

Women & Girls

GOVERNING COUNCIL

SERVICE PROVIDER **November 1, 2017 Meeting Minutes**

Section Leader: Meghna Khanna

Assistant Leader: Kortnie Jackson

Members: Nolan Borgman

Desarae Jones

Chandrani Kahanda

Mercedes Meneses

Lucila Robles de Garcia

Evelin Torres Vazquez

Marilyn Brito

Emertha Jones

Jesse Soto

Dina Madrigal-Arteaga

Renee Dixon-Turner

Stephanie Kaping

Mary Montez-Wong

Nicole Casalino

Latoshia Woods

Carolina Coppolo

MEETING SUMMARY

Call to Order: At 3:00pm Meghna Khanna called the meeting to order with an introduction of herself followed by introductions from all members.

Purpose: The purpose of this meeting was to brainstorm and discuss ideas on topics related to Metro as a Service Provider.

Key Topics:

1. Women and Girls riding Metro
2. Travel patterns
3. Safety when riding Metro in the evening
4. Ensuring safety from Metro riders during 2028 Olympics

Discussion/Brainstorm:

Nolan's ridership survey data.

- The majority of riders feel safe - Maybe because they are onboard riders.
- We should also ask people who are not riders so the results could be more general.
- Riding also involves waiting. Events are more common off board than onboard.

The Issue: Bus Stop and Locations

The Feedback:

- Bus stop locations need to be visible with plenty of lighting and redesigned to be safer in terms of a gender perspective. Some stops already have lights that signal the operator that there is someone waiting - this should be system wide.
- Also, Metro needs to bring back commercials played on buses that teach people where to stand at bus stops so that they won't be left behind.
- Early morning bus rides are also dangerous due to darkness and deserted bus stops.
- FDA has a Travel Demand Model that doesn't capture women who travel at early hours. Let's create recommendations.

The Issue: Rail System Issues

The Feedback:

- Subway stations entry/exits are not very appealing with little to no security and technology is replacing people so there are more cameras rather than security guards.
- There is an increase in homeless individuals riding the system which can be unsafe for some riders. Due to the cold weather approaching, there might be an increase of homeless riders

The Issue: Incidents and Crime

The Feedback:

- Tracking incidents for cycling, Vanpool, Access, ExpressLanes and other services should be considered rather than just bus and rail as a service provider.
- Crimes occur at the rear of the bus and the bus operator cannot get involved - Adding a camera to the back of the bus with a monitor will let passengers know that they are being watched and deter crime.
- Metro should implement a system with ongoing data collection such as iPads on buses and rail.

The Issue: Transit Watch App/Panic Button/Silent Alarm

The Feedback:

- The app needs to be updated or reassessed because it takes too long to submit a description of a harasser.
- Only 51% of riders have a smartphone. Wi-Fi on buses will only benefit those with a smartphone.
- The panic button is not so useful due language barriers and embarrassment from passengers.
 - The panic button should be recording to track an incident.
 - It should also have a direct camera so the operator could see who pressed the button and may catch a description of the perpetrator.
- Buses have a silent alarm if there is an issue but it is only available to the operators.

The group decided to break up into teams in order to do research on the related topics.

Transit Watch App: Jesse Soto, Chandrani Kahanda,

Connected Bus: Nolan Borgman, Tisha Fleming

Low Income Rider Relief: Mercedes Meneses, Evelyn Torres,

Homeless Task Force: Carolina Coppolo, Emertha Jones, Renee Dixon-Turner

Human Trafficking: Stephanie Kaping, Nicole Casalino, Kortnie Jackson

Youth on the Move: Latoshia Woods, Lucila Robles de Garcia, Mary Lou Montez-Wong

Peace over Violence/Off Limits: Tham Nguyen, Dina Madrigal, Marilyn Brito

Design issues/improvements & travel patterns: Meghna Khanna, Desarae Jones

Action Items

Research related topics:

- What do these programs include?
- Their Effectiveness i.e., what's working and what's not
- Any future plans to improve these programs
- Any Key Performance Indicators (KPIs) that being utilized to measure their effectiveness
- Questions that we would like to ask Senior Leadership Team or Stephanie related to our research topics.

Due Date

Nov 28, 2017

Next Meeting

The next meeting will be held on November 28, 2017.