

Minutes

Monday, October 10, 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 5:06 p.m.

Council Members:

Harry Baldwin, Chair
Bruce Heard

Officers:

Gary Spivack, Deputy Executive Officer
Wayne Wassell, Transportation Planning Mgr.
Lilian De Loza, Community Relations Mgr.
Dolores Ramos, Council Admin Analyst

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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. CARRIED Over Approval of the Minutes of September 12, 2016 Meeting
3. RECEIVED Presentation on Bus Operator Training Process, Peter Mellon, Transportation Operations Director

To prepare potential applicants, Operator Central Instruction has an outreach program, the Metro Bridge Program, that guarantees potential candidates that complete the 4-week program an interview with Metro for an operator position. The bus operator testing process includes a multiple choice test, appraisal interview and a background investigation. Candidates must be 21 years of age, hold a valid California driver's license for at least 2 years with a satisfactory driving record, have 6 months of public contact or customer service experience, a good employment history, and once training is completed, be able to obtain a Class B driver's license designation. When new operators begin driving, they must complete a 150-day probationary period. In accordance with the SMART contract, they receive no union representation during that time.

As of October 17, training requirements will be increased to include 3 weeks with a line mentor. Operators are also required to take a new annual Transit Ambassador class to help them to deal with unruly customers and other issues. Operators also take an annual ADA enhancement course which has exercises to increase understanding and empathy.

Operator responsibilities are safe driving, in service on-time performance and good customer service skills. Good customer service skills are being courteous, empathizing with passengers and patience. When patrons attempt to board with animals, an Operator can only ask whether or not the animal is a service animal. All pets must be in a carrier. Wheeled devices such as luggage and carts (other than mobility aid devices such as wheelchairs) must be stowed to prevent blocking aisles, boarding, seating and exiting. Disorderly conduct, eating, drinking, smoking and excessive noise are all prohibited in the Customer Code of Conduct. Safety systems include SmartDrive, monitors, digital video downloads and silent alarms. All Division 9 coaches are equipped with SmartDrive cameras that record video looking forward as well as into the bus itself. Forty percent of Division 9 coaches have digital monitors mounted above the operator so that customers can see themselves as they board and pay their fares. In addition, customers are encouraged to use the LA Metro Transit Watch app to anonymously report crime.

Causes for customer pass-ups are overcrowding, wheelchair securement locations full, and bike rack full. Operators are instructed on the proper procedures to follow when patrons pay short fare, evade paying the fare, and when a patron says they paid but the display says otherwise. They also are taught procedures for dealing with malfunctioning fare boxes as well as passengers that miss the 2 hour transfer window and blame a late bus. TAP Card data allows for more efficient service planning including all door boarding pilot projects.

Chair Baldwin asked if operators are recruited through the bus divisions or headquarters. Mr. Mellon replied that recruitment is centralized and conducted through the downtown Gateway building.

Councilmember Heard asked if all operators are trained to drive articulated buses. Mr. Mellon replied that operator training is division specific; operators are trained on the coach types at their assigned location. If a division does not have articulated coaches, they do not receive that training unless they transfer to another division that has them.

Councilmember Heard asked if the policy that pets must be in a carrier is the same on rail as on the bus. Mr. Mellon replied that it is; it is a systemwide rule. Councilmember Heard commented that it is an issue on the Gold Line and throughout the system.

4. RECEIVED Presentation on Rams Games Service and Staffing, Wayne Wassell, Transportation Planning Manager

Metro is providing increased rail and bus service on Rams game days. The Expo line is operated at 6-minute headways, and an additional 10 Silver Line buses are deployed, along with 10 shuttle buses at Expo/USC to 7th/Metro Station to alleviate crowding.

Wayfinding signage is placed throughout Expo Park to direct patrons, and TAP booths are set up before and after the game where patrons can purchase their return fare. Additional staff is stationed throughout to help people with TAP and to keep people off of the tracks. Additional sheriffs and transit security are also deployed pre-and post-game, and the Skywatch observation tower is deployed to provide crowd supervision.

5. RECEIVED Report on Regional Service Performance, Gary Spivack, Deputy Executive Officer

- Patsaouras Bus Plaza refurbishment has been completed and the Plaza was reopened on October 10th. The Plaza will no longer be open to private vehicles.
- Informational Telephone Town Hall Meetings on Measure M will be held on Wednesday, October 12 6:30 – 8 p.m. and Wednesday, October 19 6:30 – 8 p.m. A live webcast will also be provided. Info to call in or access webcast at theplan.metro.net/.
- Silver Line All-Door Boarding Pilot Public Hearing October 19, 1 p.m. in Metro Board Room. Close of the public record is midnight, October 19, 2016. More information available at metro.net/projects/silverline/all-door-boarding-pilot/

6. PUBLIC COMMENT for items not on the Agenda - None

7. CLOSING Remarks, Council Members and Staff

Chair Baldwin commented that he attended the SR-710 Project Cost Benefit Analysis workshop held at the Pasadena Convention Center. The presentation was interesting and very explanatory. Staff did a very good job making sure that all questions were answered.

ADJOURNED at 5:35 p.m.