

Wednesday, April 9, 2008

5:00-7:00 PM

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# Minutes

Westside/Central Service Sector  
Governance Council

Regular Meeting

Metro Headquarters  
One Gateway Plaza, Board Room  
Los Angeles, CA 90012

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Called to Order 5:25 p.m.

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Council Members Present were:

Jerard Wright, Chair  
Glenn Rosten, Vice Chair  
Catherine Bator  
Peter Capone-Newton  
Art Ida  
Terri Slimmer  
Joe Stitcher

Officers:

Mark Maloney, General Manager  
William Walker, Council Secretary  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **RECEIVED PUBLIC COMMENT:**

**Kymerleigh Richards:** Ms. Richards, Public and Legislative Affairs Director, Southern California Transit Advocates (SCTA), stated her organization supports most of the actions of the Westside Sector as they relate to service cuts. She spoke in support of maintaining the Owl service. Ms. Richards shared how the San Fernando Valley Sector was able to maintain most services through the reallocation of resources. In addition, she apologized that a member of her organization drifted from a prepared script at last month's meeting to include his personal opinion. Representative Slimmer responded she did not find harm in this member's comments. She found it helpful that this member clarified the difference between SCTA's position and his opinion. Representative Slimmer asked that the president of SCTA be informed that the Council did not find their member's comments problematic.

2. **APPROVED** Minutes from March 12, 2008.

3. **RECEIVED** report from Council Members on their line rides

Representative Bator spoke of her experience on a Monday when two consecutive buses on Line 92 did not show. She notified the San Gabriel Sector of the problem. She inquired about a signal priority for Line 780 in Pasadena. Mr. Rogelio Gandara, Metro Service Development Manager, said the City of Los Angeles has signal priority but some cities still do not have it.

Chair Wright shared his experience on Line 720. The ATMS system (designed to call out upcoming stops) was not working and noted that it was not working on a few of the 720 buses on Thursday a week prior to the Sector meeting. He asked if the drivers are turning it off or if there is a problem with the system. Other than the problems with the ATMS his rides were great. Mr. Gandara responded to the ATMS issue.

4. **RECEIVED** General Manager Report, Mark Maloney, General Manager. Mr. Rogelio Gandara, Service Development Manager presented the GM's report on behalf of Mr. Maloney. Mr. Gandara announced that together Metro's Marketing Department and the Westside Sector created a "car card" that will be placed on buses within the Sector with a phone number programmed to ring into the Sector office. The cards will appear on buses on April 21. There was discussion that the phone number should be bigger. Representative Bator said the car card is a great idea. She suggested that the other Sectors should follow this example. Vice Chair Rosten recommended the print, "How are we doing" and the phone number be larger. Representative Slimmer suggested placing a sticker with a larger number on the cards since the cards are already printed.

Mr. Gandara reported that mean Miles Between Mechanical Failures is better than the previous month at 3,272 miles but still under the target of 3,500. On-Time Performance is at 55.09%, which is 2% lower than the previous month. Collision Accidents per 100,000 miles is 3.95%. The Sector is doing very well in Complaints per 100,000 Boardings at 2.72%, which for the month of February is trending better than the system. New Workers

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Compensation Claims is also trending well at 12.0% and also better than the system for the reporting month.

Chair Wright asked about the caution strip on the back of the articulated buses to prevent collisions with the left mirrors. Mr. Gandara noted that the stripping is on the mirrors and on the back of the buses and that accidents on the 720s are significantly down. It was also helpful to shorten the arm on the mirrors approximately two inches. However, he warned that data is only available for a three-month period. Vice Chair Rosten said he noticed through observation that drivers are driving better and are perhaps more experienced in driving these types of buses. Mr. Gandara was in agreement of this possibility and concluded his report.

- 5. DISCUSSED** motions on a park and ride lot at Hollywood/Highland and adding a second entrance to the Hollywood/Highland station, Jerard Wright, Chair, Westside Governance Council. Chair Wright presented a motion to review possibilities to better utilize an under-utilized shopping center parking lot at Hollywood and Highland. Vice Chair Rosen suggested the idea could be a prototype for other areas in the city that may require parking to allow customers to utilize public transit. Representative Slimmer asked if Metro was already considering this concept.

