

# Minutes

Thursday, May 8, 2014  
2:00PM

GATEWAY CITIES  
SERVICE COUNCIL  
Regular Meeting

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Salt Lake Park Community Center  
Lounge  
3401 E. Florence Ave.  
Huntington Park, CA 90255

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines 111, 311, and 612.

Called to Order at 2:11 p.m.

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Council Members:

Richard Burnett, Vice Chair  
Jo Ann Eros-Delgado  
Cheri Kelley  
Ana Maria Quintana  
Wally Shidler  
Cynde Soto

Officers:

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

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Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย  
กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance
2. ROLL Called
3. APPROVED Minutes from April 10, 2014 Meeting
4. RECEIVED Update on Gold Line Eastside Extension Outreach Plan, David Hershenson, Community Relations Manager

Metro anticipates that the FTA will approve the release the project's Draft EIR/EIS sometime this summer. Preliminary scoping meetings and studies have been completed. Originally, 47 alignment options were considered, options have been narrowed down to 2, one which travels along SR-60 to South El Monte and another which travels up along Washington Blvd. to Whittier.

In anticipation of the document's release with updated information potentially sometime around July, Metro is providing city council briefings in the 8 cities along the alignment and portions of unincorporated areas. The Gateway Cities Council of Governments is supporting the option that travels to Whittier, while the San Gabriel Valley Council of Governments favors the R-60 alignment. Once the Draft EIS/EIR is released, Metro will hold four public hearings to gather public input, and plans to have a 60 day public comment period before preparing a final report and presenting a proposed preferred alternative to the Metro Board.

Council Member Shidler asked what the ridership estimates for each of the alignments. Mr. Hershenson replied that he did not have that information, but that the Whittier alignment had higher projected ridership. The Whittier alignment is also longer and more expensive to build.

Council Member Eros-Delgado asked if meetings are being held in unincorporated areas. Mr. Hershenson replied that the briefings are currently being done only at city council meetings, but when outreach is conducted to gather input on the Draft EIR/EIS, Metro will inform the district through the County Board of Supervisors. If there was an area where an outreach session was needed or an organization willing to host, it could be arranged.

5. RECEIVED Report on Electronic Messaging of Transit Information, Al Martinez

Nextrip provides real time information of the next Metro bus to arrive. Information can be entered into Nextrip from the metro.net website. Information can also be obtained through the mobile web options or sms/text. There is an effort to integrate all regional providers into system into the Nextbus.

Council Member Shidler asked why when checking for the next bus through the system, that it sometimes does not correctly display arriving buses. Mr. Martinez replied that

while the system is very useful, it's not perfect. Vehicle electronics have to be well maintained, operators have to log into the systems correctly, and route detours also affect the predictions. The application doesn't provide the physical location of the bus, but provides information on how long a patron will have to wait at a stop for the next bus.

Go Metro is the mobile web application that allows users to get Nextrip information as well as access map, rail, timetable, and bike information. Metro makes its data available to whoever wants it to allow independent developers to develop their own web applications. Metro trip information is still available by phone and can be accessed by calling 511. Today 70% of trip planning occurs through Metro's mobile applications.

Metro has also updated outreach efforts to include social media. Nextrip receives 6 million hits per month and use continues to grow. Metro is also implementing usage of e-signage at rail stations, platforms, and some bus stops. There is an effort to get funding to expand electronic signage at bus stops and is proposing to install 300 electronic signs at stops where there are at least 500 boardings per day or more. Sms/text, mobile application, 511 call information and QR codes have been added to bus stop signs to promote use of those systems by patrons to get arrival time. Bus stop signs also have tactile information and braille incorporated for visually impaired system users.

Council Member Shidler asked how vandalized signs are addressed. Mr. Martinez replied that Metro's Stops and Zones addresses any issues as they can on an as-needed basis. They are responsible for maintenance of 15,000 stops.

Council Member Shidler asked how people who are visually impaired are informed about tactile information features of the signs. Mr. Martinez replied that the information is included on the ADA portion of Metro's website. There was a large outreach effort when the bus stop signs with Nextrip and tactile information were adopted.

Council Member Quintana asked how cities are responsible for some of these types of features and posited that some bus stop improvements and amenities might be incorporated into municipal repairs. Mr. Martinez replied that there has been some analysis of pole bus stop experience, and Metro is attempting to create a template for cities to adopt. Typically bus stop improvement is a shared arrangement with .

Signs on the rail platforms are being transitioned from displaying timetable information to real time. Challenges to implementation were that some of the displays were installed several years ago and may not meet the requirements necessary for the transition; there is need for some signs to be retrofitted or replaced.

Metro is hoping to adopt technology that would be able to provide passenger count information as well that would provide real time information on load capacity, bike racks and wheelchairs in real time along with bus arrival times. There is a project under way to provide Wi-Fi on the platforms and cellular service in the tunnels; full implementation is approximately a year from completion.

Metro is considering whether to include its information to Google Transit. While Metro provides its information to anyone who requests it, Google requires that the information

be provided in a particular format. However if Metro did that, it would then be obligated to do the same for other companies such as Apple, so the process is under review.

