

Wednesday, May 11, 2011

5:00-6:20 PM

Minutes

WESTSIDE/CENTRAL
SERVICE COUNCIL

Regular Meeting

325 S. La Cienega Blvd.
Beverly Hills, CA 90211

Call to Order

Council Members:

Catherine Bator, Chair
Joe Stitcher, Vice Chair
Peter Capone-Newton
Perri Sloane Goodman
Art Ida
Jeffrey Jacobberger
Elliott Petty
Glenn Rosten
Jerard Wright

Officers:

Jon Hillmer, Director
Jody Litvak, Communications Manager
Suzanne Handler, Council Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

Please turn off cell phones or put them on vibrate

1. APPROVED Minutes for April 13, 2011

2. PUBLIC Comment

- Joan Tayler: I have given each of you a paper with my two requests. I hope you will consider these. The number 20 bus at Fairfax should be able to stop at the rapid stops at night. You cannot see which bus it is in the dark and it's too difficult to cross the street to catch the local or limited. Metro has decreased the line 20 buses so they run every 30 minutes 8:30pm to 7:00am. Consider the local and rapids stopping at the same stop. The second request is to let the limited stop at night at Curson between Fairfax and La Brea; we need to have more buses along Wilshire for safety. Please let me know what steps will be taken with my request.
- Wayne Wright: This question is to Mr. Hillmer, are you going to have the Sheriff's officials come in and talk about Security issues on the rail line like you did last month at South Bay and Gateway? I would like to hear what they will be doing on the Expo Line.
- Jane Edwards: On the new information line 323 GO METRO and the 511, is there a fee to call? Is there a list on what has been changed for June?
 - a. There is a brochure being prepared for the June service changes should come out the end of this month. You can go to metro.net there will be a slide showing all June changes.

The Line 730 on Pico where they want to cut the rapid service that is a very busy heavy line and what to they mean by **enchanted** service? Streets like Pico, Olympic, Wilshire need rapid service all day long.

- b. Should be **enhanced** service.
- c. On the 30 line even though the rapid will be going away there will be a limited stop line that would be implemented and will be similar to the rapid except it will make a few additional stops.

Chair Bator: On the website we have the service changes in general but we don't have the new schedules.

Steven Tu: The bus schedules are currently being worked on in the department. Around June 20 they will be available to the public prior to the June 26 service change.

Chair Bator: We have had comments in the past that the new schedules were not released until the day the service changes when in to effect.

Steven Tu: Unfortunately this is the case, due to all the due diligence our schedules must go through. But they will be on-line using the trip planner at least a week prior to the schedule change.

- Ken Rubin: National Train Day participants from all over. The steam engine from the 351 out of San Bernardino Railroad Circle Society was on display. I was unable to tour the engine due to the long lines. A lot of interest in rail travel. I have been around the Expo Line at Jefferson and La Cienega off and on for a week, and if you are walking on the side where the 105 bus going south, and the Culver City 4 go a little north and you will be on the corner of Jefferson and La Cienega, if you want to hit the light for the "walk" the construction fence blocks it, just want to call this to your attention.

3. REPORT on Line 26, 207/757 Service Reallocation, Steven Tu, Service Planning and Scheduling

Service council had requested more information as far as what the service will look like come June, as far as the service enhancement. Looking at the Western corridor first the 207 is going to be getting the equipment upgrade to a 60' articulated we will be swapping the equipment between the 757 and 207 as part of this change the service levels will be adjusted to the board approved 1.3 load standard and the total number of line 207 seats will have increase for each weekdays Saturday and Sunday. The 757 will go to a 40' bus the rapid trips will operate more frequently. We will be providing more seats during the week and weekends. The 207 frequency will remain the same, but the 757 will run more frequently.

Line 26 will be canceled on Virgil Avenue after June and will be replaced on the remaining portion by the 51, 52, and 352, these trips will remain the same.

Representative Capone-Newton: The graph is based on the schedule at Wilshire and Western.

Steven Tu: We are trying to better coordinate the schedules from Wilshire/Western in both directions.

