

Wednesday, March 11, 2009

# MINUTES

Westside/Central Service Sector  
Governance Council

Regular Meeting

325 S. La Cienega Boulevard  
Beverly Hills, CA 90211

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Called to Order at 5:00 P.M.

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Council Members Present:

Glenn Rosten, Chair  
Art Ida, Vice Chair  
Catherine Bator  
Peter Capone-Newton  
Terri Slimmer  
Joe Stitcher  
Jerard Wright

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Officers:

Mark Maloney, General Manager  
William Walker, Council Secretary

1. RECEIVED Public Comment for Items not on the Agenda

Unidentified Member of Public – Said that Wilshire Bus Rapid Transit scoping meetings continue to omit discussion of environmental impacts of implementing exclusive bus only curbside lanes on Wilshire Boulevard, a disservice to residents who will be impacted by the lanes. He added that Metro-hired consultants arrange the meetings and are only presenting opinions based on whether a person supports or opposes the project, which he says is an inaccurate portrayal of whether or not the project has public support.

Ken Ruben – Supports Southern California Transit Advocates position to extend Line 10 south on Robertson Boulevard between Melrose and Pico if Line 220 is canceled and wanted to ensure that Culver City Line 7 could continue to complement service on the portion of Robertson Boulevard north of Venice Boulevard, whether by Metro or a municipal service provider. Said he looks forward to new Chief Executive Officer Art Leahy joining the Metro team and new leadership guiding the agency and commended current CEO Roger Snoble for visiting Culver City Bus facilities after joining Metro, one of the only CEOs in his memory to do so. He thanked General Manager Mark Maloney for taking his complaint regarding pass ups on Line 333 westbound at Cesar Chavez and Alameda.

Sandy Brown, Holmby Westwood Property Owners Association – Opposes outreach from Metro staff encouraging elected officials to support the Wilshire Bus Rapid Transit proposal without considering input from the community. She said a tremendous number of homeowners along Wilshire Boulevard, excluding the portion in Beverly Hills, oppose the BRT project. Chair Rosten suggested that Sandy Brown present her concerns to the Metro Board, the Los Angeles Department of Transportation and the Los Angeles City Council since the Westside Central Sector Council does not have jurisdiction over the Wilshire BRT project.

Ron Jung, MTA4U Metro Advisor, Griffith Park Adult Center – Asked whether seniors and disabled who do not apply for a Reduced Fare TAP Card will still receive a discount.

Youssef Amin – Requested that the Sector monitor bus bunching on Wilshire Boulevard after 7pm weekdays because he and members of his architecture firm often wait up to 40 minutes for a Line 720, which he states is a safety concern for riders waiting alone at night. He added that often Line 20 buses stop for stranded Line 720 riders. He said Line 14 has great potential and said that Lines 14 and 714 should start and end at the same location. He suggested moving the Line 14 western terminus (Beverly Drive/Pico Boulevard) to a

location with greater ridership potential, such as Century City or Pico and Robertson. He added that the full architecturization of Wilshire Boulevard should be taken into account when implementing a BRT lane, specifically improvements for pedestrian and bicycle users that will complement BRT. He said that service should be thinned in the daytime and reallocated to early evening trips. He agreed with previous testimony that short line trips on Line 720 should display a unique headsign identifier.

2. APPROVED Minutes from December 10, 2008 and January 14, 2009. Representative Stitcher abstained.
3. RECEIVED General Manager's Report, Mark Maloney
  - Mean miles between mechanical failures were problematic but other key performance indicators were at or exceeding target, including on-time performance.
  - The Metro Board of Directors appointed Art Leahy the new Chief Executive Officer effective April 6, 2009. He began his career as a driver for SCRTD, a Metro predecessor agency, in 1971 and most recently was Chief Executive Officer for Orange County Transportation Authority. One of his first tasks will be compiling a budget for the upcoming fiscal year.
  - Metro will see more funding thanks to Measure R implementation midway through Fiscal Year 2010, but because the State of California eliminated State Transit Assistance funds for next year, Metro will lose \$231 million next year as well.
  - Announced that Westside Subway Extension planning team will begin their next cycle of community scoping meetings in April.
4. APPROVED:
  - A. Service Changes for June 2009 as recommended by Sector Staff except for Line 220;
  - B. Capone-Newton Motion to select Option 2 for Line 220 which would operate service every 60 to 65 minutes between Venice and Culver Boulevards and the Beverly Center via Robertson Boulevard;

- C. Ida Motion that Metro and Culver CityBus coordinate timing of the implementation of Option 2 to ensure riders can continue existing timed transfers between services.

