



**Metro**

Metropolitan Transportation Authority

One Gateway Plaza  
Los Angeles, CA 90012-2952

213.6  
met

**33**

**OPERATIONS COMMITTEE  
JUNE 15, 2006**

**SUBJECT: UPDATE ON DIRECTOR PARK'S NOVEMBER MOTION REGARDING  
BUS STOP BENCHES AND SHELTERS**

**ACTION: RECEIVE AND FILE**

**RECOMMENDATION**

Receive and file status report on Director Parks' November 17, 2005 motion regarding bus stop benches and shelters.

**ISSUE**

Staff was directed to respond to Director Parks' approved motion to "bring together all agencies responsible for the construction and maintenance of bus shelters, benches and stops to discuss: a model bus shelter design; a strategy to include bus shelters at all bus stops; and a comprehensive rehabilitation and maintenance protocol."

**DISCUSSION**

In response to Director Parks' motion, a Facilities Maintenance task force was formed. The task force staff contacted each of the 84 municipalities in which Metro Operations has bus service stops and identified the individuals responsible for their respective municipality's benches and/or shelters. Staff then developed a survey to ascertain current maintenance practices and potential interest in participating in a model bus shelter design/maintenance program.

Since approximately fifty percent of Metro's bus stops are located within the City of Los Angeles, and the City's standards are known, the task force developed this survey to better understand the standard maintenance practices of the municipalities. Survey questions were included to determine local municipalities' interest in accepting a strategy to include bus shelters at all stops, and willingness to participate in a comprehensive rehabilitation and maintenance protocol.

Attachment C provides a summary result of the survey. Approximately two-thirds of the respondents indicated no interest in a model shelter design, with a high majority specifically indicating no interest in accepting the City of Los Angeles' approved shelter designs.

## **NEXT STEPS**

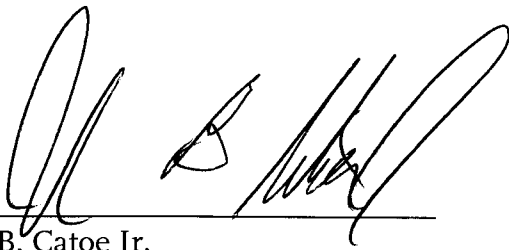
Staff will continue the present course of reporting and requesting remedial action from each of the 84 municipality representatives responsible for their City's benches and shelters whenever graffiti or damage is noticed on their owned benches or shelters via Metro's "See It. Report It" program. Additionally, staff will support the City of Los Angeles Department of Public Works, Bureau of Street Services staff to help them develop and implement an effective interagency communication and tracking process to ensure that reported problems with the City's shelters and benches are responded to, repaired by the City's franchised vendors, and documented by the City. Staff will also refine Metro's "See It Report It" reporting parameters and departmental coordination process prior to implementation of the Program. Staff will review the impact of implementing the "See It. Report It." on a stepped basis with Metro's other four operating Sectors.

In addition to the programs within Metro Operations such as Metro Clean and "See it. Report It.", Countywide Planning and Development administers programs such as the Proposition A and C Local Return and Call for Projects that provide capital and operating funding to jurisdictions within Los Angeles County for bus shelter construction and maintenance. At the Board's direction, Metro could add language in these programs to promote or require countywide model shelter designs and/or bus shelter rehabilitation and maintenance protocols.

## **ATTACHMENTS**

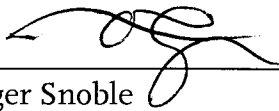
- A. Table of Municipal Contacts Responsible for Bus Stop Bench and Shelter Maintenance
- B. Survey Questions
- C. Summary of Survey Responses

Prepared by: Denise Longley, DEO Facilities-Operations  
Brady Branstetter, Director of Facilities Maintenance  
Peter Serdienis, Facilities Maintenance Manager



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John B. Catoe Jr.  
Deputy Chief Executive Officer



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Roger Snoble  
Chief Executive Officer

