

Thursday, September 8, 2011

2:00-4:00 PM

Minutes

GATEWAY CITIES SERVICE COUNCIL

Regular Meeting

Salt Lake Recreation Center
3401 E. Florence
Huntington Park, CA 90255

Call to Order

Council Members:

Wally Shidler, Chair
Lillie Dobson, Vice Chair

Richard Burnett

Josue Barrios
Jo Ann Eros-Delgado
Sergio Infanzon
Cynde Soto

Officers:

Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr.
Suzanne Handler, Council Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

Please turn off cell phones or put them on vibrate

1. PLEDGE of Allegiance
2. ROLL Call – Cheri Kelley absent
3. APPROVE Minutes from August 11, 2011 meeting - approved
4. SAFETY Tip, Lt. Obenberger

Recent crime reports came out for LA County indicates violent crimes were down 12.66%, property crimes declined 4.09% from the same time last year. Bus crimes are down 2%. Recent arrest on the Blue Line of a 52 y/o MW for indecent exposure, after doing a background check it was found he is a career criminal and sexual predator. Recent conviction on a kidnapping suspect: An alert bus operator recognized the suspect from the broadcast and notified ROC/TSB, deputies took the suspect into custody.

Safety Tip, be careful sending out information on social networking sites informing people you are out of town, or sending your vacation pictures while you are out of town, wait until you are home. Computer savvy criminals can track you through geotagging, turn it off when not using it for navigation.

5. PUBLIC Comment

Wayne Wright: In the Spring I addressed the Gateway Board to ask se vice development to consider rerouting the 60 line to possibly serve the Compton town Center. Since the Casino/hotel does not want to play ball with MTA by opening the gates, my suggestion to staff once again is to put the line 60 on a trial basis to run via Santa Fe, Greenleaf, Alameda, and to the connector that connects alameda to Artesia shopping center. If this is successful then other MTA routes as well as Long Beach transit routes can use the routes feasible by stops and zones. Another concern if the gates were to open what would happen to the existing fare gates. And if so, it would cause a Catch 22 if people wanted to get to and from the shopping center and bus plaza and not the blue line. Work with the Casino owner to put in a pedestrian bridge to connect blue line station with shopping center.

6. PRESENTATION on CicLAvia, October 9, 2011 by CicLAvia members

Presenter could not attend due to schedule conflicts. Suzanne Handler gave a very brief overview of this event. Chair Shidler encouraged board members and audience to participate.

7. RECEIVE an update on FY 2012 Operations Performance Targets, Jon Hillmer, Director

New Performance Measures/targets for FY 12:

- On Time Performance quarterly for FY 12: 1st quarter 82%; 2nd quarter 83%; 3rd quarter 84% and 4th quarter 85%; average 76.6%
- Complaints per 100,000 passengers target: FY 11 2.62; FY12 2.20; average 2.56
- Traffic Accidents per 100,000 Hub Miles target: FY 11 3.21; FY 12 goal is 3.10; average 3.36
- Passenger accidents per 100,000 boardings target: FY 11 was .26; FY 12 goal .30; average .46
- Mechanical Road Call Targets: FY 11 3,500; FY 12 goal 3,650; average 4,082
- Clean Bus Ratings: FY 11 8.0; FY 12 8.0; average is 8.26
- Percent of Scheduled service delivered: FY 11 99.0%; FY 12 99%; average 99.7%
- Monthly passenger boardings: FY 11 29,470,000; FY 12 29,170,000; average 32,560,000

8. RECEIVE Director's Report, Jon Hillmer, Director

- Performance Report – July 2011
 - On Time Performance: Target 82%; Gateway 78%
 - Complaints per 100,000 Passengers: Target 2.20; Gateway 3.06
 - Miles Between Mechanical Road Calls: Target 3,650; Gateway 4,094
 - Clean Bus: Target 8.0; Gateway 8.16
 - Accidents per 100,000 Miles: Target 3.10; Gateway 2.88
 - Monthly Ridership: Target 5,930,000; Gateway 5,220,000
 - Average Daily Ridership Blue Line 90,000; Saturday 60,000; Sunday 55,000
 - Average Daily Ridership Green Line 45,000; Saturday 26,000; Sunday 20,000
- Meet and Confer
 - Monday, September 19 at 2:30pm, Henry Huntington Conference Room, 3rd floor
 - We are requesting from the council any suggested agenda items; possible discussion on LOSSAN, Union Station Master Plan, Expo Update, Service Quality, expectations for FY 13
- Planned Tours of BOC/ROC
 - Friday, September 23 beginning 9:30am to 3:00pm
 - Meet on the 13th floor for a presentation/discussion by Bruce Shelburne
- Nextrip bus stop signage

Jon Hillmer showed a demo bus stop sign for ADA passengers. The ADA signage will be located on the bus stop pole at a lower level approx. 4.5 feet

off the ground and will roll out at 400-500 most frequently used stops. If the signs do not have the Braille they will be placed higher on the pole at approx. 7'. Nextrip program has been very successful.

