

# 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

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Called to order at 9:00 a.m.

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Service Sector Representatives Present were:

Ralph Franklin, Chair  
John McTaggart, Vice Chair  
Devon Deming  
Rena Kambara  
Robert Pullen-Miles  
Kim Turner  
Don Szerlip

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Officers:

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



Metropolitan Transportation Authority

**Metro**

**Los Angeles County Metropolitan Transportation Authority**  
**Minutes – South Bay Service Sector Governance Council Meeting April 10, 2009, - 9:30 a.m.**

1. Pledge of Allegiance was led by Chair Franklin.
2. **RECEIVED Safety 1<sup>st</sup> Contact** by Operator Crystal Parker of Arthur Winston Division
  5. Ms. Parker said patrons should not run for the bus but to wait for the next bus.
3. Roll Called.
4. Self –Introductions were made.
5. **APPROVED Minutes of the March 13, 2009 Governance Council Meeting.**  
Representative Turner abstained.
6. **RECEIVED** update on the TAP Program by Cary Stevens, Director of TAP Technical Systems, Universal Fare Systems. This update was presented by Vanessa Smith, Metro’s Systems Project Manager. Ms. Smith said TAP (Transit Access Pass) is a plastic smart card that allows electronic reloading of funds. It has a computer chip with an antenna. Metro is one of 11 participating agencies that include Culver City and Norwalk. Other agencies are scheduled to join the TAP program such as the Antelope Valley, Gardena, Foothill, Torrance and LADOT.

Ms. Smith informed the Sector Council and public that all of the buses have been equipped with TAP equipment. At this point, Metro only allows the “pass” and products to be loaded on the TAP card unlike Culver City that allows an actual cash value much like a debit card. However, Metro plans to provide this feature (stored value). The goal is for patrons to “reuse” the TAP card to load and re-load. The card replaces the Monthly, Weekly and Day paper passes and stamps.

Ms. Smith further informed everyone that the senior, disabled and college student and student K-12 passes – reduced fare - have also been replaced by the TAP card. For the reduced fare there is an application process: 1) application; 2) provide a photo and; 3) valid proof of age. Metro’s reduced fare age qualification is 62. Other agencies have different age qualifications such as Santa Clarita which is age 60. After the submission of required documents the card is mailed to the home address. The applications are available at Metro Customer Service Centers or at Metro.net. TAP cards were mailed to those previously on file.

There are various options to load a pass onto TAP: 1) ticket vending machine; 2) Sales outlets (400 vendors) or; 3) online at TAPTOGO.net or 1-866-TAPTOGO. Up to 8 day passes can be loaded onto a single TAP card. The conversion of paper passes to TAP started March 15 and ran through April 11. A temporary card for reduced fare expires June 30.

Ms. Smith provided several benefits for using TAP. They are: 1) quicker boarding on Metro buses; 2) balance protection if a card is lost or stolen – there is a \$5 replacement fee; 3) load passes without standing in line; 4) Secure – stolen passes can be deactivated; 5) Seamless travel on Metro and Municipal Operators and; 6) Green because it is an alternative to paper passes. The TAP card can be used month after month.

Representative Turner said that Torrance Transit may have TAP on its system by end of the year. However, she asked how inter agency transfers will be handled. Ms. Smith said eventually the transfer will be on TAP but remains in paper form as it is currently operating.

Representative Kambara noted complications with using TAP cards and zones. Ms. Smith said this brand new program has a learning curve that affects everyone from patrons, staff, partnering agencies and Operators.

Representative of the Council shared their experiences good and bad in using the TAP card. Representative Deming asked if the ticket vending machines will dispense the TAP card. Ms. Smith responded in the negative but said this upgrade to the machines may take place by summer. Representative Deming said employees who are reimbursed for transit expenses need to have documentation for reimbursement. Ms. Smith suggested the employee's purchase TAP from a vendor to get receipts and load Day passes onto the card.

In the meantime, Metro is creating a web option to help employers manage reimbursements for monthly passes but not day or weekly passes. Representative Deming requested an option for employers to have the ability to see all of the activity on a TAP card. Consequently, Ms. Smith said there are privacy issues involved but she understands an employers desire to know how employees are using subsidies. As a new program she appreciates this kind of feedback to workout problems associated with TAP.

The Chair asked if the chip and antenna in the TAP card de-magnetizes credit cards or interferes with hearing aids. Ms. Smith said the TAP card will not affect credit cards and there are no known problems associated with the antenna. In response to further questioning, Ms. Smith agreed that Metro has the ability to see how a card was used. In response to Representative Pullen-Miles the TAP card does not have a GPS feature. Public member John Ziegler, County Public Works Transit Operations said that his agency accepts Metro passes for service but the TAP card will present a problem which may be resolved in the future with the installation of Metro's low cost readers in order to verify that the fare was purchased. Ms. Smith noted that the EZ Pass has not been converted to TAP, it is still paper. Representative Turner announced that she has been working with Metro to help resolve this issue.

Public Member Lucile Fletcher of Hawthorne asked about the Senior Card and if the card could be purchased in the area in which she lives. Ms. Smith provided Ms. Fletcher with the process and suggested she visit the Customer Center at Baldwin/Crenshaw location at 3650 Martin Luther King Blvd., inside the Baldwin Hills/Crenshaw Mall on the lower level. Chair Franklin expressed a concern for outreach to cities and seniors. Ms. Smith noted that Metro has conducted several outreach presentations to senior citizens center locations in addition to transit agencies. Chair Franklin said the Inglewood Library at La Brea and Manchester is capable of taking photos for seniors.

Operator Daryl Baskerville, Div 18, suggested there be a printed brochure listing TAP vendors to make it easier for seniors and the public to obtain a TAP card. Chair Franklin requested this be considered and that the notification of the process be extended until the public can adapt to the new process of TAP. Representative Turner requested that an extension also be given to the LACTOA patrons.

