

1 LOS ANGELES COUNTY
2 METROPOLITAN TRANSPORTATION AUTHORITY
3 PUBLIC HEARING

4
5 FEBRUARY 2016 PROPOSED SERVICE CHANGES

6
7 SAN FERNANDO VALLEY COUNCIL REPRESENTATIVES

8 Michael Cano, Chair
9 Donald Weissman, Vice Chair
10 Yvette Lopez-Ledesma
11 Ernesto Hidalgo
12 Antonio Lopez
13 Vahid Khorsand
14 Jess Talamantes

15 OFFICERS

16 Gary Spivack, Deputy Executive Officer of
17 Metro's Service Councils
18 Dolores Ramos, Service Councils Analyst
19 Israel Marin, San Fernando Valley Transportation Planner
20 Scott Page, Director of Service Performance and Analysis

21 Karen Swift, San Fernando Valley Community

22 Relations Manager
23 Henry Gonzalez, Community Relations Manager

24 FEBRUARY 3, 2016

25 6:40 P.M.

26 6262 Van Nuys Boulevard
27 Van Nuys, California 91401
28

1 REPORTER: Maria T. Appel, CSR No. 11228
2 VAN NUYS, CALIFORNIA
3 WEDNESDAY, FEBRUARY 3, 2016, 6:40 P.M.

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6 COUNCIL VICE CHAIR WEISSMAN: Ladies and
7 gentlemen, we're going to get started. We expect Council
8 members and other people to be coming in during the
9 evening. If you have to leave for any reason, no
10 problem, we won't hold you here, but please be courteous
11 to people around you and remember the meeting is going
12 on, so exit or enter as quietly as possible. If you do
13 have a cell phone on you or some type of electronic
14 device, please put it on buzz or silent so you won't
15 disturb anybody. If you need to take a call, please take
16 it outside so we won't have to interrupt the meeting.

17 Ladies and gentlemen, good evening. We will now call
18 this public hearing to order. There are simultaneous
19 Spanish translations available if anyone needs it.
20 Please let us know by raising your hand.

21 THE INTERPRETER: (The Interpreter is
22 interpreting opening comments in Spanish.)

23 COUNCIL VICE CHAIR WEISSMAN: My name is Donald
24 Weissman, the Vice Chair of San Fernando Service Council.
25 The Chairman, Michael Cano, is en route. He obviously
26 didn't take Metro; he's stuck on the freeway. Until he
27 arrives, I'll serve as presiding officer for this
28 evening's public hearing.

1 Metro service Councils are responsible for
2 reviewing proposed bus service changes and determining if
3 the proposed service changes should be approved, modified
4 or denied. Joining me are some of my fellow Metro
5 service Council members and I'll ask them to introduce
6 themselves, if they would, please.

7 COUNCIL MEMBER LOPEZ-LEDESMA: Good evening. My
8 name is Yvette Lopez-Ledesma. I'm the Councilmember of
9 the San Fernando Valley.

10 COUNCIL MEMBER HIDALGO: Good evening. Ernesto
11 Hidalgo. Thank you for coming tonight. I look forward
12 to hearing what you have to say.

13 COUNCIL MEMBER KHORSAND: I am Vahid Khorsand.

14 COUNCIL VICE CHAIR WEISSMAN: We also have with
15 us several Metro staff people. Scott Page, Director of
16 Service Performance and Analysis. There on the other
17 side, Israel Marin, San Fernando Valley Transportation
18 Planner. Karen Swift, San Fernando Valley Community
19 Relations Manager. Gary Spivack, Deputy Executive
20 Officer of Metro's Service Councils. Dolores Ramos,
21 Service Councils Analyst. Henry Gonzalez, Community
22 Relations Manager.

23 The purpose of tonight's hearing is to receive
24 public comment on the service changes proposed for
25 implementation in June 2016 or later, if approved. The
26 comments made must be addressed to the proposed service
27 changes listed in the public hearing notice. Hearings
28 convened in each of the service council regions will

1 include a presentation of the changes proposed for the
2 individual region, and a regional hearing covering all of
3 the proposed service changes will be held downtown at the
4 Metro Headquarters this Saturday, February 6th, at 10:00
5 a.m. Copies of the Take-One brochure which lists all of
6 the public hearing dates, times and location, and all
7 proposed bus service modifications are available at the
8 sign-in table.

9 All comments made this hearing will become
10 transcribed and made a part of the public record. The
11 purpose of this public hearing is only to receive public
12 comments on the proposed service changes. No decisions
13 will be made today.

14 Today's public testimony and comments received
15 via mail, phone and e-mail will be summarized and
16 responded to in the final staff report. The report will
17 be presented to the San Fernando Valley Service Council
18 at our March 2, 2016 meeting, and it will contain staff
19 recommendations for the potential changes discussed here
20 this evening. Staff will also present their evaluation
21 of the impacts the service plan will have relative to
22 Title VI of the 1964 Civil Rights Act and Environmental
23 Justice Executive Order.

24 Persons who would like to submit testimony this
25 evening will be called in order in which they turn in the
26 "Request to Speak" forms. If anyone wishes to comment on
27 the proposed service changes, but has not filled out a
28 form, please hold up your hand, a staff member will give

1 you one to fill out and turn in. If you wish to submit
2 comments, but do not want to speak, staff also has forms
3 that you can use to submit comments. Written comments
4 may also be submitted via e-mail, by fax or by mail to
5 Metro Customer Relations. If you see Henry, he will give
6 you the e-mail address or fax number or the address which
7 to mail the items or whatever your desire is.

8 The deadline to submit written testimony is
9 postmarked through midnight Saturday, February 13th. The
10 information regarding submission of written testimony is
11 included in the Public Hearing Take-One brochure and was
12 listed in the public notices that were published to
13 advertise these proceedings.

14 I now call on Service Council Analyst, Dolores
15 Ramos, to read the Metro Board of Director Secretary
16 report.

17 SERVICE COUNCILS ANALYST RAMOS: "The notice of
18 intent to hold this public hearing was published in the
19 following publications: Asbarez Armenian Daily News,
20 Asian Journal Publications, Inc., (Thai), The Daily
21 Breeze, Daily News Los Angeles, Eastside Sun, The Korean
22 Times, Los Angeles Sentinel, La Opinion, Panorama
23 (Russian) Press Telegram, Rafu Shrimpo (Japanese), San
24 Fernando Sun, San Gabriel Valley Tribune, Southwest Wave,
25 The Register, Watts Times, and World Journal Chinese
26 Daily News.

27 The notice was also posted on the internet and
28 distributed via Take-One brochures aboard Metro's buses

1 and trains. Affidavits of publication are filed with the
2 Metro Secretary and are available in the Secretary's
3 Office for review."

4 This concludes my report.

5 COUNCIL VICE CHAIR MR. WEISSMAN: Thank you, Ms.
6 Ramos.

7 Transportation planner, Israel Marin, will now
8 present a detailed overview of the service changes
9 proposed within the San Fernando Valley. Following the
10 staff report, the public comment portion of this hearing
11 will begin.

12 TRANSPORTATION PLANNER: Hi. Good evening,
13 everyone. My name is Israel Marin. And as part of the
14 public hearing, I will be going over staff's proposed
15 changes for the San Fernando Valley. On tonight's menu
16 we have proposed changes to Lines 156, 234, 734, 236, 237
17 and a new Line, 501 and Line 788.

18 I'll begin by introducing our proposed changes
19 to Lines 156 and 237. The staff proposal here is to
20 combine Lines 156 and 237 to create a new Line 237 by
21 combining both lines at the Van Nuys Orange Line station
22 area. Currently Line 237 is in line with Line 236 on
23 Balboa operating from Encino to Sylmar station, and on
24 Woodley from Mission Hills to Sherman Oaks area. And
25 Line 156 operates from Hollywood to Van Nuys and Panorama
26 City.

27 The proposal here is not only to create a
28 one-seat ride from Mission Hills to Hollywood, but also

1 to improve the frequency on Woodley Avenue. Currently
2 there is -- the headway on Woodley is approximately 60
3 minutes. By combining these two services, we would be
4 operating a similar headway as we do on Line 156 which is
5 approximately 30 minutes in the peak and 50 minutes in
6 the off-peak or base service. The span of service dates
7 of operation on Woodley will remain the same. And you
8 may be asking yourself what will be happening with Lines
9 236 and 656, which is the owl service late at night
10 between Hollywood and Panorama. Line 656 will remain
11 the same, untouched with no changes to the schedule and
12 no changes to the route. And Line 236 will have its own
13 separate time table and will operate from Encino to
14 Sylmar station.

15 Moving on to our next proposal is to extend our
16 southern terminal on our Lines 234, 734 and 788.
17 Currently the southern terminals are located at Westwood
18 and Veteran in Westwood. And after Expo II begins
19 operation, the proposal it is to extend all three lines
20 down to Sepulveda/Expo station and make a connection with
21 the Expo Phase II. That will be in connection from the
22 Valley residents as they will now be able to connect and
23 travel to different various locations that the Expo will
24 be providing.

25 Right now if you're a Valley resident, you dread
26 the idea of having to be stuck in traffic and if you want
27 to meet friends or go to the beach, the Santa Monica
28 Beach, being stuck in the traffic when you get to Santa

1 Monica, you still have to find parking and pay for
2 parking -- well, this will be an important connection so
3 it will relieve that headache. The service on weekends
4 for Line 234 will be providing the connection for all --
5 for anybody that wants to take advantage of this on
6 weekends as well.

7 PAT O'CONNOR: Could you be good enough to say
8 what street these lines we are talking about because many
9 of us don't know the lines, but we know the streets?
10 Like what street is the basic route for Line 234?

11 TRANSPORTATION PLANNER: Currently Lines 234
12 and 734 operate mainly on Sepulveda Boulevard. And now
13 if I skip ahead, Line 788 operates from Arleta to
14 Westwood via Van Nuys Boulevard and takes the 405 freeway
15 down to Westwood.

16 PAT O'CONNOR: Thank you.

17 TRANSPORTATION PLANNER: The extension from
18 Westwood to Sepulveda/Expo station would be Sepulveda
19 Boulevard as well.

20 Moving on to our final proposal, as I have
21 mentioned in the past, on October 2015 the Metro Board
22 approved the implementation of the pilot bus service to
23 operate between Pasadena and North Hollywood. This pilot
24 bus service will begin operation March 1st. Now the
25 purpose of the public hearing for this service is if
26 after 180 days the service will be evaluated and if this
27 becomes a success, conducting a public hearing right now
28 will allow this service to continue without any

1 interruptions. The new service will have express stops
2 in Burbank and Glendale as well as North Hollywood and
3 Pasadena. We will be operating the service seven days a
4 week. The headways on this service will be 15 minutes in
5 the peaks and 30 minutes in the base Monday through
6 Friday, and on weekends we will be operating 30 minutes
7 all day. Span of service will be approximately 5:00 a.m.
8 to 9:00 p.m. on weekdays and approximately 6:00 a.m. to
9 9:00 p.m. on weekends.

10 The fare on this line will be standard base fare
11 which is \$2.50. If you're transferring from a line to
12 the express service it will be a 75-cent up-charge, and
13 if you initiate your or originate your trip from this new
14 501 express line, you will still have the two-hour
15 transfer provided if you use that when you use the TAP
16 card as part of the Metro's policy.

17 I would also like to point out marketing's
18 effort in promoting this line. As you can see near to my
19 left near the speakers, marketing has designed or come up
20 with a new design to promote this service. Approximately
21 143,000 Take-Ones will be passed around. Our municipal
22 partners will help us distribute all of these Take-Ones
23 as well as credit cards on Metro buses and municipal
24 busses as part of a complete marketing campaign which
25 also includes brochures, e-mail, plus wraps that will be
26 used for this line to promote itself. Station banners,
27 web banners, cards and more all with the design. We also
28 have hand-outs. If you're interested in taking a look at

1 this map with the new design with full color, Henry has a
2 few more hand-outs.

