

Minutes

Thursday, April 10, 2014
2:00PM

GATEWAY CITIES
SERVICE COUNCIL
Regular Meeting

Salt Lake Park Community Center
Lounge
3401 E. Florence Ave.
Huntington Park, CA 90255

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines 111, 311, and 612.

Called to Order at 2:03 p.m.

Council Members:

Marisa Perez, Chair
Gene Daniels
Jo Ann Eros-Delgado
Cheri Kelley
Ana Maria Quintana
Wally Shidler
Cynde Soto

Officers:

Jon Hillmer, Director, Regional Councils
David Hershenson, Comm. Rel. Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Michael Sieckert, Transportation Planning Mgr.

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

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กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

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Los Angeles County
Metropolitan Transportation Authority

Metro

1. PLEDGE of Allegiance
2. ROLL Called
3. APPROVED Transcript from March 13, 2014 Meeting and Fare Forum
4. RECEIVED Presentation on the Five-Year Transit Service and Capital Improvement Plan (TSCIP), Wayne Wassell, Transportation Planning Manager

The Five-Year Transit Service and Capital Improvement Plan (TSCIP) formally referred to as the 5-year Short Range Transit Plan (SRTP), was last formalized and published in March 2000. In lieu of an SRTP update, Metro received a court order to develop and implement a 5-Year New Service Plan in 2005. The SRTP was again updated in 2009, but was never formalized because it primarily focused on the Metro Connections Restructuring Concept, which ultimately was never implemented. The updated five-year plan spans FY 2014-2018.

The TSCIP is a 5-year implementation plan for approved near term transit service and capital improvement projects and is consistent with the goals and strategies of Metro's 2009 Long Range Transportation Plan (LRTP). It identifies challenges and opportunities in addition to assisting staff in their ongoing decision-making process as the plan is implemented. The Short Range Transportation Plan, State of Good Repair and Asset Management Plan, and the Regional Short Range Transit Plan are being developed in concert with the TSCIP.

Council Member Shidler commented that the first phase of the Purple Line extension is projected to open in 2023, and that there may not be enough cars to open both the Gold Line and Purple Line light rail extensions. The second phase of the Purple Line extension is to Century City, and the third is to Westwood.

Mr. Timberlake asked where members of the public can access copies of the various studies cited within the draft. Mr. Wassell replied that he can provide copies upon request and referred to his contact information on the last slide of the presentation. Mr. Timberlake suggested that there should be at least one place in the county where people can access the documents without having to request them, such as the Central Library. Mr. Hillmer replied that Metro maintains a transit library on the 15th floor of the headquarters building which maintains copies of materials for review and is accessible to the public.

Wayne Wright asked if when the Division 2 is reconstruction project begins if management has considered moving fare counting operations to another location. Mr. Wassell replied that generally all operations are moved out when there is a large reconstruction project such as the anticipated Division 2 reconstruction, but that he was not aware how the project would affect Division 2's fare counting operations.

5. RECEIVED Report on ExpressLanes Public Hearings, Bronwen Trice Keiner, Senior Community Relations Officer

The formal pilot portion of the program was completed in February 2014. Metro held a series of public meetings and hearings to gather public comment from March 1 – April 7. The Metro Board will consider whether to make the ExpressLanes permanent at the April 24th Board meeting. As of February 24th, CNG/Electric Vehicles can travel toll-free in the ExpressLanes, which will cause an annual revenue loss of approximately \$600,000 to the system.

The program recently completed the one year pilot and is being evaluated on congestion reduction, sustainability, and public acceptance. Overall, travel speeds have increased, travel times have been reduced, transit ridership has grown, and the majority of program participants report having a good or excellent experience with the program. The Metro Board will consider whether to make the ExpressLanes permanent at their April 24th Board meeting.

Chair Perez asked if the survey directly asked if the ExpressLanes program should continue. Ms. Keiner replied that it did not. Chair Perez asked if alternative fuel vehicles can travel for free in the lanes. Ms. Keiner replied that CNG or electric vehicles with white and green stickers are the only ones that can travel for free in the lanes.

Council Member Quintana asked how much the fine for crossing the double white ExpressLanes lines is. Ms. Keiner replied that the fine is \$491, the same amount as illegally entering or exiting carpool lanes.

Council Member Shidler shared that a friend of his has received 2 tickets for being in the ExpressLanes when he was not. How often are such tickets issued in error? Ms. Keiner replied that a small percentage of tickets issued for violations are sent incorrectly to the home of the owner of a different license plate due to a technical issue which is being addressed.

Council Member Shidler asked how enforcement for the correct settings for number of people in the vehicle is monitored. Ms. Keiner replied that a color coordinated beacon light flashes as the car passes under the sensor, indicating the setting of the transponder and allowing highway patrol to compare to the number of people in the car.

6. RECEIVED Presentation on Bus Stop Usability Study, Carl Torres, Transportation Planning Manager, and Irving Taylor, Project Manager

Metro has contracted a consultant to perform a usability study of all 25,000 or more bus Los Angeles County bus stops – this includes approximately 15,000 Metro stops and 10,000 more of other transit agencies in the city or county. Cost of the study is approximately \$1.5 and will be paid through JARC and Proposition C funds. Project scope includes taking precise measurements of bus stop elements such as sidewalks, curb ramps, etc. will be taken, and existing amenities including shelters, benches, signage, etc. will be identified. Unique geo-location data will be developed for each stop, and any existing barriers at a bus stop will be identified. Results will be used to identify

ADA factors, improvement opportunities, improved capacity to provide customer information, ability to monitor physical changes over time, improved coordination between operators based on common data and stop identifiers and in quality of bus service experience. A bus stop management system will be produced that includes all of the information gathered. The study will be completed in three phases and will take approximately 18 months to complete.

