

Friday, February 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

Call to Order 9:30am

Council Representatives Present:

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

Officers:

Jon Hillmer, Director Regional Councils
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. Ibell

Sheriff deputies use mobile phone validators to determine if fare media is valid. There is zero tolerance for those who do not tap and for those not using TAP properly. Warning citations are issued. While the current technology sometimes has issues, a new generation of validator will be adopted within the next few months that will have much more functionality. It will allow the deputies to pull up current exclusion lists and search for excluded passengers, and will be good for ridership as a whole.

Councilmember Szerlip mentioned that at the eastern exit from Green Line to Blue Line at Willowbrook/Rosa Parks Station, one of the validators consistently malfunctions and will not validate TAP cards. While he supports zero tolerance for fare evaders, the TAP validators have to function in order to hold customers to the standard.

4. APPROVED Minutes from January 11, 2013 Meeting with corrections.

5. PUBLIC Comments for Items not on the Agenda

Dorothea Jaster commented that the sign in Bay 1 at the Harbor Transit Center still has a sign for the Carson Shuttle, which she hasn't seen since last summer. It is misleading and should be removed. She noticed at the west end of the platform, there is a decorative wall, but she's not sure what purpose it serves. She pondered that perhaps it was to drive the pigeons away or to keep people from running into the street to catch the Silver Line. She noted that there is a new blue sign indicating which button to push to access the new bathrooms. However, she is concerned that the door may reopen too soon, or if someone tries to enter while someone is inside. The 15-second warning chime that rings before the doors open is awkward, and can be heard from the platform.

Wayne Wright commented that Torrance Transit and Gardena Municipal Bus Lines went through major changes. He suggested changes be considered for Metro Lines 206, 207, and 209. He believes Line 209 no longer needs to serve 135th Street and could end at Crenshaw Station instead of Vermont Station. He suggested that Line 206 could be expanded to Normandie/Rosecrans as it operated before the Green Line opened. He asked for stops to be added at Imperial/Van Ness, 120th/Wilkie, and Imperial/Crenshaw on Line 75 and that Line 207 night service be adjusted to run to the Crenshaw Station at 20-40 minute headways when Line 757 is not running.

J.K. Drummond requested corrections to his comments in the minutes of the January meeting.

6. RECEIVED Update on the Metro Green Line Connection to LAX , Roderick Diaz, Countywide Planning and Development Director

The Crenshaw/LAX Project will extend Metro Rail to Aviation and Century Boulevards, providing a foundation for connection to LAX. A separate project, the Airport Metro Connector project, has a goal of connecting the regional transit network to LAX. It is

slated to open in 2028 or earlier depending upon the airport's contribution. While the Crenshaw Rail Line is not part of this project, it will provide part of the connection. The bids and proposals for construction of Crenshaw/LAX project are currently being evaluated, and the estimated operation date is 2019.

For the Airport Connector, two modes of transportation under consideration are Light Rail Transit (LRT) and Automated People Mover (APM). The airport is also looking into the Bus Rapid Transit (BRT) (Elevated Bus way). The alternatives to be evaluated in draft EIS/R are a Direct LRT Branch, Modified LRT Trunk (through LAX), Circulator (APM), and Circulator (BRT). The Direct LRT Branch would extend the Metro Green Line to LAX terminals. Crenshaw/LAX passengers would be able to transfer to Metro Green Line at Aviation/Century station. There would be two or three stations in the terminal area. The Modified LRT Trunk would have both Metro Green and Crenshaw/LAX Lines serve the LAX terminals from one underground station in the terminal area, and would allow both Crenshaw and South Bay lines to enter the terminal area. The Circulator (APM) would transfer Metro Rail passengers to an APM system at Aviation/Century Station; there would also be two or three stations in the terminal area. It would likely be in a loop configuration with stops at the various terminals. The Circulator (BRT) would allow Metro Rail passengers to transfer to BRT system at Aviation/Century station and would use existing roadway in terminal area and make stops at each terminal.

The locations Los Angeles World Airport (LAWA) has proposed for transfers between Light Rail and an Automated People Mover within the Terminal Area are located at the current Administration Building, Aviation/Century, and the Intermodal Transportation Facility.

