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LOS ANGELES COUNTY
METROPOLITAN TRANSPORTATION AUTHORITY
PROPOSED JUNE 2014 SERVICE CHANGES
PUBLIC HEARING

COUNCIL MEMBERS:

Marisa Perez, Chair
Gene Daniels
Jo Ann Eros-Delgado
Wally Shidler

OFFICERS:

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

FEBRUARY 13, 2014

6:12 P.M.

2565 East 58th Street
Huntington Park, California 90255

REPORTER: Laura D. Guerrero, CSR No. 7684

1 HUNTINGTON PARK, CALIFORNIA

2 THURSDAY, FEBRUARY 13, 2014, 6:12 P.M.

3 * * *

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5 THE CHAIR: Good evening, Everybody.

6 welcome, Everyone, to the Metro Gateway City Service

7 Center meeting. We're glad to be here today at the

8 Aspire Pacific Academy in the City of Huntington Park,

9 and we will go ahead and start with a pledge of

10 allegiance, and I will ask Member Shidler to lead us.

11 (Whereupon, the pledge of allegiance was

12 conducted.)

13 THE CHAIR: All right. Now, I will now ask

14 the secretary to call the roll call, please.

15 ANALYST RAMOS: Marisa Perez?

16 COUNCIL MEMBER PEREZ: Here.

17 ANALYST RAMOS: Richard Burnett has not

18 arrived. Aja Brown has not arrived.

19 Gene Daniels?

20 COUNCIL MEMBER DANIELS: Here.

21 ANALYST RAMOS: Jo Ann Eros-Delgado?

22 COUNCIL MEMBER EROS-DELGADO: Here.

23 ANALYST RAMOS: Cheri Kelley cannot attend

24 this meeting. Ana Maria Quintana has not arrived.

25 Wally Shidler?

1 COUNCIL MEMBER SHIDLER: Here.

2 ANALYST RAMOS: And Cinde Soto was not able to
3 attend.

4 THE CHAIR: Okay, great. We will go ahead and
5 then skip Item No. 3 for right now, which is the
6 approval of the minutes.

7 And do we have Lt. Shapiro here yet with the
8 safety tip? Great. Okay. Thank you.

9 DEP. ELIAS: Lt. Shapiro will be
10 Dep. Elizabeth Elias.

11 THE CHAIR: Okay. Great. Thank you.

12 DEP. ELIAS: Thank you.

13 Basically here, my safety tip today will be on
14 fare enforcement, with fare enforcement being a major
15 part for both Metro and the Sheriff's department. We
16 are constantly working on ways to improve the area and
17 the fare enforcement -- the fare enforcement area.

18 On the bus side, I work -- I'm assigned to the
19 bus side -- Gateway Cities side, so what we have been
20 doing a lot lately, at least once a week, is having
21 plainclothes operations where we get a group of at least
22 six deputies and one sergeant. What we do is four of us
23 will ride in plainclothes capacity on the buses and
24 the -- we basically monitor people who are paying and
25 not paying; and the ones that don't pay, we remove them

1 from the bus and we cite them. This coming Wednesday,
2 the 19th, we'll be working on Line 105 and 210.

3 COUNCIL MEMBER SHIDLER: What date?

4 DEP. ELIAS: On the 19th. And we did it --
5 the last one we did was on January 22nd, but we're
6 trying to do a lot more.

7 Any questions?

8 COUNCIL MEMBER DANIELS: I have a comment.

9 THE CHAIR: Yes, Mr. Daniels.

10 COUNCIL MEMBER DANIELS: I would just suggest
11 that you just get your crew on the Blue Line. Let me
12 tell you, that thing there, nobody pays on the Blue Line
13 and they jump turnstiles and they -- it's just a mess.
14 And, you know, for the last -- I used to take it all
15 the time. For a line going from Long Beach to where
16 they want visitors -- visitors to use it for
17 transportation -- public transportation to go downtown
18 to the art centers from the Long Beach area, you know,
19 and visitors and everything like that, they aren't going
20 to ride it.

21 It was a place -- I was talking to -- I was
22 talking to David the other day. One -- one day last
23 month I was coming down on the Blue Line, and they had
24 the car cut off and they were having a shell game in the
25 car. They were having a shell game and a guy watching

1 the door. And the guy pulled out of the platform
2 looking, wouldn't let people in, you know, to kind of
3 look to see if everybody -- sheriffs or anything there,
4 and they had a shell game going on, and they were
5 betting anywhere from 20 to \$50 a hand on a shell right
6 there in the car. I couldn't believe what I was seeing.
7 Here, I am with Metro and I have to watch, you know --

8 DEP. ELIAS: Right.

9 COUNCIL MEMBER DANIELS: -- and here they had
10 this shell game. Some of these people didn't look like
11 they had a nickel in their pocket, and they were betting
12 \$20 and \$50 on a hand on a shell game. The guys had a
13 shell game going on right in the car, so I called to let
14 them know where -- after I got off, I told them what the
15 car number was and everything. I don't know what
16 happened after that, but, you know, it helps -- until
17 things like that are taken care of, you're not going to
18 get somebody with a -- with a briefcase or a -- a
19 luggage wanting to go downtown, you know, people riding.

20 DEP. ELIAS: I will address your issues to the
21 Blue Line lieutenant, which is also Lt. Barry Shapiro.
22 He's basically taking the place for one of the other
23 lieutenants who is off ill right now, and I will pass it
24 on to my fellow team leader. His name is Albert Calvet,
25 so they can address the issues on the Blue Line, as

1 well; because I know they have teams, but I can't tell
2 you specifically what they're doing.

