

1 SOUTH BAY CITIES SERVICE COUNCIL  
2 REGULAR MEETING AND FARE FORUM  
3  
4  
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6  
7  
8 INGLEWOOD CITY HALL  
9

10 Friday, March 14, 2014

11 9:30 a.m.  
12  
13

14 One Manchester Boulevard

15 Conference Room A

16 Inglewood, California  
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1 Hearing of South Bay Cities Service Council Regular  
2 Meeting and Fare Forum, requested by the South Bay  
3 Cities Service Council, before WILLIE ANDERSON, JR.,  
4 Certified Shorthand Reporter Number 13385, for the State  
5 of California, with principal office in the County of  
6 Los Angeles, commencing at 9:30 a.m., Friday, March 14,  
7 2014, at One Manchester Boulevard, Inglewood,  
8 California.

9 \* \* \*

10 APPEARANCES COUNCIL REPRESENTATIVES:

11 RALPH FRANKLIN, CHAIR

12 JOHN ADDLEMAN, VICE CHAIR

13 DEVON DEMING

14 JACK GABIG

15 JAMES GOODHART

16 ROYE LOVE

17 ROBERT PULLEN-MILES

18 DON SZERLIP

19 OFFICERS:

20 JON HILLMER, DIRECTOR SERVICE COUNCILS

21 RICHARD MORALLO, COMMUNITY RELATIONS MANAGER

22 DOLORES RAMOS, COUNCIL ADMINISTRATIVE ANALYST

23 HENRY GONZALEZ, COUNCIL COMMUNITY RELATIONS MANAGER

24 SCOTT PAGE REPRESENTING SCOTT GREENE

25

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1 South Bay Cities Service Council Regular Meeting and  
2 Fare Forum,  
3 called to order by the Chair Ralph Franklin on behalf of  
4 the South Bay Cities Service Council, was commenced and  
5 recorded as follows:

6  
7 C A L L T O O R D E R  
8 A N D P L E D G E O F A L L E G I A N C E  
9

10 MR. FRANKLIN: Let's call the meeting to order,  
11 and let's all please rise, and we'll salute the colors.  
12 Right hand over your heart and begin.

13 (Recite Pledge of Allegiance.)

14 MR. FRANKLIN: Thank you, and please be seated.  
15 We'll do the roll call of the council members.  
16

17 R O L L C A L L A N D I N T R O D U C T I O N S

18 MR. FRANKLIN: I'll go to my far left.

19 MS. DEMING: Devon Deming, Los Angeles World  
20 Airport.

21 MR. SZERLIP: Don Szerlip, City of Redondo  
22 Beach.

23 MR. FRANKLIN: Far right.

24 MR. LOVE: Roye Love, City of Carson.

25 MR. GOODHART: Jim Goodhart City of Palos Verdes

1 Estates and representative of PV Transit.

2 MR. ADDLEMAN: Jon Addleman, Rolling Hills  
3 Estates and PV Transit.

4 MR. FRANKLIN: And I'm Ralph Franklin, city  
5 councilman, City of Inglewood.

6 Now we will do some introductions for the  
7 public. We have a portable mic.

8 MR. HILLMER: This is Jon Hillmer from Metro.

9 MS. RAMOS: Dolores Ramos, Metro.

10 MR. GONZALES: Henry Gonzalez, Metro.

11 MR. ANDERSON: Willie Anderson.

12 MR. TU: Good morning. Stephen Tu, Metro.

13 MS. VALENTINE: Good morning. Olivia Valentine,  
14 City of Hawthorne Council.

15 MR. MEYERS: Bill Meyers City of Hawthorne.

16 MS. DURASKI: Loren Duraski, City of Carson  
17 Community Development.

18 MR. PAGE: Scott Page, Metro. Mr. Greene is out  
19 of town today, if you were wondering.

20 MR. FRANKLIN: We still have Scott in town.  
21 That's all right.

22 MS. HOLLY: Bonnie Holly, St. Johns Healthcare.

23 MR. RODRIGUEZ: Conner Rodriguez.

24 DEPUTY APOSTOL: Deputy Apostol, Los Angeles  
25 County Sheriff's Department.

1 MR. BRACKNEY: Bryan Brackney. I live out of  
2 town, but I come here about once a month, and I'm -- use  
3 it, and I'm speaking as a regular consumer of the  
4 transit services.

5 MR. FRANKLIN: Welcome.

6 MR. BRACKNEY: Thank you.

7 MR. OVERA: Steve Overa, Metro.

8 MR. HERNANDEZ: Javier Hernandez, Metro.

9 MR. FRANKLIN: I thought someone else was around  
10 the corner.

11 That's it? We got everybody?

12 MR. GOODHART: Pullen-Miles.

13 MR. FRANKLIN: All right. We have one more  
14 service council member that just arrived.

15 MR. PULLEN-MILES: Robert Pullen-Miles,  
16 Lawndale.

17 MR. FRANKLIN: Okay. Now, we're going to move  
18 into the safety tips. Actually, I have a volunteer so  
19 lieutenant, if you would like to stand down, I have  
20 another volunteer --

21 DEPUTY APOSTOL: Sure. Okay.

22 MR. FRANKLIN: -- to do that, our board -- our  
23 Service Counsel Member, Devon.

24 ///

25 ///

S A F E T Y T I P

MS. DEMING: Hello. So I was at a presentation yesterday where a researcher from the University of Michigan State was talking about distracted driving and was talking about that the more information that comes out, from distracted driving, the worse the statistics look.

And that -- now, they're saying distracted driving, you know, whatever form that would be -- whether it's texting or, you know, checking e-mail, or putting on makeup or drinking a soda, whatever, it is -- that distracting driving, they're now saying, is eight to ten times more dangerous than drunk driving because drunk driving we know we're not good at, but distracted driving we think we can do.

We think we can multitask and drive at the same time, and the researcher, specifically, studied parts of the brain and was talking about the brains inability to switch tasks as quickly as we think it can.

And said that the average time a person spends looking away from the road, when they're doing something other than driving, is five seconds.

And that the average distance that you travel in five seconds is a football field and a half, which is a

1 long way to travel with your eyes closed in a car, you  
2 know, moving at quick speeds.

3 And his basic presentation focused on  
4 statistics, and he said, you know, the most dangerous  
5 thing about distracted driving is that we all think we  
6 can do it, and when we do it and when we get away with  
7 it successfully, that just empowers us to think that we  
8 can do it more.

9 But statistics are not on your side, and the  
10 statistics that deal with large numbers say the more you  
11 do something, the more likely, you know, the negative is  
12 to happen.

13 So you're playing with your own statistics and  
14 playing with fire, when you're driving distracted and  
15 when you're texting or doing something else while  
16 driving.

17 And that even though we all think we can do it,  
18 it's actually much more dangerous than we even know now,  
19 and the statistics really haven't caught up with the  
20 technology that's available today.

21 So it's just something we should all be aware  
22 of. I was -- I was really -- I thought the presentation  
23 was extremely thought provoking, and then on my way here  
24 this morning, there was somebody in the lane next to me  
25 who completely veered into the lane and almost into the



1 car in front of me.

2 And I was, like, what's going on with that  
3 vehicle. And by the time I got up to him, I could see  
4 he was texting. He was completely not even driving in  
5 his lane, driving 60-plus miles an hour on the 405  
6 Freeway not watching the road, so case in point.

7 MR. FRANKLIN: Point well taken. Thank you very  
8 much for the safety tip. We now are moving to the next  
9 item.

10

11 A P P R O V E M I N U T E S F R O M  
12 J A N U A R Y 1 0 , 2 0 1 4 A N D  
13 F E B R U A R Y 1 4 , 2 0 1 4  
14 M E E T I N G

15

16 MR. FRANKLIN: There are two packets of minutes.  
17 The minutes from last month and also the minutes,  
18 actually, for January the 10th and February the 14th.

19 And so I will entertain any questions or  
20 discussion, amendments of any of those two minutes from  
21 the board, at this time, or service council.

22 MR. ADDLEMAN: I'll move approval of January.

23 MR. GOODHART: Second.

24 MR. FRANKLIN: You'll move the second for  
25 January.

1           Before we do that, let me reach out to the  
2 public or those that were at our January 10th meeting.  
3 If there's any corrections or minutes you'd like to  
4 make, please step up to the mic. Seeing none, I will  
5 now offer the question.

6           All in favor certify by saying I.

7           MR. LOVE: I.

8           MR. ADDLEMAN: I.

9           MR. GABIG: I.

10          MR. SZERLIP: I.

11          MR. GOODHART: I.

12          MR. PULLEN-MILES: I.

13          MR. FRANKLIN: Any opposed? The January 10th  
14 minutes are being received.

15          MR. DEMING: I'd like to abstain.

16          MR. FRANKLIN: One abstention.

17          Now, the February 14th minutes?

18          MR. GABIG: Move adoption.

19          MR. FRANKLIN: It's been moved.

20          Second. Before we call for the question, I just  
21 have one friendly amendment.

22          I'd like to go to Page 1 -- Page 2 of the  
23 minutes identified, and I want to identify under "Public  
24 Comment," Item No. 5, first paragraph in that segment  
25 involving Dorothea Jaster.

1           The second sentence from the bottom, where it  
2 talks about "Chair Franklin requested an update on  
3 findings and action being taken to discourage illegal  
4 activity on platforms, buses and trains and asks what  
5 number should" -- instead of "who" should be, "what  
6 number" -- what number patrons can call to report the  
7 incident.

8           So take "for who" and change it "for what  
9 number."

10           MR. SZERLIP: I'll accept the amendment.

11           MR. FRANKLIN: Okay. It's a friendly amendment.

12           MR. GOODHART: Mr. Chair, I abstain.

13           MR. ADDLEMAN: I abstain too.

14           MR. FRANKLIN: Okay. Now, public comment  
15 regarding the February 14th minutes by any correction,  
16 deletion, modification?

17           Seeing none, and with the friendly amendment, we  
18 will now call for the question.

19           All in favor certify by saying I.

20           MR. LOVE: I.

21           MR. GABIG: I.

22           PULLEN-MILES: I.

23           MR. SZERLIP: I.

24           MR. FRANKLIN: Any opposed? And we have the  
25 abstention of Jon Addleman and Jim Goodhart --

1 MS. DEMING: And me.

2 MR. FRANKLIN: -- and Devon. All right.

3 Now is public comment on items not agendized,  
4 and I have one request, and that's from the City of  
5 Carson.

6 Before I do that, let me also acknowledge Mayor  
7 Pro Tem, from Hawthorne, Ms. Olivia Valentine. Thank  
8 you for joining us.

9 MS. VALENTINE: Good morning, my pleasure.

10 MR. FRANKLIN: Thank you very much for being  
11 here showing your support about transportation in the  
12 South Bay.

13

14 P U B L I C C O M M E N T S F O R I T E M S

15 N O T O N T H E A G E N D A

16

17 MR. FRANKLIN: I have a Lauren Grabowski. If I  
18 mispronounced that, please correct it by putting it on  
19 the record.

20 MS. GRABOWSKI: Good morning. My name is Lauren  
21 Grabowski. I work at the City of Carson in their  
22 community development and planning department on a joint  
23 project with UCLA developing an active transportation  
24 plan including walking, biking, and public transit use.

25 I'm here to speak about the Metro ExpressLanes,

1 net total revenue grant program which allocates  
2 40 percent of tolls -- from the toll lanes on the I-10  
3 and 110 to active transportation projects within a mile  
4 of this corridor.

5 And the goal of this program is to advance the  
6 long-range transportation plan, and the Los Angeles  
7 County Metro Transportation Authority goals for a more  
8 sustainable county line transportation demands in some  
9 of their integrated strategies including transit  
10 operations, transit demand management, transportation  
11 assistance management and active transportation.

12 "Information on this program will become  
13 available starting tomorrow online. City of Carson will  
14 be applying for this grant, specifically for developing  
15 a portion of the Dominguez Channel into a walking and  
16 bike path.

17 And this -- this path will connect with the  
18 Harbor Gateway Transit Center. We would like to  
19 potentially partner with anyone who's interested.

20 It came to my attention that there was interest  
21 in installing bicycle lockers at the Harbor Gateway  
22 Transit Center. So I would invite anyone who would like  
23 to collaborate with us in applying for this grant, so  
24 that we can have lockers at the destination, to please  
25 contact me.

1 MR. FRANKLIN: Thank you.

2 MS. GRABOWSKI: Thank you.

3 MR. FRANKLIN: Jon, didn't -- at our previous  
4 meeting we addressed that issue regarding the Harbor  
5 Gateway of adding lockers.

6 So -- I can't remember who the person we had  
7 that was addressing that so could you get that person in  
8 contact with --

9 MR. HILLMER: Sure.

10 MR. FRANKLIN: -- the bond force (sic), please,  
11 so we have that.

12 MS. GRABOWSKI: Thank you.

13 MR. FRANKLIN: Okay. Now, we're going to get an  
14 update regarding the Green Line gate latching. Patrick?

15

16 U P D A T E O N G R E E N L I N E

17 G A T E L A T C H I N G

18

19 MR. TU: Good morning, council. My name is  
20 Stephen Tu. I'm, actually, here only behalf of Patrick  
21 Preusser for the Green Line gate latching.

22 So those of you that know, the Green Line and  
23 the Red Line are the two lines in our Metro Rail System  
24 where all of the stations are completely gated. I'm  
25 going to provide an update on where we are right now and

1 where we will be at the end of this year.

2 So the Green Line opened in 1995 with 14  
3 stations. We have eight remaining to be latched at this  
4 time, and some of the -- just gonna go over some of the  
5 challenges that we have in the process in which we go  
6 from planning, to installation, to the activation of our  
7 fair gates as well as resolving any customer issues  
8 there may be.

9 So our rail facilities maintenance department,  
10 which is within our Metro Operations Department --  
11 they're the ones that provide the infrastructure going  
12 out there to survey the stations including identifying  
13 the power source, the saw cutting as well as concrete  
14 work.

15 And after they've identified the actual areas to  
16 install our rail communications our rail com department  
17 goes in to, actually, do the cabling. And, also, most  
18 importantly is installing what we call our gate  
19 intercoms or GTELS at each of our stations.

20 As many of you know, we do not staff our Metro  
21 rail stations with station agents. Those that have  
22 customer inquiries are directed to an intercom and the  
23 intercom -- we are able to render customer assistance  
24 from our rail operation control center.

25 So having those GTELS installed near the gate is

1 critical, not only for customers who cannot get in but  
2 those who may have questions or those customers with  
3 disabilities.

4 So some of the -- some of the challenges that  
5 you see, as I touched on earlier, just those that you  
6 see on this third slide, and I just wanted to show the  
7 three stations that we did have data on the prelatch and  
8 postlatch, what the effect has been at our TAP vending  
9 machines transaction.

10 What you can see is about a 10 to 20 percent  
11 increase in comparing the same month, so this would be  
12 the month of February. The line in -- the bar in purple  
13 or the darker shade is February of this year, and the  
14 lighter purple shade is the previous year, 2013.

15 So those are -- the left bar that you see is  
16 Redondo Beach Boulevard Station, and then moving on to  
17 El Segundo in the middle, and then Douglas.

18 And what we have done, since then on last week,  
19 March 5th, we did go ahead and latch Mariposa, Aviation,  
20 LAX as well as Hawthorne and Lennox.

21 And the process that we go about doing this is:  
22 We have what we call a prelatch phase, where we have a  
23 customer education program, where we have our -- we  
24 contract with our sheriff's department and their  
25 security assistance, to give verbal warnings that our --



1 that our fare gates will be latching.

2 And then we do have a latch phase where they're  
3 able to answer any questions for those that have -- that  
4 may be unfamiliar with our TAP program, and then we have  
5 the postlatch to insure that those that may not have  
6 been there during the actual week that the latched up  
7 be -- are also able to offer them assistance.

8 So the preliminary schedule that we have at this  
9 point for remaining stations are as follows: You can  
10 see. This is a rough -- rough timeline. They're  
11 subject to change, and they're -- what you'll see  
12 Vermont/Athens as well as Harbor Freeway, which is  
13 served by the Silver Line, as well, are the next pair of  
14 stations to be latched and then followed by the east end  
15 where Norwalk, Lakewood and Long Beach Boulevard  
16 Stations are.

17 One of the challenges that we have right now is  
18 the installation, as I touched on earlier, of the GTELS,  
19 making sure we can find an area where customers can  
20 interface with our control center but not block the flow  
21 of traffic.

22 That's one of the reasons why not all of our  
23 stations, along the Metro rail network are gated. So  
24 this is ongoing for us right now. We expect to be  
25 completed by -- towards the end of the year as far as

1 the Green Line -- all the Green Line stations.

2 And you'll see in the third bullet point  
3 Willowbrook, Rosa Parks, that is, of course, one of the  
4 busiest stations because it is the connection point to  
5 the Metro Blue Line in both directions to Long Beach and  
6 downtown LA.

