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GATEWAY CITIES SERVICE COUNCIL
MEETING AND FARE FORUM

THURSDAY, MARCH 13, 2014
2:05 P.M.

Salt Lake Park Community Center Lounge
3401 East Florence Avenue
Huntington Park, California 90255

1 GATEWAY CITIES SERVICE COUNCIL, MEETING AND FARE
2 FORUM, before Wendy Rasnick, Certified Shorthand
3 Reporter, Number 12347, for the State of California,
4 with principal office in the County of Los Angeles,
5 commencing at 2:05 p.m., Thursday, March 13, 2014,
6 at 3401 East Florence Avenue, Huntington Park,
7 California 90255.

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9 APPEARANCES:

10 Council Representatives:

11 Marisa Perez, Chair

12 ~~Richard Burnett, Vice Chair~~

13 ~~Aja Brown~~

14 ~~Ana Maria Quintana~~

15 Wally G. Shidler

16 Gene Daniels

17 ~~Cheri Kelley~~

18 ~~Jo Ann Eros-Delgado~~

19 ~~Cynde Soto~~

20 Officers:

21 Jon Hillmer, Director, Regional Councils

22 Dolores Ramos, Council Admin. Analyst

23 Elizabeth Elias, Deputy

24 David Hershenson, Comm. Rel. Mgr.

25 Michael Siekert, Transportation Planning Manager

1 HUNTINGTON PARK, CALIFORNIA; THURSDAY, MARCH 13,
2 2014; 2:05 p.m.

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5 MR. BURNETT: The Gateway Cities Service Sector
6 Council meeting for this month will start. Please
7 lead us in the Pledge of Allegiance.

8 (The Pledge of Allegiance.)

9 MR. BURNETT: Can I have the roll call?

10 MS. RAMOS: Marisa Perez is going to be late
11 today.

12 Mr. Burnett.

13 MR. BURNETT: Here.

14 MS. RAMOS: Aja Brown. Not yet arrived.

15 Gene Daniels.

16 MR. DANIELS: Here.

17 MS. RAMOS: Jo Ann Eros-Delgado. Not yet
18 arrived.

19 Cheri Kelley.

20 MS. KELLEY: Here.

21 MS. RAMOS: Ana Maria Quintana. Not yet
22 arrived.

23 Wally Shidler.

24 MR. SHIDLER: Here.

25 MS. ELIAS: Cynde Soto.

1 MS. SOTO: Here.

2 MR. BURNETT: Now, a motion to approve the
3 minutes from January and the transcript for the
4 February meeting.

5 MR. SHIDLER: Moved.

6 MS. KELLEY: Second.

7 MR. BURNETT: Approved.

8 MS. KELLEY: So moved.

9 MR. BURNETT: Okay.

10 MS. KELLEY: Before you go further, the minutes
11 of the last meeting -- I requested a copy of the
12 safety tips card. Do we have one?

13 Thank you.

14 MR. BURNETT: Okay. We'll now move onto safety
15 tips.

16 MS. ELIAS: My name is Deputy Elizabeth Elias
17 out of Gateway, Division 1. On the last meeting, I
18 had explained to everybody we were going to be
19 conducting a plain-clothes operation, in which we
20 did; however, a week later, we conducted a plain
21 clothes operation on the Blue Line.

22 My safety tip today is going to be a
23 reminder to everyone regarding cell phones and the
24 use of electronic devices, whether iPad's or
25 computers. While I was riding the Blue Line train,

1 I saw people with their laptops and their phones,
2 and they were not aware of their surroundings; so
3 that would be my safety tip.

4 If you know anyone who rides trains,
5 buses, friends, family, coworkers -- can you just
6 remind them to keep those things put away until they
7 get to their destination, to prevent any, you know,
8 thefts or robberies on the trains or buses.

9 And that will be all.

10 Any questions?

11 MS. KELLEY: That actually was our safety tip
12 last month. I asked, at that time -- it doesn't do
13 you any good to tell us. We are not the ones with
14 the issue. What are we doing to tell the riders on
15 the bus? Is there a card that we can pass out, a
16 flyer attached somewhere in the bus?

17 MS. ELIAS: There is a card that we pass out,
18 and there's also a video that's played on the buses
19 that's -- and posters, as well on the trains.

20 So while I was out there, like I said, I
21 saw a lot of it going on. Everywhere I turned
22 everybody was caught up in their devices. It's just
23 a reminder to pass it on to anyone you know. But,
24 yes, there are flyers out there, and there are
25 videos being played on the buses and posters on the

1 trains.

2 MR. DANIELS: Are you able to reveal anything
3 about that in your undercover investigation?

4 MS. ELIAS: I'm sorry?

5 MR. DANIELS: Are you able to reveal anything
6 from your undercover investigation on the Blue Line?

7 MS. ELIAS: On the Blue Line, we cited a total
8 of 78 patrons, and that was for quality of life
9 issues, which includes eating, drinking, fare
10 evasion, several of them for being loud and unruly;
11 and I think that was about it. Those are the four
12 main ones.

13 MR. SHIDLER: Did you encounter any vendors?

14 MS. ELIAS: Yes, we encountered and cited two
15 vendors on the buses, and we encountered one on the
16 trains. The one on the train was selling some kind
17 of scent, like a scent. The one on the buses were
18 selling candy. And one other item, I can't
19 remember, but, yes, we did. We encountered and
20 cited three patrons for selling.

21 MR. SHIDLER: Thank you.

22 MR. BURNETT: On the buses; right?

23 MS. ELIAS: Two were on the buses; one was on
24 the train. One patron was cited on the train for
25 vending, for selling, and two were on the buses on

1 line 105.

2 Any other questions.

3 MR. BURNETT: Thank you.

4 MS. ELIAS: Thank you.

5 MR. BURNETT: Okay. Let's see. From our rail
6 operations manager, Mr. Shelbourne, we received a
7 presentation on the Metro Blue Line Improvement
8 Project.

9 MR. SHELBOURNE: Hi, good afternoon everybody.
10 My name is Bruce Shelbourne. I'm the Executive
11 Director of Rail Operations for Metro. I thought
12 I'd come down here today and give you a -- at your
13 request, actually, a quick overview of what we're
14 doing now on the Blue Line right now, in terms of
15 rehabilitation replacement and safety improvements.

16 As everybody probably knows, Blue Line's
17 over -- is going to be 24 years old this summer, and
18 it's been a fairly successful line over two years.
19 We've almost had 88,000 people a day boarding.

20 It's, like, 27 million a year boardings on the line.

21 And as with anything that's 24 years old,
22 it's starting to show some signs of age. If you
23 ride the line frequently, you will see a variety of
24 different things out there in the stations. You may
25 see a cracked platform, or there may be some paint

1 chipped or something like that. It just needs to be
2 fixed.

3 We're embarking on a multi-year incredibly
4 large investment to rehabilitate the line. What I
5 thought I'd do is just kind of work through all the
6 aspects of it. I'm just going to start with what
7 we're going to start with first.

8 We're going to start with a rail
9 replacement project down in Long Beach from the Long
10 Beach Station around the loop down there. We're
11 going to take all the rail and lift it up and put a
12 rubber boot around it and drop it back in place, and
13 what rail needs to be replaced, we're going to
14 replace it. This will ensure that the rail will
15 last a whole lot longer than 24 years.

16 What we're seeing is there has been some
17 decay in and around some of the stations to the rail
18 where there's water involved because of the
19 landscaping. The water leaks down into the track
20 way and then down and around the rail, which is the
21 base of the rail. We've got to go in and pull the
22 whole line up and drop it back down. So it's going
23 to take quite a bit of time, probably two years,
24 roughly, to get all that done. It's a large number
25 of miles of rail.

1 In addition to that, we are getting ready,
2 also, to start with the replacement of the switch at
3 the downtown Long Beach Station, the switch just
4 east of the station there. We've had a little bit
5 of problem with it. We've had it redesigned, and
6 now we are going to just replace it. That should be
7 occurring within the next couple of months.

8 That's going to pretty much be our kick
9 off for the railroad replacement as well. When that
10 occurs, the station in that area will have to be
11 shut down for awhile. We're going to have to go in
12 and take the track work out and actually put a new
13 foundation underneath the track, and then we have to
14 let the concrete cure. We'll have a modified
15 service down in the downtown Long Beach area for a
16 while.

17 Additionally, we have our overhead wire.
18 That's probably the biggest problem with any light
19 rails is the overhead wire. There's so many parts
20 that are subject to wear and tear up in the sky, and
21 it's subject to all the weather conditions, and it's
22 every rail car as it goes along, has to get the
23 electricity to move down the line.

24 We have recently completed a
25 rehabilitation project on that. That's taken all of

1 the components, all the little nuts and bolts and
2 what have you, various items other than the wire and
3 replaced them all along the line or made sure
4 they're all in good running order. It has really
5 helped improve the liability of it. However, the
6 wire itself is reaching its point of needing
7 replacement where we end up with -- let's say this
8 is a wire here, a full nice round wire.

9 Eventually, the bottom half starts
10 flattening out, and we start losing mass on the
11 wire, and we have to replace it when it gets to a
12 certain point. We are not to that point yet. We
13 don't want to get to that point. We do want to
14 replace the wire in downtown Long Beach and downtown
15 Los Angeles. That's where the work will be done.
16 That, in itself, is not as big a project as the
17 rail.

18 We also have a signaling project, all of
19 the Wayside signals, the lines are controlled with a
20 train control system that requires -- that allows
21 the train to simply be detected throughout the
22 assignment and it also keeps the train from --
23 from -- if there's another train in front of it it
24 will stop the train behind it. And what goes with
25 that is also the signaling system along the

1 right-of-way. Quite simply the signal that exists
2 is no longer supported by manufactures and it's just
3 time to be replaced. That project will be occurring
4 over a period of about 2-and-a-half-years, something
5 that happens in every railroad. You know, parts
6 been through this once already and they're getting
7 ready to go through it a second time. This is our
8 first time. We have probably about 18 months of
9 work on that. That won't start until next year.

10 The work itself will entail having to run
11 the train slower while we are replacing the system,
12 so it will -- everybody who rides the line will be
13 impacted by it. There's just no way around that.
14 When we take a signal out of service, the train has
15 to run at a restricted speed because there's no
16 signal governing the train. So, that is coming.

