

Monday, February 11, 2013

5:03 – 6:01 p.m.

Minutes

SAN GABRIEL VALLEY
SERVICE COUNCIL

Regular Meeting

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

Called to Order at 5:03 p.m.

Council Members Present:

Harry Baldwin, Vice Chair

Alex Gonzalez

John Harrington

Bruce Heard

Dave Spence

Rosie Vasquez

Officers:

Jon Hillmer, Director, Regional Councils

David Hershenson, Comm. Rel. Mgr.

Deanna Phillips, Board Secretary Office

Dolores Ramos, Council Admin Analyst

Henry Gonzalez, Council Comm. Rel. Mgr.



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Called.
3. APPROVED January 14, 2013 Minutes
4. PUBLIC COMMENT for items not on the Agenda - none
5. RECEIVED Update on Metro Gold Line Foothill Extension, Lisa Levy Buch, Public Affairs Director

Metro Gold Line Foothill Extension Construction Authority is a separate agency from Metro and has its own Board of Directors, which recently added a non-voting member from the County of San Bernardino. The Construction Authority is responsible for the planning, designing, and construction of the line per Metro's design/safety guidelines and specifications. Metro will operate and maintain the line following construction. Both agencies play a role in public safety planning and education. The first phase of the Gold Line was built from Los Angeles to Pasadena and was opened in 2003. The next phase from Pasadena to Azusa is funded by Measure R. Construction is underway and is anticipated to be complete by September 2015. The phase from Azusa to Montclair is in the draft EIR process; the Final EIR is scheduled to be released to the public in the next few weeks. This segment of the project is currently unfunded for construction. The last phase, the Ontario Airport Extension is ready to begin the alternatives analysis phase, and also has not yet been funded.

Two of the three design-build contracts totaling approximately \$500 million have been awarded; the first contract for I-210 Bridge was awarded to Skanska USA in the amount of \$18.6 million; the bridge was completed on December 15, 2012. The contract for alignment construction has been awarded to Kiewit Parsons Joint Venture (Foothill Transit Constructors) for \$486 million. The project has 18 at-grade crossings, all of which have been approved by the California Public Utilities Commission. The most challenging aspect of this project is the 22 bridges to be built. Of the 22 bridges, 9 are new, 9 will be modified, and 4 are existing structures that will be replaced. Foothill Transit Constructors has been working on the project for a little over a year, mostly on design. There are about 82 design packages to be completed for the project; approximately 62 have been approved for construction. The last contract for Parking Facilities & Station-Area Enhancements is currently in the procurement process. A federal grant of \$6 million has been received to allow for improvements around each of the future stations to improve access to the stations for pedestrians, bicyclists, and bus riders.

An ongoing outreach program sends representatives to speak to the public about the project on a regular basis to make it easier to keep the public aware of the current construction status. Maps are available showing where the next construction is going to be. The project website is currently being enhanced so that construction information will be front and center when visiting the site.

Vice Chair Baldwin inquired if the Montclair is also depending upon funding from San Bernardino County. Ms. Buch acknowledged this to be accurate.

Councilmember Heard inquired if the Monrovia Maintenance Facility will replace the one in downtown. Ms. Buch replied that it will be Metro's choice.

6. RECEIVED Presentation on Division Handling of Customer Complaints, Jon Hillmer, Director

Customer Relations and Operations developed a comprehensive policy concerning the processing of complaints and comments from the public in response to the LACMTA Office of Inspector General's audit in September 2005, and was improved by Management Audit Services in a similar audit in 2009. The approved Metro policy is referred to as GEN-42, Customer Complaint Policies and Procedures, April 22, 2010.

Complaints are received by Customer Relations via telephone calls to Passenger Relations Representatives (primary contact), internet via Metro website, walk-ins to the Metro Headquarters Building, and e-mails or telephone calls to Executive Staff, Board Secretary's Office, and other offices. The Passenger Relations Representative then emails the Passenger's Comment and Management System (PCMS) report to key Division Management personnel for handling/action.

The Passenger Comment and Management System (PCMS) is a database used to track the complaint process. The complaint is assigned by Customer Relations to the appropriate division. The designated Division Management representative researches and identifies the Bus Operator involved, using the information from the PCMS report. Schedule-related complaints such as no-show, off-route, late, or early arrivals are verified in the Advanced Transportation Management System (bus reporting and tracking system).

If the complaint involves accidents, misconduct, cell phone usage, etc., the investigator will request a Digital Video Recording (DVR) and obtain witness statements via telephone or field investigation. Gross-misconduct-type complaints are immediately referred to Division Manager. The customer is contacted when requested or when further information is needed to properly resolve a complaint.

If a customer requests a claim for an alleged accident on the bus, the DVR is requested by Division Management personnel and the Bus Operator completes an accident report, even if he or she does not recall the incident. The accident is investigated and subjected to Accident Review Board procedures including potential disciplinary action (if the accident was avoidable).

Management's actions include interviewing the operator, reviewing the DVR, and coaching and counseling the operator on how to avoid future complaints. If complaint is substantiated by the DVR and the operator violated Metro rules and procedures, appropriate disciplinary action will be taken. Line monitoring by a field supervisor may

be requested for identification of future schedule related complaints. Undercover rides may also be requested for complaints related to ADA, discourtesy or misconduct.

