

Wednesday, December 8, 2010

5:00-7:00 PM

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# Minutes

Westside/Central  
Governance Council

Regular Meeting

325 S. La Cienega Blvd.  
Beverly Hills, CA 90211

Call to Order

Council Members:

Catherine Bator, Chair  
Joe Stitcher, Vice Chair  
Peter Capone-Newton  
Jeffrey Jacobberger  
Glenn Rosten  
Jerard Wright

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Officers:

Jon Hillmer, Director  
Jody Litvak, Communications Manager  
Suzanne Handler, Council Secretary



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

1. APPROVE Minutes for November 10, 2010 meeting – approved and seconded
2. Public Comment

Ken Rubin wished everyone a happy holiday. Thank you for putting up with me for a year, but you have another year because I got reelected as Director of SOCATA for another year. Jerard has been handling the Secretary job, he's bowing out for various reasons including too many items on his plate. Thank you Jerard from SOCATA. I will miss the 439 when it changes over in a few days, my choice will be limited to the 81, the 220 change on Saturdays won't affect me too much, but it will affect those who ride the Culver City 7 because they will not change until January 3. I do want to say, I had a chance to ride in the new Metrolink car to Moorpark and back to Los Angeles.

3. RECEIVE Director's Report, Jon Hillmer
  - Performance Report for the Month of October
    - On time performance target is 80% system-wide is 72.6%; Westside/Central is at 71.6%
    - Complaints per 100,000 passengers target is 2.52 system-wide 2.73; Westside/Central is 2.17
    - Miles Between Mechanical Road Calls target is 3,664 system-wide is 3,292; Westside/Central is 2,669
    - Accidents per 100,000 miles target is 3.14 system-wide is 3.20; Westside/Central is 3.09
    - Monthly ridership target is 16,420,000 for Westside/Central October was 17,480,000 we are above target for ridership.
  - Ridership Trends on the 720
    - Three month average for weekdays eastbound heavily Westside oriented peak point is at Western Avenue in both directions westbound is heavier on board. Reverse commute line more people leaving the downtown area in the morning.
  - Overview of Road Calls by type
    - Percentage of road calls for engines is pretty constant among the regions, in the 32-38%. Doors, transmissions and electrical systems fall into the next category with a very low percentage.
      1. In March try to bring the breakdown of the engine issues, this is more difficult because we don't have standard sub-codes for engines.
  - Revenue Bus Hours
    - Bus lines 7.7 million annualized hours peaked in FY2008, rail cars peaked at 715,000 in FY2011 due to the Gold Line Extension.

**Representative Capone-Newton**, is there a way to get some denominator for this given that this is an absolute count. Some sort of time period or load factor.

Jon Hillmer, I believe we can get that from our ATMS data. We generate that information primarily for our schedule makers, based upon the time point we can provide the load factor by hour of the day, by each point. We can show the number of seats and passengers within the hour at each of the time points.

**Representative Rosten**, how can you explain such a difference. Are there people who will take the 20 one way and the 720 the other?

Jon Hillmer, it is not unusual to have lines unbalanced, particularly lines that come into downtown Los Angeles. Many of the commuter lines come into downtown take the bus to work, but might car pool home.

**Representative Rosten**, can you include the 20 and see if there is a difference.

Jon Hillmer, sure, I can provide a graph for the 20 and for the 720.

**Representative Rosten**, what I am trying to see is if they are using the bus service as a round trip or are they taking some other means of transportation. If we can combine all the people who ride on Wilshire and see where they get on and off.

Jon Hillmer the 720 is Metro's busiest bus line we carry more people than other bus lines, next bus line is the Vermont line. In terms of passenger miles, the 720 it carries three times as many passenger miles than the second line, 204.

**Representative Rosten**, Wilshire/Westwood are showing smaller numbers.

Jon Hillmer, Vermont and Western are the busiest stops.

**Chair Bator**, how do we determine our target on ridership and if we fall below our target what actions do we take to try and improve it?

