

Thursday, March 14, 2013

2:00-4:00 PM

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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 2:08 p.m.

Council Members:

Richard Burnett  
Jo Ann Eros-Delgado  
Cheri Kelley  
Marisa Perez  
Wally Shidler

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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 Call**

**3. APPROVE Minutes from February 12, 2013 Meeting and Corridor Workshop**

Minutes approved with abstention of Council Member Perez.

**4. SAFETY Tip, Lt. Ibelle**

Crime mapping technology is used to provide smart policing of the transit system. For example, more activity was noted on buses in the evenings than on the dayshift which led to conversion of some of the existing day shift spots into an Intelligence Led Policing (ILP) Bus Team. On the first day, the team was able to arrest one of the subjects responsible for thefts that had occurred last month on Line 115. An advantage of this team is that they are not pulled away from the bus system on other calls – they are strictly dedicated to the bus lines and can concentrate efforts where needed. Lt. Ibelle introduced Deputies Rice, Harvey and Salehpore who are part of the ILP. Each deputy introduced himself and expressed enthusiasm at having been selected to serve on the ILP Bus Team.

Council Member Shidler asked what area of Line 115 had experienced the theft problem. The thefts occurred on Manchester between Crenshaw and Compton Ave.

Bob New complimented the Sheriffs for their work to provide transit safety. When one of his employees was robbed, sheriff deputies were responsive and helpful.

**5. RECEIVE Presentation on TDA Triennial Review Process, Jon Hillmer, Director**

The State Public Utilities Code (PUC) requires all recipients of Transit Development Act (TDA) funding to complete an independent review every three years to maintain funding eligibility. The review is intended to be an independent and objective evaluation of public transit operators to which TDA funds are allocated. The review has four primary goals:

1. Assess operator compliance with TDA regulations;
2. Review improvements implemented by the operator as well as progress toward adopted goals;
3. Evaluate the efficiency and effectiveness of the transit operator; and
4. Provide sound, constructive recommendations for improving the efficiency and functionality of the transit operator.

The review is conducted in accordance with the process established by the California Department of Transportation (Caltrans), as outlined in the Performance Audit Guidebook for Transit Operations and Regional Transportation Planning Entities, as well as the Government Audit Standards published by the U.S. Comptroller General.

The Los Angeles County Metropolitan Transportation Authority (Metro), in its role as the Regional Transportation Planning Entity (RTPE), is responsible for completing an independent triennial review of entities to which it allocates TDA funding. The current Triennial Performance Review (TPR) covers the period July 1, 2009 through June 30, 2012.

Local entities subject to the triennial review include: LACMTA (as the RTPE as well as operator), Antelope Valley Transit Authority, Foothill Transit, and the Cities of Arcadia, Claremont, Commerce, Culver City, Gardena, La Mirada, Long Beach, Los Angeles, Montebello, Norwalk, Redondo Beach, Santa Clarita, Santa Monica, and Torrance. To ensure compliance, the current TPR must be completed and filed with Caltrans no later than July 1, 2013. The TPR findings and recommendations will be presented to LA Metro's Bus Operations Subcommittee; LA Metro's Technical Advisory Committee; LA Metro's Finance, Budget, and Audit Committee; and LA Metro's governing board.

**6. RECEIVE Presentation on Metro's Procurement Processes, Bob New, DEO, Procurement**

The disposal of surplus assets is set forth in Metro's Procurement Policies and Procedures Manual which are approved by the Board of Directors. The procurement investment recovery mission is to reuse, recondition, return, resell, reclaim, recycle, and remove. The objective is to lower costs by reducing waste, changing processes, increasing efficiency and maximizing revenues. The guiding documents to accomplish these goals are the Supply Chain Management Strategic Plan and the Investment Recycle Reuse Business Plan. Copies of the documents are available upon request.

Metro's Investment Recovery (IR) Unit consists of one Investment Recovery Officer. The IR Unit has generated more than \$6.5M in revenue dollars in the last 3 years (\$22M since 1984). The general sequence of Investment Recovery is to: identify the surplus assets, perform an evaluation/valuation of the surplus assets, dispose/redeploy the surplus using the most cost effective and effective methodology.

Typical categories of products sold and recycled are buses, trucks, cars, and vans; surplus/obsolete bus and rail parts, unclaimed items from the Lost and Found Department, equipment and fixtures acquired by the Real Estate Department, pollution credits (NOx), and recycled products such as scrap metal, used oil, e-waste, pallets, , etc. Metro has over 2,200 buses and approximately 300 rail cars and parts are constantly being recycled. Rail cars acquired in the 1980s are still being used but will have to be recycled eventually when new cars are received.

