



## Meeting: Tuesday, July 28, 2009, 6:45 – 8:40 p.m.

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|--|-------------|
| 1. Introductions   | 6:59 – 7:15 |
| 2. Brief updates:  | 7:15 – 7:45 |
| a. MTA Board Meeting Review: Thursday, July 23, 2009:                                      |             |
| 1. 2009-10 budget: 3.6 billion. 15% over 2008-09 \$636M in New Programs.                   |             |
| 2. Prop. A & C funds with drop 5% due to economy \$200 M short from CA.                    |             |
| 3. Labor Contract Negotiations ATU, UTU, TCU -- day 2 day extension                        |             |
| 4. Breda car option extension for 100 LRV's. (report / Times editorial).                   |             |
| 5. Consent Decree: BRU Appeal Denied for Review. (next steps)                              |             |
| b. Other Transit Operators   |             |
| 1. OCTA Service Removal Program  |             |
| 2. Riverside Transit Materials   |             |
| 3. Santa Clarita Transit New Line starts August 3.   |             |
| 4. Google Transit -- Bradley Tollison  |             |
| 5. High Tech Gadgets   |             |
| c. Metrolink Meeting Review: Friday, July 24, 2009:  |             |
| 1. Orange County Service Expansion: track and station improvements.                        |             |
| 2. Fare Increase Passed: 3 year cycle 3.5 average. August 1, 2009/2010/2011.               |             |
| 3. Ridership down: 47,930-June 2008 41,458-June 2009 -- economy cause.                     |             |
| 4. Budget 2009-10 Renewal of Connex and LA Sheriff contracts                               |             |
| 5. CEM Cars: October 2009 1 <sup>st</sup> cars; 5 month delay for first train set. 26 cars |             |
| 6. Eastern Maintenance Facility 85% complete; Perris Line \$45 million rcvd.               |             |
| 7. Operations: Self Perform vs. Amtrak / Connex. Decision put off.                         |             |
| d. Amtrak <i>Coast Starlight</i> / LOSSAN & Federal Funding Issues (Justin Walker).        |             |
| 1. Amtrak CA Corridors: ridership now flat.  |             |
| 2. Amtrak CA Service Level Adjustment (state budget)                                       |             |
| e. High Speed Rail: next steps \$8 billion in Stimulus (regulations: Bob Huddy)            |             |
| f. T4A Educational / Fundraising Program: Isaac Lieberman                                  |             |
| g. Expo Line progress: Pedestrian Bridge in EIR/EIS phase.                                 |             |
| h. East LA Gold Line Opens Oct. 3 or 10, 2009 (Maybe) Booth Volunteers Needed.             |             |
| 3. Project update  |             |
| a. Complete Streets & A Better Inland Empire (report)                                      | 7:55 – 8:00 |
| b. Office Volunteers Needed  | 8:00 – 8:05 |
| c. Sam's, Alliance Biking & Walking, City GPF grant  | 8:05 – 8:10 |
| d. Metrolink Max Program Laguna to Chatsworth Corridor                                     | 8:10 – 8:15 |
| e. Newsletter (need articles for 42 <sup>th</sup> issue, 33 <sup>rd</sup> issue out)       | 8:15 – 8:29 |
| 4. Treasurer's Report  | 8:30 – 8:31 |
| 5. Membership renewal update   | 8:31 – 8:32 |
| 6. Board member announcements  | 8:32 – 8:36 |
| 7. Next general meeting <b>Tues., August 25, 2009</b> @ Philippe the Original              | 8:36 – 8:40 |

## **NEWSLETTER ARTICLES Volume 4 Issue 8**

### **Transit**

Increasing the Tax Credit ceiling for Transit Users (currently it's only \$100 per month/I believe)

Transit Oriented Developments (Wilshire/Vermont Red Line, Lincoln Heights Gold Line, Del Mar Gold Line, North Hollywood Red/Orange Lines)

\* ***Governor Raids Spillover Funds: Update, Legislative Actions***

\* ***Metro Long Range Transportation Plan update***

\* ***Alternatives Analysis Studies (formerly Major Investment Studies) Continue for Future Corridors***

\* ***Advocacy In Action***

### **Bus**

BRU and the Consent Decree

The SFV Orange Line

\* ***Orange Line extensions to Bob Hope Airport Metrolink/Amtrak Station, Chatsworth, Van Nuys Blvd.***

\* ***Bus Transport after the Consent Decree: Realigned Bus Services***

\* ***Orange Line Anniversary: Surprise Success***

### **Metro Rail**

East LA Gold Line Construction Updates

Expo LRT Phase 1 and 2 updates (What's going on and What's Next)

