

Wednesday, April 7, 2010

# MINUTES

Westside/Central Service Sector  
Governance Council

## REGULAR MEETING

Beverly Hills Community Center  
8400 Gregory Way  
Beverly Hills, CA 90212

Called to Order at 5:00 P.M.

Council Members Present:

Glenn Rosten, Chair  
Peter Capone-Newton  
Terri Slimmer  
Joseph Stitcher  
Jerard Wright

Officers:

Jody Feerst Litvak, Community Relations Manager  
Cheryl Brown, Division Transportation Manager  
William Walker, Council Secretary

1.



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. RECEIVED Public Comment for Items not on the Agenda.
2. APPROVED Minutes of the March 10, 2010 Regular Meeting.
3. RECEIVED Manager's Report – Cheryl Brown, Transportation Division Manager

Ms. Brown reported that each of the five Governance Councils is making an effort to transition smoothly and provide consistent relevant reports at each of the meetings. Ms. Brown will bring reports from each division manager for significant deviations in performance categories in the future.

Ridership per month agencywide is at 6.25 million, one-quarter of which is on lines originating from Divisions 6, 7 and 10.

On time performance is just above 73 percent, which is on target for the fiscal year, but slightly below the 80 percent mandate from the Chief Executive Officer.

Customer complaints per 100,000 boardings are below the systemwide average for Divisions 6, 7 and 10 and they continue to trend downward while systemwide they continue to increase. Complaints related to compliance with the Americans with Disabilities Act represent 15 percent of all complaints. Customer commendations were at 13 agencywide. Overall, Divisions 6, 7 and 10 mirror Metro overall in regard to key performance indicators.

Accidents are trending downward agencywide, but Divisions 6, 7 and 10 are at 2.75, 3.61 and 4.15 per 100,000 hub miles, respectively. Divisions 7 and 10 are slightly above the agency target of 3.3. Ms. Brown agreed to bring a breakout of the types of accidents at each division at future meetings.

Mean miles between chargeable mechanical failures continue to trend downward, but the indicator is still performing above the system average.

California Occupational Safety Hazards Administration recordable injuries and Workers Compensation Indemnity Claims all continue to trend downward.

Divisions 6, 7 and 10 rank toward the middle in the “How You Doin’” Campaign. The performance management measure began about ten years ago. It compares Divisions in key areas and in the past rewarded the highest ranking division with a monetary prize.

How You Doin’ Campaign		
Division	Transportation Rank	Maintenance Rank
Division 6	7	3
Division 7	8	11
Division 10	9	7

Representative Capone-Newton approved of the Manager’s Report and appreciated the specific detail on Divisions 6, 7 and 10. He suggested taking a line and doing a detailed case study that might offer an opportunity for Council Representatives to work through a unique challenge with the line. Representative Rosten agreed to consider the Line Level Case Study for a future meeting and suggested taking the time to look at an issue that impacts riders.

4. RECEIVED Report on Blue Ribbon Committee (BRC) – Jerard Wright

Representative Wright summarized the BRC as a group of various stakeholders representing the education, business and nonprofit sectors working with Metro core constituent groups – Governance Councils, Citizens Advisory Council, Service Planning and Development staff – to create a more functional, self-sustaining public transit system. The group will look for opportunities to integrate the transit network by looking at existing ridership, improving upon existing service and developing policy for the agency that works to increase overall ridership on Metro bus and rail as well as municipal operators and local transit service systems.

The April 6 meeting addressed issues pertaining to how density and span of service are defined and how to best serve the Los Angeles region, such as spacing service farther than one-quarter mile apart in downtown Los Angeles, thereby placing more services along a particular corridor with longer walking distances and more frequent service as a result. The end result of the meeting series is development of policies to create a sustainable transit service that may enhance certain quality aspects at the detriment of others. Some of these include bus stop amenities, bus speed, cleanliness, operator courtesy, security and safety, among others. The May meeting will look at service quality and the June meeting will take the

work of the committee since February to develop policies regarding operations to be submitted for Board approval at the July Regular Meeting. Changes to bus service considering these policies will take place during the December 2010 Service Changes.

Representative Capone-Newton requested a copy of the summary and the final report from the BRC be sent to all Council Representatives.

5. RECEIVED List of Lines serving Transit Corridors in the Westside Central Area – Rogelio Gandara, Service Development Manager

Mr. Gandara presented a list of all lines operating in what was formerly known as the Westside Central Service Sector. He presented each Council Representative with a Metro Timetable for each bus line on the list.

RECEIVED Questions regarding presentation:

Representative Capone-Newton asked how many of the former Westside Central Sector lines operate from Division 6. Ms. Brown responded Lines 2 (Downtown Los Angeles-Pacific Palisades via Sunset Boulevard), 33 (Downtown Los Angeles-Venice via Venice Boulevard), , 20 (Downtown Los Angeles – Santa Monica via Wilshire Bl and 534 (Malibu-Trancas Canyon – West Los Angeles Transit Center via Pacific Coast Highway Express).

Representative Capone-Newton suggested reviewing the performance indicators and service metrics for some of the lines and potentially discovering an issue with the lines that can be corrected in order to make service better for the riding public.

6. RECEIVED Report on Interstate 405 (I-405) Sepulveda Pass Widening Project Overview– Olga Arroyo, Community Relations Manager and Ned Racine, New Media Project Director

Community Relations Presentation

Ms. Arroyo described the project as a ten mile carpool lane and highway improvement project that will widen I-405, adding a northbound high occupancy vehicle lane between the Santa Monica (Interstate 10) and Ventura (U.S. Highway 101) freeways, standardize lane widths, improve 27 on- and off-ramps, 13 bridges and 18 sound and retaining wall structures, as well as completely rebuild 3 bridge structures (Sunset

Boulevard, Mulholland and Skirball Drives). The project began in late 2009 and will continue through the year 2013. The project has been divided into three segments, Wilshire, Sunset and Mulholland, which will be under construction simultaneously.

