

Minutes

Friday, October 10, 2014
9:30 - 11:30 AM

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

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:

Ralph Franklin, Chair
Devon Deming
Angie Reyes English
James Goodhart
Elaine Jeng
Don Szerlip

Officers:

Jon Hillmer, Director Service Councils
Dolores Ramos, Council Admin Analyst
Bronwen Trice Keiner, Sr. Comm. Relations Ofcr.
Christina Goins, Board Secretary Office
Henry Gonzalez, Council Comm. Relations. 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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สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

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

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



Los Angeles County
Metropolitan Transportation Authority

Metro

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

October is National Cyber Awareness month. Exercise caution when connecting to public Wi-Fi. Make sure to connect to the correct one. It could be a bogus Wi-Fi allowing a potential thief to access personal information. Also consider changing passwords every year.

4. APPROVED Minutes from September 12, 2014 Meeting
5. RECOGNITION of Division 18 Bus Operators Gordon Green and Rickey Griffin, Jon Hillmer, Director

Mr. Hillmer and Lilia Montoya, Division Transportation Manager of Division 18 acknowledged Operator Gordon Green who was operating service on Line 120 when he noticed a passenger foaming at the mouth and called 911. Operator Ricky Griffin who was not present at the meeting was acknowledged for alerting authorities after four children entering the bus told him they were being kidnapped while he was operating Line 117. Mr. Griffin alerted the authorities and the kidnapper was arrested. Mr. Hillmer and Ms. Montoya presented Mr. Green with a proclamation.

6. RECEIVED Presentation on Access Services, Faye Moseley, Deputy Executive Director and Steve Chang, DED of Operations

Access Services was created in 1994 by the Metro Board to provide a mandated ADA civil rights paratransit in a coordinated system. It is a service for people who cannot functionally use fixed-route bus or rail some or all of the time. It services Metro, LADOT, Glendale, and Santa Clarita along with 44 other agencies. Access Services is the 2nd largest paratransit system in the US, there are 150,000 eligible customers, 3.5 million passengers, 2.67 million trips, 8,943 average weekday trips, and is 90.3% on-time.

Councilmember Szerlip asked if passengers are allowed to bring their mobility devices with them and if passengers are transported one at a time. Mr. Chang replied that passengers can bring their mobility devices as well as packages not to exceed 25lbs, and that 60% of trips are shared. Councilmember Szerlip asked if care takers or companions are allowed to ride with the patron. Mr. Chang replied that personal care attendants or up to 2 guests are allowed to ride free of charge with the customer. Access vehicles can accommodate up to 2 wheelchairs and guests or 1 wheelchair and 4 able-bodied passengers, space providing. Councilmember Szerlip asked if customers pay a portion of the ride outside of what the municipality pays. Mr. Chang replied that there is a flat fare

paid for trips within a 20 miles radius and a higher fare for trips over 20 miles. The drivers accept tokens, TAP, cash, credit cards, debit cards and coupons.

Councilmember Goodhart asked how rides are arranged and how the service is subsidized. Mr. Chang replied that the patron calls the 800 number between the hours of 6am-10pm to arrange pick up and drop off location and time at least a day in advance of when the service is needed. There are different modes of funding but 50% is federally funded by 5310, Prop C sales tax provides some funding and a small percentage is provided through fare collection.

Councilmember English asked how patrons qualify to receive the service. Mr. Chang replied that individuals submit an application, then are scheduled for eligibility testing and transported to the appointment free of charge. Testing consists of various exercises through a simulated environment to determine if the person is able to ride with Access unrestricted or restricted eligibility. The application process takes about two weeks from start to completion. Applications are available by phone or on the Access website. Councilmember English invited Access to make a presentation at the City of Hawthorne and that they provide applications to be made available through their Senior Centers.

Councilmember Love asked what the cost of a 20 mile trip would be and how long the interview is. Mr. Chang replied that the cost to the patron would be \$2.75 and that the assessment interview takes about 2 hours. Trips over 20 miles are \$3.50.

