

Wednesday, November 9, 2011

5:00-7:00 PM

Minutes

WESTSIDE/CENTRAL
SERVICE COUNCIL

Regular Meeting

Young Oak Kim Academy
615 S. Shatto Place
Los Angeles, CA 90005

Call to Order

Council Representatives:

Joe Stitcher, Chair
Jeffrey Jacobberger, Vice Chair

Catherine Bator
Peter Capone-Newton
Art Ida
Elliott Petty
Glenn Rosten
Jerard Wright

Officers:

Jon Hillmer, Director
Jody Litvak, Community Relations Mgr
Henry Gonzalez, Council Comm. Rel. Mgr.
Suzanne Handler, Council Secretary

Please turn off cell phones or put them on vibrate

1. **ROLL Call** – Peri Sloane Goodman, absent

2. **APPROVE** Minutes for October 12, 2011 meeting – approved, one abstention, Catherine Bator
3. **PUBLIC Comment** – Tape did not start rolling until Jody Litvak’s presentation so all public comment was lost. Here are a few notes taken during public comment.

Ken Rubin: Wanted to again thank everyone who came to visit him in the hospital during his brief stay.

Wayne Wright: Requested Line 730 and 550 wait until June for service changes once the Expo Line is running.

4. **RECEIVE** report on Westside Subway Extension, Jody Litvak, Community Relations Manager

October 28, 2010 Board Action, MTA Board approved the Draft EIS/EIR with station options at Century City, Westwood/UCLA and Westwood/VA Hospital stations. Board approved motion by Supervisor Yaroslavsky that during the EIS/EIR staff fully explore the risks with tunneling in the Century City area including under the Beverly Hills High School, work with communities and provide information as soon as it became available.

Conducted extensive field studies and recently completed two reports: Tunnel Safety and Fault Investigation:

Tunneling can be accomplished safely as demonstrated on the Gold Line Eastside Extension using pressurized closed face TBM which minimizes ground movement. Noise and vibration tests also indicated those would be below established limits. An investigation of oil wells indicated only one potentially in the path of the tunnels and this can be safely removed according to regulated procedures before constructions. Tunneling would not affect overlying structures including at Beverly Hills HS or the ability to build above the tunnels.

Santa Monica and Constellation station options. Santa Monica Fault zone extends sub-parallel to Santa Monica Blvd./Avenue of the Stars site making it not acceptable for a station. Santa Monica/Century Park East site is within the West Beverly Hills Lineament (Newport-Inglewood Fault zone), making this also unacceptable for a station. Constellation found no evidence of faults and will be acceptable for station. Tunnels can be safely constructed under Beverly Hills, Century City and Westwood.

Next Steps: Studies and related material can be found at metro.net/westside. Late 2011 or early 2012 release of Final EIS/EIR. Early 2012 Metro Board considers project approval.

Representative Rosten: Have they budgeted for mitigation?

Jody Litvak: It will be included in the project budget. We do extensive property surveys before we start construction. We maintain a record of the “before” condition and that can be very helpful to both parties going forward.

Representative Rosten: Has there been damage in the past to buildings?

Jody Litvak: The Gold Line Eastside Extension had no surface subsidence, no property damage claims from settlement.

Representative Jacobberger: Is it true there is a subway under the school where we meet right now?

Jody Litvak: Technically the subway runs under the school yard and not the buildings.

5. **RECEIVE** a report from Transportation Manager at Division 10 on Incident Based Surveillance System, Larry Cosner, Transportation Manager at Division 10

Jon Hillmer introduced Larry Cosner, Transportation Manager at Division 10, with a little background on Mr. Cosner’s service at Metro. Mr. Cosner has been with Metro for 38 years, started as a driver, did 18 years at BOC before joining the management team.