17 And probably one of the bigger projects
18 that you'll be seeing here toward the end of this
19 year will be the rehabilitation of the train
20 stations themselves. All the Blue Line train
21 stations will be given a face lift, for lack of a
22 better term, all the flooring will be replaced when
23 it's moved out; we'll get new PA systems in all of
24 the stations; improved lighting; new transit
25 passenger information system boards; we are going to

1 increase the amount of canopy area on each station
2 to about double of what it currently is, which
3 happens to be over 50 percent of every station which
4 will be really nice. A really nice improvement
5 there.

6 So that will be occurring, starting toward
7 the end of this year. That will interrupt service
8 to some stations when work is being done. When
9 we're doing the canopy replacement or I'm sorry, the
10 canopy addition, we'll have to suspend service at
11 those hours. We're going to try to do all that at
12 night, but when we redo the flooring there will be
13 some periods where we will have to suspend service.
14 We're going to really try to keep that down to a
15 minimum though.

16 We do have a couple of other projects that
17 you may or may not be aware of. About two years ago
18 we finished replacing all of the Gray's Crossings.
19 The Gray's Crossing, for example, down here at
20 Florence Avenue we rebuilt them. The original
21 design of them have been served it's useful life and
22 so we went in and pulled them all out, took all the
23 wooden ties out, and replaced them with concrete
24 ties for more durability. Maybe it will last much,
25 much longer this time around. We're expecting to

1 not have to do any work on those for 25 to 30 years.
2 This time we hadn't replaced them in about 18 years,
3 so that should be a significant improvement. And if
4 you happen to drive across the tracks in the bus or
5 any other form of transportation you'll not be
6 subject to the jarring or rattling type of thing
7 that often is accompanied with the crossing of the
8 railroad tracks. We have that all in place already.

9 We're also working on a safety improvement
10 project for the Blue Line. It's a multi-facet
11 effort that includes adding additional crossing
12 protection at Gray's Crossing for pedestrians
13 throughout the corridor. We're taking some of the
14 lessons to work on some of our newer lines that has
15 been proven very, very successful on the Blue Line
16 by putting gates so pedestrians just don't walk out
17 into the track way. What they'll have to do is open
18 a gate or there will be a gate that will drop down
19 in front of them when their train is coming. We
20 think that will be very, very successful.

21 We've also increased -- we're in the
22 process of putting in active train warning signs in
23 the City of Long Beach, similar to the City of
24 Los Angeles right now at the major intersections
25 where we go through, actually, activate them when

1 there's a train coming. And this let's everybody
2 know, the pedestrians and motor vehicles, that a
3 train is coming. They have really helped with the
4 accident rate in downtown Los Angeles and other
5 locations.

6 We are also going to be experimenting in
7 downtown Los Angeles with embedded lighting along
8 the right-of-way in the intersections. What that
9 amounts to is you may see it here and there where
10 there's a crosswalk, where a person can activate
11 lights to allow them to cross the street. It helps
12 form caution, if you will, for motorists to let
13 everybody know that there is a pedestrian in a
14 crosswalk.

15 We're taking, essentially, the same
16 concept, we're putting them at the street crossing
17 and as a train is coming we'll have red lights flag
18 the train across the intersection. It's been used
19 very successfully in a couple of other cities in the
20 country. It really cut down on the accident rate.
21 We're hoping to take advantage of the same exact
22 thing.

23 One other thing that we're doing is, we're
24 working with the City of Los Angeles and County of
25 Los Angeles, we'll probably expand this to the City

1 of Compton and Long Beach, is lighting evaluation at
2 various intersections along the alignment. We've
3 actually just had the first few intersections
4 improve the lighting, to improve -- not only the
5 vision for the -- not only improve the ability for
6 train operators to see people in and around the
7 area, but also for people to just be able to see the
8 way of the rail, that's them crossing the tracks as
9 well. We feel very strongly this will really help
10 the safety of the alignment.

11 We have four intersections in the City of
12 Los Angeles, the County is in the process of doing
13 the work to their intersections, and then we will
14 evaluate it. We don't want anything but success to
15 come out of that.

16 Then we also, one other item, we are
17 evaluating left hand turn feed in downtown Los
18 Angeles. Many of our accidents on the Blue Line
19 right-of-way are left-hand turns in front of trains
20 in downtown Los Angeles, and downtown Long Beach.

21 So what we're doing, actually on Flower at
22 18th Street -- at 18th street and the Santa Monica
23 freeway on-ramp is we are taking literally a parking
24 gate and the parking gate mechanism at the left-hand
25 turn gate there, and we're giving it a shot. We're

1 going to see how it works. And just because there
2 just seems to be a lot of left-hand turn accidents.
3 And just general confusion when people get around
4 the railroad tracks, they're not familiar with the
5 way of the land; so we hope that will be very
6 successful as well.

7 We've got a lot in the harbor right now.
8 For the most part, everything will kick off with the
9 cross over replacement in downtown Long Beach.
10 There will be lots of service adjustments for us to
11 get all this done. That's just pretty much the way
12 railroading is, not much we can do that. With that,
13 I'll be happy to take any questions.

14 MS. KELLEY: In the very beginning, you
15 mentioned that you were going to have to be lifting
16 up the tracks?

17 MR. SHELBOURNE: Yes.

18 MS. KELLEY: How is that working? Does it shut
19 down the entire line or --

20 MR. SHELBOURNE: What we'll do is we'll close
21 the line down where we're working down in Long
22 Beach. The track will be closed, but the other
23 track will be open. So we'll have to signal track
24 around it, but we can't -- it sounds really strange,
25 but --

1 MS. KELLEY: I'm not talking about the switch
2 to Long Beach, I'm talking about the entire Blue
3 Line. In the very beginning of your --

4 MR. SHELBOURNE: Yes, yeah, when we lift the
5 track.

6 MS. KELLEY: Right.

7 MR. SHELBOURNE: We can do it in very short
8 sections. And so it will, like, when we start
9 working in Long Beach, we'll be working in and
10 around the loop area. So nothing more than just
11 that area will be closed because there's only one
12 track down there.

13 MS. KELLEY: Again to my question, how does
14 that work does the train stop ahead of that and then
15 that's where it ends?

16 MR. SHELBOURNE: Yes, yes, exactly.

17 MS. KELLEY: How does that work further --

18 MR. SHELBOURNE: What we'll do is, we'll take
19 the trains, and we will put out a special schedule
20 and let all the riders know what's going on. For
21 example, we would probably end service at Anaheim
22 Station, and then we would have replacement bus
23 service from Anaheim Station down to Fifth, first in
24 downtown Long Beach while the work is occurring.
25 Much of that work will occur at night to the extent

1 that, at the present time, we do have some noise
2 abatement issues that we have to deal within the
3 City of Long Beach, things in the track area.

4 MS. KELLEY: Thank you.

5 MS. SOTO: I have a question. I ride the Blue
6 Line, and I see a lot of people in wheelchairs and
7 people with baskets in hand.

8 MR. SHELBOURNE: Yes.

9 MS. SOTO: How will the bus accommodate all the
10 people in chairs, with strollers, and all that?

11 MR. SHELBOURNE: Well, we'll have to put out as
12 many buses as we can put out. In the past, when we
13 had to do a bus replacement service, we always -- we
14 know what we need to get it done, and we typically
15 multiply it by two just because of the unknown
16 factors that happens. We will want to have public
17 buses ready to address any issue, and that's the way
18 we're gonna handle it.

19 What we want to do is, we -- if -- let's
20 say, if the train runs every 15 minutes or whatever
21 time of the day, we'll have buses that will be able
22 to run twice as frequently as that just so people
23 don't have to wait and just keep everybody moving.
24 Already we're having to get off a train and get on a
25 bus, we'll try to do it as fast as possible.

1 MR. SHIDLER: Are you going to add any
2 additional crossovers?

3 MR. SHELBOURNE: Yes, we are. Thank you for
4 reminding me. There are four more crossovers, the
5 crossovers where we go from one track to the other,
6 essentially, between Washington Station and Willow
7 Station where we have -- right now we have them at
8 Florence and Imperial and Artesia and the main yard
9 and we're going to put in-between every one of
10 those.

11 With that -- what that will allow for --
12 that will allow for us to maintain without having to
13 degrade the service quite as much as we have to
14 right now. We go out and work on the line right now
15 and we have to pretty much run a 20 minute headway.
16 That's just how long it takes to get between two
17 crossovers. By putting the additional crossovers
18 in, it should only take 10 minutes. So, that the
19 amount of service we can revive while we're working
20 will be very similar to normal service. We're
21 really looking forward to that. That will be going
22 consistent with the signal changes.

23 MR. SHIDLER: At the Florence Station there,
24 when the trains call the gates, when it's coming
25 southbound, it takes about 20 seconds. Pardon me.

1 It takes about 20 seconds before the train ever
2 arrives. Problem is the gates go down but the
3 east-west traffic on Florence Avenue, those traffic
4 signals stay green. They don't go to -- I brought
5 this up to both the County and your safety people.
6 What happens, people are on a bus, they get off at
7 the stop there and they see the gate down so they
8 start to cross the street, but the signals are still
9 green. Why they don't go to flashing when the gates
10 are down, I have no idea.

11 MR. SHELBOURNE: I think it has to do with the
12 change of the intersections. I'll check into it
13 again. I'm almost certain what you're talking about
14 the pedestrian versus a motor vehicle.

15 MR. SHIDLER: Yeah, because I timed it and it's
16 20 to 30 seconds. My last question is, it has to do
17 with the -- why are they putting blackouts on the
18 windows? It used to be you could still see them,
19 and now they're totally black. You can't see in it
20 at all.

