

REVISED

# Minutes

Friday, December 13, 2013  
9:30 - 11:30 AM

SOUTH BAY CITIES SERVICE COUNCIL  
Regular Meeting

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

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Local Lines: 40, 111/311, 115, 211/215, 212/312, 607 and Rapid Line 740

Called to order at 9:31 a.m.

Council Representatives:  
Ralph Franklin, Chair  
John Addleman, Vice Chair  
Devon Deming  
Jack Gabig  
James Goodhart  
Roye Love  
Robert Pullen-Miles  
Don Szerlip

Officers:  
Jon Hillmer, Director Service Councils  
Richard Morallo, Community Relations Mgr.  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Scott Greene, Transportation Planning Mgr.

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Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

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กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. PLEDGE of Allegiance

2. ROLL Call and Introductions

3. SAFETY Tip, Godfrey Offoegbu, Veolia Transit.

Mr. Offoegbu encouraged everyone to be careful and cautious while operating personal vehicles and while using transit during the rush of the holiday season.

4. APPROVED Minutes from November 8, 2013 with the abstention of Councilmember Goodhart

5. PUBLIC Comments for Items not on the Agenda

Chair Franklin shared that regular attendee Dorothea Jaster notified him that she was unable to attend and wishing everyone a blessed Christmas and a happy New Year.

6. RECEIVED Presentation on Proposed June 2014 Service Changes, Scott Page, Service Development Manager

Most of the service changes are concentrated in the San Fernando Valley. Line 169 will be extended from its current terminus at Sunland at Foothill Blvd. to the new Regional Intermodal Transit Center (RITC). It will provide a one seat ride from Hollywood to Sunland, improve frequency, and service the RITC without additional revenue service hours.

Line 534 currently operates from Malibu to Downtown Santa Monica. The segment of the route from Santa Monica Expo Station to Washington/Fairfax Transit Hub will be discontinued as it will be covered by the Expo Line Phase 2 once it opens. Line 534 will have the same amount of service going to Malibu but service to the Washington/Fairfax Hub will be reduced by 50% from every 10 minutes to every 20 minutes.

A demonstration project is starting on Line 577 on December 15<sup>th</sup> to attempt to better serve Rio Hondo College. Students will be able to ride Line 577 from the Green Line or from El Monte Station at no additional cost. If the demonstration is successful, the change will be made permanent in June.

After reviewing Valley ridership patterns and comments received from the public, Service Planning proposed to create a Valley U Service. It will extend Line 741 service that ends at Ventura Blvd., join it with Line 761 that ends in Westwood and hook them together in Sherman Oaks to make one continuous line. This will allow people to travel down Reseda Blvd. to Ventura Blvd. to Van Nuys Blvd. all day long every 10 minutes.

Line 734 will be extended from Sherman Oaks to Westwood and through UCLA via Sepulveda Blvd to operate 7 days a week and will provide a true Sepulveda bus from UCLA to the Sylmar Metrolink/Amtrak Station service. This proposal will eliminate two layovers which in turn will save money and improve service on Sepulveda and Reseda Blvds.

A new Express Line 588 was proposed by Westside and San Fernando Service Council members will be included in the public hearing. This line would operate on weekdays only during peak periods. Service could begin once I-405 construction is completed. Should it be successful, Service Planning may consider extending it to the Sepulveda Expo Line Station so people can travel to the Valley without having to travel to Downtown and back across on the Red Line. The only caveat is that Metro does not have money for creation of a new line and will need to find funding to provide the service once it has been taken through the public hearing process as requested by the two Service Councils.

The Silver Line just had its 4-year anniversary. Ridership has grown to approximately 15,000 passengers per day. Most of the growth is in the South Bay. Weekday service is going to be doubled and Sunday service will be improved to every 20 minutes.

