

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, April 8, 2016
9:30 - 11:30 AM

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

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

Called to Order at 9:30am

Council Representatives:
Ralph Franklin, Chair
Charles M. Deemer
James Goodhart
Roye Love
Don Szerlip

Officers:
Gary Spivack, Deputy Executive Officer
Scott Greene, Transportation Planning Mgr.
Dolores Ramos, Council Admin Analyst
Henry Gonzalez, Council Comm. Rel. Mgr.
Danielle Valentino, Comm. Rel. Mgr.
Christina Goins, Board Secretary Office

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282.

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

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

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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

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

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Los Angeles County
Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance
2. ROLL Called and Introductions made
3. SAFETY Tip, Deputy Bailous

Deputy Bailous is the new Team Leader for the South Bay region. She urged everyone be pay attention to their surroundings and not be distracted by headphones or handheld devices when riding or waiting for bus or rail because predators see that as an opportunity.

Chair Franklin noted that there has been an increase of incidents with pedestrians who are distracted by their headphones or electronic devices.

4. APPROVED Minutes from March 11, 2016 Meeting
5. APPROVED July 2016 Public Hearing to be held at Inglewood City Hall on July 22, 2016 at 6:30pm.
6. RECEIVED Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations Manager

Twenty-seven stations throughout the system were evaluated using 33 measures of performance. Performance ratings are based on a scale from 0 to 10 and assigned ratings of good to very good, marginal, or unsatisfactory. Scoring of station conditions is performed by a small group of Metro staff to maintain consistency. Twenty-five out of 27 stations rated “Good to Very Good” and the evaluation scores of 7 stations improved. Fifteen stations showed no change, and two stations were rated “Marginal.” Four stations experienced a minor decrease but remain in the same rating categories.

Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action and Council Members will continue to be notified each time staff conducts station evaluations.

Councilmember Szerlip asked whether the total activity includes other transit providers. Mr. Gonzalez confirmed that the number represents only Metro activity; the per-stop activity numbers were not available from the other transit providers that share the stops. Councilmember Szerlip asked if both sides of the South Bay Galleria are inspected, as the stop is split. He requested that staff be sure to inspect both sides and noted that he would like to participate in the next station cleanliness evaluation.

Councilmember Goodhart expressed concern with the decline in cleanliness at the Harbor Green Line Station. He asked if the responsibility is shared with Caltrans. Mr. Gonzalez replied that it is a shared responsibility. The location was graded down due to the exposed

irrigation pipes that are Caltrans's responsibility. Historically they have been slow in responding to Metro's requests. Metro does work on keeping the trash picked up and reporting graffiti for removal.

Wil B. commented that the Harbor Green Line station is generally pretty clean but cautioned against touching the railings because dust from the exhaust is caked on them. The bus stop at Figueroa is the worst he has experienced. Trash piles up behind the fence and the trash can is frequently overflowing.

Mr. Meyer suggested that the Kingsdale stop on Artesia Bl be incorporated into the South Bay Galleria inspection. Both those locations and the layover on 182nd Street do not have sufficient seating. He emphasized that Willowbrook/Rosa Parks Station is a regional necessity and is important as a regional connector.

Councilmember Goodhart requested that pictures be included in the next quarterly report, and that an update on the status of Caltrans deferred maintenance items be provided.

7. RECEIVED Look Ahead – Metro Public Outreach Efforts and Events, Danielle Valentino, Community Relations Manager

Due to the vast number of Metro events, and in response to public requests for information on events occurring outside of the service region, Metro's Community relations will implement a practice of distributing a one-page overview of as many of the upcoming Metro events as possible at the Monthly Service Council meetings. The events garnering the most interest this month are the Potential Ballot Measure forums being held throughout the county.

Councilmember Goodhart asked if the Potential Ballot Measure presentations would be tailored to the regions where they are given. Ms. Valentino replied that overall the presentations would be the same, but they would include some more local regional information highlighted in the forums.

Chair Franklin suggested that the forums should be sure to differentiate between Measure R projects versus those in the proposed Measure R2. There was significant confusion between the two at the Meet & Confer where a presentation was made. He hopes the questions raised at that meeting will be used to clarify future presentations. Councilmember Szerlip added that the maps used in the presentation on the Metro Green Line extension should be more clear to differentiate between Measure R and Measure R2 projects.

8. RECEIVED Report on South Bay Performance, Gary Spivack, Deputy Executive Officer

- Bus On-Time Performance: 69.1%, System Goal: 80%, System Average: 70.6%
- Complaints per 100,000 passengers: 4.20, System Goal 3.59, System Average: 4.75
- Miles between mechanical road call: 5,435, System Goal: 4,169, System Average: 6,817
- Clean Bus: System Goal: 8.0, South Bay: 8.49, System Average: 8.68
- Accidents per 100,000 Miles: System Goal: 3.69, South Bay: 4.12, System Average 3.61
- Bus Average Weekday Ridership: South Bay 312,499 of 1,024,267 Systemwide

Councilmember Szerlip asked how Metro will differentiate between a transit users and non-transit users parking at the stations. Mr. Spivack replied that there will be attendants with hand held devices to scan the TAP cards.

Councilmember Szerlip commented that anticipating a greater presence of sheriffs checking for fare evasion on the buses, he would be hesitant to cite passengers whose partial payment had been permitted by the operator's practice. Mr. Spivack replied that the Sheriffs are generally respectful of operator's decisions. Deputy Bailous commented that when performing a plain clothes operation, they do not defer to what the driver has said. The fare evader will be cited. Uniformed Deputies will defer to the driver. Drivers should quote the fare and if the fare is not paid they should hit the button. If a Deputy is on the bus they will take action. They tend not to cite for fare evasion on buses because some pay with cash. Until the buses only accept TAP, fare inspections cannot be conducted like on rail. Deputy Bailous said that operators typically inform riders there are no courtesy rides and that they never know when sheriffs are on board.