**MUNICIPALITIES BENCH/SHELTER MAINTENENACE CONTACT LIST ATTACHMENT A**

MUNICIPALITY NAME	J_NUM	CONTACT	E-MAIL	TELEPHONE #
AGOURA HILLS	20	Ken Burkman	<a href="mailto:Burkman@ci.agoura/hillsca.us">Burkman@ci.agoura/hillsca.us</a>	818 597 7300
ALHAMBRA	70	Mark Swink	<a href="mailto:Mswink@cityofalhambra.com">Mswink@cityofalhambra.com</a>	626 570 5756
ANAHIEM	80	John Lower	<a href="mailto:jlower@anaheim.net">jlower@anaheim.net</a>	714 765 5183
ARCADIA	70	Martha Eros	<a href="mailto:meros@ci.arcadia.ca.us">meros@ci.arcadia.ca.us</a>	626 574 5435
ARTESIA	60	Chuck Burkhardt	<a href="mailto:cburkhardt@artesia.us">cburkhardt@artesia.us</a>	562 865 6262
BALDWIN PARK	70	David Lopez	<a href="mailto:dlopez@baldwinpark.com">dlopez@baldwinpark.com</a>	626 960 4011
BELL GARDENS	60	Mike sather	<a href="mailto:msather@bellgardens.org">msather@bellgardens.org</a>	562 806 7770
BELL	60	Louis Ramirez	<a href="mailto:Lramirez@cityofbell.org">Lramirez@cityofbell.org</a>	323 588 6211
BEVERLY HILLS	30	Bijan Vaziri	<a href="mailto:Bvaziri@beverlyhills.org">Bvaziri@beverlyhills.org</a>	310 285 2556
BELLFLOWER	60	Brian Smith	<a href="mailto:bsmith@bellflower.org">bsmith@bellflower.org</a>	562 804 1424x2270
BUENA PARK	80	Jess Rivera	<a href="mailto:jrivera@buenapark.com">jrivera@buenapark.com</a>	714 5623650
BREA	80	Jerrey Mestas	<a href="mailto:jerrye@ci.brea.ca.us">jerrye@ci.brea.ca.us</a>	714 990 7692
BURBANK	70	Wai Lee	<a href="mailto:wlee@ci.burbank.ca.us">wlee@ci.burbank.ca.us</a>	818 238 3985
CALABASAS	20	Anita Davidoo	<a href="mailto:adavidoo@cityofcalabasas.com">adavidoo@cityofcalabasas.com</a>	818 878 4225
CARSON	40	Uli Fe'esago	<a href="mailto:ufeesago@carson.ca.us">ufeesago@carson.ca.us</a>	310 847 3520
CUDAHY	60	George Perez	<a href="mailto:info@cudahy.ci.ca">info@cudahy.ci.ca</a>	323 773 5143
CERRITOS	60	Robert Lopez	<a href="mailto:robert_a_lopez@ci.cerritos.ca.us">robert_a_lopez@ci.cerritos.ca.us</a>	562 916 1201
COMMERCE	60	Dan Gomez	<a href="mailto:dang@ci.commerce.ca.us">dang@ci.commerce.ca.us</a>	323 887 4419
CO OF LOS ANGELES/AREA 1 thru 7	12	Aras Ahmed	<a href="mailto:aahmed@ladpw.org">aahmed@ladpw.org</a>	626-458-3961
COMPTON	40	Satra Zurita	<a href="mailto:szurita@comptoncity.org">szurita@comptoncity.org</a>	310 605 5505
COVINA	70	M. Buckley	<a href="mailto:mbuckley@ci.covina.ca.us">mbuckley@ci.covina.ca.us</a>	626 858 7219
CULVER CITY		Steve Crosley	<a href="mailto:steve.crosley@culvercity.org">steve.crosley@culvercity.org</a>	310-253-6538
DIAMOND BAR	60	Marisa Somenzi	<a href="mailto:marisa.somenzi@ci.diamond-bar.ca.us">marisa.somenzi@ci.diamond-bar.ca.us</a>	909 839 7060