The Incident Based Surveillance System (IBSS) on the buses is attached to the windshield at the upper center portion of the bus with the antenna facing the driver. It has a forward and interior camera, can record in the dark. Operators have the option of activating the system via a red console button that is not in plain sight, camera also activates by its own sensing device inside. If you brake too hard or accelerate too fast, it is tied to the on-board computers if you exceed 70 miles per hour it starts recording the information. It records in 30-second sessions if an operator activates the red button it backs up 15 seconds and records at 30-second intervals. When an incident is detected the system captures and saves 30 seconds of audio and video. Multiple manual activations by the operator can tell a better story.

Automatic triggers are striking potholes and/or curbs, evasive maneuvers or swerving, rough braking or hard stops and collisions. These incidents should be followed up with a Miscellaneous Report and if damage occurs, an accident report.

Manual triggers by the operator, ~~are~~ can be for unsafe motorist turning or cutting off the bus, passenger injuries, safety hazards and crime, threatening or unruly patron, emergencies, fights, sick passenger or wheelchair patron who refuses to be secured.

Any manual activation can help in exonerating operator of a preventable accident. The operator is responsible for inspecting the unit as part of their pre-trip safety inspection. They must report all malfunctions.

An intentional attempt to disrupt (tampering) the function of the device is cause for discipline.

Management receives the downloaded events for review on their computer and can proceed with accidents investigations or disciplinary issues if necessary. IBSS downloads thousands of incidents per day, per week and per month. They go through them and if there is something of interest it is sent to the Division management for assessment.

Most buses have 4 or 5 cameras on the bus with the DVR system the SD system compliments what we already have.

Representative Wright: Filtering system, what is the system and what are the parameters?

Larry Cosner: 70 miles per hour, pitch and yawl, forward and backward position, it is tied into the sensors in the device, part of the report is the interior and exterior. With SD has ~~caused~~ provided Metro ~~to offer~~ a way to promote safer driving. They are a worldwide company.

Representative Bator: Have any of the video systems that we use catch vandals?

Larry Cosner: If the operator on this system activates it these are color pictures. On the DVR system some of them are B/W and color those are always recording. As long as we pull the DVR within 7 days. With smart drive (SD) if it is not flagged by the operator we can have SD look for incidences for us this is a very short window of opportunity. SD cannot be downloaded to a DVR or CD.

Representative Rosten: Can these substantiate a claim that the driver was on their cell phone?

Larry Cosner: The SD can the DVR cannot. DVR is looking out the door, the SD is looking at the operator with a wide-angle.

Chair Sticher: Which staff people are responsible for looking at the SD? When we did a test program we were getting one hundred hits per day and managing that amount of information was very challenging.

Larry Cosner: We are getting 5,000 hits per day, it was outrageous. It would require 2 full-time employees to do that 5 days a week. Instead we had to pare it down, trial and error, way too much available information. So we focused in

on safety and how it applies towards the bus operations. There is an overall escape clause of gross misconduct, that if something other than presented on the handout, and this happens or an operator can be found at fault, and SD ~~this~~ supports it we can utilize that to either do further training or discipline.

Chair Stitcher: Is there someone at each division that reviews these?

Larry Cosner: Yes, software is installed on at least two TOS's computers, all management personnel. The initial reports are emailed to Risk Management and where they are sorted (reviewed) and sent to the Divisions. TOS's look at them and forward their opinion to the Managers. It is a team effort.

Representative Capone-Newton: I am curious if this has any capability in operations for long queuing for example to determine what might be the origin when there are heavy loads maybe to document certain conditions or understand the situation around that. Whether it would have any utility around those types of operational issues.

Larry Cosner: I think a good application at this time would be passing up wheelchair patrons because they are supposed to tell the wheelchair patron "I cannot pick you up, (various reasons)" operator hits the red button and it records the operator speaking to the patron outside and the DVR will pick up the picture. As to loads on the buses or trains, it only has a few hours to record unless it has been downloaded, if the operator manually records every few minutes it will hit maximum load soon. It is not made for full time constant recording, if you know you have a bad spot the operator can hit the button to show he has a standing load but on the Artics it is not going to see the trailer. He can hit the red button to show the load, or when he tries to secure a wheelchair.

