

Minutes

Wednesday, January 8, 2014
5:00-7:00 PM

WESTSIDE/CENTRAL
SERVICE COUNCIL
Regular Meeting

La Cienega Tennis Center
325 S. La Cienega Blvd.
Beverly Hills, CA 90211

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines: 20, 28, 105 and Metro Rapid Lines: 705, 720, 728.

Called to Order at 5:05 p.m.

Council Representatives Present:
Jeffrey Jacobberger, Chair
Elliott Petty, Vice Chair
Peter Capone-Newton
Randal Henry
Art Ida
Glenn Rosten
Joe Sticher

Officers:
Jon Hillmer, Director
Jody Litvak, Community Relations Director
Deanna Phillips, Board Specialist
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Carol Silver, Transportation Planning Mgr.

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Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

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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. ROLL Called.
2. APPROVED Corrected Minutes of December 11, 2013 meeting
3. RECEIVED PUBLIC Comment for items not on the agenda

Ken Ruben announced that he is the new Vice President of Southern California Transit Advocates and will hold that role for 6 months. He congratulated Art Ida on the new Culver City Bus schedules and line changes. He suggested that someone from the 511 system make a presentation at the Westside Council Meeting to address ongoing issues.

Wayne Wright suggested that if there is a service change on a line that serves more than one Council, the change should be discussed at all of the appropriate Service Council meetings. He requested that staff consider re-routing Line 81 to serve the downtown Target, as the only service to that area after 5 p.m. is the DASH. Line 460 was not included in the service changes presentation last month.

4. RECEIVED Recognition of Joe Stitche, Westside/Central Service Council Member, Jon Hillmer, Director

Mr. Hillmer commended Councilmember Stitche's years of public transit advocacy. Mr. Stitche worked briefly for Mr. Hillmer as an RTD Management Trainee where he demonstrated excellent skills and potential. He then left RTD to start his career with Big Blue Bus which is better for his contributions. Councilmember Stitche replied that RTD gave him his public transportation career start, for which he will always be appreciative.

5. RECEIVED Presentation on [Metro's "Seniors On The Move" Program](#), Lilly Ortiz, On the Move Riders Club Project Manager, Transit Safety Programs

On the Move Riders Club is a senior travel training program that uses a peer-on-peer training model to educate seniors on the joys of riding public transportation. Training is provided through group trips or one-on-one training sessions. The program seeks to establish travel clubs made of experienced transit users (Travel Buddies) and inexperienced riders (Participants), who together travel to destinations of interest using public transportation throughout Los Angeles County. The goal is to encourage seniors to utilize public transportation for some, if not all, their traveling needs, which can improve quality of life especially for seniors who are not able to drive.

The expectations are for Travel Buddies to plan group trips or one-on-one training sessions, and report monthly to the Project Manager on the club's progress. A 30-day Metro pass is issued to Travel Buddies, provided expectations are met. Participants are expected to take in monthly trips as desired and practice safe travel habits.

Councilmember Henry ran into a group of riders' club members on the Red Line. He thinks it's a fantastic service to provide to seniors willing to utilize the transit system. He suggested posting a link on the website if there's not one in place already, and addressing fears that seniors with mobility issues may have when promoting the program. Ms. Ortiz confirmed that there is information about the clubs online, and that there is attention and consideration given to those seniors with mobility issues.

Councilmember Rosten asked how many riders' clubs are currently in place and if the program could be expanded to other senior centers. Ms. Ortiz replied that there are 22 riders' clubs all over the county. In West LA, there are clubs in Culver City, Claude Pepper Senior Center, and the LA Gay and Lesbian Center. Ms. Ortiz replied that she travels to senior centers to try to start new clubs and that that she is seeking assistance in identifying areas where new clubs might be started.

Councilmember Stitcher asked if there are opportunities for Travel Buddies to associate with each other. Ms. Ortiz replied that Travel Buddies meetings are held quarterly.

Councilmember Rosten asked if there is any promotion of the program via advertisements on the buses or trains. Ms. Ortiz replied that there are not at this time.

Chair Jacobberger suggested conducting outreach through the DMV to introducing the club to seniors who are renewing their driver's licenses and might be thinking about giving up driving. Ms. Ortiz replied that as a great idea and that she would look into it.

6. RECEIVED Presentation on Metro's Accident Reduction Program, Jon Hillmer, Director

Bus operators receive 8 hours of training each year and 16 hours of training every 3 years. They focus mainly on safety. There are two types of accidents: traffic accidents and passenger accidents on and off the bus.