Council Member Soto expressed enthusiasm at the undertaking of the study, and asked if the path of travel to and from the bus stops is also going to be evaluated. Mr. Taylor replied that the project team is currently discussing how far along the path of travel will be considered in the assessment. He added that the team hopes that members of the public will alert the team to specific locations that they perceive to be problematic.

Council Member Shidler asked what the minimum required width of the sidewalk at a bus stop is. Information will be captured on existing stop attributes and they will then be reviewed by ADA experts to assess whether it meets the requirements for accessibility, then will be ranked to the degree that they don't meet the standard.

Council Member Shidler asked if stops that do not meet all ADA criteria will have to be moved. Mr. Taylor replied that those decisions will be up to Metro. Mr. Torres added that when the study is complete, information on non-compliant stops will be reviewed by Metro for further action and shared with transit providers so that they assess how to address as well.

B. Timberlake asked what the procedure is for a patron to report poorly designed bus stops. Mr. Torres replied that they can report it to Metro's Customer Service department which will route the complaint to the appropriate personnel who will work with the city to address. Mr. Taylor added that with the information that will be provided by this study, Metro will be able to access specific location information when they research complaints in a way that currently is not possible.

Roberto Hernandez commented that he has seen near accidents with wheelchairs. He recommended that more Metro information be printed in Spanish. He added that there are very basic problems with information regarding temporary stops not being shared and lots of issues with bus stops to be addressed.

Wayne Wright asked that the stops on Lines 130 and 265 in north Long Beach be evaluated. The stops are good but don't have any bus benches or shelters. On Slauson Ave. between Santa Fe and Western, the stops were rebuilt but they barely allow for passage of wheelchairs. On eastbound Slauson at Pacific, people can barely exit buses because newspaper racks block the stop or the back exit of the bus. On Lines 51, 52, 352, at the corner of Avalon and Compton, there are 2 separate northbound stops. When 52/352 was implemented, they didn't move the Line 51 stop to the northeast corner. There are concerns about handicapped or elderly, if they miss Line 51 or 52 northbound, they can't run for the bus. The stop needs to be moved.

7. RECEIVED Director's Report, Jon Hillmer, Director

- The hearing to receive public comment on proposed fare changes was held on Saturday, March 29th from 9:30 a.m. to 2:30 p.m. The hearing was attended by approximately 500 members of the public, and there were 165 public speakers.
- The Metro Board is scheduled to determine if fare change will be approved at the May 22, 2014 Board Meeting
- Latching of Green Line station gates continues; 10 stations have been latched to date and latching is on target to be completed by the end of May.
- The next Quarterly Meet and Confer with CEO Art Leahy will be held on Wednesday, April 30th at 2p.m. at the Metro headquarters building.
- Chief Operations Officer Debra Johnson has left the agency. Bill Foster is serving as Interim; Kimberly Yu has been appointed Deputy Chief Operations Officer. Tony Chavira has been appointed DEO of Maintenance, and Bob Holland has been appointed Executive Director of Transportation, overseeing Bus and Rail Operations.

Council Member Daniels asked how the station announcements are triggered. Frequently the announcements are made at incorrect times. Mr. Hillmer replied that the announcements are automated and asked that anyone who hears incorrect announcements to report it so that the problem can be addressed. Mr. Hershenson added that there have been several problems with the rail communications system in the past few weeks and that it is being looked at. Council Member Shidler added that sometimes the operator doesn't reset the system correctly when changing lines of travel.

Council Member Kelley commented that there is a huge crime issue in the neighborhoods surrounding the Norwalk Station and urged that the station's gates be latched as soon as possible to help deter crime in the area.

8. PUBLIC Comment for items not on the Agenda

B. Timberlake shared that the previous evening at the 7th/Metro Station Blue/Expo Line platform, the train incorrectly had displayed that it was an Expo Line train. Just before departure, the signs changed it was announced to be a Blue Line train, causing everyone to scramble. Mr. Timberlake then boarded, and during the ride down to Florence Station, the auto annunciator announced stop for the Expo Line. There were only two announcements by the Operator announcing the correct locations. As it was dark, it was difficult to see to recognize the various stations. There were also tourists on board who had difficulty navigating their destination due to the issue.

Roberto Hernandez would like to see the Sheriffs at the Norwalk Station at night. Sometimes the operators let people on to sleep in the back of the buses. On the trains, 2 or 3 people lay down on the seats to sleep. The bus run numbers are blocked by the mirrors. Area riders want to know when the new buses will begin to be used in South Central Los Angeles on Lines 60 and 460.

Wayne Wright commented that Blue Line problems are out of hand. People use their devices to play loud, vulgar music. There are people boarding with their dogs and bo

constrictors, pit bulls, that are not service animals on the trains. On one trip, approximately 10 vendors passed through the car. Homeless people bring through large carts. Some fare inspectors will check the passengers of one rail car then exit at the next station, others will stay in the same car and don't bother to check other rail cars like they should.

9. CHAIR and Council Member Comments

Council Member Soto shared that she and other transit users with disabilities met with the Director of Rail and other managers to address issues using the G-Tel. The meeting was very productive. There will be a follow up meeting where the group will travel to the Rail Operations Command and meet with G-Tel operators in order to enhance understanding of the communication issues that some non-verbal transit users face when using the system.

Council Member Kelley encouraged the public to report issues on the system as they occur rather than waiting to report them at a Council meeting.

Council Member Daniels stressed the need to address ongoing issues on the Blue Line.

Council Member Quintana expressed that she is encouraged by the effectiveness of the system, community outreach efforts, and the dialogue between the public and Metro staff.

Council Member Shidler expressed that more sustained efforts are needed to resolve Blue Line issues.

ADJOURNED at 4:07 p.m.