

Friday, September 14, 2012

9:33– 11:25 AM

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# Minutes

## SOUTH BAY CITIES SERVICE COUNCIL

### Regular Meeting

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

Called to Order 9:33am

#### Council Members:

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

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#### Officers:

Christina Goins, Office of Board Secretary  
Henry Gonzalez, Council Comm. Rel. Mgr.  
David Hershenson, Comm. Relations Mgr.  
Richard Morallo, Comm. Relations Mgr.  
Dolores Ramos, Council Admin. Analyst



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Called – Ralph Franklin, Chair
3. SAFETY Tip, Lt. Ibell

Deputy Rich Faulk and Debra, his explosives detection dog, are part of the Explosive K9 Team. They respond to unattended bags in connection with the “See Something/Say Something” campaign. Deputy Faulk and Debra gave a demonstration on how an unattended bag would be handled.

4. APPROVED minutes as corrected from August 10, 2012

J.K. Drummond requested a change on item #6, page 3, to say, “Line 550 should run to the 37<sup>th</sup> Street (Jefferson/Exposition) Silver Line stop because it is quite a walk.” Also on item #7, page 4, to read, “Harbor Gateway” instead of “Artesia Gateway.”

5. PUBLIC Comments for Items not on the Agenda

Bernadine Harris commented that the Series 8000 kneeling buses have ramp problems. Drivers are reluctant to kneel the bus because they aren’t always able to raise them up. The biggest problems are on Line 210 from Slauson and Crenshaw to Leimert Park because the bus stops are located in islands and cut outs and the medians are too high.

Dorothea Jaster commented that when choosing a new site for the meetings, public transportation was not a consideration, and that more signage is needed.

J.K. Drummond commented that restrooms are sorely needed at the Green Line Harbor Transit Way interface. He was on an MV contract bus, Line 125, and two people had interagency transfers which can be converted to day passes once you punch out the letters “n-o-t.” He suggested that hawks be used to get rid of the pigeons.

Wayne Wright asked staff to expand the hours on Line 232, adding a bus one hour later in each direction. He would like to see the service expanded coming from Long Beach from 10pm to 12am 7 days a week and to 12am coming from LAX.

6. DISCUSSED Antonovich Motion for Regional Airport-Rail Connectivity Plan, Chris Haskell, Transportation Planning Manager

Regional Airports – Rail Connectivity: Airports under study are Burbank, Long Beach, Los Angeles, Palmdale, and Ontario. Motion 80 requests the following:

- Implementation Plan for rail connections to the 5 airports
- Review and analysis of current transit options
- Input from FAA and SCAG on potential funding and support
- Report on expediting the LAX airport connector to open concurrent with the new Crenshaw/LAX project
- Overview of coordination and funding required from partner agencies.

SCAG has compiled information on airport transit connections in its 2012 Regional Transportation Plan (RTP). We will work closely with SCAG going forward. We are currently developing an inventory of airport transit connections at various stages of development.

- Existing
- Under construction/environmentally-cleared
- In environmental review/preliminary planning phase
- Long Range Transportation Plan (LRTP) Strategic Plan Projects, e.g.:
  - Orange/Gold Line Extension to Burbank/Glendale
  - Gold Line Foothill Extension
  - Green Line Extension south to San Pedro/Long Beach
  - West Santa Ana Branch
  - Crenshaw Line Extension north to Mid-City

**Council Member Szerlip** expressed disappointment that the plan does not extend to include Orange County airport. He suggested that MTA work with Amtrak to create transportation solutions from San Diego Airport to Orange County Airport, as well as to Long Beach Airport, LAX, and Burbank. He mentioned that Art Leahy is in discussions with Amtrak regarding Metro taking over scheduling of their lines.

Wayne Wright commented that Lines 102 and 104 do not run on the weekend from the Long Beach Airport. When traveling from the Long Beach Airport on the Blue Line on weekends you have to go to Downtown Long Beach and catch Long Beach Transit Line 111 which is unnecessary and time consuming. Addition of weekend service on these lines should be considered.

Chris Haskell replied that Line 111 was not included because it does not connect to the nearest station which is Willow Station. Metro is aware that Line 111 does not go to Long Beach Airport and connects with other stations. He stated he would need to get more information on other routes from Long Beach.

J.K. Drummond commented about a potential bill that calls for a joint powers agreement for Amtrak-operated trains from San Jose to Sacramento. They want San Luis Obispo and San Diego to have some kind of joint powers agreement. Transportation connections between airports are an excellent idea.

**Council Member Deming** noted that the Flyaway service from Irvine has been eliminated (Mr. Haskell had provided a list of Flyaway locations to LAX, including the no longer used Irvine location). A replacement provider is being sought, but there is not a concrete timeline for when service might resume.

