

# MINUTES

## San Gabriel Valley Service Council

El Monte City Hall East  
11133 Valley Blvd.,  
Council Chambers  
El Monte, CA 91731

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Called to Order at: 5:00 p.m.

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Council Members Present:

Rosie Vasquez, Chair  
Steven Ly, Vice Chair  
Roger Chandler  
Harry Baldwin  
Alex Gonzalez  
Bruce Heard  
Joseph Mosca  
Dave Spence

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Officers:

Jon Hillmer, Director Service Council  
David Hershenson, Comm. Rel. Mgr  
Suzanne Handler, Council Secretary  
Michele Chau, Board Secretary



Metropolitan Transportation Authority

**Metro**

1. Pledge of Allegiance.

2. Roll Called.

RECEIVED public comment – Ken Ruben, Culver City resident, stated that he did not speak at the August meeting because it was clear that the issues discussed were geared specifically for the East Los Angeles community. The residents expressed their desire for service east of Indiana on First Street and did not appear to be interested in Gold Line service. Mr. Ruben stated that he appeared on television during the Expo Phase II groundbreaking event. MTA staff and board members were present at this event.

3. **APPROVED Minutes of Meeting held August 8, 2011.**

4. **RECEIVED presentation on CicLAvia for October 9, 2011.**

Nidia Ursig, an urban planner and CicLAvia representative, stated that the previous CicLAvia street event was successful and that organizers had partnered with MTA. The event helps participants view Los Angeles in a new light by allowing them to visit places in the city that they have not explored for free. The next CicLAvia event will be held on October 9, 2011 starting at 9:00 a.m. Participants may walk, bike or park and ride to reach the event in downtown.

Representative Gonzalez stated that he participated in last year's event and that he enjoyed the experience. There were a number of kids riding tricycles. He also participated in the Mexico City CicLAvia event which was fun. There will be more food vendors and events at the downtown Los Angeles event.

Representative Mosca asked if there will be transit connections in downtown to reach the event.

Mr. Hillmer responded that bus routes will be impacted. He noted that there is no starting location. Participants can show up anytime at their convenience.

5. **RECEIVED update on FY 2012 Operations Performance Targets.**

Mr. Hillmer reported that each year MTA staff establishes new performance targets for the system. The On-Time Performance (OTP) target was previously 80%. The target has increased to 82% for the first quarter of the fiscal year. The target will increase by 1% increments for the next three quarters until it reaches 85%. Mr. Hillmer noted that reaching an 82% target will be challenging. OTP continues to improve, although the best-performing divisions appear to have reached a plateau. Regarding Passenger Accidents, bus operators are required to report any incident in which a passenger's body part (i.e., arm) is stuck when the doors close. Most of the time this does not present a problem; however, recently there has been an increase in the number of accidents falling under this category.

The target for Miles Between Mechanical Road Calls for both the San Gabriel Valley and system-wide is 3,650. Regarding Bus Cleanliness, CEO Arthur Leahy has indicated that not enough is being done to maintain station cleanliness and general appearance. Mr. Hillmer reviewed percentage of scheduled service delivered. Regarding boardings, there is a projected 2% decrease in overall annual ridership compared with last fiscal year.

Representative Mosca asked why there is a projected 2% decrease in ridership.

Mr. Hillmer responded that MTA reduced service, which tends to lead to a corresponding decrease in ridership.

Representative Mosca stated that although OTP may be trending well, the indicator does not account for the driving skill and safety of operators. Some operators may drive unsafely in order to reach the target.

Mr. Hillmer responded that OTP is complicated and involves a combination of scheduling and supervision. Positive incentives include providing gift certificates for operators averaging an OTP level of 85% or higher. In the event an operator is late or running hot, the field supervisor may monitor the operator. From a service quality perspective, OTP is important, especially if service is frequent. The Nextrip bus arrival information system is a great tool for riders.

