

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 were:

Ralph Franklin, Chair
John McTaggart, Vice Chair
John Addleman
Devon Deming
Rena Kambara
Robert Pullen-Miles
Lou Mitchell
Don Szerlip

Officers:

Dana M. Coffey, General Manager
Raynard Price , Assistant Board Secretary



Metropolitan Transportation Authority

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1. Pledge of Allegiance was led by Chair Franklin.
2. **RECEIVED Safety 1st Contact** by Operator Brenda Davis of Division 18. Ms. Davis said that people should not run in front, on the side, or behind the bus. Ms. Davis wants the public to be aware of these safety issues and said it is particularly disturbing when patrons hit the side of the bus to get the Operator's attention. Operators are not aware of what is causing the sound.
4. Roll was called.
5. **APPROVED** Minutes of the February 13, 2009 Governance Council Meeting.
6. **APPROVED** Findings of Public Hearing and **ADOPTED** Bus Service Changes for Lines 124, 125, 126, 207, 209, 439, 444, 445, 446/447, 711, and 910 for implementation June 28, 2009 or later by Scott Greene, Transportation Planning Manager IV. Mr. Greene reviewed the service changes and responded to several questions and suggestions from Representatives and members of the Public.

In regards to Line 444, Vice Chair McTaggart requested a printed copy of the Public Hearing transcript. A copy was provided. Vice Chair McTaggart expressed a concern for hourly employees he has heard from who were unable to attend the public hearing but shared with him a need to get to work by way of Line 444. He emphasized that he has been advocating saving this line for 25 years.

Representative Addleman said cancellation of Line 444 may affect 3,000 workers who use this line to get to work and from work. He said employers will not forgive those employees who come to work late. He further stated that on the surface the changes may seem to be a good idea but wanted to ensure the changes work for the workers. He said he will be monitoring the change.

Representative Kambara suggested careful consideration of the route of Line 910 through downtown because traffic and rail construction could impact the service reliability.

Representative Szerlip asked about existing fare policy on the Harbor Transitway and the proposed fares on Line 910 / Silver Line. Staff explained that existing fare policy requires a higher fare for express bus riders based on a two-zone system at 60 cents per zone. A rider today from Artesia Transit Center to downtown LA would pay \$1.25 base fare plus an extra \$1.20 for travel on the freeway, for a total of \$2.45. Staff explained that Line 910 is proposed as a Metroliner service similar to the Orange Line and no premium fares will

apply. The cash rider will only pay \$1.25 for the same trip to downtown LA that costs \$2.45 today. Mr. Szerlip noted similar lower fares for pass holders, for example riders with the regular \$62 monthly pass or the \$5 day pass would not have to pay the extra \$1.20 for travel on the freeway. He noted this is a significant reduction in fare proposed for Line 910 / Silver Line, and Metro will be adding frequency of service to accommodate new riders.

After discussion, the Chair called for the vote on the following proposals:

- Line 124 (El Segundo – Rosa Parks Station via El Segundo Blvd.) – Discontinue service with the understanding that Beach Cities Transit (BCT) will operate on Grand Av. west of Sepulveda, and Gardena Municipal Bus Lines (GMBL) will operate on El Segundo Blvd. east of Sepulveda to Rosa Parks Station. If BCT or GMBL indicate they cannot provide the service, Metro will provide the service.
- Line 125 (El Segundo – Norwalk Station via Rosecrans Av) – Discontinue service west of Sepulveda Blvd. and establish a new west terminal at Plaza El Segundo, with the understanding that Beach Cities Transit will provide service on Rosecrans Av. west of Sepulveda. If BCT indicates it cannot provide the service, Metro will provide the service.
- Line 126 (Manhattan Beach – Hawthorne Station via El Camino College) – Discontinue service between Crenshaw Green Line Station and Century Blvd.; discontinue service south of 120th Street with the understanding that another provider will take over the service. If no other provider is identified, then Metro will continue to operate the service.
- Line 207 (Hollywood/Western Station – LA Southwest College via Western Av.) – Shorten route to new north terminal at Sunset & Western and implement one-way turnaround loop to Hollywood/Western Station; alternative service provided by Line 757 (Western Metro Rapid).
- Line 209 (Wilshire/Western Station – Gardena via Van Ness Av.) – Discontinue midday service; continue to operate entire route weekdays during peak periods.
- Line 439 (Union Station – Aviation/LAX Station via I-10 Santa Monica Freeway) – Discontinue midday and weekend service east of Washington & Fairfax; alternative service provided by Line 37 on Adams Blvd.
- Line 444 (Union Station – Rancho Palos Verdes Express) – Discontinue service north of the Artesia Transit Center and replace with new Line 910; operate Line 344 from Artesia Transit Center to Rancho Palos Verdes with enhanced service levels and reinstate local stops on Hawthorne Blvd.
- Line 445 (Union Station – San Pedro Express) – Operate faster service with just

