

REVISED

# Minutes

Friday, May 8, 2015  
9:30 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 9:30am

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

Officers:  
Jon Hillmer, Director Service Councils  
Dolores Ramos, Council Admin Analyst  
Christina Goins, Board Secretary Office  
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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Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

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 Executive Officer, Gary Spivack

Drivers should proceed with caution when making a right turn to ensure there are no pedestrians waiting to cross.

4. APPROVED Minutes from April 10, 2015 Meeting
5. RECEIVED Update on FY16 Budget Development Process, Conan Cheung, Performance Management Deputy Executive Officer, Melissa Wang, Executive Officer, Finance, Timothy Mengle, Budget Director

Metro held a Public Forum to discuss the FY16 Budget on Saturday, April 25, 2015 to receive public input. The operation of buses and trains represents only  $\frac{1}{4}$  of Metro's total budget: building new transportation infrastructure, including Metro rail, freeways, toll roads and regional rail; funding of improvements at the city/local level - such as traffic signals and road improvements; funding for transit operators, Metrolink and Access Services and; bicycle and pedestrian programs and projects. Residents and visitors to LA County provide about  $\frac{3}{4}$  of Metro's annual funding. Each of Metro's sales tax measures, by law, has restrictions on its uses. Portions of funds are reserved for distribution to local communities and pays for improvements and investments in traffic signals, local buses, road improvements, and other mobility projects throughout the county. Mobility needs assessment and conceptual planning include long range transportation, short range transportation, regional short range transit plans and system wide and sub-regional planning. Metro projects are multi-year and in different phases of development. The \$5.56 Billion budget will go towards congestion management, Metro Operations, subsidy funding mandated by ordinance to be allocated to: Transit Operators, 88 Cities and unincorporated areas and local agencies.

Vice Chair Addleman requested a map of Los Angeles County showing the Service Council Regions and amount of funding allocated to each superimposed. Ms. Wang replied that the information will be included in the FY16 Budget Book to be published in September 2015 and that funding is allocated in proportion to each of the regions' populations. There will also be a calculation of the amount of subsidy and service provided by region.

Councilmember Goodhart commented that the Councils of Governments (COGs) are interested in applying for Cap and Trade funding for rail and transit but it is hard to meet the qualifications. The South Bay already has a population of approximately 1 million and does not really want to increase densification; it may not meet the criteria for funding. He suggested that SCAG and COG input be sought on the budget. Mr. Cheung replied that it was a good suggestion. This was first budget outreach process conducted. It was publicized to an email list of over 17,000 which included members of SCAG and the COGs. The next outreach process will concentrate on proving more focused discussions.

Councilmember Gabig commented that Metro's is facing a structural deficit in the near future and asked how it is reflected in the current budget. Mr. Cheung replied that the FY16 is a balanced budget; a structural deficit in is foreseen in FY18 & 19. The cost of maintaining a state of good repair also grows as infrastructure grows. Metro is working to improve performance and cost efficiency, and increase ridership to address the coming fiscal cliff.

Councilmember Szerlip asked if the amount of revenue generated by sales tax as a percentage of the overall budget varies with the changes in the economy. Mr. Mengle replied that added overall the changes are minimal as much of the budget is allocated to capital projects which are namely funded by grants. Councilmember Szerlip commented that the charts show 8% of funding as being provided by fares, tolls, and advertising, but that that the fare box recovery rate is 24%. Mr. Mengle explained that fare box recovery refers to the percentage of costs of operating service that are recovered through paid fares. The amount in the chart refers to those funding sources as a percentage of the entire budget.

Councilmember Szerlip again asked if the South Bay receives a proportionate amount of funding. Ms. Wang replied that funding equity is reviewed across all five Supervisorial Districts, and that all sources of funding being invested are considered including highway funding, bikeways, as well as bus and rail transit costs. When examined in that manner, the South Bay is receiving more than its proportional share of transit funding. The differences between the funding by Supervisorial Districts vs. Service Council regions are minimal. Councilmember Reyes-English asked that a list of approved projects by region and their corresponding budgets be provided.

Chair Franklin asked if there is a policy that limits the amount of the annual budget that can be dedicated to paying off debt or maximum amount of debt that can be assumed. Mr. Mengle replied that each of the revenue sources has specific limits to there is only so much debt that can be issued. There are also several revenue sources that do not permit issuance of debt. When revenues are low, Metro looks at issuing debt to get through the low points.