**Chair Vasquez congratulated the Council for its perfect attendance today.**

6. **RECEIVED Director's Report.**

- Performance Report
- Meet and Confer
- Planned Tours

Mr. Hillmer reported on performance indicators for the month of July 2011. San Gabriel Valley (SGV) On-Time Performance (OTP) increased to 79.6%. The target is 82%. There were 2.92 Complaints per 100,000 boardings system-wide and 3.25 Complaints per 100,000 boardings in the SGV region in July. Michael Greenwood, Transportation Director at Division 9, will provide a presentation next month on the complaint reduction program. There were 3,353 Miles Between Mechanical Road Calls (MBMRC) system-wide and 3,788 MBMRC in the SGV region both in July and year-to-date. The Clean Bus Rating target is 8. The Clean Bus Rating (CBR) system-wide was 8.26 and the CBR in the SGV region was 8.29 both in July and year-to-date. Mr. Hillmer stated that overgrown shrubbery is obscuring some bus stop signs and that this needs to be corrected. The target for Accidents per 100,000 miles is 3.1 and this includes all accidents regardless of who is at fault. There were 3.26 Accidents per 100,000 miles system-wide and 2.34 Accidents per 100,000 miles in the SGV region both in July and year-to-date. Monthly ridership decreased due to the July 4 holiday. System-wide Ridership was 29,470,000 and SGV region Ridership was 4,420,000 both in July and year-to-date. Average weekday ridership is trending down slightly.

The Silver Line is the third busiest line in the system with 110,000 passenger miles on an average weekday in July. Weekend ridership has increased. Parking spaces at El Monte Station fill up quickly. There is overflow parking provided by the city of El Monte and nearby merchants. Representative Gonzalez noted that he was impressed with the new silver buses on the Silver Line. The buses used to be orange.

Both the 720 Rapid Line and the Orange Line also have a high number of passenger miles.

Ridership on the Gold Line continues to skyrocket. Rail ridership spiked in July. Representative Heard stated that it is helpful that there are now three-car trains on the Gold Line.

Representative Gonzalez asked about initial ridership projections for the Gold Line.

Mr. Hillmer responded that ridership was projected at 35,000 boardings but the agency reached its goal much earlier than expected.

Mr. Hillmer announced that the next Meet and Confer meeting with CEO Art Leahy will take place on Monday, September 19 at 2:30 p.m. in the Board Overflow Room on the third floor of the Gateway Building. Topics of discussion are to be determined, and may include LOSSAN and TAP cards, among other topics.

Representative Gonzalez mentioned that Don Sepulveda, Executive Officer of Regional Rail, provided a great presentation at the last Citizens Advisory Council. He asked if it is possible to arrange a similar presentation at a future Council meeting.

Mr. Hillmer announced that a Metro Service Tour will be held on Friday, September 23, 2011 from 9:30 a.m. to 3:00 p.m. at the Gateway Building on the 13<sup>th</sup> floor. The tour will include the Bus Operations Control Center, Rail Operations Control Center, and Service Planning and Scheduling.

Representative Baldwin asked where the Expo Line starts.

Mr. Hillmer responded that the Expo Line starts at 7<sup>th</sup>/Metro (Metro Center Station). Overall rail ridership is expected to increase with the opening of the Expo Line.

7. **RECEIVED update on August Workshop.**

Carl Torres, Service Development and Planning, reported that Conan Cheung, Deputy Executive Officer, Operations, and Scott Page, Service Development Manager, have determined that service on First Street in East Los Angeles is needed. Different options are being considered. Staff hopes that service on First Street will be implemented in conjunction with the December shakeup. Final recommendations regarding First Street service will be presented along with the December shakeup program.

Representative Baldwin asked if a reduction in other service will be needed in order to increase service on First Street.

Mr. Torres responded that the East Los Angeles community adamantly opposed reducing service on other lines. A line will likely be extended from Indiana Street to Atlantic Boulevard/ Cesar Chavez Avenue.

