

Wednesday, June 13, 2012

5:00-7:00 PM

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# Minutes

WESTSIDE/CENTRAL  
SERVICE COUNCIL

Regular Meeting

Young Oak Kim Academy  
615 S. Shatto Place  
Los Angeles, CA 90005

Call to Order

Council Representatives:

Joe Stitcher, Chair  
Jeffrey Jacobberger, Vice Chair

Perri Sloane Goodman  
Art Ida  
Elliott Petty

Officers:

Jon Hillmer, Director  
Jody Litvak, Community Relations Mgr  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Suzanne Handler, Council Secretary

## **Please turn off cell phones or put them on vibrate**

1. **ROLL Call**
2. **APPROVE** Minutes of May 9, 2012 meeting – Minutes Approved
3. **PUBLIC** Comment for items not on the agenda

Ken Rubin: In Culver City the Expo is going to open a week from today, I will be there as a Culver City resident if not necessarily from SOCATA. Look forward to Line 5 coming in there (Big Blue). I was on the internet, and there was an article where Metro was signing an agreement with Desert Express and in this article it was mentioned that the quad gates were killing people. So I answered that. The quad gates are only in a few places along the Blue Line and the Gold Line. I don't know of any accidents on Metro other than a murder of a bus operator recently. Thought I would bring this to your attention.

Joseph Dunn: My comments will be about the 212. We need better service on this line at night. I would also like it to be a 24 hour line. It is very crowded we wait once an hour which makes the line overcrowded in Hollywood. Second, Hyperion and Rowena very nice area and not enough service in the evening. Metro is not serving these areas well. We need better service from the Hollywood area towards South Bay to Redondo Beach. It takes 2 hours at anytime of the day to get there. I would suggest starting maybe another 700 style or 500 style of service from Hollywood using La Brea to Santa Monica Fwy to San Diego Fwy getting off at Hawthorne; or improve the service from Hollywood to the Green Line to get to the airport. I have an access pass when you have your advertisement you get this amount off by showing your Metro card what about us Access Members?

Wayne Coombs: I mentioned this informally, when the trains are coming into a station and it is posted on the electronic sign prior to its arrival, it disappears when the train pulls in. That should stay on the monitor until the train is leaving the station. Obviously a very simple programming change if someone would just do it. Notice of destination should remain on the sign until the doors have closed especially if they are getting the train at the Union Station.

Wayne Wright: This Sunday the service changes come into effect. One of the changes is going to involve the 42 being consolidated as line 102. This is a line I use a lot, particularly at night. One of my main concerns is service after 7pm, will this line connect with Expo after 7pm or will it stop at Crenshaw/Stocker? One of the reasons is because line 40 at night is

unreliable the drivers are chronically late, and because they will have 60' buses on the line it will not make a difference. I would ask that the 42/102 at least connect with Expo if not now, at least by December 2012 or June 2013. I am coming from Downtown or San Gabriel, normally I have to take the Expo to La Brea it is impossible to connect with the 102 at Crenshaw because of the schedule with the Crenshaw buses, and line 40 is definitely out because if I miss the 102 at Crenshaw/Stocker I have to go to Slauson and catch the 108 and that stops running and I have to go to Inglewood and catch the 212. So I would ask they have a better night service connection between Expo and line 102.

4. **RECEIVE** update on BRT/Bus Only Lanes on Wilshire Blvd. Michael Richmai, Regional Transit Planning

Project goals and objectives are to shift to encourage shift to public transit through improved bus passenger travel time and service reliability. We look to improve traffic flow along Wilshire Blvd. The project will include repaved curb lanes along damaged portions of Wilshire Blvd, particularly between Western and San Vicente. Bus will operate in the peak hours along the curb lane. Right turning autos and bicycles and bikes are allowed in the bus lanes.

Traffic improvements, along the project corridor include traffic signal improvements, enhanced transit signal priority turn lanes, left-turn arrows, selective street widening and curb lane reconstruction/repaving. The project length is a 12.5 mile corridor starting at Valencia on the eastside, and west to Centinela. Restriping between S. Park View and Western, western border of Beverly Hills to Comstock, Selby to Veteran/Gayley and Barrington to Centinela. Reconstruction/repaving and striping of curb lanes between Western to San Vicente, street widening between Bonsail to Barrington, and extending eastbound left turn pocket on Wilshire at Sepulveda.

