

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 9:32 a.m. by Chair
Terisa Price

Service Sector Representatives present:

Terisa Price, Chair
John McTaggart, Vice Chair
John Addleman
Margaret Hudson
Lou Mitchell
Devon Deming
Ralph L. Franklin
Robert Pullen-Miles

Officers:

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



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

Gary Shiroschi reminded everyone to be very careful, watch for children in the streets and keep an eye on them.

2. **APPROVED** Minutes of the June 8, 2007 Council Meeting **with the following amendments.**

1) Item 3, page 3, first paragraph: Rep. Ralph Franklin's comments should read "Wilshire/Vermont" instead of "Wilshire/Western". **2) Item 3, page 3, last paragraph:** J.K. Drummond's comments should be "the Norwalk/Santa Fe Springs Metrolink/Amtrak Station, making it on the surface if costs will not allow for a subway . . ." **3) Item 5, page 6, next to last paragraph:** Lionel Jones made comments on vanpool in Orange County. **4) Item 6, page 7, last paragraph, last sentence:** Rep. Deming's comments should read, "Bike-to-Work week in May."

3. **WELCOMED** Charles Nelson, Director of Public Works Department for the Compton Renaissance Transit.

Director Charles Nelson gave a brief overview of the Compton Renaissance Line 202 that has been operating for five years in the City of Compton by MB Transit, a contract provider. MB Transit originated in San Francisco in 1975. It has 137 contracts in 27 states. Five bus routes are operated Monday through Saturday, between 7:30 a.m. and 3:00 p.m. The City of Compton has completed its National Transit Data Base (NTDB), for 2007. Line 202 transported 367,507 passengers, a total of 147,054 service miles last year. The City of Compton has six CNG El Dorado buses that have reached a six-year, maximum service level for replacement. Mr. Nelson said after his initial contact with GM Coffey, he has since spoken with South Bay's Transportation Planning Manager, Scott Greene, and Service Development Manager Madeline Van Leuvan, on serviceability/reliability issues that exist between the City of Compton and Metro. Plans to begin a new route to serve the new Gateway Town Center shopping mall is underway.

Chair Price invited Mr. Nelson to attend the Metro Connections' meetings on Wednesdays. Mr. Nelson agreed to attend as his schedule permits and emphasized the City of Compton's wants to provide feedback and be a part of service solutions.

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Representative Hudson asked if an extension of Line 202 has been considered. She is concerned about passengers' ability to reach the Social Services offices just south of the freeway on Santa Fe Avenue. She said Line 202 service is available twice a day, buses go within three blocks of the Social Services facility and passengers are required to walk a short distance to/from the first stop. The stop is located at the first East/West Street north of the freeway and passengers walk under the freeway. Mr. Nelson said that Compton Renaissance has considered extending its service; he will investigate and provide information later.

J.K. Drummond asked that service schedules be provided for occasional riders at Cal State Dominguez Hills (CSDH) and a system map from CSDH to the Green Line. He asked Mr. Nelson to bring system maps to the next meeting. GM Coffey requested that system maps be delivered to the South Bay Service Sector office.

4. **RECOGNIZED** for Ignatius Arellano for being assigned to Line 120 for the past 26 years without an avoidable accident by Dana M. Coffey, General Manager, Metro South Bay Sector.

Operator Ignatius Arellano was introduced by Division 18 Transportation Manager Cindy Karpman who said Operator Arellano, Badge 4355, has served SCRTD and Metro since December 1974. He has been assigned to Line 120 on Imperial Highway for the last 26 years. He was born in East Los Angeles, raised in South Los Angeles and served in the military. His passengers gave him the nicknames, "King of Imperial Highway" or "Mr. Imperial". Manager Cindy Karpman said that Operator Arellano has no avoidable accidents, he is always on time and has not received any customer complaints. He has participated in the APTA Roadeo each year since it began five years ago and most recently the "Best of the Best" competition. Division 18 has assigned a special bus, #6570, to Operator Arellano.

GM Coffey presented a Certificate of Appreciation to Operator Arellano and congratulated him for his outstanding service and long tenure. She said that Line 120, Imperial Highway, is a difficult line and asked Operator Arellano to share the key to his successful career and long stay on Line 120. Operator Arellano said the key is "getting along with the passengers" (some began riding his bus over 20 years ago). GM Coffey said the sector plans to recognize an outstanding employee, group or team every month. Operator Arellano was commended for setting a fine example.

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Operator Arellano was photographed with General Manager Dana Coffey, Transportation Manager Cindy Karpman, Maintenance Manager Alex DiNuzzo, Maintenance Manager Ken Matsuno and Governance Council members. Division 18 Manager Cindy Karpman invited the Governance Council, staff and participants to a barbecue lunch today, at Division 18, to honor Operator Arellano.

