

Wednesday, November 3, 2010

6:37-7:45 PM

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# Minutes

San Fernando Valley  
Governance Council

Regular Meeting

Marvin Braude Constituent Service Center  
6262 Van Nuys Blvd.  
Van Nuys, CA 91401

Call to Order

Council Members:

Richard Arvizu, Chair  
Gary Bric  
Michael Cano  
Jesus R. Ochoa  
Kymberleigh Richards  
Steven Veres  
Donald Weissman

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Officers:

Jon Hillmer, Director  
Wilbur Babb, Communications Manager  
Suzanne Handler, Council Secretary

1. **Pledge of Allegiance**

2. **APPROVE Minutes for October 6, 2010 meeting** – approved and seconded  
One revision by Representative Richards, Item 2 change “director” Richards to “representative” Richards

3. **Chairs Remarks**

Chair Arvizu apologized for not being in attendance at the last two meetings. Attended budget proposal meetings in Sacramento for the community colleges.

Jon Hillmer, with your indulgence Chair, I would like to have one of Metro’s ethics officers Eric Geier address the council for a few minutes.

Eric Geier, I am a Senior Ethics Officer at Metro. I have been assigned to this council and am available for any questions, please feel free to contact me. I want to remind the council that Metro is sponsoring AB 1234 training and it’s coming up next week (November 8-12). This requires ethics training for council members every two years. According to our records a few of the council members are up for training this year. Please contact me and I’ll arrange for your AB 1234 training at the Metro headquarters. If you have received training at another location, please send us the certificate of completion for our files.

4. **RECEIVE Director’s Report, Jon Hillmer**

Performance Report for September

- On-time performance went down to 75.4% dropped 1% point
- Complaints per 100,000 passengers went up to 3.5, target is 2.94
- Breakdown of Customer Complaints in September the top 5 are:
  - Operator Issues 53%, Schedule Issues 38%, Access Services 4%, Fare Issues 2%, Equipment or Bus Stop 1%
- Miles between Mechanical Road Calls rose to 4,049, target is 3,635
- Accidents per 100,000 miles went down to 2.14, target is 2.32
- Bus Ridership for September was 5,100,000, target is 4,890,000
- Orange Line Ridership for September is up to 25,000 for a weekday
- Bus Ridership trends has decreased 15% in 4 years; Rail ridership has increased 27% in 4 years

Action item: show revenue service hours as a reference point for when the council has to make service changes.

Summary of Metro Board Actions for October

- Reappointment of Kymberleigh Richards to the SFV council; appointment of Elliott Petty to Westside Council; Board accepted

Regional Connector and Westside Subway Extension Draft EIS/EIR  
and adopted locally preferred alternatives to both.

Meet and Confer Meeting is set for December 1, 2010 at 2pm

Key Dates to remember for proposed service changes are: December council approves hearing date; January public hearing is published; February public hearing and March the council acts on proposed service changes

Working on Bylaws and will be taking them to the Board staff. Then we will bring them to the councils for review, comment and editing in December. Hopefully they will be finalized in January and become effective that month.

**5. Workshop to discuss FY12 Service Change Concepts, Scott Page, Operations Planning Manager presenting**

The meet and confer will be a good chance to talk about the service changes for June 2011. We are focusing on the Blue Ribbon Committee recommendations and how we have started implementing some of the suggestions. We are focusing on better communication between MTA and the muni's in the Los Angeles County and have begun quarterly meetings to discuss service changes, routings and span of service. Better coordinate service changes particularly if we decide to end a route and the municipal picks up a piece, or we decide to move a route to join theirs. Worked with Glendale and Burbank developing a span of service to serve the Burbank Transit Center and Glendale Metrolink Stations.

Coordinating with Foothill Transit the Silver Line (Metro) and Silver Streak (Foothill) along the El Monte Busway. The major difference is the fare, we are \$2.45 and they are \$2.50 if we were to coordinate the fares it would give the riders more choices.

We worked with Montebello to create a bus only lane for two blocks by the Eastside Extension at Pomona and Atlantic which created a better bus/rail interface.

Better bus/rail integration with rail and BRT, simplifying the route network by consolidating services along common corridors. The June service change will adhere to policy guidelines; matching service level demands; metro rapid service warrants; reducing bus and rail duplication; consolidating service along common corridors; and implementing Expo bus/rail interface.

We'll be back in December to officially set the public hearing date and time and in January we will have the list of details for the San Fernando Valley service changes and in February the public hearing, and in March we come back to you for your decisions and go to the board with our proposed changes.

**Representative Richards**, I am disappointed, my idea of a workshop and most people expect staff would bring something in conceptual stage and take input from the public and council, instead we received a powerpoint of what the blue ribbon recommended. Especially given the turmoil over line 902 and knowing the turmoil brought forward a restructuring of Van Nuys Blvd. service sooner than it would have happened otherwise. I think most of us in this room would have liked to see what staff was thinking.

**Jon Hillmer**, we may have broad brushed the topic of workshop, but staff is open to discussions on specific concerns or changes.

