

MINUTES

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Congresswoman Juanita Millender-
McDonald Community Center
(Carson Community Center) – Room 209 A/B
801 E. Carson Street
Carson, CA 90746

Called to order at 9:30 a.m.

Service Sector Representatives present were:

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

Officers:

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



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1. Pledge of allegiance to the flag.
2. Quorum was established and the roll was called with all members present.
3. Safety first Contact by Metro South Bay Volunteer. General Manager Coffey indicated that Lt. Obenberger of the Sheriff's Transit Bureau would provide the safety contact under Item 5.
4. Self introductions were made.
5. **RECEIVED** Safety Awareness Tip – Lt. Obenberger. Lt. Obenberger spoke on pedestrian and traffic safety. He said at some point we are all pedestrians. As pedestrians people often don't respect the 2,000 pound vehicles on our streets. In 2007, there were 666 pedestrians killed by automobiles. If one were to add the 13,000 injuries that number becomes even more significant. In addition, Lt. Obenberger spoke about the problems associated with blind spots for drivers of trucks and cars and counseled that children believe they will not be hit by cars. He strongly suggested that they must be protected. But further said the same holds true for adult pedestrians. He added that pedestrians must also be aware of their surroundings and be watchful for out of control vehicles that may jump curbs. He said that pedestrians have a sense of over exaggerated safety. This is particularly true for those in cross walks which the state eliminated at the center of blocks. He said drivers are not looking for pedestrians at the middle of the block or expecting for them to be there. He encouraged everyone to be especially aware during the holiday season. He wished everyone a great Thanksgiving as he concluded his report.
6. **APPROVED** the minutes of October 9, 2009.
7. **RECEIVED** presentation on Bus Cleanliness by Alex DiNuzzo, Arthur Winston Division 5 Maintenance Manager. Mr. DiNuzzo said there are three shifts to clean the buses, 24 hours a day, 7 days a week. He shared the Division motto is "Pride At Five." He said every effort is to make a bus like it was in its "new state." It is done with daily bus cleaning; daily bus servicing, specialized cleaning (such as gum removal), and interior deep cleans every 9,000 miles that includes complete cleaning from front to back. This usually occurs about every six weeks per bus. The Division cleans 200 buses daily. The floors are mopped, the graffiti is removed daily and the buses are fueled. Quality Assurance randomly checks and grades 20 buses on a scale of 0-10, with ten being best. The employees are told how clean the buses are compared to other divisions. A specialized campaign includes: hanging sacrificial glass guards to replace those that are etched, steam cleaning of buses, cleaning rims, and removing gum (an ice blaster is used to remove the gum). Mr. DiNuzzo informed the Sector Council that the Maintenance department is committed daily to provide safe, reliable, and clean buses to Metro customers. Representative Szerlip asked how often is graffiti removed? Mr. DiNuzzo said despite staffing issues graffiti removal is a priority and is done daily. Seat inserts and sacrificial glass are also replaced daily as part of a special campaign that usually involves 10 to 15 buses a day (or 3 to 5 per shift). The changing of seats is required because customers sometimes slash the seats. Mr. DiNuzzo said the materials and markers the kids are using to vandalize is becoming more of a

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challenge. Representative Szerlip suggested that public members who see customers destroying a bus call Metro to report the act. Chair Franklin suggested there be a number and sign inside the buses to ask customers to report those creating graffiti. He also asked that Mr. DiNuzzo coordinate his efforts with the Los Angeles Sheriff's Department (LASD). Mr. DiNuzzo said there is a staff member who downloads pictures of graffiti and sends it to the TAGGER program of the LASD. The LASD is also provided the cost of materials to remove the graffiti. Public member Dorothea Jaster shared a problem with windows that are open and cannot be closed. Mr. DiNuzzo said all windows and other openings on the bus are closed prior to the bus being washed and windows should be working prior to buses leaving the yard. Representative Deming in response to a public comment suggested that Metro should provide a number for the public to send text messages regarding vandals. It would be much safer than taking a picture, since according to Lt. Obenberger some taggers are armed gang members. Public Member J.K. Drummond suggested that Metro create a youth advisory group to help deal with the tagging problem. Mr. DiNuzzo responded to several graffiti related questions and concerns and concluded his report.

8. **RECEIVED** update of the Congestion Pricing/ExpressLanes Projects by Stephanie Wiggins, Executive Officer, Congestion Reduction Initiative. Ms. Wiggins said her previous visit to the Sector Council focused on outreach and the preparation of the environmental documents. She said for the 110 Corridor staff has been out to 43 community/neighborhood groups informing them of the program and receiving feedback to meet the community's needs and concerns. She said Chair Franklin hosted a town hall meeting to allow an opportunity for getting the word out about the Project. Ms. Wiggins said it is critical to get the word out to the public before release the Draft Environmental Impact Report (DEIR) next month. She said Caltrans will host two public hearings (10 and 110 Corridors) related to the environmental documents. She said in August and September of this year Torrance and Gardena City Councils executed funding agreements with Metro. Torrance will be purchasing four buses and Gardena two buses. Metro will be providing operating funding during the demonstration period.

