

MINUTES

San Gabriel Valley Governance Council

Special Meeting**
East Los Angeles Library
4837 E. 3rd Street
Los Angeles, CA 90022

**Change in location this month only

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

Council Members Present:

Rosie Vasquez, Chair
Steven Ly, Vice Chair
Harry Baldwin
Bruce Heard

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 Corrected Minutes of Meeting held May 14, 2012.**

Representative Heard noted that there is an error on page 7 of the minutes:

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

The line above should read: “The temporary station appears to be in good **condition** station.”

4. **RECEIVED report on Lines 68 and 487/489.**

Scott Page indicated that Carl Torres, Service Development Department, is currently on vacation. Mr. Page stated that the last time the Council held a meeting at East Los Angeles Public Library, a number of East Los Angeles residents were present to discuss service on 1st Street. A map was shown of the Line 68 extension. Currently the line travels on Cesar Chavez Blvd., Atlantic Blvd., and Riggins St. Some trips stop at the Shops at Montebello. The Line 68 shuttle would travel on Cesar Chavez Blvd., Atlantic Blvd., 1st St, Rowan Ave., 3rd St., and Indiana St. to the Gold Line station. Line 68 short line will serve the new transit center at East Los Angeles College. Passengers can now board the Line 68 shuttle on 1st St. to downtown Los Angeles via Cesar Chavez Blvd.

RECEIVED public comment – Maria Elena Castaneda, transit user, stated that the line used to run every 25 minutes but now runs hourly. She requested that the shuttle run later in the evening, on weekends, and with greater frequency than once per hour. Mr. Page responded that more service will be added to the line and staff will look into providing weekend service.

Representative Baldwin asked where Line 68 travels in downtown.

Mr. Page responded that the line turns into Line 84, which travels to Highland Park.

Rosa Amezcua, transit user, stated that the buses appear to be empty on some trips. It appears some passengers may have either missed the bus or taken the train instead. She requested that some Line 68 buses stop in the Soto St./1st St. area. Line 68 runs around the same time as Line 665; if a passenger misses Line 665, they could board Line 68 if there is a stop in the Soto St./1st St. area. Mr. Page indicated that Rowan Ave. is the only street that the buses can travel in order to complete the turnaround shown on the map. He added that the shuttle assists passengers with connecting to Gold Line trains into downtown.

Mr. Page provided an overview of Lines 487/489. This express line travels from San Gabriel, Temple City, San Marino, Pasadena, Arcadia, and El Monte to downtown Los Angeles. There are heavy loads during peak hours. Line 487/489 buses travel from Del Mar Ave./Valley Blvd. in San Gabriel to downtown via the El Monte busway. Staff will provide more information on passenger loads on this line next month.

Martha Jimenez, transit user, stated that she is a City Terrace constituent. She suggested placing notices in La Opinion and East Los Angeles area papers on Line 68 as some passengers are not aware of the line. She stated that there is a pending lawsuit against the MTA on civil rights violations with regard to elimination of the original route of Line 30/31.

Mr. Hillmer indicated that he was not aware of such a lawsuit. He stated that the agency has addressed issues relating to civil rights violations, including accommodating riders with limited English proficiency, evaluating service and fare changes, and reviewing policies and standards. There are no known violations with regard to Line 30/31.

Ms. Jimenez stated that she wants to be updated on any developments regarding civil rights violations. She commented that the automated message on the Gold Line extension announcing the Mariachi Plaza station is not accurate. The automated voice pronounces the station with an Anglicized accent and needs to be corrected.

Mr. Page stated that the new timetables reflecting the June 17 service changes are available online. Line 68 runs every 40 minutes on 1st Street during the mid-day.

5. CARRIED OVER - RECEIVE report on **Construction Careers Policy**, Project Labor Agreement, Miriam Long, Community Relations Manager.

6. **DISCUSSED Line of the Month Program.**

Mr. Hillmer introduced Juventino “J” Gomez, Mayor Pro Tem of the city of El Monte. Mr. Gomez will join the San Gabriel Valley Service Council as a member in July. Mr. Hillmer stated that El Monte is a great city in terms of its support for public transit. Mr. Gomez reported that he just retired from the County of Los Angeles after 40 years of service. He worked on Human Resources issues in the office of Supervisor Michael Antonovich during the last 14 years. Mr. Gomez grew up on the northeast Los Angeles County/Highland Park area. He operated a business in East Los Angeles for approximately 15-16 years. He has also participated in a grassroots organization in East Los Angeles called UNO.

Mr. Hillmer stated that the Line of the Month program is included in the Council’s Work Plan. A different line will be introduced each month. A trip on a line may be arranged if Council members are interested.