***Representative Rosten abstained on the portion of Service Changes motion regarding Rapid Express Line 920 (Wilshire Boulevard).***

Staff received input from 23 members of the public on the June 2009 Service Changes proposal. Thirteen were received at the hearing, 10 were provided in writing.

Approved Service Changes for June 2009

Line 14: Improve service from Line 714 resources.

Line 30/31: Restructure service for the Eastside Gold Line Extension Bus Rail Interface:

- Terminate existing Line 30 service at Rowan/Dozier terminal.
- Reduce frequency on First Street between Alameda and Atlantic Boulevard
- Reduce frequency between Alameda and Atlantic to 30-40 minutes peak, 40-60 minutes off-peak weekdays, weekends and holidays.

*remainder of existing Line 30 service east of Rowan to be replaced by Line 287; frequency of service will remain unchanged from Pico/Rimpau to E 1<sup>st</sup> Street/Alameda*

Line 220: Operate every 60 to 65 minutes from Venice and Culver Boulevards to the Beverly Center via Robertson Boulevard.

Line 704: Adjust service levels and consider short line terminal at Santa Monica and Sepulveda Boulevards.

- Implement short-line service weekdays in both directions from beginning of service to 4pm (with 15-30 minute headways to and from Santa Monica) and from 6pm to 8pm in the westbound direction (with 30 minute headways).
- Implement short line service (with 30 minute headways to and from Santa Monica) Saturdays in the eastbound direction from beginning of service until 2pm and in the westbound direction from 1pm until the end of service.
- Implement short line service (with 30 minute headways to and

from Santa Monica) Sundays in the eastbound direction from beginning of service until 3pm and in the westbound direction from 2pm until the end of service.

Line 714: Adjust service levels and reallocate resources to local Line 14. Reduce frequency of service up to 20 minutes in the peak and 30 minutes off-peak.

Line 730: Restructure service for the Eastside Gold Line Extension Bus Rail interface:

- Reroute north of First Street via Broadway, Temple, Alameda to Little Tokyo/Arts District Station. Return via First Street to Broadway and via regular route to Pico/Rimpau Terminal.

*Routing may change because of safety considerations impacting the proposed route alignment.*

Line 920: Adjust service levels and implement short line terminal at Wilshire/Westwood in the peak travel directions.

#### Next Steps

April 23: Tier 1 Service Changes to be considered for Board Approval.

June 28: Service changes to be implemented by staff.

#### RECEIVED Questions Regarding Service Changes for June 2009

Representative Slimmer said increasing headways beyond every 60 minutes does not address bunching or on time performance of low frequency services that often leave riders stranded for hours if a bus is taken out of service or extremely behind schedule. She suggested relying more upon field supervision to ensure on-time performance. Mr. Gandara agreed that schedule reliability on both low frequency and high frequency lines must be monitored to ensure riders are not impacted by gaps in service.

Representative Bator suggested considering a proposal to interline Line 220 service with Line 10 and possibly extend Line 220 to connect with other nearby trip generators. Mr. Gandara responded that nothing prevents implementing this suggestion, but added that Line 10 (Downtown LA-West Hollywood via Melrose) is already interlined with Line 48 (Downtown LA-Avalon Station via San Pedro) and that interlining three routes is generally not conducive to good on time performance, especially since the line would operate north-south, east-west, and then north-south again. He added that extending Line 220 to other

trip generators outside the Robertson corridor might increase overall ridership but would not increase potential ridership within the Line 220/Robertson Boulevard corridor.

RECEIVED Public Comment regarding Service Changes for 2009:

Zachary Strom – Suggested converting Line 220 into a LADOT DASH-style shuttle service called the “SoRo Ride” (South Robertson Ride) operating from Venice and Culver Boulevards via Robertson Boulevard to West Third Street, then east on West Third, south on La Cienega, west on Wilshire or Olympic Boulevards, and then south on Robertson Boulevard to Venice and Culver Boulevards. He said his suggested alternative to the cancellation of Line 220 will strengthen ridership by connecting lower demand Robertson Corridor with ridership along La Cienega Boulevard, serve more points of interest such as the Cedar Sinai Medical Center and the Beverly Center, connect with proposed Metro Rail stations at La Cienega and Wilshire and Venice and National, as well as provide an alternative for riders currently using Line 220. He went on to say that an eco-mini green shuttle on the line, similar to the Big Blue Bus Crosstown Ride mini shuttles that increased ridership considerably on that corridor, might make a Robertson line even more successful. He also mentioned retaining the full route at a 70-minute headway would be a better proposal than truncating the line south of Beverly Boulevard at a 60-minute headway, as proposed in Option 2.

