

Minutes

Wednesday, September 13, 2017
5:00PM

WESTSIDE/CENTRAL
SERVICE COUNCIL
Regular Meeting

Metro Headquarters Building
1 Gateway Plaza
3rd Floor Union Station Conference Room
Los Angeles, CA 90012

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Rail Red, Purple and Gold Lines; Metro Local Lines 40, 68, 70, 71, 76, 78, 79, 378, and 489; Metro Rapid Lines 704, 728, 733, 745, 770 and Metro Silver Line. Also served by LADOT, Foothill Transit, Santa Monica Big Blue Bus, Orange County Transportation Authority, Torrance Transit, Santa Clarita Transit and Antelope Valley Transit.

Called to Order at 5:03pm

Council Representatives:
Ernesto Hidalgo, Chair
Perri Sloane Goodman, Vice Chair
David Feinberg
Malcolm Harris
Jeremiah LaRose
Alba M. Peña
Elliott Petty
George Taule

Officers:
Gary Spivack, Deputy Executive Officer
Dolores Ramos, Council Admin Analyst
Eric Geier, Community Relations Manager
Carl Torres, Transportation Planning Mgr.
Pamela del Valle, Transportation Associate
Kelly Blanton, Transportation Associate

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

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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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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 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. SWORE In Malcolm Harris as Service Councilmember
2. ROLL Called
3. APPROVED Minutes from August 9, 2017 Meeting, Councilmembers
4. RECEIVED Micro Transit Project Overview, Colin Peppard, Innovation Manager

Metro's CEO created the Office of Extraordinary Innovation (OEI) where the private sector can submit unsolicited ideas that may be valuable to the organization. OEI evaluates the proposals and if they have merit, they develop solicitations. This is one of those proposals. The question this pilot seeks to gather data on is whether there is a role for ride-sourcing within Metro's range of services. The project goals are to determine if it can be done in a way that supports the core network, optimizes service, and improves performance and ridership.

OEI received a proposal from Via in New York. They also operate in Chicago and Washington DC. They provide a service similar to Uber with large passenger capacity. The service optimizes in real time so that the vehicle can maximize capacity. There was a similar model in Helsinki, Finland which was discontinued due to financial crisis. OEI is researching other modes, focusing on providers that provide high capacity; Metro is not interested in single passenger services.

The pilot hypothesis is focused on critical design elements of the user experience, branding and marketing, and operations. Metro is currently procuring team to implement and design the product, if they meet criteria, will have first right to implement.

Wayne Wright wants to know specifics of the proposed micro transit pilot. He asked that they consider providing 24-hour service, as Metro has 24 hour service on around 20 lines. Providing connections to that owl service would be helpful. He would also like to see other transit systems get involved. Frequent customer complaint is that Metro shuts down early. There is a need for feeder services to the rail. Santa Monica has a partnership that takes patrons to rail services outside of their regular service hours. Mr. Peppard replied that the OEI has a lot of the same questions; the intent of the pilot is to gather data and determine how such a service would best serve our customers.

Vice Chair Sloane Goodman commented that she has heard of similar projects in Orange County, and asked how the service would differ from a deviated fixed route; would it have a fixed area? Mr. Peppard replied that there are a couple of models. A private service was established for a homeowner's association, and another was established to replace two San Clemente 2 bus lines. Orange County Transportation Authority is looking to create something similar to Metro's proposed design, but they are designing their pilot in-house. The study is focused on how to leverage these types of services, their cost feasibility, and if their route efficiency is easier to service certain needs.

5. RECEIVED Metro System Security and Law Enforcement Department Update, Jennifer Loew, Transit Security Special Projects Manager

Metro's goal is to ensure patrons and employees can ride to work safely, without fear, 100% of the time. A new deployment model has been adopted which includes Los Angeles Sheriff's Department, Los Angeles Police Department, Long Beach Police Department, Metro Security, and

contract security. As of July 1, 2017, the multi-agency approach has been adopted to have better response time and more presence. The priority is to have high visibility so that patrons feel supported. There are ongoing weekly coordination meetings between Metro and law enforcement executives to discuss challenges and improvements. There are more than 300 law personnel working a 24-hour operating period.

Ongoing priorities include building relationships and coordinating with local police departments, addressing homelessness, and updating Metro's physical security, and CCTV programs. In February 2017, Metro provided the Board with a Metro Homeless Action Plan. The Metro Homeless Action Plan includes four components—research, education, coordination, and outreach.