Jon Hillmer, target is set based upon our expected ridership decline due to the fare increase. We expected about a 3% reduction, based on historical deflection of ridership. As it turns out we are not losing that many riders. Schedule makers will create a schedule based on ridership. So they will adjust according to load standards.

**Chair Bator**, are we also talking about some of the lines that need to augmented?

Jon Hillmer, the schedule makers will in fact take a look a schedule irrespective of the budget, so if there is a need for additional trips during a period they will schedule those trips.

**Chair Bator**, will we know about that?

Jon Hillmer, no, the Councils concern is on the bigger picture the overall network of routes and service we run.

**Jerard Wright**, what has been the trend so far of why the miles between road calls have not been within our target? Is it the AV, brakes, someone hit the mirrors?

Jon Hillmer, I have not done a trending on the types by region, all I do know is that on the Westside has been relatively flat, though when we had the hot spell in September it drove us down. The types of road call, the engines are by far the highest percentage.

**Jerard Wright**, when we first got the artics, it was the mirrors, and that was a trend, do we have a trend now with the engines, and if so is it system-wide?

Jon Hillmer, CEO Leahy his target is to improve quality overall for Metro and mid-life rebuilds is a key one. He will fund mid-life rehabs. This is basically where you tear the bus down and rebuild the engine. Typically, Metro has not done nearly as many as we should have, we typically do a bus rebuild when the bus gets to be about 8 or 9 years old. We keep buses until they are 12 or 13 years old. He wants to rehab the buses when they get to be about 6 or 7 years. We average about 34,000 miles each year per bus, in the federal guidelines, it is 12 years or 500,000 miles. We typically exceed the 500,000 miles we are at 650,000, in some cases we are up to a million miles of service before we retire a bus.

4. REVIEW Bylaws for Service Councils, Jon Hillmer, Director of Service Councils
  - With the end of the Service Sectors, the by-laws needed to reflect the change. The existing by-laws speak of the duties of the sectors and general managers including divisions, mechanics, service attendants, operators, etc. That has been centralized. We have noted an improvement with on time performance and complaints, this was the reason for recentralizing the functions. The by-laws that we are looking at increase responsibility for the councils. There are some key changes: 1) Terms, everyone will serve a three year term over a three year period. This would mean a possible extension of terms. We would like to see this uniform throughout the regional councils. We will rely on each of the councils to determine how this will be done; 2) Increase council members role in major capital

projects comments; 3) increase council members role in reporting Metro service quality by riding on the system, 4) increase council's role in rail service issues; 4) acknowledge the new position of Director of Regional Service Councils; 5) work plan for the fiscal year; 6) annual report to Deputy CEO on Director's performance.

Would like to have the councils come back with their thoughts by the 15th of December. At the San Fernando Valley there was a request to defer going to the board in January they would like to wait until February. Come back to the councils in January with a final version showing all the changes. That is very reasonable and we will do that.

**Representative Rosten**, in the four or five years that I have been here, we deal with a lot of issues where we try to understand the problem, but where we have no influence on it anyway. I would like to see us do something productive, we make decisions with the right input to someone who is making decisions, not just go through the exercise.

Jon Hillmer I have been charged with the responsibility with taking the councils feedback relative to quality of the service and relaying that not only to the people responsible for the service but following up on what is done and then coming back to the councils. In addition I would like to bring some of our maintenance people, some of our transportation people to our council meetings so you have an opportunity to have some interface time with them to speak with them on specific issues that may be confronting us. Miles between road calls for example, it would be great to have a division manager from one of the Westside divisions come and talk about the difficulties he is facing and what he is doing about it.

**Representative Rosten**, like when we had an issue of rapids and locals stopping at different corners nearside and farside, we had someone come to speak with us about it, and we were able to voice our concerns, and they actually listened and changed some of the stops. This was very gratifying.

