

# Minutes

Thursday, January 14, 2016  
6:00PM

GATEWAY CITIES  
SERVICE COUNCIL  
Regular Meeting

---

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 6:09 p.m.

---

**Council Members:**

Gene Daniels, Chair  
Wally Shidler, Vice Chair  
Al Austin  
Richard Burnett  
Thomas Martin  
Cynde Soto

**Officers:**

Jon Hillmer, Executive Director  
Gary Spivack, Deputy Executive Officer  
David Hershenson, Comm. Rel. Mgr.  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Michael Sieckert, Transportation Planning Mgr.

---

For Metro information in English, please call the following phone number: 213-922-1282.

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

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance

2. ROLL Called

Councilmember Jo Ann Eros-Delgado was absent.

3. APPROVED Minutes from December 10, 2015 Meeting

4. RECOGNIZED Cynde Soto for her service as a Gateway Cities Service Council Member, Gary Spivack, Deputy Executive Officer, David Hershenson, Community Relations Manager and Councilmembers

Councilmember Cynde Soto was recognized for her work as one of the original Gateway Cities Service Councilmembers for her knowledge and advocacy for disability rights, paratransit, and her work to improve transit access and experience.

5. RECEIVED Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations Manager

Twenty-six stations throughout the system were evaluated using 33 measures of performance. Performance ratings are based on a scale from 0 to 10 and assigned ratings of good to very good, marginal, or unsatisfactory. Scoring of station conditions is performed by a small group of Metro staff to maintain consistency. Twenty-five out of 26 stations rated "Good to Very Good" and the evaluation scores of 10 stations improved. Eleven stations showed no change, and Harbor Green Line was the station with the largest decline in overall score. Four stations experienced a minor decrease but remain in the same rating categories.

Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action and Council Members will continue to be notified each time staff conducts station evaluations.

Vice Chair Wally Shidler commented that he had previously reported on pigeon presence at Soto Gold Line Station and adjacent areas. Mr. Gonzalez replied that it had been reported to facilities maintenance. Vice Chair Shidler replied that there was still residue the last time he was at that station.

Councilmember Austin asked how stations were selected. Mr. Gonzalez replied that the selected stations have historically been evaluated to provide a baseline for the system; additional stations will be added with the opening of Expo Line II and the Gold Line Foothill Extension. Mr. Spivack added that the concept is to evaluate on a longitudinal basis as an indication of system cleanliness. Staff also conducts special evaluations when issues are reported at a specific station and reports any issues to facilities maintenance.

Councilmember Austin commented that there are several more rail stations in the Gateway Cities region than those reflected in the report. Mr. Hillmer replied that the bus station evaluation process commenced approximately 3 years ago. The agency had not been evaluating bus stations, only rail stations. The intent of this process is to focus on heavily used bus stations and transit centers.

Councilmember Martin commented that he would like more trees installed around the Willowbrook/Rosa Parks Station and for Metro to work with Shadetree to complete the project. Ms. Ramos replied that as there is an extensive project to renovate Willowbrook/Rosa Parks Station in the planning process, there are currently no improvement projects being implemented at the site. A presentation will be made at a Gateway Cities Service Council meeting to both gather Council input on the project and to publicize public workshops intended to gather input regarding potential improvements in traffic flow, safety, and aesthetics.

6. CONDUCTED Service Planning Workshop, Jon Hillmer, Executive Director, Gary Spivack, Deputy Executive Officer, Michael Sieckert, Service Planning Manager

Metro Service Planning is beginning a process to implement the recommendations made by the APTA Peer Review and Peer Review Committee. A Comprehensive Operations analysis is being conducted with the intent of generating concepts for service modifications to improve connectivity, network speed, and achieve a peak 15-minute network. This work will establish a framework for service changes to be implemented over the next 2-3 years which will reinvest service hours from poor or marginally performing lines into the core network.

Lines with proposed changes in the Gateway Cities region over the next few years include:

- Discontinue Line 270 and use the savings to possibly improve Line 266 (Rosemead) to 15 minute headways
- The June 2016 Public Hearing includes a proposal to discontinue a portion of Line 460 and use the savings possibly to:
  - Extend Line 760 on Long Beach Bl to Artesia Blue Line Station and improve frequency;
  - Improve frequency to Line 762 on Atlantic Bl, truncate Line 762 at either Atlantic Gold Line Station or at Huntington and Atlantic;
  - Improve service on Local Line 260
  - In late PM hours extend Line 111 on Florence Av east to Norwalk Green Line Station
  - Consider reorganizing Huntington Park service by combining Lines 611-612
  - Extend Line 705 to Palm & Seville (use Line 760 stops)
  - Extend Line 105 over Leonis to Atlantic in the peaks

Chair Daniels asked if all of these changes would be brought to the upcoming public hearing. Mr. Spivack replied that they will be brought to public hearings incrementally.