Project Milestones include the following:

Bridge replacements (Mulholland, Skirball, Sunset) and widenings (Getty Center Drive, Bel Air Crest)

Improvements to Sepulveda Boulevard

On- and off-ramp improvements at Wilshire Boulevard, Sunset Boulevard and Skirball Drive

Sound and Retaining wall improvements

Pre-Construction Activities included the following:

- Geotechnical investigation was undertaken, soil samples were taken, and storm drains and sewers were inspected
- Field offices for community relations efforts were established.
- Design work and preconstruction surveys documenting structures adjacent to work zone limits
- Restriping and modification of I-405 to accommodate lane shifts necessary for project completion and installation of concrete "K" guard rails to separate worksite and protect contractors from traffic.
- Undergrounding of overhead power and telephone lines on Sepulveda Boulevard between Montana and Sunset to shift Sepulveda farther east in order to widen freeway.

Metro Construction will continue to work with Metro Bus Operations and other municipal operators providing service in the area to ensure information related to detours around particular stages of the project can be communicated in a timely manner to ensure riders are well informed should their route be changed. This information will also be disseminated in take one brochures available onboard buses as well as the posting of construction notices the <http://metro.net/405> website.

Ms. Litvak discussed some of the difficulties with maintaining service to some points of interest at all times during the project, including the Skirball Center, and how Metro may attempt to mitigate these concerns. Line 761 (Pacoima-Westwood via Van Nuys Boulevard Rapid), the primary transit connection between West Los Angeles and the San Fernando Valley, travels down Van Nuys Boulevard to Ventura Boulevard, then west on Ventura, south on Sepulveda Boulevard through the Sepulveda Pass to

Westwood Village and the Federal Building. To maintain the reliability and on-time performance of this line, it may be necessary to split the line at Moorpark Avenue with lines operating both north from Moorpark to Pacoima and south from Moorpark to Westwood with timed transfers between the two routes at Van Nuys Boulevard and Moorpark.

Ms. Arroyo said that other major lines in the vicinity of the project (Metro Lines 4, 20, Santa Monica Big Blue Bus Lines 1, 2 and Culver City 6) would not experience major impacts and that Metro Bus Operations would be notified of any changes to the work schedule that might impact bus operations.

The I-405 Widening Project Community Relations department is responsible for ensuring that Metro does its best to mitigate the concerns of residents, commuters, the riding public, and all other stakeholders that may be impacted by the project. This effort is a partnership with several departments within Metro (Community Relations, Construction, Bus Operations), municipal operators in the area (Culver City Bus, City of Los Angeles Department of Transportation, Santa Monica Big Blue Bus) and the California Department of Transportation (Caltrans) to ensure information is disseminated to all stakeholders.

Representative Capone-Newton suggested the construction management team consider allowing the Governance Council to contribute input on creating a new stop for the Skirball Center after the freeway widening. Ms. Litvak responded that a number of internal meetings regarding the stop have taken place and that Metro will continue to work on finding an alternative that is amenable to all.

Representative Stitcher asked if there were any plans for Moraga Drive. Ms. Arroyo responded no, but after the project is complete that the bridge at Church and Sepulveda will be widened.

Representative Capone-Newton asked whether special direct carpool access on-ramps would be included in the project, which allow for cars entering the freeway to maneuver directly from the on-ramp into the carpool lane. Ms. Arroyo responded that no new direct connection on- or off-ramps were part of the current project, but that an additional HOV lane is included on each on-ramp to expedite HOV drivers onto the freeway.

#### New Media Presentation

Mr. Racine gave an overview of electronic media sites that Metro is using to communicate with Sepulveda Pass residents and area stakeholders

regarding the construction project and related impacts on the surrounding area. Sites include Facebook, Twitter and Nixle, a new social networking site dedicated to government and nonprofit organizations. He discussed how the new media campaign for the I-405 project is a two-way process, allowing for both Metro and the community to contribute to the social media sites. Updates will be posted 24 hours a day to remind the public of construction-related impacts and how to avoid resulting congestion. He added that his project was building upon much of the momentum that the Westside Subway Extension has built with their Facebook and Twitter feeds. Ms. Litvak added that construction activities are very dynamic and that a new media coordinator like Mr. Racine will help to ensure that last minute changes with project schedules can be communicated to the public that will be very dependent on any information to help navigate around the many delays the Interstate 405 project may cause over the next two years.

7. RECEIVED Report on Council Representatives' Line Rides:

Representative Stitcher congratulated Metro on its Rapid Line 720 service which he had the opportunity of trying because he had just missed a Santa Monica Big Blue Bus Line 2 going westbound on Wilshire Boulevard. He used his TAP card, said the operator was pleasant, observed that the bus was well stocked with timetables and brochures, and was very impressed with the service.

Representatives Slimmer, Rosten and Wright observed an inordinate amount of bus bunching and thought it might be time for the Sector to revisit this topic at a future meeting.

Representative Rosten noted a new backlit, oscillating display at a bus shelter located on the corner of Wilshire Boulevard and Werner Avenue that he opined could be a bit out of place for the neighborhood. Ms. Litvak agreed to look into the matter and report on it at a future meeting.

ADJOURNED at 6:27 P.M.