3 Next step is after we continue, after we gather
4 and analyze everybody's comments, we will be coming back
5 again on March 2nd as Mr. Weissman has mentioned. The
6 last date to submit public comment will be the day before
7 Valentine's Day. So if you have no Valentine's plan, you
8 have until midnight the night prior to submit your
9 comments. We will then come back on March 2nd also to
10 finalize the list of recommendations and council will be
11 taking a vote on our recommendations. After, the council
12 will present -- or the council's actions will be
13 presented to the Metro Board on the April 28 meeting for
14 approval of the Title VI evaluation and for receipt, and
15 the receipt of file for the actions taken by this
16 council.

17 With that said, I will pass the floor back to
18 Mr. Cano.

19 COUNCIL CHAIR CANO: Thank you, very much. And
20 thank you, vice-chair, for kicking off the meeting.

21 Quick question on the 501: what have the efforts
22 been with Glendale and Burbank to help synchronize their
23 north/south routes to link up to that? That's one of the
24 selling points is that you can get into Glendale and
25 Burbank on a local (mean) route?

26 TRANSPORTATION PLANNER: Take-ones, as I
27 mentioned today, are going to have the same color
28 municipal transit connections on there. So if you're a

1 transit rider, you can see what other municipal transit
2 operators are at the stop locations. The time to go
3 forward will also have that same information as well as
4 where the stops are going to be located and what streets
5 do the transit operators operate on.

6 COUNCIL CHAIR CANO: Do we have bus benches
7 where the Glendale stop would be? There is no bench
8 there at this point. Does it merit having a bench there
9 or is the transition time enough for somebody to sit
10 down?

11 TRANSPORTATION PLANNER: It was a comment that
12 was forwarded to the City of Glendale. I wish there was
13 somebody from the City of Glendale to give us an update
14 on that; however, they are considering that right now.

15 COUNCIL CHAIR CANO: Can we make sure that we
16 forward that directly to Mr. Ventura who is on the board
17 as well?

18 COMMUNITY RELATIONS MANAGER SWIFT: I just
19 wanted to add something to your last question about
20 working with the local transit providers. So we just
21 held our bi-annual transit service providers with the
22 local municipalities. So we had Glendale transit, and
23 our friend from Burbank, Dave Christie is here. So we
24 have been working with them obviously on the 501 last
25 week. And so we look forward with the collaboration with
26 their municipalities, and Pasadena too.

27 COUNCIL CHAIR CANO: Yes, outstanding.

28 COMMUNITY RELATIONS MANAGER SWIFT: And, of

1 course, they'll be passing out the Take-Ones on their
2 line as well.

3 COUNCIL CHAIR CANO: Exactly. Any questions
4 from the Council?

5 COUNCIL MEMBER KHORSAND: Back on the 501, you
6 said it runs to 9:00 p.m. on the weekends. Are there
7 going to be any suggested changes once UCLA football
8 starts?

9 TRANSPORTATION PLANNER: Once UCLA football
10 starts?

11 COUNCIL MEMBER KHORSAND: From the Rose Bowl.

12 TRANSPORTATION PLANNER: Yes. At this point
13 we'll analyze the services needed and that's something we
14 can take a look at once football season starts to begin.

15 COUNCIL VICE CHAIR WEISSMAN: We'll have to see
16 how many USC fans are on board.

17 TRANSPORTATION PLANNER: Yes, we'll definitely
18 take a look at that.

19 COUNCIL CHAIR CANO: And also, New Year's
20 services, that's one of our key attractions for the
21 Pasadena areas, the service, and that might be a way to
22 connect the links.

23 TRANSPORTATION PLANNER: Hopefully this line
24 becomes so successful that we will be up here talking
25 about potentially modifying that service.

26 COUNCIL MEMBER TALAMANTES: As a representative
27 of Burbank, I feel excited for that 501. I've seen a lot
28 of success for it. We're looking forward to it. And

1 hopefully it's successful. I think there's going to be a
2 lot of need for that. So the trial period here is six
3 months you said?

4 TRANSPORTATION PLANNER: A hundred and eighty
5 days.

6 COUNCIL CHAIR CANO: We'll make some kind of a
7 decision or at least schedule the Title VI hearings and
8 all of that earlier than six months. If there's going to
9 be --

10 The board just can't extend it without a certain
11 process, so the board decision will be earlier than the
12 the six-month mark. It will probably be a month and a
13 half or so prior to the time.

14 TRANSPORTATION PLANNER: Right. Title VI
15 evaluations are underway right now.

16 COUNCIL MEMBER TALAMANTES: Now the criteria
17 obviously of ridership is one of the main criteria.
18 Anything else that's being considered to say, you know,
19 it's successful and let's keep it or let's do away with
20 it?

21 TRANSPORTATION PLANNER: Yes. As part of the
22 board proof report, there is a minimum performance
23 measure of after the 180 days when we come back and
24 analyze all the ridership data, we'd like the board proof
25 to see 1,500 daily riders on this line which considering
26 the amount of service and the span of service, it's
27 really the minimum requirement to keep this going. And
28 we would also come back with the full study to see other

1 areas of improvement and things like that after the
2 180-day trial period.

3 COUNCIL MEMBER TALAMANTES: And then once that
4 threshold is met, hopefully it's met earlier than the
5 six-month trial period, so then the board approves it and
6 says let's keep it?

7 TRANSPORTATION PLANNER: We will then take it
8 back to the board.

9 COUNCIL MEMBER TALAMANTES: Right. But I'm
10 saying, once the Metro Board approves it, then the line
11 is good to go.

12 COUNCIL CHAIR CANO: And at that point our
13 intention would be to have the line be more visibly
14 integrated within the Metro Rail System maps so that
15 people understand that this is basically a service
16 connector for our rail lines, Orange Line, Red Line, Gold
17 Line, extending out. So with this in mind, we can
18 potentially put a reference to it on the map. If you
19 have the Silver Line and the Silver Streak and those
20 things so that people understand there's a connection
21 there. Once it's permanent, you can get from this side
22 of the region to this side of the region and link up. We
23 don't want to treat it like a bus line. We don't want to
24 treat it like a bus line; we want to treat it like a
25 Orange Line extension.

26 TRANSPORTATION PLANNER: Yes. Before the real
27 BRT potentially goes in operation.

28 COUNCIL CHAIR CANO: Yes.

1 TRANSPORTATION PLANNER: Thank you.

2 COUNCIL CHAIR CANO: Mr. Hidalgo.

3 COUNCIL MEMBER HIDALGO: I just want to comment
4 that tomorrow evening at Valley College at Monarch Hall
5 from 6:30 to 8:30, there's a mass transit summit being
6 hosted by Metro, Councilman Krikorian who's on the Metro
7 Board, and Assemblymember Nazarian, and it would be a
8 great opportunity to promote outreach for the proposed
9 changes and specifically for the 501. And so you may
10 already be doing that since Metro is hosting, but if not
11 I wanted to make that comment. Thank you.

12 COMMUNITY RELATIONS MANAGER SWIFT: I will be
13 there. Metro staff will be there and we'll be revealing
14 this new image because we think it's a wonderful
15 opportunity to share with the public; so check.

16 COUNCIL CHAIR CANO: Wonderful. Thank you, Mr.
17 Marin.

18 This will open for comments. Please keep in
19 mind that comments are limited to the lines listed in the
20 public hearing notice. If you would like to comment on
21 posted changes, please fill out a request-to-speak form.
22 And each person providing comments will be limited to two
23 minutes. Okay. So please think ahead of what you want
24 to say in two minutes. And there's a timer and it will
25 ring and it will ring when your time is concluded. And
26 we'll call you up in the order with which the cards are
27 marked and I will also call the second person. So just
28 be ready.

1 So the first person to speak will be Ken Norris
2 followed by Ron Ziff.

3 KEN NORRIS: Good evening. My name is Ken
4 Norris, and my main comment I want to make I guess is not
5 a strange -- this is all about the Orange Line and yet in
6 here it says -- so if this has --

7 You said this about what these comments have to
8 do on the things that we get. The Orange Line should not
9 be on the table because it is not listing -- 236 and 237
10 have both long lines and the ones that most 237 --
11 most --

12 Because that's near my house and where I live,
13 and if you're going to extend the line then now I
14 understand what this gentleman said that it's going to be
15 faster as far as the time. Instead of an hour and two
16 minutes it will be less than an hour. That sounds good,
17 but that's not what I understood it. And not between the
18 Orange Line. The 734, 234, on Sepulveda Boulevard and
19 all I can see if you go to extend that miles on these
20 buses --

21 And unfortunately I know Sunday I waited in the
22 rain for half an hour and I got there at least five
23 minutes before the bus was supposed to leave, and it
24 didn't come. So just like two minutes ago when I was
25 waiting on the other side of the street going the
26 opposite direction, the bus that I was waiting for broke
27 down. The next one was so full, it didn't stop. So I
28 waited to another hour and 40 minutes to wait for them to

1 come back and I just walked home. The buses need to be
2 fixed for mechanics.

3 COUNCIL CHAIR CANO: Thank you, Mr. Norris. Mr.
4 Ziff, and the next person up will be Paul Storiato.

5 RON ZIFF: Ron Ziff, First Vice-President of
6 Sherman Oaks Neighborhood Council and Chair of
7 Transportation.

8 I would like to thank Metro for the extension of
9 the 234, 734 and 788. The Sepulveda Pass represents a
10 huge problem. It is the No. 1 traffic bottleneck in the
11 entire country. There are 800,000 annual daily trips
12 between the Valley and West L.A. Every one of those car
13 trips passes through Sherman Oaks and uses the 101 and
14 405 and the canyon roads through Sherman Oaks creating
15 the world's biggest regularly-scheduled traffic jam five
16 days a week, three hours a day.

17 What is needed is more public transportation and
18 more connectivity. This is a small step, but it's very
19 needed. As an example of what this would do, riders
20 taking this extension could connect with other buses.
21 Right now from Sherman Oaks to Century City is a 3 and
22 1/2 hour trip on five buses. This would cut into two
23 buses and save riders nearly two hours. Thank you.

24 COUNCIL CHAIR CANO: I appreciate that. Next up
25 is Mr. Storiato followed by Mr. Timberlake.

26 PAUL STORIALO: Good evening. My name is Paul
27 Storiato. I'm a board member of the Midtown North
28 Hollywood Neighborhood Council as a resident, and I now

1 serve on the Planning of Land Use Committee. I've lived
2 in the NoHo Arts District for 10 years where I drive an
3 automobile and also take public transportation which is
4 ever more convenient for me. In my 10 years I've managed
5 three business on Magnolia Boulevard between Lankershim
6 and Magnolia. And in these 10 years the area has grown
7 incredibly quickly as you are well aware. I've noticed
8 that the traffic is delaying the bus route and buses are
9 delaying the traffic route. There have been several
10 traffic collisions due to the slow-moving vehicles on the
11 streets which continue to delay the busses from arriving
12 to their destination in a timely manner. It would
13 benefit everyone if the buses moving on Magnolia
14 Boulevard rerouted to the Orange Line terminal via
15 Vineland and Chandler erasing Magnolia Boulevard between
16 Lankershim and Vineland as any part of the route.

17 If this is not the plan, please take a more
18 careful look at your new changes. If these are the
19 changes that I think I see, somebody needs a promotion
20 because they know what we need in that area. Most
21 importantly, I thank you all for being here today.

22 COUNCIL CHAIR CANO: Thank you, very much. Next
23 speaker is Mr. Timberlake followed by Nate Zablen.

24 B. TIMBERLAKE: Thank you, Mr. Chair and
25 Council. I'll confine my comments tonight to the
26 Sepulveda Pass.

27 We hear constantly from staff that we need to
28 not increase regular service hours because of forthcoming

1 financial projected financial problems, but all I see is
2 big extensions in revenue service hours including some
3 duplication. For example, through Sepulveda Pass the
4 234, 734 essentially leaves and arrives from the same
5 places as the 788. And the last I heard, the 788 is one
6 of our lowest performing lines. So I don't understand
7 the reason for extending both the 234/734 from those
8 Wilshire exits all the way down to the new Expo Line and
9 doing the same thing on the same street, Sepulveda, for
10 the 788. I would suggest that rather than extend the 788
11 at this time, because it's not doing that well according
12 to what I heard from Metro staff, that instead the
13 extension be confined to the 234, 734 and that the 788 be
14 considered for extension only after it really becomes
15 full. Thank you, very much.

