

# Minutes

Friday, August 14, 2015  
9:30 - 11:30 AM

SOUTH BAY CITIES  
SERVICE COUNCIL  
Regular Meeting

---

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  
Charles M. Deemer  
Angie Reyes English  
James Goodhart  
Roye Love  
Don Szerlip

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

---

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

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

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 John Apostol

If there is an emergency on the bus or rail, dial 911. To report a non-life threatening incident dial LASD dispatch at 323-563-5000. Metro's Customer Relations Department was asked if gasoline can be brought on to bus and rail. Gasoline and motorized bicycles and scooters are not permitted on board buses or trains. Hazardous fluids are not allowed on Metro property.

4. APPROVED Minutes from July 10, 2015 Meeting with abstention of Chair Franklin and Councilmember English
5. RECOGNIZED Division 5 Bus Operator Robert Richardson, Division 18 Bus Operator Poinsettia Mark, and Custodian Lawrence Sears; presentation given by Gary Spivack, Deputy Executive Officer, Regina Bird, Division 5 Manager, Lilia Montoya and Sherry Walker, Division 18 Managers, Chris Limon, Facilities Maintenance Manager

Operator Richardson was recognized for his outstanding driving record, Operator Mark was recognized for her exceptional customer service skills in working with ADA patrons, and Custodian Sears was recognized for assisting a patron who was the victim of an attempted crime.

6. RECEIVED Presentation on Annual Customer Survey and Fall Survey Preview, Jeff Boberg, Transportation Planning Manager, Strategic Initiatives

Metro conducts a semiannual customer satisfaction survey focus on a variety of issues. The most recent survey collected nearly 20,000 responses and was completed in spring of 2015. Overall, perception of Metro performance has been increasing, as has access to cell phones and smart phones. The survey also included a series of questions addressing sexual harassment and makeup of households of Metro patrons. Metro has also developed an extensive campaign to address the problem of sexual harassment.

Councilmember Deemer asked how the poverty line is defined. Mr. Boberg replied that Metro uses the Federal Poverty Level guidelines, which is a combination of persons per household and household income.

Vice Chair Addleman asked how operators are instructed to respond to incidents of violence or harassment. Mr. Boberg replied that after reviewing the initial survey results regarding harassment a few years ago, Metro partnered with nonprofit Peace over Violence to develop an awareness campaign with Metro's Communications Department called "Sexual Harassment: It's Off Limits." Metro is working with law enforcement to implement the

campaign and CEO Phillip Washington has distributed instructions to all employees on how they should respond to reported incidents.

Councilmember Szerlip asked if the survey asks whether the perpetrators of harassment are Metro employees or other patrons. Mr. Boberg replied that the survey does not gather information on who the harassers were, only whether patrons have experienced it. Mr. Spivack added that the overwhelming majority of sexual harassment is passenger on passenger and the involvement of an employee is extremely rare.

Councilmember Szerlip asked how the occurrence of harassment on Metro services compares to that outside of transit. Mr. Boberg replied that Metro ranks much lower than other cities in the world as far as reported harassment and assaults on transit. Outside of transit, statistics are much higher. Councilmember Szerlip suggested that Metro publicize that sexual harassment on Metro is only a fraction of what it is in everyday society and using Metro is safer than walking on the street.

Councilmember English commented in general, women have it bad regarding harassment. While she understands that some individuals on buses may not be mentally stable, she encourages women to be street smart and report incidents. She asked how the survey data is shared throughout the Metro organization. Mr. Boberg replied that the survey results are first shared with the Board through a Board Box report. They are then shared through the Metro web page and article on The Source. Senior staff is briefed and public presentations are made to share the data.

