

Wednesday, December 5, 2012

6:30-8:00PM

Minutes

SAN FERNANDO VALLEY
SERVICE COUNCIL

Regular Meeting

Marvin Braude Constituent Center
6262 Van Nuys Boulevard
Van Nuys, CA 91401

Called to Order at 6:36 p.m.

Council Members Present:

Kymerleigh Richards, Chair

Jesus R. Ochoa, Vice Chair

Dr. Richard Arvizu

Michael Cano

Kathryn Engel

Officers:

Wilbur Babb, Community Relations Mgr.

Henry Gonzalez, Council Comm. Rel. Mgr.

Jon Hillmer, Director Service Councils

Collette Langston, Board Admin Office



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. APPROVED **Minutes of November 7, 2012** meeting.
3. **Chair's Remarks:** NONE
4. RECEIVED **Public Comment**

➤ Vince Garofalo wished the Council a Merry Christmas. On November 11th at 10pm, while traveling west on the 234 bus, Bus Operator 20147 told him that he was not allowed to hand out literature on the bus. He feels this is a violation of his First Amendment rights and requested that the incident be addressed. Mr. Garofalo also requested more buses on the street.

5. RECEIVED presentation regarding **proposed FlyAway Service to/from Orange Line**, Patrick Tomcheck, Sr. Transportation Engineer, Los Angeles World Airports (LAWA)

A San Fernando Valley Orange Line connection to the Van Nuys-LAX FlyAway Service at the Woodley Station is in planning stages. The San Fernando Council Chair had requested that LAWA also examine a Sepulveda Blvd Station option.

The Woodley Station route would limit detours. There would be minimal traffic delays caused by left turns and signals. The location is highly visible to passing traffic, requires minimal additional operating costs, and does not compete with the Van Nuys site in the same market area. Alterations needed to accommodate the new service include extending the existing bus bay and installing a bus shelter. There would also be sidewalks installed (currently dirt), realignment of the bike path, and relocation or replacement of trees. Feedback from Army Corps of Engineers, Councilmember's office, LA DOT, LA Parks & Recreation, and the Neighborhood Council has been very positive for this location.

The Sepulveda Blvd Station option would extend the length of the route that runs on streets, delaying Van Nuys Flyaway customers. This location would require an increase in operating costs due to the added travel time and distance. The location has limited visibility from passing street traffic and is a planned Transit Oriented Development parcel. If Metro allowed parking for FlyAway, this location would compete with the existing Van Nuys site's market.

Eight new Flyaway locations were ordered to be established by 2015 as a result of litigation; Union Station, Westwood, and Irvine were established as a result. Irvine's service was not a success; a replacement private operator is being considered. An additional five are to be opened. Interest in services has been expressed by Torrance, Long Beach, Santa Monica, and Hollywood. Early next year, service from Expo Line at La

Brea will open. Potential locations for new Flyaway service are being planned around existing transit services.

Chair Richards asked if the planned bus bay could be extended to permit Metro use. While LAWA was willing to include extension, Metro Safety and Operations recommended against it. *Chair Richards* criticized the judgment of Metro staff involved in making that recommendation. Metro buses do not use bus bays as it causes difficulties for buses merging into traffic from bus bays and increases accident rates. The City of Glendale also tries to avoid pullouts from bus bays. Council requested that LAWA install a 12-foot sidewalk and include conduit to facilitate installation of a bus shelter.

Mr. Cano inquired why the route originates at the Van Nuys Airport, rather than the Van Nuys Metrolink/Amtrak Station, a major transportation hub for the San Fernando Valley. It seems to be a missed opportunity, as the Metrolink Station and parking lot could be utilized and provide connectivity. He asked LAWA to consider linking the FlyAway Station to that station and coordinate with Amtrak and Metrolink trains. Mr. Tomcheck stated that LAWA has been coordinating with Metrolink and Amtrak regarding Union Station coordination; the suggestion can be included in further coordination. He also thanked the Council for raising the issue of luggage storage convenience for those passengers using Metro, Metrolink and Amtrak to make connections to Flyaway services.

6. RECEIVED update regarding **renaming of Universal City Station to Universal City/Studio City Station**, Warren Morse, Deputy Executive Officer, Communications

At the November 7th meeting, San Fernando Valley Council Members requested that this item return after Metro staff met with the Hollywood Hills West Neighborhood Council. Council also requested that Studio City Neighborhood Council create a list of items requiring the name change to help with the city's lack of identity. Both Hollywood Hills West and Studio City Neighborhood Councils support the name change.

A full station renaming project would cost \$195,000. Short term renaming costs would be \$13,100 and consist of the following elements:

- ◆ Grand pylon flare: \$6,000
- ◆ Trackside ID (decals-alternate) 15 @ \$300: \$4,500
- ◆ Map Case Headers (decals) 22 @ \$50: \$1,100
- ◆ Onboard Recorded Announcements: \$1,000
- ◆ Connections Map Header 5 @ \$100: \$500

Updates to systemwide printed materials would occur when reprints are needed and only if space allows. There would not be changes to bus stop signs, headsigns, etc.

