

Wednesday, December 9, 2009

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# MINUTES

Westside/Central Service Sector  
Governance Council

Regular Meeting

325 S. La Cienega Boulevard  
Beverly Hills, CA 90211

Called to Order at 5:00 p.m.

Council Members Present:

Glenn Rosten, Chair  
Catherine Bator, Vice Chair  
Terri Slimmer  
Joe Stitcher  
Jerard Wright

Officers:

Mark Maloney, General Manager  
William Walker, Council Secretary



Metropolitan Transportation Authority

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1. RECEIVED Public Comment on Items of Public Interest not included on the agenda:

Ken Ruben - Thanked Mr. Maloney for his response to a complaint regarding a number of Line 333 buses missing the first scheduled stop at Union Station/Patsaouras Transit Plaza (Bay 6) immediately following a transit conference. He wished everyone a Happy Hanukkah, holiday season, and thanked the Council for tolerating him this year.

Wayne Wright – Reported that a westbound Line 4 bus, vehicle number 9465, run number 93, was involved in an accident soon after pulling away from Santa Monica Boulevard and La Brea Avenue on Monday evening, December 7. The next bus was 15 minutes late and passed the waiting passengers from the stalled bus. He added that a vehicle operations supervisor did not immediately respond and arrived well after the second bus arrived. He said the supervision staff should respond more quickly.

Emily Rivera – Asked if fares would increase in 2010. Mr. Maloney responded that fares (one-way; weekly and monthly passes) would increase effective July 1, 2010 for adults according to the fare policy adopted by the Board in May of 2007. The fare increase was postponed because of voter-enacted Measure R that was approved in November, 2009; it postponed all fare increases for one year and all discounted fare increases for five years.

2. APPROVED Minutes of the October 14, 2009 and November 4, 2009 meetings.
3. RECEIVED oral report of General Manager, Mark Maloney

Presented Item 48 from the November MTA Operations Committee Meeting that detailed the proposed reorganization of the Operations Department. The new approach would abandon the existing Service Sector structure, leaving only the Service Sector Governance Councils intact. The new structure would be a more vertical approach with two Executive Directors reporting directly to the Chief Operations Officer managing Transportation and Maintenance, rather than the five Sector Managers and ten division and maintenance managers that currently exist. Mr. Maloney announced that his position would be eliminated as a result of the reorganization, and that he would no longer attend Service Sector Council meetings as General Manager beginning some time in early 2010. He added that the Communications Department is in the

process of evaluating how Governance Councils will fold into the new organizational structure and is hopeful that Community Relations Manager Jody Litvak will continue working with the Council to keep some level of historical continuity.

Announced that Chief Operating Officer Carolyn Flowers will resign effective December 31, 2009. She was appointed the new Chief Operating Officer of Charlotte Area Transit System (North Carolina), and will leave Metro after 15 years of service. Chief Administrative Services Officer Lonnie Mitchell will be acting Chief Operating Officer until a new COO is selected.

4. CONSIDERED Nomination of Council Representative to Blue Ribbon Committee; and RECEIVED oral report on Near Term Planning Concepts, Conan Cheung, Deputy Executive Officer - Operations and Service Planning

Mr. Cheung discussed with Council Representatives how Metro will in January establish a Blue Ribbon Committee on Bus Operations that will design guidelines and thresholds necessary to revamp the county regional transportation network by:

- Improving regional mobility
- Reducing bus duplication
- Building a stronger bus/rail interface
- Better aligning bus services to meet current ridership demands
- Rebaselining the existing system in order to build a more financially sustainable system
- Establishing sustainable bus network from a more solid, stable foundation.

The committee will be comprised of transit operators [Metro, municipal operators, local providers (LTSS, local return operators)] transit user groups, major employers with high trip generation from the education and health sectors, Governance Council representatives from each Sector, and other key stakeholders interested in improving countywide mobility.

#### Committee Constraints

The BRC requires a 6-month commitment, one meeting a month (January or February-June or July, 2010). Meetings will allow staff an opportunity to present both historical and technical information in order to situate committee members to debate and design policies and include a

community-focused involvement component that will allow for transit riders, community stakeholders, and others unable to serve directly on the committee to have further input into the process.

The Council agreed to forward their nominee to Mr. Cheung within a week.

