

Minutes

Wednesday, June 11, 2014
5:00PM

WESTSIDE/CENTRAL
SERVICE COUNCIL
Regular Meeting

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

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines: 20, 28, 105 and Metro Rapid Lines: 705, 720, 728.

Called to Order at 5:14 p.m.

Council Representatives:
Jeffrey Jacobberger, Chair
Elliott Petty, Vice Chair
David Feinberg
Perri Sloane Goodman
Randal Henry
George Taule

Officers:
Jon Hillmer, Director
Jody Litvak, Community Relations Director
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Carol Silver, 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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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย [ไทย]
กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County
Metropolitan Transportation Authority

Metro

1. ROLL Called.
2. APPROVED Minutes of May 14, 2014 Meeting
3. RECEIVED PUBLIC Comment for items not on the agenda

Ken Ruben of Culver City and Vice President of Southern California Transit Advocates shared that he attended the High Speed Rail meeting a few weeks ago with Joe Drummond, who will take over as Vice President in July. The High Speed Rail meeting was held at the Harvey House, where Metro screened a documentary about them and held a Q&A following the movie. The event had good turnout and Seymour Rosen was also in attendance. The Amtrak budget was passed with a lot of changes, which in his opinion are negative.

4. RECEIVED Update on Wilshire Express Lanes, Michael Richmai, Transportation Planning Manager

The goals of the Wilshire Express Lanes project are to improve bus service reliability and traffic flow along Wilshire Boulevard. This will be done mainly through repaving the curb lanes along damaged portions of Wilshire Boulevard. When the project is completed, they hope that it will encourage shift from automobile use to public transit. Eventually, they are looking to improve air quality and minimize impact to existing parking by having it run only during peak periods. The project also seeks to improve passenger travel times by an average of 24%.

The project spans 12.5 miles along Wilshire Blvd from just west of Downtown Los Angeles at Valencia St to the Santa Monica City Line at Centinela Ave. Project improvements will occur on 9.9 miles of the 12.5 mile corridor. Of those 9.9 miles, 3.6 miles will be curb lane reconstruction/resurfacing between Western and Santa Vicente, this is the major work of the project. There will be a total of 7.7 miles of weekday peak period bus lanes once completed, and street widening will be completed on the west side of the corridor along Wilshire between Bonsall and Barrington. Once completed, signal priority will help to improve bus travel through the enhancement of the existing TPS system, signage and restriping of the curb lanes. The project will also replace or install landscaping where needed, particularly on the west side between Sepulveda and Federal Ave, where the VA hospital is. Total project cost is \$31.5 million: \$3.3 million (10%) is coming from City of Los Angeles, \$4.9 million (16%) from Metro and \$23.3 million (74%) from FTA.

Construction between Western and San Vicente is currently underway. Construction between Bonsall and Federal/San Vicente is to begin in mid-July 2014. The original completion date of late 2014 has been delayed to August 2015. It will open in segments prior to August 2015 so that some bus speed improvements can be realized sooner.

Councilmember Sloane Goodman asked if the work on the west side has been coordinated with the construction around the I-405 and the Wilshire on-ramps and off-ramps. Mr. Richmai responded that they have been coordinating with the I-405 project and that work to be completed near I-405 construction to lengthen the left turn pocket from Wilshire to N Sepulveda will not be completed until after I-405 work is completed.

Councilmember Sloane-Goodman asked how the schedules will be adjusted once the work is completed. Will there be more frequent service? Will adjustments be made for peak vs. off-peak service? Mr. Richmai replied that they expect both on-time performance and reliability will be improved, as buses will not be interrupted by traffic. Mr. Hillmer added that a benefit of a better speed may result in possible savings in the number of buses required to maintain existing service. However, typically, operating a better, higher-quality service generates more ridership which results in needing more service.

Councilmember Sloane-Goodman asked if Metro will collect data on maintenance costs savings. Mr. Hillmer responded that improvements on the service will potentially be analyzed and that maintenance cost reductions are anticipated as well.

Chair Jacobberger clarified that construction will not occur in areas where the Purple Line extension subway stations are going to be. Mr. Richmai confirmed this to be correct. Chair Jacobberger inquired about FTA's impatience with the amount of time needed to complete the project and asked if it might result in a loss of funding. Mr. Richmai confirmed that the funding is not at risk but that the FTA wants the project to be completed sooner.

Chair Jacobberger asked if the City of Los Angeles will limit weekend construction due to complaints received about the noise on some parts of Wilshire. Mr. Richmai replied that he had not heard of any complaints and that work is completed on weekends when necessary and that all weekend work is approved by the police department.

Councilmember Feinberg asked if inclusion of the bus lanes between Centinela/Barrington and Barrington/Federal are included in the project, as initially the City of Los Angeles had posed some resistance. Mr. Richmai responded that yes, that section was approved by the City of Los Angeles for inclusion in the project.

5. APPROVED August Public Hearing Date for Potential December Service Changes, Carol Silver, Transportation Planning Manager.

The proposed December 2014 service changes focus on the following service and/or route modifications:

- A. Minor route modification to improve operations and reduce accidents on Route 91 of Line 90; and
- B. Revise previous recommendation to modify service on Line 534 in conjunction with the opening of Expo Rail Phase II.

