



**OPERATIONS COMMITTEE
JULY 20, 2006**

**SUBJECT: UPDATE ON DIRECTOR PARK'S NOVEMBER MOTION REGARDING
BUS STOP BENCHES AND SHELTERS**

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file status report on Director Parks' November 17, 2005 motion regarding bus stop benches and shelters.

ISSUE

Staff was directed to respond to Director Parks' approved motion to "bring together all agencies responsible for the construction and maintenance of bus shelters, benches and stops to discuss: a model bus shelter design; a strategy to include bus shelters at all bus stops; and a comprehensive rehabilitation and maintenance protocol."

DISCUSSION

In response to Director Parks' motion, a Facilities Maintenance task force was formed. The task force staff contacted each of the 84 municipalities in which Metro Operations has bus service stops and identified the individuals responsible for their respective municipality's benches and/or shelters. Staff then developed a survey to ascertain current maintenance practices and potential interest in participating in a model bus shelter design/maintenance program.

Since approximately fifty percent of Metro's bus stops are located within the City of Los Angeles, and the City's standards are known, the task force developed this survey to better understand the standard maintenance practices of the municipalities. Survey questions were included to determine local municipalities' interest in accepting a strategy to include bus shelters at all stops, and willingness to participate in a comprehensive rehabilitation and maintenance protocol.

Attachment C provides a summary result of the survey. Approximately two-thirds of the respondents indicated no interest in a model shelter design, with a high majority specifically indicating no interest in accepting the City of Los Angeles' approved shelter designs.

NEXT STEPS

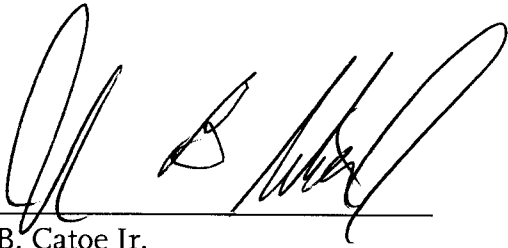
Staff will continue the present course of reporting and requesting remedial action from each of the 84 municipality representatives responsible for their City's benches and shelters whenever graffiti or damage is noticed on their owned benches or shelters via Metro's "See It. Report It" program. Additionally, staff will support the City of Los Angeles Department of Public Works, Bureau of Street Services staff to help them develop and implement an effective interagency communication and tracking process to ensure that reported problems with the City's shelters and benches are responded to, repaired by the City's franchised vendors, and documented by the City. Staff will also refine Metro's "See It Report It" reporting parameters and departmental coordination process prior to implementation of the Program. Staff will review the impact of implementing the "See It. Report It." on a stepped basis with Metro's other four operating Sectors.

In addition to the programs within Metro Operations such as Metro Clean and "See it. Report It.", Countywide Planning and Development administers programs such as the Proposition A and C Local Return and Call for Projects that provide capital and operating funding to jurisdictions within Los Angeles County for bus shelter construction and maintenance. At the Board's direction, Metro could add language in these programs to promote or require countywide model shelter designs and/or bus shelter rehabilitation and maintenance protocols.

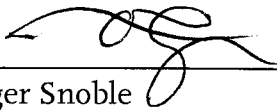
ATTACHMENTS

- A. Table of Municipal Contacts Responsible for Bus Stop Bench and Shelter Maintenance
- B. Survey Questions
- C. Summary of Survey Responses

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John B. Catoe Jr.
Deputy Chief Executive Officer



