

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, January 9, 2015
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
John Addleman, Vice Chair
Devon Deming
Jack Gabig
James Goodhart
Elaine Jeng
Roye Love
Don Szerlip

Officers:
Scott Greene, Transportation Planning Mgr.
Bronwen Trice Keiner, Community Relations Ofcr.
Dolores Ramos, Council Admin Analyst
Christina Goins, Board Secretary Office
Henry Gonzalez, Council Comm. Rel. Mgr.

For Metro information in English, please call the following phone number: 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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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 John Apostol

Remember to replace batteries in flashlights and smoke detectors. Do not run alongside a bus to attempt to catch the bus. There was an incident where a patron slipped and fell under the rear wheels. Create space between you and the bus coming to a stop to avoid being in the driver's blind spot.

4. APPROVED Minutes from December 12, 2014 Meeting
5. PUBLIC Comment FOR Items not on the Agenda

J.K. Drummond asked that the Board look for more unmet transit needs. He attended a meeting in San Pedro regarding Gaffey St. under the Great Streets Program and the community is against reducing the number of lanes. He would like consideration of rush hour only lanes for high occupancy vehicles. He was told by a planner that if lanes are reserved for buses at rush hour, then there should be right turn restrictions because otherwise the lanes can be blocked by right turning vehicles. Metro Line 550, Amtrak buses, DASH and LADOT 142 all use Gaffey St. because it is the main thoroughfare into San Pedro from both the 110 Fwy and the Terminal Island Bridge. This year he would like Metro to focus on first time riders having a good experience so that they become regular riders. Torrance Transit has a new solar powered bus stop sign on PCH at Avalon Blvd. on the north side of the street. He looks forward to a new progressive year of transit.

Wayne Wright commented that Line 212 is chronically late during the mid-day with a high incidence of bus bunching. The same problem occurs with buses traveling northbound in the evening. There is a bunching problem on Line 108 mid-day. He has had to wait up to 30 minutes for Line 40 in the mid-day. Line 740 is also late. He has complained in the past but very little has been done and the lines need to be looked at. Chair Franklin suggested that he track the bus number, day and time to better address the issue. He is aware of traffic problems in Inglewood due to a number of streets currently under construction. He suggested that Mr. Wright email Scott Greene with his concerns and to copy him

6. RECEIVED Presentation on Accident Reduction Programs, William Marshall, Division 18 Assistant Transportation Operations Manager

Division 18's Accident Reduction Program combines efforts and participation from Vehicle Operations, Bus Operations Control and the Scheduling Department. The three bus lines with the most accidents comprised a total of 43.75% of the Division's accidents in December. Those lines were 40, 111, and 115. The top two types of accidents for the month

of December were Type 110 – other vehicle turns right in front of the bus and Type 160 – other vehicle side swipes Metro vehicles. Efforts to reduce accidents include identification of target lines, identification of “Hot Spots”, line saturations, and mandatory pre and post-accident training.

Division 18 has developed a site-specific Accident Prevention training class that is given to all Division 18 operators. Training includes classroom instruction, interactive participation, presentations and accident videos. Many of the accidents that are cataloged and investigated are not the fault of operators; avoidable accidents do however occur. All accidents are vigorously investigated to determine culpability. In those situations where the operator was responsible, appropriate action is taken to prevent any recurrence. Operators are not only expected to avoid accidents, they are required to do their utmost to prevent other motorists from becoming involved in an accident with them. When avoidable accidents occur, there is an investigation to determine culpability. Operators involved in an avoidable accident will be closely monitored, receive classroom and on-road instruction, one or more line ride evaluations, and discipline up to and including discharge. Currently Metro has a newer and less experienced operator workforce than in past years, which does impact accident rates.

Councilmember Szerlip was traveling north on PCH where a bus was stopped at a bus stop picking up passengers in front of the Target entryway. He had to determine whether or not to wait behind the bus or pull out and turn in front of the bus to enter the parking lot. He asked how a motorist should proceed in this situation. Mr. Marshall replied that if the four hazard lights are on the bus is parked. When the hazard lights are on a motorist can proceed with caution. When only the turn signal is on, a motorist should avoid going around the bus.

Councilmember Goodhart asked if there has been an analysis of the training results and their impact on accident rates after training. Mr. Marshall replied that there has been a decline in accidents across the board as a result of the additional training, but particularly accident type 450, hitting of a fixed object.

