

Wednesday, December 14, 2011

5:00-7:00 PM

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# 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

Catherine Bator  
Peter Capone-Newton  
Perri Sloane Goodman  
Glenn Rosten  
Jerard Wright

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Officers:

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

**Please turn off cell phones or put them on vibrate**

1. ROLL Call

2. APPROVE Minutes for November 9, 2011 meeting - approved with correction from Catherine Bator, her line ride was for the 2, 4 and 704
3. PUBLIC Comment

Joseph Dunn: We need a new approach to the signaling the new bus only lane will not work if we don't have a better system of changing the light (smart light). We need to clear up the bottlenecks on Wilshire/Normandie, Westwood Blvd. and especially on Santa Monica near Sawtelle. Clearance priority then I think these bus only lanes would work.

Representative Rosten: It has been my understanding that there has been very sophisticated signaling available in the US and other countries and what we have is terribly lacking and out-of-date. I agree with Mr. Dunn Metro ought to look into the concept of Smart Signaling.

Jon Hillmer: Metro worked very closely with LADOT for the Rapid bus signaling, it does use an older loop system in the street that interacts with the Ad Sac system.

Representative Rosten: The technology is available where it would pick up just the one car in the four-way stop and allow it go through.

Jon Hillmer: LADOT was a forerunner in developing a system to monitor all their traffic signals throughout the city that is their AdSac system. That goes back to the 80's. It was state of the art then but not now.

Chair Stitcher: Since Metro is working with several cities on advance signal priority projects perhaps we can get a report on that at a future date.

Ken Rubin: SOCATA, Joe and I were reelected for another year on the SOCATA Board. I want to wish everyone a happy holiday season. Spoke briefly with Art Leahy after the LOSSAN meeting today. I want to give Stephen Tu credit for actually teaching me how to use the 511 system. However, there are still some problems. It still does not work with a non-Metro system. What is the policy when someone loses their "lunch" on the bus? I told the driver to take the bus out of service, and he called BOC, but he kept going. Look forward to seeing you next year.

Wayne Wright: Around 5 years ago I asked Jon Hillmer who was then the Service Development Manager for San Gabriel Valley what changes did he have in store for line 81. His response was very little about the line. Later Scott Page became Service Development Manager for SGV, and he quietly phased out Line 81 limited. Today Line 81 is under the jurisdiction of Westside/Central about 80% of the route north of Slauson Avenue and it has its problems. You have late buses bunching in twos and threes because of

bottlenecks at Exposition Park, Staple Center, Downtown LA and the 110 freeway. This line is too long and needs to be broken up because it runs from Eagle Rock Plaza all the way to the Harbor Green Line transitway station. About 25 miles. My suggestion is to ask Service Development to come up with on what to do with Line 81 whether it is breaking it up or reinstating the 381 limited. This line does not serve the 7<sup>th</sup> and metro station or the LA Library. If you want to catch the red line you have to take a local bus at 9<sup>th</sup> and Hill, and pay a separate fare. I am asking the council to ask staff to look at line 81 and ask that improvements be made in the future.

4. RECEIVE report on Express Lanes, Kathy McCune, Deputy Program Manager, Metro ExpressLanes Program

Give you a brief overview of the components of the program give you a timeline of the project where we are at and then ways you access the program if you want more information. The budget is \$274 million, \$210 million is from a federal grant we received, of the total budget, \$136 million is going into transit improvements which include both capital and operational improvements. \$120 million will go into the roadside collection investments as well as some freeway and roadway improvements. We did give LADOT \$18 million for expresspark program which is real time parking management in Downtown LA. We are converting 25 miles of existing HOV lanes to Metro ExpressLanes which will be High Occupancy toll lanes. We will be expanding service on the 10 and 110 corridors. ExpressLanes will run east of Downtown on the 10 to the 605 and the 110 south of downtown to Harbor/Gateway transit center. Introduces congestion pricing to manage traffic demand they are very congested, this is a demonstration program to see if congestion pricing can work. This is a multi-modal project and our object is to move more people, not more vehicles. Think about the way they commute and change their travel behavior, joining a van pool, car pool, taking transit.