5. **RECEIVED PRESENTATION** on the Maintenance Department Blueprint For Success by Alex DiNuzzo, Division Maintenance Manager, Arthur Winston Division.

Manager DiNuzzo shared Arthur Winston Division's Maintenance Plan, "Blueprint for Success, *We Can't Do It Alone!*". Outline highlights were:

- **Key Performance Indicators:**
Miles Between Road calls (Goal of 3500 miles; Living Document (plan in place) and updated as needed; Joint effort and commitment with Transportation to reduce unnecessary road calls.

New Worker's Comp Claims (Goal – no injuries; FOF Compliance; Safety Meetings and Training weekly; Management providing a SAFE work environment for employees.

Challenges: The following criteria impact Metro's ability to meet its Goals. Manpower ratio vs. the real world; Time off scheduled vs. unscheduled; New State and Federal Laws, FML, LC233, Long Term Leave, WC; Resources directed to non bus repairs; New Technology for New Buses; Familiarization with new Equipment; New Parts availability; and training (sending staff to classes with minimal impact to Division's workload); Class availability; M3 – Time consuming for Staff; Hazards.

Manager DiNuzzo said **other challenges** include manpower shortages:

61 mechanics and 39 service attendants at Winston Division. He recommended the addition of six mechanics, five service attendants, two supervisors, one leader or relief leader and two security guards. Of the 61 mechanics, he said that five must be **master mechanics** to perform testing and train junior mechanics.

Arthur Winston Division has a fleet of 222 buses (76 are 60-foot-long, Artic NABI buses and 140 are 40-ft.-long, 140 buses are over 7 years old, 15 buses are over 12 years old and 22 non-revenue units. The artic buses are longer buses with the newest technology. To diagnose and repair these coaches, technicians and mechanics need additional technical training to become familiar with the equipment. He said that

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availability of parts is a challenge and more time is required to clean and service artic buses which are longer and have all-aluminum, covered back wheels. The covers must be removed before cleaning these buses. More parking spaces are required for artic buses and only 168 parking spaces are not enough. Additionally, M-3 computer time input is time consuming for supervisors and leaders and security issues are a concern. Because of the division location, in a high-crime area, extra security is recommended at night.

He was asked about a report of increased accidents in the yard and Chair Price asked what has been done to minimize the impact to the right side of the bus and whether different types of mirrors may help. She was informed that yellow, flashing lights have been installed to prevent mishaps at night. Rep. Franklin inquired whether funds were budgeted for additional mechanics and if parts could be acquired locally. Manager DiNuzzio said Metro Stores has contacted a local vendor to duplicate parts at half the cost and a strong preventative maintenance program exists to inspect buses every 6,000 miles.

Chair Price asked about inspection of squeaky batteries. GM Coffey responded that the problem had been identified and addressed. The Council and staff discussed battery belts, testing, quality assurance, procurement and M-3 problems. GM Coffey said CEO Roger Snoble had formed a task force to investigate the M-3 issue.

Representative Addleman requested feedback on the M-3 system. GM Coffey said the sector will bring update to the next meeting.

Representative McTaggart asked whether an incentive program to reward mechanics was in place.

Manager DiNuzzo said an employee recognition program to improve employee morale is available and includes Employee of the Month, Gift Certificate, Special Parking and a Letter of Appreciation, with funds being provided by the management team. Employees may participate in Metro's Employee of the Quarter program via peer nominations. He said that the sector also provides funding for extended, company-wide recognition. Recognition by significant division for employee accomplishments, an action plan for safety, commitment to excellence and partnership with unions and all support groups are available.

6. **RECEIVED PRESENTATION** on the Maintenance Department Bus Cleanliness Program by Ken Matsuno, Division Maintenance Manager, Carson Division 18.

Mr. Matsuno said there are 27 lines operating at Division 18 with 295 buses, 45 service attendants, 82 mechanics, five supervisors, one assistant maintenance manager and one maintenance manager. The bus fleet increased to 299 as a result of the reinstatement of Line 442 buses that make six AM and six PM runs. Four additional buses were added (but no manpower/additional funds were added). Division 18's bus types include Nabi 7000-7900 and 8000 series, new flyers (low-floor and one high floor), Neoplan bus types (4700 and 6000 series) and TMC's. The three bus colors are poppy, red and blue.

Manager Matsuno said that Division 18 has several cleaning program challenges: different bus types and bus colors, a shortage of manpower (mechanics and service attendants), reinstatement of Line 442 fleet, with no additional manpower or funding, school trippers, graffiti, and only one bus wash. He said Division 18 fuels over 450 buses a day and since Division 18's fuel system is old, daytime fueling takes additional time for high-profile buses, the new 940, 450X and freeway line buses. The Division wants to achieve a bus cleanliness goal of an 8.0 rating vs. the current 7.7. Mr. Matsuno explained techniques, time involved, products and tools used to improve bus cleanliness.

