

Wednesday, March 7, 2012

6:30-8:00PM

Minutes

San Fernando Valley
Service Council

Regular Meeting

Marvin Braude Constituent Service Center
6262 Van Nuys Blvd.
Van Nuys, CA 91401

Called to Order at 6:35 p.m.

Council Members Present:

Kymerleigh Richards, Chair
Jesus Ochoa, Vice Chair
Dr. Richard Arvizu
Gary Bric
Donald Weissman

Officers:

Jon Hillmer, Director Service Councils
Wilbur Babb, Community Relations
Manager
Suzanne Handler, Council Secretary
Collette Langston, Board Secretary's
Office



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1. PLEDGE of Allegiance
2. CARRIED OVER approving **Minutes of the meeting held January 4, 2012 due to absences and abstentions.**
3. RECEIVED **Chair's Remarks**

Last week Chair Richards had a letter to the Editor of the Los Angeles Times published. It clarified the question of whether or not funds that are left over from construction projects can be used to operate service, which they can not. This was in response to a remark that was made in a news article earlier in the week by a representative of the Bus Riders' Union.
4. RECEIVED **Public Comment**
 - Nate Zaben – Spoke about the Orange Line stop on Van Nuys Blvd. It is not safe at night and there are a lot of homeless people and people that are drinking beer. It brings blight to Van Nuys at what is supposed to be our masterpiece in terms of Metro stops. This is one of the busiest stations of the Orange Line and there is not enough security in the area. This area needs improvement to get more people to use Metro. It needs to be a safe place where women and children can wait for buses. Suggested that the Council look at it during the evening.

Chair Richards – Requested Jon Hillmer to bring Mr. Zaben's concerns to the attention of security.

- Wayne Wright – Noticed that too many people are riding the buses with their bikes. If the bike rack on the bus is full, the people should be chaining their bikes at the stations. Has witnessed fights between people with bikes on the buses.

Chair Richards – Suggested that because this is a safety issue it should be discussed with the security forces/Sheriff's department.

5. CARRIED OVER **Motion from Jesus Ochoa and Kymberleigh Richards on "No Smoking Policy at Bus Stops,"** due to abstentions and absences. The Motion states the Metro San Fernando Valley Service Council believes that an expansion of the Customer Code of Conduct to prohibit smoking at the approximately 15,500 bus stops within Metro's service area is both warranted and appropriate; and the Council requests that the Metro Board of Directors consider the revision of section 6-05-110.A of the Customer Code of Conduct to include the prohibition of smoking within ten feet of a signed Metro bus stop, including any passenger amenities (i.e. benches and

shelters) and to take the appropriate steps to implement any needed changes to the Code to accomplish same.

Representative Bric – With regards to Burbank, will local jurisdictions have to conform to this because Burbank has a smoking ordinance that says nothing about bus stops? To change our ordinance would be quite difficult because it would have to be brought to the City Council.

Vice Chair Ochoa – What does your current ordinance state about smoking?

Representative Bric – Our ordinance states that you can't smoke in downtown or within 20 feet of doors or windows.

Vice Chair Ochoa – Most of this is already covered by your local ordinance. The only thing that is added is to make this a proactive action to include all of the bus stops as non-smoking.

Chair Richards – Note that the Motion is designed to expand the Metro Customer Code of Conduct. That is enforced by LA County Sheriffs and their personnel. If a sheriff's deputy sees someone at a bus stop in the City of Burbank violating this, they would cite them under Metro's Customer Code. They would be subject to Metro's Transit Court.

Representative Bric – The only place I see sheriff's deputies in the City of Burbank is at the courthouse. What about our local police officers?

Chair Richards – They are not obligated to enforce Metro's Customer Code. This is entirely within Metro's enforcement abilities.

Representative Bric – It also says about public stops where in the City of Burbank we have 20 feet from doors and windows.

Chair Richards – There is probably some overlap there. I would imagine that a lot of our stops fall within that radius. This is a question in terms of expanding Metro's Customer Code of Conduct. This is something that Metro has the authority, by state law, to have its Code of Conduct provided that we handle the enforcement of it and that's why we have a Transit Court now. The only time I'd expect a written citation would be if a Transit Services Bureau Sheriffs Deputy saw the violation and wrote it up and then they would be subject to Metro's Transit Court.