Representative Capone-Newton: One of the things I found fascinating when we went to the Meet and Confer in March, was the idea that management has of better on-time performance by evening out the service. It would be good to actually measure that, can you come back in a few months and look at actual ridership data and the load factors we get and see if this actually pans out.

Steven Tu: July and August data would be a good indicator.

Jon Hillmer: We can bring it back in September.

Representative Capone Newton: this will take a bit of time

Steven Tu: We may want to take into consideration that school is out during the summer so the ridership will be different than what we are seeing now.

Representative Capone Newton: Or you can compare to a year or quarter before.

Chair Bator: Steven can you please touch on what we spoke of this afternoon about the 2 and 4 being overcrowded and late, this comment came from a public speaker last month.

Steven Tu: For line 2 and 4 we recognize there have been customer comments regarding on-time performance issues, and crowding. The line 4 particularly at the end of the PM peak. Line 2 we were able to speak with some of our operators as well as the TOS' what we found out was the 405 Sepulveda Pass project where they have knocked down the Sunset Bridge has actually created delays in both directions. That translates into a cascading delay as you get later into the day. One of the things we are going to do in June, is we will be implementing a new eastern short-line terminal at Sunset and Alvarado. We have trips that go into downtown LA and also have trips that go westbound Fairfax/sunset then to Westwood and select trips go all the way to the Ocean. What we are going to be doing for June the trips that go all the way to PCH instead of them coming back downtown, they are going to Sunset/Alvarado then we have alternating trips that will be going from Westwood/Downtown LA. You will have an overlap of service between Westwood and Sunset/Alvarado. This is our heaviest portion, what this allows us to do is get our buses to turn back around and go to where our busiest segment is and actually provide better service to our core customers on the Sunset corridor. There will still be some service to Downtown LA and still service to PCH, but we are trying to maintain quality of service between Sunset/Alvarado and Westwood.

Line 4 a year ago we were running articulated buses and we transferred those buses to line 66. Since that transition we have been getting a lot of customer comments from customers who ride right after the PM peak. We are looking at different ways to accommodate those passengers is extra trips, equipment change to 45' buses.

Representative Wright: The On-time Performance slide by line shows the 704 at 56% on-time, is that for the same reason as Steven was mentioning? Is there any consideration of offsetting the 704 trips?

Steven Tu: That is a good point, one of the initiatives is we are going to continue looking at the December service change, and those details will be reported to you in the coming month. We will continue to look at new layover opportunities at the Vermont Avenue/Santa Monica where it can interface with the Red Line. Right now we are constrained where we can have our buses turnaround and layover. We will report back to you in the coming months.

Representative Wright: Layover locations in the next 2 months, so you can get a jump on this so we don't wait until the last minute.

4. RECEIVE Director's Report, Jon Hillmer/Jody Litvak
 - Performance Report
 - On-time performance: Metro system for March 75.9%; Target 80%; Westside/Central 75.4%
 - Complaints per 100,000 passengers: Target 2.52; Metro System 2.84; Westside 2.20
 - Miles Between Mechanical Road Call: Target 3,664; Metro System 3,463; Westside/Central 2,706
 - Accidents per 100,000 Miles: Target 3.14; Metro System 2.50; Westside/Central 4.13
 - Monthly Ridership: Target 29,470,000; Metro System 31,770,000; Westside/Central 18,320,000 (up)
 - Average Weekday Ridership on Bus and Rail: Total 1,463,151; Bus 1,168,350 down 2%; Rail 294,801 up 17%
 - On Time Performance by Line: We had 12 lines that were 80% or better and 12 lines that were below 70%. Some of the lines 70% or less are due to construction on the streets in the Westside.
 - Customer Complaints System wide: Access Service 4%; Equipment 1%; Fare Issue 4%; Miscellaneous 5%; Operator 19%; Pass Up 23%; Schedule 29%; Unsafe operation 15% total calls 904.
 - Clean Bus Ratings: From 0-10 overall Metro Rating was 8.14; Division 6 - 8.87; Division 7 - 7.91, Division 10 - 8.09.
 - Wheel Chair Boardings: Total wheel chair boardings in the system for March was 62,123; Westside/Central 33,704
 - Wilshire BRT EIR/EA, by Jody Litvak
 - Revised final EIR/EA was released in April with a 30-day comment period.
 - When the board last considered wanted us to look at removing the one mile Shelby to Comstock section in the condo canyon area of Westwood.
 - We have done the analysis and analyzed the project for everything in the city of Los Angeles from downtown to the Santa Monica City line we also did an analysis leaving out condo canyon.
 - It will go to the committees in May and the Board. Recommendation will release to the public this month.
 - It needs to be acted upon by the LA City Council, as of now it has not been agendized.
 - Metro Board Actions for April
 - Approved a motion to Develop a study on what is needed on the Metrolink Antelope Valley Line
 - Awarded a contract for Van Nuys Rapidway to complete AA, DESIS/R and CE include a light rail, BRT or Trolley Bus

