

# Minutes

Monday, January 13, 2014  
5:00 PM

SAN GABRIEL VALLEY  
SERVICE COUNCIL  
Regular Meeting

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Metro El Monte Division 9 Building  
3449 Santa Anita Ave. (Santa Anita Ave. & Ramona Blvd.)  
Third Floor Service Council Room  
El Monte, CA 91731

All Metro meetings are held in ADA accessible facilities. Meeting location served by all Metro, Foothill Transit and El Monte Shuttle lines serving the El Monte Station.

## Called to Order at

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### Council Members:

Harry Baldwin, Chair  
John Harabedian, Vice Chair  
Alex Gonzalez  
Dave Spence  
Rosie Vasquez

### Officers:

Jon Hillmer, Director, Regional Councils  
David Hershenson, Comm. Rel. Mgr.  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Carl Torres, Transportation Planning Mgr.

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메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

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Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance
2. APPROVED December 9, 2013 Minutes
3. PUBLIC COMMENT for items not on the Agenda

Emmanuel Najera commented that on December 31st, service detours on Colorado Blvd. were supposed to begin at 7 p.m. according to all Metro alerts and posted signs. He was in the area at 3 p.m. and was planning to leave Sierra Madre/Colorado Blvd. via Line 181 to the Gold Line. He got to his bus stop at and waited until 7 p.m. to realize that the detours had been placed in effect much earlier. There were also several other people waiting for the bus. He attempted to reach someone through Metro's called 323 GO METRO service but it was closed. He finally followed the detour directions on the posted signs and was able to catch an alternate bus after walking to Del Mar. When he caught the bus, he asked the driver what had happened to the earlier Colorado Blvd. service, and they responded that they had been given the order to take service off of Colorado Blvd. at 3 p.m., a full four hours prior to the posted time. Mr. Hillmer replied that he would follow up to see what had occurred on that day.

4. RECEIVE Presentation on Metro's "Seniors On The Move" Program, Lilly Ortiz, On the Move Riders Club Project Manager, Transit Safety Programs

On the Move Riders Club is a senior travel training program that uses a peer-on-peer training model to educate seniors on the joys of riding public transportation. Training is provided through group trips or one-on-one training sessions generally offered at senior centers or to other community groups. The program seeks to establish travel clubs made of experienced transit users (Travel Buddies) and inexperienced riders (Participants), who together travel to destinations of interest using public transportation throughout LA County. There are currently 11 active clubs in the San Gabriel Valley.

Chair Baldwin asked if the clubs are organized by city parks and recreation departments or if they are overseen by various organizations. Ms. Ortiz replied that the clubs are managed through various local organizations. Chair Baldwin requested that a list of currently active clubs be provided to the Council so that they can share with members of their communities.

Councilmember Spence asked how someone would go about forming a new club. Ms. Ortiz replied that they can refer them to contact her directly. She would then arrange to do an initial presentation to a potential group which covers how to use transit, where the groups travel to, the benefits of club formation and participation. There have been challenges on finding people to lead the groups.

Vice Chair Harabedian asked if there are clubs for non-English speaking seniors and if non-English speakers are paired with travel buddies who speak their language. Ms. Ortiz

replied that when a presentation to a community is arranged, they are aware of what the dominant language of that community is and make accommodations when necessary. If that community wants to form a club, they would want to have people participate who speak the dominant language of the area to ensure the opportunity to participate.

Vice Chair Harabedian asked if the travel club leaders are compensated. Ms. Ortiz replied that if the leader plans a trip and reports back to the program after the trip, they receive a 30 day pass. Club leaders are encouraged to organize one trip per month, and they can receive a free pass each month. The clubs are geared towards older adults; participants' ages range from 55 to mid-80s. If club participants are 62 or older, they qualify for a senior pass. When the clubs travel, individual members are responsible for their fare.

Chair Baldwin asked if club members receive any instruction on how to using TAP cards. Ms. Ortiz replied that she provides an initial TAP orientation and encourages them to apply for their senior TAP card. She then provides a more extensive training to the volunteer buddies where she provides more detail on applying for a TAP card and how to use the ticket vending machines.

Chair Baldwin asked how much the month senior card costs. Ms. Ortiz replied that the senior card is \$14 per month. Chair Baldwin added that some cities subsidize the senior TAP card cost.

##### 5. RECEIVE Summary of Line 485 Workshop, Jon Hillmer, Director

The Council hosted a successful workshop in December. A number of members of the public as well as representatives from local municipalities were also present. The most frequently received comment was to add additional peak hour service, followed by requests to reinstate service into downtown.

Vice Chair Harabedian asked if the \$230,000 needed to enhance Line 485 peak hour service would require reallocation of service from other areas or if there any excess funds that could easily be transferred to cover the cost. Mr. Hillmer replied that there isn't an easy fix, but there may be a way to spread bus service apart a little more. Staff has not yet identified lines where that could occur. Vice Chair Harabedian responded that the Council has heard very clearly that riders want frequency improved. He doesn't want to go through the process of identifying funds to dedicate to Line 485 only to end up shutting down another line. What would be the next steps to identify funding? Mr. Hillmer replied that staff can start looking at where service could be reduced to provide additional service hours for Line 485, then bring back various options to the Council to determine impacts.

Chair Baldwin asked if service was changed to every 30 minutes during rush hours, then reduced to once per hour during off peak hours if it would provide sufficient funding. Mr. Hillmer replied that right now mid-day service is provided every 50 minutes. Reducing service from 50 to 60 minute headways wouldn't provide enough savings to

fund the proposed changes. A bus would need to be taken out of the midday to save the hours.