21 MR. SHELBOURNE: The operator's window up
22 front?

23 MR. SHIDLER: The operator's window and the one
24 by the seat there.

25 THE WITNESS: Yeah.

1 MR. SHIDLER: The one in the door and the one
2 by the seat there. You totally can't see at all.

3 MR. SHELBOURNE: I'm going to have to check
4 into that.

5 MR. SHIDLER: Just curious.

6 MR. SHELBOURNE: I'll get back to you on that.

7 MR. SHIDLER: You see a lot, if you will.

8 MR. SHELBOURNE: Okay. Of interest, we are
9 regulated from the California Public Utilities
10 Commission. They have a general order that requires
11 all cabs of rail vehicles to have cameras inside of
12 them, very similar to what we have in the buses. So
13 we are actually -- right now we have cameras
14 literally being delivered next week that we'll start
15 installing on all of our cabs. So just an
16 interesting sideline, I'll look into that also.

17 MR. SHIDLER: You have a big project there. I
18 wish you luck.

19 MR. SHELBOURNE: We're expecting to be done
20 about 2018. Then once we're done, it's like
21 painting the Golden Gate Bridge, once we're done
22 here we'll go on to the Green Line then, Green Line
23 to Gold Line, then moving back to our Blue Line.
24 It's something that we're just starting now as an --
25 as a relatively young rebirth of rail here in Los

1 Angeles and kind of getting back into the swing of
2 maintaining things.

3 MR. SHIDLER: When these two extensions are
4 done, the Expo and the Gold Line -- the other end.

5 MR. SHELBOURNE: Gold, yes.

6 MR. SHIDLER: How is the car situation, are we
7 going to have enough cars?

8 MR. SHELBOURNE: We eventually will, you know,
9 the cars -- the first two cars are being built over
10 in Japan right now. Those are prototype cars. One
11 will come over, and the other one will be held back
12 behind. As the one is tested here, the other will
13 be modified. The production line will come up after
14 that. We will expect to start receiving production
15 cars in the middle of next year. Then they'll go
16 through a PC certification process, and then an
17 acceptance -- systems acceptance process. Then a
18 burden process.

19 And at that point in time, once they have
20 a car that we're able to accept in service. Then
21 we'll go ahead and train our train operators and our
22 train specialist and our supervisors to operate and
23 maintain the vehicle. When that happens, then we
24 can put it in service. We have a lot of training
25 ahead of us for that new vehicle.

1 When the car gets here, it can't just go
2 straight in service. I guess, what I'm trying to
3 say is there's a lot that goes into the support of
4 that car. We have 78 cars coming plus an additional
5 97 cars after that. So 175 cars total.

6 As the Blue Line fleet itself will be
7 replaced out of those 175 cars. We are rehabbing
8 the Blue Line fleet as well. You may have seen a
9 few of the cars out there that do have new paint
10 jobs on them and that will be the paint -- they will
11 have yellow front ends and significantly more yellow
12 along the sides. We've tried a couple, three, seems
13 you'll see several out there right now. The final
14 one looks more like the ones with the yellow front
15 end with polka dots on there with much more yellow
16 on the sides, so the actual car looks pretty good.

17 MR. SHIDLER: Are the new cars stainless steel?

18 MR. SHELBOURNE: The new cars are not stainless
19 steel.

20 MR. BURNETT: Anything else?

21 MR. DANIELS: You're upgrading the Blue Line?

22 MR. SHELBOURNE: Yes, sir.

23 MR. DANIELS: Is there going to be anymore
24 attention given to the parking lots?

25 MR. SHELBOURNE: The parking lots?

1 MR. DANIELS: The reason why I mention this, I
2 think, I seen a presentation when they did the
3 recent work on the parking lots in the Artesia
4 Station, and I think that I heard in there, there
5 was 24 handicap parking and there was only 9, there
6 is only 9.

7 MR. SHELBOURNE: Mike, what do we have for
8 parking Mike? Somewhere around 50?

9 MR. DANIELS: There was 24 handicap. There's
10 only 9, and they need more handicap parking at the
11 Artesia Station. I've seen people come in with
12 wheelchairs, cars and everything. There's no place
13 to park, and they turn around. I was told that they
14 couldn't use the permit parking for handicap. Here
15 is people need handicap parking and all the permit
16 parking is sitting vacant, all sitting vacant. It
17 doesn't look like it's a very good use.

18 MR. SHELBOURNE: Okay. I'll tell you what --

19 MR. DANIELS: I was never a big fan of the
20 permit parking anyhow, but we definitely need more
21 handicap parking, and I found that there's only 9
22 parking places for handicap. And also when you come
23 in off Artesia into the entrance -- the intersection
24 there is always in despair. They have potholes up
25 there a foot deep, and everyone is always, if

1 they'll throw a bag of asphalt down, you know, or
2 something like that, or it's to a multi-million,
3 billion dollar line like this you can't get into it.
4 The potholes are too big. Just throw a bag of
5 asphalt in there now and then. I'm talking about
6 potholes this deep.

7 MR. SHELBOURNE: The potholes are out on --

8 MR. DANIELS: Artesia, Artesia, when you're
9 coming into the intersection there, it's been that
10 way for years. But handicap definitely is needed at
11 the Artesia Station. I've seen more than once,
12 people driven out and they don't have a place to
13 park. Plus the empty permit parking, there's all
14 kinds of them there in the lot.

15 MR. SHELBOURNE: I just had a conversation
16 about that yesterday.

17 MR. DANIELS: If you could use the permit
18 parking as duel, as handicap. I've seen people
19 drive out with wheelchairs who don't have a place to
20 park.

21 MR. SHELBOURNE: I'll take that back and get an
22 answer back to you. Thank you.

23 MR. BURNETT: Council member, Kelley.

24 MS. KELLEY: No, after he's finished.

25 MR. SHELBOURNE: Thank you very much.

1 MR. BURNETT: Are you through, Gene?

2 MR. DANIELS: I'm through, yeah.

3 MR. BURNETT: Do you want to go ahead?

4 MS. KELLEY: After the comments.

5 MR. BURNETT: Okay. I have two public
6 comments. One from Mr. Wayne Wright.

7 MR. WRIGHT: I have -- last year you had a
8 woman who regularly attended the South Bay meetings
9 and she complained about two stops there in
10 Gateway's territory. One is at Slauson, she said
11 that the lighting was poor and that there's no signs
12 to tell you can catch the westbound 108.

13 Firestone Station, there's no lighting
14 underneath the underpass. Firestone underpass is
15 virtually, particularly at nighttime, you don't want
16 to be there particularly late at night. It needs to
17 have lights up there. Slauson, the Blue Line opened
18 up in 1990, 5 months later RTD had to limit the stop
19 right across the street, from across the Slauson
20 Station for safety concerns. So you have to walk
21 down and catch the bus. There needs to be a sign to
22 where you can catch the westbound 108.

23 The second issue is with these new
24 electronic signage. They do show the times when the
25 trains are going to leave, but they don't show the

1 date or the time fast enough. They need to be
2 modified to where they show the date and time.

3 The third issue is at the last stop in
4 downtown Long Beach, First Pacific. When the trains
5 come in, they use the South Southern track. They
6 never use the Northern track. Why is this
7 happening? I don't even understand.

8 When I arrived trying to get into the end
9 of the line you have to, like, be in a holding
10 pattern either at Fifth and Long Beach or First and
11 Long Beach for about ten minutes because they have
12 to wait for the train that's there at layover to
13 pull out because they're not allowed to use the
14 Northern track at First and Pacific, and I'd like to
15 know why.

16 Thank you.

17 MR. BURNETT: Thank you.

18 Mr. Timberlake.

19 MR. SHELBOURNE: I can actually answer those.
20 One reason we're replacing the switch at the transit
21 hall down there is so we have a switch that is --
22 essentially, it does have a structural issue with
23 it. We need to have it replaced. That's why we're
24 not using the second track at the downtown Long
25 Beach Station. We're hopeful to get that work done

1 here, right after the Grand Prix in April. We've
2 kept it out of service because of that.

3 MR. BURNETT: Mr. Timberlake.

4 MR. TIMBERLAKE: Mr. Vice Chair, members of the
5 Community, sorry to be late, my 260 bus was 13
6 minutes behind schedule and my 111 bus was 3 minutes
7 ahead of schedule. Unfortunately that doesn't work
8 out. I don't ride the Blue Line everyday, but I
9 ride it several times a week.

10 Sometimes late at night, coming back from
11 cultural events or whatever, and frankly it is so --
12 it's completely unreliable as to the timing, and I'm
13 not talking about when there's maintenance
14 scheduled. That's another issue. Maintenance,
15 where instead of 10 minutes headway after 7:00
16 o'clock at night, it's 20 minutes, even the 20
17 minutes is irregular. I've spent -- within the past
18 month 4 weeks -- I spent 40 minutes. 20 minutes
19 waiting for the train at 7th Street and another 20
20 minutes at Washington waiting for some northbound
21 train. I recognize you're going to have more
22 crossovers. Good. You can't do it too soon. But
23 the fact is the Blue Line is completely unreliable,
24 and the consequence is when you get off at Florence
25 to try to get a 111 bus or any other station where

1 you are trying to get connection, the buses may be
2 running once an hour. You're dead there for an hour
3 because the Blue Line was not according to its
4 schedule.

5 Second question is, are there -- is there
6 going to be an opportunity for the people who
7 actually ride the Blue Line, and actually know
8 what's wrong with the Blue Line and it's operations,
9 to act to make proposals, or is this just something
10 where the changes to the Blue Line come entirely
11 from the staff, which, by the way, was the same
12 staff that recommended two car platforms and now we
13 have three car platforms?

14 We need platforms that will take four cars
15 because if you ride the Blue Line, you know it's
16 standing room only. And when it's late, forget it,
17 they pass people on the platforms all the time. So
18 I have tried to avoid the Blue Line if at all
19 possible.

20 MR. BURNETT: Thank you very much.

21 MS. PEREZ: Thank you very much.

22 Mr. Hernandez, did you want to speak on this item or
23 you have bus service? I'm not sure.

24 MR. HERNANDEZ: On the bus service and the
25 proposed fare changes.

1 MS. PEREZ: Okay, No. 7. Thank you. Okay.

2 All right then.

3 MS. KELLEY: If I could just go back a little
4 bit because today was a little bit different. We
5 approved the minutes of the last meeting that was
6 held here, and then a transcript of the meeting that
7 was held off-site. I'd like to know -- Ms. Brown is
8 not, was she here or not here in that transcript?
9 If we could make that adjustment. And then, I have
10 a request that, if this is how we're going to
11 receive next month's minutes, that we get them
12 before we walk in this room.

