

Friday, April 13, 2012

9:30 – 11:30 AM

Minutes

SOUTH BAY CITIES SERVICE COUNCIL

Regular Meeting

Inglewood City Hall
Conference Room A
One Manchester Blvd.
Inglewood, CA 90301

Call to Order 9:30am

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 Regional Councils
Richard Morallo, Community Relations Mgr.
Suzanne Handler, Council Secretary
Christina Goins, Board Secretary's Office



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Call – Ralph Franklin, Chair
3. Lt. Obenberger

Crime Statistics: There has been a spike in robberies and assaults. The items that are being taken are cell phones, personal electronics and jewelry. Make sure personal electronics are kept close and limit the accessibility of jewelry. It is best that jewelry be tucked inside of your clothes. Last month we did a joint operation with Inglewood Police Department with plain clothes policemen. It was very successful and targeted buses in the Inglewood area.

4. APPROVED Minutes from March 9, 2012, as corrected; and Representatives Kambara and Turner abstained.
5. PUBLIC Comment

Dorthea Jaster: Operators need to check the interior mirrors before moving the bus into traffic. Operators are good about noticing passengers who use wheelchairs, but they are unwilling to help those who use Rollators, basic tri-fold walkers or canes. On Line 344, the light changed and the operator pulled out into traffic. I was flung sideways onto the seat and hit my head on the window. The operator showed no concern. There are two operators on First Transit and MV who ask passengers to give up their seats for me and who raise the bench for me. There have been no operators on Metro who will help me. There is a bus stop on PCH and Vermont that is approximately 100 feet from the intersection, but the concrete landing is about 20 feet long. Passengers must navigate over rough ground and exposed tree roots. It is hard with a Rollator and must be impossible with a wheelchair. I brought two pictures.

Cristina Corrales, Senior Transportation Specialist for Howard Hughes Center (HHC): We represent 40,000 employees from the El Segundo, Playa Vista, and LAX area. When the Expo Line opens, HHC employees would like to petition for the extension of Line 439 from Culver City Transit Center (CCTC) located at the Fox Hills Mall to HHC. HHC is located less than a mile from CCTC. Employees using the train will only need to use one bus to get to HHC. Increase the frequency to at least every half hour during peak hours from Expo/La Cienega Station to the LAX Bus Center. There are two bus stops with shelter inside HHC. I was told by numerous employees that Line 439 was unsuccessful due to lack of frequency and tardiness.

J.K. Drummond: My concerns are the disruption of the South Bay Lines by the Expo Line, the squatters at the Harbor USC Hospital, and Gardena is out of

their third printing of schedule booklets. There is also a problem on the northbound 450s on the non weekday rush, with the northern terminus at the Artesia Transit Center (Harbor-Gateway). They should not discharge on the north side of the bay. If they stop on the south side of the island like they are supposed to it would increase our chances of making a good connection. I would still like to see the 901 SilverLine broken out. There needs to be a feeder line which would go south from the Expo Line possibly to the Green Line or LAX.

Rosalind Scotton (MTA Bus Operator): I am an MTA driver. Time is our boss. We are under a lot of stress to be on time. Our breaks are not that long. We are trying to do the best we can. We have a schedule that we have to stick by. We have Supervisors who drive around watching us. There is a camera mounted on the windshield that is watching us. Everything is being videotaped and monitored. We are under a lot of stress.

Wayne Wright: Please have staff run the 358 Local west of Crenshaw and put stops west of that point and focus on limiting service on Crenshaw and Atlantic. The construction problem at La Cienega/Slauson has impacted Lines 42, 42A, 108, 358, 439. The construction mainly affects the 439. Some 439 operators are skipping stops at Slauson and La Cienega and are going directly to La Cienega. At night Line 42A has had to make detours which has caused buses to be late and there is only one bus from 7pm to 12:30am. At the north bound off ramp there is only one lane at Slauson. It is really difficult for the 45' buses to maneuver. I would like to ask staff to invite the Los Angeles County Public Works Director to come to a South Bay Sector Meeting to explain why construction is taking 2 years and what can be done to speed it up. Traffic is backed up to La Brea and Slauson.

