

# Minutes

Friday, December 11, 2015  
9:30 - 11:30 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 9:40am

Council Representatives:  
Ralph Franklin, Chair  
John Addleman, Vice Chair  
Charles M. Deemer  
Devon Deming  
Paula Faust  
John 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.  
Danielle Valentino, 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

Burglaries and scams are on the rise during the holiday season. Keep shopping bags out of sight when parking at malls and Park & Ride lots. If you receive an unwarranted call from a charity organization or collection agency asking for money, be sure to verify their information and don't give personal information.

4. APPROVED Minutes from November 13, 2015 Meeting, Chair Franklin abstained

J.K. Drummond commented that the Ralphs in San Pedro is uphill.

5. RECEIVED Presentation on Proposed June 2016 Service Changes, Scott Page, Director, Service Planning and Scheduling

Changes are proposed for a number of lines in the South Bay region:

- Lines 51/52 & 351/352 - Discontinue limited stop Line 352 and replace with new limited stop Line 351. All existing limit stops on Line 352 will be served by the new Line 351. Line 51 operates more frequently than Line 52; therefore a new Line 351 will benefit more riders with faster service.
- Lines 111/311 - Discontinue Line 311 limited stop service and operate as local service.
- Line 460 – Discontinue route segment from Downtown LA to Norwalk Green Line Station (replacement service provided by Metro Silver Line, Silver Express, Blue Line and Green Line).

6. APPROVED Public hearing to hear proposed June 2016 Service Changes to be held on Thursday, February 4, 2016 at 6pm at the Carson Community Center

7. RECEIVED Presentation on the 2016 Transit Service Policy, Gary Spivack, Deputy Executive Officer

The Transit Service Policy is a key policy document that establishes a formal process for evaluating existing services. It includes a methodology and process for developing and implementing service changes and service design guidelines to provide high quality services to our customers and encourages ridership. This update from the previous 2012 version includes adoption of a revised stop spacing standard, a change of the load factor to 1.4 x seated load for Metro's most frequent services during peak periods, and incorporation of the APTA Peer Review recommendations.

The basic policy changes will increase load factor on the most frequent lines and consolidate bus stops to increase speed. Metro will consider the development of a network of frequent services with a focus on supporting core bus and rail lines. Reinvestment of resources from poorer performing lines to higher productivity lines and improvement in coordination with Municipal Operators will also occur. Stop consolidation will help ease the system of unused stops and stops that are, on average, within ¼ mile of one another. As the system slows, more resources are needed to operate the same headways. Consolidating stops will decrease running time, improve service efficiency, and provide for smoother operation and improve safety.

The policy proposes to move towards operation of a 15-minute peak service network. The focus for this headway would be on Rail, Bus Rapid Transit (BRT), Rapid and other top performing lines to provide a better quality and more reliable service on high-performing lines.

Transit corridors considered for future operation by other operators should add value to the customer through integration into an already established network by improving connections to a municipal operator's established network. It should also generate net cost savings, of which Metro should reinvest at least half to improve service on Metro's core network of regionally significant bus lines.

Implementation will begin with a Comprehensive Operations Analysis review of each line in the system. Then staff will make recommendations for service changes with the goal of moving towards the peak 15-minute Frequent Service Network, placing more resources on core network services and updating the owl service network. Much of the analysis will be completed by November 2015 and used to establish a phasing plan for service changes. Metro will generate service changes for June 2016 by December 2015 and hold public hearings in February 2016. A service change program will be adopted by April 2016 for implementation in July 2016 and evaluation by October 2016. Mr. Spivack noted that the January Service Council meeting would serve as a workshop for the Council to identify service changes or improvements.

Councilmember Szerlip observed that it takes longer to load and unload passengers when the aisles are crowded. On one hand Metro is consolidating stops to better serve our customers, yet the increased load factor will slow down the ingress/egress process; he asked if anything will be gained from this. Mr. Spivack explained that the load factor was previously calculated using a daily mean with all days of the year included; the new calculation uses the mode instead of the mean, with the most likely number of patrons on a daily basis, by weekday, weekend, and holiday. The changes should not affect operations negatively but Service Planning will review if the changes cause issues.

Councilmember Szerlip commented on the increasing need for more service during peak times and yet we are looking at a zero sum policy; he asked where service will be taken from to reinvest into the system. Mr. Spivack explained that as the rail system expands, service planning will tailor the bus lines to function as fast as possible and to aggressively feed the rail which has higher capacity. Metro will also work with municipal operators to see how they can further contribute.

