

Minutes

Wednesday, July 2, 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.

Called to Order at 6:33 p.m.

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.
Maria Reynolds, Transportation Operations
Mgr.
Lilian De Loza, Community Relations Mgr.
Collette Langston, Office of the Board Secretary

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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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย
กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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 June 4, 2014 Meeting with Councilmember Ochoa abstaining.
3. RECEIVED Chair's Remarks

Chair Cano mentioned that the Metro Board of Directors Chair for FY14-15 is City of Los Angeles Mayor Eric Garcetti; County Supervisor Mark Ridley-Thomas will serve as 1st Vice Chair and Duarte Councilmember John Fasana will serve as the 2nd Vice Chair. Chair Cano looks forward to the Mayor's appointees helping move the agenda along and working on initiatives that concern the San Fernando Valley. He commended Diane DuBois for her successful term as Chair.

4. RECEIVED Public Comment

Jason Ackerman, Encino Neighborhood Council, announced his intention to put forth a Motion at the Neighborhood Council to move the Balboa/Soccer Field stop and increase service on Line 236. He asked for direction to get the Neighborhood Council Motion considered by Metro. Two weeks ago he bought a day pass on a Line 236 bus but the TAP terminal was not reading properly and did not record it as a day pass. When he got to the Orange Line, it deducted another \$1.50, totaling \$6.50. He's spoken to TAP support numerous times and was told he needs to have the number on the terminal from where he purchased the TAP card but there is no number visible on the TAP unit on the bus. He thinks the speed of Line 154 on Magnolia Blvd has gone back up. It is a residential street and he asked that the speed be lowered to protect the children playing in the area.

Chair Cano suggested that the Neighborhood Council adopt a motion on all items and then submit them by letter to Mr. Hillmer so that staff can evaluate the issues.

Vince Garofalo said that for the second Sunday in a row, Line 230 ran hot at Brand and Laurel Canyon. He would like to see adjustments made to prevent the bus arriving early and suggested that a line be implemented to run from Sylmar to Van Nuys.

Nate Zablan is a daily transit user. He is disappointed with the service to Glendale, Pasadena, Gene Autry Museum and Griffith Park. To visit these locations, one must make multiple transfers and it takes 2 hours. Travel to these points of interest should be more accessible. He noted that there is a lack of Rapid service to Glendale, Burbank and Pasadena. Line 183 is very slow.

Scott Page responded that the Metro Board has directed staff to investigate implementing work on Rapid service to North Hollywood, Burbank Airport, and Pasadena. Service Planning staff already has a meeting scheduled with LADOT to discuss how Line 549 service can be improved and expanded.

Wayne Wright reminded the Council that a year ago, he requested that the Line 603 layover location on the west side of the Glendale Galleria be moved east as passengers

board at the Columbus side layover and by the time it gets to Brand, it is standing room only. The 32 foot buses become extremely packed and sometimes there is a 40 foot on the line if it is available. If a patron's destination is Brand Blvd or the Americana, they have to walk through the length of the mall property. He suggested that the line be moved east of Brand or to Eagle Rock Plaza via Colorado/Broadway to alleviate the issue.

Bart Reed, Executive Director of the Transit Coalition commented on connectivity across the San Fernando Valley. For a long time, a bus started at Laurel Canyon/Ventura and stopped at the Sylmar/San Fernando Metrolink station and patrons could transfer to another bus to get to Mission College. The schedule was such that if one bus was late you would inevitably miss the second bus. A 30-40 minute trip would then take an hour due to the missed bus. A year ago, staff consolidated the shuttle on Hubbard St and tied it in with the Laurel Canyon bus but there is no night or weekend service. Around 60% of Mission College students start class after 4:00 p.m.; they can get to class by bus but cannot get home. A connectivity issue that was recently fixed was that staff extended the Saticoy bus and tied it in with the Valley Circle bus. Now you can get to Warner Center using the Valley Circle bus, then get across the Valley on the Saticoy bus. Regarding the fare restructuring, right now it costs \$1.50 for the first bus and then the second bus is \$1.50, totaling a \$3.00 charge one way. As of September 1, 2014, passengers will be able to board the first bus for \$1.75 and transfer for free. Round trip will cost \$3.50. He thinks there will be no incentive for patrons to purchase day or monthly passes. He thinks staff should reevaluate the revenue projections.

5. RECEIVED Presentation on Metro's Annual On-Board Survey, Jeff Boberg, Regional Rideshare Research and Development

The annual customer satisfaction survey resulted in 19,937 completed surveys and was completed in winter 2013. It spanned all bus and rail users within Los Angeles. The survey is designed to collect data on changes in Metro satisfaction levels, demographic shifts among riders, quality of Metro services and ways people obtain Metro information.

The frequency and tenure as well as the gender of riders in the San Fernando Valley from spring 2013 to winter 2013 remained consistent. There was a slight fluctuation in total household income from spring to winter with an increase of 3% in the \$15-25,000 category and a decrease of 1% in both the \$35-50,000 and \$50,000+ categories. Passengers pride in riding the system for the San Fernando Valley is at 82% with 86% satisfaction. Just over half of our passengers (both male and female) have to transfer with 13% of females and 20% of males having a car available as an option to make the trip.

