

Wednesday, February 6, 2013

6:30-8:00PM

Minutes

SAN FERNANDO VALLEY
SERVICE COUNCIL

Regular Meeting

Marvin Braude Constituent Center
6262 Van Nuys Boulevard
Van Nuys, CA 91401

Called to Order at: 6:34 p.m.

Council Members Present:

Kymerleigh Richards, Chair

Jesus R. Ochoa, Vice Chair

Dr. Richard Arvizu

Gary Bric

Michael Cano

Kathryn Engel

Donald Weissman

Officers:

Jon Hillmer, Director Service Councils

Wilbur Babb, Community Relations Mgr.

Dolores Ramos, Council Admin. Analyst

Henry Gonzalez, Council Comm. Rel. Mgr



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance

2. APPROVED Minutes of January 2, 2013 meeting.

1. RECEIVED Chair's Remarks

Chair Richards apologized for losing her temper after the CSUN Tiger Team presentation last month. She has had a couple of consultations with Deputy Mayor Borja Leon and he suggested that she explain her reasons for losing her temper.

When she saw the item on the agenda and the respective presentation, she was expecting something more comprehensive and valley-wide. The presentation appeared to be concepts that have already been reviewed and rejected by staff in the past. There was a great focus on connecting the Sylmar/San Fernando Metrolink Station to the community colleges and CSUN but no mention of connecting to the Northridge Metrolink Station. She felt that the Council's time was being wasted and that is why she lost her temper. Some took her outburst personally and that was not her intent. She was angered by the report and not by those presenting it. She has been informed that the information provided in the report will be evaluated on a technical merit basis. Regardless of the fact that she lost her temper, the Council will move forward. Though the Mayor's office has been flooded with calls for her removal from the Council, that is not going to happen.

As Item 5 is being carried over to the March meeting, a Board Box report will be forwarded to the Council regarding the proposed minor service changes. Council Members should not comment on the report to their fellow Service Council members so as to avoid violation of the Brown Act.

Councilmember Cano reminded the Council that the public and presenters should be treated by the Council with the utmost respect and appreciation for taking the time out of their own busy schedules to provide their input, comments and suggestions.

Councilmember Bric was taken back by what occurred at last month's meeting but he appreciates the Chair's acknowledging that a mistake was made and apologizing. He said Chair Richards is a valuable asset to the Council and that he considers the matter to be over.

- Manuel Araujo wasn't here to discuss what happened last month but attended to hear the apology. He feels that the apology was not genuine and in the process of the apology, the Chair has continued to discredit the work of the CSUN Tiger Team by not acknowledging the ideas that were presented. He believes that the Chair is making comments about someone she will not name and is focusing on the negative. Mr. Araujo is not comfortable with the insincere apology that the Chair gave regarding losing her temper.

- Jose Palma has attended meeting before as a member of the public and wasn't treated well during public comment before he was on the CSUN Tiger Team. He feels that the public should be treated with more respect when they attend the Council meetings and reminded the chair that she should listen to everyone equally and not tune out things she doesn't want to hear.
- Bart Reed began his comment requesting that Chair Richards turn over the gavel for this item. He is concerned that the Council has allowed a person with such bullying behavior as Chair Richards demonstrates to continue on. Mr. Reed gave some history of the Council from years back and stated that he feels that Chair Richards is a bully. He said that Chair Richards hates him and has been slandering him and he doesn't understand why. He is dedicated to working with the students on solving transportation issues. He stressed the work that his students put into their research and presentation and that they have worked with Metro staff to present their ideas. Again he called for Ms. Richards to be removed from chairmanship and stated that she has a history of bullying community members of various neighborhood councils and Metro staff. He chided Chair Richards for acting inappropriately by interfering with the work of Metro's Operations staff by going to the 7th floor of Metro and bullying staff though she is not a staff member.