Nancy Sternberg – Said she opposes implementation of short line service on Line 704. She added that she prefers the canceled Line 304 limited stop service to existing Rapid Line 704 service.

Ken Ruben – Said he does not support Option 1 for Line 220 and that Options 2 and 3 were better than eliminating the line altogether. He does support a proposal to extend Line 10 along Line 220 to Pico and Robertson Boulevards. He mentioned his concern about losing a timed transfer connection between Line 220 and Culver CityBus Line 7 if Metro were to implement a change to Line 220 without first consulting Culver CityBus. He also opposes the short line proposal for Line 920 and would like to see service from Line 920 reallocated to Line 720.

Leona Gerichter – Suggested that Line 220 operate to more trip generators (Century City, West Third Street) outside the Robertson corridor to increase potential ridership.

Jeremy Swirzley – Opposed Option 3 of the Line 220 Service Change proposal because it is difficult for passengers to plan a trip around an irregular frequency such as every 75 minutes.

5. RECEIVED report on New Performance Indicators, Stephen Fox, Transportation Planning Manager IV and Conan Cheung, Deputy Executive Officer, Operations

Metro Service Development and Performance Analysis team members introduced new performance indicators at a previous Westside Central Service Sector Governance Council meeting. This method was employed to review Metro performance data for the second quarter of FY 2009. These indicators: availability, quality, quantity and effectiveness, combined with the traditional route performance index, evaluate lines based on resource needs, on-street passenger experience, and how lines perform in respect to the overall region Metro serves.

Current Measure

Using the traditional **route performance index**, only Line 220 does not meet the performance standard of 0.6.

Proposed Measure

Proposed service performance indicators:

- Provide a comprehensive set of measures to support decision-making
- Provide a systematic process for evaluating service from both the network and line perspective
- Balance a customer’s mobility needs with the need to be efficient
- Identify specific line characteristics that need improvement

Proposed service performance indicators and how Metro and Metro Westside Service Sector perform			
Indicator Category	Proposed Indicator	Systemwide Performance	Westside Central Sector Performance
Availability	Accessibility: service within a quarter mile of all census tracts with 3 households and/or 4 jobs per acre	All census tracts comply.	All census tracts comply
	Connectivity: direct transfers between all Rapid-to-Rapid and Tier 1 to Tier 1 Local connections	12 rapid-to-rapid connections missing. 3 Tier 1 Local-to-Tier 1 Local connections missing.	12 Rapid-to-Rapid connections missing, mostly in downtown LA (except for La Cienega/Pico Blvds) 3 Tier 1 Local-to-Tier 1 Local connections missing.

<b>Proposed service performance indicators and how Metro and Metro Westside Service Sector perform</b>			
<b>Indicator Category</b>	<b>Proposed Indicator</b>	<b>Systemwide Performance</b>	<b>Westside Central Sector Performance</b>
<b>Quality</b>	<b>In service on-time performance</b> At least 60 percent of trips in each time period should be no more than 1 minute early or 5 minutes late at all non-terminal time points.	Several not meeting standard Weekdays (65 percent), Saturdays (35 percent) and Sundays (21 percent)**	Several not meeting standard because of peak hour congestion.
	<b>Headway variability</b> For a time period where service operates every 12 minutes or better, there should be less than a 30 percent chance of seeing 2 or more buses together at a major stop location.	Several not meeting standard Weekdays (83 percent), Saturdays (77 percent) and Sundays (88 percent)**	Several not meeting standard because of peak hour congestion.
	<b>Customer complaints</b> complaints per 100,000 boardings should be less than the ratio achieved by the poorest 15 percent of bus lines in each service type in FY 2008	Several lines not meeting standard (15 percent)**	4 lines (18 percent) – 218, 220, 704, 728 – achieved a complaint ratio worse than the complaint ratio achieved by the poorest 15 Metro lines.
<b>Quantity</b>	<b>Frequency</b> Service operates at least every 60 minutes. (Rapid service every 20 minutes between 6am and 6pm)	3 lines (2 percent) do not meet the standard	All lines meet the policy standard for service frequencies no greater than 60 minutes for local and express lines, and 20 minutes for rapid lines.