- Barry Johnson, representing the Studio City Neighborhood Council, said this push for the renaming of the station began with community members complaining that Studio City was not being recognized. They found that stations have had their names changed without money from the surrounding communities to help pay for those

costs. He asked that this request be forwarded to the full Board for their vote. The neighborhood council is not asking for an accelerated model for changing signs or printed materials. *Chair Richards* clarified that all of the other station name changes originated from within the Board or Metro staff and that is why none of the surrounding communities have been asked to contribute financially.

- Rita Villa is a member of the Studio City Neighborhood Council. Studio City and Hollywood Hills Neighborhood Councils are in full support of the name change, as does the Studio City Neighborhood Council's Council Member. She appreciates the attention this item has received from the San Fernando Council.
- Mildred Higgins asked that the Council support the Studio City request. There are approximately 5,000 people come to Studio City everyday for work. They need help with traffic relief. Adding Studio City to the name would help people to recognize that they can get off at this station when they come to work.
- Joe Higgins, Studio City resident, asked the Council to support the requested name change and submit the recommendation to the Metro Board.
- Jeff Carter said that when he first heard of Studio City he was living in upstate New York; it was a place you sent away for prizes from cereal boxes. He respectfully requests support for the name change.
- Lisa Sargin, Vice President of Studio City Neighborhood Council said this is the gateway to the San Fernando Valley. The station is in Studio City, not Universal City. The neighborhood council's way of having their voice heard is to put out Motions and send letters and that's what they have done in this case. She believes that the name change needs to occur. They support the short term name changes but believe that the name should eventually be changed on all documents relating to this station.

After a lengthy discussion and a Motion and amendment, the consensus was that Metro should seek funding not specifically earmarked for operations to pay for this change. The Council is in favor of helping transit users navigate the system with ease but the cost for this change should be non-operations eligible funding.

7. RECEIVED report on **FTA Civil Rights Guidance**, Daniel Levy, Director, Civil Rights Programs Compliance

In July 2011, the FTA (Federal Transit Administration) conducted a Civil Rights Compliance Review of Metro. This was not an investigation of a civil rights complaint. Of the five deficiencies that were found, three were remedied and two remain: service/fare equity and limited English proficiency. Metro's response to the review was a Corrective Action Plan submitted in December 2011. This plan was updated in February 2012 and no response was received from the FTA. Metro found errors in the Compliance Review Report and advised the FTA. The FTA acknowledged errors and set new requirements.

The FTA rejected the service and fare equity methodology that Metro proposed. Metro developed and submitted a new service equity methodology and submitted to the FTA on November 9, 2012 but a response has not been received. Metro is no longer hopeful that all deficiencies will be resolved by January 31, 2013 because the FTA has not yet responded to items previously submitted.

Effective October 1, 2012, the FTA released new Civil Rights Guidance. As a result of the new guidelines, any new fare increases will likely be made across the board in order to avoid disparate impacts. FTA has given Metro two options for analysis of demographics affected by service changes: use of Census data or ridership surveys.

To address language assistance issues, posting of civil rights notices and printing of brochures in various languages has occurred. Metro's language assistance plan which includes use pictograms as well as translation of key materials into nine languages to address needs of those with limited English proficiency. The plan addresses three 3 tiers of passenger communications: safety and security, useful passenger information, and other marketing information, such as destination discounts.

8. CARRIED OVER presentation and **demonstration of the G-Tel System**, Yvonne Price, ADA Compliance Administrator, Linda Hoos, Title VI Manager, Robert Fischer, Systems Project Manager

9. RECEIVED **Director's Report** for October, Jon Hillmer, Director

- On-time Performance: San Fernando Valley: 75.9%, Goal: 80.0%, System: 73.8%
- Complaints Per 100,000 Passengers: San Fernando Valley: 4.46, Goal: 2.20, System: 3.73
- Mystery Rider Wheelchair Passups – 5% (5 out of 98)
- Operator Wheelchair Passenger Procedure Compliance: Approximately 85%
- Wheelchair Boardings Per Month: Approximately 80,000 per month
- Miles Between Mechanical Road Calls: San Fernando Valley: 4,623, Goal: 3,900, System: 3,745
- Clean Bus: San Fernando Valley: 9.00, Goal: 8.5, System: 8.57
- Accidents per 100,000 miles: San Fernando Valley: 3.60, Goal: 3.10, System: 4.08
- Average Weekday Ridership: San Fernando: 220,548
- Bus station Cleanliness November Evaluation scores: Burbank Station: 8.5, North Hollywood Red Line Station: 8.2, Universal Red Line Station: 8.7
- ADA Compliance Metrics – CARRIED OVER

Mr. Hillmer will bring information regarding fleet age, miles between mechanical road call, and summary breakdown reasons by division to a future meeting.

10. RECEIVED Chair and Council Member Comments

Dr. Arvizu and *Mr. Ochoa* wished everyone a Merry Christmas and Happy New Year.

Mr. Cano echoed those sentiments and announced that on December 9th, the Holiday Toy Train will be at the Burbank station at 5pm and at Glendale at 5:45 pm.

Chair Richards apologized to Metro staff for her unkind remarks regarding the details for the Van Nuys FlyAway location.

Adjourned at 8:47 p.m.