

Thursday, March 8, 2012

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:

Wally Shidler, Chair
Lillie Dobson, Vice Chair

Richard Burnett
Josue Barrios
Jo Ann Eros-Delgado
Sergio Infanzon
Cheri Kelley
Marisa Perez

Officers:

Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr.
Henry Gonzalez, Council 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
2. ROLL Call
3. APPROVE Minutes from February 9, 2012 meeting - approved
4. SAFETY Tip, Lt. Obenberger given by Lt. Diana Holloway

I am going to give my time to Lt. Holloway, she is the rail Lieutenant and she will give you an update on the Expo Line.

- I am a recently appointed as the service area Lieutenant for the blue and Green Line and as expo grand opening approaches I will be over that as well at least for the time being. We have had our motor units out on the Expo Line for the last 4 months, 5 motor units and motor sergeant as well as a team leader monitoring the progress of the expo construction and meeting with MTA. It has been relatively safe and there has been pre-revenue running for the last couple of months. We had our first 10-73 which is a vehicle that ran a red light last Friday night and ran into the train. There was minor damage to both vehicles no one was injured. Progress is going forward they are working out technical details in the engineering department, we expect grand opening to be April 13. This is the last date given and it could be slightly later depending on Long Beach Grand Prix.

Chair Shidler: My only comment, again I bring this up all the time. The Blue Line with the vendors the strollers, bicycles not being placed in the proper position.

Lt. Holloway: We have run 7 operations in the last two weeks on the Blue Line focusing on quality of life. We have done plainclothes as well as uniform along with fare inspectors. We received a complaint there are too many sheriffs on the Blue Line. It was a real complaint to the watch commander, "don't we have anything better to do?" We have been taking vendors to jail, citing people for eating and drinking, crossing the railroad tracks. We are actually to the point of bothering people.

Chair Shidler: my other question I notice we have volunteer sheriffs. (volunteers on patrol). Are they doing the fare inspection? (no they are not).

Lt. Holloway: They are assisting us in whatever needs to be done, team leader Gary DeBondt is the one who is in charge, and they are on the train being visible and in uniform assisting passengers as needed. We did have them out one day about 2 months ago, when we were doing a fare audit and they were counting people on the train. Gary is doing a great job and his goal is to get 1,000 volunteers to work for transit services bureau.

Chair Shidler: Since the deputies do not carry handheld validators and when they go through the train and ask to see your fare the people show them TAP cards. How do we know if the fare is on there or not?

Lt. Holloway: All deputies are assigned TAP readers, that is actually one of my collateral duties for the last three months or so we have been encouraging them to use them. In the last two months they have improved twofold.

Representative Kelley: What are you doing on the Green Line?

Lt. Holloway: We are doing more operations lately using overtime for blue and Green Lines. Last Friday March 2, we did an operation between Norwalk and Hawthorne, we are monitoring our crime statistics and that is the area it is spiking. We've moved the homeless out of the Norwalk station area, arrested a car burglar.

Representative Kelley: We have issues with the neighborhoods along the 605 and when we are catching them, we are finding they are coming in on the train from elsewhere, creating mischief and leaving via the train.

Representative Infanzon: What is the name of the program?

Lt. Holloway: Volunteers on Patrol, most communities have them out of their sheriff's department it gives the community a chance to assist the sheriff's department and be a part of it. They drive white cars with sheriff stickers on them and given duties by the supervisors. The volunteers on patrol are there for visibility and to assist patrons on the trains not for quality of life issues.

Chair Shidler: If someone wanted to be part of that could they request assignment to TSB or do they get assigned to wherever they are needed? They have to do 16 hours a month.

Lt. Obenberger/Holloway: they would need to speak with Gary DeBondt, and the 16 hours is flexible. They are mainly ambassadors for the sheriff's department. If they witness a crime we don't want them involved, but they are to call right a way.

5. PUBLIC Comment

Wayne Wright: We are grateful to the rail division who put up the extra 10 minutes of service on the blue and purple rail lines. With the Blue Line people are still not getting the message that the last trains for long beach to downtown LA leave at 11:21pm, because of that you have to catch the 60 owl as a result of that the 60 owl is overloaded both ways particularly on weekends. Homeless takeover the buses it is a bus route you don't have a choice to use because the trains after 11:21 to about 1:45am only go as far as Wardlow. I would suggest making improvements on the 60 owl and also ask rail to

consider running the Blue Line all night to a 30-60 headway. Possibly using some of the artics from Division 1 for the owl line.

