

Minutes

Wednesday, May 7, 2014
6:30PM

SAN FERNANDO VALLEY
SERVICE COUNCIL
Regular Meeting

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 6:32 p.m.

Council Members Present:
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
Maria Reynolds, Transportation Operations
Mgr.
Gary Spivack, Transportation Operations Mgr.

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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

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กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

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

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Los Angeles County
Metropolitan Transportation Authority

Metro

1. PLEDGE of Allegiance
2. APPROVED Minutes of April 2, 2014 meeting.
3. RECEIVED Chair's Remarks

The Chair shared that the fare restructuring item will be on the May Board meeting agenda for action and that the Board's actions will have implications on how routes are restructured based on any changes implemented. He added that the Board passed a motion to authorize funding for Line 588.

4. RECEIVED Public Comment:

Nate Zablén commented that the large parking lot at the Universal City/Studio City Red Line Station is supposed to be used solely by Metro system users but that people park there to take the shuttle to Universal Studios. He suggested charging for the spots because enforcement is lacking. He expressed concern about the high pedestrian traffic transition area between the Red Line Station and the Orange Line. *Chair Cano* replied that the Board passed a motion to review Metro's parking, how it is being utilized, and strategies to address any issues. He added that construction of a street over crossing at Lankershim should be completed within two years, and requested that staff package a discussion of parking issues at the North Hollywood and Universal City Red Line Stations.

Vince Garofalo would like to see a Lost and Found in the Valley and requested that staff review Line 234. He noted that patrons are confused as to where to wait for the bus because of the location of the bus bench at Sepulveda/Van Owen.

Pat O'Connor asked when the MTA established a policy allowing disabled passengers to ride the system for free. She doesn't see anyone tapping or showing a card to the bus operators. It appears that they can just get on the bus. *Councilmember Richards* clarified that Metro doesn't allow disabled passengers to ride free of charge but they can apply and receive an ACCESS card which is different than a TAP card. They are required to show or tap the card when they board the bus, just like other passengers.

Encino Neighborhood Council Member Jason Ackerman commented that the Neighborhood Council would like Line 236 service to be increased. Metrolink service was recently adjusted; he would like to see the Line 236 schedule adjusted with the December 2014 service changes. Balboa is not congested during the majority of the day but if he were to take Line 240 from Reseda/Ventura to Reseda/Nordhoff, it would take far longer than if it was routed via Balboa. This would be a brilliant connection if timed right. Per the Metrolink report, it is one of the worst connections in the Valley, along with Line 239. The Neighborhood Council would also like to see the number of crossings required to make connections reduced, consolidation of Rapid/Local service stops wherever possible, and the transfer between Line 741 and 750 at Reseda improved.

5. RECEIVED Update on June 2014 Service Change Implementation, Conan Cheung, DEO, Operations

Line 169 will be modified to terminate at RITC with Line 222 extending over the route of Line 169 to Sunland. Line 91 weekend service will be replaced by Line 222 from Sunland to Burbank Airport. Line 169 will experience a temporary detour until RITC opens. Board Motion 41 requested mapping out an implementation plan for new Line 788 (formerly Line 588), which includes 10-15 minute peak direction headways during peak periods only.

Line 734 will be extended from Sherman Oaks to Westwood via Sepulveda Blvd. This will allow a one seat ride from Van Nuys to Westwood with additional capacity on S. Sepulveda. This will protect from overcrowding and allow redistribution of resources to N. Sepulveda. Implementation will be delayed until December 2014 to coincide with Line 788.

Jason Ackerman is excited about the new Valley U service. He would like to see either Line 788 or Line 734 connect to Mission College to provide a one-seat ride from Mission College to UCLA. Currently, Line 234 serves Mission College and Line 734 does not. He would also like to see one of these buses go to Olive View but understands that a Mission College connection is a much easier sell. He would eventually like to see the Valley U service become a circuit over Chatsworth St. to serve CSUN and the Sylmar/San Fernando Valley Metrolink Station.

Ralf Quint asked what changes are going to be made to Line 233 when these changes are implemented. The changes will create a completely different schedule during late night and during the day. Currently, there is a 70 minute gap in Westwood and if you miss the last Line 761 bus you also miss the connections. Line 788 skips any possible connections on Magnolia south of Oxnard if you're coming westbound. The change will add 2 hours to his commute every day.

Pat O'Connor asked if the new line will begin at the Metrolink Station because the map isn't clear. Staff clarified that the new added connection to service being discussed will pick up at the Metrolink Station and continue to Westwood. She asked when the HOV lanes were scheduled to open. She thinks that one of the disadvantages of starting Line 588 service is that it will impact the printed schedules. She complained that the schedules on the buses are not kept current. She believes that Line 588 is catering to the wealthy at the expense of the poor people in the San Fernando Valley. Mr. Cheung confirmed that schedules would be printed for the line prior to commencing service. *Chair Cano* contested Ms. O'Connor's remarks that Line 588 would only serve the wealthy and stated that the Antelope Valley has a very diverse population. The creation of the service is a question of improved connectivity.

