

# Women & Girls

GOVERNING COUNCIL

## SERVICE PROVIDER November 29, 2017 Meeting Minutes

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**Section Leader:** Meghna Khanna  
**Assistant Leader:** Kortnie Jackson  
**Members:** Nolan Borgman  
Desarae Jones  
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Lucila Robles de Garcia  
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Stephanie Kaping  
Mary Montez-Wong  
Nicole Casalino  
Carolina Coppolo

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### MEETING SUMMARY

**Call to Order:** At 3:00pm Meghna Khanna called the meeting to order and took attendance.

**Purpose:** The purpose of this meeting was to share the research that each team had conducted on their given topics.

**Goal:** Focus on finalizing a recommendation for Phil every 3-4 months.

**Key Topics that were discussed:**

1. Homeless Task Force
2. Travel Patterns
3. Connected Bus
4. Customer Code of Conduct
5. Transit Watch App
6. Safety

**The Issue:** Homeless Task Force

### **The Feedback:**

- The team reached out to Jennifer Loew in regards to the [Homeless Task Force Initiative](#) from the Systems Security and Law Enforcement department.
- There are roughly 58,000 homeless individuals in LA County. 2/3 are unsheltered and 31% are female.
- The initiative has been successful in assisting 12% of homeless individuals reach shelters.
- WGGC should partner with [Union Station Homeless Services](#) to provide resources and assistance to the homeless individuals on our system.
- Carolina mentioned an idea to Elba regarding the donation of professional clothing to homeless women that want to re-enter the work place and feel empowered.
- Our bus operators can be ambassadors that distribute information regarding homeless services and this group can work on creating a pamphlet.

### **The Issue:** Travel Patterns

#### **The Feedback:**

- Travel patterns are mainly focused on men.
- It is assumed that transport projects equally benefit both men and women and that there are no significant differences between travel needs and patterns of either gender.
- Under-representation of women in the transport sector leads to a low visibility of women's perspectives, and the differences in transport needs and patterns do not become apparent.
- Data shows that women have different travel patterns than men in the morning and evening hours.
- Travel Demand Model needs to be updated so that it could focus on women as well.
- While men use transport services largely to work and back, women combine domestic and caregiving tasks with work trips. This phenomenon is referred to as "[trip chaining](#)," where trips are short, multimodal and frequent.
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- Stair cases should be visible and open so that security could hear and respond quickly in the case of an incident.

### **The Issue:** Connected Bus

#### **The Feedback:**

- It was a soft launch with only 150 (7%) buses that provide Wi-Fi to customers.
- There is an RFP out to equip another 150 buses in 8 weeks.
- These buses provide internet connectivity to those that have smartphones.
- It allows access to the Transit Watch App or website to report an incident if passengers do not have a data plan.

### **The Issue:** [Customer Code of Conduct](#)

#### **The Feedback:**

- The penalties for ejection and exclusion for harassment are lenient.
- An individual who violates the code will be fined and ejected without refund of fare.
- If an individual has received three citations in twelve months, they will receive a notice of exclusion from all Metro Services. However, it is difficult to fully exclude someone

because it is public transit. If an individual that has been excluded uses rail and decides to start using bus services, it becomes hard to monitor.

- Our code of conduct should be customer friendly and easily readable. We should add them on our buses or provide a brochure of our code when someone purchases a TAP card.

**The Issue:** Transit Watch App

**The Feedback:**

- The app or website allows passengers to report incidents or medical emergencies.
- Sending messages or pictures to the sheriff department can cause tension during an incident.
- There is no way to manage the data of how many people are using the app or tracking incidents that have been reported.
- This app does not have enough funds which prevents it from being an effective tool. Additionally, the app needs to be downloaded so it may be difficult for people who are not tech savvy.
- They are looking to redesign the app if the contract ends.
- Opportunity for our council to provide feedback on the user-friendly app features

**The Issue:** Safety

**The Feedback:**

- Transit Security has difficulty dealing with individuals that may have mental issues. LAPD has more experience.
- One person can harass the entire bus.
- Focus groups regarding the presence of police showed a concern within the African American and Mexican community.
- Partnerships with Systems Security and Law Enforcement will allow us to develop ideas regarding the safety of women.

## Action Items

## Next Meeting

The next meeting will be held on December 20, 2017.