

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, July 11, 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 9:34am

Council Representatives:
John Addleman, Vice Chair
Devon Deming
Angie English
James Goodhart
Elaine Jeng
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.

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

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Los Angeles County
Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance
2. SWORE IN Angie Reyes English, Hawthorne City Council Member and Elaine Jeng, City of Redondo Beach, as Service Council Members
3. ROLL Called and Introductions made
4. APPROVED Minutes from June 13, 2014 Meeting
5. PUBLIC Comments for Items not on the Agenda

Dorothea Jaster commented that Metro is now allowing passengers to order up to 5 timetables a month as opposed to 3. She was told to expect them in 2-3 business days. It has been two weeks and she has yet to receive them. She asked why the timetables are printed in orange. Printing with black ink is cheaper than color and is easier to read.

Wayne Wright commented that it is difficult to see in or out of bus windows that are wrapped in advertisements. He was told that Division 5 is receiving older buses from other divisions and feels it is unacceptable; they should be receiving new buses. He asked Stops and Zones to place a Metro stop for Lines 207 and 757 at the southwest corner of Van Ness and Imperial and at 120th and Wilkie Av. There is a stop at 120th and Wilkie Av but it should be placed closer to Target. He also requested that Lines 207 and 757 serve Imperial and Crenshaw to serve the area shopping centers on either side of the 105 FWY.

6. RECOGNIZED Outstanding Operator and Transit Patron, David Hershenson, Community Relations

The “We Can’t Go Anywhere Without You” Customer Appreciation Program recognizes passengers nominated by Operators for being great customers. The winners and the nominating operators are featured on bus and car cards to showcase them. The customer also receives a 30-Metro pass. Division 5 Transportation Operations Manager Regina Bird was recognized for assisting with the selection of the winners. Passenger Maria Salazar and Operator Mario Jimenez were recognized for the South Bay region with Certificates of Appreciation and copies of the bus cards with their photo.

Vice Chair Addleman asked how often winners are selected; he would like to see these types of programs occur more frequently. Mr. Hershenson replied that selection happens once a year across all regions, but the program could be expanded to select customers and operators from each region on a yearly basis.

7. RECEIVED Presentation on Crenshaw/LAX Bus-Rail Interface Plan, Scott Greene, Service Planning and Scheduling

Preliminary bus-rail service interface is being studied for implementation around three Inglewood area light rail stations estimated to be completed in 2019. Prior to implementation, public hearings will be scheduled some time in 2018 to gather public input on the proposed service changes which may include:

- Fairview Heights Station (Florence/West Bl) –Lines 40 and 111 will continue to serve existing on-street stops. Line 110 will be rerouted from Hyde Park Blvd. to serve West Bl., which will add .85 miles to the bus route. Line 111 Owl turnaround loop will be extended to add .4 miles to bus route.
- Downtown Inglewood Station (Florence/La Brea) – This station may include an off-street bus hub. Lines 40, 111 and 311 will continue to serve existing on-street stops. Some trips on Line 111 may be shortlined to end at this location instead of the Inglewood Transit Center. Lines 211 and 215 may be rerouted to end at a new northern terminal. Lines 212/312 may be rerouted to serve the station, adding .7 miles to the route. Lines 607 and Line 740 may use a new north terminal; discussions are currently under way within the Long-Term Inglewood Area Bus Plan. Restrooms for Bus Operators would be included as part of the off-street bus hub if it is built.
- Florence/Hindry Station (Westchester) – Line 115 will be rerouted from Manchester Blvd. to serve the station which will add .25 miles.

