

Friday, October 8, 2010

9:30 AM

---

# Minutes

South Bay Governance Council

Regular Meeting

Congresswoman Juanita Millender-  
McDonald Community Center  
801 E. Carson Street, Room 209 A/B  
Carson, CA 90745

Call to Order

Council Representatives:

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

---

Officers:

Jon Hillmer, Director Governance Council  
Richard Morallo, Community Relations Mgr.  
Suzanne Handler, Council Secretary

## **Please turn off cell phones or put them on vibrate**

1. Pledge of Allegiance
2. Roll Call
3. Safety Tip – Rich Morallo: School is back in session, be aware of students crossing on streets especially around bus stops and train crossings.
4. Public Comment for items not on the agenda

Jason Campbell, Metro Senior Ethics Officer, we are available for your support regarding your duties as council representatives. We do have AB1234 training you should have been advised via e-mail or mail, notices have been left with the Chair to distribute for your information. Again, if you need support, please do not hesitate to call us.

Dorothea Jaster, three weeks ago I was riding a 6300 bus and those are scary enough under the best of circumstances when you need that lift, I did not fall, but am still in pain. E-mailed Scott Greene when I returned home and he sent the information to Division 18. Read in the Breeze the other day about plans for new bus stations, please use passenger input for the designs of these stations by using focus groups. Artesia Transit Center is a passenger unfriendly station. New 8000 series of the Silver Line is passenger unfriendly and unsafe. Refer to the difficulty of signaling the driver for a stop, there are no cords to pull, no yellow tapes to press, just the red button high on the poles. Stand up to reach the button while juggling briefcase, umbrella or other paraphernalia. Passengers seated by the windows this doubles the problem by having to ask someone in the aisle seat to push the button located on the poles. We need more real world passengers at a decision-making level.

Evaristo Ramos, good morning I've missed you for the past few months. I am happy to be back. There should be a metro bus entering the area between Carson and Long Beach. At Carson and Santa Fe, there is a new high school opening in 2011. There is a problem with the transportation in this area, students cannot get to school on time and are late. We would like to have more Metro buses in the area. More buses would benefit the University in Long Beach and the medical center.

Ronald Shimokaji, there are two items I would like to bring up this morning, Mr. Ramos mentioned the South Region High School #4 which will be opening in the fall of 2011, as I understand it the city council has created an ad hoc committee to deal with issues relative to the Rancho Dominquez area which will be impacted by the opening of the school. One of the concerns is traffic and parking problems. Majority of the students attending that new high school will be coming from north Carson and their transit options are limited. Carson circuit is a fixed route, small capacity system and would not

be able to handle approximately 1600 students. This is problematic, and something the MTA needs to work with the city. Another item of concern, I have talked to senior citizens, to help them navigate the public transit system, in as much as we have limited outside public transportation servicing the City of Carson, we only have the MTA, Torrance and Long Beach that have lines coming into this area. The South Bay in general has been public transit deficient for at least 30 years that I am aware. Outside of MTA there are only three other transit agencies that serve this area; Gardena, Torrance and Long Beach, plus limited service from LADOT, San Pedro and Palos Verdes Peninsula. We need to look at these issues. We need to engage more people who use public transportation in the planning process. And I would be more than happy to assist the MTA in that respect.

- Representative Szerlip, let's recognize Palos Verdes Transit, MAX, and Beach Cities Transit, who also serve our area.

Wayne Wright, I do have a request for Chip Hazen, to consider eliminating large scooters that come on the bus. The reason for this is because they take too much space, these are the enormous scooters, and problems arise with the south bay buses due to their fleet is 80% standard floor buses. These oversized scooters delay the bus for at least 5 minutes, whereas if you have a hover-round or motorized wheelchair, there are no problems. Limit the oversized scooters, Orange County and Long Beach have banned them from their buses.

JK Drummond, noted on the LADOT bus there are three pages of colored pictures of fare media that they accept finally.

Last night on the 445 northbound in San Pedro at approximately 6:25pm, an adamant misinformed driver attempted to extract a freeway charge on a Senior TAP card it was bus 7591. If a senior has a monthly pass there is no increment, if a senior pays cash or day pass, there is an increment. The bus operators are not informed.