13 Thanks.

14 MS. PEREZ: All right. That concludes Item
15 No. 5 then.

16 MR. HERSHENSON: I just want to imply that
17 Mr. Timberlake's comment about Bruce is just now in
18 integrations with Long Beach about the upcoming work
19 that we will be doing there. We want to make sure
20 we have proper outreach, not only with Metro, but
21 with the City of Long Beach.

22 And the City of Long Beach feels that, if
23 Metro concurs, that it will be a good idea to have
24 some community meetings and Bruce very much has a
25 desire to receive public input and ideas. He wants

1 to know what our riders say, so that we'll be part
2 of it. We need to know the timing. We will take
3 info from the public, you're right, nobody knows
4 this system better than the riders.

5 MS. PEREZ: Could you have Dolores send them to
6 all of us?

7 Now, we move on to Item No. 6 on the
8 proposed service changes for June 2014 or later and
9 have staff response on this. We will go ahead and
10 have Michael give us the presentation. Thank you.

11 MR. SIEKERT: Good afternoon, Council members.

12 Today I'd like to speak to you about the
13 service change process for the June changes. Last
14 month you conducted a public hearing on one change
15 that's going to affect the sector, that was on
16 Line 577. I want to kind of go over and review a
17 little bit about the operation of Line 577 with you
18 today and also give you a little update in terms of
19 all received from the public regarding the change
20 under consideration.

21 I'm going to start first with -- I think
22 you have a copy of this map already at your desk.
23 Essentially, what we have here on the map is that
24 the aqua colored line which is the route of the
25 line. It starts in the El Monte Station area and

1 proceeds south, primarily along surface streets and
2 around -- around just south of the 60 freeway there.
3 Last December the route was changed to serve the Rio
4 Hondo college. That was implemented on an
5 experimental basis, a demonstration project, if you
6 will. And that was the subject of our public
7 hearing last month as to whether or not we should
8 keep that or make that a permanent change or
9 relocate the change itself.

10 After serving Rio Hondo College, the line
11 that proceeds south to serve the Cerritos Mall and
12 continues south and ends in the Long Beach area, but
13 served Cal State Long Beach as well as the Veterans
14 Hospital. This line has been in existence about 7
15 years now and during that time ridership is kind of
16 fluctuated up and down a little bit currently to 900
17 riders a day.

18 The change that was implemented in
19 December of this line when we went to Rio Hondo
20 College, we done some analysis of the ridership
21 that's been generated since then. And right now
22 it's averaging about 90 riders a day for that stop,
23 which is about 10 percent, so that's pretty good.
24 So last month we brought this to the attention, we
25 wanted public input on it. This was presented at

1 all the Council's in Metro service area. It was
2 Council's, we received a grand total of 5 comments.
3 It wasn't overwhelming, but it gives us an idea.

4 Basically we got two people that supported
5 the change outright. Another two people supported
6 the change and suggested a couple of modifications.
7 One person opposed it.

8 Today what we're basically recommending is
9 that the council approve this change to make it
10 permanent and it would become effective as of right
11 now, but officially in June as far as the program.
12 The San Gabriel Valley Council also, as you know,
13 this line actually operates between two
14 jurisdictions, your jurisdiction and the San Gabriel
15 Valley.

16 The San Gabriel Valley also received
17 comments on this and earlier this week they voted to
18 approve the change. What they did ask for and we're
19 willing to do that and that is to come back to you,
20 say around three or four months, and give you a more
21 complete update on the ridership.

22 So based on what we see initially, we see
23 this pretty good spike in ridership, a direct result
24 of the reroute to the school. And so we're
25 optimistic, and we will probably continue to grow,

1 so we'll -- basically, we're asking you to approve
2 the change today. And then we'll be back in a
3 couple, 3 months or so and give you more of an
4 update on ridership.

5 MS. KELLEY: Already doing this?

6 MR. SIEKERT: Yeah, it's a demonstration
7 project. This actually came to me in December. We
8 didn't want to hold it back because this was part of
9 the problem, not a problem, but part of the reason
10 for doing this was that Line 270 currently serves a
11 college, but it goes a little different route, and
12 so we were in a lot of overloading problems on that
13 bus.

14 And so, rather than to keep adding service
15 to the 270, which really doesn't need it, the 577 is
16 now running right by there. So the only thing we
17 needed to do is take it off slightly and divert it
18 over to the college. That's basically what we've
19 done. It's been very popular; so it would appear
20 that we have -- you know, this is probably going to
21 be a win-win for everybody.

22 The college students seem to like it and,
23 of course, the overloading problem on the 270 has
24 been fixed. And we're actually building ridership
25 on this line.

1 As you recall, when I was here last month
2 or two months ago, we talked about, initially, this
3 change, some of the reasons for it, I noted that the
4 577 line had been declining in ridership, and as a
5 result of that performance had been declining. If
6 we were to continue to ignore that, at some point we
7 would be here asking you to cancel the service.

8 Now, because this is really the only
9 express line we have on the eastern side of the
10 County that's actually -- it's the only line to
11 serve the 605 freeway. So we're going all out to
12 see if we can actually generate more ridership,
13 which is one of the reasons why over the years we've
14 implemented a couple route changes on this line to
15 increase ridership. One of the most recent ones we
16 did was at the Mall; so that has been fruitful for
17 us in doing that. So we're optimistic, and that
18 concludes my report.

19 MS. PEREZ: Any questions or comments? Okay.

20 So we have a -- Mr. Timberlake, you put a
21 request for 6 and 7. Do you want to speak after
22 Item 7? You do, okay.

23 Any other comments or questions of Item 6?
24 Okay. So we will go ahead and receive that, and
25 then we'll move on to Item No. 7, which is just --

1 I'm sorry.

2 MR. SIEKERT: Did we approve on those changes?

3 MS. PEREZ: It's been received. No. 7 is the
4 actual approval. No. 7, now, is the -- No. 7 is
5 considered proposed service changes for June, 2014,
6 or later, so...

7 MR. HILLMER: Public comment cards?

8 MS. PEREZ: Yes, now we have a comment card for
9 that. We have Mr. Wright first.

10 MR. WRIGHT: My only concern was, since the
11 line is now route to serve, can it serve like the
12 Rose Hills Cemetery? That was my only question.
13 Thank you.

14 MS. PEREZ: Thank you. Now we will go ahead to
15 Mr. Timberlake.

16 MR. TIMBERLAKE: I'm still confused about what
17 exactly you're considering of your Item 7, whether
18 you're considering Line 577 or all of the service
19 changes?

20 MS. PEREZ: Just 577. That's the only one
21 within our jurisdiction at this time.

22 MR. TIMBERLAKE: Thank you.

23 MS. PEREZ: Thank you, Mr. Timberlake. I have
24 Item No. 7 is Roberto Hernandez.

25 MR. HERNANDEZ: On the bus fare?

1 MS. PEREZ: This is on the bus changes not the
2 fare. Do you want to speak about the fare?

3 MR. HERNANDEZ: Yes.

4 MS. PEREZ: You have two cards. You have one
5 on fare and one on service.

6 MR. HERNANDEZ: Bus service, I leave for the
7 last comment.

8 MS. PEREZ: Okay. Sounds good. That concludes
9 public comment for Item No. 7. Any discussion? Is
10 there a motion?

11 MS. KELLEY: On the public bus change.

12 MR. SHIDLER: I'll second.

13 MS. PEREZ: Second by Mr. Shidler. Seeing no
14 objections, that item has been approved. Now we
15 move onto Item No. 8 which is receive and file
16 presentation on the proposed fare restructuring by
17 Mr. Jon Hillmer.

18 MR. HILLMER: There is a preamble.

19 MS. PEREZ: Okay. Do I need to read it? All
20 right. We will now begin with the fare forum
21 segment of this meeting.

22 To be clear, this is not a public hearing.
23 Only the Metro Board can call a public hearing
24 regarding changes to the fare structure, and in
25 order for it to be a formal public hearing, there

1 must be a quorum of board members present. The
2 Metro Board of Directors will hold a formal public
3 hearing regarding the proposed fare change on
4 Saturday, March 29th, starting at 9:30 a.m. at the
5 Metro Headquarters building in downtown Los Angeles.
6 The purpose of today's fare forum is to receive
7 public comment on the fare restructure for
8 implementation on September the 1st, 2014, or later,
9 if approved by the Metro Board.

10 Fare forums are being held at each of this
11 month's Council meetings at the request of the Metro
12 Board to provide the public an opportunity in
13 different regions of the County to receive
14 information and comment on the proposed fare
15 restructuring.

16 Copies of the public hearing, Take-One
17 brochure will provide information about the
18 restructuring of the fare forum and the March 29th
19 public hearing. They're available at the sign-in
20 table. All comments gathered today at the fare
21 forums will be transcribed, summarized and submitted
22 to the Metro Board of Directors as part of the
23 record of public comment on the proposal.

24 Please know that the Service Council do
25 not decide what fare changes, if any, are made.

1 Those decisions are entirely up to the discretion of
2 the Metro Board of Directors. The purpose of
3 today's fare forum is to receive public comment on
4 the proposed fare change.

5 Your comments today are being recorded.
6 This record, as well as summary of the comments
7 received from all 5 Service Council fare forums,
8 will be provided to the Metro Board for their review
9 in consideration prior to the scheduled May meeting
10 to consider action. On the proposed fare change,
11 persons who have asked to submit comments will be
12 called in the order in which they turned in the
13 cards.

14 If you have not filled out a form and wish
15 to comment on the proposed fare restructuring,
16 please, hold up your hand and a staff member will
17 give you one to fill out and turn in. So if anybody
18 else wants to comment, I only have two cards. I
19 just have Mr. Timberlake and Mr. Hernandez.

20 If you wish to comment and do not want to
21 provide oral testimony, staff can also accept your
22 written comments. Jon Hillmer will now provide an
23 overview of the proposed fare restructuring.