Councilmember English asked what Metro is doing to provide a safer environment. Mr. Boberg replied that when Metro first gathered data regarding harassment, he met with the Communications Department and former CEO Art Leahy to develop a holistic program that included Operations, Communications, and partnered with Peace Over Violence to develop the awareness campaign to address the issue. Councilmember English suggested collaborating with additional organizations with expertise in the field and inviting them to participate in line rides in order to identify other ways that Metro can increase safety. She shared that several years ago, she was attacked while waiting for an RTD bus; that experience has contributed to her commitment to serving on the Council to advocate for Metro to ensure ridership safety.

Councilmember Goodhart commented that he hasn't seen any of the sexual harassment campaign posters or car cards with instructions on where to call or to report to an operator. It would send a strong message to people that Metro is sensitive to the situation and is taking action to help prevent it.

Councilmember Love agrees that incidences where people are seen urinating may be perceived as harassment. He asked if there is space on the survey to allow people to explain incidents they've experienced in detail. Mr. Boberg replied that there is not room. Sometimes people do write additional information on the survey; if details regarding an incident were shared, they would be turned over to law enforcement.

Councilmember Deemer asked if the results have been shared with the municipal operators to see if they have similar issues. Mr. Boberg replied that most agencies don't conduct

surveys regarding sexual harassment because it may force them to address such issues. He will attempt to get additional information from the municipal operators.

Deputy Apostol explained that the Transit Watch App is a distinct cell phone application separate from the Metro App. It can be found at [transitwatchla.org](http://transitwatchla.org) or downloaded for iPhones or Android phones. When an incident occurs, patrons can report via the Transit App, by calling LASD dispatch at 323-563-5000, using the P-Tel when on the platform, or telling the operator. Operators have the ability to record video and audio on the Smart Drive System that can be heard and seen by dispatch. Verbal harassment cannot be cited. The Sheriffs do need people to report incidents so that they can respond, but many times people don't. Mr. Spivack shared that the Transit Watch cell phone application can be used to report incidents anonymously in real time; reports are sent directly to Bus Operations Control facility and LASD.

Councilmember English asked if a victim would be required to fill out an incident form with the operator. Mr. Spivack explained that the operator completes and submits the form at the end of their run. Councilmember Goodhart asked how many reports are received. Deputy Apostol replied that the forms LASD receives 1-2 forms per week for various reasons from fare evasion to illegal parking. Mr. Goodhart requested that data regarding the number of forms submitted and actions taken be shared with the Council.

Chair Franklin commented that he thinks the survey should include questions regarding harassment at bus stops in addition to on the bus.

Mr. Meyers asked about the methodology used to collect the surveys. He asked about the reference to the countywide survey of nonusers and the source of that information. Mr. Boberg explained that bus lines carrying 98% of Metro's passengers were surveyed, with a goal of a minimum of 70 completed surveys were collected per bus line. Not all bus lines reach this goal. Segmented sampling was used; on high ridership lines, more surveys were collected and fewer on low ridership lines.

Andrea Jelks takes hundreds of buses that are considered problematic and she has never seen LASD on the bus. Riders must see law enforcement to reassure them that unwanted and unruly conduct will not be tolerated by Metro.

Wil B. asked if it would be possible to publish the full data set with confidence intervals. As an informed transit user, he could not believe that the Transit Watch app was separate from the Metro app and must be used in order to report an incident. He would encourage the two apps to be integrated and that more be done to inform passengers about how to report incidents.

Michael Bazemore suggested that LASD ride the bus/rail both in uniform and undercover to discourage incidents, instead of only coming on after something has occurred. He has witnessed many incidents on the buses.

J.K. Drummond thanked Councilmember English for sharing her story and commented that a Westside Central Councilmember shared similar experiences at a previous meeting. He requested that data regarding male/female ratio of passengers by hour of the day be collected

and analyzed in conjunction with reported incidents of harassment. In his experience, he sees far fewer women riding after dark. He also thinks some riders are being harassed about their sexual orientation or gender identity. He agreed that the harassment campaign posters and car cards should be on vehicles and thinks announcements should be made on the bus and train auto annunciators.

