

Friday, December 10, 2010

9:30 AM

Minutes

South Bay Governance Council

Regular Meeting

Congresswoman Juanita Millender-
McDonald Community Center
801 E. Carson Street, Room 209 A/B
Carson, CA 90745

Call to Order

Council Representatives:

Ralph Franklin, Chair
John Addleman, Vice Chair
Devon Deming
James Goodhart
Rena Kambara
Kim Turner
Don Szerlip

Officers:

Jon Hillmer, Director Governance Council
Richard Morallo, Community Relations Mgr.
Suzanne Handler, Council Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

Please turn off cell phones or put them on vibrate

1. **Pledge of Allegiance**
2. **Roll Call**
3. **Safety Tip** – Lt. Obenberger presented handouts with crime statistics for the Blue and Green Lines. Overview, we had 600 felony and misdemeanor arrests, warrant arrests almost 3,000, vandalism 35, Narcotics 263 this was from January – November, 300 citations for illegal peddling. Rail related citations were 23,510.

We calculate crimes based on part 1 crimes per million riders, the Blue Line so far this year is running 12 per million, it is up from last year but down from 5 years ago which was at 17. Green Line is down almost 23 per million. Same caveat's as last time of cutting staff 10%. However, special problem units have been doing an outstanding job with quality of life issues and we do have COP teams working the Gold Line.

The one thing that this council asked was some information on terrorist and suspicious behavior. Suspicion is based upon, where someone is, what they are doing NOT upon race, color, gender or ethnicity. Signs are people in unauthorized areas, wrong place or appear lost, loitering, pacing, disorderly, taking photos of secure areas or equipment, unfamiliar repair personnel, utility crews in the wrong place.

See something Say something 1888-950-7233 (SAFE)

Those who are going to the mall and driving their vehicles, once you get your packages and dropping them off in your car, put them in the trunk or under a cover of some type, then move your car. Thieves target those who drop off their packages and go back into the mall, so move your car to be safe.

Representative Szerlip, I cannot help but notice the Green Line has double the amount of crime than the blue Line. Any explanation?

Lt. Obenberger, since it is based on a million riders, the number of riders. The larger of the crimes is due to where it travels through. The Green Line does travel through some of the harder areas than the Blue Line. I don't think it is a matter of staffing, we have made a bigger impact on the Green Line stats in terms of dropping the crime, than we have in the Blue Line.

Representative Szerlip, despite the fact I have not seen your staff on the Green Line, these statistics prove that you are out there. Thank you very much for your service.

Chair Franklin, what is CVC?

Lt. Obenberger, California Vehicle Code

Chair Franklin, when it says CVC related what does that mean in regards to rail?

Lt. Obenberger, it is under the Penal Code in the CVC.

Chair Franklin, I noticed the statistics overall have improved. Any explanation? Economy?

Lt. Obenberger, it has it's ebbs and flows, I will give you an idea, the Bus Lines last year we were at 1.0 crimes per million. This year they are running 1.1.

Chair Franklin, it is encouraging to know that out of a million riders, this is still a safe mechanism for travel.

Lt. Obenberger, yes, it certainly is. Comment that was made to me from a visitor from New York, was how much nicer our system was than the ones he normally takes in New York.

4. **APPROVE Minutes from November 12, 2010 meeting** – approved and seconded one abstention, Rena Kambara
5. Public Comments

Wayne Wright, Proposals for next June since the 445, 550 and 450 are being changed, I would ask the following: with the 450 that it be incorporated into the Silver Line as a 911 branch and be extended to the El Monte Station. The majority of the Silver Line passengers are going to El Monte and this bus is overcrowded but if it were a Limited from Artesia to El Monte virtually non-stop without stopping at county USC and Cal State LA Stations. Would suggest that you would have 3 or 4 stops proposed between USC and Union Station.

- The 445 replacement still service Carson and PCH stations and also improve the security at those two stations and the Carson parking lot.
- With the 550 condition stipulation for the proposed change and that line 205 be included for the December 2011 service changes and that proposed line 350 become a 250 local and take over portions of the 205 routing, due to lines 205 link to route zigzagging in the cities of Compton, Carson and City of LA.
- Line 207, 757 proposal, I am asking that the Board bring back the 357 if the 757 is cut Monday through Saturday or Monday through Friday and continue to have the 207 replace the 757 service to the

Crenshaw Station and to short line buses seven days a week at Manchester and eliminate the layover via 111 Avenue and Hobart and Imperial back to Western due to the articulated buses being proposed on Western local because these two streets cannot handle the 60 foot buses.