<b>Proposed service performance indicators and how Metro and Metro Westside Service Sector perform</b>			
<b>Indicator Category</b>	<b>Proposed Indicator</b>	<b>Systemwide Performance</b>	<b>Westside Central Sector Performance</b>
	<b>Load factor</b> Ratio of passengers to seats is below 1.2 during any hour at the peak load point.	Several not meeting standard Weekdays (7 percent), Saturdays (21 percent) and Sundays (7 percent)**	Load factor on average does not exceed the maximum load factor of 1.2 (120 percent capacity) except for some Saturday trips.
<b>Effectiveness</b>	<b>Boardings per service hour</b> At or below the lowest 15 percent of bus lines in each service period during FY 2008	Several not meeting standard Weekdays (14 percent), Saturdays (11 percent) and Sundays (12 percent)**	Few lines fall below this indicator. Only Line 218 (Sherman Oaks-West Hollywood via Laurel Canyon) falls below the standard in every time period.
	<b>Cost per passenger mile</b> At or below the lowest 15 percent of highest cost bus lines in each service period during FY 2008	Several not meeting standard Weekdays (38 percent), Saturdays (17 percent) and Sundays (14 percent)**	
	<b>Passenger miles per seat mile</b> At or below the lowest 15 percent of bus lines in each service type during FY 2008	Several not meeting standard Weekdays (35 percent), Saturdays (18 percent) and Sundays (20 percent)**	Few lines miss the target of cost per passenger mile, passenger miles per seat miles and service viability. Only Line 220 (West Hollywood to Culver City via Robertson Boulevard) and Rapid Line 714 (Downtown LA-Beverly Hills via Beverly Boulevard) consistently fall below this indicator standard.
	<b>Service viability</b> Achieve at least 2 of the following effectiveness indicators:  Boardings per service hour Cost per passenger mile Passenger miles per seat mile	Several not meeting standard Weekdays (33 percent), Saturdays (16 percent) and Sundays (16 percent)**	

**Proposed service performance indicators and how Metro and Metro Westside Service Sector perform**

Indicator Category	Proposed Indicator	Systemwide Performance	Westside Central Sector Performance
<i>** percentage of measured bus lines only</i>			

Mr. Cheung mentioned that Metro load factor issues are different than most major transit systems because Metro consistently exceeds load on weekends, typically, not weekdays.

6. RECEIVED report on On-Time Performance Action Plan and Field Operations Overview, Michael Greenwood, Deputy Executive Officer Westside/Central Service Sector

Mr. Greenwood said Metro is putting a greater amount of resources into adding more field supervision, building better schedules, and finding ways to improve overall on-time performance for Metro. This includes taking resources from lower ridership lines and reallocating them to lines that need additional service, thereby benefiting the entire system.

On-Time Performance

On-time is defined as a bus leaving no earlier than one minute before and no later than five minutes after from each regularly scheduled timepoint on a transit line (bus or rail). Metro on-time performance has taken a downward trend over the past 7 years. Metro Westside Central Sector achieves a 59 percent on-time performance rate; agencywide, the rate is 65 percent. Metro is aggressively tackling on-time performance issues, especially preventable on-time performance issues such as trips leaving early from scheduled timepoints. A task force meets weekly within the sector and semi-monthly agencywide to develop a plan to address the following:

- Operators with a higher propensity to leave scheduled timepoints early
- Buses with mechanical problems that cause in-service delays
- Poor on-time performance rates for specific operators, some as low as 20 percent

Methods being explored to improve upon on-time performance include:

- Developing better communication with union leadership in order to collaboratively implement more aggressive on-time performance monitoring
- Providing incentives, such as the Lunch on Mark Incentive program that rewards operators for operating at least 75 percent on-time in a one-month

- period
- Posting the rates of on-time performance in all divisions to provide a positive, competitive environment that encourages operators to operate on-time
  - Semi-monthly rap sessions at operating divisions that help operators understand where their on-time performance rate stands and how to continually improve upon it
  - Utilization of walkie-talkies in the bus yards and scheduling Division staff to monitor daily rollouts, which ensures better group communication and aids in effective on-time Division rollouts
  - Better monitoring of the supervisory discipline process
  - Developing a top 20 list of operators most likely to run early or late and a list of “hot spots” where service could potentially run early or late.

Mr. Greenwood said that on-time performance would be a major focus in the upcoming fiscal year and commented on other factors that impact on-time performance (including operator driving style, lack of funding resources to provide an adequate level of field supervision) described the responsibilities of field supervisors (investigating accidents, handling detours, troubleshooting bus mechanical breakdowns, making minor repairs to in-service vehicles (i.e. mirrors), documenting rulebook and safety violations, and investigating customer complaints). He explained how field supervisors are integral to any effort in improving on-time performance because they are the first to interact with operators that are having problems in the field ranging from dealing with street closures or emergency detours to emergencies or broken equipment onboard an in-service vehicle.

