

Monday, January 11, 2010 5:00 PM

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# MINUTES

## **San Gabriel Valley Service Sector Governance Council**

Regular Meeting

Metro San Gabriel Valley Sector Office  
3449 Santa Anita Avenue  
El Monte, CA 91731  
3<sup>rd</sup> Floor, Council Chambers Room

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Called to Order at 5:01 p.m.

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Sector Representatives Present:

Joseph Mosca, Chair  
Alex Gonzalez, Vice Chair  
Roger Chandler  
Harry Baldwin  
Bruce Heard  
Albert Huang  
Kathy Salazar  
Rosie Vasquez

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Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**<sup>™</sup>

1. Pledge of Allegiance.
2. **APPROVED Minutes of Regular Governance Council Meeting held December 14, 2009.**
3. **Public Comment** – none.
4. **RECEIVED Chair’s Remarks.**
  - Busing of Rose Parade patrons – MTA provided buses over the course of three days for those attending the Rose Parade during the New Year celebration. Up to twenty buses were provided to supplement Gold Line service from Union Station to Del Mar Station. An additional five buses were available for those wishing to view the floats following the parade. Ridership in the San Gabriel Valley Sector remained solid throughout the New Year holiday.
5. **RECEIVED AND FILED report of the General Manager.**
  - Governor’s proposed budget – The California Transit Association filed a lawsuit about one year ago challenging the transfer of transit funds to the State’s general fund. The action was ultimately deemed unconstitutional. However, there is a new proposal to eliminate the sales tax on gas and diesel fuel and to replace this with a smaller excise tax on fuel. This would help the State circumvent the legal challenges associated with raiding transit funds. It presents a major challenge to transit agencies such as MTA as it will reduce state funding. The agency hopes the California Legislature will address this issue soon.
  - New interim executive appointments – The following new interim appointments were recently announced: 1) Lonnie Mitchell, Interim Chief Operations Officer; 2) Alex Di Nuzzo, Interim Executive Director of Maintenance; and 3) Roman Alarcon, Interim Executive Director of Transportation.
  - Sector staff will be relocating to the downtown MTA headquarters building. San Gabriel Valley Sector staff anticipates moving in early to mid-February.

Chair Mosca inquired about occupancy plans after the San Gabriel Valley Sector office building is vacated.

Mr. Gabig responded that Access Services, Incorporated (ASI) may relocate to the San Gabriel Valley Sector office building. A final decision has not yet been made. He explained that the lease on ASI's downtown location will expire in three months. Because MTA provides funding for ASI, cost savings will be achieved.

Representative Baldwin asked for clarification about ASI.

Mr. Gabig responded that ASI is a regional paratransit provider.

Representative Chandler asked if the Council meetings will still be held at the Sector office building.

Mr. Gabig responded affirmatively.

- Division 9 transportation building demolition has recently been completed. The building is located west of the Sector's former office building. Pavement work will be done in two to three weeks. The former Sector office building is in the early stages of demolition. Demolition and repaving will be complete in 60-75 days. The Chevy dealership located near the former Sector office site has been demolished. The site will provide temporary parking for the El Monte Station during reconstruction of the Station.
- Line 177 – This is a contract bus line. Southland Transit will assume operation of the line in mid-February. Veolia Transportation is the current contractor operating the line. The new contractor will be using improved equipment on the line. New equipment will be delivered in late 2010.

Representative Heard noted that the present contractor is relatively new, having assumed operation of Line 177 only about 1.5 years ago.

Mr. Gabig stated that Line 177 has had a history of performance issues. This is a high profile contract line. Staff is hopeful service will improve after the transfer is complete.

6. RECEIVED report on **Customer Survey Results.**

Jeff Boberg, Transportation Planning Manager, Community Relations, provided an overview of details of the annual rider survey. 16,000 completed surveys were submitted. An analysis of the survey results indicated that general satisfaction among riders remains high. On-Time Performance continues to rise. Three out of four riders surveyed feel that the bus/train is clean. Riders agreed with the statement that stops and stations are generally clean. Four out of five riders surveyed feel that bus operators are generally courteous. Patrons have observed that graffiti on buses has declined by 25% since 2005. Seat availability is at an all-time high. The number of perceived pass-bys has fallen. Mr. Boberg reported that three out of five riders have access to the internet and that riders continue to visit metro.net. Choice riders continue to constitute about 30% of riders. The survey also found that MTA retains over 50% of riders who have been customers for more than five years. Four out of five riders surveyed feel that it is relatively easy to purchase passes. Nine out of ten riders ride three or more days a week. Two out of three riders have working cell phones with them, and 37% of those surveyed have smart phones.

Representative Gonzalez requested a breakdown of survey results by Sector.

Mr. Boberg responded that he can send this information to the Council.

Representative Baldwin asked if the figures apply only to bus riders.

Mr. Boberg responded that the results encompass both bus and train riders.

Chair Mosca noted that the number of choice riders has remained relatively constant. He stated that he expected to see an increase in choice riders with the gas price increase.

