

Minutes

Wednesday, September 14, 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

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Call to Order at: 5:07 p.m.

Council Representatives Present:
George Taule, Chair
Jeremiah LaRose, Vice Chair
David Feinberg
Perri Sloane Goodman
Ernesto Hidalgo
Elliott Petty

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
Kelly Blanton, Metro Trainee
Deanna Phillips, Board Specialist

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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

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Los Angeles County
Metropolitan Transportation Authority

Metro

1. ROLL Called.
2. APPROVED Minutes from July 13, 2016 Meeting
3. RECEIVED Update on LADOT DASH Service to Griffith Park, Tracy James, Joe Salaices, City of Los Angeles Parks & Recreation

Griffith Park gets an average of 7,000 to 9,000 cars per day during the busy season from mid-June through Labor Day Weekend. LADOT completed a 2-year study to mitigate the traffic issue. With community input and collaboration with Metro and LADOT, they've developed a comprehensive plan to ease the traffic through the park. The roads will be reconfigured to a one-way traffic flow with angled parking spaces along the street. This will help guarantee that the buses and shuttles can get to the Observatory and through the park without sitting in traffic. Metro put together a marketing plan and branded the Red Line Vermont/Sunset Station as the go-to Station to connect to the DASH bus to Griffith Park Observatory. The bus runs every 15-20 minutes from the station up to the Griffith Observatory. Personal vehicles that enter the park will be charged a \$4 parking fee. Parking fees will be used to subsidize the cost of expanding shuttle service. The Board of Recreation and Parks approved the plan on September 9, 2016.

Councilmember LaRose asked how often the shuttle runs on weekends. Mr. Salaices replied that it runs every 20 minutes from noon to 10 p.m. They are hoping to expand from weekend only to 7 day a week service beginning in November.

Councilmember Sloane-Goodman asked if DASH fares are going to be integrated with the TAP program. Mr. Spivack replied that DASH fare cannot be added to employee or dependent-type of TAP cards. Chair Taule added that DASH fare can be paid with stored value on a TAP card.

4. RECEIVED Presentation on Service Changes for December 2016, Carl Torres, Transportation Planning Manager

No major service changes are planned for the December 2016 shakeup. Minor changes will be implemented including:

- Regular schedule maintenance to improve schedule reliability and passenger loading standards
- Review Expo Extension bus-to-rail connections, including analyzing ridership on lines that parallel the Expo Line.
- Analyze route of lines in Downtown Santa Monica.
- Maintain service hours status quo per FY17 Budget
- Review lines identified in the 15-Minute Network for potential implementation

Some of the areas to be reviewed are route that operate to Santa Monica. There is increased pedestrian traffic and scramble crosswalks which have impacted performance.

Councilmember Feinberg asked which routes will have service increased. Mr. Torres replied that lines such as Line 217 which runs on Fairfax and Hollywood.

Councilmember LaRose is interested in the details of the plans for Downtown Santa Monica re-routing and coordination with the City of Santa Monica. Santa Monica's choice of re-routing everything to 4th Street was interesting to him as all the other traffic also has to use 4th Street. He foresees the traffic problems will only get worse next summer when the Expo Line is operating on 6-minute headways because there will be more trains unloading at the location. He hopes that the City of Santa Monica is willing to innovate a little bit in terms of getting the buses through. Mr. Torres replied that it could get to a point where any street they choose is not going to be the best choice. An articulated bus test trip is scheduled for next week; Tim McCormick, Santa Monica Big Blue Bus's Planning Manager is participating. Mr. Torres will update the Council on any progress.

Mr. Timberlake commented that Line 534 doesn't run late enough for any patrons who attend evening events at the Getty Villa during the months of August and September. It is too far to walk to catch a bus or the Expo Line. He requested that if the operating hours cannot be extended for the route, that they at least be extended during summer months.

William Arrant commented that there is no east-west bus service to access the Blue Line trip at 4:03 a.m. He asked if Line 120 or 125 could add service to provide access to the first Blue Line trip. He has previously walked to the train, but it took him 45 minutes to walk the 2.3 miles. Mr. Torres replied that he will look into the issue.

5. RECEIVED Update on Lines 734 and 788 Service and Ridership, Carl Torres, Transportation Planning Manager

Lines 234/734 and 788 were extended to serve the Expo Line when it opened, with 234 operating all day on Saturday and Sunday as well as late night and early morning when Line 734 is not yet in service. The lines have experienced 2-9% ridership declines, in comparison with entire system which has experienced a decline of 10%. Line 788 is likely the only bus line in the system that has increased ridership. The extension is providing students from the Valley a way to get to Santa Monica College.