Ms. Wang explained that future budgets assume that operations will continue at their same service level. Those numbers also include system security, and labor costs. In FY18 there is a minor deficit projected but staff believes it will be able to control through cost controls and federal dollars to run new rail service. In FY19, the federal dollars to operate the Regional Connector and Crenshaw lines will end, leaving a deficit issue. Additional measures Metro is taking to raise revenues includes increasing fare box recovery, cap and trade funding, more ads, parking revenues, and other revenue generating strategies. While Metro has \$1.4 billion in reserves, only around \$250 million is bus/rail eligible. Most of it is earmarked for expenditures such as bus and rail car purchases. The only amount available to mitigate a deficit is approximately \$30 million. Twenty percent of Measures A and C funds are allocated to local returns and go directly to local cities and municipal providers.

Wil B. attended the Budget Forum. He thinks it was difficult for people to get to and parking was expensive. There were a lot of passenger complaints and he thinks it was because of Metro's poor communication with riders and the inability to receive feedback from passengers. Every problem reported to Metro is an opportunity to create someone who loves Metro if it can be fixed rapidly. Metro's Customer Relations business hours are Monday-Friday 8:30am-4:15pm; other transit agencies have longer hours that are more convenient to passengers. It would be great to have transparency on the budget line item showing

geographic distribution of funds spent on projects and how the money is being spent so pressure can be put on Metro to spend effectively.

J.K. Drummond thinks the South Bay was negatively impacted by the Silver Line. The experimental period is over. Through service from downtown to the South Bay has been lost. He questions whether any improvements have been brought to the area.

6. APPROVED Public Hearing to be held on July 17, 2015 at 6 p.m. for Potential December Service Changes, Councilmembers

J.K. Drummond believes it is unacceptable to hold the hearing in Inglewood. He thinks it should be held in San Pedro because of the proposed changes to Line 205.

Wil B. commented that the hearing should be held in the region that will be most affected by the service changes.

MOTION passed to hold a Special Service Council meeting on Tuesday, May 12, 2015 at 9:30am in Inglewood to determine location of the July 17, 2015 public hearing.

7. RECEIVED Director's Report on South Bay Service Performance, Gary Spivack, Deputy Executive Officer

- Bus On-Time Performance: 72.5%; System Goal: 80%; System Average: 75.2%
- Complaints per 100,000 passengers: 3.09, System Goal 3.46, System Average: 3.36
- Miles between mechanical road call: 4,972, System Goal: 4,169, System Average: 6,780
- Clean Bus: System Goal: 8.5, South Bay: 8.49, System Average: 8.70
- Accidents per 100,000 Miles: System Goal: 3.38, South Bay: 3.82, System Average 3.30
- Metro Bus Average Weekday Ridership: 1,105,521

Mr. Greene shared that patron Wil B. had suggested establishing a "Discharge Only" stop at the Mariposa Green Line Station because passengers were missing train connections due to the long walk to catch Line 232. El Segundo Police had previously asked that the stop be removed because of loitering at the stop. The new stop became effective April 2015. Metro recently installed a "Discharge Only" stop at Nash St. Bus detours on Crenshaw affecting Lines 40, 105, 205, 210, 705, and 710 in the Leimert Park area are scheduled to end in May.

Councilmember Szerlip asked for an update on the status of the Green Line Station refurbishment. Some of the Green Line Stations are scheduled to close on the weekends to complete upgrades to the signals and bus shuttles.

Vice Chair Addleman is concerned with the on-time performance report. South Bay is ranked at the bottom for on-time performance but ranked good in customer complaints. Chair Franklin added that there is significant construction in the region which is affecting performance.

Councilmember Goodhart requested a report on what it would cost to extend service hours and to receive customer feedback by voicemail. He agrees with Wil B. that Customer Service hours should be extended.

Councilmember Gabig asked for mapping of where accidents are occurring.

Councilmember Szerlip asked about the “Discharge Only” stop for Line 232 and how it is handled when a passenger wants to get on the bus at the stop. The passenger would be allowed to board but there are no announcements of the stop.

Chair Franklin commented that Inglewood has a number of road improvements and construction going on and asked that it be taken under consideration when collecting on-time data.

