

Friday, March 8, 2013

9:30 – 11:30 AM

Minutes

SOUTH BAY
SERVICE COUNCIL

Regular Meeting

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

Called to Order 9:30am

Council Representatives Present:

Ralph Franklin, Chair
John Addleman, Vice Chair
Roye Love
Don Szerlip

Officers:

Jon Hillmer, Director Regional Councils
Richard Morallo, Community Relations Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Christina Goins, Office of Board Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE OF ALLEGIANCE

2. ROLL CALL – Ralph Franklin, Chair

3. SAFETY Tip, Lt. Ibelle

The Los Angeles Sherriff's Department and Metro work together to ensure transit system safety. South Bay-assigned deputies recently participated in training to practice emergency bus and train procedures which included tactical situations such as hostage rescue procedure. Both plainclothes and uniformed deputies ride the rail and buses. A hand-selected team of deputies has formed to address specific problems and has been very effective. The team was deployed to address a problem with purse snatchings occurring on Line 115 during the PM hours. The team apprehended the assailants the first night of deployment. There was also a recent case of a rider committing sexual battery on one of the lines. The team was deployed and apprehended that person as well.

J.K. Drummond asked what PCMS stood for. Mr. Hillmer clarified that it is an abbreviation for the Public Complaint Management System.

4. CARRIED OVER Minutes from February 8, 2013 Meeting

5. PUBLIC Comments for Items not on the Agenda - None

6. RECEIVED Presentation on TDA Triennial Review Process, Jon Hillmer for Armineh Saint, Transportation Planning Manager

The State Public Utilities Code (PUC) requires all recipients of Transit Development Act (TDA) funding to complete an independent review every three years to maintain funding eligibility. The review is intended to be an independent and objective evaluation of public transit operators to which TDA funds are allocated. The review has four primary goals:

1. Assess operator compliance with TDA regulations;
2. Review improvements implemented by the operator as well as progress toward adopted goals;
3. Evaluate the efficiency and effectiveness of the transit operator; and
4. Provide sound, constructive recommendations for improving the efficiency and functionality of the transit operator.

The review is conducted in accordance with the process established by the California Department of Transportation (Caltrans), as outlined in the Performance Audit Guidebook for Transit Operations and Regional Transportation Planning Entities, as well as the Government Audit Standards published by the U.S. Comptroller General.

The Los Angeles County Metropolitan Transportation Authority (LA Metro), in its role as the Regional Transportation Planning Entity (RTPE), is responsible for completing an independent triennial review of those entities to which it allocates TDA funding. The current Triennial Performance Review (TPR) covers the period July 1, 2009 through June 30, 2012.

Local entities subject to the triennial review include: LACMTA (as the RTPE as well as operator), Antelope Valley Transit Authority, Foothill Transit, and the Cities of Arcadia, Claremont, Commerce, Culver City, Gardena, La Mirada, Long Beach, Los Angeles, Montebello, Norwalk, Redondo Beach, Santa Clarita, Santa Monica, and Torrance. To ensure compliance, the current TPR must be completed and filed with Caltrans no later than July 1, 2013. The TPR findings and recommendations will be presented to LA Metro's Bus Operations Subcommittee; LA Metro's Technical Advisory Committee; LA Metro's Finance, Budget, and Audit Committee; and LA Metro's governing board.

7. RECEIVED Briefing on Crenshaw Transit Corridor, Rob Ball, Project Director, and Olga M. Lopez, Construction Relations Manager

Rob Ball provided an overview of the Crenshaw/LAX Transit Corridor, an 8.5 mile Light Rail Line that will extend from Exposition at Crenshaw Blvd. to Metro Green Line. There will be six baseline stations: Exposition Blvd., Martin Luther King Jr., Slauson Ave., West Blvd., La Brea Ave., and Century Blvd. A southwestern maintenance facility will also be built as part of the project. The Board approved a Life Of Project (LOP) amount of \$1.763 billion. This project is funded through a Federally Assisted project TIFIA (Transportation Infrastructure Finance and Innovation Act) Loan. The project has a vertical profile and is 55% grade separated. Advance utility relocation work is underway in advance of a main design build contractor coming on board to work on the project.

