

# Minutes

Friday, October 9, 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 9:30 a.m.

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**Council Representatives:**

Ralph Franklin, Chair  
John Addleman, Vice Chair  
Charles M. Deemer  
Angie Reyes English  
James Goodhart  
Roye Love  
Don Szerlip

**Officers:**

Jon Hillmer, Executive Director  
Gary Spivack, Deputy Executive Officer  
Scott Greene, Transportation Planning Mgr.  
Dolores Ramos, Council Admin Analyst  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Danielle Valentino, Comm. Rel. Mgr.  
Christina Goins, Office of the Board Secretary

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ដើម្បីទិញធានារ៉ាប់រងអ្នកបកប្រែ Metro ម្នាក់ សូមទូរស័ព្ទតាមលេខ 323.466.3876។

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 Call and Introductions
3. SAFETY Tip, Deputy John Apostol

October is Cyber Awareness Month. Make sure to use secure passwords and not to open emails and links from people and places you don't know in order to keep hackers at bay.

Security kiosks are being installed at stations throughout the system. Each rail line will have a few of the kiosks. The kiosks will be staffed by security and Sheriff's Department staff on a rotating basis. Metro is also implementing use of Skywatch, a kiosk tower with infrared cameras and radio equipment that can be put at various locations to observe parking lots or events with large crowds. It provides a birds-eye view of any possible problem and can be moved from one location to another depending on events or in response to criminal activity. It also provides the ability to feed video streams to be viewed remotely from other locations.

4. APPROVED Minutes from September 11, 2015 Meeting with Corrections submitted by Councilmember Szerlip
5. ACCEPTED Summary of Public Comments and Staff Report and APPROVED Service Changes on Metro Silver Line 910 and Line 450 for December 2015 or Later, Scott Page, Director, Service Performance Analysis and Service Council Members

Councilmember Goodhart asked if the concerns of those in opposition to the change were addressed. Mr. Page replied that at the hearing, he clarified aspects of the proposal that seemed to have been misunderstood based on public comments via a brief question and answer period. The current proposal resolves many of the issues and concerns raised. The people who wrote in but didn't attend the hearing didn't get the benefit of the additional information shared at the event. Due to the mandate that materials be published far in advance, all of the information wasn't available to share with the public at publication time. To make sure the change goes smoothly, Service Planning will get everything out much further in advance than usual and will put together an information packet for the operators.

Councilmember Szerlip asked if the Title VI and Equal Justice analysis is completed by Service Planning or another department. Mr. Page replied that it is completed by Service Planning, but is shared with the Civil Rights Department for review and approval. The Board also approves the analysis.

Councilmember Szerlip commended staff for their consideration and responsiveness to public comments in adjusting the proposal. He asked if the final report had been shared with the public. Mr. Page replied that it had been emailed to public hearing attendees and posted online. Several positive replies have already been received in response.

Councilmember Goodhart asked about the distance between the southbound stop on Harbor Bl and the new southbound stop on Beacon St in San Pedro. Mr. Page replied that it is a 1-block distance which should not be a problem. The Downtown 8<sup>th</sup>/Figueroa stop will be removed but the service will continue to stop at Olympic and at 7th. The 8th Street stop has a huge parking lot and a few office buildings, but was not heavily patronized. About 15 patrons alight at 5th/Flower, but most debark at 7th/Metro.

Mr. Meyers commented that from the map provided, it looks like a stop is being eliminated. Is that correct? Mr. Page replied that the 7<sup>th</sup>/Metro stop will still be served, on Lines 950 and 910, and both travel down to 22<sup>nd</sup> St.

Wayne Wright commented that Local Line 246 only runs every hour. There aren't many alternatives as San Pedro DASH service shuts down early, and Long Beach Transit Line 142 to San Pedro only goes to Ports O'Call Village. He doesn't understand why people should have to pay \$2.45 to ride locally from 22nd to 1st St. on Pacific on Line 910 or 950. He requested that Line 246 headways be improved. Mr. Page replied that Monday to Friday from Paseo Del Mar, service runs every 20-30 minutes in the peak hours up until 8:48 am. Then it runs every 50 minutes to hourly until 2:19 p.m., then frequent returns to every 20-30 minutes. It runs every 60 minutes for only a few hours in the mid afternoon. It runs similar service on weekends. There may be room for some improvement but other than mid days, service is already more frequent than hourly.

