

# Minutes

SOUTH BAY CITIES  
SERVICE COUNCIL  
Regular Meeting

Friday, July 10, 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:  
John Addleman, Vice Chair  
Charles M. Deemer  
Devon Deming  
James Goodhart  
Roye Love  
Don Szerlip

Officers:  
Jon Hillmer, Executive Director  
Gary Spivack, Deputy Executive Officer  
Dolores Ramos, Council Admin Analyst  
Scott Greene, Transportation Planning Mgr.  
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.

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. SWORE in Charles M. Deemer as South Bay Service Council Member
4. SAFETY Tip, Deputy John Apostol

Patrons should not attempt to retrieve items that have fallen on the tracks or in front of or under the bus. If this happens on the bus, notify the operator so that they hold the bus. If it occurs on a rail platform, press the P-TEL button on the ticket vending machine to alert staff so that they can send someone to assist or they can slow the train until the item is retrieved.

5. CARRIED Over Approval of June 12, 2015 Meeting due to lack of quorum by abstention.
6. RECEIVED Update on Green Line Station Refurbishment, James Wei, Project Manager

Metro Green Line (MGL) has been in service for 20 years. In April 2013, repair/repaint of the five stations (Aviation, Mariposa, El Segundo, Douglas, and Redondo Beach) nearest to the ocean was found to be necessary due to corrosion. Repairs began in April 2015 including paint/repair of the canopies, cableways, and guard/hand railings. Metro has requested that special marine grade paint be used. The work will be performed under single tracking or weekend closure (skip-stop) and bus bridging will be provided during station closures.

Councilmember Szerlip asked if it is structurally sound, if marine grade paint is being used, and if the laser guns art installation is also scheduled to be painted. Mr. Wei replied that it is structurally sound, marine grade paint is being used, but that the painting of the guns and sculptures are not in the contract; maintenance of the artwork is managed by Creative Services. Mr. Szerlip asked that this be addressed.

Councilmember Deemer asked the estimated life of the refurbishment. Mr. Wei replied that the work has a 5 year warranty but staff anticipates that it will last 5-10 years.

Andrea Jelks showed pictures of rust oozing out of the cracks in the concrete on the west side of the Green Line Crenshaw Station; she requested that staff review the site. Mr. Wei agreed to discuss with her and to review the pictures.

7. APPROVED Public Hearing to be held at the Grand Annex in San Pedro on September 16, 2015 Regarding Changes to Silver Line and Line 450 Service for Potential December 2015 Implementation, Council Members

J.K. Drummond requested that an end time be posted on the hearing notice so that people know they will have an opportunity to speak if they do not arrive at the hearing start time.

Councilmember Goodhart asked staff to investigate whether listing a hearing end time would be feasible. Ms. Ramos replied that posting an end to the hearing time would create a legal requirement for staff, translators, and the court reporter to remain present for the duration, even if no one showed up to the hearing. Conversely, if not everyone had spoken, they would have to end the hearing at the stated time. She added that she would contact County Counsel to verify whether there are any other legal options and communicate the response to the Council.

Andrea Jelks requested that the hearing be advertised on social media, as it would make it easier for people to send links to one another and potentially increase attendance.

#### 8. ADOPTED the FY16 Service Council Work Plan

The adoption of an annual work plan is a requirement of the Metro Service Council Bylaws. The work plans are an outline of the activities and priorities of each Council for the coming fiscal year. The work plan is to include the process and targets for monitoring transit service, collaborating with Metro's Chief Operations Officer, Service Planning and Scheduling regarding service quality and safety. The plan must be consistent with the Metro Board of Directors adopted mission, vision and goals, and must comply with all Board adopted service standards policies.

Vice Chair Addleman requested the amount of the total budget allocated to each Sector as compared to that Sector's ridership as the percent of the total be reported. He also asked that TAP loading machines be installed at the Harbor Gateway Transit Center as soon as possible.

Councilmember Goodhart asked that outcomes of requests from Council meetings and line rides be reported at later meetings. Councilmember Deming suggested adding a field to the line ride form to indicate whether follow-up is required. Ms. Ramos replied she would update the form and circulate to the Council. The Work Plan will be amended to reflect that staff will follow up and report back on items as appropriate at future meetings.

