

# Minutes

Thursday, June 12, 2014  
2:00PM

GATEWAY CITIES  
SERVICE COUNCIL  
Regular Meeting

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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 2:08 p.m.

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**Council Members:**

Marisa Perez, Chair  
Richard Burnett, Vice Chair  
Aja Brown  
Gene Daniels  
Jo Ann Eros-Delgado  
Cheri Kelley  
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.

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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  
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 Minutes from May 8, 2014 Meeting
4. RECOGNITION of Gateway Cities Service Council Chair Marisa Perez and Member Cheri Kelley, Jon Hillmer, Director

Mr. Hillmer thanked Council Member Kelley and presented her with a proclamation in recognition of her years of service. Council Member Kelley thanked her colleagues and staff for their work and encouraged everyone interested in regional transportation issues to attend the quarterly transit providers meetings; she will continue to be active there.

5. CONSIDERED Removal of Council Member Aja Brown for failure to attend required number of Council meetings, All Members

Mr. Hillmer informed the Council that Council Member Brown had communicated her intent to resign from the Council. Council voted to carry over item to the July meeting to allow Ms. Brown an opportunity to submit her resignation.

6. RECEIVED Update on Blue Line Rail Replacement, Carlos Valdez, Community Relations Officer

The Blue Line opened in July 1990. It is oldest and second busiest line in the system with nearly 29 million annual riders. Several improvements and upgrades have been completed on the line over the last several years. Power station replacement is almost completed. A test demonstration of rubber booting replacement is currently going on in the Transit Loop area to determine how long it will take to complete installation on the rest of the rails. The test operation consists of 180 feet. Once test completed in a week or so, the Transit Loop will be completed. Once booting is replaced, then the area is cemented and reclosed. Once completed, Metro will communicate with the City of Long Beach to share findings on how long the process takes in order to coordinate the remainder of the work. Other projects being completed in conjunction are refurbishments to canopies, rails, and station tiles. Landscaping improvements are also being completed along the line. Metro has conducted extensive outreach to inform the community of work being completed. Outreach has been conducted to condos, hotels, homeowner associations, and businesses in surrounding areas via email blasts, delivery of flyers, social media, and the [www.Metro.net/BlueLineUpgrades](http://www.Metro.net/BlueLineUpgrades) page.

Council Member Daniels asked if the canopies are going to be extended. Mr. Valdez replied that they would be extended along the length of the platforms.

Council Member Shidler asked if all rail and ties are being replaced. Mr. Valdez replied that those ties that are worn are being replaced, and that the rails are being cleaned up and insulators installed to make it last longer.

7. RECEIVED Update on Line 577 Rio Hondo Route Change Effect on Ridership, Michael Sieckert, Transportation Planning Manager

Line 577 is an express line that travels from El Monte Station to Rio Hondo College and the Veteran's Hospital. It was diverted down Santa Anita Avenue to Peck Road due to transition construction on I-10 and I-605. In December 2013, a pilot route modification was implemented to serve Rio Hondo College in response to complaints of overcrowding on Line 270 at Rio Hondo College and to improve ridership on Line 577. The Service Council approved the change after public hearings with the condition that ridership updates be provided.

Since the change was implemented, ridership on Line 577 has increased by around 119 passengers and standing loads have been reduced on Line 270 by about 91 passengers. Ridership has increased by about 28 passengers at the Rio Hondo College stop, but not as much as originally hoped for. However, staff does anticipate additional ridership growth in September when students return to school. Ridership has also slightly increased along the corridor. Service planning is adding one hour to schedule to the schedule running time due to construction for additional running time.

The new route adds 2-3 minutes to the trip time, though there have been some additional delays due to construction on Workman Rd. on both Lines 270 and 577. Frequency has stayed the same, every 40-45 minutes, and will not be changed in the foreseeable future.

Rio Hondo College also implemented a discounted student pass to allow students to use Express Line 577 at no additional charge. Only riders paying cash have to pay the express fare differential.

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

At the May Board meeting, the Metro Board approved a new fare structure; 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 of 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 explore 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.

#### 9. CARRIED OVER Election of Chair and Vice Chair for FY 2015, All Members

#### 10. PUBLIC Comment for items not on the Agenda

Mr. Timberlake spoke about Blue Line announcements being made on the Expo Line last month and Council Member Kelley had requested that he be given the direct number for Rail Operations but he has not received it. He has received no response from Customer Service to his written complaint about the lack of information on the website about nighttime changes schedule changes due to maintenance. This year, normal notification procedures have not been made. The website says no schedule currently available, please check back for updates. He checked back for updates a week later and nothing had been updated as promised on the website. He is still exposed to marijuana smoke on the rail cars and never sees deputies after 8:30-9 p.m. on the train. He only receives confirmation of receipt of any complaints he submits, but never an explanation though he requests it.

Council Member Daniels asked how much emphasis is placed on responding to complaints. Mr. Hillmer replied that some complaints take priority based on the nature and seriousness of the complaint. For example, wheelchair passups, injuries, and verbal assaults take priority. The priority a complaint is given is built into the customer service system, it is not determined by Customer Relations. Mr. Hillmer offered to follow up with Customer Relations and Rail Operations on Mr. Timberlake's behalf.

Roberto Hernandez commented that other bus patrons have asked him about the new fares. He would like for printed copies of the new fare schedule to be shared with patrons.

#### 11. CHAIR and Council Member Comments

Vice Chair Burnett apologized for arriving late to the meeting. Signal lights were out on Florence and there was traffic as a result.

Mr. Hillmer shared that Service Development Officer Conan Cheung took position in the Office of Management and Budget, and that Mr. Hillmer was promoted to Executive Officer of Operations. He will still be responsible for the Service Councils as well as service development, operations, and planning. Mr. Hillmer added that Metro is expecting to complete a major transit restructuring study next year to examine how to better integrate the system.

Council Member Shidler expressed hope that better coordination with municipal operators be achieved. Mr. Hillmer replied that coordination of service is difficult to do during the day as there are varying frequencies of service, but that it is important to do at night when there are fewer opportunities to make connections.

Council Member Shidler commented that it would be nice if the various service providers would make their changes at the same time, and requested that the timetables be delivered and distributed on time for the upcoming shakeup.

Council Member Daniels shared that on Thursday, June 4<sup>th</sup> he rode the Blue Line and saw the Sheriffs walk past someone with ice chests selling water on the platform without doing anything by when. The incident occurred at the Artesia Station at approximately 2:30 in the afternoon.

Vice Chair Burnett shared that the Long Beach Transit TAP readers are now working. On Long Beach Transit website, if you buy a Metro day pass, it will not work on the TAP reader on Long Beach Transit buses; patrons have to put extra money on it. Mr. Hillmer clarified that is correct. However, patrons can buy a monthly EZ pass that is recognized and accepted by other transit agencies.

**ADJOURNED at 3:24 p.m.**