

Minutes

Friday, September 9, 2016

9:30 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, 115, 212/312, and Rapid Line 740.

Called to Order at 9:30 a.m.

Council Representatives:
John Addleman, Vice Chair
Charles M. Deemer
Angie Reyes English
Elaine Jeng
Don Szerlip

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

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

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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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Los Angeles County
Metropolitan Transportation Authority

Metro

1. PLEDGE of Allegiance
2. ROLL Call and Introductions
3. SAFETY Tip, Gary Spivack, Deputy Executive Officer, and Deputy Harvey

Passengers should be sure to fold the bike rack up after removing their bikes to prevent accidents. When securing your bike, wait to hear the click of the lock to be sure it is secured.

4. APPROVED Minutes from July 8, 2016 Meeting
5. DISCUSSION of Los Angeles County Transportation Improvement Plan Allocation of Resources, Gary Spivack, Deputy Executive Officer, Melissa Wang, Executive Officer, Office of Management and Budget, Parvaneh Ahmadi, Transportation Planning Manager

Twelve percent of Metro ridership originates from the South Bay service area. Many of the lines assigned to the South Bay also travel through other regions; 55% of Metro trips original in the Westside/Central region. Total Metro revenue service hours (RSH) allocated for FY'17 is 7,005,960; RSH for lines assigned to South Bay: 2,290,304; percentage of total system RSH assigned to South Bay lines: 32.7%; bus RSH in So. Bay 854,507 or 12.2% of total budgeted; average daily boardings within South Bay region are: 108,035 or 11.8%.

The FY17 forecast is a forecast of local sales tax, TDA (Transportation Development Act) and STA (State Transportation Authority) revenues which includes Proposition A, Proposition C, Measure R, TDA and STA funds. On-going regional allocation accounts are 78% of total sales tax. Allocation items are governed and processed by standard formula and procedures as required by Sales Tax ordinance or Board-adopted policies developed by the regional task force. Other transportation programs not be allocated by formula are allocated either by sales tax ordinance, State law or Metro Board approved methodologies. Eighty percent of funding is already dedicated to ongoing maintenance of day-to-day operations, streets and signals. California state laws regarding how funds can be spent are very strict. The Budget office allocates funds according to 145 different regulations. Local return dollars, TAP, FSP (Freeway Service Patrol), and Rideshare dollars are allocated strictly by population.

Councilmember Szerlip commented that the information reported is exclusively for Metro service and does not include revenue service hours or funding of municipal operators. Mr. Spivack clarified that the mission was to look at how much of Metro's budget is dedicated to South Bay services. The budgets of municipal operators are separate and we do not count their boardings. Councilmember Szerlip asked if it is fair to simply look at all of the boardings from Metro, take that percentage and put it into dollars and cents and then that money has to fund not only Metro but to other municipal operators as well. Ms. Wang replied that the 12% going to the South Bay is a formula allocation procedure that represents local ridership because 50% of the formula is the total fare revenue divided by the base fare. It is a representation of the boardings. Discounted fares are also compensated in the local return portion based on the ridership and Access Services use. Metro's responsibility is to

fairly distribute the amount of money that is allocated into each region.

Councilmember English asked who develops the forecast and how many years has the allocation forecast been completed. Ms. Wang replied that the practice of developing an allocation forecast has been in place since the sales tax was adopted; the process was revised in FY03 by the Board. The adoption took place at the May Board meeting and before that it presented to the Council once or twice a year prior to adoption in March or April when the budget is being finalized.

Vice Chair Addleman asked when the quarterly reports are generated. Ms. Ahmadi replied that estimates are generated, then when the numbers are made available by the State; they are revised based on the actuals. The numbers are reconciled on a quarterly basis. Vice Chair Addleman requested that they come back to the Service Council when they have the quarterly reconciliation.

Councilmember English asked how the correct allocation of funds based on population is confirmed as population estimates are only provided by the Census every 10 years. Ms. Wang replied that the State Department of Finance publishes city population data every year; Metro receives the data from them annually on January 1st; the State updates this information regularly.

