

Friday, June 10, 2011

9:30am - 12:30pm

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
John Addleman, Vice Chair
Devon Deming
James Goodhart
Rena Kambara
Roye Love
Robert Pullen-Miles
Kim Turner
Don Szerlip

Officers:

Jon Hillmer, Director Service 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 – Absent Kim Turner
3. SAFETY Tip, Lt. Obenberger

The Lieutenant passed around the 12 identity theft prevention tips and methods to gain access to your information. Just to synopsize the Lieutenant's pages:

- 1) Check your credit report every year.
- 2) Open credit card bills and bank statements right away and review
- 3) Do not carry your SS card or any PIN numbers with you
- 4) Do not give personal information over the phone
- 5) Make sure you disconnect your laptop from the broadband or shared connection
- 6) Remove your name from mailing lists for pre-approved credit offers
- 7) Thieves use special storage device attached to ATM machines
- 8) Thieves divert your billing statements by changing your address
- 9) Dumpster diving go through trash looking for bills
- 10) Remote thieves can read contactless or smartcard credit cards with radio frequency device
- 11) Employment scams advertise a bogus job and request personal information

These were just a few of the suggestions made by Lt. Obenberger.

4. APPROVE Minutes from May 13, 2011 Meeting – approved 2 abstentions Devon Deming and James Goodhart

J.K. Drummond: Public comment by J.K. Drummond page 3 “we have no one from the South Bay at these meetings” what it should read is “we have no one from the South Bay MTA divisions at these meetings now”. Page 5 J.K. Drummond, first bullet point, “Even if...” should read “Until we get...”

5. Chair Franklin presented Devon Deming with a Proclamation from the South Bay Service Council honoring Ms. Deming for her contribution to the Rideshare Program at Los Angeles World Airways (LAWA). Ms. Deming received the Diamond award from Los Angeles Metro, Ventura County Transportation Commission and the Orange County Transportation Authority for enrolling 25% of LAWA's employees. Whereby creating one of the best employee programs in Southern California.

Representative Deming: Thank you so much, what a wonderful surprise. I am very honored to be on this council and have been with LAWA for 8 years and in the Rideshare business for 12 years. This is LAWA's 15th consecutive Rideshare

Award. Metro is a huge supporter of the Rideshare program throughout Southern California and I could not do what I do without my colleagues here and at LAWA. Thank you so much.

6. PUBLIC Comments

- Dorothea Jaster: Would like to have schedules and time changes earlier as this information is vital to the customers. During the December shakeup passengers were waiting for bus 344 but the schedule was changed by 25 minutes. Most were late to work. The bays at Artesia transit center are being shuffled which will create confusion and delays for passengers trying to find their bus and some transfer windows are tight already. We also need signs at the transit center or Blue Line station that passengers need to take either the 205 or 130 to reach the trains or return to the Artesia Transit Center.
- J.K. Drummond: Five lines are going to be discontinued and 40% of those are in the South Bay. We are taking the hit.
- Wayne Wright: Next month I want to address this board to move the meetings elsewhere since the 246 hours will be reduced June 26. City of Inglewood is a good choice due to the heavy Metro service. We do need more people to come to the meetings. South Bay marks the second region that has moved; Gateway moved in January. Other attendees need to understand that our service is north of 105. I do welcome the move to Inglewood City Hall. Thank you.

7. RECEIVE Director's Report, Jon Hillmer

- Performance Report for the month of April
 - On-Time Performance goal is 80%: Metro Bus system 76.2%; South Bay Cities 74.1%; Year to date 72.9%
 - Complaints per 100,000 passengers: Metro Bus System 2.28; South Bay Cities 2.22; Year to date 2.66
 - Miles Between Mechanical Road Calls goal is 3,635: Metro Bus System 3,595; South Bay Cities 3,798; Year to date 3,456
 - Clean Bus Program: South Bay Cities rose from 7.6% to 7.9% in one month. System is 8.3
 - Accidents per 100,000 Miles goal 3.20: Metro Bus System 2.73; South Bay Cities 4.44; Year to date 3.45
 - Monthly Ridership goal 7,540,000: Metro Bus System 30,450,000; South Bay Cities 8,020,000; Year to date 7,740,000
 - Weekday bus and rail ridership: System total 1,490,000 up .3%; Metro Bus 1,900,000 down .9%; Metro Rail 300,000 up 4.9%
 - Metro Blue Line Ridership: Weekdays is over 80,000; Saturday is almost 60,000; and Sunday's is at 50,000