Councilmember Goodhart asked if there was a way to segregate the two types of accidents to focus on avoidable accidents. Mr. Marshall replied that the extra training intent is to focus on effective actions to prevent future incidents, whether the operator was at fault or not. Councilmember Goodhart stated that he would like to see the accident rate classified by avoidable vs unavoidable incidents included in the next Directors Report.

Councilmember Love asked if there are incentives for those operators who have avoided accidents and how hot spots are communicated to operators. Mr. Marshall replied that there is an operator recognition program in place. Operators receive a commemorative belt buckle annually and are recognized. Newer drivers are mentored by more seasoned drivers. Hot Spots are communicated both verbally to operators in Rap Sessions and visually by posting notices in the division including diagrams of the affected area.

Councilmember Jeng commented that when she talks to operators, she frequently finds that they don't regularly drive the route she's on. She believes there would be value in scheduling operators to drive the same routes as they would learn the traffic patterns and problem areas. Mr. Marshall replied that operators whose routes change frequently seem to have a better driving record because they pay more attention to the road and do not become complacent.

Extra board operators who are not assigned any fixed route tend to be the operators with the best rates of avoiding accidents.

Chair Franklin asked how often the training programs are evaluated based on data received. Mr. Marshall replied that meetings with the department heads and operators are held twice a month.

J.K. Drummond commented that other transit companies recognize drivers with a shoulder patch and car cards placed in the bus. He suggested that they also be recognized in an employee newsletter, and that new and accident-prone operators be mentored by senior drivers.

Wayne Wright commented that he has seen operators who have gotten lazy and don't hold the steering wheel at ten and two, driving with one hand and resting their other hand on the fare box. He asked if the accidents statistics are shared with other divisions. Mr. Marshall replied that information is shared and posted at all divisions. Customer complaints regarding unusual habits demonstrated by operators are welcomed as they provide an opportunity for training and review.

Will B. commented that he likes the idea of operators wearing patches on their shirts in recognition of their good performance. There is a profound difference between the legal definition of being at fault and being culpable of an avoidable accident. Acknowledging that distinction is really important when developing training programs. He would be interested in seeing a report on operators with more seniority vs accident rates so that better practices can be applied to younger drivers. He asked if there was a distinction between a bus moving forward and getting hit by a right turn and a bus merging into traffic in the accident types. Mr. Marshall replied that both are categorized as Type 110 because it was considered a standing bus at the time it departed the zone and culpability can only be determined after watching the video. Will suggested that maybe the accident codes should be divided to determine the difference between the two and suggested that Metro consult other transit agencies for lessons learned and using bus simulators. Mr. Marshall replied that Metro does keep up with and implement industry best practices. Operator training does include some use of a simulator.

7. RECEIVED Update on Blue Ribbon Committee Formation and Cancellation of February 2015 Public Hearings, Scott Greene, Transportation Planning Manager

Metro convened a Blue Ribbon Committee 5 years ago which included Service Council members, Citizens' Advisory Council members, members of academia, industry and employment to develop service plans for the future. The Committee is being reconvened to look at how policy, procedures, and what types of service should be emphasized to improve bus service and address the significant financial problems that lurk in the future. The recommendations are intended to impact planning in the short term. The BRC will be composed of 2 or more volunteers from each of the Service Councils, Citizens Advisory Committee, at least one local-transit operator and representatives from major municipal partners. A final report will be generated and presented to the Metro Board of Directors after

being presented to each of the Service Councils. Councilmember Deming volunteered to serve.

After meeting with the CEO and the budget department, it was determined that there is not a pressing need to push forward with service changes. Thus the February 2015 public hearings have been cancelled.

J.K. Drummond asked for clarification on the elimination of Line 485 from Downtown and travels through Altadena and Pasadena and asked if it will continue. Lines 450 and 550 travel north of Harbor Gateway during peak hours on weekdays and were scheduled to be canceled. Mr. Greene replied that there are currently no plans to cancel the lines.

Wayne Wright is in favor of forming a Blue Ribbon Committee. He suggested creation of a weekly or daily EZ Pass and a rolling EZ Pass that can be used frequently, especially with all the regional transit agencies coming on board with the TAP system. He would like all regional transit systems to have one sweeping price for access on all transit systems because he cannot afford the monthly EZ Pass.

