

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, April 10, 2015
9:30 a.m.

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:
Ralph Franklin, Chair
John Addleman, Vice Chair
Devon Deming
Elaine Jeng
Roye Love
Don Szerlip

Officers:
Jon Hillmer, Executive Director
Gary Spivack, Deputy Executive Officer
Scott Greene, Transportation Planning Mgr.
Dolores Ramos, Council Admin Analyst
Karen Swift, Community Relations Mgr.
Henry Gonzalez, Council Comm. Rel. Mgr.
Christina Goins, Board Secretary Office

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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

Avoid texting, talking on cell phones, and looking at navigation devices while driving. Avoid distracting bus operators while they are driving because it can impede them from seeing pedestrians or hazards on the road.

4. APPROVED Minutes from March 13, 2015 Meeting with abstention of Councilmember English
5. PUBLIC Comment FOR Items not on the Agenda

J.K. Drummond attended the Stand Up for Transportation event and found it to be spectacular. He commented that a picture he saw in the newspaper of a couple lounging in the waiting area at Union Station is phony because only those with a ticket for a trip leaving within 2 hours are allowed to sit in the waiting area – everyone else is kicked out. Former Mayor Richard Riordan claimed in his book that he was the prime mover of the Orange Line in the Valley. Mr. Drummond feels that it was a mistake to build the Orange Line as a bus line; it should have been built as a rail line.

6. RECEIVED Presentation on Gardena Bus “G-Trans” Service Rebranding, Paula Faust, Deputy Transportation Director

The City of Gardena’s transit service serves Gardena, Hawthorne, Torrance, Redondo Beach, Carson, Compton, City of Los Angeles, and unincorporated areas of Los Angeles County; the system also provides special transit services. On April 20th, Gardena Transit celebrated their 75th Anniversary and launched their rebranding G-Trans, complete with a new look, updated bus stop signage, and logo. G-Trans is also testing electric buses in concert with Long Beach Transit.

Vice Chair Addleman asked about the cost of testing electric buses. Councilmember Szerlip expressed interest in the fuel cost per mile and asked what fuel is being used now. Councilmember Gabig will give a report on this in upcoming meetings. Gardena’s current fleet of 57 buses is gasoline electric hybrids.

Chair Franklin asked what patron feedback has been regarding the rebranding and if there will be route changes. Ms. Faust replied that feedback from riders and bus advocates has been very positive. There will be slight route modifications to improve efficiency. Chair Franklin asked if there were any modifications to the interior of the buses along with the exterior wrap. Ms. Faust replied that the changes were all on the exterior of the buses.

J.K. Drummond commented that hybrid buses are very nice and quiet. He asked for an update on the status of new service to San Pedro and what route would be taken over. Ms. Faust replied that G-Trans is still in negotiations with Metro regarding new service and Line 205.

Wayne Wright likes the new look and asked when the older buses will be replaced. Ms. Faust replied that bus replacement will occur between 2017-2022; the electric bus alternatives will be analyzed in April and May. G-Trans will have to determine whether they will purchase electric buses or CNG buses; the gas/electric hybrid models that they currently have are no longer available.

Will B. thinks the new buses look great. He is excited to see the new website but feels it should have been introduced with the rebranding. He also commented that G-Trans is not on Google Maps. Ms. Faust replied that G-Trans will be visible on Google Transit when the new website launches.

Mr. Meyers thanked Gardena Transit especially Special Transit because it helped him get to and from his doctors with his recent bout with cancer. He asked if Special Transit will be rebranded. Ms. Faust replied that they will be rebranded in Phase II of the project.

7. RECEIVED Presentation on Metro Parking Ordinance, Frank Ching, Parking Management Director

The draft of the parking ordinance has been posted on Metro's website for a month for feedback from the public. Some examples of public feedback received are that many were in disbelief that there was no ordinance in place, they don't mind paying for parking as long as there is enough parking, and transit users shouldn't pay for parking but non transit users should pay full price. A consultant will soon be selected to help conduct a parking study scheduled for kick-off in June 2015.

Councilmember Deming is concerned with area employees parking at the LAX Green Line Station for free and taking spaces away from transit riders. She wants to make sure that someone could not park and TAP at the station to appear to use transit and instead ride the shuttle to go places other than the airport. Mr. Ching replied that guards against such behavior will be considered when a technology solution is implemented.