Clay Marshall commented that Line 246 is the main artery in and out of coastal San Pedro. The area is currently underserved. He distributed a handout with a suggested reroute of Line 246 via 22<sup>nd</sup> St, Miner St, and Harbor Bl. It is difficult for him comment on any changes to be made to Line 246 as timetables have not been published. He encouraged staff to be more specific in the future and to advertise service changes in Random Lengths and The Daily Breeze. He thinks that would be more effective than placing ads in the Los Angeles Times

Mr. Page explained that the fare for the new service will be \$2.50 to downtown. Line 450 allows people to board and alight in San Pedro for \$1.75. In order for the TAP system to work properly, fare for the new Line 950 will be \$2.50. Line 246 still provides local service in San Pedro for \$1.75. , Line 450 only carries 450-500 people in San Pedro, a very small portion of the total ridership. They can use Line 246 or the San Pedro DASH if they don't want to pay the higher fare.

Vice Chair Addleman asked what the average Line 246 ridership is. Mr. Page replied that he would provide information regarding weekday and weekend ridership to the Council.

Councilmember Szerlip asked if staff will have to wait for the next cycle of service changes to reevaluate and further modify the service. Mr. Page replied that staff has been working with City Councilmember Joe Buscaino, DASH and their consultant on how to address San Pedro's transit needs. The main obstacle to providing additional service in San Pedro is that there are only 3 usable streets - Gaffey, Pacific, and Harbor. The east-west streets are too narrow to run service. To provide more access, DASH service would likely have to be expanded. The window for December shakeup service changes has closed. Staff can review how the service changes function and propose additional improvements for June 2016.

Wil B. commented that the outreach and responsiveness completed for this service change should be standard practice. So often there are misunderstandings that could be easily resolved. The forms for people to contract Metro are difficult to complete so no one wants to use them. He recommended sharing information online regarding service changes. He thinks it will be confusing to use the Silver Line name with 2 different lines with two different endpoints. He thinks a consistent numbering scheme will help reduce confusion.

6. RECEIVE Presentation on Regional Service Changes and Bus Stop Consolidation, Scott Greene, Transportation Planning Manager

Trips are being shifted on Line 625 to accommodate LAWA staff. At Aviation Station, Beach Cities Transit is now stopping at Bus Bay 8, giving patrons the opportunity to ride Beach Cities Transit or Line 625. Culver City Line 4 is going to be extended west from Fox Hills Mall along Jefferson Blvd. Metro Line 110 will continue along same route and staff will monitor loads to utilize resources efficiently. Big Blue Bus has already extended Line 14 down to Bluff Creek. Line 438 has added trips to their Line 438 and started a new branch from Marine/Redondo Beach Station Park & Ride.

Torrance Transit is adding additional trips to their Line 4 service to downtown Los Angeles. They currently run 4 trips in each peak period (8 trips per day). The additional service will help relieve some of the overloads on Line 450 and the Silver Line, and was funded with ExpressLanes funding.

A small amount of Local 204 resources are being shifted to Rapid 754 to improve headways from every 6 to every 5 minutes. Local Line 204 will run slightly less frequently. In looking at boardings at shared stops, there's a much higher demand for the rapid. Staff will monitor to see if Rapid ridership goes up.

A bus stop consolidation project is being implemented to increase bus speeds by increasing system-wide stop spacing. Stop removals will not be greater than the average distance indicated by Metro's Transit Service Policy. Stops serving as unique connections to other transit services or destinations will not be discontinued. Metro will alert patrons of stops changes through signage at affected stops and on-board Service Change Notices with implementation phased in over the next year. Each removed stop will remain as a place holder for three months so that if need be, it can easily be reinstated.

Councilmember Deemer asked if the Big Blue Bus bays at Aviation Station were moved because Big Blue Bus (BBB) needed an additional bay. Mr. Greene replied that it is the end of the line and they need an open bay to discharge. Councilmember Deemer asked why Line 110 and Culver City Line 4 don't extend down to Lincoln Blvd. Mr. Greene replied that there isn't a turnaround loop at Lincoln Blvd.

Councilmember Deemer asked if bus stop consolidation would affect both Local and Rapid service. Mr. Spivack replied that the stop spacing would primarily apply to Local lines, which are more affected by traffic. If there is an opportunity and ability to combine split stops, that will be done if there is sufficient street space and no obstacles.

Councilmember English expressed concerns regarding stop removals causing people to walk further to reach a stop. She asked how those concerns will be addressed. Mr. Greene replied stops targeted for removal are very lightly used and usually don't have anyone waiting at them. Though rarely used, the operator still has to slow and cover them. Line 204 was selected in response to operator feedback regarding unused stops. There will be a process for people to comment on stops removed and if there is a need, the stop may be returned to service. Councilmember English asked that street furniture and lighting also be considered before being removed. Mr. Greene replied that those aspects are being considered.

