

Minutes

Wednesday, March 14, 2018
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 5:15pm

Council Representatives:
Ernesto Hidalgo, Chair
Perri Sloane Goodman, Vice Chair
Malcolm Harris
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.
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

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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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษา [ไทย] กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-
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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 from February 14, 2018 Meeting, Councilmembers
3. CARRIED OVER My Figueroa Project Update, Medford Auguste, Senior Transportation Planner
4. RECEIVED Wilshire/Westwood Intersection Bus Detour Plan and Update, Carl Torres, Transportation Planning Manager

The Westwood/Wilshire Purple Line Station construction zone will be impacted at night for the 1 1/2 to 2 years for utility relocation. Construction will occur at night from 9pm to 5am and on weekends. Instead of moving the stops during nightly construction and reverting back to the regular stop during the day, buses will be rerouted 24/7 unless other events occur that require the routes to change. This utility work will provide a practice run of what will happen when station construction starts and lanes are reduced. During the utility construction, all lanes will remain open during the day and be reduced at night.

Lines 20 and 720 will use Glendon to Kinross to Veteran then back to Wilshire in both directions. The first proposal was to use Lindbrook, but because the buses have to get to Veteran, the adopted reroute uses Kinross to reduce the number of turns.

Line 602, the Pacific Palisades portion of the old Line 2, currently travels down Westwood to Wilshire. The bus will be rerouted to make a right on Kinross then turn on Veteran to Wilshire. Stops for the 602 will be near side on Veteran/Kinross and then Kinross/ Westwood. Most of the transfers will occur at Kinross/Westwood. Line 234/734 will duplicate the Line 602 reroute, but stops will be located far side at Wilshire/Veteran and near side at Kinross/Veteran.

Line 788 will make a larger loop and stop far side at Wilshire/Veteran. Culver City Bus (CCB) will also use stops on Kinross/Westwood. Big Blue Bus (BBB) will use stops on Lindbrook/Westwood because there is a limit to the number of buses that can use a stop. BBB is the provider with the most frequency, so their stop was located to provide them the most space.

Implementation is anticipated to begin in mid-April. Patrons will be notified via the Metro website and passenger notices. These changes will probably be in effect for 7-8 years.

Councilmember Taule asked if Line 788 service would be affected. Mr. Torres replied that hopefully construction will adhere to their 6am departure time when they're supposed to be off the street and won't affect Line 788.

Councilmember Harris asked how many lanes will be permanently reduced on Wilshire. Mr. Torres replied that Wilshire will be reduced by one lane westbound; he's not sure about eastbound lanes. If construction of stations is any indication, it would likely be reduced by one lane eastbound as well. Mr. Geier added that there aren't any details yet; the traffic control plans are being finalized. There are stretches where lanes will be closed for various lengths of time 9 to 100 or more days and they are trying not to close the lanes any more than they need to. He will provide materials regarding any closures as soon as there is more specific information available.

Mr. Timberlake thanked staff for the excellent maps and explanation; it really helps to know exactly where stops are going to be. The maps should be posted on signboards in the area. He rides all over the county, and people on the Westside are really accustomed to good service. They will hate these changes but having information available on the sidewalk and along the route, possibly on posts on Wilshire would be very helpful as a warning. He asked when the CCB and BBB buses will finalize their reroutes and notify their patrons. Mr. Torres replied that they should finalize changes and begin publicizing them some time next week.

Josh Gross of Beverly Hills asked whether the AVTA Line 786 and Santa Clarita Transit Line 797 would move their Wilshire/Westwood stops to Kinross. Mr. Torres replied that he would look into it and provide a response.

Councilmember Harris asked if safety issues such as sufficient lighting for workers who may need to access stops on the side streets at Kinross/Veteran Ave are being addressed, and if route and stop changes will be provided in Spanish. Mr. Torres replied that construction relations went out for a field meeting and looked at the stops to see if additional lighting will be needed; those needs have been addressed. All materials will be issued in English and Spanish, and possibility Korean.

Councilmember Peña asked how soon announcements would be made as the project is scheduled to start in mid-April. Mr. Torres replied that announcements are already starting; they had just been waiting to finalize the routes to be able to make the maps and notices.

Chair Hidalgo commented that it seems Metro has done a good job planning for these changes; he hopes this standard can be replicated for all construction projects such as the 28 by 2028 projects.

5. APPROVED Vice Chair Perri Sloane-Goodman to Serve as Westside Central Service Council Representative on NextGen Working Group, Councilmembers

Councilmember Peña requested that a standing item be placed on the agenda following each report backs after the working group meetings.

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

Councilmember Harris asked how short fare and no fare are determined and recorded. Mr. Spivack replied that every time a passenger boards, there is a mobile display unit on the back side of the fare box and the operator classifies the fare. If someone doesn't pay the full fare, they are to record it. The data set isn't necessarily entirely reliable; if operators are very busy, they aren't always able to record all events but do record as best as they possibly can. People do get on board and ride without paying. Operators are instructed to quote the fare, but not purposely embarrass the passenger if they don't pay, as opposed to refusing to move the bus if a passenger doesn't pay. While this policy may have led to more fare evasion and it is not fair to fare-paying passengers, it does reduce confrontations with passengers.

