

# MINUTES

Los Angeles County  
Metropolitan Transportation Authority

## SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Congresswoman Juanita Millender-McDonald  
Community Center  
(Carson Community Center) – Room 109 A/B  
801 E. Carson Street  
Carson, CA 90746

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Called to order at 9:40 a.m.

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Service Sector Representatives present were:

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

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Officers:

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



Metropolitan Transportation Authority

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1. Pledge allegiance to the flag was held.
2. Quorum established.
3. Self-introductions were made.
4. **RECEIVED** Safety Awareness Tip – Lt. Obenberger, LA County Sheriff's Transit Bureau. Lt. Obenberger announced to the Sector Council that the Special Problems Unit is boarding the bus lines. In addition, due to grant funding, the California Highway Patrol may also be boarding bus lines in the near future. In offering a seasonal safety tip, Lt. Obenberger gave advice for shopping during the holiday season. He said women should keep their handbags or purses close to the body and that gentlemen should place a rubber band around their wallets making it difficult to be removed from the pocket. He also suggested placing wallets in the front pocket as opposed to the back. He advised to never leave valuables visible in vehicles and to be vigilant in placing gifts in the trunk of cars, especially if returning to stores for further shopping. In case opportunists are observing, he recommended driving around, as if leaving, to change parking spaces before returning to the stores. Lt. Obenberger also strongly suggested that one should take credit card receipts home to be destroyed. He wished everyone a safe and happy holiday.
5. **APPROVED** minutes of the November 13, 2009 Governance Council. Representative Szerlip requested the minutes reflect that on page 5, paragraph 2, 3<sup>rd</sup> sentence, he did not make a suggestion but "... made a motion to endorse the recommendation...." The motion was approved.
6. **RECEIVED** update on the Metro Silver Line project by Madeline Van Leuvan. Ms. Van Leuvan said there has been much outreach to the public regarding the new line. Effective Sunday, December 13, the new Metro Silver Line will operate from El Monte Station using the Busway to Los Angeles, through downtown onto the Harbor Transitway to Artesia Transit Center. It will replace Lines 484 & 490 on the El Monte Busway and Lines 444 & 446/447 on the Harbor Transitway. The fare will be \$2.45. Lines 444, 446/447 will be renumbered as Lines 344, 246/247 and will continue to operate south of the Artesia Transit Center. Lines 484/490 will be renumbered as Lines 194/190 and will continue to operate east of El Monte Station. Scott Greene informed the Sector Council that there is no line number, instead the signage will read "Silver Line". Ms. Van Leuvan distributed a handout regarding the Metro Silver Line, responded to several questions and concluded her report.
7. **RECEIVED** update on FY10 1<sup>st</sup> Quarter Performance Indicators Report by Ashok Kumar, Transportation Planning Manager IV, Service Planning and Development. Dr. Kumar provided a handout and reviewed the new Indicators: Availability, Quality,

Quantity, Effectiveness and Accessibility. He said this Quarter's findings are similar to the previous Quarter. He reviewed the South Bay Lines that are not meeting the Quality Indicator for In-Service-On-Time-Performance (ISOTP). At least 70% of trips in each time period should be no more than one minute early or five minutes late at all non-terminal time points. The standard of 70% on-time was increased from the previous standard of 60%. He said this is good news as the agency strives to continue to improve service quality. South Bay ISOTP has improved but many lines do not achieve 70% especially in the PM peak and early evening time periods. He attributed the low ISOTP on some lines to the tremendous construction in the South Bay area for example the Exposition Light Rail Transit project which may be affecting the ISOTP. He also identified six of the 36 bus Lines in the South Bay that are not meeting the standard for Customer Complaints per 100,000 Boardings. Dr. Kumar made several comparisons of the five Performance Indicators of South Bay Lines to Lines System-wide. Representative Szerlip asked if the report is made specifically for South Bay. Dr. Kumar said the report is made for all of the Sectors and is distributed to Management and the Board. In response to Representative Szerlip, Cynthia Karpman, Transportation Manager, Division 18, said she does not use this report but instead gets a report from Customer Service which allows Divisions to address specific complaints in a more detailed manner. She does not see a need to use the summary report since she receives the more detailed reports. Dr. Kumar responded to questions from the public and concluded his report. The Chair thanked Dr. Kumar.

