

Amended Minutes

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Carson Community Center
801 East Carson Street
Carson, CA 90746

The meeting was called to order at 9:40 a.m.
by Chair Terisa Price

Service Sector Representatives present:

Terisa Price, Chair
Margaret Hudson
Lou Mitchell
Devon Deming
Ralph L. Franklin
Robert Pullen-Miles
Ronald K. Ikejiri

Officers:

Dana M. Coffey, General Manager
Joanne Harper, Administrative Aide



Metropolitan Transportation Authority

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1. **Safety 1st Contact** by Metro South Bay Volunteer.

Rich Morallo said if waiting at the curbside be sure to step away from the curb before the bus comes in to stop and do not try to zig zag when the gates go down if you're at the rail tracks.

2. **APPROVED Minutes of the March 9, 2007 Council Meeting, as amended, on Items 4, 6 and 7:**

- Item 4, page 3, of the March 9, 2007 minutes will reflect that Line 202 was not approved for service cancellation and will operate until a replacement service is available. Item 6 will read “vanpools” vs. “van pools” and Item 7, page 9, J.K. Drummond’s comments, will reflect “bus stops” instead of “buses stop” (Line 445).

3. **RECEIVED UPDATE** on Contract Services by Michael Greenwood, Deputy Executive Officer, Contract Services.

Mr. Greenwood’s presentation included Metro-contracted bus service which began in the early 1990s. Contracted Metro Bus Service provides 500,000 annual revenue service hours, or 6% of Metro bus service and is divided among three geographic regions, First Transit operates the South Region (So Bay); Southland Transit operates the East Region (East L.A & San Gabriel Valley); and Transportation Concepts (TCI) operates in the North Region (San Fernando).

A measurement of service improvements over the previous 4-years, FY03-FY06, shows a significant increase in boardings each year, a decrease in revenue service hours and an operating cost increase due to fuel prices, maintenance and wages. Complaints decreased per 100,000 service hours as contractors solved service and maintenance problems. Contractors with poor performance incur penalties, which include failure of CHP inspections that range from \$5,000 (maximum) to \$500 per vehicle, per day/trip (e.g., if trip is not made). Two supervisors monitor the three contractors’ overall performance and review invoices, monthly.

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The recommendation for cancellation of Line 622 will be presented to the Board of Directors later this month. Line 577X will be extended to downtown Long Beach. Schedules will be modified in June '07. Line 214's modification might be proposed for December '07, or later. A new terminal may be built at Southwest College. Lines 125 (Rosecrans) and 130 (Artesia Blvd.) may be transferred to Beach Cities Transit (BCT) pending discussion between Metro Planning staff and BCT.

Representative Deming asked how customer complaints are handled and penalties imposed if Line 625 buses run off schedule. Mr. Greenwood said that Customer Relations tracks complaints and forwards them to Metro Contractors. Ms. Deming said that Line 625 buses are frequently 20 minutes late on 18-minute headways. All contract bus complaints may be e-mailed to Customer Relations and copied to Mike Greenwood. The telephone number is (213) 922-6325.

Chair Price asked why the cancellation of Line 622, which is not a Tier One service, would have to be approved by the MTA Board? Mr. Greenwood responded that his earlier statement was not correct, and that changes to services other than Tier One did not need to be approved by the Board.

Public Comments

Dorothea Jaster said Line 214 operates peak hours only, and if extended to Southwest College, that midday service should be provided for students who generally do not travel in peak hours. Ms. Jaster also mentioned a fare impact for riders who would have to transfer if Line 130 were operated by Beach Cities Transit.

Representative Lou Mitchell inquired the distance that Line 214 travels north of Rosecrans and was informed that no service is provided between 9 a.m. and 3 p.m.

Evaristo Ramos suggested extending Line 214 service south on Main Street to Sepulveda Boulevard in the City of Carson and was told that Contract Bus Services and South Bay Sector's service staff will discuss this issue.

J.K. Drummond recommended that Metro bus operators should have the ability to communicate with each other, for the benefit of connecting passengers. Also he said the E-Z pass costs more than the regular pass, and the value of a regular pass diminishes when it only works one way and pass holders must pay the municipal

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operator's cash fare on a return trip. He said that availability of timetables on contract buses had improved, but the public hearing notice was not posted. Mr. Drummond said the Council should not approve service changes prior to a public hearing being held.