- Metro Green Line Ridership: Weekdays is at 40,000; Saturday over 20,000; Sunday 19,000
- Silver Line Ridership Trends January 2010 to April 2011: 9,000 weekday riders up 37%; Saturday ridership 3,000 up 30%; Sunday ridership 2,000 up 44%
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- Work Plan for FY 2012
 - Expand public outreach; enhance programs to increase Council understanding; increase interaction on service development; enlarge role in reviewing service quality and safety; continue review of operation performance.
 - Workshop in October so we have a better idea of what is being planned in the long run, also get the council's input. Include Orange Line Extension and regular bus system interacting with the extension.
- Metro Budget for FY 2012
 - Budget is framed around 9 themes: 1) enhance bus and rail system, 2) restore our key transportation assets, 3) clean our stations, fleet and roadways, 4) deliver rail, highways and private sector jobs, 5) provide the right information, right now, 6) prepare tomorrow's workforce today, 7) spend wisely and frugally, 8) help customers cope with rapidly rising gas prices, and 9) maintain and enhance a truly sustainable transportation network.
 - Metro FY 2012 Budget Assumptions: Revenue assumption sales tax grow by 2.6%, fare revenue increase by .8%; Service assumption bus service decrease by 5.2%, rail service increase by 16%; Labor assumptions no wage or salary increases, reduction in UTU to be managed through attrition.
 - Areas of Risk: Budget contains no wage increases in collective bargaining; budget assumes 2.6% sales tax increase; no reduction in STA; inflation greater than 2%; and timely issuance of Prop 1B bonds.
 - Budget for all Departments total \$4,145,306,000 with a 6.3% change

Representative Goodhart: On the Clean Bus Program is there a list of clean bus objectives?

Jon Hillmer: Yes there are 19 objectives/measures most of them are interior. I do have this information by each of our operating divisions and a graph that was prepared showing the trend line for the last year and a half. (presented in May)

Representative Goodhart: I would like to see that list. On the accident trends, this is more serious than a pass up.

Jon Hillmer: My plan is to bring the Transportation Manager of Division 5 or one of their staff to go over the accident reports.

Representative Szerlip: On the clean bus program you described we are being challenged in this area. Obviously this is a challenge that has existed for a while. Is

this because we have older rolling stock? Is there anything specific as to why we are under the radar?

Jon Hillmer: The fleet is about the same age. In fact we have some garages that have a fairly old fleet averaging over 9 years of age, Division 9 for example. We replace our buses traditionally every 12 years. San Gabriel Valley has mainly more express commuter ridership and is not as challenged. Whereas the South Bay lines are heavy lines i.e., Vermont and Western we have for example 80 to 90 passengers boarding every hour. These buses get more wear and tear. Since they are used on our heavier lines they have a tendency to show their age faster. There are also some pocket communities where we end up with more graffiti and etching than other areas. Graffiti is removed every day, the etched on graffiti, however, parts must be taken off and replaced.

Vice Chair Addleman: If you look at the rail vs. bus what is your take on that? I noted that FY 11 Metro budget service hours, bus hours are down, rail is up. There must be a rationale at the MTA. For years now I have noticed that bus ridership is going down, rail is going up. Rail has a fixed throughway and is very expensive to put in whereas buses can go over surface streets. So to me that is an alarming trend.

Jon Hillmer: The rail lines are very heavily used, even the Green and Gold Line which have the lowest ridership are still right at 40,000 boardings per day. If you take a look at the amount of time a person sits on the train, they are averaging about 8 to 10 miles of travel per passenger. On a bus it is slightly 4 miles per passenger. We are in the business of moving people a distance and trains do that efficiently. In terms of the cost per passenger mile, the trains are more efficient than buses on average. Going back in history, the agency entered into an agreement with the BRU to add bus service, so we went through several years of adding more and more bus service. How many buses can we put out? It was a requirement for so many seats to be put on irrespective of what the usage was. So we ended up in many cases over serving some of our bus lines. This put a strain on keeping the system running well. Keeping the buses clean, making sure their reliability was good. We were constrained by our budget but we still had to put out all this bus service. Now we are shrinking the fleet a bit, but retaining virtually the entire mechanical support group, retaining all of the street supervision group and our control group. We are focusing more on the quality of the service. Rail service, with measure R in place we are expanding the rail system and it is attracting ridership.