8. **RECEIVED** update on the graffiti issue at the 103<sup>rd</sup>/Kenneth Hahn Blue Line Station by Chris Limon, Assistant Manager Wayside Systems. Mr. Limon's presentation was in response to complaints received at a previous meeting from a public member, Ms. Meekins. Mr. Limon said he visited the station and graffiti appears under control. Public member Ms. Meekins said the issue was not about the train station but adjacent facilities including the rainbow bridge for pedestrians to cross over the railroad tracks south of the station. She said she has been in the area since 2000 and the major issue is "who" takes care of the bridge which was last painted in October 2008. She says she has been told it was various jurisdictions. She indicated no agency will take responsibility for cleaning the bridge and it is a disgrace.

Mr. Limon said the rainbow bridge is owned by the City of Los Angeles Community Redevelopment Agency (CRA) who has maintenance responsibility. Metro has been painting over the graffiti on the bridge as a courtesy but the CRA signed an agreement that they will take care of it. Mr. Limon reiterated that Metro as a good neighbor had been painting and cleaning the bridge but can no longer do so given budget shortfalls as the responsibility belongs to CRA. Chair Franklin said that staff should notify the Metro Board in order to pursue resolution to the issue. Mr. Limon said he will follow up through appropriate Metro officials to remind the CRA that

they need to take care of the bridge. Chair Franklin said he would like to be informed of the status.

Representative Mitchell said she would also like to be able to contact Mr. Limon to make sure something will happen. She said the bridge is a disgrace for the community. Ms. Meekins expressed concerns regarding an adjacent park and the Park n' Ride which is unused by commuters because it is too far from the station and is without security and adequate lighting. She said it was dedicated in 2001 and is now used as a swap meet. Mr. Limon said it is not owned by Metro but he will look into it. Ms. Meekins also asked that Mr. Limon look into the park issue as well, since it has a big fence around it apparently making it inaccessible to the public. Chair Franklin asked for a follow-up on these issues next month (January).

9. **RECEIVED** Chair's remarks. Chair Franklin apologized to the public and Sector Council members that some actions were not taken and some items were not on the agenda as he had requested. Chair Franklin requested that in the event, the General Manager is unavailable, that he be apprised of the person, with authority to contact if concerns do arise. He will in the future request to review the agenda and minutes prior to the meetings. He shared that he attended the Board meeting with 15 other elected officials from the South Bay and that other community members also attended "in force." He said the Board approved the Harbor Extension and the South Bay Light Rail Corridor previously known as Crenshaw Light Rail Corridor.

The Chair announced a need to fill the vacancy of Vice Chair due to the unexpected passing of past Vice Chair John McTaggart and asked for nominations. He said this position needed to be filled in the event he is unable to attend a Sector Council meeting. Representative Turner nominated Representative John Addleman who was unanimously chosen as Vice Chair.

The Chair requested the following items on the next agenda: public restrooms, a working clock, and maintenance of the landscaping at the Artesia Transit Center. Chair Franklin announced that the South Bay Cities Council of Governments (COG) will fill the open seat on the Sector Council. He also said that Jacki Bacharach of the COG expressed some concerns related to service changes effecting riders from San Pedro and Palos Verdes. The Chair thanked the Deputy Executive Officer of Metro Operations, Conan Cheung, who was not present, for his excellent and expedient email responses to Ms. Bacharach's inquiries.

10. **RECEIVED** Service Sector Representative Comments and Line Ride Reports. Representative Pullen-Miles said he rode Line 740 on December 11 starting at the South Bay Galleria; it was on time, extremely clean, with bags, but noticed there were no timetables to help him plan his return trip. On his return he rode bus number 9584, Line 740 which was clean but also did not have timetables.

Representative Mitchell said she attended a meeting of the Rosa Parks Station Improvement Committee. The project is still in the planning stages. She said CalTrans provided a \$250,000 planning grant to help improve access between the station and the community. She said she will provide more updates in the future.

Representative Deming said she is participating in a pedestrian audit at the 5<sup>th</sup> Street Metro Rail Station in Long Beach and will report back. She announced Metro is having its holiday celebration next Friday at noon and she will be singing with the Metro Choir. She sang at the opening of the Metro Rail Eastside Extension which was amazing and well attended.

Representative Szerlip acknowledged newly elected Vice Chair Addleman who was also recently re-elected as Mayor of Rolling Hills Estates. Representative Szerlip also acknowledged Chair Franklin for representing the Council at the Metro Board meeting which he stated carried as a lead story on the front page of the Daily Breeze. He spoke of the bus that was made available for those wishing to attend the Board meeting from the South Bay. Representative Szerlip said he was extremely gratified that Supervisor Mark-Ridley Thomas was effective in mobilizing the South Bay.

Representative Kambara spoke of Transit Oriented Development. She advised that Los Angeles County's General Plan will look to expand the area radius around Metro Rail stations to 0.5 miles. Proposed developments inside the radius could benefit from a streamlined permit process. She will provide more specifics next month.