Vice Chair Sloane Goodman commented that the Council received a presentation a couple of years ago about the mental health outreach teams – are those teams still being used? Ms. Loew replied that they are the mental health evaluation teams. That structure has been in place for a long time. Their numbers are limited, and their functions are built into the law enforcement contract. Their operations are concentrated on the Gold and Green Lines, incorporating into Board

Councilmember Peña has experienced blatant harassment and is happy to hear that such issues are being addressed. She is concerned about racial profiling. Are there other mandated trainings for Metro law enforcement? Ms. Loew replied that Metro has a partnership with Peace Over Violence to staff a hotline to provide resources and support for victims of sexual harassment. The presence of law enforcement is umbrella solution; the presence is intended to address and reduce those issues. Metro is very sensitive to the issue of racial profiling. As a result, fare checks are no longer conducted by law enforcement, but by transit security staff to make the system feel less like a police state. That process is now entirely administrative. All law enforcement receives cultural diversity training.

Mr. Timberlake rides the system nearly every day. Since the passage of Proposition 64 last fall, there has been a great deal of pot smoking on buses but especially on trains. On trains he has seen people change cars at stops to escape the smoke. He anticipates it will get worse. Metro needs to make it clear that not only is it against policy, but it is also against state law and city laws for people to smoke on public transit. He does see LAPD in the City of LA, which is a great improvement. Outside the City of LA, he still doesn't see LA Sheriffs on the system but he does see a lot of loud music being played and even performances by other passengers. Ms. Loew replied that there are violations of the Code of Conduct on an ongoing basis; however, as the enhanced law enforcement presence is seen throughout system, they expect that it will start to curtail number of incidents. The contract includes both bus and rail riding teams. Law enforcement is also working with operators on how to report incidences. Some of the operators have grown used to operating in difficult circumstances, so law enforcement is encouraging them to submit calls rather than thinking those behaviors are par for the course. Metro continues to work towards providing a quality experience for system users.

Councilmember Harris asked how immigration status is taken into consideration, when law enforcement has to deal with people who don't have papers. Ms. Loew replied that immigration status has no bearing on how Metro enforces the law; law enforcement does not question whether someone has papers or not.

Councilmember Harris asked if Metro uses similar outreach measures when development or project is planned in an area where there are homeless camps. Ms. Loew replied that any time Metro engages in any effort, outreach is conducted for weeks in advance and a relocation plan is made. The Health Department, Social Services, Mental Health Teams, and other professionals all

provide outreach support. However, they cannot force anyone to accept services. The efforts are made to engage them in a way that gets them resources and assistance.

Wayne Wright commended that the Westside Central region has lots of crime and homeless problems on trains, buses, and at stations. He seldom sees the private security that seems to show up when they want to. LAPD officers get on a rail car and stay there; they need to rotate through the cars to see the problems. A more visible law enforcement presence is needed at night and during early morning hours. La Brea station has major issues; when the homeless encampment at Rancho La Cienega was cleaned out, they moved to the station. Something needs to be done.

Chair Hidalgo asked where the boundaries are for Metro to address these issues. Ms. Lowe replied that every portion of Metro property falls within Metro's scope. Metro has a duty to protect those resources. Homeless come to Metro facilities because they're one of the safest places they have to go. Metro is doing our best to enforce fare compliance but if a homeless person is not a criminal, they are not being forcibly removed. Metro does track homeless encampments and uses feedback from law enforcement, customers, operators, and elected officials. If Metro isn't acting, it is because it is a countywide issue. Metro is lobbying for enhanced resources to address the problem. In the past, law enforcement basically decided how they wanted to patrol. Now, Metro is engaged in an audit system so that if they don't work, we don't pay them. Metro doesn't want them in their patrol cars. He looks forward to enhanced service quality.

Councilmember Petty asked what the private contractors are responsible for in comparison to the law enforcement agencies, what training they receive, and what standards are they held to. Ms. Loew replied that all enforcement officers receive diversity training through the Skirball Center. Law enforcement is overseen by the Police Commission which has a very strict standard. Many of the officers are wearing body cameras. Training includes cultural sensitivity and nondiscriminatory practices. The C3 teams consist of County, community, and City representatives. They are multidisciplinary teams that include a formerly homeless outreach staff and nurse. Their role is to engage and build relationships with homeless to guide them into services. They're currently concentrated on the Red Line. The highest concentration of homeless individuals is found on the Red and Green Lines, and Metro Bus Lines 40, 20, and 16.

Councilmember Taule commented that he rides the system daily and does see lots more law enforcement on the system. When he sees them, they're usually in groups of three, in one spot and not circulating. As a rider, is that should we expect or should this be reported? Ms. Loew replied that those are valid complaints; it is acceptable for them to be in groups when exchanging information, but it is not for them to be chatting. Metro is also are invisibly auditing law enforcement as the intent is to not have them group. She suggested that patrons can report such behavior as well as any reports of violations through the Transit Watch application. It is an effective mechanism as the reports are circulated to all of the personnel in the department. Changes to the app are being developed to facilitate more engagement.