16 COUNCIL CHAIR CANO: Thank you. Mr. Zablen
17 followed by Michelle Klein-Haas.

18 NATE ZABLEN: Good evening Council members. I'm
19 Nate Zablen representing Southern California Transit
20 Advocates. Our group does support the extension of the
21 788 through the Exposition line. I think it will really
22 help the transit in Southern California essentially
23 connecting to a line which reaches Santa Monica and also
24 connecting to other points downtown to Lincoln Park. We
25 also support the extension of the 734 to Exposition line.
26 It could also give us a lot of options other than the San
27 Diego Freeway. The only thing is by extending those
28 lines, the trips will be a lot longer so I hope they will

1 add more buses because we want to maintain service. I
2 believe they're 20 minutes and in some cases in the 788
3 during peak hour, it's a little less. So because a trip
4 may take another half hour or so it's very important to
5 have more buses available so that the headway will not
6 extend over 20 minutes. So that's the important thing to
7 maintain or improve the headways.

8 And the other thing, as far as the 501, I'm very
9 enthusiastic that we finally have a connection to
10 Pasadena. It makes it easy for people in the Valley and
11 for people in Pasadena. It's an option to avoid the
12 freeway, the tremendous traffic on that freeway; it's
13 long overdue. And I think it will be a success. It just
14 has to be promoted, and that's the important thing, and
15 get the word out, and I think the ridership will
16 increase. Thank you, so much.

17 COUNCIL CHAIR CANO: Following Ms. Klein-Haas
18 will be Shelly Brown.

19 MICHELLE KLEIN-HAAS: Yes. Hello. Michelle
20 Klein-Haas. I am on the Panorama City Neighborhood
21 Council. I'm the Mobility Community Chairman, however,
22 I'm speaking for myself right now. I have to put that
23 disclaimer in.

24 Regarding the 788 and also other services on Van
25 Nuys Boulevard, I just want to pipe up and say that we
26 need more of it, not less. I think it's great that the
27 788 is being extended all the way to the Expo Line;
28 that's going to make things a lot easier for us too in my

1 neighborhood to deal with the Westside. However, the 788
2 only runs on rush hours, you know, in the morning and in
3 the evening and on weekdays. This does not help people
4 who want to come out to the Westside on the weekends.
5 This does not help. You know, it also terminates fairly
6 early; it does not help people who have to go out to that
7 part of the city, you know, late at night. There is no
8 24-hour service over the Sepulveda Pass. There's no
9 24-hour service from the Valley to Westwood. And I've
10 been marooned in Westwood waiting for the first bus out;
11 on one occasion it was not an enjoyable experience. We
12 need more, not less service, on the Van Nuys corridor.
13 Please study it and help us.

14 COUNCIL CHAIR CANO: Thank you, very much.
15 After Shelly Brown we're going to have Maria Beltran.

16 SHELLY BROWN: My name is Shelly Brown. I've
17 been a bus rider for about 40 years. I've seen a lot of
18 changes, I've seen a lot of improvements and I've seen a
19 lot of disasters. Currently the 734, 234 line is a good
20 idea in theory, but if there's a way to get it running
21 like its predecessor, the 761, where we have a Rapid
22 running seven days a week, therefore, weaving the 234 in
23 service on the Valley floor, I think it would be more
24 beneficial. There have been several times where it's
25 taken me 2 and 1/2 hours just to get from Universal City
26 to Van Nuys on the weekend to get home; that's
27 unacceptable. And it's really not necessary considering
28 that the 761 ran the same route to Westwood using a route

1 and having the 233 as a backup. What can be done to get
2 that done on Sepulveda? Thank you.

3 COUNCIL CHAIR CANO: Thank you, very much. Next
4 card is Maria Beltran followed by Debdas Sinha.

5 Is it Maria or Martha?

6 MARTHA BELTRAM: Martha. Good evening. My name
7 is Martha and I just want to say thank you because I have
8 been taking the bus for seven, eight years and I see
9 good, nice drivers. And also what I want to say thank
10 you. Good night.

11 DEBDAS SINHA: Good evening, everybody. I'm
12 Debdas Sinha. I'm from Van Nuys. I came here a few
13 years back and I found that this was near my home on 734.
14 Thanks a lot to Metro for finally stopping in the house.
15 Thanks, once again, for enduring 788. We run only from
16 Woodman to Los Angeles. But I have to go from Hollywood
17 Hospital to San Fernando Valley is the most important for
18 me. If you can take the bus up to San Fernando.
19 Moreover, to bring a connection to stop on the Rapid and
20 regular buses in many places on Van Nuys in different
21 ones causing --

22 In L.A. sometimes we miss the bus and we are
23 waiting for 734, but 233 came here and didn't stop.
24 Sometimes wait for 233 but 740 and didn't stop. So if
25 bus -- it's very nice to -- very nice for us. Also, the
26 quest for the 788 and the weekend or so because sometimes
27 we go to the hospital. And, moreover, full for the
28 hospital. We need more with buses. Only one bus goes

1 there at 2:24, but sometimes it was 45 minutes, 35
2 minutes, one hour, and is not available for the patients.
3 What I say is at least 10 to 15 minutes on the bus.

4 Thank you, very much. Bye-bye.

5 COUNCIL CHAIR CANO: Thank you, very much.

6 The next speaker is Jason Ackerman followed by
7 Pat O'Connor.

8 JASON ACKERMAN: Good evening. Jason Ackerman,
9 member of the Encino Neighborhood Council and Van Nuys
10 Neighborhood Council.

11 First off, I want to talk about, and I haven't
12 heard it spoken about, is the 236. Now I understand
13 we'll be separating that from the 237, but currently the
14 237 has the current alignment which serves in
15 alleviating the issues with the frequency of services of
16 236 on Balboa as well. So we're going to cut service on
17 Balboa from once every hour effectively to once every
18 half hour. And that's currently the frequency of service
19 with the 236, and the alignment is not changing at all.
20 But I would really like to see an increase in service on
21 the 236 if you're going to take the 237 away from us
22 because it does go to the Orange Line. It does go to the
23 Sylmar Metro station, and I think that's very important
24 to get to the Valley. In like low traffic that bus flies
25 through the Valley down Balboa Boulevard. I can get to
26 Northridge in 20 minutes from Ventura Boulevard on the
27 236. And that's something you can't really do on the
28 744.

1 So please consider extending that service. Like
2 I said, I'm really excited about the 734 and 788
3 connecting to Expo. Well done. But marketing team on
4 the 501, you're missing the obvious: San Fernando to San
5 Gabriel is a Valley thing, the two Valleys; put that in
6 your marketing campaign; a catch there, I think.

7 Also about the 501, I want to know how it's
8 going to be competitive or what effect it's going to have
9 on the Commuter Express on 549. Is it going to be
10 cheaper? Because that's a pretty extensive route to
11 take. So some things to keep in mind, but thank you.

12 COUNCIL CHAIR CANO: Thank you, very much. The
13 next speaker is Pat O'Connor followed by Bart Reed.

14 PAT O'CONNOR: Pat O'Connor far northeast San
15 Fernando Valley. I'll wait to you gentlemen are through,
16 then I'll continue.

17 COUNCIL CHAIR CANO: Okay. Your time is going.

18 PAT O'CONNOR: Okay. I want to know about the
19 234/734 going from Sylmar Station to Sepulveda Boulevard.
20 Does that mean that the number 234 will be a one-bus trip
21 all the way to Westwood to the UCLA college?

22 TRANSPORTATION PLANNER: Yes.

23 PAT O'CONNOR: At what point will the header
24 change from 234 to 734?

25 TRANSPORTATION PLANNER: Okay. So the 234 and
26 the 734 are actually two different routes. When 234
27 meets to Westwood, the number doesn't change; it operates
28 early mornings, late nights and weekends.

1 PAT O'CONNOR: So it doesn't operate in the
2 afternoon? So there's a restriction then on the ability
3 of the passenger to get to UCLA at any time of the day?
4 At two o'clock?

5 TRANSPORTATION PLANNER: No. 234 only operates
6 when the 734 is not in service. And the route to
7 Westwood south of Ventura is exactly the same as 734.

8 PAT O'CONNOR: Okay. Now I was concerned with
9 this other speaker that says that the 788 has restricted
10 hours during rush hours only. I was very surprised to
11 hear that. So if the 788 is going to be restricted just
12 rush hour Monday through Friday because I was thinking
13 this was going to be something that people want to get to
14 Westwood at 10:00 in the morning, 2:00 in the afternoon,
15 11:00 in the afternoon, 3:00. So I need to know where
16 the restrictions are.

17 TRANSPORTATION PLANNER: Sure. The proposals on
18 the 788 is to extend the service to the Sepulveda Expo
19 station. The frequency, span of service, dates of
20 operation, all of that, there's a change on that.
21 It's --

22 PAT O'CONNOR: What is the Sylmar Expo station?
23 I'm not aware of that.

24 COUNCIL CHAIR CANO: Sepulveda/Expo station.

25 PAT O'CONNOR: Where is that?

26 COUNCIL CHAIR CANO: It's about a mile south of
27 Wilshire.

28 PAT O'CONNOR: So it's in Westwood.

1 COUNCIL CHAIR CANO: Yes.

2 PAT O'CONNOR: So what is connecting the 788
3 here in the northwest Valley or the San Fernando Valley?

4 COUNCIL CHAIR CANO: Currently, we terminate
5 where the circle fills really so where my laser is
6 pointing, that's Wilshire and Westwood.

7 PAT O'CONNOR: No. I'm talking about when you
8 catch it in the northeast here in the San Fernando
9 Valley, where does it start?

10 COUNCIL CHAIR CANO: The 788 starts in Arleta.

11 PAT O'CONNOR: Arleta and what?

12 TRANSPORTATION PLANNER: And Van Nuys. Sorry
13 about that. So the northern terminal for 788 is in
14 Arleta at Woodman and Van Nuys. Line 234 originates at
15 Mission College. Line 734 originates at Sylmar Station.

16 PAT O'CONNOR: So, in other words, the 788 will
17 not get anybody back to the northeast end of the San
18 Fernando Valley because they're going to have to get off
19 at Van Nuys Boulevard and Arleta. So there's no benefit
20 for the northeast residents.

21 TRANSPORTATION PLANNER: The route north of
22 Westwood is going to remain the same as it is today,
23 untouched, which is until we have the Woodman and Van
24 Nuys.

25 PAT O'CONNOR: Yes. As I said, there's nothing
26 for the north residents.

27 COUNCIL CHAIR CANO: Thank you for your
28 comments.

1 PAT O'CONNOR: I just have one question. I'm
2 looking at this picture that looks like the Union
3 Station. Does that mean that you're going to build two
4 tracks in front of Union Station?

5 COUNCIL CHAIR CANO: I'm sure that's not
6 designed for that, but it's a symbol of the fact that we
7 are going to have those kinds of tracks at Union Station.

8 PAT O'CONNOR: So you're saying there will not
9 be two new tracks right in front of the Union Station.

10 COUNCIL CHAIR CANO: No. I don't believe that
11 we're going to rip it up.

12 PAT O'CONNOR: That's what the picture shows.

13 COUNCIL CHAIR CANO: Well, it's an artist
14 depiction. Thank you for your time.

15 I think it is worth merit creating some type of
16 a clarifying map for these different routes if there's
17 going to be different times that I can see, being
18 complete. It sounds like there's different times,
19 service hours and all of that being clarified; something
20 that makes sense.

21 Okay. Next comment will be from Mr. Bart Reed,
22 followed by Robert Van Peer.

23 BART REED: Hello. Bart Reed, Executive
24 Director of the Transit Coalition. I'll deal with each
25 one of these lines in good time here. The 156/237 combo
26 is a good idea, but some of the issues are not part of
27 the public hearing was a 50-percent service cut on Balboa
28 Boulevard. The service runs every 30 minutes, it's full

1 of school children and it's got a good robust ridership
2 and can't even service. It needs to be part of the
3 public hearing of the other public hearing.