Representative Gonzalez stated that the community focused mainly on the type of service provided in the past and not on existing choices. This

- created confusion about what they were actually seeking. Mr. Torres responded that the community simply wanted service on First Street.
8. **RECEIVED update on El Monte construction.**

Carl Torres, Service Development and Planning, presented slides showing the progress of construction at the El Monte Station. It has been almost one year to date that construction began at the Station. Slides of the old Station were presented. Demolition begun after a temporary station opened. The roadway which was part of the busway entrance was kept open.

Chair Vasquez asked if the flagpoles were removed.

Mr. Torres responded affirmatively. Construction workers encountered issues with soil contamination. The soil needed to be piled, inspected, and hauled away.

Representative Mosca asked about the types of contaminants encountered.

Mr. Torres responded that staff discovered lead and asbestos, among other contaminants. He noted that an old brick company used to occupy part of the site. All soil has been removed and workers have begun digging underneath.

Representative Baldwin asked if parking spaces were added.

Mr. Torres stated that the temporary station will open to a new lot. The lot near the 10 freeway will remain open. Some parking on the east side of the station will be lost to accommodate the entrance to the new station. Several weekend closures to install a gas line and add new asphalt created a hassle for some passengers. The area near Santa Anita/Ramona will be under construction for two weeks from 6 pm to 4 am.

Representative Gonzalez asked if the other side of the busway at Patsaouras Plaza in downtown will open.

Mr. Hillmer responded that this project is in jeopardy due to unexpected cost increases resulting from soil contamination at the Station. Tim Lindholm, Director of Capital Projects, may be able to provide more information at a future meeting.

9. **RECEIVED report from Montebello Transit.**

Aurora Jackson, Transportation Manager at Montebello Transit, stated that Montebello Bus Lines (MBL) representatives understand that patrons want a continuation of service on First Street. Many patrons expressed a desire to reinstate former MTA Line 30/31. MBL staff continues to examine this area to determine if MBL can work with MTA to provide adequate service on First Street. She emphasized MBL's commitment to working with MTA on this issue. Once the new service has been implemented for several months, it will be a good idea to continue to evaluate the service to gauge patron satisfaction.

10. **RECEIVED update on new bus stop signage for ADA.**

Carl Torres, Service Development and Planning, stated that the MTA Stops and Zones department will place new placards at 17,000 bus stops. The placards will include information on how to obtain transit information via texting. In addition, patrons may take a snapshot of QR codes using their smartphones to obtain transit information. 511 information will also be provided for those who wish to seek operator assistance. As a result of an ADA lawsuit, MTA will place 500-600 placards with Braille/raised lettering at the busiest bus stops. Because the placards will be placed at a height of only 4.5-7 feet, it will be a challenge to keep taggers at bay.

Chair Vasquez asked how blind patrons will know about the new placards.

Mr. Torres responded that the Communications department will initiate a marketing campaign.

Chair Vasquez asked when the placards will be mounted.

Mr. Torres stated that the process will be lengthy as placards will need to be placed at 17,000 stops. It will likely take about one year to complete the process.

Mr. Hillmer indicated that he may be able to provide a listing of the 500 busiest stops. He clarified that placards without Braille will be mounted 7 feet high, and placards with Braille will be mounted 4.5 feet high.

11. **RECEIVED Chair and Council Member Comments.**

Representative Heard requested a briefing on Line 256. He noted that on-time performance has improved now that new buses are being used on the line. He stated that he is curious to know the ridership on the line.

Mr. Hillmer indicated that the Advanced Transportation Management System (ATMS) assists staff with collecting ridership data. He stated that he will obtain Line 256 ridership information.

Representative Ly mentioned that the city of Rosemead would like to make a presentation on municipal bus services.

Mr. Hillmer stated that staff can obtain a copy of the presentation from Rosemead officials and place the matter on a future agenda.

Adjourned at 6:05 p.m.



Michele Chau, Council Secretary