7. **DISCUSSED FY13 Service Council Work Plan.**

Mr. Hillmer stated that the Draft Work Plan is included in this month’s Council packets. He highlighted the major components of the Plan, including 1) Greater Public Involvement, 2) Enhancing Council Understanding, 3) Service Development, 4) Operations, and 5) Operating Budget. Regarding Item 1, staff hopes to enhance the public notification process, make the service council webpage interactive, hold a Council meeting at an alternative location twice per year, and conduct public hearings. Mr. Hillmer clarified that San Gabriel Valley will not be holding a public hearing in August as one is not needed. Regarding Item 2, staff will initiate the Line of the Month Program, arrange for site visits and line rides as needed, hold a quarterly Meet and Confer meeting, and provide reports on Metro bus line performance. Regarding Item 3, staff will hold briefings regarding upcoming service changes, conduct planning workshops, and provide briefings on Transit Provider meetings. Regarding Item 4, staff will present FY13 performance targets, and provide opportunities for senior operations staff to make presentations to the Council. Regarding Item 5, the Council will receive information on the FY14 budget. The Council will have an opportunity to review changes in operations staffing and develop modifications to the budget.

Representative Heard asked if there is an electronic evaluation form for those who conduct line rides.

Mr. Hillmer responded that he will email this to the Council. He added that his performance evaluation form is also available electronically.

David Hershenson, Community Relations, indicated that he has a PDF version of the form that can be filled out electronically.

Chair Vasquez suggested that when weaknesses or complaints are included as part of Council presentations, staff should also integrate potential resolutions to the issues into the presentations.

Mr. Hillmer stated that staff will highlight areas of positive movement. He encouraged the Council to provide feedback on his performance. The Council members do not need to provide their names on the evaluation.

8. **RECEIVED Director's Report.**

Mr. Hillmer provided the performance report for April 2012. System-wide On-Time Performance (OTP) improved to 77.6%. San Gabriel Valley (SGV) OTP held steady at 77.8%. Mr. Hillmer noted that it is difficult to reach the 80% target and that running hot has decreased.

Complaints per 100,000 passengers have decreased. There were 3.93 Complaints per 100,000 passengers in the SGV and 2.88 Complaints per 100,000 passengers system-wide. The target is 2.2 Complaints per 100,000 passengers system-wide and 2.73 Complaints per 100,000 passengers in the SGV. The action plan for handling complaints involves an attempt to contact the person making the complaint, talking to the operator if necessary, and documenting all information. Additional training is provided to operators if necessary.

There were 4,662 Miles Between Mechanical Road Calls (MBMRC) in the SGV and 3,552 MBMRC system-wide in April. The goal is 3,650 MBMRC.

Cleanliness rating is above target both system-wide and in the SGV. Cleanliness rating was 8.58 in the SGV and 8.47 system-wide. Interior bus cleanliness rating was 8.3 and exterior bus cleanliness rating was 9.

The agency is doing well in the area of Accidents per 100,000 miles. There were 3.20 Accidents per 100,000 miles system-wide and 2.25 Accidents per 100,000 miles in the SGV in April. It is sometimes difficult for the agency to reduce Accident rates. Transportation staff will present a plan to reduce accidents next month.

Ridership has been robust in April. System-wide ridership was 29,491,183 and SGV ridership was 4,500,920. Silver Line daily ridership was 11,157. Gold Line weekday ridership is trending upward.

Mr. Hillmer reviewed Bus Station Cleanliness Evaluation scores. There were four stations with a “D” grade. This generated a great deal of activity. A station refurbishment plan is in the works. Efforts have been made to improve the LAX City Bus station and Universal Red Line station. The El Monte Station has also shown positive changes.

Representative Heard reported that the El Monte Station is holding up well given that it is a temporary station.

Mr. Hillmer stated that ADA complaints have decreased to 33 and wheelchair pass-up complaints have decreased to 9 in April. There were 216 Mystery Rider evaluations in April. There was one reported instance of a wheelchair pass-up by a Mystery Rider. Mr. Hillmer explained that in this case, there were already two wheelchairs on board the bus. The operator stopped, informed the passenger that there were already 2 wheelchair passengers on board the bus, and that another bus was coming. Mystery Riders reported that operators were using their seatbelts 99% of the time, and that operators were courteous and respectful in 99% of cases.

Mr. Hillmer provided an update on Title VI – Civil Rights status. He stated that since 2009, the agency has removed 540,000 hours of bus service, 300,000 of which were due to major service changes. A civil rights evaluation will be completed in the next few months.

The Meet and Confer on May 21 was cancelled due to an operator being killed in the line of duty in West Hollywood. Staff was not available to attend the Meet and Confer due to this unfortunate incident.

The Expo Line to Culver City will be open sometime in June. Invitations to attend the ceremony will be sent to the Council.

Regarding locking of rail station gates, staff is dealing with fare issues and working with Metrolink fare machines to issue TAP cards. Gate locking is scheduled to take place in September.

9. **ELECTED new Chair and Vice Chair for FY13.**

ELECTED Steven Ly as the new Chair and Harry Baldwin as the new Vice Chair for FY13.

RECEIVED Chair and Council Member Comments:

Representative Ly expressed concern about the TAP card program. He stated that there needs to be better integration between TAP, Foothill Transit, Metrolink and other transit services. He expressed concern about the ability to transfer money to the TAP card and remarked that the taptogo.net site is hard to use. He asked if seniors and students can renew their TAP cards online.

