

Wednesday, March 14, 2012

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:

Jeffrey Jacobberger, Vice Chair

Peter Capone-Newton

Peri Sloane Goodman

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
2. APPROVE Minutes for February 8, 2012 meetings – approved by Council
3. PUBLIC Comment
 - Ken Rubin: I was not at last month's meeting due to a pulled calf muscle and it made it difficult to use buses. I was approved by Culver City Dial a Ride and have not used it yet because you have to call a day in advance. I am here to represent SOCAT; we do not have any opposition to any of the service proposals. I am going to show some photos of friends of mine who died within a week of each other, Jerry Brown and Dan Silverman, they were transit riders with me Jerry Brown was in Culver City 80 years he was looking forward to riding the Expo Line. It's bad enough to lose two friends but we also lost two friends of transit, steam engines, laurel and hardy. The Culver City Council Meeting adjourned in Mr. Brown's memory. I was in Oxnard on February 1, and I tried to do the 511 and Vista handles Golden Coast Transit but trying to get hold of Vista was another matter. The recording I got for 511 said it was mainly for Metro and Orange County. I'll check with Stephen Tu with some of the details. Still have problems off and on with the 511 system.
 - Joseph Dunn: Why do you insist on making things inconvenient? I have been telling you this for more than two years, ever since the start of the 780 when it goes SB on Fairfax to Wilshire when you get to the corner, the 217 goes to 8th street to let people off why can't this corner be a mixed use stop where whoever is there first gets to park first. I don't know how many times I have arrived at the corner wanted to take the bus, but because we were dropped off further we have to backtrack and miss the bus. Same problem at the Santa Monica and La Brea WB on the 4 and 704, there was no signage to say the bus stop was changed to nearside. Went to the bus new stop, due to construction but the buses were stopping at the old stop. It took me 45 minutes to get to Plummer Park.
 - Wayne Wright: I would ask staff to make a route change on line 534 in downtown Santa Monica. To have the buses exit and enter the Lincoln on and off ramp of the 10 freeway in Santa Monica. The reason for the change in downtown Santa Monica creates problems particularly with the 45' bus at two locations. NB buses turning NB on 2nd street to WB Santa Monica Blvd., EB buses turning from EB Colorado to SB 4th street. Recommended that the buses use Broadway WB and Santa Monica EB between Ocean and Lincoln Blvds. I have seen problems with the 45' buses at the two locations. The BBB articulated had to back up as well as other vehicles on Santa Monica Blvd to make room for the 534 line turn.

5. (Took out of order) APPROVE Revised Service Plan for Lines 40, 620, 710, 740.
Stephen Tu, Service Planning Department

- Recommendations for proposed service changes: We are looking to implement in June or later. The two proposals the first one being the 620 very minor route change based on feedback from the community they wanted access to the Food for Less. Proposals the 40, 710 740 and equipment change to make better use of our existing resources. Public hearing results, we had two speakers one support and one modified. Comments unrelated were received and are being evaluated by our planning staff. The response we heard at the public hearing was to convert line 40 to articulated bus operation but do not decrease service to maintain seating capacity. Our response is we will monitor passenger loads and make adjustments to meet passenger demand per the Board approved load standards 1.3.

Line 710 will be going from an articulated to a standard 40'. During the mid-day it is running every ½ hour with the standard size bus we will be able to bring it down to 20 minutes headway during mid-day and the rush hour will be every 8-11 minutes for morning and evening.

Line 740 in some instances is running every 33 minutes during mid-day, this is not ideal for rapids one of the key selling points of the rapid is to run it more frequently. We will be able to with a standard-size bus we will bring the headways down to approximately every 20 minutes during mid-day, and rush hour will be every 9-12 minutes.

Line 40 which currently has existing regular standard-sized buses those are 40' buses the artic on the rapid lines will be used for the local 40. What this will do is the average wait time will go up 2 ½ minutes most of the day. Each trip will have more seats.

Line 620 the change does not impact any stops this is only a benefit based on their input to better serve the Food for Less shopping plaza.

Staff recommendation is to implement service change without any modification. We did do the equity evaluation for all of the lines, there is an adverse impact on Line 40 due to the resizing of the buses from standard to articulated, the alternatives would be if we kept the same schedule with the larger buses, it would impact the bottom line which would potentially require an increase in fares.

Representative Wright: Regarding Line 40, the on-time performance how does that reflect on the performance data on passenger load? Can a presentation or report be given to us at least every other month? I would like to monitor this line and see if there are any changes to OTP from using the standard to the articulated.

Jon Hillmer: Yes we can do that. We do not collect OTP data for every trip we do have enough in a given month.

Jon Hillmer: Typically the data we have which is used to make the schedules are the information has just been performed. The June service changes would be based on information we collected last quarter. So when you change from a 40' to a 45' bus, it may take longer for that bus to complete the trip because the operator will be boarding more per trip.