Representative Bric – So this would supersede local jurisdiction?



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Chair Richards – In terms of people sitting at bus stops and lighting up cigarettes, yes. Quoting Mr. Ochoa, “Quite honestly, I don’t expect many citations to be issued. What I expect is that if we make this part of our Code of Conduct, it then authorizes our Stops and Zones department to put a sticker under the bus stop sign saying per the Customer Code of Conduct no smoking within 10 feet of this bus stop, and the other passengers will enforce it for us.”

Representative Bric – If you’re saying that you’re going to put a sticker on the stops saying No Smoking within so many feet, why wouldn’t that be incorporated in the ordinance?

Chair Richards – In terms of how we sign it, I’m leaving that open. We only have the authority to recommend and request. We’re proposing to request that the Board modify the Code of Conduct. That means that if we pass this Motion this evening, our request will be routed through Metro’s Ethics department because they are responsible for the Customer Code. They will research what needs to be done and they would then go to the Board with the request on our behalf. If the Board approves that, it then becomes enforceable by Sheriff’s Transit Services Bureau Deputies and their personnel.

Representative Bric – I understand where you’re coming from and I support the Motion. I’m just not 100% sure on this. Can I ask Mr. Kriske a question? What would be your recommendation from the stand point of me supporting this, bringing it back to the City to discuss it or possibly abstaining on it?

David Kriske with the City of Burbank – I’m not a huge expert on the City smoking ordinance. I do know that as it is stated for Downtown Burbank, smoking is completely prohibited in right-of-way areas. We also prohibit smoking at the Burbank station; however, we do not have a prohibition for bus stops outside of Downtown. It was proposed but our City Council elected to remove it as part of the deliberations. It sounds like this proposed regulation would only apply to Metro’s jurisdiction. Metro could choose to enforce or not to enforce smoking immediately in the vicinity of a Metro stop and it would not conflict with Burbank’s law and Burbank City would not have any enforcement opportunities. It would be a policy call on the City of Burbank’s part whether to make our Code conform to that for simplicity and I can see some potential conflict of folks not understanding why they are not subject to a City ordinance but then are subjected to a separate overlaying ordinance. There would be no fiscal impact on the City of Burbank.

Representative Bric - Throughout the City we have pretty good sized signs on the sidewalk that say no smoking and you’re talking about putting a sticker on the bus stop signs.

Chair Richards – The City of Burbank would have no enforcement responsibility because it is Metro’s Code of Conduct. We govern what happens on our service, on our equipment and it extends to our stations and to the busway stops. What Mr. Ochoa and I are proposing is that it be extended to the space around Metro’s bus stops.

Mr. Hillmer – The types of signs would be determined in our Ethics department.

Chair Richards – That is precisely why we didn’t address that in the Motion. I expect those types of things to be handled at the staff level.

Vice Chair Ochoa – We’re just proposing, making this Motion and requesting that this is supported by the Board. There is still time to determine the logistics of how it will be implemented.

Representative Bric – Would it come back to this Council?

Chair Richards – No, we are making a recommendation to go down to the headquarters’ building to the Ethics department to consider expanding the Code of Conduct. They would then determine where all the issues are, what the signage would be and they would create the new language, they would figure out how the enforcement would work and then they would take it to the Board of Directors on our behalf. We’re basically instigating this and letting the appropriate department at the headquarters’ building handle the logistics.

Representative Bric – Ok, I understand all of that. One more question for Mr. Kriske. Based on what they are saying, is this something we would need to bring back to the City after they decide on the signage and everything? What are your thoughts on that?

Mr. Kriske – We wouldn’t need to if the Metro Board of Directors were to institute a new policy that stated that there would be no smoking at all Metro bus stops, it may be something that we would want to bring back to the Council for consistency. If it was something that would be Countywide, we would probably want to be consistent with that from the confusion standpoint. There would also be enforcement obligations with that as well.

Representative Bric – Do you have a problem with me voting for this or should I abstain? I just need to be careful with what I’m doing.



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Mr. Kriske – I think you need to look at it from the capacity as advising the Metro system. I would vote based upon your thoughts on how this would better implement transit service. The only concern I would have would be the inconsistencies between our Code and the Metro Code and the enforceability where the two entities have an overlapping jurisdiction.