6. **APPROVE** proposed route extension of Line 201 (Glendale, Vermont/Wilshire Red Line Station), Stephen Tu

Jon Hillmer: This item has been pulled until next month

Representative Wright: What is the reason behind being put on the agenda for next month?

Jon Hillmer: Bring back more information on this line extension, i.e. cost to run the extension.

Representative Wright: the main component to this is the line was cancelled before and now we are putting it back. Is that correct?

Jon Hillmer: The 201 line has been restructured to run 50 minutes, so this would not impact the frequency of service by extending this line.

Representative Wright: The reason I am bringing this up is this is a line which has been cancelled before and we are bringing it back we are going to set a dangerous precedent in that when we come to future decisions, not just our council, I have to put a word of caution. It will affect how we operate as a governing body. How we make decisions on these changes. Let's address this issue and have public comment.

Chair Stitcher: Since you are planning on coming back next month with a full report on this extension, I will allow public comment. Ms. Richards.

Public Comment:

Kymerleigh Richards: Mr. Wright makes an excellent point, allowing a municipal operator to assume a segment of a route which Metro determined was nonproductive as was the case in 2006, in fact it was one of the lowest performing routes in the whole system. At the time Glendale's attitude was "we'll show you and prove it is viable". Well look what they found out, it is not viable. So Metro should now assume the cost of service which was canceled 5 years ago? Simply because Glendale was wrong about their assumptions? What happens if, other municipals decide to give their routes back to us? We will have set a precedent. This is bad policy. Whether it has been pulled or not, you as council members have the right to tell staff not to do it and I urge you to do so.

Representative Rosten: What happens if Metro refuses to take it back?

Kathryn Engel from the City of Glendale: Thank you Mr. Chair, some of the representation this evening has not been accurate, so I would advocate we come back next month with a staff report that is very factual with the circumstances on Metro canceling that segment of service five years ago, and leaving it to other agencies to pick it up and what was done. The city's request to have Metro take a look at what could be done in this area for Metro's own passengers who were being forced to transfer multiple times between lines to get to their final destination. I think if we come back with a report that would be very helpful. We would like to set the record straight.

Chair Stitcher: Well, since staff requested to pull the item, there is obviously two sides to this story, I ask staff to bring this back next month with a full staff report.

7. RECEIVE Director's Report, Jon Hillmer, Director

- Service Quality Compliance Report
- Performance Report for September 2011
 - a. On time performance, Metro target 82%; Westside/Central 75%
 - b. Complaints per 100,000 Passengers Metro target 2.29; Westside/Central 2.81

- c. Miles between mechanical road call, Metro target 3,650; Westside/Central 2,881
- d. Clean Bus, Metro target 8.0; Westside/Central 8.22
- e. Accidents per 100,000 miles, Metro target 3.10; Westside/Central 3.87
- f. Monthly ridership, Metro target 29,170,000; Westside/Central 17,780,000
- g. Daily ridership trends: bus and rail M-F 1,500,000
- h. Red/Purple daily ridership trends: M-F 150,000
- i. Line 720 ridership trends: M-F 42,000
- j. ADA Monthly Complaint Trends 50
- k. ADA Monthly Pass up complaints: Total 12; service pass up 6; pass up equipment 1; pass up advised 1; pass up denied 5
- Mystery Rider Program Observances
 - a. Pass up Wheelchair – 1
 - b. Offer assistance to secure wheelchair 90%
 - c. Deploy lift or ramp to non-wheelchair passenger – 100%
 - d. Move from priority seating when necessary – 100%
 - e. Safely behind yellow line – 100%
 - f. Operator wear seat belt – 97%
 - g. Use of electronic device while driving – 0%
 - h. Run red light – 3.5%
- Metro Bus trips Average monthly use trends (load factor)
 - a. September: no standees 74.2%; some standees 19.0%; trips over 1.30 seated capacity 6.7%

Chair Stitcher: Jon can we have a breakdown on the ADA complaints by region.

