

Minutes

Wednesday, May 14, 2014
5:00PM

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 5:04 p.m.

Council Representatives:
Jeffrey Jacobberger, Chair
David Feinberg
Perri Sloane Goodman
Randal Henry
Art Ida

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

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

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282.

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กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 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 Minutes of March 12, 2014 and April 9, 2014 Meetings
3. RECEIVED PUBLIC Comment for items not on the agenda

Ken Ruben shared that he participated in the Union Station 75th Anniversary National Train Day Celebration as a member of the Pacific Railroad Society. Metro Citizens' Advisory Council Member Seymour Rosen was present at May 1939 opening of Union Station and was one of the speakers at the Anniversary event. Mr. Ruben commented Metro holding its National Train Day celebration a week early caused some confusion for a lot of people as the national celebrations were held the following weekend..

4. RECEIVED [Update on Crenshaw Construction Bus Stop Changes](#), Scott Greene, Transportation Planning Manager

Bus stop changes are being implemented along Crenshaw Blvd. between Vernon and Exposition Blvd. where three new subway stations will be built for the Crenshaw/LAX light rail line along Martin Luther King Blvd., Exposition Blvd. and Vernon. Long-term impacts are expected in that area due to the heavy construction that began earlier in May at Crenshaw and Martin Luther King.

Crenshaw/LAX is an 8.5-mile project with 8 new stations; 4 of them are on Crenshaw Blvd., one will be at-grade at Slauson. The other 3 are underground. The line is planned to open in 2019 and has a \$2.058 billion Life-of-Project budget.

Implementation of Stage A Traffic Control at MLK Station started on May 2, 2014, with a one lane closure in each direction due to traffic configuration. The basic process for building the subway station boxes is to re-configure traffic first in order to put up K-rail to provide some safe working areas. Phase A is typically a 6–8 week process. Two northbound stops on Crenshaw Blvd. will be removed from service. Stage B will last 3– 4 years during heavy construction. The large bus stop outside of Wal-Mart will probably be eliminated by July 1st. All the lines that serve this stop including Line 40 will then stop on the far side of Stocker southbound on Crenshaw. All sidewalks and stores are expected to remain open.

Implementation of Stage A Traffic Control at Expo Station will begin this Friday at 10:00 p.m. Similar to the configuration at the MLK station, three lanes will be reduced to two. The stops at the Exposition Blvd. will remain open because there's already a light rail station there and connectivity is essential to thousands of our passengers. The southbound Crenshaw at Exposition stop will remain where it is today; the northbound stop will be relocated from near side to the far side of Exposition Blvd. It will remain in front of the West Angeles Temple. Buses will detour beginning Friday night as Crenshaw Blvd. will be closed. Exposition Station Area Phase I will be a 6–8 week

process while work is completed on the west side of the street then it will continue to the east side of the street during Phase II.

Wayne Wright commented that late night service on Lines 40 and 210 runs from 5–20 minutes late. Line 102 also has the same problem at night. It will cause problems for those trying to catch these buses around Crenshaw/Stocker. He suggested expanding Line 102 night service up to Figueroa and Jefferson to connect to the Expo Line. Line 105 also creates an issue because it terminates at Crenshaw/King. It was not explained where those buses are going to layover between owl service hours.

Councilmember Henry understands that the changes are needed and that some of the impacts can only be mitigated to a certain extent. However, the construction yard near Crenshaw and Rodeo Place is noisy. He's not sure if the construction yard is going to be completely enclosed in the future but currently, the fence is open to the street. The proposed Park & Ride facility is problematic to the community. They feels that empty parking lots kill potential future developments and we're trying to develop their neighborhoods in positive ways that empty parking lots do not. Other parts of the project look great but he would like to see some discussion about the devotion of that space to cars and asked on behalf of the community when is the appropriate time to enter those discussions.

Mr. Greene replied that as the Crenshaw/LAX light rail line is a design-build contract, the project renderings represent a conceptual level of development that will continue to be refined through the design process which allows some flexibility. He stated he did not have an answer regarding the Park and Ride lot questions but suggested that the community raise the topic through the project community outreach process and the monthly meetings to get that discussion going.