2. RECEIVED Public Comment

- Vince Garofalo commented regarding issues he has with a couple of bus stops. There is a stop at Sepulveda and Nordhoff that Line 734 services, but the stop for Line 234 is a few yards away. He asked why those bus routes can't be consolidated for the sake of individuals that might have an issue with getting from one stop to the other. He noticed that Transit TV is only viewable if it is tuned into a specific station, and that the grammar used in the programming is atrocious. When Line 233 rolls down Sepulveda Blvd late, it goes left on Sepulveda into Westwood instead of the regular route.
- Robert van Peer asked for clarification regarding which buses are allowed to use the Orange Line Busway. The routing of Lines 165, 169 and 239 could benefit from using a short portion of the Busway. Mr. van Peer presented [maps](#) to staff to be shared with Council members illustrating the section of the busway he was referring to.

Mr. Hillmer clarified that Metro has an agreement with the City of Los Angeles that Metro will not run buses at a frequency of more than every 4 minutes due to signal synchronization issues. To do so would endanger the agreement and Metro could lose signal priority.

3. CARRIED OVER: Presentation on Proposed June Service Changes, Scott Page, Service Development Manager

4. **RECEIVED Presentation on Division Handling of Customer Complaints**, Maria Reynolds, Transit Operations Manager

Customer Relations and Operations developed a comprehensive policy concerning the processing of complaints and comments from the public in response to the LACMTA Office of Inspector General's audit in September 2005, and was improved by Management Audit Services in a similar audit in 2009. The approved Metro policy is referred to as GEN-42, Customer Complaint Policies and Procedures, April 22, 2010.

When a customer has a complaint, they can contact Customer Relations directly. Complaints are received in a variety of ways including direct telephone calls to Passenger Relations, through the Metro website, walk-ins to the Metro Headquarters Building, and emails or phone calls to Executive Staff, the Board Secretary's Office, and other Metro staff. A customer can also call Division Management directly or walk into the Division to lodge a complaint, though those methods are not recommended. The Passenger Relations Representative then emails the Passenger's Comment and Management System (PCMS) report to key Division Management personnel for handling/action.

Designated Division Management representatives research and identify the bus operator involved using the information from the PCMS report. Schedule-related complaints such as no-shows, off-route, late or early buses are verified in the Advanced Transportation Management System (ATMS). Digital Video Recording (DVR) is requested to confirm a complaint in cases of accidents and misconduct. Witness statements are obtained as needed, and gross-misconduct-type complaints are immediately referred to the Division Manager. The customer is contacted when requested or when further information is needed to properly resolve a complaint.

When a customer requests a claim form for an alleged accident on the bus, the DVR is requested by Division Management personnel, the bus operator completes an accident report, the accident is investigated, and is subject to Accident Review Board procedures and potential disciplinary action (if the accident was avoidable).

Management's actions include interviewing the operator, reviewing the DVR, and coaching and counseling the operator on how to avoid future complaints. If the complaint is substantiated by the DVR and the operator violated Metro rules and procedures, appropriate disciplinary action is taken. Line monitoring by a field supervisor may be requested for identification of future schedule related complaints. Undercover rides may also be requested for complaints related to ADA, discourtesy, or misconduct.

Training includes an 8-hour World Class Customer Service Course conducted by an Operations Central Instruction instructor and a 2-hour Customer Relations training conducted by a Division instructor. Management rides are conducted to assess Operator progress and customer service.

Communication and feedback from complaints/comments provide important information and can improve the quality of our service to the riding public. Rap sessions

and bulletin boards are used to highlight chronic complaint issues and radio messages are used to inform operators of active issues that may affect service such as detours, traffic accidents or trouble locations. DVR and Smart Drive imaging is played on Safety TV to emphasize poor driving behaviors and violations that are frequently reported by customers.

Metro also has PCMS commendations and recognition programs. An operator can receive a certificate of merit from management and is recognized in front of co-workers. A commendation is posted on the “Hall of Fame” board in the Operators’ training room. Supervisors acknowledge good customer service during management rides for immediate and positive feedback, and the Metro Board may recognize an Operator for actions “above and beyond” the call of duty. Metro customers deserve and demand better service and staff strives to improve the quality and type of services offered to our riders.