- Last would be 42/740 proposal I would ask that the 42 continue to downtown on a peak hour basis and continue to reroute it to where it would run via Crenshaw/Exposition/and Rodeo and Figueroa/Jefferson/Broadway to downtown but only on a peak hour basis Monday through Friday and have service either during the mid-day at USC or service after 7pm using the Crenshaw Station and have it layover at the terminal at Jefferson and 10th Avenue between 7pm also have two buses run instead of one.

Chair Franklin, I clearly heard you Wayne on the 450 and 357 line you want to bring back and have the 42 to continue to downtown.

Dorthea Jaster, one is a semi-perennial problem regarding air conditioners and operators say they cannot adjust it. Prime example last Saturday at 6:30am outdoor temperature 58 degrees, and the air conditioning was on full-blast. I don't think that was necessary. Secondly, remind the drivers to allow those exiting to go first before boardings. It is hard to get off when the next crowd is asking questions of the driver.

Chair Franklin, what bus leaves the AC on?

Dorthea Jaster, the 205 that leaves Harbor College at 6:20am on Sunday.

Evaristo Ramos, I live in an area in which the only bus available is the Carson buses. I have information that these buses will not operate on December 25 as well as New Years. So during these days we do not have buses available and we will have to walk. May I request a bus from Metro to operate for one week from December 25 through New Years Day? From Carson Street, Martine, Wilmington.

This is the last meeting for the council in 2010, to wish you a Merry Christmas and the most prosperous New Year to come. God willing see you again next year.

Chair Franklin, I want to clarify, you identified no buses available from Sunday, December 26 to Saturday January 1 in Carson. Is there a muni line currently running in that area?

Staff: we will look into that.

June Saleman, there has been some rumors there may be changes to the 246 line, and I want to bring it to your attention, that the LA City School District is planning to build a brand new high school along this alignment. If they realign the 246 they need to consider they have students, families, employees that will be working at that facility.

I work in San Pedro, there needs to be better signage for passengers who are out of state or country who are trying to connect to the 445 line, they have to go to Harbor/Beacon Park and Ride to pick up the bus, there needs to be some signage at Harbor Blvd. and Swinford.

6. RECEIVE Director's Report, Jon Hillmer

- Performance Report for October
 - On Time Performance; the target is 80%, system wide is 74.7% and South Bay Cities is 69.3% for October
 - Complaints per 100,000 passengers; target is 2.78 for South Bay; October was 2.17
 - Miles Between Mechanical Road Calls; South Bay Target is 3,635; October was 3,168
 - Accidents per 100,000 miles; South Bay Target is 3.40, October was 3.62
 - Monthly Ridership; South Bay Target is 7,340,000, October was 7,900,000 well above the target
- Line of the month review for the 204 and 754 between July and September busiest bus route that Metro operates on Vermont. The local 204 has 98 boardings per bus hour; the rapid is 94 boardings per hour. Average trip length is relatively short ride local is 2.9 and the rapid is 3.3 per ride. It seems the more service the more riders we attract.

Chair Franklin, what are the sizes of the buses?

Jon Hillmer, these are artics for both local and rapid. We average 60% seat occupancy.

- Overview of Road Calls
 - Engine is 32%; doors are 9%; transmission is 6%, electrical systems is 5%, suspension is 6%, brake system is 4%, tires is 5%, windows is 4%, coolant is 3% wheel chair system is 6% and others (miscellaneous) is 20%.
 - Would like to bring a maintenance manager to one of our meetings to discuss their major issues/problems

Representative Szerlip, do we do anything to let the drivers know where they stand as they are traveling in regards to their on-time-performance?

Jon Hillmer, you have a schedule in front of you and as you drive up to your stop you check your watch which has to be set each day. Yes, you do know.

The other way is our ATMS system has a little light flash on when they exceed a head of schedule. And our BOC has capability of sending messages to the operators when they are running ahead of schedule. Street supervisors have the capability of sending messages to operators. If in fact if they get to their time point way too soon and have to stop their bus, this is called “uneven distribution” and is a violation.

Representative Szerlip, I can only speak on what I observed a bus coming 5 minutes before the hour when they should have been there 11 minutes after the hour. That is significant.

Representative Goodhart, the value is to see where the trends are, but for me the month to month variations and causes are more important. The accidents per 100,000 mile trend are significant changes between August to October in the rise of reported accidents.