**Chair Bator**, I think in the area of proactivity we need to start with our line rides. We need to discuss the problems we see, and have some discussion as to what we can do or propose to staff to carry the message to those in charge of the service. As far as having some influence it all starts with our using the service ourselves. I would like to see it every meeting, what line we were on and report either good or bad service and get some creative juices going.

Jon Hillmer we will generate a form you might want to follow in terms of observations. There are actually two or three standard forms for line rides.

**Jerard Wright**, on "requires an annual work plan," Cathy started an action item punch list and I would like to see that included in this package.

Providing action list for every meeting. We can keep track of what action items we are pushing. It would be good for us to keep track and good for the public to know what the council is doing.

**Chair Bator**, I have a specific suggestion under the knowledge area, we have an orientation for every new member and I would like to see something in the bylaws where that is included. It talks about terms are there any limits to the number of terms? Staff: No

Jon Hillmer, every three years they would have to be reappointed.

**Chair Bator**, we are charged with e-mailing any suggestions by December 15<sup>th</sup>.

Jon Hillmer, what I would like to do is list them out and e-mail them back to all the council members and also come back next month with a final draft version. Also going to have Paul Taylor, Deputy CEO, to get feedback on my performance, this should happen every June.

5. RECEIVE preliminary recommendations on Service Changes for June 2011 and Bus/Rail Interface for Exposition Line Phase 1, Scott Page Service Development Manager

We will combine Item 5 and 6 and Steven Tu our planner for the Westside will present the proposed service changes for June. We will first present the proposed service change modifications and then we'll address the Expo Line interface plan. We will also be introducing other lines/routes that cross into the Westside/Central region.

Reduce service duplication between metro and other operators in the region. Better bus and rail integration with rail and BRT being the backbone of the network. Right-size the Metro Rapid Lines and are we meeting our warrants.

The five changes we have are to the following 26, 209, 217, 704, and 757

- Discontinue the 26 and augment lines 51/52 (North of Wilshire Blvd)
- Discontinue the 209 (along Arlington)
- Discontinue 217 service east of Vine Station (eliminating segment to Vermont)
- Discontinue 704 service east of Alvarado Street
- Discontinue 757 service and augment line 207 service

Rapid evaluation criteria, round trip running time 20% faster; bus stop spacing 0.7 miles average; operate 10 minute peak, 20 minute base;

boardings should be 80% of the system average; average trip should be 25% longer than local.

- The 757 does not meet the criteria. Better serve the passengers if we add service to the 207 and bring the 60' buses to service this route.

Expo Bus Rail Interface Plan is being introduced now and put through the Public Hearing process so we can react positively when the Expo does open, we will have the plan in place. We are being proactive.

#### Changes Considered

- 30-305 discontinue lines 305 and 550, extend route of line 30 on San Vicente
- 42 route the Expo Western Station, discontinue
- 102 parallels the Expo Line, discontinue
- 200 route east to Vernon Yard over portion of line 102
- 217/439 Route 217 south over line 439 route and discontinue line 439
- 534 modify route to service Robertson/Venice Expo Station
- 740 route to Expo Crenshaw Station

Next Steps Approve publishing of public hearing notice in local newspapers on Sunday, January 2, 2011 and approve holding the public hearing on February 9, 2011 at 5pm.

6. APPROVE public hearing date, time and location and authorize publication of hearing notice, Scott Page, Service Development Manager
  - **Representative Wright**, I propose an additional item being included in the public hearing. Line 30 going to West Hollywood, 730 be canceled and replaced with a limited stop line 330 that would provide a better continuation of the proposed changes to the 550 and 305. The new limited stop line 330 service will make all current rapid line 730 stops from the Little Tokyo terminal to Pico/San Vicente and all local stops west from Pico/San Vicente to the West Hollywood terminal.
  - **Chair Bator**, if we include 330 service does that mean less 30 service?
  - **Representative Wright**, no the intent is to replace the 730 with the 330 better schedule with the 30. We have the 730 and 30 but they are not in sync with their schedules, the 330 would allow more flexibility with the schedule.
  - **Representative Capone-Newton**, so what is the current performance of the 730?

