

Monday, September 10, 2012 5:00 PM

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# MINUTES

SAN GABRIEL VALLEY  
SERVICE COUNCIL

Regular Meeting

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:

Steven Ly, Chair  
Harry Baldwin, Vice Chair  
Juventino Gomez  
Alex Gonzalez  
John Harrington  
Dave Spence

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Officers:

Jon Hillmer, Director Governance Council  
David Hershenson, Comm. Rel. Mgr  
Michele Chau, Office of Board Secretary  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Dolores Ramos, Council Admin. Analyst



Metropolitan Transportation Authority

**Metro**

1. Pledge of Allegiance.
2. Roll Called.
3. **APPROVED Minutes of Meeting held August 13, 2012.**
4. PUBLIC COMMENT for items not on the Agenda – none.
5. **RECEIVED Update on the El Monte Station Opening.**

Carl Torres, Transportation Planning Manager, announced that the VIP Ceremony is tentatively scheduled for Friday, October 12 at 10 a.m., with a grand opening to the public scheduled for Sunday, October 14th. The Council discussed bicycle parking being installed at the station. {Note – the VIP Ceremony date was changed after the SGV meeting to Wednesday, October 10, with reception / check-in at 10 am and ceremony start time of 11 am.}

Mr. Torres indicated that the San Gabriel Valley Council meeting may return to the El Monte Station facility in November.

6. **DISCUSSED Antonovich Motion for Regional Airport-Rail Connectivity Plan.**

Chris Haskell, Transportation Planning Manager, provided an overview of the Regional Airport – Rail Connectivity Plan. The motion presented by MTA Board member Michael Antonovich at the July Board meeting requests an implementation plan for rail connectivity to five airports in the region, review and analysis of current transit options, input from FAA and SCAG on potential funding and support, report on expediting the LAX airport connector to open concurrent with the new Crenshaw/LAX project, and an overview of coordination and funding required from partner agencies.

SCAG has compiled useful information on airport transit connections in its 2012 Regional Transportation Plan. Metro staff will work closely with SCAG. Mr. Haskell reviewed existing and planned airport rail transit connections for LAX, Ontario, Burbank, Long Beach and Palmdale, as well as other transit connections. Staff is currently developing an inventory of airport transit connections at various stages of development, including existing, under construction/environmentally cleared, and LRTP strategic plan projects.

Representative Spence expressed appreciation for Director Antonovich’s initiative in requesting this report. He stated that he is shocked that there are limited rail connections to regional airports in this day and age.

7. **RECEIVED Director's Report.**

Jon Hillmer, Director, provided the July performance report. On-Time Performance (OTP) was solid in the month of July. The goal is 80%. When measuring OTP, up to 3% of trips are allowed to leave early and up to 17% of trips are allowed to leave late. System-wide OTP was near the target at 79.7%. The agency's contracted bus services performed equally well in the area of OTP. San Gabriel Valley (SGV) region Complaints spiked at 5.03 complaints per 100,000 boardings.

Mr. Hillmer noted that the San Fernando and San Gabriel Valley regions have traditionally had a higher complaint level than other regions. Passengers in these regions tend to be better connected and are more likely to take initiative in voicing complaints. A large number of complaints are related to passenger pass-ups. Michael Greenwood, Transportation Operations Manager, will report next month on the handling of customer complaints.

The SGV region performed well in the area of Miles Between Mechanical Road Calls. The FY13 system goal is 3,900 Miles Between Mechanical Road Calls (MBMRC). MBMRC in the San Gabriel area reached 4,891 in July. The FY13 target for Bus Cleanliness is 8.5. SGV Bus Cleanliness rating in July was 8.65, and 8.58 in August. Two of the agency's contractors are performing very well in this category. Accidents per 100,000 miles spiked to 3.65 in July. The goal is 3.10. The increase in accidents in July is unusual, although there has been a gradual increase in accidents over the last year. Mr. Hillmer explained that several new bus operators have been hired in the last year.

Mr. Hillmer reviewed monthly ridership, which is measured in the millions. The period from May through July 2012 saw an 8% reduction in ridership in the SGV. July ridership was 4.58 million, which is on target. Ridership tends to dip in July. Mr. Hillmer reviewed Silver Line ridership trends. There were 11,206 daily riders, 4,529 Saturday riders, and 3,093 Sunday riders. El Monte Station is at capacity in terms of parking. Parking will be tight when the new Station opens, but this will be alleviated once the temporary station is demolished and old spaces are restored.

Representative Ly asked if Silver Line and Silver Streak services are at the same pricing. Mr. Hillmer responded that passengers transition back and forth between the two lines depending on which schedule is most convenient. He clarified that Foothill Transit's Silver Streak cash fare is at \$2.50 and Metro's Silver Line fare is at \$2.45.

Mr. Hillmer reviewed average weekday ridership for the following rail lines: Red (151,309), Blue (39,155), Green (47,214), Gold (45,694), and Expo (18,181).

Mr. Hillmer reviewed bus station cleanliness evaluation scores. The overall appearance of stations is improving system-wide. SGV stations include the El Monte bus station and Sierra Madre Gold Line bus station. The August 2012 overall score

was 7.86, or a C+ average letter grade. Metro's CEO has made station cleanliness a priority.

Representative Gomez pointed out that OTP is almost at 80% and the system is doing well in the area of complaints. However, terminals are not as clean as they should be. He asked why buses aren't on time in 90% or more cases and why the goal shouldn't be higher. Mr. Hillmer responded that OTP is difficult to manage. Before CEO Art Leahy began overseeing the agency, OTP was in the 60% range. OTP is also dependent on congestion, not just operators and schedules. Mr. Hillmer noted that students may sometimes sporadically flood buses. The Bus Operations Control Center tries to shuffle buses to mitigate problems, but when buses are shifted, they may appear to be late. He added that staff has tried to maintain the stations. John Roberts, Deputy Executive Officer of Operations, has been doing an excellent job of managing cleanliness standards. The Culver City bus station is technically not overseen by Metro, but appears to the public to be a Metro station. Staff tries to maintain this station to the best of its ability. Mr. Hillmer stated that with regard to complaints, some regions tend to have more complaints than others. This may be due to the culture of the region, connectivity of riders, and general expectations of riders. It is very important for the agency to maintain high quality service. The agency is allocating more resources to maintain quality service.

Representative Gonzalez shared that over the past few weeks, he has taken 60-70 trips on MTA buses. Only 3-4 of the buses he took were not on time. He noted that he also took 15 trips on Foothill Transit, and only 4-5 were on time. The Nextrip application is great. He stated that in the central city, buses can often be backed up. The SGV region has done very well in managing OTP.

8. Chair and Council Member Comments:

Mr. Hillmer announced that the next meeting on falls on Columbus Day. He asked if the Council would like to continue holding the meeting on October 8. The Council agreed to keep the meeting on the same date/time next month.

Representative Ly asked why Glendora and Claremont are not shown as part of the SGV region on the map. Mr. Hillmer responded that Metro does not offer much service to many Foothill communities with the exception of Pomona, Arcadia, and Duarte.

Representative Ly requested that staff email him a copy of the Director's report. He stated that he attended the Meet and Confer with the CEO and that the session was very productive.

ADJOURNED at 5:45 p.m.

  
Michele Chau, Council Secretary