There is progress on the Harbor Transitway improvements that will include the upgrading of security and the construction of a law enforcement substation at the Artesia Transit Center. There will also be added lighting, closed circuit television, push-to-talk passenger telephones, noise reduction enclosures, and new local bus stops at Slauson and Manchester Stations. There will also be funding available to "fix or replace" the broken clocks at the Artesia Transit Center. There are focus groups being targeted to employers along the corridor to discuss benefits to car and van poolers. She said the DEIR will be released for a 45 to 60 day period to get formal comments on the record. She said these comments will be important to finalize the design. It is hoped the project will start next year. Representative Kambara asked what the Harbor Transitway congestion fee will be per mile. Ms. Wiggins responded with the range of fees and reminded all that the cost will change by time of day and day of week based on various factors. Fees will only be charged from Adams Bl. on the northern end to the I-105 freeway on the southern end. Ms. Wiggins added that based on public input, work is being done to include the transition ramps between the I-105 and the 110. There will need to be judicial approval because solo drivers in the carpool lane is not consistent with an existing Consent Decree on the I-105.

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As an aside, Representative Kambara noted the inconvenience for several days when buses had to detour because of elevator maintenance at the Slauson and the Manchester Transitway Stations. Representative Szerlip asked about the use of transponders and the cost. Ms. Wiggins said there will more than likely be a deposit or rebate program and that some money could be refunded when the transponder is returned. She mentioned other areas in California that use transponders and indicated it is State law to make transponders compatible. Metro will have a more advanced or upgraded transponder that will also work on the 91 and provide car pool options. Those driving in the congestion pricing lanes without a transponder will be notified that they must obtain one. Multiple violations will result in fines based on State administrative law.

In response to a question from Chair Franklin, Ms. Wiggins said motorcycles will be able to use the lanes without being charged but will require a transponder. Chair Franklin also asked if the transponders can be used on different cars in one family. Ms. Wiggins said the system will be flexible with one transponder being assigned to various potential automobiles being used by the operator. Chair Franklin said he appreciated Ms. Wiggins coming to his televised town hall meeting and invited her to future meetings. The Chair encouraged Sector Council members to invite Ms. Wiggins to their city town hall meetings.

9. **RECEIVED** PowerPoint presentation on the Harbor Subdivision Transit Corridor Alternatives Analysis (AA) by Randy Lamm, Transportation Planning Manager IV, South Bay Area Team. Mr. Lamm said staff will be asking that the MTA Board approve the Harbor Subdivision Transit Corridor Alternatives Analysis study. The Board will also be asked to approve further study in a Draft Environmental Impact Statement/Report (DEIS/R) of a southerly rail extension from either the Metro Green Line Marine Station or Aviation/LAX Station to the proposed Torrance Regional Transit center, and to authorize the CEO to exercise a firm fixed price option with STV, Inc. to prepare the DEIS/R and to conduct community outreach in the amount of \$4,998,030.

Mr. Lamm presented a brief overview of the project study area and the studies. He said Stage 1 screening involved 25 initial routing options, eventually narrowed to four build alternatives with various termini and modes. Stage II screening criteria included: transportation system performance; cost effectiveness; community acceptability; environmental benefits and impacts. In discussing the community outreach he said there were three rounds of public meetings, and 11 technical advisory committee meetings composed of representatives from cities along the corridor and other stakeholder agencies such as LAX and the Port of Los Angeles. So far, he said the comments received indicate support for new rail transit service to Torrance, the Harbor area, LAX, and downtown Los Angeles. Comments also touched on safety at grade crossings; air quality concerns; traffic and construction impacts from new transit service; and a desire for accelerated implementation. Mr. Lamm said there is limited funding for the Metro Green Line extension to South Bay from Measure R with construction beginning in the 2033-2035 time frames. He gave a cost estimate of \$272 million in 2008 dollars. He provided three priorities for implementation beginning with Priority I, the only alternative with committed funding, which is the local South Alternative – Metro Green Line to South Bay. Priorities II and III may

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be considered when additional funding is available and when infrastructure improvements as part of other projects, such as California High Speed Rail, are put into place.

Mr. Lamm said the next steps are to: initiate work on the DEIS/R (January 2010); conduct Scoping meetings (Winter 2010); and to continue public outreach. Representative Addleman said the report was thorough. Representative Szerlip suggested that the Sector Council endorse the recommendation to send to the full Board in agreement with the established priorities especially noting the agreement with Priority I. The Sector Council was in agreement. Staff will draft a letter to be signed by the Chair to be sent to the full Board. Representative Kambara commented that if rail had a stop every mile she probably would not ride it since it would be too slow. She said the South Bay needs a faster alternative given the high number of discretionary riders. Representative Turner said the recommendation is also the goal of the City of Torrance. The Chair thanked Mr. Lamm for his presentation.

