

Wednesday, September 14, 2011

5:00-7:00 PM

Minutes

WESTSIDE/CENTRAL
SERVICE COUNCIL

Regular Meeting

Young Oak Kim Academy
615 S. Shatto Place
Los Angeles, CA 90005

Call to Order

Council Representatives:

Joe Stitcher, Chair
Jeffrey Jacobberger, Vice Chair

Peter Capone-Newton
Peri Sloane Goodman
Art Ida
Elliott Petty
Jerard Wright

Officers:

Jon Hillmer, Director
Jody Litvak, Community Relations Mgr.
Henry Gonzalez, Community Relations
Suzanne Handler, Council Secretary

Please turn off cell phones or put them on vibrate

1. ROLL Call
2. APPROVE Minutes for August 10, 2011 meeting - approved
3. PUBLIC Comment

Ken Rubin: I use the senior EZ pass when I got on the 78 going to Alhambra this morning, the driver looked at the pass and requested my identification. This has only happened one other time.

Joseph Dunn: Line 217 I hope it is 24 hours the full length of the route. Line 40 swings around to the Fox Hills Mall have a time transfer for those who need to go the airport. New 24 hour transfer at Fox Hills Mall, desperate. More service on the 212 in the evening overcrowded or use the 60' buses after commuter hours. Dealing with Hollywood Blvd. at night where people are socializing.

Wayne Wright: I have also complained in the past about line 212 to the South Bay Board it is a comedy of horrors. The line is overcrowded mainly northbound after 3pm, buses are late, southbound service after 10pm is a joke, overcrowded, and will get worse after the Expo line opens. In the future because the line runs every hour after 10pm and only two buses are on the line. They shut down between 1:45 and 2:45am in Inglewood southbound. This line operates out of division 18 in Carson which provides a long commute for operators who have to relieve operators at either 2 points either in Inglewood/Manchester/Hillcrest or at the Hawthorne Green Line Station. The Sunday service on the 212 is constantly late and frequently overcrowded mainly southbound from Hollywood. No shows on Saturday service is a problem. More night service with 30 minute headway in both directions. Line needs major improvement possibly putting 45' buses on in the evening.

4. PRESENTATION on CicLAvia for October 9, 2011 by CicLAvia members
 - Aaron Paley with CicLAvia: This is the 3rd time that we have had an event in Los Angeles. Metro is one of our partners. This year our route is 10 miles of city streets, the route will go from ELA to Boyle Heights, El Pueblo to the Fashion District, 10 miles of streets for people to bike, walk, etc. creating a new public space for the City. This event is based on a project that came out of South America where it happens in 60 cities every Sunday. We are working with the City to make this more frequent and we are working with Metro to make sure that people can get to the event on Metro trains and buses. The route follows the Purple Line, the Red Line, Gold Line and Blue Line so all the stations are accessible to the route. We have seen at the first two CicLAvias that the trains are very well used. The one request I have of Metro is if we could run regular service of the trains on that Sunday so the new riders experiencing Metro do not have to wait

so long, and everyone else has a more pleasant experience. We are expecting over 100,000 people to attend. It is growing and is fun there are no races so roads do not need to be closed to cross traffic.

Representative Wright: In terms of the extra service will Metro cover the cost? Or is this a collaboration? How is that going to work?

Jon Hillmer: I don't believe CicLAvia is in a position to help fund additional train service.

Aaron Paley: It is costing us \$500,000 we raise half and the other half is City services.