6. UPDATE on ExpressLanes Project in the South Bay, Kathleen McCune, Congestion Reduction Department

Our department created videos that can be viewed online educating the public on how the ExpressLanes work. We are still on schedule to open the ExpressLanes on the 110 FWY in October. The ExpressLanes on the 10 FWY are scheduled to open in February 2013. The El Monte Station will be opening August of this year. There are two improvements left on the Harbor Transit Way. The sound enclosure pilot at the 37th Street Station will have to be constructed and will be completed in a couple of months. The CCTV cameras will be installed at all of the stations and completed by the fall.

Representative Goodhart: When will the transponders be compatible with EZPass if at all?

Kathleen McCune: It is compatible. All transponders have to be Title XXI compliant.

PUBLIC COMMENT:

Dr. Giovanna Brascoe: Will the vehicles of government and elected offices be required to have a transponder?

Kathleen McCune: Yes

Wayne Wright: Will buses need a transponder?

Kathleen McCune: No. We are working with all transit agencies to get a listing of the license plates that will be traveling on the 10 and 110 freeways.

7. RECEIVED Director's Report, Jon Hillmer, Director

Performance Report for the month of April 2012

- On-time performance goal is 85.0%
 - Metro Bus System 75.7%
 - Year to Date 76.5%
 - South Bay Cities 76.0%
 - Year to Date 76.9%
- Complaints per 100,000 passengers:
 - Metro Bus System Target: 2.29
 - February: 3.40
 - Year to Date: 3.26
 - South Bay Cities Target: 2.40
 - February: 3.11
 - Year to Date: 3.03
- Miles between mechanical road call:
 - Metro Bus System Target: 3,650
 - February: 3,909
 - Year to Date: 3,631
 - South Bay Cities Target: 3,650
 - February: 3,532
 - Year to Date: 4,155
- Clean Bus:
 - Metro Bus System Target: 8.0
 - February: 8.43
 - Year to Date 8.32
 - South Bay Cities Target: 8.0
 - February: 8.03
 - Year to Date: 8.00
- Accidents per 100,000 Miles:
 - Metro Bus System Target: 3.20
 - February: 3.74
 - Year to Date: 3.77

- South Bay Cities Target: 3.17
 - February: 3.57
 - Year to Date: 3.83
- Monthly Ridership:
 - Metro Bus System Target: 29,270,000
 - February: 30,590,000
 - Year to Date: 29,880,000
 - South Bay Cities Target: 7,750,000
 - February: 9,470,000
 - Year to Date: 9,190,000

Representative Goodhart: With regards to the “Bus Station Cleanliness Evaluation Scores”, what is being done to bring LAX city Bus Station up to par?

Jim Hillmer: We are going to remove an excessive amount of gum from the ground, replace the netting that is underneath the canopy, and replace the signage.

PUBLIC Comment:

Wayne Wright: This is the 25th Anniversary of the Green Line and I have watched the maintenance of the station become worse and worse. The station really needs to be overhauled and signage improved for the Gardena, Torrance, MTA and Beach City Lines.

Rosalind Scotton (MTA Bus Operator): We do not intentionally pass up wheelchair passengers. I can’t always let them know if my bus is full and another bus is on the way. The reason for this is because of time. We are supposed to notify dispatch.

Representative Turner: It is best to use the external microphone to let passengers know why you cannot pick them up.

Dorthea Jaster: The equipment is supposed to be checked before leaving the yard. It is bad customer relations when the equipment doesn’t work properly.

