

# Minutes

Wednesday, March 12, 2014

WESTSIDE/CENTRAL  
SERVICE COUNCIL  
Regular Meeting

5:00-7:00 PM

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 5:11 p.m.

Council Representatives Present:  
Jeffrey Jacobberger, Chair  
Elliot Petty, Vice Chair  
Perri Sloane Goodman  
Randal Henry  
Glenn Rosten  
George Taule

Officers:  
Jon Hillmer, Director  
Jody Litvak, Community Relations Director  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.

For Metro information in English, please call the following phone number: 213-922-1282.

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Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย  
กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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 Minutes of January 8, 2014 Meeting and Transcript of February 12, 2014 Meeting and Public Hearing
3. RECEIVED PUBLIC Comment for items not on the agenda.

Ken Ruben discussed Roger Moliere's retirement from Metro, and shared that some members of Southern California Transit Advocates have issues with the new rules regarding seating in the waiting area of Union Station. When the overnight Amtrak buses come in from San Joaquin, people come in and are not allowed to use the restrooms or the Famima. They've asked staff whether they can use the facilities but haven't received a clear answer.

Wayne Wright commented that with the construction of the Crenshaw/LAX line under way, he hasn't seen notices on Line 210 or anywhere. There has been nothing in the paper or on buses regarding construction detours or out of service buses. He requested that a presentation be made explaining how construction detours are going to affect service along Crenshaw. He rode of the new 40-foot buses while traveling northbound on Line 212. It was a nice ride but he was disappointed that the bus didn't have racks and that management has been slow to put the new buses into service. Right now they're only being used during peak hours.

4. RECEIVED Summary of public comments received on Proposed Service Changes for June 2014 or later and Staff response, Scott Page, Service Planning and Scheduling

Line 169 is proposed to provide an extension to the new Burbank Airport Regional Intermodal Transportation Center (RITC) project and to Sunland.

The proposal to discontinue the segment of the route from Santa Monica Expo Station to Washington/Fairfax Transit Hub of Line 534 when Expo Line Phase 2 has been revised. That segment of the route will be discontinued only during weekdays; there will be no change in weekday service.

Council Member Henry asked if the proposal would affect the stop near Kaiser Hospital at Cadillac. Mr. Page replied that service to the Cadillac stop would not be affected.

The original proposal for Line 577 was to make the demonstration route extension to Rio Hondo College permanent.

The proposed Valley U Service would extend Line 741 to Sherman Oaks and combine with Line 761 at Sepulveda Blvd. People will be able to go to the Sylmar Metrolink station from Westwood in one ride. Line 734 would extend route from Sherman Oaks to Westwood via Sepulveda Blvd. This proposal will eliminate two layovers which in turn

will save money and improve service on Sepulveda and Reseda. As a result of public input, staff has made modifications to the proposed late night and weekend service changes in order to minimize impacts to current late night patrons.

Express Line 588 was proposed to operate from Nordhoff St. to Westwood via Van Nuys Blvd and I-405 Fwy on weekdays only during peak periods. Service could begin once I-405 construction is completed. As a result of public feedback, the northern terminus turn-around has been modified, and additional stops would be placed near proposed layover locations and in Westwood at Le Conte Ave. Possible future modifications could include an extension to the Metro Expo Sepulveda Station after Expo Phase II is completed.

Sonia McIntosh commented that Line 485 needs more service, especially on weekends and late nights. She also thinks that more service is needed out of Old Town Pasadena after 10 p.m., that more buses should travel north into Pasadena, and that Line 260 should travel down Atlantic Blvd. She thinks the subway announcements are very loud and that the Spanish announcements should be recorded by someone who speaks the language. She stressed the need for more service from the San Gabriel Valley to downtown.

Wayne Wright commented that Line 222 service should run late at night north of Burbank airport to Sunland as there is no connection after 7 p.m. between Sunland and Burbank after that hour. He would like to see Line 222 rerouted or branched into different routes, potentially replacing Line 156. When Line 222 reaches the Hollywood Blvd, there are frequent traffic issues especially on weekends. He is happy to hear that late night service on Line 761 to the Valley will continue. He hopes that articulated buses continue to be used on the line, as it serves heavy loads, particularly northbound. When Expo service comes to the west side, he hopes that the service is expanded along with Line 734 Rapid Service.

Council Member Henry asked how Metro patrons could best access the Kaiser with the reduced service. Mr. Page replied that Line 534 stops at the Culver City Expo Station, allowing patrons to catch Line 33 or 733 east to Cadillac. They would also have the option of exiting Expo from Jefferson/La Cienega and taking Lines 105 or 705.

Council Member Henry commented that improvements are needed to improve the walkability on the south side of the street. The bus stop across the street from Kaiser does not have a shelter. Improvement of bus stop amenities along with service improvements would enhance the environment.

Chair Jacobberger expressed concerns about complicated routing, particularly the day vs. night schedule of Line 761. Patrons don't always understand the changes to service at different times of day, and it can be confusing to them. Mr. Page replied that at night, patrons are already taking the route without changing buses. Line 761 stops service between 9 and 10 p.m. and service is provided via Line 233. There are only four trips that travel that route after Line 761 service ends.

5. APPROVED Proposed Service Changes for June 2014 or Later, Service Council Members

6. RECEIVE Presentation regarding Proposed Fare Restructuring, Jon Hillmer, Director

See transcript of Fare Forum.

7. RECEIVED Director's Report on Westside/Central January 2014 Service, Jon Hillmer, Director

- On-time Performance: 77.9%; Goal: 80%, System: 79.3%
- Complaints Per 100,000 Passengers: 3.09%, Goal: 2.20%, System 4.04%
- Miles Between Mechanical Road Calls: 3,599, Goal: 4,000, System: 4,298
- Metro Bus Cleanliness Ratings: 8.31%, Goal: 9.0%, System: 8.55%
- Accidents per 100,000 miles: 4.36%, Goal: 3.10%, System: 3.19%
- Metro Station Cleanliness Ratings: 8.17%, Goal: 8.5%, System: 8.13%
- Average Weekday Ridership: 605,633, System: 1,099,029
- Rapid Line 720 Ridership Trends: Weekday: 40,318, Saturday: 28,163, Sunday: 21,115
- Red/Purple Line Ridership Trends: Weekday: 162,873; Saturday 107,417; Sunday: 67,240
- Fare forums are being held at each of the March Service Council meetings
- A public hearing on the proposed fare restructuring will be held by the Metro Board of Directors on Saturday, March 29<sup>th</sup> beginning at 9:30 a.m.
- The Metro Board is scheduled to determine if a fare change will be approved at their May 22, 2014 meeting.
- Gate Latching of the Metro Green Line began in mid-February and continues.
- Six public hearings are being held to gather feedback on the Metro ExpressLanes from March 22 through April 5.
- The Construction Careers Trade Center will host a kickoff event on Saturday, March 22<sup>nd</sup> from 10 a.m. -2 p.m.at Baldwin Hills Crenshaw Plaza

8. CHAIR and Council Member Comments

Chair Jacobberger commented that on occasion he has arrived at the Red Line just as the last train was departing, and that he and other people arrive and wait on the platform, not realizing that the last train has since left. It would be helpful if the electronic signs provided notice that the last train had already left or that rail service for the evening had concluded, so that people don't continue waiting on the platforms for long periods of time. He added that as there is so much maintenance work going on, it would be helpful to keep destination signs on the screens at all times while that work is occurring.

**ADJOURNED at 6:47 p.m.**