10. **RECEIVED** Chair's Comments. The chair spoke of the Meet and Confer located at Gateway Headquarters and announced he had a better understanding of the South Bay's move to downtown resulting in cost savings. He requested that the cards of the Sector members be changed to reflect the new address. He also spoke of Director Mark Ridley-Thomas' ability to champion \$2B to move the Crenshaw Project forward. Chair Franklin requested Metro's customer relations number be placed on the agenda along with a graffiti hotline number. He also wants an agenda item on the issue of public restrooms at the Artesia Transit Center.

11. **RECEIVED** Service Sector Representative Comments. Representative Addleman shared that he was pleased about the Sector Meet and Confer and appreciated the new CEO's comments and the opportunity to meet quarterly as he suggested. Representative Szerlip said he was very impressed with the new CEO who came up through the ranks with tremendous experience. He stated he is hopeful that the new CEO will create a more cohesive interactive transit network. He spoke of an article on fare increases on Metrolink.

Representative Deming said that she was moved that the CEO said his return to Los Angeles will allow him to make a great impact on a large region bringing about a positive change. Chair Franklin added that it includes quality of service and that the CEO raises the threshold of what he believes to be achievable. Representative Turner said she has had numerous conversations with the CEO and is impressed that he is willing to work with municipal operators to improve service and to better serve the region.

Representative Mitchell said she rode Line 745 on 10.23.09 , bus number 7898 (she was unable to note the Operators badge). She boarded at Century and Broadway at 8:30 a.m. traveling north. The bus was clean. The Operator was polite and helped those who needed special assistance. The bus was crowded on her 45 minute trip. On the return trip, the bus was clean and the operator also helped those with special needs.

Representative Deming rode Line 625 on November 12 in the morning. The Green Line arrived on time and the Line 625 shuttle bus #12540 departed exactly on time at 8:30 a.m. The Operator did not have a

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number because she was a trainee but the accompanying Operator's number was 70855. Line 625 departed on time with 10 passengers in a 15 passenger bus. The trainee did a good job but did not announce the stops. Representative Deming acknowledged the Operator was a trainee. After leaving her new coffee mug on the bus, Representative Deming emailed First Transit who sent the coffee cup back on the first return bus in the afternoon. She appreciates the excellent customer service.

Representative Szerlip rode the Green Line to the Blue Line to the Red Line to the Meet and Confer and said the connections were exact. He walked off one train right on to another train. He said it was his first experience with future gating of rail stations. He said his return trip was very smooth and the TAP card worked well. He said he was able to do a lot of work on his return ride.

Chair Franklin said he was more focused this month on transit shelters and noticed that the homeless are using the shelters. He is working with homeless organizations such as Path and Margaret Center to help the homeless, but has noticed the homeless do not like being in the shelters. The homeless say they feel safer on the street. He asked the City Council of Inglewood to approve additional money to clean the shelters and the sidewalks. The City is now starting that phase.

Representative Kambara on October 29 took Line 450X northbound at 7:08 AM from the 105/110 stop. She said it is like a guessing game as to which bus will get downtown fastest. She rode on bus number 5341, with Operator 21401. The bus was clean and full.

General Manager Coffey shared she took a bus to the CTA (California Transit Association) conference on October 27; she rode the bus to and from work and to the conference. She rode the Gold Line and in the evening rode Line 442. She said Line 442 ridership has increased and there are now three people riding the Line (she being the 3rd). She said the Line was on time and at Crenshaw and Manchester she boarded Line 115. She said the following day she again rode Line 442. She said taking the bus was very relaxing and allowed her to work.

12. **RECEIVED** General Manager's Report. General Manager Coffey reiterated the CEO's comment that Metro will not substitute "quantity over quality." She said this is extremely important and that Metro must provide quality service. She said the impact the new CEO has made in such a short period of time is outstanding. He is a transit person and knows the transit authorities and knows the LA County system.

Ms. Coffey in her expanded role has been attending the Gateway Cities Council Sector meetings. She introduced Gateway's Representative Harley Rubenstein and thanked him for attending the South Bay Sector meeting. Ms. Coffey noted that the Gateway Cities' adopt-a-line program is different than South Bay's in that one person is assigned a line ride as opposed to everyone riding each month.