**Representative Richards**, maybe I can narrow this a little bit, can you perhaps give the council some idea besides the Van Nuys Blvd. restructuring, what is being kicked around for the June service changes. In generalities or specifics, maybe you can verbally tell us where you are going, knowing that June is the first phase of what will be a three-phase restructuring of service.

**Scott Page**, it has been suggested Mission College and the 230 and 634 lines. We are going to join those two lines together. The 634 was a very short shuttle line that ran from the Metrolink Station to Mission College from the Sylmar Metrolink Station. We are going to join those two lines eliminating a transfer to provide better service across the valley.

Considering ending line 96 at the Burbank Metrolink Station, the segment that goes to the west would actually be picked up by a modification of line 155. We consulted with Burbank/Glendale who would like to see all the service maintained on Olive and Alameda, we want to keep the 155 on Alameda, they want to keep it on Olive. The 183 will still continue on Magnolia to Burbank Metrolink Station and go to San Fernando Road going east towards the City of Glendale, turn left on Broadway and over to Central Avenue. They have no service in that section of Broadway. Everything that is over in the East that the 183 used to travel all is duplicated by the Glendale Bee Line. Time to reassess our lines in Glendale since they are running their own system.

**Jon Hillmer**, Glendale, Burbank and Pasadena are now considered a Tier 3 transit operator which in effect allows them to assume service from other regional operators allows them if they were to assume service from another regional operator would allow them to receive FAP dollars. This opens up that avenue to transition service from a higher expense operator to a more local city level operation.

**Scott Page**, the 96 is a very long line and has problems with on-time-performance. The real bread and butter of that line is Burbank south to downtown, not the segment that goes along Riverside Drive, also we are going to make it go left on Cahuenga. Lankershim is already served.

Those are just some of the ideas for the Valley. We are studying the Van Nuys Corridor and looked at all TAP card data for September 21 which is giving us the information of where our passengers are going. This will enable us to better understand the needs of the corridor. The full length of the corridor is very busy, even south of the Orange Line.

**Jon Hillmer** at our San Fernando Valley transit providers meeting, the Antelope Valley indicated they would like to bring service to North Hollywood and transfer people to the red line it's faster for the patrons to use the red line than it is stay on the freeways. Scott and his team are working very diligently with all the transit providers. It seems we have a more open dialogue with our transit partners than we have had in a long time.

**Representative Cano**, the issue about truncating the routes there is a snag in that with the labor agreements we have. So until there is a change, the buses will continue to downtown. I would like to see more dialogue and breaking down the barrier between north counties and Metro service. Our great concern is a lack of connectivity between the valleys and Los Angeles area. Bus interface along the Metrolink stations and airports region-wide more focus on policy direction. Recommendation to the metro board on the FAP by bringing an outside objective or viewpoint to the Board. Having a common sense discussion on how the FAP should work where there is not a two year lag where we don't have fund to fill the gap. This is a very incoherent policy. The Metro board would be well served to have an objective discussion on the FAP. We need direction from you as an outside viewpoint on how to fix the FAP so it works within the region. Would like to see a recommendation on how to change it, instead of asking a Board member to make a motion.

**Representative Veres**, Mission college and regional high school will come on line next Fall they will be caught up in the Mission College travel/corridor. Ability for northeast residents to get to the red line and airport, is as efficient as possible. Access rail as quickly as possible, Metrolink's cost has risen over the last couple of years. People are looking for an alternative via bus to red line in North Hollywood.

**Representative Richards**, the line 224 does an excellent job of connecting the City of San Fernando with North Hollywood station.

**Scott Page**, the 224 has done much better when we connected it to Sylmar via San Fernando Road to Lankershim Boulevard directly to the Red Line, suddenly it took off.

**Representative Cano**, was Metrolink in the room during this Blue Ribbon Committee discussions?

**Representative Richards**, Metrolink did not participate at all.

**Representative Cano**, I'll speak with Mr. Fenton of Metrolink.

**Representative Richards**, four of Metro's hubs in the Valley are at Metrolink stations, Sylmar, Chatsworth, Burbank and Glendale.

**Scott Page**, Line 183 does not go to the Burbank Station now, so this will be a change and will connect the Magnolia service.

**Representative Cano**, Metrolink needs to hear directly that their service changes affect all the bus schedules and can be very disconcerting to the passengers. These are the type of miscommunications we have with Metrolink and they should be at the table.

**Representative Richards**, Ms. Engel did a presentation at the SOCATA meeting, Glendale is planning to cancel their route 11 in April and that is their route that currently connects Burbank Metrolink station to downtown Glendale. If Burbank thinks that their route 11 is worthy of cancellation why are we being asked to reroute the 183 to potentially replace it?

**Scott Page**, she is getting a lot feedback from that and will have to keep 3 or 4 trips.

**Representative Richards**, if Glendale keeps the 11 we don't need to reroute the 183. We may need to keep looking at this as we head towards the June service changes, and maybe we may want to make decisions on what Glendale decides to do.

