

Minutes

Wednesday, October 12, 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: 5:05 p.m.

Council Representatives:
George Taule, Chair
Martha Eros
Ernesto Hidalgo
Elliott Petty

Officers:
Dolores Ramos, Council Admin Analyst
Eric Geier, Community Relations Manager
Carl Torres, Transportation Planning Mgr.
Deanna Phillips, Board Specialist

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:
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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-
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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. CARRIED Over Approval of Minutes from September 14, 2016 Meeting
3. RECEIVED Regional Connector Update, Olga Arroyo, Construction Relations Manager, Jeanmarie Hance, Community Relations Manager

The Regional Connector is a 1.9 mile underground light-rail connecting the Metro Gold, Blue and Expo Line at 7th St/Metro Center to 1st St./Central Avenue. The line will have 3 new stops/stations: 1st St./Central Ave., 2nd St./Broadway, and 2nd Pl./Hope St. The line will facilitate a one-seat ride from Azusa to Long Beach and from East Los Angeles to Santa Monica. Projected daily ridership is 90,000. The line is schedule to open in 2021.

To keep the community informed as the project progresses, and to gather community feedback, there are stakeholder-led, station area specific Community Leadership Councils (CLC). The three committees are 1st/Central, 2nd/Hope, and Flower St./Financial District. Each of the committees meets on a monthly basis. As the project progresses, the groups are now participating in processes for station naming and station art and artist selection.

Tunneling work under the intersection is currently being completed at 1st/Central Station, which will eventually replace the Little Tokyo Gold Line Station. At 2nd/Broadway Station, decking has been completed and Broadway will re-open on October 15th. To date, around half of the piles out of 254 have been installed at station box. 2nd/Spring closures will be started at the end of the year to allow station construction to continue.

Councilmember Eros asked if the 2nd Street pedestrian bridge is an enhancement or if it was included in the project cost. Ms. Arroyo confirmed that it was included in the project budget.

The installation of three piles remaining on the eastside of Flower St. is going on now at the Flower St/Financial District underground station. Traffic reconfiguration was completed on October 1st and deck installation will start on Friday, October 14th. A closure that will last 14 weekends on Flower St. between 4th and 5th, Friday 5pm - Monday 5am will be necessary. Tie-back removal pit construction is also underway and when completed, it will allow for the removal of tie-backs before the tunnel boring machine arrives.

Councilmember Petty asked when the 14-weekend closure will end. Ms. Arroyo replied that the work will be completed by the 2nd week of February.

4. RECEIVED Presentation on Bus Operator Training Process, Demetrius Jones, Transportation Operations Manager

The bus operator recruitment process includes a multiple choice test, an appraisal interview and a background investigation. Potential candidates must be 21 years of age, hold a valid California driver's license for at least 2 years with a satisfactory driving record, have 6 months of public contact or customer service experience, a good employment history, and once training is completed, be able to obtain a Class BP designation on their driver's license. To prepare

potential applicants, Operator Central Instruction has an outreach program offered at LACTC, Valley College, and Mission College, the Metro Bridge Program that guarantees potential candidates that complete the 4-week commercial license training program an interview with Metro for an operator position.

Bus operator training is conducted through Central Instruction and includes defensive driving, how to meet time points. Operators are monitored through GPS and vehicle operations supervisors also monitor them. They are also continuously trained in customer service, ADA enhancement training, and receive annual transit ambassador training. When found to have been discourteous to patrons, Operators may be counseled, written up, and/or retrained, depending on severity and frequency of the incidence.

Operator responsibilities are safe driving, in service on-time performance and good customer service skills. Good customer service skills are being courteous, empathizing with passengers and patience. When patrons attempt to board with animals, Operators can only ask whether the animal is a service animal. All pets must be in a carrier. Wheeled devices such as luggage and carts (other than mobility aid devices such as wheelchairs) must be stowed to prevent blocking aisles, boarding, seating and exiting. Disorderly conduct, eating, drinking, smoking and excessive noise are all prohibited in the Customer Code of Conduct. Safety systems include SmartDrive, monitors, digital video downloads and silent alarms. In addition, patrons are encouraged to use the LA Metro Transit Watch app to anonymously report crime. Smart Drive monitors are triggered by G force caused by hard braking or an accident, which records 15 seconds before and 15 after the incident. The on-board monitors record both audio and visuals.

Causes for customer pass-ups are overcrowding, wheelchair securement locations full and bike rack full. Operators are instructed on the proper procedures to follow when patrons pay short fare, evade paying the fare, and when a patron says they paid but the display says otherwise. They also are taught procedures for dealing with malfunctioning fare boxes as well as passengers that miss the 2 hour transfer window and blame a late bus. TAP Card data allows for more efficient service planning including all door boarding pilot projects.

In addition to passenger and fare issues, operators experience operational challenges. There are mechanical breakdowns, equipment problems, accidents and a multitude of issues that affect their ability to adhere to the schedule.

Councilmember Petty asked if an animal is not a service animal and it is too large to be contained if it will be allowed on the bus? Mr. Jones replied that it would not.

Councilmember Eros asked how the panic button works. Mr. Jones replied that it triggers a silent alarm system. The exterior headsign will display a message that there's an emergency and to call the police. The headlights will also begin to flash, but everything inside the bus appears normal.

Councilmember Petty asked how many hours of training operators receive during the 4 week training period. Mr. Jones replied that operators receive a minimum of 20 hours of behind-the-wheel training and 15-hours of classroom training, but because the training is 40 hours per week, they exceed the minimum hours required.