4 We also like the concept that there should be an
5 increase in the service span on Woodley Avenue to at
6 least to include Saturday service because then it gives
7 direct service to the Fly-Away bus and it's not doing
8 this by having no service Saturday and Sunday.

9 The 234/734 extension, we're okay with it. It
10 does what it needs to do; it's got a good span of service
11 and it's robust. We are concerned with the 501; there's
12 a problem there. It's a contractor line which means it
13 doesn't cost that much money to operate. But initially
14 when somebody looks and finds a brand new bus route, one
15 of the things they look at is what is the span of
16 service. If I go to Pasadena for dinner, I don't want to
17 have to leave dinner at 8:30 if I'm at a restaurant. I
18 want to leave at 10:30 or whatever and so I need a bus
19 that actually works to get me back from Pasadena back to
20 the Valley. The span of service which actually mimics
21 and matches the Gold Line and the Red Line and the Orange
22 Line because that's what it's intended to do to bridge
23 the gaps. And that is the fatal flaw of this thing, not
24 having the correct span of service to match the bridge in
25 the gap.

26 And the final thing is the 788. You can extend
27 and find the revenue service hours or the length to
28 extend south to the Expo Line, but we are concerned that

1 people in the West L.A. area actually want to get to jobs
2 on Ventura Boulevard jobs and the Valley without having
3 multiple transfers and they want to get to Pacoima and
4 Arleta. And when the service was established, they took
5 two miles of service away from Pacoima and Arleta and
6 they took a couple of miles of service away from Ventura
7 Boulevard south of Oxnard Street. And that's my comments
8 and thank you.

9 COUNCIL CHAIR CANO: All right. Very cool. Mr.
10 Van Peer?

11 TRANSPORTATION PLANNER: Mr. Chair, if I may
12 clarify?

13 COUNCIL CHAIR CANO: Please.

14 TRANSPORTATION PLANNER: Microphone is not
15 working.

16 COUNCIL CHAIR CANO: Give me 15 seconds to
17 clarify something and we'll be right back.

18 TRANSPORTATION PLANNER: I just want to clarify.
19 I know I touched on it briefly, but the service on Balboa
20 Boulevard, the span of service dates of operation and
21 frequency and everything, was similar to how it is right
22 now.

23 COUNCIL CHAIR CANO: And the span of service on
24 the 501 is within those referenced?

25 TRANSPORTATION PLANNER: Yes. The span of
26 service of 501 is approximately 5:00 a.m. to 9:00 p.m. on
27 weekdays and 6:00 a.m. to 9:00 p.m. on weekends.

28 COUNCIL CHAIR CANO: And we will consider the

1 potential to expand when we do a final edition discussion
2 report.

3 TRANSPORTATION PLANNER: Yes.

4 COUNCIL CHAIR CANO: Mr. Robert Van Peer.

5 ROBERT VAN PEER: Okay. No. 1, I'm grateful
6 that you're going to set up this line because I think
7 it's long overdue. I used to go from Chatsworth to
8 Glendale, but the problem is it's because there wasn't a
9 connector there, I had to go first via Wilshire Boulevard
10 in order to get there which wasn't very pleasant. By the
11 way, I hope this new line connects with the 201 in
12 Glendale because that's about the only way to get you to
13 Glendale where I go to church on Saturday.

14 The only point I want to make is regarding the
15 788 and the 734 going down to the Expo Line, frankly I
16 think having both of these busses going to the same place
17 duplicates the service a bit much. I go regularly to the
18 V.A. Hospital at Westwood which means I'm about a half a
19 mile away from where they stop right now. The fact that
20 they're both there generally tends to mean that the
21 ridership at least from the starting point is diminished
22 for both lines, although they do pick up both lines but
23 they pick up a lot of passengers in Westwood. So the
24 lines are good. What I propose to do is leave the --
25 since the 734 is the Sepulveda bus, having it go to the
26 Sepulveda Expo station is a good idea. And the 234 going
27 down there, it is really not a good idea because let's
28 not forget that the code six also goes down that stretch

1 of Sepulveda as well, and it's a bit more frequent than
2 the other two buses.

3 My proposal would be to instead of having the
4 788 going into the Veteran's Administration, I would
5 reroute the southern end of it to -- I would reroute the
6 Southern end of it to Century City so that you have two
7 different locations to go to. So if somebody wants to go
8 to the Expo Line, they could go to the 734, and if they
9 want to go to Century City, they can go to the 788. I
10 think that would improve the 788 in the ridership line.

11 COUNCIL CHAIR CANO: Next up is Karen Davis.
12 And that's the last card I have here unless we have one
13 card that doesn't seem to be responded. Maria Beltran.

14 SERVICE COUNCILS ANALYST RAMOS: Maria.

15 COUNCIL CHAIR CANO: No. Martha.

16 KAREN DAVIS: Good evening, Ladies and
17 Gentlemen. I've been riding buses in Los Angeles since
18 1971. I will tell you right now, other than taking the
19 Red Line when I go to theater in Hollywood or downtown, I
20 can't take transit in the city anymore. Transit used to
21 be 20 minutes, maybe 30 minutes in the north Valley.
22 You're doing all of these lines, you're doing 501. 501
23 is a great deal. You're stopping it at nine o'clock at
24 night. If I go to the Pasadena Playhouse, I am done at
25 10:30? How do I get back to the Red Line? It doesn't
26 work. So when you think about this, think about the
27 people who are taking your buses. In 1971 there were
28 more horses than cars in Chatsworth. It's not that way

1 anymore. So remember the rest of us when you do these
2 lines. Thank you.

3 SERVICE COUNCILS ANALYST RAMOS: The card is for
4 Martha Beltran. And I'll ask her to come up with the
5 translator.

6 COUNCIL CHAIR CANO: We'll give her four
7 minutes for translation.

8 (Tony Fuentes, Spanish Interpreter, is
9 translating for Ms. Beltran.)

10 MARTHA BELTRAN: Good evening. I am
11 representing the parents and families. The students use
12 the 237 and they take them supposedly all the way to the
13 Orange Line. Many of these students go near Magnolia
14 Boulevard and we also use it to Sherman Oaks. The other
15 lines look like they're going to be okay, but there is
16 just one problem. Always on 234 there is a lot of
17 traffic from Magnolia to Ventura. It's almost an hour.
18 The rest is okay. Thank you.

19 COUNCIL MEMBER HIDALGO: Can I ask a question?
20 I just want to clarify where she gets on for the ride on
21 Magnolia Boulevard and Sherman Oaks.

22 MARTHA BELTRAN: On Woodley. And sometimes
23 people come from farther away. Sometimes I use it and
24 many co-workers also.

25 ERNESTO HIDALGO: I'm going to ask this in
26 Spanish if I may right now.

27 COUNCIL CHAIR CANO: Clarifying where the
28 students get on the stop.

1 ERNESTO HIDALGO: I didn't get where they
2 embarked on the line. So they said they begin as far
3 north as Nordhoff.

4 COUNCIL CHAIR CANO: That's our last card for
5 this item here. This concludes our public comment
6 portion of this public hearing.

7 And at this time I'd like our Council members if
8 they wish to make any closing comments. I'll start with
9 Vice Chair.

10 VICE CHAIR WEISSMAN: I just want to thank the
11 members of the Council who spoke this evening. I thought
12 that the comments were insightful and well-thought
13 through. And I do appreciate it because especially
14 because of the number we had speaking within the time
15 limits, it's appreciated that everybody had the same
16 opportunity to speak tonight. Thank you.

17 COUNCIL CHAIR CANO: Mr. Talamantes.

18 COUNCIL MEMBER TALAMANTES: Thank you, Mr.
19 Chair. I'd also like to thank everybody for coming out
20 tonight and sharing actually your experiences.
21 Obviously, several of the speakers have been bus riders
22 for many, many years. One of the young ladies mentioned
23 she's been taking the bus since 1971, so just a couple of
24 years. So there's a lot of experience there and I'm sure
25 you've all seen many changes, like it was mentioned
26 earlier, some to the betterment of the service and some
27 not so good. But you just have to keep in mind that
28 staff is trying to do the best with what they have got.

1 But are you trying input to all of us as Council members?
2 Staff is listening to this. Staff is taking down the
3 notes. So just put with your input; it's just going to
4 make it better. It's not perfect, but it's going to make
5 it a better system moving forward for new generations.
6 Thank you.

7 Mr. Chair?

8 COUNCIL CHAIR CANO: Mr. Khorsand.

9 COUNCIL MEMBER KHORSAND: Thank you.

10 COUNCIL CHAIR CANO: Mr. Lopez?

11 ANTONIO LOPEZ: Thank you, Chair. There are
12 various similar concerns I have here like 501, I
13 understand the need to have the extension of time, but I
14 think there needs to be the patience as well because it's
15 a brand new line. And I think it's a trial for now, so
16 as soon as there is established ridership, at that point
17 is the opportunity to increase the times. And thank you,
18 again, for coming out and speaking.

19 COUNCIL CHAIR CANO: Mr. Hidalgo.

20 ERNESTO HIDALGO: Just thank you for coming.

21 COUNCIL CHAIR CANO: Ms. Lopez-Ledesma.

22 COUNCIL MEMBER LOPEZ-LEDESMA: The same; just
23 thank you for all coming out. It's really important for
24 you all to be here and give us all your feedback. We're
25 all trying to work to make this a better service for
26 everyone and to make sure that the Metro staff works with
27 us to make these things happen. Yes. Thank you.

28 COUNCIL CHAIR CANO: I'm very appreciative of

1 the members of the public for coming here, and I do
2 recognize the fact that there are people who have
3 comments that we need to hear that unfortunately weren't
4 able to make it tonight. If you do have friends or
5 family that have comments to improve our system or these
6 lines in general, there's other ways to make comments
7 through the e-mail and our voicemail as well. And we
8 used to have a text. I'm not sure if we have a text.

9 COUNCIL VICE CHAIR WEISSMAN: We can mail, fax,
10 e-mail.

11 COUNCIL CHAIR CANO: 2016.

12 SERVICE COUNCILS ANALYST RAMOS: E-mail fax.

13 COUNCIL CHAIR CANO: I encourage it. If there
14 are other comments, please forward them along or have
15 that person send them to us. We take all the comments
16 seriously; not just the ones I made here, but also the
17 ones I made by fax and other means. I do want to thank
18 the members of the Council for coming here and just this
19 participating in the hearing and also bringing your
20 unique, perfect input in the local jurisdictions. And I
21 also share the concerns of the 501. And also know that
22 we have an opportunity to make the trial the test period
23 and improve it and make it even better and make it
24 permanent. So that will be the feedback I give as well
25 on that. And you have a lot of support already so
26 hopefully this catches on and will be part of our
27 connection to the Valleys, and we can even rebrand the
28 name. So thank you, everyone. The time period to turn

1 all your comments in is midnight, Saturday, February
2 13th. And with that this public hearing is adjourned.

3 And we were going to start up the --

4 SERVICE COUNCILS ANALYST RAMOS: Can we take a
5 few moments so that the court reporter can shake out her
6 wrists?

7 COUNCIL CHAIR CANO: I think a three-minute
8 break is fine.

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10 (Recess taken.)

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2 COUNCIL VICE CHAIR WEISSMAN: We are going to
3 start the regularly scheduled council meeting. And we'll
4 start with the Pledge of Allegiance.

5 * * * * *

6 (The meeting began with Council members,
7 officers and the public reciting the Pledge of
8 Allegiance.)

9 * * * * *

10 CHAIR CANO: We don't need to do a roll call, do
11 we?

12 SERVICE COUNCILS ANALYST RAMOS: No.

13 COUNCIL CHAIR CANO: The first item is the
14 minutes of January 6, 2016. I'll ask the council members
15 if they have any edits, additions or amendments of any
16 issues they see; if not then I would bring a motion to
17 accept them.