In a second motion, Chair Wright discussed the feasibility of creating a second entrance to the Hollywood and Highland Station because of closings during large events such as the Academy Awards. Vice Chair Rosten suggested the Council look at the original study when the station was built to determine why it wasn't done in the beginning. Representative Bator asked why the station is closed as opposed to erecting a security barrier between the station and the Kodak Theater.

**APPROVED:** Chair Wright's motion as amended by Representative Peter Capone-Newton to request more background information regarding the entrance at Hollywood/Highland and how closing the station impacts bus diversions and patterns in addition as to why the station is closed during an event. (7/0)

**APPROVED:** Chair Wright's motion to request the Sector General Manger and staff to study and return to the Sector Council within 90 days: 1) the costs and feasibility of Metro using 500 spaces for park and ride facility with and without TAP readers at a nearby shopping center; 2) the costs and feasibility of Metro using 1000 spaces for a park and ride facility with and without TAP readers at the shopping center. (7/0)

- 6. RECEIVED** presentation on 920-study, Peter Capone-Newton, Westside Governance Council Member. Representative Capone-Newton, a Masters student in Urban Planning Program at UCLA, presented a history of Line 920 along with the methodology used in his research and evaluation of the 920's load factors during morning and evening peak hours. He presented his findings to the Council that suggests what he calls a Future NextBus System.

The 920 began Operation in June 2007 as a new type of service (Rapid Express) with fewer stops during peak periods only. The 920 currently operates using 40-foot buses. Originally

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60 foot articulates were used.

Representative Capone-Newton used collected data in the first quarter of the fiscal year of 2008 (July – September 2007) from Metro’s ATMS (Advanced Transportation Management System with GPS on every bus that transmits data including a passenger count); selected stops with GPS (Global Positioning Systems); Passenger counts from APC (Automated Passenger Count); Load factor which is the number of passengers on the bus divided by the number of seats per vehicle that accounts for standees; and on-site observations.

Most of the service takes place during the westbound a.m. – customers traveling east to west in the morning starting at Wilshire and Vermont. The return trips, which peak at 5:00 p.m., in the Westwood area, are in contrast to other levels of service, which has low ridership. Representative Capone-Newton presented graphs of Lines 20, 720 and 920 that indicated a wide variability at the same point in time at Wilshire and Fairfax demonstrating bus bunching (buses following each other with more people on one bus and not as many on the following bus). Representative Capone-Newton stated there are probably different remedies to resolving bus bunching.

Representative Capone-Newton shared pictures of the stops and discussed Metro’s online scheduling at [www.rapidbus.net](http://www.rapidbus.net) and the announcement of when the next bus is due. He observed that riders may not be boarding the 920 because their interest or stops are not being served. He says the data exist in real time that identifies where buses are spaced, which bus is arriving (local or Rapid or Rapid Express), and how many people are on the bus.

Representative Capone-Newton suggested there are four major ways to approach load factor variability, which most likely is the result of bus bunching; they are: 1) Route structure; 2) stop structure; 3) supply management (which are managers on the street and other current management techniques) and; 4) "demand" management. The three prior techniques have been used and are in use, he suggested. With “demand management,” which has not been tried, he suggested that passengers could be directed toward empty seats on buses with additional information about where these seats are with little to no delay in their trip.

Representative Capone-Newton suggested future NextBus Systems be “Demand management” driven by giving riders information of the conditions taking place in the system so riders could put themselves in the empty seats. In high volume and high frequency corridors typical NextBus systems could inform passengers of real time route structure, load factors and delays, which may help, reduce load variability and improve trip quality. He said the main purpose of his report is to stimulate further discussion.

Chair Wright commented that Metro should provide more street supervisors to avoid “bus bunching.” Representative Bator suggested accessing real-time information could be used to also advise riders about local lines. Representative Slimmer said the subway systems real time signage would be a great place to start. Chair Wright said real time arrival times might be available at Metro as early as June. Representative Capone-Newton concluded his report.

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7. **RECEIVED** Chair's Remarks: Chair Wright requested that the May agenda include service policy discussion on night hours and regional studies.

Adjourned: 6:30 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read 'Raynard V. Price', with a stylized flourish at the end.

Raynard V. Price  
Council Secretary