The department is involved in the tracking and reporting on disposal of recycled products for the Headquarters building, which contributed to the award of LEED (Leadership in Energy and Environmental Design) gold certification. Metro markets surplus items internally for redeployment within Metro to different departments as a part of cost avoidance. Metro also markets externally through its website, news publications, e-mail blasts to the industry, social media and contact marketing. Various sales processes are used, including informal bids, formal sealed bids, on site/offsite public auctions and e-auctions. For the last 6-7 years, Metro is also using Transport Max to facilitate business to business product procurement and sales.

Council Member Shidler asked where the funds the agency receives from sales go. Funds generated by surplus sales go to Metro's general fund. If buses purchased with federal monies are sold before the term of life span, Metro would have to return some of the funds used in the purchase.

Council Member Shidler asked if there will be problems disposing of the old buses because of the CNG tanks. Mr. New responded that while disposal is sensitive, it is not impossible. There are some concerns that will need to be addressed by safety staff.

Council Member Perez asked Mr. New to elaborate on NOx credits and sales and disposal of IT surplus items. Metro generates NOx credits by reducing energy pollution emissions; credits are generated by the Southern California Air Quality Management. Metro can then sell those credits through agents to properties to offset their own pollution. Council Member Perez noted that she works for AQMD and was not aware that Metro sells NOx credits; she thinks Metro should better publicize those efforts.

IT surplus computers, screens, etc., are disposed of in accordance with all legal requirements and sold to a supplier who complies with those requirements. Metro receives a lot of requests for donations of such equipment, but there are very strict restrictions on what Metro can give away, even as donations, due to various purchase funding source rules and environmental rules.

Council Member Eros-Delgado asked if there is a limit to how many NOx credits businesses can purchase. She has concerns that purchase of credits would permit some organizations to avoid ever cleaning up business practices. Mr. New did not know if there are any limitations for purchase or what they might be, but offered to research and submit additional information to the Council.

**7. RECEIVE Artesia Station Construction Update, Mike Sieckert, Transportation Planning Manager**

A contractor is now on board. Several meetings have been held with the contractor and various stakeholders who make up the project task force to adequately plan and prepare for the project. There are currently 8,000-9,000 boardings per day at Artesia Station which includes a Park and Ride lot. Construction started on February 4 and should take approximately 90 days to complete; the work is broken up into 7 phases and is projected to be finished by mid- to end of May 2013.

Construction began with Phase 1, which consisted of preparatory work such as the building of temporary sidewalks and crosswalks. Phase 2 addressed a piece of center roadway. Phase 3 is currently under way and involves work on the previous passenger pickup area. Work is scheduled to continue through April 5th, weather permitting. A task force meeting will be held to prepare for Phase 4, which will include the repaving of a portion of the center roadway where buses operate. *{Note – the task force agreed in their meeting after the Council's meeting to move phase 7 of the project up to follow phase 4. Phase 7 includes repaving of the main roadway between the temporary crosswalk and the kiss and ride zone}*. Phases 5 and 6 will be completed on nights and weekends. The project requires lots of security and traffic direction in order to keep patrons safe. The Sheriff and Safety Ambassadors have been on site to assist. The crowds have been very well behaved and there have been no major issues. Flyers that were placed on the windshields of cars in the Park and Ride and the Take Ones distributed on area buses for the project included language notifying patrons how their travel plans might be affected by the construction and suggested consideration of alternate travel plans.

Council Member Shidler asked if the Ticket Vending Machines (TVM) are going to be moved. The TVMs will stay for now but a plan is being developed to move them, which will require the fence to be moved back to provide more room for the TVM. This will require an easement from the railroad, which is being worked on.

**8. RECEIVE Summary of February Corridor Workshop Recommendations, Jon Hillmer, Director**

Mr. Hillmer reviewed service information for Florence Avenue Line 111/711. A recommendation was made to cancel limited stop service and replace that service with enhanced local stop service. Any potential savings could be used to adding some late night or owl service. Mr. Hillmer will review these recommendations with Service Planning and report the findings back to the Council.

Council Member Perez noted that cancellation of limited service would lead to better frequency; would stops be eliminated? Mr. Hiller clarified that limited service make stops at transfer points every 1/2 mile or so, which are also local stops. There is typically one additional local stop between limited stops. No stops would be eliminated, though some may be reconfigured to ensure more even spacing between stops.