Councilmember Deemer commented that Torrance has 4-6 resolutions dealing with funding received for replacement of buses and the ongoing operations. They swap Prop A and Prop C monies with other cities not in the South Bay that do not have a bus transit system and that has a smaller population. He asked if allowances are made for cities with small populations that do not have transit agencies. Ms. Wang replied that Metro has to distribute the funds strictly according to the formula.

Councilmember Deemer asked what projects TDA Article 3, TDA Article 4, and TDA Article 8 fund. Ms. Ahmadi and Ms. Wang replied that TDA Article 3 is for pedestrian and bike projects allocated to cities, TDA Article 4 is state money allocated to municipal operators for operations or repairs, and TDA Article 8 funding is for the areas of the County outside of Metro's service area such as North County and Santa Clarita.

Councilmember Jeng asked how the quarterly projections match up with the actuals. Ms. Wang replied that to ensure that all promises are fulfilled, the forecast is relatively conservative. The projection is developed by looking at the 30-year sales tax receipts and comparing the cycle with the dollar amount forecasted and by the 3 forecasting agencies and the percentage of job growth rate. Based on that, Metro uses a relatively conservative value to produce the overall dollar amount.

Vice Chair Addleman thanked the presenters for providing a clear outline of what South Bay riders are getting and where it is coming from.

6. RECEIVED Presentation on Travel Pal Pilot Project, Aaron Baum, Project Manager, South Bay Cities Council of Governments

Travel Pal is a free web-based trip planning tool that identifies travel routes and provides carbon footprint information about the various transportation modes. The project is a 2 year pilot project funded by Metro and it is being tested for travel to work, events and school trips. A mobile application is also in development. There are currently 660 users, 250 registrants, and page views are up to 7,700.

Vice Chair Addleman asked how many people have attended the outreach meetings held in the South Bay for the project and how safe the bike paths suggested in the application are. Mr. Baum replied that attendance at the workshops has averaged about 20 people. The Travel Pal team is working with local water and utility companies to get the word out through bill inserts to thousands of customers. Bike path safety is quite good on the route up to Venice. It is not very congested other than with other bike riders. The South Bay is well striped and he doesn't foresee any problems with bike paths recommended by the software.

Councilmember Szerlip asked how much money Metro granted to the project and who is doing the programming. Mr. Baum replied that the grant was for \$100,000 to be allocated over 2-plus years. The program is being run by the COG, which has contracted with Urban Trans, a company that specializes in this type of software. The COG is paying for licensing and customization of the software which is in the testing phase. They are exploring the use with Fitbit and tracking of trip carbon footprint to better benefit Metro when bidding for future software. Councilmember Szerlip asked what data will be reported back to Metro and when. Mr. Baum replied that they will report the usage, stories of success, barriers to use, and where opportunities lie. They will also report on how this type of software can be useful for trip planning to and from events and for employers. The project will conclude next fall, and the final report should be completed at the end of 2017 or early 2018.

Councilmember English commented that this is the first time she has heard of this project. She asked how the project is being promoted to the public with the limited amount of time remaining. Mr. Baum replied that he has briefed members of working groups from different cities, actively reached out to local organizations and elected officials, large employers, and had items included in newsletters; the project has been publicized in a myriad of ways, but it has been a challenge to get people engaged. Councilmember English commented that due to the nature of the tool, there will be complete populations that will not participate such as seniors. She suggested that the name be changed to reflect the inclusion of health options, which might be more informative and entice people to look at various methods of travel. She asked what the larger objective of the project was. Mr. Baum replied that the COG felt that Metro's trip planning tools don't have the functionality that consumers want, need, or expect. They were hoping that the gamification aspect would be something that could be used to administer surveys and engage changes in commute behavior. They hope to inform Metro to help improve consumer choices.

Marie Bryant expressed concerns regarding information sharing. She asked who, when and how the information is being shared. FitBit has been in the news recently for sharing information and information gathered from cell phone applications has been used in recent court cases. Mr. Baum replied that the information gathered by the application is not being shared commercially; it is only being utilized to allow the technology to match participant

trips to enable carpool matching with other participants. The system makes the match, and then the individual makes the contact. There are no advertisements or third parties involved.

