

Thursday, December 13, 2012

2:06pm – 3:29 p.m.

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# 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  
Richard Burnett  
Marisa Perez  
Wally Shidler  
Cynde Soto

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#### Officers:

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



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

**1. PLEDGE of Allegiance**

**2. ROLL Called**

**3. APPROVED Minutes from November 13, 2012 meeting**

**4. SAFETY Tip, Team Leader Deputy John Apostol**

Don't leave anything of value in public view either in your vehicle or on the seat next to you when riding transit, especially during the holiday season. Be more cautious when it is raining while driving or crossing streets. Look both ways when crossing railroad tracks, even after the bells have stopped.

**5. PUBLIC Comment for items not on the Agenda**

Wayne Wright commented that it is important that members of the public be permitted to ask questions regarding agenda items while the guest speaker is present and for their comments to be recorded for the public record. Passenger comments should be taken seriously by Service Council members.

Council agreed that public comments on specific agenda items will be heard at the conclusion of each agenda item presentation, so that the presenter can respond to public questions, should there be any. Public comment will be subject to the two-minute limit as are public comments for items not on the agenda. Members of the public will need to complete a comment card for each agenda item that they wish to comment on.

**6. RECEIVE Report on FTA Civil Rights Guidance, Linda Hoos, Title VI Manager, Civil Rights Division**

In July 2011, the FTA (Federal Transit Administration) conducted a Civil Rights Compliance Review of Metro. This was not an investigation of a civil rights complaint. It is more a result of their own third party compliance audits. Of the five deficiencies that were found, three were remedied and two remain: service/fare equity and limited English proficiency. In December 2011, Metro submitted a Corrective Action Plan, which was updated in February 2012. No response was received from FTA. In the spring, Metro advised FTA that errors were found in the Compliance Review Report. FTA responded with a 19-page letter acknowledging their errors, but reinforcing that things were done incorrectly or incompletely, and setting forth new requirements. The FTA rejected the service and fare equity methodology that Metro had submitted. Metro worked with FTA to develop a new one. Once approved, Metro will have 60 days to complete the work and address any issues.

Since Metro submitted the new methodology, a response has not been received from the FTA. Effective October 1, 2012, the FTA released new Civil Rights Guidance. The FTA called to inform that the Department of Justice wants the FTA to perform the service changes analysis, not Metro. Metro submitted 4.5 GB of data and 3,000 files to allow FTA for analysis of 2009-2011 changes. After two months, FTA gave Metro direction that they want Metro to do the analysis using the new guidance. Metro's position is that the DOJ and FTA are aware of this decision, and is currently performing the analysis in accordance to the new guidelines released in September. Metro has provided everything

requested in hopes that everything would be resolved by January 2013. As of December 2012, Metro has not received any response as to whether what has been submitted to FTA was adequate. The original target date of January 2013 for service equity study completion is unlikely to be met now.

One area that the FTA found deficient was response to Limited English Proficiency transit user needs. Metro's submitted a new language assistance plan and is waiting for its review and approval. To address language assistance issues, posting of civil rights notices and printing of brochures in various languages has occurred. Metro's language assistance plan includes the use of pictograms and translation of key materials into nine languages to address needs of those with limited English proficiency.

Metro responded in November 2012 with a new methodology based on the new guidelines and has completed the required public discussion of disparate impact and disproportionate burden. The past methodology for fare analysis focused on measuring differences in fare changes between predominately minority fares and non-minority fares. The new methodology requires measuring how demographics of groups affected by fare changes. It requires that Metro define disparate impact and disproportionate burden numerically. The proposed definition for fare analysis is when ridership has 5% absolute or 35% differential between minority and non-minority. As a result, any new fare increases will likely be made across the board in order to avoid disparate impacts.

With regards to service analysis, the proposed definition is 5% absolute difference or 20% differential between minority and overall ridership and low income and overall ridership. FTA has given Metro two options for analysis of demographics affected by service changes: use of Census data or ridership surveys. Where ridership data can be used, it will be given preference over Census data. Metro uses surveys when it can, as it tends to be more accurate in terms of reflecting ridership through an area than Census data. However, if extending a line into a new area where surveys for that area don't exist, Metro would need to use Census data.

Council Member Perez asked what it means for how Metro restructures service or changes fares. In the future instead of one fare class change, fare changes will be made across the board so as to be fair to all patrons. In the future, service changes will also be analyzed to make sure that routes are less likely to have a disparate impact. There are no fare change discussions scheduled at this time, but Metro fares have not changed in a long time; it is likely that there will be such discussions in the next couple of years.

Council Member Burnett commented on the fact that patrons with disabilities and elderly are not considered minorities. Those populations are not included under Title VI, which is enforced by the FTA, but are protected under the ADA. Metro does make significant efforts to comply with both state and federal ADA regulations.

- 7. RECEIVE Artesia Station Update, Michael Sieckert, Transportation Planning Manager**  
The east gate is currently owned by the nearby Casino, and has been locked for past 4-5 years. In recent months, Metro has held several internal meetings to discuss options. After those meetings, a productive meeting was held with the Casino owner, Metro, the

City of Compton, and Supervisor Ridley-Thomas's staff. As a result, Metro was directed to proceed with development of engineering specs to provide a walkway from the east gate to the shopping center and a new access road from east gate to Artesia Blvd. This would lead to the opening of the east gate. Metro hopes to schedule another meeting within the next few months to present engineering drawings and a proposed schedule with the Casino owner and the City of Compton.