5. APPROVE Minutes from September 10, 2010 meeting - approved and seconded two abstained
6. RECEIVE Director's Report, Scott Greene, Transportation Planning Manager IV
  - Performance Report for South Bay Cities
    - On-time performance is up significantly to 73.9% target is 80%
    - Complaints per 100,000 passengers 3.02 target is 2.78
    - Miles Between Mechanical Road Calls 3,545 target is 3,635
    - Accidents per 100,000 Bus Miles 2.88 target is 3.40
    - Monthly Ridership 7,750,000 target is 7,340,000
    - Rail Ridership is steady with the Gold Line up 100% since last year
  - Recap of Meet and Confer held September 30 and tour of facilities

- South Bay had a good turnout with 5 representatives. We had 19 overall, heard presentations from Matt Raymond and Tim Lindholm. Plus the facility tour after the meeting. Toured BOC, Customer Relations where we take the telephone calls, RRC where major work is done on the buses, and Division 10 transportation.
- Metro Board Actions for September 2010
  - The Mayor of Los Angeles had a bicycling motion that passed, emphasis was mostly on increasing funding for bicycles through the call for projects, triple bike racks on buses similar to what Long Beach Transit has in place. Also putting bike racks on Van Pools we help subsidize.
  - Awarded the Next Bus contract
  - Approved most of the Service Changes
- November workshop for June 2011 service changes
  - Get a look at some of the bus/rail interchanges for the Expo Light Rail Line
- Key Dates for the upcoming service changes: December, January, February and March
  - The size of the upcoming changes could be larger than the one we had for December, possibly 450,000 service hours

- Chair Franklin, what has been the decision on Line 442.

Scott Greene, the 442 will continue to run. The Board took an action to cancel the line April 2010, officially it is canceled but we continue to operate until we improve the interface with the local buses on Manchester and the Harbor Transitway station above. This will help with the transfer problem we have heard from the riders, that they do not want to walk from Figueroa to the Transitway. We will build a new cutout on Manchester. We will continue to operate Line 442 well into the New Year.

- Chair Franklin, I will give you the e-mails I have received from riders of Line 442 and give to Jon Hillmer for our files. Also I would like to pass out a series of questions, we as a board had accumulated and I made a notation. So if you look at it I made a note of them. I would like you to review them. I would like to present this memo to Jon Hillmer to have our questions addressed. Any questions or comments?
- Representative Addleman, a couple of years ago a gentleman came to us very happy about a pick-a-part for bus repair and he was telling us that it was a \$15 million purchase that had gone awry and he was very happy because he was going to collect \$500,000. Mr. Franklin and I discussed with him thoroughly progress payments. I was very happy to learn

that everything was running smoothly, \$7,000 for a whole bus overhaul, if we were to put it out to a private party, \$15,000. Savings like that are just remarkable. Clean facility, one of the best I have seen.

- Representative Szerlip, all of the work that we did and all the recommendations we made were they accepted? Scott Greene, yes they were.
- Representative Deming, attend the meet and confer, a little disappointed because overall the questions submitted by the governance councils were not addressed. I expected more of “here are the questions you asked” and “here are the answers.” This did not happen. One of the questions that you have listed “refunds for TAP errors”, they talked about TAP but I still don’t see a clear method of refunds for TAP errors. They are setting up an online system where employers can buy monthly passes for their staff members. It is the same sort of situation where a pass is ordered even if there is an error and it is recognized before the month begins, there are just no method reimbursement or refund for any TAP errors that is a big issue that needs to be addressed. The Vendor designated phone line, is used only to charge the vendor but not for refunds. That is one of the problems built into the system.
- Representative Pullen-Miles, how do they rectify if you do not have the money on your TAP card to get on another bus, after TAPing on the wrong bus, even if they do have the phone line set up, what is the chance of rectifying at that moment.
- Chair Franklin, a part of the discussion had to do with the number of bus stops, when you have the rapid and the regular (local) at another location. They are looking to have it at one stop. Also attended the tour and was very impressed and did not realize how big those engines are, and then the frequency of replacement. They do all the major repairs on transmissions, and buses that have been in accidents. It was similar to going to a jiffy lube and seeing a bus up in the air. Commend the staff and Jon Hillmer did an excellent job on preparation for the tour. Staff was knowledgeable in their special skills and their expertise, it was outstanding. Weather was also conducive for us, because there was a lot of walking on the maintenance yard. Also it was interesting to see the location where they have

cameras in the buses. Better sense of security plus the visual as to what is going on in front of the bus on the street.