Jon Hillmer, we are averaging three accidents per 100,000 miles, we are below where we were a year ago. This is a noteworthy change. Probably about 80% of the accidents reported are not operators fault. You will see the rate jump up on rainy days.

Representative Goodhart, certainly if the Metro operators can do to prevent that with further training, you cannot help if others run into you, it is an issue for the riders, because now they are stuck.

Jon Hillmer, we are trying to do different things to illuminate the rear of the bus.

Representative Goodhart, when you talk about maintenance, the greater value to me is what are the corrective actions for those specific failures?

Jon Hillmer, what would be good is to hear what programs they are putting onto place for preventative maintenance. What are the main challenges and how are they implementing a program to defer those problems.

Chair Franklin, concern going into the holiday season, debriefing on their will be new riders during this time and as a consequence the roadways will be more congested than normal.

Jon Hillmer, probably not. We do put out bulletins and monitors in our training rooms they do warn them about inclement weather, PowerPoint presentations about slowing down. I am not aware that we put out a Holiday notice.

Chair Franklin, I would say that the week of Thanksgiving into the New Year there is going to be new riders and to be more cognizant on the roadways.

People have less patience during this time of the year. Talking about the multicolor buses and multi-locations for those buses become one location.

Jon Hillmer, if it stops nearside, the rapid bus will lose its priority. Local should be far side too, to match up with the rapid. Vermont should not have this problem with all the service it still makes more sense to have the stops at the same location. With 60' buses, you need 180' minimum at a stop. According to what I was told only 22% of our local/rapid stops are not on the same side of the street. They are moving to get that unified, but in some cases it may not be possible.

7. REVIEW By-laws for Service Councils, Jon Hillmer, Director of Service Councils

We are in the process of redrafting the by-laws for the service sectors combine them into one and increase the review authority of the regional councils. We are suggesting a title change from "governance" to Regional Service Councils this better reflects the primary roles of the council.

We also want to move away from the bus routes that come out of the divisions to actually address the bus routes that are in the region. We have some shared lines it if operates more than 1/3 in another region that region has a stake in that line. We also want to strengthen the authority of the council on the routes and take an action item to the Board to approve the service changes on all routes including Tier 1. This does not preclude the Board from deciding what they want changed but they would have to bring it back as an action item at the next Board meeting.

We do encourage the council members to ride public transit and I would like to use the South Bay as a model in terms of line rides. I want to commend operators when the service is good but if we have a problem, we would like to take care of it with documentation.

Finally, regularize our council member terms, right now we have terms that end in many different months, some councils have 5 of their terms ending this June 30, 2011, three ending the next year in 2012, and then none in 2013. The approach would be to adjust and lengthen some of the terms until we have only 3 council members ending each year.

Having a role in rail service and input in the process of station design. This would be a great role for the councils to be in on the comment level of the designs for the remodeled/new stations. In addition, it is the quality of service of the rail, when you do your line rides, include rail, i.e., cleanliness of the station or car, vendors, safety, convenience and graffiti. Those would become action items.

Acknowledge the position of Director of Regional Service Councils. We will develop a work plan for the year.

Representative Addleman, what do you envision the details of a work plan?

Jon Hillmer, this is a general work plan of how you want to see the council involved in, either action or presentations.

Representative Addleman, I am wondering what the councils' input on the budget would be? I would like to see a preliminary budget no later than February.

Jon Hillmer, I can provide you with the draft budgets as they develop. Typically they will go to the Metro Board in March for action in May.

Representative Addleman, I believe the councils should have input into the budget before it goes to the Board.

Jon Hillmer, we rely on state subsidies and other sources, we don't have a firm figure, but we do have estimates. I can bring to you the staff reports being developed. I will need clearance from the departments. February will be our public hearing; can bring it to you in March?

Chair Franklin, this was one of the subjects brought to the Meet and Confer, and we as a body do our assessment of the prospective by-laws. You need it no later than the end of the month. Please send it to me I'll e-mail and put it all together and send it on to Jon.

Jon Hillmer, based on information from San Fernando Valley Council we will bring your changes back to you in draft again before it is taken to the Board in February.

Representative Szerlip, page 2 article A 'at least 50% of the council should be regular public "uses"' should be "users". I see nothing in the by-laws where it addresses responsibility for making the council recommendations. I don't know if that is consistent in other regions.

Jon Hillmer each of the councils is set up differently by other appointing bodies.