3 COUNCIL MEMBER DANIELS: Well, I'm sure they
4 know -- they already know --

5 DEP. ELIAS: Yes.

6 COUNCIL MEMBER DANIELS: -- what's going on
7 there.

8 DEP. ELIAS: Yes, thank you.

9 THE CHAIR: Anyone else?

10 COUNCIL MEMBER SHIDLER: Question.

11 THE CHAIR: Any other questions?

12 COUNCIL MEMBER SHIDLER: I don't want to take
13 a lot of time. I'll give you a scenario. This week I
14 was on the Blue Line on Florence. I was waiting for the
15 Blue Line. We had two -- two plainclothes fare
16 inspectors. I'm sorry I didn't get their names. The
17 people got off the incoming train from downtown --
18 pardon me -- got off the train going down from
19 Long Beach. They were checking their TAP card. One
20 gentleman, who obviously was homeless, because he had
21 partial shoes and covered with a blanket, they didn't
22 even stop him. I said, "Did you ask him --" I went up
23 to him, "How come you didn't ask this gentleman for his
24 TAP card?"

25 And they told me, "Well, he doesn't have one."

1 I said, "Did you write him a citation?"

2 He said, "No, because he's homeless. He
3 doesn't have any money and he has no identification and
4 we have no way of citing him."

5 So is this allowed or what's the policy?

6 DEP. ELIAS: No, it's not allowed; and yes, we
7 do cite them. In this particular case, they could have
8 issued him a citation, and what we usually -- what I
9 usually do is I carry a little thumbprint and I'll put
10 the thumbprint onto the citation; but they can cite him,
11 even though he has no ID on him. Even though he's
12 homeless, he's still citable.

13 COUNCIL MEMBER SHIDLER: They told me he rides
14 all the time.

15 DEP. ELIAS: Yeah, he's citable. In fact,
16 he's homeless --

17 COUNCIL MEMBER SHIDLER: They said, "If we
18 cite him, he just throws the ticket on the track there."

19 DEP. ELIAS: Well, then they can get him back
20 and cite him for littering.

21 COUNCIL MEMBER SHIDLER: All right. Thank
22 you.

23 DEP. ELIAS: And to that, also, on Sunday they
24 had a big operation on the Blue Line and the Green Line;
25 but I just remembered they were working plainclothes on

1 both lines. And I don't know what the results were, but
2 I do know that they had a big operation on the -- both
3 the Green and Blue to target those that are not working
4 and those that are, you know, going out for shopping or
5 whatever and not paying their fare. So the results,
6 like I said, I don't have; but they did have an
7 operation there.

8 COUNCIL MEMBER SHIDLER: Thank you.

9 DEP. ELIAS: Any other questions?

10 THE CHAIR: Thank you very much, Deputy.

11 DEP. ELIAS: Thank you.

12 THE CHAIR: Okay. We will now move on to item
13 No. 5, which is "Receive presentation on Metro's 'On the
14 Move Riders Club' Program" from Lilly Ortiz.

15 LILLY ORTIZ: Yes.

16 THE CHAIR: Thank you.

17 LILLY ORTIZ: Good evening. Good evening. My
18 name is Lilly Ortiz. I manage Metro's senior travel
19 training program called "On the Move Riders Club." It's
20 a program designed to encourage seniors how to use
21 public transportation, and they do it in a really neat
22 way. They do it in groups or through what I am going to
23 be training. I have a short, little video that sort of
24 explains the idea of our programs; so if you wouldn't
25 mind bringing your attention to the screen, then I'd be

1 happy to answer any questions that you have.

2 ANALYST RAMOS: It's not going on.

3 LILLY ORTIZ: Okay. Okay. So it looks like
4 we're having some technical difficulties. Perhaps I can
5 send a link to the short, little piece. It's really
6 quite good at explaining, but I guess I can do the
7 explaining.

8 As I mentioned, our program's goal is to
9 encourage seniors to learn how to ride public
10 transportation. We pair folks with -- we create the
11 pairs out of experienced riders and inexperienced
12 riders, and we bring them together to create these
13 clubs, and they travel to destinations near and far
14 using public transportation. And the idea is that after
15 several group trips, hopefully -- you have it?

16 ANALYST RAMOS: I think so.

17 LILLY ORTIZ: Okay. Fingers crossed.

18 THE CHAIR: Is this on the Metro website, as
19 well as this video?

20 LILLY ORTIZ: And there's some literature at
21 the back of the room.

22 THE CHAIR: Oh, okay, so then we can share.

23 LILLY ORTIZ: Yeah.

24 ANALYST RAMOS: We have video and no sound. I
25 can fix it. I can fix it. This, I can fix.

1 LILLY ORTIZ: So this little video is actually
2 following a group of seniors, who are the leaders at
3 their center in Duarte, so they're out there scouting
4 their route, traveling from Duarte to Long Beach. And
5 Metro Motion, which is an online magazine, followed them
6 and asked them some questions about what they're doing,
7 so we'll -- we'll hear -- we'll hear from the leaders.
8 We call them "travel buddies."

9 ANALYST RAMOS: It's going to take awhile.
10 Sorry.

11 LILLY ORTIZ: So I'm here today to hopefully
12 get some help, some suggestions as to how I can reach
13 the communities that you serve. Currently, we have one,
14 two, three, four, five clubs within this area -- City of
15 Commerce, Willowbrook, Pico Rivera, Cerritos, and
16 Huntington Park -- but the goal is to have clubs in
17 every city and community so that seniors have access to
18 this and are able to take advantage of the service of
19 learning how to use public transportation.