Arnold Sachs asked the amount of the contract penalty (Mr. Greenwood advised it was \$100 per missed trip). He also asked about short-lines on Line 232, and if there are plans to expand Metro Rapid service on Pacific Coast Highway or other contract lines. Chair Price advised that we all need to work together to improve Line 232 and on-time performance on PCH.

Lionel Jones asked if high-performing contract lines could be brought back in-house since Lines 125 and 232 buses have 40 to 50 boardings per hour. Then lower-performing lines operated directly by Metro could move to the contractors. Ms. Coffey said service is continually reviewed, restructured and coordinated with other providers.

4. **RECEIVED UPDATE** on Transit Center Signage Improvements and Ridership Plan by Matt Raymond, Chief Communications Officer

Mr. Raymond acknowledged Council members and staff who are committed to signage improvements. He explained that new displays feature destination-based information rather than information by line number. Also the displays show more schedule information including frequency and first/last trip of the day. His presentation also included a 3-year Plan to increase ridership. Signage improvements were made at 37th Street, Slauson, Manchester and Harbor Freeway stations. Improvements are scheduled for Rosecrans, Carson, Harbor Freeway, Artesia Transit Center and Pacific Coast Highway stations. Green Line stations received improvements at Harbor Freeway, Redondo Beach, Aviation LAX, and also the badly deteriorated signage at LAX City Bus Center has been replaced. Metro and Beach Cities Transit are uniting to install two backlit mapcases at South Bay Galleria's bus boarding area. A solar bus stop sign was installed at Kingsdale and Artesia, including a bus beacon to alert bus operators at night that a passenger is waiting at the stop.

The upgrades are designed to improve customer experience and the best service and fleet are being provided. Marketing and advertising will enhance service growth to a new level. New services with 'true' express, similar to Line 450X, are forthcoming.

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The Board has adopted new vanpool services, and bus ridership increased 15% in the last year on the Harbor freeway. Signage rehabilitation is in effect at all bus stops and rail stations. A ‘12-minute’ mapping system will help to promote our best services. Also there are efforts to provide service information, including next bus arrival time, via cell phone and/or upgraded metro.net functionality.

5. RECEIVED update on Metro Structural Deficit by Terry Matsumoto, Chief Financial Officer.

Mr. Matsumoto presented the Deficit Management Plan for Fare Restructuring which has many competing financial factors and issues. Its purpose is to increase service and ridership, keep fares low and balance the \$1.8 billion budget deficit over the next ten years. An analysis of fare comparisons of transit systems in 19 U.S. cities with \$2.00 or more base fares was shown with day pass fares and monthly fares (from 1995 through 2006). A multi-year fare change program was developed and recommended. The Board is expected to act on two-phases of fare changes, for implementation July 1, 2007 and January 1, 2009. A third phase is expected to be approved for July 1, 2011.

The fare recommendation for July 1, 2007 preserves base fare at \$1.25, establishes reasonable, consistent relationships among pass products based on usage, changes senior age from 62 to 65 over three years, eliminates semi-monthly pass and sets tokens and Owl service at base fare. A public hearing on fare changes will be held on May 24, a special board budget workshop will be held in June, and a public hearing on the FY08 budget will be held at the June Finance and Budget committee meeting, with budget adoption at the June/July Board meeting. The fare structures proposed for the first two phases are:

Attachment F
 Fare Restructuring Plan

<u>Regular</u>	<u>Last Change</u>	<u>Current</u>	<u>Proposed 7/1/07</u>	<u>Proposed 1/1/09</u>
Cash	2004	\$1.25	\$1.25	\$2.00
Token	2004	\$1.10	\$1.25	\$2.00
Day	2004	\$3.00	\$5.00	\$8.00
Week	2004	\$14.00	\$20.00	\$32.00
Semi	2004	\$27.00	Eliminate	Eliminate
Month	2004	\$52.00	\$75.00	\$120.00

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EZ	2002	\$58.00	\$95.00	\$140.00
<u>Regular – Other</u>				
Cash Zone 1	1995	\$0.50	\$0.80	\$1.30
Cash Zone 2	1995	\$1.00	\$1.60	\$2.60
Monthly premium each zone	1995	\$15.00	\$24.00	\$39.00
Owl	2004	\$0.75	Regular	Regular
Metro to Muni Transfer	1995	\$0.25	\$0.50	\$1.00
<u>Senior/Disabled/Medicare</u>				
Cash	1995	\$0.45	\$0.60	\$1.00
Zone 1	2004	\$0.25	\$0.40	\$0.65
Zone 2	2004	\$0.50	\$0.80	\$1.30
Day	2004	\$1.50	\$2.50	\$4.00
Month	1995	\$12.00	\$37.50	\$60.00
EZ	2002	\$29.00	\$47.50	\$70.00
Monthly premium each zone	1988	\$7.50	\$12.00	\$19.50
Metro to Muni Transfer	1988	\$0.10	\$0.25	\$0.50
<u>Students</u>				
K-12	1995	\$20.00	\$45.00	\$72.00
College	1995	\$30.00	\$52.50	\$84.00
<u>Senior Age</u>				
July 1, 2007	63			
July 1, 2008	64			
July 1, 2009	65			

