

Wednesday, May 2, 2012

6:30-8:00PM

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# Minutes

San Fernando Valley  
Service Council

Regular Meeting

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

Called to Order at 6:33 p.m.

Council Members Present:

Kymberleigh Richards, Chair  
Jesus Ochoa, Vice Chair

Dr. Richard Arvizu  
Gary Bric  
Michael Cano  
Donald Weissman

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Officers:

Jon Hillmer, Director Service Councils  
Wilbur Babb, Community Relations  
Manager  
Suzanne Handler, Council Secretary  
Collette Langston, Board Secretary

1. PLEDGE of Allegiance
2. APPROVED **Minutes for April 4, 2012 meeting.**
3. RECEIVED **Chair's Remarks**  
Vice Chair Ochoa, Dr. Arvizu and the Chair attended the Expo Line opening.
4. RECEIVED **Public Comment**
  - Nate Zablen – Concerns about the scheduling relating to Line 158. The revised schedule, dated December 11, 2011, shows that the bus was to be at the station at 4:55 p.m. but the bus didn't show up until 5:30 p.m. According to the Operator, the buses don't follow the December 11, 2011 timetables.

*Chair Richards* explained that due to the FTA, the December timetables were revoked and unfortunately, some of them are still in circulation. There was a systemwide notice telling riders to use the June timetables.

- Vince Garofalo – Regarding the new/revised 634 Line, he has waited for a bus that never came. Pointed out that the language on the TV's on the buses is atrocious. Lastly, feels that there needs to be more information for individual drivers to hand out to their passengers.

*Chair Richards* asked Carol to communicate with the Scheduling Department about the 230 Line.

- Faramarz Nabavi – Commented on public member Ms. O'Connor's concerns about the escalators that she spoke about at the last meeting. Said that if people are pushing others in order to get up or down the escalators that is considered assault. If people are jumping up and down on the escalators that is disorderly conduct. Both are actual crimes that individuals can be booked for. We need to make sure that customers know it is not acceptable to push people aside or horse around on the escalators. Would like to focus on education and enforcement of rules that are already in place rather than having additional rules.
5. APPROVED **Motion by Kymberleigh Richards** that the Metro San Fernando Valley Service Council considers Line 422 to be a Metro line based upon its creation under the New Service Plan; and therefore, the Service Council asserts that it has the right to, at the very least, recommend changes to Line 422, as its non-express routing falls within the service area that the Council has responsibility for; and therefore, the Service Council directs Metro's contracted

services staff to communicate to LADOT its desire that the off-freeway stop at Universal City Station be added to Line 422 at the earliest possible time.

- Faramarz Nabavi – Supports the Chair’s Motion. It makes sense to have this Line connect to the Red Line and it would be in LADOT’s financial interest to do so because they would be picking up more passengers.

*Mr. Bric* asked if we’ve had any communications with LADOT.

*Chair Richards* responded that although no communications have happened with LADOT, they are in the process of reviewing the Line. She clarified that the essence of the Motion is to have discussions with LADOT and communicate that we want a change to be made.

*Mr. Cano* asked what the end to end points of the Line are.

*Chair Richards* answered that the southern most point is at USC, with the Line ending in the Westlake Village/Thousand Oaks area.

6. RECEIVED **update on Orange Line** by Gary Spivack the Division 8 Transportation Manager. Began testing and training on April 23<sup>rd</sup> and have been operating coaches 4 p.m. to midnight every weekday. Training happens between 4 p.m. and 9 p.m. Starting next week, testing will switch to daytime operation for completion of training. Landscaping has started; fare machines are being installed, as is artwork. The Line is still running under budget in terms of construction costs. During opening weekend, there will be two free fare days with Friday being the opening ceremonies and ceremonial ride.

No date has been specified or announced at this point. There are still a number of items that have to be done but we’re working towards mid-June.

*Mr. Cano* requested that staff work with Santa Clarita Transit to discuss opportunities to link that community directly with the Orange Line.

- Nate Zablen – There has been a proposal to increase the speed limit for automobiles on Chandler Blvd. There is a bikeway that is part of the Orange Line and increasing the speed limit would be dangerous. For the safety of the community, bicycle riders and the elderly that live near the Orange Line, the speed limit should be no higher than 35 miles per hour, particularly in the Valley Village area.



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Mr. Hillmer responded that this falls into the authority of the City. They use standards to determine what the limit should be but Metro can voice their opinion in terms of what Metro would like to see.

- Mr. Zablén – Metro is missing an opportunity by not connecting better to the Westfield/Topanga Mall.

7. **DISCUSSED July 4, 2012 Regular Meeting Date Change**, All Members  
Tentatively scheduled at the Van Nuys Library on Thursday, July 5<sup>th</sup> at 6:30 p.m.

8. **RECEIVED Director's Report**, Jon Hillmer, Director

- Performance Report
  - On-time Performance
    - San Fernando Valley: 77.8%
    - Target: 85.0%
    - Metro Bus System: 76.6%
  - Complaints per 100,000 passengers
    - San Fernando Valley: 4.01
    - Target: 2.88
    - Metro Bus System: 3.52
  - Miles between mechanical road calls
    - San Fernando Valley: 5,008
    - Target: 3,650
    - Metro Bus System: 3,775
  - Clean Bus
    - San Fernando Valley: 8.95
    - Target: 8.0
    - Metro Bus System: 8.48
  - Accidents per 100,000 miles
    - San Fernando Valley: 3.16
    - Target: 2.88
    - Metro Bus System: 3.99
  - Monthly ridership
    - San Fernando: 5,350,000
    - Target: 4,920,000
    - Metro Bus System: 30,600,000
- Service Quality Compliance Report
- Meet and Confer will be held May 21<sup>st</sup> at 2:30 p.m. Some of the topics to be discussed are the FY13 and FY14 Metro budget outlook, Metro bus and rail performance targets for FY13, Measure R, and introduction of Frank Alejandro.
- Faramarz Nabavi – It makes sense to distinguish on-time performance due to internal factors versus external factors. Trying to identify some of the external factors and getting a grip on them even though there may be performance

issues with respect to traffic could be addressed. Regarding the underlying statistics for the ADA report, looking at year to date would give a larger sample size which would smooth out some of the spiking. The problem with buses that run hot is that it appears that supervisors are telling their operators not to arrive early at their time points. A revision in the policy that doesn't penalize the operator for arriving early would alleviate buses stopping for minutes at the stop before the time point.

Mr. Hillmer responded regarding uneven distribution of running time that we do not want buses sitting at major intersections for multiple minutes because that creates other congestion problems. Stopping for several minutes at the stop before the time point is still subject to a rule violation.

#### 9. RECEIVED Chair and Council Member Comments

*Mr. Weissman* asked Mr. Hillmer if operators can be informed if there is a problem with a bus or buses running before them so the passengers can be given an answer when the bus is late.

Mr. Hillmer responded that they can be notified through the operations center.

*Mr. Cano* shared that he went to the Expo Line opening and has taken the line to USC. Overall, feels that it will be a successful line that will get better over time.

*Dr. Arvizu* believes the Expo Line will be a great addition to the system and plans to use it during football season to get to USC.

Adjourned at 8:05 p.m.



Collette Langston, Council Secretary



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