5. RECEIVE update on FY 2012 Operations Performance Targets, Jon Hillmer, Director
 - On-Time performance: FY 11 goal 80%; FY 12 goals 82%, 83%, 84% and 85%, Division 6 actual 69%; Division 7 actual 73.4%; Division 10 actual 71.0%
 - Complaints per 100,000 passengers: Division 6 FY 11 goal 2.50, actual 3.0, FY 12 2.80; Division 7 FY 11 goal 2.50, actual 2.27, FY 12 2.07; Division 10 FY 11 goal 2.50, actual 2.94, FY 12 goal 1.79
 - Traffic Accidents per 100,000 Hub Miles: Division 6 FY 11 Goal 5.00, Actual 5.72, FY 12 Goal 4.87; Division 7 FY 11 Goal 3.85, actual 3.63, FY 12 goal 3.74; Division 10 FY 11 goal 3.83; actual 5.06, FY 12 goal 3.73
 - Passenger Accidents per 100,000 boardings: Division 6 FY 11 goal .26, actual 1.25, FY 12 goal .31; Division 7 FY 11 goal .26, actual .47 FY 12 goal .25; Division 10 FY 11 goal .26, actual .37, FY 12 goal .38
 - Mechanical Road Calls: Division 6 FY 11 goal 5,000, actual 20,392; Division 7 FY 11 goal 3,400, actual 3,565; Division 10 FY 11 goal 3,000, actual 2,437
 - Clean Bus Ratings – FY 11 goal 8.0, FY 12 goal 8.0; Division 6 9.17; Division 7 8.09; Division 10 8.17
 - Percent of schedule service delivered: FY 11 goal 99%; FY 12 goal 99%; Division 6 99.4%; Division 7 99.7%; Division 10 99.2%
 - Monthly Passenger Boardings: Westside/Central FY 11 goal 16,470,000, actual 17,230,000; FY 12 goal 16,890,000
6. RECEIVE Director's Report, Jon Hillmer
 - Performance Report for July 2011
 - a. Metro Bus system Target 82%; July 77.7%
 - b. Complaints per 100,000 passengers: Target 2.20; July 2.34
 - c. Miles Between Mechanical Road Call: Target 3,650; July 2,630
 - d. Clean Bus: Target 8.0; July 8.14
 - e. Accidents per 100,000 Miles: Target 3.10; July 3.69
 - f. Monthly Ridership: Target 16,140,000; July 17,130,000
 - g. Weekday Rail Ridership: 350,000
 - h. Red Line Ridership: Weekday 175,000
 - Meet and Confer

- Monday, September 19, 2011
- 2:30pm
- Henry Huntington Conference Room, 3rd Floor
- Agenda items
 - Current status of the Expo Line
 - Union station master plan
 - Report on LOSSAN
 - Late night train service improvement
 - TAP
- Planned Tours of BOC/ROC
 - Friday, September 23
 - 9:30am – 3:00pm
 - Meet 13th floor Gateway Building
 - Tour, Bus Operations Control, Planning and Rail Operations Control

Vice Chair Jacobberger: How much of the ridership is tourist on the red line?

Jon Hillmer: I have not seen those figures in while. It is a special question posed to passengers, particularly on the red line going to Hollywood attracts a higher number of visitors.

7. REPORT on Expo Line Stations and Bus Interface plans, Stephen Tu, Service Development and Planning Department

Expo bus/rail interface plan modifications:

- Extend Line 30/330 to West Hollywood
- Combine Lines 42 & 102
- Combine Line 217 & 439
- Extend all Line 217 trips to serve Jefferson/La Cienega Expo Station
- Modify Line 534 to serve Expo terminus in Culver City
- Shorten Line 550 at Expo Park

Other lines serving Expo rail stations:

- Flower/23rd station
 - Line 37, Line 81, Line 460, Line 603, Silver Line, DEASH King
- Flower/Jefferson
 - Line 38, Line 81, Line 102, Line 200, DASH F
- Exposition/Trousdale
 - Line 102, Line 550, DASH F, DASH Southeast
- Exposition/Vermont
 - Line 102, Line 204/754, Line 550, DASH F, DASH Southeast
- Exposition/Western
 - Line 102, Line 207/757
- Exposition/Crenshaw

- Line 210/710, Line 740, DASH Midtown
- Exposition/Farmdale
 - Line 38
- Exposition/La Brea
 - Line 38, Line 212/312
- La Cienega/Jefferson
 - Line 38, Line 105/705, Line 217, Culver City Line 4
- Venice/Robertson
 - Line 33/733, Line 220, Line 534, Big Blue, Culver City Bus

Wayne Wright: The proposals are nice, but one of the questions I have is line 42/102 proposal. I live along the 42 line after 7:30pm you only have one bus running between LAX and Crenshaw. My concern is about the ability or service running hourly, this is unacceptable. I would like to propose that the 42 which is terminated at USC. What will happen to the service along 443rd and Lamert, Is DASH taking that service over, is service going up Crenshaw to Rodeo to Exposition? This was not explained.

Chair Stitcher: The 534 proposal although it is specific to the Venice/Robertson station is Metro taking the lead on getting approvals on improvements from the City of Los Angeles? Does each transit operator going to be responsible for requesting those improvements? Or is there going to be a coordinated effort from all three agencies?

Stephen Tu: I have been trying to find the correct contact at Expo or the City on what the final station plan is in that area regarding where the bus zones will be, how long they are going to be, and how many buses will they be able to accommodate. I am still waiting to hear back. When I get the plan I will pass it along.

Representative Wright: Clarification of the 102/42 will the council need to make a decision on this in the future? October or November and have it agendized?

Jon Hillmer: Hope to bring this to the council next month for approval.

Representative Capone-Newton: I am happy you took the initiative on the 217 and 534 making those small changes.

