

REVISED

Thursday, October 11, 2012

2:05pm – 4:02 pm

Minutes

GATEWAY CITIES SERVICE COUNCIL

Regular Meeting

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

Called to Order at 2:09 p.m.

Council Members Present:

Lillie Dobson, Chair
Josue Barrios, Vice Chair
Richard Burnett
Jo Ann Eros-Delgado
Wally Shidler
Cynde Soto

Officers:

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



Metro

Los Angeles County
Metropolitan Transportation Authority

1. **PLEDGE of Allegiance**
2. **ROLL Called**
3. **APPROVED Minutes from September 13, 2012 meeting**
4. **SAFETY Tip, Lt. Ibelle**

Lt. Ibelle distributed “See Something, Say Something” cards and discussed how safety concerns should be weighed before calling to report or confronting the suspect of a crime. He urged the audience to be a good witness, to take note of details, but to keep their own personal safety in mind as well.

5. **RECEIVE Report on Complaint Handling Process, Ramon Alarcon, Transportation Operations Manager**

Metro uses a computer-based passenger complaint management system. Complaints are received through a variety of means including phone calls, walk-ins, email, and Twitter. All complaints received are sorted by division. The division then classifies them by line and operator for investigation. The information is entered into the system so that customer service can respond to the customer who made the complaint. Customer service also works with law enforcement to identify any crime complaints received, such as fare evasion. ADA complaints are responded to within 72 hours. As part of the process, Metro makes 3 attempts to speak with the person who submitted the complaint, and all efforts to contact are documented. Frequently after investigation, the basis of the complaint is found to be due to customer lack of understanding of how the system works.

Council Member Shidler asked if Council could receive a list of complaints for lines that service the Gateway Service Area, particularly Line 111. Mr. Alarcon explained that the complaint reports that managers receive are sorted by operator. Managers and supervisors bring in operators with high complaint levels for additional training and job counseling; those operators are also subject to undercover rides. The cameras installed on the buses provide information regarding the ride that can be downloaded to review the customer’s complaints, which assists with validating the complaint and the disciplinary process.

Mr. Hillmer explained that people often complain to council members or at meetings but there’s usually no way to investigate those complaints, as complaints submitted have to include sufficient information so they can be investigated and addressed. Council asked if there is a benchmark figure that would trigger management to look more closely at a particular line. Mr. Hillmer explained that while the complaint goal is a maximum of 2.2 complaints received per 100,000 boardings, managers review complaints by operators, not by bus line, because operators generally are assigned and work on every operating bus line within a division. Complaints are addressed by particular line depending on the type of complaint. If complaints are received regarding routing situations or bus stops, they are examined to see if adjustments can be made to the route, schedule, or bus stop

location to address complaints on that line. Metro also has a program operator monitoring system which tracks complaints, off routes, incidents, and write ups in order to identify high-risk operators and what lines they work.

Chair Dobson frequently receives constituent complaints regarding the maintenance of the Compton Blvd. Station. She also receives complaints that the Transit Center does not have public restrooms, and that the gate needs to be opened at Artesia Station. David Hershenson stated that he is working with other staff to schedule a meeting with the new City Manager to collaborate on strategies to address the problem.

Council Member Shidler witnessed several pass ups on the Silver Line on the previous morning around 9:05 a.m. Mr. Hillmer shared that additional service is scheduled to be added in December. The additional service will be funded through the ExpressLanes grant funds, which provided for purchase of additional buses and operating costs of the additional service.

Vice Chair Barrios noted that Line 607 has complaints in the 80 percentile. Mr. Hillmer clarified that Line 607 is a once an hour service which generates less than 100 riders a day. One complaint can drive that line into the 80th percentile. As the service runs infrequently, if someone misses it, they may be more likely to complain.

Council Member Shidler stated he constantly sees the Blue Line operator at Long Beach Transit Mall close the doors and pull forward when one train is already at the platform, thus not allowing additional passengers to board before departing. He stressed the need to fix the schedule to allow time for people to cross the platform to transfer. He has observed the same thing occur at Long Beach Blvd. Green Line station, and emphasized that rail needs to coordinate with bus connections. Mr. Alarcon stated that communication has been improving, and that such information is helpful to improve rail-bus connectivity. Mr. Alarcon distributed customer service cards and said council members can share with passengers and constituents in the area so that more information about their complaints can be gathered.

