

# Minutes

Friday, December 12, 2014

9:30 - 11:30 AM

SOUTH BAY CITIES  
SERVICE COUNCIL  
Regular Meeting

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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 9:34 a.m.

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Council Representatives:  
Ralph Franklin, Chair  
John Addleman, Vice Chair  
Devon Deming  
Angie Reyes English  
Jack Gabig  
James Goodhart  
Elaine Jeng  
Roye Love  
Don Szerlip

Officers:  
Jon Hillmer, Director Service Councils  
Bronwen Keiner, Community Relations Officer  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Scott Greene, Transportation Planning Mgr.

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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

ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 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, Director Jon Hillmer

When walking or driving in inclement weather; maintain a safe distance from vehicles. Be cautious of slippery pavement and do not run for the bus or train.

4. APPROVED Minutes from November 14, 2014 Meeting with Abstention of Vice Chair Addleman and Council Member Goodhart
5. PUBLIC Comments for Items not on the Agenda

J.K. Drummond requested that he be provided the time and location of the next HOT Lanes Stakeholders meeting. He noted that the Line 577 timetable map does not include the Norwalk Line 2 transfer opportunity in Cerritos. The Harbor City-Harbor Gateway Library will soon have the Gardena Bus schedules, and he would like Metro to provide them with their schedules as well. Line 205 and 550 timetables should be made available at the San Pedro Hospital. Inglewood Mayor and former Santa Monica Police Chief of James Butts has been nominated to serve as a new Metro Board member.

6. RECEIVE Presentation on Green Line Construction and Closure Schedule, Hector Guerrero, Rail Operations Deputy Executive Officer

Metro is currently preparing to replace the existing Microlok 1 signal system on the Green Line to upgrade it to a modern single processor system. The system was originally designed to be driverless and is being replaced by a single processor. The current system components are obsolete and maintenance has had to rebuild pieces to keep the signal system operational. The project started at Marine Station and was successfully transitioned over a month ago. The project is now being implemented at the Yard Interface, with work slated to begin in January if the contractor stays on schedule. There will be minimal rider impact. At night while testing, run the train in Manual Train Operations (MTO) but the customer will not notice.

Work began in mid-September and is progressing eastward from the yard interface. Work will continue moving east until it arrives at Norwalk Station. The current work schedule that Metro has only goes through June 2015. Once Aviation Station is near completion, an updated schedule will be provided for the remainder of the project and will be shared with the Council. On those weekends when the cutover is being implemented, the work requires full system testing and integration. The contractor has to run full system signal tests and safety certification without any revenue trains, which will require bus bridging in the test segment. All bus bridges will be fully ADA equipped. Twelve buses will be allocated for the service, with 2 buses to meet every train to match the Green Line schedule. If needed, the

number of buses will be increased to accommodate passenger capacity. The project closures will be on Friday nights beginning at 9 p.m. thru Monday mornings at 4 a.m.

An outreach program to inform the public of any scheduled closures will include signage posted well in advance at the stations and in the map cases. Social media outreach will be conducted and Take one brochures will be disseminated at the stations and on connecting bus and rail lines. Outreach will be conducted to neighborhoods and businesses within a 1-mile radius of the closure location, providing information on how to contact Metro in the event of any issues or questions. During the closures, personnel will be at the rail to bus transfer stations to assist patrons to get to their destinations, find the bus bridge, purchase fare, and answer questions. Rail supervisors will be on hand to assist with any train issues. Security staff will be on hand to ensure a safe environment. Station closures will be posted in Google Maps so that people planning trips can be informed. Green Line cars are also going to be replaced. The new cars are currently being tested to ensure that they are safe for operation and that they meet Metro standards.

Vice Chair Addleman asked if the closures will be communicated to the local schools and if the Kinki-Sharyo Palmdale facility issues have been resolved. Mr. Guerrero confirmed that the schools will be notified and stated that the Kinki-Sharyo issues have been resolved.

Councilmember Goodhart asked as the new system being implemented because of its obsolescence if there any implications for the train's safety between now and when the new system is implemented. Mr. Guerrero replied that there are not, that the current system operates safely but that the obsolescence of system parts is what requires replacement. Councilmember Goodhart asked how often operators operate the trains manually. Mr. Guerrero replied that they are required to operate the train manually at least once per 8-hour shift to maintain their skills. Councilmember Goodhart asked whether rail patrons will have to pay separately for bus shuttle service. Mr. Guerrero clarified that the bus bridge is provided free of charge. If the patron does not have fare, they can purchase it upon arrival to their transfer point. Councilmember Goodhart asked when the new rail cars will be tested. Mr. Guerrero replied that they are currently being tested on the east end of the line.

