

# Minutes

Monday, April 11, 2016  
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  
John Harabedian  
Bruce Heard  
Steven Ly  
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:  
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

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

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:  
323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance
2. APPROVED Minutes of March 14, 2016 Meeting
3. APPROVED Public Hearing for December 2016 Service Changes to be held at 6:00 p.m. on Monday, July 11, 2016 at Metro El Monte Division 9 Building
4. DISCUSSED Submitting Letter in Response to Norwalk Transit Public Hearing Proposal to assume Metro Line 270, Service Council Members

The Gateway Cities Service Council voted for Metro to retain service south of El Monte and approached the San Gabriel Valley Council to do the same, which they did. Norwalk Transit has published Notice of Public Hearing to be held on April 19th to hear proposed changes to their system including a request to assume Metro Line 270.

Emanuel Najera commented that it doesn't seem appropriate to give a line to another provider when Metro is asking the public for additional money for service with the potential ballot measure. He thinks Metro should be a countywide system, but it has become more fractioned. It is not easy to navigate the various transit systems; customer service is under pressure to rush people off calls and doesn't have time to explain more than one trip route or how to use the system. He asked Metro to not to hand Line 270 service over to Norwalk.

Gateway Cities Vice Chair Wally Shidler commented that the five Regional Service Councils were established to enable public participation on the local level. The Councils are responsible for conducting public hearings on major service changes, considering public input, and deciding whether to approve or not. In the case of Line 270, 66% of customers who submitted comments opposed cancellation. Norwalk Transit's fare media structure would result in a 110% increase in senior 30-day pass costs. Metro's monthly and day passes are not honored on Norwalk Transit. Other customers would have to purchase Metro to municipal operator transfers for 50 cents. He personally has no problem with Norwalk Transit, but thinks the Service Councils have spoken after listening to their customers.

Jim Parker, Executive Director of Norwalk Transit commented that their proposal was made in light of jurisdictional considerations. Norwalk Transit is already the predominant provider in the service area. Norwalk's first knowledge of the proposal was that Foothill was proposed to take over the entire line from Foothill to the Green Line. Norwalk discussed with Foothill Transit and negotiated splitting the line at Rio Hondo College. He understands Metro riders' desire to continue using the same services. Norwalk Transit took over a Metro Line 120 segment that operates between Norwalk and Orange County in 1995 and continues to provide that service. In 2002, Norwalk assumed Line 125 from Green Line to La Mirada to reduce duplication; the Line was within their service area and allowed Metro to redeploy resources. In 2007, they took over Line 275 which was a financial hardship to continue with its low ridership. They attempted to promote and modify the line before cancelling it. Norwalk Transit is a regional provider and is contracted to run a portion of the Santa Fe Springs Dial-A-Ride service. If Metro continues to run the service, there are no jurisdictional issues. Norwalk Transit has brought up the issue to other transit agencies and is now forming an ad-hoc committee to better coordinate services. He disagrees that Norwalk

Transit does not provide a quality service or addressed fare issues. In the past, Norwalk has honored Metro passes and tokens, and given free transfers for one year to make sure no one was harmed. Norwalk Transit has already stated that they will honor Metro fares because there are civil rights issues involved. Their proposal could not go forward unless there was consideration of how to address the fare issues. They are waiting for the completion of their public hearing process to submit a formal letter requesting the service to Metro CEO Mr. Washington.

Mr. Spivack replied that Metro has a letter from Foothill Transit agreeing to mitigation measures. Norwalk Transit has yet to complete its own due diligence. Both Service Councils have already decided not to authorize Metro to allow Norwalk Transit to assume Line 270 south of El Monte. Norwalk Transit needs to complete their public hearing process before that cancellation can be considered.

Councilmember Baldwin commented that the Council's purpose is to protect interests of their riders. A decision was made and the Council still supports it.

Councilmember Wong asked for clarification of the roles of the Service Councils and the Metro Board in service change recommendations. Mr. Spivack replied that the Board receives and files the Councils' decisions; however, the Board can overrule the Service Councils.

Councilmember Chandler asked what Norwalk Transit's motivation is to assume the service, as public transportation does not operate at a profit. Mr. Parker replied that the motivation is to take on a service that fits their community-type of transit services more than it does the regional type service that Metro provides. Line 270 has 30 passengers per hour, which is within Norwalk's standard, but not Metro's. Norwalk Transit would receive a partial subsidy to fund the line. If the Service Council does not overturn its original decision, Norwalk Transit will still go forward with its public hearing. If the Council agrees to overturn their original decision, Norwalk Transit will approach the Metro Board.

Councilmember Ly commented that the Council has already made its decision and they stand by their original decision. Councilmember Chandler added that the message has been properly delivered.

5. RECEIVED Look Ahead – Metro Public Outreach Efforts and Events, Lilian De Loza, Community Relations Manager

Due to the vast number of Metro events, and in response to public requests for information on events occurring outside of the service region, Metro's Community relations will implement a practice of distributing a one-page overview of as many of the upcoming Metro events as possible at the Monthly Service Council meetings. The events garnering the most interest this month are the Potential Ballot Measure forums being held throughout the county.