Roberto Hernandez commented that the complaint cards should be on the buses. He stated that when he calls customer service, they tell him that there are very few bilingual operators and that they are overwhelmed with Spanish language calls. He believes Metro should hire more bilingual customer service representatives. He asked that additional service be added to Line 311, as it's very crowded. He mentioned there is going to be construction around Atlantic and Firestone that Metro should be aware of.

6. RECEIVE Measure J Informational Presentation, David Hershenson

Passage of Measure J would extend the Measure R sales tax approved in 2008 for 30 years without increase from 2039 to 2069. It would provide additional funds to sell bonds to be used for accelerating 7 transit capital projects and up to 8 highway capital projects. As written, it continues funding categories & oversight from existing sales tax. A recently passed motion would allow the shifting of project funding between transit and highway projects, providing the funds remain within the same subregion and the changes are

approved by a 2/3 Board vote. LAEDC studies estimate passage would accelerate creation of 250,000 jobs (direct, indirect & induced). Mr. Hershenson reviewed the expenditure plan, transit and highway projects to be accelerated, and the acceleration timetable that passage would permit as shown in the Measure J informational materials. Measure J has potential to raise an additional \$22.2 billion for rail and bus operations, and \$13.3 for local return improvements.

Vice Chair Barrios asked what the benefit would be to constituents who live in areas where there are not a lot of direct projects. Mr. Hershenson replied that though projects may not be located in a direct area, completion of transit projects will result in the improved interconnectivity for all regions. People rarely live, work, and shop in the same immediate area, so improved connectivity between areas provides benefits to those who live outside of immediate project areas. Mr. Hillmer added that the measure extends the end of the current sales tax, giving the agency the ability to borrow funds at historically low interest rates and thus save construction costs from inflation. Council Member Dobson stated that she frequently receives constituent requests for additional on/offramps to the 105 freeway. Discussion regarding connectivity issues through the Compton area ensued.

7. REVIEW Florence Avenue Lines 111 and 311 for Corridor Study, Jon Hillmer and Council Members

Local Lines 111 and 311 are both 21.1 miles long. Line 111 has 91 local stops in each direction, 69 on the limited routes. Local 111 runs from Norwalk Transit Center to LAX City Bus Center. The short lines go Inglewood Transit Center to Bell Gardens and to Crenshaw and Florence on weekends.

Lines 111/311 Ridership for August 2012:

- Weekdays: 15,387 / 3,460 for combined total of 18,847; Saturdays 14,142 on Line 111 (311 N/S); Sundays: 11,188 on Line 111 (311 N/S).
- Service frequency: Both Lines 111 and 311 run every 18-20 minutes during peak AM hours. Line 111 runs every 15 minutes during off-peak mid-day hours; Line 311 does not have service during those hours. Both run 16-18 minute intervals during weekday PM peak hours. Line 111 service runs every 12 minutes on Saturdays, and ranges from 12-15 minutes on Sundays, Line 311 does not have weekend service. Neither line operates late night owl service.
- System average subsidy per passenger is \$1.75. Both Line 111 and 311 are below that average at \$1.27 per passenger. 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.
- Highest westbound demand locations are around Blue Line stops, though there aren't very good connections.

Mr. Hillmer suggested that the special Service Council meeting to be held in November in Compton be rescheduled for January, as the location could not be finalized in time to allow for sufficient publication.

Council Member Shidler asked for line rides to be scheduled the same day as the Service Council meeting. He stated that there are several lines that converge between the Blue Line and Huntington Park, people get on whatever bus comes first then exit at Pacific and Florence. In the mornings if riders are at a local stop and want to travel past Garfield, they encounter problems because all of the limited stops don't travel past Garfield.