Jon Hillmer: Yes, I will break it down for ADA complaints per 100,000 passenger boardings.

Representative Jacobberger: Is there a way to do it by wheelchair boardings? We also might have a disproportionate amount of boardings compared to the other regions.

Jon Hillmer: We could, we have about 75,000 wheelchair boardings per month, and I could get this information by line. The ADA complaints deal with more than just wheelchair boardings. We have one individual who generates close to 70-100 complaints per year; we take those complaints seriously and have been out to speak with him and our operators.

Representative Rosten: Those complaints should not be reflected it is overmuch.

Jon Hillmer: if we have the same person complaining about an operator over and over again, we do try and find out why. We will send people undercover to monitor.

Chair Stitcher: Why doesn't metro adopt a 100% securement policy? Which is allowable under ADA.

Jon Hillmer: I wish they would. We do have problems with some of the wheelchairs that they cannot be secured.

Representative Bator: Are there other agencies that have the same policy as Metro?

Jon Hillmer: Many of the properties are moving toward the secure or don't ride rule.

Representative Capone-Newton: Can you define trip here. The way I understand the data being produced is you have a count at every bus stop, for every bus, so you create a load factor that level of detail. And then it is aggregated to create the graft.

Jon Hillmer: Every bus trip where we collected some data, not all trips have viable data, it's a bus trip from beginning to end. It's not all trips only the days we have data. The graft showing is not aggregated.

Representative Capone-Newton: on every bus running down Wilshire is a trip. So you are averaging out over the line.

Jon Hillmer: we are actually looking for the peak load.

Representative Capone-Newton: so if it hits the peak at anytime it is counted?

Jon Hillmer: correct.

Representative Capone-Newton: You have a predicted load factor and an actual would be interested to see if they are actually matching up.

Jon Hillmer: Maybe one of the schedule managers could come and explain the process.

8. **DISCUSS** with Council Members their Clean Bus Stations assignments, Jon Hillmer, Director

Another part of the Mayors motion is the Clean Bus Stations. Based on the Mayors motion we will do three additional surveys per year quarterly smaller versions than the one used once a year. It will ask some additional questions that we typically have not done which – how long have you waited for the bus, how long did it take you get to the stop? We have identified 20 stations to be evaluated on a monthly basis and we have had a marvelous result from service council volunteers. Our plan is to match us a service council member a staff member and a station then work together for the first two times and evaluate

the station, this is after a training program. We will do several different training sessions. We will provide you more information via e-mail in the coming weeks. We have a 32 evaluation form with explanations of what constitutes a clean station. Also be looking at the functionality of the station. Some of these stations are not Metro property, for example the Metrolink stations. We will still do some evaluations.

9. **RECEIVE** report on Low Performing Bus Lines Public Meeting, Jon Hillmer, Director

Service Development Department will talk about six lower performing bus lines. The Board requested we listen to the customers and see what can be done to improve service on these routes to increase ridership. That will be at 5pm on November 15 in the Union Station Conference Room on the 3rd floor. We will report on this next month.

10. Council Members and Chair comments

- Line Rides –

Representative Rosten: As I was coming here today I saw a bus with his heads sign reading “detour” what does that mean? I drove this morning by Jefferson and La Cienega Expo Station and noticed the time was 8 minutes off. I would think the clocks would be tied to the satellite.

Representative Bator: My line report is on the 204 and 704 the operator will close the door and someone will come up to the door before the driver starts to pull away, 75% of the time they do not open the door to allow a passenger to board. How is the bus driver trained to react to this situation?

Jon Hillmer: Even a few seconds delay could create a bus bunching scenario on this line due to their frequency. When they do close the doors they are supposed to move away from the curb. That being said, when the buses run less frequent, it can be very frustrating.