The next steps are: continued technical studies in preparation for start of environmental process, refining the designs and technical details. The EIS has been delayed due to the FAA request for LAWA to complete the Specific Plan Amendment (SPA) study, a land use plan update for the airport. Metro will continue to coordinate with LAWA in the completion of the SPA and the planning efforts at LAX, with the FAA and FTA initiation of the environmental process (Summer 2013), and with local cities and stakeholders. The Metro Board has been asked to determine the feasibility of Public Private Partnership (PPP) delivery potential. Existing projected revenue operation date is FY 2028, but could be moved up contingent upon LAWA's funding contribution, the acceleration of Metro's funding and/or potential PPP opportunities. The FAA does have airport connector funds – there is a distinction between airport money that can be used for transit connections or at the airport, up to and possibly including construction of the first connector station off of airport property. LAWA would need to apply to use those funds to support the connections.

Councilmember Szerlip noted that several airports use people movers but that more recent projects incorporate rail. Chair Franklin concurred with Councilmember Szerlip's preference for a rail connector, as the goal is to reduce traffic, as opposed to adding to it.

Chair Franklin wanted to make sure the grade separation in Inglewood on Centinela and Florence was being addressed. He and the Mayor of Inglewood had a meeting with Art

Leahy to discuss this matter to insure the quality of life for the residents that live near the crossing. The Centinela/Florence grade separation is a separate issue and it is being discussed with Inglewood and Metro's Construction Department.

Chair Franklin asked if public comments are being accepted on the Airport Connector project. Mr. Diaz clarified that the project is not yet in the EIR Process. When the process starts, Metro will make public presentations, present results and make a determination on which alternatives enter into more detailed review. The project is in the consultation phase until May or June. It will then enter the EIS/EIR process, and the public comment period will be opened.

Chair Franklin asked for a clarification of the route of potential terminal area stations. If an underground alternative is suggested there would likely not be stops at all terminals. An above ground option could serve all terminals. An aerial loop is under consideration but would require an evaluation of the building's foundation, as additional reinforcement to hold an additional floor for the stations would likely be needed.

Councilmember Szerlip commended the public outreach that has been conducted on the project. He has attended several of the public presentations, all of which have been well attended with excellent presentations. He congratulated the group on an outstanding job and stated that it is obvious that they are making significant progress.

J.K. Drummond asked if the CEO of LAWA has been cooperative in the work to bring a connection to the airport. Mr. Diaz responded that LAWA has been very cooperative, has contributed very interesting ideas and is very supportive of bringing light rail to the airport. Mr. Drummond shared that he spoke with a European tourist who wanted to take the Green Line to the Redondo Beach Station, mistakenly thinking that the line ends at the beach. He suggested that the name of the station be changed to better reflect the location. He requested that signage be installed to clarify how to take Beach Cities Transit from that station to the ocean. He suggested that directional signs to the Strand be posted.

Wayne Wright said that he is glad to see that Aviation/Century Station is going to be used to connect to the airport and that it makes sense for the Crenshaw line to provide a connection all the way to Redondo Beach. Los Angeles is the country's third largest city and we still do not have a rail connection into LAX; this project needs to be expedited.

Councilmember Szerlip echoed Mr. Wright's comments. He also expressed that while the airport can be reached by bus from Aviation Station, many people do not believe that rail and bus is a true connection to the airport.

Chair Franklin shared that the City of Inglewood raised some concerns when Supervisor Ridley-Thomas discussed adaptation of Rapid service instead of rail, but that Inglewood fought to implement light rail.

7. CARRIED OVER: Report on Harbor Transitway Pilot Projects, Tim Lindholm, DEO, Project Management

8. RECEIVED Update on Crenshaw Blvd. Lines 210 and 710 Corridor Study, Jon Hillmer and Council Members

On Wednesday, February 27th the South Bay Service Council will host a public workshop at Baldwin Hills Crenshaw Plaza to discuss ways to improve service along the Crenshaw corridor. Take-ones promoting the workshop have been distributed to Divisions 5 and 18 for placement on the buses. Information about the lines will be presented along with potential service improvements as a way to start the discussion. The public will have opportunities to share their comments and feedback. A summary of the comments received will be presented to the Council for evaluation at a future meeting. Council will determine if any of the suggestions are worthy of consideration. Comments and recommendations received will also be shared with Service Planning Staff. After review refined suggestions will be presented to Council for further review and discussion of what changes Council would further support.