Benefits include improved end-to-end bus travel times, schedule reliability, mode shift to transit, and increase in ridership. Other benefits of the project include repaving of curb lanes to reduce vehicle damage, separation of buses and autos during peak hours and traffic improvements.

Schedule of project, March 2012 executed construction agreement with LADOT, June 2012 execute construction agreement with LA County, open first segment S. Park View and Western mid-2013, completion date will be in late 2014.

Representative Sloan Goodman: When you say curb lane is that an actual curb being installed?

Michael Richmai: No, we will be restriping only and fixing the road next to the existing curb. There will not be any physical barrier.

Representative Sloan Goodman: So the agreement with LADOT is that Metro will fund DOT to do the work?

Michael Richmai: Yes, as well as the county portion we will fund through FTA grants and local match.

Vice Chair Jacobberger: Just to confirm like the Figueroa Bus Lane in Downtown that bicycles will be allowed to use these lanes also. I know this is a City issue and not a Metro issue, but this is insane that it has taken close to 10 years to get to this point. The planning process takes so long that there is public frustration with some of the real efforts that Metro is trying to do, because the planning takes so long.

Michael Richmai: The EIR for this project took us 3 years to complete. Mostly due to additional time spent on studying potential traffic impacts of the project on various segments along the corridor and to address community concerns.

Jon Hillmer: Comment to Jeff, there was a significant amount of resistance to this project, from the merchants who are leery of losing some of their curb space during peak hour.

Chair Stitcher: I think everyone is well aware of why there is no bus lane through Beverly Hills, what is the reason between Shelby and Comstock?

Michael Richmai: The bus travel speed between this segment is faster than average on Wilshire and therefore, bus lanes were not necessary.

Chair Stitcher: At any of the intersections will there be improved signaling for cars that are turning right?

Michael Richmai: As part of the traffic signal improvements of the project, the City could consider installing right turn arrows where possible as well as left-turning arrows.

Vice Chair Jacobberger: The Wilshire/Fairfax light the buses could get hung up by pedestrian traffic.

Chair Stitcher: So part of the plan is far-side bus stops? To the degree possible.

5. **RECEIVE** update on Culver City Station Opening, Stephen Tu, Service Development Department – Report was given by Art Ida with Culver City Bus

For those who do not know, the Culver City Expo Line will open on June 20, regular service will begin at 12 noon. It will run 12 minute headways and actually for that day it will be free fares for the connections to the station.

Jon Hillmer: it will be free-boarding at the Culver City Station people will be given a commemorative free ride pass they can use to ride back and forth on the Expo Line.

Representative Ida: Our lines 1 and 7 will service the station for that day and will also have a free-fare day. It just so happens that the business association is hosting a summer solstice on the opening day from 5 to 9pm. Culver City will have free 8-minute shuttle runs from the station to the downtown area.

Chair Stitcher: Is Culver City offering free rides to those who board only at the station or to those who board along the line?

Representative Ida: Only to those who board at the station.

Vice Chair Jacobberger: We've had discussions in the past about what service changes will come one the stations are open along the expo Line. What is the timing for Big Blue, Culver City and Metro?

Chair Stitcher: Big Blue will begin serving the Culver City station on June 17 which is Sunday, and it will be our lines 5 and 12. Late august when the schools resume, we will have our line 6 which operates from the station to Santa Monica College.

Representative Ida: We have line 1 which already runs 12 to 15 minute headways and we will keep that monitored for ridership. Line 7's headways will be a 30 minutes. Line 220 will stay at their 1 hour headway. Culver City downtown is an 8 minute walk, there are restaurants, stores, businesses not far from the station, or you can take one of our buses. We are all very excited and grateful that Metro coordinated with us to have the Culver City opening on the same day as our Summer Solstice event.

Representative Sloan Goodman: What is the location of this station?

Representative Ida: Venice/National/Washington/Robertson. There is a transit hub that Culver City has built to accommodate other lines so that will be a connection point.

Chair Stitcher: Director Ida is being modest, if anyone has not been there yet, Culver City is quite happening these days. We too are looking forward to the station opening.

**Action Item:** Can we get a report on how the bus/rail integration went with the stations along Phase 1 what staff has learned and how they are going to apply those lessons to Phase II.