Line Rides

Representative Addleman:

Date: 4/12/12; Line #344; Bus #7568; Operator Badge #75349; Boarding Location: Harbor Gateway Transit Center; Service Type: Weekday; Time On: 8:18am; Time Off: 9:08am; Direction: South; Alighting Location: Silver Spur and Hawthorne;

Bus Cleanliness: Good

Comments: The clocks at the Transit Center were not operating. There were 52 passengers on the bus and most of them got on at South Bay Galleria. Some of the passengers exited at the front of the bus. The driver was very good. He gave directions to passengers that were tourist. It is one of the best rides I have experienced.

Date: 4/12/12; Line #344; Bus #7568; Operator Badge #75349; Boarding Location: Silver Spur and Hawthorne; Service Type: Weekday; Time On: 7:25am; Time Off: 8:03am; Direction: North; Alighting Location: Harbor Gateway Transit Center; Bus Cleanliness: Good

Comments: There were 47 passengers on board and passengers exited at the rear. The bus had plenty of bags and the 210, 211, 212, 215, and 315 schedules were available. The bus operator was very kind while assisting a wheelchair passenger. The driver drove smoothly and even avoided having an accident when a car turned in front of him. I congratulated him and I think a Supervisor should also congratulate him. Both toilets at the Harbor Gateway Transit Station were filthy and paper towels had been used for toilet paper.

Representative Goodhart:

Date: 4/6/12; Line #344; Bus #7592; Operator Badge #3572; Boarding Location: Hawthorne Blvd. and PCH, Torrance; Service Type: Weekday; Time On: 10:34am; Time Off: 11:12am; Direction: North; Alighting Location: Artesia Transit Center; Bus Cleanliness: Good

Comments: The bus was clean except for the outside windows. There were 16 passengers on the bus. Trash bags and schedules for Lines 127, 265, 344, and 439 were available. The Transit TV and auto announce both worked.

Date: 4/6/12; Line Silver Line; Bus #8374; Operator Badge #18531; Boarding Location: Artesia Transit Center; Service Type: Weekday; Time On: 11:15am; Time Off: 11:43am; Direction: North; Alighting Location: 7th and Figueroa; Bus Cleanliness: Good

Comments: There were 10 passengers on board and the bus was clean. Trash bags and schedules for Lines 76, 264, 267, 268, Gold Line and Silver Line were available. The Transit TV and auto announce both worked.

Date: 4/6/12; Line Silver Line; Bus #8366; Operator Badge #10708; Boarding Location: 7th and Flower; Service Type: Weekday; Time On: 2:01pm; Time Off: 2:30pm; Direction: South; Alighting Location: Artesia Transit Center; Bus Cleanliness: Good

Comments: The bus was clean and trash bags were available. An average of 20 riders were on the bus and the Transit TV worked. Schedules for Lines 686/687, Silver Line, Red/Purple and Gold Lines were available.

Date: 4/6/12; Line 344; Bus #7592; Operator Badge #16262; Boarding Location: Artesia Transit Center; Service Type: Weekday; Time On: 2:32pm; Time Off: 3:12pm; Direction: South; Alighting Location: PCH and Hawthorne, Torrance; Bus Cleanliness: Good

Comments: The bus was clean except for a few scraps of paper on the floor and trash bags were available. An average of 12 riders were on the bus during the trip and the Transit TV did not work. Schedules for Lines 127, 265, 344, and 439 were available.

Chair Franklin:

Date: 4/4/12; Line 210; Bus #8423; Boarding Location: Crenshaw and Manchester Blvd.; Time On: 10:58am; Direction: South; Bus Cleanliness: Good

Comments: The bus was full with people standing. The bus was clean and plastic bags were available.

Date: 4/4/12; Line 210; Bus #8137; Operator Badge#10496; Boarding Location: Crenshaw and Imperial HWY; Time On: 10:30am; Direction: North; Bus Cleanliness: Good

Comments: The bus was clean, 1/3 full, and did not have plastic bags. Bus schedules for 117, 210, 211/215, 733, and 740 were in the racks. The bus driver was very cordial.

Adjourned at 12:12pm

Christina Goins, Council Secretary