Roger Snoble
Chief Executive Officer

MUNICIPALITIES BENCH/SHELTER MAINTENENACE CONTACT LIST ATTACHMENT A

MUNICIPALITY NAME	J NUM	CONTACT	E-MAIL	TELEPHONE #
AGOURA HILLS	20	Ken Burkman	Burkman@ci.agoura/hillsca.us	818 597 7300
ALHAMBRA	70	Mark Swink	Mswink@cityofalhambra.com	626 570 5756
ANAHEIM	80	John Lower	jlower@anaheim.net	714 765 5183
ARCADIA	70	Martha Eros	meros@ci.arcadia.ca.us	626 574 5435
ARTESIA	60	Chuck Burkhardt	cburkhardt@artesia.us	562 865 6262
BALDWIN PARK	70	David Lopez	dlopez@baldwinpark.com	626 960 4011
BELL GARDENS	60	Mike sather	msather@bellgardens.org	562 806 7770
BELL	60	Louis Ramirez	Lramirez@cityofbell.org	323 588 6211
BEVERLY HILLS	30	Bijan Vaziri	Bvaziri@beverlyhills.org	310 285 2556
BELLFLOWER	60	Brian Smith	bsmith@bellflower.org	562 804 1424x2270
BUENA PARK	80	Jess Rivera	jrivera@buenapark.com	714 5623650
BREA	80	Jerrey Mestas	jerrye@ci.brea.ca.us	714 990 7692
BURBANK	70	Wai Lee	wlee@ci.burbank.ca.us	818 238 3985
CALABASAS	20	Anita Davidoo	adavidoo@cityofcalabasas.com	818 878 4225
CARSON	40	Uli Fe'esago	ufeesago@carson.ca.us	310 847 3520
CUDAHY	60	George Perez	info@cudahy.ci.ca	323 773 5143
CERRITOS	60	Robert Lopez	robert_a_lopez@ci.cerritos.ca.us	562 916 1201
COMMERCE	60	Dan Gomez	dang@ci.commerce.ca.us	323 887 4419
CO OF LOS ANGELES/AREA 1 thru 7	12	Aras Ahmed	aahmed@ladpw.org	626-458-3961
COMPTON	40	Satra Zurita	szurita@comptoncity.org	310 605 5505
COVINA	70	M. Buckley	mbuckley@ci.covina.ca.us	626 858 7219
CULVER CITY		Steve Crosley	steve.crosley@culvercity.org	310-253-6538
DIAMOND BAR	60	Marisa Somenzi	marisa.somenzi@ci.diamond-bar.ca.us	909 839 7060
DOWNEY	60	Lea Sharp	Lsharp@downeyca.org	562 904 7196
DUARTE	70	Dave Rendon	rendond@accessduarte.com	626 357 7931x246
EL MONTE	70	Deborah Moraza	dmoraza@elmonteca.gov	626 580 2217
EL SEGUNDO	50	Maryam Jonas	mjonas@elsegundo.org	310-524-2361
FULLERTON	80	Raisa Hackman	Raisah@ci.fullerton.ca.us	714 738 6858
GARDENA	40	Raymond Martin	rmartin@ci.gardena.ca.us	310-324-1475
GLENDALE	70	Rebecca Johnson	rgranite-johnson@ci.glendale.ca.us	818 548 3960
HAWTHORNE	40	Akbar Farokhi	afarokhi@cityofhawthorne.org	310-349-2983
HERMOSA BEACH	50	Mike Flaherty	mflaherty@hermosabch.org	310-318-0259
HAWAIIAN GARDENS	60	Joe Vasquez	jvasquez@hawaiiangardenscity.org	562 420 2641
HUNTINGTON PARK	60	Patrick Fu	pfu@huntingtonpark.org	323 584 6253
INDUSTRY	70	Robert Alford	Ralford@cityofindustry.org	626 934 5195
INGLEWOOD	30	Lennox Anunwah	lanunwah@cityofinglewood.org	310-412-5626
IRWINDALE	70	Mike Rados	mikerados@ci.irwindale.ca.us	626 430 2280
LOS ANGELES CITY/AREA 1 thru 7	11	William Bradley	bbradley@bss.lacity.org	(213) 485-1725
LA HABRA	80	Nelson Wong	nelson_wong@lahabracity.com	562 905 9720
LA MIRADA	60	Vanessa Ivie	vivie@lamirada.com	562 902 2980
LAWNDALE	40	Rudy Sialana	rsialana@lawndalecity.org	310-973-3262
LONG BEACH	60	Lon Smith	lsmith@lbtransit.com	562 808 8801
LA CANADA/FLINTRIDGE	70	Steve Castellanos	scastellanos@lacanadaflintridge.ca.gov	818 790 8882
LAKWOOD	60	Max Withrow	Mwithrow@lakewoodcity.org	562 866 9771
LOMITA	50	Greg McPherron	g.mcperron@lomita.com	310-325-7110