Council Member Shidler stated he took a trip from Florence and Crenshaw to Florence and Atlantic and that he observed bus bunching around 4 to 5 p.m. If there weren't two different routes in that area, it would be much easier for manager to address bunching. He would like to see the line run to at least to Lakewood Blvd. Mr. Hillmer stated that the need is understood, but it's hard to find somewhere to turn the bus around in that area. Council Member Shidler asked if a hearing was held when the Rapid service was changed to Limited. Mr. Hillmer assured him that it was. There had been a suggestion to cancel the Rapid, but the Council felt it might be too drastic a change and voted to implement the limited stop service in its place.

Roberto Hernandez was at Lakewood and Florence waiting for the last bus and it didn't arrive. He supports keeping Line 311 but extending the stops further apart, particularly the Pacific and Seville stops.

**9. RECEIVE Director's Report on January 2013 Service, Jon Hillmer, Director**

- On-Time Performance: 77.4%; System Average 78.0%; FY 13 Goal is 80%.
- Complaints per 100,000 passengers: 3.88; System Average 3.06; Goal is 2.20.
- Miles Between Road Call: 3,894; System Average 3,870; Goal is 3,900.
- Bus Cleanliness: 8.11; System Average 8.43; Goal is 8.5.
- Bus Accidents per 100,000 Miles: 3.40; System Average 3.30; Goal is 3.10.
- Bus Station Cleanliness Ratings by Region: 8.05; System Average 8.31.
- Metro Bus Average Weekday Ridership: 204,160 of 1,086,634 System Total.
- Lines 111 and 711 Weekday Ridership trends: 18,560.
- Rail Average Weekday Ridership: Red: 158,830; Blue: 91,709; Green: 46,029; Gold: 42,295; Expo 23,193.

Gateway Cities Service consists of 33 Metro Bus Lines with 82 Schedules (Weekday, Sat. & Sun.). Three of the lines are operated from multiple divisions.

- In January 2013 Region – 77.2% On-Time, 4.3% Early & 18.5% Late
- 28 schedules had 80% or better On-Time Performance
- 9 schedules had 70% or worse On-Time Performance
- 9 schedules had 25% or worse late buses
- No contract-operated line had more than 0.9% trips arrive early
- 28 schedules had 5% or more trips recorded as early

Council Member Shidler asked how the increase in weekend Gold Line service and two car trains is being funded. He doesn't see the demand for two-car trains on the Gold Line, while the Blue Line runs at 12 minute frequency on weekend and has standing room loads. Mr. Hillmer replied that the Blue Line is restricted in terms of the amount of service that it can operate because it shares tracks with the Expo Line. He stated he would look into the Gold Line specifics and report back to Mr. Shidler.

B. Timberlake commented that he does not believe that OTP as presented in the Director's Report is accurate. He requested OTP information by weekdays, Saturdays, and Sundays. He rides Lines 111, 311, and 260 and does not believe that Metro buses are close to being on time 70% of the time as reflected in the report, and that OTP is even worse on Sundays. Council Member Shidler suggested that Mr. Timberlake write down the bus numbers, operator number and the times that he encounters buses that are not on time and provide the information to Mr. Hillmer so that he can follow up.

Mr. Timberlake stated that he has contacted customer service several times but never receives a written reply. He has emailed them, but has never received a response. Council Member Shidler told him he should request a written reply. Mr. Timberlake stated that he always requests a written reply. Staff promised to look into the issue.

Mr. Hillmer stated that in January, Line 260 was on time 75% of the time on Sundays. He stated that schedule makers tend to concentrate efforts on building weekday schedules, and weekend schedules only get adjusted every two to three years.

#### **10. PUBLIC Comment for items not on the Agenda**

Mr. Timberlake asked if Blue Line OTP is tracked. Mr. Shidler stated that the rail time points are represented on the public time tables, but are not listed on the running operator tables. Mr. Hillmer will share Blue Line OTP information at a future meeting.

Mr. Timberlake stated that the Blue Line doesn't start on time at 7th and Metro after rush hour. He has sent emails to customer service with specific time and date information to request information as to why the train was delayed but has never received a response. He has also checked the service advisory schedule and has not found any explanation. Council Member Shidler encouraged him to submit the information to Mr. Hillmer for follow up.

## **11. CHAIR and Council Member Comments**

Council Member Burnett shared that Long Beach Transit is celebrating its 50th anniversary at the Long Beach Promenade and that he will attend the celebration.

Council Member Shidler noted that the annual Abilities Expo is being held at the Los Angeles Convention Center on Friday, Saturday and Sunday, and encouraged everyone to attend.

ADJOURNED at 3:43 p.m.