Councilmember Szerlip commented that several lines terminate at South Bay Galleria. He does not have evidence but he has heard that the Galleria troublemakers are riders of Line 40.

Chair Franklin expressed concerns that attendees may want to discuss topics other than the corridor study such as the Crenshaw/LAX project. He will clarify up front that the workshop topic is Lines 210/710 service and current service that augments those lines.

Wayne Wright commented that the Crenshaw Baldwin Hills Mall is a good location but he is concerned about people discussing other MTA business. He hopes that Council Member Turner will be present as Torrance Transit routes were restructured and there is some route duplication south of the I-105.

Dorothea Jaster commented the map on the take-one brochure does not provide a scale.

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

- On-time performance goal is 80.0%, South Bay 74.3%, System Average 75.0%
- Complaints per 100,000 passengers: Goal 2.20, South Bay: 3.37, System Average: 3.24
- Wheelchair Passups: 1 of 91
- Miles between mechanical road call: Goal: 3,900, South Bay: 4,557, System Average: 4,178
- Clean Bus: Goal: 8.5, South Bay: 8.25, System Average: 8.51
- Bus Accidents per 100,000 Miles: Goal: 3.10, South Bay: 3.53, System Average: 3.25
- Monthly Ridership: South Bay Cities: 339,600, System Average: 1,120,369
- Bus Station Evaluation Scores: Artesia Blue Line Station: 7.8 (C+), Aviation Green Line Station: 8.3 (B), LAX City Bus Station 8.0 (B-), Willowbrook-Rosa Parks Bus Station 8.2 (B-), Harbor/Century Freeway Silver Line Station 8.0 (B-)
- Silver Line Ridership: Daily 13,515, Saturdays 4,832, Sundays 3,437. Boardings from the South Bay have increased to 40% of trip origins, compared to 31% when that service was started.
- Bus/Rail Average Monthly Ridership: Bus Weekday Passengers 1,120,449; Rail Weekday Passengers 362,090, for combined system total of 1,482,539.

A new program began in December at El Monte Station whereby transit users with valid Metro or Foothill Transit fare media can board either the Foothill Transit Silver Streak from Claremont to Downtown Los Angeles by way of El Monte Station or the Metro Silver Line. Crenshaw Local and Rapid Ridership have improved, though the Local is garnering a much faster rate of ridership growth because of less frequent service on the Rapid. Scheduling has been stretched out by our Scheduling Department.

Councilmember Addleman commented that South Bay is last at on-time performance, 3rd in mechanical, last in cleanliness, last in accidents, and tied for last for Bus Station Cleanliness. He would like to work on getting these ratings up because it does not look very good. Mr. Hillmer commented that the South Bay faces challenges due to the very heavy use and high loads which put more strain on the buses and impact OTP. Metro performance numbers are taken extremely seriously - last week 4 Transportation Managers were either fired or demoted.

Councilmember Pullen-Miles noted that the Hawthorne buses he takes were much cleaner than they'd been in his previous experiences and in light of the bus cleanliness scores.

Councilmember Goodhart asked if heavier Westside and South Bay ridership also produces increased levels of revenue. Metro bus services are heavily subsidized – fares cover only approximately 25% of the cost to operate the service. While per passenger subsidy is slightly lower on some lines due to high ridership, generally all services operate at a loss.

Councilmember Goodhart asked if treatment of riders with mobility devices is addressed in the Mystery Riders report. Operators are supposed to deploy the ramp for any passenger who requests it. Walkers are not required to be folded up but passengers are asked to fold them up. Mr. Hillmer stated he would look into having data regarding mobility device use in the Mystery Rider report.

Councilmember Szerlip noted that the South Bay is often considered to be transit poor but in fact it has the second highest ridership – the perception is not the reality. He asked for information on the progress on the Green Line Station refurbishment. While there has been some improvement, it is not significant. Council was previously informed that a project to complete large scale improvements was going out to bid yet he's seen no movement. Mr. Hillmer will ask for an update from John Roberts regarding the improvement project status.

