

Friday, April 8, 2011

9:30 – 1:00PM

Minutes

SOUTH BAY CITIES SERVICE 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
Devon Deming
James Goodhart
Roye Love
Robert Pullen-Miles
Kim Turner
Don Szerlip

Officers:

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



Metro

Los Angeles County
Metropolitan Transportation Authority

Please turn off cell phones or put them on vibrate

1. PLEDGE of Allegiance
2. ROLL Call
3. PRESENTATION from Lt. Jenny Bethane and Commander Patrick Jordan

Commander Jordan: When I first came here in 2003, and took over from LAPD the first full calendar year we had about 1,500 Part 1 crimes. In the last year we had 1,220, it changes as time goes on but this is basically the range. We've stayed in the range of 1,100 to 1,200 Part 1 crimes in the last 4 years. We did see an increase on the Blue and Green Lines. Even though we stayed in the range, last year's numbers concerned me. Crime went up and ridership went down. Usually when you look at crime you relate it to population. Last fiscal year we cut 10% of our staffing and most of it rail. Over the last two years we've cut 50 line personnel both deputies and security assistance. For us in transit, crime is low as we compare ourselves to other agencies. The challenge for us is the perception of safety. When you have less visibility you have more quality of life problems such as you are seeing now. There has also been an up tick in tagging, which is something we are addressing.

With limited staffing the rail has expanded over the last few years with the Gold Line extension. We've focused on using plainclothes deputies for the illegal vendors. If they see a uniform the vendors won't sell. The element of the crime is for them to sell and for us to see it to make a misdemeanor arrest we have to see the crime. We are starting to do this on Friday, the illegal vendors will then do jail time over the weekend. The other challenge is this is a low grade crime. So when they go to court they get a slap on the wrist and small fine. It does not have a big deterrent. That will always be a challenge.

Tagging also is a non-violent crime, if someone goes on a rail or bus and sees tagging they assume there is more crime than actual. For us we want to focus on the most prolific taggers. We have asked the people who clean up the trains and buses to take pictures of the tags. Pretty soon we will see who was the most productive and start targeting our enforcement toward those taggers.

I've met with Metro executive office and requested more staffing with proposals that will be taken to the Board. We are asking for more staffing on the Blue and Green Lines. Over the last three calendar years more than 61% of the crimes are property, with most done in parking lots. What we have done recently is look at the contract security paid for by Metro, but now it is under my jurisdiction. Since our management we have started to

see a downward trend in crime in our parking lots. The reason that is important is if you get crime down in parking lots, it will take the deputies out of parking lots and put them on platforms. We also have to use technology to protect the parking lots. A new software reads license plates of the cars coming and going, this allows us to know if the car is stolen. The technology will automatically read it, run the license and alert our dispatch that a stolen car has entered one of the lots. Will we recover the car and take the person to jail. If the car has a warrant that too will alert us the car or driver are wanted in other suspected activities.

Most people go to a transit system at 9am come home at 5pm. So if we get a few thefts in the parking lot, now we can start looking between the 9 to 5 window and see who was in the parking lot. If you have multiple parking lots that are hit, you can see what car was in all of them. If I can be successful using technology to lower the crime in the Blue and Green Line parking lots I can move the contract security guards closer to the platform.

We have great employees who monitor the camera system, but they are not security personnel. They are monitoring for other issues, not for security. I've asked them to develop a video monitoring center. It will be staffed by Metro security taking the direction from the Sheriff's Department and more particularly our crime analysis and detective units. Once we get them staffed we will focus on where they will watch.

Automated license plate readers in the parking lots and CCTV cameras in the lots and the video monitoring center are the two largest things we are striving for in addition to asking for increased staffing.

Most of the Homeland Security money will pay for cameras on platforms but they will not pay for cameras in the parking lots they do not see that as a target. Finding the money to put the cameras in the parking lots has been a challenge. Although I did secure some grant money this year we won't get it until next year.

Chair Franklin: Some of the camera processes have been known to be rather grainy.

Commander: High resolution, pan, tilt and zoom. The new generation of cameras are very good. The problem with cameras you have a handful of people watching them and you have 400 cameras how do you know where to watch? So that is where we are moving towards, basing our resources on what is happening and who is doing it. For example, I would like to know if these vendors are actually connected.

Our training for the security cameras will go beyond the norm.

There is a certain pattern when someone goes into a parking lot to steal, he will be going slow, so you want to teach security what to look for, so we can identify early on before the crime happens. In addition to telling them where to look we have to show them what to look for and how to coordinate.

Representative Goodhart: Clearly this council and the others represent the riders, how can we help relay the message. I am sure you have the ear of the personnel at Metro. How can this council help?

Commander: One of the other programs started and I'll talk about it here. We started a volunteer program on transit so we reached out on the rails and asked them if they would become Sheriff volunteers the goal behind that is to use them on deployment in the field and they wear a uniform to show visibility. We will also use them to do things that are manpower intensive for us, by using volunteers it streamlines the time it takes for us. An example is the tagger, someone has to look at those tags and determine whose it is, validate the picture that came in and file it according to the moniker. Having a civilian trained to look at it I don't have to use a deputy Sheriff. That is one of the things we are trying to do with a volunteer program.