7. RECAPPED Westside/South Bay Quarterly Transit Provider's Meeting, David Hershenson, Community Relations Manager

Metro conducts quarterly Transit Provider workshops. This meeting was the first of these quarterly meetings to combine staff from Westside and South Bay transit providers. The meeting included presentations on the ExpressLanes program, Chair

Antonovich's Motion 79 dealing with service connectivity, a presentation from the LAX FlyAway Network about potential routes, and an update on the TAP program. Metro's ticket vending machines are all being converted to provide TAP cards and eliminate paper tickets. The transition should be complete by the end of the month. A TAP card can be purchased for \$1 via the TVM.

8. RECEIVED Director's July 2012 Performance Report, David Hershenson, Community Relations Manager
- On-time system performance goal is 80.0%; South Bay 79.2% for July, compared to 76.5% in June and 75.4% in May
  - Complaints per 100,000 passengers system goal is 2.20: South Bay 3.44 for July, compared to 2.92 in June and 2.81 in May
  - Miles between mechanical road call system goal is 3,900; South Bay in July: 4,050, compared to 4,214 in June and 3,585 in May.
  - Bus Cleanliness Ratings System Goal is 8.5; South Bay 7.92 for August, compared to 8.18 for July, and 7.98 for June
  - Bus Accidents per 100,000 Miles System Goal is 3.10; South Bay 3.24 for July, compared to 4.12 for June and 3.99 for May
  - Monthly Bus Ridership in Millions: South Bay July: 8.67, compared to 9.43 in June and 9.99 in May.
  - Silver Line Weekend Ridership reached new Saturday and Sunday highs of 4,529 and 3,093 respectively
  - Metro Rail had Green Line all time ridership high of 47,214 and Expo ridership increased to 18,181.
  - Aviation Green Line Bus Station cleanliness score went up 2.4 to 8.4 (B grade). Harbor-Gateway score fell 0.8 to C, Inglewood Bus Station fell 0.3 to B-, LAX City Bus Station rose 2.5 to C, and South Bay Galleria Bus Center fell 1.1 to C-.

Council requested a presentation regarding the handling of complaints by a South Bay Division Manager. Vice Chair Addleman asked what the age of the buses that serve the South Bay region is compared to the rest of the fleet, and asked what has been done to improve on-time performance.

Bernadine Harris commented that she frequently rides the full route of Line 210. She has observed a lot of pass ups and performance is not reliable. She noted that on Tuesday night there was no light at the Harbor Transit Center. A transit supervisor used to check inbound and outbound service but she hasn't seen anyone perform this function in a long time.

Dorothea Jaster commented that the planters on the platform at the Harbor Gateway look great. It is important to keep signage accurate and up to date, especially the signs regarding the municipal line services.

**Council Member Goodhart** requested that a report on Line 210's on-time performance be made at the next meeting.

## 9. Council Member Comments

**Council Member Love** commented that a number of bus benches in Carson are in need of painting and the kiosks are broken. He asked for maintenance to look at some of the stops.

Date: 9/3/12; Line #130; Bus #11064; Bus Operator: #81002; Boarding Location: 183rd and Los Cerritos Mall; Time On: 12:08pm; Time Off: 1:02pm; Alighting Location: Victoria/Tamcliff. The bus was crowded during most of the trip. The driver quickly assisted a wheel chair bound passenger and ensured that she was securely fastened. He found a secure place for a passenger's long skateboard and refused entry to a teenager who had been a problem in the past. He made sure a mother with a baby had a seat. The operator was very professional and should receive a commendation.

Date: 9/13/12; Line #130; Bus #11063; Bus Operator: #74955; Boarding Location: Avalon and Carson Street; Time On: 10:05am; Time Off: 10:54am; Alighting Location: 183rd and Los Cerritos Mall. The bus was a 1/3 full when boarded but quickly filled up at Artesia Line Station. The A/C and TV worked. No trash bags, schedules or information in the racks. Bus was driven smoothly and the operator was courteous and professional.

**Vice Chair Addleman:** Date: 8/3/12; Line #344; Bus #5411; Bus Operator: #25085; Boarding Location: Silver Spur and Hawthorne; Time On: 7:24am; Time Off: 8:05am; Direction: North; Alighting Location: Artesia Station. The bus was very clean inside and out. There were ample schedules, trash bags, and the TV and the street announcer worked. The driver drove as if behind schedule though she was not, very quickly from stop to stop, stopping before stops or just past them. There were 25-40 passengers on board. She stopped at the wrong bus bay at the Transit Center. The parking lot was full at the Artesia Station. The bathrooms were clean but some bathrooms had no paper towels and others had no toilet paper. The planters looked very good.

Date: 9/12/12; Line #344; Bus #5211; Bus Operator: #25085; Boarding Location: Artesia Transit Center; Time On: 8:18am; Time Off: 9:10am; Direction: South; Alighting Location: Silver Spur and Hawthorne. About 40 passengers boarded at the Artesia Transit Center and 18 at South Bay Galleria. The driver missed stops by several feet before and after bus stops.

