

Metro Citizens Advisory Council  
April 24, 2019 Meeting Minutes

1. Call to Order: Pledge of Allegiance, Welcome and Introductions

- Attendees: Darrell Clarke, Dalila Sotelo, Hank Fung, Tony Banash, Tammy Ashton, Brian Bowens, Russ Davies, Daniella Alcedo, Danielle Lafayette, David Lara, Anne Reid, Wally Shidler, Robert Wolfe

3. Metro Budget Presentation/Update

- 511 presentation – Iain Fairweather
  - 511 is the travelers information system. Go511.com Three generations – now on second generation of IVR.
  - Began with predecessor to call boxes. \$1 per car, \$7.5 M a year. Covers five counties, includes Go 511 app, 100,000 visitors per month. 511 – known problems with the interactive voice response system. Upgrading the system and in FY 2020 will be moving to the new generation.
  - CAC members stated that the voice recognition doesn't seem to work consistently. Can't seem to understand voice. A member suggested to look at having a call center as a reasonable accommodation. Staff responded there is a call center for the freeway services.
  - CAC member asked to include texting as an option for 511 contact.
  - In response to a question, staff stated no Metro funds are used and 511 funds from license fees are used to cover Metro overhead in supporting 511. The 511 systems connects to other transit agencies in the region, not just Metro.
- General budget presentation
  - Angel Rosa, Chris Gallanes and Melissa Nguyen, Management and Budget
  - Budget Timeline
  - Continuous budgeting process – 10 year forecast in fall which sets a target. Annual budget target setting. Estimate to close (financial/performance review) every quarter. Targets feed into budget preparation.
  - Homeless contract - \$4.9 M to County Department of Health Services. C3 teams – 8 four person teams on bus. Rail, and Union Station. This contract does not include facility maintenance or Measure H funded outreach workers.
  - Outreach update – 4,888 town hall listeners, 796 comments, 1,623 budget tool respondents, 10 meeting at service council and stakeholders, 5,353 webpage visitors. Comments on 37.2% transit service, active transportation 9.8%, security 11.3%, and other 41.7%.
  - Staff response to comment themes: electric buses: 40 of 312 in FY 2020 will be electric. Rail expansion program occupies much of budget. Concerns with safety/security: More law enforcement on trains and security officers which are dedicated to stations.
  - Timeline: Budget posted May 1, public hearing May 15, final board adoption May 23.
  - Bus service: + 0.07% revenue service hours (RSH). FY 19 scheduling base + 2420 RSH special events (USC, women's march, etc) + 42531 RSH bus bridges (blue line/other) – 75k “on

street reality” + 41732 RSH for leap year. After redeployment, no more than one trip is reduced per hour and headways will not exceed 15 min on those lines adjusted.

- Rail: - 5.7% RVSH. Midday car cuts on Blue, Expo, Gold – two car trains, 12 minute headways. From 6 to 8 min peak headways on Expo, 7 to 8 on Gold, 3 car trains on all trips. Ramp up weekend headways at 10 am instead of 8 am for 20 to 12. 1203k RVSH + 14k special events – 107k service cuts + 12k leap year
  - Crenshaw is not budgeted for revenue service except through Green Line testing.
  - CAC comments: a lot of vacant operators. Operator/assignment ratio 1.15, should be closer to 1.20. Metro responded they are converting part time to full time to get people working. Out of 90-100 students per training class, only 50-60% pass, so staffing is a challenge
  - Regarding reduction in peak hour headways, staff said the train actually does not operate every 6 min due to traffic congestion and on time performance will improve.
  - All Blue Line trips to Downtown Long Beach at all hours.
  - Revenue Vehicle Service Hour refers to cars – one three car train an hour = 3 RVSH
  - No change in span of service
  - CAC member commented on the continued existence of the 442, which he claimed was poorly performing but retained for political reasons, and homeless on the rail and bus driving away ridership.
- Fare revenues
    - Fare revenue is flat from FY 2019 most recent projections to end of fiscal year and \$24.6M less than the adopted FY 2019 budget
    - Fare/boarding gone down from 77 cents to 73 cents
    - Ridership drop from 393M FY 19 budget to 380.8M FY 20 budget
    - Farebox recovery from FY 2011 at 28.6% to FY 20 at 15%
    - Operating cost increase is due to wages in labor. 60% of operating cost is labor. Increase in fuel and contract services. CNG cost – forward pricing rates going up. 57 c/them vs. 50c/budget. Facilities maintenance contracts in station cleaning have increased
    - Riders are moving to discount categories
  - What happened to Measure M
    - \$840M annually in Measure M. 20% is allocated to Metro operations - \$186M. Due to cost increases and additional demand on resources, service hours have stayed flat. Bus cost increase + state revenue funding loss are backfilled with Measure M.
    - Labor cost increases (wages, benefits, pensions) beyond CPI
    - Running service beyond demand – Gold Line extension, Expo Line, etc. Adding more service hours without comparable riders.
  - General CAC comments:

- The farebox recovery debate – actuals in New York and Chicago are well below the 70% farebox recovery of the past. It is a systemic issue nationwide due to increasing costs to provide service and more competition from cars and car-based services like Lyft and Uber.
- CAC member was concerned about debt service and how that is factored in the budget
- CAC member discussed comparing farebox collection vs recovery. They are two different data points and dynamics. There is a perception that there is not much collection due to observed fare evasion. How does that correspond to what is being recorded through passenger counters?
- CAC member stated Gateway and SE County feels that they are stepchildren of Metro. Need to do everything possible to incorporate into our tent.
- CAC member stated that the total cost of collecting fares: law enforcement, cash room, etc. Could exceed what is going to be collected. Staff responded the bulk of fare collection is fixed costs. \$100M in cost vs \$300M in fare collecting. TVM, TAP cost \$38M-\$48M.
- Staff stated boardings are counted based on the automated passenger counters on the bus. Some rail vehicles have passenger counters but staff is still doing sampling. Boardings are not based on revenue or TAP counts on the bus.
- CAC member recommended monetizing information. Transform the revenue model to an information one, similar to how Uber and cellular phone companies are monetizing travel data.

## 2. Approval of Meeting Minutes - [March 2019 \(Action\)](#) / [April 2019](#)

- This item was taken out of order.
- April executive committee meeting minutes were provided for information only
- March minutes were moved by Vice Chair Sotelo, seconded by Ms. Reid, and carried unanimously.

## 4. Standing/Administrative Items

### i. Metro Policy Advisory Council Update:

- Metro PAC meeting – April 9, Vice Chair Sotelo participated. Topics were Long Range Transportation Plan and proposed congestion pricing. It will come back to the group later and should be a topic heard on the CAC. Next meeting is June 11.

### ii. Metro NexGen Bus Update

- March 28 – Chair Clarke attended the NexGen bus study meeting. Wants Metro staff to come back in May for CAC. Discussion has moved from where are people going to where the service is going.

### iii. Reminder re: CAC Officer Elections in June

- Metro staff gave that reminder. Chair asked members to think about recruitment for officer positions.

### iv. Other Administrative Items

- CAC members asked for follow up on LRTP and Bus Rapid Transit.

5. Open Discussion from CAC members

a. Future tour opportunities

- CAC member asked to place us in line for Crenshaw pre-opening tour opportunities.

6. Consider items not on the posted agenda, including items to be presented and referred to committee members and/or staff; items to be placed on agenda for action at a future CAC meeting; and items requiring immediate action due to an emergency situation or where the need to take action came to the attention of the CAC subsequent to posting of the agenda.

- None

7. Adjournment

Prepared by Hank Fung, CAC secretary