

# Minutes

Friday, October 14, 2016  
9:30 AM

SOUTH BAY CITIES  
SERVICE COUNCIL  
Regular Meeting

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Inglewood City Hall  
Conference Room A  
One Manchester Blvd.  
Inglewood, CA 90301

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines: 40, 111, 115, 212/312, and Rapid Line 740.

## Called to Order at

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

Officers:  
Gary Spivack, Deputy Executive Officer  
Scott Greene, Transportation Planning Mgr.  
Mark Dierking, Community Relations Manager  
Dolores Ramos, Council Admin Analyst  
Pamela del Valle, Administrative Intern  
Christina Goins, Office of the Board Secretary

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ដើម្បីនិយាយជាមួយអ្នកបកប្រែ Metro អ្នក សូមទូរស័ព្ទតាមលេខ 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, Dolores Ramos, Sr. Administrative Analyst

Should your vehicle break down, pull over to a safe location out of the flow of traffic while you wait for assistance.

4. APPROVED Minutes from September 14, 2016 Meeting with abstention of Chair Franklin and Councilmembers Crespo and Love

JK Drummond insisted his comments were misrepresented by Ms. Ramos and chastised her rudely.

5. RECEIVED Presentation on Bus Operator Training Process, William Marshall, Transportation Operations Manager

The bus operator recruitment process includes a multiple choice test, an appraisal interview and a background investigation. Potential candidates must be 21 years of age, hold a valid California driver's license for at least 2 years with a satisfactory driving record, have 6 months of public contact or customer service experience, a good employment history, and once training is completed, be able to obtain a Class BP (Transit Bus Operation with Passenger endorsement) designation on their driver's license. To prepare potential applicants, Operator Central Instruction has an outreach program offered at Los Angeles Trade Tech College, Valley College, and Mission College, the Metro Bridge Program that guarantees potential candidates that complete the 4-week commercial license training program an interview with Metro for an operator position.

Bus operator training is conducted through Central Instruction and includes defensive driving, how to meet time points. Operators are monitored through GPS and vehicle operations supervisors also monitor them. They are also continuously trained in customer service, ADA enhancement training, and receive annual transit ambassador training. When found to have been discourteous to patrons, Operators may be counseled, written up, and/or retrained, depending on severity and frequency of the incidence.

Operator responsibilities are safe driving, in service on-time performance and good customer service skills which include being courteous, empathizing with passengers and patience. When patrons attempt to board with animals, operators can only ask whether or not the animal is a service animal. All pets must be in a carrier. Wheeled devices such as luggage and carts (other than mobility aid devices such as wheelchairs) must be stowed to prevent blocking aisles, boarding, seating and exiting. Disorderly conduct, eating, drinking, smoking and excessive noise are all prohibited in the Customer Code of Conduct. Safety systems include SmartDrive, monitors, digital video downloads and silent alarms. Smart Drive monitors are triggered by G force caused by hard braking or an accident and records

15 seconds before and 15 after the incident. On-board monitors record both audio and visuals. Patrons are encouraged to use the LA Metro Transit Watch app which allows them to remain anonymous when they report a crime.

Causes for customer pass-ups are overcrowding, wheelchair securement locations full and bike rack full. Operators are instructed on the proper procedures to follow when patrons pay short fare, evade paying the fare, and when a patron says they paid but the display says otherwise. They also are taught procedures for dealing with malfunctioning fare boxes as well as passengers that miss the 2 hour transfer window and blame a late bus. TAP Card data allows for more efficient service planning including all door boarding pilot projects.

In addition to passenger and fare issues, operators experience operational challenges. There are mechanical breakdowns, equipment problems, accidents and a multitude of issues that affect their ability to adhere to the schedule.

Vice Chair Addleman asked how operators are to address violations of the Customer Code of Conduct such as people sitting in the handicap seats or vending, if they have immediate access to sheriffs and if they stop service to wait for sheriff assistance in case of emergency. Mr. Marshall replied that operators are trained to prevent escalation of situations and to ask people to show courtesy for their fellow patrons. The operator has an obligation to make a clear, indirect announcement, e.g., radio playing is not permitted on Metro buses. If the problem continues, they can make a call to Bus Operations Control (BOC) for further instructions. If the situation is determined to be unsafe, they have obligation to pull over.

