

Monday, December 10, 2012

5:10 – 6:18 p.m.

Minutes

SAN GABRIEL VALLEY
SERVICE COUNCIL

Regular Meeting / Corridor Workshop

Metro San Gabriel Valley
Division 9 Building
3rd Floor Regional Service Councils Room
3449 Santa Anita Avenue
El Monte, CA 91731

Called to Order at 5:10 p.m.

Council Members Present:

Steven Ly, Chair
Harry Baldwin, Vice Chair

Alex Gonzalez
Bruce Heard
Dave Spence
Rosie Vasquez

Officers:

Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr
Dolores Ramos, Council Admin Analyst
Deanna Phillips, Board Administration
Henry Gonzalez, Council Comm. Rel. Mgr.



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Called.
3. APPROVED **Minutes of October 8, 2012** meeting.
4. RECEIVED report on **FTA Civil Rights Guidance**, Daniel Levy, Director, Civil Rights Programs Compliance

In July 2011, the FTA (Federal Transit Administration) conducted a Civil Rights Compliance Review of Metro. This was not an investigation of a civil rights complaint. Of the five deficiencies that were found, three were remedied and two remain: service/fare equity and limited English proficiency. In December 2011, Metro submitted a Corrective Action Plan, which was updated in February 2012. No response was received from FTA. In the spring, Metro advised FTA that errors were found in the Compliance Review Report. FTA responded with a 19-page letter acknowledging their errors, but reinforcing that things were done incorrectly or incompletely, and setting forth new requirements. The FTA rejected the service and fare equity methodology that Metro had submitted. Metro worked with FTA to develop a new one. Once approved, Metro will have 60 days to complete the work and address any issues.

Since Metro submitted the new methodology, a response has not been received from the FTA. Effective October 1, 2012, the FTA released new Civil Rights Guidance. The FTA called to inform that the Department of Justice wants the FTA to perform the service changes analysis, not Metro. Metro submitted 4.5 GB of data and 3,000 files to allow FTA for analysis of 2009-2011 changes. After two months, FTA decided that they want Metro to do the analysis using the new guidance.

Metro is currently performing the analysis in accordance to the new guidelines released in September 2012. Metro responded in November 2012 with a new methodology based on the new guidance. The past methodology for fare analysis focused on measuring difference in fare change between predominately minority fares and non-minority fares. The new methodology requires measuring how demographics of groups affected by fare changes. The guidance requires that Metro define disparate impact and disproportionate burden numerically. The proposed definition for fare analysis is when ridership has 5% absolute or 35% differential between minority and non-minority. As a result of the new guidelines, any new fare increases will likely be made across the board in order to avoid disparate impacts.

With regards to service analysis, the proposed definition is 5% absolute difference or 20% differential between minority and overall ridership and low income and overall ridership. FTA has given Metro two options for analysis of demographics affected by service changes: use of Census data or ridership surveys. Where ridership data can be used, it will be given preference over Census data.

One major area that the FTA found deficient was response to Limited English Proficiency transit user needs. Metro's submitted a new language assistance plan in the

November response. To address language assistance issues, posting of civil rights notices and printing of brochures in various languages has occurred. Metro's language assistance plan includes the use of pictograms as well as translation of key materials into nine languages to address needs of those with limited English proficiency.

Metro has provided everything requested in hopes that everything would be resolved by January 2013. But as of December 2012, Metro has not received any response as to whether what has been submitted to FTA was adequate. The original target date of January 2013 for service equity study completion is unlikely to be met now.

5. RECEIVED Public Comment

- John McCready, a regular rider in the San Gabriel Valley asked why none of the service changes that are taking effect this Sunday are for the San Gabriel Valley bus lines. Lines 266 and 270 are in desperate need of service improvements. He wants to know why Metro has not responded to the e-mail inquiry he sent three months ago in regards to overcrowded buses and the decline of on-time performance on those lines.
- Wayne Wright asked staff to look into the Pasadena routes in the Colorado Boulevard where a lot of bus lines are traveling on the same street. Problems include on-time performance with Lines 180, 181, and 780 Rapid at all times of operation. Line 780 Rapid has arrived from 30 minutes up to 1 hour late at Pasadena College. Mr. Wright also asked Metro to look into running a combined service between Metro and Foothill Transit on Colorado Blvd., with a similar fare agreement to that of the Silver Line and Silver Streak, and to look into restructuring Lines 686, 687, and 264.

6. RECEIVED Chair and Council Member Comments

Mr. Gonzalez congratulated Director John Fasana for being voted as the Person of the Year by the Citizen Advisory Council . He also gave credit to Director Fasana for the Silver Line in the San Gabriel Valley.

Chair Ly asked if Director Ara Najarian had been removed from his seat on the Metro Board. Mr. Hillmer clarified that he was removed from the Metrolink Board and replaced by Mark Ridley-Thomas. *NOTE: Following the meeting, staff researched recent developments and determined that the nomination to extend Director Najarian's term on the Metro Board was rejected by the Los Angeles Division City Selection Committee at their December 6, 2012 meeting. However, Director Najarian will continue to represent his region on the Board until a replacement is selected or his re-nomination is approved at a future meeting.*

Garvey Ave. Bus Lines 70 and 770 and Valley Blvd. Line 76 for Corridor Study

Mr. Hillmer presented an overview of existing routes and schedules, on-time performance, ridership by time of day and direction, and customer complaint data by

line. He proposed the following potential service modifications for consideration by the Council and members of the public:

- Cancel Rapid Bus service mid-day and Saturday
 - Improve Line 70 service from 15 to 10 workdays and 16 to 12 on Saturdays
- Add more running time to schedules to improve on-time performance
 - May require slight reduction in service levels to offset costs
- Consider schedule connections on Valley and Garvey at Atlantic
- Evaluate shorter route in downtown LA to improve service levels
- Consider interlining Lines 70 & 76 at El Monte Station as available
- Coordinate services with municipal operators along the routes
- Consider establishing rider support groups to report to Council

Chair Ly asked approximately how many people travel to and from downtown Los Angeles on a daily basis especially during peak hours. Mr. Hillmer will research this and report back at a future meeting, along with refined recommendations.

Ms. Rosie Vasquez asked when any potential modifications would take effect. Mr. Hillmer said they would occur in December 2013.

Mr. Baldwin stated that Lines 70 and 76 are close together but separated by a freeway, essentially making them two separate communities. He suggested interlining the routes, not changing the route, but to change the head sign and resume the remainder of the route, similar to Lines 78 and 79 which are scheduled together.

Adjourned at 6:18 p.m.