6. RECEIVED Presentation on Motion to Move Metrolink Station to base of Rio Hondo College, Lilian De Loza, Community Relations Manager

At the March 24th Board meeting, Directors Solis, Najarian, Krekorian, Antonovich and DuBois put forth a motion to direct staff to study feasibility for creating a new station on the Metrolink Riverside Line at the base of Rio Hondo College, consolidating multiple transit-related projects to establish a multimodal transit hub, and evaluate opportunities and impacts related to increasing transit ridership and reducing traffic. A working group of stakeholders in the Greater Whittier Narrows areas is being established to help advance the concept, and staff will report back to the Board during the May 2016 meeting cycle.

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

Twenty-seven 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 27 stations rated “Good to Very Good” and the evaluation scores of 7 stations improved. Fifteen stations showed no change, and two stations were rated “Marginal.” Four stations experienced a minor decrease but remain in the same rating categories.

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 Wong asked how stations be selected on the extensions for additional to the cleanliness report. Mr. Spivack replied that staff is open to recommendations, but is at a minimum considering adding Sierra Madre and Duarte Stations. Stations have not been selected on the Expo 2 Extension. Staff did receive a request to add Lake Av from a San Fernando Valley Councilmember and staff has unofficially been reviewing that location. At its last unofficial inspection, the Station was pristine.

Councilmember Chandler asked what the condition of the old El Monte Station was. Mr. Spivack replied that the old station well used and in poor shape. The rebuilt station is in much better condition and has been modernized; Metro is on top of the maintenance to maintain its condition.

8. RECEIVED Director’s Report, Gary Spivack, Deputy Executive Officer

- The next round of station evaluations will be conducted April 19 – May 24<sup>th</sup>.
- Starting in June, an all-door boarding experiment will begin on the SilverLine.
- Parking Management program was approved by the Metro Board on March 24<sup>th</sup>. Many people did not renew their monthly parking passes, creating opportunities for new patrons to sign up.

Councilmember Harabedian asked if the Silver Streak runs more often than the Silver Line. Mr. Torres replied that during peak hours, Metro’s Silver Line operates every 4-5 minutes, and Foothill Transit’s Silver Streak operates every 10 minutes. During the base period, Metro and Foothill operate service every 15 minutes; service is dovetailed, providing

passengers with a 7 ½ minute headway. Foothill's service runs 24 hours, Metro's service operates until 1:30 a.m.

Councilmember Chandler asked how Foothill Transit is policed if something occurs on the ExpressLanes. Lt. Hoffman replied that LASD does provide service to Foothill Transit on a limited basis off of the Metro contract.

Councilmember Wong asked how fare evasion is being addressed. Mr. Spivack replied that that more patrols and fare checks are being completed.

Councilmember Harabedian commented that he doesn't recommend implementing paid parking at Sierra Madre, as that lot is no longer full since the Foothill Extension opened. Ms. De Loza replied that paid parking is not currently anticipated to be implemented at that site, but that Parking Management is considering Monrovia or Irwindale Stations as an alternative.

#### 9. PUBLIC COMMENT for items not on the Agenda

Emanuel Najera asked how well the Council communicates with other cities in terms of long term transportation needs. He attended a Pasadena Transportation Advisory Committee meeting where they were discussing the potential ballot measure. When he asked if they communicate with Service Council, they responded that they do not, that they're in the Arroyo-Verdugo Council of Governments. He thinks they should communicate with the Service Council. There are still issues with the Gold Line extension. Trains will announce the destination as Sierra Madre, but then once en route they announce that they'll continue to Azusa, and sometimes the air conditioning isn't working.

Mr. Spivack replied that Metro hosts quarterly service provider meetings throughout the county.

Samuel James commented that the distance between the Azusa and Irwindale Stations is not that far if a transit user is looking for parking. He likes the new Foothill Gold Line Extension. He finds it can be 10-25 minutes faster than the freeway or the carpool lanes.

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

Councilmember Heard asked how Gold Line ridership is doing since the opening of the Foothill Extension. Mr. Spivack replied that ridership has been good, and staff is looking at ways of smoothing out the ridership, possibly by running all trains through. Mr. Torres added that ridership figures should be available next week.

Councilmember Heard recommended stepping up passenger education efforts on trains operating east of Sierra Madre Station. Many of the passengers are new and here is a lot of eating, drinking, feet on seats, bikes in aisles, and the like. He thinks they just don't know any better. It may be worth considering having ambassadors on the trains to educate them.

Councilmember Wong commented that he has used the Gold Line from APU/Citrus Station at various times of day and been consistently pleasantly surprised at the number of riders. He was expecting that there would be some drop off in the crowds after the initial opening.

Chair Harrington shared that the opening of the Foothill Extension has closed down three vanpools at his work.

**ADJOURNED at 6: 11 p.m.**