Councilmember Szerlip asked how much training trainees receive before getting behind the wheel. Mr. Marshall replied that they receive 4 weeks of training through Central Instruction, then an additional 2 weeks at a division before being tested. If their skills are not up to standard, they receive additional training. Training is the same for both full and part time operators. Once an operator is driving in the system, they complete in-service line rides and are mentored. They receive yearly ongoing training that consists of at least 8 hours of classroom instruction. If they are in an accident or collision, they automatically take the defensive driving course certified by the National Safety Council. They are shown videos of the incident to learn where they made the mistake and how they can improve. Training courses may be one-on-one or have one to five students. Operators also receive ongoing training in customer service as well as specialized training on different topics.

Councilmember Szerlip asked if the digital video downloads are automatically wiped. Mr. Marshall replied that a 7-12 camera system onboard constantly records to a hard drive. The recordings scroll for 72 hours. Staff can download recordings for investigations or review.

Councilmember Deemer asked if operators receive training for articulated coaches, and what operators are trained to do in case of a mechanical mishap. Mr. Marshall replied that during basic training, operators are trained on all of the equipment at their assigned division before they start driving. Procedures for mechanical breakdowns are also covered in basic training.

Councilmember Deemer asked how many operators are bilingual Spanish speakers and if they are scheduled to work on lines where their language skills would be useful. Mr. Marshall replied that probably over 50% of operators are bilingual. Operators bid on their assignments according to seniority; language skills are not a consideration. While they are

not required to know certain phrases in other languages, it does help. Councilmember Deemer noted that the LA Metro Transit watch is only available in English and is not available on Blackberry phones.

Councilmember Love asked if there is a size limit for excessive luggage or carts. Mr. Marshall replied that operators make judgment calls on a case by case basis. They are trained to always emphasize safety.

Councilmember Crespo commented that there are regional ridership declines. He sees fare evasion as a big issue that transfers across systems. He asked what the policy is regarding courtesy rides. Mr. Marshall replied that Metro does not offer courtesy rides; the operator is obligated to quote the fare.

Councilmember Jeng asked how operators contact BOC. Mr. Marshall replied that the bus has an automated mobile unit operators can use to contact via text or make analog voice call. Operators are only to use their personal cell phones in an emergency situation if there is no power on the bus. They are not to use their cell phones while in the driver's area.

Councilmember English commented that she has seen drivers request language assistance from passengers which is a courtesy versus not attempting to assist them.

Chair Franklin commented that he has observed violations such as patrons who want to engage the operator in conversation or bring large items on board. He rarely hears an operator quote the fare. He asked if on-board videos are viewed to ensure compliance. Mr. Marshall replied that the video is used to investigate complaints and compliance.

Wil commends operators on their driving skills but doesn't think enough time is spent on customer service training. He has never seen operator radio or call for assistance. His friend was on southbound Line 212 Bus #5774, on September 30<sup>th</sup> when a passenger was harassing her. Another passenger got angry, people started yelling and arguing and the operator did nothing. He has seen operators say yes to courtesy rides and ignore blasting radios. He thinks they should be evaluated by someone other than their trainers to prevent bias. He asked if the contract lines are subject to the same training and rules; he has been told that they have their own contacts in case of incidents or emergency.

Wayne Wright commented that South Bay and Westside have the worst Code of Conduct problems with people playing music, and bringing pets on board and letting them sit on the seats. He saw an operator let someone bring 3 bikes on a bus. He suggested that division management ask drivers to use the PA system on the buses. When they make announcements, patrons can't hear them over the AC in the back of the bus; it's even worse in a 60 ft bus. He suggested having operator badge numbers listed on the inside scrolling screen, that the numbers are too small to see on their patches.