7 Because we require a valid TAP -- to TAP your  
8 card at every line -- not only just at the beginning of  
9 the journey -- we're continuing to look at ways that we  
10 can improve the user experience for that transfer since  
11 we do have a lot of turnover at that station.

12 And at this time I can take a few questions.

13 MR. FRANKLIN: Service council members, any  
14 comments? I see Mr. Szerlip.

15 MR. SZERLIP: Thank you, Mr. Chair.

16 I'm not at all certain that this is -- you are  
17 the right person to speak to this question, but you're  
18 here. And if you'll direct me if it needs to go to  
19 someone else, I'd appreciate it.

20 My concern here is the Redondo Station which has  
21 been latched. As we know, there's a significant park  
22 and ride lot. There's fair machines all on the south  
23 side of Marine Avenue.

24 Currently under construction, opening,  
25 approximately, April 1st are two new hotels, part of

1 transit-oriented development that Metro and SCAG would  
2 like to see adjacent to a station such as this, and they  
3 are on the north side of Marine.

4 Now, the Redondo Station has entry and exit ways  
5 both on the north and south --

6 MR. TU: Right.

7 MR. SZERLIP: -- Stairs on both sides, and  
8 there's a small supplemental parking lot on the north  
9 side as well.

10 My question is: Do we have fare machines? Has  
11 that gate been looked at for what is going to be certain  
12 additional usage especially by people who are visitors  
13 to our city? I don't want -- there is not, really, an  
14 easy way for them to cross the street.

15 MR. TU: Right.

16 MR. SZERLIP: And that's why the station has  
17 entry and exit on both sides. I'd like to know if there  
18 are machines and whether it's accessible from the north  
19 side?

20 MR. TU: Yes. So I was out there for a field  
21 site survey for TAP and the gate latching, probably,  
22 about six months ago.

23 I do remember that station. On both sides of  
24 the station, the north and the south end do have our TAP  
25 vending machines as well as --

1 MR. SZERLIP: They do?

2 MR. TU: -- gate -- yeah -- gate latching. If  
3 you'd like, I can provide an exact number of what we  
4 call are TVMs and gates, if you'd like.

5 MR. SZERLIP: No. I just want to make certain  
6 that they're there because we're gonna have new people  
7 that are going to be accessing this as part of what we'd  
8 like to be promoting as, you know, public transit even  
9 at the end of the line --

10 MR. TU: Right.

11 MR. SZERLIP: -- for conventions coming --  
12 people that are going to conventions downtown, et  
13 cetera. We believe they'll be accessing this particular  
14 location.

15 THE WITNESS: Right. Yeah. As you touched on,  
16 we do have that small parking lot on the south end as  
17 well as the north end where we have a passenger loading  
18 zone, a kiss and ride, if you will, as well as a small  
19 bus turnaround for some of our partner agencies to serve  
20 that station.

21 MR. SZERLIP: There's a lot of busses that go  
22 there.

23 MR. TU: Absolutely.

24 MR. SZERLIP: Absolutely. But it's the south  
25 side that I'm concerned with here. You're saying that

1 the --

2 THE WITNESS: Oh, yes. Yes. The south side,  
3 yes. The south side does have gates, and they are  
4 accessible.

5 MR. SZERLIP: And there's machines?

6 THE WITNESS: And there are machines, yes.

7 MR. SZERLIP: Okay.

8 MR. TU: And they're accessible to the -- both  
9 outside of the elevators on both ends of the platform.

10 MR. SZERLIP: Excellent. Thank you very much.

11 MR. FRANKLIN: Mr. Gabig.

12 MR. GABIG: Yes. Stephen, you mentioned that  
13 the Vermont station is scheduled for this month?

14 MR. TU: Yeah. That was -- that was scheduled  
15 for this month. I don't have an exact date right now,  
16 and I can come back or provide that information -- pass  
17 that information along for an exact date.

18 Again, it's -- it's hinging on our gate  
19 intercom -- our gate telephone intercom installation and  
20 identifying an area that would work for the public, of  
21 course, safety being the first in mind.

22 MR. GABIG: So are you fairly confident that it  
23 will be latched by the end of the month?

24 THE WITNESS: No, I'm not. No, I'm not.

25 MR. GABIG: We'll be patient.

1 MR. FRANKLIN: Pigeonholing him, are you? Any  
2 other comments from the service council members? Any  
3 public comments regarding this agenda item, please  
4 approach the mic. Brian, approach the mic.

5 MR. BRACKNEY: I have a question.

6 MR. FRANKLIN: Brian, approach the mic.

7 MR. BRACKNEY: Can you speak on more than one  
8 issue?

9 MR. FRANKLIN: No. This is only regarding the  
10 gate latching.

11 MR. BRACKNEY: Can I speak on the fare, also,  
12 later on?

13 MR. FRANKLIN: Yes. Certainly. I have you  
14 listed for that. Not yet, Brian. Not yet. When --  
15 I'll call you up when we're ready.

16 MR. BRACKNEY: But I want to speak on the gate  
17 latching also.

18 MR. FRANKLIN: Okay.

19 MR. BRACKNEY: I -- I was very glad when some  
20 sheriff's deputies showed -- let me know that I could  
21 get a -- since I live out of town -- get a disabled fare  
22 on my -- by just buying a card -- a TAP card because I  
23 just bought (sic) -- and I think they do need to make it  
24 more accessible for out of town disabled people and let  
25 them know that you don't have -- and I think they do

1 need -- they do need a statewide disabled transit  
2 discount card the way they have and I'll speak on  
3 that -- more on that at the fare discussion, but they do  
4 need -- they do need to let people know that you can put  
5 a \$.25 or .55, depending on the time of day, fair onto  
6 your TAP card, which I have, and I always carry with --  
7 have in my pouch so I have it ready for me when I'm  
8 in -- people need to know.

9           You shouldn't have to have a cop explain it to  
10 you when -- to you if -- you know, you -- it should be  
11 pointed out that -- out -- out -- that out -- thank you.

12           MR. FRANKLIN: All right. Thank you, Brian.  
13 All right. Thank you Stephen, very much, for your  
14 report. Thank you.

15           MR. TU: Thank you.

16           MR. FRANKLIN: Point of housekeeping, I should  
17 acknowledge for those that are new here with the South  
18 Bay Metro Service Counsel that we allow public comments  
19 for each item that is agendized.

20           I ask that you keep your comments to a maximum  
21 of three minutes. We do have a timer, and when that  
22 time does expire, you will hear a beep sound, and I will  
23 ask at that point, will you please wrap up your comment.

24           I also want to acknowledge that because we are  
25 also having a regular service council meeting, we're --

1 today we're having a special fare forum meeting.

2 And I ask that you please fill out a request to  
3 speak card for Item No. 7 regarding the fare structure  
4 so then that way I can make sure you are identified for  
5 the record, and that it is -- your name is properly  
6 recorded with our secretary, Ms. Ramos.

7 So keep that in mind. If you want to talk about  
8 the next item that's coming up, which is called fare  
9 restructuring -- I have Brian's already, but anybody  
10 else, please make sure I get your card.

11 Yes, Mr. Meyers.

12 MR. MEYERS: Can I -- I'm sorry. You're moving  
13 rather quickly. I had a question concerning the  
14 presentation.

15 MR. FRANKLIN: Gate latching, come on up, sir.

16 MR. MEYERS: Thank you, sir. My name is William  
17 Meyers. Hopefully, you've met me before. I just had a  
18 question regarding the purple -- where is he?

19 MR. FRANKLIN: Stephen, Stephen, we're gonna  
20 need your comments. There's another --

21 MR. MEYERS: You're purple thing --

22 MR. FRANKLIN: -- rider with comments.

23 MR. TU: Yes.

24 MR. MEYERS: -- were these swiped with the TAP  
25 card or were they purchases from the TVMs.



1 MR. TU: Yes. That's -- those -- that is the  
2 actual revenue from the TAP vending machine. So that  
3 would include TAP card sales as well as the purchase of  
4 passes and one-way fares, so on and so forth.

5 MR. MEYERS: Thank you.

6 MR. TU: You're welcome.

7 MR. FRANKLIN: All right. Now, that concludes  
8 the comments on Item No. 6, which is the gate latching.

9 We now -- many of you who have come to, now,  
10 address the fare restructuring proposal, and to do our  
11 presentation is Jon Hillmer.

12  
13 P R E S E N T A T I O N O N P R O P O S E D  
14 F A R E R E S T R U C T U R I N G  
15

16 MR. HILLMER: Thank you, Mr. Chair, members of the  
17 committee, and our honored public.

18 Before we begin, I'm going to read a prepared  
19 statement. "As the chair mentioned, we're beginning our  
20 fare forum. To be clear, that, this is not a public  
21 hearing.

22 "Only the Metro Board of Directors can call a  
23 public hearing regarding changes to the fare structure,  
24 and in order for it to be a formal hearing, there must  
25 be a corum of the Metro Board's presence.

1           "The Metro Board of Directors will hold its  
2 forum of public hearing regarding the proposed fare  
3 changes on Saturday, March 29th starting at 9:30 at the  
4 Metro headquarters building in downtown Los Angeles.

5           "The purpose of today's fare forum is to receive  
6 public comments on the fare restructuring proposed for  
7 implementation on September 1, 2014 or later, if  
8 approved by the Metro Board.

9           "With this morning's fare forum, each of our  
10 service councils will have conducted these fare forums,  
11 and these meetings were at the request of the Metro  
12 Board to provide the public with opportunities in  
13 different regions of Los Angeles County to receive  
14 information and comment on the proposed fare  
15 restructuring.

16           "Copies of the public hearing take ones," such  
17 as this (Indicating) -- "which provides information  
18 about the proposed fare restructuring, the fare forums  
19 and the March 29th public hearings -- are available at  
20 our sign-in desk.

21           "All comments gathered at fare forums will be  
22 transcribed, summarized and submitted to the Metro Board  
23 of Directors as part of the public record of comments on  
24 this proposal.

25           "Please note that the service councils do not

1 decide which fare's changes, if any, are made. Those  
2 decisions are entirely upon the direct -- those  
3 decisions are entirely up to the discretion of the Metro  
4 Board of Directors.

5 "The purpose of today's fare forum is to receive  
6 public comments on the proposed fare changes. Your  
7 comments today are being recorded. This, a record, as  
8 well as the summary of comments received in all five of  
9 our service council fare forums will be provided to the  
10 Metro Board for their review and consideration prior to  
11 their scheduled May meeting to consider action on the  
12 proposed fare changes.

13 "Persons who have asked to speak this morning or  
14 requested to submit comments this morning will be called  
15 in the order in which they submit their forms." It's  
16 what our chair does on a regular basis.

17 If anybody has not filled out one of these  
18 speaker request forms, of course, please do so, and  
19 they'll be submitted.

20 And so now, I'll begin the --

21 MR. FRANKLIN: So before you begin --

22 MR. HILLMER: Yes, sir.

23 MR. FRANKLIN: -- I just want to make sure  
24 that -- and ask my service council members to reserve  
25 your comments until after the presentation is done by

1 Mr. Hillmer.

2 Also for the public's edification, that we're  
3 not gonna be engaging any dialogue or debate. You're  
4 simply going to give your comment about your perspective  
5 of the fare restructuring, and it will be noted for the  
6 record.

7 Again, I want to remind everyone, if you want to  
8 talk about the subject matter, I am requesting, in order  
9 for you to be recognized, that you fill out one of the  
10 forms. I only have Brian so far. So I got you, Brian.

11 But anybody else that wants to talk about this  
12 particular subject matter, please go over and see Henry  
13 and fill out the forms.

14 Thank you. Now, you may begin.

15 MR. HILLMER: Thank you, Mr. Chair. Metro's  
16 goal is to provide a very high performing public transit  
17 service to the public in Los Angeles County.

18 Metro does operate a very significant network of  
19 bus and train routes. We have well over 150 bus routes  
20 as well as six rail lines.

21 We operate 2,200 buses. We also have two BRT  
22 lines. It's a well used system. Last calendar year,  
23 there were over 475 million people who boarded Metro's  
24 services, trains or buss.

25 And public fares, the fare people pay to ride

1 our services are an integral part of providing that  
2 service, doing so allows us to maintain the service that  
3 we operate.

4 Now Metro's fares are among the lowest in the  
5 nation of the major transit properties of the United  
6 States.

7 The graph on Page 3 illustrates the base fare.  
8 This is the cash fare for an adult to ride on a bus or a  
9 train. \$1.50 is among the lowest in the nation.

10 In fact, this lists some of the major transit  
11 properties including San Diego at \$2.25. Orange County,  
12 one of our neighbors, their base fare is \$2.

13 And even more significantly, on Page 4, you'll  
14 see that the percentage of the operating costs that are  
15 covered out of fare box revenue for Metro is the lowest  
16 of the major national properties. At 26.2 percent  
17 recovery, it is far lower than any other major transit  
18 property.

19 This means that 74 percent of our operating  
20 costs have to be covered by other means. That includes  
21 revenue from our advertising, which is robust but  
22 relatively small compared to our budget.

23 We also receive subsidy funds from the sales tax  
24 revenues as part of Proposition A, C and a little bit  
25 from Proposition R. All transit -- all recognized

1 transit properties in Los Angeles County receive these  
2 funds.

3           However, Metro is -- has been and continues to  
4 use reserve funds because the receipt of our fare box  
5 revenues, advertising, and sales tax revenues is not  
6 enough to cover our operating costs.

7           So fare increases have not kept up with  
8 inflation as well. If we take a look from 1993, when  
9 Metro's base fare was \$1.10 to today, when it's \$1.50,  
10 that 19-year span represents a 36 percent increase in  
11 the cost from \$1.10 to \$1.50.

12           But for 19 years that averages less than  
13 2 percent a year, 1.9 percent per year of increase in  
14 the base fare.

15           Inflation as drawn, for the Los Angeles, Orange  
16 County, Long Beach urbanized area, by well over  
17 3.5 percent per year during that same period. So the  
18 fares have not kept up with inflation.

19           And as inflation continues to grow, smaller and  
20 smaller portion of the operating costs is recovered  
21 through passenger fares.

22           We are currently projecting that in two years we  
23 will have a deficit of \$36 million, and in two years --  
24 or ten years, excuse me, we'll be at \$225 million  
25 deficit per year.

1           Clearly this is not a sustainable financial  
2 endeavor, and the graph on Page 6 simply illustrates  
3 that in terms of a continual increase in the deficit, if  
4 we maintain the service levels that we currently operate  
5 and expand it in some cases, and the fares are not  
6 adjusted.

7           Now, how can this be addressed? Now, the  
8 question is can we do this other than raising fares?  
9 And these have been looked at.

10           Can we move funds from other sources? The  
11 classic question is: Well, if we simply don't build  
12 this rail line, can we take the money that's given to  
13 Metro to build that and use it to operate our buses and  
14 trains that we have?

15           And the answer is no. That is absolutely not  
16 allowed. An example would be with our buses -- and  
17 Metro needs to buy about 185 buses per year, on average,  
18 simply to maintain the age of our fleet at eight and a  
19 half years per bus.

20           The federal government provides us with  
21 80 percent of the dollars needed to buy those buses.  
22 That's a direct subsidy to us to buy a bus. That's a  
23 capital expenditure.

24           If Metro decided that we didn't need to buy  
25 these buses this year but rather to take that money and

1 use it for operating expenses, the federal government  
2 would take the money back, not give it to us for  
3 operating.

4 And so we would be -- not have additional  
5 operating dollars, but we also wouldn't have the new  
6 buses. So moving money from capital expenses to  
7 operating expenses is not a practicality.

8 In addition, Measure R, which was approved by a  
9 vast majority of the voters in 2008, specified specific  
10 projects that needed to be constructed.

11 We cannot move that money from those projects to  
12 operate -- to subsidize the operation of our buses and  
13 trains.

14 So moving on to page No. 8, and another  
15 question. Can operate more efficiently? And there's  
16 always ways to, maybe, improve a little bit here and  
17 there, and Metro has been working on that quite  
18 diligently.

19 We have slimmed down since 2010 in that we have  
20 eliminated over 116 full-time positions, and you may  
21 have heard or read recently that the CEO has eliminated  
22 several of the executive positions that reported  
23 directly to him so that he slimmed down on the upper  
24 management of Metro to save operating dollars.

25 That's -- that's ongoing.



1           No costs of living have been approved, during  
2 this same period of time, and Metro does engage in  
3 efforts to become more efficient such as adding solar  
4 panels.

5           El Monte station, which was built a couple years  
6 ago, is festooned with solar panels so that Metro cannot  
7 have to pay Edison as much dollars to light up that  
8 building as it would have otherwise. So we have been  
9 working on ways to become more efficient.

10           On Page 9 the question is: Can we reduce  
11 operations? Can we reduce our service to balance the  
12 budget, and we could do that, but that is one of the  
13 last things we really want to do.