Vice Chair Shidler commented that Councilmember Eros-Delgado had expressed concerns that if Line 270 is discontinued that there would be areas in the region essentially abandoned. He is in agreement with the proposed cancellation of Line 460

which travels to downtown Los Angeles due to remaining duplicate services in the area. However, he thinks that customers will not be happy with the change as they don't want to be forced to transfer or to ride the Blue Line. They feel the Blue Line is dangerous and that perception is hurting ridership. He thinks Metro will not be able to increase ridership until the safety and quality of life concerns are sufficiently addressed. Councilmember Burnett concurred that the quality of life issues on the Blue Line still exist.

Councilmember Soto commented that she is happy to hear that night hours are being added to Line 111 service, that additional service is needed on that line.

Wayne Wright commented that he would like Line 577 hours extended to operate on weekends and the route extended to the Gold Line. Line 611 should be discontinued and replaced by Line 102 and split into branch Lines 102 and 103. Line 102 would retain existing route but replace the Santa Ana portion of Line 611. Line 103 would replace the service along Vernon, Leonis, District, and Alamo to Cudahy. He suggested that Line 612 route remain as until Service Development has develops a full alternate proposal. He would like Long Beach Transit to take over the portion of Line 260 south of Imperial. He thinks the portion of Line 258 south of Firestone should be given to Montebello Transit.

Mr. Timberlake commented that at the San Fernando Valley meeting there were a lot of discussions about adding service without cutting of any service. He wondered if the Gateway Cities region is getting the short changed. He understands the reasoning behind the truncating of Line 460 but has concerns about Blue and Green line service that would be used as a replacement for that portion. He doesn't care about the vendors but does care about the safety and health of passengers. There are people smoking openly on the cars, not just late at night. He never sees security on the line late at night. The presentation does not explain how Lines 611/612 would be combined. He doesn't think it would be that difficult to display the maps in landscape format to make it easier for the public to review them.

Vice Chair Shidler commend that operating on Vernon Av between Santa Fe westward is on a very narrow street. Line 105/705 gets stuck in the traffic because there's only one lane. He would urge caution about putting bus service on that street.

Mr. Sieckert commented that there is not yet a specific proposal for Lines 611/612; service planning is still working on concepts. Changes to these lines may be proposed for implementation in December 2016 or June 2017. A public hearing will be required.

Vice Chair Shidler commented that Lines 611/612 need to serve Florence Station which more people feel comfortable using, not Vernon Station, which can be dicey.

Councilmember Martin commented that he likes the proposals to increase service on Atlantic Blvd, and Huntington Park which will better serve the density of population.

Mr. Page commented that three of the five Service Councils received proposals that have much longer term proposals for implementation due to a lack of budgeted service hours. The Gateway Cities region has much more route-specific proposals to improve service in a much shorter time period.

Councilmember Burnett commented that the Blue Line platforms such as at Florence Station are so narrow that people frequently nearly get jostled off. He wondered whether anything can be done.

7. RECEIVED Report on Regional Service Performance, Gary Spivack, Deputy Executive Officer

- Metro Bus Cleanliness Ratings: 8.56, System 8.70, Goal 8.0
- Complaints Per 100,000 Boardings: 4.06, System 3.85 Goal: 3.91
- Bus Traffic Accidents per 100,000 Miles: 3.29, System 4.03, Goal 3.69
- Mean Miles Between Mechanical Road Calls: 7,218; System 4,876; Goal 4,529
- Average Weekday Bus Ridership: 199,885, System: 1,019,437

B. Timberlake commented that he was sorry to see there was not a more detailed analysis of complaints as has been presented in the past, as it is useful. He would like to see the report include on-time performance. Mr. Spivack apologized that the on-time performance slide was accidentally left out of the presentation. The detailed complaint analysis was left out to allow additional time for the workshop.

8. PUBLIC Comment for items not on the Agenda

B. Timberlake commented the Blue Line has been breaking down a lot. On Saturdays, service has been reduced from 3 train cars to two. This decision was only announced last week on the website. There are lots of people who work and use it to go to downtown Los Angeles. Two car trains are not enough. He was trapped once riding south from 7<sup>th</sup>/Metro Station. It took twice as long as usual to get to Florence station and the car was packed. He noted that this doesn't happen on the Gold Line during peak hours or late at night.

Mr. Page replied that for years, Blue Line car maintenance was neglected and now Metro is trying to play catch up and trying to get ready to open two new lines. The new train cars are a little behind schedule. The gold line is also going to move to wider headways to address the train car needs during weekends and peak hours. Vice Chair Shidler added that the Gold Line is now split with the closure of Little Tokyo Station.

Wayne Wright commented that the Blue Line service needs improvement both during rush hours and off-peak hours. A recent trip should have taken 55 minutes, instead the trip took 71 minutes as the trains were moving slowly though the maintenance projects along the line have been completed, so that was not the reason. A decision was recently made to use 2-car trains on weekends. He thinks the decision is short sighted as the trains are often full on weekends and now there is overcrowding.

9. CHAIR and Council Member Comments

Vice Chair Shidler urged all Councilmembers to make sure they attend the March 10<sup>th</sup> Service Council meeting as a quorum will be needed to discuss and vote on proposed service changes.

Councilmember Martin wished everyone a Happy New Year.

Chair Daniels again thanked outgoing Councilmember Cynde Soto for her years of service and advocacy and wished her the best.

**ADJOURNED at 7:31 p.m.**