The other thing is to train the public on how to report a crime, properly report, i.e., "I was on the red line train going NB at 10:15am on car 1234 and this is what I saw". Now my investigative time has narrowed from several hours to a few minutes.

We have garnered money from Homeland Security for a public awareness website, once this is up and running I will teach people how to report by using seat drops and car cards directing them to the website. If I can train just 1% of my transit population, that is 1,500 people.

Representative Szerlip: Firstly, thank you very much for coming down here we discuss these public safety issues often and it is good to have someone come and give us a true perspective on how you try to deal. Can you give us an idea how large a force you actually have, how many in the field vs. in the office?

Commander: We have about 280 sworn deputies that does not include sergeants who number about 45 and some lieutenants. Most of our people are field personnel. We have our desk staff, we only have 9 detectives for a unit this size, it's pretty small but we don't need a big detective group. Our Special Projects unit focus on graffiti and other quality of life issues. In the field we have 71 security officers for fare enforcement, down from 110 a few years ago.

Representative Szerlip: Fare checking you do that with assistance. How is that generally done?

Commander: Deputies and security both do it, we use a variety of strategies to do fare enforcement. Actually we do a team approach where they will lock down a station and get everyone coming and going. Or they will board in groups and get everyone on the car. Deputies will do plain clothes operations. They will board as regular passengers and when the door shuts they will identify themselves. I want to say last month (March) we wrote about 4000 fare evasion citations on the Blue and Green Line. There has been a rough a spot with the TAP card rollout and enforcement. Metro has provided us with new mobile phone validators, we have been working out the bugs, now they are working great. Fare enforcement is not just revenue collection; the other part is reducing criminality.

Representative Szerlip: I often think about the panhandler, I am sure he did not pay to get on.

Commander: You would be surprised, some of the homeless, or mentally disabled, get a reduced fare from Metro every month and have valid fare.

Representative Szerlip: What about the vendors do they have valid fare too?

Commander: Yes, most of them do, which is why it is a challenge. They wait for the deputies to get off before they start selling their wares.

Representative Szerlip: From our perspective we want to attract the discretionary rider, you are right that these quality of life crimes are the kind that turn people off.

Commander: The Green Line had an 8% increase in ridership, part of that is fuel cost, last survey 91% felt safe on the system. It comes down to visibility; I can tell them all day we have the lowest Part 1 crimes in the country for a large transit facility.

Representative Szerlip: That safety issue is what continues to rear its head particularly here in the South Bay. There was an article this morning in the Daily Breeze about the meeting last night in Torrance regarding the extension of the Green Line. At those public meetings and I have heard them universally at every meeting they come out and say "I don't want this train because it will bring crime." How do we change that perception?

Commander: Invite me to the meeting, I'll be glad to speak to the audience on train safety. For example the Green Line had about 950 Part 1 crimes over the last 3 calendar years, 50% of those were in the parking lots with only 350 crimes on the Green Line over 1,095 days 24/7, crime is really low. It really is not about crime it is perception, they are riding with people of different backgrounds, people they do not know and they are uncomfortable.

Representative Szerlip: I totally agree with you. I am certain you would be welcome at these meetings; I would love to see you interact with the staff so you are more aware of these meetings. May I suggest some type of written material little brochure working with the Marketing Department to try to express these things so that when you are not there, there is tangible materials that people can pick up and read. I am pleased to hear you are addressing the parking lot crime.

Representative Love: I agree with you in terms of perception. I do want to focus on one quality of life crime. How important is citing people for vendor crimes. If you are spending a lot of time in that area, can we work out a system where they could be licensed?

Commander: Metro does have a peddler/vendor program. They will sell vending permits. Metro does not want food or drink on the trains at this point, it causes maintenance issues.

Representative Love: I feel safe on the trains; it is the parking lots that make me uneasy.

Representative Deming: To piggyback on the parking lot issue, and the people that do come to the public meetings that say we don't want a train, that is the big deal for them. We're building a park and ride and asking local residents to park their cars there all day long while we provide easy access for criminal activity.

Commander: About two years ago we realized the plan specs did not have enough rail related security. We brought a lieutenant out of retirement and put him on contract to work with Metro to focus on crime prevention through environmental design and to look at those things we need, meaning the design spec needed to include security cameras in parking lots and platforms. Even if they are not putting them in right away they are making sure the conduits and fiber optics are in the plans. In terms of parking lots, Metro hires the Sheriff's Department to give a greater care for their passengers. All transit agencies are required to make it safe for their passengers and go through the law enforcement agency; what that means for you and the local cities is a concurrent jurisdiction relationship. As you build a line, the local law enforcement should be encouraged to do patrols in

those areas interacting with the Sheriffs Department or whoever has the contract 5 years from now.

Representative Deming: I agree with what Don said about a security pamphlet that could be provided at those meetings, so the people understand there is lower crime than perceived. Security measures should be highlighted in the design specs. So there is not such a backlash from the audience. On a completely different topic we have been talking about having a text number set up for “see something say something” program did that ever happen?

Commander: There is some difficulty getting cell service on the Red Line while it is underground. So texting will not work there. We are working on it.

Representative Turner: I know everyone touched on this, I was at the Torrance meeting last evening, and security was an issue, because a lot of the folks who attended aren’t really transit riders, so their concern was how was Torrance PD going to deal with it. What is the coordination between the Sheriff’s Department and Torrance PD?

