

Monday, March 13, 2013

5:11 – 6:06 PM

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# 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 5:11 p.m.

Council Members Present:

Harry Baldwin, Vice Chair

Juventino Gomez

Alex Gonzalez

Rosie Vasquez

John Harabedian

Officers:

Jon Hillmer, Director, Regional Councils

David Hershenson, Comm. Rel. Mgr.

Dolores Ramos, Council Admin Analyst

Henry Gonzalez, Council Comm. Rel. Mgr.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

1. **SWORN IN John Harabedian, Council Member, City of Sierra Madre**
2. **PLEDGE of Allegiance**
3. **APPROVED February 11, 2013 Minutes**
4. **PUBLIC COMMENT for items not on the Agenda - NONE**
5. **APPRECIATION of the City of El Monte, David Hershenson, Community Relations Manager**

David Hershenson recognized Council Member Gomez and the City of El Monte for their cooperation, assistance and support through the construction of the El Monte Station. Council Member Gomez thanked Metro for building the station. It was also noted that the City of El Monte was formally recognized by Metro at a recent Board meeting.

Jon Hillmer noted that additional staff is going to be assigned to El Monte Station to provide information to passengers, and a dedicated vehicle operations supervisor has also been requested.

6. **RECEIVED Presentation on TDA Triennial Review Process, Jon Hillmer, Director for Armineh Saint, Transportation Planning Manager**

The State Public Utilities Code (PUC) requires all recipients of Transit Development Act (TDA) funding to complete an independent review every three years to maintain funding eligibility. The review is intended to be an independent and objective evaluation of public transit operators to which TDA funds are allocated. The review has four primary goals:

1. Assess operator compliance with TDA regulations;
2. Review improvements implemented by the operator as well as progress toward adopted goals;
3. Evaluate the efficiency and effectiveness of the transit operator; and
4. Provide sound, constructive recommendations for improving the efficiency and functionality of the transit operator.

The review is conducted in accordance with the process established by the California Department of Transportation (Caltrans), as outlined in the Performance Audit Guidebook for Transit Operations and Regional Transportation Planning Entities, as well as the Government Audit Standards published by the U.S. Comptroller General.

The Los Angeles County Metropolitan Transportation Authority (LA Metro), in its role as the Regional Transportation Planning Entity (RTPE), is responsible for completing an independent triennial review of those entities to which it allocates TDA funding. The current Triennial Performance Review (TPR) covers the period July 1, 2009 through June 30, 2012.

Local entities subject to the triennial review include: LACMTA (as the RTPPE as well as operator), Antelope Valley Transit Authority, Foothill Transit, and the Cities of Arcadia, Claremont, Commerce, Culver City, Gardena, La Mirada, Long Beach, Los Angeles, Montebello, Norwalk, Redondo Beach, Santa Clarita, Santa Monica, and Torrance. To ensure compliance, the current TPR must be completed and filed with Caltrans no later than July 1, 2013. The TPR findings and recommendations will be presented to LA Metro's Bus Operations Subcommittee; LA Metro's Technical Advisory Committee; LA Metro's Finance, Budget, and Audit Committee; and LA Metro's governing board.

*Council Member Harabedian* asked if there are any consequences or potential effects on funding if the review has negative findings. Mr. Hillmer responded that the State could withhold operations or capitol project funding. Funded agencies are required to have a 20% fare box return from fares or advertisement.

#### **7. RECEIVED Presentation on Proposed Names for New Foothill Extension Stations, Warren Morse, Deputy Executive Officer of Communications**

The purpose of station names is to assist customers in navigating the system and for simple and quick recognition. Single names are preferred; and stations with multiple names are separated by slashes. The names are based primarily on geographic location; a nearby street or freeway, a well-known destination or landmark, a community, district or city name. The length of the name should be a maximum of 24 characters for ADA/general readability. Stations can have an official Board-adopted name which is used in documents and legal notices. It can also have a shorter operational name to be used more commonly, especially when space is limited on signage and customer materials.

There are six new stations in the Foothill Phase 2A extension. The proposed official names under consideration are: Arcadia, Monrovia, Duarte, Irwindale, Azusa/Alameda (alternate proposed official name is Azusa) and Azusa/Citrus (alternate proposed official name is Citrus College).

Next steps are to receive input from the community; names will be finalized based on input and staff recommendations. Submission of recommendations is scheduled to go before the Board at their April 2013 meeting.

Carl Hassel, Assistant Director of City of Azusa Public Works requested an opportunity for the Azusa City Council to review and provide input on the names of the stations. Their next council meeting is on March 18; the names will be reviewed then and any feedback or suggestions will subsequently be forwarded to the Council. Warren Morse asked for any recommendations to come to him, so he can work with the City before making the final recommendations to the Metro Board.

*Council Member Gonzalez* made a comment about Citrus College as a station name. Azusa Pacific is right next door; choosing one name makes it appear as if we're favoring one college over the other. He suggested that the name Citrus or Rosedale be considered instead of Citrus College.

Vice-Chair Baldwin thanked Mr. Morse for the presentation. The Council expressed support of staff's station name recommendations, and stated they would remain open to recommendations that may come in from the City of Azusa and other interested parties.

Staff will provide an update at the April Council meeting.

#### **8. RECEIVED January 2013 Service Director's Report, Jon Hillmer, Director**

- On-time Performance: 78.5% Goal: 80%, System: 78.0%
- Complaints Per 100,000 Passengers: 4.22, Goal: 2.20, System 3.06
- Miles Between Mechanical Road Calls: 4,279, Goal: 3,900, System: 3,870
- Bus Cleanliness: 8.68, Goal: 8.5, System: 8.43
- Accidents per 100,000 miles: 1.77, Goal: 3.10, System: 3.30
- Bus Station Cleanliness Ratings by Region: 8.70 Goal: 8.0, System: 8.31
- Bus Average Weekday Ridership: San Gabriel Valley: 175,398 of 1,086,634 System
- Silver Line Ridership: 12,422 Weekdays, 4,847 Saturdays, 3,159 Sundays. 55% of boardings originate in San Gabriel Valley area.
- Wheelchair Boardings from Nov. 2012–Jan. 2013: Weekdays: 157,446, Saturday: 26,175, Sunday: 22,074. 9% of wheelchair boardings occurred in San Gabriel Valley.
- Customer Complaints by Region: San Gabriel Valley Primary Lines: 183, Shared Lines: 14. Accounted for 16% of all January complaints received.
- San Gabriel Valley Lines with Highest Complaints: 910 had 17, 266 had 15, 260 had 13, 485 had 12. 19% of complaints were Passed Up (38); 16% were Late Schedule (32), Operator Discourtesy was 14% (28), and No Show was 14% (27).
- Rail Average Weekday Ridership: Red: 158,830; Blue: 91,709; Green: 46,029; Gold: 42,295; Expo 23,193.

*Council Member Harabedian asked* what caused the fluctuations in On-time Performance system-wide between July, August, and September. Mr. Hillmer explained that heavier loads tend to affect bus performance as it takes longer for passengers to board and alight. There was a spike in September due to high attendance with the start of school. There is also an increase in traffic as many parents drive their children on the first days of school which can slow buses. That traffic tends to subside as parents organize carpools, students begin taking transit, and the student absentee rate increases. Bus performance is also affected due to slowed traffic during rainy months.

Mr. Hillmer added that he will be arranging Division 9 tours and an opportunity to have schedulers and planners talk with Council Members.

#### **9. CHAIR and Council Member Comments - NONE**

ADJOURNED at 6:06 p.m.