Councilmember Szerlip was surprised to learn that the Green Line is operated automatically. Mr. Hillmer clarified that it was designed to be operated automatically, but is operated manually. Councilmember Szerlip asked if all lines were similarly designed. Mr. Guerrero clarified that only the Red and Green Lines are operated in Automatic Train Operations (ATO) and the Blue, Expo and Gold Lines are manual only. Councilmember Szerlip asked if the contractor is on schedule and if there are any time incentives or penalties built into the contract for timely completion. Mr. Guerrero replied that the work is currently approximately 1 ½ months behind schedule; they anticipate completing the cutover on the weekend of January 30th. There are milestone penalties and incentives built into the contract. Councilmember Szerlip asked if testing is occurring only on weekends. Mr. Guerrero replied that testing occurs nightly on half of the signal system while maintaining operations on the other half. During the weekend closures they cut over and complete entire system tests to ensure that the systems integrate well and are certified as safe for revenue operations. The next segment where work will be completed will be between Crenshaw and Aviation stations. Councilmember Szerlip asked if the technology will be compatible with the Crenshaw line currently under construction. Mr. Guerrero replied that the technology

being implemented on the Green Line will be compatible with the Crenshaw Line. Component parts were given to the construction team to ensure compatibility.

Councilmember Gabig recalled that there was controversy regarding the original system operated conceived as driverless. Mr. Hillmer replied that the main drawback to a driverless system was debris from the freeway that might land on the tracks. At the time, the system would not notice unless it short circuited.

Councilmember Jeng asked how the closures are placed on Google Maps and if this is typically done for construction projects. Mr. Guerrero replied that there is staff that oversees the updating of the Google Maps information; he is not familiar with the process. He confirmed that closures are updated in Google Maps. Councilmember Jeng asked if the other rail lines are already using Microlok 2.0. Mr. Guerrero replied that they are not. The Blue Line will be the next signal system that Metro updates; that project will begin in early 2016. That project will also include additional crossovers on the Blue Line. Councilmember Jeng asked why the Green Line is being completed first. Mr. Guerrero replied that the Green Line had more proprietary component parts as it was designed to be driverless, and replacement parts have less availability. The Blue Line had more off-the-shelf parts, making it easier to find or rebuild replacement parts.

Councilmember Reyes English asked if the mile radius for notification to churches, hospitals, schools, and residents is done physically with paper handouts and asked that notices be provided to the City of Hawthorne. Mr. Guerrero confirmed that it is. Community Relations contracts a walking neighborhood service to complete drops of printed information. Councilmember Reyes English asked if there will be anything physically posted before getting to the platform. Mr. Guerrero replied that 4 x 8 foot A-frame signs will be displayed at the entrance to the station, and that the station will be cordoned off with yellow caution tape. If the closed circuit camera operators see people on the platform, they will make station announcements regarding the closure.

Chair Franklin asked if signage will only be in English and for clarification of the project schedule. Mr. Guerrero replied that signage will be posted both in Spanish and English. The Yard Interface portion of the project was originally scheduled to start in September 2014. It is now anticipated to begin in January 2015; work is approximately 2 months behind. As the project timeline continues, those delays will cause the completion date to be delayed as well. Chair Franklin asked what the performance incentives are for this contract. Mr. Guerrero replied that he will check the contract.

Chair Franklin asked if staff will be at the closure sites 24 hours per day to assist patrons and if the additional travel time needed to take the bus bridge will be communicated to riders. Mr. Guerrero confirmed that staff will be available 24 hours per day, and that the headways will match the headway of the train. The alternate bus routes have been established and test runs made. If for any reason the buses are not making the time, the number of buses will be increased. Chair Franklin asked if there is any way to use TAP cards to notify patrons. Mr. Hillmer replied that not all TAP card customers provide email addresses to Metro.

J.K. Drummond commented that when the Blue Line closures occurred, there were no directions or signs on where to catch the bus or where the stops were. There was no notification. When patrons boarded the bus bridge, they couldn't buy interagency transfers.

He recommended that the bus bridge operators should all have paper transfers available for patrons. He commented that Mercedes and other cars today have debris sensors. It seems to him that Metro trains could be equipped with sensors as well. He asked if there is a guaranteed period during which replacement parts must be available for a certain number of years. Mr. Guerrero replied that the contact does have a warranty period; he was not sure how long it is for. The system being replaced is over 20 years old.

