

Minutes

Wednesday, July 6, 2016
6:30PM

SAN FERNANDO VALLEY
SERVICE COUNCIL
Regular Meeting

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

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines 154, 164, 233, 236/237, Metro Rapid Lines 744, 788, and Metro Orange Line.

Called to Order at 6:31 p.m.

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| Council Members Present: | Officers: |
| Donald Weissman, Chair | Gary Spivack, Deputy Executive Officer |
| Yvette Lopez-Ledesma, Vice Chair | Dolores Ramos, Council Admin. Analyst |
| Vahid Khorsand | Karen Swift, Community Relations Mgr. |
| Antonio Lopez | Collette Langston, Board Specialist |
| David Perry | Pamela del Valle, Administrative Intern |
| Max Reyes | |
| Jess Talamantes | |
| Dennis Washburn | |

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

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

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

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

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Los Angeles County
Metropolitan Transportation Authority

Metro

1. PLEDGE of Allegiance
2. SWORE In David Perry as San Fernando Valley Service Councilmember
3. APPROVED Minutes of June 1, 2016 Meeting
4. RECEIVED Chair's Remarks

Chair Weissman asked all Councilmembers and Metro staff to introduce themselves.

5. RECEIVED General Public Comment

Nate Zablén, Southern California Transit Advocates, said there is a lack of adequate bus service to major destinations in the San Fernando Valley. Since Measure R was passed, the Valley has been disappointed and bus service has deteriorated. Getting to Griffith Park can take up to two hours; it should be an accessible location. Getting to hospitals is difficult as connecting service only runs once per hour. Metro is not providing the type of service that is needed. Even if Measure R2 doesn't pass, service improvements are needed in the Valley.

Peter Luedtke shared that on a Sunday morning several weeks ago while he was traveling southbound from Roscoe Blvd on Line 233, the operator allowed a homeless person to drag a cart onto the bus through the back door. Though the bus wasn't full and the passengers were able to get around it, the cart was in the way of alighting patrons. He asked for clarification regarding whether it is a rule violation or if operators use their discretion to allow someone with a loaded cart onto the bus. Mr. Spivack replied that doors and passageways are not supposed to be blocked, and that it is at the operator's discretion to let someone board the bus with a cart.

Jason Ackerman had been nervous about the impact of the Line 236/237 separation but Metro did a good job. Frequency on Line 236 has improved. He's glad there is weekend service on Line 237. He would like to see more northbound service on weekends including connectivity to Sylmar/San Fernando Metrolink Station to provide access to the Antelope Valley Metrolink Line. The North Valley is very transit dependent. On July 4th, he took Line 236 to 158 from Encino, a combination he had never taken. It was a good ride but had a 20-minute layover.

6. RECEIVED Presentation on Service and Fare Equity Policies and Metro's Triennial Title VI Report to the FTA, Daniel Levy, Executive Officer of Office of Civil Rights

Disproportionate burden is an Environmental Justice (EJ) term that refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low income populations. This executive order ensures that our service and fare changes do not have a disproportionate burden on low-income stakeholders.

The statutory responsibilities for Title VI dictate that recipients of Federal funding shall not exclude or deny benefits or discriminate against individuals. Policies and actions must not create disparate impacts as a result of service or fare changes based on race, national origin (including language) or color.

Title VI/EJ analyses compare populations impacted by service or fare change to determine if populations negatively impacted (disparate impact or disproportionate burden) are more minority and more low income than populations not impacted or benefited by change.

Metro defines Disparate Impact as:

- Service Change: 5% absolute difference in the overall percentages or 20% difference between the percentage of minority in service area and minority impacted
- Fare Change: 5% absolute difference in the overall percentages or 35% difference between the percentage of minority in service area and minority impacted

Metro defines Disproportionate Burden as:

- 5% absolute difference in the overall percentages of low-income in service area and low-income impacted or 20% difference between the percentages of low-income in service area and low-income impacted
- 5% absolute difference in the overall percentages of low-income in service area and low-income impacted or 35% difference between the percentages of low-income in service area and low-income impacted

If Disparate Impact is found, the Board must pass a resolution that says there is substantial legitimate justification for the proposed change and there are no alternatives with a lesser negative impact on minority populations. If Disproportionate Burden is found, change can proceed but avoid, minimize and mitigate for negative consequences of change.

