

MINUTES

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Congresswoman Juanita Millender-
McDonald Community Center
(Carson Community Center)
801 E. Carson Street
Carson, CA 90746

Called to Order at 9:35 a.m.

Service Sector Representatives Present:

John McTaggart, Vice Chair
Lou Mitchell
Devon Deming
Ralph L. Franklin
Robert Pullen-Miles
Don Szerlip

Officers:

Dana M. Coffey, General Manager
Raynard Price, Council Secretary



Metropolitan Transportation Authority

Metro

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1. **Safety 1st Contact** by Metro South Bay Volunteer. Deputy Executive Officer for Transit Operations Support Services, Conan Cheung, reminded everyone to wear safety glasses, shoes and long pants when using power tools. Mr. Cheung shared a recent experience in working with power tools.

2. **APPROVED** Minutes of the September 12, 2008 Governance Council Meeting.

3. **UPDATE** on Green Line ridership, schedule changes and parking issues by Bruce Shelburne, Rail Division Transportation Manager, Rail Transportation Scheduling. Mr. Shelburne's presentation included a map of the Metro Green Line. He described the Green Line as light rail that runs 19.6 miles on double track with a fully separated right-of-way. The Green line maximum operating speed is 65 mph. There are 14 stations from Norwalk to Redondo Beach. The trains are operating between 4:30 a.m. and 1:25 a.m.

During FY08 almost 12 million people rode the Green Line. Most riders take advantage of the Green Line during the weekday when the line carries 38,000 per day on average. There was a spike in ridership during the month of July that could be attributable to high gasoline prices. There are 76 passenger seats per car with a 140 passenger capacity including standees. Mr. Shelburne told the Council that a problem which will need to be addressed is the number of bicycles that riders are bringing onboard in addition to other items such as bags, backpacks and laptop cases that takes up considerable room. He discussed with the Council several design options such as removing seats to provide room for more bicycles.

Representative Deming noted that the trains are packed and overcrowded. This is a problem for all agencies around the

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County who are attempting to deal with storage issues and the overcrowding of customers. She also asked if there will be more trains at midnight. Mr. Shelburne responded that this will be unlikely. Representative Deming spoke of parking citations inappropriately given to carpools and vanpools at the stations. General Manager Coffey intervened and stated that she will handle the situation. Also, Conan Cheung stated he is working with Caltrans to accommodate carpools and vanpools.

Mr. Shelburne responded to several questions from the Council including those that were security and safety related. Vice Chair McTaggart said his car's GPS safety mechanism will stop his car before a collision, this is what both Metrolink and Metro rail should have onboard. Mr. Shelburne described a similar Automatic Train Protection mechanism that is already in place on the Green Line. Representative Szerlip said that it was great to see the rise in ridership. He asked if the cars on the train were self powered and how Metro counts passengers. The trains are self-powered and the ridership count is done by schedule checkers on the line and by way of ticket vending machine revenue.

Representative McTaggart inquired about power. Mr. Shelburne informed the Council that there are traction power substations about every one mile. One or more substations could lose power but the trains can continue to operate if adjacent substations remain online.

Public member Rene Anderson, Kansas Avenue Block President and a long time bus and train rider asked if the increase in ridership will result in an increase in trains. Also she mentioned that elevators sometimes are out of service. Mr. Shelburne said that Measure "R" if it passes could help to address operational issues including improved service. She asked for a description of some of the projects that will be

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accomplished through Measure “R.” General Manager Coffey encouraged Ms. Anderson to continue to attend the South Bay Sector meetings. Ms. Anderson suggested meetings should be held in the evening.

After much discussion on Measure “R” and responding to public inquiry Mr. Shelburne concluded his report. The Council thanked Mr. Shelburne for taking the time to respond to questions and discussion.