20 So often folks are unaware how to use public
21 transportation because we spend so much time in our
22 cars. It's a very valuable skill for people to -- to
23 learn, and it's a fun way for the seniors to get out.
24 They really do have a great time. They get to see the
25 sights. Usually, our trips involve a destination; for

1 example, a museum, a library, a park, and a nice place
2 to eat. Food is always involved in all of the trips,
3 and that's something that the seniors really, really
4 enjoy; and so there are many aspects of the clubs that
5 can enhance a senior's life, you know, the social
6 aspect, the physical activity aspect, so it really is a
7 wonderful, wonderful program.

8 THE CHAIR: I had a couple of questions.

9 LILLY ORTIZ: Sure.

10 THE CHAIR: So how did they -- the groups get
11 organized? You mentioned the five clubs. How did they
12 start it? How will we suggest maybe starting one in our
13 community?

14 LILLY ORTIZ: What happens is I come out to a
15 center, a city, and I sort of feel out the place to see
16 if there are folks who would be interested. And if
17 there are folks who are interested, the goal is to
18 locate people within the community who would be willing
19 to volunteer to lead these clubs. These volunteers, for
20 their work, receive a free Metro 30-day pass, and that's
21 just for the leaders; but that's sort of our incentive
22 for them for the work that they do during the month.

23 So once I've sort of felt out a location, I
24 speak with the director, the manager, and set a time
25 when I come back and I give a full presentation, the

1 presentation on transportation, the basics. You know,
2 what are the benefits? Where can you go? What are the
3 options in the area? All of that sort of stuff. I
4 get -- I get the folks really excited about riding
5 public transportation and I say, "Welcome, how about we
6 start a club here? What do you guys think of this
7 club?" And most often, there are folks who are very
8 interested in learning. The challenge has been securing
9 volunteers to lead the clubs.

10 So if anybody is interested in -- in starting
11 a club, if they wouldn't -- please contact me and I can,
12 you know, go from there and -- and perhaps set up a
13 presentation and -- and then secure a club at the
14 location.

15 THE CHAIR: What is your phone number for
16 contact?

17 LILLY ORTIZ: (323) --

18 THE CHAIR: Uh-huh.

19 LILLY ORTIZ: -- 479-2775.

20 THE CHAIR: And your e-mail?

21 LILLY ORTIZ: L- -- I'm sorry.

22 Onthemove@Metro.net.

23 We have video?

24 ANALYST RAMOS: I think so.

25 LILLY ORTIZ: Okay. Let's try it one more

1 time.

2 ANALYST RAMOS: Perfect. Oh, my gosh.

3 LILLY ORTIZ: Maybe not.

4 ANALYST RAMOS: Yeah, video is playing.

5 Video, but no sound.

6 LILLY ORTIZ: Okay. It's a great video, and
7 I'll send the link to Dolores; and if you all have time,
8 can you take a look at it? Does anybody have any
9 questions? Any questions?

10 THE CHAIR: No. Very interesting program.
11 Thank you very much for being here today.

12 LILLY ORTIZ: Thank you so much.

13 THE CHAIR: Great. Thank you very much.

14 We will now move on to the next item, which is
15 Item No. 6. It says "Receive director's report" from
16 Director Jon Hillmer.

17 Mr. Hillmer?

18 DIRECTOR HILLMER: Thank you, Madam Chair.

19 Go through our report today based upon our
20 printed document. We're having technical difficulties
21 with our system. Hopefully, we will improve our system
22 sometime in the near future. Let's go through it here
23 fairly quickly. This is -- the report is up through the
24 month of December, although I do have some January data
25 that I will provide as we move through here.

1 In terms of our on-time performance, which is
2 on Page No. 2, we have -- systemwide for on-time
3 performance was at 76.4 percent, and Gateway Cities was
4 75.2 percent. Our goal is 80 percent. For
5 January there was a significant improvement in on-time
6 performance, 79.3 percent systemwide, so it's almost up
7 to 80 percent systemwide; and for Gateway Cities, it
8 jumped up to 78.8 percent, a very nice improvement in
9 on-time performance. That would bring Gateway within
10 shouting distance of our goal for on-time performance.

11 And moving on to Page No. 3, see our
12 complaints per 100,000 passengers, we have a goal of
13 2.2 complaints per 100,000 passengers. Systemwide
14 we're at 4.27. Gateway Cities, we're at 4.61, well
15 above our goals. The January data, and that -- and
16 complaints have come down just a bit down to 4.04 for
17 the system, still well below the goal of 2.2; and for
18 Gateway Cities, it's come down to 4.18, so a nice drop
19 from 4.6, still a ways to go. The most common complaint
20 is still pass-ups. People don't like to see a bus go by
21 them without stopping to pick them up.

22 On our Page No. 4, which is reliability of our
23 bus, it's some miles between a mechanical road call.
24 Our goal is 4,000. Systemwide, we are better than that,
25 at 4,120. Gateway Cities had a spectacular month for

1 reliability, 5,000 -- nearly 5,100 miles between a
2 mechanical road call. This includes the directly
3 operated, as well as our contracted bus service. For
4 January, the miles between a mechanical road call
5 improved a bit up to 4200 miles systemwide. Didn't have
6 the opportunity to calculate it down to each of our five
7 regions; but more than likely, it's about the same,
8 possibly a little bit better.

9 Turn the page to No. 5, which is the
10 cleanliness of our buses. We call that -- we have
11 individuals who go out each month to each of our
12 operating divisions, including the contract service, and
13 evaluate the cleanliness of five buses each month. It's
14 been very, very steady. Both the system and for each --
15 each of our regions -- the system's at 8.49. January is
16 8.5. We are at 8.33. Our goal is 9, so we have a very
17 high, lofty goal, 10 being an absolute, pristine, new
18 bus; so our goal is to get up to within 90 percent of
19 that on an average and 8.3 for our existing service in
20 Gateway Cities.

