

Minutes

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

Friday, July 8, 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 9:33am

Council Representatives:
Ralph Franklin, Chair
John Addleman, Vice Chair
Robert Burlingham
Ernie Crespo
Charles M. Deemer
Elaine Jeng
Roye Love
Don Szerlip

Officers:
Gary Spivack, Deputy Executive Officer
Dolores Ramos, Council Admin Analyst
Pamela del Valle, Administrative Intern
Scott Greene, Transportation Planning Mgr.
Danielle Valentino, Comm. Rel. Mgr.
Christina Goins, Board Secretary Office

For Metro information in English, please call the following phone number: 213-922-1282.

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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. SWORE in Robert Burlingham, Ernie Crespo, and Elaine Jeng as South Bay Service Councilmembers
3. ROLL Called and Introductions made
4. SAFETY Tip, Deputy Vera Bailous

There will be increased security assistants at Harbor Gateway Transit Center and El Monte Station to educate passengers that they must have a TAP card to board the Silver Line as part of the All Door Boarding Pilot. She encouraged everyone to remember to “See Something, Say Something,” by calling the Los Angeles Sheriff’s Department, 911 or using the Transit Watch Application if they see anything suspicious.

5. APPROVED Minutes from June 10, 2016 Meeting with Corrections and Abstention of Councilmembers Burlingham, Crespo, and Jeng
6. RECIVED Presentation on Service and Fare Equity Policies and Metro’s Triennial Title VI Report to the FTA, Daniel Levy, Executive Officer, Office of Civil Rights

Disproportionate burden is an Environmental Justice (EJ) term that refers to a neutral policy or practice that disproportionately affects low-income populations more than non-low income populations. Environmental Justice Executive Order 12898 ensures that our service and fare changes do not have a disproportionate burden on low-income stakeholders.

The statutory responsibilities for Title VI dictate that recipients of Federal funding shall not exclude or deny benefits or discriminate against individuals. Policies and actions must not create disparate impacts as a result of service or fare changes based on race, national origin (including language) or color.

Title VI/EJ analyses compare populations impacted by service or fare change to determine if populations negatively impacted (disparate impact or disproportionate burden) are more minority and more low income than populations not impacted or benefited by change.

Metro defines Disparate Impact as:

- Service Change: 5% absolute difference in the overall percentages or 20% difference between the percentage of minority in service area and minority impacted
- Fare Change: 5% absolute difference in the overall percentages or 35% difference between the percentage of minority in service area and minority impacted

Metro defines Disproportionate Burden as:

- 5% absolute difference in the overall percentages of low-income in service area and low-income impacted or 20% difference between the percentages of low-income in service area and low-income impacted
- 5% absolute difference in the overall percentages of low-income in service area and low-income impacted or 35% difference between the percentages of low-income in service area and low-income impacted

If Disparate Impact is found, the Board must pass a resolution that says there is substantial legitimate justification for the proposed change and there are no alternatives with a lesser negative impact on minority populations. If Disproportionate Burden is found, change can proceed but avoid, minimize and mitigate for negative consequences of change.

Councilmember Szerlip asked why EJ analysis is conducted if compliance is not a requirement. Mr. Levy explained that Metro conducts the analysis to comply with the Executive Order because Metro receives money from the FTA. There is no penalty by EJ if nothing is done to mitigate or avoid the consequences of a change that would impact low income residents.

Vice Chair Addleman stated that the South Bay provides 33% of the ridership but only receives 11% of the funds and no one is ever able to give a justification. Mr. Spivack explained that the South Bay ridership numbers are combined with Westside ridership numbers. South Bay contributes 12% of the ridership. The vast majority of ridership is generated on lines that travel north and south or east and west outside of the South Bay geographic area. Vice Chair Addleman requested a report that specifically identifies the percentages of funding and the projects in the South Bay region. He wants to make sure they are getting their fair share.

Councilmember Deemer asked if the number of seniors is blended in the total or calculated separately for low-income populations that are not seniors. Mr. Levy replied that each fare type and group is analyzed individually. Mr. Deemer asked what definition of the poverty level is used. Mr. Levy replied that the Federal poverty line standard based on household income and the number of individuals in the household is used to determine eligibility. Councilmember Deemer asked how disproportionate burden is mitigated. Mr. Levy replied that it varies; for example, all-door boarding requires a TAP card. There are low-income populations that don't have them and that don't have easily accessible ticket vending machines (TVM), so they are allowing cards to be purchased and loaded on the bus until TVMs are installed at all Silver Line stations.

