

Thursday, May 12, 2011

2:00-3:30 PM

Minutes

GATEWAY CITIES SERVICE COUNCIL

Regular Meeting

Salt Lake Recreation Center
3401 E. Florence
Huntington Park, CA 90255

Call to Order

Council Members:

Cynde Soto, Chair
Wally Shidler, Vice Chair
Richard Burnett
George Bass
Jo Ann Eros-Delgado
Lillie Dobson
Sergio Infanzon

Officers:

Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr.
Suzanne Handler, Council Secretary



Los Angeles County
Metropolitan Transportation Authority

Metro

Please turn off cell phones or put them on vibrate

1. PLEDGE of Allegiance
2. ROLL Call
3. APPROVE Minutes from April 14, 2011 meeting – moved and seconded
4. SAFETY Tip, Lt. Obenberger, update on “See Something, Say Something”
 - The flyer that was passed out to council members are flyers we give out at park and rides, public meetings and seat drops, this gives a phone number to rail operations and to Metro’s dispatch center. Crime Stoppers has a generic number plus a text number, another Metro flyer has a with hot line number. We also give to bus operators the Zero Tolerance internet report number or listing so they can hand it over to the Sheriff’s Department if they see graffiti on their buses being done and the perpetrators are gone by the time we get there, which is often the case. At least now we have the basic information right there, we can broadcast and look for them on streets. In addition we can pull the video tapes and turn it over to the graffiti task force.

Just to give you a follow up from last month, I pulled stats for April and we arrested 24 vendors. I am finding that the vendors are aware we are targeting them, but they still come on the trains. We have a zero tolerance on the vendors by the fact we are not citing them anymore we are arresting them and taking their wares for evidence, if they are perishable we throw them out. In addition to that, we arrested 3 people for drug possession.

Good things are happening because of what the councils are doing and the public awareness. There has been an increase in Sheriff presence around the trains due to the Pakistan situation. The dogs have been deployed at Union Station because this would be a possible target. Everyone is concerned about it now, but it takes 6 weeks for a plan to become instituted. We have not had any information given to us at the Sheriff’s Department. We do have our terrorist experts working with the FBI. We have been told that our system is in better shape terrorist-wise than any other system they know.

Representative Shidler: How many of the operator forms are being turned in?

Lt. Obenberger: they are being turned in to their TOS’ or I have seen a few come in through the drop-off box located at the divisions.

5. PUBLIC Comment

Wayne Wright: I would ask for service development department to make some changes in their owl service routes in the Gateway Region. 1) Line 45 rerouting

the owl service from the Carson Station via Avalon Blvd. to the Compton transit Center; 2) reroute line 51 owl from 85th and Central to run south Avalon/Manchester to replace the 45 owl sub to Rosecrans and Carson to connect with the late night trips on line 246. Shift line 55 owl service from Willowbrook to Wilmington and continue to come to Compton Transit Center via Compton Blvd. Lastly, expand 105 West of Crenshaw and King to the West LA Transit Center to connect with the 217 owl and maybe expand further to Cadillac and La Cienega by Kaiser to connect to the 33 owl nearby. One of my complaints with the owl service in the Gateway region is they do not connect where you want to go or connect with anything. Basically it is time this region looked at the owl service and overhauled it.

6. RECEIVE Director's Report, Jon Hillmer
Performance Report

- On-Time Performance: Metro Target 80%; System wide 75.9%; Gateway Cities 74.4%
- On-Time Performance by Line: Line 127, 751, 62, 760, 110, 53 are 80% or better; Line 260, 612, 762, 611, 102 are 69.6% or less
- Complaints per 100,000 Passengers: Metro Target 2.52; System wide 2.84; Gateway Cities 3.07
- Customer Complaints: 4% Access Service; 1% Equipment; 4% Fare issues; 9% Miscellaneous; 19% Operator Issues; 23% Pass ups; 29% schedules; 15% Unsafe operator/accident
- Miles Between Mechanical Road Calls: Metro Target 3,664; System wide 3,463; Gateway Cities 3,590
- Clean Bus Rating System: System for March was 8.14; Gateway Cities Division 1 - 8.03, Division 2 – 7.29
- Accidents Per 100,000 Miles: Metro Target 3.14; System wide 2.50; Gateway Cities 2.84
- Monthly Ridership: Metro Target 29,470,000; System Wide 31,770,000; Gateway Cities 6,100,000 (up 50,000)
- Wheel Chair Boardings: Metro System Wide 62,123 for the Month of March; Gateway Cities 15,948
 - **Representative Shidler:** When we order our new buses can we change the configuration to make room for 4 wheelchairs?
 - **Jon Hillmer:** I do know the specifications for these new buses have been altered a bit to accommodate wheelchairs. Right side has been expanded to 60" to accommodate larger wheelchairs. They are expanding the doorway and expanding the turning area by the farebox by about an inch and a half. We had a policy if we could not pick up a wheelchair patron within 20 minutes we were to contact BOC to send another bus, or call Access Services.
 - **Chair Soto:** the ramp that folds out, will it be longer? Long Beach Transit buses are just right.
 - **Jon Hillmer:** My understanding after speaking with Chip Hazen the federal government is looking at extending out 1 in 6 would be a 16%

slope in stead of the 25% slope. The 700 buses that we are ordering will have something better than a 25% slope. Standards are changing.