- Representative Addleman, I was struck by the number of complaints. How many riders we had a month, 30 million, and only 1,000 complaints. They have a very efficient call center that takes care of the complaints with the follow up in a timely manner.
- Representative Kambara, Metro's system wide buses, Orange Line and Silver Line, just want to make note that the Orange Line uses silver buses, whereby the Silver Line uses orange buses.
- Chair Franklin, one thing that was not addressed at the meet and confer was public safety at bus stops, regarding passengers concerns, being at bus stops in the evening and weekends. Art Leahy said he was not aware of the public safety problem. Want to make sure Jon Hillmer does address this issue especially with these service changes.

7. RECEIVE Presentation on the Web-site for the Governance Councils, David Hershenson, Community Relations Manager

- We will have a professional photographer. Elected officials who have their pictures posted on a webpage already linked to a bio, it may be best to do that for the webpage. We will have specific regional projects linking to 511, Measure R and all other projects. If you have any additions, please let us know.
  - Representative Szerlip, link that would list all upcoming public workshops.
  - Representative Deming, include in the bio the cities people represent if they are an elected official.
  - Representative Szerlip, please put a link to the South Bay COG.

8. RECEIVE Update on the upgrades at the Artesia Transit Center, Timothy Lindholm, Director of Capital Projects

- As a background, you asked specifically about the Artesia Transit Center, we are working along the Harbor Transitway improvement project. We have about \$5 million budgeted for Harbor transit center and Artesia as part of the federal express lanes program. The scope of what we are doing includes a new sheriff's sub-station at the Artesia Transit Center, improved lighting at all the stations and park and ride lots, a sound barrier pilot test at the 37<sup>th</sup> Street Station, and Closed Circuit TV networks at all the stations and park and ride lots. Also new bus stop cutouts that we are building at the Slauson/Manchester stations, a public art project at the Artesia Transit Center, and improving signage along the whole corridor. We are almost

done with the Artesia Transit Center sheriff's substation, CCTV, and lighting improvements.

Along the transit way lighting upgrades at all stations should start October 18. Also we just awarded a contract for the 37<sup>th</sup> Street sound barrier that, should start work in about 3 or 4 weeks, and be done in April 2011. CCTV and variable message sign systems should go out for bidding in a couple of weeks. This dovetails with the Next Bus contract, where we will be ahead by having the variable message signs out. This should be accomplished by June 2011, and the Art project should be finished by December 2011.

The Art project includes replacement of the clocks. The Variable Message Signs should have digital clocks.

We did an internal Artesia Transit Center working group to discuss short term and long term issues, including public restrooms, landscaping, property acquisition from Caltrans, joint development, and what we could do with this large expanse of land. Now we are ready to roll it out to stakeholders. Sent an e-mail out for a meeting October 26. Short term for public restrooms, what I am working on right now is a project that will go to the board in November, and concept is two things: 1) landscaping right now is awful, we feel getting the landscaping back up to par will send a positive message, 2) pilot test of an automatic public toilet. This is about a million dollar project, with automatic public toilets about \$300,000 each. We will put in two and see how they work. We might consider linking restroom access to customers with TAP cards. First thing is to take this to the Board and gain approval for this project.

Longer term, Alex Kalamaros has been working on property acquisitions. What that would do for the Artesia Transit Center is it would provide an opportunity for joint development, or perhaps generating solar power. Caltrans is on board, it is just a matter of putting a deal package together.

- Chair Ralph Franklin: since the land is owned by Caltrans, are they interested in selling the land?
- Tim Lindholm: our preference would be to purchase it, but not through cold hard cash, maybe instead by putting a value on deferred maintenance, since we will have to take over the landscaping and upkeep of the property.
- Chair Franklin: can you talk a little more about the sound barriers.
- Tim Lindholm: we just awarded the contract, it is a design build, and essentially it is a see-through colored material, constructed on both sides. Now it is just a matter of trying it out and seeing how it looks, and how the passengers react to it.
- Representative Kambara: is the design that you are working with the same design that was shown to us a few months ago?
- Tim Lindholm: yes it is.

- Representative Kambara: CCTV's that are at Artesia, where are they pointing at and my main issue is the platform and parking lot where burglaries are taking place.
- Tim Lindholm: it is 100% coverage, mounted on light poles and canopies on platforms. The monitors will be at the sheriff's substation, Bus Operations Control (BOC), or Rail Operations Control. The cameras can be remotely controlled.
- Representative Szerlip: thank you for keeping us updated, and you continue to address all the issues brought to us by our constituents. The digital signage will have a clock, will it always be visible regardless of what else is on that digital sign?
- Tim Lindholm: no it will rotate along with the message.
- Representative Szerlip: the next bus information will that be just one central sign or will it be signage at each bay.
- Tim Lindholm: the goal is to have it at each bay.
- Representative Szerlip: Redondo Beach took over Artesia Blvd. from Caltrans after 15 to 20 years of neglect, and not only did they cede responsibility to the city but they paid \$15 million to take care of the back maintenance.
- Representative Deming: can we have a phone number for emergencies posted by the CCTV or visible at the station?
- Tim Lindholm: we may be able to put in push button passenger telephones that will go directly to the BOC.