4. **RECEIVED** presentation on Dual Hub Bus Rapid Transit by Conan Cheung, Deputy Executive Officer, Transit Operations Support Services. Mr. Cheung described the Dual Hub BRT Concept as an opportunity to coordinate and enhance service. In a Power Point presentation Mr. Cheung described objectives of the project including off-board fare payment, additional customer amenities such as a Sherriff’s substation, addressing choke points that will allow faster speeds through downtown, and providing direct access to Patsaouras Plaza (at Union Station). He announced a major focus of the plan is downtown Los Angeles including reducing unproductive service, increasing speed and reliability, serving just 5 or 6 limited stops and eliminating downtown layovers. Mr. Cheung said that the requirements for implementation will be to stay within existing resources, minimize impacts to existing riders, balance downtown speed and access, and protect service reliability. He reviewed the existing service levels on Lines 444, 446, and 447 and showed the potential BRT frequencies that could result without changes to Lines 445 and 450X.

Vice Chair McTaggart noted that nearly ¼ of riders on Line 444 would be impacted and asked how many customers Metro will lose. Mr. Cheung said that 78% of the riders would get better service. Vice Chair McTaggart requested to see the final plan.

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Representative Deming asked if this project is a combination of new and old buses. Responding in the affirmative, Mr. Cheung said there will be at least 41 new buses. Representative Szerlip suggested that most riders will prefer to ride through without transferring and he suggested a written survey be handed to riders. Mr. Cheung agreed that riders should have an opportunity to voice their concerns through surveys.

Representative Miles-Pullen liked the idea of the survey by going to the community first, instead of the community coming to Metro. Representative Franklin suggested public outreach needs to be effective and suggested on-board advertising through Transit TV and bilingual brochures available on the buses. Mr. Cheung said he is a firm believer in receiving input from the public. Representative Franklin requested the survey results be agendized. Mr. Cheung responded to comments from the public and concluded his report.

5. **RECEIVED** update on TAP Program by Jane Matsumoto, Deputy Executive Officer Project Management, Universal Fare System. Ms. Matsumoto provided an update on the Regional Transit Access Pass (TAP) Program and Fare Gating Project. She said the installation of all bus and rail equipment is complete. The program is in the process of getting the TAP card to customers. Ms. Matsumoto said that Metro has the 3rd largest bus fleet in the country which depends on 3rd party networkers or stores that sale passes.

The TAP program provides valuable data about riders including travel patterns that will help Metro to improve service. Ms. Matsumoto presented a chart demonstrating TAP usage, particularly from the UCLA student and employees pilot testing. Data is currently available from non-test sites showing a huge growth of regular monthly and weekly TAP card holders.

Customers have become adept at reloading the passes off the rail station ticket vending machines rather than standing in line at a Metro Store. Thus far, compliance of riders using TAP on the Gold Line far exceeds

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those who ride the Red Line although the TAP validators are less convenient. Ms. Matsumoto reviewed the arguments for and against gating. She spoke of fare evasion and reviewed the options to improve fare enforcement. She defined “tailgating” as a person following a legitimate paying customer through a turnstile. Representative Szerlip shared his experience in riding the Metro in Washington, D.C. which has distance based fares.

Metro received Prop 1B funding from Homeland Security that will partially fund the gating project which will include closed circuit monitoring infrastructure. By installing gating at key locations, Metro can improve fare enforcement for 84% of the ridership.

Representative Franklin requested Ms. Matsumoto expand on a “lost card”. Ms. Matsumoto said that anonymous cards are allowed, but the buyer can choose to call an 800 number to provide a name and number to register the card. When registered, a lost card could be traced to the purchaser. TAP cards can be reloaded for up to three years at a retailer or vending machine until they may need to be replaced.

Ms. Matsumoto noted that the use of TAP cards will take the burden off of Operators who today have to identify several types of fare media. This will allow Operators to focus on traffic. Public member Dorthea Jester inquired about meeting ADA requirements and the carrying of children through the new gates. The turnstiles will have an ADA turnstile and patrons will be able to carry age appropriate children through the gates. Ms. Matsumoto said that in the next 12-16 months everyone will be tapping and concluded her report.

6. **UPDATE** on Transit Service Policy by Stephen Fox, Transportation Planning Manager IV, Service Planning and Development (5-7 minutes) Mr. Fox, Transportation Planning Manager, informed the council that Metro is re-evaluating the performance monitoring process to possibly develop a new methodology. Mr. Fox presented a Power Point presentation.

Mr. Fox stated the first step in the approach is to align the process with Metro’s eight Goals and Objectives. Of the eight,

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two are important in putting transit service on the street. They are: improve transit service and provide leadership for the Region's Mobility agenda. The new performance indicators will be more transparent and easier to use and they will provide greater emphasis on customer experience which the current evaluation system does not do as well.