**Council Member Szerlip** commented that Council had been informed that some of the articulated buses were going to be used for Lines 40 and 740 to increase capacity, and that bus colors for Rapid and Local lines were not going to be changed. He mentioned that he has seen red Line 40 (local) buses. He asked for clarification as to whether a decision was made to change the bus paint colors. On August 12<sup>th</sup> he attended the Food & Wine Expo. He noted that it was the first time he saw that paper media was not being accepted on the Green Line. His companion was not aware that paper tickets were no longer being issued. Leading up to the transition he had not seen any notification; he believes the transition was communicated poorly to the public. Council Member Szerlip also noted there was no mention of Rosa Parks Station, that it had been renamed to

Willowbrook Station. He stated that it was very encouraging to see how full the Green and Blue Line trains were on the weekend. He noted that the auto announce was not up to date with the station renaming, that it announced, "103<sup>rd</sup> Street/Kenneth Hahn Station," but the station was labeled Watts Towers.

**Council Member Deming** commented that she was very upset to find out that Rosa Parks Station had been renamed and Rosa Parks removed from the signage. South Bay Council had passed a motion that Rosa Parks not be eliminated from the name, which was totally disregarded. She asked that the issue be placed on the agenda for the next meeting.

Information regarding Metro ExpressLanes will be distributed at the Rolling Hills Estates City Celebration on September 15. Council Member Deming noted that lately on Line 625 the operators have been turning off the auto announcements and not announcing stops. She asked if there have been problems with the volume, and noted the issues occurred on August 28<sup>th</sup> on bus #3149. She also noticed a "Go Metro to New Year's Celebrations" pamphlet in the rack. The bus driver ran a red light crossing Sepulveda going westbound on Imperial Hwy at 8:30am. The Transit TV never works but is always on. Council Member Deming will speak at the Mobility 21 Summit on September 28. LAWA was not informed in a timely manner that EZ Pass would no longer be used. They were notified in mid-August when passes had to be distributed by August 25.

**Council Member Goodhart:** Date: 8/29/12; Line #232; Bus #11026; Operator Badge #76407; Boarding Location: Ave H and PCH, Redondo Beach; Time On: 4:16pm; Time Off: 5:06pm; Alighting: LAX City Center. Bus was generally clean; however some trash was on the floor. There was an average of 25 riders during the trip. Trash bags were available but there were no schedules. The auto announce worked but Transit TV was not working.

Council Member Goodhart went to the first USC game. In discussing the crowds navigating the Expo Line, one of the officers commented to him that heavier barriers would be needed to hold pedestrians back at future games. Metro staff on site estimated that 7,000 people used the train to go to the game. The Council Member overheard several people state that they would use the Expo Line to go to the games to avoid the expense of parking.

**Council Member Kambara** commented on the inconsistency of the auto announce on the Silver Line. When traveling southbound on the Silver Line approaching 7<sup>th</sup> and Metro, connections to the Expo Line are announced, but not when traveling northbound going to 7<sup>th</sup> and Metro. The announcement should be made in both directions for consistency. When the Expo Line started the Silver Line announcements were changed at some of the stations south of 7<sup>th</sup> and Metro to say that there are connections to the Expo Line. The recordings are in different voices and passengers are taken aback by it. If traveling on the Red/Purple Lines approaching 7<sup>th</sup> and Metro, all connections are announced except the Silver Line. Since Silver Line is one of the big BRT lines, it should also be announced.

Council Member Kambara stated she would follow up on the repair of the fence on the Vermont side of the Vermont Station that she mentioned last month.

**Chair Franklin** commented that the South Bay Service Council had a strong presence at the Meet and Confer held on August 30. He requested a report on the recent Meet and Confer to be placed on the next South Bay meeting agenda. He asked for more information regarding Keolis Transit, as he observed a Keolis vehicle anchored in front the boarding area of Lines 210 and 710, blocking the standard boarding area and causing transit users to have to go around the Keolis shuttle.

Date: 9/5/12; Line #210; Bus #5119; Operator Badge #20478; Boarding Location: Crenshaw and Imperial Hwy; Time On: 8:00am; Direction: North; Bus Cleanliness: Good. There were plastic bags. Chair Franklin said he greeted the driver and was stared down. The driver was only concerned whether or not he tapped his card. Bus went from half full to full. Bus schedule 102 was in the rack. Exited at Manchester and Crenshaw and was supposed to be let off on the northeast corner. Instead the driver let passengers off on the southeast corner where the bus stop no longer exists, causing them to rush to catch the connection, which he missed. Council Member asked for driver to be better informed about both bus lines stopping at the same location.

Date: 9/5/12; Line Rapid 710; Bus #47913; Operator Badge #25197; Boarding Location: Manchester Blvd and Crenshaw; Time On: 8:47am; Direction: South; Bus Cleanliness: Good. The bus was clean. There was only one plastic bag on the bus, schedules for 202 and 710 were available. Chair Franklin greeted the bus driver and was stared down until he tapped his card. The bus was full. There was a passenger that boarded at Century and Crenshaw who was in a wheelchair and had no arms who boarded and went past the driver. The driver yelled for the passenger to pay. The passenger's assistant paid for him, but operators should be more aware and sensitive to passenger's needs.

Adjourned at 11:25am.

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Christina Goins, Council Secretary