

Minutes

Wednesday, December 2, 2015
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 744, and Metro Orange Line.

Call to Order at 6:33 p.m.

Council Members:

Michael Cano, Chair
Donald Weissman, Vice Chair
Ernesto Hidalgo
Vahid Khorsand
Yvette Lopez-Ledesma
Jesus R. Ochoa
Jess Talamantes
Dennis Washburn

Officers:

Jon Hillmer, Executive Director
Gary Spivack, Deputy Executive Officer
Dolores Ramos, Council Admin. Analyst
Henry Gonzalez, Council Comm. Rel. Mgr
Karen Swift, Community Relations Mgr.
Israel Marin, Transportation Planner
Collette Langston, Office of the Board Secretary

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 กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง:
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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 November 4, 2015 Meeting.
3. RECEIVED Chair's Remarks

Chair Cano expressed sympathy for the victims of the San Bernardino shooting. The last Metro Board meeting of the calendar year will be held tomorrow (December 3rd). He requested that the Council receive an invitation to the grand opening of the Gold Line Foothill Extension.

4. RECEIVED Public Comment:

Nate Zablén of Southern California Transit Advocates expressed wishes for a quick recovery for those injured in the San Bernardino shooting and sympathy for those lost. He thinks LADOT should work with Metro to improve local service; of their 27 routes, only 3 are in San Fernando Valley. Since Measure R was passed, service has been cut back by both LADOT and Metro. Metro services are late and miss connections; LADOT routes are much shorter and on time, but service ends early. If LADOT worked with Metro, service could really be improved.

Ron Ziff, 1st Vice President of Sherman Oaks Neighborhood Council, commented that Van Nuys Blvd isn't wide enough to do everything proposed as part of the Great Streets Initiative. He referred to visuals to explain his views. He is concerned that parking will be lost on both sides of the road to create a bike lane. Businesses are dependent on those spots for deliveries, fire and police protection, and customer patronage.

Ralf Quint takes Line 734 during the day to get to UCLA and a bus between 11 a.m. and 1 p.m. is consistently a no-show. He once called Customer Service and was told that the bus had a tire issue. The no-show tends to happen around the same time as the shift change. He questioned whether a planning error causes these no shows. He added that the detour around UCLA was supposed to end in August but buses are still following the detour route. A lot of the operators are confused and don't stop at the temporary stops. Some of the temporary stop signs have been torn down. On November 6th a driver stopped at a green light on the Orange Line that caused him to miss his connection to Line 788. He told the operator that she made him miss his connection and she replied that she didn't care. She then proceeded to stop the bus 4 feet from the curb, forcing him to have to jump to the curb, and to tell him that she hopes he breaks his neck. He reported the incident but never heard anything back from Metro.

5. RECEIVED Presentation on the 2016 Transit Service Policy, Gary Spivack, Deputy Executive Officer

The Transit Service Policy is a key policy document that establishes a formal process for evaluating existing services. It includes a methodology and process for developing and implementing service changes and service design guidelines to provide high quality services

to our customers and encourages ridership. This update from the previous 2012 version include adoption of a revised stop spacing standard, a change of the load factor to 1.3 x seated load, and incorporation of the APTA Peer Review recommendations.

The basic policy changes will be to increase load factor on the most frequent lines and consolidation of bus stops to increase speed. Metro will consider the development of a network of frequent services with a focus on supporting core bus and rail lines. Reinvestment of resources from poorer performing lines to higher productivity lines and improvement in coordination with Municipal Operators will also occur. Stop consolidation will help ease the system of unused stops and stops that are within $\frac{1}{4}$ mile of one another. As the system slows, more resources are needed to operate the same headways. Consolidating stops will decrease running time, improve service efficiency, and provide for smoother operation and improve safety.

The policy proposes to move towards operation of a 15-minute peak service network. The focus for this headway would be on Rail, BRT, Rapid and other top performing lines to provide a better quality and more reliable service on high-performing lines.

Transit corridors considered for future operation by other operators should add value to the customer through integration into an already established network by improving connections to a municipal operator's established network. It should also generate net cost savings, of which Metro should reinvest at least half to improve service on Metro's core network of regionally significant bus lines.

Implementation will begin with a Comprehensive Operations Analysis review of each line in the system. Then staff will make recommendations for service changes with the goal of moving towards the peak 15-minute Frequent Service Network, placing more resources on core network services and updating the owl service network. Much of the analysis will be completed by November 2015 and used to establish a phasing plan for service changes. Metro will generate service changes for June 2016 by December 2015 and hold public hearings in February 2016. A service change program will be adopted by April 2016 for implementation in July 2016 and evaluation by October 2016. Mr. Spivack noted that the January Service Council meeting would serve as a workshop for the Council to identify service changes or improvements.