Foothill Gold Line updates

Downtown Regional Connector "Expo Phase 3" updates

Crenshaw Blvd Light Rail

\* ***Turnstiles at Red Line Stations: Are They Worth It?***

\* ***Eastside Gold Line: Tracks to be Laid on First Street***

\* ***Metro to Purchase New Cars for Blue Line***

### **Regional Rail**

Union Station Run-Through Tracks Project Updates

\* ***Harbor Subdivision ROW in Metrolink's Strategic Plan***

\* ***Metrolink to Fund 2 Station Improvements; New Train Cars***

\* ***Voters Approve Prop 1B: \$4.5 Billion in Corridor Mobility Improvement Account***

\* ***Amtrak Authorization and Funding; Recent Actions on FY 2008 Appropriations, "Passenger Rail Improvement and Investment Act"***

RTA is considering changes to Dial-A-Ride service policies, which if adopted will take effect January 1, 2010:

[http://www.riversidetransit.com/downloads/promos/DAR\\_Proposed\\_Change\\_09-07\\_vWeb.pdf](http://www.riversidetransit.com/downloads/promos/DAR_Proposed_Change_09-07_vWeb.pdf)

I have started to draft some TTC comments in relation to the proposed changes. I've listed each proposal with some comments.

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#### I. Comments on Proposed Changes:

##### 1. Enforce a strict 3/4 mile boundary policy:

Given that this policy is \*already\* official, we take no position on this proposal. We, however, suggest that a customer service supervisor or other member of management be permitted to authorize DAR trips beyond the service boundary only on an extreme case-by-case basis as occasional situations may occur. We believe a "no exceptions" rule would be puritanical and bad for RTA's name and image in extreme cases.

##### 2. Shorten reservation window to 3 days:

We do not object to this proposal; however, we suggest one month prior to the change that RTA DAR reservation staff remind each caller on the phone of this change whenever a ride is booked more than 3 days in advance. Like our comments of the 3/4 mile boundary policy, we also suggest that a member of management be authorized to book trips further in advance only on a case-by-case basis.

##### 3. Enforce trip-by-trip and conditional eligibility:

We do not object to this proposal, provided that the case review results are given to callers in a timely manner and each case is based solely on its factors and the law. We suggest that transportation alternatives be provided for all "No" results. We also request that repeat and return trips be exempt from this procedure due to unproductive redundancy. These exceptions would be reviewed and executed by management or trained customer service staff.

##### 4. Raise the senior age for DAR eligibility from 60 to 65:

While we do not object to this proposal due to the lack of resources in the long term, such a move would affect transit mobility for current seniors between the ages of 60-64 who rely on DAR, but cannot use the fixed route system. We believe DAR service to these riders must be maintained. We therefore strongly urge that RTA consider a grandfather clause for current seniors between the ages of 60-64. The exception would allow riders who were 60 years of age or older, on or before January 1, 2010, to use DAR. All seniors 65 or over would qualify for DAR service.

##### 5. Create a zone-based fare system:

We support the zone-based fare system and capping the fare of a one way trip to \$9, but we also suggest capping a round trip fare at \$14 which is double the price of a CommuterLink Day Pass.

## II. Suggestion to Maintain High Customer Satisfaction Levels:

With these service changes and enforcements, RTA should train its DAR customer service staff to provide transportation alternatives including any city-operated DAR services, private carpools, vanpools, private shuttles or taxis, home delivery providers, and other resources to callers who desire but are ineligible to use DAR and cannot use the fixed route system. This will be vital for necessary trips such as jobs, doctor appointments, trips to the pharmacy, and grocery/clothing store runs. A direct "No, we cannot help you." statement is useless for callers in need of a ride and conveys total rejection when working with a customer.

In a situation where an ineligible customer needs groceries, but cannot use the fixed route system, RTA customer service staff should be trained to say: "We are not able to provide dial-a-ride to you, but we can help you find a local grocery store that offers home delivery service. You'll get your groceries within a day or two."

Alternatively, a patient needing a short ride to the doctor's office who lives outside of the boundary area: "Dial-a-ride does not serve your area, but we can contact 'Private Transit Company' for you, and they can get you to your appointment on time for about \$10.00 round trip. Would you like me to contact them for you?"

In a situation where an ineligible rider needs transportation to a job, RTA staff should be trained and prepared to communicate with the transit rider's employer to negotiate transportation alternatives such as carpooling or ride-along trips with a coworker.

Customer service staff should also be trained to turn to management in dire situations, where management would be given the authority to grant DAR trips that are exempt from these policies on a case-by-case basis.

## III. Alternative transportation resources and web links should also be available on the DAR Web page.

Los Angeles Metro featured links to alternative transportation links (e.g. ridesharing, vanpools) during its massive bus driver and mechanic strike in 2003 when virtually all rail and bus operations were shut down.