Jason Ackerman commented that the example of transferring Metro service to Foothill Transit service is in an area where it may have a negative impact because Foothill Transit doesn't offer unlimited transferability like the Metro 2-hour free transfers. To do right by socioeconomics, there needs to be a conversation about putting more service in the North San Fernando Valley. That is where the low income families tend to be and that is where the least amount of and least frequent service tends to be. Mr. Page replied that the reason the transfer of Lines 190/194 to Foothill Transit has no impact is because Foothill agreed to honor Metro transfers for one year. Then Foothill will convert Metro passengers to Foothill fares.

7. RECEIVED Quarterly Station Cleanliness Report, Gary Spivack, Deputy Executive Officer

Thirty-one stations are evaluated using thirty-three measures of performance. Performance ratings are based on a scale from 0 to 10. Scoring of station conditions was performed by a small group of Metro staff to maintain consistency.

Twenty-nine out of thirty-one stations received a rating of "Good to Very Good" and twenty-six out of thirty-one stations evaluated scores showed "No Change." Harbor Green Line Station and Long Beach Blvd. Green Line Station were rated "Marginal." Culver City station 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.

Councilmember Washburn encouraged his fellow Councilmembers to attend the station cleanliness evaluations; it is an educational experience.

8. RECEIVED Line Ride Report, Vahid Khorsand, Council Member

On July 3, 2016, Councilmember Khorsand rode Line 240, Bus #8250, Operator #86841. He boarded at Woodley Ave and Ventura Blvd at 11:42 a.m. He alighted at Reseda Blvd and Nordhoff Blvd at 12:26 p.m. The driver was courteous, friendly, and very helpful when asked questions by passengers. There were delays at two stops because of the need to strap in ADA passengers. Securing ADA passengers took 3 minutes and releasing took 4-5 minutes. He found that using the Metro app was not as helpful as Google Maps when looking for alerts about the bus running late. He enjoyed the Line Ride experience.

Vice Chair Lopez-Ledesma volunteered to give a report at the next meeting.

Jason Ackerman thanked Councilmember Khorsand for accepting his challenge to take a Local Line instead of a Rapid Line. It would be interesting if someone took Line 744 for the full route.

9. ADOPTED Service Council FY17 Work Plan, Council Members

Chair Weissman reminded the members that this plan can be changed or added to if ideas arise in the future.

10. APPROVED Going Dark for August 2016.

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

- Bus Cleanliness Ratings: 8.9, Goal: 8.0
- Metro Bus On-Time Performance: 77.2%, Goal 80%
- Complaints Per 100,000 Passengers: 5.0, Goal: 3.59/100,000 boardings
- Accidents per 100,000 miles: 2.79, Goal: 3.69/100,000 miles
- Miles Between Mechanical Road Calls: 5,613, Goal: 4,169
- Average Weekday Boardings by Council Area: 179,900
- Based on operator recording instances: no fare: 2.2%; short fare: 4.2%
- The Board approved placing a measure on the ballot in November to support transit. The name of the measure will be La County Traffic Improvement Plan (LACTIP)

Vice Chair Lopez-Ledesma commented that she would be interested in seeing if more accidents occur at intersections. Mr. Spivack replied that he would see if he could access more information.

Councilmember Perry requested the latest ridership numbers for Line 501. Mr. Page replied that weekday ridership is nearing 1,000. The goal is to get daily ridership to 1,500, which would be considered very successful. Service Planning is scheduled to give the 6-month report in September. Weekend ridership has doubled from 250 to 450, but weekend ridership remains very weak.

Councilmember Weisman asked if there has been any feedback on the Universal Bridge or any discussions of the impact of the pilot parking program on the availability of parking at the Universal City and North Hollywood Stations. Ms. Swift replied that approximately 300 people who were poaching parking have been identified, which has allowed people to be moved off the wait list and obtain permits. The Universal Bridge recently won a design award.

12. RECEIVED Chair and Council Member Comments

Councilmember Reyes thanked Metro staff and everyone that supported transit improvements to CSUN and the North Valley. CSUN is the most populous institution in the valley and evening scheduling improvements will serve the evening classes on campus. There are projects for these areas included in the upcoming ballot measure.

Councilmember Perry mentioned that the Youth on the Move Program will be recognized at the upcoming Board of Supervisors meeting. The program focus is helping foster youth in their emancipation.

Chair Weissman welcomed Councilmember Perry, and thanked staff and the public for their participation in his first meeting as Chair.

ADJOURNED at 7:39 p.m.