

Minutes

Wednesday, August 12, 2015
5:00PM

WESTSIDE/CENTRAL
SERVICE COUNCIL
Regular Meeting

Metro Headquarters Building
1 Gateway Plaza
3rd 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.

Call to Order

Council Representatives:

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

Officers:

Jon Hillmer, Executive Director
Gary Spivack, Deputy Executive Officer
Eric Geier, Community Relations Manager
Carol Silver, Transportation Planning Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. 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

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください：323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-
466-3876

ដើម្បីទិញធានារ៉ាប់រង Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

1. ROLL Called.
2. APPROVED Minutes of June 10, 2015 and July 8, 2015 Meetings
3. RECEIVED Recognition of Division 6 Bus Operator Evan Hale, Gary Spivack, Deputy Executive Officer
4. RECEIVED Presentation on Annual Customer Survey and Fall Survey Preview, Matthew Kridler, Transportation Planner, Strategic Initiatives

Metro conducts a semiannual customer satisfaction survey focus on a variety of issues. The most recent survey collected nearly 20,000 responses and was completed in spring of 2015. Overall, perception of Metro performance has been increasing, as has access to cell phones and smart phones. The survey also included a series of questions addressing sexual harassment and makeup of households of Metro patrons. Metro has also developed an extensive campaign to address the problem of sexual harassment.

Councilmember Goodman asked how surveys were collected and results compiled for the Service Council areas. Mr. Kridler replied that a consultant is hired to gather surveys on all the Metro lines. A minimum of 70 surveys are collected for any bus line, and up to 350 are collected for the heavier use lines.

Councilmember Petty asked about the data regarding car availability for trips, if the survey gathered data on why people take Metro instead of their cars. Mr. Kridler replied that those types of questions are addressed through focus groups, which Metro conducts regularly. Metro has several in-house efforts working to find ways to attract choice riders to use the system.

Chair Henry asked if there are any environmental factors that help explain how or why indecent exposure occurs and if incidents occur mostly inside or outside the units. Mr. Kridler replied that it would be hard to compare the perceptions of safety at the stations as opposed to bus or rail. The survey did not gather information regarding time of day, location, or specific incidents of sexual harassment reported.

Councilmember Sipin asked if the data presented regarding bike use consists of highlights or if there is additional data available regarding bicycle user satisfaction. Mr. Kridler replied that he will share additional data with the Council.

Councilmember Jacobberger shared that he had requested that the sexual harassment data shared include a breakdown on age and gender. He added that disparity is not really as vague as he expected it to be and if there is any way of knowing who experienced sexual harassment. Mr. Kridler replied that in the last year, they added a question regarding men being harassed, but that harassment happens mostly to women. Elder men over 50 or 65 are more likely to say they've been harassed. In some areas, older men report almost the same frequency of harassment as younger women. This makes them think that those respondents are ignoring the word "sexual" and are actually being pushed around or bullied.

5. RECEIVED Report on Route Modification to Line 110, Scott Page, Director, Service Performance and Analysis

Metro received a proposal by Culver City Bus to take over the majority of the Line 110 route on weekdays; they would not provide weekend service.

Councilmember Jacobberger asked how many people are riding between the stops that would not be served with the change. Mr. Page replied that a weekday high of 47 patrons from Fox Hills Mall, with an average of 36 people in the afternoons. Westbound, the high is 46 patrons.

Chair Henry commented due to the commerce in that area, service may be needed on Saturdays. It is an isolated area and if transit riders get stuck, we don't want to leave them stranded. He suggested considering alternative services for those people.

Councilmember Sloane-Goodman commented that she would like to see patrons surveyed. Councilmember Sipin suggested that simple text surveys be posted at the stops. Mr. Hillmer commented that when patrons are surveyed regarding service reductions, they generally respond that they want the service to remain.

Councilmember Taule asked whether Metro can suggest a counter proposal. Mr. Page confirmed that they can.