Councilmember Gonzalez pointed out that cutting the route at Lake Ave. Station would eliminate the fourth highest use stop at Lake & Washington. He asked what the time savings would be if route was cut back to Washington Ave., Mr. Hillmer replied that such a change would probably save 8 minutes total, 4 minutes in each direction, but that doesn't count turnaround of the bus. A new turnaround area for the bus would need to be identified on major streets.

Councilmember Spence asked if a deal might be worked out with Pasadena that would mitigate changes. Mr. Hillmer replied that additional Pasadena service might mitigate some of the issues but wouldn't necessarily serve people who board at northern Lake Ave. as they would have to transfer. If people are taking service from Pasadena to downtown, we really want them to take the Gold Line which is a much less expensive service to provide. While they would have to transfer, they currently have to transfer when using Line 485 now as it ends at Patsaouras Plaza.

Councilmember Gonzalez asked if the line was extended into downtown, how would it affect those who want to go directly to Patsaouras Plaza. Mr. Hillmer replied that based on ridership prior to the route being shortened to end at Patsaouras Plaza, ridership was 1,000 higher. Extension of the route would likely have a positive effect on ridership.

Mr. Hillmer will meet with the City of Pasadena to try to move forward. Pasadena Arts Bus cannot go forward with enhancing service until they receive a funding commitment. They are a Tier 3 operator and as such would be eligible for a special funding source out of Proposition C funds.

6. RECEIVE Presentation on Metro's Customer Complaint Process, Tonia Zanders, Division 9 Transportation Operations Manager

Complaints are received at the divisions via the Customer Comments and Analysis Tracking System (CCATS), the Mystery Rider Report (MRR), emails to division management personnel, and phone calls to the divisions. When a complaint is received at the division, the designated Division Management representative investigates the complaint using all available information to identify the Bus Operator and verify the complaint. An interview with the operator to review the complaint is scheduled. The Operator's customer complaint trends and work and job performance history are also analyzed.

Thorough investigations are conducted for any ADA or Title VI complaints received. Customers are contacted to advise them of their civil rights, and Metro commits to completing the investigation and implementing any corrective measures within 90 days of complaint receipt. The customer is also sent a written investigative review per the Civil Rights review and response process.

Follow up actions vary based on complaint type and investigation outcome. Management may conduct a line ride with the operator, or an undercover ride may be conducted by Vehicle Operators, the Mystery Rider Program, or the Office of the Inspector General. Should the complaint be found to be justified, appropriate corrective or disciplinary action will be taken, which may include counseling, additional training, suspension, or a formal hearing. Once a complaint is resolved, it is coded in the tracking system and a copy is kept in the employees and the division's file. The CCTAS tracking system can be used to generate reports, identify patterns and frequency, and enable the managers to manage complaints in a proactive manner.

Councilmember Avila asked how soon operators are interviewed regarding a complaint if the complaint is not ADA or Title VI based. Ms. Zanders replied that it depends on the nature of the complaint and if the DVR has to be requested, which can take up to 3-5 days. It may take up to a week for the DVR recording to be obtained and then reviewed.

Councilmember Spence asked if there is any way to differentiate between invalid complaints versus legitimate issues. Mr. Hillmer replied that it is hard to determine. The DVR is only requested if it may contain information vital to the investigation or if there are concerns about a particular operator, but it can't always be determined if a complaint is valid from viewing the recording.

Councilmember Spence asked how many operators have been terminated because of their behavior or dangerous activity. Mr. Hillmer replied that it depends on type of violation. ADA and civil rights violations are very serious. Operators can easily have a plan of progressive discipline applied for those issues. For those drivers who just have a lot of complaints, it requires a supervisor to be placed on the bus and DVR monitoring reviewed to determine if complaints are valid, if the operator needs additional training, and what disciplinary action should occur. The most common complaint is being passed up. If there is a pattern that has been reported it can sometimes be verified from DVR or by having supervisor observe from outside the bus.

#### 7. RECEIVE Monthly Director's Report, Jon Hillmer, Director

Latching of five Blue Line Station gates was completed on December 11<sup>th</sup>. Latching of five Blue Line station gates began December 11: Slauson, Firestone, Compton, Artesia, and Del Amo. Latching of Green Line stations has been postponed until late January or early February until all of the G-Tel phone systems can be updated. All 14 Green Line Stations will be latched.

A staff proposal to restructure fares will go to the Metro Board at the January 23<sup>rd</sup> Board meeting. The proposed fare structures will recommend multi-year implementation with fare increases in FY15, 18 & 21, then Consumer Price Index changes every two years after beginning in FY23. Some of the ideas proposed may include 90 minutes to transfer with use of TAP for base fare, express zones reduced to a single zone, and regular monthly pass to be replaced by EZ pass in FY18. The Service Councils will each hold a fare forum at their March meeting to gather public comment on the proposed fare

changes. All comments will be recorded, summarized and submitted to the Board for their consideration. There will also be a public fare hearing held on Saturday March 29. Each Service Council will be asked to appoint two members to attend the hearing.

The Service Council Meet and Confer with the CEO will be held on Tuesday January 28<sup>th</sup> at Metro headquarters. Items on the agenda include introductions of new executive staff members, a presentation on the proposed fare structure, and a preview of Metro's new buses.

Councilmember Spence commended Metro on the gate latching program.

The public hearing on service changes will be held during the February Service Council meetings. The only change recommended within the San Gabriel Valley is a change to Line 577 which travels from Long Beach to El Monte station, via I-605. The change is to add a stop at Rio Hondo College.

#### 8. CLOSING Remarks, Council Members and Staff

**ADJOURNED at 6:19 p.m.**