Councilmember Faust commented that passengers want on-time and clean buses; if you give them those things, then they are willing to wait for the bus. If you continue to reduce the scale, keep the service and continue to be on time more buses will be needed. But in order to keep within the zero sum by increasing the load factor you are able to put fewer buses out there yet passengers will still appreciate the service.

Councilmember Goodhart asked what the goal is of having people stand vs how long the service is and if having standees on longer routes is considered. Mr. Spivack replied that a service that has a frequency of less than 10 minutes generally has riders who take shorter trips. If your wait is an hour and then your ride is an hour, then standing is not very desirable. That consideration would be applied to express type services where we would not want people standing while being driven on the freeway due to the speed and safety. Metro is talking about providing more Local and Rapid service and feeding the rail lines. While ideally the system would have no standees, Metro cannot afford that. Councilmember Goodhart expressed concern with a 10-minute frequency and the time it will take to load and unload passengers especially with those with carts and backpacks. A passenger may consider not taking that bus and waiting for another. He doesn't think it will accomplish what Metro thinks it will because if all of the buses are standing room only a rider will not be interested in taking the bus if they have to travel a long distance.

Vice-Chair Addleman commented that Line 344 is a "B" priority. It is the only line that travels through the South Bay. While it may not be used in the middle of the day, it is heavily used in the morning and evening peaks; he wants to make sure it is not being shunned.

Councilmember Deemer asked if there is an estimated time when the 15-Minute Peak Service Network Priorities A & B will be implemented. Mr. Spivack replied that the goal is to phase it in within the next five years. Councilmember Deemer asked if Metro will coordinate with the municipal operators during that process. Mr. Spivack replied that Metro coordinates service changes with municipal operators. Some of the new services may be implemented as contract services; others may be municipal operator lines that would feed into our network. Metro is open to a variety of proposals on how to implement the network. All of the changes will be subject to the public hearing process.

Chair Franklin commented that when he takes buses with frequency of 10 minutes he comes across many passengers with pack backs, luggage and carts. He is concerned with having a load of 16 people standing and believes this is not a good idea when trying to entice new passengers.

J.K. Drummond commented that to "generate net cost savings" would be beneficial to Metro but the opposite for riders, particularly because the municipal operators do not accept the Metro pass. The value of the Metro pass is diminished as lines are spun off to municipal operators.

Wayne Wright commented that the network needs to be overhauled beginning with owl service. Northbound Lines 212/312 run frequently until 6 p.m. but southbound service runs from 15-30 minutes and the buses are overloaded and late because drivers have to pick up crush loads. There are two layovers at the north and south end of the line that needs to be running every 20 minutes until 9pm. The Vermont Rapid is a problem because the drivers

are driving slower than Line 204. Line 754 is beginning to show its age and the Silver Line is seeing overcrowding at night after 6-7pm.

Mr. Meyer commented that he is looking forward to the workshop. He asked if buses operated more frequently if it wouldn't make it more likely that a patron would get a seat.

Wil B. commented that most riders care about how often the bus will arrive. A passenger can decide to take the next bus if a bus is crowded. He asked how people are counted, as often buses may be full due to people with luggage, carts, and backpacks that prevent additional people from boarding; you could have a full bus that doesn't reflect the load factor accurately. From the rider's perspective, they want a unified experience by being able to go on Google or Bing Maps and get to their destination. The municipal operators do not provide their data which makes it very difficult to know where to transfer. The idea that they provide a better level of service is absolutely wrong.

Councilmember Szerlip requested that maps for the service planning workshop show both Metro service and municipal operator service. He thinks it would be valuable to invite representatives from other regional service providers. Ms. Valentino replied that she would share that suggestion.

Councilmember Goodhart commented that it would be helpful to view the 10 minute frequency to better see what the boardings are because if there is a 10 minute wait and a crowded bus approaches and you know the majority of the passengers will be getting off at the next stop, then more than likely they would agree to stand for a short duration. He asked if there is a rail loading standard. Mr. Spivack replied that the rail load standard during peak periods is 2.35/over 200% of the seated load.