Councilmember Cano asked how Metro will use technology to communicate real time information to riders about major system issues and detours. Ms. Reynolds responded that Project Manager Al Martinez would be the appropriate person to address those questions as he is involved in the enhancing of technology accounts.

Councilmember Engel asked of the percentage of customers that have cell phones, what percentage have smart phones. Over 70% of Metro customers have cell phones, and more than half of those have smart phones. Staff will request regional information from the most recent customer survey in order to provide a better understanding of the region’s customers.

5. RECEIVED **Director’s Report on December 2012 Service**, Jon Hillmer, Director

- On-time Performance: San Fernando Valley: 78.9%, Goal: 80.0%, System: 76.2%
- Complaints Per 100,000 Passengers: San Fernando Valley: 2.80, Goal: 2.20, System: 2.79
- Mystery Rider Wheelchair Passups – 3% (3 out of 93)
- Proper Wheelchair Securement: 96%
- Proper Wheelchair Passenger Procedure Compliance: Approximately 84%
- Automated Voice Enunciator Bus Stop Calling: 98% interior and 96% exterior
- Operator was Courteous and Respectful: 98.5% (204 of 207)
- Miles Between Mechanical Road Calls: San Fernando Valley: 6,229, Goal: 3,900, System: 3,998
- Clean Bus: San Fernando Valley: 9.04, Goal: 8.5, System: 8.53
- Accidents per 100,000 miles: San Fernando Valley: 2.35, Goal: 3.10, System: 3.55
- Bus Station Cleanliness by Quarter: San Fernando Valley 8.39, Goal 8.00, System 8.19
- Average Weekday Ridership: San Fernando: 185,646
- Orange Line Ridership: 25,885 weekdays, 16,522 Saturdays, 12,154 Sundays
- Metro Rail Weekday Average Ridership by Line: Red: 158,830; Blue: 91,709; Green: 46,029; Orange: 42,295; Expo: 23,193.

In response to a previous request for more information, Mr. Hillmer shared that specs for engines or buses that could make it over Sepulveda pass would require 1000HP, 8.9L engines to be placed into composite buses. While they would improve speed, they still would not be able to go over the pass at 55 mph.

