

Thursday, July 12, 2012

2:05pm – 3:15 pm

Minutes

GATEWAY CITIES SERVICE COUNCIL

Regular Meeting

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

Called to Order at 2:05 p.m.

Council Members Present:

Lillie Dobson, Chair
Josue Barrios, Vice Chair

Richard Burnett
Sergio Infanzon
Cheri Kelley
Marisa Perez
Wally Shidler

Officers:

Jon Hillmer, Regional Councils Director
David Hershenson, Comm. Rel. Mgr.
Henry Gonzalez, Council Comm. Rel.
Mgr.
Suzanne Handler, Council Secretary
Dolores Ramos, Council Admin Analyst



Metro

Los Angeles County
Metropolitan Transportation Authority

1. **PLEDGE of Allegiance**
2. **ROLL Called**
3. **APPROVED Minutes from July 12, 2012 meeting**
4. **SAFETY Tip, Lt. Ibelle**

Prior to the safety tip, Lt. Ibelle made a presentation in honor of Suzanne Handler's retirement. Ms. Handler started working with Government Relations in 1997. In 2002 she became the Executive Secretary to the Westside Service Sector, and in 2010 she became Executive Secretary to all five Regional Service Councils. Ms. Handler is retiring effective August 13, 2012. On behalf of MTA, Gateway Service Councils, and the LA Sheriff's Department, she was presented with a plaque of recognition. Ms. Handler thanked the Council and expressed that it had been a pleasure to serve through the transition to staffing all Regional Service Councils.

Metro has recently augmented late night service, and the Sheriff's have adjusted their services in according to those service changes. For the month's service tips, Lt Ibelle shared general personal safety tips. Avoid dark spaces or places where you could be easily pulled from a thoroughfare. Approach corners at an angle to improve sight line, Avoid locations with minimal traffic; try to travel with others. Be aware of what you wear when out, to ensure your clothing cannot be used as a weapon against you (such as a scarf), and that you can run if needed. Be aware of personal space and those that encroach upon it. Be prepared, anticipate, and plan what you would do in advance if something should happen. Plan escape routes; gravitate towards well lit, populated spaces that afford escape areas. Keep your keys handy, and don't return to your residence if being followed. Know your limitations, which will help you to determine where, when and how you travel. Displaying confidence, dressing for the setting, and self defense training can promote safety. Above all else, use common sense.

Council Member Cheri Kelley commented that Deputy Mike Moleski from Norwalk Station has been promoted to Sergeant and will be joining Lt. Ibell's division.

Lt. Ibelle mentioned a recent article in the Los Angeles Times about rail related safety, and that a task force has been set up to examine the issue. The Sheriffs Department will bring back findings to share with the Council. Crime prevention and intervention tools will continue to be provided by the Sheriffs Department throughout the system. Deputies are averaging 7,000-8,000 citations per month for both vehicle and pedestrian code of conduct violations in the interest of promoting rail and bus safety.

5. **RECAP of Gateway Cities Transit Providers, David Hershenson**

The first meeting of all five regions was hosted by Long Beach Transit. Council Members Shidler and Kelly attended, along with representatives from Montebello and Long Beach Transit, and the cities of South Gate and Whittier. A presentation on Metro's TAP program was made, which emphasized the introduction of new EZ Pass stickers. Riders

who use systems that do not have the TAP technology will receive stickers so that their system operators can check their fares visually. They also discussed new interagency transfers to be used to transfer to Metro rail lines, as some Metro Rail gates are going to be locked. Council Member Kelley added that not all transit providers have the technological capability for TAP, and that the group is trying to ensure seamless transitions from one system to another for riders.

Long Beach and Norwalk Transit also presented their system changes to the group. Council Member Shidler commented that Long Beach Transit is dealing with issues related to eliminating service to Seal Beach and to residential areas. They are working with OCTA to make a seamless transition.

6. DISCUSS USC/Expo Game Day Travel Strategies, Henry Gonzalez

Expo Line is gearing up service levels for USC game days. This will be the first season that the Expo Line and its two stations serving USC and Expo Park will serve the crowds attending the games. Metro has been working closely with USC to market rail service to and from the game to reduce traffic and make sure that people get to the Coliseum safely.

Game times are not available until around 12 days before game. The first game is scheduled to start on September 1 around 4:30 p.m. Tailgating on USC campus starts as early as 6 a.m., so Metro is working to ensure the safety of those attending tailgate parties on campus when they cross over to the Coliseum side of the street before and after the game. Metro has been observing special events in the area over the last 2 years in preparation. An additional 125 Metro employees were recruited to supplement staffing for this first game, and staffing will be adjusted as necessary through the season. The event will also be supported by LASD.