Representative Infanzon: How are you going to protect the signs from vandalism?

Jon Hillmer: That is a good question, one that has been asked for a long time. This is put on with durable graffiti-resistant easily cleaned surfaces, the bigger problem is the add-on tactile Braille. This will be a wait and see.

Public Comment:

Roberto Hernandez, waiting for the 111 at Firestone at 11:15pm we waited until 12:10am. While waiting at the Norwalk Station, a man was bothering a lady waiting for transit. No security or anything. Better illumination is needed. The bus never showed up. I gave the lady the 1-800 number, but she said she did not know how to report men bothering her. Please put the 1-800 number back on the schedules for people to use.

9. RECEIVE report on Long Beach Transit Schedule Changes, Shirley Hsiao, Long Beach Transit, Service Development

Service Changes were implemented on August 28, 2011. They were focused predominately on east/west corridors on Carson and Spring Street with primary routing configurations on the eastside of Long Beach. We were interested in trying to make a better interagency connectivity.

- Route 101 will be able to save some hours and also improve the transit accessibility connecting with the neighborhoods in Carson and Hawaiian Gardens providing a terminus point. This will provide transfers to OCTA Line 42 to Orange County or Metro Line 60.
- Route 102 added Long Beach Airport along the route this effort allowed us to expand the service to the airport.
- Route 103 added service during the peak hour to service the Lakewood High School.
- Route 104 service Long Beach Airport extended service to cover Spring Street will serve El Dorado Park and Nature Center utilizing Hawaiian Gardens' layover for better transfer point with inter-agencies.

These changes did not require a public hearing but we did community outreach and received consent from the City based upon our operation agreements. We also obtained approval from Metro and OCTA for share use of bus stop locations.

The service benefits are direct east/west service along Carson Street, new service to the El Dorado Nature Center, new service to the Long Beach Airport with direct connection to Metro Blue Line at Willow Station and new interagency connections with OCTA and Metro in Hawaiian Gardens and Los Alamitos near the Orange County border.

Representative Burnett: We are concerned about the 131 line. Is there anything that will be happening with this line?

Shirley Hsiao: the 131 line is not very productive, we just conducted an on-board survey so I know it gets attention. Before we make any changes we would do a thorough analysis.

Representative Burnett: The 101 runs on Saturday, the 103 runs Saturday, too the 102 and 104 do not run on weekends. Is that a budget consideration?

Shirley Hsiao: It is budget constrains.

Representative Burnett: The 111 services the airport north/south, on the weekends but the 102 and 104 no on the weekends. It is strange.

Shirley Hsiao: This is a first stab, when we can identify some other service hours we will prioritize.

Chair Shidler: Where we share bus stops, in many cases the line number for Metro is not on the signs in Long Beach. Example: Candlewood and Paramount. What can be done about this?

Shirley Hsaio: I will speak with marketing.

10. RECEIVE report on El Sol Bus Service, Vanessa Rachel, LA County Department of Public Works **Correction:** Not an El Sol Presentation but the new LINK bus service in the Unincorporated county areas

The purpose of the study was to identify transit needs in unincorporated county areas and to recommend possible solutions. The project area was in the 2nd District the exception was the Walnut Park area.

According to the study in 2009, the current area transit services are Metro, Torrance, Gardena, Culver City with shuttles DASH, Carson and Compton. Our own community shuttles King Medical Center and Willowbrook Shuttle.

The study was done by Diversified Transportation Solutions and they did a mass mailing, mailed out 24,000 surveys to unincorporated county residents. Gather feedback in relation to public transit in their area. According to the survey the residents wanted more frequency of service, improve travel hubs, reduce travel time, reduce walking distance, and provide education for trip planning.