8. RECEIVED Report on South Bay Performance, Gary Spivack, Deputy Executive Officer
  - Bus On-Time Performance: Goal: 73.7%, Goal: 80%, System Average: 76.2%
  - Complaints per 100,000 passengers: 4.00, Goal 3.59, System Average: 4.04
  - Miles between mechanical road call: 5,782, Goal: 4,529, System Average: 4,973
  - Clean Bus: 8.62, Goal: 8.5, System Average: 8.75
  - Accidents per 100,000 Miles: 4.47, Goal: 3.69, System Average 4.44
  - Bus Average Weekday Ridership: 315,474; Systemwide: 1,079,942
  - The rail grinding project on the Green Line will be complete in December 2015.
  - Metro ExpressLanes Program Corridor Advisory Group (CAG) Summit Meeting will be held in December 2015.
  - Metro TAP Cards will be sold at select Los Angeles County Libraries such as in San Fernando, Lancaster, Paramount, El Monte and Carson as part of a pilot program.

Councilmember Szerlip questioned the time, money and energy being spent on the Sexual Harassment campaign when the report shows there was only one reported incident out of over 900 complaints.

Councilmember Goodhart commented that Line 232 is operated with older diesel buses; hopefully they will be able get rid of those buses soon. He noted that the South Bay Council of Governments (SBCOG) sent a letter to Supervisor Ridley Thomas requesting installation

of a Ticket Vending Machine (TVM) at Harbor Gateway Transit Center. He noted that if 20% of the complaints are due to operator behavior, that indicates a need for additional training. Mr. Spivack replied that there is a plan to replace the buses but he is unsure of the timeline. There have been concerns regarding capital dollars and the re-tanking of older Compressed Natural Gas buses.

Vice Chair Addleman shared that he has spoken to Supervisors Antonovich and Knabe and that both are on board to have TVMs installed at Harbor Gateway Transit Center though it isn't located in their regions. He suggested anyone on the Council who knows Supervisor Mark Ridley-Thomas talk to him regarding this need.

Councilmember Deemer asked if Metro has discussed with municipal operators to see if they have had similar, better or worse ridership retention. Mr. Spivack replied that Metro has been examining the issue in relation to how it is affecting larger properties, but municipal agencies have also suffered ridership declines over time.

Councilmember Faust commented that the SBCOG is working with Metro to increase the amount of TVM outlets. The TAP collaboration with the Los Angeles County Libraries is a 6 month pilot program. If it is successful, all of the County Libraries may become TAP Service Centers. Ridership loss is nationwide; in our region we are seeing between a 2-5% ridership losses in the last 2 years. Metro has spearheaded efforts with many of the Municipal agencies to study ridership losses to come up with strategies to address it on a regional level.

Councilmember Goodhart commented that the SBCOG sent a letter to Supervisor Mark Ridley-Thomas and will follow up to reiterate the request.

J.K. Drummond noted that all of the South Bay contract lines are operated with diesel buses but have wraps stating that Metro is the largest clean air fleet in the nation as they spew diesel fumes. He was at the Ralph's near El Camino to load his TAP card but was not able to because the machines did not work so he had to go elsewhere. There are still problems with pigeons at the stations; Redondo Pier and Terranea are going to use owls and falcons to deter them. He suggested Metro take similar action.

Mr. Meyer requested that a report on the outcome of the Metro ExpressLanes Program Corridor Advisory Group Summit be provided at a future meeting.

Andrea Jelks announced that this will be her last meeting because she is moving out of state. She feels really good about the work she has done; everyone has been really responsive to her input, which she appreciates. She attends other Metro meetings and often speaks on safety, security, enforcement of Title IV and the Code of Conduct. She has shared photos and videos with Alex Wiggins, EO, Systems Security & Law Enforcement and has scheduled a ride along with him.

Mr. Spivack presented Ms. Jelks with a proclamation for her work as a transit advocate on behalf of Los Angeles residents. She has demonstrated her commitment to using her voice as a transit user through her attendance to various Metro Board and Council meetings as well as the maintenance of an Instagram account @people\_onthebus and drawing attention to security issues, promoting campaigns to encourage customer courtesy and paying of

fares, recognizing Metro operators for their service, and generously sharing photos with Metro staff for use in official documents.

Wayne Wright asked the Council to suggest to the Board that the Green Line travel to Norwalk and to the Crenshaw/Expo Line in the future. Articulated buses should be looked into for the future if the Silver Line traveling to San Pedro becomes more popular. The bus benches on Crenshaw south of Century are too close to the curb; he suggested that Chair Franklin ask the Inglewood Public Works Department to move them back.

Ms. Bryant took issue with the comments made by a Councilmember regarding sexual harassment and whether or not resources should be spent to reduce incidents. A lot of people don't take the time to report or are reluctant to report because they think they will be greeted with an attitude that is not a serious problem or that nothing will be done. She also reminded the council that the Mayor of Los Angeles has four votes on the Metro Board and when writing a letter to Board members the Mayor should be copied as well.