Councilmember Jeng asked if Access accommodates trips for patrons traveling as far as San Diego. Mr. Chang replied that Access only travels within Los Angeles County. The patron would need to transfer to San Diego's equivalent to Access Services. When a trip outside LA County is requested, Access coordinates transfer points between agencies.

Chair Franklin complimented Access Services on their work. His daughter had some medical issues last year which caused her to briefly need the service. Chair Franklin asked who monitors the quality of the vehicles and maintenance standards for Access and subcontractor vehicles. Mr. Chang replied that Access Fleet Department and Maintenance staff monitors the operation. All vehicles must meet PMI standards. Subcontracted vehicles are screened and held to the same standards. All vehicles are required to be checked every three thousand miles. Chair Franklin asked what the background screening process is for Access and contracted drivers. Mr. Chang replied that all drivers go through the same background check. They must complete a Live Scan fingerprinting and their names are sent to DOJ and DMV for regularly screening. Chair Franklin asked how cash collection is handled to keep drivers and patrons safe, and if the service runs 24/7. Mr. Chang replied that there is an auditing team to ensure funds are collected properly, and that service runs 24/7 within $\frac{3}{4}$ of a mile of existing bus routes.

Mr. Meyers commented that he hears a lot of complaints from passengers for not getting picked up and/or being late and asked how performance is monitored and if complaints are received through Metro's Customer Service. Mr. Chang replied that Access customer service tracks all comments good or bad. Access receives their own comments, they are not gathered by Metro. Mr. Meyers asked if Access is monitored/audited by Metro's Inspector General. Mr. Chang replied that Access is audited by Metro's Inspector

General and by the Federal Government. Mr. Meyers asked who qualifies for free fare. Mr. Chang replied that many transit agencies offer free fare and they reimburse Access for the service.

Wayne Wright commented that a church member has had to wait up to 45 minutes for pick up and questioned Access on-time statistics. He asked if a city has ever forbid Access from operating in their city. Mr. Chang replied that Access is welcomed in all cities because of the need. Access has an on time performance of 91%. Access service has a 20-minute window before or after the scheduled time to be considered on time. Some areas are difficult to service because of hidden locations or red curbs in front of the location. Access does have personnel who will assess a location and will ask the location to post an Access Services sign or to make small modifications for ease of pick ups.

Will B. commented that the cost of providing a Metro bus trip is \$5 but it is \$35 for Access; he asked why there is such a discrepancy, what is being done to address rising costs and how Access can be improved. Ms. Mosely replied that Metro collects \$5 for the disabled fare and Access reimburses Metro. The \$35 is the fully loaded cost to maintain the whole operation from customer service, maintenance, and the facility. Ms. Mosley added that the cost is more because it provides service to individuals, while Metro costs are spread out amongst multiple customers.

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

- Metro Bus On-Time Performance: 73.7%; Goal: 80%; System Average: 75.6%
- Complaints per 100,000 passengers: 3.43, Goal 3.27, System Average: 3.72
- Miles between mechanical road call: 5,152, Goal: 4,000, System Average: 3,987
- Clean Bus: 8.53, Goal: 9.0, System Average: 8.64
- Accidents per 100,000 Miles: 3.88, Goal: 3.10, System Average 3.27
- Monthly Ridership: South Bay Cities: 336,451; System Average: 1,089,000
- Metro Silver Line Ridership Trends: 13,765; Saturday: 6,084; Sunday: 4,825
- Metro Line 450X Ridership Trends: Weekday: 1,736; Saturday: 527; Sunday: 319

Metro is completing a bus stop study of all stops within Los Angeles County. Stops are being assessed for amenities, access space, and ramp accessibility, among other features. The evaluation has been expanded to rail stations that are adjacent to bus stops. Metro currently provides transportation for over 90,000 passengers in wheelchairs per day and an estimated 15,000 on rail per day. About 90% of pass-ups or 1,000 riders are passed up or not able to board because of lack of capacity when there are already 2 wheelchair passengers on board, the bus has too many people on board, or people do not want to vacate their seats to accommodate a person in a wheelchair.