Councilmember Goodhart asked about the rate of harassment of operators. Mr. Boberg replied that they were not surveyed. He knows it is an issue but didn't have any data regarding frequency. Mr. Spivack added that incidents are recorded as operator assaults, depending on the severity, and are tracked. Metro has begun installing operator barriers and monitors as a deterrent to operator assaults.

#### 7. RECEIVED Report on South Bay Performance, Gary Spivack, Deputy Executive Officer

- Metro Bus On-Time Performance: 74.5%; System Goal: 80%; System Average: 76.7%
- Complaints per 100,000 passengers: 3.71; System Goal 3.46, , System Average: 3.52
- Miles between mechanical road call: 6,226, System Goal: 4,169, System Average: 5,392
- Clean Bus: System Goal: 8.5, South Bay: 8.45, System Average: 8.68
- Accidents per 100,000 Miles: 3.29; System Goal: 3.38, System Average 3.46
- Metro Bus Average Weekday Ridership: 1,028,281
- June 2015 Pass up Analysis: System-wide pass-up complaints: 227; Valid complaints: 37%; Complaints not validated: 144; Pass-ups because of occupied seat: 6; Pass-ups due to overloads: 8

Vice Chair Addleman asked how fare evasion is enforced by the driver. Mr. Spivack replied that they are instructed to quote the fare once and to record the short or no pay on the fare box. If patron ignores them, they are not to confront them so as to avoid a verbal or physical confrontation with the passenger. Councilmember Goodhart asked what the cost impact of fare evasion is on the system. Mr. Spivack replied that Metro is trying to generate a more precise estimate, but that it is estimated to be 1% per month.

Councilmember Deemer suggested working with cities to move stops to cut down on vehicles turning in front of buses. He asked how no fare/short fare evasion correlates with ridership in the various Council regions. Mr. Spivack replied that there is limited data generated by the operators recording short fare or non payment but that many instances are likely missed for various reasons. The data has not been correlated to the various regions.

Councilmember Love commented that he was struck by the number of complaints for operator discourtesy. Mr. Spivack replied that the numbers represent systemwide complaints and that some of the complaints are a matter of perception. He will do more research regarding the content of the complaints and report back at a future meeting.

Mr. Meyer asked whether the public can attend the Service Council Meet and Confer with the CEO. Ms. Ramos stated that the meeting is open to the public.

Wayne Wright noticed 3800 series buses from Division 5 and asked if they are new buses coming in. Mr. Page replied that they are part of a batch of New Flyers buses starting with 3850.

Wil B. commented that he would not advocate for operators stopping the bus until a person pays or leaves the bus. While he wants people to pay their fares, he also wants the bus to keep moving. When there are delays, everyone is punished; delays can cause some to miss their transfers. He agrees that those who make it a habit to not pay should be addressed. He has had the misfortune of not having fare at 11pm but the operator granted him a ride. He hopes that Metro would not cause a person to walk home the 3 miles in the dark because of not having \$1.75.

J.K. Drummond commented that unfortunately it is the hoodlum element that are the fare evaders and that they deter people from riding. Torrance Transit and Long Beach Transit stop the bus and will not move until law enforcement arrives or the person gets off of the bus. He is in total disagreement with his fellow transit advocate.

#### 8. PUBLIC Comment not on the Agenda

Michael Bazemore waited for Line 442 for 30-40 minutes 3 days in a row before being told that it was canceled. There were no leaflets or posters on the bus or at the bus stop but he found the information on the Metro website. He and other riders would like the 5pm bus service restored. School children, LA Trade Tech and USC students will need that service in September. Scott Page, Transportation Planning Manager, explained that as of December 2014, Line 442 was reduced by one trip because ridership had fallen by 20% so Service Planning felt it could be eliminated. There are 5:08pm and 6:03pm trips available. The average load is 14-30 people using a 45-ft. bus. The biggest stops going down Manchester are Crenshaw, Western, and Vermont. People are transferring from using Line 442. Riders can stay on the bus and take the Expo Line which lets out at 7<sup>th</sup>/Metro which is the heaviest stop for Line 442. Chair Franklin added that the Line had been subject to review due to low ridership and that the Metro Board opted to continue the line for a one year study. Mr. Page added that since the ExpressLanes have generated funding for reinvestment in the region, the Silver Line stop at Manchester has been improved with lighting and many of the former Line 442 riders are now using that service which is more frequent.

