

Minutes

Friday, February 12, 2016
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 9:35am

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

Officers:
Gary Spivack, Deputy Executive Officer
Scott Greene, Transportation Planning Mgr.
Dolores Ramos, Council Admin Analyst
Danielle Valentino, 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

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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 Carlson

Be aware of your surroundings when standing at bus stops, where a lot of thefts take place. Don't allow yourself to become so engrossed in your phone that you're not aware of your surroundings.

4. APPROVED Minutes from January 8, 2016 Meeting
5. RECEIVED Presentation on Metro Paid Parking Pilot Program, Frank Ching, Parking Management Director

Metro is instituting a paid parking pilot program as a strategy to manage demand and encourage parking availability for Metro patrons at parking facilities currently operating at capacity. TAP Card readers will be used to verify transit users vs. non-transit users, and a premium pricing schedule will be implemented for non-transit users. Revenue generated by the program will be used to recover a portion of the costs required to operate and maintain parking facilities.

Councilmember Szerlip asked how payment will be received. Mr. Ching explained that parking attendants will use handheld systems to check TAP cards and serve as point of sale during AM peak hours. Unmanned machines will be used in the PM hours. If the pilot is successful, use of technology such as license plate recognition will be explored.

Councilmember Szerlip asked how the charge will be captured over multiple days. Mr. Ching replied that the fee is charged per 24 hours. Every night a license plate inventory will be conducted and a promise to pay notice placed on the windshield that can be paid upon return. Councilmember Szerlip asked how citations will be handled. Mr. Ching replied that they will be handled by Metro Transit Court. Councilmember Szerlip asked if electric vehicles that are at charging slots will also be charged a parking fee in addition to the cost to charge their vehicle. Mr. Ching replied that parking and vehicle charging are separate and the motorist will be charged for both.

Councilmember Goodhart asked if the motorist will be notified once the vehicle has finished charging. Ms. Ramos explained that the motorist needing EV charging is registered with Metro and issued a key fob. When their vehicle is charged they receive a text message. EV charging stations were installed at those locations with high turnover. Councilmember Goodhart asked how people will get into the parking lot if their TAP card expired or they needed to purchase one. Mr. Ching replied that those people would be issued an exception ticket for the day until the TAP Card is purchased.

Councilmember Faust asked why a pilot program would be introduced before TAP Card integration has been completed and about the implementation timeline. Mr. Ching replied that the TAP card will be for verification and then the customer will be asked to pay \$2 to park as opposed to charging the TAP Card. A Board Motion was issued directing staff to implement a pilot program by the May 2016 Expo II opening. The parking master plan then has to be developed and identify a resource especially for TAP. A Capital Project will be in effect for FY17 to develop the integration using Union Station. Every location has to have MIFARE card reader for the NFC card reader and it is almost impossible to put a card reader at every location by May 2016. Councilmember Faust expressed concerns that it will be 2-3 years down the road before TAP card integration is put in place.

Councilmember Faust asked what outreach has been conducted with the municipal operators that also provide service at the stations selected for the pilot. Mr. Ching replied that once the Board approves the pilot, he will reach out to the local operators. He has met with LTSS and has reached out to the City Managers; he is also available to meet with any other interested groups. Councilmember Faust strongly suggested he meet with the Bus Operations Subcommittee, and that notification be sent to City Transportation Departments along with City Managers and the General Managers. She asked if Long Beach Transit, AVTA, and Foothill Transit will be notified. Mr. Ching replied that the consultant firm has a contact list and is reaching out to them.

Councilmember Love asked if the goal is to convert roughly 20,000 spaces to paid parking. Mr. Ching replied that Metro is working with the consultant to make that determination.

Chair Franklin expressed concern that Metro may not be ready to implement the pilot and that it will confuse patrons. Mr. Ching replied that an attendant will monitor the lots; enforcement will be provided by LASD. Parking enforcement is responsible for enforcing the rules and regulations; the parking attendant's authority is charging rates based on use. The attendants cannot write a citation. Chair Franklin asked when the \$2 for 24 hour time period ends and how the monthly transit user rate was established. Mr. Ching replied that each ticket is time stamped and the clock starts then. Rate surveys were conducted for paid parking in the areas surrounding the stations. Metro has set the rate higher for non-transit users purposely to discourage parking poaching. The transit user rates are lower to be sensitive to cost of using the system combined with the fare. The monthly rate was derived by multiplying the daily rate by 20, a commonly accepted industry practice. The designated spaces will continue to be reserved until 10am for monthly permit holders.