Mr. Fox discussed the seven service types: heavy rail (Red and Purple line), light rail (Blue, Gold and Green Lines), Metro Liner (Orange Line), Metro Rapid, Metro Express (400 to 500 services), local (Limited and Owl services included) and the Local Circulator.

Mr. Fox identified the proposed indicators or important factors to measure as being: 1) Availability; 2) Quality; 3) Quantity; and 4) Effectiveness. In reviewing each factor he informed the Council that there are ten indicator standards to be set system-wide. One indicator is accessibility which is to ensure that transit job centers and households are within 1/4 mile of transit. The indicator "Connectivity" will provide for Tier 1 lines to have a transfer opportunity to another Tier 1 Line.

For the availability factor Mr. Fox said that existing lines would remain "as is" but new lines would be based on home to work demand. Metro will create a 60 minute maximum frequency. Performance measures are still to be decided. Each service type will have a standard set for On Time Performance as well as for Customer Complaints. Standards will also be set by service type for frequency and load factor. A formula for bus load factors has been set while rail is yet to be determined. Boardings per Service Hour and Cost per Passenger Mile will be set by service type. Passenger seat miles to Total Seat Miles will help capture the use of resources.

The Metro Board will receive a report as a "Receive and File" at its November meeting to discuss the new monitoring process. Mr. Fox asked the Sector for their comments. There will be Quarterly Reports.

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Representative Pullen-Miles asked why the index used to monitor bus lines is proposed to be changed. Mr. Fox said the change is necessary in order to put the customer first. This is a customer based objective. He also stated that low performing lines will continue to be evaluated.

Representative Szerlip asked what consideration is given to lines augmented by municipalities. Mr. Fox said the program looks at other services available taking into consideration the origin of the service and if transfers will cost the customer extra money. Public member Lionel Jones noted that while MTA cannot be everything to everyone, there should be some areas that MTA should be obligated to serve the masses of the people where there is no service. Public member John Ziegler said that as long as transportation is available it does not have to be a Metro bus. Mr. Fox concluded his report.

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

Representative Devon said that it is good to see the Green Line full. Line 625 is running well. She expressed a concern that buses are leaving the station as the train is pulling in. Representative Devon announced that the price for the LAX Flyaways will rise to \$6.00 in January. This increase will be evaluated in six months and every six months. The fare will be decreased if customers are negatively impacted.

Representative Franklin rode Line 210 on October 8 at 12:09 p.m. bus number 6479 and Line 115 bus number 6390. He said the Operators of both buses were the friendliest he has ever experienced. Operator 16949 was cordial and helpful to customers. There were no schedules on the bus. His return trip on Line 210 bus number 7592 was uneventful. The bus stops were clean.

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8. **RECEIVED** Chair's Comments. Vice Chair McTaggart said the election of a new chair will be agendized. He said in walking to a Hermosa Beach restaurant, he noticed the Beach Cities Transit bus stop had a map and schedule of all the buses that pass that particular point. He would like to see it become the model for metro. He will take a picture of the stop to send it to the General Manager to forward to Metro Stops and Zones.

9. **RECEIVED** General Manager's Comments. General Manager Coffey shared her experience at the APTA Expo in San Diego, California. In a Roadeo competition the South Bay Sector captured the number one spot which is the 7th held since 2002. This is impressive since there is a prior competition with 11 other Metro facilities to get to the national. South Bay will compete again in 2009. She will try to acknowledge these participants at the next meeting. Metro South Bay will host next year's Roadeo in September. She requested that the Council members be present.

10. **RECEIVED** Public Comments.

Lionel Jones spoke of a driver protection door that fell off when somebody bumped into it. Had he not caught the door it would have fallen on the driver. He says these doors are heavy and dangerous. He said that the APTA Expo was interesting and spoke of Metro's new NABI hybrid bus #4201 as a beautiful bus. He said the next APTA Expo will be held in Orlando, Florida in 2011 and the APTA Conference in 2009 will be held in New Orleans.

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Adjourned: 12:36 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read "Raynard", with a large, stylized flourish at the end.

Raynard Vincent Price
Council Secretary