Representative Capone-Newton proposed putting factors impacting on-time performance into a statistical model that could predict on-time performance. Mr. Greenwood said it is difficult to evaluate why each bus is running late because of the myriad of possible reasons.

Representative Ida asked if Metro utilized unscheduled trippers to alleviate the effects of bus bunching or a major event impacting service. Mr. Greenwood said operating divisions are often too far from many of the operating lines for unscheduled trippers to be effective. Mr. Maloney added that Bus Operations Control can and often will deploy a bus on layover earlier than its scheduled departure time.

Representative Bator asked what mechanism operators have to give input to scheduling staff if they see a recurring problem. Mr. Greenwood said there are standard forms that address schedule problems, a miscellaneous form that could address any aspect of operations, and a time when scheduling staff

solicits input from operators. Often minor adjustments to the schedule can be made before the semi-annual service changes.

7. RECEIVED report on Vehicle Specifications and Future Procurement, John Drayton, Vehicle Acquisition Manager - 10 minutes

Mr. Drayton gave an overview of Metro's vehicle acquisition needs and how technology impacts the types of equipment that Metro acquires, how often we purchase new equipment, and how legislation has innovated a number of vehicle acquisitions over the years.

Facts about Vehicle Acquisition and Metro vehicles

- A Metro bus has a typical life span of 13 years.
- Metro owns and operates a fleet of 2500 compressed natural gas (CNG) buses: 400 articulated buses and 2100 40- and 45-foot buses.
- A decision by the Los Angeles Air Quality Management District and the California Air Resources board required that Metro discontinue the use of diesel buses by the year 2004.
- Metro operates the largest CNG fleet in the nation, and possibly the world.
- Metro has been a leader in driving vehicle choices, technology and emissions regulation. Only one engine manufacturer can create the compressed natural gas engine suitable for Metro operation.
- Tax rebates often exceed the cost of CNG fuel, a positive for Metro.
- Noise (from a combination of a retarder and turbo charger waste gate) is one of few major complaints with CNG buses. Metro's newest buses operate at less than 78 decibels as a maximum noise level and this is 5 decibels lower than the industry standard.
- Metro is investigating the use of hybrid fuel cells in future fleet procurements to reduce the amount of noise pollution created by Metro buses.

8. RECEIVED report on Line 910 (Silver Line) Downtown Routing, Conan Cheung, Deputy Executive Officer, Operations

Mr. Cheung reported that Line 910 will replace the freeway portions of San Gabriel Valley Sector Lines 484 and 490 and South Bay Sector Lines 446 and 447 as part of the June 2009 Service Changes Program (Shake-up) beginning June 28, 2009. The line will operate on the high occupancy vehicle portions of State Route 110 (Harbor Freeway) and Interstate 10 (San Bernardino Freeway) between Artesia Transit Center (Gardena) and El Monte Bus Station. This route change reduces duplication of service in the downtown corridor and increases frequency on both transit corridors at no additional cost.

**Downtown Routing:**

From the Harbor Freeway Adams Boulevard exit via Adams, Figueroa(NB)/Flower(SB), Sixth St(EB)/Fifth St(WB), Olive(NB)/Grand(SB), First St, Alameda to the El Monte Busway.

Proposed Stops

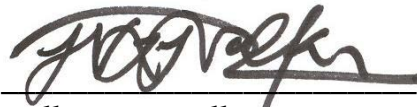
Figueroa St/Adams Bl  
Figueroa St/Washington Bl (Los Angeles Trade Technical College)  
Figueroa St/Pico Bl (Staples Center/Los Angeles Convention Center)  
Figueroa St/Olympic Bl (LA Live)  
7th St Metro Center Station (Red Line/Blue Line)  
Olive Av/5th St (NB only – Pershing Square)  
Flower St/5th St (SB only – Central Library)  
3rd St/Olive (NB)-Grand (SB) (Bunker Hill)  
First St/Hill St (Civic Center Red Line Station)  
First St/Main St (Los Angeles City Hall)  
First St/Alameda (Little Tokyo/Arts District Gold Line Station)  
Alameda St/Aliso St (Union Station/El Monte Busway Entrance-EB)

The proposed downtown routing provides access to several area destinations, provides access to the Bunker Hill District and allows for a great connector between downtown and the Eastside Gold Line Extension at Little Tokyo/Arts District Station.

9. RECEIVED report from Council Representatives on their Line Rides – NONE
10. RECEIVED Chair's Remarks – Requested that a presentation on route naming and numbering conventions be presented at the April meeting.

ADJOURNED at 7:10 P.M.

Prepared by:



William L. Walker  
Council Secretary