

Metro Citizens' Advisory Council

Item 40

CAC Presentation to Metro Board Committee; November 21, 2013

The CAC would like to formally **welcome Mayor Garcetti, Councilmembers Bonin & Krekorian and Jackie Dupont-Walker to the Metro Board.** We wish you all well in your endeavors on the Metro Board and the CAC looks to work very closely with you.

Monitoring the fiscal sustainability of the agency. For a Multi-modal transit authority such as the LACMTA, long term fiscal sustainability should be a high priority and therefore should be a primary Board consideration when deciding on all policy decisions with fiscal implications. To this end, various indicators that are designed in one way or another to measure fiscal stability need to be studied and analyzed and publicized more widely. Such indicators are fare box recovery, fare structure (in comparison to peer to transit agencies of similar size and scope), and excess revenue vehicle capacity. Other selected measures of cost effectiveness and service efficiencies by modes, routes, frequency and operating division should be agendized on a regular basis so the MTA board, service sector members and CAC members can be sufficiently informed prior to the annual budgeting process.

El Monte Bus Station. Recently members of the CAC rode the Silver Line service to the newly expanded El Monte Bus station. We were impressed with some of the details of this new bus station, but we observed some missing elements that are lacking from the busiest bus terminal west of the Mississippi River moving over 25,000 passengers a day.

1) **Lack of way-finding signage between local and express buses.**

Upon entering the El Monte Station from the pathway from Santa Anita Street, there are no signs that indicate that alert you that there are two floors of bus services at the El Monte Station; A lower level for local bus routes and an upper level for regional and express bus routes, such as the Silver Line and Silver Streak. Also there's no signage notifying customers the path they must take to reach the Silver Line/Silver Streak services on the upper level. In order to board the Silver Line and Silver Streak buses, customers must go down from the main entrance to the lower level bus platform and then go via stairs or elevator up to the upper level. For customers there are no way-finding signs alerting them of this necessary "down then up" movement from the main entrance to the Silver Line bus platform. Also from these upper and lower level platforms there are no way finding signs leading passengers to the main entrance to exit the El Monte station.

2) **Lack of toilets and timely maintenance & cleaning services of existing toilets between peak rush hour periods.**

On our visit we observed there were only two public toilets available and a queue of about 5- 8 people in a line for each toilet. We also observed wet toilet paper continually stuck to the floors of the automated toilet, leaving a dirty and unsatisfactory impression for customers needing to use the restroom, A CAC member also noticed there was no toilet paper in one of the toilets. For the size, scale and importance of this bus station, that those toilets aren't maintained and kept to a satisfactory cleanliness leaves a foul stain to our customers.



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New Metro Rail Color Scheme. The CAC recently had very thorough and informative presentation in October about the New LRV Color design/livery. We appreciated methodical design elements to this concept, however there's a slight concern as to how this new color scheme works during the evening.

The CAC would like to stay abreast as to how the new color scheme works on the reflectivity and visibility at night from the pedestrian eye level to address the concern that at some stations such as Artesia, Wardlow and Willow stations in which trains approach at-grade on a curve at a slightly higher speed. These factors may obscure the visibility and reaction time for pedestrians and customers to view the new color scheme as the train enter and leave the station.

Finally, this also affords a reminder to all Metro Board Directors that each of you are allowed to appoint up to 4 members to the Citizens Advisory Council. We've worked hard the last few years to provide valuable input and consideration to the global workings of the agency and expanding our committee to provide more insight to advisor the Metro Board on these matters not only help the Board as a whole but help all of do our due diligence in serving our customers.

Thank you for time and attention,
Neil Bjornsen
Chair, Citizens' Advisory Council



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