Chair Shidler: Can you provide at the next meeting ridership data on the 60 owls?

Tina FoaFoa: I ride the train every morning. Between the platform and the train some of the stations have wider gaps between platform and train. The Wardlow station is the one I get off every morning there is a big gap on the SB side of the platform and my wheel on my chair got stuck. I do back out of the train so I won't get the front wheels stuck. I was also stuck on the train at the long beach transit and could not get off, when I asked the operator what was I supposed to do, she said she was going on a break and when they started it up again they would drop her off at the first stop. (this was very unclear as to what happened). The operator did not assist.

Chair Shidler: On the north side of the Long Beach platform when they open the doors a wheelchair cannot get through on the lead car they will have to go down the aisle and exit using the back door. There is a time element in place here and sometimes it is not feasible for this to be done. The operators need to be more in tune as to who is in their lead and back cars.

Representative Kelley: Can we at least let our employees know that when that occurs someone is going to have to assist whoever is in a wheelchair to the back door.

Chair Shidler: I agree and that probably should have been done. Can you get your wheelchair down the aisles is it wide enough. Some wheelchairs are wider than others.

Representative Burnett: I rode up with Tina, she works with me at Disabled Resource Center, and I would like to ask her, what was your impression of the ride today?

Tina Foa Foa: (unable to ascertain there was no microphone)

Chair Shidler: Is there a difference between the cars? The Breda P2550 and the Siemens P2000? I have not been on the new cars. We have three types of cars, Nippon Sharo (Blue Line), P-2000 (Green Line), Breda (gold line).

Representative Kelley: How, as an agency, can we comply with ADA if there is a significant difference between the cars used on our lines?

Chair Shidler: The small wheels on a wheelchair get in the gap between the car and platform and I will assist. If you don't back the large wheel off first, sometimes you hooked in there and if you don't have enough strength, someone has to help.

Representative Burnett: One other small concern that Tina addressed, I know we have a Customer Code of Conduct and I know it is on our website, my concern

even if we get the ADA compliance even if the customers are not going to be at least half way courteous, what is the point.

David Hershenson (could not hear not speaking into a microphone)

Representative Kelley: My concern is to make sure we are in ADA Compliance.

Chair Shidler: I have not noticed the edge of the car and platform.

Scott Page: Some of it is a matter of settling issues, we are victims of land shifting/moving.

6. APPROVE special meeting venues for May and November, Jon Hillmer Director
 - We have been discussing for quite some time alternate locations and times for your regular meeting or special meetings twice a year. So this item revolves around the idea of having these special meetings at a different location and time. Having an agenda focused on a local level where the meeting would be held and working with the local communities to do an outreach to the riders we are having a meeting in their locations at a particular time. We are asking the council what location the date and time we should discuss today. We do need to do this very soon. We need 30 days in advance so we can notify the public of this.

Representative Kelley: this is an additional meeting other than our regular meeting? Focused on the needs of that community at that meeting.

Jon Hillmer: Correct. In addition to our regular monthly meeting.

Representative Kelley: Can we get some input from staff where they think would be a location, where we are getting the most complaints, concerns, or possibly the most changes coming up that might be a place to start.

Jon Hillmer: We are moving into a service change where we have not done the parameters for however, council member Sergio has brought up the concept. Metro's board of Directors has initiated a program whereby our contractors for our major construction projects will be doing outreach to locations that have high unemployment. Requiring our contractors to hire a certain percentage of our local individuals. That could be a wonderful agenda item for our May special meetings. This has been recently approved by the Metro Board. We could bring people from Metro who are experts at that, to help explain.

Chair Shidler: We have had these meetings before at different locations the Sports Complex in Norwalk, the Town Hall meeting in Cudahy. We also did a couple at senior centers to people who did not know how to ride the bus and trains.

David Hershenson: We used to have a program called “seniors on the move”. We would go to different senior centers around the county, I understand that they are renewing the contract they are actually going out to bid for a new contract and that program will be starting up again in May. The idea is to do an educational seminar and take it around the county particularly for seniors. We also developed a senior video.

Chair Shidler: if we could go around to the city or county to already organized people who are going to be there then we can go and be part of their agenda. We would have a built-in audience.

David Hershenson: Sergio already offered Bell Gardens and I think we have an offer from Cudahy, we did check out the facility in Compton that might be a location, too.