Staff, we will provide that in an e-mail. Representative Wright's comments and motion is a very good idea, especially the extension to West Hollywood.

- **Representative Jacobberger**, I noticed you have changes to the 217 proposed one for June and again for when the Expo line is running. Wouldn't it make sense to do it all at once when the Expo line is in operation?
- Jon Hillmer what is interesting about the 217 taking away from the east portion of Hollywood Blvd. is the 780 which operates along Fairfax so the individuals that can get to that rapid stop can ride all the way through.
- Scott Page, actually turning the 780 back at Hollywood and Vine and not coming down Fairfax south of Olympic. The 217 is empty along part of the Hollywood corridor.
- **Representative Jacobberger**, since I live by Hauser and San Vicente I take the 550 to USC, going from USC would take the Vermont bus. You are not really affecting people by discontinuing the 550, at least on that portion of the line. Having more frequent 30 service would be a great proposal.
- Jon Hillmer, frequency of service makes up for operational sins if you have a breakdown or get passed up you don't have to wait long for the next bus. Frequency makes a big difference for riders choice.
- **Chair Bator**, I hope that we are going to augment this 207, because we are discontinuing the 209 on Arlington and we are discontinuing service on the 757 and those are very close together. If we can augment the local service, we need to make that clear to people.
- Steven Tu, we are evaluating the local stops on Western to see if we can Artics service all the stops up and down the 207. That's what makes it work since they are 50% larger.
- **Representative Capone-Newton**, the 209 parallel service would go to the 207 on Western, what is west of there?
- Steven Tu, that is the Crenshaw Line 210, what we are seeing is it is similar to the 26 line where you have nearby parallel service. We really want to focus on our tier 1 service which is the Western 207 or the Crenshaw 210. The 209 does not have the boardings per hour of the other corridors.
- **Representative Capone-Newton**, interface with Expo, the West LA transit Center is basically a 10 underpass, what is the thinking in terms of what function does this currently serve, couldn't it be moved to La Cienega and Jefferson or Venice and Robertson.



- Scott Page, that particular facility is served by Culver City, LADOT plus our services. We have talked of moving this to La Cienega and Expo Line unfortunately that would require more engineering and we will only have one or two layover spots, but the West LA Transit Center has about 15 or 20.
- **Representative Capone-Newton**, what I would like to see maybe at some point is what happens at the West LA Transit Center and what could be facilitated in terms of interface.
- Scott Page, we still have the Washington buses going there, the 534 (possible move to Robertson), Culver City, LADOT, 705, Vernon buses.

### Public Comment

Wayne Coombs, the boardings on the entire line are a false way to analyze things. I'll use 704 for example, it goes from Santa Monica to downtown, I would bet you at least half of those people get off without going the entire route, maybe three-quarters of them. If you dump them off at Alvarado you are dropping off about 15-20 people at Alvarado instead of letting them go on. The peak exit is at Vermont, but the second peak it is at Western. Now if you dump them at Alvarado they will not go very far. At Vermont there is still 1,000 people by the time they get to downtown they are at 800. Dropping people at night on Alvarado is not very good either, due to the neighborhood. Also make the 4 go to union station. Don't drop the 704 going to union station it should continue on. Union station is a major transfer point there are many buses continuing on east and south. Alvarado does not have many choices and would have to transfer to another bus. The 460 should not be canceled, that is the route that goes from Downtown to Knotts Berry Farm and Disneyland. It uses part of the transit way but only for a convenience factor, it does not go to the South Bay.

