

Minutes

Wednesday, September 7, 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 6:35 p.m.

Council Members Present:	Officers:
Donald Weissman, Chair	Gary Spivack, Deputy Executive Officer
Yvette Lopez-Ledesma, Vice Chair	Dolores Ramos, Council Admin. Analyst
Vahid Khorsand	Israel Marin, Transportation Planner
David Perry	Collette Langston, Board Specialist
Max Reyes	Kelly Blanton, Metro Trainee
Dennis Washburn	Pamela del Valle, Administrative Intern

For Metro information in English, please call the following phone number: 213-922-1282.

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

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

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

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

1. PLEDGE of Allegiance
2. APPROVED Minutes of July 6, 2016 Meeting.
3. Chair's Remarks – none.
4. RECEIVED Update on LADOT DASH Service to Griffith Park, Tracy James, Joe Salaices, City of Los Angeles Parks & Recreation

Griffith Park gets an average of 7,000 to 9,000 cars per day during the busy season from mid-June through Labor Day Weekend. LADOT completed a 2-year study to mitigate the traffic issue. With community input and collaboration with Metro and LADOT, they've developed a comprehensive plan to ease the traffic through the park. Metro put together a marketing plan and branded the Red Line Vermont/Sunset Station as the go-to Station to connect to the DASH bus to Griffith Park Observatory. The bus runs every 15-20 minutes from the station up to the Griffith Observatory. Personal vehicles that enter the park will be charged a \$4 parking fee. Parking fees will be used to subsidize the cost of expanding shuttle service. The plan will be presented to the Board of Recreation and Parks on September 9, 2016 for approval. If they approve the plan, the roads will be reconfigured to a one-way traffic flow with angled parking spaces along the street. This will help guarantee that the buses and shuttles can get to the Observatory and through the park without sitting in traffic.

Nate Zaben is disappointed that the Autry, the Los Angeles Zoo, and Travel Town will remain relatively inaccessible by public transportation. The only bus that accesses the park, Line 96, is only accessible from Burbank. It is important to provide access to all areas of the park. Parking in those lots is free and is full every weekend. He asked why those portions of the park are not included in the plan. The Observatory is great but there is a huge section of the park that is inaccessible.

B. Timberlake commented that patrons using Line 96 cannot get to Travel Town. The area is very popular with families; access to Travel Town should be considered. The inability to get to Travel Town from the Valley doesn't make much sense. He asked when the DASH Observatory Line will expand beyond weekend service.

Joe Salaices replied that there is a plan to expand service by providing a park-wide shuttle with a stop at Los Feliz/Riverside Dr. to begin in spring 2017. Griffith Park is working closely with Metro to expand service and hours of operation of service into the park. The goal is to have the plan ready for operation by Christmas; at that time, they will ask DASH to expand service to 7 days a week with buses running every 15-20 minutes.

5. RECEIVED Update on Lines 501, 734, 788 and Burbank Bus Service and Ridership, Israel Marin, Transportation Planner, David Kriske, City of Burbank Deputy City Planner

Lines 234/734 and 788 were extended to serve the Expo Line when it opened, with 234 operating all day on Saturday and Sunday as well as late night and early morning when Line 734 is not yet in service. The lines have experienced 2-9% ridership declines, but the entire

system has experienced a decline of 10%. Line 788 is likely the only bus line in the system that has increased ridership. Patrons are beginning to use it and have realized there is a time savings.

An additional stop on Line 501 has been added at Lankershim/Vineland/Camarillo; an additional one may be added at Olive/Alameda. Metro is trying to increase ridership to reach the goal of 1,700 boardings per day. Weekdays see stronger ridership. The Board approved improving the peak frequency from every 15 to every 12 minutes and modifying weekend service from every 30 to every 45 minutes to help pay for the increased weekday service.

Metro and the City of Burbank have been working in coordination to market and promote Burbank's NoHo Burbank Airport Service. This 4-year demonstration line that connects from the Red/Orange Line Station to the Burbank Airport is funded by a grant from Metro, and is performing better than the systemwide average based on ridership trends over the last 6 years. Adding all-day service increased ridership; though there isn't a one seat ride from Glendale/Pasadena, there is a good transfer. Burbank would like to see improved ridership and is working with Metro regarding ongoing issues with the TAP program.

Councilmember Khorsand asked about the seasonality of airport passenger trips. Mr. Kriske replied that airport traffic patterns are reversed compared to transit patterns in that the summer is high season. Currently about 10% of the BurbankBus ridership is traveling to or from the airport; the majority is residents traveling to the Red/Orange Lines.

Jason Akerman concurred with Mr. Marin regarding the time savings that this line affords. A positive of Line 734 being slow is that he can play Pokemon Go. He took Line 501 and finds the blue interior light sexy. He would like the line to run later because it doesn't run late enough for people to use as transportation when they work the late shift.

Bart Reed, Executive Director of the Transit Coalition, testified at the Metro Committee meetings about Line 501 span of service. The service economy requires span of service to be increased to 12:30 a.m. or to match up with the Orange and Gold Lines later schedules but the bus is run on a banker's schedule. Patrons want to get jobs in the high rises in Warner Center but the first bus doesn't get there until 6:45 a.m. Line 501 is increasing ridership on weekends but increased morning and evening service is needed on the same schedule as the subway. He asked that the Burbank Bus schedule be included on the printed schedule for Line 501 because there is plenty of empty space for the information.