Representative Kelley: I think the jobs issue will attract more people than anything else especially in this economy.

Representative Infanzon: I think the idea is to bring the resources, programs that MTA has for the residents/public. Bring the programs for the seniors, jobs, to the public. I understand that not everyone can meet after 5pm they have other obligations, but every once in a while. The outreach will not be just for Bell Gardens, but for Cudahy, Bell, Downey, we will contact the senior centers, different non-profit and make a community meeting for Metro. Some of the public do not know about what Metro has to offer. I cannot go door to door to let them know about it. That is why we need this meeting to reach out to the public.

Jon Hillmer: It would be great to have a city volunteer. We need definitely to do it by our April 12 meeting. First off, we need a venue then we can move forward with making the preparations finding out the date and so forth.

Representative Infanzon: recently we had our state representative host an event at City Hall and they sent about 50,000 letters, so we organized it. We are ready, we have the addresses, I have spoken with the City Manager and Asst. City Manager everything is ready to go. We are going to have to absorb some of the costs, we will be posting flyers, sending letters, notifying different organizations. We will have to mobilize some of our police officers for safety, traffic whatever we need to do we are ready. So it is up to you. We have a capacity for 150 people with overflow room which holds 70. the reason for city Hall is we already have the sound system set up, equipment to translate, we have 25-40 headsets. If we determine there will be more attendees, we have Rose Hall has a capacity of 250. Especially bringing information about jobs, people will come regardless.

Representative Dobson: We just recently opened our transit center (Compton) and we would be glad to host a special meeting, if you are looking for a place and I can arrange it.

Representative Perez: I would like to make a motion we would host the May meeting in Bell Gardens and the November meeting in Compton. Cheri Kelley – second – Chair all in favor? – 8 Ayes, zero oppose - so moved.

Chair Shidler: What is the address for Bell Gardens City Hall. *Representative Infanzon:* 7100 South Garfield Avenue across the street from the DMV.

Jon Hillmer: What time in the evening? - Council Members 6:00pm. I will work with the City in setting a date for this event.

Representative Perez: Is Metro still hiring for bus operators? These are good jobs, well paying with good benefits. Maybe we could partner with the unions, where they would have a table and talk with attendees about what the requirements are.

Jon Hillmer: We are still hiring operators and putting them through our training programs.

Representative Burnett: Has Metro contacted the employment services in the area. I work for the Rehabilitation Department and many people ask about being a bus operator.

Jon Hillmer: Yes, and they are doing an outreach to military veterans.

Representative Burnett: The best way to contact veterans is through Long Beach VA has a very good system.

Public Comment

Roberto Hernandez: You are talking about community meetings. One more thing about the Green Line, I see a lot of people trying to catch the 37 at the Norwalk station and they are running. If the train is late the people miss that bus. They are stranded. One more thing, I appreciate Henry Gonzalez, I spoke with him about the construction area at Florence/pacific there were no temporary stops, nothing. He sent someone to put the signs up. For wheelchair passengers when there is a temporary stop some of them they cannot negotiate nor do they have access.

7. UPDATE on Artesia Blue Line Station Issues, Michael Sieckert, Service Planning Department

I would like to brief you on 4 major projects that are planned and for the Artesia Blue Line station. East Gate Closure: It continues to be closed. We met with the City Manager of Compton and his staff to discuss all four projects. The casino owners have agreed to start discussions with Metro and the city of Compton.

Station Repaving Project: The bus roadway is in need of repair, it was constructed around 1990. Under the main road is a water line that runs from the street to the

restrooms (operator). It has been broken and repaired a number of times, at this time, the main water had to be turned off. The Engineering and Service Planning have developed a construction plan to go forward. It has been submitted to the Procurement Department for bidding and vetting. The contract should be awarded around June. Start construction in August and finish around October. That is our preliminary timeline.

Chair Shidler: are we going to have to close the station?

Mike Sieckert: No this is a major activity center.

Boeing Groundwater Project: it is still ongoing we continue to meet with Boeing and their staff. We are making some progress there is one issue yet to be resolved we hope to get that done in the next month or so.

Line 202: this is a line that is to be rerouted to the station, it does not serve there today. This line would actually serve the station but provide a vital link between the station, the new shopping center and Crystal Casino. This is also item 9 on the agenda and I will give more details then.

Representative Kelley: If we are going to provide this service, is there still an issue with the gate?