Councilmember Love asked if Metro has received complaints from the monitoring agencies and if Metro is aware of the methodology used to evaluate efforts. Mr. Levy replied that no complaints have been received from the government agencies that monitor compliance. Metro's guidelines were developed out of a 2-years negotiation process with the FTA. The FTA reviews service changes every 3 years and have not expressed any concerns or complaints since the process was developed.

Chair Franklin asked if the Federal mandate applies to municipal operators. Mr. Levy replied that the mandate applies to agencies that operate more than 50 buses; if they operate less than 50 buses, there are other requirements needed but are less stringent.

Councilmember Szerlip commented that as demographics change, the Caucasian population that once was the majority is becoming a minority. He asked what race is being evaluated and if changing demographics are taken into consideration. Mr. Levy replied that the definition of the policy is based on the Civil Rights Act of 1964

J.K. Drummond commented that the Silver Line All Door Boarding TAP card requirement disproportionately impacts the poor and seniors in Downtown San Pedro because there is no place where people can obtain a TAP card. He asked which administration passed the environmental justice executive order, and if the threshold of 5% is positive or negative. Mr. Levy replied that TAP cards can be obtained on the bus, the order was passed by the Clinton administration, and that the 5% difference is plus or minus 5%. Mr. Drummond when as service is replaced, how long the municipal operator must match the previous service. Mr. Levy replied that they must maintain the service for a minimum of one year, after which they have to conduct their own Title VI analysis.

7. RECEIVED Quarterly Station Cleanliness Report, Gary Spivack, Deputy Executive Officer

Thirty-one stations are evaluated using thirty-three measures of performance. Performance ratings are based on a scale from 0 to 10. Scoring of station conditions was performed by a small group of Metro staff to maintain consistency.

Twenty-nine out of thirty-one stations received a rating of “Good to Very Good” and twenty-six out of thirty-one stations evaluated scores showed “No Change.” Harbor Green Line Station and Long Beach Blvd. Green Line Station were rated “Marginal.” Culver City station 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. Council Members will continue to be notified each time staff conducts station evaluations.

Councilmember Szerlip asked if Metro evaluates the upkeep of artwork, and if so, why it is not listed in the evaluation criteria. Mr. Spivack replied that the artwork is evaluated and findings are reported to the Art Department for repairs. Councilmember Szerlip asked about the status of the refurbishment of the laser turrets at the Green Line Redondo Beach Station. Mr. Spivack replied that he will get a status report from the Art Department.

Councilmember Szerlip asked for the definition of total activity. Mr. Spivack explained that it refers to the number of Metro passengers going through the station. It does not include other transit operators. The number was included to see if there was any correlation between station activity and relative score. For the most part, there is no relationship. Councilmember Szerlip asked if the activity at the South Bay Galleria includes the many people who board across the parking lot. Mr. Spivack replied that it only includes the number who board at that location.

J.K. Drummond requested that that in the future when station artwork is being selected, that there be a longevity requirement included. Mr. Spivack replied that he would relay the suggestion.

Chair Franklin commented that the walkway across from the Expo Line Santa Monica Stations creates an optical illusion that makes you feel like it is moving. He would like for it to be reevaluated because he is concerned there may be public accidents. Mr. Spivack clarified that the walkway was installed by the City of Santa Monica. There have been several complaints brought to their attention.

Mr. Meyers asked if Metro owns all of the transit stations listed in the report. If not, would Metro have to go to the local cities for repairs? Mr. Spivack replied that Metro does not own all of the bus stops or stations, but reports any items needing repair to the local jurisdiction.

8. ADOPTED Service Council FY17 Work Plan, Council Members

The adoption of an annual work plan is a requirement of the Metro Service Council Bylaws. These work plans outline the activities and priorities of each Service Council for the coming fiscal year. The work plan is to include the process and targets for monitoring transit service and collaborating with Metro's Chief Operations Officer and the Service Planning and Scheduling Department regarding service quality and safety. The plan must be consistent with the Metro Board of Directors adopted mission, vision and goals, and must comply with all Board adopted service standards policies.

Councilmember Szerlip asked what level of participation in the line ride program the other councils have had. Mr. Spivack replied that Gateway Cities and San Fernando Valley are involved but they approach the program differently. Some members are assigned lines to report back on. The program will be introduced to the other Councils as well.

Councilmember Szerlip requested reports from the municipal operators once per quarter. Chair Franklin replied that while Metro can encourage them to present, that they cannot be obligated.

J.K. Drummond agreed that municipal and local operators should be invited to make presentations, meet the Council and hear from the public. He suggested that LADOT, Metro contract service providers, and Metro's schedule and map makers be invited to make presentations.

