

Thursday, January 10, 2013

2:05pm – 3:14 p.m.

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
JoAnn Eros-Delgado
Sergio Infanzon
Cheri Kelley
Wally Shidler
Cynde Soto

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 December 13, 2012 meeting**
4. **SAFETY Tip, Deputy Elizabeth Elias**
Emergency preparedness at work and at home is important. Make sure you are prepared in the event of an emergency, both at home and at work.
5. **RECEIVE Transit Court Update, Jason Campbell, Principal Hearing Officer**
The Transit Court has been completed and officially opened in April 2012. It includes three hearing rooms and payment kiosks. Hearing staff and administrative staff have been hired, a vendor has been hired to process citations, and the MOU with the County allowing funds generated by citations to be returned to Metro is complete. Transit School on-line and in-person courses have been created. Parking citation hearings began in September 2011; transit related (fare evasion) hearings began in March 2012. Citations can be paid by phone or on-line with a credit card, with cash using the kiosk in the Transit Court reception area, or by check or money order by mail.

Transit citations have been de-criminalized and are now handled through a civil mechanism, providing more control and information for Metro. Upon being cited, patrons have the option of contesting their citation in Transit Court. Metro provides the transit school tutorial as an opportunity for patrons to address their infractions and receive a \$15 discount on their fines. Metro uses a progressive discipline process and has made a decision to only target the worst offenders, which Metro defines as a patron having more than 3 citations that they refuse to address. In those cases, patrons may be excluded from the system and will be served with notice, first excluding them for 30 days, then 60 days, then 90 days. There is a "hot list" posted that the Sheriffs can consult to identify and remove repeat violators who have been excluded from the system. Orders can be modified due to need or if contested.

Metro is working to offer a community service program through Volunteer LA, which will give patrons an alternative to work off or resolve their violations. Volunteers will not necessarily be assigned to perform volunteer work on Metro property. The contesting process has several stages: cited patrons can request an initial review with the Transit Court and if not satisfied, request an administrative hearing. If not satisfied with that decision, they can appeal to the Superior Court.

Council Member Infanzon asked how system exclusions can be enforced as transit is a public service. Repeat offenders who act with impunity can have system exclusion enacted against them. Exclusion is allowed as permitted by the State Legislature. Not many agencies have used it as a tool, but some have begun to be much more aggressive in enforcing transit laws.

Council Member Infanzon asked how citations are evaluated. If patrons pay their ticket and go through the process, are there any consequences? If a patron receives multiple

infractions, as long as they take care of them, there are no additional consequences against them. The Transit Court process provides an opportunity to gather feedback on how the agency is doing in terms of offering services, making rules clear to transit users, and improving system functionality.

Congestion pricing violation processing is now being added to Transit Court operations; hearing officers are being trained to hear those cases. The Transit Court is in the process of identifying and serving notices of violators. Metro handles approximately 4,000 parking citations annually. That number will likely increase due to Metro takeover of 41 Park and Ride lots. Violations are being issued at a rate of 6,000-8,000 monthly, of which approximately 85% are for fare evasion, and the other 15% are for all other types of violations, such as eating, smoking, selling goods, etc. Transit Court finds approximately 63% of violators liable, has a 23% dismissal rate, and 14% failure to appear rate, similar to other transit agencies. Over 300 people have taken the Transit Court tutorial to date.

Council Member Infanzon asked why juvenile fare evasion cases aren't referred to juvenile court, as it would have more resources to deal with juveniles.

Council Member Soto asked if sign language interpretation is available for Transit Court. Sign language interpretation is available on request; to date two patrons have requested the service. If language interpretation is needed, requests are handled through a contracted translation service. When patrons complete their paperwork, there is a section that asks if they need interpretation services.

Council Member Shidler inquired about the program's cost effectiveness. The Transit Court will be revenue neutral, and is already close to revenue neutral. It will likely become so in the future with the HOV lane citations. Other benefits include being able to see how effective law enforcement has been, gathering of compliance and recidivism rate data, and where citations are issued; that information was not previously available. Feedback provided on fare validator placement and other design elements has also been valuable.

6. RECEIVE Artesia Station Update, Michael Sieckert, Transportation Planning Manager

The committee met with the casino owner and the City of Compton to discuss concepts to improve east gate walkway access to Artesia Boulevard and to the shopping center. The casino owner was receptive to improving the property. The draft concept has been received; the next step is development of a cost estimate for the proposed improvements. The concept includes an elevated walkway that would go from the east gate to Artesia Blvd. The other walkway would proceed from the east gate east to the shopping center, all of which would be landscaped. The concept will be presented to the Council when completed.