Councilmember Szerlip strongly advocates creation of the Florence/La Brea bus hub. He would have preferred that a bus hub be created at the Green Line. He is concerned that Line 115 passengers will exit in the middle of the block and buses will need to make a left hand turn. He believes it would be safer for the bus to travel in the other direction. He asked if Metro will pay for construction of a Florence/La Brea hub or if construction would be paid by the City of Inglewood. Mr. Greene replied that it is being negotiated through ongoing discussion with the City of Inglewood. Councilmember Szerlip asked if using Glasgow Ave. to cut over to Florence was considered. Mr. Greene replied that it was considered but was deemed an unsafe turn. Mr. Szerlip suggested using Isis Ave. as an alternate. Mr. Greene replied that he would look into it.

Councilmember Goodhart asked if the reroute of Line 115 would create a longer walk for people who work in the industrial area between La Cienega and Hindry and the 405 FWY. He would prefer passengers not be made to walk longer distances between stops if it can be avoided. Mr. Greene replied that the established standard for spacing between stops is $\frac{1}{4}$ mile.

Councilmember Szerlip asked if using Glasgow to cut over to Florence would present a major problem. Mr. Greene replied that the turn at Glasgow is not safe for a 45' bus. Mr. Szerlip suggested instead of the U-shaped loop that run from La Cienega to Florence to Hindry Ave., the same U-shaped loop could be considered to travel between Hindry Ave., Florence and Manchester intersection with only one stop at Isis. Mr. Greene replied that this alternative can be considered.

Councilmember English supports inclusion of public bathrooms at a potential Florence/La Brea hub to ensure patrons do not have to travel for long periods of time

without access to restrooms. She expressed her desire to work closely with Metro to ensure broad outreach for public meetings and hearings. Mr. Greene replied that public outreach effort will include hosting of workshops and community meetings to gather public comment to be used to formulate proposals for the public hearing process. Public hearing notices would be disseminated a minimum of 30-days in advance. The public would be encouraged and permitted to submit comments through a variety of methods. Council will have the option of hosting an evening public hearing to accommodate community members who cannot attend a daytime meeting. Workshops and community meetings would likely begin six months prior to any service changes. Service change implementation may be staggered, depending on construction completion.

Bill Meyers noted that the LAX/Crenshaw Line project team holds quarterly meetings to update the public on progress and that their next meeting is in October.

Wayne Wright commented that the service change proposals are fair. He believes Line 110 needs rerouting as it is a long route. He suggested truncating service at Westfield Culver City Mall with other carriers such as Culver City, Santa Monica, and Metro taking over the portion of service west of Culver City Transit Center to improve on-time performance. He also suggested Line 40 could be truncated to the Westside/Central region, and that both Line 111 Short Line and OWL service to Crenshaw and Florence be extended to layover at the Florence/La Brea Station instead of Florence/West Station. Lines 211 and 215 are up in the air as to what to do with the Prairie portion. He would like to see Line 215 serve the Hindry Station with the Line 115 and travel up to Florence and Regent to layover at the La Brea Station. He suggested Lines 212 and 312 travel to the station via Locus, Regent, and Hillcrest between Florence and Manchester. There was talk of bringing Line 607 to Florence and West Station. Ridership plummeted on Line 740 after the Expo Line opened and it was rerouted to Jefferson and 10th Ave. The scheduling will need to be adjusted on Line 115 on the weekends.

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

- Metro Bus On-Time Performance: 74.5%; Goal: 80%; System Average: 75.8%
- Complaints per 100,000 passengers: 3.43, Goal 2.20, System Average: 3.74
- Miles between mechanical road call: 3,962; Goal: 4,000, System Average: 3,535
- Clean Bus: 8.19, Goal: 9.0, System Average: 8.51
- Accidents per 100,000 Miles: 4.10; Goal: 3.10, System Average 3.17
- Bus Station Cleanliness: 7.90, Goal: 8.5, System Average: 7.97
- Monthly Ridership: South Bay Cities: 355,516; System Average: 1,159,000
- Metro Silver Line Ridership Trends: 14,763; Saturday: 6,089; Sunday: 4,380
- Metro Line 450X Ridership Trends: Weekday: 1,704; Saturday: 536; Sunday: 309
- Green Line Station gates have all been latched. A report on the impacts will be made at the August meeting.
- There has been positive reception from the System Safety and Operations Committee regarding Rapid Express Line 788. Initial service plans for 15 minute frequency of service during peak weekday periods operating in peak direction only. Service may begin as early as September 2014.