24 MR. HILLMER: Thank you. Our valued customers,
25 Metro is in the process of evaluating a fare

1 structure. Metro staff has proposed two options
2 which I will go over briefly. Let's begin by
3 talking about Metro's goals. Metro has a goal of
4 operating a quality transportation system. Metro
5 operates at a very coordinated system, extensive
6 system that is of about 150 bus routes, 6 trains.
7 We operate 2,200 buses, plus we have the BRT.

8 And in our last calendar year, Metro
9 carried 475 million boarding passengers on our buses
10 and trains, a very heavily used system. Metro also
11 has desired, continued to effectively serve our
12 customers, and to do that, we need to have a balance
13 of revenues coming in from our customers.

14 Metro currently has one of the lowest
15 fares in the transit industry for major transit
16 operators. Our base fare is -- standard fare for
17 adults, cashier is \$1.50, which is among the lowest
18 of all transit operators. The fares go up very
19 quickly with San Francisco at \$2.00; San Diego,
20 \$2.25; New York at \$2.50; and Orange County, one of
21 our neighbors here, has a base fare of \$2.00.

22 Looking at the amount of operating costs
23 that are covered by our passenger fares, we are
24 currently at 26 percent, which means 26 percent of
25 our operating costs for our buses and trains are

1 covered by our passenger fares. That is the lowest
2 of the major transit properties in the United
3 States. It's a 26 percent, which means that 27
4 percent -- excuse me, 74 percent of the remaining
5 cost has to be made up by other sources. That
6 includes advertising which provides a little bit of
7 information or a little bit of revenue.

8 We also have sales tax revenue which comes
9 in. All transit properties in LA County, receive
10 subsidy funds based upon sales tax revenue based
11 upon proposition A, proposition C, as well as a
12 small portion of Measure R.

13 Those moneys are distributed to various
14 operators based upon formula. Metro gets a good
15 chunk of that as well; however, that is not enough.
16 And so Metro is making up that imbalance by using
17 its reserve funds, those reserve funds are, in fact,
18 beginning to run out.

19 Our fares, as I mentioned, are among the
20 lowest. In fact, going back to 1993 when Metro's
21 base fare was \$1.10 to today when it's a \$1.50,
22 that's an average increase. If you did it by the
23 year, it would be 1.9 percent per year increase of
24 that \$1.10 fare. Very low. The average annual
25 inflation rate for that same period for Los Angeles,

1 Orange County, Long Beach area was over 3-and-a-half
2 percent. So fares are not keeping up with just the
3 general inflation. And as inflation increases, more
4 and more of the cost has to be made up through
5 subsidies.

6 We're looking after our reserve fund is
7 expired -- we will have a shortfall of over 36
8 million dollars beginning in two years, and if no
9 changes are made to either operations or the fares
10 in ten years, that deficit will go to 225 million
11 dollars per year. Obviously this is not
12 sustainable. The graph on page 6 just illustrates
13 how that shortfall will grow overtime.

14 Now, how can this deficit be addressed?
15 More of the question is can we move money from one
16 source to another? The short answer to that is, no,
17 we cannot. Capital dollars are our biggest funding
18 category. That is not going to operations or direct
19 operating subsidy, and we are prevented from moving
20 capital dollars to operating dollars.

21 For example, Measure R was approved by the
22 vast majority of voters in 2008, specified specific
23 projects that needed to be funded. The measure
24 itself would not allow us then to move money from
25 those projects into direct operations.

1 Another example is bus purposes. Metro
2 needs to acquire an average of about 185 buses per
3 year simply to keep our average age at 8-and-a-half
4 years. You can retire a bus after 12. We have a
5 large number of buses that are well over 12 years of
6 age.

7 The Federal Government, typically,
8 provides 80 percent of the cost of buying those
9 buses. Metro provides a matching amount of 20
10 percent. If Metro decided it would rather take the
11 money that goes to buy a bus and put it into
12 operations, the Federal Government would not allow
13 that. In fact, what they would do is not give us
14 the money, and we would end up without having the
15 bus and not having the money available to do a
16 subsidized operation. So moving the funds is not an
17 option, unfortunately.

18 Let's see now. Can Metro operate more
19 efficiently? And the answer, of course, is there is
20 always ways to operate a little bit more efficiently
21 no matter what the organization is; however, Metro
22 has already done some significant steps to
23 streamline our operations. We have, in fact,
24 eliminated 116 full-time jobs. In addition, you
25 have -- may have read recently that our CEO has

1 significantly reduced his executive staff, the
2 people reporting to him. There's been an
3 elimination of four executive staff positions, which
4 does generate a significant savings; however,
5 compared to our operating deficits, it's extremely
6 small and insufficient to cover the cost.

7 Employees have not had a cost of living
8 increase since around 2010 and Metro is continuing
9 looking for ways to be more efficient, such as solar
10 panels at El Monte station which was built just a
11 couple years ago. It has a great number of solar
12 panels built into the system, so that we don't have
13 to pay Edison as much money for electricity at that
14 station.

15 So there's ways of being efficient, but
16 Metro is doing the best it can in terms of being an
17 efficient operator.

18 Can we cut service to balance the budget?
19 That is actually one of the last options we'd really
20 like to do, but if we are out of funds, that is one
21 of the options that has traditionally been looked
22 at. It's not one of our favorite things, but we do
23 want to maintain a quality system, a network of
24 routes to get around. We -- also the passengers
25 themselves have expressed in the past, they'd rather

1 pay a little bit more so they can keep their
2 service.

3 Let's see. We're going to go on fairly
4 quickly to the end here.

5 Fare evasion -- that's a big item. That's
6 when people don't pay their day fare or the complete
7 fare, and that is a problem. It's been a problem.
8 I remember when I was a bus operator back in 1975.
9 It is just a bigger problem now. That is being
10 addressed in a variety of ways.

11 One of them is the fact that we're gating
12 most of our rail system. We've already gated the
13 Red Line significantly. We're also in the process
14 of gating the Green Line. There are 6 stations of
15 14 that are gated. The remaining 8 will be gated
16 before the end of May. We have 5 stations gated on
17 the Blue Line, and there are 6 gated on the Gold
18 Line. We are moving towards gating all of our
19 stations at some point.

20 In addition, we have increased the patrols
21 on our buses. We have data. Operators do push a
22 button to indicate a fare is not paid. We respond
23 to that by directing security staff to monitor
24 undercover, as well as, uniformed officers are
25 involved in that; however, if we eliminated all of

1 the fare evasions, it still would not be enough
2 revenue to cover the costs and subsidies or the
3 shortfalls that we're looking at.

4 Nonetheless, the projected shortfalls do
5 contain estimates for improved fare recovery, so
6 that fare evasion would be a smaller problem though
7 not completely eliminated.

8 So, how can fares -- how can the change in
9 the fare help? Obviously, it would bring in more
10 money to operate, but in addition, as I mentioned
11 before about the subsidy from the sales tax revenue.
12 Half of that subsidy is based on the miles that an
13 agency operates, and the other half of that money is
14 based on fare units, which is how much money you
15 bring in from the passenger revenue divided by base
16 fare that becomes fare units that is divided up
17 amongst all the operators.

18 So the less money you bring in, the lower
19 amount you get back. So the more money we bring in,
20 the more subsidy that comes into the Metro agency as
21 well. So it's very important to get that up.

22 In addition, we need to get our fare-box
23 recovery to at least 33 percent. The long-range
24 plan, which was adopted by the Board a couple of
25 years ago, stipulates at that the agency will be at

1 a 33 percent fare-box return ratio at least by the
2 year 2020. If we don't reach that level, we're in
3 danger of losing a very large amount of Federal
4 subsidy dollars that would go into many projects
5 that we have on the books and would love to do but
6 would not be able to do that if we don't reach that
7 minimum fare-box recovery ratio.

8 As you saw on one of the earlier charts,
9 the fare-box return ratio has a variety of
10 properties reaching 33 percent. We just put up
11 above one other transit property. That would be San
12 Francisco, which by the way, is looking very keenly
13 at raising their fares substantially as well.

14 So let's move on to the discussion of the
15 proposed two fares. There's a lot of commonality in
16 these two fare structures. There's a 90-minute
17 window. If this were approved by the Metro Board,
18 if you pay for your boarding with a stored valued
19 TAP card, you would have 90 minutes after you TAP it
20 to make as many transfers as you needed to make it
21 to your destination.

22 MS. PEREZ: What about paying with cash --
23 people paying with cash?

24 MR. HILLMER: Cash would be the same as it is
25 today. You would get the one ride. This is very

1 important as well, not only to encourage getting a
2 TAP card and putting money on that stored value and
3 paying with a TAP card. It's far faster for an
4 operator, well, for a passenger to get on this bus
5 just tapping as opposed to trying to feed in dollar
6 bills into the fare box.

7 MS. PEREZ: What percentage of our riders are
8 using TAP, would you say? Is it a lot? I mean,
9 that is one of the things I'm concerned about, the
10 riders who either don't have a TAP card or don't
11 know how to get a TAP card. You know, it is change
12 for the riders who actually still use cash.

13 MR. HILLMER: Right.

14 MS. PEREZ: That's not going to benefit them.

15 MR. HILLMER: Right. Cash is only accepted on
16 the buses, not on the trains. You use cash at fare
17 machines, but then when you TAP, you have to have a
18 TAP card to get through the gates.

19 MS. PEREZ: You can use cash on the bus though;
20 right?

21 MR. HILLMER: Yes, and about 30 percent of the
22 riders use cash today. A much smaller percentage
23 use the stored value on buses versus trains, but
24 that's primarily because you can load up your TAP
25 card right at the station. We do have about 900

1 outlets in the County where you can buy passes. You
2 can also upload your TAP card at those locations as
3 well. There's plenty of them out there, but there's
4 very little incentive now for bus passengers to do
5 that. There's no value to them, they don't save
6 money putting them on the card. It still costs them
7 \$1.50 every time they get on the bus. When you have
8 an incentive of 90 minute window of transfers it
9 would be a great deal to go towards the stored value
10 card.

11 This is just a listing of commonalty of
12 the two options. They are very similar in their
13 structures, the biggest difference is peak and off
14 peak and I'm going to go through a little more
15 detail on this. But this graph here just has a
16 summary of a few in the multi-language, 10 languages
17 on the take ones that are on the buses and trains.
18 It does have the complete fare structure.

