

Minutes

Wednesday, December 9, 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

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Called to Order at 5:03 p.m.

Council Representatives Present:
Dr. Randal Henry, Chair
David Feinberg, Vice Chair
Martha Eros
Perri Sloane Goodman
Jeremiah LaRose
Jeffrey Jacobberger
Maria Sipin
George Taule

Officers:
Gary Spivack, Deputy Executive Officer
Carol Silver, Transportation Planning Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Deanna Phillips, Office of the Board Secretary

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-
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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 10, 2015 Meeting
3. RECOGNIZED Division 10 Operator Nelson Zapata, Shannon Anderson, Division 10 Manager, Gary Spivack, Deputy Executive Officer

Operator Zapata was recognized for his exemplary performance as an operator, line captain, and line instructor.

4. RECEIVED Presentation on Proposed June 2016 Service Changes, Scott Page, Director, Service Performance and Analysis

Changes are proposed for a number of lines in the Westside Central Region:

- Line 16/316 - Combine with Line 220 at Cedar Sinai Hospital, providing one continuous line via new branch Line 17.
- Line 51/52/351/352 - Discontinue Limited Stop Line 352 and replace with new Limited Stop Line 351. All existing limited stops on Line 352 will be served by the new Line 351. Line 51 operates more frequently than Line 52; therefore a new Line 351 will benefit more riders with a faster service.
- Line 68 - Replace the 1st St route segment from Indiana Station to East LA College with new Line 106. This new line will also operate to County USC Hospital and replace a large portion of Line 620.
- Line 106 - Proposed new Line 106 will operate as a replacement to a portion of Line 68 on E 1st St and a large portion of Line 620.
- Line 156 - Combine with Line 236, Route 237 on Van Nuys Bl at the Orange Line, providing a new continuous line from Hollywood to Granada Hills.
- Line 175 - Remove two underutilized mid-day trips.
- Line 220 - Replace Line 220 with a branch route of Line 16 at Cedars Sinai Hospital; new branch Line 17 would operate from downtown LA to Culver City Expo Station.
- Line 234 - Late night, early morning, Saturday and Sunday extension from Westwood to Sepulveda Expo Line Station, when opened.
- Line 460 - Discontinue route segment from Downtown LA to Norwalk Green Line Station (replacement service provided by Metro Silver Line, Silver Express, Blue Line, and Green Line).
- Line 485 - Discontinue service from Downtown LA to Cal State LA. Service north of Cal State LA will be operated to Altadena by an extension of Line 258.
- Line 620 - Discontinue service on Cesar E. Chavez, Forest Av, Wabash Av, Evergreen Av, Mott St, and 1st St. Replacement service is provided by the current routes of Lines 30, 68, 71, and 770. Remaining service will operate from the USC Medical Center, State St, 1st St, Boyle Av, Whittier Bl, Soto St, 4th St, Indiana St, then continue out 1st St along the route of Line 68 to East LA College (see Line 68 above). The new service will be renumbered to Line 106 operating in both directions. Hours and days of operation will remain unchanged.
- Line 704 - Make permanent experimental improvement of weekday mid-day service from every 20 minutes to every 15 minutes.

- Line 734 - Extend service from Westwood to Sepulveda Expo Line Station, when opened
- Line 788 - Extend service from Westwood to Sepulveda Expo Line Station, when opened.

Councilmember Jacobberger requested that information on the performance of Lines 734 and 788 since they opened a year ago be shared with the Council.

5. APPROVED Public Hearing to be held Wednesday, February 10, 2016 at 6:00 p.m. at Gateway Plaza, Councilmembers
6. RECEIVED Presentation on the 2016 Transit Service Policy, Gary Spivack, Deputy Executive Officer

The Transit Service Policy is a key policy document that establishes a formal process for evaluating existing services. It includes a methodology and process for developing and implementing service changes and service design guidelines to provide high quality services to our customers and encourages ridership. This update from the previous 2012 version include adoption of a revised stop spacing standard, a change of the load factor to 1.3 x seated load, and incorporation of the APTA Peer Review recommendations.

The basic policy changes will be to increase load factor on the most frequent lines and consolidation of bus stops to increase speed. Metro will consider the development of a network of frequent services with a focus on supporting core bus and rail lines. Reinvestment of resources from poorer performing lines to higher productivity lines and improvement in coordination with Municipal Operators will also occur. Stop consolidation will help ease the system of unused stops and stops that are within ¼ mile of one another. As the system slows, more resources are needed to operate the same headways. Consolidating stops will decrease running time, improve service efficiency, and provide for smoother operation and improve safety.

