

# Minutes

Monday, December 14, 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.

## Call to Order

### Council Members:

John Harrington, Chair  
Dave Spence, Vice Chair  
Roger Chandler  
Ben Wong

### Officers:

Jon Hillmer, Executive Director  
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:  
213-922-1282

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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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

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง:  
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ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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. CARRIED Over Approval of the Minutes of November 9, 2015 Meeting
3. RECEIVED Presentation on Proposed June 2016 Service Changes, Carl Torres, Transportation Planning Manager

Changes are proposed for a number of lines in the San Gabriel Valley:

- Line 68 – replace the 1<sup>st</sup> St. route segment from Indiana Station to East LA College with new Line 106
- Line 106 – operate as a replacement to a portion of Line 68 on E. 1<sup>st</sup> St. and a large portion of Line 620
- Line 190/194 – discontinue service, possibly to be operated by another provider
- Line 258 – join line with Line 485 at Cal State LA, providing a continuous line from Paramount to Pasadena
- Line 270 – discontinue service, possibly to be operated by another provider
- Line 485 – discontinue segment of service from Downtown LA to Cal State LA. Service north of Cal State LA will be operated to Altadena by an extension of Line 258.
- Line 501 – new express service between Metro North Hollywood Red/Orange Line Stations to Metro Del Mar Gold Line Station
- Line 577 – add three stops between El Monte Station and Rio Hondo College. Exclude Line 577 from the express premium fare policy
- Line 620 - Discontinue service on Cesar E. Chavez, Forest Av, Wabash Av, Evergreen Av, Mott St, and 1st St. Replacement service is provided by the current routes of Lines 30, 68, 71, and 770. The remaining service will operate from the USC Medical Center, State St, 1st St, Boyle Av, Whittier Bl, Soto St, 4th St, Indiana St, then continue out 1st St along the route of Line 68 to East LA College (see Line 68 above). The new service will be renumbered to Line 106 operating in both directions. Hours and days of operation will remain unchanged.

Councilmember Chandler asked if there will only be one hearing for all of the changes. Mr. Spivack explained that a hearing is held in each region and that there will also be a central hearing held downtown on a Saturday where all changes will be covered and the public will be invited to submit comments on any of the service changes.

4. CARRIED OVER Date, Time, and Location for February 2016 Public Hearing

Due to lack of quorum and the need to select and publish the February public hearing date, staff will verify with legal counsel if the hearing can be held on the same date and at the same location as the regular meeting. If a vote is required, staff will convene an emergency meeting for a vote.

*Note: The San Gabriel Valley Service Council will convene a public hearing on Monday, February 8th at 6 p.m. in the El Monte Division 9 Building Service Councils Conference Room.*

5. RECEIVED Presentation on the 2016 Transit Service Policy, Gary Spivack, Deputy Executive Officer

The Transit Service Policy is a key document that establishes a formal process for evaluating existing services. A methodology and process for developing and implementing service changes and service design guidelines to provide high quality services to our customers and encourages ridership. The last update was done in 2012. It included adopting a revised stop spacing standard and changing the load factor to 1.3 x seated load. The 2016 update is necessary due to the opening of two rail lines in Spring 2016 and will include the APTA Peer Review recommendations. No increase in the level of bus service hours will be assumed.

The basic policy changes will be to increase load factor on the most frequented lines and consolidation of bus stops to increase speed. Metro will consider the network of frequent services with a focus on supporting core bus and rail lines. Reallocation of resources from poorer performers to higher productivity lines and improvement in coordination with Municipal Operators will also occur.

Changing the load factor from standard to variable depending on peak/off-peak, bus type and service frequency can produce efficiencies. Stop consolidation will help ease the system of unused stops and stops that are within ¼ mile of one another. Metro has in excess of 15,000 bus stops. As the system slows down, more resources are needed to operate the same headways. Consolidating stops will decrease running time and improve service efficiency as well as provide for smoother operation and improve safety.

Another change is to operate 15-minute peak service throughout the system. The focus for this headway would be on rail, BRT, Rapid and other top performing lines. This service will follow a grid pattern with one-half to 1-mile spacing of lines. This will allow for better quality and more reliable service on high-performing lines and provide opportunities for other operators.

Transit corridors considered for future operation by another operator should add value to the customer through integration into an already established nearby transit operator and complete another operator's route network. It should improve connections to a municipal operator's established network and generate net cost savings. If Metro service is reduced, Metro should reinvest at least half of the net savings to improve service on Metro's core network of regionally significant bus lines.

Next steps start with initiating the Comprehensive Operations Analysis to review each line in the system. Then staff will make recommendations for service changes with the goal of moving towards the peak 15-minute Frequent Service Network, placing more resources on core network services and updating the owl service network.

The project timeline completed the majority of service evaluations in November 2015 and established a phasing plan for future service changes. Metro will generate service changes for June 2016 by December 2015 and hold Public Hearings in February 2016. A service change program will be adopted by April 2016 with implementation in July 2016 and evaluation of the changes by October 2016. Mr. Spivack indicated that the January meeting will include a workshop on future service changes.

Councilmember Wong asked if the Priority A routes would be the first to be implemented through the reallocation of service. Mr. Spivack replied that they would, followed by the B, C, and D priorities.

Vice Chair Spence asked what the rationale is for Metro operating a line then giving it to another provider to operate. Mr. Spivack replied that poor performing lines are reviewed. Many times, they fall in between operating territories, far from a Metro division. In looking for ways to increase total amount of service provided. Metro wants to take the resources from services that we reduce and reinvest them into the system. This process also allows the local transit operators to take on more responsibility, something they are eager to do.

Councilmember Chandler stated that he sees more cooperation between Metro and local transit operators as a positive.

Councilmember Spence asked if it is less expensive for a different company to operate service than Metro. Mr. Spivack replied that in some cases, it is.

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

Councilmember Wong asked if there is a correlation between boardings and pass-ups. Mr. Spivack replied that it's unclear. When researched, a lot of the pass-up complaints are found to be without basis. Some people believe the operator should wait for them to cross the street, but if the operator has already pulled away from the curb, it would increase risk of accident to stop in the middle of the street to pick up a passenger.

Councilmember Chandler asked if other transit operator also collect complaint data and how their rates compare with Metro. Mr. Spivack replied that every transit agency receives complaints; the rate may vary according to how easy or difficult the agency makes it for their customers to complain. For example, in New York, patrons have to walk into their office to submit a complaint. Metro offers many, many more opportunities and channels to submit complaints such as email, phone, and Twitter. Metro does monitor, track and investigate them, and complaints help us provide a better service.

7. PUBLIC COMMENT for items not on the Agenda

Joseph Raquel of Foothill Transit commented on the proposed changes to Lines 190, 194, and 270. Foothill Transit would love the opportunity to take over the service and would provide service at the current levels. Addition of these lines would enhance their current routes. He requested that that if Metro opts to cancel the services and permit Foothill Transit to assume responsibility, that cancellation not be implemented until July 3, 2016, as they are currently going through contract negotiations.

Mr. Torres asked which schools participate in the Class Pass program. Mr. Raquel replied that the pass is issued at Mt. SAC and University of LaVerne.

8. CLOSING Remarks, Council Members and Staff

Vice Chair Spence noted that he will be unable to attend the January meeting due to a city government conference.

Councilmember Wong shared that he and Councilmember Heard participated in a tour of Division 13. It is a phenomenal facility and it was a valuable educational experience.

**ADJOURNED at 5:53 p.m.**