Chair Hidalgo asked how the Council can support lobbying efforts for the county outreach teams and city structure to support metro. Enforcement is not to stop at our property lines; it's their duty even if they have to step over the boundary.

6. RECEIVED FY17 Council Review, Gary Spivack, Deputy Executive Officer, Councilmembers

In response to Council request, a summary of the Service Council's activities was prepared which includes meetings held, trainings and special events attended, motions passed, and significant

presentations received. Staff will continue to prepare this review annually for each Council and welcomes suggestions for additional metrics to be captured.

Councilmember LaRose asked who is on-the public mailing list subscribers and how people become aware of the list. Mr. Spivack replied that people who attend the meetings are asked whether they'd like to join when they sign in. Service Council materials are made public and staff receives and responds to public comments and questions. Ms. Ramos added that a variety of organizations and individuals subscribe to the lists; meeting agendas and news that is relevant to the region is distributed through the list. Any Service Council meeting notices such as the monthly Source article also list the dedicated phone number and email address.

7. RECEIVED Report on Regional Service Performance, Gary Spivack, Deputy Executive Officer

Purple Line Extension construction is causing weekend detours. Line 720 and 20 buses will go around on Wilshire Blvd closed buses will go around the closed area on Western Av, use 6th St then come back down on Wilton; they will use the same detour route in reverse. The detour is planned for weekends at this time only but as we get closer to building the station on Wilshire, it may be extended to weekdays. This weekend, there will be closures between Robertson Bl and San Vicente, on Wilshire in both directions and between Crenshaw and Western in the eastbound direction. .

Councilmember Peña asked how long the closure on Wilshire will be in effect. Mr. Torres replied that it will be in place for at least a year, but possibly longer. As we get closer, it may go into weekdays. Mr. Spivack added that the system development is causing some growing pains. There will be a disruption on Gold Line as the Regional Connector is finalized, and the Blue Line will undergo extensive state of good repair improvements which will also cause service disruptions.

Alexander Murray commented that has noticed bus dwell times delaying the bus when there are large crowds of passengers. He urged Metro to adopt all-door boarding on Line 720 and outside of major rail stations such as Sunset/Vermont where large crowds boarding delay the bus. It would help if Metro would work with municipal operators to lobby for bus lanes. As traffic increases, buses are further delayed, which sometimes causes people to decide to drive, compounding the problem.

Vice Chair Sloane Goodman asked if operators track when a passenger boards with a bicycle. Mr. Spivack replied that they supposed to record through the mobile data unit above their head. Not all operators do it, similar to the recording of fare evasion. Operators also have to record fares and sometimes miss reports of bikes.

Councilmember LaRose asked if there has been any analysis of pass up complaints by time of day. He understands it would be easier to pass up a patron at night if they were not visible. He has observed at stops used by multiple agencies that if a waiting patron doesn't actively acknowledge the bus operator, the operator will continue. He thinks this is an area where complaints could be reduced. Mr. Spivack replied that he will conduct an analysis of the pass up data. Pass ups are sometimes in the eye of the beholder; a lot of times people are across the street but think the bus should stop if they make eye contact with the operator. Pass ups are a major rule violation and if the complaint is corroborated, the operator is cited.

Chair Hidalgo asked if road diets, Vision Zero, Safe Streets and similar initiatives also cause delays for buses. Mr. Spivack replied that the initiatives are helpful in preventing deaths, but do hurt bus operations. For example, a City of LA proposal to reduce Soto St. to one lane between Wabash and

Cesar Chavez would cause major disruptions to the operations of Lines 251 and 751. There are no alternate streets where those operations could be relocated. In downtown, changes to Broadway, Figueroa, and Flower have narrowed lanes and Metro has moved buses off those streets in response.

Chair Hidalgo also right sizing expectations and schedules, maybe update schedules; Mr. Spivack replied that schedules are adjusted every 6 months in the shakeup process. The problem is that as the system slows, Metro loses riders because they feel that transit takes too long.

8. PUBLIC Comment for items not on the agenda

Mr. Timberlake commented that he can't find maps for Lines 20 and 720 on the Metro website. He wants to know what time of day the detours will start. No one seems to be paying attention to rail performance. He congratulates Metro on having the Expo and Blue Lines use different platforms; it is working marvelously. However, he is concerned about increasingly irregular service after 9 pm. When there was construction during late evening hours, the website would show when patrons could expect delays. That information stopped being provided last January. When he rides the Red Line late at night, it can be extremely difficult to know when it's going to come.

9. CHAIR and Council Member Comments

Chair Hidalgo thanked staff for providing training opportunities to the Council.

Councilmember Peña-asked that updates on planning and projects related to the upcoming 2028 Olympics to be shared with the Council.

ADJOURNED at 6:43pm