

Wednesday, November 14, 2012

5:03-6:19 PM

Minutes

WESTSIDE/CENTRAL
SERVICE COUNCIL

Regular Meeting

Beverly Hills Tennis Center
325 S. La Cienega Blvd.
Los Angeles, CA 90211

Called to Order at 5:01 p.m.

Council Members Present:

Jeffrey Jacobberger, Chair
Elliot Petty, Vice Chair
Peter Capone-Newton
Perri Sloane Goodman
Glenn Rosten
Joe Stitcher
George Taule
Jerard Wright

Officers:

Jon Hillmer, Regional Councils Director
Jody Litvak, Community Relations Mgr
Henry Gonzalez, Council Comm. Rel. Mgr.
Dolores Ramos, Council Admin Analyst



Metro

Los Angeles County
Metropolitan Transportation Authority

1. ROLL Call

2. APPROVED Minutes of October 10, 2012 meeting

Approved with corrections to comments made by Council Member Capone-Newton on Item 4, Page 3.

3. PUBLIC Comment for items not on the agenda

Ken Rubin of Southern California Transit Advocates shared that he has had mixed experiences since the November 1st transition to EZ Pass. The card sometimes works on the Metro bus and rail validators, but frequently does not. He carries his receipt to ensure that he does not encounter problems when fare checks are conducted.

Experiences using his card on LADOT, Big Blue Bus, Culver City experiences have also been mixed. Mr. Hillmer responded that the cards have a life of five years and Mr. Rubin's may need to be replaced due to constant use. Mr. Rubin's interview on Channel 11 was aired, and he has given a copy of the video to Mr. Hillmer.

4. RECEIVED Update Regarding USC/Expo Line Game Day Service and Crowd Control, Brandon Farley, Transportation Planning Manager

Metro continues to run enhanced Expo Line service three hours before and after game time, with 3-car trains running every 6 minutes compared to standard 12-minute service. All other lines all operate on regular times with extra cars to add capacity. Approximately 150 volunteer staff in addition to Metro special event staff scheduled to work game days.

Since Metro began enhancing staffing on game days, the main adjustment has been that volunteers have been asked to arrive five hours before the game, rather than three. Pedestrian activity in the area increases earlier than originally anticipated. The trains all run under Stop and Proceed orders, and there have been no pedestrian incidents during any of the five games that Metro has staffed thus far. Expo game day ridership has averaged 7,000-8,000 riders. Metro has been transporting approximately 10% of USC game attendees this season. On days when there have been multiple events, such as the Endeavor Shuttle and the Science Center's NASA Fest, rider volumes have been even higher, ranging from 12,000 to 15,000.

Council Member Rosten asked about Park and Ride Lot usage on game days. The Culver City lot consistently fills up by two hours before game time, and the La Cienega lot fills up about half hour after that. There is still capacity at the Crenshaw lot. There have been a couple of reports of spillover parking in the neighborhoods surrounding the Culver City station. Metro is now working with Caltrans to have the changeable message sign on the 10 freeway eastbound at Overland announce when the Culver City lot is full to direct transit users to park at the La Cienega or Crenshaw lots. Transit user wait times vary depending on the nature of the game; if it's a close game, more people stay to watch result and end up leaving at the same time. If it's a blow out, people tend to start leaving earlier. Generally there have not been lines of people waiting unless there are train delays. Mobile revenue staff are deployed to keep ticket machine lines down.

Council Member Rosen asked if a cost analysis of the costs of staffing USC games as compared to cost of building a pedestrian bridge or tunnel has been completed. Mr.

Farley responded that he has not seen any such cost analysis. Council Member Jaccobberger asked if there have been any issues with Expo interface with the Blue Line on game days. The Blue Line runs every 12 minutes, the Expo runs every 6 minutes during game day peak service; there have not been any issues.

5. RECEIVE Report Regarding Westside Subway Extension Community Meeting, Jody Feerst Litvak, Community Relations Manager

The first community meeting since the approval of the environmental report was held on October 10th. By the end of next year, Metro hopes to have a full funding grant agreement (FFGA) for the project. While it appears that Measure J has not passed, it is not clear yet whether Metro will seek an FFGA for the entire 9-mile project or for the first phase only to La Cienega. The project schedule will remain consistent with the original Measure R/Long Range Transportation Plan schedule, in which the project will be built in three phases over three decades. Without Measure J, all other transit projects also remain on the Measure R schedule.

