

Minutes

Wednesday, July 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, 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 5:06 p.m.

Council Representatives:

George Taule, Chair
Jeremiah LaRose, Vice Chair
Martha Eros
David Feinberg
Dr. Randal Henry
Ernesto Hidalgo
Maria Sipin

Officers:

Gary Spivack, Deputy Executive Officer
Dolores Ramos, Council Admin Analyst
Eric Geier, Community Relations Manager
Carl Torres, Transportation Planning Mgr.
Pamela del Valle, Administrative Intern

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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ 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 from June 8, 2016 Meeting
3. RECEIVED Presentation on Service and Fare Equity Policies and Metro's Triennial Title VI Report to the FTA, Jonaura Wisdom, Director of EEO and Civil Rights

Disproportionate burden is an Environmental Justice (EJ) term that refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low income populations. This executive order ensures that our service and fare changes do not have a disproportionate burden on low-income stakeholders.

The statutory responsibilities for Title VI dictates that recipients of Federal funding shall not exclude, deny benefits, or discriminate against individuals. Policies and actions must not create disparate impacts as a result of service or fare changes based on race, national origin (including language) or color.

Title VI/EJ analyses compare populations impacted by service or fare change to determine if populations negatively impacted (disparate impact or disproportionate burden) are more minority and more low income than populations not impacted or benefited by change.

Metro defines Disparate Impact as:

- Service Change: 5% absolute difference in the overall percentages or 20% difference between the percentage of minority in service area and minority impacted
- Fare Change: 5% absolute difference in the overall percentages or 35% difference between the percentage of minority in service area and minority impacted

Metro defines Disproportionate Burden as:

- 5% absolute difference in the overall percentages of low-income in service area and low-income impacted or 20% difference between the percentages of low-income in service area and low-income impacted
- 5% absolute difference in the overall percentages of low-income in service area and low-income impacted or 35% difference between the percentages of low-income in service area and low-income impacted

If Disparate Impact is found, the Board must pass a resolution that says there is substantial legitimate justification for the proposed change and there are no alternatives with a lesser negative impact on minority populations. If Disproportionate Burden is found, change can proceed but avoid, minimize and mitigate for negative consequences of change.

4. RECEIVED Presentation on Addressing Homelessness on Metro, Alex Wiggins, Executive Officer, Systems Security and Law Enforcement

Mr. Wiggins provided an update on Metro's progress on addressing homelessness. Several months ago, a Task Force was formed. They examined the system to view the impacts on maintenance and

facilities that the issue is having, and partnered with major agencies in the region that work with the homeless population. Representatives are from LA County, City, LASA, internal Operations staff from across the agency. They will work with peer agencies to both provide services and improve the ridership experience. They are partnering with a firm, Communities in Motion, that has experience identifying and working with the homeless population. Metrolink, the Cities of Long Beach and Santa Monica are also joining the effort to develop a comprehensive strategy for the region. Homelessness has become a major problem affecting not just Metro but the entire region.

They're also conducting research on the extent of the problem. A survey was just disseminated to all Metro employees to help identify where the problems are most significant. After only a week, they've received nearly 1,000 responses. The goal is to get 2,500+ responses and take the data to the Task Force.

The Task Force plans to follow a model similar to what was implemented at Union Station. The Station was previously overrun with non-transit users spending the night; they were creating health hazards. Metro began enforcing a rule that if a person was not riding transit that they needed to leave the system. Metro is restructuring the security contract to use Sheriffs for prevention and intervention, and Metro employees for fare evasion. The restructuring of the private contract security workforce will almost double the number of officers in the system, place them in key stations, parking garages, elevators, and section intersections. They will also align with proper resources.

Councilmember Sipin asked how enforcement for Union Station is approached when Metro is also trying to make it into a vibrant public space. Will Metro move from a punitive model to diversion? Mr. Wiggins replied that Metro wants Union Station to be used by people who are using the system. We don't want loitering that has an adverse impact or makes it a welcome place for criminal activity. If people do not have valid fare, they are escorted off the property. Approximately 400-500 people are escorted off the premises each day.

Councilmember Feinberg asked what the current count of private security personnel and how much it's going to increase. Mr. Wiggins replied that Metro has a contract with a security firm. They are doubling the number of private security personnel from about 200 to 400 and scheduling them around the clock. Right now we have 108 Sheriffs, adding a fare enforcement aspect, to prevent people from entering who don't have valid fare. It is a combined effort to change deployment of security personnel to affect visibility on system.