DOWNEY	60	Lea Sharp	<a href="mailto:Lsharp@downeyca.org">Lsharp@downeyca.org</a>	562 904 7196
DUARTE	70	Dave Rendon	<a href="mailto:rendond@accessduarte.com">rendond@accessduarte.com</a>	626 357 7931x246
EL MONTE	70	Deborah Moraza	<a href="mailto:dmoraza@elmonteca.gov">dmoraza@elmonteca.gov</a>	626 580 2217
EL SEGUNDO	50	Maryam Jonas	<a href="mailto:mjonas@elsegundo.org">mjonas@elsegundo.org</a>	310-524-2361
FULLERTON	80	Raisa Hackman	<a href="mailto:Raisah@ci.fullerton.ca.us">Raisah@ci.fullerton.ca.us</a>	714 738 6858
GARDENA	40	Raymond Martin	<a href="mailto:rmartin@ci.gardena.ca.us">rmartin@ci.gardena.ca.us</a>	310-324-1475
GLENDALE	70	Rebecca Johnson	<a href="mailto:rgranite-johnson@ci.glendale.ca.us">rgranite-johnson@ci.glendale.ca.us</a>	818 548 3960
HAWTHORNE	40	Akbar Farokhi	<a href="mailto:afarokhi@cityofhawthorne.org">afarokhi@cityofhawthorne.org</a>	310-349-2983
HERMOSA BEACH	50	Mike Flaherty	<a href="mailto:mflaherty@hermosabch.org">mflaherty@hermosabch.org</a>	310-318-0259
HAWAIIAN GARDENS	60	Joe Vasquez	<a href="mailto:jvasquez@hawaiiangardenscity.org">jvasquez@hawaiiangardenscity.org</a>	562 420 2641
HUNTINGTON PARK	60	Patrick Fu	<a href="mailto:pfu@huntingtonpark.org">pfu@huntingtonpark.org</a>	323 584 6253
INDUSTRY	70	Robert Alford	<a href="mailto:Ralford@cityofindustry.org">Ralford@cityofindustry.org</a>	626 934 5195
INGLEWOOD	30	Lennox Anunwah	<a href="mailto:lanunwah@cityofinglewood.org">lanunwah@cityofinglewood.org</a>	310-412-5626
IRWINDALE	70	Mike Rados	<a href="mailto:mikerados@ci.irwindale.ca.us">mikerados@ci.irwindale.ca.us</a>	626 430 2280
LOS ANGELES CITY/AREA 1 thru 7	11	William Bradley	<a href="mailto:bbradley@bss.lacity.org">bbradley@bss.lacity.org</a>	(213) 485-1725
LA HABRA	80	Nelson Wong	<a href="mailto:nelson_wong@lahabracity.com">nelson_wong@lahabracity.com</a>	562 905 9720
LA MIRADA	60	Vanessa Ivie	<a href="mailto:vivie@lamirada.com">vivie@lamirada.com</a>	562 902 2980
LAWNDALE	40	Rudy Sialana	<a href="mailto:rsialana@lawndalecity.org">rsialana@lawndalecity.org</a>	310-973-3262
LONG BEACH	60	Lon Smith	<a href="mailto:lsmith@lbtransit.com">lsmith@lbtransit.com</a>	562 808 8801
LA CANADA/FLINTRIDGE	70	Steve Castellanos	<a href="mailto:scastellanos@lacanadaflintridge.ca.gov">scastellanos@lacanadaflintridge.ca.gov</a>	818 790 8882
LAKEWOOD	60	Max Withrow	<a href="mailto:Mwithrow@lakewoodcity.org">Mwithrow@lakewoodcity.org</a>	562 866 9771
LOMITA	50	Greg McPherron	<a href="mailto:g.mcperron@lomita.com">g.mcperron@lomita.com</a>	310-325-7110