Wayne Wright commented that Long Beach Transit conducted a public hearing at Cal State Dominguez Hills regarding an extension change from Gardena to Carson. He is concerned that it will duplicate Lines 205 and 206. Line 246 has been decimated by scheduling. He is concerned that the Long Beach route changes will travel deep into Metro territory. He was recently made aware of the removal of the stop on La Brea Blvd. and Queen St. heading south will be moved to Regent which will result in having to walk farther to the library and Service Council meetings. Chair Franklin explained that the Inglewood Council made the decision to move the stop due to the construction of a new development.

J.K. Drummond traveled to the Sector meeting on the Blue Line and there were three homeless people with carts aboard; this could be a deterrent to ridership. He attended the Westside Central Service Council meeting and heard the proposal about changing the names of rail lines from colors. At that meeting data was shared that the majority of riders are women. He asked for a breakdown of gender of riders during a 24 hour period because he thinks fewer women ride at night due to a higher risk of assault. He wishes the Council would be more informed of changes such as the “Discharge Only” stop. He feels the fare equalization is a problem.

Wil B. feels longer hours of Customer Service would be great but is not sure if Metro has a team of analysts who work on budget issues that can handle that. The Metro complaint form is terrible, is very difficult to fill out, cannot be done anonymously and is not a good customer experience. The traffic on Crenshaw has been a mess and he feels that Metro could do a better job communicating this to passengers. He thanked Mr. Greene on the “Discharge Only” stop but has never witnessed an operator stopping there.

## 8. Council Member Comments and Line Rides

Vice Chair Addleman: Date: 5/4/15; Line: 344; Operator#82221; Bus # 8450; Boarding Location: Silver Spur and Hawthorne; Alighting Location: Harbor Gateway; Time On: 6:15am; Time Off: 7:00am; Bus Cleanliness: Good; There were no brochures, the TV was not on and the floor was not clean. The Harbor Gateway Transit Center was once dirty, skate boarders running around and had unsightly bird droppings but no longer. It is immaculate. He gave credit and acknowledged the security guard who is there from 6am -2pm. He is a

great guy that greets everyone. He suggested placing him at the Silver Line and Line 450 station to decrease the problems because of his very calm demeanor.

Councilmember Szerlip took the Green Line at 2:46pm, on 4/23/15 to attend the Blue Ribbon Committee meeting. It was 10% full. He transferred to the Silver Line; Bus #8372; Operator 1531; it was 10% full; there were trash bags, and schedules for the Blue Line and Bike Week brochures. The bus was 20% full at the Union Station exit. On the return trip he took the Silver Line; Union Station; 6:44pm; Bus 8362; Operator 74581; The driver closed the door on a passenger running for the bus and the driver was extremely apologetic. He greeted everyone who boarded. There were no trash bags. At 7<sup>th</sup> St. the bus was 95% full. Car2Go has announced that it has discontinued its operation in the South Bay and concentrating their service in Long Beach and Los Angeles.

Councilmember Goodhart: Date: 4/22/15; Operator#16328; Bus # 8368; Boarding Location: Harbor Gateway Transit Ctr; Alighting Location: Union Station; Time On: 9:50am; Time Off: 10:27am; Bus Cleanliness: Good; There were trash bags and schedules for Lines 70, 76, 190/194, Expo, Gold, Blue and Green Lines. There were no schedules for the Silver Line and the TV was not on. The operator seemed to be in a hurry causing a rider to holler for him to stop. He attended the Move LA at Union Station along with Councilmembers Love, Jeng, and Deming.

Date: 4/22/15; Operator#77967; Bus # 8373; Boarding Location: Union Station; Alighting Location: Harbor Gateway Transit; On: 1:15pm; Time Off: 1:51pm; Bus Cleanliness: Good. There were schedules for Lines 190/194, Red and Blue Lines. There were no trash bags and the TV was not on.

Councilmember Love rode the Blue Line from the Santa Fe Station and was 75% full. The car was waddling from Florence and Firestone. The operator announced all stops and delays. He attended Move LA.

Chair Franklin shared Councilmember Jeng's report regarding the Move LA Conference. Date: 4/10/15; Line 212; Bus 5507; Run 15; Operator 22337; Boarding Location: Queen St. & La Brea Ave.; Alighting Location: Plymouth St. & La Brea Ave.; Time on: 1:04pm; Time off: 1:11pm; There were no bus schedules and trash bags. The monitor was on but the screen was  $\frac{3}{4}$  black with no sound.

ADJOURNED at 12:30pm