Vice Chair Addleman: Revenue assumption, service assumption, labor assumptions and areas at risk in the FY12 budget assumptions, what is this is this the most likely?

Jon Hillmer: On the budget assumptions those were considered to be the most likely. They were based on UCLA's forecast in terms of the state funding.

Vice Chair Addleman: No wage increases in collective bargaining. I guess that is reasonable that you will be successful. 2.6% sales tax increase what do you think the possibility of that is?

Jon Hillmer: Well, prior to end of last month and beginning of this month, I thought that was conservative, but now I am not so sure.

Vice Chair Addleman: Inflation, I think you are fairly accurate on that, because I think it's been 5%.

Jon Hillmer: We operate on mostly CNG and that has not increased in price.

Vice Chair Addleman: State Transportation Acts (STA) \$96 million. I guess the whole point of this is the areas of risk. What is the survivability of these five things? Do you think they are reasonable assumptions, or do you think inherently risky and what if one or two or three of these don't happen, what happens to the budget? Will there be serious cuts in service or what?

Jon Hillmer: I believe that our unions in terms of the wage increase, we are OK with that. Sales tax at 2.6% is pretty safe maybe even above that. With the State, who knows? Inflation at 2% is reasonable. And last the Prop 1B bonds, that is still up in the air, but feel the state will come through with that, eventually. What happens actually is we have a reserve that would be sufficient to cover for the next year. Beyond that, we would be in trouble.

Representative Goodhart: Jon you mentioned that Metro is responsible for getting people from point A to point B but not for getting them on the bus.

Jon Hillmer: My point is traditionally we talk about how many people per hour, how successfully are we meeting their expectations in that travel decision.

Representative Goodhart: We are trying to encourage more and more people to ride the bus, because there is benefits to that, air quality, traffic congestion, etc. So whose responsibility is it to make sure that people get on the bus and not drive?

Jon Hillmer: It is ours. We care about people using our system, we care enough that we want to work closely with our municipal partners there are some routes that Metro operates that may be better operated by someone else. We do not want to be known as a monolithic agency that wants to control everything.

Representative Goodhart: So along those lines, an emphasis on improved maintenance so that the reliability is there, an emphasis on cleanliness people be more inclined to take the bus. Would you be reporting over the next fiscal year on how those steps have been implemented and the results?

Jon Hillmer: Right and my intention was to bring the people who are responsible for putting those programs together and implementing them to the council meetings.

Chair Franklin: First of all I would like to reflect on the on-time performance trends and the accidents. In all fairness to the bus operators I don't see there is any on time assessment when it is not their fault. Due to Caltrans or cities that currently have construction work done on their roadways. For example the bus ride I took the other

day, we went from a 3 lane to a 1 lane and I think it heightens the possibility of accidents and on-time performance.

Jon Hillmer: While maintaining a schedule is important there is no excuse for having an accident because you are behind schedule.

Chair Franklin: Under the annual work program you were talking about the planning workshop. I did not hear you mention congestive pricing. I am still very concerned with reference to the gridlock that will take place on the 110 at the Adams off ramp area, and I have not seen any new plans of where we are on that. Budget Summary, item number 4 (deliver, rail, highways and private sector jobs) we consider local hiring. I don't want the good ole boys system because we deal with the same contractor that is how it is going to be done. We as city officials reach out to have local hiring so we can recycle the dollar back into our community. Item 18 which is the assumptions under the labor assumptions, no wage or salary increases. Please make sure the public understands you are not talking about vacancies. Page 20 Annual revenue service hours gridlock between the Blue Line and expo line they share the same rail, at what intersection?

Jon Hillmer: Beginning at Flower and Washington proceeding north to Wilshire/Pico and 7th and Metro station where they will interface with the Red/Blue/ and Purple lines.

Public Comments:

- JK Drummond: On page 14 Silver Line ridership I asked that the Silver Line ridership be split into north of 7th Street in downtown Los Angeles, south of 7th Street in downtown Los Angeles. It is my belief that the major part of the ridership is in the San Gabriel Valley and not south of 7th Street. Can we get that information next month? It is an imposition on us in the South Bay and has ruined several other lines. And it has an outrageous fare structure in the South Bay. I would like to see and hope the council also would like to see the South Bay portion. I am naming 7th Street in downtown Los Angeles as the dividing line, because every other run from the SGV stops there, only half the runs continue to South Bay.

