

# Minutes

Friday, January 8, 2016  
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

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Council Representatives:  
Ralph Franklin, Chair  
John Addleman, Vice Chair  
Charles M. Deemer  
Devon Deming  
Paula Faust  
Angie Reyes English  
John Goodhart  
Roye Love  
Don Szerlip

Officers:  
Jon Hillmer, Director Service Councils  
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

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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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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, Jon Hillmer, Executive Director, Service Development, Scheduling & Analysis

During the rainy season be cautious of puddles of water when waiting at a bus stop. Stand away from the curb so as to avoid being splashed by buses or vehicles.

4. APPROVED Minutes from December 11, 2015 Meeting, Councilmember English abstained.
5. RECEIVED Quarterly Station Cleanliness Report, Henry Gonzalez, Community Relations

Twenty-six stations were evaluated using 33 measures of performance (e.g. map cases, parking lot, stairs & handrails, flooring, bike lockers, escalators & elevators, pigeon presence, etc.). Performance ratings are based on a scale from 0 to 10 and none of the stations received an unsatisfactory rating. Scoring of station conditions was performed by a small group of Metro staff to maintain consistency. Four stations experienced a minor decrease in score yet remained in the same rating category. Staff will continue to perform station evaluations and report findings to Facilities Maintenance Management for action.

Councilmember Goodhart noted a TVM was not working and was impressed to see a group of Metro employees helping patrons. When looking for parking at the Aviation/LAX Green Line Station he had to circle the lot several times before a space opened up. This further amplified the need for a better solution for parking because there are clearly not enough spaces to park.

Chair Franklin asked when improvements are scheduled for the Rosa Parks/Willowbrook Station. Ms. Ramos replied that a project team has been formed and they are putting together preliminary plans. They will provide an update to the Council within the next few months.

6. CONDUCTED Service Planning Workshop, Jon Hillmer, Executive Director, Service Development, Scheduling & Analysis, Gary Spivack, Deputy Executive Officer, Scott Greene, Transportation Planning Manager IV

Metro Service Planning is beginning a process to implement the recommendations made by the APTA Peer Review and Peer Review Committee. A Comprehensive Operations analysis is being conducted with the intent of generating concepts for service modifications to improve connectivity, network speed, and achieve a peak 15-minute network. This work will establish a framework for service changes to be implemented over the next 2-3 years which will reinvest service hours from poor or marginally performing lines into the core network.

Proposed service adjustments in the South Bay include:

- Improve Line 232 to 15 minute peaks; adjust Silver Line as needed;
- New Express Line 551 from Harbor Gateway TC to UCLA (serve Sepulveda Expo Station);
- Opening of the Crenshaw Rail with a new La Brea Rapid and discontinue Line 740;
- Discontinue Line 344 if a municipal operator is available to operate the service;
- Discontinue Line 130 and split between Torrance Transit and Long Beach Transit at the Artesia Blue Line Station.

Councilmember Goodhart questioned the splitting of Line 344 at PCH and Hawthorne. Passengers getting on at Golden Cove and arriving at the Harbor Gateway Transit Center would have to get off of the bus to get on to another bus. PV Transit might be a consideration for people traveling on Line 344 and transferring to Line 232. It looks like Metro service is being eliminated from the Peninsula but the system there is functional and cost effective.

Councilmember Szerlip asked about the concept of a new La Brea Rapid. Mr. Greene explained that Line 740 parallels the path of the new Crenshaw Rail Line; when that service opens, Line 740 service hours can be reinvested in the region. Metro often get requests from tourists to provide easier routes to Hollywood from LAX. Today the trip can be made but you would have to transfer once or take the Fly Away. In the near future there will be a bus transfer facility that will connect with the Crenshaw Line, Green Line and the People Mover to the LAX terminals. Councilmember Szerlip asked if some of the lines will be eliminated that travel on Hawthorne. Mr. Greene replied that there is a possibility. Metro is looking at how to better serve LAX. Councilmember Szerlip suggested that something be done during peak time service on rail because it is so heavily utilized. He noted that increasing rail service or capacity was not discussed. Mr. Hillmer replied that the workshop is intended to be a service planning conceptual exercise. Rail planning is working on increasing capacity. Bus service planning has a goal of feeding the rail stations through bus service to improve access and connections.

Councilmember Deemer asked if Los Angeles is selected for the 2024 Olympics if there would be funding to improve rail service. Mr. Hillmer replied that it is still unclear.

Councilmember Goodhart commented that there are competing interests with cars and public transportation. Public transportation can take considerably longer than taking a car, making the system unattractive, but increasing frequency will solve some of the problem. Mr. Spivack replied that speed, accessibility, connectivity, and competitiveness are taken into consideration by service planning. Barriers to system improvement include increasing traffic and insufficient street space reserved for buses. The bus lane on Wilshire Blvd has improved transit service through that corridor by 8-10 minutes when not running through the La Brea construction area and competing with trucks. The bus system needs to be seen as an integral part of city and street planning so that the buses can get through. Bus stop consolidation decreases trip times, but other system enhancements such as first-last mile alternatives and mechanisms to help buses move faster such as bus-only lanes are also needed.