Focus group meetings held between June and September 2009. Give residents and businesses an opportunity to review and comment on the preliminary study. Key issues: high frequency transit services on major

streets; service to schools, shopping and medical; reduction in walking distance; development of community shuttle.

The study recommends: development of neighborhood shuttle; promote new routes; improve awareness of the Transit Pass Subsidy Program; expand marketing to the Spanish-speaking community.

As result three shuttles were provided in the Florence/Firestone/Walnut Park areas. Direct access to: Florence commercial district; Florence and Firestone Metro Blue Line stations; Bethune, Roosevelt and Washington county parks, Florence/Firestone service center; La Alameda shopping center and Graham library.

The new route is called the LINK and will operate Monday through Saturday except some holidays. It is called the Florence-Firestone/Walnut Park Shuttle. Monday through Friday 7am to 6pm, and Saturdays 9-6pm. Fare structure is \$.25 per trip and we accept Metro and EZ passes, Seniors 60+ no charge, disabled no charge. We are not seeking reimbursement from Metro for the passes we just accept them. They operate one time per hour in different directions (clockwise/counterclockwise). Shuttle holds 20 passengers with 5 standees.

This was approved by the LA County Board of Supervisors August 16, 2011 and first day of service was September 1, 2011.

Representative Infanzon: In terms of the frequency, do you have two buses going around the route and they take one hour?

Vanessa Rachel: The shuttles start at Washington Park, one shuttle travels clockwise and the other counterclockwise. At this time it is only 40 minutes, with a 20 minute layover. At this time we have some time to expand it or do different things.

Representative Eros-Delgado: You mentioned you sent out 24,000 surveys, what type of response did you receive?

Vanessa Rachel: There were 4 different sub-areas, ABCD, each area we mailed 6,000. For instance in "B" we mailed 6,000 and the return was 4.2%. We also had stakeholder meetings at the community level.

Representative Eros-Delgado: The walking distance how far did they not want to walk?

Vanessa Rachel: We were trying to get them to the rail and other transit in their areas. They wanted a shorter walking distance.

Chair Shidler: The more service we have out there the better. This area on Florence Avenue, we now have so much service on that street. On the corner of Florence and Pacific we have 6 metro lines, 1 community shuttle from

Huntington Park, and now we are adding the LINK. Should have split the difference between Mt. View and Florence since you are using those small cutaways. My other concern is, what is the minimum sidewalk width, Chip? (Chip answered 8 feet). My question is some of the stops the distance is 4'6" and that means someone in a wheel chair could not get off the bus because it does not meet ADA requirements.

Vanessa Rachel: Along Mountain View you would like us to go back and analyze that?

Chair Shidler: I think we should be ADA compliant. I like the bus on Mountain View, but maybe we can work out something where we put the stops where there is a driveway where you will have the amount of space.

Jon Hillmer: Driveways cannot be used due to their slope.

Chair Shidler: this is a concern of mine, we have people living in the area who are in wheelchairs.

Vanessa Rachel: We will go back and revisit.

Chair Shidler: Can you look at the whole line and see if we are compliant. I don't know the width of the sidewalks on Hope or California. The biggest problem I find is you are duplicating some of our service and what happens is then Metro starts to look at this and wonders why we are running our service when someone is running over us. I was on the blue ribbon committee where the muni's were supposed to discuss their routes with Metro so we did not have duplication of service.

Vanessa Rachel: We left it up to the consultants and the consultant developed this route. When we sent the route to the affected cities and Metro, we did not get any negative feedback so this is the route that was implemented.

Chair Shidler: I live in Walnut Park and we have community meetings, and no one asked us. In fact it wasn't until I was walking home one day and happened to notice Public Works was putting a sign up on my corner.

Michael Sieckert: This project has actually been underway for a few years. The disconnect happened right around late summer early fall of 2009, and Metro was restructuring the organization. The sectors were abolished and recentralized into downtown. The chair is correct there is some duplication, we are dealing with very small amounts of duplication. Metro operates a regional service with regional travel patterns, we do not anticipate a lot of deflection. It does operate hourly, and only operates 13 hours a day, the spread on Metro is up to 24 hours in some cases. I will say that as far as the Chair's comments along Florence Avenue, basically from Central Avenue all the way to Mountain View that area is currently served entirely by several lines including the 111 line. Normally there are about 4 bus stops per mile, so this particular segment is about 2 miles long so we have probably about 8-10 bus

stops theoretically could be impacted, again we do not feel it is a major concern.