- Rail Ridership Trends: Red Line up 5% at 4,000,000; Blue Line down 5% 2,500,000; Green Line is even at 1,000,000; Gold Line up 93% 1,000,000
- Metro Board Actions in April
 - Develop a Metrolink Antelope Valley Line Infrastructure Improvement Strategic Plan
 - Awarded contract to complete AA, DEIS/R and CE for Van Nuys Rapidway
 - Adopt locally preferred Alternative maintenance Facility Site for Crenshaw/LAX transit corridor
 - Revised Bike-on-Rail Policy and Implementation Plan
 - Staff 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 rental/shared use bikes
- Metro Gateway Cities Service Council Annual Work Program
The adopted Metro Service Council Bylaws stated a work plan for the fiscal year it will be presented in June for review and approval and will include the following:
 - a. Expanded public outreach
 - b. Enhanced programs to increase Council understanding
 - c. Increased interaction regarding service development
 - d. Enlarged role in reviewing service quality and safety
 - e. Continued review of operations performance

Representative Infanzon: On the Customer Complaints System Wide slide what is the number 904?

Jon Hillmer: It is the amount of complaints received during the month of March.

7. DISCUSS/APPROVE Service Council Representative Terms, Jon Hillmer
Council Members approved new terms – unanimous decision
8. RECEIVE report on Code of Conduct and Transit Court, Karen Gorman, Chief Ethics Officer

Karen Gorman gave an update on the Transit Court and Code of Conduct for bus and rail lines. The new Transit Court will be at Metro Headquarters located on the Plaza Level inside the building. It will have three hearing rooms and one conference area/training room. Metro is in the process of hiring hearing officers who are qualified members of the State Bar with mediation training and bi-tri-lingual. The Code of Conduct for Passengers will include the new code for bicycles on rail passed by the Board. The

procurement process is in m
requested to be included in the amendment to the existing legislation. Transit
Court should be open for business by the end of the summer.

Representative Shidler: How about retired judges?

Karen Gorman: I have not noticed in the applications any judges applying.
We are getting excellent applicants.

Representative Shidler: Will they be able to bring their own attorneys if
necessary?

Karen Gorman: We have not made any rules that say they cannot be
represented if they wanted to be. Technically these hearings are open to the
public they are not closed session. This is an administrative solution not a
criminal proceeding.

Representative Infanzon: I think the concept is great because it is going to
help the customers, if they don't have to pay the extra dollars to the court. The
question I have is I attended a presentation there are no known numbers,
from my perspective I like to see the numbers. How did you come up with a
system that will benefit financially.

Karen Gorman: We have presented estimated numbers to the Board.

Representative Infanzon: It is a very good concept and I hope that it works.
Then eventually, you will be able to show it is a good system.

Karen Gorman: We believe if our transit court is successful it will be a model
for the nation, and we appreciate your support as we go through this process.

Public Comment:

Roberto Hernandez: I would like to thank Council Member Infanzon the
representative from Bell (actually it is Bell Gardens), I went there last time
when you were giving the coupons for transit, but there were a lot of problems
they were giving 3 days but they were not enough, if they could help with the
organization they put the flyer from 4-5pm all of sudden it was only 3 or 4
hours and it was raining. They may need security guards because a lot of
people were sneaking around the line and last year there was a bad accident
and a pedestrian was killed. I know they will do the coupons again before July
and they need better organization with guards in attendance. Also, there
needs to be a banner regarding the meeting here once a month so people can
see it from the 111 out front. Some people are retired and would like to
attend. For the next service change in December you might want to change
the frequency of the 111.

9. CHAIR and Council Member Comments

- Richard Burnett: in the City of Long Beach they were going to cancel the 131 line that connects with Metro at the Wardlow Blue Line Station. It was an important line which served areas in Long Beach. Because of some the activists and consumers we were able to save the line.
- George Bass: Last month I was talking with people at Hartwell Park in Long Beach during the youth baseball games, we do have a major problem on the Blue Line with vendors, disturbances and other misbehaviors that has turned people off on riding the train.
- Lily Dotson: The Metro Station that is being built in the City of Compton, has seen a lot of delays. It was scheduled to be ready in November, then it was April, etc. I don't know what the problems are but if I need to do something or if I can get an update it would be appreciated.
 - Scott Page: Actually, the Compton Transit Center was a call for project, whereby Metro funded the City of Compton to build the center. Compton entered into an agreement with a construction company the delays began and then the rains we had in the spring. Plus there wer problems with cracked cement. I have good news it opened last Sunday.
- Lily Dotson: What is with that building?
 - Scott Page: that building is also a call for projects that will be a street light management center, it was all packaged in the funding, but it really is not related to the buses more to the street signals.
- Sergio Infanzon: Lt. Obenberger, thank you for your presentation. Keep up the good work. Also to Mr. Hernandez, just to clarify, I represent the City of Bell Gardens, not Bell.

Chair Adjourned the meeting