

Monday, January 14, 2013

5:02 – 6:03 p.m.

Minutes

SAN GABRIEL VALLEY
SERVICE COUNCIL

Regular Meeting

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 5:02 p.m.

Council Members Present:

Steven Ly, Chair
Harry Baldwin, Vice Chair

Juventino Gomez

John Harrington

Bruce Heard

Dave Spence

Rosie Vasquez

Officers:

Jon Hillmer, Director, Regional Councils

David Hershenson, Comm. Rel. Mgr

Henry Gonzalez, Council Comm. Rel. Mgr.

Dolores Ramos, Council Admin Analyst

Deanna Phillips, Board Administration



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Called.
3. APPROVED **Minutes of December 12, 2012** meeting.
4. PUBLIC COMMENT for items not on the Agenda
5. RECEIVED ExpressLanes Update, Kathy McCune, Director, Congestion Reduction Initiative

The ExpressLanes for the I-10 Freeway are expected to open before the end of February 2013. FasTrak transponders are available at the ExpressLanes store at the new El Monte Transit Center, online and by mail. They can also be purchased at Costco and Albertson's with a 10% discount, or AAA offices (members only) with a 20% discount. All vehicles using the lanes are required to have a transponder.

ExpressLanes for the I-110 Freeway have been open for approximately 60 days and things are going fairly well. Due to the program being new, lots of calls are coming in from customers and their issues are being addressed promptly. Only 2 months into the program, the lanes are already being used at 80% of the previous volume. There are currently 82,000 accounts open and more accounts are expected to be established when the ExpressLanes on the I-10 open.

When the I-10 ExpressLanes open, Foothill Transit will put CRD-funded buses into use to add more service. and the Silver to Silver service will also be in operation (bus passes for Metro or Foothill will be able to be used for either carrier).

The Metro TAP card can be linked to Metro ExpressLanes account in order to earn credit for utilizing transit. The \$3 monthly maintenance fee is waived for account holders who take 4 one-way trips per month on the Metro ExpressLanes in any combination of transit, carpool, vanpool, or toll paying SOV.

Council Member Vasquez asked if she has to buy a transponder if she's only going to be using the carpool lane with the required minimum number of passengers. All vehicles including carpools require a transponder to use the ExpressLanes. When carpooling, the transponder should be set to the number of occupants in the vehicle – "2", or "3+". If the occupancy meets the minimum carpool requirement, then the trip is toll-free. If the occupancy requirement is not met, a toll will be charged for the trip. If there is only one person in the vehicle, then the switch should be set to "1" and a toll will be charged for the trip.

Council Member Spence inquired about the fines for those who use the lanes without the transponders. If a transponder is not detected in the vehicle, the system will take a picture of the license plate and if it can't be found on a customer account, a violation notice will be sent to the registered owner of the vehicle. When the I-10 opens, the notice will only request payment of the toll. After a certain period of time the notice will include

the price of the toll plus an additional \$25 penalty to be paid. The owner of the vehicle has 30 days to pay. If it has not been paid within 30 days, an additional \$30 penalty is assessed and added to the toll amount and the \$25 penalty. The recipient has another 30 days to pay. If the violation is still not paid, a hold can then be placed with DMV on the vehicle registration and would be collected when the owner tries to pay the vehicle registration fees.

6. RECEIVED El Monte Station Opening and Silver Streak/Silver Line Update, Carl Torres, Transportation Planning Manager

The new El Monte Station is now open and running. Some of the new features of the station include map display cases, retail space (still vacant), new monitors, and new TVMs. The new station includes 55 bike racks and self-contained, self cleaning public restrooms. The restrooms have a 10-minute time limit, after which a warning will sound and the doors will open shortly thereafter.

Operator and customer feedback after the initial opening has resulted in some bay modifications. Two discharge bays were added so that operators can let passengers out then go directly to their layover. Before, operators would let passengers out at their assigned bay then had to loop around before proceeding to their layover. This has helped a lot operation-wise. The Silver Line moved from the back to the entrance at the upper level for easier access. Ridership has greatly increased since this change was implemented. The Greyhound bus bay was also moved to facilitate passenger loading.

