

# Minutes

Wednesday, May 13, 2015  
5:00PM

WESTSIDE/CENTRAL  
SERVICE COUNCIL  
Regular Meeting

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Metro Headquarters Building  
1 Gateway Plaza  
3<sup>rd</sup> Floor Union Station Conference Room  
Los Angeles, CA 90012

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Rail Red, Purple and Gold Lines; Metro Local Lines 40, 68, 70, 71, 76, 78, 79, 378, 485, and 489; Metro Rapid Lines 704, 728, 733, 745, 770 and Metro Silver Line. Also served by LADOT, Foothill Transit, Santa Monica Big Blue Bus, Orange County Transportation Authority, Torrance Transit, Santa Clarita Transit and Antelope Valley Transit.

Called to Order at: 5:05 p.m.

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Council Representatives Present:  
Dr. Randal Henry, Chair  
Perri Sloane Goodman  
Art Ida  
Jeffrey Jacobberger  
Maria Sipin

Officers:  
Jon Hillmer, Executive Director  
Gary Spivack, Deputy Executive Officer  
Jody Litvak, Community Relations Director  
Eric Geier, Community Relations Manager  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Carol Silver, Transportation Planning Mgr.  
Deanna Phillips, Office of the Board Secretary

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զանգահարել այս հեռախոսահամարով՝ 323-466-3876

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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 April 8, 2015 Meeting
3. RECEIVED Update on FY16 Budget Development Process, Luke Klipp, Budget Analyst, Conan Cheung, Deputy Executive Officer, Performance Management

Operation of buses and trains represents only  $\frac{1}{4}$  of Metro's total budget. Building new transportation infrastructure, funding of improvements at the city/local level, funding for transit operators, Metrolink, Access Services, bicycle and pedestrian programs and projects make up the remaining  $\frac{3}{4}$  of Metro's budget. The entire region contributes to Metro with residents and visitors to LA County providing  $\frac{3}{4}$  of Metro's annual funding, 49% is sales tax revenue and each of Metro's sales tax measures has restrictions on its uses, 20% is bond proceeds and carryover, 8% is fares, tolls, advertising and other and 23% is grant money. A portion of funds is reserved for distribution to local communities. These monies pay for improvements and investments in traffic signals, local buses, road improvements and other mobility projects throughout the county. There are about 145 different pots of money, each with specific restrictions on how the funds can be spent. .

Metro projects are multi-year and in different phases of development. There is an ongoing System Evaluation/Needs Assessment in the middle with planning, engineering, construction and operations/maintenance surrounding it. The FY16 budget represents the annual slice of each project.

The FY16 Proposed Budget is \$5.56 billion. \$2.1B (38%) is for capital. Capital funding is mandated through ordinance and those funds can only be used for transit specific projects, highway projects and Metrolink. Metro Operations gets \$1.5B (26%) and is used for maintaining the current level of service. The funding allocated is mandated by ordinance to operations and maintenance of bus/rail with \$360M being for State of Good Repair. \$1.4B (25%) is for Subsidy Funding Programs. These funds are mandated by ordinance to be allocated to Transit Operators, 88 cities and unincorporated areas and Local Agencies. \$328.7M (6%) is reserved to debt service with obligations that cannot go into default. \$172.8M (3%) is allocated for General Planning and Programming and is used to identify regional mobility needs and solutions. \$93.9M (2%) is Congestion Management and includes ExpressLanes, Freeway Service Patrol, Call Box and Vanpools.

Chair Henry is looking for opportunities to help Los Angeles residents meet their physical abilities and pedestrian/bicycle safety through Active Transportation. Councilmember Jacobberger asked if the bikeways are included in the capital project because it seems foolish. For example, there are bikeways on Phases 1 and 2 but there's still no bikeway to go through Venice. Mr. Klipp replied that they are reviewing what is spent on active transportation and bringing it to the Board's attention.

Councilmember Jacobberger commented that if bikeways are included in capital projects, it can lead to errors in the way they are integrated. For example, there's no connection between the Expo Phase I and Phase 2 bike paths, with should have been much more integrated.

Councilmember Ida commented that Metro is looking to go forward with a sales tax measure. If it's successful, there will be more opportunities to improve Active Transportation and also money for approved bus operations. Major capital projects across the board will also be funded.

Councilmember Sipin commented that a lot of Active Transportation coalitions/organizations that are in favor of raising the percentage to Active Transportation to at least 10% and see a potential tax measure as one way to increase investment in Active Transportation.

4. RECEIVED Update on Wilshire All-Door Boarding Pilot Project, Scott Page, Director of Service Performance and Analysis

Metro is about to begin an all-door boarding pilot on Line 720 buses at the Wilshire/Vermont and Wilshire/Westwood stops. The pilot will run for 8 weeks starting next week until July 10th.

B Timberlake commented that Metro already has all-door boarding, not just on Lines 20 and 720. At any large intersection, people are mobbing on and off the buses. Metro is already losing a lot on fares. On occasion, he has boarded the bus using the 2nd entrance but he has a monthly pass and it just takes too long to get on in front. Drivers should close the 2nd and 3rd doors to avoid fare evasion.

