

# Minutes

Wednesday, February 5, 2014  
6:30PM

SAN FERNANDO VALLEY  
SERVICE COUNCIL  
Regular Meeting and Public Hearing

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Marvin Braude San Fernando Valley  
Constituent Center  
6262 Van Nuys Boulevard  
Van Nuys, CA 91401

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines 154, 156, 164, 233, 237, Metro Rapid Line 761, and Metro Orange Line.

## Call to Order

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### Council Members:

Michael Cano, Chair  
Donald Weissman, Vice Chair  
Dr. Richard Arvizu  
Gary Bric  
Antonio Lopez  
Jesus R. Ochoa  
Kymberleigh Richards  
Dennis Washburn

### Officers:

Jon Hillmer, Director Service Councils  
Dolores Ramos, Council Admin. Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr  
Gary Spivack, Transportation Operations Mgr.

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For Metro information in English, please call the following phone number: 213-922-1282.

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

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք  
զանգահարել այս հեռախոսահամարով՝ 323-466-3876

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

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย [ไทย]  
กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance
2. APPROVED Minutes of December 4, 2013 meeting.
3. RECEIVED Chair's Remarks

Chair Cano asked that the public keep comments civil and courteous so the Council has the chance to understand input as clearly as possible. He asked that comments stay on point as to what is wanted or what issues have been found with certain proposals.

4. RECEIVED Public Comment

- Wayne Wright complained about Line 94 service particularly between the hours of 6-8 p.m. The wait time ranges from 45 minutes to an hour because the buses are too slow and overloaded coming to or from downtown or the San Fernando Valley. He suggested improving the service level to at least 15-20 minute headways in both directions.
- John McCreedy commented that he has picked up taxi cards at various bus stops down the Van Nuys corridor. He is confused as to whether MTA bus stops are for buses or for taxis. He requested additional service on all of the San Fernando Valley bus lines.
- Lilian Gonzalez shared that she transferred to a bus on Van Nuys going south and realized she had left her bag on an Orange Line bus. When she brought it to the attention of the bus driver, she was told there was nothing that could be done, that there is no communication between bus drivers. She cannot understand why there is no way to communicate with a bus driver.

*Jon Hillmer* clarified that bus operators can contact Bus Operations Control to report an incident such as this and the Bus Operations Control can then contact the operator of the bus. Unfortunately, when items of value are left on the bus, they tend to disappear quickly.

- Ronald Ziff told the Council about an article in the LA Times titled "Fare Dodgers Trouble Metro." He read buried in the article there was a statement that 1 out of 10 passengers riding the Orange Line paid but didn't do it properly. The reason for this is that the instructions at the stations are written in acronyms and are not clear. He suggested that the signs be written in basic English to help ease the confusion for first time riders.
- B. Timberlake was at the Skirball Cultural Center last night and he attempted to take Line 234 south to Wilshire to transfer to Line 720 east. He waited for an hour and a half in the cold, watching traffic traveling north and south on Sepulveda Blvd. He witnessed two Line 233 buses traveling north while he was waiting but no Line 234 buses. Eventually he had to hitch a ride to the Expo Line. Mr. Timberlake said that he finally found out that there was a detour along that route and only the south bound buses were affected. Training should be improved to expedite the release of information.

*Mr. Hillmer* stated that at a minimum there should have been notices posted on the bus stops indicating a detour was in effect.

- Jason Ackerman is a member of the San Fernando Neighborhood Council. The Council recently passed a Motion that they would like to see an increase in service for Line 236 from once every 45 minutes to once every 15-20 minutes. It connects key east/west arterials. Starting service earlier would help with the first Metrolink trains and running later would improve the ability for people to get home. On Line 236 there is a stop called Balboa/Soccer Field and when traveling north, this stop is a nightmare. It is south of the LA River and if you're trying to get there from the walk-path, you either have to walk around to the bridge and then walk back along the sidewalk or you have to cross the drainage. When it rains, this drainage becomes a river. He suggested moving the stop a little farther north to meet up with the entrance way of Lake Balboa Park.
- Vince Garofalo wished the Council a Happy New Year. He has two major concerns with regards to his experience riding the bus. He objects to drivers using their panels as weapons to confine an individual's Constitutional right to use their freedom of speech. He has experienced this on Line 234 and Line 150. Secondly, Line 234 needs to be kicked upstairs for review.
- Donna Pearman has had several problems. Today she got lost trying to figure out which Orange Line she was supposed to take when the sign reads Warner Center/Chatsworth if you need to get to Canoga Park. Second, if you are a senior or disabled on the Orange Line and don't have a TAP card, you have to pay full price because there is no proof that you fall into one of those discounted categories. Other problems relate to Line 240 not running frequently enough and confusion caused by Line 720 short line service.
- Nate Zablen talked about Lines 158 and 167. Line 158 runs approximately once per hour for a brief period in the morning and this makes it difficult if you have a doctor's appointment or lab tests to take. A few weeks ago he was waiting for Line 158 on Woodman near Ventura. The bus arrived half hour late and the bus driver said that there was a mechanical breakdown at Division 8 in Chatsworth. Mr. Zablen doesn't understand why Metro didn't dispatch another bus to cover for the one that had broken down. Both of these lines service major medical centers; there needs to be an evaluation of these lines. The frequency of these lines has not increased in the last 9-10 years and both lines feed the Orange Line.

#### 5. RECEIVED **Director's Report**, Jon Hillmer, Director

- On-time Performance: San Fernando Valley: 80.9%, Goal: 80.0%, System: 76.4%
- Complaints Per 100,000 Passengers: San Fernando Valley: 5.07, Goal: 2.20, System: 4.27
- Miles Between Mechanical Road Calls: San Fernando Valley: 5,149, Goal: 4,000, System: 4,120
- Bus Cleanliness Rating: San Fernando Valley: 8.73, Goal: 9.0, System: 8.49
- Accidents per 100,000 miles: San Fernando Valley: 2.77, Goal: 3.10, System: 3.63

- Bus Station Monthly Cleanliness Ratings by Region: San Fernando Valley: 7.93, Goal: 8.5, System: 8.14
- Average Weekday Ridership: San Fernando: 191,136

## 6. RECEIVED Chair and Council Member Comments

*Councilmember Richards* commented on the public comment received at this meeting. The dissatisfaction with service levels on some of the less frequently operated lines is caused by the compromise that Metro must make regarding service. There are a number of factors that go into the decisions to cut or increase service on lines throughout the entire system. She suggested that the public contact their State Assembly Members and Senators to lobby for an increase in the state transportation assistance subsidies as part of the Public Transportation Account. Absent additional resources, Metro cannot make additional service happen.

*Councilmember Bric* thanked the public for voicing their concerns.

*Councilmember Washburn* thanked the public for voicing their concerns and noted that there is time to hear what the public has to say about these changes to help the Council respond.

### **ADJOURN to PUBLIC HEARING JUNE 2014 PROPOSED SERVICE CHANGES**

1. Call to Order and Welcome by San Fernando Valley Service Council Chair, Michael Cano
2. Reading of Statement Regarding Publication of Notices and Dissemination of Public Information, Dolores Ramos, Service Council Analyst
3. Presentation of Proposed Service Changes for June 2014 or Later, Conan Cheung, DEO, Service Planning and Scheduling
4. Public Comment on Proposed Changes Only
5. Closing Remarks by Chair

### **ADJOURNMENT**