Representative Turner congratulated newly elected Vice Chair Addleman. She said the Board meeting had a great turnout from the South Bay coordinated by Jackie Bacharach. Representative Turner thanked Chairman Franklin for participating and speaking at the Board meeting. She announced that Torrance Transit is in the process of re-branding its image and is purchasing 10 hybrid electric buses painted in new colors that will draw attention to the contributions of public transportation.

Vice Chair Addleman said Line 450x was on-time, clean, and packed when he rode on December 4. He said he likes the Line 450x. He thanked his fellow members for their votes electing him Vice Chair. He also thanked the staff for the map and list of Metro bus lines in the South Bay area.

Chair Franklin said he rode Line 210 on December 8. At 10:20 northbound he boarded bus #6336 with Operator 18608. The bus was mostly clean with trash bags and timetables available, and it was full. He did notice some graffiti towards the rear of the interior. Returning southbound he observed a Line 210 bus pass him that was not in service. He was picked up by bus #6355, Operator 25709 and the bus was packed. He heard a passenger tell someone on the cell phone he will be late because

of two “not in service” buses that passed him up. He said he noticed an advertisement on the bus announcing the time and place of the Sector meeting.

11. **RECEIVED** the General Manager’s report. Cynthia Karpman, Transportation Manager, Division 18, attended for General Manager Coffey. Ms. Karpman introduced Myrine White to provide the performance report for the period of July through October 2009. Ms. White said there is a favorable variance of \$3.2 million due to savings in Labor, parts, and allocated accounts. There is a favorable variance in Allocated Accounts due to savings in Workers’ Compensation expenses and Public Liability and Property Damage (PLPD). Ms. White reported New Worker’s Compensation Indemnity Claims at 18.32 is above the target of 10.50. Bus Traffic Accidents Per 100,000 Hub Miles is 3.22 year to date, under the target of 4.0. Passenger Accidents Per 100,000 Boardings is 0.37 with a target of 0.24. Complaints Per 100,000 Boardings is at 3.14 year to date with a target of 2.75. In Service On-Time Performance (ISOTP) was 65.42% in October with a target of 67%. Ms. Karpman indicated that the CEO wants the ISOTP target to be higher and that it can be done. She acknowledged commendations received from customers. Those receiving commendations from Arthur Winston Division 5 are Operators Patricia Meeks, Shameka Herod, Jacqueline Ahmad, and Pedro Rodriguez. Operators receiving commendations from Division 18 are Tyron Gunn, Nicole Burrus, Brian Erwin, Dana Dent, Darrell Stephens, Valentin Bahena, Lee Sillemon, Phillip Samuels, James Hicks, and Kimberli Hunter. A commendation was received for an unnamed Operator on Line 212 from Division 18 for the handling of argumentative and disparaging comments by two passengers. Ms. Karpman announced that Chief Operating Officer Carolyn Flowers will be leaving to accept a position as Executive Director of the Charlotte Area Transit System (CATS) in North Carolina. She also announced that Carol Inge, Chief Planning Officer, will be retiring.

12. **RECEIVED Public Comment.**

J.K. Drummond. Mr. Drummond shared his thoughts on the Bus Service Performance Monitoring Process and indicated that the performance of Line 447 should be reported separately from Line 446. Regarding restrooms, he said that both the Long Beach Transit Mall and El Monte Station have public restrooms. The request for public restrooms at the Artesia Transit Center is not to share the Operator restrooms, but to have separate restrooms for the public.

Mr. Drummond thanked the Council members for their service. He asked about the bus stop at 7<sup>th</sup> and Centre in San Pedro as he heard the CRA will be asking for its removal. He also asked for updates on: (1) the CRA’s study of Transit Oriented Development near the Harbor-Beacon park-ride lot, (2) removal of signs for the ticket office at the South Bay Galleria, and (3) removal of signs for Lines 225/226 on the Palos Verdes Peninsula.

Dorthea Jaster. Ms. Jaster gave her support for a working clock at the Artesia Transit Center. She said years ago she complained about the dead palm tree branches at the Artesia Transit Center and discovered that CalTrans owns the grounds and will cut them when complaints are received. She said she knows that commendation is better than condemnation and is pleased that Ms. Coffey is strongly supportive of Operators receiving commendations. She noticed that two of her commendations have not yet been reported by Customer Services.

Adjourned in memory of Transit Operations Supervisor Ivan McCargo

Adjourned: 11:45 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read "Dorthea Jaster". The signature is stylized with a large, looping initial "D" and a long, sweeping underline.