Bill Meyers asked for clarification of the station closures and shuttle service schedule. Mr. Guerrero explained that in January, work will begin at the segment by the yard which necessitates shuttle service from Aviation to Marine Stations during the closure weekend. Each weekend night that service is shut down, the bus bridge shuttle service will be operational. When the work moves past the west part of the line is when patrons would have to go from train to bus shuttle then back to train. As work currently is only occurring on the far end of line, patrons only need to transfer from train to bus shuttle. Mr. Meyers suggested that hotels and motels adjacent to the stations be informed of the closures so that they can inform their customers, and that the transit and ride share departments of area military agencies and contractors be informed so that they can share the information with commuters. Councilmember Deming offered to share closure notices with Rideshare program participants.

Councilmember Deming commented that the LAX G shuttle has been checking TAP cards. If riders haven't arrived via transit as demonstrated through their TAP cards, they can't use the shuttle. She asked if there will be validators made available on the shuttles to avoid any problems with connection to the G shuttle. Mr. Guerrero replied that they can arrange for revenue personnel at Aviation station to have a validator or he can have staff work with airport staff to see how the issue can be addressed.

Will B. commented that on November 20th, he checked Google Maps but there was no notice of a delay on the Red Line. He uses Google Maps regularly and has never received a notice regarding delays and doesn't feel it works well. A friend who rides the Expo Line and uses the shuttle connector is late frequently because of the lack of communication by Metro. He sent a complaint to Customer Service because a train departed the Redondo Beach Station without opening its doors on November 20<sup>th</sup> but has yet to receive a response. He thinks Metro's lack of response to complaints affects complaint trends because they don't seem to be a priority and he appreciates Council's interest in making sure they communicate more effectively.

Wayne Wright commented that Green Line stations electronic signage, particularly at Hawthorne and Lennox, does not work. Maybe two of the digital signs work. However, they don't tell necessary information. All of the signs along the Green Line need to be up to date.

Vice Chair Addleman asked that an answer be provided by the next meeting to the complaint Will B. submitted to Customer Service.

7. APPROVED Letter to Metro Board Supporting Installation of Ticket Vending Machines at Harbor Gateway Transit Center with Minor Changes, Council Members

Councilmember Deming commented that the pilot Dodger Express service is one of the ExpressLanes funded projects. Mr. Hillmer added that the service will be evaluated after 1 year.

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

- Bus On-Time Performance: 71.6%; System Goal: 80%; System Average: 71.5%
- Complaints per 100,000 passengers: 4.13, System Goal 3.27, System Average: 3.22
- Miles between mechanical road call: 5,062, System Goal: 4,000, System Average: 4,160
- Clean Bus: 8.41, System Goal: 9.0, System Average: 8.43
- Accidents per 100,000 Miles: 5.07, System Goal: 3.10, System Average 4.98
- Monthly Average Daily Ridership: 351,282; Systemwide: 1,132,000
- Silver Line Ridership Trends: Weekday 15,514; Saturday: 6,330; Sunday: 4,541
- Green Line Ridership Trends: Weekday: 41,739; Saturday: 24,560; Sunday: 18,034

Vice Chair Addleman asked if etching is included in the clean bus metric. He doesn't think it should be as it is not something that can be removed with cleaning. Mr. Hillmer replied that etching is included to address public perception. Much of the etching can be removed through repairs and replacement of sacrificial film. If allowed to remain, it encourages more.

Vice Chair Addleman asked that a presentation on accident reduction measures be provided at a future meeting. Mr. Hillmer commented that the buses have devices that records the 30 seconds before and after a certain level of g-force is exceeded. Recordings are reviewed and incidents related to operator performance are forwarded for training and/or disciplinary purposes.

Councilmember Szerlip asked if accidents are counted in each region where a bus line runs in the Director's Report, inflating the appearance of the number of accidents. Mr. Hillmer replied that they are only recorded in one region. Councilmember Szerlip asked that systemwide numbers for each of the benchmarks be added back to the presentation, and commented that ridership has not dropped nearly as much as would have been predicted by the comments made at the public hearing on the fare restructuring. He wondered if there is some way to notify members of the public that made comments that the impact has not been as drastic as they had predicted.

Will B. would like the raw data that is used to generate the Director's Report to be released so that the trends could be examined independently. He added that complaining to Metro is an extremely difficult process.