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MUNICIPALITY NAME	J NUM	CONTACT	E-MAIL	TELEPHONE #
LA PUENTE	70	Glenn Howe	ghowe@ladpw.org	626-458-4953
LYNWOOD	60	Rudolph Brown	rbrown@lynwood.ca.us	310 603 0220x811
MALIBU	30	Richard Calvin	rcalvin@ci.malibu.ca.us	310-804-9800
MAYWOOD	60	Erica Navarro	clerk@cityofmaywood.com	323 562 5720
MANHATTAN BEACH	50	Juan Price	jprice@citymb.info	310-802-5310
MALIBU BEACH	30	Richard Calvin	rcalvin@ci.malibu.ca.us	310-804-9800
MONROVIA	70	Niles Boyer	nboyer@ci.monrovia.ca.us	626 256 8206
MONTEREY PARK	70	Amy Ho	amho@montereypark.ca.gov	626 307 1260
MONTEBELLO	60	Alan Pollock	apollock@cityofmontebello.co	323 887 4606
NORWALK	60	Michelle Tortuya	mtortuya@ci.norwalk.ca.us	562 929 5511
PARAMOUNT	60	Linda Hodnett	lhodnett@paramountcity.com	562 220 2221
PASADENA	70	Valerie Gibson	vgibson@cityofpasadena.net	626 744 7452
POMONA	70	Tom Taylor	tom_taylor@ci.pomona.ca.us	909 620 3769
PICO RIVERA	60	Anna Jerome	Ajerome@pico-rivera.org	562 801 4390
PALOS VERDES ESTATES	50	Alan Rigg	arigg@pvestates.org	310-378-0383
REDONDO BEACH	50	Terisa Price	terisa.price@redondo.org	310-372-1171 x2670
ROLLING HILLS	50	No bus stops in the city		
ROLLING HILLS ESTATES	50	Sam Wise	samw@rhe.org	310-377-1577
ROSEMEAD	70	Bill Young	byoung@rosemead.com	626 569 2153
RANCHO PALOS VERDES	50	Larry Still	larrys@rpv.com	310-544-5249
SANTA CLARITA	20	Corie Hill	chill@santa-clarita.com	661 294 2549
SOUTH EL MONTE	70	George Envall	Genvall@soelmonte.org	626 579 6540
SAN FERNANDO	20	Richard Liles	Rliles@Sfcity.org	818 898 1293
SANTA FE SPRINGS	60	Forrest Kammerzell	forrestkammerzell@santafesprings.org	562 868 0511
SAN GABRIEL	70	Bob Bustos	org">Bbustos@sgpw>org	626 308 2825
SANTA MONICA	30	Paul Casey	paul-casey@ci.santa-monica.ca.us	310-458-1975 x5847
SIERRA MADRE	70	Chris Cimino	ccimino@ci.sierra-madre.ca.us	626 355 7135
SAN MARINO	70	J. Alderson	jalderson@cityofsanmarino.org	626 300 0791
SOUTH GATE	60	Gladis Deras	Gladisderas@sogate.org	323 357 9657
SOUTH PASADENA	70	Edwin Galvez	Wgalvez@ci.south-pasadena.ca.us	626 403 7242
TEMPLE CITY	70	Cathy Burroughs	Cburroughs@templecity.us	626 285 2171
THOUSAND OAKS	90	Roy Myers	rmyers@toaks.org	805 449 2499 x661
TORRANCE	50	Dennis Kobata	dkobata@torrnet.com	310-618-3029
VERNON	60	E. Maximous	emaximous@ci.vernon.ca.us	323 583 8811
WALNUT	70	Fernando Goitia	Fgoitia@ci.walnut.ca.us	909 595 7543
WEST COVINA	70	Corky King	corky.king@westcovina.org	626 939 8458
WEST HOLLYWOOD	30	Terri Slimmer	tslimmer@weho.org	323 848 6486
WHITTIER	60	Sandra Castleman	Scastleman@whittierch.org	562 698 2131
WESTLAKE VILLAGE	20	John Knipe	jknipe@wlv.org	818 706 1613

LACMTA MUNICIPAL SURVEY QUESTIONS ON BUS STOP SHELTERS AND BENCHES REGARDING A MODEL DESIGN, A STRATEGY TO INCLUDE SHELTERS AT ALL STOPS AND A COMPREHENSIVE MAINTENANCE PROTOCOL.

Dear Survey Recipients,

Metro staff has been directed by its Board of Directors to obtain information on municipal bus stop shelters and benches. Please fill out the below short questionnaire and return it via e-mail to serdienisp@metro.net within five business days. Your prompt attention and response is greatly appreciated.