21 Page No. 6 is the traffic accidents per
22 100,000 bus miles. Goal is 3.1 accidents per
23 100,000 miles, and we are exceeding that. Systemwide,
24 at 3.63; and Gateway Cities, at 4.37. We brought that
25 down in January. It's down to 3.19 systemwide, a nice

1 little deduction. Again, I have not had an opportunity
2 to crank in the each -- each region's performance at
3 this particular point, but I will have that. In fact,
4 what I'll do is get that finished, probably, in the
5 middle of next week. I'll e-mail that to all of the
6 service councils, except for Wally.

7 Page No. 7, bus station cleanliness again,
8 very much like the buses, it's been relatively steady.
9 Gateway Cities has come down a bit, down to 8.06
10 cleanliness for a variety of regions, including
11 Rosa Parks Station. I go out there and evaluate this at
12 various times, various days of the month so I don't get
13 the same time. Sometimes I catch a station just before
14 it's due to be cleaned up each and every day, so I
15 evaluate it based upon what I see, not what I would hope
16 to see, so it came down a bit. Systemwide is 8.14. Our
17 goal is 8.5.

18 Then moving onto Page No. 8, which is our
19 ridership, this is our average weekday ridership. And
20 for December, systemwide it's 604,000 on the Westside,
21 not for the system, just for the Westside, which is a
22 monster. Systemwide we had 1.088 million boardings in
23 December. Gateway Cities we're at almost a quarter of a
24 million for an average weekday, 245-. January ridership
25 is up just a bit. We went from 1.088 million to 1.099,

1 so we went up just a tad in terms of our -- our average
2 weekday ridership.

3 Then if we move on to Page No. 9, this is
4 not the Silver Line. This is really our -- our major
5 bus line which runs right by where we are today, the 60
6 and 760. The 760 is a Rapid. We had a major change
7 back in June of 2011. We saw the 760 reduced -- route
8 reduced, as well as its frequency of service reduced,
9 and ridership dropped off. Much of that went over to
10 the local. The 60 ridership has been -- even though
11 my -- my chart lines show them going up a bit, that's
12 simply because it changed so much in June. They have
13 actually been fairly steady. The Rapid Line is kind of
14 trickling down extremely slowly in the last three years,
15 but not bad.

16 Then moving on to the last chart, really, here
17 for graphs, which is the average weekly ridership of
18 each and every one of our rail lines. You can see the
19 trend line is -- is up for all of them. For us, the --
20 for example, the Green Line has been fairly flat. It
21 has actually come up in the last few months, contrary to
22 what most of the other rail lines have been doing, which
23 is trending downward this last month, and has been
24 moving up. So ridership on the Blue Line is also moving
25 up. For December, it had 84,770. Its peak was 93-

1 And then, finally, my last page -- we'll wrap
2 this up real quick -- are just some points. We will
3 have our -- our hearing right after I get through here,
4 but we did have a downtown hearing for the proposed
5 service changes. Gene was here. Wally was here. We
6 had about a dozen people show up. Six people gave
7 testimony. Most of the changes that are being proposed
8 are in the San Fernando Valley. We had a good turnout
9 there. We had 40 people come to the hearing. We had
10 20 people provide their comments. We had hearings last
11 night in the -- in Beverly Hills for the Westside; and
12 on Monday we had one in San Gabriel Valley, lightly
13 attended, because there's really very few changes
14 elsewhere. We'll go through that when I get done.

15 More exciting, we will have fare forums. The
16 Metro board has approved a public hearing, and we have
17 been requested to have fare forums in March. So on our
18 regular meeting in March, we will invite people to come
19 and provide their comments about what they think about
20 modifications to our fare for bus and rail. We will
21 have a court recorder recording this. We will have a
22 translator that will be available in case we need
23 people. We hope to have a good turn out there. It will
24 be at our regular meeting at 2:00 o'clock back at Salt
25 Lake Park. We hope for a very good turn out. We expect

1 to have a vibrant group there.

2 The Metro board will have its public hearing
3 on the last Saturday in March -- on the 29th of March in
4 downtown at the board -- in the board meeting hall at
5 the Gateway building at 9:30 in the morning. We expect
6 to have a vibrant crowd there. You are all welcome to
7 come there and participate.

8 You are not required to go be there and
9 actually pontificate; but you will be -- if you come,
10 we'll invite you, maybe, to come back and have some
11 coffee and water and whatnot in the back when we have
12 our breaks, as well.

13 And then, finally, just very briefly, the
14 Green Line is scheduled to have its gates latched. That
15 means that to get through, you need to hopefully tap
16 with your TAP card to open up the gates and walk on
17 through, very similar to the Red and Purple Line, which
18 is actually gated, so the Green line will be, too.
19 this will begin in just a few days. They're going to
20 begin the latching of the Green Line, I'm told. It
21 may be delayed because of some potential technical
22 difficulties, but the idea is to have the entire
23 Green Line latched from beginning to end, all
24 14 stations; and with that, it ends my presentation.

25 THE CHAIR: Thank you very much, Mr. Hillmer.

1 Any comments? Questions?

2 All right. So we will now move on to item
3 No. 7, which are "Public comment for items not on the
4 agenda," and we have one person for public comments.

5 ANALYST RAMOS: That person is for fare
6 change.

7 THE CHAIR: Okay. So we will save this. Put
8 this right there (indicating).

9 Is there any public comment on items not on
10 the agenda? So there is not any.

11 We will move on to "Chair and council member
12 comments," so we will start with Council Member Daniels.

13 COUNCIL MEMBER DANIELS: I think that the fare
14 change -- I see some positive things go on. I think the
15 fare that they -- that you transfer within 90 minutes, I
16 think that's a -- that's for a good -- that's really
17 good. I think that's for -- if you have time for -- and
18 a lot of people will save money for just the personal
19 fare, and it's good for 90 minutes. I'm very impressed
20 with that.