Ms. Coffey presented the Key Performance Indicators for South Bay. She said through the first 3 months of the Fiscal Year, the Sector has a favorable budget variance in all areas of Labor, Non-Labor, and Allocated Accounts. She explained that the PLPD (Public Liability and Property Damage) is much like a reserve to handle lawsuits of varying amounts. She said the target for New Workers Compensation Indemnity Claims is 10.50 per 200,000 exposure hours and South Bay is 10.95 year to date (YTD). Claims

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are up from last year. The Bus Traffic Accidents goal is 4.0 per 100,000 miles and YTD actual is 3.23. She said that is good. Passenger accidents per 100,000 boardings are below the target of 0.24 as the YTD actual is 0.17; Complaints per 100,000 boardings are at 3.02 YTD, above the target of 2.75; and In-Service-On-Time-Performance is targeted at 67% and YTD actual is slightly above target at 67.3%. Ms. Coffey said this is unacceptable and although improving it is not rising fast enough and will not be acceptable until on-time performance reaches 80%. Operator commendations were shared and will continue to be included in the report.

The General Manager announced the opening of the Metro Gold Line Eastside Extension. She said there are 8 new stations with two of them underground. She encouraged members to ride the Line. Representative Deming stated she will be singing at the Little Tokyo Arts District Station at 9:00 a.m. Sunday morning as part of the Grand Opening.

Ms. Coffey thanked everyone for attending the Meet and Confer noting that the South Bay sector had the highest number of attendees. She commended Rich Morallo and other Metro volunteers who participate at various events. Ms. Coffey said that Mr. Curley Little, Arthur Winston Division Transportation Manager, will be attending the December meeting in her absence. She invited all of the Council members to participate in the “Behind the Wheel Experience” allowing members to operate regular and articulated buses in a safe and controlled area. Ms. Coffey shared that the move by Gateway Cities and South Bay sectors to the downtown Gateway headquarters is complete. Administration is on the 8th floor and Scheduling is on the 7th floor. These changes will not affect the Sector Council concept which will remain “as is.” Ms. Coffey discussed December service changes. She said the service changes were minor in nature involving trip thinning of under utilized trips.

General Manager Coffey introduced Conan Cheung, Deputy Executive Officer of Metro Operations. Mr. Cheung gave a brief update of the “Near Term Strategic Plan” and asked that a member of the Council participate on a Blue Ribbon Committee. The Blue Ribbon Committee will meet for about six months to develop a list of service changes that could be implemented to save operational costs. He said that Metro may experience a \$100M deficit at the end of FY10 due to low ridership and low sales tax receipts. He said this significant loss of revenues is exasperated by inefficient services. As an example, he cited a 13% growth in service hours in the last 15 years but during the same time period ridership dropped by 1%. He informed the Sector Council that while those services may have been needed at the time of their growth, some services are no longer required. He added that unlike other transit agencies in the country, Metro has an opportunity to improve regional mobility and service with Measure R. Mr. Cheung noted that the key to success is starting with a solid and sustainable foundation – the basic system. Metro will look at re-base lining the system with better integration of bus and rail; reduced bus duplication; and better defined “quality of service.” Representative Turner nominated Representative Rena Kambara to serve on the Blue Ribbon Committee. Representative Kambara accepted and was unanimously elected.

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13. **RECEIVED** Public comment.

Dorothea Jaster – Ms. Jaster said she will feel the loss of Representative John McTaggart who had a real world concept of those who need public transportation. She said her TAP card is working and she rode free until the 5th. As a former bookkeeper it bothers her that Metro takes so long to draw down her funds. She said in a Torrance Transit focus group meeting, a person who has been using a wheel chair since the 1970s said her bus driver refers to her as the wheelchair and she would never refer to the Operator as the bus. She also does not like people in wheelchairs being referred to as a 10-99 on the radio. Ms. Jaster reminded everybody to use people first language. Representative Turner thanked Dorothea Jaster for accepting her invitation to help with sensitivity training. She said a lot has come out of that training and it will be shared with other transit providers across the board.

J.K. Drummond - Mr. Drummond announced that Sunday's opening of the Metro Gold Line Eastside Extension includes bus service between rail stations. The Southern California Transit Advocates (SOCATA) will have a table at the east portal of Union Station for the opening. He also invited everyone to attend the monthly SOCATA meeting at Angeles Plaza at 1:00 p.m. on Saturday. He said the restroom at the Artesia Transit Center is his number one priority. He concluded by stating that it was wonderful to learn that Representative John McTaggart was a founder of P.V. Transit. He attended the funeral and learned other impressive background information about Mr. McTaggart who was humble about his achievements.

June Saleman - Ms. Saleman said she was surprised to learn that the South Bay Sector had moved and there did not seem to be a new telephone number referred when she called the old number. She also said she put in an application for a TAP card at the end of June, but only recently received it by United Parcel Service express mail which she thought to be expensive.

Adjourned in silence in the memory of Vice Chair John McTaggart

Prepared by:



Raynard V. Price