Name of Municipality represented:

1) Who owns your municipality's
Benches? _____
Shelters? _____

2) Who is responsible for the installation of your municipal
Benches? _____
Shelters? _____

3) Who is responsible for the maintenance of your municipal
Benches? _____
Shelters? _____

4) What maintenance activities are performed at your
Benches? (Check applicable)

General clean up	<input type="checkbox"/>	Graffiti Removal	<input type="checkbox"/>
Trash Receptacle Emptying	<input type="checkbox"/>	Pressure Washing	<input type="checkbox"/>

Shelters? (Check applicable)

General clean up	<input type="checkbox"/>	Graffiti Removal	<input type="checkbox"/>
Trash Receptacle Emptying	<input type="checkbox"/>	Pressure Washing	<input type="checkbox"/>

5) Do you have a set schedule for maintenance of your municipal
Benches? YES NO If Yes, how many times per month? _____
Shelters? YES NO If Yes, how many times per month? _____

6) Who removes graffiti from you municipal

Benches? City Forces Vendor

Other (please specify) _____

Shelters? City Forces Vendor

Other (please specify) _____

7) What is the average time between graffiti being reported and it being removed from

Benches? _____ Days

Shelters? _____ Days

8) Do you have a standard design for your

Benches? YES NO

Shelters? YES NO

9) Would you be interested in participating in creating a standard model bus shelter design utilized at bus stops throughout the County of Los Angeles?

YES NO

10) Would you be interested in participating in a strategy to fund installation of this standardized shelter design utilized at each bus stop within your municipality where installation is physically capable?

YES NO

11) Would you be willing to accept the City of Los Angeles' current shelter designs to be installed within your municipality?

YES NO

12) Would you be interested in adopting a comprehensive shelter rehabilitation and maintenance protocol established by the City of Los Angeles?

YES NO

Thank you for your prompt response to the above questionnaire. If you have any other comments pertaining to the above, please indicate them below or call me at (213) 922-5190.

Sincerely,

Pete Serdienis, LA METRO Facilities Maintenance Manager

Stops & Zones/Metro Clean Division

900 Lyon St. Los Angeles, Ca. 90012

ATTACHMENT C
SUMMARY OF SURVEY RESPONSES
(As of April 24, 2006)

Staff contacted each of the 84 municipalities in which Metro Operations has bus service stops and requested their participation in a survey of bus stop bench and shelter activities. Forty-nine percent of the municipalities responded. The results are summarized below.

1. Bench and Shelter Ownership:

Benches	
71%	Municipalities
15%	Vendors
14%	Joint or none
Shelters	
49%	Municipalities
22%	Vendors
29%	Joint or none

2. Responsibility for Installation:

Benches	
61%	Municipalities
27%	Vendors
12%	Joint or none
Shelters	
41%	Municipalities
39%	Vendors
20%	Joint or none

3. Responsibility for Maintenance:

Benches	
59%	Municipalities
32%	Vendors
9%	Joint or none
Shelters	
39%	Municipalities
41%	Vendors
19%	Joint or none

4. Maintenance Activities Performed:

Benches	
93%	General Cleanup
93%	Empty Trash
85%	Remove Graffiti
73%	Pressure Wash

Shelters	
83%	General Cleanup
88%	Empty Trash
83%	Remove Graffiti
78%	Pressure Wash

5. Set Maintenance Schedules:

61%	Benches - Average 6 times a month
68%	Shelters - Average 7 times a month

6. Graffiti Removal Responsibility:

Benches	
46%	Municipalities
32%	Vendor
22%	Joint or none

Shelters

37%	Municipalities
32%	Vendors
31%	Joint or none

7. Average Response Time to Remove Graffiti:

Benches	3 days
Shelters	2 days

8. 78% of Municipalities have a standard bench design
75% of Municipalities have a standard shelter design

9. 70% of Municipalities indicated no interest in a Model Shelter design.

10. 65% of Municipalities indicated no interest in a strategy to fund installation of standardized shelters where possible.

11. 85% of the Municipalities indicated no interest in accepting the City of Los Angeles approved shelter designs.

12. 78% of the Municipalities indicated no interest in adopting the City of Los Angeles rehabilitation and maintenance protocol.

CONCLUSION

A clear majority of the Municipalities prefer independence in the design and maintenance of shelters within their geographic boundaries. Metro will continue communicating with the Municipalities to report problems requiring remedial action through its own "See It. Report It." Program.