Chair Franklin observed buses do a “leap frog” movement on Wilshire in the Beverly Hills area and commented that it is dangerous to other motorists. Mr. Hiller responded that Wilshire Rapid Line 720 is the most popular line, serving 42,000 passengers a day. During the AM hours buses run every two minutes and mid-day every 5 minutes. Operators are trained to pull out to get around a bus that may be moving slower so as to keep space in between the buses with a four minute headway (not more than 1 minute ahead of schedule and no more than 5 minutes late). The goal is to avoid creating large time gaps in service and to more evenly spread out the passenger loads. Some

experimental practices such as “leapfrogging” are being tried out to avoid the bunching of buses.

Dorothea Jaster commented that when she comes across a courteous operator who goes beyond the call of duty she is sure to report it and request that they be recognized. Unfortunately in the 8 years of riding Metro she has not experienced a single operator going beyond the call of duty. She has had excellent customer service experiences on some municipal services.

J.K. Drummond commented that on the composition buses the harmonics need to be looked at due to the heavy vibrations. He asked if there is any way to modify the buses to reduce the vibration and shaking. The all-metal buses don't shake as badly on the Harbor Transitway. Mr. Drummond asked what the MMBRC abbreviation in the presentation stands for. Mr. Hillmer replied that it stands for Mean Miles between Road Calls.

Wayne Wright asked if mechanics were disciplined as well as the Division Managers. Disciplinary action was taken with the Transportation Managers but the Maintenance Managers were held accountable for those service benchmarks; several were demoted or fired last year. Mr. Wright commented that there are standing loads on the Silver Line and Line 450 near 37th Street at rush hour. Mr. Hillmer responded that Line 450 has heavy, loyal ridership that will let an empty Silver Line go by to wait for the 450. Because it doesn't make a lot of stops on the Harbor Transitway they perceive it as being faster.

10. COUNCIL MEMBER COMMENTS AND LINE RIDES

Councilmember Deming: Date: 2/7/13; Line #625; Operator #80847; Time On: 5:33pm; Boarding Location: World Way West at Administration Road (Stop #16864); Bus Cleanliness: Good. The TV and voice annunciator were working and there were trash bags and schedules available. The bus ran on time and the driver was friendly and drove safely.

Councilmember Deming suggested moving the Beach Cities #109 bay at Aviation/LAX Station closer to the #625 bay where there is an open bay. These two lines travel in the same direction towards El Segundo and are currently at opposite ends of the station. The #625 bus layovers are currently in the parking area to the southeast of the bays. Also, the solar bus stop signals/lights at World Way West/Administration Road are not functioning.

Councilmember Deming shared that she recently visited Washington D.C. and was very impressed with Washington D.C. stations and customer service. The information booths were staffed and there were attendants standing outside of stations who were specifically trained to spot and assist passengers in need of assistance. The signage is also very helpful, as in addition to the name of the station you are at, it also lists the names of the next few stations that a rider would be approaching. A passenger does not have to know if they are going north or south, they only need to know the name of the station and the graphic shows them how to get there. Washington D.C. also offered a specially designed fare cards for the Presidential Inauguration. Several people were purchasing the cards as

a commemorative item, many of whom were not even going to use the transit system or the full value of the card they purchased. Metro could offer something similar to highlight special events and to boost revenue. Chair Franklin commented that Metro has missed opportunities to do something similar for special events such as the Expo Line Opening and the Space Shuttle transport to the Science Museum. However, something like this could be done in the future for several other types of events such as USC games, Laker games and so forth.

Councilmember Deming also recently visited San Francisco. The San Francisco BART elevator at Market Street was pooled with urine. The contrast in cleanliness made her grateful for the efforts that have gone into cleaning up Metro's stations.

Councilmember Deming shared that she has been receiving a lot of ExpressLanes citations for LAWA company cars that have working transponders. The next phase of ExpressLanes on the I-10 is opening on February 23rd. She requested an update on Express Lanes progress at the next Council meeting.

Councilmember Goodhart: Date: 2/7/13; Line #344; Operator #14446; Time On: 2:07pm; Time Off: 2:28pm; Boarding Location: PCH & Hawthorne, Torrance; Alighting Location: Artesia & Hawthorne; Bus Cleanliness: Good. The bus was clean and trash bags were available. Transit TV was on with no sound and the auto annunciator was working. There was an average of 16 riders during the trip. Schedules were available for Lines 246 and 344, and pamphlets were available regarding Metro Insider, TAP is Your Ticket and What to do in an Earthquake.