Commander: For the South Bay area our biggest partnership is along the Blue Line with Long Beach. We will work with the local agencies along the rail lines.

Chair Franklin: When you catch Part 1 crimes and you issue these citations it generates revenue. I want to see if that revenue can be re-circulated back to your department so that way you can sustain the police presence that is needed. Is that done?

Commander: All citations generate about \$1.8 million. Metro’s contract with us is about \$63 million. So they are paying for us. They cannot really identify where the money is coming from. They just get big checks from the courts. They have no idea if it is fare enforcement, traffic enforcement or someone who owes restitution for graffiti.

Chair Franklin: So whether it is the riders vs. those at bus stops, perception of safety has been an issue. The parking lots are designed for the riders to park their vehicles and take advantage of the lines. I brought up repeatedly to the staff at Metro that the parking lots are used heavily for buses to come in and individuals to park their vehicles and go to local casinos.

Commander: The parking lots along the Green Line are all owned by Caltrans. Technically they are not Metro’s area, but we decided to police the parking lots and count the crimes against transit system because it impacts our passengers. Technically the CHP has the obligation for policing. They also only clean the parking lots twice per year. Metro is considering gaining control of those lots.

Public Comments:

(unknown speaker): At the Artesia Transit Center you have just opened up a new drop-in center for the Sheriffs to do paperwork. One of the questions is, will you allow that facility to be shared by others?

Commander: I am OK with looking at that and letting Captain Perez make that decision.

Larry Shimokaji: I am the Chairman of the Beautification Committee here in Carson and we were told by our Public Works Department that they cannot touch any of the Metro bus identification signs to remove graffiti. Who do we report this to?

Scott Page: Metro's stops and zones. Would you like the phone number?

Commander: On the taggers data base I believe Carson is using the same system. If you take a picture we'll put it all together.

- J.K. Drummond: You mentioned that somehow the license plates scanning technology is used coming and going. Where are they going?

Commander: I have no idea where they are going, I'm scanning them coming and going from the parking lot.

- J.K. Drummond: You are using some kind of software to identify the taggers' graffiti. Is that the same that is used in the City of Downey?

Commander: There are two software systems and I am not sure what Downey is using.

Chair Franklin: Thank you Commander very much. Good presentation.

4. APPROVE Minutes from February 11, 2011 and March 11, 2001 meetings – approved with changes from Don Szerlip

February minutes: page 5 “congestive pricing” Page 20 “Pico/Chick Hearn Station (I was exiting) please insert. Returning to Del Amo in the evening “later in the evening”. Final sentence in the paragraph “the tickets are going to say Del Amo, *could I possibly be given a ticket?*” March minutes page 3 “I think if you look” “*1.2 people per million*”

Approve minutes with friendly amendments.

5. PUBLIC Comments

- Dorothea Jaster: Thanks to Scott Greene for following up on the reports I give him. I think I give him 4 or 5 a week. I am glad they go through. With the MV buses which I experience a lot since I live off Vermont, Line 205, last fall they started putting in a few newer buses, they were a 3000 model series and I mentioned in passing that not only do they have the usual hazards but somebody has invented some new ones. What I am talking about is, the ramp that is used by passengers with mobility devices, the hinge should be right at the door frame, the ramp lifts up nicely, there is a slope to the curb, and no problems. On the 3000 series there is a problem about half way up the ramp by the fare box to the door here is a hinge then the slope increases to the door approx. 15” but suddenly you are dropping a few more degrees more prominent for an exiting than when you are boarding it is dangerous, because you think you have an even slope then zap you are dropping a couple of inches within a 15 inch linear decline. That is really scary and hard to control my device.

Scott Page: The 3000 series buses were purchased in 1998, MV got those as spares, and we just retired them from our fleet. An RFP for 700 new 40’ CNG buses has been opened and some may go to the contractors.

- June Saleman: I have a letter from Providence Little Company of Mary Medical Center in San Pedro and their concern about the discontinuance of Line 247. (given to Council Secretary for the files).
- Wayne Wright: This is in regards to last minute adjustments for two South Bay routes, 108, 358. As I complained last year about these two routes, you have problems where the 358 is causing problems with the local 108. I request the following: 1) limiting line 358 service to run AM westbound and PM eastbound; running all line 358 buses in local service west of Crenshaw to Marina del Rey; and providing 358 limited stop service from Crenshaw to Atlantic. 2) Saturday short line service on the 108 has been causing numerous problems particularly for westbound buses. I request that this service be extended west to provide a 15 minute headway between Culver City Transit Center and Atlantic – this is also causing problems with westbound service to Marina del Rey which sometimes you have to wait an extra 15 to 30 minutes for this bus and I would ask that it be corrected on Saturday. As for the line 212 you have problems with the Inglewood short line with passengers who want to transfer to the 115 or 211. These passengers have to disembark on LaBrea at Queen and walk to Manchester. I recommend instead allowing the passengers to ride all the way to Manchester & Market. Short line passengers are told they have to get off and it is very inconvenient for elderly or handicapped.

Scott Page: we are currently working on our schedules for the June changes. We will take Mr. Wright's suggestions back to the schedulers. They are the ones who determine when and where we have short lines based on patronage and ridership beyond that point.

