

# Minutes

Wednesday, April 6, 2016  
6:30PM

SAN FERNANDO VALLEY  
SERVICE COUNCIL  
Regular Meeting

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Marvin Braude San Fernando Valley  
Constituent Center  
6262 Van Nuys Boulevard  
Van Nuys, CA 91401

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines 154, 156, 164, 233, 237, Metro Rapid Lines 744, 788, and Metro Orange Line.

## Call to Order at 6:33 p.m.

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

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

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Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง:  
323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance

2. APPROVED Minutes of March 2, 2016 Meeting.

3. RECEIVED Chair's Remarks

Chair Cano noted that the region has had a fantastic 30+ days with the opening of Line 501 and the Gold Line Foothill Extension. He is looking forward to the Expo II opening. There will be a promotional ride on Line 501 on Thursday from North Hollywood to Pasadena with Directors Krekorian and Najarian. Baseball season is back in full swing as is the Dodger Express and Angels Stadium Express.

4. RECEIVED Public Comment for items not on the agenda

Nate Zablen commented that that there are fixes that can be made to San Fernando Valley transit before the November ballot measure. There needs to be additional service to CSUN and a Rapid Line to Mission College with a connection to the Sylmar/San Fernando Metrolink Station. There are only 2 true north/south Rapid lines in the area. Metro should improve access to CSUN and the VA hospital. Access to Griffith Park and the Autry Center also need additional bus service.

Jason Akerman is optimistic about improvement but the ballot measure needs to include 1.2 million hours of service for the San Fernando Valley. This would allow all of the buses to run every 20 minutes. Metro should work with Olive View Medical Center because their patients pay cash fares because they don't have TAP cards or access to purchasing them.

Chair Cano noted that the High Speed Rail Authority has changed its route which frees up space for a potential San Fernando Valley transit corridor.

Bart Reed, Executive Director of the Transit Coalition, rode Line 224 and spoke to the other passengers. He found that the majority pay with cash and don't know about the TAP card. Metro needs to do additional outreach and find out why people aren't buying TAP cards. He noted that most passengers don't exit through the rear doors like they're supposed to, which slows boarding. Regarding some of the upcoming initiatives, other lines are being robbed of hours to run new services. Late night service is needed for CSUN but not by harvesting hours from other lines. The San Fernando Valley needs an additional 100,000 service hours per month to provide the service needed.

Pat O'Connor was distraught to hear about the Paid Parking Plan. The lots are currently free and she doesn't ride the system enough to qualify for a monthly pass. She asked why there isn't a discount parking fee for seniors and questioned the legality of charging for the handicap parking spots because they are mandated by law.

In response to comments about announcements on the buses, Councilmember Washburn suggested playing the Spanish version of announcements before the English version. This could help with confusion when a bus pulls to a stop and it is necessary for disembarking to happen with the rear doors instead of the front one.

5. RECEIVED Testimonial Regarding Death of Jon Nomura, Division 8 Mechanic, Robert Cavazos, Division 8 Maintenance Operations Manager

Jon Nomura was a 6 year Metro employee and he suffered an accident during his course of employment that ended his life prematurely. He had outstanding skills as a mechanic and displayed passion in how he took care of the equipment and machines he worked on. His coworkers commented that he was a precious soul that gracefully walked the grounds of Metro and took pride in his work. He is survived by two daughters.

6. APPROVED the July 2016 Public Hearing to be held at the Marvin Braude San Fernando Valley Constituent Center, 6262 Van Nuys Boulevard, Van Nuys, CA 91401 at 6:30 p.m. on Wednesday, July 6, 2016. The public hearing will be held before the regularly scheduled Council Meeting.

7. RECEIVED Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations Manager

27 stations were evaluated using 33 measures of performance. The performance ratings are based on a scale from 0 to 10 with 0 to 3 as unsatisfactory, 4 to 7 as marginal and 8 to 10 as good to very good. The evaluations of station conditions were performed by a small group of Metro staff to maintain consistency in scoring from station to station.

25 of 27 stations rated "Good to Very Good," 7 of 27 station scores improved, 15 of 27 station scores showed no change and 2 of 27 stations scored in the "Marginal" category. 4 stations experienced a minor decrease in score yet remained in the same rating category.

Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action. Council Members will continue to be notified each time staff conducts station evaluations.

Pat O'Connor had 3 people complain to her about the bus stop at Norse and Van Nuys. She has checked it 3 times and it is the worst stop she has ever seen. There is a homeless shelter and a 7/11 in the area. The stop has a lot of trash, including coffee cups, banana peels and apple cores. She saw one of the janitors cleaning the stop and suggested a trashcan would help with the mess. It has been 3 months and it still doesn't have a trashcan.

8. RECEIVED Look Ahead – Metro Public Outreach Efforts and Events, Karen Swift, Community Relations Manager

Due to the vast number of Metro events, and in response to public requests for information on events occurring outside of the service region, Metro's Community relations will implement a practice of distributing a one-page overview of as many of the upcoming Metro events as possible at the Monthly Service Council meetings. The events garnering the most interest this month are the Potential Ballot Measure forums being held throughout the county.

9. RECEIVED Report on Regional Service Performance, Gary Spivack, Deputy Executive Officer

- Bus Cleanliness Ratings: 9.10, Goal: 8.0
- Metro Bus On-Time Performance: 77.8%, Goal 80%
- Complaints Per 100,000 Passengers: 6.13, Goal: 3.59/100,000 boardings
- Accidents per 100,000 miles: 2.85, Goal: 3.69/100,000 miles
- Miles Between Mechanical Road Calls: 4,566, Goal: 4,169
- Average Weekday Boardings by Council Area: 161,531

Councilmember Khorsand asked why ridership has dropped so much in the Valley. Mr. Spivack replied that it's not clear but that he'll conduct a review of the data.

Vice Chair Weissman suggested partnering with the Chamber of Commerce to advertise Orange Line connections.

Jason Ackerman commented that Metro should not be so concerned with fare evasion and factor it into the cost of doing business. Late Night service at CSUN will begin after finals and this isn't when the service is needed. He suggested providing Pink Letter service so that it is available when students need it.

10. CHAIR and Council Member Comments

Councilmember Lopez-Ledesma commented that Metro needs a customer service center in the San Fernando Valley. There is a large transit dependent population as well as an airport, making it a necessity.

Councilmember Washburn saluted Malibu and Calabasas for celebrating their 25<sup>th</sup> anniversaries. These communities are hosting anniversary celebration events. The national parks are celebrating their 100 year anniversary as well. There are community attractions that can be accessed by using Metro from Point Magu to Griffith Park. Metro should promote the service to tourists through outreach to the convention and tourist bureaus. Many tourists are accustomed to using public transit in their home cities.

Councilmember Hidalgo applauded the efforts for additional service to CSUN and Mission College. Additional service is needed to for travelling east/west.

Councilmember Talamantes thanked staff for doing such a great job at responding to community members' concerns quickly.

Vice Chair Weissman is excited about opening day for the Dodgers.

Chair Cano thanked all in attendance. He encouraged the Council to advocate for the new potential ballot measure so the San Fernando Valley can have more service and increased opportunity. Everyone has a role to play to help the community understand the benefits of the measure.

ADJOURNED at 8:02 p.m. in memory of Jon Nomura.