The new elevators and escalators that were installed as part of the station design prevent passengers from having to cross the roadway, thus reducing risk of vehicle and pedestrian accidents. The vacant areas in the station could potentially be used for attended bike lockers as well as bike repair services, or mobility hubs that may include bikes.

Mr. Hillmer invited Council Members to notify him if they wish to accompany him on the station cleanliness inspection performed each month.

7. RECEIVED Director's November Service Report, Jon Hillmer, Director

- On-time Performance: San Gabriel Valley: 75.2%, Goal: 80%, System: 75%
- Complaints Per 100,000 Passengers: San Gabriel Valley: 4.39%, Goal: 2.20%, System 3.24%
- Mystery Rider Wheelchair Pass-ups: 1% (1 of 91). Driver explained to wheelchair passenger that bus was at wheelchair capacity and contacted customer service to notify of wheelchair passenger waiting.
- Wheelchair Boardings Per Month: Approximately 70,000 per month
- Miles Between Mechanical Road Calls: San Gabriel Valley: 4,668, Goal: 3,900, System: 4,178
- Clean Bus: San Gabriel Valley: 8.65%, Goal: 8.5%, System: 8.51%
- Accidents per 100,000 miles: San Gabriel Valley: 2.51%, Goal: 3.10%, System: 3.25%
- Average Weekday Ridership: San Gabriel Valley: 181,022

- Bus Station Cleanliness: Culver City (Fox Hills Mall) 7.7 (C), Del Amo Blue Line Bus Station: 8.5 (B). Mr. Hillmer proposed substituting evaluation of the Culver City (Fox Hills Mall) for the Downtown Culver City station because this is where the Expo Line ends and Del Amo Blue Line Station for the Orange Line North Hollywood Station, as only one Metro bus line serves the Del Amo Station.
- Silver Line Ridership – daily ridership decreased to 13,515. Ridership will likely dip in December due to weather and holidays.
- Overall November Weekday Ridership: 362,090 rail, 1,120,449 bus, total 1,482,539.

Chair Ly inquired about the Gold Line ridership. There has been a slight decline from September 2012 of 47,000 compared to 42,000 in December 2012.

Council Member Gomez asked why there are more complaints in the San Gabriel Valley when the ridership has declined compared to West Los Angeles where there was an increase in ridership but fewer complaints. Mr. Hillmer responded that passengers from San Fernando and San Gabriel Valleys tend to be more knowledgeable on how to communicate complaints to an authority and use of technology to submit complaints. Metro typically receives more cell phone calls from the San Fernando and San Gabriel Valleys than from the Westside. As Westside has a high amount and frequency of service, passengers perceive as having less reason to file complaints. Also, San Gabriel Valley has been receiving complaints due to Caltrans construction closures taking place from 10 p.m. to 6 a.m., affecting Silver Line running times. There were also some service changes and the opening of the El Monte Station, which resulted in passengers feeling a little lost as they transitioned from the old station to finding their new bus bays.

Chair Ly asked if any of the new buses being purchased will be used by the contract lines. The next order of new buses is for 200 45-foot buses. The contract lines do not use those size buses.

Council Member Gomez inquired if Metro has any special fare programs for veterans. Metro does not have any discounted fare programs specifically for veterans but does have a veteran hiring program that targets service members that are coming out of service or veterans in recruitment efforts to fill Metro’s vacant employment positions.

Mr. Hillmer mentioned that an alternate approach to the corridor study undertaken at the December meeting might be to examine the Line 485 Express service that runs from Alta Dena to Union Station or the Rapid 762 that runs from Alta Dena to Long Beach. Council Member Heard expressed support for examining Line 485 operation.

8. CHAIR and Council Member Comments

Chair Ly recognized the attendance of Sierra Madre City Council Member John Harabedian. Mr. Harabedian has been nominated to be appointed to the San Gabriel Valley Service Council.

Adjourned at 6:03 p.m.