Councilmember Henry how fare evasion and enforcement will be deployed throughout the system, and what training security staff receives. Mr. Wiggins replied that to start, they are asking the Board for authorization to restructure the contract. Right now, security consists of staff at fixed posts and conduction fare inspections at the stations. To change behavior, we need a random approach, so we are transitioning to part fixed inspection, and part while riding. The new team will focus exclusively on riding primarily on those lines where the most issues occur. Fare evasion averages around 13% in some of those places based on random inspections. It needs to be below 3%. Three to 5% is the best that is achieved across the industry. De-escalation will make up the bulk of their training, as well as core security and self-defense.

Councilmember Henry asked if they will they be paired with the mental health evaluation teams. Mr. Wiggins replied that they will. Fare enforcement will be unarmed but will work with armed security that can escalate response if necessary, but they want to give people an opportunity to pay if

it's the first time they're caught evading the fare. If they don't cooperate, then a citation is warranted.

Councilmember Henry asked if the mental health teams will receive an infusion of funding as well. Mr. Wiggins replied that they are understaffed right now. Given the demand, they could probably absorb 20 such teams. They are going to ramp up efforts and relationships with existing law enforcement resources as a means of addressing without additional cost. They want to approach the problem in a humane way, but the problem is affecting ridership.

Mr. Torres asked what strategies are being used to address homelessness. Mr. Wiggins replied that 2-prong approach is being used – they lead with the offer of services and housing. The City of LA is investing in major stocks of housing for the population. There is an emergency response team available 24 hours a day to help connect people with proper services at any time if they are willing. In cases where we don't have compliance, we have to make passengers feel safe and secure, and will escort off of the property. As the County begins to address the issue, the need for Metro to do so should lessen.

Councilmember Hidalgo requested that a copy of the survey and the results be shared with the Council once received. Mr. Wiggins agreed to do so.

Councilmember Sipin asked if, in light of current events with black men's confrontations with police, if there have been staff conversations about these issues or if it's being addressed with the public. Mr. Wiggins replied that they make it very clear that Metro does not have a biased policing effort, and that the code of conduct and laws are to be enforced without regard to race. The reality is that not everyone has that experience, which is something that needs to be managed.

Councilmember Henry commented that at a recent community meeting, there was a need for more information on what happening or what is perceived to be happening to community. There were allegations voiced that officers were asking for ID before completing fare checks. Mr. Wiggins replied that the Sheriffs should only do that if they are investigating a particular crime; if the public sees security behaving counter to those expectations, that it should be reported.

Mr. Timberlake shared that last night, on the Blue Line leaving from 7th/Metro around 10 p.m., just before the train left he saw around 7 deputies on the Blue Line. He expected that they would check fares, but nothing happened. Five stations down the line, one of them came through the car while the others were standing, chatting, and looking at their cell phones. It was the first time in years that he had seen deputies on the train late at night which pleased him, but he doesn't understand why all 7 stood together and only one checked fares. The fare check standard is very strange; people who don't seem to have fares don't get asked to leave the train. Mr. Wiggins replied that Metro has added deputies to the Blue, Green, and Expo Lines to create a presence. When he first arrived at the agency, there was no law enforcement presence after 7 pm. He will give feedback that they should be spread out the resources.

Wayne Wright commented that there were complaints about the encampment at Rancho Cienega Park. When LAPD kicked them out, they came up to the Expo La Brea Station. He suggested gating each side of the station. There are still homeless lingering out there; part of the reason was that they were on Metro property because the LAPD Southwest division comes up and down the street. La Cienega Station also has problems; there are at least 3 homeless people sleeping at the Station. Now there's another homeless person who loiters on the platform or downstairs, but most of the time sleeps in the elevator. He asked that security guards also check the elevators. La Brea is the poster

child for homelessness on the system, La Cienega is a close second. Mr. Wiggins replied that they are assigning security staff to patrol those stations as soon as the new contract is approved. It is up for approval in August. The way to prevent these issues is to have a presence. Yesterday an encampment at Vermont was cleaned up. They're also looking at adding some engineering solutions such as fencing and creative landscaping as part of strategy. They want to look for sustainable, long term strategies.

Councilmember Henry asked if security could coordinate with events downtown and at LA Live. Often there is not a lot of security when there are a lot of people riding. Mr. Wiggins replied that the opening of the Expo Line service to the Coliseum forced thinking around special events. Metro now has a group focused on how to adjust service and security during major events when we know we're going to have surge in passengers.

Councilmember Hidalgo asked security is limited to a certain perimeter outside of the stations or if their jurisdiction ends at the property line. Mr. Wiggins replied that their focus is on the property. Law enforcement can patrol the station footprint and pedestrian pathways approaching and departing from stations. There are also opportunities for improved lighting around stations.