6. RECEIVED Presentation on Bus Stop Study, Carl Torres, Transportation Planning Manager, and Irving Taylor, Project Manager

Metro has contracted a consultant to perform a usability study of all 25,000 or more Los Angeles County bus stops – this includes approximately 15,000 Metro stops and 10,000

more of other transit agencies in the city or county. Cost of the study is approximately \$1.5 million and will be paid through JARC and Proposition C funds. Project scope includes taking precise measurements of bus stop elements such as sidewalks, curb ramps, etc., and an inventory of existing amenities including shelters, benches, signage, etc. will be identified. Unique geo-location data will be developed for each stop, and any existing barriers at a bus stop. Results will be used to identify ADA factors, improvement opportunities, improved capacity to provide customer information, ability to monitor physical changes over time, improved coordination between operators based on common data, stop identifiers, and in quality of bus service experience. A bus stop management system will be produced that includes all of the information gathered. The study will be completed in three phases and will take approximately 18 months to complete.

Vice Chair Weissman asked if the project was already in existence or if it is an all new effort. Mr. Taylor replied that there are existing sources of bus stop information but that the final product of this project will have the capacity to integrate various data sources.

Chair Cano stated that the San Fernando Valley Service Council would like to review the results from their region once the survey is complete. He added that Metro is not responsible for any liability issues discovered through the course of the project and that Metro is considering a process to perhaps fund improvements through the Call for Projects to address more serious issues. Mr. Taylor stated that findings should be available for review by September.

Council Member Arvizu asked how the database will be updated and maintained once developed. Mr. Torres replied that Metro will create a process and enter into an MOU with the municipal operators through which they will provide updates to the data.

Council suggested that the study be promoted to the public through a dedicated project web page through which patrons could suggest bus stops for priority review, and that suggestions for bus stop review also be accepted electronically. The web page could be used to assist with participation, intern recruitment, and provide schedule updates.

Jason Ackerman commented that the most logical organizations to reach out to for help gathering the required data would be local colleges and universities. Multiple colleges in the area have GIS programs. Their geography or urban planning departments would also be helpful. He would like information gathered to include whether the stop is covered or not covered and if there is seating. Involvement of the Neighborhood Councils would also be helpful because they know their neighborhoods and would be willing to contribute information.

7. RECEIVED Update on Orange Line Fare Enforcement, Deputy Artee Panghongkeow

Audits were performed on the Orange Line because of fare evasion concerns. The Orange Line is based on an honor system and it is expected that passengers that board the buses are paying their fare. Although the fare checks are random, they tend to concentrate on high ridership areas. The Sheriff's Department has completed 3 audits with the percentage of fare evasion decreasing each time:

- o December 3, 2013 saw 22% fare evasion.

- December 17, 2013 saw 16% fare evasion.
- February 11, 2014 saw 7% fare evasion.

The small addition of resources to the Orange Line helped to decrease fare evasion and the Sheriff's Department is in talks with TAP and Operations regarding adding turnstiles.

Jason Ackerman doesn't appreciate the connection between paying fares and whether a person is honest. Honest people cannot always afford to pay the fare for riding the bus and he doesn't think the poor should be prosecuted. He does not feel safe around Sheriff's Deputies or LAPD. He believes that ideally, bus service would be free and if you can afford to pay for the bus, you should.

Nate Zablen appreciates the presence of Deputies while riding the Orange Line. Their presence gives a sense of security to riders. He would like to see Sheriff Deputies enforcing other rules in addition to fare evasion such as people smoking on the platform. He has witnessed a lot of jaywalking around the Orange Line because people run to catch the bus when they see it approaching; a Sheriff's presence would reduce dangerous behaviors.

8. RECEIVED Director's Report on San Fernando Valley Service, Jon Hillmer, Director
 - On-time Performance: 81.5 %, Goal: 80.0%, System: 76.4%
 - Complaints Per 100,000 Passengers: 4.93, Goal: 2.20, System: 4.19
 - Miles Between Mechanical Road Calls: San Fernando Valley: 4,679, Goal: 4,000, System: 3,852
 - Bus Cleanliness Rating: 8.90, Goal: 9.0, System: 8.62
 - Accidents per 100,000 miles: 2.98, Goal: 3.10, System: 3.62
 - Bus Station Monthly Cleanliness Ratings by Region: 7.95, Goal: 8.5, System: 8.01
 - Average Weekday Ridership: San Fernando: 214,148 of system total
 - Metro Board scheduled to consider Fare Change Proposal at May 22nd meeting at Metro Gateway Building
 - April 30th Meet and Confer
 - 11 of 14 Green Line Stations Gates latched, remainder by end of May
 - Division 15 early AM Council Tour (limited to 4 Service Council Reps. per visit)
 - Union Station 75th Anniversary Celebration on Saturday, May 3rd
 - Metro Board motion for Metro staff to prepare studies, tests and analysis to implement Line 588 and report back to Metro Board on May 22nd

Chair Cano requested information regarding the age of the San Fernando Valley fleet.

9. RECEIVED Chair and Council Member Comments

Vice Chair Weissman thanked staff for the condolence cards he received for his father's passing.

Councilmember Washburn asked about BYD Corp manufacturing electric buses in the Antelope Valley and if Metro plans to order any. Mr. Hillmer replied that Metro has ordered 5, which will be tested and evaluated over the next 12 months. *Council Member Arvizu* asked what is being done to train mechanics and operators to work with the electric buses. Mr. Hillmer replied that they are being sent to the facility for training and then will return to train their colleagues.

Councilmember Arvizu suggested looking into strobe lights for the back of the bus that flash when the bus is stopped to help reduce incidents where the buses are rear-ended.

Councilmember Lopez thanked staff for their hard work.

ADJOURNED in memory of Mr. Weissman at 8:15 p.m.