The first contract has a Project Labor Agreement (PLA) and Construction Careers Policy (CCP) which are now a part of all Metro projects with budgets over \$2.5 million. The PLA has a mandatory goal of hiring 40% of the labor from disadvantaged communities. The Disadvantaged Business Enterprise (DBE) goals for design and construction are 20% each. The Best and Final Offer (BAFO) documents were released February 22, 2013; responses are due March 15, 2013, and award is anticipated by May/June 2013. The last contract to be released will be for the Southwestern Yard around Fiscal Year 2015. The yard will be built close to LAX on the Los Angeles/ Inglewood border near Arbor Vitae St. and Bellanca Ave. Saw cutting and excavation has begun within Los Angeles World Airport (LAWA) security area under escort to move Federal Aviation Administration (FAA) and LAWA fiber optic lines that run across Metro's right-of-way. There will be an open trench (partially covered) adjacent to the south runways to be built when the main contractor is on board.

Bid options to include the Crenshaw/Vernon Leimert Park and Florence/Hindry Station near Westchester were included in the RFP as directed by the Board. The cost of the optional stations will be evaluated as part of the Board's decision for contract award in May.

Olga M. Lopez of Construction Relations, a specialized unit that manages public outreach for the life of the construction project discussed the unit's role. A dedicated team is assigned to each major capital project in order to conduct public outreach, stakeholder communication and direct impact mitigation on construction projects. During the project planning phase, the Project Manager puts together a plan to solidify our agreement with the Federal Transit Administration (FTA). The team ensures that all community related measures adopted as part of the environmental process are met.

Compliance is reported through a quarterly Mitigation Measures Reporting Plan to the FTA. The team also includes a Construction Relations Director and a manager. The Community Relations Officer (CRO) oversees all outreach efforts of the City of Los Angeles Crenshaw portion of the alignment. A media officer and an intern assist with project administrative duties, working with the project management team and the contractor. The team attends all construction progress, readiness review, and field meetings with the contractor. They prepare notices on all related advance relocation activities, facilitate outreach and support for nighttime noise variances, and implement a Construction Safety Awareness Training Program in order to prepare the community for coexisting with large machinery. The team makes presentations to groups interested in learning about safety in their community and utilizes a range of communication tools tailored to diverse communities in order to advise the public of all of the construction activities including door-to-door distribution, e-blasts, a project website and project hotline, and use of social media (Facebook, Twitter, and YouTube). Efforts target community leadership councils, elected officials, Chambers of Commerce, homeowner associations, faith-based organizations, education institutions, business owners, and residents. Direct construction impact mitigation efforts implement environmental document mitigation measures, coordinate contractor activities, mitigate resolution of all direct impacts, and facilitate handling of damage complaints between property owners and the Contractor.

Vice Chair Addleman asked if there have been complaints from residents/business owners. Ms. Lopez stated that there haven't been any complaints thus far. The team makes sure that residents are informed of what to expect during construction work.

Miriam Scott-Long, Community Relations Manager, promotes Metro's PLA and CCP. Metro is the first transit agency in the country to include dispute resolution in order to ensure the problem is delivered on time. The PLA specifies that 40% of the work hours will be allocated to workers who reside in economically disadvantaged areas. It is the first time Metro has had this type of agreement as part of a project. To receive FTA funds, Metro had to make the focus of the PLA national in scope. The focus of efforts has been to spread awareness of the policy to those living in PLA/CCP eligible communities in order to help them prepare for the opportunity to work on construction jobs. To work on Metro projects, workers must be union certified or at least union certifiable in their particular skill level. All hiring will be done through union halls. Ms. Scott-Long is available to explain how the program works to community groups.