19 We do have a flyer, as well, that's
20 available to the public that has a complete fare
21 structure of options, 1 and 2. But just briefly,
22 the proposed fare could go into effect as soon as
23 September 1st of this year if approved by the Board,
24 so we could have the base fare to go up a quarter of
25 \$1.50 to \$1.75; senior fares which there is a peak

1 cash fare and a non peak cash fare for seniors and
2 disabled up to \$.75, \$.35 off peak; \$1.25 for
3 students; day pass is \$7.00; monthly pass is \$100.

4 It goes on in progression. The only
5 significant change after 2014 is that the regular
6 pass, the monthly pass, would go up to \$120, but it
7 would include the E-ZPass option. E-ZPass is a pass
8 that you can use on our 24 or 25 other transit
9 operators in the LA County, so it's -- you -- there
10 is far more mobility Norwalk, Long Beach and many
11 others will honor that as I understand.

12 Now, for Option 2, again, the biggest
13 difference here is peak and off peak; however, the
14 differential for the peak is significant in the
15 amount of increase. For example, 2014, first year
16 this would go into effect, if approved, would be the
17 fare would go from \$1.50 to \$2.25 for rush hours.
18 Rush hours are weekday only between 6:00 and 9:00 in
19 the morning and between 3:00 and 6:00 in the
20 evening. So during those periods, would be peak
21 period, the fares would go up on the cash rider;
22 seniors would go up to \$.90 peak, \$.50 in the off
23 peak; students \$1.25; day pass \$9.00; monthly passes
24 go up quite a bit to \$125.

25 And again, progression continues until you

1 have \$3.25 peak fare, \$2.00 off peak fare and then
2 the monthly pass would go up to as high as \$180 a
3 month, but again, it would be E-ZPass, offsetting a
4 little bit of that cost, but it's significantly more
5 expensive.

6 Now, I'm told that the structure of both
7 Options 1 and 2 were designed so that the net result
8 would be the same amount of passenger revenue, so
9 the fare box recovery ratio would be the same, which
10 would get us up to by 2020, 34 percent fare box
11 return ratio.

12 This is the end of my presentation.

13 I just remind everybody that there will be
14 a public hearing for people who want to make an
15 impact to the Board to come and speak to the Board.
16 It will be a packed crowd, begins at 9:30 on the
17 last Saturday of this month on the 29th. It will be
18 held at the downtown boardroom at Metro's -- right
19 by Union Station at Metro's building. People are
20 encouraged to get your comments in. Your comments
21 will be recorded as you've just heard and we will
22 present those to the Board.

23 That ends my report.

24 MS. PEREZ: Great. Thank you.

25 I will now open the forum for public

1 comment on the fare restructuring proposal. If you
2 have not already done so, please, fill out a Request
3 to Speak form and submit it to staff. Each person
4 providing comment will be limited to two minutes.
5 Again, you also have the option of submitting
6 written comments to staff today or at any of our
7 fare forums, public hearing or by e-mail or mail.

8 I will call the name of the next person to
9 speak as well as the name of the person to be
10 followed so that person can be prepared. So the
11 first person we have is Roberto Hernandez. And then
12 second person is Mr. Timberlake.

13 Mr. Hernandez, you're first.

14 MR. HERNANDEZ: Thank you very much. I
15 remember, you know, a long time ago for the last
16 time I went to the board meeting, but I remember I
17 told her okay, they can sleep and have a good night
18 if they're doing what they're supposed to do.

19 Basically, with this new structure two
20 things that I don't really like 100 percent. Like
21 they said, 90 minutes for what is that for, to
22 transfer? That's a subject that needs discussing.
23 They say you're going to a bus. The bus breaks
24 down. Who is going to be accountable for the time
25 you wasted? You lose your 90 minutes. These are

1 the little things that we have to look into as part
2 of the system. It's not perfect.

3 One more thing about the 30 minutes, the
4 monthly pass too. If this is like a dead plant to
5 get rid of, why should I have to be pushed to buy the
6 E-ZPass? And because basically they're going for
7 the \$75.00 to -- still I mean it's a good idea to
8 make money, but I don't see if it's like this is for
9 just monthly pass.

10 So saying all of that, I hope -- I hope,
11 you know, they can change it and lower their prices,
12 you know, to look into, you know, to the trains. We
13 putting all of the budget a lot of money into the
14 trains, but the trains giving that money back or we
15 have to look into the accidents on the trains.
16 That's not a big part of the same budget who's going
17 to pay for all of that stuff too? That's it.

18 Thank you.

19 MS. PEREZ: Thank you, Mr. Hernandez.

20 We now have Mr. Timberlake.

21 MR. TIMBERLAKE: Yes, chair members of the
22 Council. I see a lot of information here about
23 various aspects of revenue fare revenue, but I don't
24 see any discussion on the fact that fare boxes are
25 regularly broken. They don't work a lot of the

1 time. That means people paying cash, which is
2 predominant in this area, because I ride the buses
3 every day, and I know how long it takes people to
4 pay cash. You know the fare boxes are broken, and
5 they're not being repaired. I discussed this before
6 I complained about it.

7 If you're going to try to increase the
8 amount of revenue from the fares, you've got to make
9 the boxes work. No effort seems to be made to do
10 that. Gate latching, are the Blue Line improvements
11 going to allow the installation of latching gates on
12 the particular stations that do have them now, which
13 is the majority of Blue Line stations? I haven't
14 heard an answer for that.

15 I'm concerned about, you know, the senior
16 pass, the monthly pass, which is a lot of us use is
17 doubling. I don't know anything else that's
18 doubling in price at this point. I guess what I'd
19 really like to see is for the Board and for this
20 committee to recommend to the Board that they take
21 these increments in fare one at a time.

22 In other words, do the first -- they're
23 going to do the first one, we all know that, why not
24 stop there and see, in fact, what happens to fare
25 revenue. I have to tell you that one of the main

1 reasons that middle class people who have options,
2 who don't have to ride Metro, don't ride Metro, is
3 because it's so incredibly unreliable. This, after
4 13 minutes late on Line 260, that's common. Three
5 minutes early on the Line 111, that's not quite so
6 common.

7 Thank you.

8 MS. PEREZ: Thank you, Mr. Timberlake.

9 We now have Mr. Wright.

10 MR. WRIGHT: First of all, we'll talk about
11 fare evasion. It is a rampant problem on Metro
12 buses, particularly, of the Westside, South Bay
13 Service Council areas. You have people that pay
14 half fares, put a dollar in the box, no change, so
15 they don't pay no fare at all, and it's a major
16 problem.

17 The Sheriff's department is more focussed
18 with the rail systems than they are with the buses.
19 With a fare boxes -- the fare boxes that are broken,
20 TAP readers that are broken, we have change in the
21 slots which I complained constantly either to Jon or
22 to the previous sector managers of the past, and
23 it's still going on.

24 With the free transfers they're making a
25 time limit, that's unacceptable. One of the

1 reasons, Metro is a large service area. It
2 stretches from San Pedro to the South, all the way
3 to Sylmar about 50 miles. And if you're trying to
4 get from point A to point B, Metro assumes you can
5 take a rail or express bus. Some of these people
6 you've heard about, they're talking about they have
7 to take two hours to get to where they're going on a
8 bus because where they go they can't use rail or
9 express line, so it needs to go up to at least 3
10 hours.

11 As for the day and weekly passes, weekly
12 passes it needs to, you know, stay within kind of a
13 \$30.00 limit, under the \$30.00 limit. The weekly
14 day passes, you know, same thing under \$10.00. I
15 mean, what they're proposing is ridiculous with
16 local and E-ZPasses and local passes being changed
17 into the E-ZPasses, not everybody is going to buy an
18 E-ZPass. Some people, if you're in the valley,
19 they're not going to use the service, you know,
20 going to other lines.

21 We'd like to see a weekly or daily
22 E-ZPass, but one of the reasons primarily is because
23 3 minutes, the system is holding out on the use of a
24 TAP system.

25 Thank you.

1 MS. PEREZ: All right. Thank you, Mr. Wright.

2 So any other cards? That's it.

3 So that concludes the fare forum question
4 of the meeting.

5 Does any Council members have any remarks?

6 MS. KELLEY: I just like to say I don't
7 remember exactly what year it was we had a fare
8 increase, it's been a few. Prior to that one, it
9 had not only been years, I think, we actually
10 reduced the fare.

11 I remember that this Board suggested that
12 these increases occur a little more often so it's
13 less stress on the general public, in smaller
14 increments. So I'm in favor of the concept of what
15 they're doing this is what they should have done
16 after the last fare increase. And because
17 everything else goes up on a regular basis and
18 there's lots of things out there that have doubled
19 in price. Let's talk about gas.

20 So I'm very pleased that the Board is
21 taking this action. How it all works out and the
22 numbers is up to them, but I'm in favor of the idea
23 going forward that these increases take place at a
24 regular interval.

25 MS. PEREZ: Ms. Kelley.

1 MR. SHIDLER: Couple comments. I've sat in on
2 some other forums here. I have a couple of
3 concerns. One of them, first of all, I prefer
4 Option 1.

5 Secondly, the free transfer on the TAP
6 card -- I would increase that to two hours, but in
7 one direction only away from the point of origin.
8 The way they set this up now you would be able to
9 make a round trip. You could go somewhere and if
10 you were within the 90 minutes you could return. I
11 think we're going to decrease revenue that way.

12 Off-peak, peak fares are too confusing.
13 You have people getting on the bus now, that seniors
14 that have the cards and they don't get on before
15 9:00 o'clock and they'll say, well, my watch it's 10
16 minutes after 9:00 and the driver says no. The
17 problem with the fare boxes -- the problem with the
18 fare boxes and the -- I don't know, they used to
19 have technicians out in the field that repair these
20 things on the road. They're no longer doing this
21 for one reason or the other, and if the box goes
22 out, it stays out all day.

23 Now, my understanding is that, when a
24 customer does not deposit the correct fare or has an
25 invalid TAP card, the operator, after quoting the

1 fare, is required to activate an option on the bus
2 communication system that inputs the data as to the
3 line, bus and location of the infraction and that
4 way the agency can determine where the highest
5 amount of fare evasion occurs, and dispatch
6 undercover deputies to ride the bus on another day
7 and apprehend the offenders.