Vice Chair Addleman loves the idea of providing transportation from Long Beach to LAX. He thinks it is a smart idea to bisect the city from Redondo Beach to the end of the line. He

asked if there have been talks on establishing dedicated lanes. Mr. Spivack replied that there have been discussions but an environmental study with all of the local jurisdictions would need to be completed. Vice Chair Addleman asked about the status of fare increases and how an increase might affect ridership. Mr. Spivack replied that staff has not received any notification of fare increases being considered. The potential service concepts analysis being completed includes regional analysis, network analysis, regional models, and information received from Peer Review and individual workshops. Service Planning recognizes that funds are not available to implement all concepts; they will have to be prioritized.

Councilmember Szerlip asked if these improvements will help to deliver the new buses that have been long promised to the region. Mr. Spivack replied that the balance of new buses will be in place within approximately two years. Metro is re-tanking some of the buses at a cost of \$25,000-50,000 each to extend their useful life. Mr. Hillmer added that the best of the old buses are being refurbished with new tanks with a plan to keep them for an additional 20 months. A new bus can cost \$550,000-650,000, and a new articulated bus can cost \$850,000. Articulated electric buses cost approximately \$1 million each.

J.K. Drummond commented that the workshop should have been a totally separate session because it so complicated. The South Bay is still stuck with diesel buses. He asked if Metro can explore getting grants to buy new buses to replace the diesel buses. The money always seems to be found for other regions. There are two TAP vending machines at El Monte Station but Metro can't seem to find money for Harbor Gateway Transit Center. Line 130 is a long line that goes all the way to the Cerritos Center but he does not want it split at the Blue Line. He thinks the route should stay the same. Line 344 is used by domestic workers from the Harbor Gateway Transit Center and he doesn't want it split at PCH.

Marie Bryant wonders if Metro is taking into consideration the changing age demographics of the different communities. This should be taken into consideration in the 5 year plan. Adding extra rail cars and buses when there are special events taking place in different areas might speed up travel. She asked about Line 209's low ridership. Mr. Greene replied that the line has no weekend service and only runs every 50 minutes.

Mr. Meyer commented that the re-tanking is irrelevant on Line 232 because the diesel buses should be replaced with CNG buses. An earlier comment was made regarding eliminating transfers. If the lines are split, the need for transfers increases. He was not pleased to hear that a new Rapid La Brea would stop at the Green Line Station in Hawthorne rather than going to the South Bay. Councilmember Goodhart clarified that Metro is no longer buying diesel buses.

J.K. Drummond commented that following the descriptions of the proposed changes is difficult and asked when maps would be made available. Mr. Page replied that maps will be available online prior to the hearings and that the public notices were published a minimum of 30 days in advance.

7. RECEIVED Report on South Bay Performance, Gary Spivack, Deputy Executive Officer
  - Metro Bus On-Time Performance: 73.7%, Goal: 80%, System Average: 76.2%

- Complaints per 100,000 passengers: 3.36, Goal 3.51, System Average: 3.85
- Miles between mechanical road call: 4,945, Goal: 4,529, System Average: 4,876
- Clean Bus: 8.64, System Average: 8.70, Goal: 8.0,
- Accidents per 100,000 Miles: 4.02, System Average 4.03, Goal: 3.69,
- Metro Bus Average Weekday Ridership: 1,019,437
- After our last Council Meeting and hearing the urging from the public he did some work Downtown. Harbor Gateway Transit Center will be receiving one TVM. Harbor Gateway is number one on the list.

Councilmember Deemer asked how long traffic accident records are kept and if there is historical variation in the accident rate. Mr. Spivack replied that records are kept for 30 years. The urban lore is that accidents vary by season, when the switch from daylight savings to standard time occurs, and when it rains. Councilmember Deemer asked if the 3.69 goal has been a goal for a long time or if it has historically been adjusted. Mr. Spivack replied that 6-7 years ago, the accident goal rate was over 4.00. An Accident Reduction Program was initiated to help drive the number of accidents down.

J.K. Drummond commented on a brochure that was put out by FAME Corporation about a Rider Relief Transportation Program that list locations in Central City, Westside, San Fernando but it doesn't list any in the South Bay. There are poor people in the South Bay that could benefit from rider relief. Santa Clara County has something called Queue Jump Lanes. He asked if Metro is doing anything similar. Mr. Spivack replied that Metro has identified problematic intersections and is studying them for improvements but that it is a complex process.

## 8. Council Member Comments and Line Rides

Vice Chair Addleman: Date: 1/7/16; Line: 232; Operator #77372; Bus # 6105; Boarded at: Silver Spur & Hawthorne at 6:23am; Alighted at: Harbor Gateway Transit Center at 8:10am. Bus Cleanliness: Good; it was a brand new bus and it was perfect. The operator was very professional, took her time and did an excellent job considering the wet weather conditions. The restrooms at the Harbor Gateway Transit Center were in excellent condition. He boarded the same bus on the return trip which was standing room only. A truck broke down in front of the bus making loading and unloading of passengers very difficult. The bus schedule has the bus arriving at Harbor Gateway at 7am which is pretty fast and maybe it should be changed to later time. Every bus he has ridden on has to rip down there to make it on time.

