

# Minutes

Monday, August 10, 2015  
5:00 PM

SAN GABRIEL VALLEY  
SERVICE COUNCIL  
Regular Meeting

Metro El Monte Division 9 Building  
Third Floor Service Council Conference Room  
3449 Santa Anita Ave. (Santa Anita Ave. & Ramona Blvd.)  
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 5:00 p.m.

Council Members:

John Harrington, Chair  
Dave Spence, Vice Chair  
Harry Baldwin  
Roger Chandler  
Alex Gonzalez  
John Harabedian  
Bruce Heard

Officers:

Jon Hillmer, Executive Director  
Gary Spivack, Deputy Executive Officer  
Carl Torres, Transportation Planning Mgr.  
Lilian De Loza, Community Relations Mgr.  
Henry Gonzalez, Council Comm. Rel. Mgr.

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación:  
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զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному  
ниже телефонному номеру: 323-466-3876

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Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

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

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876

1. PLEDGE of Allegiance
2. APPROVED Minutes of July 13, 2015 Meeting
3. RECEIVED Presentation on Annual Customer Survey and Fall Survey Preview, Gary Spivack, Deputy Executive Officer

Metro conducts a semiannual customer satisfaction survey focus on a variety of issues. The most recent survey collected nearly 20,000 responses and was completed in spring of 2015. Overall, perception of Metro performance has been increasing, as has access to cell phones and smart phones. The survey also included a series of questions addressing sexual harassment and makeup of households of Metro patrons. Metro has also developed an extensive campaign to address the problem.

Councilmember Gonzalez asked during what the time of day harassment is concentrated in reports. In his experience, he has noted the service seems a little scarier in the late evenings and he would expect incidents to occur during that time period.

Mr. Spivack replied that the time of day was not asked in the survey, but in his experience, it can occur during any time of day. There are still very low numbers of reports to the Sheriffs compared to the experiences reported through the survey.

Councilmember Chandler asked what the solution to the problem is. Mr. Spivack replied that Metro has banned people from riding the bus and served them with official written notification that they are no longer welcome on the system when those who regularly cause disturbances have been identified. Assuming the sheriffs can respond quickly enough to a notification by the operator or through the Transit Watch application, the offender can be apprehended and removed.

4. RECEIVED El Monte Station Project Update, Carl Torres, Transportation Planning Manager

The El Monte Station Waterproofing Project was coordinated with Project Manager Raul Pedroza. The project was completed in 3 phases, where portions of the upper level were shut down and bus levels shifted accordingly. All three phases have been completed. Next Monday, August 17, the bus plaza will be opened again to bus operations. Punch list items are being completed such as repairs at the bus bays where the surface needed repair, and addressing a couple of other small areas, unrelated to wear and tear from the buses. To address the issues where the coating was wearing off, they tried using a different, more abrasive coating in those areas, particularly where the buses make turns.

Councilmember Baldwin asked if the problem was resolved with the new coating. Mr. Torres responded that it was partially resolved, and there is some wear in the heaviest used bays, but it's not as pronounced. The manufacturer did come out to the site in an attempt to address the issue. There have been various recommendations made but a final resolution has not yet been found. The work will be reviewed in three months to see how it's holding up. If there are issues of wear where the tires are turning, staff is looking into

installation of a non-skid plating type of surface. The purpose of the project was to keep water from leaking into lower level, which has been accomplished. Ambassadors have been of great assistance helping people to find the correct bus bays throughout the process.

5. RECEIVED Report on San Gabriel Valley Service Performance, Gary Spivack, Deputy Executive Officer

- Bus Cleanliness Rating: 8.72, Goal: 8.5
- Bus On-Time Performance: 77%, Goal: 80.0%
- Complaints per 100,000 Passengers: 4.38, Goal: 3.46
- Accidents per 100,000 miles: 2.70, Goal: 3.30
- Mean Miles Between Mechanical Road Calls: 5,802; Goal: 4,169
- Average Weekday Bus Ridership – June 2015: 194,225

Councilmember Harabedian asked if there were previously higher goals and how the goals are formed. Mr. Spivack replied that the goals are system wide; however, each of the Divisions has their own individual goals as well. Performance goals are based on the system data for the previous year; then management sets attainable goals for the following year to encourage the divisions to meet them.

Councilmember Gonzalez asked how Metro's performance measures against other transit systems nationwide. Mr. Spivack replied that they metrics have been developed over time for the system; systems are not necessarily comparable due to unique conditions; he will do some research on the performance measures of other metropolitan systems, if available, and bring back to a future meeting. Dave Spence requested additional data from local transit operators as well, such as Santa Monica Big Blue Bus. Mr. Spivack replied that he would attempt to obtain that data as well.

6. PUBLIC COMMENT for items not on the Agenda

James, a long time bus rider shared that when he rode the bus in the 90's, he witnessed more problems with people drinking on the bus. While he doesn't ride as much recently, in his experience those problems are no longer occurring to the same extent.

7. CLOSING Remarks, Council Members and Staff

**ADJOURNED at 5:36 p.m.**