Stephen Tu: on the other hand, because the King segment and Broadway segment will not have the rapid service on the 740 because the 740 will be interfacing with the Expo line once that is open. We should have more balanced service along that segment which means if a passenger is looking to catch the first bus, there will be more balanced loads.

Representative Wright: At the very least when we post the new schedules, can we get the Nextrip bus stop numbers along King Blvd. that at the very least we can start getting users to utilize the Nextrip because there may be those OTP issues given the congestion coming in to downtown on King Blvd.

Stephen Tu: I can certainly check into it.

Jon Hillmer: Keep in mind that these special flags are at 4' level so they are easily accessible to everyone including Braille readers.

Stephen Tu: My understanding is we have two or three different signs depending on the type of stops.

Representative Capone-Newton: Because this is the first time we have done this, I would appreciate you going through the report you have provided. Evaluation of disparate impacts, we can go through the reasoning. There is a lot there.

Jon Hillmer: Title VI and Environmental Justice (EJ) procedure you may recall that we begin the analysis by looking at the service changes to determine if there are major service changes. That is if has a 25% change in the number of hours and miles or length of the route. That is over a three year period. If there is cumulative changes that add up to those 25% changes then it becomes something we would begin the EJ and Title VI evaluation. In the case today it is only the 40 line that is a protected route that had a disparate impact and that was because the frequency of service was reduced when you put on a 60' bus vs. a 40' bus. You will have more seats so you run the buses to keep the same level of seats you run fewer trips. The headway change was bigger than the change that was on the other lines that were not protected.

Scott Page: In the case of the 40 line, it was found there would be through the resizing some travel time impacts. However, the travel time impacts are not necessarily concrete, when we had the presentation we showed that the headway may be the same it is today or a little bit wider because we do have some overloads on the 40 line today. In cases where we don't need the services frequently with the artics then the headway would widen slightly by 2 to 3 minutes depending on what the service level demands. That was the travel time impact that was measured for this particular review. There was an increase in travel time for impacted patrons which created a disparate adverse impact for the resizing of buses. The action addressed significant agencies objectives of maintaining a balance operating budget and operating service in accordance with the adopted standards of policies. This was measured against fare increase if we keep the same level of service using artics on the 40 line.

Stephen Tu: In addition to the travel time impact there are two other impacts we are required to evaluate; walk access and travel costs. In this instance there are no impacts to walking access or travel costs.

Representative Capone-Newton: In terms of average daily boardings for the 40 significantly higher than the 2 rapid lines, correct?

Scott Page: The boardings for the 40 are higher than the 740 line.

Representative Capone Newton: So we have two lines we have the local which actually has the better ridership, the proposal is basically saying we are going to run the same amount of seats on both of those lines.

Jon Hillmer: No, you are using the same loading standard, 1.3; you really should have fewer seats available on the rapid than you would on the 40 at certain periods of time.

Representative Capone-Newton: Actually you are taking the 60' on the rapid going to 40', spacing out the headway, so you end up with the same amount of seats.

Scott Page: That could occur if we don't need the frequency. If we need the frequency then what could occur is the same headway that the 40 line has today would be maintained with the artics as it was with the 40' bus.

Representative Capone-Newton: So are the total hours going up or down?

Scott Page: It will definitely on the 740 line because we are cutting it off at Crenshaw. It will not come downtown anymore. The hours may come down slightly on the 40 line we have not worked out the schedule yet, of course we have been waiting for this process to be finished so we can build the schedules. There may be some savings in revenue service hours.

Vice Chair Jacobberger: If you decrease the headways on the rapid and increase headways on the local you are going to shift some trips.

Stephen Tu: When you have Expo in there too, you cannot predict at this time where it will end up. This is one of the reasons we will be continuing to evaluate this line.

Scott Page: That is really the reason I wanted the articles on MLK so we could quickly move to add service if we needed to with larger buses if the shift does not occur to Expo.

Representative Wright: Are we going to run the 60' buses 24/7?

Scott Page: yes. It works out better that way to keep the 60's on their assigned lines than shift to a smaller bus.

Vice Chair Jacobberger: Is there a motion to approve the revised service plan?

Representative Rosten: I make a motion to approve the revised service plan. Representative Wright make a small addendum to add the Nextrip signage along the 40 route and staff to bring back in September the figures for July 2012.

Vice Chair Jacobberger: All in favor: passes 6 to 1

4. RECEIVE report on Bus Accident Reduction Program, Jon Hillmer, Director

Jon Hillmer: Accident Reduction is a very high priority for our CEO and Board of Directors. Every month after the board meeting they go into settlement hearings where staff presents settlement offers from serious accidents. These can range from thousands to millions. Metro has a low accident rate. Metro does a lot of training for our bus operator every operator goes through 30-day of instruction additional time at the division with a line instructor learning the line. In every accident whether or not it is our fault i.e., someone throws a rock at the bus and damages it, that is considered an accident. Now it has to go through an accident review board for ALL accidents.