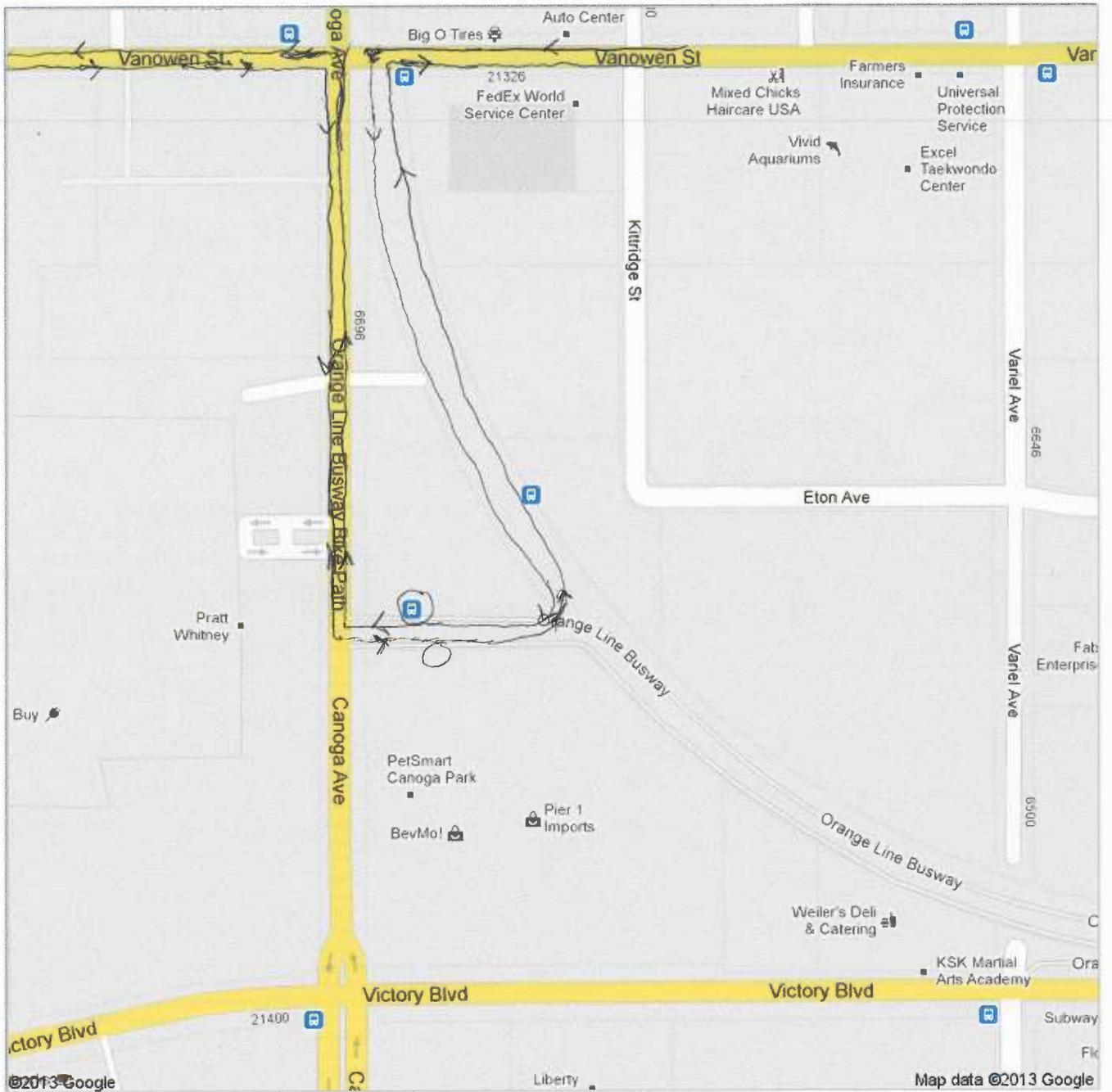
The gates were latched for testing at the Purple Line Normandie Station on Monday. He will report back on results at a future meeting. Also, Metro has adopted a new appearance policy for employees which will require that tattoos be covered and requiring that ear piercings be modest and that other body piercings be covered. Employees have until July 1 to be in compliance.

Councilmember Cano asked if the recommendation to post the ADA regulations on the buses had been shared with ADA/Civil Rights. Mr. Hillmer replied that the suggestion had been positively received and the concept was being examined. Councilmember Cano requested that an update on the status be provided so that he can share with the Board Chair.

6. RECEIVED Chair and Council Member Comments

Councilmember Cano requested that a future meeting be dedicated to the Orange Line as a global topic rather than hearing about various issues in a piecemeal manner.

ADJOURNED at 7:38 p.m.