**MUNICIPALITIES BENCH/SHELTER MAINTENENACE CONTACT LIST ATTACHMENT A**

<b>MUNICIPALITY NAME</b>	<b>J_NUM</b>	<b>CONTACT</b>	<b>E-MAIL</b>	<b>TELEPHONE #</b>
LA PUENTE	70	Glenn Howe	<a href="mailto:ghowe@ladpw.org">ghowe@ladpw.org</a>	626-458-4953
LYNWOOD	60	Rudolph Brown	<a href="mailto:rbrown@lynwood.ca.us">rbrown@lynwood.ca.us</a>	310 603 0220x811
MALIBU	30	Richard Calvin	<a href="mailto:rcalvin@ci.malibu.ca.us">rcalvin@ci.malibu.ca.us</a>	310-804-9800
MAYWOOD	60	Erica Navarro	<a href="mailto:clerk@cityofmaywood.com">clerk@cityofmaywood.com</a>	323 562 5720
MANHATTAN BEACH	50	Juan Price	<a href="mailto:jprice@citymb.info">jprice@citymb.info</a>	310-802-5310
MALIBU BEACH	30	Richard Calvin	<a href="mailto:rcalvin@ci.malibu.ca.us">rcalvin@ci.malibu.ca.us</a>	310-804-9800
MONROVIA	70	Niles Boyer	<a href="mailto:nboyer@ci.monrovia.ca.us">nboyer@ci.monrovia.ca.us</a>	626 256 8206
MONTEREY PARK	70	Amy Ho	<a href="mailto:amho@montereypark.ca.gov">amho@montereypark.ca.gov</a>	626 307 1260
MONTEBELLO	60	Alan Pollock	<a href="mailto:apollock@cityofmontebello.co">apollock@cityofmontebello.co</a>	323 887 4606
NORWALK	60	Michelle Tortuya	<a href="mailto:mtortuya@ci.norwalk.ca.us">mtortuya@ci.norwalk.ca.us</a>	562 929 5511
PARAMOUNT	60	Linda Hodnett	<a href="mailto:lhodnett@paramountcity.com">lhodnett@paramountcity.com</a>	562 220 2221
PASADENA	70	Valerie Gibson	<a href="mailto:vgibson@cityofpasadena.net">vgibson@cityofpasadena.net</a>	626 744 7452
POMONA	70	Tom Taylor	<a href="mailto:tom_taylor@ci.pomona.ca.us">tom_taylor@ci.pomona.ca.us</a>	909 620 3769
PICO RIVERA	60	Anna Jerome	<a href="mailto:Ajerome@pico-rivera.org">Ajerome@pico-rivera.org</a>	562 801 4390
PALOS VERDES ESTATES	50	Alan Rigg	<a href="mailto:arigg@pvestates.org">arigg@pvestates.org</a>	310-378-0383
REDONDO BEACH	50	Terisa Price	<a href="mailto:terisa.price@redondo.org">terisa.price@redondo.org</a>	310-372-1171 x2670
ROLLING HILLS	50	No bus stops in the city		
ROLLING HILLS ESTATES	50	Sam Wise	<a href="mailto:samw@rhe.org">samw@rhe.org</a>	310-377-1577
ROSEMEAD	70	Bill Young	<a href="mailto:byoung@rosemead.com">byoung@rosemead.com</a>	626 569 2153
