

Minutes

Wednesday, April 13, 2016
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.

Called to Order at 5:11 p.m.

Council Representatives:
Dr. Randal Henry, Chair
Martha Eros
Perri Sloane Goodman
Jeremiah LaRose
Elliott Petty
Maria Sipin
George Taule

Officers:
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.

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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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 from March 9, 2016 Meeting
3. APPROVED July 13, 2016 at 5:30 p.m. for Public Hearing on December 2016 service changes

A hearing will most likely not be needed in July, but a date has been reserved in the event that one is needed for December 2016 service changes.

4. RECEIVED Update on Crenshaw Line, Anthony Crump, Community Relations Manager

The Crenshaw/LAX Transit Project consists of a 8.5-mile light-rail line and rail maintenance facility with eight new stations. It is a design-build project; Walsh Shea Corridor Constructors is building the rail line and stations, and Hensel Phelps Herzog is constructing the Southwestern Maintenance Yard. The total project approved budget is \$2.058 billion and completion is scheduled for 2019.

All six underground structures are currently under construction. There are also six aerial structures under construction: La Brea Overpass; I-405/La Cienega; Aviation/Century Aerial Station; 111th Street Overpass; Green Line Connection and Manchester Overpass.

On April 7th, Park Mesa Heights At-Grade construction began and on April 18th, "Harriett," the Tunnel Boring Machine begins tunneling. A Halfway There Community Celebration will be held on May 7, 2016 from 10am to 4pm at the Leimert Park Village.

5. RECEIVED Update on Expo II, Eric Geier, Community Relations Manager

Expo Phase I is an 8.6 mile light rail line that connects Downtown Los Angeles to Culver City in less than 30 minutes. It opened in 2012 and is run electrically by catenary wires. The line averages over 30,000 daily boardings at its 12 stations.

Expo Phase II is a 6.6 mile light rail segment that extends the existing line from Culver City to Downtown Santa Monica. It is scheduled to open May 20 2016 and it will provide a 46-minute ride from Downtown Santa Monica to Downtown Los Angeles. It will have 7 new stations and the daily boardings projection is 64,000.

Councilmember Petty asked for an estimate of the time needed to walk from the terminus to the Santa Monica Pier. Mr. Geier replied that it is about a 5-10 minute walk.

6. RECEIVED Look Ahead – Metro Public Outreach Efforts and Events, Eric Geier, Community Relations Manager

Due to the vast number of Metro events, and in response to public requests for information on events occurring outside of the service region, Metro's Community relations will implement a

practice of distributing a one-page overview of as many of the upcoming Metro events as possible at the Monthly Service Council meetings. The events garnering the most interest this month are the Potential Ballot Measure forums being held throughout the county.

Councilmember Petty asked who will make the Potential Ballot Measure forums to the public. Mr. Geier replied that they will be given by the CEO, Deputy CEO or another senior staff member. For other meetings, it will be Community Relations staff.

Councilmember Sipin asked in what other ways Metro is framing the ballot measure other than solving traffic problem and if there are other benefits that Metro is focusing on. Mr. Geier replied that the importance of investment in infrastructure, Active Transportation, and funds for local community projects are also being emphasized.

7. RECEIVED Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations Manager

Twenty-seven stations throughout the system were evaluated using 33 measures of performance. Performance ratings are based on a scale from 0 to 10 and assigned ratings of good to very good, marginal, or unsatisfactory. Scoring of station conditions is performed by a small group of Metro staff to maintain consistency. Twenty-five out of 27 stations rated “Good to Very Good” and the evaluation scores of 7 stations improved. Fifteen stations showed no change, and two stations were rated “Marginal.” Four stations experienced a minor decrease but remain in the same rating categories.

Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action and Council Members will continue to be notified each time staff conducts station evaluations.

Councilmember Sloane Goodman commented that the elevator at 7th/Metro Station smells like it is being used as a urinal. Mr. Spivack replied that the Sheriff’s Department is moving forward in dealing with homelessness and making efforts to ensure that the elevators are not used as restrooms.

Councilmember Sipin commented that she is not surprised that people use the stations as restrooms when there are no public restrooms available at or around the stations. That is the root cause and should be addressed first. Port-a-potties might be a good investment. In addition, older folks sometimes do not want to use transit because restrooms are unavailable. There were portable restrooms at the Foothill Gold Line Extension at the Sierra Madre Station. Councilmember Sloane Goodman commented that Street toilets are also good options, such as the one at North Hollywood Station. Chair Henry commented that the issue is also one of human dignity. He suggested identifying areas where relationships could be developed to make facilities available for use transit users.