- J.K. Drummond: MTA now has a blog on their website where people can vent, one of the questions someone asked was why Long Beach, Torrance and a number of other cities did not switch over to TAP? I had to get my TAP re-upped at Union Station, the guy in front of me obviously a savvy traveler, left in disgust after listening to why they could not sell him a TAP card. There is such a barrier to discretionary passengers who might want to ride the bus and particularly to tourists. South Bay is a tourist attraction. My final point, apparently the 450 express will run to San Pedro with a change. Where will the southerly terminus be?

Scott Page: 22nd Street, it will be the exact route of the 445 in San Pedro.

6. RECEIVE Director's Report, Jon Hillmer

- Performance Report for February 2011
 - On Time Performance: Metro System 74.8%; South Bay 73.1%
 - Complaints per 100,000 Passengers: Metro System 2.47; South Bay 2.46
 - Miles Between Mechanical Road Calls: Metro system 3,760; South Bay 3,786
 - Accidents per 100,000 Miles: Metro System 2.52; South Bay 2.72
 - Monthly Ridership: Metro System 27,800,000; South Bay 7,360,000
 - Metro Bus and Rail System Average Weekday Ridership: 1,430,000
 - Metro Ridership by Service Council: Westside 649,000; South Bay 300,000; Gateway 225,000; San Fernando Valley 200,000; San Gabriel Valley 160,000
 - Silver Line Average Weekday Ridership; 8,250
- Plastic Bags on Contract Service buses
- Metro Board Actions in March:
 - Approved Revised Service Council Bylaws
 - Approved Tier 1 bus service for June 2011
 - Approved design build approach for Crenshaw/LAX Corridor Project
 - Authorized CEO to negotiate and execute AA, DESISR and CE for Green Line to LAX Project
 - Preliminary funding marks for 2011 Call for Projects
 - Set FY 2012 Budget Planning Parameters
- Report on Meet and Confer with Art Leahy
 - Discussed contingency plan for potential ridership increase due to gas prices
 - Gave a status of our transit operations and importance of stringent maintenance program

- Discussed Metro's FY 2012 budget
- Received an Ethics presentation and update on transit court by Karen Gorman
- Received an overlook on the Nextrip real time bus information by Al Martinez

Chair Franklin: Those that attended the Meet and Confer please give your critique on what you garnered from that meeting.

Representative Pullen-Miles: You mentioned the Crenshaw/LAX Corridor it was approved design build concept. What was the vote on that?

Jon Hillmer: I was not there when that vote happened. I will e-mail you the result.

Representative Deming: Is there any fare increase planned?

Jon Hillmer: No, in fact there may be a fare reduction, reducing the day pass from \$6 to \$5.

Representative Deming: For the FY 2012 budget, we are noting a 4% increase in passenger revenue, when we have had a downward trend on ridership over the last 3 years.

Jon Hillmer: We are actually anticipating an increase in ridership one of the reasons is the Expo Line. We do feel the price increase in fuel is not going to be short-term.

Representative Szerlip: I attended the Meet and Confer and I have to say I get more and more impressed with Mr. Leahy as time goes on. Here is a gentleman who is truly concentrating this organization on the product. Very focused on that as opposed to past chiefs, who have had their focus on politics. (Of course he does not have to deal with a special master, who went by his own idea of what could or should be done, and had no desire to deal with something that was a practicality in running a business.) The fact that Mr. Leahy is so focused on the product, making this transit system exceptional and is organizing the entire Metro staff so that they will concentrate in the way that will yield the best product.

Representative Love: I was impressed with Mr. Leahy's presentation, he came across to me as being genuine and sincerely wanting to make sure that we have a quality and cost-effective system and was willing to consider other ideas and input from people. Enjoyed the Ethics presentation. These ethic policies seem to be more stringent than they are at other places. Joined the tour of the facilities at USG, RRC, Maintenance and Transportation at Division 10. It was a good day. I had a chance to interact with other service council members.

Representative Goodhart: This is about the 3rd Meet and Confer I've attended, and what I look for in these meetings is consistency. Mr. Leahy is staying true to his goals and objectives. The other thing is to have other departments come and give a presentation plus the contingency plan discussion, and status of transit operations. I think the agenda for these meetings has increased and evolved as we've gone along. More and more and more information is being disseminated to all of the regions at the same time. I look forward to continuing to go.

Chair Franklin: This was a good meeting and I do want to thank Jon for inviting these departments who presented using their expertise in the field. Art Leahy gave us an overall picture of the budget, our contingency plan for possible new ridership and our maintenance teams at the divisions.

First of all I have to remind all our board members, if you have not done it yet, please make sure you get your 700 forms completed and turned in to Ethics. Also Karen Gorman talked about transit court and the handling of the Part 1 and 2 crimes where they would issue citations with dollar values and if you become a multiple offender Metro could in fact bar you from accessing the system.

Art Leahy did identify additional buses have reached their maturity will not be disbanded, but instead will be used as resource, with anticipation of rising gas prices. It will take years for new buses to be available. There was talk about reaching out to the public and changing the day passes from \$6 to \$5.

The biggest educational item I felt, was the significance of one minute of not being on time. One bus becomes overcrowded and how this significantly impacts the flow of riders, as well as the efficiency of the operation. This is why there is discussion about on-time performance; it makes a significant impact on whether your ride is comfortable or miserable.