Councilmember Szerlip asked how the distinction will be made between long term parking for LAX travelers and transit riders and how fares will be set in comparison to rates at other airport parking lots. Mr. Ching replied that this concept will be explored, particularly at the LAX location. There will be consideration of what is called a "nesting function" that would designate a portion of the parking facility to accommodate overnight or long term parking. Parking will be monitored through a market rate assessment and will keep rates comparable to the area parking lots.

Councilmember Deming is more concerned with transit users having ample parking and that long term parking may reduce parking access for daily transit riders.

Councilmember Szerlip commented that when the Crenshaw/LAX line and people mover are completed, parking will need to be reevaluated due to the changes in behavior that will occur. Mr. Ching replied that those projects will be included when the demand model is created.

Councilmember Love commented on the lack of adequate parking at the Blue Line Del Amo Station. There appears to have been an increase in preferred parking spaces. He asked that the consultant contact the City to contract street parking on Santa Fe Av. Mr. Ching replied that the preferred parking program has been in place for 12 years; the first step will be to study the monthly permit program and making adjustments. Metro's parking program has a good relationship with the local jurisdictions and can work with them to adjust the meters.

Councilmember Jeng asked if revenue received from parking would go toward purchasing lots and maintenance. Mr. Ching replied that that the study will examine how to structure parking prices to manage the maintenance and upkeep of the lots. Funds from the general budget are currently used for maintenance because the lots currently do not generate enough revenue to be self-supporting.

Chair Franklin asked if bicycle storage lockers would be allowed to store bikes for longer than 72 hours. Mr. Ching replied that bicycle amenities are part of the study. Bike lockers are rented and can be used how the renter sees fit. Chair Franklin asked if revenue generated by parking will be kept in the region where it is generated for maintenance and repairs of the lots and meters. Mr. Ching replied that this federal law states that any revenue generated from these properties be reinvested into the properties.

J.K. Drummond thinks that guards should be posted at Harbor Gateway Transit Center 24 hours a day. He asked who is responsible for the installation of electric vehicle charging stations. Mr. Ching replied that parking security is handled through Transit Police and that he will be working with Metro's Sustainability Management Team to identify sites for future installation of charging stations.

Wil B. commented that overnight parking is critical for him. He noted that motorcycle parking had not been addressed. He suggested that there be designated motorcycle parking space. It would reduce the regular parking spaced taken up by motorcycles and encourage use of the transit system. He would be concerned about revenue generation as the primary motivator and believes that citations should be administered to modify behavior. He would like to see a breakdown of types of citations issued (expired tags, double parking, etc.). He agrees with Councilmember Deming that regular transit customers should come first and that if then there is still space, that space could be opened up to longer term customers. Mr. Ching replied that the parking enforcement program is not about revenue generating and writing citations, but about managing demand and needs with the goal of the program eventually being self-sustaining. Each location will be reviewed to determine the amount and appropriate placement of motorcycle parking.

Councilmember Deming added that patrons have recommended that secured area be established for scooters as they can't park in motorcycle parking areas and are easier to steal than motorcycles.

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

- Metro Bus On-Time Performance: 71.5%; System Goal: 80%; System Average: 73.7%
- Complaints per 100,000 passengers: 3.54, System Goal 3.46, System Average: 3.90
- Miles between mechanical road call: 4,950, System Goal: 4,169, System Average: 4,944
- Clean Bus: 8.54, System Goal: 8.5, System Average: 8.58
- Accidents per 100,000 Miles: 3.76; System Goal: 3.38, , System Average 3.91
- Monthly Ridership: South Bay Cities: 375,713; System Average: 1,109,880
- The second meeting of the Blue Ribbon Committee was held on March 26. The next meeting will be held at the Gateway Headquarters on April 23 from 4:30 - 6:30pm. The committee will review potential plans for a "frequent service bus network," the Metro & municipal operator draft policy on service realignment, and have a discussion regarding the Metro bus loading standard
- The APTA Peer Review has been completed. The recommendations included: that the Metro Board implement Phase 2 & 3 plus regular CPI-based fare increases, minimize duplicate service of rail, Metro and Muni buses lines, create more frequent service with wider spaced network of bus lines, increase bus and rail loading standards, consolidate bus stops to improve bus speed, and redeploy from under-performing routes or segments to higher performing lines.
- The Wilshire BRT lines are now open. Metro is also launching an all-door boarding pilot to see if all door boarding would speed loading and improve on-time performance. The pilot will occur between the hours of 2pm to 7 pm and 6 am to 10 am.
- Gary Spivack is the new Deputy Executive Officer to Metro's Regional Service Councils.
- Metro is holding a Budget Public Forum on Saturday, April 25th from 10 a.m. to noon in the Metro Board Room.