Representative Rosten: Why did they change it?

Jon Hillmer: We wanted to raise the importance of reducing accidents. During the investigation, the DVR is pulled and the incident based surveillance system on the front of the bus is reviewed. For every avoidable accident and if the operator accumulates more than 3 in eighteen months the operator is subject to a formal hearing. To help reduce the accidents we have major programs of instructing our operators every year. If the operator has a

pattern of unavoidable accidents, the operator goes through additional training. In addition every operator has to have at least 8 hours of instruction a year. Most of which are based on how to reduce accidents. There is an accident board that notes accident prone areas, trees overshadowing the roadway, pot holes, etc.

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

- Performance Report for January
 - a. On time performance Trends: Metro 78.6%; Westside/Central 78.6

Vice Chair Jacobberger: Do we have any data on how much ATSAC and the signal preference systems that have been implemented in LA have improved the OTP?

Jon Hillmer: I don't know the percentage, the ATSAC system has been used extensively on our Rapid bus program.

Stephen Tu: I called LADOT if we did receive priority on that cycle, the 10 seconds would be given back to the cross street to maintain equal Librium.

Jon Hillmer: The Orange Line uses that system and the city is saying if you run more frequently than every 4 minutes you may not get that preference.

- b. Complaints 100,000 Passengers: Metro 3.19; Westside/Central 2.72
 - b. Mechanical Miles between road call: Metro 3,827; Westside/Central 2,941
Bus Age at Divisions vs. average miles between road calls
Division 7 8-years 4,000 average miles; division 10 5.5-years; 2,800 average miles
 - c. Clean Bus Rating: Metro 8.47; Westside/Central 8.35
 - d. Accidents every 100,000 miles: Metro 3.83; Westside/Central 4.48
 - e. Monthly Ridership: Metro 29,120,000; Westside/Central 17,090,000
 - f. Daily Ridership in January 1,100,000; Saturday 700,000; Sunday 520,000
 - g. Metro 720 Monthly Ridership trend: Daily 40,000; Saturday 27,000; Sunday 22,000
 - h. Blue Line Ridership: Daily 80,000; Saturday 69,000; Sunday 50,000
 - i. Red/Purple Ridership: Daily 150,000; Saturday 80,000; Sunday 75,000
- Service Quality Compliance Report

- a. Bus Station Cleanliness Report: Aviation Green Line, LAX City Bus Station, Universal Red Line Bus Station below 7.0; Burbank Metrolink, Cal State LA, Del Amo Blue Line, Harbor-Gateway. Inglewood, South Bay Galleria, Harbor-Century Silver Line, above 8.0
 - b. Monthly ADA complaints 50
 - c. Wheelchair pass up Complaints 17
 - d. Undercover wheelchair pass ups 1.0%
 - e. Undercover cell phone use by operator 1.0%
 - f. Ramp deployed for non-wheelchair patrons 100%
 - g. Following wheelchair procedures 78%; following securement 81%
 - h. Usage of Automated voice annunciator by operator 95% interior; exterior 90%
- No news on the Expo Light Rail Line they are running is every 10-12 minutes. The junction between the blue and expo lines has been a problem. Once we get clearance from the fire department then we can carry people on board. Service council members will be invited to ride.

7. CHAIR and Council Member Comments

Representative Rosten: I want to suggest we have a discussion next meeting on change of venue back to Beverly Hills Tennis Center. This has not achieved greater attendance like we wanted.

Representative Wright: Line 40 I have been riding that line during the rush hour and am curious to see once Expo gets on line how or if the riders will shift.

Vice Chair Jacobberger: I have observed at Wilshire/Fairfax the operator stopping if the 780 SB is coming and the 720 is at a red light, they will discharge passengers to let off to catch the bus. It is a nice thing to do for bus operators.

Jon Hillmer: Actually operators can do that if the area is safe.

Representative Rosten: I have seen the same thing, operators waiting for people who are running down the street they seem to be generally nicer and more attentive to riders.

Jon Hillmer: It is encouraged but not mandatory. We don't like the operators to move away from a curb and stop, because we have had passengers falling on the bus. But we do encourage them to wait for passengers if they are running to catch the bus. However, there is a caveat to that, if you are on a frequent bus line and at a heavy loading stop if you continue to wait for people, you will never leave the stop.

Representative Wright: Going to larger buses on the core lines will be very vital for us.

Vice Chair Jacobberger: We have approved a lot of line changes in expectation of the Expo line opening, can we have a report in 6 or 8 months after the opening on what has actually happened to some of those lines.

Adjourned: 6:15pm

Consideration of items not on the posted agenda, including: items to be presented and (if requested) referred to staff; items to be placed on the agenda for action at a future meeting of the Council; and/or items requiring immediate action because of an emergency situation or where the need to take immediate action came to the attention of the Council subsequent to the posting of the agenda.

ADJOURNMENT