

# Minutes

Thursday, September 8, 2016  
6:00PM

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 and 612.

Called to Order at 6:03 p.m.

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**Council Members:**

Samuel Peña, Chair  
David Armenta, Vice Chair  
Richard Burnett  
Gene Daniels  
Jo Ann Eros-Delgado  
Wally Shidler  
Lori Y. Woods

**Officers:**

Gary Spivack, Deputy Executive Officer  
Dolores Ramos, Council Admin Analyst  
Michael Sieckert, Transportation Planning Mgr.  
Kelly Blanton, Metro Trainee

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

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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

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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 July 14, 2016 Regular Meeting
4. RECEIVED Presentation on Proposed Service Changes for December 2016, Gary Spivack, Deputy Executive Officer

No major service changes are planned for the December 2016 shakeup. Minor changes will be implemented including:

- Regular schedule maintenance to improve schedule reliability and passenger loading standards
- Review bus-to-rail connections, monitoring Line 270 (Foothill) and Norwalk 7 - El Monte Station Connection
- Review Line 577 route structure for potential streamlining
- Maintain service hours status quo per FY17 Budget
- Review lines identified in the 15-Minute Network for potential implementation/modification (Lines 60, 762, 760)

Mr. Spivack added that a Comprehensive Operations Assessment (COA) was recently completed. The COA is a line by line system analysis to see what types of improvements can be made to maximize ridership. Metro is going through process to improve service to get to peak 15-minute services on key lines.

5. APPROVED Adopting Revised FY17 Work Plan, Councilmembers

Ms. Ramos explained that some items had been inadvertently left off of the work plan that was adopted at the July 14, 2016 Service Council meeting. She thanked Mr. Timberlake for bringing the errors to her attention. The corrected version was distributed and adopted.

6. APPROVED Changing regular meeting time to 2 p.m. to commence with the November Service Council meeting, and continuing to meet on the second Thursday of each month, Councilmembers with Councilmembers Shidler and Eros Delgado voting against the Motion

Councilmembers discussed pros and cons of changing the meeting time from 6 p.m. to 2 p.m. as well as other factors that may affect the accessibility of the meeting for the public including the location and transit options.

Councilmembers agreed that when there is a need to hold a public hearing that the Council would hold such meetings or events during evening hours at a location central to the location of the proposed changes.

7. CARRIED Over Line Ride Report, Councilmember Samuel Peña

Chair Peña suggested that a review of the program be conducted for the benefit of the newer Councilmembers. Councilmember Shidler volunteered to give a line ride report at the October meeting.

8. RECEIVED Update on Proposed Meeting Location Change, Dolores Ramos, Sr. Administrative Analyst

After initially being informed that Dollarhide Center in Compton would be available for the regular Gateway Cities Service Council meetings, Center staff informed Metro that the space was unavailable when Metro attempted to finalize the facility reservation. Salt Lake Park continues to be available, so meetings will continue at the current location.

Councilmember Woods requested that staff see if Dollarhide Center would be available once the Council meeting time changes to 2 p.m.; then the Council could change both the meeting time and location at the same time. Ms. Ramos replied that she would check with Dollarhide Center staff and provide an update at the next Service Council meeting.

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

- TAP to eliminate application fees for Disabled and College/Vocational applications, extend expiration date of TAP cards for permanently disabled from 3 to 10 years
- U-Pass was launched to great success, with some schools selling out of the passes on their first day.

Councilmember Shidler requested a report of on-time performance by line. Mr. Spivack replied that he would compile the information and have it distributed to the Council.

Chair Peña asked how Metro receives complaints. Mr. Spivack replied that complaints are received via various mediums including social media, phone, email, and an online form. He will provide a breakdown at a future meeting.

Councilmember Woods asked if operators ever receive complaints, and if they do, if they have to report those complaints. Mr. Spivack replied that when they do, it's generally because the operator did something that the passenger didn't like. There is a procedure for operators to report anything out of the ordinary and to submit. Generally, complaints are centrally received by Customer Relations, then distributed to the division managers investigation. If it is not a clear situation, the division is supposed to contact the patron to get additional information. If management determines that rules were broken, they follow disciplinary procedures.

Councilmember Shidler asked what is being done to address fare evasion. He asked if the lines counted as GWC lines are those that operate out of Divisions 1 and 2, or if they include others. He asked what the actual fare evasion rate is. Mr. Spivack replied that when fare evasion is counted by bus lines and region, they cross over multiple boundaries, and the numbers go up because they are counted multiple times. He will prepare a review of fare evasion by division for next month's meeting.