Public Comment:

Dorothea Jaster, first of all my biggest concern again, is no passenger input. All these grandiose plans but no passenger input.

Weather conditions should be considered, for instance at the Artesia Transit Center, we have a very powerful west breeze from about 3 pm to 9pm daily and if that were built in the other direction it would protect passengers from that breeze. The canopies look lovely, but the pigeons like them too. A couple rolls of chicken wire would solve that problem. At the base of the bulletin boards under the canopies, there is a 12" diameter tube at the base, and if you are sitting on those benches, that tube hits you right across the kidneys, and that is not a comfortable place to sit. It should have been tried by passengers before it was put in at all these stations. You need passenger input before it is too late.

JK Drummond, how quickly could you get a lease contract out for some port-a-potties? On these digital signs, are they going to be installed at all the stations along the transit way? When the next bus is installed will that work on all the buses along the transit way, particularly the 460?



Ronald Shimokaji, with the pending water shortage it would be logical to consider drought tolerant and native Californian plants for the landscaping. It takes about a year to a year and a half to establish drought tolerant plants in a landscape design, after that watering is minimal and the landscape is virtually maintenance free.

9. RECEIVE Presentation from Urban Land Institute, Los Angeles District Council on the 2011 TOD Summit, Sam Gennawey, Consultant with ULI
  - I am the co-chairman of the Transit Oriented Development Summit Committee, and I invite you and your council to be a part of our program. Bringing ridership to the system and reducing automobiles on the road. ULI is the trade group that brings architects and developers to your community. It is a very important partnership, both private and public sector. June 3, 2011 will be our next Summit, location is to be determined. The Technical Advisory Panels (TAP) are really the key. We take some of the best experts from the entire world and come to your community to look at whatever particular problem or situation you may have. We may be in a lull right now, but this lull will not last forever. And through this process it will help expedite the benefit to the community and private sector. Four projects will be selected from the applications. Applications are available for anyone interested in this Summit.
    - Representative Kambara, I was at the Vermont TAP, but there is no funding to implement recommendations.
    - Sam Gennawey, point taken that is why we are trying to involve cities with available funding.
    - Ronald Shimokaji, there are two major projects in the City of Carson: (1) The Boulevards at South Bay (Del Amo and Main Street), and (2) the Carson Street redevelopment. The Carson Street redevelopment is a gateway project, to bring business and new residents into the city. With respect to the Blvds. Project there is some concern about integrating public transit.

#### 10. Chair and Council Member Comments

Representative Deming: on Line 625 all the buses are running on time which is fantastic, always clean, because they are the brand new buses, but they are freezing. The buses running later in the evening are still noticeably empty, especially with a larger bus and more seats, it may be better to cancel those late runs in the evening and put those on the morning. We love the new buses, they are comfortable.

Representative Szerlip: last month I was critical of the 511 system, this week when I used the 511 it actually worked. There will be four public meetings in regards to the South Bay Metro Green Line Extension, starting the 20<sup>th</sup> of October through the 26<sup>th</sup>.

Chair Franklin: rode on Tuesday, October 5, Line 210, bus 6564, operator 23849, boarded at Thoreau and Crenshaw Blvd. at 9:38am going northbound. The bus was clean with plenty of plastic bags and schedules on the rack although not for 210. We were told in the Meet and Confer it is the driver's responsibility to make sure the schedules are on the bus. This bus was half full, with two bicycles on the rack already, such that one more cyclist could not get on the bus. Bus was late due to the City of Inglewood trimming trees on the Blvd. for the Holidays. The PA system worked, but the volume was too low. Operator had to audibly acknowledge the stops. 2<sup>nd</sup> ride on same day was Line 210, bus 6446, operator 72380 from Crenshaw/Manchester going southbound at 9:55am. The bus was very clean, although the bus stop needed cleaning due to gum build-up. The bus was only quarter full, had plenty of bags, with the same mismatch of schedules in the rack, an overall enjoyable ride. This particular driver engaged in conversation with a passenger during my entire trip. I was concerned for the safety of the passengers, even though she was looking straight ahead.

Adjourned 11:15am.