Michael Sieckert: There could be because we have no idea how long this negotiation will be we are optimistic that we will be able to make some headway with the owners. But I cannot promise you it will be resolved one way or the other by July or next December.

8. DISCUSS construction along Florence Avenue/Pacific and Seville, Jon Hillmer, Director

This is just an update the Los Angeles County has contracted out for major construction replacing the sidewalks on the south side of Florence Avenue between Pacific and Mount view. The contractor has done this project all at once. Typically they do it in a rolling fashion, In this case the contract did the whole project at once tore up the sidewalks along that area created significant problems for transit and general public. Narrowed the traffic on the EB to one lane, no curbs removed our physical bus stops Metro has established temporary bus stops this has created significant problems for our customers when on occasion we have bus operators who do not make those stops, we also have problems when bus operators do not follow the established detours. They have sent supervisors down there, talked to division management, we still have periodic issues. So again, I have been contacting our control center requesting them to send out a TOS on a regular basis.

Representative Kelley: This is in Huntington Park?

Chair Shidler: It is in the unincorporated part of the County.

Representative Kelley: You get enough people to get hurt and file claims it goes against the contractor not the county. So the contractor needs this spelled out. The county is responsible for overseeing that project.

Chair Shidler: when they are on the detour and are missing a stop on Seville. I spoke with an operator pointing out they missed a stop. her response was she was 20 minutes late and did not want to double back to Seville to pick up the passengers, but said another bus would be coming by and pick them up. Those lines are 50 minutes to an hour. So if they don't stop. the problem at Florence and Pacific is in a normal 24 hour day, between, Metro, DASH, Huntington Park local there are 1,125 buses go through that intersection.

Michael Sieckert: I will check with the county on this and get the estimated time for the completion. It was my understanding it would have been done by now.

Representative Kelley: Maybe we should look at what the real dangers are out there. If one operator stops does not necessarily mean it is safe.

Representative Infanzon: These contractors and subs need to inform and coordinate with agencies that will be impacted by construction. Do we have the communication with them?

Jon Hillmer: It is my understanding they have communicated with us. However, many times we are not given an opportunity to suggest modifications.

Representative Infanzon: There is a whole process, at this point we are not hearing from them they are not accepting any recommendations maybe we need to send a letter to the county, be firm about it and express our concerns. We need to take some action, discussing is one thing, but they need to be accountable to the public.

Chair Shidler: The problem is Florence Avenue, this is a high volume transit corridor and when they tear it up it becomes extremely disruptive. I spoke with the county engineer who is at the site and he mentioned this contractor strictly follows the contract and won't deviate from what is written the contractor becomes cumbersome to deal with.

Representative Perez: I would like to consider a motion of sending a letter to the county.

Jon Hillmer: I will bring a draft letter back to the council next month for your signatures.

9. APPROVE Service Route modification for Line 202, Michael Sieckert, Service Planning Department

The public hearing was last month February 9. Through the close of the public record we received a total of 3 letters supporting the Line 202 change. There were no speakers at the public hearing.

As you recall the routing is 18 miles long it starts at the North in the Willowbrook area and travels along Alondra through the City of Compton and ends in the Wilmington area. What we are proposing to do, is alter the route to serve the shopping center, service would operate from imperial station to Willowbrook to Greenleaf down Alameda across Artesia to the new Compton rail station, Shopping Center, Casino and the DPSS site then back to Artesia to Santa Fe to Wilmington. A couple of other suggestions we received we should operate low floor buses. We have ordered 900 new low floor buses for our fleet. Another suggestion was to make a change at the south end to serve the PCH station on the Harbor Transitway. We are reluctant to make that change at this time because there are other things we have in mind for this line at a later time.

We are recommending the council approve the minor reroute of line 202.

Representative Kelley: Not only is it now serving the shopping center, it is serving the casino is there a stop there? Yes.

Representative Perez: What is the estimated cost or savings on this change?

Michael Sieckert: This is a no cost item.

Representative Perez: Does this have to go to the Metro board? Or does this council approve this?

Michael Sieckert: This is under the purview of the council.

Chair Shidler: What I am seeing is people climbing over the razor wire from the station to the casino, shopping center. If the gate was open this would not be necessary. We need to get access from the station to the shopping center.