Councilmember Shidler commented that he has been hearing complaints about 2 car trains being used on the Blue Line, which is causing overcrowding. Mr. Spivack replied that there have been lots of deferred maintenance construction projects on the Blue Line, but that activity is finally winding down to the extent that trains are returning to more regular schedules. Blue Line trains are using 2 cars due to the rail car shortage, but ridership is starting to come back as of last month's ridership numbers. There are going to be more cars available for service in December, when Metro is looking to go to 6-minute headways on the Expo Line and to restore 12-minute service on the Blue Line.

Councilmember Shidler asked about situation at Florence Station where the ambassadors were removed from staffing the Station due to gang issues; he has previously raised the issue but not yet received a reply from Mr. Washington or the Sheriffs. One of the ambassadors last week told him that they are not allowed to staff the location unless deputies are there with them. Mr. Spivack replied that he will follow up. He added that he has contacted vendors to improve lighting at the location.

Councilmember Woods asked for a chart reflecting ridership of the last couple of years that demonstrates, from peak to decline. Councilmember Shidler commented that he thinks the decline is due to the worsening of quality of life issues. Mr. Spivack replied that there are various causes, and Metro has formed a Ridership Task Force to study and address the issue. He will provide additional information to the Council.

Mr. Timberlake requested that reports on rail performance and ridership be presented to the Council at least on a quarterly basis. He also would like to see reports on ridership of major bus lines; he thinks it is helpful to see what's happening on a line level. Over a week ago, he reported that the first 2 lights going up the ramp at Florence Station are out. The lights were still out last night. He used to complain by phone but gave up due to the rudeness of some of the people there and lengthy wait times of up to 20 minutes. He worked for medium sized city for 35 years; he would've been fired for treating people the way the people at the East Portal window at headquarters do. He has been escorted out of the complaint office on the first floor of the Metro building. He only complains now by sending email. When a bus is 10 minutes late by schedule in the middle of the day, he feels it merits a complaint. Customer Relations doesn't even acknowledge all of complaints. They never answer his questions when he asks why a bus didn't show up. He thinks having fewer complaints is nice, but he also thinks the rate is going down because customers are giving up, and they're voting with their feet by not riding metro.

Chair Peña commented that in past he has used social media to submit complaints, and usually he receives a response. He requested a future presentation on the complaint handling process from receipt to closeout. Staff agreed to schedule a presentation for a future meeting.

Vice Chair Armenta asked whether the Service Council has any authority over complaints; he would like to hear why no responses were rendered or why customers have been treated poorly. He finds such treatment to be unacceptable.

Mr. Spivack replied that the Council can address passenger concerns in GWC area. He would need more specifics regarding Mr. Timberlake's comments; he will get additional information from the Customer Relations database and report back to the Council.

Councilmember Shidler suggested that the Council tour the call center where complaints are received at a future Meet and Confer.

#### 10. PUBLIC Comment for items not on the Agenda

Mr. Timberlake shared that yesterday while riding the Red Line back from North Hollywood, sheriffs boarded somewhere around Vermont/Sunset and started checking TAP cards. There was a man on the train with sunglasses who appeared to be asleep who ignored them. They pounded on the partition to wake him and they exchanged words. The guy refused to produce a TAP card and the sheriff told him step off the car. The guy continued to ignore him and the sheriff left. Why does Metro engage the sheriffs if they're not doing the job? He finds it laughable. He suggested that the Service Council take up the issue that there is no rail oversight. Service is deteriorating, trains are not on time, even when service alerts and planned advisories have been issued. It also causes issues after 8 and 9 pm when Metro has slashed service; if patrons don't make their connections, they have additional 20 minute waits. Even when the train is in the station at 7th/Metro, the train doesn't leave on time. He suggested that the Service councils put pressure on the Board to oversee rail and gather comments from the public.

#### 11. CHAIR and Council Member Comments

Chair Peña commented that he has seen agendas for other meetings that provide two opportunities for members of the public to make public comments, and requested that staff add an agenda item for the public to comment on items on the agenda as well as the standing item for public comment on items not on the agenda.

Staff replied that members of the public are able to comment on each item on the agenda at the conclusion of each presentation, as well as items not on the agenda, which provides several opportunities for public comment. Public questions regarding an agenda item are frequently answered by the presentation itself.

Chair Peña expressed that he wants members of the public to have the opportunity to lay out their questions prior to the presentation. He requested staff place the additional item on the agenda on a trial basis to see how it works out.

### **ADJOURNMENT**