Wayne Wright, concerns with the 26 I do support the separation from the 51/52 because the two latter lines I use heavily in the southern part, the 26 drags it down, my concern is dropping it possibly tied in with the two San Gabriel routes, 175 and 685. with the 704 I do have concerns, I would support if it truncated at Alvarado, could it connect with the 200 and/or 603 I also ask that it connect with the 92 going to the San Fernando Valley. With the Expo routes, the 305, 550 and 730, I will give a report regarding the rampart transit center, because it is overloaded with buses, I would support the 30 and 330 on San Vicente to reduce the buses going into Pico/Rimpau. The 42 is a main line that I use I would suggest that instead of the line going to Expo Station that it would be rerouted to continue up Crenshaw to Rodeo and truncate at the Jefferson Station east of USC. I use the 740 instead of the 40 which is a problem line, never on time, overcrowded and buses are too small. The 740 I would support truncating but I would have it on King to Jefferson and then go

Broadway, Jefferson and possibly layover at USC or go up to Figueroa and layover at the Jefferson station.

**Chair Bator**, do I hear a motion to approve the hearing date. Glenn made the motion to accept staff recommendation for the hearing date. Jerard seconded

**Representative Wright**, would this include my proposal with the hearing date?

**Chair Bator**, Motion to include Representative Wright's proposal/amendment to the public hearing notice. Seconded

Jody Litvak gave an impromptu update on the Bus Only Lane.

- As is typical on these items when a Board decision is getting near, things are influx with everyone working things out. When the Planning Committee met the week before Thanksgiving, there were a lot of questions to staff about the one mile segment from Comstock to Selby if it could be exempted and we were directed to inquire of the FTA if we took that approximately one mile segment out of the project, would that jeopardize the \$20+ million that the FTA has granted this project. We found out last week, that they said no. This created an up swell from the Brentwood Community south of the 405 asking that the area from the Santa Monica city line to Centinela also not be a part of the project. We will see what the board does. Stay tuned. It is all procedural at this point.

7. APPROVE venue change to USG Building, Chair Catherine Bator

**Chair Bator**, Jeff Jacobberger has done some research on his own and I'll let him explain.

**Representative Jacobberger**, I have been in contact with the personnel at the school located Vermont/Wilshire. They had said it could potentially be available. I will follow up.

**Chair Bator**, this is the school which is located on the same block as the station?

**Representative Jacobberger**, correct.

**Chair Bator**, this would be very convenient, it is a middle school. In looking over the minutes from last month I say that Terri Slimmer had made the suggestion that we just move the meeting to Gateway (USG) building. In looking at Peter's map of where our ridership is centralized it is very close to the red line and the red line feeds right into Gateway and just seems that the bulk of our ridership would find it convenient to go downtown. And since it does not cost anything, and it meets all the requirements I would like to propose that we have at least some meetings there and if Jeff's contact turns

out that we can have some meetings at the middle school we can schedule some meetings there.

**Jeff Jacobberger**, I can present that.

**Representative Capone-Newton**, (presenting his map of population center and bus stop centers, showing weighted and unweighted ridership). We had a discussion about this a couple of months ago. I had originally weighted this map by the AM boardings in our region and Glenn suggested we look at PM, also. By looking at the PM map integrated with the AM weight, the difference is in two blocks along Wilshire. No matter what time of day, the majority of the passenger on and offs are weighted east of even the geographic center of bus stops. Even though we have the Wilshire corridor, there is a lot of service across the sector to the east. We have half a million to 600,000 boardings per day across this sector, Wilshire is less than 100,000.

**Chair Bator**, the Gateway is served by the Red Line, Gold Line and so many buses, this would not be a problem. We should be doing some on-going searches to find other venues. Jody has volunteered to help me with some of the contacts. Maybe some of the churches and Temples along the corridor, may have some kind of facility that would fit our needs. My proposal is that we do have some meetings at Gateway. I would like to move from the building because it is not pedestrian friendly and Beverly Hills has so few riders that it is not appropriate to have it here.

**Representative Rosten**, the only problem in changing it constantly is people are more likely to come if they know it is in the same place. The reason we do not get a lot of people now, is we do not make any effort to get any outreach at all, it is listed on the website nothing in the buses, nothing that goes out to people in the neighborhoods, and that is the problem. The meeting we had in Westwood was successful because we did an outreach and put signs in buses.