In regards to construction of bus roadways at the station, the procurement process is finished, a contract was awarded, and the work schedule is in development. Metro has met with affected divisions and municipal operators and has established a committee to meet regularly as the plan moves forward. Next week, a meeting will be held on site to discuss the project with the contractor. A mid-January to early February start date is being considered, but will depend on completion of public information campaign, which is being developed. Construction will be completed in 7 phases; public outreach will be key, as will security, in making sure the project progresses smoothly.

Council Member Shidler asked how long the project will take. It should take approximately 90 working days, though inclement weather could delay construction; completion is anticipated by May, weather permitting. Public parking will not be lost; there may be a gain of around 20 free spaces that will be converted back from paid to free public parking spaces.

Chair Dobson thanked Mr. Sieckert and Dave Hershenson for working on the matter, and offered the support and gratitude of the City of Compton.

#### **8. DISCUSS Florence Avenue Lines 111 and 311 Corridor Study Workshop, Jon Hillmer and Members**

Staff is still working to secure a facility to hold the Gateway Cities corridor workshop. Ideally it would be held somewhere near the center of the corridor on a weeknight evening, but if a facility is not available, it could be held during a regular Service Council meeting. Council Member Shidler recommended checking availability of the Florence Library and Huntington Park Council Chambers.

#### **9. RECEIVE Director's October Performance Report, Jon Hillmer, Director**

- On-Time Performance: 73.3% compared to 72.9% prior month; FY 13 Goal is 80%.
- Complaints per 100,000 passengers: 4.44 compared to 5.12 prior month; Goal is 2.20.
- Mystery Rider Program – out of 217 rides, 98 wheelchair riders transported, 5 wheelchair passengers passed up due to bus already having 2 wheelchair passengers or buses too full to accommodate, 1 rider passed up without being informed. Drivers are required to stop and explain to the wheelchair passenger, then contact the Control Center to inform about the pass up. The Control Center then can determine when the next bus will come along and call Access if necessary. 216 of 217 operators were courteous and respectful; 85% followed securement procedures; only approximately 60% offered to secure. Metro averaging 80,000 wheelchair boardings per month.
- Miles Between Road Call: 3,781 compared to 3,508 prior month; Goal is 3,900.
- Cleanliness: 8.26 compared to 8.26 prior month; Goal is 8.5. Very good considering that average bus is 8.8 years old and has 400,000 miles.

- Accidents per 100,000 Miles: 3.98 compared to 2.67 prior month; Goal is 3.10. At the regional level, an extra 4-5 accidents can drive up the average significantly.
- Metro Bus Average Weekday Ridership: 222,476 compared to 222,159 prior month.
- Bus Station Cleanliness: Artesia Blue Line Bus 7.8 (C+); Del Amo Blue Line Bus 8.5 (B); Norwalk Green Line Bus 8.1 (B-); Willowbrook-Rosa Parks Bus 8.2 (B-).
- Lines 111 and 711 Weekday Ridership trends: Ridership on 111 increased with cancellation of the 711 and has remained steady.
- Bus/Rail Average Monthly Ridership: Bus Weekday Passengers 1,190,262; Rail Weekday Passengers 360,901, for combined system total of 1,551,163. Holidays and gas prices affect the amount of ridership.

Council Member Kelley asked if there was a particular reason the complaint rate went up for all service council areas. There was an increase in complaints on pass ups, likely due to increases in ridership in September and October. A rise in ridership can contribute, and schedules were not adjusted to accommodate, as it is adjusted every 6 months.

Roberto Hernandez would like to see service changes on 711 and 111. On December 2, he fell at Green Line Lakewood Station due to a slippery service caused by rain and drainage issues. He asked staff to look into drainage. He shared that when riding Line 117 another passenger told him they had been attacked, and that when he was riding Line 120, he saw another passenger smoking.

Mr. B. Timberlake asked for definitions of the loading standard and on-time standard. Metro's loading standard is 1.3 passengers per seat at peak load point of the bus line. The standard is 80% on time, at time points it is arrival no more than 1 minute before schedule 3% of the time and no more than five minutes behind schedule 17% of the time. The 1.3 standard is for a 20 minute time slot. Scheduling determines how many trips are needed within that time to make sure stay within that standard.

#### **10. Chair and Council Member Comments**

Council Member Shidler shared that he will attend the Division 5 100<sup>th</sup> Anniversary Celebration on December 19<sup>th</sup> and provide an exhibit on the history of the Division.

Council Member Kelley shared that the City of Norwalk was approached by a new resident who works for Supervisor Ridley-Thomas, and lives on Flatbush to report people that park in the neighborhood and climb the fence to access the Norwalk Green Line Station on the other side of the freeway. She requested Metro staff look into the issue.

Council Member Kelley requested that members of the public obtain staff contact information so that they can call when they have an incident in the future, rather than waiting until the Council meeting to report. She asked that public comment be moved to the end of the meeting so that issues other than questions or comments on presentations can be addressed at the end of the meeting.

Council Members Kelley and Soto wished everyone happy holidays everyone

Meeting Adjourned at 3:29 p.m.