

MINUTES

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Congresswoman Juanita Millender-
McDonald Community Center
(Carson Community Center) – Room 111
801 E. Carson Street
Carson, CA 90746

Service Sector Representatives present were:

Ralph Franklin, Chair
John McTaggart, Vice Chair
Rena Kambara
Robert Pullen-Miles
Lou Mitchell
Kim Turner

Officers:

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



Metropolitan Transportation Authority

Metro

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1. Pledge of Allegiance to the Flag was held.
2. **RECEIVED** Safety 1ST Contact by LA County Sheriff Lieutenant Keith Odenberger. Lt. Odenberger introduced himself and distributed a pamphlet of Metro Security Tips. He spoke about being alert to prevent becoming a target or victim especially if one is able to identify potential perpetrators. Lt. Odenberger said exercising safety tips is not only true for transit riders but for homeowners as well by keeping homes well lit and free of shrubbery around the doorway area. He warned everyone of inviting trouble by wearing expensive jewelry (real or fake) or exposing phones and other electronics for “snatch and grab” crime opportunities when leaving a train or bus. Lt. Odenberger will bring tips to the Sector meetings monthly to help keep patrons and staff safe.
3. Self-introductions were held.
4. **APPROVED** Minutes of the August 14, 2009 Governance Council Meeting as corrected Page 2, under Item 5, second paragraph, first word of the third line should be “bus.”
5. **RECEIVED** assessment of Metro South Bay Bus Lines Key Performance Indicators for FY09 4th Quarter by Ashok Kumar, Transportation Planning Manager IV, Service Planning and Development. Mr. Kumar presented the performance indicators of the South Bay Lines for the period of April, May and June. He reviewed the indicators and four sets of measures: Availability, Quality, Quantity, and Effectiveness. There are sub categories under each. Under Availability there is: Accessibility and Connectivity. All Tier one lines should have direct transfer connections. Dr. Kumar used Lines 728, 740, and 760 as examples of Tier One lines that do not have direct transfer connections. These Lines require walking a few blocks to make a connection. According to Dr. Kumar, these lines do not meet the standard for Connectivity. Dr. Kumar noted system-wide there are 12 Rapid to Rapid connections missing direct transfers and; three Tier 1 Local to Local connections that are missing.

Dr. Kumar reviewed In-Service-On-Time-Performance standards and said at least 60% of trips in each time period should be no more than one minute early or five minutes late at all non-terminal time points. He identified South Bay lines that do not meet the 60% standard. Dr. Kumar suggested monitoring Line 439 because of poor on-time performance and a higher than average complaint ratio

Representative McTaggart asked how customers get improved service now that the information is provided. Dr. Kumar responded that Metro will look in detail at the kinds of complaints received and talk to some of the passengers. However he said in some cases there may not be resources available to improve service. General Manager Coffey informed the Sector Council that underperforming lines are on the radar allowing management the opportunity to continually observe and monitor the lines. She noted even though some of the Lines do not meet the standards, they are improving. Representative Turner added there will always be unpredictable situations, such as road construction, that will continue to affect on-time performance. She said the public should accept the unpredictability in transit systems.

There was much discussion on Line 439, which does not meet the Effectiveness Indicator. Representative Kambara said Line 439 has a point around La Cienega in a congested area that may be

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affecting the line. Madeline Van Leuvan, South Bay Service Development Manager, said that Line 439 is also affected by congestion on the Santa Monica Freeway. Chair Franklin shared that Line 442 is improving according to the indicators.

Public Member Dorthea Jaster suggested there may be many more complaints than reported, because people give up. She said she cannot take her walker on Line 232 because the bus is crowded. She demonstrated how painful it would be for her to fold her walker and lean it against her body. Public member J.K. Drummond asked about connectivity between Lines 550 and 720 at Wilshire and San Vicente. Ms. Coffey requested next time that Dr. Kumar review the change from quarter to quarter to help identify what improvements have been made. The Chair requested a comparison report of Rapid bus lines that would be out of compliance if the 15 minute minimum headway is adopted (instead of the existing 20 minute standard).