14           Our mission is to provide high quality transit  
15 service and not cancel the service or cannibalize it in  
16 order to keep the fares low or, actually, to do almost  
17 anything. We really do need to operate a very good high  
18 quality service.

19           And in most cases, customers have told us they  
20 would rather pay a little bit more so they can keep  
21 their bus line. So we'll find out from our customers  
22 their feelings, of course.

23           Metro would rather have a very robust network  
24 and frequency of service as well as a fare structure  
25 that encourage people to ride public transit.

1           And on Page 10 we have even a more interesting  
2 question, and it has to do with fare evasion. You know,  
3 would addressing fare evasion help us balance our  
4 budget?

5           And again, the answer is of course it does, and  
6 there is programs underway and have been underway for  
7 quite a while now to reduce fare evasion.

8           Stephen Tu was up here explaining how we are  
9 gating our stations, such as the Green Line. So we --  
10 by the end of May, the Green Line will be fully gated.  
11 The Red and Purple Lines will be fully gated, and we  
12 also have fare gates today. I think it's five of them  
13 on the Blue Line, six of them on the Gold Line.

14           I don't believe we have any on the Expo Line at  
15 this time, but I'm sure if we gated USC, we would  
16 probably gain a significant amount of revenue.

17           So we definitely -- we definitely do need to  
18 move forward. On the bus side we have been assigning  
19 sheriff's officers and security agents to buses.

20           When somebody does not pay a fare on a bus, the  
21 operator is to quote the fare, and then there's a button  
22 on the fare box that they should push. That would  
23 indicate the -- the time, the date, the location, as  
24 well as the time of day, but the location and direction  
25 of that trip.

1           With that information, over a month period of  
2 time, say, we're able to focus our resources on those  
3 areas that have the most problems. So that is ongoing,  
4 and it needs to be greatly strengthened, but that is an  
5 ongoing effort.

6           If we were to eliminate all fare evasion, we  
7 still would not have enough money to balance our budget,  
8 and the financial projections that are within the  
9 fare -- two-fare options that are proposed do take into  
10 account the improvements in recovery of our operating  
11 costs from the passenger. That is, much smaller amount  
12 of fare evasion is built into those estimates.

13           Now, how can fare changes help Metro in terms of  
14 our financial situation? Of course putting more money  
15 in the fare box helps us directly because that goes  
16 right into operating.

17           But in addition, the subsidy formulas that I  
18 told you about earlier, Proposition A, C and a little  
19 bit of R, those funds are calculated and then shared  
20 with all of our municipal partners.

21           So each of us gets a share of that sales tax  
22 revenue based upon our miles operated, and what's called  
23 fare units, which is passenger revenues divided by your  
24 base fare.

25           And for Metro for each \$1.50 fare that goes in

1 the fare box, we will receive about a \$1.75 in subsidy  
2 two years in the future. So increasing the revenue that  
3 we received from our passengers, not only gives us more  
4 funds in the fare box, but it gives us more subsidy  
5 funds to operate. So that's very important for us to  
6 maintain a good balance of our fares.

7 In addition, the Long Range Transit Plan, which  
8 was adopted by the board of directors, specifies that we  
9 will reach a 33 percent fare box return ratio by 2020.

10 This is important because much of the funding  
11 for the capital projects in the long range plan are  
12 dependent upon us receiving that -- reaching that goal,  
13 and not reaching it would endanger that.

14 The 33 percent is not an outstanding return on  
15 our operating costs. If we recall the table of fare box  
16 return in comparison of nine other transit properties,  
17 if we receive 33 percent fare box return ratio, we would  
18 move up one operator, 'cause that would be San Francisco  
19 which is, like, 29.6 percent, I believe.

20 Which, by the way, San Francisco is in the  
21 process of reassessing their fare structure as well.  
22 Their fare structure looks like it will be going up as  
23 well.

24 So anyway, 33 percent is not an outstanding or  
25 very difficult level to reach based upon what other

1 transit properties do receive.

2 Now, I'm going to go into a little bit more  
3 detail about these two options that are proposed by  
4 staff. There are significant amount of commonality in  
5 each of these. They each increase the fares relatively  
6 gradually over a six-year period. There is included in  
7 them a 90-minute free transfer that would be available  
8 to people who use a TAP card that has stored value.

9 So if you have a TAP card with stored value and  
10 you use it for a ride on a bus or train of Metro's ilk,  
11 you will then be able to transfer up to 90 minutes from  
12 the time that you TAP -- as many times as you can get  
13 in.

14 Although, I think there's still that pass back  
15 option, which I have to find out, where the TAP will not  
16 work for seven minutes from the time you TAP it. So you  
17 have to wait seven minutes and one second, and then you  
18 can TAP again to ride again.

19 And we can get into that in a little more detail  
20 later on. In addition, the regular Monthly Pass, based  
21 on this proposal in 2017, would also include the Easy  
22 Pass option within it.

23 There are 24 other transit properties who honor  
24 the Easy Pass. So an individual could buy this pass and  
25 then use it throughout Los Angeles region on many, many

1 other transit operators.

2 This graph here on Page 13 just summarizes much  
3 of what I just said. The third button down is a little  
4 different. It indicates that after 2020 the proposal is  
5 that the fares would be adjusted every two years,  
6 thereafter, based upon the -- the inflation that our  
7 region has.

8 So if inflation went up 2 percent, the fares  
9 would be going up 2 percent to the nearest nickel or  
10 dime or dollar depending upon the fare media, and so,  
11 again, a lot of commonality.

12 The difference between the two options is that  
13 Option 2 has a peak off-peak fare structure. That is,  
14 you would pay less during an off-peak than you pay  
15 during rush hours.

16 And rush hours are defined weekdays in the  
17 morning from 6:00 to 9:00 in the morning, and the  
18 afternoons from 3:00 to 6:00.

19 So with those fare -- those elements in there,  
20 you would have to pay more to ride during the peak  
21 hours. The difference, however, in fares, as you will  
22 see, is significant from peak to off-peak.

23 Also, very important, Title 6 analysis -- Metro  
24 did a complete analysis of these fare options based upon  
25 the guidelines and directions from the federal

1 government.

2 The Title VI of the Civil Rights Act evaluation  
3 indicate that there was no disparate impacts or  
4 disproportionate burdens on minorities and low-income  
5 individuals.

6 That doesn't mean that they're not impacted, but  
7 there's not a disparate impact on the minorities or  
8 low-income.

9 Now, the fare proposals, this is -- this is a  
10 summary. There's -- there are just a few of the passes  
11 on here for illustration. There is a complete listing  
12 of the fare structure in the handouts -- in the  
13 take-ones that were provided to our public.

14 This is in ten languages, and there is a chart  
15 on the inside of here which has a complete fare  
16 structure listed. This is just a sample on the screen.

17 So let's go through here. The current fares are  
18 listed. \$1.50 is our base fare. For seniors and  
19 disabled, we have a \$.55 peak, and a \$.25 off-peak fare.

20 For students it's \$1.00. For cash fare, day  
21 passes are five bucks, and the monthly pass is 75. So  
22 based upon Option 1, first proposal -- which could be  
23 approved by the Metro Board and implemented as soon as  
24 September 1st of this year -- the base fare would go up  
25 to 1.75.

1 Seniors would go up to \$.75 peak, \$.35 off-peak.  
2 Student fare would go up a quarter to \$1.25. Day passes  
3 up a couple of bucks to seven. Monthly Pass would go up  
4 \$25 to 100.

5 Three years later, base fare goes up another  
6 quarter. Senior fares go to \$.90 and \$.50 off-peak.  
7 Students goes up another quarter to \$1.50. Day passes  
8 go up a buck to eight. And the Monthly Pass goes up \$20  
9 to \$120, but it does, at that point, include the Easy  
10 Pass within that.

11 Now, 2020, the same progression, basically.  
12 2.25 for the base fare. \$1.10 for seniors during peak,  
13 \$.70 off-peak. 1.75 for students. Nine bucks for the  
14 day pass, and 135 for the Monthly Pass. That's in 2020.

15 Now, from Option 2, on Slide 15, we have the  
16 same current, of course, which is seen here that the  
17 2014, which is -- we're at that point -- if this were  
18 approved by the board, the base fare would jump up to  
19 2.25.

20 The off peak would be \$1.50. Seniors would be  
21 \$90 or \$.90, not dollars, but \$.90 in the peak, 50  
22 off-peak. Students would go up \$1 to \$1.25. Day Passes  
23 would go up a bit more to \$9, and the Monthly Pass would  
24 go up more to \$125.

25 Then 2017 they have the same progression. So it



1 keeps going on and on and on, and then 2020 you reach a  
2 peak cash fare of \$3.25. Off peak would be \$2. Senior  
3 disabled would be a peak fare of \$1.10, off peak \$.60,  
4 students \$1.75. The day pass goes up even more to \$13,  
5 and the Monthly Pass would top out at \$180.

6 Now, again, you have a full array of the  
7 proposal in our grasps as well as the flier. We have a  
8 public hearing coming up at the end of this month, the  
9 last Saturday of this month on the 29th.

10 We encourage everybody to come and share their  
11 opinion. I invite the Metro Service Councils from the  
12 South Bay as well as all the others to come and attend  
13 and to marvel at the fact that we have 11 of our board  
14 members that will be present on a Saturday morning to  
15 hear the public comment. So -- and with that,  
16 Mr. Chair, that does end my presentation.

17 MR. FRANKLIN: Okay. Thank you very much.  
18 Board members -- service council members, what I'd like  
19 for you to do is hold off your comments because this is  
20 a public session.

21 And so I want to reach out to the public. And,  
22 again, as I stressed before, for those that want to  
23 address this item, I -- you are to fill out the cards,  
24 and I'm only recognizing those that fill out the forms  
25 to say they want to speak on this subject matter.

1 I should also acknowledge that I'm already in  
2 receipt of a written document from one of our regular  
3 riders, Dorothea Jaster.

4 She was not able to stay with us due to personal  
5 matters, but she has submitted to us a written comment.  
6 She wanted to make sure it was put on the record. That  
7 being said, we're now gonna take the public comments,  
8 and I ask that you stay within three minutes regarding  
9 this matter.

10 And the first person that has submitted the form  
11 is Brian Brackney, B-r-a-l-k-n-e-y.

12 MR. BRACKNEY: B-r-a-c-k-n-e-y.

13 MR. FRANKLIN: B-r-a-c -- thank you.

14  
15 P U B L I C C O M M E N T O N T H E  
16 P R O P O S E D F A R E I N C R E A S E  
17

18 MR. BRACKNEY: I am -- I am -- live out of town,  
19 but because they now have very, very low bus fares --  
20 mega bus -- but you have to hang out in LA to get the  
21 low fare coming back -- I am opposed to any increase in  
22 the disabled fare.

23 The thing is, yes, inflation has been 36 percent  
24 over 18 years, but the SSI incomes have only -- which is  
25 what the disabled people -- most -- many of them rely

1 on -- have only gone up 20 percent.

2 And I do not anticipate them -- and their  
3 average rate of going up is, I think, something, like, 2  
4 to 3 percent a year.

5 This would put it well above what their incomes  
6 are going up, and that would create a -- as to the  
7 problem of fare evasion, that is caused by the fact that  
8 people can't -- simply need to get some place, and they  
9 can't afford -- afford -- they just hop on the train  
10 anyway.

11 Third, I want -- out of town disabled cards  
12 should be recognized. I had to go to court way back in  
13 2004 and the city attorney threw it out because he  
14 wasn't going to waste the taxpayer's money and clog the  
15 courts on the issue of whether an out of town disabled  
16 card was -- should be honored or not when there were  
17 more pressing matters in a court system.

18 They should honor any card from -- disabled card  
19 from any city, and Pennsylvania has a statewide disabled  
20 card. They should lobby the legislature. I grew up in  
21 LA. I moved out in '83.

22 In 1974 there was massive transit subsidies.  
23 The old RTD -- I think the fare from where I was growing  
24 up, Whittier, sunk by -- from \$.70 to \$.25, which was  
25 the countywide fare, and \$.10 on Sunday.

1           That was because of congressional subsidies.  
2 They got to -- they have -- they need to go to  
3 Washington and say, "We need to get people out of their  
4 cars, extra cars."

5           That this has to be part of an environmental  
6 program and saying thank you for taking RTD, the energy  
7 safer. They should say something, like, similar. They  
8 need the massive subsidies and -- but I am particularly  
9 concerned because you don't understand that -- that --  
10 that it's -- they have to -- people have to fight tooth  
11 and nail in Sacramento to keep their incomes from  
12 falling, falling, and I think that it would not be -- it  
13 would be an unfair burden.

14           And high fares result in fare evasion simply  
15 because people can't afford it, but if you locate the  
16 neighborhoods they're in, one thing you could do is get  
17 places like churches, shelters or subsidized housing to  
18 buy a certain amount of bus passes that could be handed  
19 out to their clients per month.

20           That would be bought by a third-party. That  
21 would mean someone is paying for it. Thank you.

22           MR. FRANKLIN: Thank you very much, Brian. The  
23 next person that has submitted a request to speak on  
24 this matter is Wayne Wright.

25           MR. WRIGHT: Thank you, ladies and gentlemen of

1 the South Bay Service Counsel. My name is Wayne Wright.  
2 Basically, I'm going to start with the fare evasion  
3 because the South Bay has the most rampant when it comes  
4 to fare evasion, and it carries over to other service  
5 councils such as Westside.

6 I can't speak for the other three, but I know  
7 Westside and South Bay -- South Bay is No. 1 when it  
8 comes to fare evasion, and it's a problem. It's very  
9 rampant.

10 People either half pay fares, don't pay fares.  
11 When I was on my way here to the meeting, I had  
12 encountered six people on the 212 who didn't pay their  
13 fares.

14 So just to let you know what's happening, and,  
15 you know, the sheriff's department is more concerned  
16 about taking on the rail system than they are with the  
17 buses.

18 With the fare box -- fare boxes, they're broken  
19 most of the time. TAP readers don't, you know, work.  
20 There's a lot of change in the slots which I have  
21 complained in the past years about it because, you know,  
22 the change stays up there.

23 And why? I don't understand. The free  
24 transfers with TAP card, basically, I'm opposed it. One  
25 of the reasons is because the 90-minute time limit is,

1 basically, not sufficient enough.

2 You have a service area that is large. It  
3 stretches from San Pedro to the south all the way up to  
4 Sylmar about 50 miles, and they just assume, if you're  
5 gonna ride a rail or Express Line, like the Silver Line  
6 is faster, you're not.

7 You have to take local buses, and I've heard  
8 people talking about they have to take two hours to get  
9 where they're going by bus, particularly local buses  
10 because the buses are slow.

11 So I request that either, you know, they're  
12 gonna offer free transfers, bring it up to two or  
13 three hours. That's for the Daily.

14 Weekly Passes -- the Weekly Passes I use --  
15 virtually, I would like to see it where the Weekly  
16 Passes would stay within a \$30 limit by the time it gets  
17 to 2020 instead of going up doubling by 2021.

18 I mean, that's ludicrous. The Day Passes are  
19 another story. As to the local Easy Passes, Easy  
20 Passes, you know, I don't have a problem with, but it's  
21 just the price.

22 The local passes are being phased out,  
23 basically, to me is unfair because, you know, MTA, you  
24 know, cannot offer day or weekly Easy Passes primarily  
25 because you have three transit systems that are holding

1 out, and, you know, we can't get this done.

2 So, you know, something needs to be looked into  
3 it (sic) before they decide to merge the Local Passes to  
4 the Easy Pass, and that concludes by comments. Thank  
5 you.

6 MR. FRANKLIN: Thank you, Wayne.

7 MR. GOODHART: Mr. Wright, thank you for your  
8 comments. You mentioned a couple of things. You  
9 referred to Weekly Pass, and we have Day and Monthly.

10 So is -- we don't have that data, so...

11 MR. SZERLIP: It's in that.

12 MR. GOODHART: Oh, it's in that. Sorry. I can  
13 refer to that, and thank you very much.

14 MR. FRANKLIN: Thank you, Wayne. Okay. This is  
15 the last speaker card I received on this subject matter,  
16 so last outreach to the public.

17 If you want to speak on this, please go get your  
18 card. Seeing no one move, I will -- we will now close  
19 the segment for public comment and now we will hear from  
20 the service council members if they would care to  
21 comment. Anyone? Mr. Addleman?

22

23 S E R V I C E C O U N C I L

24 M E M B E R C O M M E N T S

25

1 MR. ADDLEMAN: I have several comments and  
2 several questions here. Going first to Page No. 3, and  
3 I see here -- comparing to fare cuts -- we're down here,  
4 for us, at \$1.50. That's a base fare.

5 Okay. Now, going back to our cuts. It's  
6 talking about \$1.50 current base fare. That's very  
7 clear.

8 I might parenthetically say that in Chicago,  
9 Illinois, a round trip daily is \$12. I've ridden  
10 Chicago Transit recently. That's what it is.