Representative Ly requested that a copy of the performance report be forwarded to the San Gabriel Valley Council of Governments.

He stated that there are a number of bus lanes along Valley Blvd. in the cities of Rosemead and Alhambra. He is pushing for dedicated lanes on Garvey Ave. He stated that he rode the Gold Line recently and was impressed with the service.

Mr. Hillmer stated that TAP integration, particularly with EZ Pass and Metrolink, is a key part of the TAP program. Regarding the TAP purse, passengers can use the Metrolink TAP purse on Metro. Operators are being trained on the stored value aspects of TAP cards. He stated that he will follow up on the other issues Representative Ly highlighted.

Chair Vasquez thanked the Council for a successful year and wished Representative Ly success as Chair.

RECEIVED General Public Comment:

Emanuel Najera, transit user, stated that staff should reconsider its decision to eliminate a portion of service on Line 762. The line travels on Fair Oaks Ave. and ends at Colorado Blvd. Low-income residents in northwest Pasadena and Altadena suffer as the line no longer serves these areas. He indicated that he spoke with staff on this issue. Line 762 used to be Line 361. The latter line worked fine as it served the Altadena area. Regarding Line 268, he requested having a stop at Sierra Madre Villa station. Currently, the line runs past the station but does not actually stop there. He indicated that Line 485 provides weekday service only. He attends weekend classes at Cal State Los Angeles and would like to be able to ride the line on weekends. He realizes the line is not performing well, but some passengers need the weekend service.

Domingo Najera, transit user, stated that service on Line 762 has diminished over time. Northwest Pasadena is not well-served by this line. This is not fair to passengers who cannot afford cars. He requested that staff reinstate the previous service on this line.

Martha Jimenez, transit user, requested special service for those with disabilities. She stated that at the MTA Gateway Building, an elderly passenger was attempting to buy a bus pass but was struggling with standing up. She requested a special window be opened to service those with mobility needs. Regarding ADA compliance issues, not all signage is bilingual. She asked what a passenger can do if his or her life is in imminent danger at the Slauson train station. Her sister had called for help at this station. She asked about the protocol for handling these types of cases. Regarding the condition of the train stations, she stated that the Alvarado station on the Red Line was filthy. She observed trash and feces near the entrances and bricks falling off the mosaics.

Mr. Hillmer explained that there is ongoing construction around the entrance of both sides of the station. This has attracted a great deal of debris. Staff is focusing attention on this station.

Ms. Jimenez stated that the bus stops and shelters on the portion of the routes of Lines 665 and 70/71 near City Terrace Dr. need to be kept clean.

Mr. Hillmer stated that staff will communicate this with County officials.

F.G. Cortes, transit user, stated that he was a member of an advisory group for years and traveled all over the Metro area. During one advisory group meeting, he reported that riders travel long distances and may not be able to easily access restrooms. He has complained about this for years. The Port A Potties were locked and reserved for operators. He stated that this was unfair. He noted that some Green Line elevators have a urine odor. He has observed urine and feces at a downtown train station near a park and famous hotel. He mentioned this could be a civil rights issue. He commented on the lack of bus shelters and benches. For example, at a bus stop in Highland Park near the Gold Line station, there is no shelter. Transit citations are expensive, running about \$75 per violation. He did not realize that spitting on the bus was illegal. He stated that he was assaulted twice and was told by the operator that there is a camera. He stated that he wanted to find out who attacked him. He expressed interest in being a Mystery Rider and wanted to find out how to become one. He also expressed interest in volunteering as a fare checker onboard trains.

Mr. Hillmer responded that Mr. Cortes can file a criminal complaint for the assaults. The video recordings onboard buses last for five days, and are over-written after this period. Mystery Riders are hired by an external agency. There are no official volunteers for fare checkers. The Los Angeles County Sheriff's Department handles the fare checks.

Johnny Gonzalez, transit user, indicated that he was surprised that today's meeting is being held at the East Los Angeles Library. He asked when the agency will bring back service on Line 30/31.

Mr. Hillmer responded that there are no plans to bring back this line.

Mr. Gonzalez stated that he used to live near Monterey Pass Rd. and Floral Dr. He had to relocate to Boyle Heights after Metro implemented service changes that reduced service in his previous neighborhood. He requested the agency place Port A Potties near bus and train stations. He stated that he observed children crying at the strip mall near Atlantic Blvd. and Cesar Chavez Ave. because they had no means to travel on Floral Dr.

Wayne Wright, transit user, stated that rail operations staff needs to focus on cleaning up trash and weeds at stations, especially in the area near the Sierra Madre Villa Station and along a stretch of the Gold Line near the 210 freeway. Staff needs to take pride in the system. He stated that he found out through a brochure that Line 762 service will be truncated at Colorado Blvd. and Fair Oaks Ave.

Adjourned at 6:25 p.m.

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

Michele Chau, Council Secretary