Councilmember Hidalgo asked what percentage of candidates that complete the Bridge training program at Valley College are hired by Metro. Mr. Jones replied that he doesn't know the exact

number but estimates it to be 80%. Councilmember Hidalgo asked if the the program could be implemented at campuses in other regions of the county such as South LA. Mr. Jones replied that the program is provided by the Metro Workforce and it is offered at other sites throughout the County. He is not sure about how the recruitment process works but they are funneled through one location.

Councilmember Eros asked if the Bridge program consists of classroom or behind-the-wheel training, and if trainings are conducted one-on-one or in a group. Mr. Jones replied that it includes both classroom and behind the wheel training. Training is conducted in both groups and individually, depending on what the lesson is.

Chair Taule commented that he's seen Training buses and operators being supervised while driving. He asked if operators receive a fixed number of hands-on training hours. Mr. Jones replied that there are two different types of training: basic training at the academy and on-the-job training. The amount of hours of on-the-job training depends on the hours of the line instructor. Chair Taule asked how long on-the-job training lasts. Mr. Jones replied that it is being increased to three weeks effective October 17th.

Wayne Wright commented that operators in the Westside, South Bay, and Gateway regions are more problematic. They don't use their public address system to make announcements, and they do not ask passengers to move to the back when the front of the bus is crowded. Another issue is that patrons are blasting loud, vulgar music and the operators do not ask them to turn it off. He requested that operator ID badge numbers and the bus run number be displayed on the interior scrolling screen like Big Blue Bus, Culver City, and Foothill Transit do. Mr. Jones replied that operator badge numbers are displayed on their sleeves; he is not sure if displaying it on the screen is feasible. Mr. Torres confirmed that some other transit providers do display the operator badge number inside the bus, and that he'll look into whether it could be done.

Chair Taule asked if there is something that can be done about the blasting of music. Mr. Jones replied that if the person is a regular rider, the operator can submit a report requesting that sheriffs ride the bus and address the issue with the individual.

Councilmember Eros asked if the sheriffs cite for disruptions. Mr. Jones replied that they may be cited for removed from the bus, depending on the offense. Councilmember Eros asked if there's a method for riders on the bus to file the complaint. Mr. Jones replied that riders can submit reports through the Metro Transit Watch cell phone app.

5. RECEIVED Presentation on Rams Games Service and Staffing, Carl Torres, Transportation Planning Manager

Metro is providing increased rail and bus service on Rams game days. The Expo line is operated at 6-minute headways, and an additional 10 Silver Line buses are deployed, along with 10 shuttle buses at Expo/USC to 7th/Metro Station to alleviate crowding.

Wayfinding signage is placed throughout Expo Park to direct patrons, and TAP booths are set up before and after the game where patrons can purchase their return fare. Additional staff is stationed throughout to help people with TAP and to keep people off of the tracks. Additional sheriffs and transit security are also deployed pre-and post-game, and the Skywatch observation tower is deployed to provide crowd supervision.

Councilmember Petty asked how the ridership for Rams games compares to USC games and if the ridership count includes Expo service, Silver Line service, or the whole system. Mr. Torres replied that the ridership data is only on the Expo Line and the Silver Line. Area Local lines are not included in the ridership. Ms. Ramos added that approximately 10-12,000 people ride Metro to the USC games, but a large portion of the crowd is people tailgating on campus and crossing the Expo Line tracks to the Stadium. The Rams games crowds are made up of people taking transit to the games.

Chair Taule asked how long before and after the game is the 6-minute Expo service maintained. Mr. Hillmer replied approximately 2 hours before the game starts and after the game ends.

Chair Taule asked if the 10 staged buses are in addition to the additional Silver Line buses. Ms. Ramos replied that articulated buses are lined up on Expo Boulevard and function as an overflow shuttle to 7th/Metro Station.

Councilmember Hidalgo asked if the shuttle service is provided during other weekend events or only during Rams games. Mr. Torres replied that the shuttle service is provided only for the Rams games.

6. RECEIVE Report on Regional Service Performance, Dolores Ramos, Sr. Administrative Analyst

- Patsaouras Bus Plaza refurbishment has been completed and the Plaza was reopened on October 10th. The Plaza will no longer be open to private vehicles.
- Informational Telephone Town Hall Meetings on Measure M will be held on Wednesday, October 12 6:30 – 8 p.m. and Wednesday, October 19 6:30 – 8 p.m.. A live webcast will also be provided. Info to call in or access webcast at theplan.metro.net/.
- Additional Expo and Gold Line service coming soon
- A new Service Council member will be sworn in at the November meeting.

7. PUBLIC Comment for items not on the agenda

Wayne Wright commented that there's no service at La Cienega and Jefferson when the Expo Line runs past 1:00 a.m. and Line 217's last bus leaves the Expo Station at 1:00 a.m. He's suggesting to move Line 217 owl service from West L.A. Transit Center permanently to Jefferson and La Cienega. He's also asking if the combined Lines 37/38 which runs westbound on Adams and eastbound on Jefferson can be expanded to Fairfax, La Cienega and Jefferson to connect with Line 217. This will give a better night service connection.

8. CHAIR and Council Member Comments

Councilmember Hidalgo commended staff for their diligence in providing responses to questions raised at Council meetings on topics such as U-Pass and keeping the Council members updated.

ADJOURNED at 6:35 p.m.