- Adopt locally preferred alternative maintenance facility Site for Crenshaw/LAX transit corridor
- Revised Bike-on-rail policy and implementation plan
- Staff to return to Board with information on
 - LRT average standee trip length, time standing and potential impact of fewer seats
 - Plan to mitigate vendors/recycling on Metro blue Line
 - Bicycle demand on each rail line
 - Alternative such as station bikes and return and/or shared use bikes
- Work Plan for FY 2012
 - Look over, give me your comments and suggestions
 - Next month a proposed work plan that we could review and adopt next month
 - Enhancing our public participation encourage more people to participate in our meetings
 - Working with the council to increase their understanding of the service which could entail tours of an operating division, tour of rail maintenance yard. Visit other transit properties.
 - Organizing tours of the Expo right of way and purple line and where we are going with that line.
 -

Representative Rosten: When I first got on the council we spent a lot of time talking about budgets, and then we realized we had no voice in the final outcome. Will we have any say in the budget?

Jon Hillmer: No

Representative Rosten: Our time would be better spent on things we can make a change, rather than worrying about budget.

Jon Hillmer: It is important to understand what the budget is. The same thing with the adopted goals and performance levels. It is good for our understanding and why we are pushing in a certain direction.

Representative Rosten: With those, we can make suggestions, but with respect to the budget probably would fall on deaf ears.

Representative Ida: In terms of the budget, I think the biggest part is operations, so in terms of service and type of service translates into the budget as how much is spent and policies about the service. In that case, we do have a good comment on that, on the maintenance side which is a smaller portion, and the administrative side I can tell you there is not much you can do.

Jon Hillmer: The same goes with the quality of the service where we are doing well, it is great to be able to commend the operators and the division management for doing well or where we need to improve. You might be

surprised when I mention to a division that a council member has noticed 'xyz' that gets immediate attention. We are testing a smart phone application whereby you will have the ability to input what you are seeing during your line ride, it is in the preliminary stage. If we can get the information right away we'll be able to take action if necessary.

Chair Bator: On the chart for line on-time performance I am noticing the percentage of early buses, but now that I am looking at it I am finding them extremely high especially when Mr. Leahy made such a point that he was cracking down on early buses. Does this reflect an improvement?

Jon Hillmer: Yes, in fact overall there has been a significant improvement. Prior to Mr. Leahy's arrival we were in the 10% range for early arrival, now we are 4.5%. We have some lines that run ahead of schedule. Some are just glitches in the system, where we have short lines; the system does not recognize that it is OK for a short line bus to get to the terminal after his last bus stop/pickup ahead of schedule.

Representative Wright: Can we have this chart back on a quarterly basis? For comparison?

Jon Hillmer: Some of the lines noted on the chart will be canceled or short-lined due to Expo Line.

5. DISCUSS/APPROVE Service Council Representative Terms
 - When the board adopted the bylaws included in that was an element to readjust the terms of our council members. Each council has nine seats some of the councils begin on July 1 some January 1 and one has it throughout the year.
 - For the Westside we've created a new alignment three council members due for re-nomination every year. Westside COG would have an appointment every year, as opposed to 3 appointments every 3 years, same will occur at other appointing bodies.
 - We will be writing a letter to the nominating bodies informing them of the changes.

Representative Rosten moved that we approve the changes to the representative terms, Representative Wright seconded.