Representative Szerlip, the make up of each of the councils. The SBCOG has a outline of what types of representatives they want and how many elected, how many riders, representative from a municipal transit, I take it this is not consistent enough that you want to identify this within the document.

Jon Hillmer, each of the appointing processes was arrived at through a negotiated procedure, I will have to check and see if Metro wants to codify

what the south bay and gateway COGs should do to appoint their members. It is not universal among the councils. It was not in the original by-laws.

Representative Szerlip, if you put in the by-laws at least 50% of the council members should be transit users, shouldn't this be noted in the bylaws that 2 members be elected officials, 2 members should be regular riders, 1 member representative of a muni operator, etc., so we have representatives from all parts of the community.

Chair Franklin, that is what the COG did they did not recommend specifically elected. They look at the region and the makeup of the current board, and make sure the elected are not the majority, so SBCOG actually discerns eligibility of certain candidates.

Representative Szerlip, should there be uniformity designed roles so that each council is forced to represent these different sectors. It is not defined.

Jon Hillmer, it is not there because each of the regions has their own political makeup.

Representative Szerlip, is that in the best interest of Metro? Should I make this into a suggestion?

Jon Hillmer, yes.

Representative Szerlip, there is nothing that I see so far when you talk about the steps/changes that requires the service councils to have interaction with appropriate local municipal operators. We know that this is important how we would like to coordinate more and interact between munis and Metro. I would think that would be addressed. Giving more authority to the councils to take actions the Board not having to approve the actions, but having the opportunity to bring it back as an action item if they do not agree. I think if that is going to occur the Regional Service Council should be informed of that, and brought back to the council to let us know.

Representative Goodhart, on the proposed changes, terms, with these proposed changes how does it affect the terms? Will we get three and ½ years?

Jon Hillmer, my recommendation is that the chair and vice chair would determine which council members terms would be extended to June 2011, so some may be 2 ½, 3 ½ years, others 4 ½ years, etc. As long as it is divided into three expires per year with terms beginning July 1.

Representative Goodhart, Metro rail service in our area is the Green Line.

Jon Hillmer, you also have part of the Blue Line and when it opens, the Expo Line.

Representative Goodhart, annual input on the director's performance what are the criteria? I'll put that in my suggestions and a time frame for the performance report.

Representative Addleman, meeting with the municipals within the area for service changes should be in our by-laws.

Jon Hillmer there is a planning staff level meeting every quarter with the municipals in the region the aim is to compare what is being planned but to coordinate with or adjust the service within the regions.

Representative Szerlip, if we had a presentation from each of the local operators that would take a good six months, because we have so many, but it would encourage discussion.

Chair Franklin, these are keys issues that we have been fermenting and bringing to the table we also have an issue with the munis that they are in concert with Metro, particularly with the TAP system.

Dorthea Jaster, talking about council members riding public transit on some kind of regular schedule I would hope they would not just take a bus during the office day but after dark, Sunday, mid-day, etc. It's hard enough to see landmarks at night, but when you get a bus that has been painted over the window with an advertisement going through territory you are unfamiliar with, it's virtually impossible to recognize a landmark. One more thing, when you do these runs, do not identify yourself as Metro.

8. RECEIVE Preliminary recommendations on Service Changes for June 2011; authorize publication of hearing notice; and approve public hearing date, time and location, Conan Cheung, Deputy Executive Officer

Scott Page, Manager of Operations Planning. Scott Greene will make the presentation today but I wanted to introduce the item and what you will be seeing today. First of all as you know we have changes to our bus lines, however, today we are going to be combining with that the Expo bus/rail interface plan. Expo may open next December or next year, it could open even earlier, based on the fact that opening is so unknown, we wanted to get our route changes into the pipeline so we could react very quickly by routing buses to the new rail stations that would otherwise require a public hearing, then would have to wait 6 months after the rail line already opened before we could get the changes in.

Proposed service changes are focusing on regional transit network, reduce duplication between Metro, Mini and local return providers; better bus/rail integration with BRT being the backbone of the network; simplify the network by consolidating along common corridors; right-size Metro Rapid lines and improve service quality.