Item #2 on page 17 "restore our key transportation assets" what does that mean?

Chair Franklin: Reading from the budget book on page 5; "Restoration of Metro's key transportation assets is essential to providing safe and reliable service to our riders, Metro will refurbish rail stations, modernize escalators/elevators, perform mid-life overhauls on buses rehabilitate light and heavy rail cars and improve facilities at transit centers and bus divisions."

- JK Drummond: Page 21 'annual passenger boardings' under bus heading the transit way buses (Silver Line, El Monte bus way buses) are not local buses. Why don't you breakout the Silver Line or El Monte bus way buses whichever they are.

Jon Hillmer: I pulled this information from our adopted budget and that is how they had them listed.

Chair Franklin: Let's go to JK's area of concern on page 14 regarding the Silver Line ridership. If you recall in our Public Hearing, issues raised about the concerns of the Silver Line and not enough headways. So we worked on that. There is no breakdown as to show division what significant improvement or lack thereof, it has been benefited the South Bay. How significantly our efforts were when we reached out to the board to have more Silver Line headway to make sure that it does in fact prove significant. What is the will of this body?

Representative Deming: I agree with JK's comment it should be split so I can see South Bay Ridership.

Vice Chair Addleman: As everyone remembers the 450 is gone or will be and this takes its place. It would be interesting how much is south and who rode 450?

Representative Kambara: 450 is not going away hopefully. Also along with splitting the Silver Line Ridership, by numbers south of 7th street, can we also get an updated comparison of all the other comparable lines from the Artesia Transit Center, i.e., the 445 and 450? Get those numbers along with the Silver Line.

Jon Hillmer: I don't have access to bus stop level ridership on a monthly basis. Chart that shows the line level ridership I do get once a month because it is based on our ATMS data.

Representative Kambara: How is the Silver Line comparable to the 445 and 450? So the answer to my question is no?

Jon Hillmer: I cannot do it on a monthly basis, but I do get the quarterly reports.

Representative Kambara: So if we compare the 3 months worth of that data, along with Silver Line data would that be comparable?

Jon Hillmer: It would be for January-March of this year. First of all Metro provides a regional system and want to provide transportation for people no matter where they are coming or going. There are a number of people who ride on the Silver Line from San Gabriel to the South Bay. Same thing with our service on Western and Vermont Avenues, we operate a regional service on those streets. We do not break out where those riders come from, just the numbers and where they are accumulating on board. And for the South Bay, it does benefit in terms of the amount of service it receives. On Vermont and Western for example, the peak load point is near Wilshire. You benefit having more service because there are other regions with higher demand. Same thing applies to the Silver Line.

Chair Franklin: The element of concern this body is raising is the fact we are making decisions for the benefit of our South Bay riders and those decisions we make to Metro we want some way to measure our effectiveness. So if it does take a quarterly

presentation comparing the 450, 445 to the Silver Line that will get us what we need. Is there a motion from the body?

Vice Chair Addleman: I ask that we have a split of the Silver Line north of 7th and south of 7th plus 445 and 450 all on a quarterly basis.

Motion passed

- Metro Board Actions in May
 - Approved Doran Street crossing separation in Glendale
 - Disapproved underground (48th – 59th street) but approved Leimert Park Station (Crenshaw Corridor) if it can be built within project funding
 - Representative Szerlip: Does that leave this line at ground level?
 - Jon Hillmer: yes, for that portion. There are elements of it that are already planned to be underground. This would have been an additional portion.
 - Representative Szerlip: How many at grade crossings are we faced with?
 - Jon Hillmer: Ten at grade crossings between 48-59th streets.
 - Jon Hillmer: The motion by the supervisor was to modify the plan, by putting this portion underground.
 - Representative Goodhart: If I recall, planning for the design was approved.
 - Jon Hillmer: Correct a million dollars was allocated for preliminary engineering for the station.
 - Chair Franklin: if you can find the money for the Leimert Park station then it is doable. I did bring in local newspapers regarding this project and Supervisor Ridley-Thomas' motion.
 - Certified final EIR/EA for the Wilshire BRT for 7.7 mile project excluding "condo canyon". LA City Council will vote on the project.
 - Approve conversion from monthly and weekly passes to rolling 30 and 7 day passes
 - Dorothea Jaster: I am concerned about the switch to the 30 day pass availability. One way of avoid standing in line is to simply have it deducted from your bank account. I think this will offset any benefits for the automatic withdrawal and add confusion to the bookkeeping system.
 - Approve temporary roll back of day pass from \$6 to \$5
 - If you do not have a TAP card it will initially cost \$6 the bus operator will have them on the bus. Subsequently the day pass will be \$5 using the TAP card in the future.
 - Approved Metro \$1.474 billion in FY 2012 Transit Fund Allocations for Los Angeles County
 - **Representative Szerlip:** When do these take effect and when will they be disbursed.