RANCHO PALOS VERDES	50	Larry Still	<a href="mailto:larrys@rpv.com">larrys@rpv.com</a>	310-544-5249
SANTA CLARITA	20	Corie Hill	<a href="mailto:chill@santa-clarita.com">chill@santa-clarita.com</a>	661 294 2549
SOUTH EL MONTE	70	George Envall	<a href="mailto:Genvall@soelmonte.org">Genvall@soelmonte.org</a>	626 579 6540
SAN FERNANDO	20	Richard Liles	<a href="mailto:Rliles@Sfcity.org">Rliles@Sfcity.org</a>	818 898 1293
SANTA FE SPRINGS	60	Forrest Kammerzell	<a href="mailto:forrestkammerzell@santafesprings.org">forrestkammerzell@santafesprings.org</a>	562 868 0511
SAN GABRIEL	70	Bob Bustos	<a href="mailto:Bbustos@sgpw&gt;org">Bbustos@sgpw&gt;org</a>	626 308 2825
SANTA MONICA	30	Paul Casey	<a href="mailto:paul-casey@ci.santa-monica.ca.us">paul-casey@ci.santa-monica.ca.us</a>	310-458-1975 x5847
SIERRA MADRE	70	Chris Cimino	<a href="mailto:ccimino@ci.sierra-madre.ca.us">ccimino@ci.sierra-madre.ca.us</a>	626 355 7135
SAN MARINO	70	J. Alderson	<a href="mailto:jalderson@cityofsanmarino.org">jalderson@cityofsanmarino.org</a>	626 300 0791
SOUTH GATE	60	Gladis Deras	<a href="mailto:Gladisderas@sogate.org">Gladisderas@sogate.org</a>	323 357 9657
SOUTH PASADENA	70	Edwin Galvez	<a href="mailto:Wgalvez@ci.south-pasadena.ca.us">Wgalvez@ci.south-pasadena.ca.us</a>	626 403 7242
TEMPLE CITY	70	Cathy Burroughs	<a href="mailto:Cburroughs@templecity.us">Cburroughs@templecity.us</a>	626 285 2171
THOUSAND OAKS	90	Roy Myers	<a href="mailto:rmyers@toaks.org">rmyers@toaks.org</a>	805 449 2499 x661
TORRANCE	50	Dennis Kobata	<a href="mailto:dkobata@torrnet.com">dkobata@torrnet.com</a>	310-618-3029
VERNON	60	E. Maximous	<a href="mailto:emaximous@ci.vernon.ca.us">emaximous@ci.vernon.ca.us</a>	323 583 8811
WALNUT	70	Fernando Goitia	<a href="mailto:Fgoitia@ci.walnut.ca.us">Fgoitia@ci.walnut.ca.us</a>	909 595 7543
WEST COVINA	70	Corky King	<a href="mailto:corky.king@westcovina.org">corky.king@westcovina.org</a>	626 939 8458
WEST HOLLYWOOD	30	Terri Slimmer	<a href="mailto:Tslimmer@weho.org">Tslimmer@weho.org</a>	323 848 6486
WHITTIER	60	Sandra Castleman	<a href="mailto:Scastleman@whittierch.org">Scastleman@whittierch.org</a>	562 698 2131
WESTLAKE VILLAGE	20	John Knipe	<a href="mailto:jknipe@wlv.org">jknipe@wlv.org</a>	818 706 1613

