

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, May 13, 2016
9:30 - 11:30 AM

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 9:31 am

Council Representatives:
Ralph Franklin, Chair
John Addleman, Vice Chair
Charles M. Deemer
Paula Faust
Angie English
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 Bailous

Deputy Bailous encouraged transit users to download the Transit Watch App.
4. APPROVED Minutes from April 8, 2016 Meeting, with Abstention of Councilmembers Addleman and English
5. APPROVED Signing a Letter of Support for Metro Application to Federal Transit Administration Grant Program for Replacement of Contract Service Diesel Buses
6. RECEIVED Presentation on Silver Line All-Door Boarding Project, Conan Cheung, Executive Officer, Office of Management & Budget

An all-door boarding pilot was conducted last May-July 2015 as part of strategy to improve overall reliability and travel time, with a focus on improving dwell time. The pilot was conducted at two Rapid stop locations on Wilshire Blvd. during weekday peak morning hours at the westbound Vermont stop, and the Westwood eastbound stop in the evening peak hours.

Based on initial pilot results, a 6-month all-door pilot is being implemented effective June 26th on all Silver Line buses. Validators will be installed at front and the back doors to facilitate boarding at all doors. The increased need for people to fill their TAP cards will be addressed via ticket vending machines to be installed at all Silver Line stations by December 2016. Operators will initially have a “top up” capability on the fare boxes, and staff will hand out free TAP cards to assist cash-paying passengers to make the transition.

Councilmember Faust commented that it may be confusing to passengers who are able to top up their TAP cards on Metro services but not on Gardena Transit or Torrance Transit. She recommended discussing with the other transit operators to make sure they are aware of the project and make implementation seamless for the rider and operator.

Vice-Chair Addleman asked what Metro’s fare evasion rate and penalties are. Mr. Spivack replied that approximately 5% of passengers commit fare evasion. The penalty of fare evasion is paying \$250, completing an online course or community service.

Councilmember Szerlip commented that it bothers him that the pilot will begin in June 2016 but the Ticket Vending Machines (TVM) will not be available at all Silver Line stations until 6 months later. He thinks this invalidates the study. Overall he thinks Metro is taking significant steps to avoid fare evasion.

Councilmember English asked if operators will have the opportunity to give feedback after the pilot project. Mr. Cheung replied that data from the automated fare boxes, the stand-alone validators, rider surveys, manual counts, and observations by transit supervisors and operators will be collected and analyzed.

Councilmember Love noted that there are significant staffing costs for transit ambassadors to notify patrons, hand out TAP cards, and help people load their TAP cards associated with the pilot. He asked if the staffing costs have been included in the calculation of potential savings. Mr. Cheung replied that they had not, but that staff time dedicated to implementation will be tallied to capture costs associated with the project.

Councilmember Deemer asked how far in advance Silver Line patrons will be notified of the pilot. Mr. Cheung replied that the marketing campaign will launch a month in advance to notify passengers of the change. Two weeks before the launch, transit ambassadors will be at Silver Line stations to pass out information and answer questions.

Councilmember Deemer asked if patrons can pay with credit cards to reload their TAP cards, and why the maximum amount to add value on board is \$20. Mr. Cheung replied that patrons can pay with debit or credit cards on TVMs, but buses do not have credit card machines and patrons can only load TAP cards with cash. The reload amount is limited to \$20 to limit liability when people lose their cards.

Chair Franklin asked when municipal transit operators will be notified of the transition and what sort of outreach will be provided to tourists. Mr. Cheung replied that the information is on the website, there are take ones, car cards, and transit ambassadors and operators are able to assist. Mr. Cheung and staff have notified municipal operators of the pilot. Chair Franklin urged staff to reach out to include local law enforcement in outreach efforts.

Councilmember Szerlip commented that Metro needs to improve outreach about the TAP program. He suggested that Metro give out free custom TAP cards to better promote the program. Mr. Cheung replied that it is too late to create a custom TAP card but the free TAP cards that will be distributed as part of the pilot will be in sleeve that includes information about acquiring and loading TAP cards.

Vice-Chair Addleman suggested working with the Los Angeles Mayor's Office and The Board of Supervisors Office to better market to tourists on using public transportation when traveling around Los Angeles.

Councilmember English suggested working to have electronic billboards around LAX promote use of Metro to tourists. She added that LAX has a volunteers center with information distributed to tourists, and suggested that Metro reach out to the City Council offices to assist in promoting Metro when they conduct outreach at community events.