A video recording system enables reviewing of video taken from inside the bus. When a passenger accident occurs, 99% of the time, the passenger won't bother to report. Operators are still required to report; it is a major rule violation if they don't. If a passenger is a senior or disabled, operators are asked to wait until the passengers are seated before taking off.

Bus and train operators are trained to avoid confrontations with customers. They can request fare and if the customer refuses, they are trained not to badger the passenger but to record it by pressing a button.

If customer complaints are received regarding Operator behavior, the supervisor will ride the line and observe the bus operator's interactions with passengers.

7. RECEIVED [Santa Monica Blvd./3rd Street Corridor Studies Update](#), Jon Hillmer, Director

Potential Service Changes:

- Cancel Line 220
- Extend new route 16 E to replace Line 220 to Little Tokyo – Art District Gold Line Station. With 20 minute service levels on weekdays only, the cost estimates are:
 - One bus from 6am to 8pm
 - 3,000 annual bus hours with \$450,000 operating cost
 - May be possible to schedule Line 16/316 to save one bus and more bus hours

Next Steps:

- Work with Service Planning and Scheduling on Line 16 to:
 - Develop running time estimates for Culver City and Little Tokyo
 - Estimate required service levels
 - Confirm equipment and bus hour estimates
 - Return in March with final recommendations
 - Potential implementation in Dec. 2014 or June 2015
- Continue Line 4, 704, 2/302 Investigation and Evaluation
 - Identify operable passenger transfer and bus layover locations
 - Evaluate passenger transfer patterns
 - Develop alternatives for improved service
 - Return to Council in May with findings

Councilmember Rosten asked how much faster limited stop service is. Mr. Hillmer replied that it saves approximately 8 minutes per run, which does add up.

Chair Jacobberger commented that the City of Los Angeles is considering converting a property at Santa Monica and Sunset into a park. It may provide an opportunity to provide better transit amenities.

Wayne Wright recommended that Line 704 be truncated at Vermont to go north to connect to Line 181, and that expanding Line 35 trips on W. Washington to go to the Gold Line by providing hourly service on Alameda be considered. It would provide a connection from the Blue Line Washington Station to the Gold Line until the Regional Connector is completed and serve the American Apparel factory.

Chair Jacobberger asked where people exiting Lines /704 are connecting to. Mr. Hillmer replied that anecdotally many appear to continue traveling north to the Children's Hospital area. Some do appear to continue traveling on the Red Line, but it is not clear whether they are traveling to downtown or the Valley.

8. RECEIVED Monthly Director's Report, Jon Hillmer, Director

Latching of gates at five Blue Line Stations was completed on December 11th. Latching of five Blue Line station gates began December 11: Slauson, Firestone, Compton, Artesia, and Del Amo. Latching of Green Line stations has been postponed until late January or early February until all of the G-Tel phone systems can be updated. All 14 Green Line Stations will be latched.

Last month, the Los Angeles Sheriff's Department conducted fare check audits on the North Hollywood, Van Nuys, and Sherman Oaks Orange Line stations. They found that 25-30% of passengers had not tapped. As a result, they are looking at installing and latching gates at those stations.

A staff proposal to restructure fares will go to the Metro Board at the January 23rd Board meeting. The proposed fare structures will recommend multi-year implementation with fare increases in FY15, 18 & 21, then Consumer Price Index changes every two years beginning in FY23. Some of the ideas proposed may include 90 minutes for transferring with use of TAP for base fare, express zones reduced to a single zone, and regular monthly pass to be replaced by EZ pass in FY18. The Service Councils will each hold a fare forum at their March meeting to gather public comment on the proposed fare changes. All comments will be recorded, summarized and submitted to the Board for their consideration. There will also be a public fare hearing held on Saturday March 29.

The Service Council Meet and Confer with the CEO will be held on Tuesday January 28th at Metro headquarters. Items on the agenda include introductions of new executive staff members, a presentation on the proposed fare structure, and a preview of Metro's new buses.

9. RECEIVED Chair and Council Member Comments

Councilmember Ida thanked Councilmember Stitcher for his service and that said it was a pleasure working with him.

Councilmember Capone Newton announced that this would be his last meeting. He started serving on the Council 10 years ago when it first started. He thanked everyone who helped him. He is still planning on being a transit advocate.

Chair Jacobberger and Councilmember Rosten thanked Councilmembers Stitcher and Capone Newton for their service.

ADJOURNED at 6:11 p.m.