8 Most operators do not follow this
9 procedure, as they told me it's a waste of time. So
10 I observed this on almost every trip I take. The
11 operators do not indicate when the fare evasion
12 occurs. They tell the operator, please, deposit the
13 fare. They do not press any buttons. This is
14 something that should be addressed regarding the
15 fare evasion, but again, I like Option 1.

16 I would not have the peak, off-peak fare.
17 I would have a straight fare and extend the --
18 extend the two-hour transfer to two hours, but in
19 one direction only.

20 Thank you.

21 MS. PEREZ: Thank you.

22 Anybody else have any comments or
23 suggestions on this? Okay.

24 MR. HILLMER: I do have a comment. During the
25 last -- fare boxes have been a problem. There have

1 been efforts to putting new ones in the last 2
2 weeks, only one bus has gone out of a division with
3 a broken fare box. We're hiring more technicians,
4 we're working on that.

5 Relative to the operators pushing the
6 button, it's more frequent than I think you realize.
7 In January alone we had almost 250,000 instances
8 where operators pushed the button. That gives us a
9 wealth of information, where the Sheriff's and our
10 security officers and others should be focussed.
11 You have hotspots, particularly, in downtown Los
12 Angeles, but also along the Green Line and on the
13 Blue Line where a bus will face this. We have
14 problems in those areas. So that's where we're
15 going to be focusing a little more effort, trying to
16 reduce that.

17 MR. BURNETT: I had a question for Jon. What's
18 the progress on the gating of these smaller stations
19 like the Blue Line?

20 MR. HILLMER: Speak into your mic.

21 MR. BURNETT: I'm sorry. What's the progress
22 on the gating of the smaller stations such as
23 Florence?

24 MR. HILLMER: Well, I can tell you that the
25 improvements that Bruce was talking about to the

1 operation of the train itself, not to the stations.
2 There is a plan underway to evaluate each of those
3 stations.

4 In fact, I was out in the Florence Avenue
5 Station with Bill Foster, who is was a former chief
6 operations officer at the Orange County Transit, and
7 looked at Florence Avenue and the need there is to
8 extend the platform so you have more room and making
9 it flatter, so you have a bigger throat.

10 So those types of things have to be looked
11 at and engineered. It's not going to happen this
12 year or next year in terms of implementation, but
13 there is a program moving forward to attempt to gate
14 all stations.

15 MR. BURNETT: You had discussed with me some
16 time back about the virtual gate?

17 MR. HILLMER: That was actually one of my key
18 staff members here, that was David Hershenson, who
19 talked about virtual gating, whereby people who walk
20 by on the platforms without having tapped that would
21 be a big light display that would go on, and maybe
22 arrows pointing down at them, which I think is a
23 great idea. I don't think technically it would work
24 with the existing TAP type cards we have, but it's a
25 great idea.

1 MR. BURNETT: Or switching over from the strict
2 credit cards to the ones with the chips in them
3 so --

4 MR. HILLMER: Yeah.

5 MS. PEREZ: Mr. Daniels?

6 MR. DANIELS: The citations given out for not
7 paying fare -- what percentage of those are
8 afflicted?

9 MR. HILLMER: I honestly don't know the
10 percentage, but I do know that, I'm guessing here,
11 that about 35 percent of them are actually
12 collected. We are moving towards going to fully
13 selling these to debt collectors.

14 So Metro will, for those who don't pay
15 those fares, there will then be other people who
16 will come and try to find out if they can get the
17 fine, which can be substantial. It can be \$125 for
18 a fare evasion.

19 MR. DANIELS: The ones that I observed get
20 citations, I think it's very unlikely that these
21 citations will be collected for whatever reasons.
22 You know, I think a lot of times maybe that time and
23 energy could be put forth in better technology.
24 It's become quite a bit of citations that we give
25 out. I think all they're getting is exercise.

1 MS. KELLEY: I know the City of Norwalk does
2 this. I assume other cities do as well for all
3 public safety citations issued. There's various
4 companies in our particular case that manages and
5 collects our citations, for a fee, but they do it.
6 You might want to check what other cities do to
7 collect those.

8 MR. HILLMER: I'm going to Inglewood tomorrow
9 morning.

10 MS. PEREZ: The only comment I have is, I
11 definitely appreciate the leadership of the chair
12 and her colleague to bring this up. It is a very
13 difficult issue to bring up, and every time I
14 applaud her for that.

15 I do like the fact that it is on a very
16 regular basis, especially, after this 2020 it will
17 be every two years. Then we will have -- be forced
18 to take a look at some of these issues on a regular
19 basis. I appreciate that. My only concern
20 continues to be about the riders that use cash, and
21 again, you know, I fully believe in the TAP system.
22 And in an ideal world it will be work perfectly, but
23 until then there are still riders who still use
24 cash. And for those riders they're not going to see
25 the main benefit.

1 Really to this, like, one main benefit is
2 that you're going to be able to transfer for free
3 for 90 minutes or two hours or whatever the Board
4 decides, and everything else you're going to have to
5 pay more.

6 So I'm just continued to be concerned
7 about those riders who do use cash and somehow
8 figuring out if it's when they pay cash and the
9 operator can give them something to let them know,
10 you're basically missing out. You are going to be
11 missing out by not using the TAP card, you now are
12 going to have to pay for another ride.

13 Just again, because I think there has to
14 be more outreach, specifically, targeted to those
15 riders. I know there's a whole bunch of outlets,
16 social services centers, senior centers, we have a
17 really good outlets to sell the passes.

18 But again, just trying to figure out our
19 most vulnerable train dependant riders, how this is
20 going to impact them and we can educate them to make
21 smarter financial decisions. The smarter financial
22 decision is buy a TAP card.

23 So again, that would be the only area I
24 would want to emphasize and figure out what we can
25 do for that, for those percentage of the riders.

1 MR. SHIDLER: Jon, do you know the reason why
2 some people don't buy TAP cards? I've talked to
3 people on the bus and they say it's too much trouble
4 to fool around with it. They don't want to deal
5 with it. They have a credit card. Yeah, but that's
6 different.

7 MR. HILLMER: It's hard to say exactly why. My
8 supposition is, because there's no cash penalty,
9 financial penalty for using cash as opposed to
10 getting a TAP card that cost \$1.00 and using that,
11 they don't bother with it. If you have a 90-minute
12 transfer window you're going to see it change to a
13 TAP card quickly. There are over 900 areas where
14 you can load those cards, as well as the Florence,
15 Blue Line Station.

16 MR. SHIDLER: I know in Boston, if you don't
17 have a Charlie card, cash fares are higher. I don't
18 know, I asked somebody in revenue here in one of the
19 meetings last week, they said, well, the system
20 can't do that.

21 Whatever their accounting system is they
22 can't go to a differential fare between TAP and
23 cash. They won't do it on the card. I don't know.
24 There's some problem with the programming of the
25 computers. There's too much information in there

1 already. It's not big enough to handle it. I don't
2 know, it just would make sense to me if you make the
3 cash fare higher, everybody would go to TAP. That's
4 what happened in Boston.

5 MS. PEREZ: Thank you.

6 Ms. Kelley.

7 MS. KELLEY: Jon, do our riders have the
8 ability to load their cards online?

9 MR. HILLMER: No, I don't believe so.

10 MS. RAMOS: Yes, they do.

11 MR. BURNETT: As long as you have Wi-Fi?

12 MS. RAMOS: Right.

13 MR. BURNETT: The issue with cash is another
14 way I see it will only take one. Somebody will come
15 in, put their luggage down, fish around for the cash
16 and by the time it's over with, whatever hope that
17 bus driver had of keeping his schedule is gone, and
18 it only takes one, unfortunately.

19 MR. HILLMER: Most operators will close the
20 door and move, expect them to pay the fare before
21 they reach their destination.

22 MS. PEREZ: Yes.

23 MR. BURNETT: That's unfortunately the way
24 evasion takes place, too. The bus driver gets tired
25 of waiting for whatever is going on. And like I

1 said, it only takes one or two. That's it. It
2 throws the schedule.

3 MS. PEREZ: All right. So that concludes that
4 portion.

5 So again, thank you very much for your
6 comments. I'd like to thank everybody for providing
7 their input. Your comments are regarding the
8 proposed fare restructuring have been recorded and
9 will be submitted to the Metro Board for their
10 consideration.

11 This concludes the fare forum segment of
12 our meeting.

13 All right. Now, move onto Item No. 9,
14 which is receive the director's report from, again,
15 Mr. Hillmer.

16 MR. HILLMER: Thank you.

17 I would like to go through this report.

18 It's getting better on the bus for, at
19 least, in January. Our on time performance has
20 improved to over 79 percent. Our service in our
21 area improved significantly to almost 79 percent,
22 very good improvement in on time performance.

23 The new schedules were implemented in late
24 December, so this is the first month of the new
25 schedules. Although, I think, the February numbers

1 have come down a bit. There's still a one area that
2 we still have issues with is customer complaint
3 system where it is over 4 for us. It came down to
4 4.18, our goal system wide is 2.2 complaints per
5 100,000 riders. Miles between mechanical roll call
6 as improved nicely up to 4300 miles, even though our
7 Gateway cities reliability bus came down a bit, it's
8 still well above our target of 4,000 mechanical load
9 call which includes fare boxes.

10 The bus cleanliness, very flat system wide
11 8.55. For ours is 8.33, a good number of our
12 service comes out of Division 5. Division 5 still
13 has 90 of our old buses that are approaching 14
14 years old, those are being phased out with brand new
15 buses coming in, hopefully, before the end of this
16 year. We will have all of those old buses replaced
17 and our fleet will look much better.

18 In terms of our traffic accidents
19 system-wide, came down a bit, almost to our target.
20 Our target is 3.1. Gateway cities have a tremendous
21 reduction down to 2.88, very significant
22 improvement. Traffic accidents cause all kinds of
23 problems for us, not only in terms of cost for those
24 accidents, but interruptions to our service.
25 Station cleanliness, again, very flat coming down

1 gradually 8.13, Gateway cities down to 8. There's
2 just a slow decline in terms of the cleanliness.
3 Overall cleanliness, they're being swept, they're
4 being cleaned in that way, some of the paint
5 chipping is starting to show in many of those,
6 particularly, the Green Line, Norwalk Station, the
7 Bumble Bee needs to be refreshed. It needs to go to
8 its hive and come back as a new Bumble Bee.