The fare change was implemented on September 15th. Over 250 Metro staff were on hand at stations during the first two days to assist. There were some relatively minor issues with TAP readers related to the free transfers. Many riders were unaware of the fare changes and the APTA Peer review is underway.

Potential short term service improvements to Orange Line include evaluation of increasing peak service from 4 minutes to 3-4 minutes, improving intersection speeds from 10 to 25 mph, instructing bus operators to maintain a speed limit of 35 mph between stations, and working with the City to reposition four bus detection loops in Warner Center.

Metro is exploring a potential Rapid/Express bus on I-405 HOV Lanes in the South Bay similar to Line 788 Valley-Westwood Rapid Express. The route could service major generators/attractor then on HOV to Westwood via Expo. The Blue Line service that is currently closed for maintenance is schedule to reopen by Monday, October 19th.

Councilmember Szerlip requested information on how on time performance and ridership has changed from last year to now that the fare has increased. He would like to have prepaid access to the Silver Line. He does not feel a painted barrier is sufficient because the honor system on rail did not work. He would like to see some sort of gate/latching system or controlled access to Silver Line stations. Council commented that Silver Line fare can be prepaid by using stored value on a TAP card.

Councilmember Deming commented that there are still no ticket vending machines at Harbor Gateway Transit and asked for an update on installation.

Councilmember English feels there was not a fair amount of time for passengers to be notified of the fare increase. She had the PSA aired on Community Channel 22 and placed on the City of Hawthorne website to assist with public outreach. She suggested that Metro reach out to other cities that have local access cable channels.

Councilmember Goodhart expressed optimism about the Silver Line. There is a long line when boarding particularly when traveling Downtown in the morning. The good news is it is on the west end of the terminal; he doesn't know how gates could be installed. He was surprised that the Blue Line which is the oldest line in the system will be receiving only a few new cars. Mr. Hillmer clarified that the new rail cars are for the expansion of service, not for replacement.

Chair Franklin commented that the Rideshare program was not aware of the fare increase. In his observation the Take One brochures were located behind the bus drivers near the schedules. As riders are always looking forward, he thinks it and should have been posted in both English and Spanish in the front of the bus by the digital screen that displays the time and upcoming stops.

8. Council Member Comments and Line Rides

Councilmember Goodhart: Date: 10/9/14; Line: 344; Operator Badge#75648; Boarding Location: Hawthorne & PCH; Alighting Location: Hawthorne & Artesia Blvd.; Time On: 2:17pm; Time Off: 2:28pm; Bus Cleanliness: Good; There were extensive line schedules and pamphlets, Transit TV was on, there were trash bags and there were approximately 20 passengers on board. When the bus approached Torrance Blvd. and Hawthorne a woman walked in front of the bus to get on. The bus driver picked up a wheelchair

passenger. The operator observed a bicyclist riding on the sidewalk and stopped the bus. The operator was very observant; Councilmember Goodhart requested that the operator receive a commendation.

Date: 10/9/14; Line: 344; Operator Badge#70022; Bus #8454; Boarding Location: Hawthorne & Artesia; Alighting Location: Hawthorne & PCH; Time On: 2:56pm; Time Off: 3:16pm; Bus Cleanliness: Good. The bus arrived on time, it was $\frac{3}{4}$ full. Transit TV was not operational. The operator avoided a potential accident when a car turned in front of the bus from the second lane to pull into a parking lot.

Councilmember Goodhart attended the South Bay Council of Government's breakfast where Congresswomen Waters and Hahn and City Councilman Joe Buscaino were in attendance. Councilman Buscaino commented that he rode his bike from south San Pedro and took the bus to City Hall. It took him 2 $\frac{1}{2}$ hours. He asked that Metro see if the schedule could be improved because it took a long time. Mr. Hillmer replied that there are likely routes that would be faster, and that the Metro Trip planner can help assist patrons to find the fastest route.