21 DIRECTOR HILLMER: I agree.

22 THE CHAIR: Member Shidler?

23 COUNCIL MEMBER SHIDLER: No comments.

24 THE CHAIR: I don't have any comments either,
25 so we will go ahead and adjourn to -- adjourn this

1 meeting and we'll go ahead and adjourn to the public
2 hearing on the June 24th proposed service changes; and I
3 have a script that we are going to read, so -- all
4 right.

5 So good evening. I will now call the public
6 hearing to order. Before we begin, we have simultaneous
7 Spanish translation available if that's needed. If you
8 need that, please let us know by raising our hand --
9 raising your hand, and we will ask the interpreter to
10 repeat that at this time. Great. I think we're good.

11 My name is Marisa Perez, and I am the Chair of
12 the Metro Gateway Cities Service Council, and I will be
13 serving as the presiding officer for this public
14 hearing. I thank everyone for taking your time out of
15 your schedule to be with us here tonight. I will ask my
16 fellow service council members to introduce themselves,
17 so we will start with Council Member Daniels.

18 COUNCIL MEMBER DANIELS: Gene Daniels, City of
19 Paramount. I'm mayor of the city.

20 COUNCIL MEMBER EROS-DELGADO: I'm
21 Jo Ann Delgado and representing the unincorporated
22 South Whittier area.

23 THE CHAIR: And I'm Marisa Perez, and I am
24 representing the community, and I live in Lakewood.

25 COUNCIL MEMBER SHIDLER: Wally Shidler; and I

1 live in Walnut Park.

2 THE CHAIR: Great. And we also have several
3 people here from Metro staff. These include
4 Jon Hillmer, who is Director of the Metro Service
5 Council; Michael Sieckert, who is representing
6 transportation planning manager -- not today, okay --
7 Dolores Ramos, who is our service council analyst;
8 Dave Hershenson in the back, who is our community
9 relations manager; and Henry Gonzalez, who you met when
10 you came in, and he's also our community relations
11 manager.

12 So the Metro Service Councils are responsible
13 for reviewing proposed bus changes and determining if
14 the proposed service changes should be improved,
15 modified or denied. The purpose of this evening's
16 hearing is to receive public comment on the service
17 changes proposed for implementation on June 29, 2014, or
18 later, if approved. The service council representatives
19 and Metro staff are here to listen to you, and your
20 comments are very important to us.

21 In addition to this hearing, the San Fernando
22 Valley Council hosted a hearing on February, the 5th.
23 The San Gabriel Valley Council held a hearing on
24 February, the 10th; and the Westside Central hosted a
25 hearing last night; and an all-council hearing was held

1 this past Saturday, February 8, at the Metro board room
2 downtown. This is the final public hearing regarding
3 the proposed June 2014 service changes.

4 Please note that this hearing is not to
5 receive public comment on the proposed fare
6 restructuring. Those comments will be held at fare
7 forums later in March and it's a public hearing on
8 Saturday, March, the 29th, beginning at 9:30 a.m., at
9 the Metro boardroom downtown.

10 The comments you make this evening must be
11 addressed to the proposed service changes listed in the
12 public service hearing. Copies of the public hearing
13 Take One brochures which list all of the bus lines
14 proposed for modification and all of the service council
15 regions are available at the sign-in table.

16 All of the comments provided this evening are
17 being transcribed and will become part of the public
18 record. The transcript and comments we receive from
19 other media such as mail, phone and e-mail will also be
20 used to make -- help us make the right decision.

21 Also, please know that there will be no
22 decisions made today. The purpose of this hearing is to
23 obtain public comment on the proposed service changes.
24 All public testimony and comments will be summarized and
25 responded to in the final staff report. The staff

1 report will be submitted to each of the service councils
2 at their March meeting for council consideration. The
3 report will contain final staff recommendations for each
4 bus line change under consideration here this evening.
5 Staff will also present their evaluation of the impact
6 the service plan will have relative to Title VI of the
7 1964 Civil Rights Act and the Environmental Justice
8 Executive Order.

9 In a few minutes, I will call for a staff
10 report on the proposed service changes. Following the
11 staff report, the public comment portion of the hearing
12 will begin. Persons who have asked to testify may do
13 this by turning in a Request to Speak form that are in
14 the back. Anybody who hasn't done so, you can also
15 submit written comment via e-mail, via fax or by mail;
16 and the deadline to submit testimony is tomorrow,
17 midnight, on Friday, February 14. This information
18 regarding submission of written testimony is listed in
19 the public hearing Take One brochure that is available
20 at the sign-in table. I will now call on Service
21 Council Analyst Dolores Ramos to read the Metro board of
22 director's secretary's report.

23 ANALYST RAMOS: The notice of intent to hold
24 this public hearing was published in the following
25 publications: Daily News Los Angeles, Eastside Sun,

1 La Opinion, Los Angeles Sentinel, Press-Telegram,
2 Rafu Shimpo (Japanese), San Fernando Sun, The
3 Orange County Register, San Gabriel Valley Tribune,
4 Southwest Wave, The Daily Breeze, The Korea Times,
5 Watts Times, World Journal (Chinese Daily News),
6 Siamtownus (Thai), Armenian Media Network and Panorama
7 (Russian). The notice was also posted on the internet
8 and distributed via Take One brochures aboard Metro
9 buses and trains.

10 Affidavits of publication are filed with the
11 Metro secretary and are available in the secretary's
12 office for review.

13 This concludes my report.

14 THE CHAIR: Thank you, Miss Ramos.

15 So we will now have a report which will detail
16 the proposed service changes and will focus on the
17 proposed changes within the Gateway Cities region.