B. Timberlake has ridden Lines 734 and 501. Taking the Red and Gold Lines from North Hollywood, to Union Station, to Memorial Park takes exactly 50 minutes. Line 501 is more important for the Monday through Friday patrons because the Red and Gold Lines run 7 days a week and can be used for the same trip. He suggested eliminating Line 501 weekend service as it doesn't seem like an efficient use of funds. When Line 734 goes up Hilgard and out Sunset, it takes forever due to traffic. He suggested routing it up Church Lane instead.

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

Every six months, service planning takes a look at how the systemwide service can be improved. The goal is overall regular schedule maintenance to improve schedule reliability

and passenger loading standards. The department is reviewing bus-to-rail connections, including connections to Orange Line, Expo Line and Metrolink. Line 501 changes as approved by the Board will be implemented. Service hours will remain status quo as per FY17 Budget, and lines identified in the 15-Minute Network will be reviewed for potential implementation.

7. RECEIVED Line Ride Report, Council Member Yvette Lopez-Ledesma

On Monday, August 29, 2016, Councilmember Lopez-Ledesma boarded Line 233 at 5:47 p.m. at Van Nuys and Kewen and alighted at 6:31 p.m. at Ventura and Van Nuys. The operator called out the stops, including transfer points. The bus and seats were clean. She did not witness any fare evasion or passenger pass-ups. She spoke with the operator and he expressed the desire for a heavier sheriff presence on the bus.

On Monday, August 29, 2016, Councilmember Lopez-Ledesma boarded Line 744 at Van Nuys/Ventura at 6:49 p.m. and alighted at 7:34 p.m. at Van Nuys/Rincon. The bus was on-time. The driver was well mannered; he wasn't rude but he wasn't as accommodating as the Line 233 operator on. She spoke to passengers on the bus and they said that this line is always late which causes passengers to miss the connection at Vanowen/Van Nuys.

Councilmember Perry volunteered to give a line ride report at the October meeting.

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

- Bus Cleanliness Ratings: San Fernando Valley: 8.9, Goal: 8.0
- Metro Bus On-Time Performance: San Fernando Valley: 79%, Goal 78.15%
- Complaints Per 100,000 Passengers: San Fernando Valley: 5.0, Goal: 3.99
- Accidents per 100,000 miles: San Fernando Valley: 1.9, Goal: 4.07/100,000 miles
- Miles Between Mechanical Road Calls: San Fernando: 7,100, Goal: 5,097
- Average Weekday Boardings by Council Area: 180,900

9. RECEIVED Public Comment for items not on the agenda

Nate Zablen of Southern California Transit Advocates is concerned about the expansion of DASH service. One route will be moved from Hazeltine to a larger arterial where Metro already operates service. If DASH implements this change, they will end up picking up Metro's customers. DASH serves local areas and should continue serving those areas instead of moving to bigger streets. He wants better service, not duplicative service.

Councilmember Reyes asked if there is a mechanism for DASH and Metro to explore service options, and if the Service Council may take a formal position on the DASH recommendations. Mr. Spivack replied that service providers generally notify each other and gather their input, but that in this case Metro was not informed of the proposed changes until after the prior Council cycle.

Jason Ackerman commented that holiday bus service is minimal as it is run on the Sunday schedule. There are a lot of buses that do not run on Sundays and this makes it hard for bus riders to get around on holidays. He suggested using Saturday schedules instead of Sunday schedules. Metro shouldn't be abandoning patrons when salaried employees get the day off but those that work hourly don't. Mr. Ackerman inquired about installation of walk/stand signs for the escalators. Mr. Spivack replied that the manufacturer has recommended that no signage be placed suggesting that patrons walk or stand. While it often is a question of courtesy, from an insurance and liability point of view, it is not necessarily the best option.

Jerome shared that after getting sick a couple of months ago, he now has to use a walker which has helped him realize how polite bus operators are to patrons. They almost always ask if he needs the ramp lowered. He thanked Metro and said that he sent an email to Customer Relations. He hopes they let the drivers know that they are doing a great job.

B. Timberlake suggested that the Service Councils give input on the rail lines. Metro wants to expand rail services but Board oversight of rail service isn't working. He suggested that the Orange Line not be converted to light rail because the service is more reliable than the light rail lines and doesn't come to a complete stop if there is an issue.

10. RECEIVED Chair and Council Member Comments

Councilmember Perry requested a report on safety for a future meeting. He commented that Metro is currently rolling out operator barriers and closed circuit televisions, and adding additional non-uniformed security personnel to improve system safety and security.

Councilmember Reyes welcomed new Metro staff member Kelly. He requested that LADOT DASH service recommendations be presented at the October meeting so that the Council can take a formal position. Mr. Spivack replied that staff will invite them, but they may choose not to accept any comments after the September 30th comment period closes.

Councilmember Khorsand asked for a report on percentage of occupancy on lines. This would allow for a fuller picture of ridership.

Councilmember Washburn shared the Los Angeles Times 1992 supplement which contains opinion pieces on the merger that created Metro. It included a lot of predictions and promises for the system. He wondered if the outcomes match those predictions.

Chair Weissman apologized for being tardy. He thanked Dolores for forwarding a follow up email from Dina Garcia regarding concerns about use of Access Services to Temple Ahavat Shalom. He asked for updates on potential service extension to the area. Mr. Spivack replied that there is nowhere in the area for a bus to turn around, and there are no operator facilities. To extend service to reach the area would require a 13-mile route addition, which would be a significant budget cost. Staff is working with ACCESS services to obtain continuous funding for locations like the Temple that fall just outside the ¾ mile service limit. The current grant will last for at least two years. Staff has communicated with the budget office to review the request to extend the Access service grant so as to qualify the area for Access services.

ADJOURNED at 8:19 P.M.