8. ~~RECEIVE report on Metro's Accessibility Compliance Program, Chip Hazen, ADA Compliance Officer, Civil Rights Programs Compliance~~ unable to attend due to schedule
9. UPDATE on Green Line to LAX, Cory Zelmer, South Bay Area Team

This project just got started and we are just getting off the ground. Everything I will present today is new.

Los Angeles lacks a strong Airport Transit Connection. Twenty-three of the top 30 airports in the world have a rail/APM transit connection. Most of the connections at airports in other parts of the country or world can be categorized into three (3) general types. Our focus at the beginning of this project is to see how those connection types could play a role at LAX.

The study area is approximately 4 to 6 square miles and includes the Crenshaw/LAX light rail corridor running from Expo Blvd in the north to the Metro Green Line at Imperial/Aviation. There is a station planned at Century and Aviation blvd that would extend the Metro Green Line one mile north along Aviation Blvd. The Crenshaw LAX project provides the first leg to a green line extension to the airport. The Metro Green Line to LAX will primarily focus on an east/west connection from the rail to the terminal area at LAX. We have been studying this corridor for over 20 years, since 1988. Throughout the years there have been several other studies, 1991, 1994, 2002, 2004, 2007 and 2008. In 1994 an EIR was completed however that study was shelved due to funding and allowing the LAX to develop their master plan and Specific Plan Amendment Study (SPAS). The SPAS will evaluate alternative designs for a small set of projects from the LAX master plan including a ground transportation system, between the metro rail system and terminals. Two primary modes being considered in the SPAS are the automated people mover (APM) and bus rapid transit (BRT) technologies.

Three types of connections include: 1) bringing the regional rail system directly to the terminals, 2) bringing a airport circulator system east to the Metro Rail system, and 3) a combination of 1 and 2. Portland's Metropolitan Area Express (MAX) service is an example of direct regional rail service to the airport allowing people to travel to and from downtown Portland in 38 minutes. The Airtrain system at JFK is an example of an airport circulator connecting to an existing regional rail system allowing passengers to travel to and from midtown Manhattan in about 40 minutes. Lastly, San Francisco International Airport (SFO) uses both an APM service and the BART system in its airport/rail connection.

The Project Development Process includes 5 general phases: 1) Alternative Analysis; 2) EIS/EIR; 3) detailed engineering; 4) construction; and 5) transit service.

The guiding principles for the project revolve around providing a high quality experience for passengers traveling between airport terminals and the transit system; satisfying travel demand; increasing the share of transit trips to and from LAX and reducing traffic; integrating with existing and future transit connections; and designing an airport connector project that best uses all potential funding sources.

The initial set of alternative screening criteria includes: enhance passenger experience, facilitate ease of connectivity, promote ridership, avoid conflicts

with FAA, yield high project benefits, maximize funding support, reduce traffic impacts on region, compatibility with long term plans, and accommodate high volume of passengers.

Early Planning Activities: 1) pre-scoping meetings were in August; 2) Initial screening of alternatives in September, October; 3) final definition of alternatives in the fall; and 4) scoping meetings and initiate draft environmental documents in early 2012.

What we are really asking the public is to give us their experiences with other airports in other parts of the country. What are they looking for if they were to take transit to the airport. Really focusing on the user experience. One of the key elements we are looking for is LAX-user feedback.

If you have a neighborhood group and want a briefing on the project we want to come and speak with you.

There are certain restrictions on funding that is available to airport and some of those restrictions apply to only being able to fund a project that is on airport property or extends to one station away. So in the case of the airports and Century Blvd., Century Blvd., is not airport property, if you were to have a station somewhere next to the hotels then that may preclude airport funding from paying into the project extending to Aviation Blvd.

There is a new executive director at LAX with new ideas and new insights in how to modernize the airport. It is a different time. Measure R was proof the public in general are supportive of transit in the county.

Representative Capone-Newton: I don't know what you want from us, as the Westside Bus any consideration as to how the region bus system coordinates with the project makes sense. Even if that means the current bus center ends up in a different place is probably reasonable.

Cory Zelmer: As I showed earlier the slide with the different transit plans in the area obviously LA City Bus Center in lot C is served by different municipal lines and we want to make sure we better coordinate with the connections with the bus system. We do have an LAX user questionnaire and it is also on line. We would like to hear your comments.

Chair Stitcher: When will be the next opportunity for public input?

Cory Zelmer: Early next year with the public scoping process and the start of the environmental process. However, we would like as much feedback now since we are in the process of developing the alternatives.

Representative Capone-Newton: Since I am a user of LAX/SFO have used each of the connections outlined. There is an opportunity at LAX to do it better, than SFO and Portland.