Representative Rosten: I’ve seen the exact opposite where the operator will open the door after closing

Jon Hillmer: If the operator is 12 inches away from the curb and opens the door it could create a situation leaving the passenger in a precarious position.

Representative Capone-Newton: I took the 20 down from Westwood today and it was frustrating, the service was delayed and I checked the metro alerts, and they said they were delayed, but Nextbus was making predictions that were inaccurate. I don’t know how we can do a better

job of letting people know of the delays due to traffic/accident/construction/protestors.

Representative Jacobberger: Took the bus to San Gabriel by using Nextrip and it was very convenient. It was the 728 to the Silverline to another bus.

Representative Ida: Rode our line 1 to the West LA transit center and while en route I happened to speak to a young man who was going to the Greyhound station I directed his to Metro staff, they were really helpful and friendly. Kudos to the people at the transit center.

Representative Wright introduced Kymberleigh Richards, Chair of the San Fernando Valley Service Council who will give a brief presentation.

Kymberleigh Richards: Those of you who have been on this council a few years remember that Mr. Wright and I had a joint motion to improve the service through the Sepulveda Pass connecting the Westside and the Valley which is currently operated by metro line 761. As you may also be aware Metro is conducting a study for the Measure R project for the Van Nuys Corridor improvements and in light of that I modified the study and created another proposal.

Line 761 which is the connector between our two regions carries 12,000 passengers per week day, 6,300 on Saturdays and 5,200 on Sundays. Bear in mind this also includes those that just use this as a rapid on Van Nuys Blvd. Line 761 in addition to being a rapid also is the line that connects to the Westside and traffic through the Sepulveda Pass causes problems for on schedule operation. The biggest inconvenience is in the Valley, passengers who are destined for the connectivity in Brentwood with Santa Monica line 14 or with Metro Line 2 in Brentwood or with any of the services in Westwood.

The 761 is a combination, it is not a rapid or an express line. The stops are at the Skirball and Getty Centers using Sepulveda Blvd. As a result a passenger that gets on the bus in the middle of Van Nuys central business district and is traveling to the primary Westwood point is on that bus for one hour or longer. The proposal is to create an express line to Westwood. As envisioned it would operate between Panorama City and the Orange Line and immediately get on the Freeway. We guesstimate on the time of day, 30-40 minute trip. It gives some of our passengers their lives back by giving them back a few minutes. Northbound it would operate as a discharge only mode until the Orange Line it would shift over at Oxnard. Allowing it to get on at Victory would miss the traffic jam at Burbank Blvd. allowing it also to use the HOV lane. Another reason to use the Sepulveda Station would be to service those who do not want to go to Van Nuys Blvd. At the

south end the only two stops would be Wilshire Blvd. and Westwood and inside Ackerman Plaza at UCLA. The Brentwood connection would be serviced by a less frequent service along Sepulveda Blvd and would only go as far as Metro 2 and Big Blue 14.

Representative Capone-Newton: I have always wondered why we are spending a billion dollars on putting an extra car pool lane on the 405 and we are building flyovers at Wilshire blvd. for only single passenger vehicles and not HOV. It is frustrating. I think a proposal like this shows why it would have been great to do something like this. I have also thought about the Measure R proposal that a hybrid type project small amount of rail and then express buses having rail go from Expo to the UCLA campus and using express buses serve the rest of the pass into the valley.

Kymberleigh Richards: I agree with you entirely this project would enhance the proposed Measure R because it would give an actual real use estimate of what the potential ridership would be if we were to upgrade to rail.

Representative Bator: The 761 does not go to Ackerman Plaza now does it?

Kymberleigh Richards: No it does not. At this time the 761 loops around the north and east side of campus in order for it to get to Wilshire blvd. it has to make a left down Westwood and Ackerman Plaza is in the other direction. That would be a slight change in operation.

Chair Stitcher: Any more questions or Line Rides? If not, I adjourn this meeting.

ADJOURNMENT