Wayne Wright thinks that the pilot on Line 720 is a bad idea; it should be on the Orange Line. People take advantage and they start hassling people with valid TAP cards when there's no way to find out if some passengers paid a full fare when paying with cash.

Councilmember Jacobberger thinks it's a good idea and it's long overdue. Chair Henry seconded that it's a great opportunity.

Councilmember Jacobberger asked if waiting areas could be created at Metro Rapid stops where people could tap in. Mr. Cheung replied that the Board asked staff to have an off-board instead of the on-board that is in place currently. A study will be conducted to look at the pros and cons of off-board vs. on-board all door boarding.

5. APPROVED July 8, 2015 Public Hearing Date for Potential December Service Changes, Scott Page, Director, Service Performance and Analysis

Mr. James wants to know why Lines 190 and 194 are being discontinued. He thinks Line 190 is a good line; during rush hour, it takes as much time as the Silver Streak because of traffic.

Wayne Coombs commented that the continual reducing of the length of Line 220 is making it become useless. He suggested linking it to Line 218 from the Valley that currently ends at Cedars Sinai; he thinks more people will use it then. He realizes it is a contract line and suggested Metro talk to the Union to see if it can be adjusted or if another contract line can be taken back. If Line 460 is changed, it's going to take four transfers for patrons to get to Disneyland.

Wayne Wright commented that a larger room will be needed for the public hearing when Santa Monica eliminates Line 5; there will be no service on Robertson to Hamilton High School or the Robertson Public Library. He suggests looking at bringing more service to Robertson and he will continue this at the July meeting.

Eugene Salinsky is against the proposal to cancel Line 460. There is no other alternate transit from the Fullerton Park & Ride. The bus don't run very often. Line 460 is heavily used. If there are problems with the Blue and Green Lines, it can take 5 hours to get to Fullerton.

6. DISCUSSED Metro Safe Space and Sexual Harassment –Policy, Statistics, and Safety Measures, Captain Jennifer Bateman, LASD, Duane Martin, DEO, Chief Executive Office, Council Member Maria Sipin

The sexual harassment campaign was launched because of the alarming number of sexual harassment issues being reported. In 2014, Metro had approximately 450 million boardings and 99 sexual misconduct incidents were reported: 62 battery reports; 31 indecent exposure; and 6 other. Out of the 99 incidents, 32 arrests were made.

LA Metro Transit Watch app has been updated to include categories for reporting sexual harassment. Average monthly downloads of the app are between 150-230 around terrorist activity events; the app downloads increased to 364 in April 2015, likely due to the publicity around the Sexual Harassment awareness campaign and press event held on April 16.

The short term next steps are to continue survey, currently planning a new survey in the field week of May 4. Metro staff training continues and is expected to be completed by May 15. The Ethics Department is updating the Customer Code of Conduct and Communications is developing the second phase of outreach.

Councilmember Sipin encouraged people to download the app. Significant improvements have been made to it. There are other resources and organizations targeting sexual harassment such as Hollaback! L.A. which provides tools for women and bystanders, Ovarian Psychos and the Bicycle Brigade also support safety in public spaces.

Wayne Wright commented that he raised the issue of homeless people at 7<sup>th</sup>/Metro Station two months ago. One of the homeless men was naked and laying on the ground. There are issues with people relieving and exposing themselves on the platforms. He has seen women sexually harassed on the Blue and Red Lines where it is obvious they feel uncomfortable and change cars. He has seen this behavior more and more frequently over the last 40 years and it is out of hand.

Councilmember Sloane-Goodman asked if days, times and locations are being tracked on the app as well. The Sheriff answered that there is a part on the app where this is being tracked and there are deputy personnel monitoring these reports. However, delays may happen due to Wi-Fi and signal issues. He added that a photo can also be uploaded if available.

Councilmember Sipin said that when she has submitted reports through the app, she gets a phone call back. She asked if there's a way to text message or tweet because sometimes it's hard to talk when the person being reported is still around. Mr. Martin replied that addition of a chat function is currently being worked on

Councilmember Ida said that Metro is currently doing a demonstration project with video screen that's going to be in the front of the bus and another one facing the partition on the back of the bus. When people see that there's a camera, they behave a little better, he's interested to see if the cameras will reduce some of the incidents on the buses, in terms of sexual harassments.

Chair Henry applauds efforts to address this issue and appreciates the awareness that the campaign is bringing. He is still concerned about when people are en route to or from the bus. He realizes it's not Metro's jurisdiction, but would like to know if there are opportunities to enhance safety along those pathways as well. Mr. Martin explained that reports can be submitted through the app at any time, that the user does not have to be on transit to use it. They can be at a bus or station waiting for a bus or train. He encouraged people to report any incidents and if it is out of the purview of the Sheriff's they can relay the information to the appropriate jurisdiction, and have done so.