J.K. Drummond commented that Downtown San Pedro does not have a location to load TAP cards. He requested that a machine be installed in downtown. Mr. Cheung replied that the TAP Department is always looking to expand the vendor network. Metro cannot force businesses or agencies to serve as vendors, but try to incentivize participation. They are currently working to have a TVM installed at the San Pedro Library.

Will B. commended Metro on the all door boarding pilot but feels the TAP program is super confusing. For instance, people are not aware that they may have to wait 24 hours before being able to use their reloaded card on the bus after loading the card online but that it is immediately available for use on rail. Monthly student pass holders are short because of a zone fare surcharge. He hopes this can be fixed because one might be committing fare evasion and not know it. Until TAP is more accessible and more immediate, Metro cannot move away from cash payments. He asked that this be considered.

7. RECEIVED Presentation on FY17 Budget Development, Conan Cheung, Executive Officer, and Koreyne Clarke, Budget Management Analyst IV, Office of Management & Budget

Metro's FY17 budget was balanced through use of Zero Based Budgeting with a Risk Allocation Matrix (RAM) and cost controls. A net reduction of \$137 million includes absorbing greater than CPI cost inflation and new services. There will be a midyear budget process to true-up budget requests in addition to an Annual Program Evaluation with construction cost reviews. Performance measures will ensure accountability and establishing a separate RAM savings account will improve the bottom line through fiscal discipline. The FY17 budget is a decrease of 2.4%, or \$137 million, from FY16. Without the RAM, cost control and other expense reduction efforts, FY17 would have shown an increase of 3.1% or \$179 million from FY16.

Revenue assumptions include an FY17 sales tax growth increase of 3.3%. Estimated sales tax is \$2.8 billion and only 32% or \$908 million is eligible for Metro Operations and state of good repair. Two new sources of funds programmed for Metro Operations for Gold Line Extension 2A and Expo Extension to Santa Monica are Cap-and-Trade Funding and CMAQ.

Councilmember Szerlip commented that the Green Line extension was mentioned under "Projects Under Planning/Engineering in FY17" but this is not accurate because the project has stalled due to lack of funding for environmental reviews. Mr. Cheung replied that there is \$2 million allocated in the budget to help improve signals on the existing Green Line.

Vice-Chair Addleman asked if it is Metro's policy to include progress payments to contractors and penalties for nonperformance. Mr. Cheung progress payment percentage varies by contract. Mr. Spivack added that contractors who do not perform quality work have redo the work on their own dime or pay for another contractor to do it. They also risk being eliminated from bidding on future projects.

Councilmember Love asked if Measure R2 is included in the budget calculations. Ms. Clark replied that it was not included, but should it pass, Metro would revise to include.

Councilmember English asked why there was a decline in toll lane revenue. She owns a transponder and sometimes takes the streets because the ExpressLanes are too congested; she wondered if similar behavior by other drivers is the cause of the revenue decline. Mr. Cheung replied that ExpressLanes revenue is increasing, not decreasing. There is a decline in some of the other highway funding sources. ExpressLanes tolls have funded significant improvements to the Silver Line service, Gardena Transit and Torrance Transit services.

Councilmember Deemer asked how the Regional Connector construction challenges impact the project budget and timeframe. Mr. Cheung replied that the Regional Connector is on track but underground utility relocation was a challenge as the infrastructure was very old. The project is back on track and Metro is on target in terms of the projected budget.

Chair Franklin commented that when looking at the revenue assumptions for FY17 sales tax growth in the presentation, the budget shows an increase of 3.3%, but the budget shows State Transit Assistance (STA) at -49.9%. It concerns him when a presentation is misleading. Mr. Cheung replied that Propositions A and C, Measure R and TDA are sales tax revenue sources, where STA is based on the gas tax.

J.K. Drummond asked what is Rail to River. Mr. Cheung replied that it is a program to provide active transportation connections to the LA River, which includes projects such as construction of bike/pedestrian paths from Slauson Blue Line Station down the north side of Slauson to the LA River.

