

Metro Citizens' Advisory Council

System Safety and Operations Committee, September 19, 2013

El Monte Bus Station. Recently members of the CAC rode the Silver Line service to the newly expanded El Monte Bus station. We were impressed with some of the details of this new bus station, but we observed three missing elements that are lacking from the busiest bus terminal west of the Mississippi River moving over 25,000 passengers a day.

1) Lack of way-finding signage between local and express buses.

Upon entering the El Monte Station from the pathway from Santa Anita Street, there are no signs that indicate to you that there are two floors of bus services at the El Monte Station; A lower level for local bus routes and an upper level for regional and express bus routes, such as the Silver Line and Silver Streak. In order to board the Silver Line and Silver Streak buses, customers must go down from the main entrance to the lower level bus platform and then go via stairs or elevator up to the upper level. There are no way-finding signs alerting them of this necessary “down then up” movement from the main entrance to the Silver Line bus platform. Also from these upper and lower level platforms there are no way finding signs leading passengers to the main entrance to exit the El Monte station.

2) Lack of toilets and timely maintenance & cleaning services of existing toilets between peak rush hour periods.

On our visit we observed there were only two public toilets available and a queue of about 5- 8 people in a line for each toilet. We also observed wet toilet paper continually stuck to the floors of the automated toilet, leaving a dirty and unsatisfactory impression for customers needing to use the restroom, A CAC member also noticed there was no toilet paper in one of the toilets. For the size, scale and importance of this bus station, for there to be only two public toilets for the entire bus station and that those toilets aren't maintained and kept to a satisfactory cleanliness leaves a foul stain to our customers.

3) Lack of Public drinking fountains.

We were surprised by the lack of public drinking fountains at the El Monte Terminal. This would provide our customers some refreshment and relief especially for those passengers waiting on the upper level where it does get quite hot in the afternoon on a summer day.

Welcome Mayor Garcetti, Councilmembers Bonin & Krekorian and Jackie Dupont-Walker to the Metro Board. We wish you all well in your endeavors on the Metro Board and the CAC looks to work very closely with you. This also affords a reminder to all Metro Board Directors that each of you are allowed to appoint up to 4 members to the Citizens Advisory Council. We've worked hard the last few years to provide valuable input and consideration to the global workings of the agency by expanding our committee to provide more insight to advise the Metro Board so that we all do our part to help better serve our customers and to LA County taxpayers.