Expo service will ramp up two to three hours before game time, running trains every 6 minutes on the Expo Line, compared to standard 12-minute service. Blue, Red, and Purple Lines all will operate regular times, but the Red and Purple Lines will add extra cars to maximize linkages to the Expo. There will also be signage and staff assistance to assist the crowd navigate connections. At the site, signage and staff will be used to split the crowds to the stations, with half being directed to Expo Park station, and the other side of the Coliseum Park directing people to the Vermont station. Staff will be on hand directing pedestrian traffic. There will also be portable fare vaults selling tickets to avoid long lines at the ticket machines. Metro also is placing staff throughout the system at terminal stations and interchange/transfer stations to facilitate riders transferring from between lines. More information about Metro's Game Day efforts is on the Metro website at <http://www.metro.net/riding/usc/>.

Council Member Infanzon asked about capacity and anticipated loads on other rail lines. Mr. Gonzalez responded that the other lines will be running regular schedules but with extra capacity, while Expo line trains will run every 6 minutes with extra capacity before and after game time.

Council Member Marisa Perez asked for a clarification of where Blue Line passengers would transfer to the Expo Line, how often Blue Line trains would run, and expressed concerns that the Blue Line trains would have crowds waiting. Mr. Gonzalez responded that Blue Line riders can transfer at Pico Station, and that the Expo Line trains will be running every 6 minutes, which should alleviate crowding, but that Metro will be watching the crowds and have a standby plan to address any crowding issues.

Council Member Perez also asked about the marketing promotion or package to encourage people to take the train to the first game. Mr. Gonzalez responded that there currently aren't any packaging deals, but that Metro is working closely with USC and there have been discussions of how to combine marketing of ticket sales to the game and on Metro. That may occur later in the season or next season, but it is definitely being explored.

Council Member Shidler shared concerns about potential lines of people who will be transferring from Gold Line and Red Line at 7th/Metro Station and at Pico Station at the ticket machines. He asked for clarification of why round trip tickets are not sold. He feels it should be another fare option aside from a one way ticket or a Day Pass. Council Member Shidler asked if the USC game ticket could potentially be used as a pass on Metro. Mr. Gonzalez stated that use of USC ticket as fare is being explored.

Community Relations Manager David Hershenson promised to follow-up on many of the questions asked by the Council regarding Expo service to USC games, and to provide the Council with more information.

7. DISCUSS Florence Avenue Lines 111 and 311 for Corridor Study, Transportation Planning Manager Mike Sieckert on behalf of Jon Hillmer and Members

Local Lines 111 and 311 are both 21.1 miles long. Line 111 has 91 local stops in each direction, while Line 311 has 69 stops in each direction. Lines run from LAX over to the Green Line.

Lines 111/311 Ridership:

- Weekdays: 19,664; Saturdays: 15,091; Sundays: 11,788, for annualized total of 6,503,000 boardings.
- Revenue hours: 282 weekday, 222 on Saturdays, 201 on Sundays, for annual total of 95,205 service hours provided along the corridor.
- Number of buses running on the Lines: During peak hours 25; 15 during midday. Saturday peak hours 16, and 15 during Sunday peak hours.
- Service frequency: Both Lines 111 and 311 run every 10-15 minutes during peak hours. Line 111 runs every 15 minutes during off-peak hours; Line 311 does not have service during those hours. Line 111 service ranges from 12-14 minutes on Saturdays and Sundays, Line 311 does not have service on those days. Neither line operates late night owl service.
- Line 111 operates from 4:30 a.m. to 9:30 p.m., 7 days per week. Line 311 runs Monday through Friday from 5:30 a.m. to 8 a.m., and 3:30 p.m. to 6:30 p.m.

- System average subsidy per passenger is \$1.75. Both Line 111 and 311 are below that average at \$1.27 per passenger, which is good. The subsidy per passenger mile, system average is \$0.42, but only \$0.39 on both lines. The lines have an average of 68 passengers per revenue hour, as compared to the system average of 55, also a good indicator. The seats of both lines are filled with passengers 54.5% of the time, as compared to a system wide average of 47%.
- Eastbound Lines 111/311 most frequent boarding and disboarding stops are at around Huntington Park and the Blue Line.

Vice Chair Josue Barrios commented that approximately a year ago, Council Member Wally Shidler’s recommendation to end both lines at Norwalk Station was implemented, and it seems that was a good call, as that is where disboarding spikes.