J. K. Drummond commented that Metro should make new timetables available at least a week prior to the changing of the schedules. He suggested that the Council support that change.

## 9. Council Member Comments and Line Rides

Vice Chair Addleman – Date: 12/10/14; Line: 344; Time On: 6:23am; Operator Badge #73753; Bus #5308: There were schedules for the Silver Line, Blue and Green but none for Line 344. Trash bags were available and the auto announcer and Transit TV were working. When the driver lifted his foot off of the accelerator there was a huge whine from the back of the bus. The driver said he would call it into dispatch. The operator was a very good driver. He was cut off by different cars three times while driving and handled the bus very well. While at the Harbor Gateway Transit Center he noticed two armed security guards on patrol. The parking lot was full.

Councilmember Goodhart - Date: 12/11/14; Line: 344; Operator#22249; Bus# 53373; Boarding Location: Lomita Blvd. & Hawthorne Blvd.; Alighting Location: Artesia Blvd. & Hawthorne Blvd.; Time On: 10:37am; Time Off: 10:52am; Bus Cleanliness: Good; There were approximately 15 riders on board, one trash bag and Transit TV was on but the volume was low. There were schedules for Lines 211/215, 246, 344, and 127.

Date: 12/11/14; Line: 344; Operator#34119; Boarding Location: Hawthorne Blvd. & Artesia Blvd.; Alighting Location: Hawthorne Blvd. & Lomita Blvd.; Time On: 10:57am; Time Off: 11:14am; Bus Cleanliness: Good; There were 10 passengers on board, two bicycles occupied the front racks. Transit TV was on with no sound. There were schedules for Lines 344, 442, 202, 246 and Silver Line. He observed a passenger standing in front of the yellow line talking to the operator from Artesia Blvd. to Torrance Blvd. A passenger had trouble paying the fare so the operator offered a free ride. Mr. Hillmer replied that operators are not to offer free rides. Mr. Goodhart asked if ridership has decreased due to reduced gas prices. Mr. Hillmer commented that when gas prices decline, commuter express ridership declines but a high percentage of riders who are low income and do not have access to a vehicle.

Councilmember Deming shared that she has been at the Metro headquarters for meetings on several occasions recently, the TAP Operators Working Rules meetings. The review is scheduled to continue for the next few months and the group will meet again on January 21st. She will be happy to share any input with the group. She recently took a small group to a UCLA game at the Rose Bowl on transit. While at Harbor Gateway Transit Center (HGTC), she took them on a tour of the restrooms and mentioned how she advocated for their installation. A gentlemen overheard her and thanked her for helping to get bathrooms installed and expressed how helpful having bathrooms at the site is. The group used transit apps to help them navigate from HGTC to the Gold Line and the shuttle to the Rose Bowl. During the trip, they realized that many people were unaware of the 2-hour free transfer policy. More promotion of the free transfer policy is needed. While the group enjoyed the trip on transit, they felt they would have been incapable of navigating it by themselves and that it would be daunting for non-transit users. Services such as the Dodger shuttle helps get people to try using transit. Councilmember Deming encouraged promotion and expansion of special event ridership opportunities to help discretionary riders experience the system in a fun, non-stressful environment.

Chair Franklin - Date: 12/9/14; Line: 710; Operator#14478; Boarding Location: Crenshaw Blvd. & Imperial Hwy; Alighting Location: Crenshaw Blvd. & Rosecrans Ave.; Time On: 10:22am; Time Off: 10:30am; Bus Cleanliness: Good; The bus was full to capacity. A passenger was short 75 cents on the fare; the driver made no comment and the passenger

took a seat. There were schedules for Lines 344, 710 and for the Red/Purple Lines. He observed Sherriff Deputies patrolling the Crenshaw/Green Line Station. The driver did not stop at the railroad tracks.

Date: 12/9/14; Line: 210; Operator#22332; Boarding Location: Crenshaw Blvd. & Rosecrans Ave.; Alighting Location: Crenshaw Blvd. & Imperial Hwy; Time On: 10:37am; Time Off: 10:50am; Bus Cleanliness: Good; There were about 15-20 people on the bus, no trash bags, and schedules for Lines 226, 450 and Silver Line. The driver dealt with construction on the road and at a bus stop and handled it very well. The driver stopped at railroad tracks.

Councilmember Deming performed two holiday songs to close the meeting.

**ADJOURNED at 11:40 a.m.**