Mr. Boberg responded that two years ago, the number of choice riders reached a high point, but that this figure has decreased. He clarified that the ridership spike on rail lines has paralleled the gas price increase.

7. **RECEIVED report on Silver Line Service.**

Scott Page, Service Development Manager, reported that the Silver Line began service on December 13, 2009. He presented a route map and explained that the line provides service on the El Monte Busway (specifically, Cal State LA and LA County-USC Hospital) and downtown LA. Buses on the line then travel to the Artesia Transit Center via the Harbor Transitway.

Mr. Page reviewed goals and objectives of the Silver Line. These include providing faster and more frequent service to and through downtown LA, increasing on-time performance for Express and local lines, decreasing service duplication in downtown, and generating service savings.

Mr. Page presented slides of El Monte Station and Artesia Transit Center on the opening day of the Silver Line. In order to assist in performance monitoring and future planning of the Silver Line, a supervisory shift has been assigned from 6:00 a.m. to 9:00 a.m. at El Monte Station. Patrons are moving seamlessly between local buses and the Silver Line. Passenger loads and headways will be analyzed for future expansion of the Silver Line in June 2010. Funds from the congestion pricing demonstration initiative will assist in the expansion.

Representative Heard asked if ridership has increased since the introduction of the Silver Line.

Mr. Page responded that there has been a slight increase in ridership. Mr. Gabig added that staff is closely monitoring the line. Because it was implemented just before the holidays, staff does not yet have solid base information on the line. Staff hopes to present January data at the next meeting.

Representative Heard asked if buses leaving El Monte Station are at capacity.

Mr. Page responded that bus passenger loads are generally high, particularly during peak periods.

Representative Gonzalez mentioned that he rode on the Silver Line and that both on-time performance and physical condition of the buses have been great.

Representative Baldwin asked Mr. Page if schedules for the line are available.

Mr. Page responded that he will provide these to the Council immediately following the meeting.

8. **RECEIVED report on Line 287 Profile.**

Carl Torres, Transportation Planning Manager III, provided an overview of Line 287, which provides service to El Monte, South El Monte, South San Gabriel, Montebello, Monterey Park and East Los Angeles. He presented a slide showing the route map. He explained that the line is 16.5 miles long and operates seven days a week. No service is provided between lower El Monte Station and Montebello Mall on Saturdays, Sundays and holidays. There are six buses that provide service on the line. The span of service is between 5:00 a.m. and 10:30 p.m. There are approximately 1,800 riders on Line 287 on weekdays. The system-wide daily average is 8,200 riders and the San Gabriel Valley Sector daily average is 6,300 riders. Mr. Torres reported that with regard to system-wide ridership, Line 287 ranks 110 out of 136 and with regard to San Gabriel Valley Sector ridership, Line 287 ranks 25 out of 32.

He presented slides of areas served by Line 287. He indicated that the line provides a bus/rail interface with the Gold Line and provides service to East Los Angeles College and El Monte Station.

Representative Heard stated that he wanted to call attention to two problems that he noticed with the new Gold Line timetable that was last updated November 15, 2009. He noted that service was recently expanded to East Los Angeles; however, the timetable does not include all of the stations. Only sixteen stations are listed on the timetable. Five stations appear to have been omitted, including Del Mar Station. He noted that he mentioned this issue to Mr. Gabig and Mr. Page, who brought this to the attention of staff at the Gateway building. Staff responded that there were too many stations and that five needed to be omitted as they would not fit on the timetable. Representative Heard stated that if this is the case, then staff should add more paper to the timetable rather than eliminate stations. He noted that the general public may not know of the existence of the five omitted stations since they are not listed on the table. Another problem he has noticed is that it is difficult to find timetables at the stations as the racks are stuffed with brochures and ads. He requested a report back on the availability of timetables at stations.

9. **RECEIVED report on June 2010 Service Changes for Public Hearing.**

Scott Page, Service Development Manager, reported that the next public hearing on proposed service changes to be implemented June 2010 or later will be held at the San Gabriel Valley Sector office building, Council Chambers Room, on February 8, 2010 at 6:00 p.m. The San Gabriel Valley Sector will be proposing two minor service modifications:

- 1) Restructuring of Line 287 to assume a portion of Line 31 on 1<sup>st</sup> Street from Atlantic Blvd./Cesar Chavez Ave. to Indiana Gold Line Station.
- 2) Restructuring of Line 180/181 between the communities of Glendale and Los Feliz to serve the Silver Lake area.

Mr. Page presented maps of the proposed modifications to Lines 287 and 180/181. He noted that Los Feliz has become increasingly congested during morning and afternoon peak periods.

Representative Gonzalez asked about the distance between the Glendale Metrolink station and the nearest Line 180/181 stop.

Mr. Page responded that while Line 180/181 doesn't stop directly at the Metrolink station, the line provides service on Central Avenue near San Fernando Road, which is close to the Metrolink station. He added that patrons may make connections to the station via the Glendale Beeline service which travels in the area.

ADJOURNED at 5:45 p.m.

*Michele Chau*

Michele Chau, Council Secretary