11 New York City from White Plains into New York  
12 City, which is 20 miles something like that, \$16 round  
13 trip all day long on and off, interesting comparison.

14 Chicago, as most of you know, is facing a severe  
15 critical financial situation. I don't know what that  
16 has to do with their fares, but it's interesting that  
17 the trains are packed, and they really go back and forth  
18 quickly.

19 Okay. Let's keep going here. What does the  
20 federal government give? Jon, you say we get subsidies.

21 What percentage? How much money does the  
22 federal government give us? That's on Page 7.

23 MR. HILLMER: We receive a significant amount of  
24 capital dollar subsidies from the federal government  
25 both to buy buses, to build the rail programs including



1 building the Express Lanes.

2 MR. ADDLEMAN: They'll give nothing for  
3 operations.

4 MR. HILLMER: Right. They do not provide  
5 operating subsidies, direct operating subsidies.

6 MR. ADDLEMAN: You've made that clear, and you  
7 also made that clear that we could not use any of that  
8 money for operating down the line?

9 MR. HILLMER: Correct.

10 MR. ADDLEMAN: All right. Now, let's keep going  
11 here. Over on Page -- ah, yes -- 11. Now, you have a  
12 percentage here. Now, it covered 26 percent of  
13 operating cost, and you want to go up to 33 percent.

14 Has anyone made a quick economic comparison?  
15 What -- what would that raise fares just across the  
16 board to go up that much?

17 MR. HILLMER: Well, actually the final option in  
18 year 2020 -- so look at the options. Either Option 1 or  
19 Option 2 --

20 MR. ADDLEMAN: Correct.

21 MR. HILLMER: -- by the year 2020 we would  
22 reduce -- if the projections are correct, we would be at  
23 34 percent fare box return under both options.

24 MR. ADDLEMAN: Under both options?

25 MR. HILLMER: Right. The fare structures for

1 each of those options were built so that they would  
2 generate -- propose to generate the same amount of  
3 passenger revenue.

4 MR. ADDLEMAN: Okay. So that's 34 percent on  
5 each, Option 1 and Option 2.

6 MR. HILLMER: Yes, sir.

7 MR. ADDLEMAN: All right.

8 MR. HILLMER: 2020.

9 MR. ADDLEMAN: All right. Let's keep going  
10 here. Easy Pass, oh, yes. On page -- now, we've got  
11 that. All right. I need to know the percentage of  
12 senior disabled riders for Metro. It may be right here,  
13 but I don't -- haven't picked it up.

14 MR. FRANKLIN: We have 31 percent of the  
15 passengers are seniors, disabled or student fare per  
16 boarding.

17 MR. ADDLEMAN: And that is in the operating,  
18 31 percent?

19 MR. FRANKLIN: Yes.

20 MR. ADDLEMAN: All right. Okay. Oh, yes. And  
21 one other thing, on Page 13, the slide says, "After  
22 2020, fares reviewed every two years."

23 From what you said, that's going to be adjusted  
24 for inflation, so it won't be reviewed. It will be  
25 automatic.

1 MR. HILLMER: That is the staff proposal. The  
2 Metro Board, of course, will be able to decide whether  
3 that goes or not.

4 MR. ADDLEMAN: All right. That's all I have for  
5 now. Thank you, very much. Thank you, Mr. Chair.

6 MR. FRANKLIN: Thank you. Any other service  
7 council member? Mr. Gabig.

8 MR. GABIG: Yes. Jon, I just want to point out  
9 that I applaud Metro's effort to look at a phased  
10 approach to raising fares.

11 I know how difficult the process is, and taking  
12 a long-term approach to this, I think, is -- is a wise  
13 way to handle it.

14 I just want to ask: Was there any consideration  
15 to looking at a different fare structure for the rail  
16 system as opposed to bus?

17 THE WITNESS: Yeah. That was -- that was  
18 analyzed in terms of providing a premium fare, providing  
19 rail, but it's not uncommon that many other transit  
20 properties have that. However, Los Angeles relies  
21 mostly on our bus system.

22 We have, as I'll show you later on, 1.1 million  
23 people a day boarding buses, and around 350,000 people a  
24 day board the trains.

25 It's an integrated network, and it was feared

1 that if we had a premium fare on our trains that more  
2 people would stay on the buses even if it was slower  
3 simply to avoid having to pay an extra fare to get onto  
4 the trains.

5 Trains are great at carrying masses of people,  
6 as you know, that you can put onto one of the Blue Line  
7 trains the equivalent of 20 buses. So it's very  
8 important to maximize our use of the trains.

9 So the decision was made not to implement a  
10 premium fare for the rails at least for now so as to  
11 encourage more people to get on the trains.

12 MR. GABIG: Okay. And you mentioned, I think,  
13 previously the 90-minute window for a free transfer.

14 Does that apply to bus to rail and rail to bus.

15 THE WITNESS: Correct. It would have to be made  
16 with a TAP card with stored value. So you'd TAP onto  
17 the fare box or when you enter a station, you TAP to  
18 open the gates or you TAP on the pylons.

19 That starts the 90-minute clock at that very  
20 point. So you have 90 minutes to make those transfers.

21 MR. GABIG: And would that be one direction  
22 only, or have you found a way to avoid round tripping.

23 THE WITNESS: It would be in any direction  
24 except going back on the same route. So if you boarded  
25 the 710 line going north to Wilshire Boulevard, you

1 could not come back on that same TAP card on the 710.

2           However, you could ride the 210, which is on the  
3 same street that makes all the stops. So, you know,  
4 there are ways to kind of work around it if you're  
5 willing to invest a little bit of time.

6           MR. GABIG: Thank you.

7           MR. FRANKLIN: Any other member? Yes.

8 Mr. Goodhart.

9           MR. GOODHART: Thank you.

10          MR. FRANKLIN: And then Mr. Love.

11          MR. LOVE: Thank you.

12          MR. GOODHART: Mr. Hillmer, when we talk about  
13 increasing the fares, we had a graph up there that  
14 shows -- I forget the page -- shows the declining --  
15 well, how do you want to say it? -- declining revenues  
16 or increasing cost --

17          MR. HILLMER: Page 6.

18          MR. GOODHART: -- the red chart. Page 6, thank  
19 you. So if either Option 1 or Option 2 were  
20 implemented, I heard you say we'd get back to 34 percent  
21 fare recovery, which is our goal.

22                 What does that do to our line in 2020? Does  
23 that -- now, if it's implemented in fiscal year '16,  
24 does it, basically, offset by inflation? Does that make  
25 it be zero? I mean, are we recovering that deficit?

1 MR. HILLMER: Yes. My understanding is that  
2 that's the cases. We are proposing to start the fare  
3 September of this year. That would allow us to, you  
4 know, build up a little bit of reserve to be able to put  
5 it back into future years to stay balanced.

6 MR. GOODHART: The idea is, basically, to offset  
7 the deficit --

8 MR. HILLMER: Correct.

9 MR. GOODHART: -- so we're flat? Okay. You  
10 probably said it, and I have -- I only had one cup of  
11 coffee, so forgive me.

12 But did I miss the difference between Option 1  
13 and 2 whether there's a difference in the cost to the  
14 passenger, but what's the fundamental, the philosophical  
15 difference between the options?

16 MR. HILLMER: Yeah. The fundamental difference  
17 is that Option 2 offers a -- an off-peak discount, but  
18 to pay for that off-peak discount, you have to have a  
19 much higher fare during the traditional weekday rush  
20 hours. So that's why the base fare goes up to \$3.25 in  
21 2020.

22 MR. GOODHART: Okay. So can I conclude, then,  
23 that Metro has done an analysis of their riders, and,  
24 obviously, the transportation system, fundamentally, as  
25 one of our speakers, Mr. Brackney observed, that we're

1 trying to reduce congestion, trying to minimize the  
2 impact on the environment with all the cars and that  
3 sort of thing and so transportation -- the public  
4 transportation system does that.

5 So it gets people from home to work and back.  
6 And so that's a segment of the population ridership, and  
7 then there are students and so on.

8 Has -- have they done that analysis and then  
9 constructed or developed the fares accordingly? 'Cause  
10 I think it's noteworthy that we don't bare the costs  
11 increases on the backs of the unemployed and the  
12 disabled.

13 And so, largely, those who can afford it, you  
14 might suggest, now, would be the ones who are in the  
15 best position to pay for it.

16 So has there been any kind of an analysis like  
17 that?

18 MR. HILLMER: Well, there -- in fact just  
19 yesterday I made this presentation to Metro's  
20 Accessibility Advisory Committee focussing on the senior  
21 disabled passes, and the chair there also pointed out  
22 that Metro has among the lowest fares for -- of major  
23 transit properties -- for seniors and disabled,  
24 significant discounts.

25 The federal government requires that, if we

1 receive operating subsidies -- not -- excuse me --  
2 capital subsidies for that, we have to offer discounts  
3 for seniors and disabled.

4 But they require 50 percent reduction from the  
5 base fare during off-peak periods. So you could  
6 charge -- Metro could charge the regular rate during  
7 rush hours, and then offer a 50 percent discount.

8 Metro goes well beyond that in offering its  
9 discount. In fact Metro and its predecessor agencies  
10 have really been in the forefront of providing quality  
11 service to the elderly and disabled.

12 Metro -- our -- going back to the RTD days, RTD  
13 is the first national property that said it would not  
14 buy a bus unless it had a wheelchair lift. So that's --  
15 and that, actually, forced industry to consider that.

16 Metro was the first property to go to low-floor  
17 buses because they are more expensive, and they have  
18 fewer seats, so you need more money to operate them.

19 So Metro has been very sensitive to our elderly  
20 and disabled riders.

21 MR. GOODHART: So my observation would be to  
22 make that a point in the board meetings. We're looking  
23 at the larger ridership to bear this cost increase.

24 Because as Mr. Brackney indicated, the disabled  
25 and the low-income people haven't had a increase in



1 income commensurate with the rest of the ridership,  
2 presumably.

3 I don't have the data, but I'm sure that's --

4 MR. HILLMER: Correct. And it's -- it's also  
5 good to know that many local cities provide additional  
6 discounts for senior and disabled and in some cases for  
7 the regular passes for the riders.

8 MR. GOODHART: And last -- my last question  
9 is -- and Mr. Wright touched on it -- I was curious of  
10 his opinion, but I think it makes sense, and that's the  
11 notion of the free transfers.

12 When I saw that, I thought, well, that's a great  
13 idea because clearly many of us ride the buses, and  
14 oftentimes the bus operator will be approached about,  
15 "well, I need a transfer."

16 And not only does that delay the bus, while that  
17 transaction goes forward, sometimes the customers isn't  
18 always pleased with the response where they have to pay  
19 more money. It's just a complication, and if we're  
20 trying to achieve efficiency over cost, this seems to me  
21 to be right on.

22 But I'm curious about the 90 minutes. How is  
23 that really developed, that period of time? Because as  
24 Mr. Wright observed, it's depending on the length of  
25 your trip. You may run out of time, and, therefore,

1 it's ineffective.

2 MR. HILLMER: Yes.

3 MR. GOODHART: So I appreciate you can't have it  
4 open all day. That's worse than, maybe, from a cost  
5 point of view, but the notion of how -- how is that time  
6 really developed is my question?

7 MR. HILLMER: The discussion really was around  
8 whether it should be 90 minutes or 60 minutes. Metro  
9 does not sell transfers that could be used on Metro  
10 buses or trains.

11 We sell transfers that could be used on other  
12 operator's services. But when Metro was selling  
13 interagency transfers, it was a 60-minute window from  
14 the time that was punched on that transfer. So that was  
15 the general discussion, 60 or 90.

16 Keep in mind, right now we don't have any  
17 transfer. There's no transfer option at all. So  
18 90 minutes would take care of, probably, 95 percent of  
19 the transfers that take place today.

20 So there's still gonna be a margin of people who  
21 take much longer trips and cannot make that final  
22 transfer to get to their destination. They would be no  
23 worse off than they are today other than the base fare  
24 is a little -- a little bit more expensive.

25 And the vast majority of people who do transfer

1 would have a significant discount, in fact, so much so,  
2 that we believe that the Day Pass sales are going to  
3 drop drastically.

4 MR. GOODHART: Okay. Thank you.

5 MR. FRANKLIN: Okay. Mr. Love.

6 MR. LOVE: When I looked at the figure at least  
7 I think you can clarify it a little better noting that  
8 the projected operating deficit, once you got the fiscal  
9 year of '20 it dropped precipitously to almost  
10 \$80 million.

11 And what -- what are some of the assumptions in  
12 there that led to that kind of figure?

13 MR. HILLMER: Mostly in terms of operating  
14 expenses. We would project that our operating costs  
15 would go up to the buses and trains. In addition we'll  
16 be implementing some new services within that period of  
17 time.

18 There's the Expo Extension to Santa Monica. The  
19 Foothill Extension to Azusa, and more importantly, for  
20 us, would be the Crenshaw Line that we would expect to  
21 be up and running by 2020. So those will cost some  
22 money.

23 Now, there will be some reduction in bus service  
24 to accommodate them, but the service to Santa Monica and  
25 the service to Azusa, the background bus systems there

1 are really operated by others -- Foothill Transit,  
2 Culver City and Santa Monica.

3 So they may garner some savings, but there's  
4 very little savings in terms of Metro bus service for  
5 those two extensions. So that would be the main -- main  
6 thrust of the estimates.

7 MR. LOVE: Well, of course, I am considering too  
8 about any net increase in fares for seniors, disabled  
9 and students, and so you want to make sure that, you  
10 know, try to really work to if any way you can minimize  
11 any increase there.

12 But one of the things I noticed too, now, the  
13 Title VI analysis, apparently, stated that the full  
14 analysis will not be available until the hearing, or is  
15 there a possibility of getting a chance to see what, you  
16 know, what they're thinking?

17 THE WITNESS: That's a good --that's a good  
18 point, and I will talk to Dan Levy who's our deputy  
19 executive officer for civil rights compliance and see  
20 what report is available, what went into the evaluation  
21 of these proposals.

22 When the board adopts a fare, if it's different  
23 than what was proposed by staff -- which invariably it  
24 will be -- we'll need to do an update to that analysis.

25 But in the meantime, I'll ask Dan about his

1 ability to provide us with a copy or a summary or some  
2 document that would give us the background for that  
3 evaluation.

4 MR. LOVE: All right.

5 MR. FRANKLIN: Okay. Mr. Love.

6 Okay, Mr. Szerlip.

7 MR. SZERLIP: Thank you, Mr. Chair.

8 Jon, initially -- I guess I'm on Slide 4 -- you  
9 indicated to us that revenues come from fare box,  
10 advertising and sales tax Measure A, C and R.

11 You also then said that the proportional  
12 revenues received from A and C, I believe, came -- are  
13 based on fare recovery.

14 Was that the way you stated it?

15 MR. HILLMER: Well, not actually. It's based  
16 on -- it's a little complicated, but the concept is  
17 pretty simple.

18 All of the sales tax dollars that come in in a  
19 given year that are dedicated to a subsidy for transit  
20 operations goes into a pool.

21 Each of the included eligible operators, then,  
22 provide audited data of how many miles they've operated  
23 and how many -- how many fare units, which is their base  
24 fare, their total passenger revenue divided by their  
25 base fare.

1           So if it's under a dollar, the fare goes higher,  
2 and if it's over a dollar, it goes lower.

3           Then that pool of money is divide up, equally,  
4 between miles and fare units. So the more fare units  
5 you have, the more dollars you get. The more miles you  
6 operate, the more dollars you get, but it's all -- it's  
7 a zero -- it's a true zero-sum game 'cause the pool is  
8 fixed.

9           MR. SZERLIP: So the fact is that you said that  
10 with increasing fare, the Metro fare units would go up  
11 and Metro could garner a larger percentage.

12           MR. HILLMER: Correct.

13           MR. SZERLIP: And so I can only assume that that  
14 would mean that muni operators would be left holding the  
15 bag with smaller percentages.

16           THE WITNESS: It possibly could be. However, I  
17 have to point out that, during the last ten years or so,  
18 Metro has been taking a smaller and smaller and smaller  
19 portion of that pool from 80 percent down to, I believe,  
20 it's 65 percent of the pool.

21           MR. SZERLIP: Well -- and I'm not here to  
22 contradict, but at the same time, as Metro shed certain  
23 lines, muni operators take on those lines, and so that  
24 transfer of funds goes to continuing to serve the  
25 general public.

1           And I just am concerned and simply pointing  
2 out -- I'm not saying it's right or wrong, but if  
3 there's a zero-sum game out there, and one gain,  
4 somebody else is going to come out a little bit shorter.

5           MR. HILLMER: That is true. I have to also  
6 point out the fact that the municipal operators as a  
7 whole, our partners have increased service significantly  
8 over the last ten years, not so much in the last couple  
9 of years but significantly over the last ten years.