Councilmember Deemer commented that he has witnessed passengers showing the operator their discharge papers from Harbor General Hospital and the operator not asking them for the fare. He asked if this is a Metro policy. Mr. Spivack replied that it is not a Metro policy but is done as a courtesy when someone has been released from the hospital and may not have any money or personal items on them.

Councilmember Deemer asked what factors are affecting on-time performance and if there is a correlation between route length and performance. Mr. Spivack replied that the two most common factors affecting on-time performance are traffic and the time it takes to board patrons. There is somewhat of a correlation to route length, as a bus may get bogged down by traffic over the length of the route. Metro is trying to improve performance through the all-door boarding experiment, which would decrease the amount of time lost while patrons board and pay cash. Councilmember Deemer asked how this affects Local vs. Rapid service. Mr. Spivack replied that boarding can be heavier along Rapid Lines as they have fewer stops, however, Local buses have to stop more frequently.

Councilmember Goodhart suggested that sexual harassment not be included in the classification of complaints. He thinks it would be more accurate and appropriate to instead include the number of complaints submitted through the Transit Watch application and the number of arrests. More important are the actions Metro and the Sherriff's Department are taking to reduce or eliminate the problem. He asked what additional actions will Metro be taking to reduce the number of occurrences. Mr. Spivack replied that the awareness campaign is being relaunched, and that use of the Transit Watch App is continually being promoted on buses and trains as a safe, real time, anonymous way to report. Deputy Bailous added that the Transit Watch App is very useful and that the best time to report something is while it is happening. The Sheriffs respond to those calls which are considered a priority. It is the fastest and best way for people to report criminal activity. She agrees that the sexual harassment data is much higher but that people frequently don't report.

Chair Franklin commented that he frequently hears from the public regarding concerns about crime and harassment issues at the bus stops and train stations. He asked if the

“unsafe” complaints refers to theft or other crimes. Mr. Spivack replied that it refers to perceived unsafe driving by the bus operator.

Chair Franklin continued to say that before discussing Measure R2, action needs to be taken on the daily fare evasion, and operators need to be educated to collect the fares because it is their responsibility. People are creature of habits. If they get away with it once, they will continue to get away with it. It is also the operator’s duty to help spread the word about safety by making sure that their bus is equipped with “See Something, Say Something” pamphlets before starting their run.

Wil B. thanked Mr. Spivack for collecting the data on sexual harassment and thanked Councilmember Goodhart for raising concerns on how the statistics are presented. Bus stops are not listed on the Transit Watch App as a place to report an incident. Passengers feel it is part of the Metro experience and Metro should take responsibility for incidents that happen while waiting for the bus. The biggest issue is educating the rider. The Transit Watch App has only been downloaded 1,000 times which is less than 10% of the riders. Metro is failing at educating the riders about the existence of the app.

9. Council Member Comments and Line Rides

Councilmember Deemer: Line 344; Operator #84200; Bus #6140; Boarded at Harbor Gateway Station at 3:05pm; Alighted at Hawthorne Blvd & Del Amo Blvd at 3:31pm. Bus Cleanliness: Good; The bus was clean. The appearance was professional, there were trash bags, the driver drove at a safe speed, and there were brochures for the Silver Line and Lines 127, 442, 550 but none for Line 344.

Councilmember Goodhart: Date: 4/6/16; Line 232; Operator #74819; Bus #11049; Boarded at Prospect & PCH at 1:21pm, Alighted at Rosecrans & Sepulveda at 1:50pm. Bus Cleanliness: Good; There were only 8 passengers on board and no trash bags except one hanging on the fare box.

Date: 4/6/16; Line: 232; Bus #11035; Operator #75042; Boarded at Rosecrans & Sepulveda at 4:00pm, Alighted at Prospect & PCH at 4:28pm. Bus Cleanliness: Good; There were 3 trainers on board. He noticed that there was a backpack in an area marked that nothing should be placed there that belonged to one of the trainers. A woman boarded with a stroller and was told by one of the trainers to take the child out and collapse the stroller but that passenger and another woman with a stroller parked at the rear of the exit and in the aisle. He feels that training needs to be done with the operators .

Chair Franklin: Date: 4/5/16; Line 710; Operator #16234; Bus #7586; Boarded at Crenshaw Blvd. & Imperial Hwy at 11:25am, Alighted at Crenshaw Blvd. & Rosecrans Ave at 11:37am. Bus Cleanliness: Good; The driver did not greet anyone. A passenger did not have a TAP Card or would not pay. The driver quoted the fare and would not move the bus until the passenger got off of the bus (approximately 1 minute wait). The bus was 1/3 full and had no plastic bags nor bus schedules.

Date: 4/5/16; Line: 710; Operator #34697; Bus #7551; Boarded at Crenshaw Blvd. & Rosecrans Ave at 11:45am; Alighted at Crenshaw Blvd. & Imperial at 11:55am. Bus Cleanliness: Good; Driver greeted everyone as they entered and exited the front of the bus. There were no plastic bags but there were schedules for Lines 160 and 733. The bus was ½ full. Three riders boarded the bus at the Green Line Station, two paid in full and one only gave 0.50 cents so the other rider with him gave the additional 0.75 cents. In addition, another rider gave half US currency and half Pesos. The driver brought it to the rider's attention but the rider did not respond.

ADJOURNED at 11:50pm