Wally Shilder: A community shuttle should be in neighborhoods not on major streets where transit is already operating, that is my opinion. Did we look at the transfer connections to Metro lines?

Cynde Soto: Access Services has a free fare program with many transit agencies does this new service, LINK, have free fare?

Vanessa Rachel: Yes.

Chair Shidler: Will there eventually be bike racks?

Vanessa Rachel: Our county buses have bike racks, but not these.

Michael Sieckert: Did you want us to monitor?

Chair Shidler: No, we will revisit at a later time and look at the big picture.

Jon Hillmer: We'll ask Vanessa back with her ridership and ADA compliance.

Public comment:

Wayne Wright: I live in an unincorporated area of Windsor Hills, which on the border of South Bay. Are you going to be planning anything for that area?

Vanessa Rachel: Actually Windsor Hills was part of the initial study. There are no plans at this time. Your survey was group A and we received only 5% back.

11. RECEIVE update on Green Line to LAX, Cory Zelmer, South Bay Area Team

This project just got started and we are just getting off the ground. Everything I will present today is new.

Los Angeles lacks a strong Airport Transit Connection. Twenty-three of the top 30 airports in the world have a rail/APM transit connection. Three different types of connections to the airport used in other parts of the country or world see how those connections could play a role at LAX.

For our study area it's approximately 4 to 6 square miles, Crenshaw LAX corridor, that is a light rail project running from Expo Blvd, to the north down Crenshaw blvd. Connecting the railroad right of way called the "harbor subdivision" and coming down to meet the Green Line at Imperial/Aviation. They are proposing a station at Century and Aviation blvd. That station would allow the green line to extend up one mile. The Crenshaw LAX project provides the first leg to a green line extension to the airport. Primary focus on an east/west connection from the rail to the terminal area at LAX. We have been studying this corridor for over 20 years, since 1988. Throughout the

years there have been several other studies, 1991, 1994, 2002, 2004, 2007 and 2008. In 1994 an EIR was completed however that study was shelved due to funding and allowing the LAX to develop their master plan. Specific Plan Amendment Study (SPAS), small set of projects from the LAX master plan and alternative designs for those projects. Ground transportation system, between the metro rail system and terminal. Two primary modes, is an APM (people mover) or a bus rapid transit or light rail.

Three types of connections: 1) bus rapid transit; light rail transit; automated people mover. Portland uses TriMet Metropolitan Area Express (MAX). This allows people to travel to the airport from downtown Portland in 38 minutes. It is a direct rail connection. JFK is a 10-station system allowing passengers to travel from midtown Manhattan in 40 minutes, trains operate every 5 minutes. SFO uses an APM service which connects with BART and runs every 4 minutes.

Project Development Process: 1) Alternative Analysis; 2) EIS/EIR; 3) detailed engineering; 4) construction; and 5) transit service.

Purpose is to provide a quality experience for passengers traveling between airport terminals and the transit system. Satisfy travel demand. Increase share of transit trips to and from LAX and reduce traffic. Integrate with existing and future transit connections. Design an airport connector project that best uses all potential funding sources.

Alternatives Criteria: enhance passenger experience. Facilitate ease of connectivity. Promote ridership. Avoid conflicts with FAA. Yield high project benefits. Maximize funding support. Reduce traffic impacts on region. Demonstrate compatible long term plans. Accommodate high volume passenger loads.

Early Planning Activities: 1) pre-scoping meetings were in August; 2) Initial screening of alternatives in September, October; 3) final definition of alternatives in the fall; and 4) scoping meetings and initiate draft environmental documents.

Representative Infanzon: How are you advertising these meetings?

Cory Zelmer: We use newspaper, on-line using facebook and metro.net, flyers, blast e-mails, news articles, mailers. We will continue to add to our data base of interested parties. Our outreach is very wide and extensive.

Representative Infanzon: What type of element do you consider for these meetings? Entities involved?

Cory Zelmer: this is a pre-alternative meeting, showing what other cities have done. What we are really asking the public is to give us their experiences with other airports in other parts of the country. What are they looking for if they

were to take transit to the airport. Really focusing on the user experience. One of the key elements we are looking for on, is the LAX user feedback.

Representative Infanzon: I think it is important to go to several panels and committee meetings to enjoin the neighborhoods and cities in making these decisions. We just saw what could happen when information is not given to local councils and getting public input because you are in the middle of the project it is difficult to change. It will be critical to get public involved in this process. We can also help, because we represent other entities and can help.