Representative Franklin asked Mr. Matsumoto if federal and state subsidies or grants were available. Mr. Matsumoto said that with the passage of Proposition 1B, the state recently provided additional capital funding that was distributed among municipal operators and other recipients in L.A. county. No additional operating funds or federal funds were provided. Metro expects a recovery ratio of 38% (currently at 24.7%). Chair Price asked how the budget deficit is being resolved. Mr. Matsumoto said if the increase is adopted by the Board, and other actions are taken such as Metro Connections implementation, that the deficit problem could be resolved. He also suggested that annual fare increases would need to keep up with increases in the Consumer Price Index (CPI).

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Public Comment

Lionel Jones said Metro would have the most expensive fares in the nation and no one could afford to pay those high rates. He said that \$95 for the EZ-pass and \$143 for a 2-zone ride are outrageous amounts and might affect municipal operators' ability to remain in the EZ Pass program.

J.K. Drummond said that seniors would be hit especially hard and commented that some cities and the whole state of Pennsylvania allow seniors to ride free. He indicated a disparity in the application of premium fares -- riders using the Harbor Transit Way must pay a distance-based, zone fare while Blue Line riders do not pay additional fares.

6. RECEIVED PRESENTATION and ACTION on the Metro South Bay FY08 Draft Budget by Myrine White, Administrative and Financial Manager, Metro South Bay.

Cost Center 3500/South Bay Service Sector FY08 PROPOSED BUDGET - (DRAFT)				
HIGH LEVEL SUMMARY				
	FY07 Adopted Budget	FY08 Proposed	Variance	Var %
LABOR				
CONTRACT WAGES	58,397,514	63,478,951	5,081,437	8.7%
NON-CONTRACT SALARIES	2,036,766	2,099,086	62,320	3.1%
WORKERS' COMPENSATION	9,335,389	7,455,189	(1,880,200)	-20.1%
ALLOCATED FRINGE BENEFITS	35,856,836	35,856,836	0	0.0%
Labor Subtotal	105,626,505	108,890,062	3,263,557	3.1%
NON-LABOR				
UNIFORMS, TOOLS & OTHER BENEFITS	855,369	855,369	0	0.0%
SERVICES	48,448	48,448	0	0.0%
FUEL/LUBRICANTS - REVENUE EQUIP.	12,085,719	11,044,507	(1,041,212)	-8.6%
PARTS - REVENUE EQUIP.	6,366,713	6,366,713	0	0.0%
MATERIAL & SUPPLIES	1,574,748	1,585,553	10,805	0.7%
TAXES	239,491	190,525	(48,966)	-20.4%
MISCELLANEOUS(Bus Meals/Seminars/ Travel/Prof Mem/Gov Council)	43,040	43,040	0	0.0%
CHARGEBACK-PUBLIC LIAB/PROP DAMAGE	8,450,094	10,333,856	1,883,762	22.3%
Non-Labor Subtotal	29,663,622	30,468,011	804,389	2.7%
DEPARTMENT TOTAL	135,290,127	139,358,073	4,067,946	3.0%

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*Includes Cost Centers 3304, 3205, 3218, 3315,
3348, 3805 and 3818*

Chair Price questioned the number of operators added to the budget. Ms. White stated the number of operators is based on assignments and explained how the reduction in BDOF operators shifted up. Michele Caldwell explained the Workers' Compensation and Risk Management factors, fringe benefits, etc. Ms. White stated that fringe benefits amounts will be available when all manpower has been input into the budget system. All information is not available at this point. Ms. Price also asked about the estimated fuel costs. She was informed by Ms. Caldwell that the costs are based on forecasting. Ms. Price requested forecasting information.

It was **MOVED** and **SECONDED** to approve the FY'08 budget. Ms. Price requested a friendly **AMENDMENT TO TAKE A SECOND LOOK AT THE BUDGET** when all information has been obtained. The **REQUEST WAS ACCEPTED**. Discussion on the **MOTION** included the timeframe of the information modification. A definite date was not indicated. The **MOTION** was **APPROVED**.