**LACMTA MUNICIPAL SURVEY QUESTIONS ON BUS STOP SHELTERS AND BENCHES REGARDING A MODEL DESIGN, A STRATEGY TO INCLUDE SHELTERS AT ALL STOPS AND A COMPREHENSIVE MAINTENANCE PROTOCOL.**

Dear Survey Recipients,

Metro staff has been directed by its Board of Directors to obtain information on municipal bus stop shelters and benches. Please fill out the below short questionnaire and return it via e-mail to [serdienisp@metro.net](mailto:serdienisp@metro.net) within five business days. Your prompt attention and response is greatly appreciated.

Name of Municipality represented:

\_\_\_\_\_

1) Who owns your municipality's  
Benches? \_\_\_\_\_  
Shelters? \_\_\_\_\_

2) Who is responsible for the installation of your municipal  
Benches? \_\_\_\_\_  
Shelters? \_\_\_\_\_

3) Who is responsible for the maintenance of your municipal  
Benches? \_\_\_\_\_  
Shelters? \_\_\_\_\_

4) What maintenance activities are performed at your  
Benches? (Check applicable)

General clean up  Graffiti Removal   
Trash Receptacle Emptying  Pressure Washing

Shelters? (Check applicable)

General clean up  Graffiti Removal   
Trash Receptacle Emptying  Pressure Washing

5) Do you have a set schedule for maintenance of your municipal  
Benches? YES  NO  If Yes, how many times per month? \_\_\_\_\_  
Shelters? YES  NO  If Yes, how many times per month? \_\_\_\_\_

6) Who removes graffiti from you municipal Benches? City Forces  Vendor   
Other (please specify) \_\_\_\_\_  
Shelters? City Forces  Vendor   
Other (please specify) \_\_\_\_\_

7) What is the average time between graffiti being reported and it being removed from  
Benches? \_\_\_\_\_ Days  
Shelters? \_\_\_\_\_ Days

8) Do you have a standard design for your  
Benches? YES  NO   
Shelters? YES  NO

9) Would you be interested in participating in creating a standard model bus shelter design utilized at bus stops throughout the County of Los Angeles?  
YES  NO

10) Would you be interested in participating in a strategy to fund installation of this standardized shelter design utilized at each bus stop within your municipality where installation is physically capable?  
YES  NO

11) Would you be willing to accept the City of Los Angeles' current shelter designs to be installed within your municipality?  
YES  NO

12) Would you be interested in adopting a comprehensive shelter rehabilitation and maintenance protocol established by the City of Los Angeles?  
YES  NO

Thank you for your prompt response to the above questionnaire. If you have any other comments pertaining to the above, please indicate them below or call me at (213) 922-5190.

\_\_\_\_\_

Sincerely,  
Pete Serdienis, LA METRO Facilities Maintenance Manager  
Stops & Zones/Metro Clean Division  
900 Lyon St. Los Angeles, Ca. 90012

**ATTACHMENT C**  
**SUMMARY OF SURVEY RESPONSES**  
**(As of April 24, 2006)**

Staff contacted each of the 84 municipalities in which Metro Operations has bus service stops and requested their participation in a survey of bus stop bench and shelter activities. Forty-nine percent of the municipalities responded. The results are summarized below.

1. Bench and Shelter Ownership:

Benches	
71%	Municipalities
15%	Vendors
14%	Joint or none
Shelters	
49%	Municipalities
22%	Vendors
29%	Joint or none

2. Responsibility for Installation:

Benches	
61%	Municipalities
27%	Vendors
12%	Joint or none
Shelters	
41%	Municipalities
39%	Vendors
20%	Joint or none

3. Responsibility for Maintenance:

Benches	
59%	Municipalities
32%	Vendors
9%	Joint or none
Shelters	
39%	Municipalities
41%	Vendors
19%	Joint or none

4. Maintenance Activities Performed:

Benches	
93%	General Cleanup
93%	Empty Trash
85%	Remove Graffiti
73%	Pressure Wash



Shelters

83%	General Cleanup
88%	Empty Trash
83%	Remove Graffiti
78%	Pressure Wash

5. Set Maintenance Schedules:

61%	Benches - Average 6 times a month
68%	Shelters - Average 7 times a month

6. Graffiti Removal Responsibility:

Benches

46%	Municipalities
32%	Vendor
22%	Joint or none

Shelters

37%	Municipalities
32%	Vendors
31%	Joint or none

7. Average Response Time to Remove Graffiti:

Benches	3 days
Shelters	2 days

8. 78% of Municipalities have a standard bench design  
75% of Municipalities have a standard shelter design

9. 70% of Municipalities indicated no interest in a Model Shelter design.

10. 65% of Municipalities indicated no interest in a strategy to fund installation of standardized shelters where possible.

11. 85% of the Municipalities indicated no interest in accepting the City of Los Angeles approved shelter designs.

12. 78% of the Municipalities indicated no interest in adopting the City of Los Angeles rehabilitation and maintenance protocol.

## CONCLUSION

A clear majority of the Municipalities prefer independence in the design and maintenance of shelters within their geographic boundaries. Metro will continue communicating with the Municipalities to report problems requiring remedial action through its own "See It. Report It." Program.