I will conclude with this thought, for a bus or train to feel safe it must be clean. If the bus/train has graffiti and is dirty, the bus/train is deemed unsafe. My question to Mr. Leahy and the Commander today is "what happens when I am standing at the bus stop? Where is my safety there?"

- Dorothea Jaster: I am glad I went to the Meet and Confer, although because of bus schedules and waiting time that 2 hour meeting took me 6.5 hours. I left my home at 11:30am and I got home at 6:00pm. We were told about improvements in the rolling stock, we were told that training new drivers there would be a couple hours classroom training in the morning and then during street training they would use some of the buses that were used for the morning rush hour and were just sitting around until the afternoon rush

hour, instead of having a whole separate fleet of buses just waiting around.

My second thought was an antidote day pass for one person \$5 or \$6. I do a lot of waiting around at the Artesia Transit Center on Sunday noontime. I've noticed families where paying \$5 or \$6 for a day pass is the difference between spending \$20 or \$24.

- J.K. Drummond: Jon what does AA mean, DEIS, EIR and CE?

Jon Hillmer: AA (alternative analysis), DEIS (draft environmental impact statement), EIR (environmental impact report) and CE (conceptual engineering)

- Plastic Bags on Buses
 - Working with our Contract Manager, Elizabeth Carter, on this project I did raise the issue are the contractors responsible for buying and supplying trash bags? Ms. Carter said, "not only are they responsible it's one of their line items." Supposedly they have ordered a one-year supply. She dispatched her two supervisors to the garage and verified they do have the bags. The supervisors will make spot checks on the buses.

7. UPDATE on Service Change Program, Scott Page

Scott Page: Bringing you up to date on the Board of Directors and how they received our service changes. The modifications to the South Bay Service Council approved service changes, and brief you on our continuous residence problems in San Pedro. If you recall, line 757 is the Western Metro Rapid bus and we had asked that this line be discontinued based on the fact while a lot of people rode the bus, it was not being used as effectively as it should. They approved canceling the 757 on Saturdays and Sundays but retain the 757 during the week, putting articulated buses on the 207 to improve the number of riders.

Line 205, we will extend the 205 over to Harbor Blvd. If the bus is coming south it currently crosses First Street makes a right on Pacific makes a right on 13th and makes a right on Wayman, goes up to 7th and lays over by the Hospital. We will extend it further east on First Street south on Harbor Blvd and across 7th Street then down Pacific to 13th and pick up its regular route to layover. On its return, it will leave the layover come across 13th Street to Harbor Blvd., to First then pick up its regular route. It will miss the stop at 6th Street but they can walk to 7th to catch the 205 bus. This will allow people who are on the western side of what was the 247 they can have access to Harbor Blvd. services and transfer to the new 450.

Other service changes for December shakeup. We received good news from the FTA we applied to them to start utilizing the express lane funding where we will increase service on the Silver Line. In December we will double the service on Harbor Transit Way side of the Silver Line. Line 450 update, what the fare will be from San Pedro to the Artesia Transit Center, patrons boarding in San Pedro only traveling to and from Artesia Transit Center, base fare of \$1.50. If they go north of the Artesia Transit Center, to downtown on the Silver Line or the 450, they will need to pay the up charge to the express zone fare.

The 90 day service duplication discussion of the opening of the Expo.

Jon Hillmer: 90-day duplication of service is not our normal practice; it would actually end up costing Metro a million dollars in additional service for that period. This was discussed at the board meeting so the compromise concept is to come back with the implementation of the start up of the Expo line in November that the service changes should be timed for the buses for December, up to the point where the Expo actually begins its service. It fits in with the normal modifications of our bus service. To do a large change at another period of time would require another shakeup with operators bidding again for their assignments.

Scott Page: The San Pedro residence issues, last month I attended a community council meeting, the community is divided into 3 separate councils, I attended the coastal council, specifically those that live on the turnaround loop of line 24, the City Council office was there. Metro was put on notice that we have to leave this turnaround loop. We are not quite sure what we can do other than turnaround in the ocean as there is no other turnaround area. Mr. Greene came up with an idea to operate a shuttle that would get people further down Paseo del Mar up to Western across 13th Street and connect with the Hospital and just operate in one area. It would be one large loop. Our goal is to maintain service south of 22nd Street and along Paseo del Mar.

Representative Szerlip: I want to address the changeover, I don't think we can fight the Board on the timeframe, obviously we are most concerned that people be given the heads up well enough in advance that they know something is coming so it is not a jarring changeover. Four weeks will have to do, certainly am not going to make any objection at the same time, considering we are in April. Perhaps it would be advantageous to have the schedules that come out in June to have the schedules note 'when the expo line opens there will be changes to this route.'

Scott Page: You asked for that last month at the public hearing process, and we will be doing that on the cover of those timetables.

- J.K. Drummond: The present layover is unfortunate for the 205 at 13th and Gaffey by Vons parking lot, but laying over at the Hospital is a good idea. The 205 will be coming down the hill and not on the same side of the street as the Hospital, it will be in the County area. Can you take 13th Street all the way down to Harbor Blvd.? All San Pedro streets do not go through. I think it goes down to Beacon Street, maybe. There may be some problems.