7. **RECEIVED UPDATE** on Service Coordination by Scott Greene, Transportation Planning Manager IV, Metro South Bay.

Mr. Greene emphasized the concept of one system with many fixed-route providers, including South Bay municipal operators, South Bay local operators, Los Angeles World Airports, Port of Los Angeles, Metrolink and OCTA.

The service coordination update included coordination highlights to date, coordination opportunities with municipal operators, local operators, the Call for Projects and Access Paratransit. Coordination highlights to date include operational issues – detours, stop locations, fare media, and signage improvements on the Harbor Transitway and LAX/Aviation Metro Rail Station. The various providers coordinate service changes and transfers of service, with communication through monthly meetings – including best practices.

8. Chair's Comments

Chair Price congratulated South Bay Sector for continuous efforts to coordinate the level of services by other providers. She suggested an update and presentation on the Transit Access Pass (TAP) card.

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9. General Manager's Comments

Ms. Coffey said coordination efforts are much smoother and vanpool services are available in addition to services by municipal and local service providers. She encouraged everyone to use Metro service rather than private cars. South Bay Sector will invite Roger Moliere to the next meeting to discuss service development issues and efforts to encourage ridership. South Bay sector completed its annual CHP inspections and both Arthur Winston Division 5 and Carson Division 18 passed, successfully. General Manager Coffey thanked public participants for their attendance and input. Governance Council members will use the service and make comments on their adopted lines at the May meeting.

10. Public Comments

Representative Ikejiri expressed optimism for the public transportation system in Los Angeles and Southern California. He believes that Los Angeles is challenged to provide seamless service as Washington, D.C. does, especially as the cost of gasoline has exceeded \$3.00/gallon.

Jose Lamadrid, a Carson resident, commented there is no Metro service on Crenshaw south of Artesia Boulevard. He proposed a new bus line to start from Artesia Transit every half hour, each way clockwise, to Rolling Hills, seven days a week. Additional comments were included in his letter which will be attached to the minutes.

R. Money Green wrote a three-page letter of comments, compliments, suggestions and observations of Metro services. Relocating the terminal of Line 760 (Long Beach Transit Center) was suggested. Line 124 has duplicate service 'within' the city (Hahn Trolley) but no 'public' service is available for the aerospace industry in El Segundo. She suggested stops for Line 757 Southbound, at Van Ness/Imperial and Wilkie Avenue/120th Street and Northbound at Imperial/Crenshaw and Imperial/Van Ness. Bus stop information for Line 125 (E) has been posted at the Green Line. The letter will be attached to the minutes.

Evaristo Ramos said Line 214 should extend straight from Artesia Transit Center down Main Street to Sepulveda, in the City of Carson, and back because more potential passengers are on Main than Avalon and Vermont. He observed a 214 bus

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and shuttle and the shuttle returned three times looking for passengers. He requested the transition of Line 214 by December 2007, with service effective in 2008.

Dorothea Jaster said there are too few Americans with Disabilities Act (ADA) programs. Automatic Voice Annunciation systems, intended to meet the ADA requirement for operators to call all major stops and transfer points, work on express buses but not always on local buses. Front-seat passengers can hear stops called but rear-seat passengers cannot. The 12-minute map is inadequate for South Bay's need.

Arnold Sachs suggested a new Line 232 bus stop on Sepulveda in El Segundo to serve a new shopping center and he also asked about bicycle racks on Beach Cities Transit.

Lionel Jones urged everybody to attend the fare hearing. He said the \$5.00 day pass is too high if the base fare remains \$1.25. He also said the monthly pass and EZ Pass price increases will eliminate incentive to use Metro service. He stated that if passes are only available to TAP card holders, then the BRU will initiate a second consent decree, go to court and win.

Mrs. Thompson asked if Line 305 had a stop at 119th Street and Wilmington Avenue, and she said the Blue Line station is dirty and has debris. Gridlock is a problem and must be eliminated from the 105 freeway. Chair Price asked Scott Greene to speak with Mrs. Thompson about these issues.

Ken Ruben said every bus should stop at the Artesia Transit Center whether or not anyone is there. Line 439 still requires paying a zone fare. Stops should be called regularly by operators.

11. The meeting ADJOURNED AT 12:48 p.m.

By:



Joanne K. Harper
Council Secretary