Mr. Timberlake rode Line 734 north from Expo hoping that it would be a faster connection to get to Westwood from Downtown LA but it's not. This is relevant to the question of reducing service on the bus lines that parallel the Expo Line, like Line 733 which runs just as fast from Culver City Station to Downtown or vice versa as the Expo Line during off-peak hours. He suggests using Line 734 only, and eliminating Line 788, for that connection.

Mr. Torres added that Mr. Wayne Wright had suggested adding a stop on Sepulveda and Pico for a better connection between the Culver City bus. They have added the stop. He hasn't seen a stop on the opposite side of the street that would make a better connection for Metro passengers connecting to Culver City Bus and they are working on that.

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

- Metro Bus Cleanliness Ratings: Westside/Central: 8.65%; Goal: 8.0
- Bus On-Time Performance: Westside/Central: 72%; Goal: 80%

- Complaints Per 100,000 Boardings: Westside/Central: 3.40; Goal: 3.59
- Bus Traffic Accidents per 100,000 Miles: Westside/Central:5.10; Goal: 3.69;
- Mean Miles Bet. Mechanical Road Calls: Westside/Central: 5,070; Goal: 4,169;
- Average Weekday Bus Ridership: Westside/Central:,560,000

Mr. Spivack introduced

Councilmember Petty asked if any community colleges are participating in the U-Pass Program. Ms. Ramos replied that she will obtain an updated list of participating schools and distribute to the Council.

Councilmember Hidalgo asked if bike accidents are down now that the Metro Bikeshare program is in effect, in comparison to the year prior, and if bike accidents are included in the reports. Mr. Spivack replied that the report does not include bike accidents. Operators are being trained to maintain a 3.5 -4.0 ft. clearance on the right hand side. He hasn't heard of any bicycle accidents recently, but he will look into it further and report back to the Council.

Councilmember Hidalgo has a son who goes to California State University Los Angeles which is not part of the U-Pass Program yet. His son looked into getting a College Metro card and he said it takes 45 days to process. He asked if this time frame is accurate. Ms. Ramos replied that it is accurate; the U-Pass Program Pilot was launched to get passes to students much more quickly. There are several schools that are in the process of preparing to implement the program.

William Arrant commented that low ridership on some routes is partially due to some of the people who ride the trains. It takes a little bit of heart to ride the bus because of some of the frightening and unpleasant patrons that are encountered.

7. RECEIVED PUBLIC Comment for items not on the agenda

Ms. Ramos read comments submitted via email by Wayne Coombs:

From the July minutes: "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." This is an issue that MUST be addressed at a future Council meeting. Based on my own observations over the years, you are paying for security and checking fares but every time I saw sheriff's officers they were just standing around "in groups" gabbing among themselves. There was seldom any fare checking being done and no real security being provided, day or night. You are getting very little for your money. Many years ago I used to ride the Blue Line several times a month to Long Beach and I was checked for fare either coming or going on almost every daily trip. But for the past several years very little, if any, fare checking is done on rail and I seldom saw any sheriff's officers around providing security at any stations. When I did see security they were standing around in large groups just talking among themselves. IF the sheriff's officers are not going to do their jobs another group needs to be hired and the sheriff's officers fired. I now live in Salt Lake City and their transit security and fare checking is awesome. I regularly get checked and regularly see officers at random stations, day and night. By the way, they have their own "fully-sworn" police force. This is something Metro should really consider

doing. SLC also has some "fare inspectors" but probably just a few as I seldom see them. The UTA Police are much more common and seem to be everywhere, providing security and checking fares. Metro needs to find out how they do it and possibly copy them.

Mr. Spivack commented that the security group will be going to the Metro Board of Directors to change the deployment strategy. The Sheriff's contract has been extended through December; it is currently out for bid to see who's going to continue to provide service for Metro. In addition, Metro is increasing the number of fare inspectors; those will be our transit security officers, not sworn officers,

Councilmember Hidalgo asked if it's true that Metro is looking into adding more security on the buses and not just the rails. Gary Spivack confirmed this to be true and part of the new deployment strategy.

Mr. Timberlake agreed with Wayne Coombs' written comments and added that it's a real problem. As Metro has a long-term goal of increasing the proportion of its riders who ride rail by increasing or extending the Gold and Expo Lines and also looking into adding more rail lines, it seems that someone needs to take a serious look at the possibility of increasing oversight of the rail lines. He only rides the rails 4-5 times a week. He thinks that the service is getting worse. We have information from Metro on the bus on-time rates but rails are getting to be less reliable and less on-time.