Wil B. appreciates the breakdown of directly operated and contract service complaints. He thinks the number of sexual harassment complaints may be misleading because it is a crime. People may be reporting directly to the police who may not be sharing the numbers with Metro. He would like an update on the status of the development of a TAP Mobile App; if it would be released within the next 6 months-year, the installation of TVMs would not be as important. He would also like to understand why the TVMs are so expensive.

## 9. Council Member Comments and Line Rides

Councilmember Goodhart: Date: 12/10/15; Line 232; Operator #78787; Bus #11042; Boarded at Hawthorne & Pacific Coast Hwy; Alighted at Rosecrans & Sepulveda; On: 3:08pm; Off: 3:45pm; Bus Cleanliness: Good; the ride was uneventful. There were schedules for Lines 128 & 232. Transit TV was not working but he understands they are all going to be removed. The operator was very pleasant and acknowledging riders boarding and departing.

Date: 12/10/15; Line 232; Bus #11016; Boarded at Rosecrans & Sepulveda; Alighted at Hawthorne & Pacific Coast Hwy; On: 3:50pm; Off: 4:28pm; Bus Cleanliness: Good; the ride was uneventful.

Councilmember Deming took the Silver Line to Downtown to attend the Los Angeles City Council meeting. On the return trip she departed from 1st & Olive at 12:22pm southbound Bus #8387 that was  $\frac{3}{4}$  full. The driver was extremely personable with passengers but talked to one particular passenger the entire trip even when traveling on the freeway. The passenger was standing in front of the yellow line almost to the fare box. The passenger was blocking the entrance and people were trying to get around him to pay the fare and board. The bus was clean, there were bags and schedules, and the voice annunciator was working.

LAWA is launching two new Fly Away services in the near future from Long Beach Transit Mall that will have a direct connection to the Blue Line for \$7 the first 6 months and to \$9 after that. An extension of the Van Nuys service will soon be launched that will pick up at the Chatsworth/Orange Line Station.

Councilmember Love: On 12/8/15 at 12:18pm boarded the Blue Line at the Del Amo Station to the Red Line and exited at the Civic Center. There was a lot of trash at the Rosa Parks/Willowbrook Station. Someone was playing loud music on the train and the operator made an announcement over the loud speaker to shut the music off. He got on the Purple Line to visit Pershing Square and reported that the station was desolate.

Councilmember Deemer: Date: 12/11/15; Line 740; Operator #6208; Bus #7625; Boarded at: Artesia Bl & Kingsdale Ave; Alighted at : La Brea Bl & Queen St. On: 8:30am; Off: 9:00am; Bus Cleanliness: Good. The bus was fairly empty. There were schedules, a lot of outdated brochures, and trash bags. He observed the operator waiting at the light to accommodate passengers getting off of other buses. Councilmember Deemer is a member of the Torrance Environmental Quality and Energy Conservation Committee; members were given a \$20 Uber card to experience their service.

Vice Chair Addleman commented that each Supervisor has discretionary funds of over \$2 million per year which makes the cost of the TVM's insignificant in comparison. He wished everyone happy holidays and a Happy New Year.

Chair Franklin: Date: 12/7/15; Line 210; Operator #28528; Bus # 8478; Boarded at: Crenshaw Bl & Imperial Hwy; Alighted at: Crenshaw Bl & Rosecrans Ave; On: 8:58am, Off: 9:06am; Bus Cleanliness: Good; There were no plastic bags; he feels that buses should have them first thing in the morning. There were bus schedules for Lines 51/52/352 and 450, the bus was clean inside and out and the bus load went from  $\frac{3}{4}$  full to standing.

Date: 12/7/15; Line 710; Operator #28260; Bus #7551; Boarding Location: Crenshaw Blvd. & Rosecrans Avenue; Alighting Location: Crenshaw Bl & Imperial Hwy; On: 9:20am, Off: 9:28am; Bus Cleanliness: Good. The bus was half full the whole time. He witnessed a fare evasion by a pregnant woman. She said something to the operator and the operator allowed her on the bus. There were bus schedules for 210 and 710, and "It's Off Limits" Sexual Harassment, Go Metro to the Playoffs, and the Metro Insider take ones.

Chair Franklin thanked Councilmember Deming for her performance of holiday songs prior to the meeting. He thanked Councilmember Faust for joining the Council, and wished everyone a safe holiday and New Year.

ADJOURNED at 12:08pm