- Jon Hillmer: They take effect on July 1 when the funds actually roll out. It varies based upon the type of funds and projects. The cities will begin getting their funds this year. The funds are based upon population and must be used for specific type of programs.
 - Representative Szerlip: Unlike Prop A or C money which has to be used only where bus lines exist.
- Approved nominee to SFV Service Council, Maribel De La Torre
- Meet and Confer for June 30 at 2:30pm Union Station Conference Room
 - **Representative Deming:** I would like to see addressed, the TAP conversion process, which as an employer converting over 300 monthly users to TAP has been extremely difficult and Metro has been extremely inflexible and not helpful. I want this to work, and for me to be having the problems that I am having, is very difficult. The regular TAP conversion which is taking place from regular monthly paper passes to TAP. We are not getting any help from Metro. Then we are being told no paper passes will be accepted after July 1, also Easy Passes may or may not be converted until September from paper to TAP, on top of that we have this change from the monthly to the rolling 30 and 7 days, there are so many different portions of that are contradicting and overlapping and extremely confusing and Metro has not been assisting the employers and not been flexible in getting us through the process. Really would like to hear from Mr. Leahy on this issue.
 - **Chair Franklin:** Did we ever get the Nextbus/Nextrip finalized?
 - **Representative Deming:** They have it all functioning.

Public Comment

- JK Drummond: Yes, ticket machine at the Artesia Transit Center
- Representative Deming:** I attended a meeting for the Express Lane Advisory group, and we spoke of this. They actually took that out of the Artesia Center Plans because the exiting TVMs were only programmed for rail and it would have cost an extraordinary amount of money. I had a long conversation regarding this item and asked if they could put a machine that simply reloads a TAP card? They put back into the plan.
- I-405 Closing in July for 53 hours
 - Closure beginning at 9pm on Friday July 16 through 5am Monday July 18
 - Metro has rolled out an extensive communication plan
 - Jon Hillmer had a preliminary fact sheet that he distributed to council members
- June Service Changes
 - Jon Hillmer reminded attendees of service changes starting June 26

Representative Kambara: Is there going to be an issue with zone fare collection?

Scott Greene: There will be a change on the 445 that means instead of what we have is flat fare for cash riders where everyone pays \$2.90. We are going to replace this on the 450 with a two-tiered cash fare structure similar to the 445 in fact exactly the same. If you riding south of the Green Line, it is one zone, if you are riding both south and north to the Green Line that is considered a two zone trip. Some will receive a fare reduction on the 450 and especially the riders in San Pedro that use the 450 mid-day the zone charge from San Pedro to Artesia Transit Center has been eliminated so they will pay the base fare of \$1.50.

Representative Kambara: At which stops will the operator have to pull over and collect the tickets?

Scott Greene; The practice does not meet the guidelines on that, we ask the operators to collect them as customers get off the bus, and forcing the customers to go through the front door and handing the check to the operator. As a result, it is really not done that way.

Scott Greene: One thing about the 450 is the color of the bus We've been using blue buses since the beginning in 2005. Those buses are key resources which need to be rehabilitated per the budget. These buses will be taken for their midlife overhaul. You will probably see poppy buses.

Representative Love: You mentioned the 450, I was shocked to see it at the Artesia Transit Center. I learned for the first time the bus was not returning to Artesia Transit Center during mid-day. I eventually got back but it was later after 5pm.