Representative Weissman – Is there any magic to the 10 feet? Is it piggybacking some other ordinance?

Chair Richards – Glendale’s ordinance calls for no smoking within 10 feet of a signed bus stop. Monty Messex, the Deputy Director for the County Department of Public Health’s Tobacco Control Prevention Program, will give us a little background on the County program.

Monty Messex – One of the things we do is work with jurisdictions when they are working on tobacco control policies. We provide technical assistance as best we can. One of our missions is to protect people from exposure to second-hand smoke. We’re here to offer any technical assistance and support that we can as this moves forward. If you have any questions or need us to provide you with any research you may need, we’re available.

Chair Richards – If this does move forward from this Council, we would encourage our Ethics department to contact and work with you to hammer out the little bits of it.

Representative Bric – Can we table this until there is another member here?

Chair Richards – At this point, we are an 8 member Council so it would require 5 votes to move this forward. If you wish to abstain, then I will have to hold the Motion.

Representative Bric – I think I would have to do that.

6. **APPROVED removing Council Member Maribel De La Torre for failure to attend required number of Council meetings.**

Article 2, Paragraph F: Attendance – “If a representative has more than 3 absences over a floating 6 month period, the Council Chair or Vice Chair may ask the Council if they would like to declare the Council Representative inactive and initiate a nomination process to have the nominating authority fill the vacant seat of the inactive member.”

7. **APPROVED revised Service Plan for Lines 163, 363 and Orange Line Extension.**

Based on public comment, staff recommends Option 3-B with a modification for late night service as follows:

- Alternating trips between NH-WC and NH-Chatsworth
 - Operate at all times except late night
 - Operate on weekdays and weekends

- New shuttle service between Warner Center and Chatsworth
 - Weekday peaks only about every 15” to coordinate with Metrolink trains
 - Provide service with 40 or 45’ buses
- All trips to Warner Center and Chatsworth during late night
 - Transition occurs when trunk headways are every 20”
 - Operate late night pattern on weekdays and weekends

APPROVED **Chair Richards Motion** – With Line 162 replacing Line 363, I would like the remaining Line 163 service on Sherman Way to be reviewed.

I therefore move that:

- A. Staff conduct a review of the base period (midday) service to determine the schedule adherence level, and investigate whether the trip running time should be adjusted (including the potential need for additional resource allocation) based on any of the following:
 - Higher use per trip of disabled (wheelchair-using) and senior patrons, since those trips are now consolidated into fewer trips than had been the case before June, 2011;
 - Fewer trips making more stops than previously, taking into account that the lesser-used stops are now more likely to be served as the number of trips decreases; and
 - Necessity of operating within the prevailing 35 MPH speed limit on Sherman Way.
- B. Staff investigated the possibility of making Line 162 the primary service in the corridor by expanding to base, night, and weekend periods and designating Line 163 as the weekday peak-hour period branch. Factors to be taken into consideration will include:
 - Transfer rate between Line 163 on Sherman Way and Line 224 on Lankershim Blvd;
 - Evaluation of the ridership on Line 163 east of the branch point at Sherman Way/Lankershim; and
 - Number of passengers using the interlined night Line 163-222 service to connect between the Metro Red Line and the Sherman Way corridor, and the percentage of night Line 222 ridership that these passengers constitute.