Councilmember Szerlip asked if participants that complete all program requirements and meet all guidelines will be accepted into unions. Ms. Scott Long explained that the trades unions had to agree for a job coordinator to be hired by the winning bidder, to hire those who fit the economic profile or "targeted workers;" those who reside in eligible areas and 15% targeted from specific difficult backgrounds such as former foster care youth or formerly incarcerated and targeted zip codes. Metro is making a concerted effort to hire those people and 40% of the hours have to go to them. The unions agreed to bypass their normal hiring practices in order to allow targeted individuals to be hired. They do not have to be in the union but do need to have union level skills and must be registered with the union, the Employment Development Department, or organizations

with job development programs so that when a coordinator seeks qualified people, their names would be readily available.

Councilmember Szerlip commented that there are disadvantaged people living in all areas; he doubts that a zip code from a city like Redondo Beach is on the list. He feels that discriminates against people who might qualify. Ms. Scott-Long explained that areas were targeted through Census track data and that she can look up specific zip codes of concern. Councilmember Szerlip asked what percentage of program participants will be accepted into a union. Ms. Scott-Long stated that participants have an 85% success rate of being accepted into a union.

Vice Chair Addleman mentioned he is on the Workforce Investment Board and will make sure contractors are available to serve these programs well.

Councilmember Love asked where the program participation criterion is explained and the program advertised. Ms. Scott-Long stated that the information is available online, and that flyers are distributed through outreach efforts. The program is also advertised in The Sentinel, Wave, Inglewood Today, as well as through the Economic Development POD Meetings which is a part of the Leadership Council.

Chair Franklin commented that the Inglewood City Council was not aware of a community outreach meeting that was held in Inglewood, which concerns him. He will be conducting a Town Hall Meeting and invited Ms. Scott Long to speak and provide information about the program. Ms. Scott-Long noted that project construction is about a year away; she is very clear with potential participants that they must be prepared and does not guarantee prevailing wage jobs, but stresses that they must develop an appropriate skill set. She has been working with Jan Vogel with Los Angeles Unified School District and the City of Inglewood to get the word out early to allow people to prepare to take advantage of upcoming opportunities.

Chair Franklin expressed concerns with the project overview. He asked if the project has been finalized or if it is still being vetted, because the City of Inglewood has objected on more than one occasion and may seek legal action concerning grade separation. Mr. Ball responded that the project overview presented was the project adopted by the Metro Board. He has been charged with building the project as the Board directed. He understands concerns, has reached out to City of Inglewood staff and with the Councilmember and Mayor Butts. Metro submitted the project applications to the California Public Utilities Commission (PUC) and the City has protested one crossing. A pre-hearing has been scheduled with the PUC on April 9th where both sides will discuss the matter. This project has been adopted with a finite budget. This particular crossing was proposed by the City as betterment to be grade separated. If the Board wants to increase the project budget to allow other things to happen, that is their decision. Chair Franklin commented that the developers and construction crews determined the 40% goal of the disadvantaged by the number of participants, not by the percentage of work. He asked that if the goal of 40% of the work going to disadvantaged communities that the 40% refers to of the amount of work hours, not by head count. Ms. Scott-Long answered that the CCP is enforceable. If contractors do not meet the 40% of hours

requirement they will not be compliant. The DBE's goal is to get 20% or 30%. MTA recently completed a 2-year disparity study on MTA contracting with small businesses. The study found that there are certain communities that are not being reached; results will be used to help Metro rectify the findings.

8. RECEIVED Report on Harbor Gateway Transitway Pilot Projects, Tim Lindholm, Deputy Executive Officer, Project Management