6. RECEIVED Presentation on Rams Games Service and Staffing, Scott Greene, Transportation Planning Manager

Metro is providing increased rail and bus service on Rams game days. The Expo line is operated at 6-minute headways, and an additional 10 Silver Line buses are deployed, as well as 10 additional shuttle buses at Expo/USC to 7th/Metro Station to alleviate crowding. Wayfinding signage is placed throughout Expo Park to direct patrons, and there are TAP booths set up before and after the game where patrons can purchase their return fare. Additional staff is stationed throughout to help people with TAP and to keep people off of the tracks. Additional sheriffs and transit security are also deployed pre-and post-game, and the Skywatch is deployed to provide crowd supervision.

Vice Chair Addleman asked what agency provides security. Mr. Greene replied that LA Sheriffs contracted by Metro assists during the games, and that LAPD is also in the area.

Councilmember Deemer asked if additional service is added to the Lines 204 and 754 that run on Vermont. Mr. Greene replied that in the past, extra buses were assigned but they were underutilized. Metro is now focused on providing enhanced Silver Line service.

Councilmember Deemer asked how much ridership increases during USC games, if the system parking lots fill up on game days, and why patrons are directed to Vermont to board the train after the game. Mr. Greene replied there is an increase in ridership on USC game days, but he doesn't know the ridership numbers. The parking lots see increased use all over the system on game days. Patrons are directed to Vermont to help disperse the crowds.

Councilmember Deemer asked if buses will be detoured off of Figueroa due to the My Figueroa Project construction. Mr. Greene replied that on game days, Lines 40 and 81 are detoured to Broadway around game day traffic. Buses can be detoured for the games or for construction. Area lines may have to deal with construction impacts in near future.

Councilmember Jeng commented that her husband took the Silver Line to a Laker game and found the service to be very quick. She thinks that a paradigm shift is slowly occurring where the public is more aware of public transportation options. She asked if coordinating meetings were held with Rams representatives prior to the season. Mr. Greene replied that a task force of Metro operations, the Sheriffs, USC and Rams representatives met to plan logistics.

Councilmember Szerlip asked if leather straps have been installed to assist standees on the trains. Mr. Spivack replied that there is a California safety regulation that does not permit them on trains. There are straps on some buses because buses are easier to evacuate.

Councilmember Szerlip asked if the Rams are paying for the extra staffing and equipment. Mr. Greene replied that LAPD was approached to pay for a portion of the service.

Chair Franklin commented that the City of Inglewood negotiated to make sure law enforcement and traffic control costs would be covered prior to contracting for the Rams to come to Inglewood. City staff is observing the game logistics as a learning experience. Once people start realizing the high price of parking for games, many transition to public transit.

JK Drummond commented that Jefferson Blvd. buses are detoured for USC games and asked if they are detoured for Rams games. If the games are a regular thing, why aren't detours listed on the Jefferson Blvd. schedule. Mr. Greene replied that some Jefferson Blvd. services detour, others don't. Line 38 does not, while Lines 200, 102, 81, and 40 have slight detours for Rams games. Other events at the Coliseum might be slightly different.

Wayne Wright asked whether Metro has worked with other major transit systems where their light rail trains go near stadiums to learn from their ideas and mistakes. Mr. Greene replied that Metro does compare best practices with other agencies across the country.

Wil commented that the additional game day measures sound like a public subsidy of the Rams games. Without transparency of costs, he thinks it's unfair.

7. APPROVED Going Dark for November 2016 Service Council Meeting, Council Members

JK Drummond commented that the Council already skipped one meeting this year. He doesn't think they should cancel another.

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

- Mark Dierking joining South Bay team as Community Relations Manager
- Hawthorne/Lennox elevator fixed!
- Patsaouras Bus Plaza Reopening October 10th
- Metro selected for a \$10.5 million Federal Transit Administration Bus & Bus Facilities Grant for CNG buses to operate in the South Bay
- Informational Telephone Town Hall Meetings on Measure M on Wednesday, October 12 6:30 – 8 p.m. and Wednesday, October 19 6:30 – 8 p.m. Info at [theplan.metro.net/](http://theplan.metro.net/).
- Silver Line All-Door Boarding Pilot Public Hearing October 19, 1 p.m. in Metro Board Room. Close of public record is midnight, October 19, 2016.

Mr. Greene shared that longtime South Bay Service Council meeting attendee Dorothea Jaster passed away in late September and read a tribute to her.