As to the 450 the fare will be a \$1.50 south of Artesia going to San Pedro. Will it also be the same for people who get off at PCH or Carson Street, those are stops along the freeway. Will this be a \$1.50 also?

- June Saleman: First I want to thank Scott Greene and Scott Page for their dedication, Metro is looking to reduce service hours. I was looking at the 205 at the moment the 445 goes east and west on First Street from Pacific Avenue to Harbor Blvd., they don't stop along that way, only the DASH bus does. My concerns are to keep the integrity of the 205 running like it normally does on Pacific Avenue, and then make the right turn on 7th Street, my concerns between First and Pacific to Harbor there is public housing and gang activity. I've had drivers tell me they have been shot at. The last bus would enter into San Pedro almost midnight. This is a concern of safety for the bus driver and passengers.

8. UPDATE on Artesia Transit Center, Tim Lindholm, Director of Capital Projects

Tim Lindholm: We have made a lot of progress at the Artesia Transit Center but we have to look at the whole transit corridor. Funds were given to upgrade the amenities along the Silver Line including the Harbor Transit Way. The motivation is safety, well-lit stations, wayfinding and passenger information. Scope of work funded by the Express Way Program:

- a. Artesia Transit Center Sheriffs substation, lighting and CCTV – completed operations began 2 months ago
- b. Lighting upgrades at stations and parking lots – completed
- c. See through sound enclosure, pilot test at 37th Street Station Caltrans approved – July 2011
- d. New bus stops at Slauson and Manchester these will be cutouts – July 2011
- e. CCTV and digital message signs at stations/parking lots – February 2012
- f. HTW signage/wayfinding improvements – design in process
- g. Art project at Artesia Transit Center – June 2012
- h. Budget is \$3.8 million for all of the above

Representative Goodhart: So are the screens inside the Sheriffs substation? Will the Sheriffs while doing their reports know to look at those?

Tim Lindholm: Absolutely, but more important you can see this at the BOC eventually the Sheriffs can walk about with their PDAs and monitor.

Representative Goodhart: This rather robust enclosure is to protect the Sheriff's cars? This sends the wrong message to the people who are in the open parking lot.
This license plate reading technology is it going to be implemented?

Tim Lindholm: The Sheriff Department is working on that aspect for the parking lots.

Representative Turner: Have the new lights and cameras deterred the homeless from sleeping under the stations?

Tim Lindholm: I don't know, I have not been at Manchester since the lights and cameras have been installed. Unfortunately, these stations were designed poorly with lighting and hidden areas. We are trying to mitigate the problem with better lighting.

The Artesia Transit Center is the terminus the Harbor Transit Way, with 2800 boardings per day it sits on a 10 acre lot with 900 parking spaces, is owned by Caltrans, opened in 1996 and serves Metro, Gardena and Torrance transits.

- Working Group for Artesia Transit Center, this was formed to provide an oversight and collaboration on improvements and future developments at Artesia Transit Center. Includes members from Metro, SBCOG, Service Council, Security/Sheriffs and regional operators. Two working sessions have been held. At this time the focus is primarily on the short-term improvements as well as future development and land acquisition. Next scheduled meeting is in May 2011.
- Exactly what the scope of work is, we went to the board in November of 2010 to get more money, we were able to get \$1.25 million to do the projects. Digital message signs at all the bus bays and clock replacement. New public automated toilets. Landscaping and irrigation improvements. Enhanced wayfinding and environmental signage.
 - a. Proposed VMS System: install a complete variable message system to announce bus stop and schedule information – complete by December 2011
 - b. Public Restrooms: Install two-unit automated self-cleaning public toilet TAP integrated – open by May 2012
 - c. Landscaping Improvements: Landscaping renovation to remove dead palm trees, install new drought tolerant landscaping and irrigation system – complete April 2012
 - d. Signage and Wayfinding Improvements: Complete improvement of all signage and wayfinding – June 2012

- e. Art Project: Still working on the design and artwork will not be installed until after construction
- f. Between Long Term Goals and short term we are trying to come up with an idea that would generate dollars, make the transit center self-sufficient so Solar Generation was brought into the picture.

Representative Turner: I was in San Pedro where they had installed public toilets that were automated and they were very nice but they had some problems with them in the beginning.

Chair Franklin: Will the restrooms have a sensor system inside so someone will not encamp?

Representative Goodhart: Do you know where the toilets will be located?

Tim Lindholm: The toilets will be located on the south east side of the building with all the utilities.

Representative Turner: Can we provide some art work that would provide some type of entertainment for our riders? What I saw in San Pedro impressed me, they had wind chimes that made music, something while you are waiting you can look at something aesthetically pleasing.

Tim Lindholm: Maybe a presentation from the Artists would be in order.

Tim Lindholm: Between short term and long term improvement projects we are interested in partnering directly with utilities having them possibly lease the property from us to install solar panels. Offsetting our rates, some sort of deal like that which will get us the product without much capital.

Representative Goodhart: Recently LA Times did a series of articles on Community College System, the whole notion of solar power in parking lots was way oversold and it was not technically sound. It ultimately cost millions of dollars wasted and I would hate to see that occur here.