10           Some of that comes from Metro transitioning  
11 service. In fact I was involved in quite a few of those  
12 transitions of Metro service that better fits the  
13 operation of a municipal partner. Funds do go with  
14 that. The subsidiary funds go with that as well.

15           MR. SZERLIP: One of the other things you talked  
16 about in budgeting is -- what I believe is the absolute  
17 correct way for all public agencies to budget, and that  
18 is that one-time funds go to one-time expenditures or  
19 capital expenditures.

20           And ongoing revenues are the only thing that  
21 sustain ongoing operational costs. I only wish our  
22 state would operate on that kind of value.

23           However, you talked about federal subsidies for  
24 purchases of buses, capital improvements.

25           Does the federal give us any operating

1 subsidies?

2 MR. HILLMER: No.

3 MR. SZERLIP: None whatsoever?

4 THE WITNESS: Well, let me take that back.

5 There are Newstarts dollars that can be funded.

6 Newstarts are for new projects such as the BRT Line, or

7 a new rail line, or a new type of service that's

8 operated.

9 The federal government can -- not required to,  
10 but they can provide what's called Newstart funding, so  
11 there is some.

12 MR. SZERLIP: But that funding is still capital  
13 funding?

14 MR. HILLMER: No. That's -- that's -- actually,  
15 there's operating dollars that be garnered from the  
16 federal government for specific projects.

17 MR. SZERLIP: Okay. You said that the subsidies  
18 for buses ran in the range of 80 percent of the cost of  
19 the bus for capital expenditures.

20 Is that the same for rail cars?

21 MR. HILLMER: Yeah. It's my understanding, it  
22 is.

23 MR. SZERLIP: Okay. Let me see. I want to  
24 address the transfer situation. I made a comment a  
25 couple of weeks ago that I felt that with 90-minutes



1 worth of transfer time that one could go from one end of  
2 our system to the other without ever having to pay a  
3 secondary fare.

4 And one of our astute members of the audience,  
5 Will, showed me that in fact there was a line going from  
6 border to border of the County where you could not make  
7 it. It was almost 95 minutes or something like that for  
8 that last transfer.

9 But if I recall correctly, in today's structure,  
10 there were three if not four segments that you would be  
11 paying whereas, even extending beyond that 90-minute  
12 fare, you would only be paying for two segments so you  
13 still would be -- there still would be a cost savings  
14 overall in the ability to make that transfer.

15 So there is one thing that I want to understand.  
16 You didn't comment on your Page 13, really, about a move  
17 toward a consistent fare for Express Silver Line, and I  
18 was able to garner from this chart what that really  
19 means.

20 My question to you is: If I get on the Green  
21 Line with my \$1.75 fare and free transfer, when I get on  
22 to the Silver Line and transfer, do I get dinged for  
23 additional costs, or is that still a totally free  
24 transfer?

25 MR. HILLMER: Nobody has, actually, brought that

1 point up, but as I understand it, it's a -- well, it's a  
2 acceptable transaction.

3 MR. SZERLIP: So as long as I don't get on the  
4 Silver Line first, where I would have to pay the higher  
5 Silver Line costs, I'm -- I'm getting a real bargain.

6 MR. HILLMER: As it stands now. The board, of  
7 course, could adopt something very different.

8 MR. SZERLIP: Okay. Let me just -- before I  
9 make my comments. Now, I'll just make my comments on  
10 the fare structure.

11 Firstly, I'm a believer in the KISS principle.  
12 Let's keep it simple, and, therefore, I really think  
13 that Option 2 is not in the best interest of Metro for  
14 adoption.

15 I do believe, however, that with rising costs  
16 and declining revenues or even static revenues from all  
17 of the other sources that Metro has, we must recover  
18 more from the fare box. So I'm in favor of reevaluation  
19 and implementation of some kind of fare change.

20 However, I will say this: I think that the  
21 structure for the Day Pass, the 7-Day pass, and the  
22 30-Day Pass must be reevaluated.

23 Where we stand today, the concept of these  
24 passes is to give an advantage and even a discount to  
25 someone who's going to commit to a larger pass, and,

1 therefore, they should get some kind of benefit for the  
2 use of that pass.

3 For example, the base fare today at \$1.50, and a  
4 Day Pass of \$5, that Day Pass is equal to 3.33 fares.  
5 The 7-Day Pass at \$20 is equal to 13 and a third fares.

6 The 30-Day pass is equal to 50 fares. So, you  
7 know, if you used it twice a day at 30 days that would  
8 be 60 total fares so you're getting a benefit from  
9 buying that pass.

10 However, that is not what we see with the  
11 proposed pass fare structure. In the initial  
12 implementation in September 2014, the \$1.75 Daily fare,  
13 the Day Pass goes to \$7. That's equal to four fares.

14 Now, if the concept is that we get a free  
15 transfer -- and I know for myself, for example, that  
16 would allow me to get on the Green Line and Silver Line  
17 for a single fare box costs and get all the way  
18 downtown.

19 Now, I'm saving compared to what it would costs  
20 me today at two \$1.50 segments. I'm only paying \$1.75  
21 total, but the fact is that if that's my destination and  
22 I'm only going to return from that destination, well,  
23 that's only two trips in a Day Pass.

24 Why would I want -- why would I want to pay \$7  
25 for a Day Pass? You're right that that Day Pass, I

1 think, not only will the purchase go down, it will,  
2 practically, be eliminated.

3 Because unless you're taking that trip, that  
4 Will told me about, all the way across the County, where  
5 you need to actual spend that second fare after  
6 90 minutes, your traveling, during that day, is unlikely  
7 to ever come to a total of four segments or certainly  
8 not more than four segments because that's all you get  
9 as equal.

10 Similarly, when you go to the 7-Day Pass, you  
11 get 14.3 fares. Well, that's two a day plus. That's  
12 not a bargain, and on a 30-Day Pass, it's 57 fares at  
13 \$100.

14 That -- all right. So at two a day, if you were  
15 traveling, maybe you got three. It's still not much of  
16 a bargain. So I do hope that those things -- and I  
17 could go on with the next iterations of 2017 and 2020,  
18 but the numbers are very similar. Those passes do not  
19 become a value.

20 If that's the goal of the Day Pass, 7-Day Pass,  
21 30-Day Pass to be a value, then we have to reevaluate  
22 what those proposed fares are.

23 Otherwise, I think that the fare structure  
24 that's being proposed in Option 1 is reasonable, and I  
25 look forward to seeing adoption by the Board.

1 Thank you, Mr. Chair.

2 MR. FRANKLIN: Okay. I do need to acknowledge  
3 that this council is not taking a position on either  
4 option. We're simply giving our comments  
5 individually --

6 MR. SZERLIP: So it's on the record.

7 MR. FRANKLIN: -- so it is on the record, and I  
8 want to thank Jon for his analysis of identifying the  
9 base fare versus the Day Pass and how significant an  
10 impact it may have on the rider.

11 Any other comments? Seeing none, I have -- oh,  
12 I'm sorry. Mr. Addleman has one more question.

13 MR. ADDLEMAN: One more question for you, Jon.  
14 If I buy a Monthly Pass -- very simple question -- I  
15 think most people know the answer, but we need to  
16 clarify it -- how many rides do I get?

17 MR. HILLMER: On a monthly --

18 MR. ADDLEMAN: A monthly pass.

19 MR. HILLMER: As many times as you can get on  
20 and off.

21 MR. ADDLEMAN: For a whole month?

22 MR. HILLMER: For 30 days.

23 MR. ADDLEMAN: Thank you. Very nice.

24 MR. FRANKLIN: All right. I do have some  
25 concerns. First of all, I am not happy with the apathy

1 where we have the community and the riders saying that  
2 we have great concern, possibly, there may be disparity  
3 between being a bus rider versus a train rider and that  
4 they want to echo their sentiments and concerns.

5 I want to acknowledge, specifically, for the  
6 City of Inglewood that we gave out as much notice as  
7 possible and advanced notice to alert the public to  
8 share with the riders to be here to echo their concerns.

9 In addition to the local newspapers, I did  
10 several hundred e-mail blasts to get the word out.  
11 You'll find out that we have a display of the public  
12 hearing notice, not only in City Hall -- both on the  
13 first floor and the ninth floor where the council  
14 meets -- we have it in our local public parks. We have  
15 it in police communities centers. We have it in public  
16 libraries and even the Veteran's building where we have  
17 our seniors that attend.

18 In addition to that, the Metro provides these --  
19 this information on the buses for people to be made  
20 aware that this information is available, and then when  
21 judgment day occurs, they're gonna say "have mercy. Why  
22 wasn't I notified."

23 And so I just want everyone to be made aware  
24 that this has been an ongoing concern since January of  
25 announcing of these proposed changes recommended by

1 staff.

2 Now I want to talk about the proposed changes  
3 from what I've heard today compared to what I was --  
4 when I went to the meet and confer with Art Leahy in  
5 January.

6 I want to know -- according to your presentation  
7 today, you gave the effective year of 2014 upon adoption  
8 by the Metro Board.

9 What is your understanding that, if in fact the  
10 Metro Board, who takes the hearing on March 29th, and  
11 then makes a decision of what option or modification of  
12 the options, when will it go into effect for public  
13 impact?

14 MR. HILLMER: The earliest it could go into  
15 impact would be September 1, 2014.

16 MR. FRANKLIN: Okay. The reason why I bring  
17 that up is because we had this packet made available to  
18 us, and this is the packet that we've been circulating  
19 throughout the community to alert them that this is  
20 when -- these are the different changes that's going  
21 into effect.

22 The values are the same, but the acceleration of  
23 year has gone up. So when you take a look at the  
24 proposed changes of the options that's on here, the  
25 first year of effect is year '15, not in your proposal

1 day being the '14, which means you're accelerating it.

2 MR. HILLMER: Yes. Those actually, I believe,  
3 refer to fiscal year. September 1st would be in fiscal  
4 year '15.

5 MR. FRANKLIN: So are we doing fiscal or  
6 calendar? So you would say --

7 THE WITNESS: Well, as I recall, that's a fiscal  
8 year date on there, and we're talking about September  
9 1st, which is in calendar year '14 but in fiscal year  
10 '15.

11 MR. FRANKLIN: All right. So the point I'm  
12 trying to stress is making sure that when and if some  
13 kind of change goes into effect that there's a  
14 reasonable period of transition for those that are gonna  
15 become the future riders of this increase.

16 That, they too have budgets and that they're  
17 able to adjust to this transition without the shock of  
18 saying "oh, the Board makes an adoption in March and by  
19 June, when we have the shakeout, that effective July 1st  
20 it's in effect.

21 So I want to make sure that is clarified as to  
22 what is identified as of the date. Also I want to  
23 identify that Metro has stressed before -- and no  
24 different than we as council members of a city  
25 identify -- that if you are -- you're in business and



1 you have a budget, and if you do not have a structured,  
2 balanced budget, you cannot operate on a deficit  
3 spending.

4 And so Metro has already announced repeatedly  
5 that we have been operating somewhere around 25 to 26  
6 percent of the fare recovery and that we cannot continue  
7 to sustain that, and that's why your presentation today  
8 highlighted the significant impact of that.

9 I thought it also was interesting that you did a  
10 comparison of the different cities, and that there's  
11 some cities that are, in fact, having the same current  
12 fare, but when you do the analysis to see the margin  
13 that it's significantly higher of meeting the amount of  
14 funds that they need to capture in order to sustain  
15 their operation.

16 And also I didn't hear you say it in this  
17 presentation, but I want to make sure that everyone  
18 understands, that the full funding grant agreement by  
19 the federal government is based on a 33 percent fare box  
20 recovery.

21 So if, in fact, we are now at a 25/26 percent,  
22 we are not there. And the proposal that you're looking  
23 at, over this six-year period, is to get to that point  
24 so that way we can, in fact, be able to sustain the --  
25 I'll say -- the cost of the buses and Express Lanes.

1           Does this also include -- the fare box recover  
2 include the maintenance?

3           MR. HILLMER: Yes, absolutely.

4           MR. FRANKLIN: Because one of the challenges  
5 we've had -- and we've met with Art Leahy before -- is  
6 his proposal in wanting to have cost recovery and  
7 sustainability of maintenance.

8           And we keep hearing this deferred maintenance to  
9 the point that it's becoming so dilapidated that we have  
10 these old buses.

11           And we talked about having these new buses  
12 coming online which was our discussion last time making  
13 sure that Region 5 and Region 7 were the next -- the  
14 first two regions that are in line for these new fleet  
15 of buses that's coming on board.

16           There was also discussion raised about inequity  
17 with reference to -- some of the individuals said "I'm a  
18 senior on a fixed income. I'm disabled. I'm a  
19 student," and that there seemed to be a different  
20 analysis as to how we're being treated versus those that  
21 are other than that.

22           And that issue has now been asked and answered.  
23 It's been addressed. There is a sliding scale. We all  
24 have to pay in order to use the service. Now, it's a  
25 matter of when -- what is considered reasonable, and

1 that's going to be addressed and discussed at the Metro  
2 Board meeting.

3 I think, also, that's significant that was not  
4 addressed here today is that Metro has not increased  
5 their fares in 19 years. I'm sorry. In only -- in the  
6 past there's only been three fare increases in the past  
7 19 years.

8 And so they're -- you're not keeping up with the  
9 economic wolf saying that in order to do business, you  
10 have to be able to adjust in order to make this happen.

11 I want to thank, also, the fact that there was  
12 sensitivity by the riders that have spoken before this  
13 service council on more than one occasion about  
14 transfers because now you're ready to address that, and  
15 I too have had the experience of having individuals wait  
16 in order to do this transfer, and it delays the operator  
17 from moving forward on the bus until this transaction  
18 was taken place. This will help smooth the transition.

19 I do echo the same sentiments that Wayne did  
20 raise -- Wayne Wright did raise, and that was is  
21 90 minutes reasonable; okay? And I had raised the issue  
22 of concern on some of my best rides on how there's  
23 either construction going on, there's special events  
24 going on, and as a consequence, my 90 minutes gets  
25 absorbed in a matter of minutes as opposed to someone

1 weighing the consideration about 120 minutes all of two  
2 hours as opposed to that.

3 And so I want, at least on my comments, that  
4 that would be considered as a means for consideration as  
5 well. That concludes my comments. Oh, I have someone  
6 coming up. I already closed public comments.

7 MR. MEYERS: No. This is not a comment. It's a  
8 question.

9 MR. FRANKLIN: I closed the comments for the  
10 public, period, but because he's concerned, and I'm very  
11 disappointed that I don't have public here to speak,  
12 Wayne you have the floor.

13 MR. MEYERS: Bill.

14 MR. FRANKLIN: I'm sorry. Will Meyers.

15 MR. MEYERS: Yes, sir. On the presentation on  
16 the Web site of the two options, down here at the bottom  
17 there is a line that says "Boarding," and it gives a  
18 series -- a bunch of percentages.

19 Would Mr. Hillmer please explain these -- this  
20 line. And also are these percentages cumulative, and  
21 are they the result of the fare increases or other  
22 factors?

23 MR. HILLMER: I don't have a copy of it with me,  
24 but there is a -- yes. I've read it. There is an item  
25 there that talks about boardings declining by 4 percent

1 in Phase 1; 15, 3 percent next incriminate, and  
2 2 percent the following year.

3 This is a projection, a very conservative  
4 projection that with higher fares there will be fewer  
5 boarding passengers as a result, which is natural when  
6 the price goes up; it comes down.

7 This is, basically, a -- doesn't assume,  
8 unfortunately, that riders would come back. As  
9 inflation goes up and the prices stay the same for two  
10 or three years, some of those riders would come back.

11 So this -- this is actually, each of those  
12 years, so it would be cumulative.

13 MR. MEYERS: Okay.

14 MR. HILLMER: It's not at the end you only have  
15 a loss of 2 percent.

16 MR. MEYERS: Okay. Oh, it's each individual  
17 phase?

18 MR. HILLMER: Right.

19 MR. MEYERS: Thank you.

20 MR. FRANKLIN: Okay. That -- this now,  
21 concludes the fare restructuring or fare forum. We will  
22 now go back to our regular meeting, and we will now  
23 reach out to Jon Hillmer again, this time presenting the  
24 directors report.

25 ///

1                   T H E   D I R E C T O R ' S  
2                                   R E P O R T  
3

4           MR. HILLMER: Thank you, Mr. Chair.

5           On our performance report, we'll be looking at  
6 the month of January of this year along with five other  
7 previous months, and I do have a little bit of  
8 information from the February data at least to the  
9 system level.

10           We haven't broken it down to each of our  
11 individual regions, but there's a general good report in  
12 terms of performance -- on time performance in  
13 particular improved nicely systemwide, 79.3 percent,  
14 getting close to the 80 percent goal.

15           For our South Bay as well, it jumped up nicely  
16 as well to 78 percent. I believe that's the highest its  
17 been since I've been measuring this by the regional  
18 level for our on-time performance, very good.