5. RECEIVED Update on June 2014 Service Change Implementation, Conan Cheung, DEO, Operations

The new Line 788 (formerly 588) was proposed to follows the current alignment of Line 761 from Van Nuys down Ventura, over the Sepulveda Pass and down to Westwood. The Line 788 service would take advantage of the HOV lanes are currently being constructed on I-405. At the April 2014 meeting, the Metro Board passed Motion 41 directing staff to examine how the line could be implemented sooner rather than later. The Board requested a report back in a month or two with a well thought-out plan on how to implement the line, including potential funding resources

The Board also proposed adopting the changes to some Valley services which had been approved by the San Fernando Valley Service Council. These services, which are called the Valley-U, link Reseda and Van Nuys corridors together via Ventura Blvd. The service that would go over the hill would be through Sepulveda Rapid.

Because those proposals connect with the new Line 788, they wanted staff to complete a combined review of them both. The Board proposed implementing them together or at least to have Line 788 in operation prior to implementing the Valley U. The comments

received in the public hearings were primarily from people currently using Line 761 to take a one-seat ride from Van Nuys Blvd. to Westwood. These passengers would have to take a service to Sepulveda Blvd. then transfer to take the Sepulveda bus down if the change was made. If the Valley U was implemented by itself, every other Sepulveda bus would be short-lined at Ventura Blvd., making it less convenient from a user's perspective.

Line 534 service will only be reduced between Downtown Santa Monica, Expo station and Culver City and Washington/Fairfax Transit hub once Expo II opens. Because Expo II service will begin soon, they will review during the next few months to see if the amount of service on the line should be adjusted. If any changes need to be made, they will be brought for public hearing.

The combination of Lines 28 and 84 was not heard in the public hearing but there were a significant amount of comments received by Westside Council from residents near Angeles Plaza mentioning that Line 28 doesn't travel through Downtown. They requested that Line 28 provide service similar to the 728, which goes a little further into Downtown. Staff reviewed Lines 28 which connects to Line 84 and noted that neither line travels through Downtown. Both are routed to the outskirts of Downtown and leave in different directions. A service change will be made to combine both lines and route them through Downtown. Staff has communicated the change to the residents at Angeles Plaza who are very pleased with it.

Line 68 travels east on Cesar Chavez towards Boyle Heights and Montebello. Because this line truncates off of Line 84, it will be rerouted to travel further south to the Maple lot at 7th so that it will travel partially through Downtown, down to 7th St.

Councilmember Feinberg asked about the ridership of Line 534. Mr. Cheung responded that he didn't have specific numbers but there is a decent amount of ridership between downtown Santa Monica and Culver City. There is some ridership that takes that service to, for example, Kaiser Permanente. Staff is examining the ridership numbers to see what's warranted and estimate how many other people will transfer to the Expo Line. The goal is to better connect and serve Expo Line, and avoid duplication of it.

6. RECEIVED Presentation on Construction Notification Process, Jody Litvak, Community Relations Director

Metro generally does a really good job of notifying the community about construction work occurring in their areas but staff recently began implementing procedures to improve and be more consistent in notifying transit patrons about how their service could be impacted by Metro-related construction. This is in part based on lessons learned with other projects such as the I- 405. Metro's Construction Relations staff is currently facing the challenge of working on three construction projects at the same time: the Purple Line Extension, the Crenshaw/LAX Line and the Regional Connector. Each has different contractors and contract details. Internally the teams are working on setting base standards that can be applied across the board.

A recent accomplishment has been helping contractors understand that notifying the public via Construction Relations is not the same as notifying Operations, who is responsible for services changes in response to closures or detours. Often public notices are sent out around 4pm – 6pm for work that is going to occur the next day or in the morning regarding street closures that are going to occur that same afternoon. This does not provide enough time for Operations to plan detours and get notices out to the bus operators and the public.

Construction Relations and Community Relations from each of the projects met with the Operations staff. Planning of detours for each of the projects will differ due to the unique characteristics of each project.