18 Mr. Hillmer?

19 DIRECTOR HILLMER: Thank you, Madam Chair.
20 I'm going to pinch-hit for Mike Sieckert. Mike had to
21 go to the East Coast for a family emergency, not related
22 to the weather, I trust. There is a series of proposed
23 service changes that service planning has put forth to
24 the public, and we'll go through this one slide at a
25 time. It's on your -- on your document. It's Page

1 No. 2, to begin with.

2 On this -- these next two changes deal with
3 the Burbank Airport. There is a Regional Intercommunity
4 Transit Center known as RITC that is being implemented,
5 and so there's a proposal to better interface with
6 that -- that facility. So Line 169, which operates
7 mostly on Saticoy, is -- and then continues on before it
8 gets to the airport up to Sun Valley and Sunland. A
9 proposal is to extend that into the airport, as shown on
10 the map, via San Fernando Road. To replace the service
11 on Sunland, the proposal that's on Page No. 3, which is
12 to extend our Line 222, which comes up from -- no, from
13 our Universal Station to Barham, Hollywood Way; and the
14 proposal is to extend that. Once it touches the RITC
15 Transit Center, it is to continue on San Fernando Road
16 and then up Sunland over to its current -- over to the
17 169 current terminal, so it's a replacement to enhance
18 Intermodal Transit Center. That transit center also
19 would -- would be where the Metrolink service goes.

20 Now, Page No. 4, this is a proposed service
21 change on the Westside. This deals with an -- an
22 express line, 534, which goes from the transit center by
23 Fairfax and Washington, goes on the freeway to
24 Santa Monica, gets off on Santa Monica, kind of winds
25 its way through the available streets -- Santa Monica is

1 not bus friendly most of the time -- and then out
2 Highway 1 along the coast. This line is actually quite
3 heavily used in the morning outbound, very frequent
4 service every eight to twelve minutes. Buses are very
5 full. Then coming back in the afternoon, buses are also
6 well used.

7 The proposal is that when Expo Phase No. 2 is
8 implemented, it's to reduce the service levels on this
9 bus line from its current terminal at Washington and
10 Fairfax into Santa Monica. It's to reduce that service
11 by 50 percent, so cut off half of the service there.
12 That will still allow people who are currently boarding
13 and alighting the service in this area to do so. Again,
14 this is not to be implemented, if approved, until Expo
15 Phase 2 is up and running, so that might be a year and a
16 half away or more.

17 Line 577 on Page 5, 577 is an express line --
18 actually, an express line that Gateway Cities championed
19 to implement many years ago. It's an express line on
20 the 605 line. Today it starts near the
21 Veterans Hospital, kind of touches on Long Beach
22 State College, and then continues up the 605, serves the
23 Norwalk Transit Center, and then goes on to El Monte.
24 Presently, it's running a demonstration route that's
25 shown on our map up here where it does not -- it leaves

1 or goes to El Monte, not by the freeway, but by --
2 typically, by Peck Road; and there's a couple of reasons
3 for that.

4 One, the main reason is that the 10 Freeway
5 has been under construction for a number of years, and
6 it is backed up and it takes longer to be on the freeway
7 than it does to stay on Peck Road. Once it goes on
8 Peck Road to the 605, it actually goes under -- over the
9 freeway there. It -- it serves Rio Hondo College now,
10 so the idea is to generate some more ridership on this
11 line by connecting to Rio Hondo College.

12 Rio Hondo College has been a very -- even
13 though its -- its terrain is not very friendly to
14 transit, it does have a very public transit-oriented
15 approach to public transit. It has worked with Metro
16 for student passes that were incorporated into their --
17 their general ASB pass that students pay, so it does
18 generate quite a bit of local ridership already on our
19 local line, so the proposal is to continue that
20 demonstration line to make it permanent.

21 Moving on to Page No. 6, the bulk of the
22 service changes that are being proposed are in the
23 San Fernando Valley, and they revolve around the
24 Sepulveda Pass. Page No. 6, a little hard to understand
25 on this page, but, currently, we have Rapid bus service

1 on Van Nuys Boulevard, which is 761 -- it's north and
2 south -- and the 761 is on Van Nuys Boulevard all the
3 way from the north part of the Valley through the heart
4 of the Valley to Ventura Boulevard. And today it goes
5 to Ventura Boulevard, then uses Ventura Boulevard to get
6 to Sepulveda, and then goes over the Sepulveda Pass on
7 the local Sepulveda Boulevard into Westwood.

8 At night, when that service is not running,
9 the local 233 makes that service. The proposal here is
10 to take the 761 off of the Sepulveda Pass and connect it
11 to the Rapid bus line that's on Reseda, so we have a
12 U-shaped bus line. That would be Van Nuys on the east
13 on Ventura Boulevard to Reseda Boulevard, then on
14 Reseda Boulevard through the Valley north and south,
15 very -- very unique way of approaching it.

16 The frequency of service would be improved on
17 Reseda. It would be maintained on Van Nuys Boulevard.
18 One of the peak areas of demand on Ventura Boulevard is
19 between Reseda and Van Nuys, so this would enforce
20 that -- reinforce that area. Now, service through the
21 pass would be provided by another Rapid line, which is
22 on Sepulveda Boulevard in the Valley; so we would take
23 the Sepulveda Rapid -- I should -- I should change the
24 page so we get to that one. Let's go to Page No. 8.