18 Mr. Weissman, any objections?

19 COUNCIL VICE CHAIR WEISSMAN: No.

20 COUNCIL CHAIR CANO: Mr. Lopez, any objections?

21 COUNCIL MEMBER LOPEZ: No.

22 CHAIR CANO: That will be the order.

23 Item 3 is the Chair's remarks, and we're going
24 to have a meeting tomorrow right before we open up a
25 couple of amazing things. But I do want to make sure
26 that everyone is able to participate at the opening of
27 the 501. We're going to have a press conference on
28 February 29th, and in the next day, I believe. And so

1 I'm really hoping that all of us can reach out to our
2 communities or state holders and tout this new service
3 that pretty much everyone says that we need to have. But
4 we need people to be riding it and we need to show the
5 connections, the Glendale connections are currently
6 expected to raise, the Burbank connections are expected
7 to raise, but also the Bob Hope Airport. And that's
8 something we're very proud to work with the City of
9 Burbank and Glendale/Pasadena and the authority through
10 Metro, the Bob Hope Airport to North Hollywood station.
11 The bus will be pretty much located right next to the
12 501. So this is our opportunity, and I would like to
13 make sure we do everything we can to impress upon the
14 board of directors of Metro that this is a service that
15 should last for a while and be a precursor perhaps to a
16 fixed trial or a permanent type of service in the future.

17 I did also want to point out that the Gold Line
18 will be opening March 5th. I think we all know that. So
19 I encourage you to take the line as well and go and take
20 the 501 to the Gold Line. You can get onto the Gold Line
21 in Del Mar and take the Gold Line and those details will
22 come out when Metro is ready with how the day will go.
23 So I encourage you to also do that.

24 I don't have many more remarks. I'll conclude
25 the Chair's remarks and we'll take up Item No. 4, the
26 public comments for the items on the agenda. And I do
27 have some cards available for that item. And the first
28 speaker I will call is Ken Norris.

1 SERVICE COUNCILS ANALYST RAMOS: No. He left.
2 COUNCIL CHAIR CANO: He left?
3 SERVICE COUNCILS ANALYST RAMOS: No, he left.
4 COUNCIL CHAIR CANO: All right. Nate Zablen.
5 NATE ZABLEN: Good afternoon, Council members.
6 I'm Nate Zablen. I had an incident that happened on
7 Ventura Boulevard. I was waiting for a bus at one of the
8 bus stops. I also noticed another lady also waiting for
9 public transportation, but she wasn't waiting for a bus,
10 she was waiting for an Uber driver. So here she was, the
11 bus was behind us coming to this stop and the Uber driver
12 pulled up first and took the passenger and the bus driver
13 was wondering what was happening. And I was explaining,
14 well, that was an Uber car picking up a patron. And I
15 think probably we're going to see that a lot more often
16 as Uber expands; it seems it's convenient for the Uber
17 drivers to stoop at bus stops because there may be people
18 that are anxious, restless, a little worried and they're
19 willing to use their smart phone to connect with an Uber
20 driver.

21 So I think Metro has to be aware that their
22 service is being challenged by this Uber company which
23 does offer pretty good service at a rapid pace. In other
24 words, unfortunately in the Valley a lot of the bus lines
25 run once an hour, so people who want to connect, lets
26 say, to the Orange Line or to the Red Line station or
27 even to Griffith Park, you can see that there is an
28 option there that does provide good quality service. And

1 if they go with a couple of people the price won't be
2 that bad. And I think that might be one of the reasons
3 that Metro ridership has declined a little bit over the
4 last few years with the competition. So what Metro has
5 to do is maybe kind of improve the quality of its service
6 maybe with the contractors and crew and areas where
7 people wait for the bus. Improved service, more frequent
8 service to Orange Line stations includes better service
9 to the park which is nonexistent. And then maybe they
10 offer an option to the Uber drivers, so that's something
11 that's a challenge to Metro. It's a challenge to all of
12 us really. There has to be new thoughts about Metro,
13 about service, about these long slow local lines in the
14 Valley. And I think that is the key to success for Metro
15 is improving the quality of service. Thank you so much.

16 COUNCIL CHAIR CANO: I appreciate your comments.
17 Thank you.

18 Mr. Debdas Sinha? Is he still here? Did he
19 take off?

20 COUNCIL VICE CHAIR WEISSMAN: He took off.

21 COUNCIL CHAIR CANO: Next. Next up will be
22 Jason Ackerman. I know Jason is here. And the next
23 person after that will be Pat O'Connor.

24 JASON ACKERMAN: Hello. Jason Ackerman. So
25 over the winter break I was fortunate enough to go to
26 China, and one of the cities I visited was Shanghai. And
27 I got to see how their transit system is because I
28 decided to get everywhere by subway if possible. And

1 they have some really interesting practices that we might
2 want to look at, mainly that if you go to Shanghai and go
3 to the station depending on which direction you're
4 traveling, the next station is in the color of the route
5 in one dot; the station you're at is in the middle and
6 then another dot, and the station just previous to where
7 the train was is another dot, and it's grayed out. And
8 every section of the train up to where you are on that
9 map is graded out depending on which side of the traffic
10 you're in. And I think that's -- that but some of -- the
11 maps could be mistaken. But I think that would really
12 help with the Orange Line and the Red Line and on
13 tourist-heavy stops, particularly Hollywood and Highland,
14 Hollywood and Vine; places where people who don't
15 normally take the train get on and off to try and take
16 it. But in general, very low cost thing we could do to
17 make understanding how to get around on the train a lot
18 easier. Also, I was able to --

19 There's some serious competition here. Like the
20 154 on Burbank Boulevard and Oxnard is a great bus and it
21 gets me to work in 10 minutes. The problem is that it
22 only runs once an hour. And if, you know, it takes me a
23 little longer to cook my breakfast than I intended, I
24 can't take that bus; I have to take the 744 which takes
25 40 minutes to get to the same place. And if the 154 just
26 ran once every half hour, I could take that and I
27 wouldn't have to Uber it to work because I would have it
28 every half an hour instead of every hour. So it might be

1 more convenient and might even get some more ridership
2 out of it. I know we talked about it before, but it
3 really deserves more service. Thank you.

4 COUNCIL VICE CHAIR WEISSMAN: Thank you.

5 COUNCIL CHAIR CANO: Pat O'Connor followed by
6 Ralf Quint.

7 PAT O'CONNOR: On the issue of the claimed
8 revenue at the fare box, there are three reasons why.
9 One of them, and I wasn't going to ask you, are people in
10 wheelchairs allowed to board free? They don't have to
11 pay or have a handicap or bus pass card or anything? So
12 they are allowed to ride free? Because senior citizens
13 don't. What does the shaking of your head mean? I would
14 appreciate the use of words.

15 COUNCIL CHAIR CANO: Excuse me, Ms. O'Connor.
16 That's uncalled for.

17 PAT O'CONNOR: Pardon me?

18 COUNCIL CHAIR CANO: That's uncalled for.

19 PAT O'CONNOR: I'm asking for an answer.

20 COUNCIL CHAIR CANO: You're being rude to my
21 staff here. You can address me and I'll answer the
22 question.

23 PAT O'CONNOR: Are handicapped people in
24 wheelchairs and walkers allowed to ride free?

25 COUNCIL CHAIR CANO: Okay. We'll get the
26 answer.

27 PAT O'CONNOR: What's the answer?

28 DEO SPIVACK: The answer is, no, they have a

1 handicap pass.

2 PAT O'CONNOR: Okay. I see 90 percent of those
3 boardings because I'm on the bus more than all of you put
4 together, getting on and not showing a handicap card,
5 putting in any fare in the box. They come out on these
6 walkers; they're able-bodied but because they have a
7 walker they think that entitles them not to pay.

8 So you guys are not clamping down and making
9 sure that handicaps have a disabled TAP card; that's the
10 first reason. The second reason is a lot of people get
11 on and just say, I don't have the fare when they're
12 able-bodied young or hope it doesn't matter or homeless
13 looking and all sorts of people. And the bus drivers let
14 them on and endorse or don't encourage payment.

15 So the third reason -- and if you think I was
16 rude you are going to hate this answer, Mr. Cano -- is I
17 see people and bus drivers of a certain race who let
18 their people on of a certain race and, in fact,
19 discourage them even from putting in cash in the fare box
20 by saying, "For you, it's free today." I have seen that
21 on more than one occasion. So there's open racism on
22 your bus lines and favoritism of certain colors of bus
23 drivers and certain colors of their own race. And that's
24 why you're losing revenue.

25 COUNCIL CHAIR CANO: Thank you for the
26 insightful comments. I do want to clarify that if you
27 have an Access Services card, you do ride for free on the
28 system and obviously there are certain requirements to be

1 able to get that card. So thank you for your comments,
2 Ms. O'Connor. Ralf Quint.

3 RALF QUINT: Good evening. My main concern is
4 basically what was the first point of the lady was. I've
5 seen recently a lot of what I would call abuse of
6 supposedly disabled privileges, but people do not have a
7 TAP card or access card, and getting on the bus. And
8 worst case is like last week was four days in a row where
9 a homeless couple was going down the 734 mid day to
10 Westwood at night back into the Valley. They were
11 supposedly claiming to be disabled having all of her
12 stuff to the shopping cart and on the dolly was a cat in
13 there and also a German Shepherd dog. And they were
14 basically holding up the front seats where it was two
15 people sitting in line taking away nine sets and riding
16 in style over the hill back and forth on really crowded
17 buses. And people had to stand in busses and could not
18 sit just because people think they were disabled. And
19 because they did not have any disabled card, which I
20 think was green, and he did not provide that, and when
21 they complained about it and on the bus. And I've seen
22 people presenting that on the card to be able to park in
23 the disabled parking that they use that as proof that
24 they are disabled and have preferred seating in the bus.
25 So if they have something with the bus driver they should
26 pay more attention. Thank You

27 COUNCIL CHAIR CANO: Could you come back next
28 month with a little review and see if you can verify it

1 and see if there's anything that needs to be refreshed
2 with the operators?

3 DEO SPIVACK: Actually, what Mr. Quint is
4 talking about sounds very familiar as an individual.
5 He's actually barred from riding the bus system because
6 she was doing that exact act of basically bringing this
7 large dolly of her belongings into the bus and getting
8 into arguments with passengers. And I'll have to refer
9 that to L.A.P.D., and if she's back on the bus and doing
10 the same thing, I'll have to see about removing her.

11 COUNCIL CHAIR CANO: I know there's comments of
12 the audience, but if you can fill out a card and then
13 come up.

14 MARIA REYNOLDS: Can I make a comment? I know
15 what the gentleman is talking about.

16 DEO SPIVACK: Okay. This is Maria Reynolds.
17 She is the district manager of Division 15.

18 MARIA REYNOLDS: In fact, I made a call to the
19 complaints manager this afternoon. I had an operator
20 report that to me that there's a couple and they claim
21 that the cat and the German Shepherd are service animals.
22 So what I'm trying to determine is I'm probably going to
23 have the ADA meet me at the location and we're going to
24 try to resolve it that way. So we're investigating it
25 right now and taking the matter into our own hands.

26 COUNCIL CHAIR CANO: I appreciate that.
27 Couldn't see you. I'm sorry.

28 MARIA REYNOLDS: Thank you. That's okay.

1 COUNCIL CHAIR CANO: I appreciate that. And if
2 you could come back next month with a just a little
3 verbal update on that, if you find anything else on that
4 as well, it could be an anecdotal issue. We want to make
5 sure it's not widespread. We've had issues on Metro
6 Link, for example, where the assistant to the person with
7 the access services card, the personal assistant as they
8 call it, sometimes it becomes a transaction as opposed to
9 an actual assistant that gets on the train at the cheaper
10 rate than they would have paid. So let's just make sure
11 there are no entrepreneurs on the system that are
12 figuring out some weaknesses.

13 Robert Van Peer?

14 ROBERT VAN PEER: Actually, I don't have
15 anything further to say. But I do find these things kind
16 of interesting so to see what is going on here. I guess
17 I've had some time when I've had an argument with someone
18 who came in with a lot of stuff.