Councilmember Szerlip commented that he has complained about a noise on the eastbound Green Line at the 405 to Hawthorne. He has attempted to schedule ride-alongs with staff to point out the issue, but they haven't happened. He requested staff follow up on this item. He also requested to accompany staff when they conduct the station cleanliness evaluations. Staff replied that they will continue to notify the Council when evaluations are scheduled.

J.K. Drummond commented that after many years of attending Council meetings this is the first time a work plan has been implemented; he congratulated Metro. There are other operators other than Metrolink that operate in region area such as Amtrak, Santa Barbara, and Bakersfield Airport and he would like presentations by them included.

#### 9. DECLINED to Go Dark for August South Bay Council meeting

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

- Metro Bus On-Time Performance: 74.5%; Goal: 80%; System Average: 76.7%
- Complaints per 100,000 passengers: 3.00; Goal 3.46, System Average: 2.91
- Miles between mechanical road call: 6,226; Goal: 4,169, , System Average: 5,392
- Clean Bus: South Bay: 8.46; Goal: 8.5, System Average: 8.67
- Accidents per 100,000 Miles: 4.08; Goal: 3.38, System Average 3.84
- Metro Bus Average Weekday Ridership: South Bay 315,217 of 1,076,802 System-wide
- The long turnaround time to receive Senior and student TAP cards noted at last month's meeting was due to an influx of requests student cards and staff shortages. The TAP office is working diligently to reduce the wait times.

Councilmember Szerlip asked that Supervisor Ridley-Thomas be notified of the Council's preference for a TVM to be installed at Harbor Gateway Transit Center. Councilmember Goodhart suggested working with Supervisor Ridley-Thomas' Deputy Riccitiello to evaluate the best location within the District to install a TVM as part of the pilot program. Ms. Ramos commented that the TAP Department has named Harbor Gateway Transit Center as a top priority for TVM placement; staff will forward a copy of the letter that the Council previously signed in support of TVM installation at Harbor Gateway Transit Center to the Metro Board.

Councilmember Goodhart asked what actions are being taken to resolve customer complaints. Mr. Spivack replied that he would bring additional information to a future Council meeting.

Councilmember Love asked if any of the new buses have been initiated into the system and why South Bay's accident rate is on the rise. Mr. Spivack will report back on a breakdown of the types of accidents. Divisions 5 and 18 have been assigned 108 new buses. The accidents in the South Bay tend to happen outside of the region's geography in the most congested areas where there is construction and narrowing of lanes. The majority of accidents consist of side swipes and striking of fixed objects.

Councilmember Deemer asked if Metro has looked into how much ridership is going to Uber and Lyft. Mr. Spivack replied that Metro is studying integration of ride sourcing services such as Uber and Lyft into first-last mile solutions; Dallas is currently doing this.

J.K. Drummond requested that a TAP reloading machine be installed at the San Pedro County Service building. He suggested that both of the region's County Supervisors be notified to help with this.

11. PUBLIC Comment on Items Not on the Agenda

Marie Bryant suggested that any suggestions or requests made to the Metro Board be copied to the region's County Supervisors and the Mayor of Los Angeles because he has 4 votes on the Metro Board.

Andrea Jelks attended a Metro Board meeting and had an opportunity to speak with Ann Kerman, Chief Communications Officer and Bob Holland, Chief Operations Officer. She was assaulted in June because she complained that a passenger had two dogs that weren't service animals with her on a bus; LASD was called and the woman was escorted from the bus. She has communicated with several other transit patrons via social media and the woman is well known for doing this regularly. The lack of fare enforcement and the constant requests for courtesy rides affect the timeliness of the service. People also bring large shopping carts onto the bus. The lack of enforcement affects the customer experience and negatively affects ridership.

Wayne Wright commented that the woman boarding buses with her two dogs has been a major problem in the South Bay and Westside for years. There is also a patron who rides Line 212 with his pit bull. The buses are becoming zoos, particularly at night. When riding transit, he has to deal with the mentally ill, homeless, people drinking alcohol and playing loud vulgar music on their radios. These behaviors are a problem and need to be stopped.

Mr. Spivack explained that ADA law does not require that service animals have a vest, collar or anything indicating whether they are service animals. Operators cannot refuse service to someone for bringing an animal if they state that it is their service animal.

J.K. Drummond thanked Inglewood Mayor James Butts for introducing a motion to extend Silver Line service. The Line 232 schedule has been changed to where the names of the time points read horizontally instead of vertically, making it hard to read. He feels it should be changed.

