

Minutes

Wednesday, January 14, 2015
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: 5:02 p.m.

Council Representatives:

Dr. Randal Henry, Chair
David Feinberg, Vice Chair
Perri Sloane Goodman
Art Ida
Jeffrey Jacobberger
Elliott Petty
Glenn Rosten
Maria Sipin
George Taule

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.
Deanna Phillips, Office of the Board Secretary

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

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

需要都会运输局的（语言名称）资料，请拨打以下电话号码：323-466-3876

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย 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 November 12, 2014 Meeting with abstention of Councilmember Ida
3. RECEIVED Update on Blue Ribbon Committee Formation and Cancellation of February 2015 Public Hearings, Jon Hillmer, Director

Metro convened a Blue Ribbon Committee (BRC) 5 years ago which included Service Council members, Citizens' Advisory Council members, members of academia, industry and employment to develop service plans for the future. The Committee is being reconvened to look at how policy, procedures, and what types of service should be emphasized to improve bus service and address the significant financial problems that lurk in the future. The recommendations are intended to impact planning in the short term. The BRC will be composed of 2 or more volunteers from each of the Service Councils, Citizens Advisory Committee, at least one locally-transit operator and representatives from major municipal partners. The BRC will meet over a period of 4-6 months and generate a final report to be presented to the Metro Board of Directors after being presented to each of the Service Councils.

Chair Henry asked where the BRC meetings will be held and by when the Council should identify their volunteers. Mr. Hillmer replied that the meetings will likely be held at the Gateway Headquarters building downtown so that the meetings are central as possible to all 5 Regional Service Councils. Service Councils should identify their representatives within the next week so the meetings can commence in mid- to late February. Councilmembers Taule and Petty volunteered to serve on the BRC.

After meeting with the CEO and the budget department, it was determined that there is not a pressing need to push forward with service changes. Thus the February 2015 public hearings have been cancelled.

Metro CEO Arthur Leahy decided not to seek extension of his contract which expires April 5, 2015. The Metro Board will need to identify a new CEO to take his place. Interim Chief Operations Officer Bill Foster has also retired. Robert Holland has been appointed Interim Chief Operations Officer.

Staff has been informed that regular Westside/Central Service Council meeting attendee Ken Ruben suffered a stroke and is recovering in a convalescent hospital in Culver City. A get-well card and some memorabilia will be sent to him.

4. RECEIVED Director's Report on Westside/Central Performance, Jon Hillmer, Director

On-time Performance: 71.8%; Goal: 80%, System: 74.3%
Complaints Per 100,000 Passengers: 3.05%, Goal: 3.57%, System 3.89%
Miles Between Mechanical Road Calls: 4,616, Goal: 4,150, System: 4,305
Metro Bus Cleanliness Ratings: 8.37%, Goal: 9.0%, System: 8.48%
Accidents per 100,000 miles: 5.00%, Goal: 3.48%, System: 3.83%

Average Weekday Ridership: 596,595 System: 1,101,000

Rapid Line 720 Ridership Trends: Weekdays: 38,999, Saturdays: 26,396, Sundays: 20,522

The APTA Peer Review will take place from January 26–30. The May 2014 Fare Restructuring Board Motion included a mandate to conduct the peer review to: provide guidance on fare restructuring strategies that optimize financial performance while minimizing burden on low-income riders; recommend alternative revenue generation strategies; and identify opportunities to expand ridership. The Service Councils and Citizens Advisory Council are invited to participate in the January 26th workshop to share thoughts and hear ideas.

The Meet and Confer with CEO Arthur Leahy is scheduled on Tuesday, January 27th. Topics include updates on Metro Parking Program and Patsaouras Plaza Expansion and Silver Line Connection Project.

A potential New Express Bus service from RITC to Gold Line via NoHo is being studied. A Metro Board motion directed staff to evaluate establishing as a new express line. The report will be presented to the Metro board in January. An evaluation of possible funding sources will be taken to Metro Board in February.

Councilmember Sipin commented that the demand for bike racks comes up often on social media, particularly in reference to the number of bicycles that buses cannot load. She asked about the outlook for more bike racks to be installed on Metro buses. Mr. Hillmer replied that all Metro buses are equipped with 2-bike racks. A recent modification to legislation allows Metro to install 3-bike racks on the 40-ft. buses. The new buses will have the 3-bike racks installed. A request for funds for overtime to retrofit the 40-ft. buses currently in the fleet with the 3-bike rack will be presented to the Metro Board in the near future. The law precludes Metro from installing 3-bike racks on 45- and 60-ft. buses. However, the 3-bike rack is available on the 60-ft. buses on the Orange Line, which travels on its own dedicated right-of-way. Using 40-ft. buses on lines that are served by 60-ft. buses in order to provide the 3-bike rack would need to provide 40-50% more service in order to provide the same number of seats.

