



Gateway Cities Service Council

April 14, 2016

Line Ride Evaluation Program

Background

- Metro Board of Directors created Governance Councils & Service Regions in 2002;
- Council representation includes elected officials and private citizens who live, work in region;
- Regional Council of Governments recruits and nominates Gateway Cities Service Council Members with Metro concurrence;
- Decision making for the bus system moved to local level.

Responsibilities of Gateway Cities Service Council

- Oversee Gateway Cities bus operations;
- Review proposed changes in bus service;
- Schedule & conduct Public Hearings for major service modifications;
- Approve results of Public Hearings;
- Approve, modify or reject changes in bus service.

Council Information Programs

- To facilitate better decision making Metro staff organizes visits and provides information about:
 - Council Work Plan
 - Major Regional Transit Centers
 - Bus Operating Divisions
 - Bus Operations Control Center
 - TAP Operations
 - Transit Security
 - Rail Operations Control Center
 - Central Maintenance Facility
 - Tariffs and Interagency Tariff Agreements
 - Bus Line Rides

Line Ride Program

- Clearly beneficial for Council Members;
- Provides “Real-World Experience;”
- Allows direct interface with the customer/operator;
- Gain first-hand knowledge about a bus route & communities it serves;
- Observe existing operating conditions & factors that affect a bus route; and that,
- Experience & knowledge leads to better decisions

Shidler Motion

From March 2016 GWC Meeting

- Staff to propose Line Ride Program for Councilmembers to review and discuss at the April 2016 Gateway Cities Council meeting;
- The goal would be for each Councilmember to adopt a bus line and agree to monitor and report on it periodically.

Sample Schedule 2007

GATEWAY CITIES COUNCILMEMBER	SUGGESTED MTA BUS LINE(S)	LINE NAME	DAYS OF SERVICE	SCHEDULED LINE RIDE 2007	ORAL REPORTS 2007
W. Shidler	55 & New 355	Los Angeles-Compton Ave-Imperial Station	55 - 7 days a week; 355 - Mon-Fri Peak Direction only	January	February
G. Bass	612	Willowbrook-Lynwood-South Gate-Huntington Park Shuttle	7 days a week	February	March
J. Eros-Delgado	270	Monrovia-El Monte-Whittier-Santa Fe Springs-Norwalk-Cerritos	Mon- Sat	March	April
S. Pena	611	Huntington Park-Vernon-South Gate-Maywood-Bell	7 days a week	April	May
O. Newcomer	121	Imperial Station-Norwalk Station-Whittwood Mall	7 days a week	May	June
C. Kelley	460	Los Angeles-Norwalk-Disneyland	7 days a week	June	July
L. Nelson	130	Hermosa Beach-Cerritos via Artesia Bl	7 days a week	July	August
V. Torres	265	Lakewood-Montebello via Paramount Bl	7 days a week	August	September
C. Soto	60	Los Angeles-Long Beach via Huntington Park	7 days a week	September	October



Sample Checklist

Management Service Survey

Name: _____

Date: _____

Line number: _____

Bus number: _____

Boarding time: _____

Boarding intersection: _____

Alighting time: _____

Alighting intersection: _____

Was the exterior headsign correct?

yes no

Was the bus on time?

yes no

Were there brochures in bin?

yes no

Were the signs in the bus correct?

yes no n/a

Was a fare evasion observed?

yes no n/a

Was the fare policy enforced?

yes no n/a

Did the bus travel at a safe driving speed?

yes no

Was the driver's appearance professional?

yes no

Did the driver give connection information?

yes no n/a

Did the driver give fare information?

yes no n/a

Was the driver courteous?

yes no n/a

Did the driver call out major stops and transfer points?

yes no

Did the driver call out requested stops.

yes no n/a

Were there passenger pass ups?

yes no

Was the heater operational?

yes no n/a

Was the air conditioner operational?

yes no n/a

Was the floor clean?

yes no

Were the seats clean?

yes no

Was the bus exterior clean?

yes no

Was the bus crowded?

yes no

Was there graffiti on the bus?

yes no



Next Steps

The Council is recommended to take the following actions:

- Discuss interest in the program;
- Direct staff to work with the Council to identify Metro Bus Lines to adopt;
- Direct staff to develop draft implementation schedule for Fiscal Year 2017 to include Councilmember line ride and reporting dates.

Questions

