

Minutes

Monday, October 12, 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 5:03 p.m.

Council Members:

Dave Spence, Vice Chair
Harry Baldwin
Roger Chandler
John Harabedian
Bruce Heard
Ben Wong

Officers:

Gary Spivack, Deputy Executive Officer
Carl Torres, Transportation Planning Mgr.
Lilian De Loza, Community Relations Mgr.
Dolores Ramos, Council Admin Analyst
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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Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք
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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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง:
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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. SWORE In Ben Wong, West Covina City Councilmember, as San Gabriel Valley Service Council Member
3. APPROVED Minutes of September 14, 2015 Meeting with Abstention of Councilmember Wong
4. RECEIVED Presentation on Regional Service Changes and Bus Stop Consolidation, Carl Torres, Transportation Planning Manager, and Scott Page, Service Performance and Analysis Director

During the last 5 years, Metro's average bus speeds have steadily declined from 11.72 mph to 10.91 mph. The Bus Stop Optimization plan was created in response to the peer review recommendations. The intent is to increase bus speeds by increasing system-wide stops spacing. Stop removals will not be greater than the average distance allowed as indicated by Metro's Transit Service Policy. Attention will be given to ensure that stops serving as unique connections to other transit services or destinations are not be discontinued. Stops will also be consolidated whenever possible. The goals of the program is to increase system-wide bus speeds by reducing the time lost making unnecessary stops, increase bus safety by reducing the amount of times buses merge in and out of traffic lanes, increase safety at bus stops by gathering larger groups of patrons at a single location, and form more consistent stop patterns throughout Metro's bus network.

Metro will alert patrons of the change in stops through signage at affected stops and on-board Service Change Notices with implementation phased in over the next year. Each removed stop will remain as a place holder for three months so that if need be, it can easily be reinstated.

On October 22, 2015, staff will ask the Metro Board for approval to operate and fund the proposed North Hollywood (NoHo) to Pasadena Express. The line will operate as a 180-day pilot bus service, allowing staff time to conduct a public hearing and perform Title VI and Equal Justice and performance analysis of the line. If approved, the implementation date would mirror Gold Line Foothill Extension's initiation of service, expected in March 2016. During the first months of operation, staff will arrange public hearings, complete a Title VI analysis and examine the performance of the line. The pilot will be incorporated into marketing of the opening of the Metro Gold Line extension to Azusa. Service will be free on Gold Line Foothill Extension opening day and promoted as a new connection from the Valley to Pasadena as a way to also experience the new rail service. Advertisements will be placed in local newspapers and brochures will be placed on buses and distributed to Burbank, Glendale, and Pasadena for distribution on their buses.

The South Bay Service Council held a public hearing on September 16th regarding the merger of the Silver Line with Line 450 to San Pedro to create a new line: The 950 Silver Xpress. At their October 9th meeting, the South Bay Service Council approved the Public Hearing findings and modifications. The extension of the Line 910 Silver Line will begin service on Sunday, December 13, 2015, and the new 950 Silver Xpress will begin service on

Monday, December 14, 2015. Staff will notify customers with on-board brochures describing the service changes, as well as be on hand at the HGTC prior to the beginning of the new services. New timetables with schedule and route modifications will be available on Metro buses prior to implementation.

Vice Chair Spence asked how close the service comes to connecting to Burbank Airport. Mr. Page replied that it does not connect directly, but has a stop at the bus bays of the Burbank Bus's Burbank to NoHo services.

Councilmember Heard asked where the buses are going to lay over in Pasadena. Ms. De Loza replied that the bus is going to layover at in front of the Del Mar Station on Raymond.

Councilmember Wong asked if the average bus speed calculation takes into account factors that are causing the slowdown such as traffic and construction. Mr. Page replied that it does, and that traffic is largely what is slowing down bus service. The optimization of stops is intended to help address that slowdown. When buses have to reenter the traffic lanes frequently, it slows services and the bus is more likely to risk accidents as they merge. If the buses have to merge into traffic less frequently, the service runs faster and is safer.

Vice Chair Spence commented that construction in downtown Los Angeles is causing severe traffic. Mr. Page noted that that there are currently several downtown projects under construction such as the Regional Connector and the Bringing Back Broadway initiative.