Mr. Page added that the bus stop consolidation exercise is only being conducted on three lines in each Council region as a pilot. If there is currently street furniture or shelter, the stop will be maintained. Merging frequently in and out of traffic can make buses more vulnerable to accidents.

Councilmember Szerlip asked how many stops along Jefferson Blvd. circumvented by Culver City Bus are served by Metro, and if Metro is going to consider reducing Line 110 service where Line 4 serves the route. Mr. Greene replied that westbound there are 3-4 stops, and eastbound, 1-2. Metro will monitor service levels and may thin a couple of peak hour trips from Line 110, but will coordinate with Culver City bus.

Councilmember Szerlip mentioned that there are two parking lots at Redondo Marine Station. Because the station is a terminus, the south lot adjacent to the hotels is rarely full. The north lot is getting more crowded. He asked that signage be added to direct people to the parking across the street. Mr. Greene replied that signage issue will be mentioned to appropriate staff; a signage upgrade should be addressed through the Green Line rehabilitation project currently under way.

Councilmember Goodhart asked if the cause of the average bus speed decline is due to traffic. Mr. Greene replied that it is, and that schedule times are based on average travel times. If buses are not meeting the schedule because of traffic, the schedules are modified to add running time where needed.

Chair Franklin commented that he is concerned with the costs for removal of trash cans and benches passed onto cities when bus stops are removed. He thinks the trial may be detrimental to riders who rely on the removed stops.

Wayne Wright commented that Line 110 runs until around 10 pm. Culver City Bus proposed service would only operate 6 days a week, and Saturday service would only run from Culver City Transit Center to Playa Vista; it would not go to the Expo Line Station or Jefferson Blvd to West LA Transit Center on Saturdays. This will leave Line 110 without Sunday service. The bus truncates before Lincoln because the restroom facility was moved farther. He would like it to go to Villa Marina Shopping Center or Fisherman's Village. BBB Line 14 expanded; he is concerned with Lines 108/358 service in Playa Vista; only the Marina Del Rey trips connect to Line 14, not the regular trips from the mall to Eastern or Atlantic. He would like Line 108/358 to connect to Line 14 at all times.

Marion Thomas commented that there are lots of people who depend on buses; riding is not a choice for them. She has heard lots of Line 108 patrons say that evening trips are not on time and asked that the line be monitored. She asked what will happen if after 3 months the

bus stops are removed but community is not in agreement and how the public will be informed. She thinks any outreach should be made visible to encourage participation. Mr. Greene replied that a cardboard hood is placed over the stop with signage indicating the date that the stop will be removed from service and a number to call for more information. Passenger notices and rider alerts will be issued.

Councilmember English asked if information could be spread through the local cable channels such as Time Warner that often air various community announcement and municipal meetings.

7. RECEIVE Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations Manager

Councilmember English asked if Metro staff performs maintenance at the stations. Mr. Gonzalez replied that stations are cleaned regularly and that the cleaning crew reports any more serious damage to Facilities Maintenance. Councilmember English asked how the Council can focus on assisting to implement improvements and raising scores. Mr. Spivack explained that Facilities Maintenance has their own inspection team that evaluates the stations. The Service Council evaluations are a snapshot in time and provide another level of reporting and accountability.

Vice Chair Addleman asked that the number of riders that use each station on a daily basis be provided to provide insight to the use that the stations receive. Mr. Spivack replied that staff would attempt to assemble that information to provide at a future meeting.

Councilmember Szerlip commented that the South Bay Galleria Center rating concerns him. He previously accompanied Director Hillmer on the evaluations, and there were a number of items never resolved such as removal of an old public phone, uncovered electrical outlets, and broken curbs at the facility which is owned by the City of Redondo Beach. Mr. Spivack replied that there are stations that have bus terminals that Metro does not own or manage. Staff informs Facilities Maintenance of issues; if Metro does not own the property, they route the concerns to the appropriate authority.

Chair Franklin noted that the City of Inglewood was responsible for removing public telephones when they stopped being used and became eyesores.

Councilmember Deemer asked how the stations were selected. Mr. Spivack replied that Director Hillmer had previously selected the stations. As the system expands with the opening of Expo II and the Foothill Extension, a few more stations may be added. The stations are selected to be representative of each region, as there is not enough staff to review all stations. The selected stations are spread across the entire region. The intent is to gather data about the state of the locations over time.