6. **REPORT PULLED** update on Westside/Central Community Relation's Projects,

Jody Litvak, Manager, Community Relations – **No Report this Month**

7. **DISCUSS** Line of the Month Program, Jon Hillmer, Director

Would like to bring to the council each month a bus line ridership, route issues, etc. Cycling through some of bus routes so the council gets a better understanding of how those lines operate, where they go what kind of ridership. We have done this with some of the other councils as well. In general so long as we keep it short and lively it is well received. I will also shorten my performance presentation and graphics. Would like to work with the other munis in our area, too on their lines/corridors.

Representative Sloan Goodman: I think it is a great idea I often find myself wondering where other lines are and their routes, I am familiar with my lines, but outside of my purview I don't know them. One of the things I had been thinking to request, is it possible to get a map of just the lines in our service area? If you look at the system map it is quite overwhelming. I often find myself wanting to look at our area only.

Jon Hillmer: The Westside is large from the borders of Pasadena, Alhambra, E. Los Angeles, South Pasadena to the Pacific Ocean. We could take an existing map and enlarge it highlighting from this location (YOKA) to the West.

Chair Stitcher: How are you defining the line? Would you consider the express version of the local line fall into your definition....this could take a long time.

Jon Hillmer: Yes, it may take us longer than 3 years. It could include both the local and rapid lines as one element. Conceivably when we get into the smaller lines, might be able to tie up with a larger/longer line.

Chair Stitcher: In lieu of looking at a line we look at corridors? Like Westwood Blvd., where we have Culver City, Big Blue, Metro and looking what the performance is on a street like that.

**Public comment**

Wayne Wright: My suggestion would be that staff considers having two line profiles a month because of the size of Westside service area. We are just interested in lines west of Fairfax, pick a line from Line 2 to 751 or 251 on the northeast, and also focus on the lines Westside oversees such as 92 from downtown to the Glendale city limits.

Vice Chair Jacobberger: We should also be looking at lines that have several performance issues, like Wilshire Blvd.

Chair Stitcher: We may want to look at some that are at the cusp of service reductions, low performing, etc.

8. **DISCUSS FY 13** Service Council Work Plan, Jon Hillmer and Council Members

We will be doing a better job of getting the word out about our council meetings we will use the new media more, by using our Source, setting up a Tweeter account so we actually have interaction with our customers.

For us, I have been working with our communications people to put the Service council information in our public displays. Potentially we can have our regular or special meetings at other venues since this particular service area is so large.

Gateway will be holding special meetings in the evening at other locations every 6 months. Also San Gabriel holds a meeting at the ELA Library every six months. Public Hearings will be held at the regular venue, with possibly one extra on Saturday at the Metro Headquarters.

For the regular monthly meetings I will shorten up the performance report and highlight one line/corridor per month. Love to have presentations from Culver City, Big Blue, LADOT, etc.

Site visits to divisions, group visits to RRC, a tour of Expo Phase II, taking a bus along the new corridor. Quarterly Meet and Confer. Service Development, I would like to bring the planners to us in advance of service change proposals. More exchange of ideas between the council members and customers prior to their proposed service changes during a regular meeting.

Chair Stitcher: Do we still have some time to discuss this?

Jon Hillmer: Yes, in at our July meeting

Chair Stitcher: Please get your comments to Jon by July 10. So in August we'll finalize the Work Plan for FY13.

Representative Petty: Would these workshops and other venue meetings be part of our regular meeting to separate?

Jon Hillmer: That is up to the council. At a minimum we would dedicate an hour or hour and a half to a workshop.

9. **RECEIVE** Director's Report, Jon Hillmer, Director Performance Report

- On-time performance trends: Goal 85%; WSC 77.6%; Bus System 77.2%

- Customer Complaint per 100,000 passengers: Goal 2.04; WSC 2.20; System 2.88
- Mechanical Road Call: Goal 4,000; WSC 2,788; System 3,552
- Clean Bus: Goal 8; WSC 8.26; System 8.47
- Accidents per 100,000 miles: Goal 3.53; WSC 4.07; System 3.20
- Monthly Ridership: WSC 17,223,477; System 49,491,183
- Red/Purple Ridership: Red Line Weekday 150,000; Saturday 90,000; Sunday 80,000
- Bus Station Cleanliness Evaluation on 20 bus stations: Artesia Blue Line, South Bay Galleria Bus Sta, LAX City Bus Sta. and Universal Red Line received “D’s”; Burbank Metrolink, Cal State LA Local, Harbor-Gateway, Inglewood, Norwalk Green Line, Pico-Rimpau, Rosa Parks, Sierra Madre Gold Line and Harbor-Century Silver Line all received “B’s”. Average bus station cleanliness is a “C”. This information is taken to the Board of Directors in quarterly reports.

