

MINUTES

San Gabriel Valley Governance Council

Regular Meeting

El Monte City Hall
Building East
Council Chambers
11333 Valley Blvd.
El Monte, CA 91731

Called to Order at: 5:03 p.m.

Council Members Present:

Alex Gonzalez, Chair
Rosie Vasquez, Vice Chair
Roger Chandler
Steven Ly
Dave Spence

Officers:

Jon Hillmer, Director Governance
Council
David Hershenson, Comm. Rel. Mgr
Michele Chau, Council Secretary



Metropolitan Transportation Authority

1. Pledge of Allegiance
2. Roll Called
3. **APPROVED AS CORRECTED Minutes of Meeting held October 11, 2010.**

Councilmember Ly noted a correction on page 5, Item 12 of the minutes. The corrected section is shown below:

Representative **Huang Ly** mentioned an electric bus loan program being considered by the City of ~~San Gabriel Rosemead~~. Under this program, electric buses will be loaned free of charge to the city for trial purposes. He stated that MTA would benefit from such a program.

Mr. Page stated that he was recently approached by vehicle development staff regarding compiling a list of lines on which similar types of vehicles could operate. Representative **Huang Ly** offered to provide staff with more information regarding the program.

4. **RECEIVED Director's Report**, Jon Hillmer.
Mr. Hillmer indicated that he has simplified the format of the performance report.
 - Performance Report – On-Time Performance (OTP) in the San Gabriel Valley (SGV) dipped 4.5% due to warm weather during the month of September. Warm weather tends to create problems with heavier equipment.
 - Complaints/100,000 passengers – The SGV target is 2.64%. The September figure in this category was slightly above target. Mr. Hillmer presented a chart showing customer complaints categorized by type. The top 4 complaint types in the SGV are: lateness, operator discourtesy, no-shows and pass-ups.
 - Miles Between Total Road Calls – The SGV target is 3,715 miles. Performance in this category dipped in September to 3,000 miles but increased to 3,500 miles for October.
 - There were 1.84 Accidents/100,000 miles in SGV for the month of September.
 - Ridership both system-wide and in the SGV is near the target.
 - Mr. Hillmer reviewed bus and rail ridership trends. He indicated that bus ridership has decreased 15% over the past four years, whereas rail ridership has increased 27% over the same period. He noted that ridership varies seasonally, dipping during winter months and spiking during the spring and summer. Mr. Hillmer stated that bus/rail ridership tends to decrease when the fare is raised.

- Mr. Hillmer provided a summary of recent Board actions, including re-appointment of Kymberleigh Richards to the San Fernando Valley Governance Council; appointment of Elliott Petty to a vacant Westside/Central Governance Council position; approval of Regional Connector and Westside Subway Extension Draft EIS/EIR; and adoption of Locally Preferred Alternatives for both projects.
- The next Governance Council Meet and Confer will take place December 1, 2010 at 2:00 p.m.
- Mr. Hillmer reviewed key dates for June 2011 service changes. The public hearing will take place February 2011 and the Council will act on staff recommendations in March 2011.
- A Transit Providers meeting took place a few weeks ago. The City of Pasadena sponsored the meeting. Los Angeles Department of Transportation, MTA, Foothill Transit and the City of Glendale participated in the meeting. Topics of discussion included transit policy and implementation of Blue Ribbon Committee recommendations.
- Mr. Hillmer stated that the Council will solicit nominations for the San Gabriel, Alhambra, South Pasadena and San Marino cluster city position.

5. CONDUCTED workshop to discuss **FY12 Service Change Concepts.**

Conan Cheung, Deputy Executive Officer, Operations, reviewed transit network planning strategies. He indicated that staff is following up on the Blue Ribbon Committee's recommendations. Mr. Cheung highlighted steps being taken to improve coordination between Metro, municipal, and local return operators, including but not limited to: initiating quarterly meetings with service providers within each Governance Council area, conducting an inventory of service change dates for each operator, working with Cities of Glendale and Burbank to develop a proposal to improve routings and span of service of selected lines serving the Burbank Transit Center and Glendale Metrolink Station, working with Foothill Transit to coordinate services along the El Monte Busway, and working with Montebello Bus Lines to create a bus-only lane for two blocks in the vicinity of the Pomona/Atlantic Gold Line Station.

In addition, staff will be focusing the regional transit network on several key areas, including: reducing service duplication between Metro, municipal and local return operators, improving bus/rail integration with rail and Bus Rapid Transit being the backbone of the network, simplifying the route network by consolidating services along a common corridor, and improving service quality.