8. RECEIVED Director's Report on South Bay Service Performance, Scott Greene, Transportation Planning Manager

- Metro Bus On-Time Performance: 73%; System Goal: 80%; System Average: 74.3%
- Complaints per 100,000 passengers: 3.83, System Goal 3.27, System Average: 3.89
- Miles between mechanical road call: 4,929, System Goal: 4,000, System Average: 4,305
- Clean Bus: 8.19, System Goal: 9.0, System Average: 8.48
- Accidents per 100,000 Miles: 5.48, System Goal: 3.10, System Average 3.83
- Monthly Ridership: South Bay Cities: 340,532; System Average: 1,101,000
- Metro Silver Line Ridership Trends: 14,808; Saturday: 5,906; Sunday: 4,317

According to California Vehicle Code 22452 and Metro Standard Operating Procedure 3.147, a stop is not required at a railroad crossing if any of the following conditions apply: railroad flagman or law enforcement officers are directing traffic, nearside traffic signal controlled intersection (unless flashing red), and "Tracks out of Service" sign is posted.

Art Leahy, CEO announced he will not seek renewal of his contract. His last day with the agency will be April 5, 2015. The Metro Board will conduct a search for a new CEO in the coming months.

An APTA Peer Review will be held January 26th -30th to provide guidance on fare restructuring strategies that optimize financial performance while minimizing burden on low-income riders, recommend alternative revenue generation strategies, and identify opportunities to expand ridership. Service Councils and Citizens Advisory Council members are invited to participate in the January 26th workshop to share thoughts and hear ideas.

The months Meet and Confer with the CEO will feature presentations on the Metro Parking Program and Patsaourous Plaza Expansion and Silver Line Connection Project.

A Metro Board motion directed staff to evaluate a potential new Express Line from RITC to Gold Line via NoHo. A review of possible funding sources will be taken to the Board in February.

The following updates from the December 2014 meeting were provided:

- Ticket Vending Machine installation at Harbor Gateway Transit Center – a letter of support was submitted to TAP staff to be included with their Board reports in February.
- There currently are no future HOT Lanes stakeholder’s meetings scheduled.
- Google Maps – Metro currently submits information regarding planned service closures to Google Maps so that information can be included for real-time application users. Metro Operations and Communications are working on a project with Google Maps to be able to include live transit updates for unplanned and emergency events.
- Status of Will B’s complaint regarding the Green Line leaving one minute early and the operator not opening the door: Trains are allowed to depart up to two minutes early; that information is included on the timetable.

Councilmember Gabig asked that a map of accidents be plotted by location where the accidents are concentrated irrespective of the division be provided. He asked if the accident rate differs between contracted and internally operated service, and if a revenue analysis of since the fare increase has been performed. Mr. Greene replied that he will work on plotting accidents by location and will report on the revenue increase when that report has come out.

Councilmember Goodhart commented that he rides some of the lines highlighted in red in the on time performance report. He assumes that heavy traffic on the 110 Fwy impacts the lines. He asked what actions are being taken to look at the 9 lines that are late. Pass ups are 24% of the complaints and he feels they can be controlled. Of all of the sectors South Bay has the highest rate of accidents. He would like to see them classified by avoidable and unavoidable accidents. He asked if the drop in gas prices has affected revenue. He asked if the issue of better operations could be discussed in the APTA Peer Review and if the experiences of other transit agencies be shared and how they address them.

Councilmember Addleman asked for a response as to whether Metro is looking into fuel futures such as diesel fuel. Other agencies are doing this and saving a lot of money. The South Bay has 33% of the ridership but only receives 11% of funding. The region needs a lot more.

Councilmember Deming would be interested in seeing what types of complaints are being reported.

Chair Franklin agreed with Mr. Wright’s comment regarding Line 212 running late. Traffic lanes being reduced from 3 to 2 lanes contributes to complaints and on time performance issues for Lines 210 and 710 because the Gas Company is installing new natural gas lines.

Andrea Jelks commented that many passengers do not stand up from the bench when a bus is approaching or communicate to let the driver know they want to catch the bus; this may contribute to the complaints about pass ups. Time is wasted when passengers pay with cash and when they ask for courtesy rides. She doesn’t mind the fare increase. The TAP loading station was moved to the Finance Department in Inglewood but it would be more

convenient for riders if it were moved to the Inglewood Transit Center. A TAP loading machine should be added at the South Bay Transit Center. Las Vegas has solar powered loading stations at many locations and they are very convenient.