We are increasing the frequency of the Silverline runs between El Monte Station and Harbor/Gateway station. We have enhanced service on the Silverline by adding 10 minute headways. Enhancing service in the evenings and weekends. Provided funding to LADOT for \$1 million so they could provide transit signal priority through downtown LA. Some of the funding goes to a bike station at El Monte and bike lockers at Harbor/Gateway transit centers.

Will be providing rewards to registered TAP users that utilize bus service on these corridors during peak hours. For every 16 trips you take during the peak you'll get a \$5 toll credit. All of the net toll revenues are being reinvested into the corridor.

If you want to use the express lanes you must have a transponder in your vehicle. If people are driving solo, they will pay a toll, those that meet the requirements for a carpool will be able to utilize the lanes toll-free. The

transponder helps enforcement of the lanes by keeping the violators out so the lanes can be used more efficiently. We will be forming 100 new van pools during the demonstration program. This will free up the general lanes too allowing more efficiency.

There will be a program for low income commuters, too. The toll policy will be a minimum toll per mile \$0.25; Maximum \$1.40 per mile. Toll rates will vary based on traffic levels ensuring minimum 45 mph. Rates increase as congestion increases.

Who pays? I-110 – solo drivers with transponder pay a toll; 2+ car pools with transponder are toll-free. I-10 all hours solo drivers with transponder pay a toll and 3+ car pools with transponder are toll-free. During peak hours 2 person carpools with transponder pay a toll – during off-peak hours 2+ carpools are toll free

Benefits of FasTrak: electronic toll collection; self-declaration of occupancy; provides flexibility for carpoolers if partner is not available; data collection for performance measures;

Account set up – one time only:

Multiple vehicles can be registered to an account	Credit Card	Cash/Check
<b>Standard account</b>		
Prepaid toll	40.00	50.00
Transponder deposit	Waived	25.00
Total cost of account	40.00	75.00
<b>Equity Account (low income)</b>		
Prepaid toll	40.00	50.00
Transponder deposit	Waived	25.00
Equity toll credit	(25.00)	(25.00)
Total cost for account	15.00	50.00

Widening Projects: I-110 Adams Blvd to add right-turn lane, relocate sidewalk to create pedestrian plaza that will go over the freeway, north of the pedestrian plaza is one of the stations for the Expo Line. I-10 add one additional HOT lane in each direction between I-710 and I-605.

Milestones: 2008 grant awarded, RTP approved and 68 public meetings: 2009 toll policy and toll rates adopted 6 public hearings and 67 public meetings: 2010 EIRs approved, 2 public hearings, fees approved, toll credit approved, award DBOM contract and 45 public meetings: 2011 final design, construction begins, marketing begins and 60 public meetings: 2012 CSC opens; transponder distribution begins and ExpressLanes open.

For more information on the project dial 511, [twitter.com/expresslanes](https://twitter.com/expresslanes), [www.metro.net/expresslanes](http://www.metro.net/expresslanes) or [facebook.com/expresslanes](https://facebook.com/expresslanes)

Representative Capone-Newton: Can you describe how the money will be reinvested in transit improvements along the corridor and what is the definition?

Kathy McCune: We only have approval for the one-year demonstration and then we will be taking a look at all the performance measures. Any net revenues that are generated above overhead will be reinvested into the I-110 and I-10 corridors. We have not defined those investments. We will come back to the communities to get some ideas to take to the board.

Representative Capone-Newton: so it has to be within the corridor?

Kathy McCune: Correct. There may be some leeway or a buffer for adjacent service, but this has not been established.

Representative Capone-Newton: The Title VI audit was this project part of that audit under the new guidelines.

Jon Hillmer: I do know that this was evaluated in fact they used this project as a model to follow this process for all our capital projects.

Representative Capone-Newton: yes, I understand for the outreach, but what about adding service to the Silverline and other service changes that will be impacted by the ExpressLanes?

Jon Hillmer: Yes, there are changes that must be evaluated along with the fare.

Kathy McCune: The actual Silverline improvements are from the federal grant we received. Without a federal grant we would not have a new El Monte Station, we would not have been able to improve the Harbor Transitway. There are some projects that have come out of the program irrespective if the demonstration program goes beyond one year.

Vice Chair Jacobberger: With respect to the improvements on the I-110 at Adams and Figueroa LA City Bike Plan calls for bike improvements has there been coordination between Metro and City of Los Angeles?

Kathy McCune: All of our designs are being vetted and reviewed by LADOT.