Councilmember Szerlip asked if the license plate recognition can be used to catch and cite the casino buses using Metro's lots as a Park & Ride for their patrons. Mr. Ching replied that the parking ordinance interrupts it is as the bus is supposed to be a public transit bus not a casino bus. Signs are being made stating that the parking is only for public transit buses only. Caltrans has agreed to post the signs and once the signs are posted they will be cited.

Wil B. commented that motorcycle and scooter parking are not mentioned in any Metro literature. The general attitude with motorcycle riders is to find parking wherever you can. Mr. Ching replied that motorcyclists will be charged the same rate as cars; there will be designated parking and they will be subject to the same rules as other motorists. Wil doesn't feel that motorcycles should be charged the same rate as they take up less space. He feels it

will discourage motorcyclist and scooters instead of encouraging transit riders, adding that UCLA and LAX do not charge for motorcycle parking Metro should bring in as many people as possible and charge them fairly. He asked if the Sheriffs will enforce and if Metro will not be supervising doesn't it lend itself to inconsistency in enforcement. Mr. Ching replied that there will be coordination of enforcement. Safety and security will come first over citing motorist from paying the fee. Councilmember Deming added that LAX does charge for motorcycle parking.

Michael Bazemore asked if the goal is to broaden the program to all of the Park and Ride lots. He feels the Sheriff's Department should have a presence at all Park & Ride lots. Mr. Ching replied that this program will be used to study the effects on the parking demand. Patterns will likely shift to different locations and Metro will work to develop a management plan. Parking management strategies will be implemented at lots as need arises due to lack of capacity.

6. RECEIVED Overview of Metro Transit Court, Karen Gorman, Inspector General

Metro's Transit Court provides a low cost, speedy, non-criminal administrative resolution process as a service for persons cited for transit and parking violations. Transit Court reduces the burden on Los Angeles County Superior Court by decreasing their transit-related case load, and saves Los Angeles County Sheriffs resources, allowing them to redeploy to other transit related duties. Challenges include difficulty of obtaining correct names and addresses on citations and collection. Transit Court also provides an option for people to pay their citation through community service. Over 62% of people who ask for community service complete it, as compared to collection of fines for fare evasion, which have a collection rate of 12-15%.

Vice Chair Addleman asked what types of cases they see and how long patrons have to pay their citation. Ms. Gorman replied that people are cited for violations such as eating, drinking, smoking, blocking the entry of passengers and fare evasion. Patrons have 30 days to pay their citation. There is a \$3 penalty for late payment. He commented on the difference in price for parking violations and fare evasion citations. Ms. Gorman replied that it is assumed that those with cars can afford the higher price and if their ticket is not paid it can be sent to the DMV to help enforce collection. That enforcement prevention is not available for personal citations. Metro is pursuing some additional legislation to make the enforcement provision a little more effective.

Councilmember Szerlip asked what would be the goal of the additional legislation and if Metro is seeking the same result as if citations moved through the regular courts. He was concerned that if a citation is reported to the DMV and the fine must be resolved before an individual can register a car. Ms. Gorman replied that it would make the ability to collect a little more effective. Councilmember Szerlip asked if the fine includes a court fee and separate fine. Ms. Gorman replied that it is one fee for the fine. The Hearing Officer considers the case and evidence including the TAP records which the Superior Court did not have access to. They are able to make a fair assessment and give every benefit of the doubt. Fines can be reduced by completing an online education course or they can be eliminated if community service is completed.

Councilmember Love asked what happens when the citation is sustained and what happens to those who don't agree with that. Is there an appeal process? Ms. Gorman replied that there are three levels of appeal. There is an initial review, in person or declaration review and lastly it can go to Superior Court. Only one or two people per month out of thousands opt to go that route. He asked what agencies people are referred to complete the community service. Metro uses the same services that Superior Court uses.

Councilmember Deemer asked how Transit Court operation has differed from expectations and if there have been any major issues. Ms. Gorman replied that it operates more or less as expected but sees a lower volume than anticipated.

Vice Chair Addleman asked if the Code of Conduct is posted on buses. He suggested posting it on the wall in Spanish and English.

Councilmember Goodhart asked if the code of conduct covers all offenses including more severe ones such as disorderly conduct and weapons. He asked if the fine would be \$75 for carrying a weapon. Ms. Gorman explained that a weapons offense would violate the Penal Code and appropriate action would be taken. Transit Security cites for transit specific violations; LASD takes action on criminal violations. Councilmember Goodhart asked how the fine was determined. Ms. Gorman replied that research of other transit agency best practices was conducted. Most charge \$50-\$100, so Metro compromised at \$75.