Councilmember Jacobberger added that he sees a lot of guys hitting on women who might not realize they're being intimidating. A good general rule is that if the person can't get away, it's inappropriate. Some people that are doing it wouldn't categorize it as a sexual harassment right away. Even the victims won't necessarily think about it that way. Mr. Martin added that part of the goal of the campaign is to teach people to recognize those inappropriate behaviors.

Chair Henry said it could be bullying. He was bullied when he moved to a new neighborhood and it was difficult to navigate in this situation. He doesn't want young men to feel like they can't call when they are in need. He added that sometimes, guys wonder if they should call or not and it ends up in bad situations sometimes. Mr. Martin responded that that's the reason why the campaign says "it's off-limits." People see things differently and that's why they are showing a little bit of what is "off-limits" through the Public Service Announcements.

7. RECEIVED Report on Westside/Central Service Performance, Gary Spivack, Deputy Executive Officer

On-time Performance: Westside/Central: 73.2% Goal: 80%, System: 75.2%  
Complaints Per 100,000 Passengers: Westside/Central: 2.89%, Goal: 3.46%, System 3.36%  
Miles Between Mechanical Road Calls: Westside/Central: 3,976, Goal: 4,169, System: 6,780  
Bus Traffic Accidents per 100,000 Miles: Westside/Central: 4.22, Goal: 3.38, System: 3.90  
Metro Bus Cleanliness Ratings: Westside/Central: 8.64%, Goal: 8.5%, System: 8.70%  
Bus Average Weekday Ridership: System: March 2014: 1,174,160; March 2015: 1,105,521

Division 10 Operations Manager Shannon Anderson was introduced. Eric Geier will serve as the new Community Relations Manager for the Westside/Central Service Council.

Eugene Salinsky commented that Metro is trying to increase ridership but ridership will never increase unless they have a fare structure that integrates municipal transit services into the Metro passes. Right now the passes are priced way too high. The Expo Line extension is not going to the ridership everyone thinks because of the cost of Big Blue Bus transfers.

8. RECEIVED Public Comment for items not on the agenda

Kevin Burton, West Hollywood (read into the public record by Dolores Ramos): It would be helpful to bus passengers if delays in bus service resulting from rolling road closures caused by planned marches could be widely publicized by Metro ahead of time (via service advisories, social media, news media, etc.). The advisories should include routes that are delayed, not just those on detour. As an example, the Armenian Genocide protest march held on Friday, April 24th, which was publicized ahead of time in the news media and coordinated with law enforcement, caused

significant delays to many bus routes (~40 min. to #704), but I am unaware of Metro having issued prior advisories of the inevitable disruption. Even the operators seem not to have been advised much in advance or of steps to minimize delays. Many passengers were late to important events or missed connections to other transit at Union Station.

Mr. Timberlake commented that it has been over a month since the BRT lanes opened on Wilshire Blvd. He has ridden Lines 20/720 and thought he buses are going faster, patrons are not arriving at their destinations any faster because the operators get to the time points and sit and wait for 5 minutes for time to catch up.

Eugene Salinsky thinks the new CEO's pay package is obscene. No one should make more than the governor. On May 7<sup>th</sup> he went to an event in Orange County. For the second time he tried to get a day pass using the stored value on his TAP card but the operators don't know how unless he puts in the ash. He ended up not paying because the operator couldn't figure it out. Mr. Spivack replied that the Divisions are retraining the operators on how to sell day passes through stored value. Councilmember Jacobberger commented that he though the passes would max out at the value of a day pass as very few day passes are being sold.

Wayne Wright commented that Line 212 northbound service is usually late and overcrowded. There seems to be less service traveling north than south. Southbound buses arrive 10-15 minutes late, causing missed connections. These lines need to be monitored more at night. He's curious to know how this is going to play out when the Expo line opens up in Santa Monica.

Wayne Coombs commented that during the West Hollywood half marathon, the buses that were on detour wouldn't stop to pick up patrons. He was on La Brea trying to catch Line 4 and the buses were running on the fast lane with no intentions of stopping for anybody. He had to keep walking until he got to a Line 212 stop. The buses still need to stop when they are on detour. This was not the first time this happened; it happens a lot.

## 9. RECEIVED CHAIR and Council Member Comments

Councilmember Sipin commented that she's been enjoying Bike Week. For those interested, Metro Bike Night will be held at Union Station on Friday night at 6:00 p.m. There will be a lot of free stuff and information about biking in Los Angeles. Metro also sponsors lots of bicycles education classes throughout the County.

Chair Henry announced that the UCLA Complete Streets Conference is being held tomorrow. He added that he would like Metro to explore opportunities to enhance safety within the First Mile/Last Mile on Expo Line 2 and the future Crenshaw line. We want to make sure that the environment supports customer safety in the evenings when they use the system to reach destinations. This way, they will continue to use the service and encourage their friends to do so as well. Mr. Spivack replied that Metro is studying use of Lyft or Uber as one of the ways to address first -last mile issues through discussions with both companies to see what they can offer Metro.

**ADJOURNED at 6:40 p.m.**