He noted that incentives for service attendants and team effort have increased productivity and service manuals are a great resource for service attendants. Management is working to reduce the expense of soap products used to prevent water spotting on bus windows.

Representative McTaggart asked whether the cost to update the fuel system was included in next year's capital budget. Manager Matsuno said funds may be postponed until the 2009 budget. Metro has partnered with an outside company to maintain the whole system in the past. Representative McTaggart said that fueling could easily amount to increased manpower time. Manager Matsuno said more fuel lanes have been requested for Division 18 and only four are presently available.

Representative Franklin expressed concern about maintenance employees wearing protective wear. GM Coffey assured him that supervisors and safety personnel strictly monitor employees' safety practices.

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Evaristo Ramos asked if cleaning products contribute to global warming. He was assured that environmental standards are being met.

7. **RECEIVED UPDATE** on Adopt-A-Line Program by Service Sector Representatives.

Representative Addleman said Line 225/226 buses are clean and operating effectively. He said that PV Transit has expanded service, ridership is up and he is pleased.

Representative Devon Deming commented that scheduling and on-time performance improved on Line 625. She rode the last Line 625 bus in the morning, between 8:53 and 9 a.m. and the shuttle bus was also full with standing room only. She traveled on the Green Line at 8 a.m. which was full and the Blue Line on Wednesday night, at 10 p.m. and had a pleasant, safe trip. Representative Deming said she would bring the new, three-in-one flyaway bus schedules to the next meeting.

Representative Robert Pullen-Miles rode on Bus #7916, Line 444, at 1 p.m., which runs every hour on Hawthorne Boulevard. The bus was very clean and he was impressed. It was a pleasant ride and the driver was very helpful to passengers.

Representative Hudson reported that she took Bus #6356, northbound, at 5:18 A.M. from the Artesia Transit Center on July 6. She complained that the driver did not inform passengers that he was waiting for a relief driver and two other buses, 450X and a 445 went by in their direction. She suggested that drivers notify passengers to exit and board the next bus. She could not get a badge number because of the shirt type the operator was wearing. Staff informed that the operator was wearing a casual shirt that Friday and where the badge number is located on the sleeve.

Rep. Franklin said he rode Line 210 at 10:10 a.m. on July 12. He enjoyed the ride and the bus was not crowded. He observed a bus stop at the northeast corner of Thoreau and Crenshaw that he had received calls about and witnessed a situation that was not ADA friendly. He said the bus bench was on a hump/hill over a storm drain and the wheelchair passenger was required to board the bus in the street. He said the bus driver had to back up the bus to accommodate the disabled passenger because of the hill there. He suggested a consensus between Metro and the Public Works Department to provide easier access.

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Representative Lou Mitchell said she rode on Lines 55, 40, 81 and 117 and the buses were very clean, operators were polite, seats were available and she enjoyed the ride.

Chair Price informed that a Redondo Beach resident stills calls to complain of buses detouring on Broadway. She also informed that Beach Cities Transit buses are full on both AM and PM trips.

8. **RECEIVED UPDATE** on the Reinstatement of Line 442 by Dana M. Coffey, General Manager, Metro South Bay Sector.

Chair Price said that she attended the Operations Committee meeting where the cancellation of Line 442 issue was addressed. Wally Shidler, Chair of Gateway Cities Governance Council and 12 regular Line 442 riders also attended. Comments were kept to a minimum and the item was referred to the Board meeting with the direction that Line 442 not be canceled until the Board took action.

General Manager Dana Coffey said the reinstatement of Line 442 is in effect for one year until an evaluation of the agreement which involves the sector marketing the line and restoring it with all six trips, a.m. and p.m. Restoration has been done and the sector is in the process of advertising the line. Line 442 must maintain a 60% increase in ridership and will be canceled if not met within the next year. Director Yvonne Burke made the recommendation that is in writing which was supported by Director Bernard Parks. GM Coffey said the sector implemented Line 940 Super Rapid service to replace the 442 line. The impact of Line 442's cancellation on riders was carefully considered. She said that politically-connected people convinced the Board this line needed to operate in Inglewood and that security was an issue. These people stated that they felt unsafe at Manchester and Figueroa and alternate service was not available. This information was not true because Line 115 and 315 operate in the same direction. GM Coffey said the Board's action of reinstating Line 442 does not establish a precedent for future line cancellations.

9. **RECEIVED** Chair's Comments

Chair Price said the Governance Council made effective decisions based on its guidelines and policies provided. The council carefully considered the cancellation of Line 442 based on the number of passengers being transported and the line's performance and felt that passengers were not placed in undue risk. Line 442 had a low performance rating over many years.

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Representative McTaggart asked whether operating funding for Line 442 had been added. GM Coffey said that funding has been transferred, no additional personnel is required and everything is reinstated to its original form -- six full trips as before and one bus making two trips.