An event was held to kick off the utility relocation for the first phase to occur over the next 1 ½ years around the first three stations at La Brea, Fairfax and La Cienega; heavy construction will begin in 2014. An exploratory shaft will be dug in the surface parking lot on the southwest corner of Wilshire and Ogden across from LACMA, to gather more soil data to be used in the Fairfax station design. Other preconstruction activities including developing location-specific mitigations, real estate appraisals and acquisitions for property needed, preconstruction surveys, contracting process for construction, and community outreach have begun. The location of construction staging areas and the community was also shared. Station advisory groups will be created, similar to what was done for the Final EIS/EIR. Outreach will be conducted to the Cities of Los Angeles and Beverly Hills to identify key businesses, residents, institutions and other community members for participation.

The work completed to date and suggestions for improving station accessibility and design were discussed. Station entrances will be located as follows: the La Brea Station will be at the northwest corner of Wilshire and La Brea, the Fairfax Station entrance will be on the southeast corner of Wilshire and Orange Grove, and the La Cienega station entrance will be on the northeast corner of Wilshire and La Cienega. Metro is in negotiations with LACMA for an additional entrance to be built at their expense on the north side of Wilshire.

Council Member Stitcher asked if Metro Bus Operations staff will be part of the community outreach groups. Consideration has to be given to bus loading zones before construction has begun. During the Final EIS/EIR, the advisory groups understood that, and it will be stressed again but it's too soon for specific details at each station now. Construction notices should address all transit changes as well.

Council Member Rosten asked if any of the stations will include retail or mixed use development. Joint development is likely, either by Metro or by the original property owners, once the property is returned to the owners.

Chair Jacobberger mentioned that the construction of the Wilshire bus lanes is supposed to occur next year, and stated that it needs to be made clear that that the bus lane project is not subway construction. Council Member Rosten asked if subway construction will affect the bus lanes construction. The areas of Wilshire that are not near the station boxes will not cause a problem, Metro will work to coordinate with LADOT for the work to be performed on Wilshire near the station locations, in an effort to minimize duplication work of and minimize impacts.

6. DISCUSS Santa Monica Blvd. Bus Lines 4 and 704 Corridor Study Workshop, Jon Hillmer and Council Members

The corridor workshop is scheduled for December 12th meeting at Plummer Park Community Center in West Hollywood. Notifications will be placed on the buses and on the Metro Service Council webpage and the Board Secretary webpage. The workshop will include discussion of Lines 4 and 704, and Lines 16 and 316. Information regarding the lines will be provided by ridership by peak periods, morning and evening, as well as seat occupancy rates. Several potential modifications for consideration will be presented for public input. After the workshop, the following month's meeting will provide a composite of suggestions to share with the public and service planning.

Council Member Rosten asked if the plan is to ask for public opinion on various service change suggestions, or to ask the public to make their own suggestions. The plan is to do both; to use suggestions as a catalyst as well as gather additional input.

Chair Jacobberger asked if it is possible to explore all-door boarding at really busy bus stops. Allowing rear door entry for TAP card users while requiring cash-paying patrons to use the front door has been discussed as a loading time-saving measure. Council Member Capone Newton asked if the rear-loading bus stops could be included in the redesign of bus stops around the new Metro line. Ideally there would need to be separated waiting area for rear-boarding passengers.

7. RECEIVE Director's Report on September Service, Jon Hillmer, Director

- On-time performance trends: 73.1% compared to 75.5% in August and 79.1% July, as compared to 80% FY13 goal. School was back in session, and gas prices went up, which can result in more riders and longer passenger loading times.
- Customer Complaint per 100,000 passengers: 2.55 compared to 2.81 in August and 2.56 in July, as compared to FY13 goal of 2.20.
- Miles between Mechanical Road Calls: 2,855 compared to 2,736 in August and 3,017 in July, as compared to FY13 goal of 3,900. Articulated buses that operate on Wilshire Blvd. take a lot wear and tear, they average 2,000 miles between road calls.
- Clean Bus Ratings: 8.37 in October compared to 8.28 in September, and 8.26 in August, as compared to goal of 8.0.
- Accidents per 100,000 miles: 3.84 compared to 3.96 in August and 3.51 in July, as compared to FY13 goal of 3.10.
- Average Weekday Ridership: 675,297 compared to 639,336 in August and 611,692 in July.
- Bus Station Cleanliness Evaluation on 20 bus stations: No "D's" this month. Culver City down 0.1 to 7.4 (C); Patsaouras Plaza up 0.9 to 8.2 (B); Pico Rimpau Bus Center

up 0.3 to 8.2 (B-). Average bus station cleanliness score was 8.05 (B-), improved 0.5 since December 2011.