Training programs available for operators include an 8-hour World Class Customer Service Course conducted by Operations Central Instruction personnel and a 2-hour Customer Relations training by a Division instructor. Management rides are conducted to assess Operator's progress and customer service.

Operators also receive recognition for providing outstanding in customer service. They may receive a certificate of merit from Management personnel and be recognized in front of coworkers. These certificates are posted on the "Hall of Fame" Board in the Operators' Training Room. Supervisors acknowledge good customer service during Management ride for immediate and positive feedback. Metro's Board may also recognize an Operator for actions "above and beyond" the call of duty.

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

- On-time Performance: **San Gabriel Valley: 76.5%**, Goal: 80%, System: 76.2%
- Complaints Per 100,000 Passengers: **San Gabriel Valley: 3.77%**, Goal: 2.20%, System 2.79%
- Mystery Rider Wheelchair Pass-ups: 4% (3 of 93). 2 were due to capacity being met. Operators notified waiting wheelchair passenger and contacted customer service to notify of wheelchair passengers waiting. One bus operator did not stop and did not explain to the customer; such passup reports go directly to the operator's assigned Division Transportation Manager for further review and potential discipline. Metro has approximately 50-80 thousand wheelchair boardings per month
- Proper Wheelchair Securement: 96%
- Procedures Followed: 84%
- Automated Voice Enunciator Bus Stop Calling: **Interior 98%, Exterior 96%**
- Operator was Courteous and Respectful: **95.5% (204 of 207 Operators)**
- Wheelchair Boardings Per Month: Approximately 70,000 per month
- Miles Between Mechanical Road Calls: **San Gabriel Valley: 4,427**, Goal: 3,900, System: 3,998. There is some relationship between age of bus and reliability. The average age of bus in the San Gabriel Valley is 9.9 years. Load intensity is also a factor.
- Clean Bus: **San Gabriel Valley: 8.66%**, Goal: 8.5%, System: 8.53%
- Accidents per 100,000 miles: **San Gabriel Valley: 3.03%**, Goal: 3.10%, System: 3.55%
- Bus Station Cleanliness Ratings by Calendar Quarters: 2012 4th Quarter: **San Gabriel Valley: 8.51%**, Goal: 8.0%, System: 8.19%
- Average Weekday Bus Ridership: **San Gabriel Valley: 167,156**
- Rail Weekday Average Ridership by Line: Red: 158,830; Blue: 91,709; Green: 46,029; Orange: 42,295; Expo: 23,193.
- Silver Line Ridership Average: 11,237 daily, 4,570 Saturday, 3,047 weekends. Ridership has dropped since the Foothill Silver Streak exchange began, as passengers gravitate towards the bus with the shortest line.

Metro Express Line 485 Study Corridor

The route and service were last changed In Dec. 2009.

- Former Route: Altadena to Downtown LA - Daily
- Current Route: Altadena to Union Station – Weekdays only
- Bus trips reduced from 33 to 22 in both directions each weekday
- Service levels from 20 peaks/30 mid-days to 40 peaks/50 mid-days
- Average Ridership: **Pre:** 3,600 for weekdays, 1,500 for Saturdays, 1,300 Sundays. **Post:** 1,700 for weekdays, none for Saturdays and Sundays.

Councilmember Heard asked when the last weeknight trip is for Line 485; the last trip is at 9pm. The Council Member expressed concerns about weekend service being cut back and the effects on ridership. Mr. Hillmer responded that once frequency drops to less than every 30 minutes, it becomes difficult for people to make it work for their schedules. There are things that can be done such as trimming down service for some lines to add service to these lines.

Councilmember Gonzalez inquired about the productivity still being good for the line though headways have increased. How often does this happen? Mr. Hillmer responded very infrequently, there is ridership in this line with the locals. There was a principal from a school on South Lake who came to say that the schedule didn't match up at all with their dismissal so Carl worked very closely with the scheduling department to make the adjustments so that bus travelling North would get there approximately 10 minutes after the school's dismissal.

Councilmember Gonzalez expressed concerns about the extra fare being collected before jumping onto the 710. The fare becomes imbalanced comparing to the Gold Line. He's also concerned with the people in Alhambra that may not have any options during the weekend. Mr. Hillmer suggested reducing the route on North Lake Avenue.

Councilmember Heard shared concerns that people who want to go to Downtown Los Angeles for entertainment cannot return on the bus even if they wanted to because the last service is at 9:00 p.m. The line is trimmed to the point where it needs help.

8. CHAIR and Council Member Comments - none

Vice Chair Baldwin shared that he attended the "Move LA" dialogue on February 8 and was impressed to see the integrated approach to address Southern California's transit needs. He also heard a lot of bike riders advocating for 3-bike bus racks to be used on buses. Mr. Hillmer stated that there are 3-bike racks on the Orange Line, but nowhere else in the system. Long Beach Transit does use 3-bike racks, he will look into possibly getting feedback from them on how the effort is going.

Adjourned at 6:01 p.m.