicate this is where the Gateway Meetings take place. Thank you for your time.

Representative Shidler: Please check with the City and see if we can use the outside lighted sign to post our meeting day and time.

Jorge Gonzalez: (interpreted by Henry Gonzalez): Good afternoon, this is my first meeting. Resident of Cudahy and I would appreciate a stop primarily for line 611 on Atlantic/Patata. There are no stops between Cecelia and Firestone. Can you please investigate. Thank you.

Representative Shidler: Do you ride the 260 on Atlantic also?

Jorge Gonzalez: Yes

Representative Shidler: please make a note to combine the stop with the 260 on Atlantic.

8. ELECTIONS for Chair and Vice Chair, All Council Members

Wally Shidler was nominated for Chair and approved by the Council
Lillie Dobson was nominated for Vice Chair and approved by the Council

Jon Hillmer: We have three members whose terms are up at the end of this month. The Gateway COG who appoints all of the members has a process in place.

David Hershenson: Jon and I met with Dick Powers and Karen Heit of the COG and discussed the revised by-laws and Jon's proposal to stagger the terms so we have 3 members up for reapplication every year. They approved that motion, so this year we have three expiring terms with all of you reapplying for a council position. The COG will send a letter to every council person within the Gateway Cities (27 cities), at their next meeting June 29, they will have a vote. For the non-elected members they use advertisements and accept applications. Please submit your application if you want to continue to serve. Even if your terms expire, you can continue to serve on the council, you just won't be a voting member until the COG appoints you.

9. CHAIR and Council Member Comments

- Sergio Infanzon: Request our staff to post the information about the meeting on our electronic board. One to three days before the meeting. Flyers provided by Metro so I can have them at the City Hall of Bell Gardens. Mr. Hernandez, last time you brought up an issue of the coupons for transit, whereby you mentioned it was very unruly and there were no police or security for the crowds. I spoke with the organization that made the distribution, Human Services Association, notified them if they do it again, to let us know so we can provide support. On the Metro website for Service Councils, our names are not there and have not been updated.

Jon Hillmer: We are working on this, it has been a long process.

- Josue Barrios: I think it is a great idea to have it on the Marquee out front of the community center.
- Cheri Kelley: I prefer to have my city e-mail on the web page not my personal one. Thank the staff for all the reports they have given us at our request, you've done a great job and I appreciate it.

- Wally Shidler: Are they going to give us revised cards? On Tuesday, May 31, 2011 I did the same presentation for Art Leahy and his senior staff on the Blue Line. They agreed that what is going on there should not be happening. Commander Jordan did a presentation on this situation also.

Jon Hillmer: The Sheriff Department has stepped up their enforcement on the Blue Line and had been an increased number of individuals who had been arrested, particularly the vendors, their merchandise had been confiscated and put into evidence. The appearance is there has been an improvement along the Blue Line Corridor.

- Cynde Soto: I ride it four days a week and I've seen a marked difference.
- Lillie Dobson: I would like to say I am honored to be nominated as the Vice Chair and to serve this council. Thank you.
- Richard Burnett: I did not see any vendors today on the Blue Line but I attributed that to the presence of a Sheriff on the train. Thank the staff for the information they will put out, have a staff member at the resource center who would like to make some comments via e-mail. This will also assist us in our mobility training, on how to ride the bus and transit systems.

ADJOURNMENT