Completed projects funded as part of the ExpressLanes Project include the Harbor Gateway Center Sheriff's Substation, Lighting and CCTV(Close Caption Television) lighting upgrades at stations/parking lots, new local connection bus stops at Slauson and Manchester, CCTV systems for stations and Park and Rides, Variable Message System (VMS), and the sound enclosure pilot test project at 37th Street Station. The art project by artist Allison Saar was installed in December 2012. Landscaping design and construction was completed October 2012. The Automated Public Toilet (APT) was completed and opened in February 2013 and is working fantastically. The VMS System installation was completed in November 2012 up and down the corridor, on the platform at the Harbor Gateway, and at the stations in the median at the Harbor Transitway. Metro is extremely close to being connected to NextBus. Phase I of Artesia Transit Center signage and wayfinding improvements will be completed in June 2013. Phase II includes the remainder of the Harbor Gateway Transit Center is in process. The sound wall on the 37th Street Station is a pilot study. The wall was enclosed with clear polycarbonate panels resulting in an 11 decibel level drop in noise at an installation cost of approximately \$1 million. The Board is contemplating authorizing funds to outfit two more stations on Green and Gold Lines, and perhaps eventually install on all of the freeway stations.

Vice Chair Addleman asked what the daily ridership is on the 37th Street Station. Mr. Hillmer answered it is approximately 6,000 passengers including the Silver Line, Line 450, Torrance Transit, and LADOT Express Services.

Councilmember Szerlip asked if the planters at the Harbor Gateway Transit Center have installed irrigation, and if the new plantings are irrigated. Mr. Lindholm answered when the station was built there was irrigation, but it was not maintained and did not work properly. As Caltrans owns and operates the station, Metro was never involved in its maintenance. As the public has the impression that it is a Metro property, Metro will maintain the station to ensure it doesn't decline again to the previous state.

Councilmember Szerlip suggested that the Willowbrook Station be included in the expansion of the sound wall project.

Chair Franklin mentioned that Dorothea Jaster, a regular Council meeting attendee and transit user, asked at a previous meeting about a Carson Shuttle sign in Bay 1. If the shuttle no longer stops there, should the sign be removed? Transportation Planning Manager Scott Greene stated that the Carson Shuttle still runs about two trips a day; the sign is in its proper location. Chair Franklin added that Ms. Jaster noticed that at the west end of the platform there is a decorative wall and she wanted to know its purpose. Mr. Lindholm replied that the decorative wall is the public art piece mentioned in his report earlier. Ms. Jaster had concerns about the automated public toilet doors opening too soon

while inside. Mr. Lindholm explained that when someone is inside, the door will not open if someone presses the button from outside. The door will open 10 minutes after entry, but several warning tones chime prior to the door opening. Ms. Jaster has said the 15 second warning chimes can be heard from the platform. Mr. Lindholm will look into it.

J.K. Drummond commented that the pigeon cleaning was completed on half of the station and asked when the other half would be completed. When looking up the Harbor Gateway Transit Center online, the Crenshaw/LAX PowerPoint presentation appears. He asked what the following acronyms sited in the report meant: HGTC – Harbor Gateway Transit Center, VMC - Variable Message Center, and CRD – Congestion Reduction Demonstration. He made a correction to the minutes.

Wayne Wright noted that there are frequent homeless encampments at the 37th Street Station. He asked if the buses could be routed to enter and exit differently to avoid a collision. Mr. Hillmer commented that the station was designed for buses to come off the street through one exit onto the Harbor Transit one way.

Chair Franklin asked if spikes would be installed to deter the pigeon problem. Mr. Hillmer has been working with the MTA's Ethics Department to add to the Customer Code of Conduct, "no feeding of pigeons." If the public did not feed them, the problem would not occur.

9. RECAP of Corridor Study on Crenshaw Blvd. Lines 210 and 710, Jon Hillmer and Council Members

Each of Metro's Service Councils has adopted a corridor to review for possible improvements. The South Bay Service Council's workshop was conducted on February 27, 2013 in the Baldwin Hills Crenshaw Plaza Community Room.

At the corridor workshop, an overview of the existing Metro Bus Lines 210 and 710 routes and schedules was provided, which included a review of on-time performance, customer complaint data by line, ridership by time of day and direction, alternate service options, and comments and recommendations from our riders.