one stop on the Harbor Transitway north of Artesia Transit Center to serve the Metro Green Line Harbor Freeway Station. Route remains unchanged.

- Line 446/447 (Union Station – Carson – Wilmington – San Pedro Express) - Discontinue service north of the Artesia Transit Center and replace with new Line 910; operate Lines 246/247 south of Artesia Transit Center to San Pedro with enhanced service levels.
- Line 711 (Inglewood Transit Center – Bell Gardens via Florence Metro Rapid) – Discontinue Saturday and Sunday service; alternative is Line 111 local bus with enhanced service levels.
- Line 910 / Silver Line (El Monte Station – Artesia Transit Center via El Monte Busway and Harbor Transitway) – Implement new Metroliner service connecting El Monte Station and Artesia Transit Center through downtown LA.

Approved (7/1/0)

7. **RECEIVED** presentation on Bus Service Performance Monitoring Process FY 09 Q2 Results, Presented by Ashok Kumar, Transportation Planning Manager. In a Power Point presentation Dr. Kumar stated that the RPI (Route Performance Index) consists of three variables: 1) Boardings per service hour; 2) passenger miles per seat mile and; 3) subsidy per passenger. He said that a scoring below 0.6 is considered to be a poor performing line.

Dr. Kumar noted that the new indicators include: 1) a comprehensive set of measures to support decision making; 2) systematic process for evaluating service from both the network and line perspective; 3) balancing customer's mobility needs with the need to be efficient and; 4) identifying specific line characteristics that need improvement.

He noted there are 11 indicators under the four categories. The categories are: 1) Availability (accessibility and connectivity); 2) Quality (in-service on-time performance, headway variability and customer complaints); 3) Quantity (frequency and load factor) and; 4) Effectiveness (boarding's per service hour, cost per passenger mile, passenger miles per seat miles and service viability). Dr. Kumar provided a synopsis of each indicator.

In a review of South Bay lines below the RPI target (0.6) Dr. Kumar identified Lines 124, 126, 202, 209, 211, 439, 607, 625, 715. He said some lines could be productive during certain periods of time which should be taken into consideration prior to cancelling a line. Representative Addleman noted that South Bay has nine underperforming lines which implies that South Bay has 25% of the underperforming lines in the system.

Dr. Kumar stated that the new performance measure balances customer's mobility needs as well as need for efficiency. He said that performance of bus lines can be

analyzed with broader perspectives. He presented the Sector Council with a chart of 2nd Quarter Performances and Route Performance Index. Representative Deming asked if the old RPIs are still being used. Dr. Kumar responded that they will no longer be used after the Board adopts the new indicators. Chair Franklin thanked him for his report and stated that the report helps in evaluating service changes and decision making of the Sector Council.

8. **RECEIVED** oral report on Adopt-A-Line Program by Service Sector Representatives.

Representative Addleman rode Line 450X northbound in the AM and the bus was very full. He said the bus was clean and well driven. His return trip southbound was fine and the bus was $\frac{3}{4}$ full.

Representative Deming rode Line 625 and stated that it had been running on time but sometimes drivers do not wait for arriving trains. Representative Deming provided Metro staff, Scott and Madeline, with a chart that may assist in meshing the schedules of Line 625 and the Green Line. Staff thanked her for her efforts.

Representative Pullen-Miles described his trip to Lynwood on the Metro Green Line. At 6 p.m. there was a heavy load. He noted all trains and train platforms were clean. The bus stop area underneath the Long Beach Station did not look nice.