25 And here we have the proposal for the

1 734 Rapid on Sepulveda Boulevard, which currently stays
2 in the Valley, rather than to continue that through
3 on -- on Ventura through the Sepulveda Pass; so the
4 Sepulveda Rapid would become the Sepulveda Pass Rapid,
5 as well. This actually would speed up service because
6 today, particularly during the a.m. and p.m. rush hours,
7 the existing 761 on -- remember, it comes down Van Nuys
8 Boulevard, then goes west on Ventura, then makes a
9 lefthand turn onto Sepulveda. It takes many times four
10 to six signal cycles for that bus to get through that
11 lefthand turn. It takes a long, long time.

12 The Sepulveda bus wouldn't have to make that
13 change at all. It would just have to continue straight
14 through. Now, it may take one or two cycles to get
15 through that very busy intersection, but much, much,
16 much faster; and that the 734 frequency would be
17 improved to match what the 761 frequency currently does.

18 Coming up to the last proposal is a new
19 express line that's -- that is being proposed. There's
20 a big caveat to this, which is subject to funding, so
21 this is a wish to be implemented, looking for somebody
22 who would fund. Maybe the board would; maybe somebody
23 else. We'll find out; but this is a proposal to put an
24 express bus over the Sepulveda Pass on the -- on the
25 HOV lanes when they're finally opened up for use.

1 This would be an express line that would start
2 on Van Nuys Boulevard, near Nordhoff. Van Nuys
3 Boulevard, down to the Orange Line, it doesn't go down
4 to Ventura Boulevard, but would rather use Oxnard to
5 transition over to Sepulveda, and then get on the
6 405 Freeway right at Victory Boulevard. This would be
7 much faster than going through that very congested area,
8 then go through the pass, get off at Westwood, and end
9 up at the -- the Westwood Veterans building, which is
10 also a high-demand area. Again, subject to -- to
11 funding, this is a very -- probably would be a very
12 successful service, if implemented, but we have to find
13 the money for it; and with that, that ends the
14 presentation.

15 Any -- any questions from the --

16 THE CHAIR: Questions? I have a question.
17 You mentioned about the last line, the proposed express
18 line. So why would you -- why is Metro proposing to do
19 this now if there's not any money for it at this moment?
20 Why -- why are we proposing it now? Why not wait until
21 December? Why not wait until there's money for this?

22 DIRECTOR HILLMER: There may never be money
23 for this at all.

24 THE CHAIR: Okay.

25 DIRECTOR HILLMER: The idea, as I understand

1 it, since we have this new facility being opened up over
2 the Sepulveda Pass --

3 THE CHAIR: The HOV lane.

4 DIRECTOR HILLMER: -- yeah, this HOV lane in
5 both directions that -- which is -- which will be used
6 by LADOT, by the way, because LADOT has two lines that
7 comes through the pass today; but we believe that there
8 is still a high demand for a express bus route from the
9 Valley to the Westside. Particularly, it would be
10 extended to and connect to Expo Phase 2, when Expo
11 Phase 2 opens up, so that -- that's the basic rationale.

12 THE CHAIR: Okay. Thank you.

13 Mr. Shidler?

14 COUNCIL MEMBER SHIDLER: One question on the
15 577, I haven't looked at the schedule. When we modified
16 that to serve the College, was -- how was the running
17 time affected?

18 DIRECTOR HILLMER: Actually, it did require
19 additional running time compared to what was on the
20 books; but it -- it better matched the reality of the
21 running time. During rush hours it -- it actually was
22 faster to go on surface streets than it was to go
23 through the 10/605 interchange; so in reality, it was a
24 better approach, but it did add running time.

25 COUNCIL MEMBER SHIDLER: Do you know how much?

1 DIRECTOR HILLMER: Pardon?

2 COUNCIL MEMBER SHIDLER: Do you know how much
3 running time?

4 DIRECTOR HILLMER: I believe it added five
5 minutes --

6 COUNCIL MEMBER SHIDLER: Thank you.

7 DIRECTOR HILLMER: -- and that was in each
8 direction.

9 COUNCIL MEMBER SHIDLER: Thank you.

10 THE CHAIR: Okay. Any other comments? All
11 right. We will go ahead now and move on to, I think,
12 public comments. Let me get my sheet.

13 Okay. So now we will open the hearing for
14 public comments, so you're free to comment on any line
15 in the public hearing notice; however, your comments
16 must be limited to the bus lines in the hearing notice
17 and keep the main focus. So I have right now one
18 comment card, and I will go ahead and start with that
19 person. That person is Rodolf Vallajo.

20 Mr. Vallajo?

21 RODOLF VALLAJO: "Vallajo."

22 THE CHAIR: "Vallajo." Mr. Vallajo,
23 translator? Okay.

24 RODOLF VALLAJO: Good evening. I like to say
25 that my wife and I, beneficiaries of the low-fare bus

1 fare. We use the bus. We are here to run down, but my
2 question is: Why is so poor attendance when this
3 meeting take place? When is the channel that you guys
4 advertise this -- this meeting? Because we -- we have a
5 large population in the City of Huntington Park, but
6 I -- I don't hear the advertising. Through church?
7 Through schools? Parent centers? I don't see it. So
8 how does this proposal going to get to the -- to the
9 public users? The bus riders? That's my question,
10 because our -- I feel pretty mad because this is not
11 public -- public -- particularly no attendance, so I
12 don't -- who made the final decisions for this? I'm not
13 fully familiar with this, but I get an idea because I
14 use the -- I use the bus, my wife and I.

15 We have suggestion. Okay? Why don't you hire
16 the guy that's on -- Nasty, on radio, they would have
17 the power to ask people. The guys that -- the trash
18 radio people. I don't know if I can make you
19 understand, because they -- they have a lot of -- a lot
20 of listeners.

21 THE CHAIR: Right.

22 RODOLF VALLAJO: They just listen to
23 Tom Leykis and Cucuy. If you go to that channel, you're
24 going to have like a thousand people attending.