Mr. Sieckert continued that next steps are to organize line rides in September to examine utilization of service by route segments and usage patterns during different times of day in order to understand dynamics of particular routes. Over next few months, staff will analyze the routes in more detail, looking at schedule meets with the Blue Line, with particular attention to early morning and late night. As late night rail service has been expanded, is there a need to expand hours on these lines? The effectiveness of the limited stop services will be examined to see how effective it is. Sometimes limited stops work to cut travel time, but if there isn’t a big time difference between limited stop service and local service, we may look at reassigning stops to get better travel times. A workshop will be held in October/November to share finding and get public input.

Mr. Hershenson added that Director Jon Hillmer is planning on organizing line rides and will invite the Council to participate. Mr. Hershenson suggested that line rides could occur on the day of a Council meeting – the line ride could take place prior to the meeting, with time for a lunch break before the meeting, but that it is up to the Council’s discretion. Mr. Hershenson also emphasized that the annualized service hours are a parameter. No matter what ideas are suggested for adjusting service, whether extending hours or changing routes, the number of service hours has to remain within the limit. There isn’t a capacity to run additional service hours without reducing service hours in other areas.

Vice Chair Barrios commented that he thinks that Line 311 merits examination. He said that he took it once to LAX, and they were right along Line 111 the whole ride, which raises the question of the value of the limited stop service. Mr. Hershenson commented that these types of experiences and feedback will be valuable to the corridor evaluation process.

8. RECEIVE Metro Board Motion – Coordination of Transit Agencies’ Schedule Development and Transfers, David Hershenson

This motion arose out of a request by Board Chair Antonovich. A Blue Ribbon committee met a year or 2 ago, consisting of a wide group of stakeholders, including transit providers, cities, educators, and others. That group came up with many of the same ideas for improving transit that are included in the motion. The Metro Board has

adopted a policy goal for coordination and synchronization of service changes and transfer points with a request for staff to return to the Board in October. The report from staff will include the following:

- A. Establish meetings with other transit agencies to discuss changes;
- B. Develop a prioritized list of Metrolink stations, transit hubs and transfer points;
- C. Develop an implementation plan by December 31, 2012; and
- D. Develop an MOU or agreement to coordinate when agencies schedule service changes

Mr. Hershenson stated that many of these items have not been implemented in the past for a variety of reasons, such as varying labor agreements and service change calendars of the various transit providers, but that there is a lot of will around the various agencies working together. There were discussions in one of the Transit Providers meetings about adopting a five-year plan, to phase in scheduling coordination at various stations / major transit hubs on a planned schedule. To try and coordinate service at all stations at one time would be a near impossible task.

Current planned actions include:

- A. Informing Metro Service Councils of this program;
- B. Including this Motion as a topic of the August 2012 Quarterly Service Providers Meetings; two meetings have been held to date;
- C. Including Metrolink in these meetings;
- D. Inviting Service Council Representatives to the meeting in their region; two more meetings are scheduled for August, and the next round of meetings will be held in December;
- E. Developing a summary report on the results of said meetings; and
- F. Preparing an Action Plan for review by the Metro Board in October 2012.

Mr. Hershenson anticipates that these efforts will continue well past December and that the working relationships developed as part of the process will improve connective services.

Council Member Shidler commented that the original Blue Ribbon Committee was supposed to come back together after a year to see what progress had occurred in implementing the Committee's recommendations, but that never happened. It's unclear whether any of the recommendations were implemented. Mr. Hershenson stated that he would take Mr. Shidler's remarks back to the group that coordinated those meetings, and that he would follow up on the Blue Ribbon Committee process to check on the possibility of reconvening that group. He reiterated that he will also obtain more information on Metro's marketing program for Expo service to USC games for the Council.

Council Member Shidler commented that he doesn't understand why Metro does not list Knott's Berry Farm or Disneyland, which can be reached on the 460 Line, on its Metro Destinations marketing material. He feels that as long as it's a destination off of Metro service, it should be marketed.