Wil B. commented that Travel Pal is not very different from Google Maps. If they're going to spend money, they should spend it to address foundational problems like including local transit providers that are not on Google Transit such as Beach Cities Transit and Gardena. Vice Chair Addleman suggested advertising on South Bay COG member city websites to help promote the effort. Mr. Baum replied that they would like to but there have been challenges in working with multiple jurisdictions.

Councilmember Szerlip commented that the South Bay region has more municipal operators and short distance operators than any other region. It is incumbent that all operators and their fixed routes be included in the options. He suggested mentioning to the COG Board members that it is their obligation to bring it to their individual city councils.

7. RECEIVED Presentation on Proposed Service Changes for December 2016, Scott Greene, Transportation Planning Manager

No major service changes are planned for the December 2016 shakeup. Minor changes will be implemented including:

- Regular schedule maintenance to improve schedule reliability and adherence to passenger loading standards
- Review bus-to-rail connections, including late night/early morning connections to Metro Green, Blue, and Expo Lines
- Maintain service hours status quo per FY17 Budget
- Review lines identified in the 15-minute network for potential implementation including Lines 117 (Century Blvd) and 232 (Pacific Coast Highway).
- In response to public input at previous Council meetings, Line 115 Saturday trips were extended west from Inglewood Transit Center, reestablishing the link to Sepulveda. Some Line 212 late night trips to the Green Line that previously ended at Inglewood Transit Center were extended so that people can get to the Green Line more easily. Mr. Greene thanked Wayne Wright for those suggestions.

Councilmember Deemer asked where the hours are being taken from for other lines' hours to be extended, and how the bus to rail connections is working with the Silver Line all-door boarding. Mr. Greene replied that headways are being slightly widened, making the changes budget neutral. The all-door boarding pilot has not yet been evaluated, but Metro is very pleased with it so far. Councilmember Deemer commented that he has seen articles stating that the Expo Line is falling behind schedule; he asked if adjustments will be made. Mr. Spivack replied that the Expo Line is on 12-minute headway with 3 cars and is still very crowded. Once more rail cars are available, service will go to a 6 minute frequency. Hopefully that will happen in December at the latest. Mr. Spivack added that rail is budgeted separately from bus, and that the rail service increase is already included in the budget.

Councilmember Szerlip asked if there are any Line 115 evaluation results. Mr. Greene replied that there are more patrons riding west of Inglewood than previously.

Councilmember Szerlip commented that Line 232 was originally part of the proposed 15-minute network; if the change is made but ridership doesn't justify 15-minute headways, will headways be increased or will they stay the same? Mr. Greene replied that passenger loads are reviewed for routine schedule maintenance; they may gradually implement the 15-minute network over the next few shakeups. There may have to be minor reductions in other contract services in order to fund those changes. Councilmember Szerlip replied that he would like weekend service increased, but not at the cost of weekday service.

Councilmember English thanked Metro for listening to the public and making the changes needed to extend late night service.

J.K. Drummond is concerned with the connectivity of the Silver Line at night when it doesn't travel past the Harbor Gateway Transit Center. There was better connectivity scheduled between Line 550 and Lines 205 & 246. It is not very good to stand out there at night. Years ago he was told that if a schedule change is less than 15 minutes it is not considered a major change. Mr. Greene replied that major changes are classified by vehicle miles and route miles. If a change of 25% or more miles or RSH is made or cumulative changes over a 3-year period reach the 25% threshold, then it is considered a major service change.

Wayne Wright requested that Line 232 hours of service be expanded to midnight in both directions. He would like to see an overhaul of the hours but not the routing. If patrons miss the last Long Beach bus, they have very few options. The line can be crowded sometimes, but he would prefer extension of hours instead of moving towards 15 minute network.

8. RECEIVED Report on Regional Service Performance, Gary Spivack, Deputy Executive Officer

- Metro Bus On-Time Performance: Goal 80%, South Bay 75.4%, System Average 76.3%
- Complaints per 100,000 passengers: Goal 3.51, South Bay 4.08, System Average 4.37
- Miles between mechanical road call: Goal 4,529, South Bay 6,453, System Average 5,149
- Clean Bus: Goal 8.0, South Bay 8.61, System Average 8.70
- Accidents per 100,000 Miles: Goal 3.69, South Bay 4.26, System Average 3.76
- Metro Bus Average System Weekday Ridership: 916,510
- TAP is eliminating application fees for disabled and college/vocational TAP cards. The TAP card expiration date will be extended from 3 to 10 years for the permanently disabled.
- The U-Pass was launched successfully and the reception has been extremely well.