- Line 720 Ridership: 42,728 weekdays, 29,376 Saturdays, 23,633 Sundays.
- Rail Weekday Ridership: Red 155,940, Blue 92,120 (all-time high); Green 46,393; 41,987 Gold, and Expo 20,656.

At a future meeting, a presentation by maintenance staff regarding the maintenance program and the challenges of maintaining articulated buses will be placed on the agenda. CEO Art Leahy has vowed not to purchase any more articulated buses due to the additional mechanical problems they tend to have. Council Member Slone-Goodman asked if there is any difference in the amount of maintenance needed on articulated buses running on dedicated lanes and on those that run on streets. It may be a combination of the roadway quality and the maintenance program.

Council Member Wright asked which lines in the Westside service area have the most accidents. When articulated buses were first added to the fleet, there were several accidents where the mirrors would hit something. Mr. Hillmer will provide additional information regarding which lines in the Westside service area have the most accidents and if the mirrors are still a cause of accidents at a future meeting.

Council Member Wright asked if the Customer Code of Conduct prohibits feeding pigeons on Metro property. Mr. Hillmer replied that it does not, but that it should, and that Council may wish to mention the issue at the November Meet and Confer. **NOTE:** *Customer Code of Conduct Section 6-05-110, Item F (page 6) states that the following act is prohibited in Metro facilities and vehicles: "Creating a public nuisance or a health hazard by dropping food other than in a proper waste disposal receptacle."*

Council Member Slone-Goodman requested that additional data regarding safety and criminal incidents on bus lines, possibly by sector. Mr. Hillmer will attempt to gather that information, but that it may not be complete, as the Sheriffs do not always take down the Bus Line number when they take a report. He noted that while buses are generally safe, there has been an uptick of cell phone thefts.

Council Member Capone Newton requested that data regarding the number of cash paying customers be provided in order to examine in relation to whether cash paying customers affect on-time performance.

Mr. Hiller reminded the Council that the December meeting will consist of the corridor workshop, so the additional data that has been requested will be included as part of the January Director's Report.

8. CHAIR and Council Member Comments

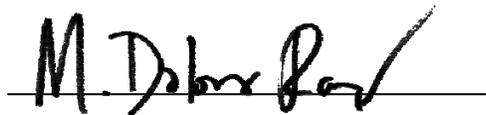
Council Member Wright commended Metro for their efforts in staffing and monitoring the rerouting of buses around the transportation of the Space Shuttle Endeavor from LAX to Exposition Park and stated that staff's work was helpful in assisting. He also asked if Nextrip is upgrading services, as it has been down for the last couple of days.

Council Member Rosten stated that he rode Line 704 at Santa Monica and Avenue of the Stars, and that there were no brochures or schedules on the bus. There was one schedule that people riding would consult the schedule then place it back in the rack. He asked why the stops aren't listed on the buses, similar to the trains which have map decals with the stations. Buses are not dedicated to a particular route, but are used wherever there is need. Council discussed options for ensuring that route information is available, such as tethering laminated schedules, and use of technology such as posting of QR codes to quickly access a particular schedule or using Transit TV to stream information.

Chair Jacobberger stated that on a recent ride, the Transit TV was on but there was no sound, though he was seated near the TV. He stated that if information is to be provided through Transit TV, it should include close captioning in order to be more accessible both to riders who cannot hear due to the crowd on the bus or due to a hearing impairment.

Chair Jacobberger mentioned that at the 4/704 bus stop location at Santa Monica and Fairfax, lots of people exit eastbound to the northbound 780 or 217 stop. Riders have to cross two large intersections in order to transfer. He suggested moving the stop east of Fairfax to reduce the number of large intersections that riders have to cross to transfer, which would be safer for riders. He asked that history or the background regarding Metro's right to establish bus stops in a city be shared with the Council at a future meeting. What laws are in effect? What rights does Metro have or not have? Metro works closely with local jurisdictions to locate stops rather than forcing, which might poison the relationship.

Meeting Adjourned at 6:19pm

A handwritten signature in black ink, appearing to read "M. Doherty", is written over a horizontal line.