Chair Price asked for a monthly report on meeting the marketing requirements of Line 442 and promoting ridership to avoid questions or concerns when the issue is reviewed next year. Scott Greene explained that 60% of the seats on the bus must be filled on an average trip. Chair Price asked for a written report to evaluate the results. Mr. Greene said there needs to be a 60% load factor instead of the present 45%.

The Governance Council suggested sending a letter, signed by each member, to the Board in response to its decision to override the decision to cancel Line 442. The Council APPROVED that a protest letter be sent to the Board on this precedent-setting action. Chair Price said the Council would meet on the structure (wording) of the letter before sending it out.

10. **RECEIVED** General Manager's Comments

General Manager Coffey said that Director Pam O'Connor, new Board Chair, expects to attend each service sector's Governance Council meeting. She said that the sector has received approval to add 22 mechanics, two mechanics for each division. She said reports are generated everyday, monthly and weekly, that state where attention should be focused, whether accidents or customer complaints. The lines that have received the highest complaints for the month of June are 444, 115 and 445. She asked that closer attention be directed to these lines. She said that Rich Morallo is working on a "Facts at a Glance" to show information about the South Bay Sector. Rich will be responsible for seeing that all sectors receive the Facts at a Glance.

GM Coffey said that South Bay Service Sector has taken the lead in representation of the healthier lifestyles' campaign sponsored by the American Heart Association in September and asked J.K. Drummond to participate for South Bay in a 2-mile, 5K walk. The event is scheduled for Saturday, September 29, 2007, from 8 a.m. to 12 noon, at Exposition Park. She will introduce this campaign to all other sector general managers. All will have their own selected T-shirts and the T-Shirts will show uniformity of participants and volunteers. She will provide information at the next

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meeting. Chair Price suggested T-shirts that read, “Leading the Way with Metro South Bay”. All supporters of Metro South Bay Sector are invited to attend.

Ms. Coffey said that she attended a Janice Hahn South Bay speaking engagement and Councilwoman Hahn spoke on three points: 1) the 710-off-peak service, where large cargo being shipped has eliminated some traffic on the freeway and 40% of the traffic occurs during off-peak hours, four nights a week, taking these larger vehicles off the street, and 2) affordable housing—every year, Jimmy Carter selects a South Bay City to participate in building and working on homes. GM Coffey wants to make sure South Bay buses are improved and involved in providing transportation for this cause. 3) traffic and gang violence, that are impacting everyone, everywhere. For prevention and intervention programs, Councilwoman Hahn is proposing that taxpayers contribute \$40 a year to sponsor after-school, mentoring and job-training programs to offset gangs.

GM Coffey provided an update on the 940 Super Rapid Express that only makes five stops. She said that some passengers are confused among the Rapid, Super-Rapid and local buses so a fair assessment cannot be made immediately. Express service will run until next June to determine whether super rapids will be added. The super rapid headsign is purple and the enunciator states that the bus only makes five stops.

Representative Lou Mitchell suggested inviting Directors to attend Council meetings. (Chair Price suggested inserting invitations in the protest letter). Rep. Mitchell said the “Safe Passage” bridge has been completed. A meeting will be held to decide on a name for the bridge and to discuss cleaning up the Watts Towers. A Metro representative will be requested to attend the meeting.

Ms. Coffey encouraged attendance at the monthly Operations Committee meeting and regular Board meeting at Gateway on the third and fourth Thursdays of the month. Those attending should review agendas and make public comments. GM Coffey advised that field deputies be contacted to convey concerns to the Board.

Representative Franklin suggested the Governance Council attend the August Board meeting to support its letter protesting the Board’s action to reinstate Line 442.

11. **RECEIVED** Public Comments

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Evaristo Ramos suggested Metro provide service from Main Street in Carson to Artesia Station. Chair Price asked him to make his request to the City of Carson and bring the response he received to the next Council meeting.

J.K. Drummond suggested that contract operators be advised of the new senior fares during off-peak hours after 7 p.m. as seniors have been denied the 25-cents rate. He requested the slide projector for the computer be turned off when not in use. He also suggested that the casual shirt worn by Metro operators be designed with the badge number in larger letters and displayed near the shoulder.

Reynald Bess complained about a driver on Line 446 who gave him a pre-punched ticket on the 4th of July. He presented the ticket to GM Coffey who advised him an adjustment would be made for his inconvenience.

Lionel Jones complained that some contract and Metro drivers are not familiar with the new fares and this causes disputes between drivers and passengers. He suggested revising fare stickers on buses. The street was blocked off on last Sunday, after 6 p.m., during the premier of the second installment of the Harry Potter movie and regular commuters were not informed where temporary bus stops on Hollywood Boulevard were.

12. The meeting ADJOURNED at 12:29 p.m.