Councilmember Goodhart commented that the only station with a marginal rating is the Harbor Green Line Station. It would seem appropriate to see a list of actions needed to focus on improving the location.

Councilmember English concurred that removing old telephone booths and lines is the responsibility of the cities. She stressed that there should be collaboration between cities and agencies such as Metro to address such issues. Mr. Spivack replied that if those needs are identified at locations, the information is shared with Facilities Maintenance, which already has contacts with local jurisdictions.

Marion Thomas commented that the Vermont, Slauson, and Florence Stations are deplorable, especially in the evening. She suggested that visits be made to those stations in the evening to review for safety and to ensure that the lighting is appropriate. Lots of passengers tell her they won't use those stations at night due to safety concerns. The Slauson Station on the westbound side has no sidewalk. On the same side on south side of street, there is no signage for the stop. Once you get off, there is no sign to you to the westbound bus stop. She asked staff to survey the line for signage and safety improvements.

#### 8. RECEIVE Report on South Bay Performance, Gary Spivack, Deputy Executive Officer

Councilmember Szerlip expressed hope that the Green Line Stations maintenance issues will be resolved and thanked staff for their efforts. He asked if the priority list for TVMs has yet been released by the Board. Ms. Ramos clarified that the TAP office is waiting for a funding decision on the recently submitted TIGER grant. They have shared that Harbor Gateway Transit Center is at the top of the list for installation, and that the Council's letter to the TAP Office expressing their preference for installation at the site was shared with the Mayor and Supervisor Ridley Thomas.

Chair Franklin noted that he witnessed two fare evasions where it seemed like the person was not trying to avoid payment but didn't have correct change. Mr. Spivack replied that person this is a typical scheme where someone will board with a large denomination bill and ask for change. It is a fare evasion issue.

Marion Thomas commented that Los Angeles has a very high unemployment and underemployment rate, especially in the African American community. There are limited income families with several children. While there may be people who are trying to get away with not paying, others just don't have the money. At the Expo Line, the police know when students get out and target them for fare checks.

#### 9. PUBLIC Comments for Items not on the Agenda

Andrea Jelks thanked staff for using her photos in the presentation. She is very active in online discussions of transit on social media. Recently Mayor Garcetti responded to one of her posts regarding a homeless person. She is concerned about safety on the system. She doesn't see police except for in the City of Inglewood. She sees people board with carts, trash bags, and pit bulls which makes riding transit a less pleasant experience. She thinks having better enforcement on the system would help ridership. In her experience, the majority of people who don't pay their fare do have the means to do so but refuse.

Clay Marshall commented that the Line 450 rider alert stated that Line 246 would be increased to meet the new service. At the San Pedro hearing, a new route wasn't proposed.

He wonders if the new route will still yield Line 246 increased service or if it is no longer needed. He advocates for improved service for coastal San Pedro. The DASH service doesn't follow a logical route, and Line 246 is the only artery via mass transit. He would like a further review of Line 246 to be completed. He applauds Metro for working with DASH to improve San Pedro service.

Councilmember Goodhart suggested a Line 246 reroute should serve tourists that arrive in San Pedro via ship.

Marion Thomas commented that in Sacramento, the fare for the college students is free. She wondered if Metro fares could be made free for students. Chair Franklin replied that that would require additional funding to pay for the free service, and that current subsidies are available namely for seniors and disabled patrons. Ms. Thomas added that she read that the City of Los Angeles is installing bus stops with phone chargers. To her, that's a waste of money. There are other things that Metro could provide for patrons. Regarding people taking large carts on buses, there are many areas in South Central where food stores have closed up and people who don't have any other way to transport their groceries other than the bus. She feels public feedback should be gathered on each community's unique needs.

DB Austin asked that Metro make permits for bicycles on transit a requirement. On the East Coast, patrons need a permit to take their bikes onto the PATH train. There are rules about where patrons can put bikes on platforms and in the cars during rush hours. In Los Angeles, it seems like there are no rules or regulations. People block doors and aisles, and get into arguments because they don't want to move their bikes, creating a chaotic environment where people do what they want to do regardless of the comfort or safety of others. He asked that Metro institute a bike permit program.

Wayne Wright commented that Line 115 Saturday service west of Inglewood Transit Center and La Brea is confusing and the scheduling is staggered. The schedule needs to be improved to every 20-30 minutes west of La Brea/Inglewood Transit Center to Playa del Rey or Manchester/Sepulveda. Connections to BBB Line 3 at Manchester/Sepulveda and Rapid 3 at Lincoln/Manchester are difficult due to reduced headways on Line 115. Night service on Line 115 also needs improvement. South Gate opened a shopping center in the last year which is generating passenger overloads and causing buses to be late.