Representative Kambara rode in the AM from Artesia Transit Center north on Line 446, bus number 6562, Operator 34998. She said the Operator was courteous. She asked how Operators determine if a patron wants to board at a Transitway station, especially when no passengers have pulled the cord to get off. In the PM, she took the Red Line to 7th / Metro Station, and then took Line 450X, bus number 5367, Operator 25943. Although there was construction causing some delay on Flower Street, it was a good ride overall.

Representative Mitchell rode Line 55 bus number 5414. The bus was clean and the driver courteous. The bus had brochures and schedules. It was a pleasant ride.

Chair Franklin rode Line 115, bus number 6342, Operator 28444. His TAP card did not work. Chair Franklin observed that the Operator was not cordial to any of the passengers. There were adequate plastic bags on-board the bus, which was clean and so full that he gave up his seat. Chair Franklin shared his disappointment that the Operator did not assist a female patron who needed help to get to her destination. He and another rider assisted the patron. Chair Franklin shared that a rider

debarked to further assist (the passenger was going in that direction). Chair Franklin also rode Line 210, bus number 6420, Operator 10923. He said the Operator yawned throughout the entire trip. The bus was half full albeit clean with schedules. The back door did not work which required the Operator to give patrons additional time to get off the bus. He reported to the City of Inglewood that the bus stop on the northwest corner of Manchester and Crenshaw Blvd. required graffiti removal.

9. **RECEIVED** Chair's Comments. The Chair requested feedback, good or bad, from staff regarding the Adopt-A-Line. He reminded Sector members that the 700 forms are due at the end of the month. Chair Franklin requested the Adopt-A-Line form be turned into a PDF to allow electronic use. He said the alternate service providers have a responsibility to the public when taking over a Metro line. He noted that the timetable rack at Inglewood City Hall at One Manchester Blvd. is in need of new materials and updated schedules.

He encouraged everyone to attend the Crenshaw Transit Corridor meeting at Rogers Park, March 19 at 6:30 p.m. and again on March 16, at 6:30 at Transfiguration Church. Representative Deming noted there will be an evening meeting on April 9th at LAX. The Chair requested a TAP presentation at the April meeting. He requested the presentation include how riders are handling the transition.

The Chair asked if there was any other way for the public to make their comments known regarding service changes. Mr. Greene said the public could comment under Public Comment at the April Metro Board meeting.

He requested the minutes reflect the experience and comments of public members who attend Sector Council meetings.

10. **RECEIVED** Service Sector Representatives Comments.

Representative McTaggart expressed a concern regarding his TAP card.

Representative Deming requested that there be a presentation of the Exposition Light Rail Phase 2 Bike Lane at the April meeting.

Representative Addleman said he will not be available for April's meeting.

Representative Kambara shared her concerns about her TAP card. The General Manager directed the Council Secretary to rectify the problem. She requested feed back on the Adopt-A-Line program at next month's meeting.

11. **RECEIVED** General Manager's Comments. General Manager Coffey distributed new forms to be used when evaluating bus rides in the Adopt-A-Line program. She asked that Representatives contact her immediately when they notice a problem with Operators, safety concerns, or bus conditions so she can respond immediately.

General Manager Coffey said she is interested in the date, time and the bus number. She will share with the Sector Council everyone's comments at the next meeting. Ms. Coffey asked that the Adopt-A-Line forms be turned in before the Sector meeting. The forms can be faxed to 310.225.6011.

The General Manager announced that the Arthur Winston Division – Division 5 – passed the annual unannounced CHP safety inspection. Ms. Coffey announced Line 442 will be canceled on June 28 for not meeting established standards for ridership. Ms. Coffey gave a brief background on Line 442.

Ms. Coffey described the Transit Access Pass (TAP) program start date and requirements for senior citizens. She said those who need further information can visit www.taptogo.net or call 1.866.TAPTOGO. Cards will need to be pre-registered for replacement if lost or stolen.

12. **Public** Comments-None.

Adjourned 12:10 p.m.

Prepared by:



Raynard Vincent Price
Council Secretary