Chair Bator: All those approve? Unanimous approval by council

6. REPORT on Safety at the Expo Start Up, Barbara Burns, Community Relations Manager, Transit Education Programs – **Moved to June meeting**
7. RECEIVE update on change of venue for Westside meeting, Catherine Bator, Chair

- Greg Angelo, Director of Real Estate, has been in communication with the Yung Oak Kim School and has all the paperwork. They need a couple of things from us, first of all they have limited parking, we don't know how many that is, but they would like us to tell them how many parking spaces will be needed. I would like to open this for discussion. Do we want to have enough parking places for members and staff or do we need more? There is parking across the street with meters. There are two places to park school parking, metered parking and also we may get parking, also some parking may be available in the apartment, which is part of the structure.

Representative Rosten: Have Greg put it all together and tell us what he has.

Jon Hillmer: Suzanne and I would like to go out there and take a look at the facility and see what type of access we have. How large it is, we have to make sure that our staff can set up the equipment as opposed to LAUSD.

Chair Bator: I was going to go also. I want to throw it open to anyone on the council who wants to go and we'll coordinate a day. Greg Angelo is going to coordinate the walkthrough after school hours. I'll be sending the information out to everyone.

Jon Hillmer: This location has great access, it's right on the red line at Wilshire/Vermont. The entrance is on Shadow Place.

Chair Bator: The building is actually on top of the Vermont Station. It's a transit oriented development and the multi-purpose room at the school was built with the intention of having public meetings.

Jon Hillmer: We need to make sure we can have monthly meetings for at least 6 months.

Chair Bator: The principal wanted to try it out on a trial basis, but Greg had an alternate strategy of drawing up paperwork that we would abide by their rules if we can have it for a year and the opportunity to renew.

Representative Wright: I would like to make a suggestion if the cost is over a certain limit if we are to make a move let's move to Metro Headquarters and come here for the February and August meetings (Beverly Hills Tennis Center), to keep the region connected. I personally am erring on the side of caution as well as we don't have this debate for a year, so we can make a decision, get our options and go from there.

Representative Rosten: Downtown is the end of our area, not any where near the middle.

Representative Wright: Where the meetings are located is not the issue. When we have workshops the public attends even if it is in Beverly Hills or Westwood.

Representative Rosten: Then why are we changing locations?

Representative Wright: That is why I am saying if the school falls through the cracks then let's have a backup, let's work with it and move on.

Chair Bator: The idea behind changing the venue was to bring the meeting closer to our ridership which makes it easier for people to attend and will send a message that we are trying to accommodate our riders. We are just now getting to the point where Greg is able to work on this. All he wants tonight is how many parking spaces do we need?

Jon Hillmer: At least 10 or 12.

Representative Capone-Newton: Thank you Cathy for working on this, it appears this has been taking a significant amount of time, I know this is something this council has been working on for a while and discussed. Thanks for the effort.

8. Council Members and Chair comments

- Line Rides

Representative Rosten: I've been using the Nextbus/Nextrip, it's close but not accurate, that can be a problem if you think you have more time than you really do. It's a great idea.

Representative Sloan Goodman: I use the Nextbus/Nextrip regularly. I knew there was supposed to be a bus in 20 minutes but Nextbus noted 70 minutes. Seems like it goes into a dead zone along Fairfax south of West Hollywood City Hall.

Cathy Bator: I've found the system gets ahead of itself.

Representative Sloan Goodman: I had a line ride in April on the Blue Line with my family to Long Beach Aquarium. We took the Red Line to the Blue Line, when we were coming back around 9PM, the Blue Line becomes very colorful in the evening. It took a long time but we enjoyed the day.

- Action Item

- a. Commander Jordan to discuss safety on the rail lines
- b. On-line performance per line every other month or quarterly
- c. Meet and Confer with Art Leahy, June 30 2:30pm
- d. Rapid and local stops at same location
- e. Work Plan Final Draft for the council to Adopt
- f. Safety on the Expo Line by Barbara Burns
- g. Layover zone at Santa Monica and Vermont for the 702 – deferred for 2 months

Adjourned 6:20pm