5. CARRIED OVER Presentation on General Public Spring Survey Results on Los Angeles County Transportation, Jeff Boberg, Transportation Planning Manager IV
6. RECEIVED report on Line 780 Weekend Service, Scott Page, Service Development Manager, San Gabriel Valley Service Sector

### ***Line 780 Route Overview***

Mr. Page gave a brief profile of Line 780, which was the merger of two rapid lines: Line 717 Fairfax Rapid (Hollywood/Vine Station-West Los Angeles Transit Center via Fairfax Avenue) and Line 780 Colorado Rapid (Hollywood/Vine Station-Pasadena City College via Colorado Boulevard). Line 780 operates out of the Cypress Park Division (Division 3) and is one of the longest Metro Rapid lines extending over 22 miles. The line begins at Pasadena City College and works westward on Colorado Boulevard, turning west on Broadway in Glendale, south on Central Avenue, then west on Los Feliz Boulevard south of Griffith Park to Vermont Avenue. Then through Los Feliz and Hollywood the line operates south on Vermont, west on Hollywood Boulevard and south on Fairfax Avenue, through the Fairfax District to West Los Angeles Transit Center located at Fairfax Avenue and Washington Boulevard. Saturdays, Sundays and Metro Holidays, the line operates only as far west as Hollywood/Vine Station

### ***Line 780 Service Performance***

Rapid Lines are evaluated to see if service meets or exceeds Service Warrants placed upon rapid service. The warrants require that:

- Metro rapid service averages a round trip travel time reduction of 20 percent or more daily, 15 percent or greater Saturdays. *Line 780 meets this warrant weekdays, only slightly meets it Saturday.*
- Stop spacing exceeds seven-tenths of a mile daily, six-tenths of a mile Saturdays. *Line 780 meets this warrant weekdays, but not Saturdays, due to shortened route.*

- Headways are 15 minutes or less daily, 20 minutes or less Saturday. *Line 780 meets this warrant.*
- Trip Length exceeds 1 1/4 miles daily, 1 1/10 miles Saturday. *Line 780 meets this warrant.*

***Why Line 780 only operates to Hollywood/Vine Station on Weekends and Holidays***

When the Rapid System was under development, Sectors were required to create a Rapid Program as a cost neutral solution, meaning the addition of rapid service needed to be provided at the cost of other Sector service. Most rapid service was created by reallocating revenue service hours from underlying local line service to the new rapid service. Mr. Page reported that Line 780 only operates as far west as Hollywood and Vine on weekends because the existing trips were reallocated from Line 180-181 (Colorado Bl-Hollywood Bl) revenue service hours, which is a San Gabriel Service Sector line; Westside Central Sector Service Development and Planning staff did not reallocate service hours from Local Line 217 (Fairfax Av-Hollywood Bl) to the new rapid service (then Line 717) because they believed the service quality of the local line would deteriorate after reallocating some of its service to the new Rapid. When the two lines were merged, weekend service was not extended west of Hollywood/Vine Station.

***June 2010 San Gabriel Valley Service Sector Proposed Service Change Impacting Westside Central Service Sector***

Mr. Page added that the San Gabriel Valley Service Sector Governance Council would consider at the February 2010 Service Changes Public Hearing modifying Line 180-181 to deviate from Los Feliz Boulevard and Vermont Avenue in the Los Feliz neighborhood to serve Hyperion Avenue and the Silver Lake area.

7. APPROVED public hearing date of February 10, 2010; AUTHORIZED publication of service changes public hearing notice of January 3, 2010; and RECEIVED preliminary recommendations on Service Changes for June 2010 – Rogelio Gandara, Service Development Manager

Mr. Gandara presented the following changes for the Westside Central Service Sector effective June 27, 2010 or later:

- Line 30-31 (Pico/Rimpau – East Los Angeles College via Pico Bl & East 1st St): Restructure service. Cancel route 31. Line 287 will assume the portion of service currently operated by Route 31 from Collegian Av/Cesar E Chavez Av to 1st St/Indiana St.
- Line 33-333 (Downtown LA – Santa Monica via Venice Bl): Replace service on Line 333 with new Rapid Line 733.
- Line 217 (Vermont/Sunset Station – Fairfax/Washington – via Fairfax Av & Hollywood Bl): Consider implementation of short line trips at Hollywood/Vine Station.
- Line 733 (Downtown LA – Santa Monica via Venice Bl): Implement Metro Rapid service on Venice Bl from Patsaouras Transit Plaza to Santa Monica.

8. RECEIVED Report on Council Representatives' Line Rides

Representative Bator said on a recent line ride she was accosted by a customer who did not pay his fare. Mr. Maloney explained standard operator procedure for nonpayment of fare or other customer disturbances and added that Los Angeles Sheriff Department deputies are deployed when a dispute escalates beyond the control of the operator.

Representative Wright said the new graphic design of the Metro System map is aesthetically pleasing, but is difficult for unfamiliar riders to know where bus routes begin and end based upon the new schematic.

Representative Slimmer said operators should operate more carefully when sharing the road with bicyclists and pedestrians; she has observed some "close calls" between buses and pedestrians or cyclists. Representative Stitcher added that a representative from the cyclist community should be included in Blue Ribbon Committee discussions.

Representative Bator mentioned how she was impressed by the new real-time bus arrival information that is displayed upon digital screens when exiting Wilshire/Vermont Station.

Representative Stitcher asked that the Council be provided an update on the Bus Speed Improvement Program.

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9. Chair's Remarks – None.

ADJOURNED at 5:52 P.M.

Prepared by:

A handwritten signature in black ink, appearing to read "William Walker", with a horizontal line underneath the signature.

William Walker  
Council Secretary