Chair Franklin commented that high speed rail was not mentioned in the report. Mr. Hillmer clarified that the high speed rail project is overseen by the California High-Speed Rail Authority, a separate agency. Metro is working with that agency to determine how the rail would travel through Union Station if and when the line is built, as it would have a significant impact on Union Station and the surrounding transit facilities. There is a comprehensive master plan for Union Station that addresses reconfiguring and redeveloping Union Station to accommodate high speed rail and transit service growth.

Chair Franklin asked about consolidation of Local and Rapid stops particularly for Lines 210 and 710 in the South Bay. Split stops create a challenge for passengers who then run across the street to catch the first bus to arrive. Mr. Hillmer replied that Stops and Zones completed a review of the split stops on Lines 210/710 and consolidated several stops where possible. The process of reviewing split stops on all lines continues to be worked on bus line by bus line.

Councilmember Goodhart commented that it is nice to see new routes being created and asked if the improvement of the economy had been a factor, and inquired about the headways of the proposed service changes. Mr. Page replied that the headways on Line 588 will be every 15 minutes; the headway on Reseda Blvd. will increase from 15 minutes to 10 minutes by matching it with the Van Nuys side. The Valley U and the extension of Line 734 to Westwood will be done at no increase of revenue service hours and will save 20-30 hours a day by getting rid of two out of the four layovers. An all-inclusive public hearing will be held in Downtown on Saturday, February 9, 2014 at 9 a.m.

William Meyers, a resident of Hawthorne, asked where the public hearing notices will be published. Mr. Hillmer replied that the hearing notices will be publicized through various means including Take One brochures and publication in several local newspapers, including those that serve various language groups, as well as on the Metro

website. Mr. Meyers asked if there was any consideration given regarding the connections from Line 534 that may be eliminated. He is concerned that if service is reduced people will incur additional transfer expense. Mr. Page replied that the Washington/Fairfax Transit Hub is being reduced, not eliminated, based on data on the needs of passengers. He clarified that the changes will not be implemented until 2015 when Expo Phase 2 begins operation.

7. RECEIVED Director's Performance Report on South Bay October 2013 Service, Jon Hillmer, Director

- Bus On-Time Performance: 73.8%; Goal: 80%; Average: 74.1%
- Complaints per 100,000 passengers: 3.91; Goal 2.20, Average: 3.73
- Miles between mechanical road call: 4,176; Goal: 4,000, Average: 3,827
- Clean Bus: 8.26; Goal: 9.0, Average: 8.47
- Accidents per 100,000 Miles: 4.46; Goal: 3.10, Average: 3.51
- Bus Station Cleanliness: 8.03; Goal: 8.5, Average: 8.21
- Monthly Ridership: South Bay Cities 367,583 of System Average: 1.2 million
- Silver Line Ridership: Daily 14,466, Saturdays 5,986, Sundays 3,874
- Metro Green Line Ridership: Weekday: 42,101; Saturday: 29,670; Sunday: 18,155

Five additional stations were latched on the Blue Line: Slauson, Compton, Firestone, Artesia, and Del Amo. The Green Line will begin the latching process soon.

The Metro Board will consider modifying the fare structure in March. The Councils will hold fare forums to gather input on potential changes to the fare structure prior to the Board's decision. The Service Councils do not have the authority to impose a fare structure, but can provide recommendations and submit them to the Board. The Board will likely hold a hearing in late April or May.

Councilmember Szerlip expressed surprise at the constant ridership levels on Line 450X. He commended ~~Councilmember Goodhart~~ Vice Chair Addleman on his advocacy on behalf of the line. He requested an update on the new bus delivery schedule. Mr. Hillmer replied that the first of the 40 foot buses has arrived and is being used for testing and demonstration purposes. The new 40' buses will have 38 seats and will have improved wheelchair storage locations and features. They will be assigned to replace the high floor buses and those buses with a history of mechanical problems first.

Councilmember Szerlip noted that the Westside has an impressive record of steady improvement in traffic accidents and asked how they are accomplishing the reduction. Mr. Hillmer replied that traditionally areas with less congested streets have fewer accidents than service that operates on heavily congested corridors such as Vermont Avenue, Hollywood Blvd., Santa Monica Blvd. or through Downtown Los Angeles. Approximately 75% to 85% of traffic accidents involving a bus are found not to be the fault of the operator. The most common accident is a bus parked at a bus zone being struck by a vehicle.