19           Systemwide the percent of trips running ahead of  
20 schedule declined nicely to 4 percent, running late down  
21 even more. So that was a good performance for that  
22 month of January 4.

23           February the on-time performance came down a bit  
24 to 77 percent, I believe. So it kind of came down a  
25 little bit in February partly due to the rain that we

1 finally had. That helped a bit.

2           Anyway, in terms of customer complaints, they  
3 came down just a bit systemwide to little over four.  
4 Our goal is to have 2.2 customer complaints per 100,000.  
5 So we are way above our goal of customer complaints.  
6 South Bay it came down more -- proportionally more, but  
7 still way to high at 2.73, not surprisingly.

8           But even though that's not a good number, it's  
9 the second best in the system with Westside being at 3,  
10 and we're at 3.7, still an issue.

11           Looking at our mechanical reliability, that went  
12 up systemwide to just about 4300 miles. The goal is  
13 4000 miles between a mechanical road call.

14           South Bay service improved even better at over  
15 5,000 miles between a mechanical road call so that's  
16 good.

17           And with Division 5 slated to begin to receive  
18 new buses to replace our old high-floor buses, there may  
19 be a short period of break in, if you will, but I  
20 anticipate that our service quality will go up even  
21 better, not just in reliability but also in appearance.

22           For our bus cleanliness, on Page 5, systemwide  
23 it bounced up just a tad 8.55. Our cleanliness rating  
24 is 8.3 on a scale of 0 to 10 with 10 being a new bus.

25           We're at 83 percent of a new bus, I guess, is

1 one way to looking at that. It's been very flat for  
2 this past -- actually all the way back for a year.

3 In terms of traffic accidents, systemwide that  
4 came down to almost to our goal. 3.19 is our overall  
5 achievement, and our goal is 3.1.

6 So systemwide we almost got there. San  
7 Fernando, San Gabriel Valley have very low numbers.  
8 Ours stayed fairly flat at 3.97.

9 You recall we had a presentation last month from  
10 our new transportation manager of Division 18 last month  
11 talking about her programs to reduce accidents.

12 So we have a whole bunch of hope that she's  
13 gonna achieve great -- great results there as well. We  
14 just have to keep tabs.

15 Bus station cleanness also stayed fairly  
16 constant, 8.13 on a scale of 0 to 10, 10 being just  
17 absolutely spic and span.

18 San Fernando Valley was -- actually, it came  
19 down. They used to have one of the best. San Gabriel  
20 Valley has the best.

21 And for South Bay, we're just a little bit below  
22 8, 7.92, coming down a little bit. Some of that has to  
23 do with the Harbor Gateway Transit Center.

24 The Silver Line is there under the -- by the  
25 freeway. It does accumulate some dust, but particularly



1 I scored it down because the paint is chipping a little  
2 bit more on the handrails as you -- if you were to walk  
3 up and down the stairs, you would see that the paint is  
4 chipped a little bit away.

5 I have assurances from Mr. Jon Roberts that he's  
6 gonna have his people go out there and repaint that  
7 using -- what was that? -- amusement park paint or some  
8 sort of paint that is used by Disneyland and Magic  
9 Mountain and others that is more resistant to chipping  
10 and so forth.

11 So that's one of the reasons we came down a bit  
12 as well as the LAX Transit Center, not as -- and it may  
13 have been the time I went there to evaluate it.

14 It just wasn't quite as clean as it had been  
15 before. It had been swept, but they need to go back out  
16 there and, maybe, power wash the platform a little bit  
17 more.

18 It doesn't take long for spilled Coke and other  
19 things to kind of build up in that -- particularly cola.  
20 It continues to attract dust and dirt until it actually  
21 dries up.

22 Anyway, on ridership, Page No. 8, you can see  
23 here our ridership kind of went up just a tad.  
24 Systemwide it went up to one point -- almost 1.1 million  
25 on a systemwide basis, and I'm not projecting that

1 August will have -- '14 will have 1.1 million.

2 That should have been 2013 but -- which would be  
3 the beginning month for this year, and for us, South  
4 Bay, ridership is 340,000, very vibrant ridership level  
5 on it. It bounced up a little bit.

6 February ridership systemwide has gone up to  
7 1.47 million so it also is gonna be a good one for  
8 ridership.

9 Now, more specifically, Silver Line, ridership  
10 bound up very nicely. December's a low ridership month,  
11 and it's bounced back up to almost 14,000. The Saturday  
12 and Sunday ridership both eased up just a bit with the  
13 Saturday ridership just below 6,000 and Sunday ridership  
14 just above 4,000.

15 Those other numbers up there are the peak  
16 ridership for those day periods that we've ever  
17 recorded, and boardings at El Monte are 2,600.  
18 Boardings at Harbor Gateway Transit Center, a little  
19 over 2000.

20 It actually shows a little shift. We had been  
21 moving more toward a balanced ridership level, so I'm a  
22 little surprised that the Harbor Gateway Transit Center  
23 ridership didn't come up as much as the one in El Monte.

24 But still very, very heavily used. We have  
25 outstanding service quality there with the Silver Line,

1 all trips now going end to end.

2 So we have four-minute frequency during the rush  
3 hours on the Silver Line, very, very good service. In  
4 fact, I went out on a line ride a couple of weeks ago --  
5 two weeks ago Friday.

6 I went out on Friday with Art Leahy, our CEO, as  
7 well as Debra Johnson, the deputy CEO and several other  
8 people, and we did a little tour.

9 We went on the 330 line, the Gold Line to the  
10 Blue Line and so forth, then we came back on the Silver  
11 Line, great service.

12 I ride it from the El Monte side so I very  
13 seldom do I get it on this side. It was great. The  
14 operator was great. The bus was clean, on time. It's  
15 almost as if we planned it for the CEO.

16 MR. ADDLEMAN: Good planning.

17 MR. HILLMER: Anyway, no comment. In our 450 X  
18 Line, ridership eased up just a little bit, not much but  
19 just a little bit in January 1,700 riders. Saturday and  
20 Sunday ridership stayed very constant for the last year  
21 and a half.

22 And getting close to the end, Green Line  
23 ridership, we topped out at 47,000 way back in, I think,  
24 it was, June of 2012, and it came back down. Now, it's  
25 sort of easing back up.

1           We're about 43,000 boardings on an average  
2 weekday, a little less than 30,000 on our Saturday  
3 ridership and slightly over 20,000 on Sunday.

4           So it's a very vibrant rail line, and just a few  
5 notes, we've already talked about the fare forums, and  
6 the public hearing's coming up.

7           On Saturday you're all very much welcome. I  
8 would love it if you let me know if you're going to be  
9 there so we can plan to have an extra -- extra lunch and  
10 refreshments for you. Helmets are optional.

11           Gate latching, we had a great report on gate  
12 latching from Mr. Sun -- Mr. Paul Tu, and also express  
13 lanes, there will be a hearing -- a variety of public  
14 listening or hearing events for people to come to and  
15 hear about the Express Lanes, very important to hear  
16 people's comments that will go into the evaluation of  
17 the Express Lanes to determine what in fact we can do  
18 with the Express Lanes.

19           The federal dollars that were very important to  
20 getting that done -- and by the way, Mr. Gabig was  
21 instrumental in getting that project up and running, and  
22 it's good too, so give him some credit.

23           So if you have comments.

24           MR. GABIG: You're talking about Harbor Gateway?

25           MR. HILLMER: It all fits together and works as

1 one. Then finally we have the construction careers  
2 information center kickoff event, very important for us  
3 in this region, the Saturday of March 22nd at Crenshaw  
4 Plaza from 10:00 to 2:00.

5 I encourage everybody to come out there and see  
6 what they can provide in terms of careers, very, very  
7 great to hear back.

8 I will not be able to attend, however, so if any  
9 of our members have the opportunity to attend, maybe we  
10 can get a report or I could hear about it and how they  
11 thought it went, and with that, Mr. Chair, that ends my  
12 report.

13 MR. FRANKLIN: Thank you, Mr. Director.

14 Is there, now, Board members, I should say  
15 service council members? Yes, sir, Mr. Szerlip.

16

17 C O U N C I L M E M B E R

18 C O M M E N T S

19

20 MR. SZERLIP: Thank you, Mr. Chair. I just  
21 need -- wanted to comment on the Metro Silver Line, and  
22 the ridership in regards to what our -- we see in the  
23 fare structure.

24 I guess it never really sunk into me that there  
25 is a premium to ride that line, and yet we see that, if

1 we are providing a service that the public wants, price  
2 really is very elastic. It really doesn't matter.

3 If they can get where they want in a timely  
4 manner, they're willing to pay the fare, and that's  
5 witnessed every day on the Silver Line.

6 Thank you.

7 MR. FRANKLIN: Okay. Robert.

8 PULLEN-MILES: I just have one comment on that,  
9 Mr. Chair. I want to say that I'm delighted to see  
10 that -- although it's slightly -- that the complaints  
11 are down just slightly for our region.

12 As you know, that's one of our biggest things  
13 that we like to keep an eye on is the complaints. I had  
14 a couple of complaints myself just the other day that --  
15 that I won't, necessarily, share with the public, but  
16 I'm just glad to see that those complaints are down.

17 If we can work on it just a little more, I  
18 think -- I know that's our goal.

19 What is the overall goal of complaints? I know  
20 you can't get rid of all complaints 'cause they're  
21 inherent in this type of business, but is there a  
22 particular goal that's --

23 THE WITNESS: Yes. Our goal is 2.2 customer  
24 complaints per 100,000 boarding passengers, and we look  
25 at -- we look at complaints in both the negative and

1 positive light.

2           You know, it's -- it's not good to have people  
3 complain about the service, but on the other hand, it  
4 gives us an indication where we need to do better, what  
5 specific operators, bus lines, stops that we need to  
6 focus on.

7           MR. PULLEN-MILES: So in that case, complaints  
8 are a good thing?

9           THE WITNESS: Yeah. On one hand, right. On one  
10 hand, but it's kind of a good thing that you really  
11 don't want to have a lot of.

12           MR. PULLEN-MILES: Okay. Well, that's all I  
13 have on the actual report.

14           Thank you.

15           MR. FRANKLIN: Thank you.

16           Devon?

17           MS. DEMING: As part of my line ride the other  
18 day that I'm going to report on, I, actually, did see  
19 people who -- the Silver Line would pull up, and they  
20 would say "oh, I don't want to pay the extra fare for  
21 that and wait for the next non-premium fare bus.

22           It is affecting some people in the opposite way,  
23 just a comment.

24           MR. FRANKLIN: Okay. Mr. Addleman.

25           MR. GOODHART: Goodhart.

1 MR. FRANKLIN: Goodhart, I'm sorry about that.

2 MR. GOODHART: That's our end fellow here.

3 Just one question, Jon. The -- on the Silver  
4 Line, every time I've taken it it's been a real pleasure  
5 to ride it from Harbor Gateway to the Metro off-ramp,  
6 I'll call it. But I understand that at some point in  
7 time it's going to go to Gateway Plaza, and I wondered  
8 if there's a --

9 MR. HILLMER: No. No. It goes -- there's a  
10 plan to create a new bus stop on the bus way adjacent to  
11 the Potts Plaza so that instead of having to -- if you  
12 wanted to go to Metro Gateway building you'd have to  
13 walk all the way through Union Station today.

14 That would -- that stop would still be  
15 existence, but you would add a new stop on the bus way  
16 above -- which is really adjacent to the Patsaouras  
17 Plaza, and there would be a walkway into the plaza.

18 MR. GOODHART: So it's a little further down the  
19 roadway eastbound.

20 Has there ever been an analysis of ridership  
21 that use the Silver Line and then go to one of the rail  
22 lines?

23 MR. HILLMER: I don't -- Page is not here now,  
24 but I don't believe so.

25 But I do know we carry a huge number of students



1 from Cal State LA to the Alameda stop, and my  
2 observation is they walk into -- 80 percent of them walk  
3 into Union Station and Patsaouras Plaza and make other  
4 transfers whether it's a Gold Line, Red Line, Purple  
5 Line or other bus lines in there.

6 People, actually, do that today. Most of them  
7 are young. So that might indicate that the older of us  
8 are not that eager to walk half a mile to get to the Red  
9 Line.

10 MR. GOODHART: I can relate to that. But it  
11 does prompt the question, though, about serving your  
12 customers and -- despite that fact that Los Angeles is a  
13 vibrant community and very exercise oriented, it's still  
14 is a bit of an inconvenience to have to walk -- as  
15 lovely as Union Station is -- to walk that far to get to  
16 the rail lines.

17 MR. HILLMER: Well, actually you could -- the  
18 best place to make that transition would be right at 7th  
19 and Figueroa. There's a bus stop right outside of the  
20 main entrance into the Red Line.

21 So that would be the best place to make it  
22 because you wouldn't have to stay on the bus to get on  
23 the Red Line to go back to where you were before. So  
24 that's the best place to make that transfer.

25 To the Gold Line, that is an issue because you

1 have to walk. It's, like, a least a quarter of a mile  
2 to get to the Gold Line.

3 MR. GOODHART: The connector they were planning  
4 to implement --

5 THE WITNESS: Yes. The connector, when that is  
6 built, there will be a direct -- as direct as you can be  
7 as far as a bus stop on the street to the entrance to  
8 the train, yes.

9 MR. GOODHART: Thank you.

10 MS. DEMING: When is that?

11 THE WITNESS: 2018, I believe.

12 MR. FRANKLIN: Thank you, Mr. Goodhart.

13 Anyone else? Let me make a couple of comments.  
14 If I can get you to go to your Slide No. 8.

15 And couple of things I wanted to acknowledge,  
16 one is the -- you don't have August 2014, but you have  
17 August 2013.

18 MR. HILLMER: Correct.

19 MR. FRANKLIN: And I also wanted to stress -- I  
20 want you to take a look under the Westside council and  
21 see the amount of weekly ridership which is over  
22 600,000, and then, when I do a comparison to Page 6, it  
23 talks about traffic accidents.

24 South Bay is exceptionally high compared to the  
25 amount of Rideshare we have, and I welcome for you to do

1 some kind of evaluation or analysis.

2 We had a presentation last time that talked  
3 about what are the most common accidents we've had,  
4 which is someone bumping into the bus or rear-ending the  
5 bus, but when you do the costs -- when you do the  
6 comparison where we have 300,000 and not quite 350,000  
7 riders weekly, compared to the Westside having 600,000,  
8 and then you look at the amount -- the average accident,  
9 it's -- we're exceptionally high.

10 And we need to do a better evaluation to find  
11 out what's causing that, and then we talked earlier  
12 about trying to identify where the region -- that we  
13 talked about the line to see if that was an issue.

14 THE WITNESS: Correct. Now, the Westside has  
15 more than twice the number of accidents than our buses  
16 in South Bay have. They have twice the ridership, and  
17 their rate is higher than ours.

18 Our rate, based upon 100,000 miles of service --  
19 it's really based on the amount of service not how many  
20 people you get on board in terms of the traffic  
21 accidents.

22 We, actually, operate far more miles in terms  
23 of -- well, I shouldn't say that. We operate more miles  
24 per bus than the Westside does.

25 So their accidents, actually, probably twice as

1 many as ours. I'll -- I can come back with the exact  
2 number of accidents we've had since January.

3 I know I can't -- we did an evaluation or very  
4 brief presentation last time on where are accidents  
5 taking place, and it was about -- and Jack remind me --  
6 I think it was about half the accidents occurred within  
7 our region, and half of them outside of the region to  
8 the east of us and to the north of us and in downtown  
9 Los Angeles.

10 MR. FRANKLIN: But it was simply 'cause the line  
11 went from one portion to the other. We seemed like we  
12 were being dinged for it, and that was our area we  
13 brought up last time.

14 I also want to bring up the fact regarding  
15 complaints. I want to thank Mr. Hillmer as well as  
16 Scott Green, who's not here, with reference to  
17 complaints I was receiving when it comes to the  
18 shakeout, and that there was a transition of rerouting  
19 bus lines particularly in the City of Inglewood.

20 It turned out that it's one thing to reroute the  
21 line. It's another thing notifying the local authority  
22 that we rerouted it.

23 So you need to remove your shelters and bus  
24 benches, et cetera, because it created an undesirable  
25 encampment. And so I want to thank you, once I brought

1 that to your attention at our last meeting, that you --  
2 it was -- you coordinate with our staff to make sure  
3 that was done.

4 The other final comment I want to talk about has  
5 to do with my outreach on the construction creator. The  
6 flier that you've provided us with the Los Angeles Urban  
7 League.

8 I did an e-mail blast for the last couple of  
9 weeks alerting potential individuals to have a career in  
10 construction and to reach out and sign up to get on  
11 board for these events.

12 I was bombarded with phone calls saying that  
13 when they tried to RSVP, the phone number either stayed  
14 busy or it was out of order. So I'm hoping that, since  
15 it's next Saturday, that there's a -- some other means  
16 or number that someone can use in order to reach out.