Jon Hillmer: Before we approve or disapprove of the route change. I would like to remind the council that our process is to give it a cursory review for the civil rights act and environmental justice. The process is to look at the lines first to see if they are major service change and if they are a protected route and if there is disparate impact. In this case this is a very minor service change it will well below the 25% threshold.

Chair Shidler: Do I have a motion to make this change effective June 27, 2012. Representative Kelley – motion, Representative Infanzon, second. All in favor 8 Ayes none opposed, so ordered.

10. RECEIVE Director's Report, Jon Hillmer, Director

- Performance Report for January 2012

	Metro System	Gateway
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On time Performance	78.6%	77.9%
Customer Complaint	3.19	3.64
Miles Between Road Calls	3,827	3,915
Clean Bus Trends	8.47	8.20
Accidents per 100,000	3.83	3.99
Monthly Ridership	29,120,000	5,330,000
Daily ridership M-F	1,100,000	
Saturday ridership	700,000	
Sunday ridership	525,000	
Lines 60 & 760 M-F		24,000
Lines 60 & 760 Sat		20,000
Lines 60 & 760 Sun		6,000
Blue line ridership M-F	80,000	
Blue Line Sat	60,000	
Blue Line Sun	50,000	
Green Line M-F	43,000	
Green Line Sat	22,500	
Green Line Sun	19,000	

- Bus Stations Evaluated 0-10
 - Aviation 6.6; LAX City 6.4; Universal 6.5
 - Burbank Metrolink 8.2; Cal State 8.5; Del Amo 8.4; Harbor-Gateway 8.1; Inglewood 8.4; South Bay Galleria 8.4; Harbor-Century 8.1
- Service Quality Compliance Report
 - a. ADA Related Complaint - 50
 - b. Wheelchair pass up Complaints – 17
- Mystery Rider Observations
 - a. Wheelchair pass up – 1%
 - b. Operator cell phone use – 1%
 - c. Wheelchair lift/ramp deployed for non-wheelchair patron – 100%
 - d. Wheelchair procedures and securement – Procedures – 75%, Securements 85%
 - e. Automated Voice Enunciator – Interior 99%, Exterior 90%
- Expo Light Rail Line Update
 - a. We do not have an opening date as yet it continues to be pushed back
 - b. We are running with operators 10am to 2pm there is a problem with the junction between the blue and Green Line; problems with ventilation within the tunnel area by USC; there are issues that have to be resolved.
 - c. When they start running pre-revenue we will have our tours and send out day and time for your tours.

Graham Nash of Norwalk Transit: Just a couple of things going on at Norwalk. About 8 years ago we updated all our bus stops by adding new shelters. We were informed by our vendor that they would be removing the bus shelters so this summer we will be adding 17 new shelters. We will be entering into a comprehensive operational analysis has already started we have done a ridership check, we will be

looking forward to receiving that to determine how we will move forward with restructuring our service.

11. CHAIR and Council Member Comments

Representative Kelley: David and I went to the Green Line to do our inspection. When we were there we actually drove the entire parking lot and there was not one empty space. Including spaces where people are not supposed to park. I was there again today, the same situation, I came up Hoxey from Firestone to the station I know there is a request for us to allow parking at the old Kaiser parking lot. It is too long a walk you can only walk on one side of the street. The station was clean but parking is at capacity. I want to thank David at our last meeting we had the presentation on acquiring the change over from Caltrans to MTA on the park and ride lots and I know I had several concerns with the timelines. David checked into it and got it from 9months to 9weeks. Our Gateway COG meetings, David gives the absolute best reports.

Chair Shidler: do we know who put the sign up at the Norwalk Green Line station the buses load and go around the loop, someone put a sign up there that says “don’t load passengers”. The problem is if you have an hour and 50 minute wait there and the guy leaves. Someone told me one of the public works personnel said the City of Norwalk put it up. The 460 line is supposed to wait for the train and he doesn’t.

Scott Page: is this the last trip?

Chair Shidler: It’s all day long it’s on all the running boards. They are supposed to wait for the passengers coming of f the Green Line, the Green Line gets there at 6pm and the 460 leaves at 6pm. It’s not coordinated.

Scott Page: Doesn’t the Green Line run every 10 minutes?

Chair Shidler: Yes, but the 460 doesn’t.

Jon Hillmer: You can schedule the bus 5 minutes after the trip comes there then you could avoid this problem.

Chair Shidler: That is the same problem with Long Beach 760. Someone needs to coordinate with the trains, especially at the terminal stations.

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

ADJOURNMENT