Cory Zelman: If you have a neighborhood group and want a briefing on the project we want to come and speak with you.

Representative Barrios: Once we start going west from the proposed route, assuming we go along Century Blvd., which is where all the hotels are, there is consideration for the hotels to having stations there, right?

Cory Zelman: There is, I will say when I spoke about making sure we are leveraging all available funding there are certain restrictions on funding that is available to airport and some of those restrictions apply to only being able to fund a project that is on airport property or extends to one station away. So in the case of the airports and Century Blvd., Century Blvd., is not airport property, if you were to have a station somewhere next to the hotels then that may preclude airport funding from paying into the project extending to Aviation Blvd.

Jose Barrios: I don't know why this was not done before when we built the Green Line except for LAWA blocking it the first time around, are we going to have a problem again? Stations along the Green Line are few and far between, yet this goes through a densely populated cities that rely heavily on mass transit and would love to take the Green Line to LAX if they could get to a Green Line Station in their area. I've proposed we get a station on Atlantic Blvd., this is not under consideration for this project either.

Clay Zelman: There is a new executive director at LAX with new ideas and new insights in how to modernize the airport. It is a different time. Measure R was proof the public in general are supportive of transit in the county.

Chair Shidler: As far as the hotels go, it would behoove them to have stops, maybe public/private partnerships. The green line has always been a line that goes from nowhere to nowhere. In order to get people to ride it to the airport, it would have to be a one-seat ride.

~~12. PRESENT New Bus Stop Signage for ADA, 511, Nextrip, Michael Sieckert,
— Service Development and Planning (Jon Hillmer presented)~~

13. RECEIVE report on Metro's Accessibility Compliance Program, Chip Hazen,
ADA Compliance Officer, Civil Rights Programs Compliance

Accessibility Changes:

- There are approximately 2,500 daily wheelchair boardings on the Metro system, 75,000 monthly
- Annually over 365 million boardings of which 850,000 are elderly and disabled.
- All buses are ADA compliant
- Bus routes with headways greater than 30 minutes are provided alternative transportation to persons with disabilities if bus feature fail
- Alternative transportation for riders with disabilities who cannot use a particular facility due to elevator inoperable and no fixed route service.
- Metro Board passed a motion directing the CEO to review services for disabled passengers.
- CEO appointed a standing committee which is composed of key representatives from key departments to discuss and resolve accessibility issues and improvements.

Administrative changes included:

- Incidents involving riders with disabilities are routed to the Civil Rights Programs Compliance unit.
- Claims for bodily injury and property damage are forwarded to the new Compliance unit.
- Complaints are forwarded to the Unit.
- Customer Relations will acknowledge receipt of complaint.

Metro's AAC created a list of 22 areas where accessibility can be improved

- Lack of access at gated rail stations for persons without use of arms or hands
- Need for better signage in Braille and tactile letters for directions and bus stops
- Metro will be installing Braille and tactile number at each bus stop along with phone number information.
- Metro's website contains new ADA complaint form

Wheelchair marking and safety strap program

- 720 wheelchairs were evaluated by Metro contractor or employees
- 2/3 required a strap be placed on the chair for securing
- Access Service is now evaluating all wheelchairs of individuals requesting ADA Paratransit eligibility

In 2010 Metro began inspection of lifts and securement devices and special maintenance training campaign.

Began a Mystery Rider program in 2009 and reports on the ride using selected ADA guidelines.

Metros AAC is consulted on issues including Bus Operator training, 511 operation, etc. FTA is contacted when there is a gray area in interpretation of rules and regs.

Metro's fleet has been 100% accessible since 1997, only 200 buses have lifts the rest are low floor. Platform barricades have been installed on rail platforms. Redesign of the emergency platform intercom faceplates to be ADA compliant. A study of all 26,500 county bus stops for ADA usability. AVA has been installed in all rail cars. Passenger information has been installed in all Red and Purple Line stations. Bus timetables are available in Braille.

Any questions:

Cynde Soto: Are timetables available in large print?

Chip Hazen: Yes, they are, in fact you can do it on your computer.

14. CHAIR and Council Member Comments

Representative Infanzon: Updating our names and pictures on the web-site.

Chair Shidler: Adjourning the meeting today in honor/memorial of George Bass who passed away August 13, 2011. George was a personal friend over 40 years.

ADJOURNMENT