Proposed service modifications:

42	Reroute to Expo-Western Station
209	Discontinue line alternative would be line 207 on Western or 210 on Crenshaw
246/247	Discontinue route 247, reduce line 246 off-peak to 50 minute headways on Pacific, still run 20 minute peak
305	Discontinue line, extend line 30
439	Discontinue line when Expo LRT opens, and extend line 217 over La Cienega to Fox Hills/Culver City Transit Center
445	Discontinue north of Artesia Transit Center and renumber as line 545 (transfer at Artesia)
450X	Discontinue service duplicates the Silver Line (910)
550	Discontinue north of Artesia Transit Center and renumber as 350 (limited stops south of Artesia) this would not happen until the Expo Line is running
740	Discontinue rapid service on King and Broadway, reroute to Crenshaw Station
757	Discontinue rapid service convert to Line 207 with articulated buses on Western Avenue, rapids do not offer faster trip over the local 207 on Western

Expo Bus Rail Interface Plan

30/305/550	Discontinue 305 and 550. Extend route 30 on San Vicente
42	Reroute to Expo Western Station
102	Discontinue service (runs on Coliseum)
200	Route east to Vernon Yard over portion of line 102 (Jefferson to Pacific and Vernon)
217/439	Route line 217 south over line 439 and discontinue line 439 (runs on Fairfax)
534	Modify route to serve Robertson/Venice Expo station (Malibu route)
740	Route to Expo Crenshaw Station

	(passengers would have to transfer at King if they were not going downtown)
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Scott Greene, feeding in all these passengers at Artesia Station the Silver Line runs every 10 minutes now, but we anticipate running it every 7 minutes during peak, rescheduling the Silver Line to meet the demand.

Next Steps: Action approve public hearing notice on January 2, 2011. Hold public hearing at Carson Community Center

Representative Addleman, I would like to see the financial impact on each of these changes. It will help me make a rational decision.

Scott Greene, we will do that for each of the changes.

Representative Szerlip, it is extremely admirable to try and eliminate duplicate service, I don't have a problem with transfers but I would like to understand where we stand with the use of TAP cards with for transfer within our own system. Are we set so that people are not being multiply charged?

Scott Greene, our fare structure use to have a transfer until 5 or 6 years ago when we eliminated it. Now it requires the passenger to pay the base fare every time they boarded a vehicle. Where the TAP card comes in, you can buy a day pass pretty much elimination of the transfer when we brought on the day pass as it's replacement, encouraging riders to buy a day pass if they need to make more than 5 boardings a day, they end up being ahead. Transfers are still allowed but the cash rider is somewhat penalized if they do not have a TAP card.

Scott Page, this is one of the confusions if you have a TAP card day pass you don't have to pay additional charges.

Representative Szerlip, my next question, the 450X and the 910. What is difference in the number of stops on the 450X and the 910 from Artesia to Downtown?

Scott Greene, the 450X just has two stops, the 910 makes other stops on the Transitway so it adds 4 more stops, plus it stops along Figueroa.

Representative Szerlip, how does that affect time of travel?

Scott Greene, it's about less than 5 minutes slower. If a trip on the 450X takes 20 minutes, the 910 will be about 25 minutes.

Representative Szerlip, this is a lot of information to absorb, personally I don't understand the recommendation to have the public hearing this far in advance of the changes. Can we bring this back next month to discuss some of these

changes among ourselves and see if that is how we want to present to the public hearing.

Chair Franklin, legal guidelines have to give the public 30 or 60 days advance notice, so that is why we have to set it. Then we still have our dialogue in January.

Scott Page, the timeline for service changes, February Public Hearing, March, Councils recommendations go to the Board of Directors, this leaves the scheduling department only two months to do new timetables.

Jon Hillmer, the bus operators have the opportunity to bid on their routes, that is a month or so in advance of the service changes. Gives us time to train the operators on their new routes, prior to the change. Due to the sequence of events it requires us to have our public hearings soon.

Representative Szerlip, you mentioned the Board meeting and yet if I understand the proposed changes to the by-laws if they are adopted in a timely manner by say February, I would imagine these changes would not be required to go to the Board. Have I missed something?

Jon Hillmer, assuming the Metro Board approves as presented.

Representative Szerlip, is the Expo Line going to get a color? Or for the first time we are going to have a real name for a line.

Scott Page, the marketing department is considering assigning letters in lieu of colors similar to New York.

Representative Turner, yesterday at the Metro Board meeting there was a motion in regards to the regional fare system, we are looking to work with the Metro staff and municipal operators, to make sure we are on line with the movement on the regional plan. We have to bring back to the Board in February, so this ties in with what we are doing now as well.