Councilmember Sloane-Goodman asked if the proposal to discontinue the service is once Expo is open. Carol Silver responded that was correct, that the service would not be

discontinued until Expo II opens. Councilmember Sloane-Goodman asked what the distance is between Washington/Fairfax to the Expo Line station. Carol Silver responded that patrons might have to ride Line 217 and transfer to Line 33/733 instead of walking to Venice Blvd.

Chair Jacobberger expressed concern for patrons traveling to Kaiser Hospital. He thinks that it will be helpful to understand which lines end at the Washington/Fairfax transit hub and which ones continue to Fairfax and the Expo line station. Mr. Hillmer responded that Line 217 was extended awhile back from Washington/Fairfax station to the La Cienega/Jefferson Expo Line Station. Chair Jacobberger asked for an overview on these services, frequency of service, and service connections. Mr. Hillmer replied that a detailed map showing the variety of bus routes and their destinations will be provided as part of the report at the public hearing. He added that people tend to use rail when it is available and that riders will likely transition to using the Expo Line once the extension opens.

Councilmember Henry commented that there may be other permanent destinations in the area that should be examined in terms of who travels to them and how they arrive. The impact of the multiple transfers is reduced if it only applies to a small percentage of users. If it applies to the majority of the users then that poses a concern. Ms. Silver replied that she received TAP data which showed that the majority of patrons that ride Line 534 are already transferring, but are occurring between Lines 534 and 33/733. They are probably riding Line 733 and transferring to Line 534 at Culver City Station to get to Santa Monica. She added that only 30% of the people that ride Line 534 are not transferring from other lines. This makes it really hard to tell where they're coming from. Also, the number of people that board Line 534 does not match the number of people making return trips, so patrons may already be riding other lines to get to their final destinations.

6. RECEIVED Director's Report on Westside/Central Performance , Jon Hillmer, Director

- On-time Performance: 75.1%; Goal: 80%, System: 77.1%
- Complaints Per 100,000 Passengers: 2.56%, Goal: 2.20%, System 3.41%
- Miles Between Mechanical Road Calls: 3,253, Goal: 4,000, System: 3,817
- Metro Bus Cleanliness Ratings: 8.56%, Goal: 9.0%, System: 8.63%
- Accidents per 100,000 miles: 3.99%, Goal: 3.10%, System: 3.27%
- Metro Bus Station Cleanliness Ratings: 7.99%, Goal: 8.5%, System: 8.04%
- Average Weekday Ridership: 627,972, (1.6% decrease from April 2013 to April 2014)
- Rapid Line 720 Ridership Trends: Weekday: 40,537, Saturday: 28,739, Sunday: 21,894
- Metro Line 16/316 Ridership Trends: Weekday: 24,743
- Metro Line 4 Ridership Trends: Weekday: 22,340
- Metro Line 704 Ridership Trends: Weekday: 11,288
- Metro Rail Ridership Trends: Red: 147,777, Blue: 85,283, Green: 41,023, Gold: 41,246, Expo: 29,623

The Metro Board approved a new fare structure at their May meeting; the Board opted to adopt Option 1 for FY2015 only but froze student fares. They directed the CEO to update the Fare Subsidy Program based on 2014 Poverty Guidelines, report on how to expand outreach and marketing of the program, and report back in May 2015 with an estimate of funding needs for subsidy program.

The Board voted to freeze student fares at current levels until July 2015, have student fares evaluated by the APTA-coordinated Transit Ridership Best Practices Task Force, and to explore how to decriminalize student fare evasion. They requested a report back in Sept. 2014 on implementation of an enhanced diversion program including if non-sworn or non-sheriff personnel should check fares and cite evasion, and on the feasibility of having cited youths to participate in mandatory online education program and/or do community service. They also requested a quarterly report on the demographic profile of those cited.

The Board resolved that the proposed FY 2017 & 2018 fare increases should be contingent upon validation of the fare restructuring by the APTA-coordinated Transit Ridership Best Practices Task Force, no other revenue streams, and a public hearing.

The Inspector General has been directed to research establishing a Rider's Advocate as an independent monitor and assessor of customer service and evaluate future fare structuring strategies which will include: existing models of other comparable transit authorities, potential criteria and protocol for evaluating customer service quality, metrics for evaluating customer service concerns related to fare issues, evaluate governance models for Rider's Advocate function, reporting structure of Advocate thru the Office of Inspector General, and methodology to review and make recommendations to the Metro Board.

A Line 788 report to Metro Board anticipates implementation of the new line as early as September 2014 pending allocation of funds within FY15 budget.

7. CARRIED Over Election of Chair and Vice Chair for FY 2015 until August 2014
8. RECEIVED CHAIR and Council Member Comments:

Councilmember Henry asked if everyone had seen the online video posted by a bike rider and advocate who wears a helmet cam. From his perception on camera it looks as if a Metro bus cut him off. He had a short exchange with the bus driver. Mr. Hillmer added that the Operator in the video was pulled out of service as he should have waited for the cyclist to pass. The Operator violated several safety rules, including that Operators are to maintain a 4-foot distance from bicycle riders at all times, and the incident is under investigation.

ADJOURNED at 6:16 p.m.