Eastbound

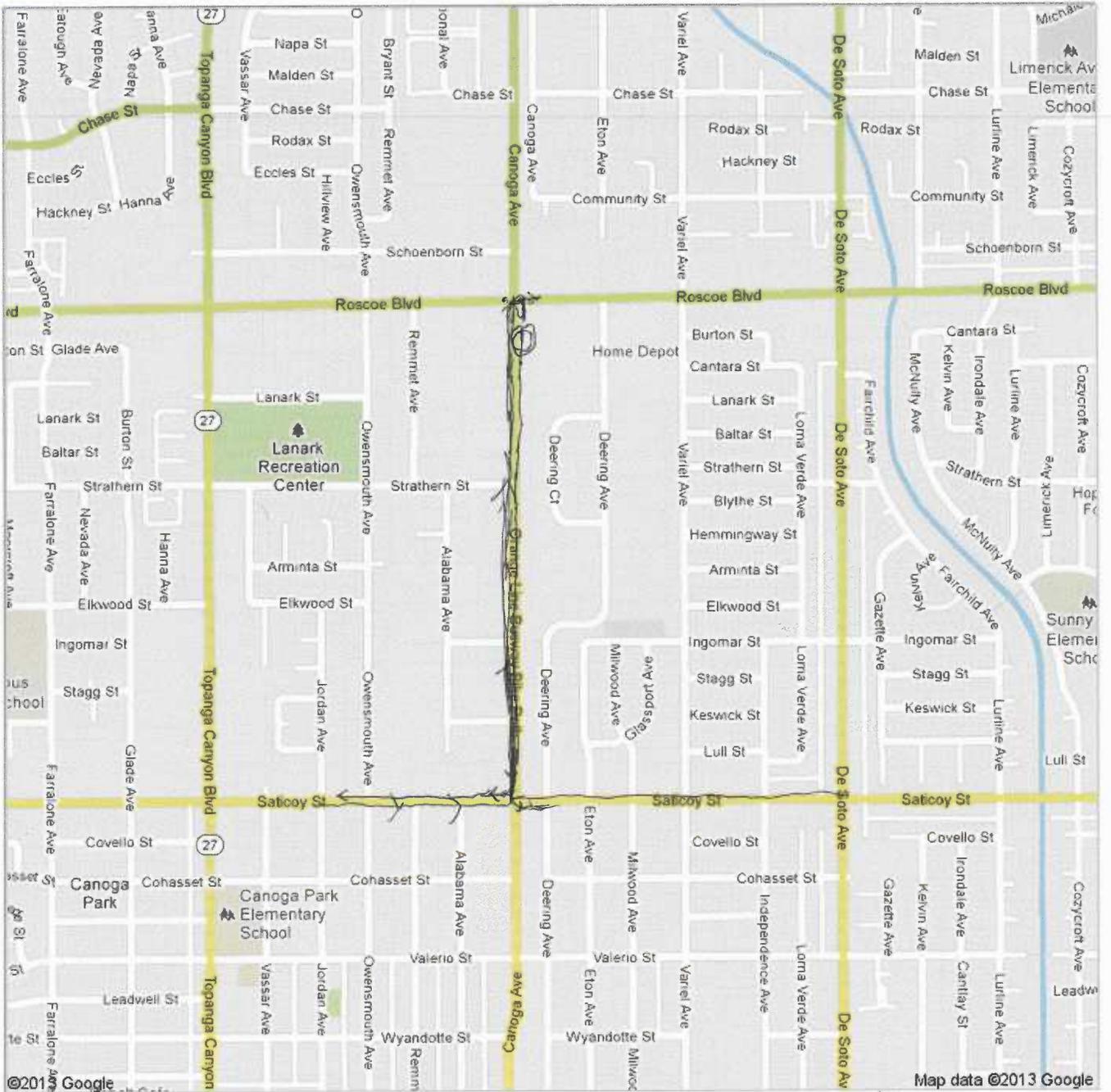
South on Canoga
 East on Busway
 Stop at Platform 1
 North on Busway
 East on Vanowen