The task force has been informed about the bus roadway reconstruction project. The temporary operating plan and emergency plans have been approved. Crowd control security and outreach patron notices have not yet been finalized or approved. Notices will be posted and put the buses and trains to notify passengers about the construction phases and how bus stops might be affected. There will be personnel for crowd control

during construction. Sheriffs have been asked to assist with security. Park and Ride patrons will also be notified of the construction and given alternative parking options. The planned construction start date is Monday, February 4, depending on the weather, but first the hold harmless agreements have to be updated and put into place before project can start.

Chair Dobson asked if the casino is in escrow. The casino is in escrow, but the casino owner discussed as the hotel and restaurant being put into a partnership, that the owner will still have controlling interest. The owner also indicated he was willing to grant Metro an easement to complete the project.

7. DISCUSS Florence Avenue Lines 111 and 311 Corridor Study Workshop, Jon Hillmer and Members

After polling Council Member availability, the Corridor workshop has been scheduled for Tuesday, February 12 at Salt Lake Park Community Center. Council decided to change the date and time of their regular February meeting to be held prior to the workshop. The meeting will be held at 5 p.m. and adjourn to the corridor workshop.

Council Member Shidler requested that a list of the stops for each line be provided for the workshop.

8. RECEIVE Director's November Performance Report, Jon Hillmer, Director

- On-Time Performance: 74.4% compared to 73.3% prior month; FY 13 Goal is 80%.
- Complaints per 100,000 passengers: 4.48 compared to 4.44 prior month; Goal is 2.20.
- Mystery Rider Program – out of 91 wheelchair riders transported, 1 wheelchair passengers passed up due to bus already having 2 wheelchair passengers or buses too full to accommodate.
- 90% of operators followed securement procedures; only approximately 80% offered to secure. Metro averaging 80,000 wheelchair boardings per month.
- 99% of operators treated riders with courtesy and respect
- Miles Between Road Call: 4,193 compared to 3,781 prior month; Goal is 3,900.
- Cleanliness: 8.27 compared to 8.26 prior month; Goal is 8.5.
- Accidents per 100,000 Miles: 3.26 compared to 3.98 prior month; Goal is 3.10.
- Metro Bus Average Weekday Ridership: 209,089 compared to 222,476 prior month. Holidays generally cause ridership to go down as people are not commuting to school or work, and take vacation time.
- 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 is constant, will explore ways to improve 111 ridership in the corridor workshop.
- Bus/Rail Average Monthly Ridership: Bus Weekday Passengers 1,120,449; Rail Weekday Passengers 362,090, for combined system total of 1,482,539.

Council Member Shidler expressed concerns regarding the cleanliness of bus windows. Recently they have been full of spots and are getting worse. The divisions' bus washing process lets the windows air dry. A reverse osmosis filter has been added to the bus

washer in order to reduce water spots, but if the machine is not functioning properly, there is sometimes an increase in spotting.

Council Member Shidler expressed concerns regarding patrons who require elevators access when an elevator is not working at their intended destination. Operations tells those passengers to exit at a station where an elevator is in working order and to take the local service to complete the remainder of the trip to their intended destination, but then they have to pay another fare through no fault of their own. Currently there is no mechanism for interagency transfers caused by elevators or escalators not functioning. Mr. Hillmer stated he would mention the issue to Operations. They have been working on presenting ideas to better address elevator function and signage. If a patron has to exit where they didn't intend to due to an elevator being out of service, they shouldn't have to pay an extra fare.

9. PUBLIC Comment for items not on the Agenda

Wayne Wright commented that while waiting for a southbound Line 246 bus at Avalon and Victoria in Carson last Sunday, he noticed a westbound Line 130 bus pass crossing Avalon headed to Redondo Beach that had the old color scheme, white with gold stripes. The contract operators hadn't bothered to repaint the bus to the current colors. He understood that they contract operators are supposed to keep the buses up to Metro standards. Mr. Hillmer responded that as Metro is awaiting new buses, some of the contract operators are reluctant to paint buses in anticipation of the new buses. However, it is inappropriate for the buses to have the old color scheme; he will forward the information to the contact manager.

10. Chair and Council Member Comments

Council Member Infanzon asked if hearing public comment after each presentation needs to be indicated on the agenda. Staff will prompt Council to hear public comment if comment cards are submitted for a particular agenda item when the item is discussed.

Council Member Shidler noted that the January 17 Operations Committee Receive and File report is to be made on impacts of improvements to low-performing bus lines. The report addresses cancellation of Line 442, and improvements made to Lines 177, 202, 607 and 620. He asked why Line 126 was not included in the report – it was included in the discussion, but not in the performance chart. Riders' comments received in hearings last year on how to improve lines were implemented, but have only improved boardings by 1 person. Mr. Hillmer stated he would follow up as to cancellation of 442.

Chair Dobson wished everyone a happy new year, and clarified that the February meeting will be held on February 12 and will adjourn to the corridor workshop, rather than being held separately on February 14th.

Meeting Adjourned at 3:14 p.m.