William Arrant talked about the safety and security of the riders. When he rides the bus at 4:00 a.m., he catches it at Pershing Square a lot of times. He suggests doing an early morning purge because a lot of homeless people sleep overnight on the trains/stations. He also suggested installing more lighting at Central and Laurel Canyon, and adding restrooms to the stations; if people leave the station to use the restroom, they have to pay again. He asked where he can submit pictures or videos to demonstrate incidents he's witnessed. Mr. Spivack gave him Mr. Torres' card so he can send the files.

Wayne Wright sent an e-mail last week to Mr. Spivack regarding Lines 108, 358 and 102. On weekday mornings, there's always a traffic jam that starts around 6:30 a.m. Westbound Line 108 and 358 buses are standing in traffic along Slauson. Line 102 going to LAX is also a major problem. Drivers on those lines are skipping stops at La Brea and Fairfax and even La Tijera because they are shortcutting due to the traffic situation. He's not sure what the problem is but it is causing traffic problems. Line 108 eastbound buses are arriving late, causing tension between bus operators and patrons. Mr. Spivack replied that Line 358 doesn't stop at a location where people can make the interchange. The three routes come together within a quarter mile to the next stop. Adding an extra stop on Line 358 would cause further delay; the situation is still being studied. Councilmember Hidalgo asked for an update on the ongoing investigation of the route for Line 358. Mr. Spivack replied that he would provide an update at next month's meeting.

8. RECEIVED CHAIR and Council Member Comments

Councilmember LaRose commented that the 7th/Metro Station departure board/screen is not giving accurate information in the evenings. It happens also in the Santa Monica station; there are announcements of service delays when there are none. If the screens cannot show accurate information, it's better to shut them off to avoid confusion. Patrons will be more comfortable

and encouraged to continue riding the system given accurate information. Some people are not as savvy as others and can easily be discouraged from using the Metro system. This goes hand in hand with cleanliness and security issues and some of the basics that are easily lost sight of when there are new things going on. The agency will benefit from staying focused on the basics. Mr. Spivack replied that he will contact staff who oversees the automated message boards for more information.

Chair Taule asked if boardings on the Gold Line are being tracked since the extension opened. He doesn't have any issue riding the train standing up, but when two trains that pass by because they're too packed for him to board, then it is an issue. The Red Line runs with three cars and the Gold Line always runs with only two. He hopes that at some point in time, Metro can determine when add more cars are needed, at least during the peak hours. Mr. Spivack replied that the delayed receipt of the new cars and the need to test them prior to deployment have caused the shortage. As the new cars are received and readied for service, they will be deployed to the Expo Line and Gold Lines to relieve overcrowding, as well as other lines.

Chair Taule asked for an update on the escalator at Pershing Square Station, which has been out of service several months for refurbishment. He recommended posting the anticipated completion date or season to take the mystery out of it.

Councilmember LaRose suggested investing in using car card advertising space to communicate that Metro is working on adding more cars and to provide the expected timeline for completion. Metro has done a great job with social media, especially The Source blog and Twitter, but some riders don't have access to those media outlets or are not aware of them.

Councilmember Hidalgo shared that today, the Los Angeles City Council passed a resolution in support of Measure M which is the half-cent sales tax increase to expand Metro's service and operations. Mr. Spivack clarified that the measure will expand service and operations throughout the county.

Councilmember Sloane-Goodman shared that while riding a Line 230 bus the other day in horrible traffic, she was chatting with the operator and he did not know anything about Measure M. Mr. Torres replied that fact sheets were distributed to Metro staff but it may not have reached all the way to the Operations level. The Service Planners regularly visit the divisions and participate in the rap sessions; he will ask them to mention it. Though Metro employees cannot advocate, it would be good for them to know about it.

William Arrant suggested providing rail cars specifically for people with bicycles. He thinks that this would reduce congestion. Councilmember Hidalgo agreed that a bicycle and standing car would be a good strategy to address crowding. Councilmember LaRose added that that strategy started in the mid-2000's where during peak period, one car with no seats was run to facilitate bikes and standees and to get more people moving more quickly. He imagines that it's probably more difficult with our mostly light rail system. Mr. Spivack replied that it would be difficult to implement in an even manner, as cars are cut during mid-day and re-assembled for peak hours.

ADJOURNED at 6:21 p.m.