8. RECEIVED **Director's Report** by Jon Hillmer, Director

- Performance Report
 - On-time Performance
 - San Fernando Valley: 79.6%
 - Target: 85.0%
 - Metro Bus System: 78.6%
 - Complaints per 100,000 passengers
 - San Fernando Valley: 3.09
 - Target: 2.88
 - Metro Bus System: 3.19
 - Miles between mechanical road calls
 - San Fernando Valley: 6,174
 - Target: 3,650
 - Metro Bus System: 3,827
 - Clean Bus
 - San Fernando Valley: 9.10
 - Target: 8.0
 - Metro Bus System: 8.47
 - Accidents per 100,000 miles
 - San Fernando Valley: 3.17
 - Target: 2.88
 - Metro Bus System: 3.83
 - Monthly ridership
 - San Fernando: 4,980,000
 - Target: 4,920,000
 - Metro Bus System: 29,120,000
- Bus stations have been evaluated for cleanliness. There is an average score of 7.64 with the Burbank Metrolink Bus Station receiving the highest score of 8.5 and the LAX City Bus Station receiving the lowest score of 6.4.
- The first quarterly passenger survey results are in:
 - I am satisfied with Metro bus service – 83% agreed, 17% disagreed
 - The bus is generally on time (within 5 mins) – 76% agreed, 24% disagreed
 - The bus' schedule meets my needs – 80% agreed, 20% disagreed
 - I feel safe while riding the bus – 88% agreed, 12% disagreed
 - I feel safe while waiting for the bus – 82% agreed, 18% disagreed
 - Bus drivers are generally courteous – 83% agreed, 18% disagreed
 - The bus is generally clean – 82% agreed, 18% disagreed
 - The bus stop is generally clean – 74% agreed, 26% disagreed
 - Has the bus passed you by at this stop last month – 28% agreed, 72% disagreed
 - Has the bus broken down in the last month – 13% agreed, 87% disagreed

- How did you get to the bus stop?
 - Walked – 81%
 - Dropped off – 8%
 - Drove – 2%
 - Biked – 1%
 - Other – 8%
- The average time for a passenger to get to the first bus stop is 11.7 minutes.
- The average time spent waiting for a bus or train is 11.6 minutes.
- 77% of passengers have a cell phone and 50% have SmartPhones.
- Type of fare used:
 - Cash – 29%
 - Pass – 25%
 - Day Pass – 19%
 - E/D Pass – 9%
 - College/School Pass – 8%
 - Token – 8%
 - EZ Pass – 5%
- 50% of passengers have a household income of under \$15,000.
- Ethnicity:
 - Latino – 63%
 - Black – 17%
 - White – 9%
 - Asian/Pacific Islander – 6%
 - American Indian – 1%
 - Other – 4%
- Age:
 - Under 18 – 7%
 - 18-22 – 15%
 - 23-49 – 52%
 - 50-64 – 19%
 - 65 and over – 7%
- Total number of surveys collected: 2,767
 - Spanish – 960 (35%)
 - English – 1,807 (65%)
- Expo Line Update by Wilbur Babb:
 - Pre-revenue testing for the Expo Line has begun
 - The testing is intended to simulate actual service with trains running on a semi-regular schedule with no customers on board
 - Trains will be operating between the Expo Line terminus at 7th/Metro Center and the La Cienega/Jefferson station while work continues on the final station in Culver City



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- There will be a greater frequency of trains running on the Expo tracks at many hours of the day, roughly between 11 a.m. and 1 a.m.
- It is important for pedestrians, motorists and cyclists to remain vigilant around Expo Line tracks and obey all warning signs and traffic signals
- In preparation for the opening of the Line, various emergency preparedness drills are being conducted
- Metro is coordinating these drills with local law enforcement, fire departments, and other agencies
- Expo testing includes other rail line components including the junction at Washington/Flower, signals, crossovers, interlockings, power sub-stations, ventilation systems, etc.
- No opening date for the Expo Line has been announced
- The opening will depend on several factors, most notably the state Public Utilities Commission approval of the Line and local fire and safety officials signing off on the Line

9. RECEIVED Chair and Council Member's Comments

Representative Weissman – Wished everyone a happy holiday and safe travels.

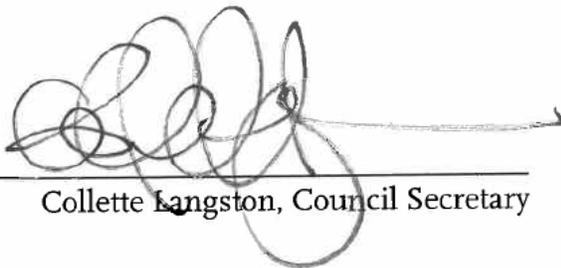
Representative Bric – Apologized for not attending the January meeting due to surgery and missing the February meeting because it slipped his mind. Expressed gratitude for the members of the public that spoke at the public hearing.

Vice Chair Ochoa – No comment.

Chair Richards – Reminded everyone that Sunday is the beginning of day light savings time and to change our clocks. Items 2 & 5 will be agendaized for April's meeting.

Representative Arvizu – No comment.

Adjourned at 8:37 p.m.



Collette Langston, Council Secretary