

# Minutes

Wednesday, December 3, 2014  
6:30PM

SAN FERNANDO VALLEY  
SERVICE COUNCIL  
Regular Meeting

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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.

Called to Order at 6:32 p.m.

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Council Members Present:  
Michael Cano, Chair  
Donald Weissman, Vice Chair  
Gary Bric  
Ernesto Hidalgo  
Antonio Lopez  
Yvette Lopez-Ledesma  
Jesus R. Ochoa  
Dennis Washburn

Officers:  
Scott Page, Service Development Manager  
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.  
Israel Marin, Transportation Planner  
Collette Langston, Office of the Board Secretary

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

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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 November 5, 2014 Meeting.
3. RECEIVED Chair's Remarks

Chair Cano gave Council members an opportunity to recognize Kymberleigh Richards whose term on the Council recently ended. Vice Chair Weissman found that during his tenure, Ms. Richards was one of the more knowledgeable people on the Council. Her service is not only noted but appreciated and her experience on the Council will be missed. Councilmember Bric said that he'll complete his 6<sup>th</sup> year in May. During that time he had asked her numerous questions and appreciates her in-depth knowledge of the Metro system. Councilmember Washburn said that Ms. Richards was a great model to follow and wished her good luck. Councilmember Lopez wished her luck for her future endeavors and thanked her for her years of service on the Council. Councilmember Ochoa said that she was not only experienced in transit, she also had a passion for it. He is very thankful she was on the Council from the beginning and that she shared her wealth of knowledge.

4. RECEIVED Public Comment:

Vince Garofalo shared that a Line 233 operator that came at 5:38 p.m. refused to stop for him. He said this is a symptom of the schedule overriding the needs of the rider. He thinks that at least one more run needs to be added to the line that runs from Ventura/Sepulveda to Sylmar because he's had to cancel many engagements due to an inability to get home as service stops early. He wished the Council a Merry Christmas and said he will see everyone next year.

Ronald Ziff has spoken with Mr. Marin about changes to Sepulveda buses. There is still a problem with the southbound stop at Skirball Center. The stop was moved when the Skirball Center went through construction years ago and was never moved back. Either you have to climb over hedges and walls or walk a block down the street to enter the facility. There are two signals in that area and the bus currently stops at the first signal. It would be more convenient if the buses stopped at the second signal and that would drop passengers off at the entrance to the museum.

Robert Van Peer said that changing the Line number to 744 is unnecessary and will be confusing to people that use the system. Currently, there are at least 3 different U-line buses with different numbers at each stretch of the line. Additionally, there is a bus stop that he believes the stop located where Line 245 and 150 buses make a left-hand turn onto Victory Blvd from Topanga Canyon to go southbound needs to be removed. The distance from the stop into the left-hand turn lane requires the bus to move across 3 lanes in a short period of time which he doesn't think is safe.

Wayne Wright complained that the service on Lines 92 and 94 is poor and has been reduced. After 6:00 p.m. the service gets worse because the headway is 40-60 minutes when it should be at least every 30 minutes until 9:00 p.m. Otherwise, patrons have to take Line 603.

5. RECEIVED Update on Orange Line Improvements, Scott Page, Service Development Manager

Metro is working with the City of Los Angeles on signal timing. The goal is to increase the number of green lights that the buses approach at intersections. Currently, they are doing timing exercises to get an accurate gage on how long it takes at each stop to open the door, lower the ramp, load passengers, close the door and pull away from the curb. The intent is to get the buses through intersections more quickly and to maintain a certain speed in order to maximize the number of green lights they catch. Metro has posted speed limit signs along the Orange Line to help maintain the flow.

Ralf Quint commented that before speeding up the buses on the Orange Line, it would be sufficient if the buses were on time. He has experienced numerous times where he has waited 25 minutes for a bus that was late. There are other issues beside traffic signals and a steady flow. Once the buses finally do show up, they are cramped like a Tokyo subway and you can barely get on. It would also help if the doors to the buses worked properly. On his way to the meeting, the front door of the bus he took was not working, passengers had to load from the back.

6. RECEIVED Report on Metro's Escalator Etiquette, Scott Page, Service Development Manager

Service planning has been conducting research regarding escalator etiquette. They have found some rules and regulations that prevent posting of signs within a certain distance of an escalator in the United States. In Europe, they have hung signs above the escalator that tell users to stand to the right. It is a worldwide problem and seems to be extremely bad in Paris. As of right now, Metro has not come to a definitive decision as to how to proceed but this is an international issue and we are continuing to research.