Potential service modifications to be considered are to cancel Rapid Bus service mid-day and Saturday, improve Line 210 service from 15 minutes to every 10 minutes, establish an alternate route to Wilshire-Western, add more running time to schedules to improve on-time performance, consider ending Line 710 at Manhattan Beach Blvd, consider Line 210 mid-day weekday short line at Manhattan Beach Blvd., coordinate with municipal bus operators to provide service south of Manhattan Beach Blvd., and consider late night timed transfers to rail lines.

Some of the suggestions received include: Torrance Transit should assume southern segment of Line 210; consider using larger buses; replace Line 710 service with Line 210 when service is 20 or more minutes; keep service to Hollywood, consider transfer costs to riders before shortening lines; and consider adding owl service.

The next step will be a full presentation at the April South Bay Service Council Meeting. More fully developed service alternatives will be presented for comments, Council will determine which alternatives to pursue, and staff will work with Service Planning to fully evaluate alternatives. Staff will return in June with findings for Council decision and inclusion in any potential service change hearings to be held in December 2013.

Chair Franklin noted that an e-mail received expressed concern about discontinuing service on some of the lines. He wants to reassure passengers that is not the case, but that Mr. Hillmer will return to the Council with recommendations and suggestions. He mentioned that health and safety of bus riders also needs to be considered. A passenger sent an e-mail commenting on illegal activities that occur on the bus and asked that law enforcement ride the buses with more regularity. Lt. Ibelle commented that after receiving the e-mail, deputies rode the line in question several times. The deputies handed out citations for minor code of conduct infractions but did not witness any of the concerns that the e-mail had described.

J.K. Drummond asked how the customer complaint rate is calculated. Mr. Hillmer explained that the rate refers to the number of complaints received per 100,000 passengers.

Wayne Wright noted that Torrance Transit Line 2 does not run on Sundays. If Metro cancels service, there will be no Sunday service. He prefers Line 710 Saturday service be cancelled to focus on Monday through Friday service. Most of Line 210's problems are ridership between South Bay Galleria and south of the 105 freeway trying to get to the Del Amo Fashion Square. Cutting Line 210 service would cause problems and anger commuters as they would have to transfer to Line 344 or to Torrance Transit #8.

Will B. commented that he witnessed pass ups on Lines 210 and 710 due to overcrowding and wanted to know why it hasn't been addressed. Last month coming from the Green Line Crenshaw Station he was passed up by three 210 and 710 buses because of overcrowding. He has also been smashed against the front doors due to overcrowding.

Councilmember Szerlip noted that in the customer complaint section of the Director's report, there is a "pass up" category which is taken seriously and is addressed.

Chair Franklin noted that an e-mail was received that expressed concerns with Lines 210 and 710 using different bus stops as opposed to using the same bus stop and requesting that the stops be consolidated. Mr. Hillmer has requested a list of all split stops from the Stop and Zones Department, and will report to the Council with a plan of action.

Councilmember Szerlip noted that the system model is supposed to be hub and spoke, and that it is against best interests to not bring key lines into those hubs. He does not support not being able to get there without having to get on another line like Torrance Transit to arrive at the transit hub. Mr. Hillmer commented that Metro planning is on a grid system with an overlay radial system in which downtown Los Angeles serves as the

radial. Metro evaluated a hub and spoke system and looked at creating pulse system but it turned out to be significantly more expensive to implement and operate. He does not advocating that Metro abandon a portion of the route but to consider it as a logical alternative when there is another operator providing service in that particular area.

Councilmember Szerlip commented that the pass up category in the Director's report could be more specific to reflect whether the driver followed Metro policy by stopping to inform the waiting passengers that another bus is on the way. It could help to contest the notion that Metro is not living up to its obligations. Mr. Hillmer answered that two sets of data are reported to the Board, the mystery riders feedback and customer complaints. All ADA complaints, especially wheelchair pass ups, are investigated to determine complaint validity by verifying if the operator followed pass up procedures. To separate data by compliant vs. non complaint pass ups would require gathering information from every Division where a complaint was registered to find out what the findings were.