Councilmember Szerlip commented that it is gratifying to see Line 232 so active on Sunday mornings. It is disconcerting that there are never schedules for Line 232 but there are schedules for other lines. He asked that the contractor be more responsible in making sure appropriate schedules are made available. Mr. Hillmer replied that he would have the contractor contacted to discuss this matter.

Councilmember Jeng used the Metro App to access Line 232 and thought it was really wonderful. Date: 9/13/14; Bus #11029; Boarded Location: PCH & Manhattan Beach; Alighting Location: PCH & Diamond; Time on: 8:11am; Time off: 8:26am. The driver was great and helped a passenger that was over charged when trying to load her TAP card.

Councilmember Deming rode the Green Line and got off at Lakewood Station. There were no signs on the platform directing how to get to the Park and Ride located on the west side, so she went to the east side of Lakewood Blvd. The path on the east side is not lit and there is no crosswalk from the east side to get to the Park and Ride at street level. She suggested the lot be reviewed for accessibility and safety. This morning, it took her 2 $\frac{1}{2}$ hours by rail and bus to travel from Long Beach to the meeting. Using the Metro App to navigate the Blue Line station closures was disheartening. The app directed her to an area that was chained off due to construction and there was no directional signage to the temporary bus bays. She asked a Long Beach operator where Bus Bay A was and then asked where Torrance Rapid 3 was and was told that she had to walk 2 blocks in the opposite direction. The Torrance Rapid was scheduled to leave at 7:14am but left at 7:07am. She checked the schedule once on the bus and it read departure time at 7am and none of the times matched. She transferred to Metro Line 740 North which was on-time at 8:27.

Chair Franklin: Date: 10/8/14; Line: 710; Operator Badge#29841; Bus #7588; Boarding Location: Crenshaw and Imperial Hwy; Alighting Location: Crenshaw & Rosecrans; Time On: 11:12AM; Time Off: 11:22AM; Bus Cleanliness: Good; There was only one

trash bag that was attached to the bus fare arm. The monitor was on but the volume was turned down. The bus was clean and was ¾ full. There were bus schedules for Lines 450 and 710 available. The bus driver only called out one major stop which was at the Green Line Station; however, if you were not seated near the front door you could not hear him. The driver did not stop at the railroad crossing. He has raised this concern in the past and questioned the rule regarding stopping at railroad tracks. Mr. Hillmer replied that the rule for stopping at railroad tracks varies according to whether the tracks are active or not; he will look further into the rules and clarify whether buses should stop at that location.

Date: 10/8/14; Line: 710; Operator Badge#10378; Bus #7553; Boarding Location: Crenshaw and Rosecrans Blvd.; Alighting Location: Crenshaw Blvd. & Imperial Hwy; Time On: 11:27AM; Time Off: 11:38AM; Bus Cleanliness: Good; There were no plastic bags, the monitor was not on and the bus was full and clean. There were bus schedules for 344 and 710. The bus driver did not call out stops and did not stop at railroad crossings.

Chair Franklin shared that the Gas Company will be installing new natural gas transmission lines on Crenshaw Blvd from the City of Torrance to 59th St in Los Angeles. There are lane closures between 108th Street and Century. On time performance numbers will be affected for Lines 210 and 710 during this time. It took him 45 minutes to travel northbound on Crenshaw. Mr. Greene added that Crenshaw will be closed for two weeks in November for light rail construction (decking from Coliseum to Exposition on Crenshaw). Buses, cars and pedestrians will not be allowed on the street or sidewalk. The buses will detour on Arlington between MLK Blvd. and Jefferson. The Expo Line will be impacted because buses will not be able to travel to the Expo/Crenshaw Station. A shuttle will be used to make up for the lack of service on Crenshaw Blvd. between Exposition Blvd. and Jefferson Blvd.

ADJOURNED at 11:51 a.m.