8. RECEIVED Director's Report on August 2012 Service, Jon Hillmer

Mr Hillmer reviewed the definitions of the performance markers, then shared the following data:

- On-Time Performance: 76.7% compared to 79.4% prior month and 75.9% in June; FY 13 Goal is 80%.
- Complaints per 100,000 passengers: 4.56 compared to 4.07 prior month and 4.29 in June; FY 13 Goal is 2.20.
- Miles Between Road Call: 3,607, compared to 3,654 prior month and 3,992 in June; FY13 Goal is 3,900. Average age of buses approaching 7 years, however this fiscal year and the following two years, 150-200 per year will be purchased. There are 205 high floor buses in the fleet that have the mechanical lift, those will be the first to be replaced.
- Cleanliness: 8.08 compared to 8.22 prior month and 8.13 in June; FY 13 Goal is 8.5.
- Accidents per 100,000 Miles: 3.04 compared to 3.50 prior month and 3.56 in June; FY 13 Goal is 3.10.
- Metro Bus Average Weekday Ridership: 205,861 as compared to 197,742 in July, 212,526 in June, and 215,865 in May.
- Bus Station Cleanliness: Artesia Blue Line Bus score of 7.4 for C grade; Del Amo Blue Line Bus +0.3 change up to 8.7 for B+; Norwalk Green Line Bus up 0.6 C+; Rosa Parks Bus +0.3 for B- grade.
- Lines 60 and 760 Weekday Ridership trends: Line 60: 20,918, up slightly from previous month; Line 760: 6,082. Total ridership on both lines 27,000.
- Rail Weekday Ridership: Red 154,025; Blue 92,006; Green 45,536; Orange 42,125, and Expo 19,776. Blue and Expo Lines both are all time highs, and ridership will likely continue to increase.

Council Member Shidler mentioned that on hot days when A/C is not working, drivers tell him they can't get replacement buses, that they're instructed to open the windows. Mr. Hillmer stated that if the Division has a bus available they're supposed to send out a replacement, and to report which buses this occurred on and he can follow up with the Division.

The Customer Code of Conduct was distributed to Council Members. The Code sets the minimum expected behavior for Metro passengers and gives authority for citing for

certain behaviors, such as smoking. Council Member Shidler shared that he heard a presentation by Cpt. Perez regarding safety in which he mentioned that the most citations are issued on the Blue Line, and that there is a rider that was cited 85 times who has not yet been banned. He indicated that there may be some issues with the Transit Court. Council Member Shidler stressed that problem passengers on a line can negatively impact the confidence other passengers have in riding that line. Lt. Ibelle stated that 5-8,000 citations are being issued per month. There are several options that can be considered for handling problem riders; they can be banned from the system for various lengths of time, but they do have to be notified according to legal guidelines.. Lt. Ibelle stated that he would share Council concerns with Lt. Hollaway, who oversees that area.

Council Member Burnett asked how Metro's Customer Code of Conduct is distributed to riders, in what languages, and if there is an abbreviated version. Mr. Hillmer stated he would return next month with responses to those questions.

9. PUBLIC Comments

Wayne Wright stated that there are about 300 buses to be replaced including those at Division 3. Mr. Wright noticed that there are some improvements being made on the westbound bus stop next to the railroad track near Slauson and Compton/Holmes Avenue. Unfortunately a stop or crosswalk across the street from the Slauson Blue Line Station cannot be installed.

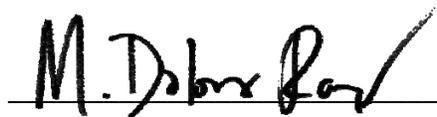
8. CHAIR and Council Member Comments

Council Members Eros Delgado and Burnett thanked staff for putting together the additional On Time Performance and Customer Complain information, and thanked the community resident who raised the issue last month.

Council Member Shidler shared that the USC Library is holding a free Archives Bazaar on Saturday, October 27th from 9 a.m. to 4 p.m. There will be 80 archives, some movies and lectures related to the history of Los Angeles.

Chair Dobson shared that 600 veterans were served at the Homeless Veteran Stand-down that was held in Compton last month.

Meeting Adjourned at 4:02 p.m.

A handwritten signature in black ink, appearing to read "M. Dobson", is written over a horizontal line.