Cory Zelmer: What we showed are examples that are geared toward the airport setting. We need to mold it to what fits our area the best.

10. DISCUSS new bus stop signage for ADA, 511 and Nextrip, Stephen Tu

These are aluminum signs that are going to be installed on all our stops. Two reasons for the signage: 1) rolling out Nextrip which is our GPS real time prediction of bus arrivals, text directions (41411) metro(space)(stop I.D.) (it's the number on the bus stop), m.metro.net and 511 is voice command. This information will be on all the stop signs eventually. It will be mounted 7 feet above the ground. Braille will be 5 feet above the ground at 500 stops. These will be at the busiest stops throughout the system.

Representative Capone-Newton: Do we have use data for this yet?

Jon Hillmer: Yes, we do have some information. Three quarter of a million uses just last month.

Representative Capone-Newton: Frequency of requested stops? One stop more than others? Do we have that information? Where people are actually using it.

Jon Hillmer: I don't know if we are collecting information at the stop level. I'll ask.

Stephen Tu: The rail rollout is being tested on the Green Line, rail does have higher on-time performance than bus. In response to CicLAvia and additional service, we will have longer trains for this event system wide to accommodate more bicycles. Adding longer trains does not substantially increase the cost for us.

~~11. UPDATE on Exposition Line Phase 1, Tom Jasmin (tentative depends on Expo schedule)-unable to attend due to schedule~~

12. PRESENT Line 720 Service Reliability Study Motion, proposed by Jerard Wright, council member

“Move to let service planning development initiate a study and report back to the Service Council in January 2012 with an evaluation of methods to significantly improve the service quality, speed and reliability of this exceptionally popular rapid bus line....”

This motion is a collaborative effort with some of the council members. I hope you will approve it.

Public Comment:

Ken Rubin: We have several members of the Transit Advocates here today basically we support Mr. Wright's motion. Mr. Wright put a lot of effort into this motion and once it is implemented on the 720, I would like to see it on the 733.

Joseph Dunn: I too support Jerard's motion I think when Rex Gephart planned this corridor, he was thinking Curitiba, but LA is not Brazil and the Rapids need to be modified in their running times with on-time performance, loaders or fare inspectors.

Representative Capone-Newton: I think this is great. I especially liked the bullet point "Nextrip integrated with APC and ATMS data to enable passengers to know how full each bus is before boarding..." .

Representative Sloane Goodman: the motion is basically directing staff to do a study. This would presumably include fiscal impact, etc., the motion itself is directing staff to evaluate the feasibility of the recommendations that are in the motion.

Representative Ida: I too think this is a great motion and I will be supporting it.

Chair Stitcher: I think we need a motion to take action on this.

Motion made and seconded, voted on and passed the council.

13. Council Members and Chair comments

- Line Rides

Representative Petty: I've ridden the bus these past two weekends and found the service meeting my expectations from Baldwin Hills Mall to Inglewood.

Representative Ida: Groundbreaking for Phase 2 of the Expo Line, it was a very good well attended event and it is exciting in order to make a complete connection to Los Angeles and Santa Monica.

Representative Sloane Goodman: I've actually conveying some feedback from a constituent in West Hollywood regarding the 704. Very much a tourist season on that line because people come to down and stay in Hollywood or the Metro LA area and want to go to Santa Monica on the bus and the 704 is very crowded and has a negative impact on senior and disabled riders.

Stephen Tu: We are very aware of the increase in tourism. We extend those trips that normally would stop at Sepulveda Blvd and continue them to Santa Monica.

Representative Capone-Newton: I had the opportunity to take the 733 downtown Friday evening, used Nextrip, sat in my living room until it was 10 minutes away, walked out to National and took the bus, and did the same thing on my return trip. It was a great trip, service is good. Line 212, I am interested if following up on this.

Jon Hillmer: I will make an inquiry as to what the ridership is, and what they may be planning to do to that service for the December service changes.

Vice Chair Jacobberger: Nextrip I often use it on line 728 in downtown where there are a lot of bus lines, and it gives me all of them.

Chair Stitcher: I had the opportunity to use the 511 this month and have noted an improvement in the service. The groundbreaking went very well.

Representative Wright: We have recognition from Council Member Bill Rosendahl's office to the Westside/Central Service Sector Governance Council and Metro Service Planning Staff on our contribution to the planning and implementation of the Venice Blvd. Rapid Line 733.

Jon Hillmer: (Read the Recognition)

Adjourned in Memory of Russell Wong, past Librarian at the Metro Library who passed quite suddenly over the summer.

ADJOURNMENT