9. APPROVED Going Dark for August 2016, Council Members

J.K. Drummond expressed his strong objection to the Council going dark. Chair Franklin noted that an emergency meeting can be convened with 72-hour notice if necessary.

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

- Bus On-Time Performance: Goal: 80%, South Bay: 73%, System Average: 73%
- Complaints per 100,000 passengers: Goal 3.69, South Bay: 3.32
- Miles between mechanical road call: Goal: 4,169, South Bay: 6,393
- Accidents per 100,000 Miles: Goal: 3.69, South Bay: 3.32

- Metro Bus System Average Weekday Ridership: 997,419
- Free rides will be offered on DASH for Metro 7-day and 30-day pass holders from July 1st – December 1st funded by California Climate Investments.
- Metro is completing an evaluation of its service and how they interface with parks and recreational areas in response to a Board Motion by Director Kuehl. A report will be made to the Board at their October 2016 with an action plan.
- A question was previously raised of how an operator knows whether an animal that a patron brings on board is a service animal. Patrons can claim they have a service animal for a variety of medical and psychological reasons. ADA guidelines require Metro services to accept guide dogs, guide dog puppies in training, a signal service animal or a psychiatric service animal. Operators are limited to asking what service the animal provides. A patron can have one or more service animals. If there is a service animal on board, the operator has to notify the handler that there is already an animal on the bus and to make sure their animal is tethered and located in a different position. An operator cannot claim they have an allergy or have a fear to deny someone access.

Mr. Spivack thanked Wayne Wright for reporting the issues on Line 212. Metro is actively investigating the complaints of passengers being forced to alight early for the Green Line Station. The operator has been identified and a notice is being distributed to operators.

The west elevator at the Hawthorne/Lennox Station is still out of service. Metro is waiting on back order of a specialty part needed for repair. Once the part is received, the elevator should be back in service soon.

Councilmember Szerlip noted that service will be interrupted when construction begins at the Port. He suggested that the Green Line be extended the full length of the BNSF right-of-way to Long Beach, which would provide connectivity with the Blue Line and serve as a feeder line.

Councilmember Szerlip asked why the accident rate fluctuates. Mr. Spivack replied that there are seasonal fluctuations around daylight savings time, due to weather, when schools are back and session, and other factors. All areas fluctuate similarly.

Councilmember Szerlip asked how buses are evaluated for pollution standards. Mr. Spivack replied that a random sample of 10 to 20 buses are inspected by Quality Assurance. Councilmember Szerlip commented that it is very disturbing to see Line 232 buses spewing black smoke from an agency that touts it operates the cleanest air fleet in the nation. The South Bay was told that the contract lines would receive new environmentally friendly buses. He asked when this will occur. Mr. Spivack replied that a new fleet management plan is being taken to the Board for approval. Included in the plan is replacement of 66 coaches assigned to Division 97, the area contract operator.

Councilmember Deemer commented that there should be better communication with passengers regarding the upcharge to transfer to the Silver Line. Torrance Transit cannot collect the additional fare charge to ride the Silver Line. He has observed that 25% of Torrance passengers have a TAP card and 75% pay with cash. Mr. Spivack replied that TAP has been meeting with municipal operators to incorporate transfers into the TAP system.

Councilmember Crespo commented that fare evasion is an industry wide problem. GTrans is working with Torrance Transit, Metro and law enforcement on an educational campaign to address the problem. He asked whether all accidents are included in the report or only preventable or non-preventable. Mr. Spivack clarified that all accidents are listed as it can take several months to reach a final determination of fault. Councilmember Crespo asked if pedestrian accidents include on-board accidents. He suggested separating pedestrian accidents in the South Bay and looking at the locations where they occur. Mr. Spivack replied that accidents are frequently misclassified. On-board accidents are not included. There are 150 types of accidents; he can provide a list of the types of classifications.

Vice Chair Addleman asked what happens to someone who assaults an operator by spitting. Mr. Spivack replied that the operator is instructed to call Bus Operations Control and law enforcement is dispatched. However, assailants typically run and are gone by the time the authorities arrive. The on-board video is used to track down more serious assaults, and assailants are often apprehended within a week.

J.K. Drummond commented that Long Beach Transit drivers will not move the bus until the fare is paid. He thinks Long Beach Transit should be invited to give a presentation on how they address fare evasion. The Port Authority is making a lot of money on the Red Car replica line in San Pedro. It is a tourist line not a transit line. There was talk of changing it to a transit line traveling on North Gaffey Avenue and to Wilmington and the BSNF. Should Metro take it over, the Port of Los Angeles should fund it indefinitely. The SBC Accidents category should be changed to "Collisions." The Orange and Silver Lines should not be listed as Rail, but as BRT.