Councilmember Deemer asked how often college students have to renew their student passes. Staff replied that they would follow up. He attended the LAX meeting, which was lightly attended. He noted that the cost of integrating the transit portion to the airport portion, cost responsibilities are still being sorted out. He asked if Metro has a project budget estimate. Mr. Spivack replied that there is a cost estimate; Metro is responsible for the new Green Line station and the Crenshaw portion. The airport is responsible for bringing it in to the airport. He will review available documents for any cost allocation information and email the information he finds.

Councilmember Szerlip asked about the status of replacing the region's contract service buses. Mr. Spivack replied that the top priority order is for the replacement of the contract service coaches. They will arrive in one to two years, based on how fast they are constructed. Councilmember Szerlip requested rail ridership information be included periodically.

Councilmember English asked if incidents of fare evasion witnessed by Councilmembers when on their line rides are included in the fare evasion numbers. Mr. Spivack replied that they are not, that ATMS (Advanced Transportation Management System) is used to record.

9. PUBLIC Comments for Items not on the Agenda

Marie Bryant shared that during her summer travels she stayed at a hotel that allowed departing tourists to donate their transit cards with unused fare to homeless veterans. She asked if Metro has a similar program or could implement something similar. Mr. Spivack replied that he will look into it.

Ralf Quint commented that the elevator at Hawthorne Station has been out of service for nearly 4 months; it cannot be merely an issue of ordering a spare part as was reported at the last meeting. Mr. Spivack replied that there was a fire life safety review conducted and the elevator had to be partially restored. Last Saturday they installed new conduit; he hopes to report next month that it is back in service. Mr. Quint replied that he uses the station once a day and has not seen any workers working. He has filed multiple complaints regarding late or no show buses; it takes an average of 3 weeks to receive a response, if you get one at all. He also reported South Bay Line 232 where that happened twice in 4 days. He received a call from the supervisor of the contract line who provided an explanation. If the subcontractor could call him within 2 days, Metro should be able to do so as well. There is a problem with the system. It was reported that Expo Line is running extra cars. They have reduced the number of cars on the Green Line especially at night. Now it is hard to get on because the cars are full and the conductor is trained to stop at the end of the platform. When they do this, patrons have to walk back 150 feet to Hawthorne/Lennox to catch the connecting bus.

Wayne Wright noted that some of the newer buses are being shifted to contract Line 125.

J.K. Drummond commented that the Harbor Gateway Transit Center does not provide a phone number to call for service. A toilet overflowed and there was no number posted to report it. The bus stop shelter on 7th and San Pedro had shattered glass and there was no number posted to call to report. LADOT is proposing massive DASH restructuring. They want to move the DASH onto 1st and 13th Street in San Pedro, both of which are being served by Lines 205 & 550. They want to remove the northern route completely, shorten the southern route and move it to 13th from 19th Street. PV Transit is now serving Pacific Ave in San Pedro. However, they are running point to point service from their former eastern terminus at 8th and Averill, and are not serving the hospital. The signage has not been replaced at 9th and Weymouth despite many requests. He spoke with Metro Stops and Zones and was told it was PV Transit's responsibility. The eastbound stop at 7th and Pacific that does not have a PV Transit sign is also the westbound stop which is counter intuitive. He questioned whether Metro had any control over a municipal line like this. Vice Chair Addleman suggested that he contact the Rolling Hills Estates Council office to find out who the PV Transit Chair is and to contact them.

10. Council Member Comments and Line Rides

Councilmember Deemer: On 7/25/16, he boarded the Silver Line 910, Bus 8393, with Operator 83320 at Harbor Gateway & Carson St. Station at 11:41am; alighted at Union Station 12:35pm. Bus Cleanliness: Good; it was clean, had trash bags and was on time. The driver was professional, called out the stops, and he did not witness any pass ups. There were no brochures available. He witnessed a few fare evasions. As they were pulling onto the Harbor Freeway, the driver announced that a passenger in a wheelchair would be boarding. While helping the handicapped passenger onto the bus, he saw 14 people enter through the back door without tapping their cards at the Green Line Station.

