

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, May 9, 2014
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 9:32am

Council Representatives:
John Addleman, Vice Chair
Jack Gabig
Roye Love
Robert Pullen-Miles
Don Szerlip

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

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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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, Deputies Lincoln Harvey and Jason Rice

If using a cell phone or electronic device on the bus or train, it is best to sit away from the exits, as thefts usually occur right before the doors close, preventing pursuit of the thief. The ILP (Intelligence Led Policing) Team has been taking undercover rides on Line 115 from Manchester to the Green Line at Crenshaw. Tickets have been written for fare evasion, drinking alcohol and other quality of life issues. The team detained someone on the Green Line who had a warrant for domestic violence; the suspect was also carrying a firearm. There have been some instances where bus operators alerted passengers that there are deputies, in plain clothes or uniform, present on the bus. Officers prefer that operators do not alert passengers of Deputy presence on the bus as it detracts from their effectiveness.

Councilmember Szerlip asked if the Sheriffs have caught passengers in the act of etching or writing graffiti. The Deputies replied that it is difficult to catch someone in the act. Prosecution of those crimes is usually investigated through use of video recordings.

Councilmember Love asked if there are any patterns as to during what times of day crimes tend to occur. The Deputies replied that most of the crime seems to occur between the hours of 1pm-8pm.

J.K. Drummond commented that cell phones are not worth losing one's life over

Marie Bryant asked how the Sheriffs handle the situation when an operator announces that an undercover officer is on board. The Deputies replied that operators are aware that line rides are being conducted. At the end of their line rides, the deputies give the operator their business cards to inform them that they were on board. If the operator notified passengers to the Sheriffs' presence, they speak with the operator to explain that they should not notify passengers. If the same operator does it again, they notify the supervisor.

4. APPROVED Minutes from April 11, 2014 Meeting
5. PUBLIC Comments for Items not on the Agenda

J.K. Drummond commented that not only LASD officers patrol the buses but other area law enforcement agencies are doing the same in their neighborhoods. He observed Inglewood Police checking buses at the Inglewood Transit Center.

6. CARRIED OVER Update on Redondo Beach Station Refurbishment, John Roberts, DEO, Maintenance
7. RECEIVED Update on Crenshaw Construction Bus Stop Changes, Scott Greene, Transportation Planning Manager

Bus stop changes are being implemented along Crenshaw Blvd. where three new subway stations will be built for the Crenshaw/LAX light rail line along Crenshaw Bl. at Martin Luther King Jr. Bl., Exposition Bl. and Vernon. Long-term impacts are expected in that area due to the heavy construction that began earlier in May at Crenshaw and Martin Luther King Jr. Blvds. The Crenshaw/LAX Line is an 8.5-mile project with 8 new stations; 4 of them are on Crenshaw Blvd., one will be at-grade at Slauson, and the other 3 are underground. The line is planned to open in 2019 and has a \$2.058 billion Life-of-Project budget.

In the months to come, traffic detours and lane reconfiguration will occur on Crenshaw from Martin Luther King Blvd. to the Expo Station. Bus stop relocations are scheduled for Local Lines 40, 102, 105, 210 and for Rapid Lines 705, 710 and 740 along the Crenshaw corridor. One of the more heavily used stops on southbound Crenshaw at King adjacent the Wal-Mart will be closed for three years.

Councilmember Gabig asked what the capacity of the Park and Ride lot to potentially be built at Crenshaw and Exposition might be. Mr. Greene guessed that it might have a couple hundred spaces.

Councilmember Szerlip asked if Metro places notifications on the existing stop poles to redirect the public to temporary stops and if the operators are sufficiently educated to answer patron questions regarding the new routes. Mr. Greene replied when a stop is relocated, temporary signs are posted by supervisors at the location of regular and temporary bus stop signs to redirect patrons. Operators are informed of any stop changes when they receive their assignment for the day, which also includes information on any special events or detours along their routes.

Council Member Pullen Miles asked if there is a threshold of change or cost at which Board action is required for this design-build project. Mr. Greene replied that as long as the project remains within the budget and follows the guidelines of the Environmental Impact Report, no Board action is required.