J.K. Drummond loves the new buses because they are very inviting. A Metro Board Report for the proposed Silver Line southward extension limits the stakeholders to transit providers and denies the need for reinstatement of through one seat service between Pales Verdes, Torrance, Redondo Beach and Gardena to Downtown Los Angeles which was lost when the Hot Lanes started. He thinks that Metro doesn't realize that passengers are stakeholders but that their competitors are. Reinstatement of full day San Pedro to Los Angeles service is a good step but the west side of the South Bay needs those services restored that were lost with the imposition of the Silver Line. He is concerned that the proposed BRT type service on San Pedro's Pacific Ave may mean fewer stops. The buses used on the Silver Line are a light weight model, have a rough ride, are 4 years old, are not as good as the newer standard size 40-ft buses and there is a concern about being able to turn them around on San Pedro's narrow streets. All of the possibilities have not been explored to turn around at 22<sup>nd</sup> Street

and the service should not be truncated at 7<sup>th</sup> Street. He requested that a map of San Pedro be prepared for the public hearing. OCTA's newest schedule restricts the size of luggage allowed onto their buses and he thinks this issue will soon come to Metro. People are bringing too much luggage/carts on board.

Wayne Wright commented that Long Beach Transit is expanding their Line 1 route to Cal State Dominguez from the Del Amo Station via Avalon and Victoria, streets that also serve the South Bay Pavilion and Stub Hub Arena. Big Blue Bus will be doing a 4 phase service change this year in anticipation of the Expo Line extension. He requested that Big Blue Bus Line 14 and Line 108 layover together at Jefferson and Mesmer. He asked that Metro Line 110 service be extended on Sunday to Lincoln Bl on Jefferson west of Centinela, same as the daily service to Lincoln to connect with the Big Blue Rapid 3.

## 9. Council Member Comments and Line Rides

Councilmember English expressed concerns regarding the safety of the bus stop at Rosecrans and Douglas due to recent construction. The bench is now directly on top of the sidewalk and there is no walking space on the sidewalk.

Date: 07/26/15: Time: 3:40PM: Line 40; Bus 9263; Boarded at: Hawthorne & El Segundo Blvds. Alighting Location: South Bay Galleria. The bus arrived on time, driver was helpful and answered passengers' questions. There were limited bus schedules and no trash bags available but the bus was clean. Auto announcer was in operation but the monitor was off. There were 40 passengers on board and a bike rider. It rained and she got a little wet but she enjoyed the bus ride along with her two daughters.

Date: 08/06/15: Time: 7:00pm: Line 125; Bus 11037; Operator 86302; Boarded at: Rosecrans & Prairie; Alighting Location; Plaza El Segundo. On time arrival, driver was extra nice and smiling, very good with riders and assisted with questions. Bus was clean and trash bags were available. Monitor was not working, auto announcer on. A few bus schedules were available near back side door but the shelving for bus schedules in front was missing and there were no bus schedules available for passengers seated in the front of the bus. There were 5 passengers on the bus.

Date: 08/06/15: Time: 8:20PM: Line 125; Bus 11037; Operator 86302; Boarded at: Douglas & Rosecrans. The stop was missing a post. No one would have any idea that it was a bus stop unless they were using the Metro app. The bus was on time, the driver was extra nice, smiling (we got the same driver). The driver assisted a wheel chaired gentleman and asked if he wanted to be strapped in. The passenger replied, "Yes, because I want to be safe." The bus was clean and trash bags available. The monitor was not working but the auto announcer was on. There were a few bus schedules available near the back door however the shelving to hold bus schedules in front of the bus was missing. There were 9 passengers on the bus.