9 Ridership went up a bit, system wide in
10 January of 2014, 1.099. I'm projecting in August of
11 this year we'll go up 1.14, actually that was a typo
12 too. Although February ridership went up even
13 higher to 1.147, so that's the good news. Ridership
14 trends, our biggest bus is the combination of 60 and
15 760 down to Los Angeles to North Long Beach.

16 There's the decline in the rapid ridership
17 that is steady, but slow increase in the local
18 ridership on that line. I attribute that more to
19 the fact that we're putting more service on the 60
20 and less service on the 760. The line that runs
21 right by here, the 111 ridership is ever so slowly
22 increasing right around 20,000 riders on an average
23 weekday.

24 In terms of the Green Line, Green Line
25 ridership has actually peaked up about a year ago,

1 it came way down and it is slowly starting to go back
2 up to about 42,000 riders on average weekday in
3 January, a little under 30,000 riders on Saturdays
4 and Sundays was right at 20,000.

5 Those other numbers there are in the peak
6 ridership that we've ever recorded on these lines
7 for this day. And on the Blue Line there's been a
8 slow decline in the last few months but we're still
9 up 80,000 weekday ridership. The trend line is
10 still pretty good. We'll see what happens as we
11 become more aggressive with fare enforcement with
12 that ridership takes a nose dive as well.

13 Just some notes, fare forums -- we only
14 have one more to go which is forum morning in
15 Inglewood. We have a public hearing end of this
16 month on Saturday, the Board will come back in May,
17 May 22nd to consider action on those. They may
18 defer it. They may act. They may change it. It
19 will be an interesting show. Gate latching is
20 progressing on the Green Line. As I mentioned 6 of
21 those stations are latched right now.

22 On the west side of the station, they're
23 moving towards the east that will be completed by
24 May. And then finally we have an express line
25 hearing, a little flyer they're having hearings

1 on -- just to receive public comment on the express
2 lanes themselves, beginning on Saturday March 22nd.
3 So if you're interested in commenting on the express
4 lanes, you're more than welcome to do so. And that
5 ends my report.

6 MS. KELLEY: With regards to the Green Line
7 Division, I know the maintenance is actually
8 Caltrans. Please check with the City before anybody
9 moves it.

10 MR. HILLMER: Okay. We're not moving it.

11 I was suggesting we should go into the
12 shop and get it rebuffed and then come back out. It
13 was a metaphorical comment.

14 MS. PEREZ: I just have one quick question.
15 Thank you, Dolores on the express lane public
16 hearings. For those of us who cannot make it, is
17 there anyway we can just have a 5 minute brief
18 presentation about what's going on?

19 MR. HILLMER: Sure.

20 MS. PEREZ: I feel like that's the question I
21 get asked the most. What's going on with the toll
22 lanes, of course, how long are they going to be
23 interphased and do we really have to pay \$10.00?
24 Can you please give us a brief update?

25 MR. HILLMER: I'll ask if they can come next

1 month with a presentation, but also if they can send
2 out a little summary of what they're looking for.
3 We'll e-mail that to reach of our members.

4 MS. PEREZ: Okay. That would be great. Thank
5 you. All right. So a couple of things before you
6 leave, happy birthday, today is Jon's birthday.

7 MR. HILLMER: Thank you.

8 MS. PEREZ: Thank you very much for being here.
9 You celebrated your special day with us here.

10 MR. HILLMER: I've got two more years to go
11 before I get to my Social Security.

12 MS. PEREZ: There you go. We have a couple of
13 comments for an item. So we have public comment
14 card Mr. Timberlake on Item No. 9.

15 MR. TIMBERLAKE: Considering the issue of the
16 TAP, to use TAP cards, I understand, you know, I
17 know where I can get mine recharged, but a lot of
18 people don't. Especially people who may not be
19 primary English speakers, for whom English may be a
20 second language or not a language that they use.
21 And for those that don't ride the rail lines who do,
22 you know, local bus rides.

23 So I don't have the solution, but I think
24 places like Nick's Check Cashing and other check
25 cashing places may be a way, and it would help

1 everybody, of course, because it means boarding is
2 much faster. I mean, if you're stuck in 5 minute
3 boarding lines, so I appreciate the problem, but
4 there needs to be some creative thought to that.
5 Thank you.

6 MS. PEREZ: Thank you, Mr. Timberlake.

7 That concludes Item No. 9.

8 Any comments? Okay.

9 We are now onto our last item which is
10 general public comment.

11 We have two requests for comments which is
12 Wayne Wright, followed by Mr. Timberlake.

13 MR. WRIGHT: Thank you, ladies and gentlemen
14 and the Gateway City Service Council.

15 My name is Wayne Wright.

16 I would ask staff to look into moving the
17 southbound Line 265 stop at the southeast corner of
18 Candlewood and Paramount that is started with the
19 northbound route 22 and move to southbound stop a
20 block for several reasons. One, line 265 is using
21 45 buses. It blocks both lanes at eastbound
22 Candlewood, east of Paramount, either because Long
23 Beach transit, the 22 bus, is at the stop picking
24 up, discharging passengers or dealing with
25 wheelchair passengers or vice versa with 265. And

1 when that intersection is blocked by either bus, it
2 causes a problem, traffic problem at that location.
3 And particularly now that they are using the 45
4 buses on the 265, the stop that needs to be moved
5 down, east, down to a block to the corner to avoid
6 this conflict.

7 I would like to see some kind of
8 cooperation about the three agencies on this transit
9 and the City of Lakewood to see what they can do
10 about this stop, because it's getting to be a
11 problem at this location with both agencies at that
12 stop and you have traffic that is blocked and
13 blocked by, particularly with the 265 because you
14 have two lanes going east, two lanes going west and
15 it does create a traffic matter. So the stop needs
16 to be moved down further.

17 This concludes my comments.

18 Thank you.

19 MS. PEREZ: Okay. Thank you, Mr. Wright.

20 Mr. Timberlake.

21 MR. TIMBERLAKE: Two quick ones. I had
22 requested some weeks ago that Metro management gives
23 some consideration to changing the southbound 260
24 and 762 stop at Florence and on Atlantic, and I
25 haven't heard anything back. It's a long way, I

1 recently injured my leg and it takes me forever to
2 make the connection to walk from the southbound 260
3 stop up to Florence Avenue which is a long block and
4 then out to the 111.

5 Concerning fare evasion, when the buses
6 are jammed, people get in the back, they come in the
7 backdoor and the riders even encourage them because
8 it takes so long to load from the front. You get
9 people to move to the back. I would like to suggest
10 that there be a compendium of Spanish phrases that
11 are needed by drivers, such as please, move to the
12 back of the bus. I think every driver whether
13 they're Spanish speaking or not should have that
14 written and should have some training on how to say
15 please, move to the back of the bus in Spanish. It
16 just makes sense, especially, in this area.

17 I think a large portion of the ridership
18 on buses does not speak English and/or does not
19 understand the drivers English. So I really think
20 that needs to be worked on. Thank you very much.

21 MS. PEREZ: Great. Thank you, Mr. Timberlake.

22 Okay. So that concludes our public
23 comment.

24 We will now move onto Item No. 11 with
25 Chair and Council member comments.

1 MR. BURNETT: No comment.

2 MR. DANIELS: No comment.

3 MS. PEREZ: Mr. Burnett.

4 MR. BURNETT: No comment, other than to say
5 when people are asked to move to the back of the
6 bus, they don't do it anyway. So --

7 MS. PEREZ: Ms. Kelley.

8 MS. KELLEY: I just want to wish Jon a happy
9 birthday. It is also my daughter's birthday today.

10 MR. HILLMER: Excellent.

11 MS. KELLEY: I'm going to go back to the safety
12 tips that we talked about. This is what I got, it's
13 the emergency card. If there's -- I've been told by
14 our Police department that we have a safety tip card
15 and that's what I'd like to see if I could, please.
16 Thank you.

17 MS. EROS-DELGADO: No comment.

18 MS. SOTO: No comment.

19 MS. PEREZ: All right. That concludes our
20 Chair and Council member comments.

21 One more public comment briefly.

22 Thank you, Mr. Hernandez.

23 MR. HERNANDEZ: I would like to address they
24 really have a lot of riders if they could move the
25 off peak hours to make it until maybe 8:30 or 8:00.

1 Even by that time you can see the buses are crowded
2 on the Blue Line or even Atlantic Avenue. So this
3 line has really been getting a lot of people like
4 the 462 is.

5 I hope you get new buses and put some on
6 the 62. And regarding the same stuff he was talking
7 about, the Atlantic and Florence, I agree you
8 because sometimes the people get off right on this
9 on Atlantic because it takes longer. Maybe they can
10 move the stop right there and hopefully you'll make
11 some more buses on the 111. It's really getting
12 crowded.

13 So thank you.

14 MS. PEREZ: Thank you, Mr. Hernandez.

15 Thank you, everybody, for being here, and
16 we will see you at our next meeting.

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18 (The meeting was adjourned at 3:50 p.m.)

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1 CERTIFICATION

2 OF

3 CERTIFIED SHORTHAND REPORTER

4
5
6 I, the undersigned, a Certified Shorthand
7 Reporter of the State of California do hereby
8 certify:

9 That the foregoing proceedings were taken
10 before me at the time and place herein set forth;
11 that any witnesses in the foregoing proceedings,
12 prior to testifying, were placed under oath; that a
13 verbatim record of the proceedings was made by me
14 using machine shorthand which was thereafter
15 transcribed under my direction; further, that the
16 foregoing is an accurate transcription thereof.

17 I further certify that I am neither financially
18 interested in the action nor a relative or employee
19 of any attorney of any of the parties.

20 IN WITNESS WHEREOF, I have this date

21
22 subscribed my name _____.

23
24 Dated: _____

25 Certificate Number 12347