17 Again, I haven't tried the e-mail portion of it,  
18 but I do know that I was getting a number of phone calls  
19 trying to --

20 MR. HILLMER: That was a glaring, glaring error  
21 and Doris pointed it out.

22 MS. RAMOS: Yes. And I spoke with your  
23 assistant, Claudette Matthews, and she touched basis,  
24 and it turns out that their voice mail box was getting  
25 filled so quickly that it was rejecting messages.

1           So they just had to have a much quicker  
2           turnaround in order to clear those messages, but that  
3           issues has been resolved.

4           MR. FRANKLIN: Well, again, I've been trying to  
5           make sure that the public was aware, and that the  
6           response I got, ah, we need to be aware that they're not  
7           able to communicate.

8           Yeah. Mr. Szerlip has a comment.

9           MR. SZERLIP: Yes. If I'm not mistaken, Walsh  
10          Shea Corridor Constructors, they are doing the Crenshaw  
11          corridor; is that correct?

12          MR. HILLMER: I believe so, but --

13          MR. SZERLIP: Okay. I ran into them. I went to  
14          a Metro/WMD event where many contractors were there on  
15          the floor.

16          And when I spoke with Walsh Shea, they  
17          specifically said that their application process is all  
18          online.

19          So though you may have information being given  
20          out here as to what the parameters are of the kinds of  
21          jobs that they have, et cetera, I would hope that you  
22          could get to Mr. Franklin the Web site for Walsh Shea,  
23          and that's the Urban League Web site.

24          So if you can get the Walsh Shea Web site, he  
25          can then direct people who do have experience and wish

1 to apply for those jobs directly to where they need to  
2 go.

3 MR. FRANKLIN: Okay. Thank you. And, again,  
4 this just shows you just how the continuity that I have  
5 with you and your staff. Ms Dolores Ramos immediately  
6 acknowledged that my assistant raised that issue to  
7 Ms. Ramos.

8 She investigated and found out there was an  
9 issue. The same -- no different than when I had an  
10 issue involving the shakeout, and I brought it to your  
11 attention Scott Greene jumped on it right away.

12 So this is the kind of cohesive effort, team  
13 effort -- I just want to thank you and your staff for  
14 that.

15 MR. PULLEN-MILES: Mr. Chairman, I was wondering  
16 if I could get this in a PDF form if I don't have it  
17 already.

18 MR. FRANKLIN: Yeah.

19 MS. RAMOS: You have it.

20 MR. PULLEN-MILES: What about a JPEG? Can you  
21 send a JPEG?

22 MS. RAMOS: I'm not sure if I have a JPEG.

23 MR. PULLEN-MILES: It's easier to post.

24 MR. FRANKLIN: We'll take public comments  
25 regarding the director's report. Anyone? All right.

1 Will? And I see you, Wayne.

2  
3 P U B L I C C O M M E N T R E G A R D I N G  
4 T H E D I R E C T O R ' S  
5 R E P O R T  
6

7 WILL B.: I am risking a breach of decorum here,  
8 but the chairman changed the format of the meeting for  
9 the fare structure where the public was forced to go  
10 first, and then we were granted the council's opinion.

11 And, unfortunately, you are the ones in the  
12 position of making a change and affecting the Metro  
13 policy far more than we are.

14 So without the benefit of your opinion, we can't  
15 really respond. So my breach of decorum is to talk  
16 about that and to respond directly to the chiding that  
17 the public received for our apathy on the fare  
18 structure.

19 I feel that this huge pamphlet is designed to  
20 breed apathy.

21 MR. FRANKLIN: Unfortunately, Will, that is --

22 WILL B.: So unfortunately --

23 MR. FRANKLIN: -- addressing --

24 WILL B.: -- you can cut me off, but you're  
25 cutting off the very public remarks that you want. I



1 mean, you changed the format of the --

2 MR. FRANKLIN: Wait. Hold on. Point of order.  
3 Point of order. You had a chance to come -- and I saw  
4 you in the audience when we were doing the fare  
5 structure presentation -- this segment right now is with  
6 reference to the director's board.

7 If you want to tie in your comments with the  
8 director's report, that's fine.

9 WILL B.: Let's talk about service.

10 MR. FRANKLIN: There you go.

11 THE WITNESS: The service that Metro provides  
12 compared to -- well, let's say if you were going to  
13 compare it to other cities -- Chicago, for example, I  
14 heard mentioned earlier in the meeting. Chicago has 145  
15 rail stations.

16 How many does Los Angeles have? I believe  
17 that's -- I believe it's 80. Boston, 125. New York,  
18 468 railway stations.

19 Now, should we really compare ourselves to them  
20 and the service that they provide versus the service  
21 that Metro provides especially when it comes to  
22 discussions about fare structure?

23 I think that's a fare comparison, but if you're  
24 gonna make that comparison, it should include that other  
25 information -- what Metro gives us versus the service

1 that other cities give us especially in relation to how  
2 much you're going to pay.

3 Service also involves cost savings, and I think  
4 what we haven't seen is a lot of proposals for how they  
5 could save money and where there might be waste, you  
6 know, traffic accidents, training.

7 These things are important, and if you're going  
8 to be justifying fare changes, it would be great to hear  
9 about how we could, possibly, save more money and where  
10 there is waste especially when the one person who is  
11 supposed to be involved in investigating waste within  
12 Metro is compromised by a blatant conflict of  
13 interest -- that would be the inspector general who also  
14 serves as the ethics officer.

15 Who is -- the inspector general, by the way, has  
16 been acting inspector general for six years totally in  
17 contravention to the State statute which wants a  
18 permanent inspector general.

19 The point I'm trying to make, with regard to  
20 service, is that we don't get that same service level as  
21 New York or Boston or Chicago, and then you're going to  
22 come to us and say well, you guys should pay up ante up  
23 for that same amount of service that they are getting,  
24 and we're not getting.

25 You are the ones who can make that change, and I

1 think -- I beg that you look at it more deeply.

2 MR. FRANKLIN: Okay. Will, would you like to  
3 have that information transferred on to the proposed  
4 fare restructuring?

5 WILL B.: That's -- that's unnecessary. I don't  
6 think that's gonna matter. It's you whose opinions will  
7 actually have an affect.

8 MR. FRANKLIN: Well, actually, no. We thank you  
9 for your comments, but just so you know, there's two  
10 meetings here. We had our regular meeting, and then we  
11 had a fare forum.

12 WILL B.: I understand.

13 MR. FRANKLIN: And a fare forum is where we were  
14 encouraged to engage public comment --

15 WILL B.: I understand.

16 MR. FRANKLIN: -- to get that input. That's why  
17 it was reversed the other way.

18 WILL B.: I understand, but you are in touch  
19 with the power brokers here, we are not.

20 MR. FRANKLIN: Okay. So noted. Thank you.

21 MS. DEMING: Can I comment on that.

22 MR. FRANKLIN: Yes.

23 MS. DEMING: All of your comments are being  
24 taken down for the record, and those comments are also  
25 being forwarded and included.

1           So whether it's something that we say or  
2 something that you say, it's on the record, and that --  
3 with that I think you have just as much say.

4           WILL B.: Who reads it?

5           MR. FRANKLIN: Okay. Wayne?

6           MR. WRIGHT: Well, Wednesday I finally took a  
7 ride on one of the new buses, Wednesday -- Wednesday  
8 afternoon before I went to the Westside meeting --  
9 Westside central meeting.

10           What I've heard is that from drivers they don't  
11 like them because they're kind of small, and they fill  
12 up. The ABA signs, when they call the streets out  
13 they're kind of slow.

14           When they get to the intersection, they call out  
15 the street when you get to the intersection, and there's  
16 a problem with one of the front seatings because of --  
17 the rail is, like, right there at the edge of the seat  
18 so you can't really sit particularly if you're a large  
19 person.

20           Otherwise, you know, I don't have a problem with  
21 the white head signs. They look good. That's about it.  
22 But as I was concerned -- and I told this to Jon last  
23 week about, you know, they didn't come out with bike  
24 racks.

25           He explained to me earlier this week because

1 there was a problem with the CHP about the length of the  
2 racks, and also that, you know, the buses have been  
3 restricted to peak hours. So we need these buses out  
4 there.

5 I mean, the drivers are screaming right now  
6 that, you know, they're having problems, you know, with  
7 the wheelchair lifts not working. It's not that they're  
8 not working (sic).

9 It's just that, you know, if you're picking up  
10 two or three wheelchair passengers, they got to bring  
11 that lift up and down.

12 So that's why we would like, you know, to have a  
13 low floors out here at Division 5 out here all day as  
14 quickly as possible. That concludes my comments.

15 Thank you.

16 MR. FRANKLIN: Thank you.

17 And you did hear me earlier now that Region 5  
18 and Region 7 are the -- the new buses are coming out in  
19 that area first?

20 MR. WRIGHT: I'm already aware of that. It's  
21 just that they're slow coming out. That's all.

22 MR. FRANKLIN: I gotcha. A little slow.

23 Any other public comments regarding the  
24 director's report? Young lady?

25 MS. WALLACE: Hello. I just have a quick

1 question about the --

2 MR. FRANKLIN: What's your name?

3 MS. WALLACE: Brittni.

4 MR. FRANKLIN: Okay, Brittni.

5 MS. WALLACE: I have a quick question about the  
6 fares, and I just want to know how does that affects the  
7 Metro Rideshare Program?

8 MR. HILLMER: I don't know.

9 MS. WALLACE: You don't know?

10 MR. HILLMER: I -- that's one of the questions I  
11 don't know, but if you give me a contact information,  
12 I'll get back to you.

13 MS. WALLACE: Okay. Thank you.

14 MR. FRANKLIN: All right. Thank you. All  
15 right. That now concludes the director's report. We're  
16 now to the last segment of council -- service council  
17 members comments in line. Anyone? Let me get the right  
18 name.

19 Goodhart, that's it.

20

21 C O U N C I L M E M B E R ' S

22 L I N E R I D E S

23

24 MR. GOODHART: So yesterday -- my adopted line  
25 is 232, and so I boarded going northbound at PCH and

1 Prospect. The bus arrived at 11:55, and it was  
2 scheduled to arrive at 12:04.

3 So, fortunately, the operator saw me as I was  
4 running across the street. However, when I, actually,  
5 got to the bus, the door closed.

6 Curious, so I kind of waved and allowed the door  
7 open, so that was good. There were line schedules in  
8 the bins for Lines 125, 232 and 130.

9 There was one trash bag so that was -- that met  
10 the criteria. The heater was operational only in the  
11 sense that the bus was very comfortable as far as  
12 temperature.

13 I don't know if the air conditioner was  
14 operational. We have this criteria that we have to  
15 meet. The bus was clean. I mean, everything was great.

16 The transit TV was not working. And  
17 consequently since we -- the bus arrived early, we -- I  
18 got to my stop at Sepulveda and Rosecrans a little early  
19 so I had to wait a little bit longer for the return bus.

20 There was no information on the public hearing  
21 for the fare restructuring on Line 232, and I don't know  
22 if our contract buses are obligated to do that. They  
23 should.

24 MR. HILLMER: Yes, they are.

25 MR. GOODHART: And so there's really no place to

1 really put it in the rack that holds the line rides,  
2 from my observation.

3 My return trip was, again, southbound boarded at  
4 Sepulveda and Rosecrans. I left out the bus, excuse me,  
5 so Bus 1134 -- 11034 going northbound, Operator Badge  
6 No. 9949. On the return trip, Bus 11053, Operator Badge  
7 70571.

8 Also, this bus arrived a little early, 12:50,  
9 and the schedule is 1254. And I appreciate that, maybe,  
10 they should arrive on the minute, but there's some  
11 latitude, and I'm not quite sure what -- how that's  
12 measured.

13 I saw my first fare evasion. I feel better now.  
14 So anyways, it was very clever. I'll call it the trash  
15 bag bypass. So there was the -- a person getting on the  
16 bus, paying the fare in the fare box, and this young man  
17 went by her and put some -- something in the trash bag  
18 that's on the fare box that the operator uses --

19 MR. HILLMER: It shouldn't be on the fare box.

20 MR. GOODHART: -- well, it was -- and then  
21 quickly went and got a seat. So I was like, wow, how  
22 does that work? So I had to report that.

23 Similarly, transit TV was not working. Line  
24 ride schedules were for Lines 205 and 232, and, again,  
25 there was no information on the fare or the public



1 hearing.

2 The criteria in the report here talks about the  
3 operator being courteous, and it's either a "yes" or a  
4 "no" or "not applicable."

5 I'm not quite sure how that works, "not  
6 applicable," but I can say I was particularly  
7 unimpressed with the demeanor of both of the operators.

8 It was sort of, yes, they're doing their job,  
9 but there was no greeting of passengers as they arrived  
10 on the bus or departing.

11 Now, I appreciate that's going a little bit of  
12 the extra mile, but I also appreciate that, if we're  
13 interested in increasing our fares, that making the  
14 transportation service more delightful is probably a  
15 reasonable approach.

16 So, also, one last thing, I notice that -- and  
17 I'm not trying to be critical of Metro because I  
18 appreciate the difference -- but Metro often advertises  
19 about, you know, natural gas buses, no diesel buses, but  
20 as you well know, the contract lines all have the diesel  
21 buses. Until --

22 MR. HILLMER: They have some --

23 MR. GOODHART: -- hopefully, you'll plug in the  
24 date.

25 MR. HILLMER: They have some diesel-powered

1 buses.

2 MR. GOODHART: Okay. Well, 232 does have diesel  
3 buses. So at some point -- and I know it's planned --  
4 that those buses will be replaced, and the sooner the  
5 better because I live in the South Bay, and I hate to  
6 have diesel emanating from the buses into the air.

7 That concludes my report.

8 MR. FRANKLIN: Diesel fuel rises to the top.  
9 Now, we know, okay. All right. Any other comments?

10 Robert?

11 MR. PULLEN-MILES: I'll make one. Okay. Thank  
12 you, Mr. Chair. So my ride is not as eventful, but  
13 pretty nice, nonetheless.

14 So last night I rode, for the first time, at  
15 night at 8:15. I actually use the next trip. It was my  
16 first time, actually, using that because I finally got a  
17 smart phone, and the bus was actually on time.

18 It was pretty well in synch with nexttrip. So I  
19 picked up the bus going north on Manhattan Beach  
20 Boulevard, bus number -- Line No. 40, but it was Bus No.  
21 9546.

22 This bus was clean. It was full. At that time  
23 of night, it was pretty full. Schedules -- they did  
24 have the schedules, plenty of schedules. They did not  
25 have any bags, however, but the announcer was working,

1 and it was pretty uneventful a ride.

2 My only concern about the ride was that the --  
3 on each stop, the bus driver -- I did not get badge  
4 numbers, by the way, because it didn't feel comfortable  
5 at night staring at, you know, at the badge trying to  
6 get that badge number.

7 You know, it's one thing, when there's a lot of  
8 passengers going on the bus, you can try to get a glance  
9 over, but when you're the only passenger that's right  
10 there putting your fare in, in this case tapping,  
11 staring at their badge number is kind of strange.

12 And one of the drivers noticed it, and I'll tell  
13 you about that. Anyway, my only complaint -- my only  
14 complaint, I guess, would be that the driver on a number  
15 of instances parked far from the curb.

16 As a matter of fact, when I got off on Inglewood  
17 Boulevard, I had to actually jump from, you know, the  
18 bus to the curb.

19 Now, if I was an older person, that would have  
20 been problematic for me because -- and maybe -- maybe  
21 the bus driver would have -- maybe -- closer to the curb  
22 knowing I was an elderly, if I had been an elderly  
23 person.

24 But nevertheless it was an observation because  
25 she did it a few times that I noticed, but that was my

1 only complaint. So okay -- so I went back on Line 40  
2 once again. This time this was Bus No. 9584.

3 This bus was clean. It was on time as well.  
4 They did have timetables (sic). Now, the bus driver was  
5 very friendly. We talked about being courteous. He was  
6 very friendly.

7 As a matter of fact he actually spoke about the  
8 public hearing and how he had put out a lot of the  
9 brochures and actually passed the brochures out.

10 His observation was that people were kind of,  
11 you know, wasn't really that concerned, didn't show that  
12 much concern about -- you know, about the hearing, and  
13 he was wondering what kind of participation we're  
14 actually going to have at the -- at the meeting on the  
15 29th.

16 If this is any indication of how the  
17 participation is here, I don't know how it's going to  
18 be, you know, systemwide, but he expressed that concern  
19 that, you know, he didn't think there was going to be a  
20 lot of participation based on the feedback that he  
21 didn't receive as he hand out the one, take ones.

22 But other than that, it was a non-eventful (sic)  
23 bus ride, pretty enjoyable, clean.

24 Did I say clean? The bus was clean. That's all  
25 I have.

1 MR. FRANKLIN: Okay. Devon?

2 MS DEMING: Okay. So normally I report on the  
3 625, but I'm not going to do that because last week I  
4 had to go downtown to Metro, and I decided to go via the  
5 Silver Line because I hadn't been that way in a while.