Vice Chair Jacobberger: There was a study in the Bay Area that said they were actually slower because of all the congestion.

Kathy McCune: I want to qualify that study; there was no supporting documentation or data to support that person's conclusion. It got a lot of press but when it came down to it they had no documentation to support their claims.

Jon Hillmer: I would like to take this opportunity to discuss the Civil Rights Office of the FTA. IE-mailed to all council representations the report of the findings as well as a draft of our Civil rights correction plan. We hired Dan Levy our Civil rights expert, he comes to us from San Diego and has an extremely good relationship with the FTA. Back in July the FTA did their evaluation and Metro as well as other public transportation agencies that receive federal dollars, have been going through regular periodic reviews. Metro has been doing quite nicely, this time around the FTA tightened up their monitoring and interpretation of the regulations. We were evaluated in 12 different areas and Metro was found to be in compliance on 6. Some of them are minor areas, such as service standards, we were remiss in not having a minimum train frequency of service noted on the schedules. Others were much more serious in our limited English proficiency programs and outreach. Did not provide all the various language groups with information on how to communicate and file if they have a grievance. We need to make sure we list how people can complain in various languages as well we have begun a process to identify all the language groups in LA that have at least 1000 members. We had previously identified the 10<sup>th</sup> language group in LA which happens to be Russian and that community has approximately 45,000 members. How we can communicate with the smaller groups. BART found that most of the groups were proficient in English and preferred to communicate in that language. Other deficiencies were in service changes and fares and identify disparate impacts. Metro is working with FTA to keep in compliance with all projects including the ExpressLanes and service changes. We are looking for guidance from the Metro Board in how to approach this as a result we deferred implementation of our December service changes. Which will allow us to better evaluate the FTA's guidelines. That impacts our 201 line, it did not happen. It may happen in the near future.

5. RECEIVE and FILE proposed route extension of Line 201 (Glendale, Vermont/Wilshire Red Line Station), Stephen Tu, Service Planning and Development

We pulled the 201 from our agenda last month because it was determined it was a minor change it actually is 5 individual trips. Northeast end of the line at the Glendale Adventist Hospital and the proposal is to extend 5 trips in the day to Glenoaks Park in Glenoaks Canyon. This extension can be done without adding any revenue hours or bus operators. This is done out of the layover. This extension is one mile in each direction and it takes around 7 minutes R/T. We are not sure what the ridership will be but the plan is to evaluate the service in the coming year and come back to the council for next December's service changes to determine if these 5 trips should be continued.

Representative Rosten: The observation is, a portion of the population that ride public transit, approximately 5-8%, if you take a thousand people that speak a certain language you have roughly 50 that might be riders, so what they are saying is, you need to look at the benefits to those 50 people which if you take to its full extent would mean there are 120-130 languages we have to have signs for all? Since I have been sitting on this council, I have noted that these service changes have been carefully analyzed and reviewed and brought to the board with the idea that there are limited resources and we can put these resources we are going to cut into one which will benefit more riders. So having said all that, my question is the federal government passes laws for a variety of reasons very many are political, and they are influenced by lobbyists do we have active lobbyists that prevent these type of laws to take place?

Jon Hillmer: No we do not use lobbyists for these type of regulations. However, we do not lobby against any civil rights legislation.

Representative Rosten: I do not mean the civil rights issue, but there are some negative aspects which will affect thousands of people, what about them?

Jon Hillmer: Metro does not want to have any disparate impacts whatsoever, but we may not be aware of any if we did not do the proper analysis. It is important for us to follow through on these to make sure we are not implementing that had a negative impact we were not aware of.

Representative Rosten: Every change we make has a negative impact on some part of the population. You cannot get around this, it's impossible.

Jon Hillmer: Anytime you reduce service and raise fares you are going to have negative impact. The question is, is the design of those changes do they have a consequence that is disproportionately impacting certain disadvantaged groups. It is important that we be aware.

Chair Stitcher: Was this legislation, interpretation, or court ruling?

Jon Hillmer: This is regulation, and applying them as they are written.

Representative Wright: From my interpretation of this, is this more of a dot the "i" and cross the "t" sort of thing. We need to look at this and come back with the findings after doing due diligence. Is this something that we as council members need to be aware of? Will this take on an EIR style of communication, who we are impacting and how much this is going to cost?

