

CORRECTED MINUTES

San Gabriel Valley Governance Council

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

Called to Order at: 5:03 p.m.

Council Members Present:

Rosie Vasquez, Chair
Steven Ly, Vice Chair
Harry Baldwin
Alex Gonzalez
Bruce Heard
Dave Spence

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[™]

1. Pledge of Allegiance.
2. Roll Called.
3. **APPROVED Minutes of Meeting held April 9, 2012.**
4. **RECEIVED Public Comment** - John McCready, transit user, commented on Line 287 service in the South El Monte area. He stated that Line 287 will become Line 176 with the June 2012 service changes. He indicated that Line 287 leaves El Monte Station at 3:20 p.m., and is supposed to arrive at Tyler Ave./Rush St. at 3:28 p.m., but rarely arrives at this intersection at the scheduled time. The bus usually arrives at this intersection at 3:34 p.m. or later. He mentioned Line 287 service has declined ever since it merged with Line 176. Mr. McCready stated that he believes Lines 266 and 270 are contract bus lines and that quality of service on these two lines is lacking.

Mr. Hillmer responded that the Council is responsible for approving proposed June service changes, including contract lines.

5. **DISCUSSED Agenda for June 11 Regular Meeting being held at the East Los Angeles Library, Jon Hillmer.**

Mr. Hillmer announced that the next meeting will be held at East Los Angeles Library. He mentioned that previous meetings held at this location were well-attended due to concerns with Lines 30/31 and 1st Street/Floral Dr. service. Staff is examining ways to increase public participation at the Council meetings, and periodically changing the location of the meetings represents one way to achieve this goal. The Gateway Cities Service Council holds special meetings every six months at 6 p.m. The San Gabriel Valley Service Council has been holding meetings at an alternate location for some time now. Henry Gonzalez, Community Relations Manager, will be posting notices at various businesses. The agenda will include topics directly related to service in East Los Angeles.

6. RECEIVED update on **El Monte Station**, Carl Torres, Service Development Department.

Mr. Torres presented slides showing progress of the El Monte Station improvements project. Concrete has just been poured, and there is no structural steel yet. The framework for the canopy was presented.

Representative Gonzalez asked if the photographer was looking west when taking the picture.

Mr. Torres responded that the viewpoint of the photo is facing east, with Ramona Blvd. in the background. A conceptual photo of the Station was shown. The cast section protrudes into parking lot A. Mr. Torres stated that contractor KPRS has closed the busway entrance leading to El Monte Station. Today all El Monte Station buses are using Santa Anita Ave. to reach the I-10 freeway, and an entrance/exit has been opened on MTA Way to assist buses in reaching the Station. The original busway entrance will re-open in four weeks.

Representative Gonzalez asked if the tunnel near Ramona Blvd./Santa Anita Ave. has been funded through separate Call for Projects funding.

Mr. Torres responded affirmatively and indicated that there is no update on this yet. The Station is set to open on August 8-9, 2012.

Representative Heard stated that the entrance to Lot A is still intact and that private cars can still use Lot A. Approximately 5 parking spaces have been removed.

Representative Baldwin inquired about the location of the original Division 9 administration building.

Mr. Torres responded that the old building is located to the left of the temporary bus terminal site.

7. RECEIVED update on **East Los Angeles Community College Transit Center and the short line 68.**

Mr. Torres provided an update on the Line 68 extension. He stated that there is shuttle service along 1st Street from Indiana Station to Atlantic Blvd./Cesar Chavez Ave. He stated that June service changes will include modifications to Line 68. Line 68 buses from Indiana Station will make a right on 1st Street, then proceed to turn left on Atlantic Blvd., follow the original route, then make a left on Cesar Chavez Ave. into downtown.

East Los Angeles College is opening a terminal at the College sometime in the summer. Instead of buses laying over on Hillview Ave., short line 68 buses will make a left on Atlantic Blvd., Floral Dr., and Collegian Ave. to reach the terminal at East Los Angeles College. The terminal will be shared with Monterey Park Spirit Bus Lines, Montebello Bus Lines, and possibly El Sol (East Los Angeles) shuttles. Short line buses will then make a left on Cesar Chavez Ave. into downtown. Staff may consider re-locating the Floral Dr./Collegian Ave. bus stop across the street (near McDonald's) to accommodate riders.

Representative Baldwin asked about the terminus of the Gold Line.

Mr. Torres responded that the Gold Line Eastside Extension terminates at Pomona Blvd./Atlantic Blvd. Gold Line riders will need to take Line 260 or 762, or walk in order to reach Line 68.

Representative Gonzalez noted that El Sol shuttle service also has a connection at the Gold Line terminus.

Representative Spence asked if riders and Supervisor Gloria Molina are generally in agreement with this proposal.

Mr. Torres responded affirmatively.