Mr. Cheung explained that the June 2011 service change program adheres to the Blue Ribbon Committee's policy guidelines by better matching service levels to demand (based on industry standards), ensuring that Metro Rapid corridors adhere to the Metro Rapid program service warrants, reducing bus and rail service duplication, simplifying the network by consolidating services along a common corridor, and implementing the EXPO bus/rail interface plan.

Mr. Cheung reviewed next steps. Governance Councils will set the time, date and location of public hearings in December, staff will present a detailed list of proposed service changes in January, and Councils will hold public hearings in February.

Chair Gonzalez emphasized the need to simplify the transfer policy.

Mr. Cheung mentioned that the MTA Board requested that staff examine different fare setting structures. The current fare setting is time- and distance-based to a certain extent. A hybrid system is feasible. One topic requiring additional discussion and clarification is how transfers will be made. He stated that MTA staff is considering pilot projects to determine if it is possible to implement a seamless fare policy with Foothill Transit on certain corridors.

6. **RECEIVED Public Comment** – John McCreedy, transit user, suggested categorizing complaints by route. He stated that Line 266 buses are notorious for breaking down and that when temperatures exceed 90° F, buses tend to break down. He commented that passengers are left in the dark when buses are late or do not show up. There needs to be a way for passengers to find out why their buses are late. He mentioned that Metrolink passengers can call dispatch to find out why a train is late. He stated that MTA passengers may submit a complaint but are not able to access current information about bus location.

Mr. Hillmer responded that specialized equipment is available on-board buses which assists MTA staff in determining the exact location of buses. The system can detect late buses. Field supervision has access to this equipment. He explained that Line 266 is a contract line and that the specialized equipment is only starting to become available on the line. He stated that Shannon Anderson, Transportation Contract Services Manager, may provide a presentation on contract lines in the near future. MTA customer service agents do not have this data at hand when intercepting customer complaints by phone. A next-bus information system which will provide patrons with real-time bus information via smartphones will become available in the future.

Representative Spence suggested that Mr. Hillmer compose a letter to CEO Art Leahy which outlines Mr. McCreedy's concerns.

Mr. Hillmer responded that he will discuss Mr. McCreedy's concerns with Mr. Leahy tomorrow. He indicated that these issues should also be discussed at the next Meet and Confer meeting.

Representative Ly inquired about the timeline for implementing the real-time bus information system.

Mr. Hillmer responded that MTA recently entered into a contract with NextBus Information Systems, Inc. to develop algorithms to predict when the next bus will arrive. The information will be available via smartphone and at major stations. The system will likely be installed on-board buses sometime by next year. Currently, signs displaying real-time bus information are displayed at the El Monte Station and Artesia Transit Center. A similar system is also available on the Orange Line.

Daniel Garcia, transit user, commented that increasing construction on major streets may be a factor contributing to the rise in customer complaints. He stated that MTA should showcase various lines patrons can take to reach various destinations. He remarked that GPS systems are a powerful tool in determining bus locations.

Mr. Garcia inquired about the number of handicapped parking spaces at the new El Monte Station. He asked if a three-dimensional model of the new Station is available.

Mr. Hillmer responded that the existing parking structure will remain intact and that a few more parking spaces will be added once the new Station is completed. There are no current plans to build a new structure. Staff can bring back renderings of the new Station.

Mr. Garcia requested a breakdown of the types of bus mechanical problems occurring each month.

Mr. Hillmer responded that approximately 44% of mechanical problems are related to malfunctioning engines. The next highest number of mechanical problems relate to doors, followed by windows and other parts. There are relatively few mechanical problems with lifts as most new buses are low-floor and feature ramps instead of lifts.

Ken Ruben, transit user, stated that he rode the Red Line to the Civic Center station and noticed that there was construction in the vicinity of City Hall. He stated that every Line 770, Silver Line, and Foothill Transit bus was traveling on Temple Street. He did not experience any problems catching a Silver Line bus. When he reached El Monte Station, he saw a Line 194 bus leaving, and had to wait for another bus. He asked Mr. Hillmer to find out the reason for the detour.

Mr. Hillmer stated that Silver Line buses run every 5 minutes. Line 194 buses run every 15 minutes.

7. Chair and Council Member Comments – none.

Adjourned at 5:45 p.m.



Michele Chau, Council Secretary