The Chair thanked Ms. Smith for her knowledgeable report.

7. **RECEIVED** update on the Line 450X proposed boarding and alighting location at the Artesia Transit Center by Madeline Van Leuvan, Service Development Manager, Metro South Bay Sector. Ms. Van Leuvan advised the Sector that because of the June Service changes there will be changes at the Artesia Transit Center. Of these changes she said the most prominent will be Line 450X which will be boarding and alighting at an unused loading bay area in the parking lot. The area will be red

curbed and re-stripped. Line 450X patrons will be able to park near the new boarding bay area. There will be a loss of a few parking spaces to allow for bus maneuvering. Ms. Van Leuvan presented a handout demonstrating the new layout of bus assignments. Further, she presented justifications for the changes and reassignments.

Representative Turner suggested for safety reasons that Line 205 and the Torrance 6 schedules may need adjusting because of possible conflicting arrival times (same time). Representative Kambara suggested placing Line 445 and Line 450X in the same bay for better access.

Representative McTaggart shared a concern that the following lines may conflict in arrival schedules; Lines 246, 247 and 344. He suggested moving Line 344 to bay 9. Ms. Van Leuvan emphasized that the purpose of having the lines arriving within minutes is to assist patrons in the connection to Line 910. Representative McTaggart expressed concern that Line 910 will not be able to increase its headway by 10 minutes as planned due to construction and congestion. He plans to monitor the Line.

Representative Deming offered that Line 910 be moved to middle bays 9 and 4, and move Lines 246, 247, 344 and 550 closer to the end (110 Freeway side) to allow patrons to have closer access to Line 450X giving patrons a better choice.

Public Member Dorothea Jaster said she observed bus lines competing for spaces with overlapping schedules. Public Member J.K. Drummond said buses going in different directions should not stop at the same bay and buses going the same direction should stop at the same bay.

Ms. Van Leuvan concluded her report.

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

Representative Robert Pullen-Miles reported on bus number 9278, Operator 23239, Line 740 riding it to the Hawthorne Green Line station to Manhattan Beach, Blvd. in Lawndale. The bus was very clean and well stocked with bags and schedules. He said the ride was pleasant. The return trip on bus number 9568, the bus was not as

clean as the first and bags and schedules were not available but the Operator was very nice to the riders and helpful.

Representative Deming said Line 625 is running on schedule. She said ridership seems to be picking up again.

Representative Kambara reported on Line 450X, Bus number 5388, Operator number 18333(?), boarding at the Artesia Transit Center. She was not sure of the Operator's number. She said the uniform was exceptionally clean, starched and creased. She said the bus was unusually empty. She transferred to the Red Line at Metro Center. The return trip from Metro Center she boarded Line 446, Operator 25809, and Bus number 7146 had a broken heading sign. She said the bus was packed.

Chair Franklin reported on Line 210, Bus number 6336, Operator number 29103 boarding at Crenshaw Boulevard and Thoreau Street. He said the bus was full with standing patrons. The air conditioning was working, his TAP card worked as it did for the patrons. The driver was alert, focused and friendly. It was a good trip. His second trip was Line 115, bus number 6407, Operator number 28803 boarding at Crenshaw and Manchester. The cleanliness of the bus was fair with papers and trash left by riders. The air conditioning was working. The Operator greeted customers and cautioned them to be careful as they exited the bus. His TAP card worked and there were bags and schedules. The bus was half-full. The stop cord on the Operator side is in need of repair.

9. **RECEIVED** Chair's Comments. Chair Franklin asked that follow-up requests from Sector Council meetings be agendaized at the next meeting. He reminded members to complete mandated 700 Forms. He announced that staff is developing a PDF for the Adopt-A-Ride program. The Chair reiterated from a previous meeting that Line 442 will be cancelled effective June 28. The Chair thanked staff for replenishing Metro schedules at Inglewood City Hall.

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

Representative Deming presented LAX pocket guides as requested by members of the public. She noted that Mr. Drummond requested a similar pocket guide for the South Bay Sector. She announced Bike to Work Week, May 11 – 15<sup>th</sup> with more information located at [www.metro.net/biketowork](http://www.metro.net/biketowork) or

[http://www.metro.net/projects\\_studies/bikeway\\_planning/biketowork/default.htm](http://www.metro.net/projects_studies/bikeway_planning/biketowork/default.htm).

She also distributed to everyone stress reliever “flyaway buses.”

11. **RECEIVED** General Manager’s Comments. Division Manager Curley Little informed the Sector that the Carson Division passed the Highway Patrol Inspection. Both South Bay division passed CHP inspections for the year. On March 21, the Arthur Winston Division celebrated the “Employee of the Century - Arthur Winston” by recognizing outstanding Operators. Mr. Little provided a status of the TAP conversion within the Sector.

12. **RECEIVED** Public Comments

**Dorothea Jaster.** Ms. Jaster suggested that Sector members occasionally ride 6 – 8 a.m. and 5 – 7 p.m. and mid-day on Sunday for a “real world” experience. She said that some Operators have informed her that the ramp/lift is only for patrons in wheel chairs. She is bringing this concern to ADA Compliance. She said her walker is not a fashion accessory. (The Chair requested Ms. Jaster provide the Operator number for those out of compliance.)

**J/K Drummond.** Mr. Drummond said Providence Little Company of Mary Medical Center San Pedro Hospital has a superb cafeteria open to the public that Operators may want to utilize. Mr. Drummond also recommended that bus test runs be done during peak hours for a more realistic outcome.

**Adjourned: 11:34 p.m.**

Prepared by:



Raynard Vincent Price