Tim Lindholm: That is our motivation to work the utilities. They have the incentive right now to raise their renewable portfolio. We think one way of doing that is to look at things more creatively, why don't you partner with companies who have large lots of property. I must mention that I've done all the solar projects for Metro. The Community College District was designing projects they never built and wasted \$10 million dollars in design. That has not been done at Metro.

Chair Franklin: So these planter boxes, will they be gone? Will you just replace the plants?

Tim Lindholm: They will remain, the concept is to use the scheme that is there already but redo the landscaping and irrigation. To use the money wisely, we have to use what is available.

Representative Szerlip: Thank you for coming out we always appreciate having you here and the amount of progress that has been made, is very gratifying to see. The South Bay COG is SBCCOG.

Representative Deming: One thing that comes up is name confusion. The Blue Line is also Artesia Station. We have received many recommendations from the public to alter the name to avoid that confusion. Is there any talk of that?

Tim Lindholm: I can certainly speak to Creative Services about that, I don't have any specific knowledge.

Representative Deming: It is an issue that is brought up by the public often.

Tim Lindholm: What would be the preference, for this to not be the Artesia Transit Center or the Blue Line station to change their name?

Representative Deming: The most recent recommendation was to change the name of the Artesia Transit Center to the 182nd Transit Center. There is already a South Bay Transit Center. Something that would be unique to this station.

Representative Goodhart: Thank you Jon for inviting Tim to present an update. There was some discussion at the last working group meeting about engaging with local universities and/or colleges to help in assisting.

Tim Lindholm: We did outreach and we did not find any takers. We are going to get our landscape architect on board and see if we can find some community involvement, maybe some students that want to come and work with us.

Representative Goodhart: Temporary restroom?

Tim Lindholm: It is out there. (applause) We are concerned at how they will be treated but will monitor the situation. If you hear anything about these portapotties, we need your input. We will be monitoring their condition, but we need to fine tune our servicing schedule right now it will be twice a week. So please be our eyes and ears and let us know.

Representative Szerlip: Can you give us an idea of what would happen if you stayed in the room longer than necessary?

Tim Lindholm: It is tailor made we really have not gotten to the specifics, in my travels of trying to figure out this toilet situation, I've been in many. Typically the drill is if you are in there too long an alarm will go off, it gives you a last warning, then a louder alarm and eventually the door will open. There will be a minor cleaning between usage and every ten uses or so then it gets the bigger clean, it gets disinfected every time. On top of that it will have custodial and maintenance performed.

Public Comment:

- Dorothea Jaster: Will the women's restrooms have a changing tables for babies and will there be enough time allowed? As far as maintaining the lighting will someone be checking after dark to see if any of those lights have burned out or shot out? The greenery in the planters were all gone as of the other day. The bulletin boards are not displaying the schedules, there is a different timetable that tells when your next bus is going to come but it does not tell you your arrival time at your destination.
- J.K. Drummond: On the wind/noise screen what kind of clear material are you using? Are you familiar with all the transit way stations where clear windscreens were very attractive to graffiti artists and they were replaced with a serrated glass brick?

Tim Lindholm: I am not exactly sure what it is called but it is a polycarbonate and has a graffiti resistant film on it.

- J.K. Drummond: You have talked a lot about solar panels in the windiest place in Los Angeles County. Any other way of generating electricity?

Tim Lindholm: I am very interested in wind Metro is interested in wind power. Some would consider the wind generators (mills) a blight and also no matter how windy it gets at that location, it is still not good enough.

- J.K. Drummond: There are no residences around there so I don't know how anyone could complain about blight, maybe using different color blades.

Lt. Obenberger: Just to clear up a couple of questions that I heard. The Manchester homeless problem, I have requested through Metro to get additional staffing for the I-110 corridor to specifically patrol the parking lots, park and ride and stations. I have directed all my personnel coming out of

Division 5 to log checks both days and evenings at the particular locations all the way along the I-110 corridor. I have also enlisted the help of our mental health unit to assist us in moving those people who need more persuasion. With the lighting and extra patrols hopefully the problem will at least be mitigated a little bit. We are making strides in the right direction.

Representative Turner: Has there been any improvement in that parking lot with weeds and cars?

Lt. Obenberger: We've placed orders with Caltrans to go in there and take care of some of the issues, they are a little more responsive than just the twice a year cleaning, because we do ask for it. Recently, I have not seen an improvement. They are cleaning up the stations and elevators in the area below the freeway. Metro has made a commitment to clean that area up.

Your comment about the vehicle enclosure. I agree, but realize that the vehicle enclosure was placed there in order to provide security for police cars that are left overnight when there is no staffing. We do have deputies using it to write reports they are looking at the cameras, but for the most part those cameras are attached to DVR's and we are getting 'after the fact' recordings that we can use for prosecution. What Commander Jordan was speaking of was moving the camera viewing to Metro Security, that's the end goal.

Finally, the name of the Artesia Transit Center, we need to change it. We had an instance last month where a crime was committed and the deputies responded to the wrong location. It was actually occurring at the Artesia Transit Center, and they put down Blue Line. It is important that we make some changes to the name.

Tim Lindholm: One thing that is happening on the Harbor Transit Way is the Express Lanes Executive Officer has made funding available to our facilities maintenance over the next few months to clean and paint the entire Transit Way. Those maintenance issues we have spoken of will be taken care of by Metro during the month of April, May and June.