Will B. commented that Transit Court is very convenient and is an improvement to having to go to Superior Court. He noted that it is not intended to generate revenue, but that there are policies and procedures missing that would enforce that view. He expressed concern that over time the purpose may shift. He asked what policies and reports are public, what demographic information is collected, and if statistics are being made publically available to ensure transparency, that Transit Court is not being used to use more enforcement action to generate revenue. Ms. Gorman replied that the legislature provides oversight. Metro is required to submit reports periodically and those reports are published on the Inspector General's website. Metro is also subject to the Public Records Act. The Customer Code of Conduct is posted all through the system and on the website.

7. RECEIVED Overview of Metro's Draft Public Participation Plan, Danielle Valentino, Community Relations Manager

Every 3 years, the Federal Transit Administration (FTA) requires Metro to issue a Public Participation Plan as part of the Title VI Program Update. Metro's Draft Plan guides all of Metro's outreach strategies to gather public input on possible changes to bus and rail service, new projects, fares, and other programs. The Draft Plan will be posted at metro.net/communityrelations on or after Friday 2/12/16 in English and other languages, along with a listing of other meetings where the Plan will be presented. Comments can be submitted to communityrelations@metro.net or Metro Community Relations, One Gateway Plaza, MS 99-13-1, Los Angeles, CA 90012 by Saturday, March 12. Comments will then be tabulated, the plan revised on the basis of public input received, and then it will be presented to the Metro Board of Directors in fall 2016.

J.K. Drummond commented that restriping by the City of LA on Pacific Ave and on 7th St in San Pedro reduced traffic from two lanes to one tremendously slows traffic and impacts Lines 950, 246, and 550. He asked how much Community Relations works with municipalities when they implement changes that impacts bus service. Ms. Valentino replied that there is a staff person assigned to the City of Los Angeles. Ms. Valentino covers the South Bay but can share the information with her colleague who covers that area.

Mr. Spivack commented that the City has a number of plans and the recently released Mobility Plan included the Safe Streets Program and a Transit Enhanced Network Program. The service planning group is trying to work with the City to modify some of the issues.

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

- Clean Bus: 8.69, System Average: 8.75, System Goal: 8.0
- Metro Bus On-Time Performance: 72.9%, System Goal: 80%, System Average: 73.7%
- Complaints per 100,000 passengers: 3.55, System Goal 3.59, System Average: 3.98
- Miles between mechanical road call: 6,464, Goal: 4,169, System Average: 5,474
- Accidents per 100,000 Miles: 3.16, System Average 3.50, System Goal: 3.69,
- Metro Bus Average Weekday Ridership: 953,889

Councilmember Szerlip asked if weekly bus ridership is correlated with the fluctuation of gasoline prices. Mr. Spivack replied that there is a direct correlation.

Chair Franklin commented that he rides Lines 210 and 710 and notices repeated instances where patrons pay no fare or short fares. This occurs more frequently the closer the bus gets to the Green Line Station. He is concerned that people who aren't paying their full fare on the bus may be doing the same when trying to get on rail.

Will B. asked if the receipt of zero sexual harassment complaints includes reports submitted to LASD. He gave the number to report complaints to a friend who didn't know how to submit a report. It seems misleading for Metro to report low complaint numbers if there isn't an effective means of gathering the data on all instances. He thinks Metro fails to communicate effectively with its passengers. Mr. Spivack replied that the complaint categorization only contains those complaints recorded in Metro's system. Mr. Spivack urged riders to download the Transit Watch App to report incidents.

Chair Franklin commented that a person who is being harassed may not be able to focus on their phone to use an app so the car cards with the number may be helpful in such a situation.

Councilmember Goodhart commented that he did not see any of the car cards on his last three rides on the system.

Councilmember Faust commented that she has seen the anti-harassment campaign car cards on the bus and posters in the rail stations that include the number, website and app.

Metro has done a good job with regards to car cards posting Rider Rules on the bus and on the Blue and Green Line.