Vice Chair Addleman asked if the Service Councils Meet & Confer will continue with the new CEO. Mr. Hillmer replied that new Metro CEO Phillip Washington will start on May 11th; the next quarterly Meet and Confer will be scheduled with him for June.

Councilmember Szerlip finds the results from the APTA Peer Review to be encouraging and asked when the Board will consider implementing the next two phases of fare increases. Mr. Hillmer replied that the matter will likely go before the Board later this year. Fares will need to be addressed fairly soon based upon grant commitments to have a 33% fare box return ratio. Presently we are at 24% and is a very pressing issue to improve efficiency, increase ridership, and generate more revenue. Mr. Szerlip asked if hand straps would be installed on rail to accommodate the increase in ridership. Mr. Hillmer replied that hand straps were not installed because the plastic material they are made of didn't meet fire codes. Metro is looking at different types of straps made out of different material.

Chair Franklin commented that due to frequency of fare evasion committed at rear doors it may be cost effective to have a physical body there. Mr. Hillmer replied that fare evasion for Metro is a serious and growing problem. The pilot program will also study any gains in improved speed and efficiency. It would cost \$30 million annually to staff all doors of buses, and \$25 million to put TAP validators on all bus doors.

J.K. Drummond commented that Mega Bus, Bolt, and Amtrak all use tiny handheld validators. He asked if they would work for the TAP cards. Metro has small ones as well but the mobile one can read and deduct your stored value.

Wil B. commented that he enjoyed Mr. Hillmer's presentations and is sorry to see him go. Rear boarding on Line 710 at the Crenshaw Station happens all the time because the front of the bus is so crowded. There are many empty seats in the back because people do not move to the back and the operator does not direct them to do so. From a customer's point of view, he would rather enter from the rear and to get to his destination than worry about fare. If there were validators at the rear doors he would gladly use them. He doesn't feel straps are needed.

Wayne Wright asked how many rail cars Metro will receive next year, how many have been built and delivered to Metro for next year's opening for the two extensions. Mr. Hillmer replied that Metro receives one car per week and currently have three cars on property. Mr. Meyer added that the new cars are at the Hawthorne service yard and are making test runs between 9 p.m. to 3 a.m. daily.

9. Council Member Comments and Line Rides

Vice Chair Addleman: Date: 4/7/15; Line 344; Operator #82221; Bus #8450; Boarding Location: Silver Spur & Hawthorne; Alighting Location: Harbor Gateway; Time On: 6:23am; Time Off: 7:00am; Bus Cleanliness: Good. The driver was professional and was able to avoid an accident when cutoff by a speeding motorist. He feels the operator should receive a commendation for safe driving. After picking up passengers from the South Bay Galleria the bus was at capacity. He witnessed passengers exiting out of the front entrance. The restrooms at Harbor Gateway Transit Center were clean and were free of pigeons.

He is a member of SCAG, which is being tasked to plan a Regional Transportation Plan for the five County areas by October 2015. The thrust is rapid transportation. He stressed that the South Bay has a third of the area's riders but does not receive much money. Hasan Ikhata, Executive Director of SCAG is very interested in transportation and will be an asset.

Councilmember Szerlip: Date: 3/22/15; Bus #11042; Line 232; PCH Line; Time: 11:30am; the fare box was not working on the bus and called Mr. Hillmer to report it. Mr. Hillmer commented that it was in operation when the bus pulled out of the yard but something happened in service and the operator was instructed to continue with service until the end of shift.