9. REPORT on Nextrip, Al Martinez, Supervising Engineer, Operations

Al Martinez: Metro is moving away from quantity and moving towards quality. The area that Nextrip is supporting is on the quality side of customer service. Nextrip is the real-time bus arrival.

So what is it? If you are standing at the corner of Carson and Civic Center waiting for your bus, Nextrip will tell you how many minutes until your next two buses will arrive instead of giving you the scheduled arrival time. We are doing some transition. We are trying to get the information out to the people

by using the smart phone, texting, telephone and the web. We are doing a software-as-a-service approach.

How it works: We have our buses we know the location of the bus using our ATMS. We want the prediction of when it will arrive at the location. Using our ATMS the raw data is sent to our service provider, Nextbus, who then packages and provides predictions to the variety of sources which is 511 (telephone), m.metro.net (smart phone), metro.net (online) and SMS 41411 (text).

Nextrip is up and running. If you have a smart phone m.metro.net highlight Nextrip, if you have a phone that is GPS enabled and you are standing at the corner you do not have to do anything it will show you the buses associated to your position. If you don't have a GPS enabled phone, then you will be prompted for manual selection. If you want to text dial 41411 send it, response will say enter metro and a stop ID. Identify the line you are interested in and it will tell you how many minutes the next two buses are from your location. If you are using the web, you can do it by stop ID or physical location and route. If you are a visual type of person, you can link to a map.

Signage: Nobody knows what stop IDs are, the new signage will show the ID. The bar code located on the new signage QR codes you can scan it with your phone if you have that application. We are trying to provide as much information to the user as we can. There will also be an ADA sign it will be a Braille touch stop ID.

We are on a soft launch and looking for bright ideas or complaints or issues. We've been on line for a few weeks. We've also opened a developer contest to engage the technical community to create new mobile apps (applications).

Public launch is April 21 at Beverly and Vermont, we are doing Facebook, Twitter, car cards, video, transit TV. Hooking it up to the rail information, as you leave the rail station the display will show you the connecting information for the lines specific to that location. It will start with the Red line and progress throughout the system.

We have received a very positive response. We expect great things to come out of Nextrip.

Representative Turner: In looking at your bus stop signage how big is it? Is it going to take into consideration that there are shared stops with information for their customers along the same avenue of Nextrip?

Al Martinez: Yes, we will not put this sign on every single stop pole. We will be looking at coordinating with other munis. We do not

necessarily need to put it on a pole in some locations we have the cube and variety of mechanisms to get the information out to the public.

Representative Turner: Torrance would like to coordinate with Metro as we develop our signage.

Representative Deming: Representative Deming: Two things... **First**, specifically regarding the Iphone application, Nextbus must be saved to your home **screen for it to work correctly**. **Second**, the GPS is hit or miss and cannot **always** determine your location. **My** recommendation **is** that when it pulls the stop up it **should** list **the** stop # so in case you lose the GPS connection you will **still** know what **stop #** to text. If that information could be added it would be helpful.

- (unknown did not announce name) So the interface looks like it is geared towards you know what route you want, vs. the trip planner. If I say I want to go to Venice and Lincoln I would have to figure out what route I want and what direction and then what stop I am starting at and ending.

Al Martinez: we will coordinate much easier with municipals that have the same product but you will never get 40 people to decide on one application, but I do know Glendale and Ventura have the product. In response to your question, Yes this is not a trip planner. It is a bus arrival information system. If you want to use stop IDs or if you get the question, call 511 at anytime and you can tell them your location and they will give you your stop identification. Some of our contract fleet does not have all the hardware installed for the Nextrip system.

10. Council Member Comments

Representative Deming: On the 625 they have newly installed the transit TV's the news you would want to listen to is very soft but when the commercials came on, it was so loud, I could not hear the driver calling out the stops, the automated stop system was deactivated because of the transit TV. It was a horrible ride.

Representative Szerlip: Can we have a presentation regarding the location of rail maintenance yard for the Crenshaw line. We need to have a discussion staggering our terms.

Representative Turner: Update on the municipal area express as many of you may have read in the Daily Breeze, Rancho Palos Verdes one of the 7 cities that operate that system pulled out and there will be some service modifications. We went to the Policy Steering Committee on Monday, April 4, and they advised us to contact the Employers Center in El Segundo to determine what service works best for the employees. Torrance Transit is

going social, we are now on Google transit, Facebook, and Twitter thanks to Mr. Bradley Tomlison who is our in-house guru.

Representative Goodhart: Rode the 344 on Wednesday, from Hawthorne and PCH to the Galleria and got off at Artesia everything was good. Returned from the Galleria. Was pleased with the operator as he was going south past Sepulveda there were two young men, one on a bicycle and a pedestrian in middle of Hawthorne, he stopped in the middle of the street to let them cross. Operator was 8382. Two more quick items, I attended the Gold Line tour with several of the city staff from Lawndale including Robert Pullen-Miles. It was an extraordinary experience for me, the Gold Line has very little noise the sound barriers they put up in residential areas were good. What I was impressed with was the long-term planning that takes place. Hopefully, Lawndale was impressed and could relay it to their citizens. Also went to the Torrance meeting held on the 6th, the sense I got from the public comments were people are disappointed there is not enough money to get it done the same time as the extension of the Green Line.

(end of tape)

ADJOURNMENT