5. RECEIVED Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations Manager

Twenty-six stations throughout the system were evaluated using 33 measures of performance. Performance ratings are based on a scale from 0 to 10 and assigned ratings of good to very good, marginal, or unsatisfactory. Scoring of station conditions is performed by a small group of Metro staff to maintain consistency. Twenty-five out of 26 stations rated "Good to Very Good" and 3 stations improved from "Marginal" to "Good to Very Good." The stations that improved are the Inglewood Transit Center, North Hollywood Red Line Station and Bus Terminal and Pico-Rimpau Bus Center but the Harbor Green Line Station remains at "Marginal." Twenty-one stations improved their scores and 5 stations experienced a minor decrease in score yet remained in the same rating category.

Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action and Council Members will continue to be notified each time staff conducts station evaluations.

Councilmember Heard asked how the stations were selected. Mr. Spivack replied that a sampling of stations had previously been selected by Mr. Hillmer. Mr. Spivack anticipates adding a few stations along the Foothill Extension, once it opens.

Councilmember Heard requested that Fillmore Station be added to the list for inspection. There are issues such as homeless doing their laundry and hanging their wet shirts on the benches, shopping carts and trash being left at the station on both sides of the tracks. Del Mar Station is also experiencing similar issues. There are enforcement issues. Mr. Gonzalez and Mr. Spivack replied that they would look into the issue further.

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

Vice Chair Spence commented that in areas where there are higher levels of fare evasion, it would it make sense to concentrate enforcement efforts with the Sheriff's Department to get the word out. Mr. Spivack replied that the Sheriffs are already moving forward with plainclothes operations. They have been boarding buses and taking people off the buses for fare evasion, and are targeting hot spots.

Vice Chair Spence commented that he attended the meeting of the Arroyo Verdugo Sub-region of the COG where Metro CEO Mr. Washington spoke. There was a complaint from a senior from La Cañada who had put money on his TAP card and it disappeared.

Ms. De Loza replied that TAP cards do expire, and that any remaining value on the card can be transferred to the patron's new card.

Vice Chair Spence commented that it is very hard to make people want to use the service when they get pulled off the train for an expired TAP card and they think they've paid the fare. Councilmember Heard added that he spent time this morning with a senior who had a similar problem with her fare card. She tried to use it and the machine said it expired. She paid cash fare, but was frustrated by the experience.

Ms. Ramos clarified that the fare checkers can't necessarily read whether value is left on a card when the card has expired. Originally when TAP cards were issued, they were valid for 3 years. In response to public feedback, the expiration date was extended to 10 years. TAP cards are assigned an expiration date because the chip in them wears out. Some senior TAP cards have to be renewed annually, while others are valid for up to 10 years. Ms. Ramos committed to provide additional information to the Council.

Vice Chair Spence commented that as Councilmembers they feel obligated to stand up for Metro. It is disheartening to see policies that are confusing and hard to explain to the public. The Council requested that information be email to them summarizing TAP information and checking on the status of cards.

7. DECLINED to Change Start Time of San Gabriel Valley Service Council Meetings, Councilmembers

Councilmember Harabedian asked the Council to consider changing the start time of the meeting to 5:30 p.m. to make it easier for him to arrive in time after work.

Councilmember Baldwin and Vice Chair Spence both stated they want to keep the meeting start time as 5 p.m.

Emmanuel Najera asked whether the Council could consider meeting on another day of the week. At the time the meeting is currently held, he has to catch Line 268 at 330, and only arrived to the meeting at 5:30 p.m. and he won't get home until 9 p.m. He requested that the Council change the date or consider holding a meeting in Pasadena once per year.

Wayne Wright commented that he would like to see the time changed to 6 p.m. Starting at 5:30 would also be helpful.

8. PUBLIC COMMENT for items not on the Agenda

Art Morales, a resident of Azusa, commented that he was glad to see number of people serving on the Council. He would like more information on what areas each of the Councilmembers represent. He thinks that 5 p.m. is ok start time for the meetings. He went to the Azusa Station Dedication which was very well attended. He would like to speak to Metro CEO Mr. Washington to ask if the first trip of the Foothill Extension will have 6 car trains. He asked how many people are anticipated to take the first ride. He thinks long-time residents, veterans, and handicapped patrons should have first priority for the first ride. He is going to ask his city to provide shuttles to the Foothill Extension opening. People cannot wait for extension to open. He thinks two minutes is way too short for someone to make public comments. He thinks it should be at least 5 minutes.

9. CLOSING Remarks, Council Members and Staff

None.

ADJOURNED at 6:10 p.m.