Councilmember Hidalgo asked if there is anything the Councilmembers can do to assist as liaisons or to build support. Mr. Wiggins replied that as a region we have to address the issue and its adverse impacts. If there are any creative ideas, he would love to hear them. Ultimately Metro wants a sustainable solution to reduce impact on the service we provide and our patrons.

Councilmember Sipin asked if membership on the Task Force is open. Mr. Wiggins replied that it is a working group consisting of transit partners, government, and local social service partners. He will make himself available to return in 6 months or so to provide an update on their progress.

5. RECEIVED Quarterly Station Cleanliness Report, Gary Spivack, Deputy Executive Officer

Thirty-one stations are evaluated using thirty-three measures of performance. Performance ratings are based on a scale from 0 to 10. Scoring of station conditions was performed by a small group of Metro staff to maintain consistency.

Twenty-nine out of thirty-one stations received a rating of "Good to Very Good" and twenty-six out of thirty-one stations evaluated scores showed "No Change." Harbor Green Line Station and Long Beach Blvd. Green Line Station were rated "Marginal." Culver City station experienced a minor decrease in score, yet remained in the same rating category.

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

Councilmember Feinberg thanked staff following up on concerns. Last year, he had expressed concerns regarding a few of the stations, those station scores have now gone up.

Vice Chair LaRose commented that in last 6 months, Metro has added more than a dozen stations. He asked if any of the new Expo or Foothill Extension stations would be added to the quarterly evaluation. Mr. Spivack replied that Sierra Madre, Lake, and City of Hope Stations are being added. He has yet to determine which Expo II Stations will be added, but he will probably add two.

Councilmember Taule asked when stations are cleaned. Mr. Spivack replied that each station is supposed to be cleaned once or twice a day. Councilmember Taule commented that it would be great if cleaning of busy stations was not completed during peak ridership hours. He has seen maintenance staff close off portions of station access for cleaning at busy times of day which creates a bottleneck. Mr. Spivack replied that maintenance staff generally tries to stay out of the way of transit users, but there are times where it cannot be avoided, but he will share the feedback.

6. ADOPTED Service Council FY17 Work Plan, Council Members

Wayne Wright commented that he would like to see the Councils have more involvement with municipal transit operators to see if they can provide their ridership figures. He also would like LADOT to attend a meeting and compare their ridership figures against Metro's. These ideas are something to consider for meetings in the near future.

7. APPROVED Going Dark for August 2016, Council Members

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

- Metro Bus Cleanliness Ratings: Westside/Central: 8.63%; Goal: 8.0
- Bus On-Time Performance: Westside/Central: 71.5%; Goal: 80%
- Complaints Per 100,000 Boardings: Westside/Central: 3.68; Goal: 3.59
- Bus Traffic Accidents per 100,000 Miles: Westside/Central: 4.53; Goal: 3.69
- Mean Miles Bet. Mechanical Road Calls: Westside/Central: 4,766; Goal: 4,169
- Average Weekday Bus Ridership: Westside/Central: 590,880

Councilmember Feinberg asked if Culver City is going to allow Metro patron parking at the Culver City Station development once completed. Vice Chair LaRose said that there will be 250 Metro spaces when the project is completed; there are 500 now, but the entire lot will be closed completely while construction occurs.

Councilmember Henry asked what the relationship is between decreased bus ridership capture, fare evasion, and revenue capture. Mr. Spivack replied that fare increases have an impact on ridership that is dependent on the size of the increase; the general rule is that for every 1% increase, there is a 0.3% decrease in ridership. Fares are usually only raised in 5-10% increments, but if there is a much higher fare increase, people tend to get much more elastic in terms of their reaction.

Wayne Wright requested that a Rail Operations staff member update the Council on the aspects of Expo operation such as the shortage of cars, glitches in providing the service, and overcrowding. He also asked that they discuss the other lines that have less service. Mr. Spivack replied that a new manager of Rail Operations was just hired; a rail update can be provided in a few months.

Vice Chair LaRose asked when an update on the effects of extension of bus service to meet the new Expo Stations has had on ridership. Ms. Ramos replied that an update is being scheduled once there are 6 months of data to report.

Mr. Geier shared that he has been fielding questions regarding Expo operations, many from neighbors along the alignment regarding the noise. He has been working with those communities to ensure the train is operating in a safe manner while working on cutting back noise created by the train and station announcements while maintaining ADA compliance. He understands there are issues regarding the large number of cyclists on the trains and how it affects the crowding on the trains. On one hand, bikes are part of the first-last mile solution, on the other hand, the number of cyclists and those who are not considerate of other transit patrons can negatively affect the rider experience of those not cycling.