**Jon Hillmer**, the service plan they are putting together is designed to streamline the service to focus more on our rail, BRT and rapid lines and the philosophy will be using is to do the things we should have been doing all along anyway. Not being driven necessarily by the need to reduce service but rather the need to improve. Art Leahy's made a commitment the quality of the service is going to improve. We are to retain more of our mechanics adding supervisors, adding instructors we are doing things that may raise our cost on the service we run but it will be of a higher quality and worth the effort. The primary point here is to do them irrespective of whether we have reductions or not.

## 6. Public Comment

**Michele Klein-Hass**, put in application for a college TAP card in August, I just recently received it in November. Now, I have been going back and forth between Metro and the company that does TAP, there was some sort of

breakdown of their equipment which made it hard for them to get these passes made, but it just seems to suggest there is a single point of failure. Valley College quit doing the ITAP program, which was wonderful and lowered my costs but it was not being used enough so they dropped the program. The 902 has been brilliant getting me to and from Valley College and home again in Panorama City. You should be talking about expanding the 902 rather than cutting it.

**Representative Richards**, the problem with the 902 is to average out all the service trips it does not carry enough people to meet our load standards, and we are taking service from line 233. We are running the 902 with money that should be spent on the 233.

**Vince Garfalafo**, I was on the 606 trying to transfer to the 902 bus #8377 and as I approached the driver waved and took off, leaving me to take the 233. Very frustrating to be left at the stop by an operator, happened again on Ventura waiting for the 233 last week. You have the potential to do something about this.

**Faramarz Nabari**, I am with the Transit Coalition, and want to speak on a number of items. First of all the analysis staff is doing on “bubble” where people are boarding is very exciting. The two largest bubbles on the Orange Line are Valley College and Pierce College. Better connection to Mission college would be one that would be successful for Metro. Particularly if it is connecting the new High School on Arroyo. Combining line 230 and 634 might be a good strategy; we think that it is also important to keep in mind the connectivity with North County that Mr. Cano brought up. Not just in terms of the Metro Red Line but also with Measure R in terms of long-range planning for the San Fernando Valley to the Westside Corridor connection. One of the things that came up with metro staff is 741 in terms of consolidation of services of rapids into locals. The 741 is a rapid bus on Reseda Blvd. It is a relatively short line; there may be a need to hold on to the 741 because of north/south rapid ways study for Measure R. What can we keep and where can we reduce duplicative service and perhaps improve the local service. In terms of straightening out the lines 183 and looking at consolidating 96 and 155, I have actually taken all three of those lines in the past week, between the red line and Burbank. As staff indicated line 96 has a very serious on-time-performance that is partially due to the length of the route. In terms of line 183, it needs to be rerouted around the North Hollywood station to save time and money and without losing a single stop. In Burbank there are some seniors who take the route to the foothills, if there is a change in the routing of the 183 I would ask Metro to work with Burbank to make sure the residents in the foothills do have some type of alternative transit. Line 96, take a look at the change in the Silverlake library see if that is gaining ridership, if that may be another revenue opportunity for service savings. The 224 has improved substantially in terms of ridership once the connections were in place. The 224 is really not a route, it has speedy service

along San Fernando Road, and it often has a problem with bunching and delays along the Lankershim portion of the route. Finally, in terms of some of the big picture principles that were discussed, it makes sense to look at corridors rather than having duplicative service it makes sense to have one or two services that are fast and frequent and reliable. We understand that is what Metro is looking at. We also want to make sure that it does not become 'code' for elimination of service. When the first presentations were made about the metro rapid service matrix back in the spring, there was discussion regarding a number of the rapid lines potentially consolidating with local service. Now we understand the amount of local service may be very minimum.

## **6. Chair and Council Member Comments**

Representative Cano, looks like some of our champions are still in office in DC. We will sort that out at Metro.

Representative Veres, this will likely be my last meeting, I have some difficult scheduling issues coming up, my colleague Ernesto Hernandez, will be joining the council. Thank you it has been a joy and informative experience and I will certainly continue my service with Metro at the MSCR and with the Supervisor who certainly keeps us busy and on our toes.

Representative Weissman, thank you Suzanne for sending out the updates and summaries you have been sending the council these are very informative and helpful to the discussions that we have at our meetings. To the members of the public who have the intestinal fortitude to come forward to speak to the council on the issues that are bothering them, thank you.

Representative Bric, I want to thank the people who came out this evening and we have some possible changes on the 794 and spoke with Ms. Richards earlier about some of them and will be meeting with Burbank staff.

Representative Richards, I am sorry to see you go Steven, but I am happy you appointed a representative from the City of San Fernando. Although the San Fernando Valley is largely within the City of Los Angeles boundaries, I have always considered the cities of Burbank and San Fernando to be critical to what we do, and I would have hated to have a gap.

Representative Ochoa, thank Mr. Veres for your attendance and contribution to this group, really appreciate your coming to help us and participate on this council and thank you for selecting a successor.

Chair Arvizu, I want to thank the public for making their comments known, I wish more the public would make their concerns and suggestions known at these meetings, you are our customers and we need to hear from you. We value your input please get the word out regarding our meetings.

ADJOURNED 7:45pm