Council Member Soto stated that for the past few months, electronic signage on the Blue Line has been displaying the wrong information on date, time. Mr. Martinez replied that the Blue Line Stations are in a refurbishment process, and that many of the signs will be replaced as part of that project. Information from the trains is provided through a track circuit, there are not GPS devices on each rail car as there are on all buses.

Mr. Timberlake-commented that the electronic signs are worse than useless as they are wrong most of the time. Mr. Hillmer replied that for buses and trains leaving the terminal, Nextrip does not estimate what time they will actually leave as there may be other things involved. Instead it displays the scheduled time; it does not display real time. If there is construction or some problems, the train may not depart on time.

Council Member Quintana-asked how accurate the Nextrip application is due to traffic fluidity. Mr. Martinez replied that it is pretty accurate on buses as location information is submitted to the system from the bus every 3 minutes through GPS. However on the trains, if there is a failure, it affects not only one train, it affects the schedule of all the trains behind it. Rail real-time information is still in beta testing. The systems on a variety of lines vary tremendously, and there are challenges in trying to pull data from the various systems to feed to the system.

#### 6. RECEIVE Director's Report, Jon Hillmer, Director

- Metro Board scheduled to consider Fare Change Proposal at May 22nd meeting at Metro Gateway Building
- April 30th Meet and Confer
- 11 of 14 Green Line Stations Gates latched, remainder by end of May
- Division 15 early AM Council Tour (limited to 4 Service Council Reps. per visit)
- Union Station 75th Anniversary Celebration on Saturday, May 3rd
- Metro Board motion for Metro staff to prepare studies, tests and analysis to implement Line 588 and report back to Metro Board on May 22nd

Council Member Shidler asked if how much higher ridership would be if it included fare evaders. Mr. Hillmer replied that ridership is not taken from TAP nor do trains do not have automated passenger counters. Train ridership is counted by individuals at each door. That number is then compared, multiplied and compared to the past 6 months. It is an FTA approved method and the best estimate available .

Mr. Hillmer commended Council Member Soto for working with staff to implement and improve the G-Tel system. She was instrumental in the development and refinement of the G-Tel system. She and a group of her peers recently hosted a meeting with the Rail Operations Director, then later scheduled a tour of the Rail Operations Control Center to provide feedback, suggestions, and G-Tel system operator awareness.

## 7. PUBLIC Comment for Items not on the Agenda

Mr. Timberlake does not believe that the number of complaints reflects the actual number of complaints that patrons have. There is an extremely long wait time to submit a complaint by phone. He used to submit complaints by phone but stopped because it takes so long and if you're on the bus, they won't take your complaint even if it isn't about that bus or operator. He never receives a substantive response to his complaints. He feels the complaint system is not well managed. Mr. Hillmer replied that the policy is to avoid unnecessary confrontations on the bus. Customer service is trained to request that the caller call back once they've exited the bus so as to prevent confrontations.

Wayne Wright requested that the City of Huntington Park be asked to remove the newspaper racks located at the eastbound bus stop for Lines 108/358 located on the southwest corner of Slauson/Pacific. The racks are hazardous to patrons boarding and debarking from the bus. He asked if Long Beach Transit has begun to use the TAP system. Mr. Hershenson replied that Long Beach did announce that they were going to go live, but he was not sure if the transition had occurred yet.

Roberto Hernandez shared that last night, he was waiting for Line 111 at Atlantic at 8:41 p.m. Line 111 has been reduced and he had to wait until almost 10 p.m. He thinks service should be changed, service is still very full even at night. At Norwalk Station, buses are supposed to pick people at the last/first stop at Norwalk Station but the operators don't go to the Bay. He saw an operator instead turn on Hoxie Ave. and leave which is very frustrating for patrons who want to board. He saw the new buses; a wheelchair patron said they didn't like the boards on them. He suggested that handles be installed instead.

Mr. Timberlake shared that last Thursday, both the Blue Line and Line 111 were late. As the Blue Line approached the 7th St. Station, it started waiting at the stations without explanation. It stopped between the station and San Pedro. The operator came on and said there were 2 trains ahead and that they could not continue until they cleared. He called Metro as he does not have a smart phone and they did not know anything about what resulted to be a 15-minute delay. People on the train were outraged and couldn't exit the train because they were in between stations. He doesn't understand why customer information didn't have information regarding the delay.

## 8. CHAIR and Council Member Comments

Council Member Kelley thanked Metro for gating the Green Line. Norwalk had been experiencing issues with crime around the Station. Once apprehended, they were finding that suspects were riding into town, committing crimes, then leaving on the train. She announced that her next meeting will be her last. She thanked everyone for their friendship and input over the years.

Council Member Shidler stated that he was not happy with the response from the Sheriff who spoke at the Meet and Confer on the Blue Line situation. Mr. Hillmer replied that he has shared that issue with the Interim Chief Operations Officer.

Council Member Soto thanked Henry Gonzalez for accompanying her and her colleagues on their trip to the Rail Operations Command a few days prior.

**ADJOURNED at 3:28 p.m.**