Councilmember Rosten asked if the bike racks allow people to load their bikes very quickly because he's seen users who are struggle sometimes. Mr. Hillmer replied that it's relatively easy if you know how to do it, but that it can be a struggle for newer users. Councilmember Rosten asked if there is a sign or instructions on the rack because when people struggle to load their bikes, it delays the bus. Mr. Hillmer replied that there are no instructions on the front of the bus or on the rack because they do not want to encourage people to stand in front of the bus and read. However, there is literature available with step-by-step instructions. Passengers with bikes are occasionally passed up due to lack of space in the bike rack.

Councilmember Jacobberger commented that it appears that the on-time performance is poorer on lines that travel on major east/west corridors, and asked if on-time performance is failing randomly throughout the day or at a certain times. Mr. Hillmer replied that bus line running times vary between different times of day due to ridership and congestion. Data is collected on how long it takes for a bus to get from one time point to another at various time and how many people get on and get off the bus for use in developing timetables.

Councilmember Rosten asked if it might make sense to be able to track where the buses are through technology. Mr. Hillmer replied that it's possible. The NexTrip application typically lists the next bus to arrive and the bus after to give users an idea of how long they'll need to wait if they miss the next one. Councilmember Rosten said that he tried the application and didn't find it to be very accurate. Mr. Hillmer replied that his own experience has been very good but has heard similar complaints from a number of people.

Councilmember Rosten asked if Metro is getting rid of the buses that have the transmission that makes the horrible noises. He used to live off of Wilshire Blvd. and it was awful. Mr. Hillmer replied that the buses in the fleet now are pretty quiet and the transmission works well.

Chair Henry asked what percentage of the fleet is comprised of 40-foot buses and how well those buses are distributed throughout the system. Mr. Hillmer replied that approximately 70–75% of the fleet is composed of 40-foot buses. All of the buses, with the exception of the Orange Line which has 3-position bike racks, have 2 position bike racks. Chair Henry asked if information on the number of pass-ups is available. Mr. Hillmer replied that data regarding the number of individual pass-ups is not kept, as frequently a pass-up is a matter of perception, as in the case of someone crossing a street who thinks the bus should wait for them. However, data is gathered on wheelchair passengers who are passed up due to lack of space. The operator is required to inform the patron of the reason why they can't pick them up, to report the pass-up to Bus Operations Control, and inform the passenger when the next bus is scheduled to arrive. If the next few buses also will not be able to accommodate the passenger, the Control Center is to contact Access service to arrange the patron's transportation. Operators who do not follow these procedures are subject to discipline for major rule violations.

Chair Henry commented that he drop of ridership of about 32,000 on an average weekday should increase the likelihood that a rider would be able to get space for their bike in the rack or be able to get a seat because the buses are less full. Is that an effect? Mr. Hillmer acknowledged this as a nice positive spin and that the percentage of riders who are able to get their bike on a bike rack and a seat does go up when ridership goes down.

Councilmember Sloane-Goodman shared that the City of West Hollywood just completed a pedestrian safety video called Alice in WeHoLand available for viewing on YouTube. The City Council adopted an approach that includes education and technology as tools to promote pedestrian safety to both pedestrians and drivers.

5. APPROVED Changing Location of Service Council Meetings, Service Council Members.

After the November meeting, there was feedback received that perhaps the meeting location should be changed to make it more accessible. The Service Council meeting has been using the present location for a couple of years. Prior to the current location, the Council met at Young Oak Kim Academy. However, there was an issue with the reliability of access to the facility. They took that opportunity to re-examine locations within the Westside/Central Service Council area. Criteria considered for potential locations included accessibility via major transit lines, ADA accessibility, availability of the facility during Service Council meeting hours, parking and cost. The pros and cons of various locations were discussed.

The Service Council members voted to change their regular monthly meeting location to the Metro Headquarters Building starting with the April 2015 meeting while retaining the option to hold meetings at alternate locations within the region as necessary to provide accessibility to the public.

6. PUBLIC Comment for items not on the agenda

Eugene Salinsky commented that when the meetings were held at Young Oak Kim Academy, the same people showed up. He saw an article dated December 19 in the Santa Monica Mirror newspaper that Metro already made an agreement with Santa Monica City Council and Big Blue Bus that when the Expo Line opens, 15% of service will go to Santa Monica. This will destroy ridership. He is not aware of any meetings held by Metro about this. He doesn't think the new fare structure is making the difference in revenue that had been hoped for.

Wayne Wright commented that a potential meeting location was left out. It was an LA Parks and Recreation Community center on N. Figueroa, across the street from Gold Line Southwest station. That location was used by LADOT when they had their public hearing regarding DASH service and bus fares. Four years ago, he addressed this Service Council regarding the addition of the northeast part of Los Angeles in Boyle Heights, which was changed from the San Gabriel Valley region to Westside/Central. He asked if they could do outreach in that area, but very little or nothing has been done. He feels that the Council is more focused on what's happening west of Fairfax. The southern edge of the Westside/Central region is also not being served. A couple of years ago, the South Bay Service Council had a meeting at the Baldwin Hills Crenshaw Plaza which is in the Westside/Central region. Not one member of the Westside/Central Service Council attended. He asked that a couple of meetings be held in those areas again.

7. CHAIR and Council Member Comments - none

ADJOURNED AT 6:49 p.m.