Jon Hillmer: I did want to add that we will be holding next month's meeting in the City of Inglewood at the City Hall. We looked at potentially moving our meeting to Torrance and Gardena Transit but determined that public transit from Metro were not very good at those locations. The City of Inglewood graciously agreed to consider this. The City Hall tour showed us the location was perfect for our meetings. There is a public room that we would be using that is adjacent to the library parking lot, Metro's plans are to put out signage and notifications. We are also working with the city to create a site map for the campus to clearly show where the meeting is, where the public parking is located as well as the bus stops are in the surrounding area. We have a procedure for parking in those areas. We are excited about the new location due to the public access to this location is outstanding, and soon a new rail line will come by this location.

Jon Hillmer: A tragic event on the Blue Line May 27. We had an incident where a pedestrian was struck at the Artesia Blue Line Station. It was a fatality. The operator contacted the control center at 3:29pm BOC contacted the LA Sheriffs department, the Blue Line controllers contacted the BOC at

3:30 to establish bus bridges and service. Supervisors were alerted to be stationed at each of our impacted stations. The rail operations supervisors, fire department, all arrived at 3:39-3:40. At 3:41 track one was closed, by the fire department. Beginning at 3:45, 13 buses were dispatched to the scene. southbound trains at 3:41 were off loaded at Compton and turned back to Metro Center. Northbound trains were off loaded at Del Amo and turned back to Transit Mall awaiting bus service. Trains were running every 11 minutes when this accident occurred but within a half hour they were down to 5 minute frequency. At 3:47pm the victim was pronounced by the fire department. At 3:57pm track 1 was released for single track operation and 3:58pm single track operation was reestablished between Imperial and Artesia at 4:15pm buses began to provide service between Compton and Del Amo. Bus bridge service continued until about 7:10pm. At 6:15pm the body was removed, at 6:46pm trains were released to Blue Line division. At 6:50pm the hazmat team was on site for 40 minutes cleaning up. When we have a breakage in service on the Blue Line, there are standard procedures to back up the service. But it takes time to get it implemented. Metro takes restoring service to our customers very seriously.

Representative Szerlip: What do you mean by single line service?

Jon Hillmer: We have two tracks north and southbound. When we lose the ability to use one of the tracks either because of an incident, or maintenance, they will go into single track operation. So both north and southbound trains are using the same track and this has to be strictly controlled and it slows down operation.

Representative Deming: I am the one who brought this up. Obviously Metro did a lot. The problem is the bus bridges were not working. I know in most cases where other things have happened the bus bridges have performed well, in this case I have reports from employees who were off loaded at Compton. They waited more than a half hour with trains coming in every 5 minutes unloading more passengers with no buses in sight. To the point where they had to call people at their destination point which was Long Beach, those people drove all the way up in rush hour traffic, and still those in Compton had not seen any buses. It is just not OK to drop thousands of people anywhere where there are no buses in sight. It was not a shining moment for Metro. On the other hand there was an incident on Monday, June 6, at the Del Amo Station and the single track was operating very well and I had no problems. I feel most of the time Metro does a great job in addressing emergencies. If it means we have extra buses on hand and don't have to pull them out of service. Whenever something like that happens on a rail line we need to be prepared for this, because it will happen again.

Chair Franklin: Art Leahy told us before, they keep a number of buses in moth balls, so that way when they have an urgent need they are accessible. Very pleased to hear the amount of buses that came in such a rapid time.

The riders being impacted with the scene, do we have a crisis center? This would be for both the Operator and passengers on board the train at the time of the incident.

Jon Hillmer: We do have a program for Operators. I don't believe we have one for customers.

Chair Franklin: Clearly this could be a scar on someone's mind.

Representative Szerlip: I did not hear if Metro dispatched personnel to the locations where people were being disembarked in order to be able to keep them informed. Nothing could be worse than being forced to get off the train, not knowing if something is coming, not knowing why you are being off loaded, etc. When it comes to Mr. Leahy's primary credo, which is customer service, it would behoove this as part of our plan and implementation to have Metro personnel at each location, so they are answering questions before asked and the customer is kept informed.

Jon Hillmer: What is supposed to transpire is that before a supervisor gets to the station, train operators are supposed to inform the passenger for the reason for the breakage in service. We have a PA system that rail control center is supposed to use to keep people on the platform informed.

Representative Deming: In light of that happening, when I was on the Blue Line Monday, I got off at Wardlow Station and it occurred to me that we don't have pedestrian gates at grade crossings there. Passengers are crossing the tracks to get to and from the trains from the park and ride. There is nothing to stop passengers from stepping on to the track while trains are coming. I think we can do more.