Vice Chair LaRose commented that he has been taking Expo regularly. One of the issues is that people stand in area that is supposed to be for cyclists. The new trains have better indicators where bikes are supposed to go. A similar treatment to what is used for ADA seating/wheelchair space on floor and retrofitting the older trains with similar decals on the floor of the trains might help people queue where they can easily ride with their bikes. Mr. Geier replied that the general sentiment is that this is a typical growing pain; new riders haven't yet learned good transit patron behaviors, but education may help move the public in that direction.

Mr. Griswold commented that he has sent a suggestion many times to Metro about how they have their bicycles and trains look like in Copenhagen and that's what Metro should do.

9. PUBLIC Comment for items not on the agenda

Mr. Timberlake commented that the Red and Purple Line schedules dated 1/31/2016 show a schedule that operates every 10 minutes on Friday evenings. On the new schedule dated 6/26/2016, service is only every 20 minutes on Friday evenings. For years it was every 10 minutes except on Fridays after 9 pm. When you have to ride the Red or Purple Line into downtown and transfer to Blue or Gold Line, if there are delays or scheduled maintenance, it is very inconvenient. Buses that connect with rail lines after 9 10 pm are very infrequent. On Friday it took him an extra hour to get home, a longer trip that it took on a Thursday. He doesn't understand why service on the Red Line has been cut back in the evenings. Mr. Spivack replied that the reduction in service is due to maintenance being performed. Metro didn't want to lie to the public regarding reduced service, so the schedule was updated to reflect the actual schedule, rather than issuing alerts. The other concern is budgetary – Metro cannot sustain the same level of service with the current ridership numbers and has moved towards placing rail service hours where needed on the Expo and Gold Lines.

Wayne Wright commented that since Lines 788, 734/234 expanded to meet the Expo Line, they have been having problems around Sepulveda Station. Patrons coming from Big Blue Bus Rapid 7 have difficulty connecting as they have to walk 2 blocks around the corner. The bus leaves from there; then the first stops are at Santa Monica Blvd., then Veteran and Westwood Village. With traffic it takes longer to go from the freeway to Westwood and back. He heard there is construction scheduled on Sepulveda in Santa Monica and that will make the buses even later. He suggests that when Line 788 buses leave that they instead go up Sawtelle northbound and discharge passengers at Pico, and that Lines 234/734 do the same at night. Culver City patrons coming from Rapid 7 have to walk farther to connect to these 3 lines. Hopefully staff can work something out and put a stop for Lines 234/734 and 788 at Pico and Sawtelle.

Mr. Griswold commented that he rides the Purple Line every day, and rides to Union Station using various Metro services. On one day he counted 14 deputies at Union Station, but he never sees

them on the trains. When trains arrive, there are a minimum of 2-3 people who stay on the train, asleep, camped out, laying down. He has never ridden a train without seeing at least one person laying down at one of the stations on the route. When he gets to the end, there is the booth that has been installed at Wilern/Western that is not staffed. No one checks the stations, and when he rides to North Hollywood there are no security checks. The situation has caused at least one of his work colleagues to stop riding the train. The stations have cameras and should be secured.

10. CHAIR and Council Member Comments

Councilmember Henry commented that Metro has an upcoming ballot measure. There is also a ballot measure to fund parks and recreation. Parks are a key component of safe and healthy communities. They provide gathering spaces, including for people who don't have somewhere to stay at night. He asked how Metro can tie in with that. He suggested Metro reflect all city and county agency facilities as destinations on maps. If you rode the train but didn't know the area, you would have no idea of all the facilities surrounding transit stops; it is a disservice to the community that comes from neighborhoods that are park poor. Part of the homeless problem is because many of these parks provide a service that helps restore communities. He would ask that the Council, as advocates, not allow people to pit parks vs. homelessness vs. transportation. They need to be addressed in a coordinated, comprehensive fashion. He is really afraid that the ballot measures will be played against each other.

Councilmember Sipin expressed agreement with Councilmember Henry's comments and added that there are other ways to elevate the discussion. She shared that as the Council is going dark in August, this would be her last council meeting as she will be relocating to attend Portland State and work as a researcher. She thanked everyone for creating a space to participate and make an impact, and she thanked members of the public for the conversations they've participated in. In her short time on the Council, she was able to reverse the cancellation of a bus stop in front of the hospital where she works, participate in the decision to move the meetings to downtown, and her phone now works when she rides the Purple and Red Lines. These are all wonderful things that she got to experience as a Councilmember and she will continue to work for equitable transit.

Chair Taule thanked Councilmember Sipin for her service, and commented that it has been a joy to serve with her.

ADJOURNED at 6:40 p.m.