9. PUBLIC Comments for Items not on the Agenda

J.K. Drummond commented on the Draft Public Participation Plan presentation regarding Metro's outreach to gather important public input on possible changes to rail and bus service. He feels outreach has been inadequate and in one case distorted. Maps of all of the proposed changes should be available at all of the Council meetings along with maps of routes outside of the South Bay. Residents connect with lines outside the South Bay and the changes affect them. The legal descriptions on the public change notice were inadequate. He feels maps are needed. OCTA contractor MV was missing runs; he wondered if Metro contract operators are missing runs. It has been years since the Metro contract line compliance managers have presented to the South Bay Service Council. One of the two winners of LA Times Discover Asia Correspondent Contest was Jesus Estrada, a long time transit rider. He would like to invite him to a future meeting.

Michael Bazemore commented that he has spoken with people who take Line 120 and they reported that it arrives every 30-45 minutes per pick up during the week. He feels Metro can do better. It is a big line and a lot of people ride it. He rode Line 111 to Garfield and it is a slow bus. He rode Lines 210 and 710 and it was very uncomfortable; he thinks larger buses should be used on that line.

Wayne Wright asked that staff look into way to improve service and headways on Line 120 to the airport and courthouse. The bus runs every 50-60 minutes. Line 625 is only a peak hour line; he asked staff to look into increasing the headways to every 30 minutes between Aviation Station as far as Rosa Parks Station, Lynwood, or Rancho Los Amigos and to ask the County LINK to extend their services to Del Aire. He asked that Line 48 south of Slauson be kept on Main St south of Gage to Florence to San Pedro because there are hazardous turns on Gage between Main and San Pedro. This line is tied in with Line 10 on Melrose and sometimes there will be a 45' bus and it is difficult for it to turn eastbound Gage to southbound San Pedro. The bus blocks traffic on 120th; he suggested it be routed onto Imperial and layover at Avalon then go back to 120th to San Pedro.

10. Council Member Comments and Line Rides

Councilmember Faust: Date: 1/22/16; Line: Blue Line Bus Bridge; She boarded at San Pedro Station and alighted at Vernon Station; she said the bus bridge was very well organized with lots of Supervisors at both stations to direct patrons after the Lakers game. All employees were very courteous and helpful with extra security at Vernon Station.

Councilmember Deemer: Date: 1/21/16; Line: 130; Operator #74004; Bus # 11039; Boarded at Harbor Gateway Transit Center at 11:39am; Alighted at Artesia Bl & Cherry Av at 12:23pm. Bus Cleanliness: Good. The bus was on time, clean with trash bags and the operator was professional. The bus had to make a detour because of construction in Long Beach. There were brochures for Line 130. It was half full.

Date: 2/5/16; Line: 910; Operator #84030; Bus # 8375; Boarded at Harbor Gateway Transit Center at 8:58; Alighted at Union Station at 9:38am. Bus Cleanliness: Good. The bus was on time, clean, the driver's appearance was professional and courteous. There were trash bags. There were no brochures in the bin. The bus was $\frac{3}{4}$ full.

Councilmember Goodhart: Date: 2/9/16; Line: 232; Operator #82655; Bus #11034; Boarded at Prospect & Pacific Coast Hwy at 3:21pm; Alighted at Rosecrans & Sepulveda at 3:50pm; Bus Cleanliness: Good;

Date: 2/9/16; Line: 232; Bus # 11043; Boarded at Rosecrans & Sepulveda at 4:00pm; Alighted at Prospect & Pacific Coast Hwy at 4:28pm; Bus Cleanliness: Good.

Chair Franklin: Date: 2/3/16; Line: 210; Operator #27852; Bus #8314; Boarded at Crenshaw Blvd. & Imperial Hwy at 10:11am; Alighted at Crenshaw Bl & Rosecrans Av at 10:24am; Bus Cleanliness: Good; the Operator made sure bags did not block the aisle and she did a good job boarding customers with mobility devices.

Date: 2/3/16; Line: 210; Operator #28165; Bus #8461; Boarded at Crenshaw Bl & Rosecrans Av at 10:28am; Alighted at Crenshaw Blvd. & 116th St at 10:39am; Bus Cleanliness: Good. He noted fare evasion near the Green Line.

He thanked the service council for their service on behalf of Metro patrons. Councilmember Szerlip did an outstanding job as Hearing Officer at the South Bay Public Hearing. Final recommendations for service changes will be presented at next month's meeting.

Councilmember Szerlip commented that there is no reference at all to sexual harassment in the Code of Conduct. Ms. Ramos replied that the Customer Code of Conduct has been updated to include prohibition of sexual harassment; staff will look into updated printed copies of the Code.

ADJOURNED at 1:02pm