11. PUBLIC comments for Items not on the Agenda

J.K. Drummond would like to see more public participation at Metro meetings. He likes the Look Ahead handout because it shows that Metro is making an outreach effort. He commented that a few of his comments did not make it into the minutes; he feels it is important that his comments be shared with the Metro Board. The departments that distributed timetables should mail schedules to mass distribution points before mailing them to the public. Metro has an interagency agreement with OCTA but not with Palos Verdes Transit Authority; the Palos Verdes Transit Authority agreement lapsed 4 years ago. He had to go to the sign post on Weymouth Ave & 8th St. to read the schedule. Stops & Zones will not make the change because of the lapse. Palos Verdes Transit Authority has the money to connect to the Silver Line but because of the lapse in agreement they do not. He suggested Line 225 be routed to Pacific Ave or to a Park & Ride lot in San Pedro. OCTA has a new high-speed limited Line 560 running between Cal State Long Beach to the area where Long Beach Transit is going to build a transit center. It is the only line that runs through LA County that does not accept TAP. He suggested that Silver Line buses make audio announcements that patrons with TAP cards may enter through the rear door. He rode the Expo Line and Silver Line at N. Adams Blvd. and the announcements call out different names for the transfer station. The Expo Line announced a name of a hospital and the Silver Line announced 23rd St.

Mr. Meyer commented that GTrans will soon be implementing a number of service

changes. Line 1X is being extended to Marine Ave to the Green Line Redondo Beach Station. It makes getting there much easier and the change is appreciated.

Ralf Quint commented that the elevator has been out of service for more than 6 weeks at Hawthorne/Lennox Green Line Station. He could not board Line 40B #9562 at 9:15 a.m. because the operator turned the wheel when he was a foot away from the curb and wouldn't let anyone board. This made him late for the morning's meeting. This also happens on the Orange Line southbound bus at Van Nuys Blvd. If you miss the bus, you have to wait another 15-20 minutes. The no-fare/short fare rate is largely due to non-working fare boxes; the problem is worse in Los Angeles than in the Valley. This morning, the fare box would not accept TAP or cash.

Earlier this year, Marie Bryant had requested that more trash cans be placed at bus stops because they were overflowing. She noted that more trash cans have been placed at the stops and thanked those responsible.

Wil B. caught Line 232 at 8:21am. The bus arrived 6 minutes late to LAX City Bus Center at 8:50am. The bus did not stop at the Line 232 bay which was a farther distance. Even though he was the first person off the bus and he ran, he missed his connection. He asked the Line 232 driver why he didn't stop at the proper bay and the response he received was "that is the way Metro does things." The next Line 111 didn't depart until 9:26am because the operator was flirting with someone. Metro's ridership is dropping because people hate riding the bus; Metro will never capture discretionary riders because of these problems. Metro should work on making sure schedules are accurate, that stations are set up to allow quick transfers, have drivers wait when they see a late bus, offer a proper trip planning tool on their website, and operators should be trained to provide constructive information to passengers. He wants to see change and wishes Metro would do more. `

Wayne Wright commented that Lines 108 and 358 are unreliable, particularly the empty westbound PM rush hour trips. He asked that Line 358 be canceled or that the limited stop segment be made shorter to operate between Crenshaw and Atlantic in Maywood, instead of the existing limited stop segment between Culver city Transit Center and Eastern Av. There is no Route 358 stop at Slauson and Overhill to catch Lines 102, 212/312, and 607. It is a confusing route for passengers and he has witnessed arguments between passengers and operators over it.

12. Council Member Comments and Line Rides

Vice Chair Addleman attended a Southern California Association of Governments meeting where there was a presentation on Metro's ballot measure. Director Knabe voted against supporting the ballot measure because Measure R in 2008 promised that projects would improve mobility and decrease congestion. He feels that 8 years later, they are still waiting for improvements in the South Bay, and that that the ballot measure will dedicate all the funds to the Sepulveda Pass Tunnel and rail projects. The South Bay Cities Council of Governments voted against supporting it as did the Gateway Cities Council of Governments.