Date: 2/7/13; Line #344; Bus #5325; Operator: Trainee with Supervisor; Time On: 2:48pm; Time Off: 3:12pm; Boarding Location: Artesia & Hawthorne, Torrance; Alighting Location: PCH & Hawthorne; Bus Cleanliness: Good. Bus was clean, trash bags were available. There was an average of 12-18 riders during the trip. Line 246 and 265, and pamphlets on Metro Insider and TAP is Your Ticket were available. Auto annunciator was working, Transit TV was off in front but working in the rear of the bus.

Councilmember Pullen-Miles: Line #740; Operator #4523; Bus #7928. Bus was clean; Transit TV and annunciator were working. There were no trash bags, no timetables. One of the posters was ripped and another was hanging. Exited at the Green Line Station.

Rapid Line going south on Hawthorne; Operator #4523; Bus #7636. The bus was very clean, had trash bags, auto annunciator worked, timetables were low. Bus was about 1/3 full.

Councilmember Szerlip: Green Line trip to Downtown on 2/14/2013 at 6pm. It was 100% full. Boarded the Blue Line Station at 9:30pm for return trip. Green Line was 40% full. Message boards at Willowbrook Station were announcing late night service on Friday and Saturday nights on the Green Line. Great to see the word is getting out.

Green Line trip with 4 other people on 2/17/13. Entered at Crenshaw and used the elevator on the west side of the station. The announcements were inaudible and distorted

in the elevator. At 4:55pm, the group boarded the train and passengers were standing at 130% capacity. At the next stop the aisles were 90% full. The rail cars need hand straps to accommodate standing passengers, especially with such full loads. The Blue Line was at 100% capacity and deputies were checking TAP cards when his group got off at Pico Station. The group was told they had not tapped though they had. The TAP validator turnstile at Willowbrook/Rosa Parks mid-level needs to be looked at, as he suspects it was not functioning when the tapped going from the Green Line to the Blue Line. The Blue Line return trip was delayed about 5 minutes because of repair work on one of the tracks. Boarded the Green Line at 10:30pm and it was 30% full.

Green Line trip on Monday, 1/21/13 at 5pm, the train was 35% full. The Blue Line connection was immediate and was only at 40% capacity but rose to 115% capacity by arrival at Willowbrook. There was a wheelchair passenger in the front car using a lifted seat to hold on. Are there straps available on the trains? The returned Blue Line trip was 40% full; waited 8 minutes for the Green Line to arrive.

Boarded at Crenshaw Station for Green Line trip on Friday, 1/31/13 at 5:30pm. Train was 80% full; exited at Willowbrook. The Blue Line the automated announcement system was not working in car #208B, so you could not tell where you were. Blue Line was at 120% capacity and passengers could no longer enter. The midlevel handicap access gate at Rosa Parks Station was not validating TAP cards.

This month, Redondo Beach and Chevron will move 6 100-ft long, 28ft diameter, 500,000 lbs. each steel coke drums. The drums will travel along PCH which turns into Sepulveda, to Rosecrans and end at the Chevron Refinery starting on 2/20/13 for two days, then again on 2/27/13 and 3/6/13.

Chair Franklin: Date: 2/6/13; Line #210; Bus #8432; Operator #28442; Time On: 9:23am; Boarding Location: Crenshaw Blvd & Imperial Hwy. There were plenty of plastic bags. The bus driver greeted as entered and exited. The bus stayed ½ full. The bus was clean, schedules for Lines 210 and 111/311 were on display. Transit TV was working. It was an enjoyable ride.

Date: 2/6/13; Line #210; Bus #8485; Operator #16934; Time On: 9:42am; Boarding Location: Crenshaw Blvd. & Imperial Hwy. There was one plastic bag. Bus schedules for 210 and 265 were on display. The bus was ¾ full, clean, and the driver greeted everyone as they entered and exited. A couple entered the bus. The female tapped her card; her companion walked by without tapping. The driver said nothing. Thought this needed to be corrected.

Chair Franklin reminded everyone that the South Bay Service Council is conducting a workshop on Wednesday, February 27, 2013 at 6pm at the Baldwin Hills Crenshaw Plaza in the Community Room. He asked staff to speak with the CEO regarding the high gas prices, the direct correlation to the increase in public transit usage, and the potential need for more service to be added.

Adjourned at 11:54am