Jon Hillmer: Theoretically it could. We will need to some of the preliminary analysis before we bring the proposals to the council.

Representative Bator: About the 201 has Glendale suspended service to that area already?

Stephen Tu: They will be operating until the end of the year.

Representative Bator: I hate to see people without any service, especially the day before the service change would go into effect. My next question is about the day pass, are we going back to the higher fares because there was no analysis?

Jon Hillmer: This is more of a technical thing, we should have done the analysis and we didn't we need to go back and take a look at it.

Representative Capone-Newton: in the FTA report one of the items they discussed is the Board has a packet that we don't ever see, and it shows in detail the disparate impacts. Those reports were qualitative they did not really allow people to assess the differences that were happening. Are we going to receive those types of reports and that data so we can make informed decisions, or is that going to still be behind closed doors?

Jon Hillmer: I have not seen those reports myself. Talking with Paul Taylor the councils will all receive those documents and reports in a fashion that allows the council to weigh those impacts to service changes.

Representative Capone-Newton: My day job is studying disparities in health care. I feel complicit in this in not having these data in making these decisions. I personally want to have the data from this date forward.

Representative Wright: Is someone from Glendale going to come back to the council so we can have a conversation in a diplomatic manner, on what Glendale is thinking and their process and steps they went through to evaluate this line?

6. RECEIVE recommendation on Line 620 Service Change, Stephen Tu, Service Planning and Development and Planning

Line 620 is a new line to the Westside/Central Service Council it has been historically under the San Gabriel Valley's Service Council. It operates around the Boyle Heights Area primarily Cesar Chavez and First Street going towards the Lincoln Heights Area. The 620 is a very small line and is a one-way directional loop operating every hour from 6am to 8pm. It is a shuttle connector similar to DASH. This is one of the bottom six in productivity system wide, daily boardings are approximately 300. Metro held workshop on low performing lines we had solicited input from customers to come and talk to us and see what feed back and suggestions they may have to improve the productivity of the line. One of the suggestions was a very minor change, reroute the line to include First Street and Mott Street where there is shopping for local residents. Fortunately looking at the impact it is cost neutral. It will



still connect with the Gold Line. Very minor change we would like to implement.

Representative Rosten: This seems to be a no brainer so why wouldn't it be done right away? This is a small change.

Jon Hillmer: This is a small change that does not require a public hearing, however, the Metro board directed staff to take a look at these 6 bus lines and get public input. This is our way to say we listened to you and here are our changes.

Stephen Tu: This was brought up at our council meetings regarding the 212 late night service. We were planning on adding additional service during the late night period for southbound passengers, from Hollywood to Inglewood, we were going from a 60 minute to 30 minute headway until 11pm to midnight. This will also be put off until further notice.

### **Public Comment**

Wayne Wright: I was at the workshop and did not speak on the 620, look into possibly merging line 620 with the 665. This line runs via Olympic/Soto via Olympic/Indiana to Cal State LA. One of the suggestions to have contract line 605 take over, but since it is a contract line it cannot touch the 620 because it is an in-house line and all they can do is merge with the 254. My suggestion is have staff look at the study of merging 620 to 665, and run a branch route west of Indiana to the proposed location of Cal State LA using 664, or 665. This is a forgotten line in the Boyle Heights area along with 605 and the 252 in and around Boyle Heights.

7. APPROVE public hearing date, time and location and authorize publication of hearing notice, Stephen Tu, Service Planning and Development and Planning

Jon Hillmer: At our February regular meeting we will have an agenda item that will include public hearing. This is a small service proposal and should not take too much time. We would like to have this as part of our February meeting.

Council Members: I move we accept the proposal for February 8 at 5pm. Moved and seconded by all attendees, motion passes

8. RECEIVE Director's Report, Jon Hillmer, Director
  - Performance Report
    - a. On-time performance Metro target 82%; Westside/Central 73.9%
    - b. Complaints per 100,000 passengers Metro Target 2.29; Westside/Central 2.77
    - c. Miles between mechanical road calls Metro Target 3,650; Westside/Central 2,854