J.K. Drummond commented that Line 450 and 550 northbound times at the Harbor Gateway Transit Center should be staggered to arrive in between Silver Line buses. He believes there would be more passengers. In some of the newer buses there is a monitor behind the driver. He asked what its purpose is. Mr. Greene replied that they have a camera which shows people entering the bus and they were installed as a crime deterrent.

Will B. commented that he liked the detail in the report but it doesn't reflect the severity of the lateness. His complaint is that Metro is unable to communicate effectively. He never received a response to his complaint from Customer Service and that is a big deal. Ms. Ramos checked with Customer Service and was told they responded to all of his requests and forwarded copies of their responses. He contacted Customer Service regarding leaving the station early and was told the train can leave 30 seconds early. He hopes communication improves.

Wayne Wright commented that Line 48 that is out of Westside but travels through the South Bay was not listed in the report. That line has on time performance problems. He asked that better 40-ft buses be purchased because they are too small. He understands Metro's commitment to giving those with disabilities better seating, but by doing this the other seating has gotten smaller and uncomfortable.

Mr. Bailey commented that sometimes kids and younger people intimidate the operators and they may feel obligated to grant them courtesy rides. There are not enough Sheriff Deputies patrolling the buses Building bigger buses costs more because more material is used and that cost would be passed onto the riders.

9. Council Member Comments and Line Rides

Councilmember Love wished everyone a happy New Year.

Councilmember Szerlip commented that ticket vending machines are needed in more locations but they are expensive to purchase and there are also concerns regarding costs related to security concern as they may be subject to vandalism and theft.

Councilmember Addleman: Date: 1/7/15; Line: 344; Operator#82221; Bus # 8610; Boarding Location: Silver Spur & Hawthorne; Time On: 6:24am; Time Off: 7:00am; Bus Cleanliness: Good. The bus was new and immaculate, full, had more schedules than he could count, no trash bags, the annunciator was working, and the driver was very good. A passenger told him she saw bed bugs on the seat. When he arrived at the Harbor Gateway Transit Center, he saw that pigeon spikes had been installed, the bathrooms were clean and there were police patrolling. He thinks adding a TAP loading machine at South Bay Galleria is a great idea.

Councilmember Goodhart: Date: 1/7/15; Line: 232; Operator#70618; Bus #11007; Boarding Location: Hawthorne & PCH; Time On: 2:14pm; Time Off: 2:56pm; Alighting Location:

Rosecrans & Sepulveda; Bus Cleanliness: Good. The bus was clean, Transit TV was not working, there were schedules for Lines 128 & 205. The bus started to fill up at Torrance Blvd.

Councilmember Jeng thanked staff for a wonderful job on the Directors Report. Date: 1/9/2015; Time: 8:41am; Line 215; Bus # 8411; parked at the Green Line Station on Marine; Bus #5319; Badge #28914. A young man told the driver he didn't have any money and the driver offered him a courtesy ride.

Councilmember Deming commented that she is happy to see a Take One handout promoting the new 2-hour transfer policy, but that it should be clearer that transfers are free.

Councilmember Gabig invited everyone to Gardena Transit's 75th Anniversary Celebration. At the celebration they will introduce the electric bus in their fleet and unveil their new color scheme and name.

Chair Franklin: Date: 1/7/15; Line 710; Bus 5734; Run 4; Operator 8944; Boarding Location: Crenshaw Blvd. & Imperial Hwy; Alighting Location: Crenshaw Blvd. & Rosecrans Ave.; Time on: 10:25am; Time off: 10:35am; Plastic bags were available, bus was $\frac{3}{4}$ full, the automated bus calling system announced the fare when entering and the monitor was off but the sound was faint. Bus schedules for 211/215, 246, 710 and 754 were in the racks.

Date: 1/7/15; Line 210; Bus 8308; Run 18; Operator 3977; Boarding Location: Crenshaw Blvd. & Rosecrans Ave.; Alighting Location: Crenshaw Blvd. & 116th St.; Time on: 10:42am; Time off: 10:54am. There were no plastic bags, the passengers increased from $\frac{1}{3}$ to $\frac{3}{4}$ full, and the automated bus calling system announced the fares when entering. The driver assisted a wheelchair passenger onto the bus. Bus schedules for 211/215, 246, 710 and 754 were in the racks. He commented that the seats were very uncomfortable and hard.

ADJOURNED at 11:51 a.m.