The policy proposes to move towards operation of a 15-minute peak service network. The focus for this headway would be on Rail, BRT, Rapid and other top performing lines to provide a better quality and more reliable service on high-performing lines.

Transit corridors considered for future operation by other operators should add value to the customer through integration into an already established network by improving connections to a municipal operator's established network. It should also generate net cost savings, of which Metro should reinvest at least half to improve service on Metro's core network of regionally significant bus lines.

Implementation will begin with a Comprehensive Operations Analysis review of each line in the system. Then staff will make recommendations for service changes with the goal of moving towards the peak 15-minute Frequent Service Network, placing more resources on core network services and updating the owl service network. Much of the analysis was completed by November 2015 and will be used to establish a phasing plan for service changes. Metro will generate service changes for June 2016 by December 2015 and hold public hearings in February 2016. A service change program will be adopted by April 2016 for implementation in July 2016 and evaluation by October 2016. Mr. Spivack noted that the January Service Council meeting would serve as a workshop for the Council to identify service changes or improvements.

Chair Henry asked for the definition of poor performance. Mr. Spivack replied that poor performance is defined as service that requires a greater per passenger subsidy and that is not well utilized by the riding public. The resources spent on providing poor service could be better utilized on other lines where the ridership demands warrant increased service.

Councilmember Sloane-Goodman asked if the loading factor increase means headways will increase. Mr. Spivack replied that the 1.4 standard is used during peak periods only and on the most frequent lines with better than 10 minute frequencies. The rest of the services are scheduled using a 1.3 load standard and below as determined by peak/off peak, bus type and service frequency.

Councilmember Jacobberger asked if the Orange Line is considered a bus or rail line in relation to the loading standards. Mr. Spivack responded that it is considered a bus line.

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

- Metro Bus Cleanliness Ratings: Westside/Central: 8.72, Goal: 8.0
- Complaints Per 100,000 Boardings: Westside/Central:3.41, Goal: 3.59, System 4.04
- Bus Traffic Accidents per 100,000 Miles: Westside/Central: 5.36, Goal: 3.69
- Mean Miles Bet. Mechanical Road Calls: Westside/Central: 4,300, Goal: 4,529
- Average Weekday Bus Ridership: Westside/Central: 633,820, System: 1,079,42

Chair Henry asked if Metro has a program where people can obtain commemorative TAP cards. He had an Expo Line opening commemorative TAP card that recently expired that he would love to replace. He thinks it would be an excellent marketing tool and that patrons would be enthusiastic about collecting them. Ms. Ramos replied that the TAP Department has issued commemorative TAP cards for events such as rail openings, the 25th Anniversary Celebration of Metro, and the 75th Anniversary of Union Station, but there currently isn't a program where commemorative TAP cards can be ordered. His suggestion will be shared with the TAP office.

8. PUBLIC Comment for items not on the agenda – none

9. CHAIR and Council Member Comments

Councilmember Jacobberger shared that his partner lost his phone on the bus and a stranger scrolled through the phone's emergency contacts and called his mom to arrange return of the phone.

Councilmember Taule commented that he has seen the signs for the consolidated stops along the route of Line 45/745. On Sunday, December 6, he was headed to work on Line 81 and saw the detour sign at the stop. It would have been helpful for there to be a map of the detour route so that riders can plan their trip accordingly; some of the turns were really tight, and there were cars parked too close to the corner to allow the bus to easily turn. Had he known the route he might have been able to get off and take the train for the rest of his trip.

Councilmember Sloane Goodman shared that the City of West Hollywood will pilot a new shuttle service, “City Line X” in January that will provide free transit on Santa Monica Blvd. to the Hollywood/Highland Red Line Station. Service will operate between 7–9:30 a.m. and 5–7 p.m. on weekdays with 15 minute headways.

Councilmember Sipin shared that on Friday she attended the Multicultural Communities for Mobility Celebration. The organization she works with was recognized for the work on an outreach campaign for Rideshare in Boyle Heights called “Movilízate.” She has enjoyed her first year on the Council and hopes to continue to contribute to the group.

ADJOURNED at 6:33 p.m.