Councilmember Szerlip requested aggregate data on rail and bus ridership. He asked if the August increase in ridership and complaints was due to the return to school. Mr. Spivack replied that complaints and ridership generally go down in summer months then rise when school is back in session.

Councilmember Szerlip asked what miscellaneous incidents consist of and if police calls are tracked for rail service. Mr. Spivack replied that the miscellaneous category documents that an alleged incident occurred and prompts investigation. He believes rail police calls are tracked and will look into it.

Councilmember Szerlip asked if it is possible that Silver Line all-door boarding would be cancelled as a result of the public hearing. Mr. Spivack replied that while possible, that outcome is not expected. An update on hearing will be provided to the Council.

Councilmember Deemer asked if police calls of certain types are concentrated in certain areas, and if operators stop service to wait for police to arrive when there is an on-board incident. Mr. Spivack replied that police calls usually occur during late night hours due to unruly customer disturbances. Operators commonly stop the bus, turn on the lights, open the doors, and walk away to give patrons opportunity to get off the bus and away from the disturbance.

Councilmember Deemer asked if the areas where there are police calls are classified by particular areas of the city where there are less desirable activities. Mr. Spivack replied that there is not, but as a rule, bus stops are not placed next to liquor stores.

Councilmember Deemer asked why the bus cleanliness goal was raised and what caused the drop in San Gabriel Valley accidents. Mr. Spivack replied that the agency recently acquired 450 new buses; the agency established an aggressive goal to ensure they stay in good condition. Some significantly long lines were transferred from the San Gabriel Valley which may have driven down the region's accident rate. Councilmember Deemer requested Orange and Silver Line ridership information included in the report.

JK Drummond commented that the only hot spot in the South Bay seems to be at 182<sup>nd</sup> & Hawthorne Blvd.

#### 9. PUBLIC Comments for Items not on the Agenda

JK Drummond commented that there is, "...still apparently no Line 344 north sign at Hawthorne & Doughboy and N-ridge, whatever it is." The Union Station train entries display the minutes until train departures except for the concourse entry to the Gold Line which does not display the train departures. He thinks this should be rectified. "South Bay Hot Lanes provide the most money to the I-10, I-110 HOV lanes," but the area lacks representation on the stakeholders group. He added that a map similar to the North Hollywood Bus Station plaza bay assignments "...should be on every bus line that runs into the Harbor Gateway." It should list the bus line and then the bay. "The Line 217 schedule, ...[has], about an 1" square [area showing] ... the Fox Hills area, and it's too tiny...The Blue Line late night service has what some call a wash. It's too dark blue, it should be an outline."

Bill Meyers commented that effective October 1st, all of Gardena schedules are now on Google Maps and in transit cell phone applications. The only fixed route service that is not on Google Maps is Beach Cities Transit. He confirmed that contract Line 125 which operates between El Segundo & Norwalk is being operated with New Flyer buses. He greatly appreciates that there are now very comfortable buses to ride up and down Rosecrans.

Wayne Wright commented that LADOT had series of public hearings regarding their proposed service changes. They made a presentation at the San Fernando Valley Service Council meeting but unfortunately were not invited to the Westside Central and South Bay Council meetings. The Vermont-Main DASH will not be extended to the Green Line Station

but will serve the Slauson Transitway Station. The Wilmington DASH counterclockwise will not serve the Harbor College nor the PCH Transit Station. San Pedro DASH will lose service south of 13<sup>th</sup> St and north of 1<sup>st</sup> St. Commuter Express 142 will no longer serve Ports O' Call. The idea of DASH was to serve areas that Metro couldn't and feed Metro services. He requested that LADOT officials be invited to explain the proposed changes. He understands that Metro Service Development was caught off guard by proposed changes that duplicate Metro routes.

Mr. Spivack clarified that Metro did not receive information from LADOT with sufficient time to invite them to the Service Council meetings prior to the close of public comment. LADOT was invited to present the proposals to the South Bay Service Council but they declined. Metro staff has prepared a response and is reviewing the proposals line by line with LADOT. The route change proposals have to be approved by Los Angeles City Council before they are adopted and implemented. Metro's initial response letter was distributed to the Council; Service Planning is reviewing the proposals line by line with LADOT. The earliest any of their proposals would be implemented would be early next year.