Date: 3/26/15; Green Line; Time: 2pm; the train was 20% full and was to capacity when arriving at the 110 Fwy. He boarded the Silver Line Bus #18352, Operator #74581; the driver thanked everyone who tapped and was 80% full. The driver was engaged in a lengthy conversation with a passenger who blocked the entry making it hard for riders to get on and off. He is concerned that the operator would engage in such a lengthy conversation and not say anything to the passenger. A wheelchair patron boarded at 7th Street and was asked if they wanted to be secured. Mr. Szerlip thought it was policy to secure wheelchair patrons. Mr. Hillmer replied that the policy is that the operator has to ask the patron if they would

like to be secured, but is not a requirement for the patron to be secured. The bus had no bags and no schedules. Return trip on Silver Line at 5:37pm, with a short wait, Bus 8376, Driver 71838 and was 50% full, trash bags and schedules were present.

At the Blue Ribbon Committee, Conan Cheung, DEO reported on the Transit Corridor Study and discussed a 30 year plan is being developed for the major corridors of service. A presentation was given regarding the APTA Peer Review and there was a discussion on Formula Allocation Procedures for municipal operators. Big Blue Bus also made a presentation.

Councilmember Deming rode the Silver Line that was scheduled to leave at 1:27pm but left two minutes early. The Harbor Gateway Transit Center has new ceiling art in the central walkway. It was nice to see and it was a great improvement but she would have liked to have been notified at a South Bay Council meeting. The parking lots were 90% full. The FlyAway is now on TAP and there has been a soft launch of smaller buses on the Santa Monica, Westwood and Hollywood Lines. Currently zone fares are not been charged; anyone with an EZ Pass can board the FlyAway. The two larger lines will receive TAP readers in July 2015, which will enable passengers to pay their fare with stored value on their TAP card.

Councilmember Goodhart (reported by Chair Franklin): Date: 4/4/15; Operator #70618; Bus #5429; Boarding Location: Harbor Gateway Transit Ctr; Alighting Location: Dodger Stadium; Time On: 4:41pm; Time Off: 5:20pm; Bus Cleanliness: Good; It was the first bus run to Dodger Stadium and there were 17 riders on board with a total of 20. More advertising is needed to letting riders know that the service is available from Harbor Gateway. Schedules were available for Lines 18, 45, 53 & 66. There was a Metro staff person on board checking tickets at the Harbor Gateway stops along the 110 Fwy. A Sheriff on motorcycle saw them at Figueroa and Cesar Chavez and motioned for them to follow and escorted them to the stadium. What great service!

Date: 4/4/15; Operator #22047; Bus #5473; Boarding Location: Dodger Stadium; Alighting Location: Harbor Gateway Transit Center; On: 9:50pm; Time Off: 10:16pm; Bus Cleanliness: Good; There were 12 passengers aboard. There were schedules for Line 53.

Councilmember Love: Date: 4/8/15; Blue Line Car 121A; Boarding Location: Del Amo Stn; Alighting Location: Metro Headquarters; Time On: 12:06pm; Time Off: 12:45pm; Bus Cleanliness: Good; the benches were painted at the Del Amo station; he was glad to see the improvement. The car was half full. He transferred to the Red Line, Car 537 at 2:35pm. The car was full of passengers. Transferred to the Blue Line at 2:48pm, Car 110A and it was full too.

Chair Franklin: Date: 4/7/15; Line 210; Bus #8623; Run 4; Operator #29977; Boarding Location: Crenshaw Bl & Imperial Hwy; Alighting Location: Crenshaw Bl & Manchester Bl; Time on: 9:12am; Time off: 9:20am; The bus was 10 minutes late due to construction. There were no plastic bags and schedules and the TV monitor was off. The bus stop was filthy and littered with gum, broken glass and spilled beverages.

Date: 4/7/15; Line 210; Bus #8156; Run 12; Operator #28122; Boarding Location: Crenshaw Bl & Manchester Bl; Alighting Location: Crenshaw Bl & Imperial Hwy; Time on: 9:22am;

Time off: 9:33am; The bus driver was friendly and aided passengers when they needed to get off the bus and made announcements for major stops. He asked that a passenger return because the TAP card did not activate. There were bus schedules for Line 550 and the monitor was off.

He attended a ribbon cutting ceremony for the new roadway improvements on Hawthorne Bl between El Segundo and Rosecrans.

ADJOURNED 11:51AM