On 8/15/16, he boarded the Silver Line 910, Bus 8365 with Operator 79069 at 7th & Flower at 12:30pm, and alighted at Harbor Fwy Green Line Station at 12:50pm. Bus Cleanliness: Good; it was on time, clean, the head sign was correct, and the driver's appearance was professional. There were no trash bags. The driver did not call out any stops or transfer points. The only brochures available were for the Silver Line. He noticed a few people boarding through the back door without tapping.

On 9/9/16, he boarded Line 210, Bus 9262, with Operator 28364 at South Bay Galleria at 8:32am; alighted at La Brea & Manchester at 9:05am. Bus Cleanliness: Good; the bus was 6 minutes ahead of schedule at the Green Line. The head sign was correct, there were no pass ups, and the driver's appearance was professional. There were no trash bags. The driver did not call out major stops or transfer points. The only brochure in the rack was for Line 207. About 30% of passengers paid with TAP.

On 9/2/16, Councilmember Szerlip boarded Line 130, Bus 11056, with Operator 88791 at 1:16pm at Aviation & Artesia to the Fiesta Hermosa. There were only 10 people on the bus. He asked the driver what route she was taking, knowing there were street closures for the festival. She explained the detour and told him where to catch the bus for the return trip. There were trash bags but no schedules. He used Nextrip for the return trip and arrived at 4:10pm. Either he got the time wrong or the information on Nextrip was incorrect because for the return trip, he left close to the time when the bus was to arrive, but had to wait 40 minutes for it to arrive. It was the same bus driver but in a different bus #11036. There were Line 128 schedules. He asked the operator if she'd been working the entire time, and she told him she'd had a two-hour layover. Councilmember Szerlip asked what layovers are. Mr. Spivack explained that operators often work split shifts and are not paid for the break in between shifts. This is standard operating procedure and is included in their contract, which specifies limitations such as that their layover can be no longer than 3 hours. All lines and operators use splits. Operators bid their assignments, and there are leftover pieces that are turned into assignments. There are also operators on the extra board, who are assigned to pick up the odd pieces. Sometimes they are assigned to an existing run, and other times, the division dispatcher will combine these pieces into a separate schedule.

Mr. Szerlip commented that the latest issue of Mass Transit features CEO Phil Washington in the main article regarding the ballot measure proposal, and the infrastructure and investments Metro is making. He went to an event of Assemblyman David Hadley's office in Manhattan Beach that focused on transportation for seniors. Uber, Access Services,

Torrance Transit, Manhattan Beach, and Metro were on the panel. Lilly Ortiz from Metro spoke and shared plenty of good, positive information. There were comments made by Palos Verdes residents wanting to know why they don't have many services or public transit, that the PV Transit fixed routes don't take them where they want to go, and they do not have a dial-a-ride service. There were complaints made about Metro maintenance and care of the elevators at both Harbor Fwy Green Line and Willowbrook/Rosa Parks Blue/Green Line Stations.

Councilmember English shared that the City of Hawthorne recently approved a \$67 million Marriott project at the corner of El Segundo and Hawthorne to be completed in 2018; the Hawthorne Mall will be returning in December 2018. With these projects and the LA Rams close by, there will be additional transportation needs. She has continued to push for additional trash receptacles at bus stops, which the city will soon receive. She commended the City of Hawthorne Public Works Department for their responsiveness when she requests bus stop cleaning or services along bus routes. She thanked the community for attending meetings to share their comments and concerns, and Metro for resolving those comments and concerns.

On 8/24/16, Vice Chair Addleman boarded Line: 344, Operator 79066, Bus 8633 at Silver Spur & Hawthorne at 6:24am; he alighted at Harbor Gateway at 7:00am. Bus Cleanliness: Good. The drive was excellent. There is influx of pigeons at the Harbor Gateway Transit Center by the bathrooms. He estimated that 20% of the Transit Center was under guard by pigeons. The security is doing well, and no one was parked in the bus lanes.

ADJOURNED at 12:11pm