Pat O'Connor is disappointed that Metro would suggest that the standards in Europe should be used in the United States. She has been beaten and bruised while riding on the escalators. The stairs are built stairs for the impact of people walking and running up and down. Escalators are for people to remain stationary. She must hold onto both railings in order to keep her balance while riding the escalators. Standing to one side would not be feasible for her.

Mr. Page clarified that he was only reporting on the findings of their research. Metro has not made a decision and has no standing or position regarding how to proceed and research will continue on escalator etiquette and enforcement.

7. RECEIVED Overview of December 2014 Service Changes and Outreach, Israel Marin, Transportation Planner

December will mark the beginning of some service changes that will affect the San Fernando Valley. Metro will begin service on the Valley-Westside Express on December 15, 2014. This is a brand new service with the route travelling from Arleta to Westwood via Van Nuys Blvd and the I-405 Freeway. The bus will serve rapid stops along the route and will be

non-stop over the I-405 Freeway, utilizing the HOV lanes from Sepulveda/Victory to Wilshire/Westwood. The Sepulveda and Van Nuys Orange Line Station lots can be used for Park and Ride options with patrons boarding on northbound Sepulveda. The charge will be regular base fare and the service will operate weekdays only, during peak periods.

Line 734 will see some changes as it will be extended to Westwood via Sepulveda Blvd, making it a true Sepulveda Rapid. It will follow the same route and stops as the current Line 761 south of Ventura Blvd with service operating Monday through Friday only. Local Line 234 will provide weekend and late night services to Westwood.

Line 744 is a new “U” shaped route that combines Line 741 and Line 761. This Line will serve all Rapid stops along the route, providing a one seat ride to/from Ventura Blvd. Service south of Ventura Blvd to Westwood will be operated by Line 734 on weekdays and Line 234 on weekends and during late night. Weekend service will operate only on the Van Nuys portion and terminate at Sepulveda/Ventura Blvd. Additional peak-hour service on Van Nuys Blvd will be provided by the Valley-Westside Express to Westwood.

Metro staff has been in the Valley educating patrons about these upcoming changes and personally distributing information. In addition, Service Change Notices have been placed inside buses and handed out at key locations. Twitter notifications will be sent prior to the shakeup as well as the use of web module, car cards, bus bench ads, messages on-hold, media events, college kiosk ads and king ads.

Ralf Quint said every large city he has visited has had signs near the escalators. Regarding the Express Line, he does not see an advantage to the change. The changes to the 234/734 Line will be the ones that affect him the most. There is a 70 minute gap when leaving Westwood and there is no bus going into the Valley between 9:32 p.m. and 10:44 p.m. The connection from Line 233 to the Orange Line is getting worse.

#### 8. RECEIVED Director’s Report, Scott Page, Service Development Manager

- On-time Performance: San Fernando Valley: 79.0%, Goal: 80.0%
- Complaints Per 100,000 Passengers: San Fernando Valley: 4.41, Goal: 3.57
- Miles Between Mechanical Road Calls: San Fernando Valley: 4,417, Goal: 4,150, System: 4,160
- Bus Cleanliness Rating: San Fernando Valley: 8.70, Goal: 9.0
- Accidents per 100,000 miles: San Fernando Valley: 2.30, Goal: 3.48
- Average Weekday Ridership: San Fernando: 206,978

A Valley-Westside-Express opening ceremony is being planned. All current Council Members and former Councilmembers who voted on the motion to start the service will be invited.

9. RECEIVED Chair and Council Member Comments

Chair Cano wished the Council a Merry Christmas, a Happy Hanukkah and safe travels during the holiday season. He thanked Vice Chair Weissman for leading the meeting tonight. Vice Chair Weissman, and Councilmembers Bric, Lopez, Lopez-Ledesma and Washburn wished everyone happy holidays and a happy, healthy 2015. Councilmember Hidalgo thanked the public, the Council and staff for coming out in the rain and wished everyone a Merry Christmas. Councilmember Ochoa acknowledged another the staff support provided to the Council throughout the year and expressed appreciation for the new Council Members joining the Council.

**ADJOURNED at 7:18 p.m.**