Councilmembers discussed the new loading standard. Mr. Spivack explained that the passenger count method has also been revised. Metro previously used an arithmetic average of the year's ridership for scheduling purposes; now the mode will be used which will likely shift more service into the off peak hours to alleviate crowding issues.

Michelle Klein-Hass asked why Lines 233 and 744 were not mentioned. They are full all of the time and she thinks it will only get worse with the new load standard. She feels like the buses will be similar to cattle cars.

Ron Ziff commented that in the late afternoons, Line 734 from Westwood is packed.

6. RECEIVED Presentation on Proposed June 2016 Service Changes, Israel Marin, Transportation Planner

Changes are proposed for a number of lines in the San Fernando Valley:

- Line 156 – combine with Line 237 on Van Nuys Blvd at the Orange Line to provide a new continuous line from Hollywood to Granada Hills
- Line 234 – late night, Saturday and Sunday extension from Westwood to Sepulveda Expo Line Station, when opened
- Line 236/237 – combine route 237 with Line 156 on Van Nuys Blvd at the Orange Line, providing a new continuous line from Hollywood to Granada Hills
- Line 501 – new express service between Metro North Hollywood Red/Orange Line Stations to Metro Del Mar Gold Line Station
- Line 734 – extend service from Westwood to Sepulveda Expo Line Station, when opened
- Line 788 – extend service from Westwood to Sepulveda Expo Line Station, when opened

Michelle Klein-Hass said that the 7th biggest traffic situation in the entire Metro region is the Van Nuys Corridor. She feels the San Fernando Valley has been robbed because a transfer from Line 233 or 744 is needed to get over the hill, which is unsatisfactory because it leaves passengers at the mercy of the connection. There is also no owl service along the route. She has been stranded in Westwood and had to wait at Denny's for the next bus between 2:00-5:00 a.m. She suggested that Line 761 be reinstated and Lines 233 and 234 be extended over the hill.

Bart Reed, Executive Director of the Transit Coalition, commented that there is a lack of service at night on Nordhoff, and the span of service for Line 166 should be examined and the line connected to the Red Line. The Northeast Valley Line 744 needs to be reinstated to Pacoima. There is a lack of Sunday service on Foothill Blvd; there is no service to Olive View on Sundays, and no service to Mission College on weekends. Service Stops at 6:30 p.m. He likes the Lines 156/237 combination.

Ms. Swift shared that Metro Deputy CEO Stephanie Wiggins convened a meeting with CSUN in November to discuss ways to improve student ridership and Metro bus service to the campus. The meeting was very productive, and Metro will visit the CSUN campus in January. Ms. Wiggins also has a meeting scheduled with the President of Mission College in December to discuss similar issues. Ms. Swift will report back on the outcome of that meeting. Metrolink and LADOT have been invited to both meetings

Wayne Wright commented that Line 156 currently has a layover in Burbank and Oxnard. He suggested weekend service go to Sepulveda and connect to those routes. It would be nice for Line 237 to continue to Porter Ranch. With the change of service, Line 234 will be too long; he suggested truncating it at the Metrolink Station. He supports Line 501 and would like to see it connect to other lines.

7. APPROVED February 3, 2016 at 6:30 p.m. for February 2016 Public Hearing to be held concurrently with the regularly scheduled Council meeting at the regular meeting location.

8. APPROVED January 6, 2016 at 6:30 p.m. for Public Workshop to discuss proposed June 2016 service changes.

9. RECEIVED Report on San Fernando Valley Service Performance, Gary Spivack, Deputy Executive Officer
 - Complaints Per 100,000 Passengers: San Fernando Valley: 4.61, Goal: 3.59
 - Accidents per 100,000 miles: San Fernando Valley: 3.61, Goal: 3.69
 - Miles Between Mechanical Road Call: San Fernando Valley: 4,949, Goal: 4,529
 - Average Weekday Boardings by Council Area: 196,465

10. RECEIVED Chair and Council Member Comments

Vice Chair Weissman wished everyone a wonderful and safe holiday season.

Councilmember Talamantes said that this has been an educational 3 months and wished everyone happy holidays.

Councilmember Ochoa thanked staff for another year of great service. He requested a presentation on the bike share program at a future meeting.

Chair Cano echoed sentiments for staff, adding that a lot of dedication is required for what they are trying to accomplish in 2016 with the potential ballot measure. He wished everyone safe and happy holidays and told everyone to get ready for El Niño. He thanked his colleagues for representing their constituents and the public for continuing to come to the meetings.

ADJOURNED at 6:56 p.m.