Bill Meyers commented that Metro did have bike permits that required photo ID and he was glad they were abandoned. They didn't help maintain the rules and created an unnecessary bureaucratic issue. Bikes on transit are an enforcement and education issue. The same issue occurs with strollers and carts. Better education and enforcement are needed.

Barbara Jenkins is concerned about the limited number of Metro Customer Service Centers. There are various vacant buildings where Customer Service Centers and TVM machines could be located, such as at Fox Hills Mall Bus Transit Center, and at Florence/Market where the Payless storefront has been closed for years. She also would like to see more bike paths in the Crenshaw-Baldwin areas. She also advocated for cleaner bus stops. Yesterday she did notice that the City had cleaned the stop at Crenshaw/Manchester.



## 10. Council Member Comments and Line Rides

Councilmember Goodhart: Line 232, Boarded from Hawthorne/PCH: 3:32 p.m. Bus #11057, Operator #86124. Alight: Rosecrans/Sepulveda. The bus had only 1 bin with schedules for Line 125. He witnessed a fare evasion where a patron said he only had a \$5 bill and boarded without paying. Return trip was on Line 232, Bus #11005, Operator #76048. Boarded at 4:17 p.m. Alight at Hawthorne/PCH at 4:53 p.m. Bus came from LAX Airport Center. There were 2 people on board with 5 large pieces of luggage which took up several seats. As a result, some people had to stand. There were around 20 patrons on the bus. He was sitting in the back and the air conditioning condensation dripped on him, but it was fine. When bus was heading southbound at Torrance Blvd, it stopped. A Metro staff person boarded to troubleshoot, and the trip continued. He previously submitted a report on a pass-up he experienced because the bus was in the far lane. He suggested that Councilmembers specify in their reports when they see the car cards on harassment. The information on where to report should be available on the bus.

Councilmember Szerlip suggested that the Aviation Green Line Station be considered for installation of a sound wall.

Councilmember Deemer: Rode Line 460 on 9/19/15. Boarded: 9:27 a.m. at Norwalk Green Line Station; Alight: Beach Blvd./La Palma at 1016 a.m.. Bus #3915, Operator #86812. Bus was full, very clean, there was a variety of schedules. The operator was courteous, no fare evasion was observed. Exterior head sign was correct. Operator gave connection information. There was a route change on that day, so at the stops, the operator called out where the detour was, explained changes, and told patrons where to transfer. Auto announcer was working.

Councilmember Deemer asked if the Dodger Express will operate during the playoffs, and if its expansion to other parts of the system is being considered. Mr. Spivack replied that the service will operate during playoffs. The service from the Harbor Gateway Transit Center is a recent addition. There are not currently any plans to expand to other areas. Councilmember Deemer added that there is a need to promote that the service also picks up at the stops in between Harbor Gateway Transit Center and the Stadium.

Chair Franklin requested that future Meet and Confer meetings are scheduled on days other than Tuesdays so as not to conflict with his City Council meetings. Ms. Ramos replied that she generally attempts to schedule the meetings with minimal conflict but that the CEO's schedule is complicated by Board and Committee meetings. This month there was an extra burden due to the Thanksgiving holiday.

Date: 10/6/2015, Line: 210, Bus #8262, Operator #16096. Boarded: Crenshaw/Imperial Hwy, Alight: Crenshaw/Rosecrans. Time on: 10:27 a.m., Time off: 10:37 a.m. bus was clean, headsign correct, there were brochures. Bus was crowded with standees. There were no bags. A rider had a large cart full of items parked at the exit door. When his stop came up, he got up, put on a backpack, and took the cart with him.

Date: 10/6/2015, Line 210, Bus #8473, Bus Run #1, Operator #81665. Boarded: Crenshaw/Rosecrans, Alight: Crenshaw/116<sup>th</sup> St. Time On: 10:41, Time Off: 10:52. He witnessed two fare evasions. The first was a homeless person who said he only had \$2 and

asked the operator if he gave change. The Operator told him to board without charging him. The person got off at the next stop. The second evasion occurred when one person tapped their card, but entered the rear of the bus with another person with a large cart of stuff. The bus was at a stop light when the crossing rails came down at the train tracks. The bus did not enter the intersection but traffic backed up.

**ADJOURNED at 1:03 p.m.**