

# MINUTES

## San Gabriel Valley Governance Council

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

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Called to Order at: 5:09 p.m.

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### Council Members Present:

Rosie Vasquez, Chair  
Steven Ly, Vice Chair  
Roger Chandler  
Harry Baldwin  
Alex Gonzalez  
Bruce Heard

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### Officers:

Jon Hillmer, Director Governance  
Council  
David Hershenson, Comm. Rel. Mgr  
Michele Chau, Board Secretary  
Henry Gonzalez, Comm Rel  
Suzanne Handler, Council Secty



Metropolitan Transportation Authority

**Metro**<sup>™</sup>

1. Pledge of Allegiance.
2. Roll Called.
3. **APPROVED Minutes of Meeting held March 12, 2012.**
4. **RECEIVED Public Comment** - none.
5. **DISCUSSED Regular Meeting for June 11 to be held at the East Los Angeles Library**, Jon Hillmer.

Mr. Hillmer noted that last month the Council discussed periodically holding the Council meetings at a different location, possibly at six month intervals. He stated that if the Council agrees to hold the June 11 meeting at the East Los Angeles Library, the same meeting room that was used for last year's public hearing may be used again for the upcoming meeting. Staff would like to maximize public outreach to encourage members of the public to attend the meeting.

Representative Heard asked if directions are provided to the public on how to use public transit to attend the meeting.

Mr. Hillmer responded affirmatively. He added that directions are also provided on how to make connections to other transit services. East Los Angeles has a variety of public transit options.

6. **RECEIVED** update on **San Gabriel Valley Transit Providers quarterly meeting.**

David Hershenson, Community Relations Manager, reported that while Transit Providers meetings are usually held quarterly, recent meetings have not adhered to a quarterly schedule. The city of Monterey Park hosted the most recent meeting. The city of Pasadena, Los Angeles County Department of Public Works, Metro, and other parties attended the meeting. June and December 2012 upcoming service changes were discussed. In addition, Jane Matsumoto, Deputy Executive Officer, Project Management, provided a 90-minute presentation on the Transit Access Pass (TAP) program and gating at rail stations. The next meeting, which will be hosted by the city of Pasadena, will be held in July.

7. **RECEIVED Director's report.**

Jon Hillmer, Director, provided an overview of the February performance report. On Time Performance (OTP) slipped slightly, with system-wide OTP at 75.7% and San Gabriel Valley (SGV) OTP at 77.4%. The target is 85%. Staff hopes OTP, which has dipped below the peak, will improve in the summer. An active program is in place to improve OTP, including enhancement of field supervision and using ATMS to cite bus operators who run hot. Running hot is now at less than 3%. Running late is trending downward but remains problematic. Complaints per 100,000 passengers have spiked. There were 4.29 Complaints per 100,000 passengers in SGV and 3.4 Complaints per 100,000 passengers system-wide. A majority of complaints are related to pass-ups and operator discourtesy. Miles Between Mechanical Road Calls (MBMRC) is improving. MBMRC in the San Gabriel region is at 4,490, and MBMRC system-wide is at 3,909. Cleanliness rating also showed signs of improvement. SGV Cleanliness rating is at 8.66, and system-wide Cleanliness rating is at 8.43. The target is 8.

Representative Baldwin asked if the San Fernando Valley data includes the Orange Line.

Mr. Hillmer responded affirmatively. The Orange Line has been running for the past eight years. The newest buses are four years old. The agency will be receiving 150 new forty-five foot buses. 500 forty-foot buses will be delivered at some point in the future.

Representative Heard asked if the new coaches will augment the existing coaches.

Mr. Hillmer responded that the agency is replacing older buses (12-13 year old buses) but it is not likely that a great deal of new service will be added.

There were 3.74 Accidents per 100,000 miles system-wide and 3.16 Accidents per 100,000 miles in the SGV. The highest accident rate is in the Westside/Central region with 4.5 Accidents per 100,000 miles in February. February Monthly Bus Ridership was 30,590,000 system-wide and 4,610,000 in the SGV region. Average daily ridership both system-wide and in the SGV was above target. March ridership data will likely be higher due to the increased cost of fuel.

Silver Line ridership is trending up. December Silver Line ridership figures declined due to the holidays. Service will be added to the Silver Line in June. Mr. Hillmer stated that the line is packed during the morning and afternoon peaks. It is heavily used by Cal State Los Angeles students.

Gold Line ridership increased slightly in February. Ridership has steadily grown since the Gold Line Eastside Extension was added in late 2009.

Mr. Hillmer reviewed Metro bus service average load factor by month. A chart was presented showing percentage of bus trips with passenger loads over 30% of seats on bus by region and percentage of bus trips with standees. Staff has scheduled for additional standees by reducing the amount of service per trip.

Mr. Hillmer reviewed March 2012 Bus Station Cleanliness Evaluation scores. He stated that evaluators found some issues with the following stations: Artesia Blue Line Station, LAX City Bus Station, South Bay Galleria Bus Center, and Universal Red Line Bus Station. Some stations showed improvement with respect to cleanliness, while others did not.

ADA complaints, including number of wheelchair pass-ups, have decreased. There were 213 rides by Mystery Riders in February. Mystery Riders reported no wheelchair pass-ups and one instance of non-compliance with respect to deployment of lift/ramp for non-wheelchair patrons. Improvements were noted in the areas of adherence to wheelchair procedures and wheelchair securement. There were no reported instances of operators using cell phones while driving.

Mr. Hillmer reported that the Expo Light Rail Line opening date is Saturday, April 28. He noted that the Council will receive invitations for the VIP opening ceremony on Friday, April 27 from 12 pm to 3 pm at the USC campus.

Representative Heard noted that the USC campus was not completely receptive to the Expo Line during the early stages of the project.

Representative Gonzalez stated that USC representatives wanted the line to go underground at Trousdale Parkway.

Mr. Hillmer stated that traditionally the USC band marches across Exposition Blvd. during events and traffic momentarily stops when this occurs. The trains will carry a large number of riders to football games. He reported that he took a tour of the Expo Line last week and that the panoramic view at the La Cienega station, which is elevated, was great. There is another ride tomorrow at 10 am, boarding on track 1 on the Hope Street side.

Mr. Hillmer announced that the Meet and Confer originally scheduled for February 27 has been postponed to May 21.

8. **Chair and Council Member Comments:**

Mr. Hillmer announced that this is Representative Chandler's last meeting on the San Gabriel Valley Service Council. He stated that Representative Chandler was stalwart in his support for public transit and also served on the Foothill Transit board of directors for many years. Representative Chandler kept the Council on target and was highly entertaining. He presented Representative Chandler with a proclamation of appreciation and a Metro gift bag.

Representative Chandler stated that he has learned a great deal while serving on the Council. He commended staff for their hard work. He indicated that Bob Harbicht, mayor of Arcadia, may fill his seat on the San Gabriel Valley Service Council. He stated in addition to the city of Arcadia, he also represents the cities of Temple City and El Monte.

Adjourned at 5:39 p.m.



Michele Chau, Council Secretary