9. RECEIVE Director's Report on June 2012 Service, David Hershenson

- On-Time Performance: 75.9% compared to 75.8% prior month and 75.8% YTD average; Goal for FY 13 is 80%.
- Complaints per 100,000 passengers: 4.29 compared to 3.90 prior month and 3.71 YTD average; Goal is 2.21.
- Miles Between Road Call: 3,992, compared to 3,810 prior month and 3,834 YTD average; goal for FY 12 was 3,650, will be 3,900 for FY 13.
- Cleanliness: 8.13 compared to 8.21 prior month and 8.18 YTD average; Goal is 8.
- Accidents per 100,000 Miles: 3.56 compared to 3.32 prior month and 3.32 YTD average; goal is 3.13.
- Monthly Ridership: 5.57M as compared to 5.87 M prior month and 5.73M YTD average; goal is 5.73M. Dip in ridership due primarily to school being out of session and cancellation of some Rapid lines.
- Lines 60 and 760 Weekday Ridership trends: Line 60: 20,763, which is the highest ridership on this line that the Director can remember; Line 760: 6,778
- Rail Weekday Ridership: Red 163,510; Blue 89,523; Green 46,278; Orange 47,025, and Expo 16,569. Red Line is one of the highest performances in the history of the line; Green and Orange Lines both are all time highs, and ridership will likely continue to increase
- Bus Station Cleanliness: Artesia Blue Line Bus score of 7.5, up 0.1 for C grade; Del Amo Blue Line Bus -0.4 change to B- grade; Norwalk Green Line Bus up 0.4 from previous month for C grade; Rosa Parks Bus down -0.4 for C grade.

Council Member Shidler questioned why the Gateway Sector is the lowest in on-time performance out of all sectors.

10. PUBLIC Comments

Wayne Wright made a correction to the presentation on Lines 111 and 311 in Agenda Item 7. He stated that service does not stop at 9:30 p.m. The line runs 24 hours from Pacific and Florence to Crenshaw and Florence. He then asked staff to consider relocating the southern layover of Line 460 at Disneyland in order to facilitate better connections for Metro and OCTA passengers. Currently the 460 connects with OCTA Routes 43 and 83 to Laguna Hills Transportation Center, but not the OCTA Line 50, which runs down Katella Ave. Passengers miss connections from northbound Routes 43 and 83, and Route 50 because of the congestion on Harbor Blvd. around Disneyland. Because the Line 460 service is only every 40-60 minutes at night, northbound passengers are stuck in traffic and often miss their connections. Mr. Wright recommended moving the layover to around Clementine and Katella, south of Disneyland, via Freedman, in order to alleviate the missed connections due to area Disneyland traffic.

Mr. B. Timberlake commented he is concerned that the late night eastern terminus of Lines 111 and 311 is Pacific, while the data seems to show pretty good demand up to

Atlantic and even to Garfield. Late at night, the line runs from Crenshaw to Pacific, but there's no way to get east of Pacific except to take the 251 which stops at State. He feels it should be extended at least to Atlantic, if not to Garfield. Late night return trips from the Blue Line, now with the extended weekend hours, result in riders being stuck at Pacific, which runs every ½ hour. The 60 does not coordinate with the 111 corridor and there are almost always 30 minute delays at Pacific. Vice Chair Barrios added that a high school student constituent got stuck late at night at Pacific and Florence and called for his assistance. He had to arrange measures to ensure she got home safely. Council Member Shidler asked Mr. Sieckert why the line was cut back to Pacific, as the line travels in the other direction all night. Mr. Sieckert stated that service has been designed and adjusted according to passenger demand. As the line travels further east, ridership drops off. If improvements are needed, we could restructure to provide the needed service, but again, we will need to keep the same service hour parameters.

Council Member Shidler pointed out that this is a greater system problem with the late night rail service. Now when riders use the late night rail service, when they make return trips, the connection buses they took may not be running. The trains run later, but the connecting services do not. Mr. Sieckert stated that it is a system issue that will have to be examined particularly with the motion by the Board to improve coordination between services and carriers.

11. CHAIR and Council Member Comments

Council Member Shidler mentioned the articles about the Regional Service Councils that were posted on Metro's website. He noted that some replies pointed out that Gateway and South Bay Service Councils hold their meetings during the day, but that the other councils hold evening meetings, which are more convenient for public participation. Council Member Shidler believes that the Gateway Cities Service Council should transition to evening meetings at some point.

Chair Lille Dobson announced that the 9th Annual Veterans Homeless Standdown will be held September 21-24 in Compton. It is a very important event providing supportive services for U.S. Veterans. Chair Dobson is heading the event this year and expressed her wishes for a successful event. She also invited everyone to volunteer or donate to the event. Mr. Hershenson asked Ms. Dobson to forward information to him so that he could share it with Metro's Workforce Planning, as Metro does have initiatives to encourage employment opportunities for veterans. He also will share information with Metro's Marketing Department, as they may be able to market use of the Blue Line for travel to the event. He clarified that he couldn't necessarily donate tokens, but may be able to encourage use of the line for easier travel.

Council Member Shidler added that Metro has special event staff that attend events and staff information tables regarding Metro services. Mr. Hershenson added that he would forward the information to the special events team.

Meeting Adjourned at 3:15p.m.