8. **RECEIVED report on ExpressLanes.**

Kathy McCune, Congestion Reduction, provided an overview of the Congestion Reduction Demonstration Program. The one-year demonstration program will involve conversion of twenty-five miles of HOV lanes on the I-10/110 freeways to ExpressLanes. The \$290 million program budget includes a \$210 million federal grant. Congestion pricing is being introduced to manage traffic demand. The project includes \$142 million in transit improvements, \$129 million in roadside investments, and \$19 million in ExpressPark. The goal is to move more people, not more vehicles. Ms. McCune reviewed the project schedule and milestones. In 2012, staff hopes that construction will be finalized, transponder distribution will be initiated, and ExpressLanes will be opened. In October 2012, I-110 ExpressLanes will be open, and in February 2013, I-10 ExpressLanes will be open. The delay on the I-10 segment is attributed to other work currently being completed on the I-10 freeway. Metro staff has had to work around the existing projects taking place on the I-10 freeway. An informational video on the ExpressLanes project was presented.

Ms. McCune explained that the carpool loyalty program automatically enters users into a rewards program based on their transponder settings.

Those accumulating 32 one-way trips during peak hours are automatically eligible for \$5 in toll credits. An ExpressLanes account is required to receive the toll credits. There is a new Bus2Bus program between Metro and Foothill Transit designed to address growing demand by allowing both Metro and Foothill Transit pass holders to board both Metro Silver Line and Foothill Transit Silver Streak buses with either a Metro weekly or monthly pass, or Foothill Transit monthly pass. Foothill Transit will need to reduce the fare on the line by about \$.40.

Representative Heard asked about the cost of the transponder.

Ms. McCune responded that if an account is opened with a credit card, the transponder costs \$40 and \$40 of pre-paid tolls will be available to the user. Those paying cash will pay \$50 towards their pre-paid toll balance and \$25 for the transponder. If returning the transponder, the \$25 fee is credited back to the user. Metro subsidizes low-income riders by contributing \$25 towards the cost of the transponder. In 2014, MTA staff will request the State Legislature to allow the agency to continue the demonstration program.

Representative Gonzalez asked about the status of state legislation with regard to hybrid vehicles using toll lanes.

Ms. McCune responded that hybrid cars are currently considered single-occupancy vehicles and drivers of such vehicles must pay the tolls. This may change if the program is extended in 2014.

Representative Baldwin inquired about where transponders will be sold.

Ms. McCune responded that staff will not market the transponders until they are actually received. Drivers may open an account online and have the transponder shipped to them, or they may obtain a transponder via phone or at a walk-in center. AAA members will pay \$32 to open an account (savings of \$8), and will receive \$40 in pre-paid tolls. Costco, CVS, and Ralph's are potential retail outlets for the device.

Representative Baldwin asked if the transponders can be used on Orange County toll lanes.

Ms. McCune responded that legally any transponder has to have the capability of being used on other toll lanes within the state.

9. **DISCUSSED nominations for one new Council Member from each of the two cluster cities:** El Monte/Temple City (cluster), San Marino/San Gabriel (cluster).

Jon Hillmer, Director of Service Councils, announced that there are three vacancies on the Council that need to be filled. Representative Vasquez will be re-nominated by Supervisor Gloria Molina. He stated that there is robust interest by the cities represented by former members Joseph Mosca and Roger Chandler to fill these two vacancies. City of San Gabriel Council Member John Harrington is a potential candidate for the Alhambra/S. Pasadena/San Marino/San Gabriel city cluster vacancy. City of El Monte Council Member Juventino "J" Gomez may be nominated to fill the Arcadia/El Monte/Temple City cluster position vacated by Roger Chandler. City of Temple City Mayor Pro Tem Cynthia Sternquist may be nominated as an alternate member with no voting powers. Representative Spence suggested that it might be possible for him to fill the Pasadena/Sierra Madre/La Canada Flintridge position vacated by Joseph Mosca. His current position as a San Gabriel Valley Council of Governments (SGVCOG) appointee would subsequently need to be filled. Mr. Hillmer stated that this would be possible, but ultimately it is at the discretion of the SGVCOG, Metro Board Member John Fasana, and the city cluster. He stated that he needs to examine the Council representatives' term ending dates and follow up with the Council tomorrow.

The nominations will be considered at the June Regular Board meeting.

10. **RECEIVED Director's Report.**

Jon Hillmer, Director of Service Councils, provided an overview of the March performance report. On-Time Performance (OTP) remained relatively unchanged, with system-wide OTP at 76.6% and San Gabriel Valley (SGV) OTP at 77.2%. There were 4.53 Complaints per 100,000 passengers in SGV and 3.52 Complaints per 100,000 passengers system-wide in March. Complaints related to late buses increased 54% and complaints related to operator conduct issues increased 35%. The new Chief Operations Officer Frank Alejandro has a very aggressive approach to complaints. Various types of complaints and operators involved with complaints are carefully examined. Miles Between Mechanical Road Calls (MBMRC) is trending in a positive direction. MBMRC in the SGV is at 4,410, and MBMRC system-wide is at 3,775. Cleanliness rating both in the SGV and system-wide was above target. The SGV rating was 8.66, and the system-wide rating was 8.48 for March. The interior of buses takes more abuse than the exterior. The average age of buses is just above 8 years old. Buses are generally kept for approximately 12 years.