## 12. Council Member Comments and Line Rides

Councilmember Goodhart: Date: 7/6/15; Bus #8146; Boarded Line 232 north at: Prospect & Pacific Coast Hwy; Alighting Location: Rosecrans & Sepulveda; Time On: 11:25am; Time Off: 11:56am; Bus Cleanliness: Good; there were 25 passengers aboard, no trash bags or schedules and the Transit TV was not on. The Operator offered assistance and answered questions.

Date: 7/22/15; Operator #77967; Bus #8373; Boarded Metro Silver Line south at: Union Station; Alighting Location: Harbor Gateway Transit Center; On: 1:15pm; Time Off: 1:51pm; Bus Cleanliness: Good.

Cap and Trade funding is available to SCAG but unfortunately the funding requires transit corridors with high value service which is defined as 30 minute headway. He requested information on which South Bay lines have those minimum service levels to focus potential efforts on obtaining funding. Staff replied that they would provide this information to the Council.

Councilmember Deming took Line 625 to the Green Line to the Silver Line on 6/24/15 and noticed a fire in the planter at Harbor Gateway Transit Center. She used the LA Metro Transit Watch App to call help. The fireman told her this happens often due to people putting out their cigarettes in the planters, which are filled with wood chips. She suggested

that the dried wood chips be changed to rocks or something less flammable. On July 8, she rode downtown and witnessed a verbal altercation between a patron and operator. The operator told the patron that she was going to call the Sheriffs, but they never showed up. On the same day, she rode Line 625. The operator was in training and stopped at every stop for a long period of time even when there was no one waiting at the bus stop. The driver made a right turn from Aviation to Imperial Hwy in the middle of the Green Line construction zone to pull over and stopped when he could have stopped at the last bus stop across the street. Maybe he was running hot. She noticed fare checkers on the platform. One was assisting a customer and the other was checking TAP cards while taking a personal call on their cell phone. It was an awful image for Metro. She then attempted to ride the Silver Line southbound; the south end of the Harbor Freeway platform an area was taped off for construction. The bus she was waiting for pulled up in the construction area where she wasn't standing, causing her to miss her bus.

Councilmember Deming noted that the literature and website regarding the Dodger Express Shuttle does not mention that service also originates from the Harbor Gateway Transit Center; it only makes mention of service from the South Bay. She requested that the Marketing Team add the Harbor Gateway Transit Center to future printings and update on the website.

Councilmember Szerlip requested a presentation on effectiveness of the Transit Court system. On 6/25/2015 en route to the Blue Ribbon Committee meeting he took the Green Line from the Redondo Beach Station. It was 40% full, by the LAX Station it was 125% full and more at the Crenshaw Station. He took the Silver Line at 3:45pm; Bus 8371; Driver 22474; there were trash bags but no schedules. A sign was posted alerting passengers the new schedules will begin on June 30<sup>th</sup>. The bus was 35% full. He returned on the Silver Line at 7pm at Union Station; Bus 8385; Driver 75940; It was 70% full at 7<sup>th</sup> and Flower. He transferred to the Green Line Station and that was 70% full.

Councilmember Addleman: Date: 7/6/15; Line: 344; Operator #80694; Bus #8146; Boarded at: Silver Spur & Hawthorne; Alighting Location: Harbor Gateway; Time On: 6:20am; Time Off: 6:55am; Bus Cleanliness: Good; the driver was courteous to every passenger. The TV was not on.

Date: 7/6/15; Line: 344; Operator #80694; Bus #8308; Boarding Location: Harbor Gateway; Alighting Location: Silver Spur; Time On: 7:15am; Time Off: 8:00am; Bus Cleanliness: Good. When Line 344 was ready to depart, a Metro car driven by an MV Supervisor parked in the bay for Line 344. When Councilmember Addleman inquired with Security Guard Earl Coke, he said the supervisor had gone to the restroom. He requested that Mr. Coke get her to move her car. It took her 10 minutes to return. It was a huge safety hazard with various bays being blocked and a line of 25 passengers started to form. The TV monitor was not on. The bus was clean and the driver was very courteous and said, "Good morning" and "Have a nice day" to every passenger. The operator handled the parking problem most professionally.

ADJOURNED at 12:04pm