19 COUNCIL CHAIR CANO: Well, if you do have
20 something else at a later date, please come to a future
21 meeting. Thank you.

22 ROBERT VAN PEER: I'll see what I can do.

23 COUNCIL CHAIR CANO: Karen Davis.

24 The last speaker will be Mr. Timberlake.

25 B. TIMBERLAKE: Thank you, Mr. Chair. Does
26 anyone remember when the 788 began services? Was that
27 last summer? I have a schedule that says June 2013.

28 TRANSPORTATION PLANNER: January 2015.

1 B. TIMBERLAKE: January 2015. Okay. Well,
2 never mind. The issues --

3 The reason I raised this issue is I think it's
4 been closing on a year anyway that we've been running
5 this 788, and I think it would be time and appropriate to
6 get a report onto the Council and to interested citizens
7 on what the -- how its capacity utilization compares with
8 the 734 which runs essentially from the same place to the
9 same place in both directions, except it takes Sepulveda
10 instead of the freeway. And it's my belief that there's
11 not that much time saving on the 788 vis-a-vis the 734
12 from the same place to the same place. So I think it
13 would be appropriate, you know, to see exactly whether
14 it's, you know, paying off when it's being used because I
15 did see that the staff indicated that the 788 was one of
16 those lower performing bus routes. Yes, it's
17 understandable, but it would be not as good as something
18 that had been around for a long time. But if it serves a
19 major purpose and a major need, you would think it would
20 be filling out. Now if that's changed, I'd like to know.

21 Secondly, I think it would be useful to have
22 that same kind of information on the 744, the Valley U,
23 because as I've said before, the Valley, the 744 is
24 cannibalizing the use of the 152, 240 local and the 750.
25 Thank you.

26 COUNCIL MEMBER CANO: Thank you for your
27 comments. I appreciate that. That concludes the public
28 comment.

1 Item No. 4. We'll move on to Item 5 which is
2 the receipt report on Line 161 service issue. And I'll
3 preface this by saying that I believe this was in the
4 paper and it is in our service area, and I want to give
5 our staff an opportunity to --

6 DEO SPIVACK: Okay. You want to come up?

7 STEVE RANK: Sure. May we come up?

8 DEO SPIVACK: Yes.

9 STEVE RANK: I guess I'm here -- I was asked to
10 come by Gary to speak about an incident involving the 161
11 line where there was a pretty serious failure of Metro to
12 respond to a hole in service. And I'm a guy who works in
13 operations. I started out as a bus operator 33 years
14 ago. I've had just about every job in operations. I've
15 been a road supervisor, I've worked in the bus control
16 center. I'm currently service operations superintendent.
17 So I didn't come here to spin what happened. I'm not
18 here to tap dance or make excuses for Metro which is
19 pretty much an event where there were failures at every
20 step along the way, and at every step somebody could have
21 done the right thing to mitigate that hole in service.
22 And I could go through a whole chain of events if you're
23 interested in hearing it. I don't if you want to hear
24 about it.

25 COUNCIL CHAIR CANO: Just the key issues that
26 you raised where there were oversights.

27 STEVE RANK: Okay. An operator took the bus out
28 of the division. It had a horn that was not working.

1 And she told the mechanic; she followed the procedure.
2 She went to the mechanic when he was in the yard and
3 reported the horn. And evidently they were short of
4 equipment because he said, go ahead, take it out and
5 we'll replace the bus later on during the run. Well, the
6 replacement never happened. When her relief came out at
7 about 10:55 in the morning, the operator who had been
8 driving the bus said, and by the way, you don't have a
9 horn. The relief operator refused to drive the bus and
10 said this isn't safe; I'm not going to drive the bus
11 without a horn. Call the bus operations control. The
12 bus operations control sent a supervisor. The supervisor
13 spoke to the operator and the supervisor basically
14 allowed the operator to control the situation.

15 Now I was a road supervisor and I worked in the
16 control center, so I can tell you that that shouldn't
17 have happened. My response to the operator would have
18 been, get in the bus and drive it. We will replace the
19 bus as soon as possible. It made it worse that the
20 supervisors in both locations in the control center and
21 in the field failed to take efforts to look for a
22 replacement bus. This was near several large terminals
23 where there were busses that could have been taken to
24 plug that hole; buses that didn't have a one-hour headway
25 in between buses. So pretty much all the way down the
26 line there were failures and I'm here to cop to those
27 failures; not to try to explain them away or to apologize
28 for them. But since we heard about this, we have looked

1 at everyone involved and at our procedures, and everyone
2 that needs it has been spoken to and has been sent for
3 additional training and made to understand why and how
4 they contributed to this. I don't know what else to call
5 it, but just a huge failure to following procedure.

6 COUNCIL CHAIR CANO: And I appreciate that. I
7 didn't call you in here to berate you. I want --

8 As your service Council, we are very proud of
9 the work that we do 99 percent of the time, but there's
10 an opportunity, too, for the public to hear that Metro
11 does have corrective plans because for every one incident
12 that makes it inside the paper, there are other stories
13 that we don't even hear at Council with people on buses
14 whose lives are disrupted by that. So it's an important
15 exercise at least for the public to hear how Metro
16 responds to something like that that breaks down and how
17 service can be improved.

18 Is there going to be a division-wide approach to
19 training or at least enhanced awareness of these kinds of
20 issues or is it just the hands of the operators and
21 people involved?

22 STEVE RANK: I'd say in this situation most of
23 the problems would stem within bus operations control and
24 the field supervisor. And a horn is not a reason to stop
25 service. As I said, I was a road supervisor and if I had
26 been a supervisor who responded to this one and told the
27 operator to take the bus and drive it and we'll get you
28 another one, and if the operator didn't want to, quote,

1 "cooperate" didn't want to comply, I would have pulled
2 out my direct order card that every supervisor carries in
3 his wallet and read the direct order and said, if you're
4 not going to drive this bus, I will get somebody who will
5 if I have to drive it myself; the controller and the BOC.
6 When the operator was hesitant about taking a bus instead
7 of giving that kind of firm instruction and said, well,
8 operator, what do you want to do? Do you feel safe
9 driving the bus? That's not the approach that you take.
10 So there's also going to be operators who are looking to
11 get out of work; let's say that. But it's the job of the
12 supervisors to make sure that that doesn't happen and
13 that the passengers don't pay the price for it. So I
14 think that rather than a division-wide corrective action,
15 this is more of an issue included in these two
16 departments, the field supervisors and the BOC bus
17 control. And it is being addressed within those
18 departments across the board.

19 COUNCIL CHAIR CANO: Any questions from the
20 Council? Mr. Talamantes.

21 COUNCIL MEMBER TALAMANTES: Thank you, Mr.
22 Chair. Thank you for being here and making it perfectly
23 clear.

24 STEVE RANK: When you screw up you just have to
25 say you screwed up.

26 COUNCIL MEMBER TALAMANTES: When it comes to the
27 operations manager, there's something to be said that a
28 horn is not a safety concern. It's to be fixed one way

1 or another when you replace the bus or bring the bus in
2 to get it fixed. So I'm saying so who should have known
3 that it's not a safety concern?

4 STEVE RANK: Both the controller in the radio
5 room and the field supervisor should have known that.

6 COUNCIL MEMBER TALAMANTES: Is it written down
7 somewhere?

8 STEVE RANK: It is. There is actually a
9 bus-out-of-service criteria. It's not a Metro document.
10 It's an APTA document. It says these defects are
11 immediate safety things that have to be addressed right
12 now. These defects are less important that can be worked
13 with until you can replace the bus. One of the things
14 we've done is we issued those out-of-service guidelines
15 to everyone in VO and everyone in BOC.

16 COUNCIL MEMBER TALAMANTES: As a reminder.

17 STEVE RANK: Right.

18 COUNCIL MEMBER TALAMANTES: You said you kept
19 the training in-house more or less among the people that
20 were --

21 STEVE RANK: Right. It's not the operator's job
22 to know what is a safety defect and who should take that
23 bus out of service, but it is the controller's job.

24 COUNCIL MEMBER TALAMANTES: But it still is
25 recognized by the driver that they don't have a horn.
26 Okay. Thank you, very much.

27 COUNCIL CHAIR CANO: No additional questions?
28 Well, thank you, very much. Obviously when it comes to

1 in-house management, that's your job when it comes to how
2 the public is, how their experience is on Metro. One
3 experience like this can obviously turn people from the
4 public transit so you can impress upon your operator and
5 mechanics and the like that we are very pleased with
6 their work, but these are the kinds of issues that even
7 ones that slip through the cracks, it might not be a
8 story in the paper, but it's going to be something that
9 affects someone's life. Thank you for coming and being
10 honest with us and direct.

11 STEVE RANK: Okay. And thank you for not
12 beating up on me too bad.

13 COUNCIL CHAIR CANO: Okay. That concludes the
14 report of Line 161. Let's go to Item No. 6 which is the
15 overview of Metro's Draft Participation Plan by Karen
16 Swift.

17 COMMUNITY RELATIONS MANAGER SWIFT: Hi. Good
18 evening. Okay. So I'm here because every three years
19 the MTA requires us to present to you a public
20 participation plan. So that's part of our Title 6
21 program update and one of the responsibilities to the MTA
22 directions to incorporate environmental justice
23 principles into all the plans to get any kind of FTA
24 funding. So I'm here tonight to present this plan to
25 you. It's going to go live on our website within the
26 next few days. You're getting a sneak peak before the
27 public so maybe that's the reward for being here tonight
28 before the public hearing meeting and the service Council

1 meeting. And at the end I'll show you to the website
2 where you can weigh in on comments and where the public
3 can weigh in as well.

4 So the draft public participation plan called
5 "The Plan Going Forward" is really the guiding document
6 that governs all of Metro outreach. So a lot of what we
7 do is outreach, but we still have the mothership document
8 that guides everything we do and that guides our outreach
9 for bus and rail service, for changes on bus and rail
10 service, for any capital projects or any changes from
11 fares and in a variety of other programs will be governed
12 by this document.

13 So just a little bit of background on the
14 challenges in doing public outreach. Metro is L.A.
15 County's planner/builder with 47-51 square miles and ten
16 million residents, very diverse community and 32
17 languages.

18 And how do you do effective outreach to all of
19 these people? And that is what this plan seeks to
20 document really. So community relations. I'm a
21 community relations manager, and we wanted to implement
22 connectivity to our public for all kinds of issues, the
23 daily issues that come up that Mr. Rank was talking
24 about, operations, new studies that we're taking on, all
25 of our construction activities and transit safety. These
26 are all different pieces of the puzzle that we want to
27 make sure that we're are incorporating. So here's the
28 life-cycle of community outreach, and I'll try to give

1 you some real world examples because it is a little bit
2 of a plain document.

3 So here are the topics from Metro Service
4 Council. So while you have your clear jurisdiction,
5 Metro service Council also provided an important way for
6 the public to come and weigh public comment items not on
7 the agenda. And for those of you who are regular
8 attendees know we have regular presentations from
9 different people from Metro that tell you what's going on
10 in the Valley and beyond. So it provides an important
11 opportunity. And then my department, Community and
12 Municipal Affairs, so we work with 88 cities; that's how
13 many we have in the county. Six Councils of Government.
14 We have our chair of the San Fernando Valley here with us
15 on the service Council, so there's an overlap there, in
16 our supervisory districts. And so we do all kinds of
17 things for the environment, public hearings, we are the
18 community citizen's advisory council; we work on that.
19 And then we have our Metro community programs. You come
20 to an event, you see lots of flyers and pop-up buses,
21 what I like to call swag, and that is us as well.

22 Then cycling down we have construction
23 relations. So, for instance, my colleague in
24 construction relations is the lead point person in the
25 community on the ranch we're building at Universal, and
26 the underpass in North Hollywood. So that person works
27 with the local businesses to make sure that the notices
28 about any street closures or freeway closures are really

1 coming together with those pieces moving through in the
2 dead of night. But there were notices sent out. I know
3 you guys are getting those as well. So we make sure that
4 we are getting the notices to all the right people. And
5 if there are issues that come up with construction
6 relations, personal affairs coupled by the life of the
7 project, we deal with that. So they kind of parachute in
8 whenever a project comes in.