6. **RECEIVED** presentation on Wheelchair Tie-Down Demonstration by Chip Hazen, Americans with Disabilities Act Compliance Administrator. Mr. Hazen advised the Sector Council that all Metro buses have working equipment and trained operators. He informed the Sector Council that Metro does not require wheelchair passengers to be secured, and he estimated that 5 to 10% of wheelchairs cannot be secured. Under the ADA, Metro cannot deny service to passengers in wheelchairs. Bus Operators can request they transfer to an available seat if safer to do so, for example a passenger on a motorized scooter that cannot be secured. He said there are many different types of wheelchairs and new designs since the ADA laws were instituted. He said because of the variety of wheelchairs, a common problem for Operators is not being able to identify the appropriate tie-down location where they would attach the securement straps. He said most new wheelchair designs do not have frame joints and many do not yet come with the new industry standards that include a "transit option." In response, transit systems and disability organizations have collaborated to offer markings on the tie-down spots and/or installation of tether straps.

Mr. Hazen noted that wheelchairs were originally designed to be used around the home and not on buses. He presented a type of wheelchair (WC-19 transit option) that comes with hooks to allow for easy tethering. He also displayed a wheelchair unable to be properly secured. Mr. Hazen said that markings and tether straps require careful implementation. He said that some wheelchairs/scooters don't have adequate installation points for tether straps. He said it takes 30 to 40 minutes on average to evaluate a wheelchair and install tether straps; the installer can prepare a maximum of 12 wheelchairs in an 8 hour day. It took six months to install markings and tether straps on the initial 1,000 wheelchairs. Concern for liability often precludes installation by organizations outside transit systems.

Mr. Hazen estimated there are 5,000 individual customers who use wheelchairs on Metro's fixed routes or other transportation programs. Metro buses carried estimated 44,000 wheelchair boardings in June. The South Bay sector transports 1/3 of the wheelchair patrons on the bus system.

Public Member Diane Perrine commended the Metro Board for doing a tremendous job in responding to issues surrounding wheelchairs. She suggested that Metro should inform the Medicare Inspector General of the problems presented by non-standard wheelchairs. Dorthea Jaster thanked Mr. Hazen for providing her with references she could use with another transit provider. In

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response to her demonstration of how her walker folds but cannot stay folded because there are no straps, Mr. Hazen said he will present the problem to Metro's Legal department. Madeline Van Leuvan spoke of her daughter who uses a wheelchair. She will call ADA-Ride at 213.922.8000 to have her daughter's chair evaluated. This number is available on flyers on buses.

Ms. Coffey announced that she had Mr. Hazen come to her divisions to talk to the Operators. She noted that a lot of good feedback came out of the meetings. She had the Operators tie her down as if she could not use her arms. She said there will be ongoing and continuous training with Operators because it is an important issue. She said Operators have a code they put into the radio system when a rider refuses to have a wheelchair secured. It will help Metro to identify those who were offered but refused to be secured, especially in the case of an accident. Representative Pullen-Miles implied there should be liability for a person who refuses securement but injures another person.

Representative Turner suggested Mr. Hazen's presentation be given to the General Managers group on November 10. Mr. Hazen noted he would attend and concluded his report.

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

Representative Kambara said she rode the Metro Green Line on August 31 at 6:20 AM. She noticed a discrepancy in the announcement when doors were closing (doors closed before the announcement). She transferred to Line 450X at 6:50 AM, riding bus #5367, Operator 18789. In the evening she returned on the Red Line to Line 450X at 6:12 PM, bus #5325, Operator 14561. She said the bus was delayed because some customers paid cash with money that did not fit into the fare box. She also remarked that Transit Access Pass (TAP) cards have slowed the boarding process compared to the flash passes that Metro previously used. After riding Line 450X, Ms. Kambara took the Green Line. She said at Harbor Green Line Station there are TAP targets only on the mezzanine level which is very inconvenient for somebody riding the elevator from the Harbor Transitway station up to the Green Line platform. Ms. Coffey said she will pass the comments on to rail. The door closing announcement happens when the door is already closed and at some stops is not happening at all. Ms. Coffey said the Metro Rail Operator should be making announcements at each stop if the system is not working.

Chair Franklin on September 8 rode Line 210, bus #6314 Operator 28122 boarding at 8:45 AM at Crenshaw and Thoreau northbound. He said that the Operator made verbal stop announcements because the automatic system was not working. The bus was clean with air conditioning. He said the passengers were courteous with a number of elderly passengers. The bus did not have plastic bags or bus schedules. Overall it was a good experience. He also rode Line 115, bus #5314, Operator badge 16817, westbound on Manchester at 9:15 AM. The ride was nice with plenty of bags and schedules. At 9:20 he heard a beeping sound near the Operator and noticed the driver picked-up the phone and for several minutes the driver continued to make his stops. Mr. Franklin said the phone could be a distraction.