She observed a teenager who was short 0.75 for fare who told the operator before asking to board. She offered the girl the money. She assisted at the Jazz Festival held in Council District 9 and roughly 500 TAP cards with a value of \$5 were given as an incentive for filling

out a survey. She thinks it is good when Metro has the opportunity to partner with community organizations.

Councilmember Szerlip boarded the Green Line at 6:44am to attend Metro's 25<sup>th</sup> Anniversary Celebration; it was 3% full. He transferred to the Silver Line at 7:10am; Bus 8399; Operator 9344; the operator was friendly, there were no trash bags. There were some schedules but none for the Silver Line. The driver announced the stops very clearly. He boarded the Silver Line for the return trip at 10:57am at Flower & Pico; Bus 8360; Operator 76937; there were trash bags but no schedules, was 20% full and the driver was friendly and welcoming. He got on the Green Line that was 60% full.

Councilmember Goodhart: Date: 8/13/15; Operator 70845; Bus 11050; Boarded Line 232 North at: Hawthorne & PCH; Alighting Location: Rosecrans & Sepulveda; Time On: 2:10pm; Time Off: 2:45pm; Bus Cleanliness: Good; The bus was clean, with 13 passengers, had trash bags, there were schedules for Lines 128, 205 and 232. The Operator was friendly and courteous and called out upcoming stops. A student did not pay full fare and a rider asking for information was cautioned to step behind the yellow line. The operator was very responsible and he commends her efforts of being in charge of the vehicle at all times.

Date: 8/13/15; Operator 85611; Bus 11038; Boarded Line 232 South at: Sepulveda & Rosecrans; Alighting Location: Hawthorne & PCH; On: 3pm; Time Off: 3:35pm; Bus Cleanliness: Good; There were 15 riders on board; bus was clean with trash bags and schedules for Lines 128 and 232. At Avenue A and PCH, two trash receptacles partially blocked the exit at the rear of the bus and the operator asked passengers to exit out of the front. The interior temperature was warm and the air conditioner was dripping water.

Vice Chair Addleman: Date: 8/10/15; Line 344; Operator 80694; Bus 6119; Boarded at: Silver Spur & Hawthorne; Alighting Location: Harbor Gateway; Time On: 6:20am; Time Off: 6:55am; Bus Cleanliness: Good; It was one the newer buses and was clean, brochures and schedules were available, the security cameras operational and rode very well.

Date: 8/10/15; Line 344; Operator 80694; Bus 6119; Boarding Location: Harbor Gateway; Alighting Location: Silver Spur & Hawthorne; Time On: 7:15am; Time Off: 8am; Bus Cleanliness: Good; Bathrooms were clean and operational at Harbor Gateway. The offending supervisor of MV from last month's report has not been seen. The driver was professional and courteous to all; it was a very good ride.

Chair Franklin: Date: 8/12/15; Line 710 South; Operator 83818; Bus 7595; Boarded at: Crenshaw Blvd. & Imperial Hwy; Alighting Location: Crenshaw Blvd. & Rosecrans Ave; Time On: 9:41am; Time Off: 9:51am; Bus Cleanliness: Good; The bus was clean but had no trash bags. The bus driver did not greet passengers and only observed payment but waited for passengers to be seated before driving off. There was a bike in the rack and schedules for Lines 117, 126, 754 and Go Metro to Dodger Stadium in the racks. There were LASD and black and whites at the Green Line Station observing the area. He returned on Line 210 North at 9:53 AM; Operator 25937; Bus #8649 to Crenshaw and 116<sup>th</sup> St.

ADJOURNED at 12:44pm