- The Board directed staff to study a South Bay to Westwood Rapid Express Service. Corridors to be evaluated for possible routes are: San Pedro – Harbor Gateway/South Bay Transit Center I-105 to I-405; South Bay Galleria – Hawthorne – Manchester I-405; Marine Green Line Station at Aviation to I-405.

Vice Chair Addleman commented that South Bay is consistently last in on-time performance, 2nd in complaints, 1st in mechanical road calls and last in cleanliness. He does not think buses should be rated as being dirty because they are old. He asked how the category of cleanliness is evaluated. Mr. Hillmer replied that the cleanliness score of older buses may be rated lower due to etching and graffiti. Plastic window guards are used to protect against etching and can be replaced quickly and inexpensively. Etching does occur on the stainless steel handrails and overhead walls. The painted interior walls do fade after repeated cleaning. It may be helpful to provide a presentation in the future with pictures representing the various the bus cleanliness ratings.

Councilmember Szerlip asked if the 80% on time performance goal is attainable in a metropolitan area such as this. Mr. Hillmer replied that on time performance is measured all of the time and that performance has steadily improved over the last several years. The focus is on preventing early buses; if early arrivals were stopped, on-time performance would nearly reach or reach the 80% goal.

Councilmember Jeng asked that the percentage of buses that are running ahead of schedule be provided at the next meeting.

Councilmember Goodhart asked why Division 5 is receiving older buses as commented by Mr. Wright and how that may negatively affect the South Bay region's performance. Mr. Hillmer replied that he was not aware of any older buses being sent to Division 5. Division 5 is receiving new buses to replace the last of the high floor buses.

Bill Meyers asked that a pie chart be included in the report on the type of complaints being generated.

9. Council Member Comments and Line Rides

Councilmember Szerlip took the Green Line to the Silver Line, Operator #84273, Bus #8360, on June 29. The bus was full, there were schedules in English and Spanish and trash bags. He caught the shuttle from Union Station to Dodger Stadium. The shuttle was totally full and the ride time was 15 minutes as opposed to 45 minutes last season which was wonderful. He rode the shuttle back and it was full, trash bags were available but there were no schedules.

Councilmember Deming reported that the Metro Board approved the future location of the LAX/Gateway Light Rail Station at Aviation and 96th. LAWA is super excited. It will go along the route of the automated people mover and will cross over to LAX going east and west. The Light Rail will come in on the ground level and the people mover will be one level up. The station will have full amenities and is being described as Union Station West with food, charging stations, restrooms, etc. It is due to open in 2019. She

participated on the Metro ExpressLanes Sub-Committee that awards grants. Many of the awarded projects are very interesting; she requested that a presentation on the awarded projects be made at a future meeting.

Councilmember English thanked her fellow Councilmembers for the warm welcome, and South Bay COG and Metro Board for appointing her to the Council. She has followed Metro and transportation issues for a number of years, previously as Senior Deputy in the State Assembly and State Senate, and currently as a Councilmember for the City of Hawthorne. She requested more information on the new bus assignments to Divisions. She supports moving the bus stop closer to the Target store on 120th and Wilkie Av and wants to better understand comments in relation to the stop at Imperial and Crenshaw in front of McDonalds. She commended Division 5 Transportation Operations Manager Regina Bird for recognizing rider Maria Salazar and Operator Mario Jimenez. She would like to see the program promoted and expanded, and would better like to understand how the operations marketing works. She is excited about the Aviation/96th Station. She will direct the Hawthorne City Council to place it on the agenda to make people fully aware and ask that information regarding the Century Bridge demolition be placed on their website to assist with public notification.

ADJOURNED at 11:50 a.m.