Dorothea Jaster: Just briefly to go back to the Sepulveda Issue, Channel 2 and 9 have been giving considerable coverage to the closure. On the Rodeo, I remember years ago when Dana was still here and hoping people would go in the cheering section, but there is no way by bus or train to get there on a Saturday morning. If there is time, maybe to get a shuttle from Artesia or San Pedro to pick up interested people that want to attend.

8. a. DISCUSS Service Changes in December 2011, Scott Greene, Service Development and Planning

We have a light program for December 2011, we are one of the few that will be having a public hearing. One proposal on line 246 in San Pedro to cancel the service south of Pacific and 21st in south San Pedro to Point Fermin. The problem is the turnaround loop at the very south end of the line via Parker, 37th and Elmira streets that have caused a problem with noise and intrusion in a residential neighborhood. The neighborhood council has taken up the item and actually passed a motion at one of their meetings to work with the MTA to try and fix the problem. We have been out there many times, including the

council woman's staff looking for an alternative. We have not been able to find one. Recognizing this, we've decided to put the South Bay into the public hearing process so the council can hear both sides. It is approximate two mile segment and there are other providers in the area, Municipal Air Express has a light schedule but serves the same area. Max 3 and Max 3X both start at the Point Fermin area work their up to Pacific and 9th. There is very limited service on the Max northbound in the morning and southbound in the evening. Ridership is light about 80 riders in each direction that would be impacted on the average weekday. Total line ridership on the 246 is about 3,000 average weekday boardings. We would impact 160 riders out of the 3,000. The Max service runs 8 trips northbound in the morning, 4 on each line, and 4 in the evening southbound.

Representative Szerlip: Where is it you are proposing to discontinue the line?

Scott Greene: Layover on 21st street and that is where we would terminate the line.

Representative Szerlip: I ask that as we move closer to the public hearing, that you extend the map to show where the turnaround loop will be in the future. And bring us assurances that this will not be in another neighborhood. These boardings and alightings that you have here, over what time frame of the day or is this all day?

Scott Greene: It is all day count, average weekday count based on April's figures.

Representative Deming: The Max 3 going down south of 35th, where is that turning around.

Scott Greene: the Max buses are peak hour commuter oriented so particularly they make a one way trip their operators do not need a layover they deadhead back to El Segundo.

Representative Deming: Is there an opportunity to transfer between the two?

Scott Greene: Transfer between Max and 246? Yes, there is an opportunity.

JK Drummond: My recollection is there are 5 total runs weekdays only north and south of both the 3 and the 3x some of runs start up at the governmental housing 25th/western go to 9th and Pacific transfer point. The 3x takes the freeway and 3 is a limited stop. The problem is if you are at 9th/Pacific and want to head south you don't know whether to wait on 9th for the Max or Pacific for the 246. I did attend one of the Neighborhood councils where they requested a change. There are some who want service out there, and there is an agenda meeting at the Cabrillo Marina this June 13. LADOT does have a DASH line in San Pedro and there has been talk of running a line down on Paseo del Mar and up the steep canyon to Western Avenue.

June Saleman: The 246 goes north and south on Pacific and used to be called the Point Fermin Line and it would run every 30 minutes. The Gaffey Line used to go north and south to Point Fermin, until the 446 Line came in which is now the 246. Los Angeles City Schools is building a new high school which is in the vicinity of Angels Gate Center. Along Pacific Avenue we have the Air Force Base. Rather than terminate the service at 22nd/Pacific where the bus goes to Point Fermin and make a right turn on Shepherd, have it make a right turn on Gaffey and continue north to 21st and layover on 22nd. We can still provide service to Fort MacArthur Army Base and to Point Fermin Park. Remember too we have the new high school, disabled employees, students who will be attending the school, but also the International Hostel Center.

b. APPROVE Date and Time of Public Hearing

Public Hearing was set for Thursday, August 18 at 6:00pm at the San Pedro Public Library, 931 S. Gaffey Street, San Pedro, CA 90731 in the Library's Conference Room

9. RECEIVE a Report on Gardena Transit, Jack Gabig, General Manager, Gardena Transit **MOVED TO JULY AGENDA**

10. ELECTION of Chair and Vice Chair for July 1 – June 30, 2012, All Members

Ralph Franklin was nominated again for Chair, he accepted, council voted and approved

John Addleman was nominated again for Vice Chair, he accepted, council voted and approved

11. Council Member Comments

• Line Rides

John Addleman: I rode the 334 on Tuesday, June 8, from Silver Spur to Hawthorne, Artesia Transit center and back. There were no bags, some schedules but one thing alarmed me, there was a passenger standing and talking to the Operator for 15 minutes up front. The passengers exited almost always from the front, even though there is a notice saying please exit from the rear. The driver was very friendly and greeted each passenger. The average load is 15 people. There were 30 passengers returning to Silver Spur and Hawthorne. The parking lot was full at the transit center.