Wayne Wright commented that many of the articulated buses are 10 years old; half of the fleet will soon need to be replaced. Long Beach Transit and Santa Monica Big Blue Bus are using almost all articulated buses. Light rail also needs new cars; hopefully they will be out on the system this summer. An underground station entrance to connect Macy's Plaza to the 7th/Metro Station is under construction; he asked if Metro will be funding the project. Mr. Spivack replied that Metro is purchasing replacement articulated buses. Metro is managing and funding the Macy's Plaza connection.

Chair Franklin acknowledged that the Willowbrook/Rosa Parks Station design plan was included in the budget.

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

- Metro Bus On-Time Performance: 73%, Goal: 80%, System Average: 72.8%
- Complaints per 100,000 passengers: 4.20, Goal 3.59, System Average: 4.75
- Miles between mechanical road call: 5,039, Goal: 4,169, System Average: 5,015
- Clean Bus: 8.49, Goal: 8.0, System Average: 8.68
- Accidents per 100,000 Miles: 4.12, Goal: 3.69, System Average 3.61
- Metro Bus Average Weekday Ridership: South Bay:285,658 of 993,103 Systemwide
- TVMs at Harbor Gateway Transit Center are in operation. Transit ambassadors have been stationed there to assist riders.
- Henry Gonzalez will be joining the Return to Work group and will no longer be coming to the meetings. The Council wished him well in his new assignment.

J.K. Drummond asked if articulated buses will be used on the Silver Line. Mr. Spivack replied that use of new articulated coaches on the Silver Line is being studied. Test trips found the trip to be too jarring. There is a section of the freeway that would need to be resurfaced in order to use articulated buses on the route.

9. Council Member Comments and Line Rides

Councilmember Szerlip rode the Expo Line extension and thanked Ms. Ramos for coordinating the trip and good information. He noted that many of the stations do not provide parking lots. Overall it was one of the smoothest rides with no track noise. He also noted that there are no hand loops and he will continue to be an advocate for them.

Councilmember Deemer: Date: 5/13/16, Line 740; Operator #28002; Bus #5999. Boarded at Artesia Blvd. & Kingsdale Ave. at 8:32am, alighted at La Brea & Queen St. at 8:59am. Bus Cleanliness: Good. The bus was on time, the exterior head sign was correct, the driver gave fare information. There were trash bags and brochures in the bin.

Councilmember Love attended the UCLA/Downtown Forum, "The Future of Public Transit." He found it to be an outstanding event. He was impressed with the knowledge the presenters conveyed.

Date: 4/14/16. Boarded the Blue Line at Del Amo Station in Carson Station 11:55am; Alighted at Civic Center Station. Cleanliness: Good. He arrived at 7th & Metro at 12:47pm and boarded the Red Line at 1:25pm, and arrived at the Civic Center at 1:45pm. On the return trip boarded the Red Line at 2:43pm, arrived at 7th/Metro at 2:58 p.m. He boarded the Blue Line at 3:30pm and arrived back at Del Amo Station at 3:57pm.

Vice Chair Addleman traveled to Germany, Poland and the Czech Republic. The electric trains in East Berlin ran so smoothly, were immaculate and can be boarded through any door. Tourists can purchase a 3, 5 or 7 day pass for \$45 and can be used on all modes of transportation. Fares are enforced by plain clothed people who randomly check the fare. Those caught without a ticket must pay 80 Euros or \$96 on the spot. This is stated in announcements. They have a 1% fare evasion rate.

Chair Franklin rode the Expo Line Extension and enjoyed the ride. He had a very enjoyable experience. He noticed that the parking was free until approaching Santa Monica.

Date: 5/11/16; Line: 710; Operator #9120; Bus #7587; Boarded at Crenshaw Blvd. & Imperial Hwy at 9:17am, Alighted at Crenshaw Blvd. & Rosecrans Ave. at 9:24am. Bus Cleanliness: Good. The bus was full with riders standing. There were schedules for Line 710 but no plastic bags.

Date: 5/11/16; Line: 210; Operator #20593; Bus # 8644; Boarded at Crenshaw Blvd. & Rosecrans Ave. at 9:32am; Alighted at Crenshaw Blvd. & 116th St. at 9:45am. Bus Cleanliness: Good. The operator greeted everyone; he observed each fare payment. There were schedules for Lines 115, 111/311 and 126. The driver saw a train crossing ahead and stopped the bus before going into the intersection. The driver waited for the riders to be seated before driving off. A rider began to rap/sing at the bus stop and continued for the entire trip, which was annoying.

ADJOURNED at 12:47pm