8. RECEIVED Report on Regional Service Performance, Gary Spivack, Deputy Executive Officer

- Metro Bus Cleanliness Ratings: Westside/Central: 8.20, System, 8.68, Goal: 8.0
- Bus On-Time Performance: Westside/Central: 67.5%, System, 70.6%, Goal: 80%

- Complaints Per 100,000 Boardings: Westside/Central:3.79, , System 4.75, Goal: 3.59
- Bus Traffic Accidents per 100,000 Miles: Westside/Central: 4.49, System: 3.61, Goal: 3.69;
- Mean Miles Bet. Mechanical Road Calls: Westside/Central: 4,446, System: 6,817, Goal: 4,169;
- Average Weekday Bus Ridership: Westside/Central: 597,239, System: 1,024,267

Chair Henry asked if there are any indicators of what is causing declining ridership. Mr. Spivack responded that Uber and Lyft has had an big impact, as have changing workforce patterns, quality of life issues, and the licensing of undocumented individuals. More recently, schools were on spring break. Another drop is anticipated during the summer when school is out and students are not riding.

Chair Henry commented that at Leimert Park Transit Center, there is a large homeless encampment adjacent to the fence where construction is occurring that discourages choice riders and their family from using transit. The quality of life issues are very apparent at that location. Councilmember Sloane Goodman commented that it's a tremendous regional issue that's beyond the scope of Metro. Councilmember Sipin added that larger issues of land use, planning, and real estate development really impact low-income families and the availability of housing options.

Councilmember La Rose asked if pass-up complaints occur mostly when it's dark outside. Mr. Spivack replied that they occur all times of the day for a variety of reasons. Sometimes when the arrives, people are not paying attention and don't move to board, or when it's really hot or raining, they wait next to a local business for cover and it is not apparent that they are waiting for the bus when it arrives. Upon investigation, approximately 40-50% of pass up complaints are found to be invalid.

Councilmember La Rose commented that in Santa Monica where Metro and Big Blue Bus share stops, he has observed Metro operators make the judgment call when there is a Big Blue Bus in the zone. If the operator sees someone moving towards the Metro bus, they will wait but if not, they depart. Mr. Spivack asked for specific stops where this occurs so that the supervisors can investigate. The bus is supposed to wait to pull into the stop.

Chair Henry asked if there is some sort of technology solution that could be used to signal to the operators that there is a patron waiting; that might help to resolve this problem.

9. RECEIVED PUBLIC Comment for items not on the agenda

John Fennel commented that he previously suggested operating 24 hour rail service to help ridership. Los Angeles is a major metropolitan city. While he was on the Expo Line today, someone mentioned that they thought having WiFi available would make Metro more technologically pleasing. He added that the elevators at the rail stations are very slow. He understands that they may go slowly for safety reasons, but they should be speeded up so that people don't miss their trains.

Wayne Wright asked staff to bring in someone from Rail Operations to explain the service details of the Expo Line because those details were not mentioned in the Expo Line opening presentation. He is concerned because last Sunday and today, there were only 2 cars on the Expo Line and it was packed, especially when people board with bicycles, unfolded strollers, etc.

When the proposed service changes brochure came out, it failed to explain the details and reasons for the proposed changes. Ms. Silver replied that notices were posted on the bus lines that were impacted as well as on the website.

Andrew Wang thinks it's a good idea to have shelters at every bus stop, especially for when it's raining or hot days. Patrons end up waiting in other places for shelter. It would also be better for local business who don't want people loitering in front of their storefronts.

10. RECEIVED CHAIR and Council Member Comments

Councilmember Taule rides the Gold Line every day and has noticed the increased ridership with the Foothill Gold Line Extension. He is pleasantly surprised by how nice the new train cars are.

Councilmember Eros shared that the City of Beverly Hills is rolling out a bike share program; the launch date will be in mid-May around Bike Week.

Chair Randal Henry will make a presentation at the California Pedestrian Summit on community-based participatory approaches to increasing walkability. They are working with some folks who worked on similar initiatives in Gilroy, California. Both groups have joined together to compare the similarities and differences in approaching walking walkability and active transportation in an urban setting. The event will be held in Long Beach on June 6-7, 2016.

ADJOURNED at 6:29 p.m.