In some ways, the Purple Line will be easiest to plan for detours though it seems like it's the biggest project. Construction work is going to be concentrated at the three new stations and at Western where they are going to build a shaft to retrieve the tunnel boring machine. It's essentially four locations, all on a grid with Wilshire and the intersecting north/south streets. The Regional Connector is downtown, which is kind of a grid with various one-way streets but it has a lot more bus service so that will be more complex to deal with. Crenshaw does not lend itself easily to a grid. If a street goes down, in many situations, the detour for the bus will be further out of the way. The goal is to keep the bus on the route as long as possible, make the detours as short as possible and go back to the route as quickly as possible.

When a contractor comes on board to work on a project, they participate in a series of meetings with staff where they are informed what's expected of them. Operations had not been included in this process at the start of the Crenshaw project. We are looking for opportunities to circle back with the Crenshaw contractors and will do this as the contractors gear up for the Purple Line and Regional Connector projects. The contractors will be informed that Operations needs to be notified directly by the contractor themselves rather than the contractor counting on Community/Construction Relations to relay notification for them.

Metro is attempting to have contractors provide 5 days advance notice of planned work; Operations staff has responded that even a 48-hour notification would be an improvement. At the same time, there is an understanding that construction is dynamic and that while something may be planned 4 days from now, timing or the reality of the work may change. Operations staff understands that but it's easier for them to prepare a change and reverse it rather than to have to make a service change with little notice. Another process improvement implemented with the I-405 project was to hold weekly Global Traffic meetings where everything projected to occur in the week ahead is reviewed. Staff may implement a similar process for the three pending major projects and invite Operations to participate if this occurs.

Once Operations staff receives the information and plans any detours, if there's enough time, the supervisors post notices at the stops. Updates to service are also made available on the web and various social media platforms. Generally, notices are targeted at areas where work is going to be done. Each of the projects has an extensive e-mail list which

allows staff to send targeted informational e-blasts. For major events related to construction, staff will likely include detour information in the notices they disseminate.

Chair Jacobberger commented that during marathons, triathlons, and similar events, there are arrows placed on the sidewalk to guide people to know where to turn. He asked if when a bus stop is temporarily moved if something similar could be done, as the notices posted at the bus stop are not always clear. Ms. Litvak replied that given the dynamic nature of bus stop changes, it's not likely that it could be done. However, they are trying to do a better job in making the bus stop notices clear.

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

- On-time Performance: 74.5% Goal: 80%, System: 76.4%
- Complaints Per 100,000 Passengers: 3.17%, Goal: 2.20%, System 4.19%
- Miles Between Mechanical Road Calls: 3,249, Goal: 4,000, System: 3,852
- Metro Bus Cleanliness Ratings: 8.53%, Goal: 9.0%, System: 8.62%
- Accidents per 100,000 miles: 4.51%, Goal: 3.10%, System: 3.62%
- Metro Bus Station Cleanliness Ratings: 8.10%, Goal: 8.5%, System: 8.01%
- Average Weekday Ridership: 643,227 System: 1,174,000
- Rapid Line 720 Ridership Trends: Weekday: 41,097, Saturday: 27,915, Sunday: 22,492
- Red/Purple Ridership Trends: Weekday: 148,484, Saturday: 108,155, Sunday: 70,882
- Metro Board scheduled to consider Fare Change Proposal at May 22nd meeting at Metro Gateway Building
- April 30th Meet and Confer
- 11 of 14 Green Line Stations Gates latched, remainder by end of May
- Division 15 early AM Council Tour (limited to 4 Service Council Reps. per visit)
- Union Station 75th Anniversary Celebration on Saturday, May 3rd
- Metro Board motion for Metro staff to prepare studies, tests and analysis to implement Line 588 and report back to Metro Board on May 22nd

Ken Ruben asked why the palm trees were being moved from Patsaouras Plaza. Mr. Hillmer replied that all the palm trees are being removed and replaced with new landscaping because the root ball box that was originally installed was not large or deep enough so the tiles began to be pushed up, causing trip and fall hazards.

Councilmember Feinberg commented that he attended the Meet and Confer meeting and found it very informative as a new member of the Council.

8. CHAIR and Council Member Comments - none.

ADJOURNED at 6:03 p.m.