Robert Pullen-Miles: Line 40 about 9:15am, Galleria, 6391, on time, very clean, did have bags, very few timetables. Pleasant ride. Returned on El Segundo Blvd., driver was courteous, on time and a clean bus. The City of Lawndale will be doing upgrades to the bus shelters and bus stops.

Devon Deming: Happy to announce the volume on the transit TV on the 625 is lower. The problem is the audio stop announcements are also very low. So the transit TV and audio stop are competing. Yesterday 3149 run 1, driver 77518 his dispatch radio was louder than the stop announcements or the TV. A lot of competing audio going on in a very small bus. The bus runs about 2 or 3 minutes behind schedule. The noise issue is a concern.

Don Szerlip: June 9, I went to the Electronic Expo downtown at the convention center. Took the Green Line before 10am transfer was smooth to the Blue Line, both trains had quite a few passengers, did see sheriff's officers on the platform at the transfer point. One was citing and one was checking fare media, no vendors on the Blue Line. Overall was a great day for the train rides, all connections very smooth. Downside, there were some bathing deficient passengers that got on to the Blue Line and some of them were carrying bags of clothing in need of washing. Nextrip is much better than it was, it has worked very well for me responds quickly, giving you the next bus and the one after in both directions.

Roye Love: June 9, rode the 247 at 3:21pm got on at Avalon and University, took it to the Artesia Transit center, bus was on time, clean, head sign was correct, driver was professional, the students were well-behaved, thought the ride was pleasant. When I got on the 445 the operator was talking 90% of the time to 3 or 4 people, I worried about him keeping his eye on the road. Once we got on the freeway, the bus was moving rapidly and shaking. There was one patron on the bus who obviously had mental problems. Do you give drivers training on how to handle these situations? Enjoyed the ride on the 247 but not the 445.

James Goodhart: On Tuesday June 7, took the 344, 8311, op 8382 did a round trip to the Artesia Transit Center mostly to inspect the restrooms. The ride was uneventful, it was 2:10pm. The line schedules available were the 445, 442, 450X, there was no 344. Arriving at the station, I discovered the restrooms were not adjacent to the main building, I walked the full length of the station still could not locate them, I left. After some e-mail communications, I was directed to the next bay over as you walk from the main lot perpendicular to the bus station they are located in the back. I drove back to check them out at the Center, took pictures of the two restrooms that are in place. They are clean, serviced on a ore frequent basis and no graffiti. There should probably be some type of signage saying restrooms are available. The Sheriff's department had a car parked so their presence is felt.

Ralph Franklin: I have been in discussion with some of the bus riders of 442 as you know at the last meeting this was not an action item for the South Bay council it was for the Metro Board that is taking action, and if they had issues to please take it there. In my discussions with the riders they wanted to come here again to echo their sentiments of concern. The 442 was to be eliminated on the first of July. Has now been confirmed that they are going to postpone the discontinuance for the next six weeks for additional study/transition. I told them to take their energy to the Board meeting on June 23. June 6 at

3:20pm 210 going northbound at Thoreau/Crenshaw bus run 12, bus number 7640, operator 25384. the bus was $\frac{3}{4}$ full, plastic bags, clean, but experienced a delay due to 3 lanes reduced to 1 lane at Crenshaw and 104th street. The auto system worked fine never have the schedule of the bus lines they are driving only had 344 and 445 but no schedules for the 210. Return trip on the 210 Crenshaw/Manchester 3:30pm, bus # 6571 and operator badge 28803. Bus was clean and trash bags were available. As I am riding the bus, you could not hear the audible next bus stop, worse than that, the cord didn't work there was no sound just a "stop requested". When I spoke to the operator, he just stared at you, no comment, no smile.

ADJOURNMENT