Vice Chair Addleman asked if Wal-Mart and bus patrons would be informed well in advance of the bus stop closures/relocation. Mr. Greene replied Baldwin Hills Crenshaw Plaza has been very helpful in assisting to inform their customers during the whole process. Metro will stock the buses with take-one brochures about the closures.

Marie Bryant asked how passenger notices of route changes are being distributed and asked for notices to share at her Neighborhood Council Meeting and local senior center and public library. She also asked which stops will not be returning and how people without computer or email access are notified. Mr. Greene replied that there is an

outreach team that conducts monthly construction meetings to update the community. Information is also shared at special events in the area on weekends where Metro has a staff and volunteer presence. Metro also places the information on the buses and the website.

City of Carson Mayor Jim Dear informed the Council that upcoming projects in Carson will create thousands of new jobs. He would like the Council to keep the city in mind when creating new bus routes. These new employees will need public transportation and he encouraged Metro to contact the City of Carson to strategize about planning transportation to serve the new developments and their employees.

Wayne Wright commented that the late night service on Lines 40 and 210 will be impacted on Crenshaw from Exposition to 60th Street. He suggested expanding service to Crenshaw and Jefferson. He is concerned about construction impacts on the Line 102 late night turnaround loop. He suggested extending Line 102 bus service from 10:30 p.m. to midnight to Figueroa and Jefferson from where it currently stops at Crenshaw and Stocker. He also is concerned about the Line 105 owl route. The stop for Line 40 should be lengthened at the southwest corner of Crenshaw and Stocker to accommodate the additional lines to be relocated from Crenshaw and King.

J.K. Drummond expressed concern with Walsh Shea being the Crenshaw Project contractor as they are also the same construction company working at Division 13 where the collapse occurred a couple of months ago. He suggested that the relocated stop that is on southbound Crenshaw far side of Stocker be moved to the nearside to better accommodate Wal-Mart customers because it would be a shorter walk. He also asked that a stop be added on Hawthorne Bl. at the Torrance Mall for Line 344.

8. RECEIVED Director's Report on South Bay performance, Jon Hillmer, Director

- Metro Bus On-Time Performance: 73.8%; Goal: 80%; System Average: 76.4%
- Complaints per 100,000 passengers: 4.40, Goal 2.20, System Average: 4.19
- Miles between mechanical road call: 4,458; Goal: 4,000, System Average: 3,852
- Clean Bus: 8.24, Goal: 9.0, System Average: 8.62
- Accidents per 100,000 Miles: 4.15, Goal: 3.10, System Average: 3.62
- Bus Station Cleanliness: 7.92, Goal: 8.5, System Average: 8.01
- Monthly Ridership: South Bay Cities: 361,222 of System Total: 1,174,000
- Metro Silver Line Ridership Trends: 14,143; Saturday: 5,722; Sunday: 4,266
- Metro Line 450X Ridership Trends: Weekday: 1,740; Saturday: 514; Sunday: 328
- Metro Board is scheduled to consider the Fare Change Proposal on May 22nd.
- 11 of 14 Green Line Station gates have been latched. The remainder will be completed by the end of May 2014. There has been a decline in ridership on the Red and Purple Lines.
- There will be a tour given to Service Council members at Division 15.
- The Metro Board approved a motion to have Metro staff prepare studies, tests and analysis that would implement Line 588.

Vice Chair Addleman attended the Mayors Breakfast hosted by Arthur Leahy, CEO. Mr. Leahy reported that the newly appointed Executive Director of LAWA, Gina Marie Lindsey, has expressed that LAX is very interested in having a people mover and light rail, which is a big development, and that talks to improve LAX access are moving forward.

Mr. Meyer asked if the reported complaints are taken from information collected by Customer Service and if all of the categories could be broken down and reported in a pie chart. Mr. Hillmer replied that complaints are sorted into 39 categories. The most common complaints are pass-ups and operator discourtesy.

J.K. Drummond asked if the route of Line 788 to be implemented over the Sepulveda pass is being considered for extension south to the airport. Mr. Hillmer replied that it is not being considered at this time. LADOT and Flyway already provide direct service to the airport.

