

Minutes

Thursday, August 13, 2015
6:00PM

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 6:08 p.m.

Council Members:

Gene Daniels, Chair
Wally Shidler, Vice Chair
Al Austin
Richard Burnett
Thomas Martin
Ana Maria Quintana

Officers:

Gary Spivack, Deputy Executive Officer
David Hershenson, Comm. Rel. Mgr.
Dolores Ramos, Sr. 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

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

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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. CARRIED OVER Swearing in of Isaac Galvan, Compton City Councilmember, as Service Council Member
3. ROLL Call
4. APPROVED Minutes from June 11, 2015 and July 9, 2015 Meetings
5. RECOGNIZED Division 2 Bus Operator Felipe J. Patlan-Gutierrez, Gary Spivack, Deputy Executive Officer, Demetrius Jones, Division 2 Assistant Manager

Operator Patlan-Gutierrez was recognized for his participation in the 2015 Bus Roadeo and his service as a mentor to his peers with a proclamation. Mr. Jones added that Mr. Patlan-Gutierrez has been an exemplary employee, a pleasure and honor to work with and watch advance to become a leader amongst his peers.

6. RECEIVED Presentation on Annual Customer Survey and Fall Survey Preview, Jeff Boberg, Transportation Planning Manager, Strategic Initiatives

Vice Chair Shidler asked if Metro's results can be compared to that of other transit system in regards to sexual harassment. Mr. Boberg replied that Metro is one of the few transit systems that ask, and one of the even fewer ones that asks on an annual basis, because if they ask, they have an obligation to attempt to do something to address the problem. For comparison purposes, New York's rate of sexual harassment was approximately 65%. In that respect, Metro compares favorably. However, Metro's stance is that passengers should not be harassed on the bus. Metro's results also showed a 3 point improvement over the previous year.

Chair Daniels commented that any percentage is too high. Patrons shouldn't have to worry about being harassed when trying to travel from one place to another. He thinks a large portion of the problem is due to the lack of law enforcement visibility on the system.

7. DISCUSSED Line Ride Reports, Gary Spivack, Deputy Executive Officer and Councilmembers

Mr. Spivack explained how to complete the form and how they're used to address specific issues, both complaints and commendations.

Vice Chair Shidler said that he would like to see every member of the council do at least one per month.

8. APPROVED Adoption of FY16 Service Council Work Plan, Service Council Members

9. RECEIVED Report on Gateway Cities Service Performance, Gary Spivack, Deputy Executive Officer

Council inquired about the recent rise in accidents. Mr. Spivack invited Mr. Jones to comment. Mr. Jones commented that he believes the rise in accidents is due to operators not being accustomed to the new buses. The mirror extension is slightly further out, and the buses are also slightly taller, which results in hitting tree branches. Staff is making note of locations where this is occurring so that the agency can work with the local municipalities to get the trees trimmed, and management is reminding operators to keep sufficient distance on their right side to avoid hitting stationary objects.

Vice Chair Shidler asked how many of the operators are driving buses with the new enclosures. Mr. Spivack didn't have an exact number, but added that the most recent delivery of 150 new buses was fitted with them. There are some plans to retrofit some of the older buses as well. He asked Operator Patlan-Gutierrez to share his experiences driving a bus with the enclosure. Mr. Patlan-Gutierrez commented that it is an adjustment both for the community and the operators. Customers ask why the barriers are in place, and it does create a distance between the operator and the patron. Some operators have shared that they feel too enclosed and that the enclosure can reflect light onto the windshield.

10. PUBLIC Comment for items not on the Agenda

B. Timberlake commented that the overcrowding on Line 111 is almost comical during evening rush hour. He finds it appalling that at the same time of the day, when you go to Ventura Blvd, you don't see the buses half full, much less completely full with 20 people standing. The problem is getting worse and is not fair to the region's patrons. He would like to see a report this fall on the extent cash payments have fallen as a percentage of total boardings since the implementation of the 2 hour transfer policy once there's enough data to begin to draw conclusions.

Wayne Wright commented that last month the routes of Metro Lines 265/266 were removed from the Lakewood Mall property. He said the riders were not notified in advance of the change which led to some confusion. He feels the transfer connection between Long Beach Transit Line 191 or others at Del Amo is now inconvenient, because both layovers for Lines 265/266 are now at Hartwick St, north of Del Amo. They used to layover at the southwest corner of the mall property. In the future, he asked that the Council be informed of any such changes and that notices be used to inform the public.

Mr. Spivack replied that staff is working with Long Beach Transit to improve transfer connections at Lakewood and Del Amo with Metro Lines 265 and 266. Metro was informed by the mall management that Metro could no longer layover inside the mall property and was forced to remove service immediately from the premises. Notices advising riders were put at all affected bus stops including the new locations where the buses would be parked. Special rider notices were not possible to produce and distribute in time due to the emergency nature of the change.

Roberto Hernandez appreciates the change made in the time of the Service Council meeting. He saw the take one for the change in meeting time on a bus only a few days ago, and asked that notices be published further in advance. Line 111 is very crowded; he asked

for a review of the service by December. Line 62 on Pacific Blvd. is getting better, but is also heavily used.

11. CHAIR and Council Member Comments

Vice Chair Shidler commented that he has found no take ones and no car cards about the Gateway Cities Service Council meeting time change. Mr. Hershenson replied that take ones were distributed to the divisions serving the region last week. Community Relations also distributed a press release, had an article on the meeting time change posted on The Source, and sent out a targeted e-blast. He will look into whether it would be possible to publish ads rather than depending on the newspapers to run an item based on the press release. He explained that marketing does not create car cards for announcements such as these.

Vice Chair Shidler remarked that he would like to get a report about the upcoming Willowbrook/Rosa Parks project changes, and shared that he had the opportunity to ride one of the zero emission busses down to Wilshire/Western, and then back to Soto. During that trip, it only used around 15% of the battery power. The bus had a standing load, and arrived 14 minutes late at the end of the line. The bus has 32 seats, in lieu of the normal 38, which will likely affect performance, as well as two wheelchair spaces and a two-bike rack. He found the bus to be quiet and provide a nice ride. It pulls out of the division around 11 a.m. and is back around 7 p.m. The charge provides a range of around 150 miles.

Mr. Spivack replied that a presentation on Willowbrook/Rosa Parks will be brought to the Council in the near future, once their staff has initial plans to share with the community and begins seeking public feedback. The project is anticipated to take 8 months to a year once all plans are completed. The zero emissions buses are manufactured by BYD. Metro purchased 5 of the coaches which are being tested by agency in terms of range, reliability, and public acceptance. The feedback will be shared with Metro's Vehicle Technology for consideration.

Councilmember Martin commented that Assembly member Rendon has been involved in organizing a lot of community events in the area. It would be nice to see a Metro presence at area community events.

Chair Daniels expressed concern that Metro trains have posters for the movie Straight Out of Compton. He noted that law enforcement has increased their presence around the opening of the movie. He was very concerned when he saw the posters advertising the movie on the Blue Line. Metro's job is to promote community events. He thinks it was an ill-informed decision to allow the advertisements for the movie to be posted.

Mr. Spivack replied that there are many celebrated court cases regarding how advertising is regulated for public agencies. For the most part, advertisements are considered free speech, and agencies cannot necessarily deny anyone who proposes to pay to put an advertisement on transit vehicles. NY recently lost a case regarding an ad for drug paraphernalia.

ADJOURNED at 7:15 p.m.