

Wednesday, October 2, 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 6:33 p.m.

Council Members Present:

Donald Weissman, Vice Chair

Dr. Richard Arvizu

Gary Bric

Jesus R. Ochoa

Kymberleigh Richards

Dennis Washburn

Officers:

Jon Hillmer, Director Service Councils
Collette Langston, Board Secretary's Office
Dolores Ramos, Council Admin. Analyst
Henry Gonzalez, Council Comm. Rel. Mgr



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance

2. RECOGNITION of Dina Garcia, San Fernando Valley Service Council Member, Donald Weissman, Vice Chair and Jon Hillmer, Director

Ms. Garcia was thanked for her service and input to the Council. Ms. Garcia thanked Metro and the Council for providing her the opportunity to serve. She enjoyed her time on the Council and offered her assistance and support of the Council's future endeavors.

3. CARRIED OVER Minutes of September 4, 2013 meeting due to abstentions.

4. Chair's Remarks – none.

5. RECEIVED Public Comment

- Ron Ziff, representing Sherman Oaks Neighborhood Council and Valley Alliance of Neighborhood Councils, urged the Council to add bus service to alleviate the traffic that drives through Sherman Oaks. Currently, there is only one bus line that goes through the area and additional service would provide some relief.
- Vince Garofalo requested that Metro staff look into the inadequate service on Foothill Blvd. Recently while on the bus, an operator told him to stop talking about the Gospel of Christ. Mr. Garofalo responded to the driver that it wasn't in his job description to tell him to stop talking.
- Jason Ackerman from Encino Neighborhood Council would like to see increased service on Lines 236 and 154. Service runs only once per hour and from end to end, the trip is 1 hour so if you miss a bus, you've set yourself back 2 hours. Line 236 provides access to Olive View Medical Center, Balboa Park, other destinations, and numerous apartment buildings in the area that need service along Balboa Blvd.

Councilmember Richards requested that staff provide current ridership information regarding Lines 290, 154, and 236.

- Wayne Wright commented that bikes are causing nearly overwhelming problems on buses. Because of safety concerns and union issues, the buses can't be refit with bike racks to hold 3 bikes on all buses. There are arguments between riders about who has been waiting longer and who can use the bike rack. Operators complain about bikes with tall handlebars that obstruct their view, which is a safety hazard. Some operators let bikes onto the interior of the bus which also creates safety issues. Also, the bus cards regarding bikes are only in Spanish. He would like a Metro Bike Program representative to make a presentation to the Service Councils to see what can be done to address these issues.

6. RECEIVED Presentation on Metro's Annual Customer Satisfaction On-Board Survey, Jeff Boberg, Transportation Planning Manager

Metro's Customer Information Program conducts an annual customer satisfaction survey, focus groups on various topics such as Ticket Vending Machines (TVM), small-scale line surveys and/or bus stop surveys, a county-wide telephone survey of mostly non-transit users, GIS mapping for Express Lanes and vanpool program, and collects and analyzes data for Federal programs such as Title VI and Limited English Proficiency.

The annual customer survey is taken over the entire transit system within Los Angeles. A total of 19,004 surveys were completed in 2013. The survey is designed to collect data on changes in Metro satisfaction levels, demographic shifts among riders, and quality of Metro services. The survey instrument is in English and Spanish; customers who do not appear familiar with those languages are given a card with information in 8 different languages providing them a link to take the survey in other languages on-line.

Vice Chair Weissman asked what "Other" indicates in the response to how patrons accessed their first bus or train. Mr. Boberg replied that category generally refers to skateboards, scooters, and other such methods.

7. RECEIVED Report on Sepulveda Pass Bus Test Trip, Israel Marin, Service Planning

Approximately a month ago, Metro staff and Chair Cano conducted a test trip over the Sepulveda Pass. A full or weighted bus wasn't available, so the test was completed with an empty bus. The test trip began at Sherman and Van Nuys during midday hours. There weren't any issues until the bus reached the onramp and completed a tight right turn and had to slow down to 3mph. Also, the bike racks were not down which would have further affected the ability to make the turn.

While on the 405, the bus was able to cruise but the carpool lane is very narrow in some sections which caused the operator to slow down; the tires seemed to constantly go over the lane dividers. To exit the freeway at Wilshire Blvd, the operator had to exit the carpool lane over double yellow lines. While traveling north, traffic made for a difficult merge. Once the traffic cleared, the bus was able to travel at 48 mph with a slow increase to a top speed of 56 mph. Total trip time from the Orange Line Station to Wilshire/Westwood intersection was 30 minutes one way and 33 minutes back. Both those times were without any stops. Though the test trip was informative, another test trip in the future will be conducted with a full bus after Caltrans completes its I-405 improvements next summer; trips during other times of day will also need to be attempted.

- Jason Ackerman suggested that the speed test needs to be completed with a loaded bus. Passenger boarding adds a tremendous amount of time. He would like to see additional options for getting over the Sepulveda Pass. He asked where to board Line 761 and added that the moving of the stop has caused confusion.

8. RECEIVED report on Proposed Minor December Service Changes(Lines 167 and 239), Israel Marin, Service Planning

Service changes include implementing a minor route change on Line 239 to connect with Commuter Express services. Service Planning is checking if a stop can be installed at the northwest corner of Burbank and Reseda Blvds., as parking meters would need to be removed. Line 239's layover is being moved to Burbank and Yolanda which will improve the connection to Commuter Express 422. Line 167 late night shortlines are being extended Monday – Sunday to improve connectivity with the Orange Line.

- Jason Ackerman hopes that the plan includes an increase in the span of service. He thinks low ridership on Line 239 is due to its once per hour frequency. He asked how to make an interchange with Line 422 and Line 167. He supports expansion of Line 167 service running to CSUN running as late as possible as it is a major hub.

9. RECEIVED Director's Performance Report on San Fernando Valley August 2013 Service, Jon Hillmer, Director

- On-time Performance: 79.8%, Goal: 80.0%, System: 74.9%
- Complaints Per 100,000 Passengers: 4.39, Goal: 2.20, System: 3.32
- Miles Between Mechanical Road Calls: 4,576, Goal: 3,900, System: 3,850
- Bus Cleanliness Rating: 8.78, Goal: 9.0, System: 8.54
- Accidents per 100,000 miles: 2.70, Goal: 3.10, System: 3.63
- Bus Station Monthly Cleanliness Ratings by Region: 8.33, Goal: 8.5, System: 8.22
- Average Weekday Ridership: San Fernando: 201,000 of system total
- Orange Line Ridership Averages: 28,101 weekdays, 17,678 Saturdays, 14,269 Sundays

10. RECEIVED Chair and Council Member Comments

Councilmember Ochoa – Apologized for not attending September's meeting.

Vice Chair Weissman wished everyone a happy All Saints Day and a happy and safe Halloween.

ADJOURNED at 7:41 p.m.