Councilmember Petty asked how frequent Metro's service is compared to Culver City's proposed service replacement. Councilmember Jacobberger asked how many buses run on Saturdays; Mr. Page replied that there are 28 trips with around 6 passengers per trip. Trimming service to Fox Hills Mall would save one weekday bus that could be reinvested into Line 110 or another line that needs more frequent service.

Chair Henry requested more information be provided to address the Council's concerns and assist the Council in making a decision. Mr. Page clarified that if the change goes forward, it would be implemented in December. It could also be delayed to June or not occur at all.

Councilmember Jacobberger commented that Metro spends a lot of money providing service on lines with very low ridership.

Chair Henry expressed the need for an alternative solution and concurred with Councilmember Goodman's' comments about getting input from riders. He requested that Mr. Page return the following month with more information and a recommendation.

Mr. Page added that Lines 2/302 are being reviewed in an attempt to simplify the schedule and eliminate some short lines. Changes would also bring Line 302 back to Union Station. The line will be treated as a Rapid service using fewer stops on Cesar Chavez and Sunset.

6. RECEIVED Presentation on Crenshaw Walkability and Pedestrian Safety Workshop, Dr. Randal Henry, Chair

Chair Henry shared information regarding the upcoming workshop. The workshop is not targeted specifically to South Los Angeles residents but provides general information and

assistance. Free lunch will be available for those who RSVP. California Walks, the organization that funded the workshop, is due to receive another round of funding on October 1st and will be looking to partner with other organizations to host similar events.

7. APPROVED Adoption of FY16 Service Council Work Plan, Service Council Members

8. RECEIVED Report on Westside/Central Service Performance, Gary Spivack, Deputy Executive Officer
 - On-time Performance: Westside/Central :74.8% Goal: 80%, System: 76.7%
 - Complaints Per 100,000 Boardings: Westside/Central: 3.13%, Goal: 3.46%, System 3.72%
 - Bus Traffic Accidents per 100,000 Miles: Westside/Central: 4.70, Goal: 3.38, System: 3.46
 - Metro Bus Cleanliness Ratings: Westside/Central: 8.69%, Goal: 8.5%, System: 8.68%
 - Mean Miles Bet. Mechanical Road Calls: Westside/Central: 4,635, Goal: 4,169, System: 5,392
 - Average Weekday Bus Ridership: Westside/Central: 613,361, System: 1,028,281
 - Line 720 Ridership Trends: Weekday: 39,505, Saturday: 26,755, Sunday: 21,012
 - The Wilshire/LaBrea bus stop was moved to Cloverdale due to Purple Line Construction.

9. RECEIVED PUBLIC Comment for items not on the agenda

Wayne Wright commented about the night service of Lines 20/720. Line 720 runs late so he has to take Line 20. Line 720 in both directions has been bunching. After 11 p.m., the line runs every 20 minutes. He suggests that Line 20 run every 30 minutes instead of every 20 and having all night service run every 20 minutes, which would provide more service. He added that people are complaining about having to walk two blocks due to the stop changes at Wilshire/LaBrea. He asked why the stop can't be at Sycamore instead of going around Sycamore. He is aware that little can be done because of construction but something needs to get done because people are lashing out on the drivers.

10. RECEIVED CHAIR and Council Member Comments

Councilmember Sloane-Goodman commented that the stops on Wilshire/LaBrea still display on the Metro app.

Councilmember Jacobberger commented that it's a long walk and asked if there's a way to put the westbound stop on the near side at LaBrea. Ms. Silver replied that the stop was moved to that location because there are going to be K-rails placed. The construction will cause the removal of the center median and the lanes are going to be reduced; Metro has tried to get the bus stops as close as possible.

Councilmember Petty asked how long the construction is going to take. Ms. Silver replied that the construction is for the Purple Line and will be ongoing for a period of 7-8 years. She added that the Metro app can only be updated during the shakeup; temporary changes are not listed. The change will be made during the next shakeup.

Councilmember Jacobberger suggested changing the policies regarding bus-only lanes. He asked if the City of Los Angeles's Mobility Plan affects or accelerates Metro's planning. Mr. Spivack replied that there are various planning processes and that the various plans are integrated wherever possible.

ADJOURNED at 6:29 p.m.