Line 344, Operator #79599; Bus #6090. Date: 6/9/16; Boarded at: Silver Spur & Hawthorne

at 6:23am. Alighted at Harbor Gateway Transit Center at 7:02am. Bus Cleanliness: Good; The overhead ceiling rattled continuously. There were water spots on the outside windows. At Artesia & Normandie, there was a bad accident that partially blocked the bus lane. The operator was very good and patient, eased the bus into traffic and proceeded. The bathrooms at Harbor Gateway Transit Center were immaculate and the TAP machines were working. There were pigeons all over the place, roosting on the prongs that are supposed deter them. People still feed them. He would like to see a sign posted that reads, "Feeding pigeons is prohibited." The TAP card technician said pigeons roost over the machines at the El Segundo Station making use problematical. It was standing room only on the return trip. The driver activated the ramp for someone in an electric wheelchair at the South Bay Galleria. There were ladies who sell items sitting in the handicapped and senior seating area. The driver motioned for them to move for the patron in the wheelchair patron and they did.

Councilmember Szerlip: Date: 6/15/16; Boarded at Green Line Redondo Beach Station 9:00am; Cleanliness: Good; The parking lot was almost full and had to park in the farthest row. The ride was very comfortable. Got off of the train at 9:40am. Boarded the Silver Line at 10:03am, Bus #8387, Driver 25939. He observed a passenger paying the additional zone fare. Another person ignored the fee; the operator reminded him and he paid it. There were no trash bags and the only take ones were about service changes and the all-door boarding pilot. The bus was 60% full. He saw the TAP reader at the rear entrance with a sign that read, "Get Ready." He returned on the same bus with a different Operator #23966, boarding at Flower at 4:20pm. It was 98% full. The driver was moving while people were paying and standing in front of the yellow line. There were leather straps for standing passengers. He alighted from the bus at 4:46pm and boarded the train at 4:47pm. The train was 35% full.

On July 4th he used Metro to attend the fireworks show in Redondo Beach to avoid the traffic. He boarded at Artesia. He took Line 232, Driver #88386, Bus #11033; it was half full before 7pm. He got off at Beryl Street and used Nextrip but could not get an accurate time of arrival. The traffic was very heavy on the way back and the bus was very full.

Councilmember Deemer: Line 344, Operator #23143; Bus #6129. Date: 7/6/16; Boarded at Harbor Gateway Transit Center at 6:55pm; Alighted at Hawthorne Blvd & Torrance Blvd. at 7:23pm. Bus Cleanliness: Good; There were trash bags, schedules for Lines 115, 126, 127, 202, the Silver Line, and several take-ones. He did not observe any fare evasion, and over 80% of passengers paid with TAP.

Torrance Transit is adding more service to Downtown Los Angeles. Torrance collects a lot in sales tax but receives a much lower return because the formula is determined by population. The South Bay has high tax revenues. He suggested that current projects be completed before starting new ones and that is why Torrance City Council voted to oppose the ballot measure.

Councilmember Love commented that according to the California Environmental Agency report, toxic emissions in the City of Carson are 94% worse than the rest of the state. A few years ago there was a study on the asthma hospitalization rate and Carson was among the highest in the State.

Date: 7/7/16; Blue Line Car #130B; Boarded at Del Amo & Santa Fe at 2:35pm; Alighted at

San Pedro Station There were less than 40 passengers aboard and it was extremely warm. The air conditioner kicked in at the Compton Station. There was a patron in a wheelchair blocking door; people had to crawl over him to enter and exit. There were soda cans on the floor. The voice annunciator was low volume and hard to hear. As they approached Downtown, there was an announcement about the bomb scare at Metro and 7th. On the return trip, there were about 13 people on board and a patron sitting in the senior seating area with his legs on across the seats occupying all 4 seats. As they approached the Compton Station, the air conditioner failed again and the temperature in the car got warm again.

Chair Franklin: Line 210, Operator #76540, Bus #8263, Date: 7/5/16. Boarded at Crenshaw Blvd. & Imperial Hwy at 9:33am; Alighted at Crenshaw Blvd & Rosecrans Ave. at 9:44am. Bus Cleanliness: Good; Driver did not speak to anyone but simply glared at people. There were plastic bags, schedules for Lines 210 & 246, and pamphlets for the Patsaouras Plaza construction closure. A patron in a wheelchair had one belt strapped at the wheel. Another rider helped the patron in the wheelchair with the strap and helped him off of the bus. The driver simply lowered the ramp, remaining seated the entire time. The bus stayed $\frac{3}{4}$ full.

Line 210, Operator #79203, Bus #8318. Date: 7/5/16; Boarded at Crenshaw Blvd. & Rosecrans at 9:48am. Alighted at Crenshaw Blvd. & 116th St. at 10:00am. Bus Cleanliness: Good; there were plastic bags and Line 117 schedules. The bus went from $\frac{1}{4}$ to $\frac{1}{2}$ full. The operator waited for patrons to be seated before pulling out of the stops.

ADJOURNED at 12:32pm