6. RECEIVED Update on Universal City Pedestrian Bridge Project, Milind Joshi, Transit Project Delivery

Located at the intersection of Lankershim Blvd and Universal Hollywood Dr, the Universal Pedestrian Bridge will offer safe and convenient pedestrian access in the area surrounding Metro Rail's Red Line Station and the Universal Studios Shuttle Stop. The new pedestrian bridge will provide:

- access to three corners of Lankershim Blvd and Universal Hollywood Dr intersection
- plazas fitted with escalator, stair and elevator facilities at these corners
- visually light and transparent architectural appearance
- enhanced safety with elimination of pedestrian traffic across Lankershim and minimized traffic at Universal Terrace Dr
- conformance to ADA standards
- pedestrian lighting along the entire length of the bridge and at plaza levels
- open air, “roofless design” with escalator and stairs covered
- greater relief of traffic congestion

Construction start date is July 2014 with a projected completion date in spring 2016 and a budget of \$27.3 million.

7. CONSIDER Motion by Council Member Lopez and Kymberleigh Richards regarding Line 234 in the City of San Fernando and the Sylmar Community, Council Member Lopez and Kymberleigh Richards

The Motion asks that Metro staff engage in a dialogue with LADOT staff to determine the feasibility of restructuring the Sylmar-San Fernando DASH route proposed in 2004 to replace Line 234 between the intersection of Truman St./Maclay Ave and Mission College and report back to the Council within 90 days; and

FURTHER, that the Cities of Los Angeles and San Fernando engage in a dialogue to determine funding sources for a proposed replacement service.

Jason Ackerman understands the concerns of this neighborhood with regards to 40-45 foot buses; however, Line 234 is a well performing bus as it stands. Suggested that the bus reduce speed in the residential area but not change the route because it works well with current connections.

Vince Garofalo lives in the Sylmar area and the most perfect invention in the world is the wheel. There are no problems with this line because it goes from Sylmar to Sherman Oaks on one route. People need this route as well as another 12 o'clock route leaving Sherman Oaks. He does not see this as a viable solution.

Bart Reed expressed concern with the proposal. This bus route travel has traveled down a residential street along the same route since 1939. It served the U.S. Sanatorium at the end of Sayer as well as the Olive View Center. Even late at night there is high ridership on this bus. It is a historic route that should not be touched.

Wayne Wright said that although this isn't a done deal and this Motion wasn't sanctioned by Service Development, the line does need to be overhauled in the Sylmar area. He agrees that it is a little strange that it runs through a residential neighborhood. He suggested moving the route east or northeast of Mission College because going up the hill is a problem.

8. RECEIVED Review of Crescenta Valley Neighborhood Meeting – Line 90-91 Update, Scott Page, Service Planning and Development

There are two options regarding Line 91. Option A would remove service from Honolulu Ave, instead using Montrose Ave and avoiding the unsafe turning movement at Ocean View Blvd and Honolulu Ave. The span of service and frequency on Lines 90 and 91 would not be affected. Option B includes the elimination of Route 91. The current Line 90 span of service and frequency would not be affected. The patrons on non-affected route segments will benefit from streamlining service. An additional 90 patrons would be negatively affected on La Crescenta Ave and Foothill Blvd route segments.

The community was not happy about Metro proposing to remove service off Honolulu and Ocean View and they requested that Metro explore alternatives for rerouting.

9. RECEIVED Report on Lassen Street Bridge Repair Project, Israel Marin, Service Planning and Development

During the repair of the Lassen Street Bridge, an Orange Line bus shuttle route service with a 7-10 minute travel time each way was operated. There was a temporary shuttle stop on Canoga Ave used for pickup and drop-off to and from the Chatsworth Station. Division 8 did a great job providing shuttle service and the project was completed 7 hours ahead of schedule.

10. RECEIVED Director's Report on San Fernando Valley Service, Jon Hillmer, Director

- On-time Performance: 77.3%, Goal: 80.0%, System: 75.8%
- Complaints Per 100,000 Passengers: 4.21, Goal: 2.20, System: 3.74
- Miles Between Mechanical Road Calls: 3,929, Goal: 4,000, System: 3,535
- Bus Cleanliness Rating: 8.92, Goal: 9.0, System: 8.51
- Accidents per 100,000 miles: 2.01, Goal: 3.10, System: 3.17
- Bus Station Monthly Cleanliness Ratings by Region: 7.93, Goal: 8.5, System: 7.97
- Average Weekday Ridership: San Fernando: 209,947
- The Rapid Express Line 788 proposal received a positive reception from Metro System Safety and Operations Committee meeting. Metro is working to identify funding for FY 2015 for the service. Bus availability is anticipated in September 2014. Initial service plans for 15 min. frequency of service during peak weekday periods, operated in peak direction only. Ridership will be evaluated to determine if additional service is warranted in December 2014.

11. RECEIVED Chair and Council Member Comments

Councilmember Bric mentioned the opening ceremonies of the Regional Intermodal Transit Center (RITC) at Bob Hope Airport, which were well attended with Supervisor Antonovich and Council Chair Cano as well as numerous other guests. The official opening is July 15, 2014. The Antelope Valley Line station will open in January 2015. It is 3 stories and houses 11 car rental businesses right now. All types of transportation will

meet there with a walkway to the terminal. This was Bob Hope Airport Executive Director Dan Feger's vision and many people that played a part in getting this project completed.

Chair Cano, Vice Chair Weissman and Dr. Arvizu wished everyone a happy and safe 4th of July holiday.

Councilmember Ochoa requested an update on the pedestrian crossing from the Orange Line to the Red Line.

ADJOURNED at 7:52 p.m.