25 THE CHAIR: Okay.

1 RODOLF VALLAJO: I'm not kidding.

2 DIRECTOR HILLMER: Actually, I appreciate the
3 comments. We have put notices on our buses, in the
4 newspaper, all -- all the local newspapers. I don't
5 have a list of those, but it was --

6 ANALYST RAMOS: I read it.

7 DIRECTOR HILLMER: Yes, it was read through
8 here. Great idea about potentially putting it on -- on
9 the Spanish-speaking radio, because we do have a very
10 good, vibrant ridership in the Hispanic community,
11 particularly in the Gateway -- Gateway area, so I'll
12 explore that in the future. I don't know how expensive
13 it is; but if we can generate a better understanding and
14 attendance, it is well worthwhile.

15 RODOLF VALLAJO: Let me tell you that I am a
16 part of a group, 120 people, from parents and students.
17 It's called "CBE, Communities for Better Environment,"
18 and we -- we -- we got a lot to do with election time to
19 pick the right candidates. We vote for them, because we
20 all meet together every Wednesday, 6:00 p.m., so you all
21 are invited. We want to see the population there --

22 THE CHAIR: Right.

23 RODOLF VALLAJO: -- and I tell my partners
24 that the power that we have is wide because most of us
25 are registered voters, so -- so we're looking ahead to

1 pick the right candidate, not only to -- to be in the
2 public service, but on a federal level, local and state.
3 I'm sorry that I'm not familiar with the comments, but I
4 just picked this process. Thank you.

5 THE CHAIR: Yeah. Thank you, Mr. Vallejo. I
6 actually work at AQMD, Air Quality Management District,
7 so I'm very familiar with CBE and your group and your
8 organizing and your advocacy, as well. I think you had
9 a really good comment about using churches and schools
10 and our community group as a way to reach the group, a
11 larger mass. I've only been working at AQMD for four
12 years now, but I really am amazed at their outreach.
13 They do have a very large -- you know, churches, all --
14 all denominations, and that is a crucial way to reach a
15 lot of people. And, you know, we're -- at AQMD, we're
16 talking about air quality, which has a huge impact on
17 people's health and especially in these communities on
18 asthma and stuff.

19 So, I mean, I think there's a lot -- a lot to
20 learn, community outreach, and I think, you know, Metro
21 has always been on the cutting edge. So, you know,
22 hopefully, you know, Jon can -- Mr. Hillmer can take
23 back some of these comments because I do think that it
24 is hard for us to get people here, so we're very
25 grateful for you being here today and thinking of

1 spreading the word amongst your CBE members, as well as
2 your -- any other community members who are here;
3 because, you know, there is coming up very soon another
4 big issue, the fare change issue, which we kind of
5 talked about briefly, but we're not focused on today.

6 So, again, maybe take a look at our website.
7 You know, Jon can maybe connect with you afterwards
8 about seeing about getting your group more involved in
9 these issues, so I appreciate you being here tonight.

10 RODOLF VALLAJO: Thank you.

11 THE CHAIR: Mr. Shidler?

12 COUNCIL MEMBER SHIDLER: I'd like to ask the
13 gentleman a question.

14 We have governance council meetings once a
15 month here in Huntington Park at the Recreation Center
16 on the second Thursday of the month at 2:00 o'clock,
17 which you can invite your people to come. I want to --
18 what I want -- I want to -- would you prefer our
19 meetings to be in the afternoon or be in the evening?

20 RODOLF VALLAJO: You're going to have to take
21 a survey with the public, because I wouldn't -- I
22 wouldn't expect that we have to deal with the public.
23 It takes a survey.

24 COUNCIL MEMBER SHIDLER: Well, with your
25 group --

1 RODOLF VALLAJO: I guess I would say the
2 evening, but not necessarily I represent the majority
3 opinion of those people.

4 COUNCIL MEMBER SHIDLER: Will you talk to your
5 organization, tell them about our meetings, and ask them
6 if they would prefer -- if it is easier for them to come
7 in the afternoon or in the evenings to the meetings,
8 because we do these meetings once a month. We do them
9 at 2:00 o'clock at the Recreation Center on the
10 second Thursday of the month.

11 RODOLF VALLAJO: I would say evening --

12 COUNCIL MEMBER SHIDLER: Evening.

13 RODOLF VALLAJO: -- will be more comfortable
14 because we -- after work hours and it would make sense.

15 COUNCIL MEMBER SHIDLER: Thank you very much
16 for coming. I appreciate it.

17 RODOLF VALLAJO: Thank you.

18 THE CHAIR: Are there any other public
19 comments? Anybody considering filling a public comment
20 out at this time? So nobody else, all right. So seeing
21 that there are not any additional public comment, this
22 concludes our public comment portion of this public
23 hearing.

24 Do any of our council members wish to provide
25 closing comment?

1 Okay. So if there are no further comments,
2 I'd like to again thank everybody for coming out this
3 evening. All comments regarding the proposed service
4 changes will be discussed and considered by the service
5 councils at their March meeting. This public hearing is
6 adjourned. Thank you very much for being here, and I
7 think that concludes our meeting, as well, too. Thank
8 you everybody.

9 (The proceedings adjourned at 7:04 p.m.)

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REPORTER'S CERTIFICATE

STATE OF CALIFORNIA)
) SS
COUNTY OF LOS ANGELES)

I, LAURA D. GUERRERO, a Certified Shorthand Reporter of the County of Los Angeles, State of California, do hereby certify that said proceeding was taken down by me in shorthand at the time and place therein named, and thereafter reduced to print by means of computer-aided transcription under my direction, and the same is a true, correct, and complete transcript of said proceedings.

Dated this 27th day of February, 2013,
Long Beach, California.

Laura D. Guerrero, CSR 7684