Chair Hidalgo has heard feedback from the public regarding seeing LAPD boarding buses, which they appreciate. He asked if operators can report frequent fare evaders. Mr. Spivack replied that if an operator knows of a regular fare evader, they can submit a report and get

security personnel to address the issue. If security does witness, they can take the person off the bus and cite them. Fare evasion usually happens in ones or twos; operators really don't have chances to make a report.

Councilmember Peña thinks that fare evasion is the least of concerns for officers, and that they serve more to educate patrons. Mr. Spivack replied that the Board has taken a position not to prosecute fare evasion, especially of youth offenders; that is not the primary role of the police. Metro has designated fare inspectors who deal with those issues. The expanded policing contract with LAPD allows operators to more readily flag down and officer if they need assistance.

Councilmember Harris commented that he thinks in poorer communities that rely on public transit, some fare evasion is likely due to economic reasons. He is concerned that the security program expansion doesn't consider social and economic issues. He regularly sees incidents on the bus around women or people with mental health issues that are rarely addressed.

7. PUBLIC Comment for items not on the agenda

Josh Gross shared that he arrived at the meeting via Line 728. He appreciates the fast service. He thinks there is a need for a Rapid bus on La Brea. Line 212 is as slow as a horse drawn carriage. La Brea needs Rapid service especially considering the Purple Line extension coming up.

Mr. Timberlake shared that last night around 8pm, he was at 7th/Metro to catch the Blue Line. Around Grand or San Pedro St station, a group of people got on, one with a bike and a very loud boom box to which he was performing, The man with the knocked into with his pack. He didn't react because the man was clearly troubled. A woman seated next to him objected to the boom box and his yelling. The man's behavior was very concerning and he would've gotten up and moved except the man was with a group of friends and he wasn't sure what they would do if he did. He is considering not taking the Blue Line anymore. He felt unsafe, as did people around him. The group was also smoking pot openly. The woman pushed the emergency button, and the operator asked what the emergency was, but he wasn't very helpful as she tried to explain the issues to him twice. More security is needed on the Blue Line.

Chair Hidalgo requested that staff investigate the incident and report back. He is concerned reduced patrolling may not be sufficient on the Blue Line. He thinks sometimes having a security presence helps reduce undesirable behaviors. Mr. Spivack replied that they don't board every car or train; he will see what deployment is assigned to the Blue Line. It is a difficult situation; there are 2,400 buses on the road and several hundred rail cars. It would be impossible to have security on all of them.

Vice Chair Sloane Goodman commented that on her way to the meeting, she was on a Red Line coming in, a guy who was either high or manic got on a few stops before Union Station. He was agitated and very loud, making people uncomfortable. Someone must have reported it, because when they got to Union Station, there were four transit security officers waiting at the door of the car he was on. They approached him in a very appropriate way. He wasn't doing anything outright illegal, but was making people uncomfortable.

John Fennell commented that there is a problem with customer service; when you call, they only seem to get information at the last minute regarding route changes. They should have the information at least a week before if there will be problems with a route. As a regular Expo Line rider, he has noticed that announcement has been changed. The announcements for the next station are made as the train is starting to pull out, which is far too early. He thinks the timing should go back to old way. He thinks it's time for LA to consider having 24-hour trains; east coast visitors are used to that.

8. CHAIR and Council Member Comments

Chair Hidalgo welcomed Councilmember Harris back to the Council and thanked Councilmembers Harris and Peña regarding thoughtful comments regarding security.

Councilmember Harris commented that need to be more thoughtful of community, how it affects the quality of transit, economic, personal security, mental health issues that they may face.

Councilmember Peña commented that problems of harassment are not limited to the Blue Line; she has been harassed on the Purple, Gold, and Red Lines, as well as Line 720. To her, selling merchandise and loud music is not uncomfortable but when it comes to serious danger it has been on other trains firsthand, purple line in Koreatown, being more considerate of what is happening around us. The issues that women have to face can be explicit to the woman but not necessarily to the operator. When it has happened to her, she was the only woman on the car. Mr. Spivack replied that Metro does have the Transit Watch app through which anonymous reports can be submitted. Reports are routed directly to Bus Operations Control and Rail Operations Control and officers can be dispatched directly from there. Patrons can also report incidents after they occur. Metro has zero tolerance for harassment on board. Reports are used to help create security deployment

Councilmember Petty commented that would be great if the Transit Watch app wasn't in a separate platform but instead was integrated into other transit apps. He added that the Sheriff's Department's program of mental health evaluation teams that work with social workers needs to be greatly expanded given the need and the behaviors that are occurring on the system. Mr. Spivack replied that there are only 2-3 mental health evaluation teams for Los Angeles County. He is not sure if Long Beach or Los Angeles Police Departments have similar programs.

Chair Hidalgo shared that he read that Metro reported a reduction in crime this year over previous years both on rail and bus. He has heard positive feedback about the increased presence of security on the system. He acknowledged the work of staff to find ways to implement improvements, and the Council for their participation on and contributions.

Councilmember Harris commented that the City of Los Angeles has been declared a sanctuary city and asked if patrons are asked about immigration status when they interact with security on the system. Mr. Spivack replied that they do not ask for any documentation of immigration status.

ADJOURNED at 6:30pm