#### ADA and Mystery Rider

- ADA Complaints received for April was 31
- Wheelchair pass up complaints for April were 8
- Mystery Riders Observations on Wheelchair pass ups was 1 out of 82
- Mystery Riders Observations on operators using seat belts was 214 out of 216
- Mystery Riders Observations on Operator courtesy and respect 99%

#### Wrap Up

- The Meet and Confer on May 21 was cancelled due to the Operator who was slain the day before. But for those who did attend we had a good round table and met with Mr. Woodson who introduced himself as the new Executive Officer of Transportation.
- Expo Line to Culver City will open June 20
- Locking of Rail Station Gates will be a progressive and monitored event station by station there are some problems with the TAP cards and the various forms it will take, paper, plastic, intercity, these all have to be ironed out before the gates can be permanently locked. It is a work in progress to incorporate all the Muni’s into this process as well.

#### Measure R Extension

- Proposal to extend Measure R which was set up for 30 years this proposal will extend it indefinitely. Currently Measure R is a ½ cent sales tax for transportation improvements. The entire county of Los Angeles based on a formula even though there are a fewer dollars coming in due to the economy percentage wise. It is broken down as Rail Expansion 35%, Highway 20%, bus operation 20%, Rail operation 5%, local return 15%, Metrolink 3% and Metro Rail Capital 2%. There is some concern about the breakdown that it may not be enough for bus and rail operation. Almost 6 billion dollars will be going to local return cities, based on



population in their jurisdiction. The Metro Board will be considering this extension at its June Meeting. If approved it will be on the ballot in November.

### **Public Comment**

Ken Rubin: I have an easy pass this is good on everything, if I want to ride the 10 on Santa Monica I have to pay an additional discount charge on the express fares. This is a TAP card which has my picture on it and ends in about a year. There has been a discussion on the Source. Art I will ask you direct, this paper pass will be eliminated and become a TAP card; there will be some kind of sticker on the TAP card that you will be able to use the card on the Culver City Bus and Big Blue. Can I use this card as a TAP or just as a flash? Can I use this card to get the sticker? I know you were in charge of coordinating with the other agencies. Am I right or wrong?

Representative Ida: I am leading the TAP group of several of the operators and the task at hand was to solve some of these issues. It has been 10 years and we had to ask ourselves what do we need to do to start moving these things, i.e., easy pass on to TAP. In two months time with everyone's cooperation and very strong effort really this was supposed to be a seamless fare media in this region, we started making some progress. What we came up with is to put a sticker on this. In terms of other policies, they are not set. But the initial is yes, we will put a sticker on it and will be activated. Since they are going to lock the gates we are trying to figure out the best way of implementing this system with our sticker.

### **10. ELECTION of New Chair for FY 13, All Council Members**

Vice Chair Jacobberger was elected Chair with Elliott Petty as Vice Chair.

Their one year term will begin July 1, 2012 and end June 30, 2013

### **11. CHAIR and Council Member Comments**

Representative Sloan Goodman: I have a question on the schedule changes, I have been noticing there are no new schedules on the buses, notices, yes, schedules no.

Jon Hillmer: They should have been on the bus already. Traditionally they come out two weeks in advance. What lines?

Representative Sloan Goodman: the one I ride the most is the 218 and it looks like that is not changing from what I can tell, but I was on the 704 today and did not see them.

Representative Ida: We all know about Bus Operator Thomas, it brings to mind what our operators have to deal with and for us we sent a few of our operators to the funeral. I think for all of us it gives us an appreciation of what our operators do. Very sorry for the Thomas' family. I would like to close this meeting in memory of Mr. Thomas.

Jon Hillmer: The attendance at the memorial was over 1700 people, representatives from numerous transit agencies including Orange County, Foothill, high degree of support. Being a bus operator is a very good job, I started off as an operator. This job has its own peril.

Chair Stitcher: Big Blue bus is launching its own website on June 17, as part of that we should have real-time bus information available.

Meeting Adjourned at 7:10pm