9 And then we have our Transit Safety Program. So
10 when we get ready to open a new line like the Gold Line
11 or the Expo Line, we are out about a year ahead of time
12 starting to do the outreach. So we're doing
13 presentations to schools and community organizations, you
14 know, when rail lines come in or new bus lines come in
15 for those of you who are here in the Valley. When the
16 Orange Line opened, or if you've read the paper and heard
17 about the Expo Line, you go across the tracks and they
18 can't be real and there are really trains coming though.

19 So it's really important that we do the safety
20 work ahead of time. So our orientation tours have
21 arrived. And then we also have a neat program called the
22 Riders' Clubs. These are programs that go into senior
23 centers and organize groups of seniors. So people who
24 might have had cars, but have moved more into transit as
25 they have gotten older and might not be familiar with our
26 system or how to ride, they organize these little trips
27 and they always involve food. So they do some kind of
28 outing where they take the bus, they explore the city.

1 So that's a neat program that comes out of there.

2 So this is sort of a dreary document and, again,
3 I'll try to bring it to life as best as I can. So Public
4 Outreach and the Environmental Process. So I'll give you
5 an example with right here on Van Nuys Boulevard. So we
6 have our East San Fernando Valley transit corridor study.
7 So in the very beginning several years ago, that was a
8 north/south corridor. And so there were meetings out in
9 the communities that were pre-scoping. Where should I
10 go? Should I go down Van Nuys Boulevard or should I go
11 down Sepulveda Boulevard? So then everybody kind of
12 settled on Van Nuys. And we looked at different
13 alternates: where would the route go? So when we go
14 out, we're doing community meetings, we're sending out
15 flyers, we're doing briefings to local elected officials
16 and asking them to help us get the word out to their
17 constituents through their networks, putting ads in the
18 newspaper. So we do a lot of effort to make sure that
19 we're getting the right people in the room for all of
20 these. And it's really an important part of this, how
21 the participation plan wants to address. We're getting
22 everybody, so we're using the right languages to
23 communicate with people who live along there, so
24 everything in English and Spanish and what should be the
25 other languages that we should be looking at in this part
26 of county. And, also, what about people who may be
27 disabled? Are we following ADA compliance and are we
28 transit accessible? These are the kinds of questions we

1 look at in the public transportation plan that we want to
2 guide everything that we do.

3 So going back to the examples of the Van Nuys
4 corridor, so then we have our pre-draft outreach. So we
5 did our community meetings in 2014, and we did them all
6 along the corridor and we got done with that outreach and
7 we realized that we had missed somebody, and so that's
8 part of looking at all of these different tools that we
9 realized we missed a lot of businesses along the corridor
10 because they were so busy running their businesses that
11 they didn't have time to come to a public hearing. So
12 that's when we employed some of these other tools like
13 door-to-door campaigns. So we went door to door along
14 the corridor and passed out flyers and made sure
15 everybody understood the project. Even if they couldn't
16 come to a public meeting, we made sure that they had a
17 way to communicate their comments and their feedback to
18 us. And so that was just out a little bit further on
19 that project, and we felt that just as important to hear
20 from businesses along the corridor, it was just as
21 important for us to hear from residents along the
22 corridor because it's a long corridor and it changes from
23 Van Nuys all the way up to Pacoima. So we're open to
24 different groups to make sure we get a good turnout. And
25 so right now we're finishing up our document and we'll
26 have another public hearing and so we'll take all of
27 these people's input that we used along the way to get
28 the word out.

1 I would like to take a moment for social media.
2 So we have Facebook, we have Twitter. If anyone is using
3 Next Door it's a fairly new system that we are using
4 where you can do targeted adds. The City attorney's
5 office is using that in L.A. I know the Van Nuys
6 L.A.P.D. is using that. It's a really a great tool for
7 people to target specific geographic areas to get the
8 word out. And we have our old-fashioned mail; so all of
9 those different ways.

10 So that's basically the plan. And, like I said,
11 it will be up on the website in the next few days of this
12 website and you can see it in English and download it in
13 a whole bunch of other languages, and we'll have some
14 meetings and then we'll have comments through March 12.
15 So we'll send that out. And Dolores will send that out
16 to the Council members when it's up and live, and we'd
17 appreciate your help in helping us get the word out. And
18 that as comprehensive as it should be.

19 COUNCIL MEMBER CANO: Is the draft plan in all
20 of the languages that it will be presented?

21 COMMUNITY RELATIONS MANAGER SWIFT: Yes. It's
22 Armenian, Cambodian, Chinese, Japanese, Korean, Russian,
23 Spanish, Thai and Vietnamese.

24 MR. TALAMANTES: You forgot Tagalog.

25 COUNCIL CHAIR CANO: Any comments?

26 COUNCIL MEMBER LOPEZ-LEDESMA: I think this is
27 great. I can't stress enough the value of community
28 outreach, and you've done an excellent job and now it's

1 time to just work on Metro to be really able to make sure
2 this outreach -- let people know about things that are
3 coming like the corridor and the planning process, but
4 also in encouraging people, you know, to use the service.
5 So, you know, but, yes, thank you.

6 COMMUNITY RELATIONS MANAGER SWIFT: Thank you.

7 COUNCIL CHAIR CANO: Any other comments? Thank
8 you, very much. We'll move onto Item No. 7. The report
9 on the regional service performance by Gary Spivack.

10 DEO SPIVACK: Okay. Okay. Good evening. I'll
11 try to be brief going through this. I'm going to start
12 with bus cleanliness ratings over the period of July 2015
13 through the period of December of 2015. San Fernando
14 Valley continues to lead the way in terms of keeping its
15 busses clean. We're well over the goal of 8.0 on a 10
16 point scale. We have an 80-percent on-time performance.
17 San Fernando Valley for the first time in many, many
18 months dipped a little bit below the 80 percent goal, but
19 will be coming back up for the January report. It's
20 interesting to note that overall the entire system
21 on-time performance has been declining and that there are
22 many causes to it; not the least of which are
23 construction projects that particularly of our own making
24 and particularly in downtown and along some of the rail
25 programs. Customer complaint rates after a disastrous
26 summer and fall months, I'm very happy to say that the
27 San Fernando Valley is starting to come down to 4.53.
28 The goal line is 3.59. We are still well over it as just

1 about everybody else, but I think we've turned the corner
2 hopefully in terms of the system-wide complaints. When
3 we try to break it down and just give an idea of what
4 types of complaints we're receiving, this is for the
5 entire system, 27 percent or 257 out of the 954
6 complaints we received in December are for schedule and
7 the other big category is pass-ups. And we've done a
8 number of analyses that not all pass-ups are the same;
9 it's, again, based on the customer's perception. But any
10 pass-up is bad news in terms of our operation.

11 I will point out that this is the first month
12 that we started the sexual harassment campaign, we had
13 zero complaints.

14 COUNCIL VICE WEISSMAN: Sexual harassment. Is
15 that by Metro employees to customers or by riders as well
16 from other riders?

17 DEO SPIVACK: It's customer on customer
18 primarily, but if there's a report it could involve a
19 Metro employee on a customer. Basically, we have the
20 Transit Watch app. I don't know if you've had the
21 opportunity download it. It allows you to report these
22 issues anonymously while you're riding the bus; not so
23 easily on the rail because we don't have wi-fi in
24 tunnels, for example. But at this point you can report
25 an incident that you see going down so at least the
26 sheriffs can be alerted much more quickly.

27 COUNCIL CHAIR CANO: I think that underscores
28 the fact that the Metro board and staff have taken a very

1 strong action in the different campaigns.

2 DEO SPIVACK: Moving on to accidents, the San
3 Fernando Valley has started to come down again. We had a
4 very bad month -- I guess that's September. No, that's
5 October. October was bad. I'm sorry. The bar that says
6 each month didn't show in this particular chart, but
7 we're down to 2.46 accidents for a hundred thousand miles
8 which is well below the value of 3.69. Unfortunately our
9 accident rates are coming down, and I hope that trend
10 continues. I've shown this track before. It's complex,
11 but it's got a lot of stuff in it. But the main issue is
12 that from year to year of what we're seeing in the
13 similar types of accidents which we consider to be
14 preventable with the exception of FY-11 and FY-12 in that
15 time period, but all of these are accidents with buses
16 coming in contact with some type of fixed object like a
17 tree, for example, or a pole. You will notice that the
18 numbers for this last column are obviously much lower,
19 and that's because this is year to date which runs
20 through December, so we have another six months to go in
21 terms of the fiscal year. But if you double the numbers,
22 you are getting very close. So the trends appear to be
23 pretty much the same. The various types of accidents
24 that we have on here are collisions of fixed objects,
25 collisions with bicyclists, pedestrians, rearend
26 collisions, hitting a fixed or a parked vehicle, and
27 finally a Type 1 collision where a vehicle makes a right
28 turn in front of the bus. These are all considered to be

1 controllable types of accidents, so we tend to watch
2 these.

3 COUNCIL CHAIR CANO: Gary, we're well-above pace
4 on the worst one which is the --

5 SERVICE COUNCIL ANALYST RAMOS: If you don't
6 speak closely, he has to turn it off and you start
7 getting feedback from the nearby microphones.

8 COUNCIL CHAIR CANO: The 390, the bus versus
9 pedestrian, that one is an annual rate, that's a
10 six-month mark? Is there any commentary in terms of why
11 that one seems to be well-above pace?

12 DEO SPIVACK: Okay. For this fiscal year?

13 COUNCIL CHAIR CANO: Yes.

14 DEO SPIVACK: I don't have any specific comments
15 on that. It's one that bears watching. It's an issue
16 that obviously we don't want to have. There's a lot of
17 reasons why pedestrians and busses collide. Sometimes
18 people step off the curb as the bus is starting to move
19 and that's considered a collision. It doesn't always
20 necessarily mean that the pedestrian has incurred a
21 significant injury.

22 COUNCIL CHAIR CANO: Can you check into that to
23 see if that bears --

24 DEO SPIVACK: Okay. I can pull the records.

25 MR. TALAMANTES: Real quick before we leave that
26 slide. The question in regards to the trailing that's
27 implemented, when you have a driver that frequents one of
28 these types of accidents or all of them --

1 DEO SPIVACK: We train the operators on annual
2 basis. It's a requirement to have at least eight hours
3 of training on an annual basis and for operators that
4 have accidents to not only do special line rides with
5 them to check on their performance, but we also give them
6 refresher training immediately after the accident.

7 COUNCIL CHAIR CANO: Because obviously you have
8 preventable accidents and non-preventable accidents.

9 DEO SPIVACK: Okay. These ones that I'm showing
10 on this are considered to be preventable accidents, so
11 that's why I bring it to your attention.

12 COUNCIL MEMBER TALAMANTES: Thank you.

13 DEO SPIVACK: Okay. Okay. Moving on, mean
14 miles between mechanical road calls. This is the measure
15 of reliability. We are doing pretty well given the
16 influx of the new buses. We are well above the 4,169
17 which is the current standard. The San Fernando Valley
18 is doing very well particularly in the December month
19 with 5,500 miles. Overall the bus ridership -- this is
20 December report -- first time that the agency has gone
21 below a million boardings on a daily basis. However,
22 year over year we have the 5.2 percent in the month of
23 December. That is probably the lowest also in terms of
24 the decline, so perhaps we're leveling out. At least I
25 would hope so. But San Fernando Valley is basically the
26 main in the 150 to 200,000 mark.

27 Now this next slide tries -- it's not really
28 totally accurate in terms of what's happening on fare

1 evasion. We don't really get a lot of information from
2 the system, but I thought it might be useful to start
3 looking at this particular slide. There's two types of
4 fare evasion: short fare where people put some money in
5 the box and keep on walking, and then there's the no
6 fare. In the San Fernando Valley, the incidents are
7 apparently low on both types where we have the more
8 significant areas of fare evasion particularly in the
9 downtown areas from lines that are assigned to the South
10 Bay and Westside, Central.