10. RECEIVED Director's Report on January Service, Jon Hillmer, Director

- On-time performance goal is 80.0%, South Bay 76.8%, System Average 78.0%
- Complaints per 100,000 passengers: Goal 2.20, South Bay: 2.74, System Average: 3.06
- Miles between mechanical road call: Goal 3,900, South Bay 3,468, System Average 3,870
- Clean Bus: Goal 8.5, South Bay 8.02, System Average 8.43
- Bus Accidents per 100,000 Miles: Goal 3.10, South Bay 3.99, System Average 3.30
- Bus Station Monthly Cleanliness Ratings by Region: Goal 8.0, South Bay 8.18, System Average: 8.31
- Monthly Bus Weekday Ridership: South Bay Cities 328,649, System Total 1,086,634
- Silver Line Ridership: Daily 12,422, Saturdays 4,847, Sundays 3,159
- Rail Average Weekday Ridership: Red: 158,830; Blue: 91,709; Green: 46,029; Gold: 42,295; Expo 23,193.

Councilmember Szerlip expressed concern that people traveling on the Silver Streak are not being counted. Mr. Hillmer replied that they are counted and Foothill Transit is also a recipient of funds and has added service as a result of the ExpressLanes.

Chair Franklin asked if the water used is captured during station cleaning to ensure that the runoff does not go into sewer drains. Mr. Hillmer replied that wastewater capture is practiced during station cleaning; he will look into whether it is also done during bus stop cleaning. Chair Franklin reiterated that fares cover only 25% of the operational costs; Metro's fares are the lowest among large transit providers worldwide. The Board is assessing what methods are available to sustain operations.

Chair Franklin shared that an email was received that asked how operators are supposed to respond if a patron does not pay their fare and boards the bus. Mr. Hillmer replied that operators are trained to quote the fare one time. If the passenger does not comply, the operators are not to pursue the customer or hold the bus, but to report the nonpayment of fare. If it is a repeat offender, it is reported to Los Angeles County Sherriff's Department.

J.K. Drummond thanked Mr. Hillmer for breaking down the statistics for the Silver Line, the El Monte leg and the South Bay leg.

Wayne Wright commented on the reciprocal fare arrangement of the Silver Streak and Silver Line. He rides the Silver Streak to attend the San Gabriel Valley Service Council meetings. The Silver Streak is full when he boards because the Silver Line is unreliable even if he catches it at Slauson. He noted that fare evasion is a system-wide problem that occurs frequently and is very hard to enforce.

11. COUNCIL MEMBER COMMENTS AND LINE RIDES

Chair Franklin: Date: 3/4/13; Line #115; Bus #: 8309; Operator#: 25705; Time On: 11:43am; Boarding Location: Grevillea Avenue and Manchester Blvd. The driver greeted passengers boarding and departing the bus. The bus was full, clean, and trash bags were available. Bus schedules for Lines 117 and 210 were in the racks. The monitor was half black and the screen was on the pause mode.

Date: 3/4/13; Line #215; Bus #: 8471; Operator#: 28332; Time On: 11:52am; Boarding Location: Crenshaw Blvd. and Manchester Blvd. The driver greeted passengers boarding and departing the bus. The bus was full, clean, and plastic bags were available. The monitor was half black and was on pause mode. Bus schedules for Lines 115, 210, and 265 were in the rack. A lady in a wheelchair requested to get off the bus. The driver did not leave his seat but told the riders trying to get on the bus to move back as he lowered the lift. The lady exited without incident.

Vice Chair Addleman: Date: 3/5/13; Line #344; Bus #: 5413; Operator#: 8382; Time On: 7:04am; Boarding Location: Artesia Transit Center; Alighting Location: Silver Spur and Hawthorne. The bus was full. Riders exited from the front. A passenger boarded at Artesia Transit Center and stood at the yellow line in the front of the bus and talked to the driver all the way to Skypark. He noted that he is concerned about the public safety of passengers standing near the driver. Riders should be seated or standing behind the area indicated and operators should remind them to be compliant with that rule.

Adjourned at 11:54am