Ms. Coffey explained the call was from the Bus Operations Control Center but the Operator is to pull the bus to the curb safely. They are not to drive while talking on the phone. She will take this problem back to all of the Divisions to remind Operators what they are

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supposed to do. The Chair continued his report and said the buses were spotless. No etchings and no graffiti.

8. **RECEIVED** Chair's Comments. The chair complimented Metro for its team efforts with the Remote Area Medical (RAM) event at the Forum. RAM served over 8,000 people. In order to meet the travel needs of patients seeking free health services, Metro increased the number of buses on Line 115 and provided 24 hour service.

9. **RECEIVED** Service Sector Representatives Comments.

Representative Mitchell announced that she has become involved with the plan to improve the Imperial Wilmington Rosa Parks Station. She said this is one of only three stations in the system where one can make a connection from one train to another. It serves over 16,000 people a day. The improvement plan includes the hospital and shopping center in the area so that riders will have access to these services. She says the station needs improvement and cleaning.

Representative McTaggart asked about the San Pedro Transit Center, and Chair Franklin asked about the proposed Torrance Transit Center. Representative Turner gave an update on the latter, noting that negotiations are still underway. She may have more updates to provide by the end of the year.

10. **RECEIVED** General Manager's Comments. General Manager Coffey announced that Lt. Odenberger will be coming to the Service Sector meeting every month to address safety issues. September 26 is the annual Bus Roadeo at Gate Six at the Santa Anita Race Track. South Bay Sector is hosting. She says it is a family event and encouraged everyone to attend. She introduced Mike Sieckert, Transportation Planning Manager, Gateway Cities Service Sector. She said Mr. Sieckert will be attending the meetings monthly to provide updates on changes and issues affecting Lines within the South Bay. In turn, Scott Greene, Transportation Planning Manager, South Bay Service Sector, will be attending the Gateway meetings. Representative Turner acknowledged this is an excellent idea. Ms. Coffey asked all members in the Adopt-A-Line program to call in commendations for Operators who do an outstanding job. She said there are Operators who should be acknowledged for superior customer service. Last month 16 commendations were received. She announced the Joint Sector meeting, "Meet and Confer," will be held on October 23 at 9:30 AM. She also reminded everybody of the September 24 Public Hearing on the proposed fare for Line 910, to be held in the Board room.

11. **RECEIVED Public Comments**

J.K. Drummond. He made a request that a public restroom be installed at the Artesia Transit Center, the proposed terminal for the Silver Line 910. He said El Monte Station and Long Beach both have public restrooms. He also complained about the lack of reliable service in San Pedro from Line 447 and Line 550. Ms. Coffey encouraged public members to call her directly or email her if they see or experience problems.

Dorthea Jaster. She said in a past working experience for a politician she learned that one letter is considered to be representing 10,000 people. She encouraged the writing of letters. She suggested a shuttle between the South Bay and the Bus Roadeo at Santa Anita. She spoke of a more convenient

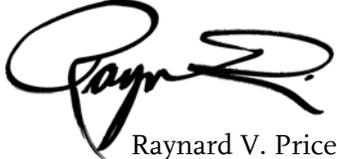
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way to load a monthly pass onto her TAP card because it is difficult to get downtown. She signed up for automatic debit but it has yet to be deducted from her bank.

Susie Meekins. She spoke to the Council regarding multi-agency projects in Watts. Problems in the area are not being addressed. She said the 103rd Street Plaza Park was dedicated in 2001 but has been fenced ever since. Also a nearby Park-Ride lot is not being used because it is too far from the station. Ms. Meekins said the historic train station is used as a swap meet. The rainbow bridge is painted once a year but is usually covered in graffiti. When she tries to get help for the area she says everybody passes the buck and wants to know who is responsible in that area. There is also vacant MTA property near the 103rd Street Station that is blighted. Along with the MTA, the City of LA and the Community Redevelopment Agency are responsible.

Adjourned at 11:30 a.m. in memory of victims of 9/11.

Prepared by:

A handwritten signature in black ink, appearing to read "Raynard V. Price". The signature is stylized with a large, looping initial "R" and a long, sweeping underline.

Raynard V. Price
Council Secretary