- d. Clean Bus Metro Target 8.0; Westside/Central 8.15
- e. Accidents per 100,000 miles Metro Target 3.10; Westside/Central 4.55
- f. Monthly Ridership Metro Target 29,170,000; Westside/Central 18,140,000
- g. Bus and Rail average daily ridership trends: Weekdays 1.5 million; Saturday 995,000; Sunday 700,000
- h. 720 Ridership Trends: 40,000 weekdays; 30,000 Saturday; 23,000 Sunday
- i. Red Line trends: 142,000 weekdays; 85,000 Saturdays; 78,000 Sundays
- Service Quality Compliance Report
  - a. ADA Monthly complaint trends 60
  - b. ADA complaint pass ups 25
  - c. Complaints by region: Westside 31 (per 100,000 passengers)
  - d. Mystery rider observations: Pass ups patrons in wheelchairs 0%; assistance to secure wheelchair 86%; deploy lift or ramp for non-wheelchair passenger upon request 91%; AVA or Voice announcements made 97%; passengers behind safety line 100%; operator wearing seat belt 96%; operator's use of electronics 0%
  - e. Load categories during the week 79.9% no standees; 21.8% some standees; 3.2% over 1.30 standees; Saturday 76% no standees; 18.8% some standees; 5.3% over 1.30 standees; Sunday 81.4% no standees; 14.8% some standees; 3.9% over 1.30 standees
- Exposition Update
  - a. Pre-revenue service start has begun.
  - b. Setting up a date for service council members to tour the Expo Line
  - c. Bus service changes related to the Expo Line will go into effect in June
- Web Page Update
  - a. The web page is up and on line
- Bus Station cleanliness Evaluation program
  - a. Metro staff was trained on December 27, 2011.
  - b. Training of service council representatives are in progress or being scheduled
  - c. Expectations of evaluating 12 stations in December
- Held a public working on improving service on November 15, there were 6 lines identified as low performing. Worked with the public who attended and broke off into workshops on how to improve service and ridership on these lines: 126, 177, 202, 442, 607 and 620
- Proposed June 2012 Service Changes
  - SFV – extension of Orange Line
  - Gateway Cities – minor route change to Line 202
  - South Bay Cities – minor service change to Line 607, Line 40, Line 710, Line 740
  - Westside/Central – minor route change to Line 620

- San Gabriel Valley – route and service change to line 177
- Quarterly Meet and Confer
  - Tuesday, January 17, 2012 at 2pm on the 15<sup>th</sup> floor of the Metro Headquarters

Chair Stitcher: For February could you breakdown the top three complaints, miles between road calls and accidents? And could we please have this quarterly?

Representative Bator: I do have a comment on the service council web page, I think we should have a translation in Spanish. When we have service changes next time could we put those in a different place, they were under the “about us” section next to service councils and people who are looking for service changes are not going to go there. Possibly in the “getting around” section.

Jon Hillmer: Putting a link with each of the service councils could work too.

## 9. Council Members and Chair comments

Representative Wright: I attended the November workshop and it worked out very well. Nextrip has been it's been a pilot for almost one year, I would like to know how many people know about it, use, since I heard comments at the workshop people were asking “I don't know when my bus is coming.” This would have been a wonderful opportunity to explain “nextrip”. Reminder I would like an update on the 720 report.

Representative Capone-Newton: I had a meeting on Crenshaw south of Rodeo and I was at UCLA, I used the zip car instead to go to the meeting. I really wanted to take the bus but for a short meeting, the bus ride is too long on the 305.

Representative Bator: I continue to be deviled by transit TV, when it is loud. I listened to Mr. Leahy's interview on KPCC and he said basically, some people like it. Well there are two things that bother me, people on a bus are a captive audience and you don't have the option of turning it off. We tell people it is a good way to do reading or work on your way to work, it will not happen if you have noise pollution on the bus, i.e. transit TV.

Vice Chair Jacobberger: I was riding on the 728 they were boarding a disabled passenger and there were folks trying to get ahead of the passenger, the operator was very professional about making clear to people that the disabled passenger had the right of way. Very impressed.

Chair Stitcher: On November 18 just after the last meeting, Santa Monica unveiled the largest bike center facility of its kind in the country, where you can not only secure your bicycle, you can shower, rent lockers, have repairs done, and rent a bicycle. It is within a block of the projected terminus of the Expo Line. It

was a well attended event. It is diagonal corners of Santa Monica Place, parking garage of 2<sup>nd</sup> and Colorado and corner of Broadway and 4<sup>th</sup>.

## ADJOURNMENT