Vice Chair Addleman asked about his request to address the pigeon problem at Artesia Transit Center by adding spikes to the dome. Mr. Hillmer replied that there is a plan to install a device to discourage the pigeons from perching at that location.

Councilmember Gabig asked if the accident rate figures represent accidents that occur within each region or whether they reflect accidents on the routes that serve the region. He asked if the accidents could be coded by location in addition to the line or division so as to provide more region-specific information. Mr. Hillmer replied that the accident data is provided by routes serving the region; all accidents would need to be geocoded by location in order to provide that level of detail. He will check with the Service Performance Analysis Department to see how this can be done.

Councilmember Gabig asked for a list of stations that are evaluated to create the station cleanliness rating. Mr. Hillmer replied that he would provide that list to the Council and email the scoring sheet used to evaluate the stations.

Councilmember Gabig asked if any analysis has been completed on Silver Line ridership through Downtown, what their destinations are, and if Silver Line ridership is growing at the same rate as total ridership. Mr. Hillmer replied that he would ask the TAP department to provide data on where Silver Line passenger trips begin and end.

Councilmember Pullen-Miles concurred with Councilmember Gabig's request for accident data to be provided based on where the accident occurred as opposed to the region that the bus line serves. Mr. Hillmer replied that he may be able to get some information but will not be able to calculate the rate of accidents per 100,000 miles because Metro tracks buses and service irrespective of where they travel to. One of the reasons accidents are recorded by route irrespective of they occur is because if patrons are on the bus when an incident occurs, it may cause delays not only to them but to people who want to get on the bus farther down on the route.

Councilmember Pullen-Miles asked what the general nature of the complaints are in the South Bay. Mr. Hillmer replied that the most complaints are generally received for pass ups, accounting for 25% of the total. The next highest are operator generated complaints and complaints of operator activity which account for about 10% of customer complaints.

Councilmember Goodhart asked that the top 5 customer complaints be identified to see what actions can be taken to reduce them, particularly pass ups. Mr. Hillmer replied that it is likely that many of the reported pass ups were really for buses that were not in service or servicing another bus line. Metro implemented a practice of taking the line number off a bus that is not in service. It had a small impact in reducing the number of passengers thinking they had been passed up but had a negative impact for the road supervisors to track buses. Another strategy is to not have buses deadhead. Chair Franklin echoed Councilmembers Gabig and Pullen-Miles' request for the list of stations being evaluated for cleanliness. He also recommended exploring a means to provide accolades for positive indicators to the report to provide balance.

The Councilmembers were presented with a lapel in commemoration of the 10th anniversary of the Service Councils.

## 8. Councilmember Comments and Line Rides

Councilmember Szerlip asked for a report on how Metro promotes and educates tourists about its services. He would like to know how Metro information is distributed to the LA Convention Bureau, other visitor serving organizations, as well as at hotels, airports and destinations.

Councilmember Pullen-Miles: Date: 12/20/2013; Line: 215; Operator Badge#16817; Bus #8485; Boarding Location: Manchester Blvd. & Grevillea Ave.; Time On: 8:40 am; Time Off: 11:33am; Bus Cleanliness: Good. The bus was extremely clean, full of passengers, and there were timetables. The driver was extremely helpful to passengers and announced all major stops. The annunciator worked. Departed at Belford and returned going east on bus #18305. It was an older bus that was reasonably clean, the annunciator worked, and Transit TV worked. There were trash bags and timetables available.

Councilmember Gabig: On 12/20/2013 he tested the newly implemented TAP transfer ticket. The Gardena operators at the Vermont station are issuing the transfer card for bus to rail in lieu of the old interagency paper transfers and it is working fine. In the past there was no way to electronically validate the paper transfer which is no longer accepted by Metro. It is a one-time use. He did not notice any confusion by patrons but noted that the disabled gate when entering was in the open position and people were using it. Mr. Hillmer replied that the gate is to stay open for 5 seconds but he would look into it.