**Representative Wright**, there are signs in the buses regarding this meeting. I think it was the content behind it.

**Chair Bator**, I don't want to give the impression that was the only reason I brought this issue to our attention.

**Staff**, we do press notices monthly and it is noted on our website.

**Representative Stitcher**, it's content, the bylaws for example are not of interest to the riders, so we have our turn outs at the service changes, because that is what affects them. To me it makes sense to have a meeting place that would be near a red line whether it is at Gateway or its at Wilshire/Western/Vermont. It would make it easier for some to get to our meetings. Personal bias aside I would think downtown would be the solution.

**Representative Wright**, the other locations, do we have an ET on how soon we would get confirmation on the other locations?

Jon Hillmer, we are using this location for our public hearing in February so it would be March or April.

**Representative Wright**, due to our large service area, we may want to have two public hearings so we can potentially better serve the geographic area.

**Chair Bator**, my motion is we would change our venue to the Gateway Building and possibly another venue near the red line station on Vermont/Wilshire sometime in the second quarter of next year. Jerard Wright seconded, Joe would like to abstain until we have more information on Wilshire/Vermont middle school – postponed until next meeting in January

8. RECEIVE report on Contract Lines, Shannon Anderson, Transportation Services Manager

Contracted Metro bus Service Overview,

- 22 metro bus lines; 196 buses; Annual Revenue service hours for FY11 is 549,254 represents approximately 7% of Metro bus service; Service is divided among three regions: South; East; and North
- Key Contract Provisions Contractor provides:
  - i. Management; bus operators; insurance; radios; fare collection; dispatchers; uniforms; supervision; maintenance; facility and fuel supplies
  - ii. Metro provides; buses, schedules; marketing; project management; operations policies and procedures; timetables; firebox collection system
  - iii. Contract must comply with all federal, state and local laws; manage day-to-day operations; staffing levels; scheduled service; cleanliness and appearance
  - iv. Metro staff will conduct inspections on vehicle, cleanliness; on-time performance checks; rollout inspections; drug and alcohol compliance; safety program audits
- FY11 Objectives
  - i. On-time performance monitoring; cleanliness; maintenance; mystery rider program
  - ii. Expand use of ATMS technology, AVA and APC
  - iii. Implement new contracts for South and East regions

**Representative Rosten**, do we have the maximum amount of contract carriers given the agreements with the unions?

Shannon Anderson, Jon can better explain the bargaining agreement we have with Metros bus operators

**Representative Rosten**, is there any flexibility?

Jon Hillmer, there are very strict limits, originally began contracting out in the 1980's. We also have a clause that we can contract out what is defined as "new" service, so we have several new lines we operate in the "600" series. The restriction is we cannot contract out a line that is duplicate or parallel to our lines.

**Representative Jacobberger**, are the mean miles between road calls on this the same as Metro's?

Jon Hillmer, they tend to be less demanding routes, with the exception of the 603 and 605 routes which are high demand and generating 50 boardings per hour.

**Representative Wright**, on contract cleanliness oversight, how often are the inspections?

Shannon Anderson, they are done monthly. The vehicle maintenance inspections are done quarterly. Mystery-rider program is on-going. We are doing about 40 trips a month. We target the poor performance operators again to observe any problems.

**Representative Capone-Newton**, what is the cost of revenue service hour between contract lines and Metro?

Shannon Anderson, Metro's FY11 budget the cost was for the contract bus service was \$84 per hour, Metro's was \$136.

**Representative Capone-Newton**, how are the wages different?

Jon Hillmer, the wages are fairly comparable for the beginning operators.

Shannon Anderson, they need to make a profit and the contracts are competitively bid.

**Representative Stitcher**, the metro cost per hour includes all the planning staff. The contractors do not include this in their cost overhead, or not as much.

Staff, correct

## 9. Council Members and Chair comments

Meeting adjourned at 7:20pm