Will B. commented that Customer Service is only available to receive complaints Monday-Friday during limited hours which conveniently misses rush hour and weekends. Metro is not receiving proper feedback 60% of the time. The chart is not a good representation of the complaints. Councilmember Addleman asked if the hours of Customer Service could be extended. Marie Bryant suggested that instead of adding more man hours, that Customer Service set up voicemail so that passengers can have their complaints heard. Mr. Hillmer replied that while setting up voice mail might be an option, Customer Service Agents are trained to ask questions that help to specify details regarding the complaint. Were complaints to be received via voice mail, many would likely be received without sufficient information to allow an investigation to be conducted and appropriate action taken.

Councilmember Gabig was happy to hear that the LAX connection is a high priority and remains a hot topic for the CEO and the Board. He thought the Mayor's Breakfast was a good meeting. He asked what special features the new vehicles being deployed in the South Bay have. Mr. Hillmer replied that they have expanded areas for wheelchairs, extra space and folding seats for walkers, and decals and color coded seats have been added to indicate priority seating for seniors and the disabled. Mr. Gabig asked that a new bus be on display at a future meeting.

Councilmember Szerlip reported that Mr. Leahy spoke briefly regarding issues between the federal government and the union and asked if anything had been resolved. Mr. Hillmer replied that there are unresolved issues with increasing bike rack capacity to accommodate three bikes from two.

Mr. Meyers commented that Long Beach Transit can accommodate 3 bikes on their racks and he encouraged everyone to participate in Bike Week.

9. Council Member Comments and Line Rides

Councilmember Love - Date: 5/3/2014; Time on: 9:35am; Time off: 12:05; Blue Line Station; Car#157B; Boarding Location: Del Amo & Santa Fe; Alighting Location: Transferred to Red Line 7th Street; Car #596 and arrived at Union Station at 10:23am and began trip back at 11:05am on the Red Line, car #547 and transferred to the Blue Line, Car #100A at 11:29am and arrived Del Amo Station at 12:05pm. The trip as a whole was generally uneventful with only two exceptions: no stops were announced while riding the Blue Line Car #547 and passengers commented that the plants depicted in the artwork at the Compton Station resemble a marijuana plant. He enjoyed the Union Station celebration.

Councilmember Pullen-Miles – Date: 5/9/2014; Line 215; Bus #5411; the bus was very clean, there were trash bags, plenty of schedules and the annunciator worked. He took Line 115 from Oak Street and Manchester; Bus #8144; the bus was clean, there were trash bags, the annunciator worked, but needed more timetables; both drivers were courteous.

Councilmember Szerlip – Date: 4/30/2014; Green Line Redondo Beach Station; Time: 12:19pm; It was 5% full. He took the Silver Line; Bus #7086; Operator #12687; the bus was half full, no trash bags, TV was on with no sound. The bus was 90% full at Adams Blvd. On his return trip, he took the Silver Line at 4:08pm, Operator# 29966; Bus #8366; There were no trash bags but plenty of schedules. When catching the Silver Line at Union Station it does not show on Nextrip. This happens all of the time. The bus was 20% full and was 40% full at Spring Street and was at 105% capacity at Pico.

Date: 5/3/2014; Green Line; Time: 7:54am; Silver Line at 8:17am; Bus #8393; the driver was courteous, had trash bags, there were schedules, the Transit TV was off and was 85% full. Members of the Metro Service Councils were treated like royalty at the Union Station celebration. He commented that the program moved nicely and quickly. It was amazing how full it was and very enjoyable. Return trip – Silver Line; Operator #23384; Time: 2:28pm; Bus #8364; the bus was 97% full, had bus schedules, and Transit TV was on.

Councilmember Szerlip reported that Redondo Beach City Council received a Receive and File report on the new requirements for their Transit Center. The City anticipates completing Federal and State funding agreements in September, approving final plans in November, breaking ground in January 2015, and for the project to be completed by January 2016.

Councilmember Addleman thanked the members of the public for their attendance.

ADJOURNED 11:21am