Chair Franklin asked if the card can be used as a debit card. Councilmember Gabig replied that it is a one-time use card. Councilmember Goodhart asked what happens to the used cards after it is used and expressed concerns regarding creation of excess litter. Mr. Hillmer replied that the cards are to be thrown away and there are trash cans at the stations and bus stops for their use, and that Metro is working with regional carriers to have them transition to a TAP system.

Councilmember Goodhart wished the Metro staff a happy holiday and a prosperous New Year and thanked them for their support.

Councilmember Love: Date: 12/12/2013; Blue Line Car #239A; Boarding Location: Del Amo/Santa Fe Station; Time On: 12:00pm; Time Off: 12:26pm; Alighting Location: Washington & San Pedro; Train Cleanliness: Good. The train was 80% full and clean. It did not announce Rosa Parks/Willowbrook Station. He took a return trip at 2:09pm in car#1678 at Washington and San Pedro. The train was overcrowded, the stops were not announced and several windows were etched. Mr. Hillmer commented that when riding the Blue Line with former Assistant CEO of Metro, Bill Foster, they noticed etching on windows and the poor appearance of the Blue Line cars. Metro is in process of rehabbing the cars and have maintaining the remaining cars. This should not be allowed to happen because it conveys to the public that the quality of service and safety are in question.

Wayne Wright commented that Hollywood Park will close on Sunday, December 22nd which will cause heavy use of Metro Lines 212 and 117 and will also affect Christmas shoppers using those lines. He expressed hopes that Division 5 would assign 45-foot buses to run over the weekend as it would help Line 212 which will likely be crowded.

Chair Franklin: Date: 12/11/13; Line: 210; Operator Badge#29977; Bus #8647; Boarding Location: Crenshaw Blvd. & Imperial Hwy; Alighting Location: Crenshaw Blvd. & Manchester Blvd; Time On: 10:36am; Time Off: 10:44am; Bus Cleanliness: Good. The bus was exceptionally clean but did not have monitors; the operator was courteous. There were trash bags and schedules for 117/120, 117, 710, 265 and Metro Silver Line.

Date: 12/11/13; Line: 710; Operator Badge#16430; Bus #7591; Boarding Location: Crenshaw Blvd. & Manchester Blvd.; Alighting Location: Crenshaw Blvd. & Imperial Highway; Time On: 10:45am; Time Off: 10:53am; Bus Cleanliness: Good. The bus was clean, there were no plastic bags, and the driver was courteous. Bus schedules were available for Lines 344 and 710.

Chair Franklin stated that news reports have stated that electric vehicles are being allowed to travel in the HOV lanes with a single occupant. Mr. Hillmer clarified that the waiver of the HOV lane requirement does not apply to the ExpressLanes. Once the ExpressLanes trial is completed, a determination to continue, modify or abandon the program will be made. At that point different types of vehicles may be allowed to ride the lanes. Chair Franklin stated it is misleading for news and electric vehicles vendors to advertise that way and recommended that the statements be addressed by Metro.

Chair Franklin raised a question at last month's meeting regarding how revenue from advertisement on bench signage and bus stop shelters is distributed. He has since looked into the issue further and found that the City of Inglewood does have a contract with an advertising firm and is receiving advertising revenue which is being used to help maintain bus shelter cleanliness and have the trash bins dumped on a regular basis.

Chair Franklin shared that it was recently announced that the Proud Bird would be allowed to stay open for another year. He stressed the need to ensure that there are no interruptions to bus service on Aviation Blvd. He added that the Forum will reopen on January 15, 2014 with a performance by The Eagles which will impact area bus lines. Chair Franklin adjourned the meeting by wishing everyone happy holidays and a healthy and prosperous New Year.

**ADJOURNED** at 11:00 a.m.