6 I was very pleasantly surprised because I have  
7 not seen the Harbor Gateway Transit Center since many of  
8 the changes have taken place.

9 And, actually, I drove over there all the way  
10 from Long Beach to go do that route instead of taking  
11 the Blue Line out just -- specifically because I wanted  
12 to ride the Silver Line.

13 I was very pleased that the signage from the  
14 roadways to the Park & Ride is so much better. They can  
15 actually find the Park & Ride from the street which was  
16 fantastic.

17 And I was, absolutely, shocked to see that the  
18 parking lot was nearly full. That huge expansive -- I  
19 think, it's 1500 spaces -- parking lot, I think there  
20 were, maybe, 20 spaces left, all the way in the back  
21 when I got there.

22 I've never seen that in all of my years of  
23 traveling through that transit center so I was very  
24 impressed and very happy to see it.

25 The directional signage from the parking lot to

1 where to board the buses was, also, really easy to read  
2 to get people to the right place.

3 And the signage to tell you where you parked in  
4 terms of the lettered section of the parking lot was  
5 also very obvious and easy to read. The trees, the wall  
6 art was all nice. "The Woman In The Willows" was not  
7 scary. I was pleased.

8 The one thing that I did not see a sign for was  
9 the restroom. I was a little disappointed by that.  
10 There was no signs for the restroom.

11 However, the restroom itself, if you have not  
12 been there to see it, please go. It is amazing.

13 MR. HILLMER: Literally go.

14 MS DEMING: Literally go, and I did because I  
15 wanted the full experience. So just for the overview --  
16 it's called an Excel Lieu (sic) for good reason. It is  
17 excellent, automated everything including when the doors  
18 open, and there's audio instruction on what button to  
19 push and where to walk.

20 When the door closes, it tells you you have  
21 ten minutes, and then it plays music for you. It's  
22 highly entertaining, jazz music, I don't know, extra  
23 added bonus.

24 And it was really clean. There was a beer can  
25 wedged in the corner that probably doesn't get washed

1 out when it automatically washes itself. Everything was  
2 automatic including the toilet paper roll.

3 Like, you push the button to get the toilet  
4 paper to roll down. The buttons are a little bit  
5 confusing because they say "touch free" and then "push  
6 button," so that didn't make any sense at all to me, but  
7 the overall experience of the restroom -- I've been  
8 talking about it nonstop for like the last week,  
9 encouraging everybody to go.

10 So I just -- I had to put a shout out to Jacki  
11 Bacharach for championing that project, and for everyone  
12 who helped get that installed, that I was really  
13 impressed by it.

14 And I hope that it is -- becomes a model for  
15 other areas of our system that have high ridership or  
16 people going long distances.

17 The only -- the only thing that I saw about it  
18 that was discussed prior to the installation that I  
19 didn't see was that we had talked about at some point  
20 that it being TAP enabled to allow TAP users only to get  
21 in.

22 It's not, and it's not pay either. You just  
23 push the button. So there was some etching on the  
24 inside of it, and like I said, there was the beer can.  
25 It was way, way, way, way cleaner than I anticipated it

1 being, so I was very pleased by that.

2 But I don't know if it's just isn't feasible to  
3 TAP enable it, and that was the issue.

4 MR. HILLMER: Yeah. I believe it was decided  
5 that we should do it as a experiment to begin with and  
6 see what issues what problems -- the concern was that  
7 the people who went to the station to ride transit did  
8 not have a TAP card or riding another agency that did  
9 not have a TAP card, it might create a big problem.

10 So it was decided to see, in this particular  
11 environment, if that -- if vandalism was a problem, and  
12 so far it's -- it has not been.

13 MS. DEMING: Not so much, a little bit, but not  
14 so much. I was very, very, very pleased, to say the  
15 least, and there was other people utilizing the  
16 facilities. It wasn't just me using it for a test run.

17 But I think it was a huge -- from my experience,  
18 hugely successful, and I've been going to several  
19 meetings regarding the Express Lanes Project and sort of  
20 where the Express Lanes is going, moving forward, if it  
21 gets approved and not approved and all that.

22 And one of the things that they keep saying is  
23 that some of the test projects that were done as part of  
24 the Express Lanes Project has been successful such as  
25 the sound walls on the freeways, and that they are being



1 implemented in other areas of the city because of their  
2 success.

3 So I hope that Excel Lieu is one of the things  
4 that is continued in other areas, and that didn't even  
5 include my line ride, but it was a great start to my  
6 day.

7 So I did get on Silver Line Bus No. 8371, Driver  
8 No. 23226, and the comment that Robert made -- I think  
9 we've brought it up before, but I know, like, for  
10 instance on the flyaway buses and on some other buses  
11 I've ridden, they actually have the driver's name and/or  
12 number somewhere in the front of the bus facing the  
13 passengers, either on a placard or on the digital sign.

14 I think that might be a good thing to do for  
15 accountability for the drivers and also for passengers  
16 to know, if they do call in a complaint, to have that  
17 information.

18 It is -- even for us, it's sometimes  
19 uncomfortable to get a badge number off the person when  
20 you have to be, like, right up on the person to get  
21 their badge number, usually, so that might be a  
22 beneficial change.

23 The Silver Line was scheduled to depart at 9:08.  
24 It actually departed at 9:11, so it was a few minutes  
25 late, and then it was scheduled to arrive at Union

1 Station at 9:39, but it didn't arrive until 9:45.

2 So we, actually, lost additional time because it  
3 arrived at Union Station six minutes late. It was  
4 mostly full leaving the Harbor Gateway Transit Center.  
5 There were people who opted to stand. There were a few  
6 seats available, but there were also people standing.

7 The bus was clean. There were schedules, and  
8 there were the -- some fare pamphlets were there about  
9 the fare hearing, and there was also another handout  
10 called Metro Insider.

11 The voice announcements were working, and the  
12 transit TV was, actually, just turned off because later  
13 it -- in the trip, it went -- was turned on.

14 I mentioned that there were some patrons --  
15 specifically at the Harbor Freeway Center -- that  
16 tried -- actually tried to get on the Silver Line, but  
17 when they tapped their card, they didn't have enough  
18 money on their card to board the Silver Line, so -- and  
19 that was because of the express differential.

20 So they opted to, instead of paying more, to get  
21 off the bus and wait for the next regular bus. By the  
22 time we got to 1st and Hill downtown, there were only 12  
23 passengers left.

24 A huge bulk of the passengers left at 7th Metro  
25 (sic), and there was a passenger on the bus who was

1 wearing his bike helmet, and there were two bikes on the  
2 front of the bus.

3 So I talked to the bicyclist -- just making  
4 conversation -- and asked him about -- because our rack  
5 was full. There were two bikes on it, and two bike  
6 racks, and then I asked him how often he has to let a  
7 bus go by because the racks are full, because he said he  
8 uses his bike as the first and last mile of every trip  
9 every day.

10 And so he said about twice a week he actually  
11 has to let a bus go by because the bike rack is full.  
12 And when he got off the bus, he actually told the driver  
13 on the way out of the bus, just to wait a second because  
14 he was gonna get his bicycle off the front of the bus.

15 And I know we always hear from the bike  
16 presenters that people who don't do that, like,  
17 sometimes the bus drives away with their bike on it. So  
18 I was glad that he did do that, and he did it.

19 This particular driver, he was polite and  
20 friendly the whole time, but downtown he went above and  
21 beyond because there were some passengers near the  
22 courthouse, near 1st and Hill.

23 I think we had turned the corner on to 1st or  
24 Figueroa, wherever it turns the corner right there,  
25 Temple, wherever it turns, by the courthouse, and there

1 were some passengers there that were looking -- that had  
2 gone -- they would come -- they had come in from Burbank  
3 on the 96 and had gotten off on one corner, and they  
4 were expecting to be able to board on the opposite  
5 corner to go back to Burbank.

6 So when the driver stopped there, the woman put  
7 her head in the bus and said, "How do I get back to  
8 Burbank?"

9 So the driver actually said, "Well, get on the  
10 bus, and I'll take you to the bus stop," and I was like,  
11 wow, because, apparently, the 96 has a different route  
12 on the way back. It goes up a different street on the  
13 way back.

14 So he, actually -- there were two passengers  
15 that he, actually, brought them on to his bus, drove  
16 them around the corner -- instead of just saying walk a  
17 block down and a block over, and you'll see the bus  
18 stop, he actually just said "Jump on," and dropped them  
19 at the bus stop and pointed to the bus stop sign and  
20 said, "See the 96 is listed there, and it will come and  
21 get you, and you'll go back in the right direction."

22 The passengers were ecstatic. They were saying,  
23 "Thank you so much. You're so kind. We were so lost."  
24 They were really, really happy.

25 So I would like to give kudos to that driver

1 because I think he went over and above, and then he was  
2 also telling passengers who were boarding downtown about  
3 the marathon because it was marathon weekend. It was  
4 during the week before the marathon began. So he was  
5 telling passengers, as they boarded the bus downtown,  
6 "now, remember this route is going to be rerouted  
7 because of the marathon so just be aware of that."

8 And I thought that was above and beyond what he  
9 needed to do too. So he was a very good driver. And  
10 then one of the passengers that just saw that I had a  
11 Metro badge on wanted to talk to me about overcrowding  
12 on the Line 60 and the Line 40 and how it gets so  
13 overcrowded that literally people get frustrated and  
14 have physical fist fights on the buses.

15 And he says he has often had to get off of the  
16 bus because it's too overcrowded, and he's afraid.  
17 People are fighting, and he doesn't want to -- he's  
18 trying to avoid conflict because all of the seats are  
19 full, and the aisle is full, and the bus driver is still  
20 telling people move back, move back, move back.

21 So he said he thinks the Line 40 and 60 are  
22 dangerous because of their overcrowding situation and  
23 people getting frustrated and overheated about that. So  
24 I just thought I would pass that information along, and  
25 so I'm done.

1 MR. FRANKLIN: Wow, pretty good.

2 Jack.

3 MR. GABIG: My report is much briefer. Several  
4 weeks ago I was riding a Gardena bus -- actually, one of  
5 my buses -- through the Harbor Gateway Center, and I had  
6 an opportunity to get out and look, and my observations  
7 were very similar to Dev's.

8 I was amazed at how many cars were parked. It  
9 looks like it's getting close to capacity. The station  
10 itself was very clean. I didn't have the same restroom  
11 experience, but I will have to go next time.

12 The one thing I would point out is that we're  
13 anxiously waiting the electronic signage at the station.  
14 That's something we hope will happen soon.

15 MR. FRANKLIN: And that was the concern that's  
16 been raised by the public and the South Bay that there's  
17 significant signage to identify where it's located.  
18 Thank you.

19 Mr. Szerlip.

20 MR. SZERLIP: Thank you. I don't have a ride  
21 report other than I was supposed to take public trans  
22 down to the meet and confer and ended up with flat tires  
23 on my car and couldn't get to the station.

24 I had to replace those tires and, therefore, was  
25 so late I had to drive downtown, unfortunately, but I

1 have a couple of questions, if I may.

2 I want to understand -- Devon commented on my  
3 comments regarding the Silver Line and has just said  
4 something about zone differential.

5 I was of the understanding that any of the  
6 buses -- Metro buses -- 450, Silver Line -- that  
7 traveled up the freeway, you paid a premium on.

8 The indication, from what Devon said, was that  
9 there were lines that would go up that freeway that were  
10 standard fare lines.

11 Could you correct my thinking or tell me what  
12 reality is?

13 MR. HILLMER: The 550, which is a quasi Express  
14 Line, has a lower zone charge. There's one zone versus  
15 the two zones on the 450, and the Express fare on the  
16 Silver Line. So it's less expensive because it's on the  
17 freeway shorter.

18 MS DEMING: It depends on where you board also.  
19 If you board from Harbor Gateway, they'd all be the  
20 same, but this person was boarding from the 105 -- the  
21 105 Harbor Freeway Station -- and that's where the zone  
22 splits, Zone 1 and Zone 2.

23 So she wasn't traveling through Zone 1. She was  
24 getting on a split only traveling through Zone 2, so...

25 MR. HILLMER: And the Silver Line has a line

1 fare, no matter where you get on, even if you're just  
2 going from one stop in downtown to another stop in  
3 downtown, it costs the same.

4 MS DEMING: You have to pay the two lines.

5 MR. SZERLIP: Now, does that mean -- and you've  
6 covered two lines there.

7 Are those the only two lines that go up the 110  
8 Freeway?

9 MR. HILLMER: There's three lines, the 550, the  
10 450 Express, and the Silver Line.

11 MR. SZERLIP: Okay. And so there is zone fares  
12 for each one in addition to the regular base fare?

13 MR. HILLMER: For those other two, not the  
14 Silver Line.

15 MR. SZERLIP: The Silver has its own base fare?

16 MR. HILLMER: It has its own -- it's called a  
17 line fare simply because no matter where you board, how  
18 far you're going, it's the same fare.

19 MR. SZERLIP: Fare enough. Also, I believe it  
20 was during this last period that there was a press  
21 release and other information about the -- I think it  
22 was the groundbreaking for the downtown connector, and  
23 that resulted in a number of people asking me about the  
24 downtown connector.

25 And I felt ill equipped to be able to address



1 their questions because I didn't know enough about it,  
2 about where it's going, what its goal is where -- when  
3 it's going to be, and I would ask that we have a report  
4 on that down the line so that we can be more informed  
5 about it.

6 MR. HILLMER: Can do.

7 MR. SZERLIP: Thank you.

8 MS DEMING: Can we also get a report on the  
9 Utilization Master Plan? That's a really great report.

10 MR. HILLMER: Sure.

11 MR. SZERLIP: Thank you, Mr. Chair.

12 MR. FRANKLIN: Okay. Anybody else? Okay.

13 So let me give you my ride. I had the unique  
14 experience of getting on a bus line I thought was going  
15 where I was trying to get to, and to my surprise, when I  
16 left City Hall to go across the street to get the 212, I  
17 saw I had to wait because I just missed it.

18 Well, here's 215. I'll just jump on it, and I'm  
19 trying to get to the Forum on Manchester and Prairie.  
20 So I did all right when we started off going eastbound  
21 until it gets to an intersection and starts going  
22 northbound, and so I said oh, no. I need to talk to  
23 this guy.

24 And he said "Relax because I will be working my  
25 way on to Grace, and then from Grace I'll be back on

1 Prairie, and then I'll be going southbound to the path  
2 in which we'll pass the Forum."

3 And I said "okay, great." So sure enough, I did  
4 follow through. On February 25th I got on Line 215, Bus  
5 No. 7594, Bus Run No. 2, Operator Badge No. 74745.

6 I entered the bus right here at Manchester and  
7 Grevillea. My destination was Manchester and Prairie,  
8 which is where the Forum is. I was going eastbound on a  
9 weekday. The bus was clean. I got there -- I boarded  
10 at 9:08.

11 MR. HILLMER: Excuse me one second.

12 Do you have the key for the elevator for the  
13 Fire Department?

14 MR. FRANKLIN: Okay. So in any event, as I  
15 was -- got on the bus, the driver was very friendly. I  
16 was rather surprised and got a little queazy when there  
17 was only five people on the bus, on a 45 -- 42 passenger  
18 bus, and by the time I got off, there was only two  
19 passengers that were left.

20 There were no bags, and that -- there was bus  
21 Schedules, 710 and Schedule 211/215 were on the bin.

22 Okay. So then on February 25th, I was able to  
23 leave the Forum, line 215, Bus No. 8632 Operator Badge  
24 No. 28001 going on Manchester and Prairie so I had four  
25 bus rides.

1           So rather than me going to elaborate on all of  
2 them, I'll just acknowledge that I turned them into  
3 Ms. Ramos.

4           In the interest of time, and for public safety,  
5 at this point, I will conclude my comments. And if  
6 there's no further comments from anyone, we will  
7 officially adjourn due to the emergency.

8           (Whereupon the hearing of the South Bay  
9 Cities Service Council concluded at 12:03  
10 p.m.)

1 STATE OF CALIFORNIA )  
2 ) ss  
3 COUNTY OF LOS ANGELES )  
4

5 I, WILLIE ANDERSON, JR., Certified Shorthand Reporter  
6 qualified in and for the State of California, do hereby  
7 certify:

8 That the foregoing transcript is a true and correct  
9 transcription of my original stenographic notes.

10 I further certify that I am neither attorney or counsel  
11 for nor related to or employed by any of the parties to  
12 the action in which this proceeding was taken; and  
13 furthermore, that I am not a relative or employee of any  
14 attorney or counsel employed by the parties hereto or  
15 financially interested in the action.

16 IN WITNESS WHEREOF, I have hereunto set my hand this  
17 \_\_\_\_\_ day of \_\_\_\_\_, 2014.

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WILLIE ANDERSON, JR.  
CSR No. 13385