Councilmember English: Date: 1/3/16; Line: 40; Operator #85990; Bus #6494; Boarded at Hawthorne & El Segundo at 12:56pm; Alighted at South Bay Galleria at 3:45pm. Bus Cleanliness: Good. The bus was 10 minutes late. There was a transient laying down in the handicapped seating in the front of the bus with his legs extended out to the walkway. Passengers and seniors with grocery bags had to walk over him. It was a safety hazard. She thought that at some point the driver would say something but it didn't happen, which was disappointing. There were about 34 people on board and no trash bags.

Councilmember English offered her condolences to the Metro family of the employee that was killed on duty. Mr. Hillmer thanked her for mentioning Mr. Toy, a maintenance worker for the Red Line Stations who was traveling between stations when a car that was being pursued by police ran into his van. Regarding individuals blocking the aisle, operators are responsible for making sure the aisles are safe. Mr. Spivack will follow up with the operator to remind him that he is responsible for making sure the aisles are kept clear and clean. If assistance is needed, operators can call the Control Center to dispatch a Supervisor or the Sheriff's Department.

Councilmember Deemer: Date: 1/4/16; Line: 344; Operator #14984; Bus # 6133; Boarded at Harbor Gateway Transit Center at 3:05pm; Alighted at Hawthorne & Sepulveda at 3:40pm. Bus Cleanliness: Good. The head sign was correct and the driver was professional and cheery and gave travel information. There were no trash bags. There were brochures for Lines 125, 210 and 344.

He asked if the new system maps will be available soon. Metro is waiting until the openings of the Gold Line/Foothill Extension and Expo II before they are printed. He commended the brochures advertising faster service from Downtown to San Pedro on the Silver Line.

Councilmember Szerlip: Date: 12/10/15; Line: 232; Operator #78787; Bus # 11042; Boarded at Hawthorne & Pacific Coast Hwy at 3:08pm, Alighted at Rosecrans & Sepulveda at 3:45pm. Bus Cleanliness: Good. He boarded the Green Line at 5:19pm in Redondo Beach; the artwork and elevators had been freshly painted and the Station looked sparkling. The train was 10% full; by Mariposa Station it was 100% full. He complimented the rail crew for solving the grinding noise he had previously reported at Aviation. He doesn't recall hearing the announcement at the Rosa Parks/Willowbrook Station say Rosa Parks. On his return trip at 5:40pm a passenger was standing in the middle of doorway and wouldn't move to let people on or off. He asked if there is something in the Code of Conduct telling people to move to the side for loading and unloading. Mr. Spivack commented that there are courtesy campaigns advising passengers to stand to the side to allow people to get off of the train. Deputy Apostol commented that Code of Conduct Section 6-05.050 Subsection I, includes impeding the safe boarding and exiting of passengers. He also commented on Councilmember English's report of the passenger who was blocking the aisle and lying on the seats. He suggested that patrons download the Transit Watch App and use it to notify LASD when they experience situations such as those.

Councilmember Deming commented that the FlyAway is working to make better connections with Metro. Two new lines have recently opened; one is at the Orange Line at the Van Nuys segment at Victory and Woodley. It arrives on the southeast corner hourly and will arrive at LAX in about 30 minutes. The fare is \$9. The Long Beach FlyAway will pick up on the eastside of the Long Beach Transit Mall at the northwest corner of Long Beach Blvd. and 1<sup>st</sup> St. It runs hourly starting at 5:30am to 9:30pm and is offering a special fare of \$7 for the first six months and it will cost \$9 after that.

Chair Franklin: Date: 1/7/16; Line: 210; Operator #22249; Bus # 6081; Boarded at Crenshaw Bl & Imperial Hwy at 10:52am; Alighted at Crenshaw Bl & Rosecrans Av at 11:10am. Bus Cleanliness: Good. The TAP reader did not read his card. After tapping it several times, the driver informed him the reader wasn't working. The bus was half full. The driver announced

that the bus was a short line and that it wouldn't go all the way to South Bay Galleria. Riders then started asking if the bus stopped at their preferred stops but he didn't acknowledge them or specify how far the line would continue. There were plastic bags and schedules for Lines 117, 127, 204, 207 and 710.

Date: 1/7/16; Line: 210; Operator #29395; Bus # 8635; Boarded at Crenshaw Bl & Rosecrans Av at 11:10am; Alighted at Crenshaw Bl & 116<sup>th</sup> St at 11:20am. Bus Cleanliness: Good. He greeted the driver and she responded accordingly. There were only 3 passengers on board but the bus grew to ½ full. There were no trash bags and only Line 710 brochures were in the rack. The bus arrived at the Green Line Station to pick up passengers but 3 of them did not give full fare. The driver repeated the fare of \$1.75 but the riders continued to be seated. They never made any effort to pay the additional fee.

ADJOURNED at 11:39am