11 COUNCIL CHAIR CANO: Gary, is there a
12 correlation on there with hours of service up there? Is
13 that just a gross number that we have?

14 DEO SPIVACK: No, there's no correlation. The
15 data is -- when you put it all together and you look at
16 it, the overall fare of it, the rate is still very small
17 between one and three percent. But I think as some other
18 customers that have talked about this evening, they have
19 experienced it a lot more than is actually being
20 reported. So this is actually coming through our
21 fare-checking system, and it's really not a complete
22 picture.

23 COUNCIL CHAIR CANO: Is this based off of the
24 motion --

25 Like, don't we have some kind of like a passive
26 passenger counter on some of the buses in terms of the
27 APC System?

28 DEO SPIVACK: No. This this is a fare box.

1 COUNCIL CHAIR CANO: So this is based off the
2 operator or --

3 DEO SPIVACK: The operator is classifying fares
4 and as he goes through the motions, he has a button to
5 push for no fare or short fare.

6 COUNCIL CHAIR CANO: Okay.

7 DEO SPIVACK: But it all depends. Sometimes the
8 operator gets very busy as people are boarding; it
9 doesn't actually -- it's not a hundred percent count.

10 COUNCIL CHAIR CANO: The APC would be able to
11 provide a hard count of the people who board the bus and
12 compare that to the number of fares collected on cash,
13 TAPS, and the button click for no fare.

14 DEO SPIVACK: I have not been able to make that
15 connection across the data platforms. The Universal Fare
16 System platform has been very difficult to work with.
17 We'll try and refine this and bring back something that
18 is a bit more useable, but I just thought you might be
19 interested in --

20 COUNCIL MEMBER TALAMANTES: So for fares on the
21 honor system?

22 DEO SPIVACK: No, not at all. When somebody
23 boards the bus, in this particular case the operator is
24 supposed to quote the fare. We don't want the operators
25 getting into arguments with passengers that are people
26 who just sometimes walk right by the operator and then
27 they get extremely angry because the operator has the
28 nerve to ask them for the fare. And that has led to some

1 unfortunate incidents where the operators have been
2 assaulted. So we're trying to encourage people to use
3 TAP and make sure that the cards have money on them.
4 Hopefully they'll be able to get some additions to the
5 system which will give the operator more ammunition to
6 say, well, your card was loaded two months ago; I'm
7 sorry, but you don't have any fare on it. But at least
8 we're trying to work within the confines to avoid
9 altercations.

10 I don't know if you've had a chance to see some
11 of the buses that have been equipped with the monitors
12 that were above the operator. That has had some impact
13 in reducing the number of assault incidents. The jury is
14 still out in terms of the door that has been provided on
15 the newer buses that were attempting to see whether or
16 not we can reduce the number of assaults.

17 And I think we have a number of items that we
18 already talked about that we will talk about at the
19 regional public hearing which will be this Saturday,
20 February 6th, 10 a.m. We hope to see some of you there.
21 This document that was shown earlier by one of our
22 customers in the audience is really a question-and-answer
23 book about a double-track proposal that has been working
24 along the Metro Link/ AmTrak alignment from Raymer to
25 Bernson Streets with a number of community issues. We've
26 done noise and vibration studies, but right now the
27 project is on hold. There was a community meeting held
28 January 13th where they talked about the results of the

1 noise and the vibration studies. And this gives you some
2 documentation as to what was said and frequently asked
3 questions.

4 COUNCIL CHAIR CANO: So that's not an
5 exact-to-scale drawing of the actual project.

6 DEO SPIVACK: No. This is a very pretty picture
7 of trainings going past Union Station. It has nothing to
8 do with the project going on in the San Fernando Valley.

9 Okay. In terms of construction updates, as was
10 mentioned, the Universal Pedestrian Bridge is moving
11 forward. They hope to have substantial completion in
12 early April, and that's working with the Universal City
13 folks because they're opening a new major attraction
14 there. The NoHo Orange Line pedestrian tunnel is about
15 54 percent complete, and we're looking forward to having
16 that open fairly soon.

17 There's a meet and confer that is going to take
18 place on February 29. I think it's just after the press
19 conference, and that's on a Monday. We do have one
20 additional item that didn't make it to our agenda on time
21 for publication, but I want to bring it to your
22 attention. Frank Cheng, who's been talking to us about
23 parking analysis and studies, he's going to be bringing a
24 report next month on a paid parking pilot project --
25 sorry for the obliteration -- and it's going to the board
26 in February. So as soon as the report is available,
27 we'll make it available to Council members since our
28 meeting is going to occur afterwards. But we didn't get

1 the notice until we had already published it. And I
2 think everything --

3 COUNCIL CHAIR CANO: Any questions from Council
4 on this report?

5 COUNCIL MEMBER TALAMANTES: I'd just like to
6 have the clarification on the meet and confer. What does
7 that reference?

8 DEO SPIVACK: Okay. The meet and confer is a
9 quarterly meeting that we have with our CEO and other
10 executives to talk about major programs, initiative. The
11 last one, Joshua Shank who heads up the office of the
12 extraordinary innovation, leads presentations on projects
13 that he is following right now. So that gives you an
14 opportunity to meet with the CEO, ask questions and so
15 forth.

16 COUNCIL MEMBER TALAMANTES: And these are
17 quarterly meetings?

18 DEO SPIVACK: These are quarterly meetings, yes.
19 This time it is on a Monday. We did it because it's Leap
20 Year and because some of our other Council members have
21 indicated they have Council meetings on Tuesdays which is
22 our typical day. So we'll change it up every now and
23 then.

24 COUNCIL CHAIR CANO: So you can go to the Del
25 Mar station for the opening of the 501, the press
26 conference and you can have lunch somewhere and have the
27 meet and confer and make a day of it.

28 COUNCIL MEMBER TALAMANTES: I was going to

1 follow your suggestion of taking the NoHo line, the 501,
2 to Pasadena.

3 COUNCIL CHAIR CANO: We'll figure it out
4 exactly, but I think we'll have a delegation of folks
5 coming from the Pasadena side and, again, to Duarte, and
6 we'll wrap up delegation on the Azusa side coming in to
7 Duarte where the main event is. So definitely the Gold
8 Line Will be featured as coming into the event.

9 I did want to ask Gary, I know one of the things
10 I requested in the past was at our six-month that we
11 choose the last three months, and those same three
12 months --

13 The previous year because, you know, that the
14 data are reciprocal and some months are always spiked and
15 some months are always depressed.

16 DEO SPIVACK: The year over year?

17 COUNCIL CHAIR CANO: Yes. October 15 versus 14
18 because months are so much different in terms of the
19 service, the number of times we go out; the weather,
20 school, things like that.

21 DEO SPIVACK: Okay. I can do that for the next
22 period.

23 COUNCIL CHAIR CANO: Okay. Thank you, very
24 much. I appreciate that. That brings that item to a
25 close, and we're going to start up with the comments.
26 I'll start with the the vice chair and work around the
27 room.

28 COUNCIL VICE CHAIR WEISSMAN: Just, again, I

1 want to thank all for the comments and their insights of
2 everything and actually innovations on certain things.

3 COUNCIL MEMBER TALAMANTES: I also want to add
4 to those remarks in regard to the public coming down and
5 sharing your thoughts with us. This evening was very
6 insightful to me as one of the newer members of the
7 Council, so there's a lot of learning on my part. But
8 I'm enjoying the meetings. There's been a lot of good
9 information that's been distributed to the Council, but
10 also that the public gets to hear as well.

11 COUNCIL MEMBER KHORSAND: I had a request in a
12 March or April hearing about what's going on with this
13 individual with the nine seats and hearing about a new
14 app. If it would be possible to have staff give us a
15 presentation to the security procedures on the buses for
16 someone like me who has been on Council for three months
17 now and that would be something very interesting to
18 learn. So we need to get that on the agenda. I would
19 appreciate it.

20 COUNCIL CHAIR CANO: We can make a full item.
21 And, Gary, if you can make an item and, also, make a more
22 general review of what your findings are since there are
23 other reviews. And if there are just specific patrons
24 or if there is something, a loophole has been exploited,
25 provided by more than just a few, I'd appreciate that.
26 We'll schedule that in the evening, the next meeting.
27 Thank you.

28 COUNCIL MEMBER LOPEZ: I just want to thank

1 staff for the hard work and information.

2 COUNCIL CHAIR CANO: Mr. Hidalgo.

3 COUNCIL MEMBER HIDALGO: Thank you to the staff
4 and also to the members of the public for the comments
5 made.

6 COUNCIL MEMBER LOPEZ-LEDESMA: Just thanks to
7 everyone for coming out. And I've been thinking a lot
8 about the whole fare evasion thing and trying to fix it
9 and on the whole transit agencies and dealing with that
10 sort of thing. In the future, if we can go over that.
11 Thank you.

12 COUNCIL CHAIR CANO: Thank you. Again, I just
13 want to reiterate the Council's thanks to the members of
14 the public who stuck it out and who came in to provide
15 insights to our staff for an extra long night. Thank you
16 for being here. And Council members, thank you for your
17 commitment to the Council.

18 I did want to mention that there's been some
19 story in the paper about declining ridership and trying
20 to create some correlation about what the cause and
21 effect is. I know Mr. Washington has taken a very active
22 role in trying to explain the cyclical nature of
23 ridership and the liability, and I would refer if there
24 is a document that the executive team could put together
25 if that can be shared with all the Councils. The L.A.
26 Times doesn't always print everything that comes back as
27 a rebuttal to their stories, but it would be helpful to
28 get the word out and help constituents of state holders

1 if that comes up, so that we're armed with that
2 information. So I appreciate that.

3 The second is, you know, we should probably have
4 the discussion about the opening of the Harry Potter
5 World at some point in terms of what that's going to mean
6 to our system connectivity to the Red Line. It is going
7 to be crucial, not jut for the Orange Line but for also
8 501 will be bringing in people from San Gabriel Valley,
9 Glendale, Burbank. So if you have a presentation or a
10 report on what Metro staff is thinking about having or
11 what might need to be addressed different than normal
12 when that opens up because there will also be closure on
13 101. So there are supposed to be some impacts in this
14 region that we should be at least aware of.

15 And the final thing is we've talked about
16 constrained resources and trying to make due the best we
17 can with our funding of how we can put service out if for
18 some reason a measure is placed on the ballot and that is
19 successful and there is revenue for operations. One
20 thing I'd like to have Council work on with staff is to
21 talk about an infusion of what the additional revenues
22 would mean in terms of services. What are the short
23 falls that we've experienced in terms of service,
24 frequency lines and connectivity? You know, longer span
25 of hours? I mean, what does that look like? We are going
26 to be asking that question at the local level about the
27 measure. Everyone talks about the big billion-dollar
28 projects, but the service on the street is going to be

1 what most people deal with on a daily basis. So see if
2 you can create some type of a dialogue on the Council
3 with an item to talk about that planning at the right
4 time. So we'll leave it to you, Gary, to figure out the
5 perfect time.

6 COUNCIL MEMBER TALAMANTES: One more thing.

7 COUNCIL CHAIR CANO: Yes.

8 COUNCIL MEMBER TALAMANTES: I have got a
9 comment. I want to look at the 501 Line, NoHo, and I see
10 you've got a description of where the line starts and
11 where it ends. Is there any way of putting where it
12 stops in Glendale and Burbank unless it's somewhere else
13 other than on this board? Does it show on there?

14 DEO SPIVACK: We have the brochure that
15 customers receive. I can understand of what you're
16 talking about specifically in terms of the two lots where
17 the stops in Burbank are?

18 COUNCIL MEMBER TALAMANTES: Yes. When I went
19 over to the board I saw the two dots. We can put the
20 locations there and it would be great, but it's here.
21 Okay. It's there. A quick response. Excellent. Thank
22 you, Mr. Chair.

23 COUNCIL CHAIR CANO: And that will conclude our
24 meeting. Thank you, everybody, for being here and thank
25 you. Have a good night.

26 (Proceedings concluded at 8:40 p.m.)
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