150 new 45-foot buses will be received this year. 500 new 40-foot buses will be received after 2012. The latter buses are easier to maintain and allow for more frequent service.

There were 3.99 Accidents per 100,000 miles system-wide and 2.90 Accidents per 100,000 miles in the SGV in March. This is the best accident rating the SGV region has achieved year-to-date. Mr. Hillmer noted that the MTA Board holds closed session meetings to discuss settlement issues. Their goal is to drive down the accident rate.

March system-wide ridership was 31,470,000 and SGV ridership was 4,750,000. Both of these figures are above the target. Mr. Hillmer reviewed average daily ridership for bus and rail. Rail ridership is trending upward with 325,000 average weekday boardings. Bus ridership is trending down with 1.18 million average weekday boardings. There are 11,000 average weekday boardings on the Silver Line. Mr. Hillmer clarified that the Westside/Central Service Council oversees part of the Gold Line. The Gold Line Foothill Extension will open in Azusa in a few years. Gold Line weekday ridership continues to improve. There are approximately 9,000-10,000 average weekday boardings on the Gold Line Eastside Extension. There are approximately 43,000 average weekday boardings on the entire length of the Gold Line. Average weekend boardings have decreased. June is generally a heavy ridership month on the Gold Line.

Mr. Hillmer reviewed percentage of Metro bus trips with standees and bus station cleanliness evaluation scores. The average rating for all stations was 7.56 in December 2011 and has increased to 7.71 in March 2012. The Artesia Blue Line station had issues with trash and signage. The Aviation Green Line station has improved significantly from December 2011 to March 2012. The Cal State LA Busway station is also trending well in the area of cleanliness.

Representative Heard reported that he and Carl conducted an inspection of El Monte Station. The temporary station appears to be in good **condition** station.

Mr. Hillmer stated that ADA complaints are trending upward. There were 58 complaints in March. 24 wheelchair pass-ups were reported. Chief Operations Officer Frank Alejandro is following up on this. Mr. Hillmer indicated that with regard to the Mystery Rider program, 215 undercover rides took place in March. 4 out of 77 wheelchair pass ups were observed by Mystery Riders. In the area of adherence to wheelchair procedures and wheelchair securement, wheelchairs were observed to be properly secured in 93% of cases and wheelchair procedures were observed to be followed in 82% of cases.

The exterior automated voice enunciator system was observed to be in operation in 96% of cases and the interior automated voice enunciator system was observed to be in operation in 98% of cases. Operators were observed to be courteous and respectful in 98.6% of cases.

Mr. Hillmer provided an update on the Expo Line. 40,000 riders attended opening weekend events on Saturday and 28,000 riders attended Sunday festivities. There are an average of 8,000 weekday riders on the new line. The Culver City station should open by mid-June and the extension to Santa Monica should open by 2015.

Mr. Hillmer reported on civil rights issues. Last Monday, the Federal Transit Administration sent a letter to Metro indicating that the agency is in basic compliance with Title VI requirements. There may be some minor issues with past fare and service changes.

The next Meet and Confer with the CEO will take place on Monday, May 21 at 2:30 p.m. in the Heritage Conference Room, 13th Floor, Metro Gateway Building. Topics of discussion include FY13 and FY14 Metro budget outlook, bus and rail performance targets for FY13, and Measure R. In addition, Chief Operations Officer Frank Alejandro will be introduced at the meeting.

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

Representative Ly requested a report on Line 487 at a future meeting. He has received complaints about morning on-time performance. Mr. Ly requested a digital copy of the performance report each month. He asked that a copy be forwarded to the San Gabriel Valley Council of Governments each month.

Mr. Hillmer stated that a report on one bus line per month will be included as part of the draft work plan. A report on Line 487 will be provided at an upcoming meeting.

He indicated that a copy of his performance evaluation form will be provided to each Council member. The form should be submitted as a hard copy or electronically to Paul Taylor, Deputy Chief Executive Officer.

Representative Baldwin stated that Line 176 is currently tied to Line 287, and operates as one line. He stated that one can travel from the San Gabriel Mission to Highland Park on this line.

Representative Gonzalez commented that he enjoyed attending the Covina Green Fair. He announced that the city of Covina will be holding an upcoming public works event.

Representative Spence announced that he will not be attending next month's meeting as he will be embarking on an expedition to Cuba next month as part of the People to People program.

Chair Vasquez reminded the Council that the next meeting will take place at East Los Angeles Library.

Adjourned at 6:30 p.m.

A handwritten signature in cursive script that reads "Michele Chau".

Michele Chau, Council Secretary