Wil commented that Dorothea used to always encourage him, telling him, "You go get 'em," when he got up to make public comment. While it is not a big deal that next month's meeting is cancelled, it is the second meeting of the year being cancelled. He feels like if the public can show up, then the Council can take the time to schedule the meeting so that everyone can continue to have a dialogue and a representative process.

#### 10. Council Member Comments and Line Rides

On 10/14, Councilmember Love rode Line 130, Bus #11053, with Operator #74965. He boarded at Avalon & Victoria at 2pm and alighted at Artesia & 183<sup>rd</sup> at 4:13pm. The bus was clean; there were brochures but no trash bags. The operator was courteous; the bus was crowded within an hour. There were no pass-ups; the operator did pause twice to wait for people running to the bus. There were car cards for 2015 events. The operator gave fare and connection information, and had a sign on the fare box with fare information. He witnessed no fare evasion. The operator assisted a patron in wheelchair that appeared to have a speech difficulty, but she secured him safely. A patron boarded with oversize bag, leaving little room to control the bag. His return trip was with Operator #85372; the bus was mostly full with students. Trip was uneventful.

Councilmember Jeng took Line 215, Bus #6116, with Operator #18937 to today's meeting from Redondo Beach Green Line Station at 8:50am. It was a brand new bus, there were schedules but no trash bags. The operator was friendly. She alighted at Manchester & Grevillea at 9:11am, right on time. She agreed that it is difficult to see the Operator badge number, and that she supports Mr. Wright's suggestion to scroll the Operator badge number on the interior message sign. On contract lines, she has seen operators without badge numbers on their shirts.

On 9/19, Councilmember Deemer rode Line 232, Bus #11063, with Operator #70938. He boarded at the Long Beach Transit Station at 3:36 pm and alighted at PCH & Emerald at 4:45 pm. The bus was on time, the operator was professional, everything was operating correctly, there were no brochures but there were trash bags.

On 10/2, he rode Line 232, Bus #11025 with Operator #84183. He boarded at Long Beach Bl & Anaheim St at 4:06pm, and alighted at PCH & Hawthorne Bl at 4:59pm. Bus ran 6-8 minutes late for the ride, and the previous bus was a no show. Bus was clean, there were trash bags. Driver did not give connection information or fare information though the automated announcements were not working. Fare box was working intermittently.

Councilmember Deemer requested that the monthly look-ahead handout include events two months in advance. Ms. Ramos replied that she would share that request with the departments who provide the information and that the November handout would be distributed to the Council via email.

Councilmember English thanked Metro for providing information at the recent Senior Appreciation Luncheon. Many of the attendees planned their routes far in advance to take Metro to the event. She added that she heard about the germ challenge, a program that is conducting swab tests for germs on transportation. She suggested Metro consider providing sanitary wipes on the bus similar to grocery stores.

Chair Franklin asked if information provided in line ride reports is shared with other departments. Mr. Spivack assured him that the information is shared with appropriate staff for follow up.

Chair Franklin: On 10/11/16, he rode Line 710 Bus #7594 with Operator #9120. He boarded at Crenshaw Bl & Imperial Hwy at 9:25 am, alighted at Crenshaw Bl & Rosecrans Av at 9:30 am. Bus was clean, no fare evasions were observed, there were Line 710 timetables but no trash bags. The bus was full with standing riders, and the trip was exceptionally fast with the operator taking off while patrons were still standing waiting to pay their fare. The operator would not speak to anyone.

On 10/11/16, he rode Line 710 Bus #7590 with Operator #8944. He boarded at Crenshaw Bl & Rosecrans Av at 9:38 am, alighted at Crenshaw Bl & Imperial Hwy at 9:48 am. Bus was clean; there were Line 710 timetables but no bags. There was an average of 10 riders on the bus for the duration of the trip. He did witness a fare evasion where a rider placed a dollar into the farebox and walked on without saying anything.

He commended Dorothea Jaster for having raised awareness of the difficulties that patrons who use mobility devices encounter when using transit.

**ADJOURNED in memory of Dorothea Jaster at 12:07 pm.**