Westbound

South on Busway
 Stop at Platform 2
 North on Canoga
 West on Vanowen



Proposal for modifying Line 169 to connect the line with the Orange Line

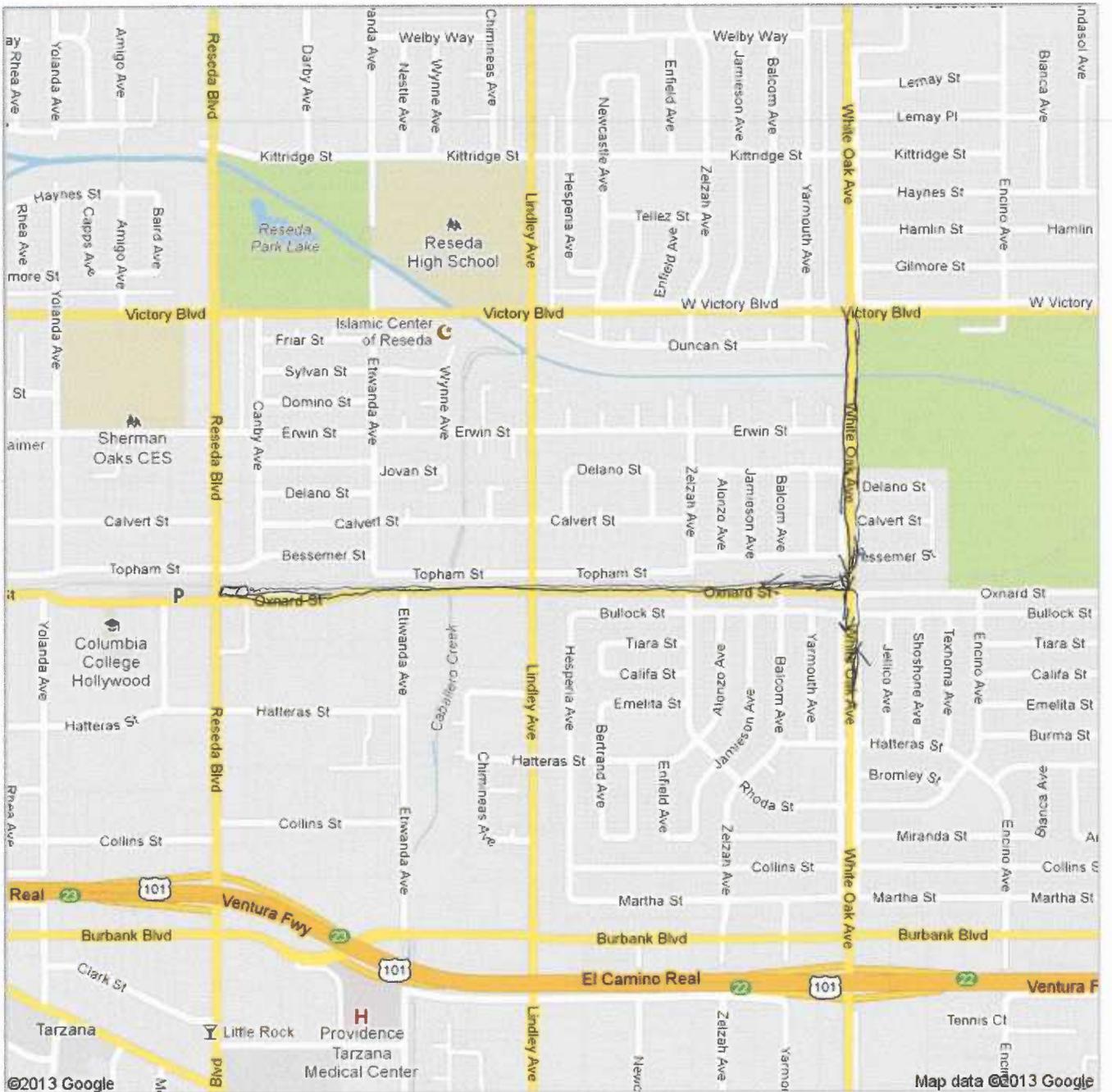


Westbound: ~~Right~~ Right on Canoga, ~~Right~~ Right on Roscoe, Right on Orange Line Busway. Stop at Roscoe Station southbound, Right on Saticoy and continue normal route.

Eastbound: Left on Canoga, Right on Roscoe, Right on Orange Line Busway Stop at Roscoe station southbound, Left on Saticoy, continue regular route



Proposal to connect Line 239 with the Orange Line



West on Oxnard
 North on Reseda
 East on Burbank
 Stop at Eastbound Reseda stop
 Northbound 239 Left on White Oak
 Southbound 239 Right on White Oak