Representative Kambara, I do like the 439 being discontinued with the 217 picking up the LaCienega portion, this was a concern for me in months prior. I do want to comment on the 450X, I know philosophically the BRT Silver Line was supposed to be the catchall for running duplicate service on the 110 portion of the freeway, but I do want to say the 450X is not like the other lines, those people would like to keep the zone fare to keep the 450X, is a lot faster than the Silver Line or any of the freeway express lines we are running in that portion. On December 18 the Silver Line will be rerouted as it was originally intended. I would like the 450X passengers to come to the public hearing so I hope we have ample notification.

Scott Greene, we intend to get out in the field again similar to what we did 6 months ago. Try to engage the riders and let them know these proposals are on the table, if they care to comment, they should do so at the public hearing or any other public forum.

Representative Goodhart, I echo my comments from my fellow members as to the many changes, many lines are dependent upon the Expo Line in operation. Is it necessary to review those lines that will be impacted at this point?

Scott Greene, yes, it is, we want to get these changes out there as soon as possible. We could have waited now that we know the expo is likely to be delayed maybe even until January 2012, we could have bundled the expo changes in with the December 2011 service changes. But there is no harm no foul in bringing this out early. We use or later in print. We are being cautious, because the Expo Line could open in segments so we would make the changes affecting the Crenshaw Station and the Western Station at that time. Another phase opens to Culver City later, then we would implement the other part of the changes approved during the public hearing process.

Representative Goodhart, so it is good to have early notice for everyone. The problem with that also, is, that if it is already implemented and approved, then those people who find out about it later, maybe new riders will not have the opportunity to make an input. Is the frequency of the Expo Line will it be more frequent than the lines that currently exist to allow better service? Staff: Yes

Chair Franklin, slide 15 (757), I have a couple of concerns. I do not want to misinform the public, significant issue of discussion regarding lines discontinuing that have already been pre-approved by the Board. And yet I see the 442 is still on there, when it will be phased out. I don't want the public assuming this line will remain. Slide 29, line 217, when is this going to connect? A year from now?

Scott Greene, yes in January 2012, the Expo Line will open in its entirety to Culver City. At that time we will implement these changes. The La Cienega Station is not on the map we will add that for the public hearing.

Public Comments:

Dorthea Jaster, what really scares me is that the public hearing is going to be on a Friday morning at 9:30am. I think I am safe in saying most people consider a public hearing to be two-fold. I know that people can send an e-mail or letter, but there is no chance to get any answer, so that is sort of an emergency. Most of the regular riders are working people or students, and most of those people are obligated Monday through Friday from 8 to 5pm. If you are going to exclude most of the

people involved, that defeats the purpose of a public hearing. Maybe an evening or Saturday morning meeting would be better.

Jane Saleman, in the past we would have it in the evening. Scott I have a couple of questions, regarding schedules changes to the 246, where will it begin?

Scott Greene, in the south Point Fermin Park in the north Artesia Transit Center, same as it is today.

Jane Saleman, in my neighborhood it is the 247 and it goes to the hospital. I take the 247 to work.

Chair Franklin, I know a number of outreaches to the community particularly the Crenshaw LAX line, there was a number of evening meetings and Saturday public hearings, and so I recall it was February last year, we had a public hearing in the evening, if we really want riders to give their input, let's weigh this as an option to have an evening meeting.

Representative Szerlip, I don't recall what we did, was the public hearing in lieu of our regular meeting or did we do both?

Council members: we did both

Discussion by council members – arrived at a new day and time, Thursday, February 17 at 6pm make arrangements to have it downstairs on the first floor. Motion on the floor to have our public hearing and publish it in the local papers first Sunday in January 2011.

Jon Hillmer, we will have our discussion again on the by-laws with the council comments in January. We have to finalize in late January for February Board meeting. We could still have a meeting, it will be a light agenda.

9. **RECEIVE report on Contract Lines, Shannon Anderson, Transportation Services Manager**

I am here to give you an overview of the Contract Bus Service. Contract bus service has 22 Metro bus lines, 196 buses from 20-40 feet, 549,254 annual revenue service hours or 7% of Metro bus service, the service is divided into 3 regions with 3 contract lines: MV Transportation, south region; Southland Transit, east region; Veolia Transportation, north region.

Key contract provisions

Contractor provides

Management, fare collection, supervision, bus operators, dispatchers, maintenance, insurance training, facility & fuel, radios, uniforms supplies

Metro provides

Buses, fareboxes, schedules, timetables and materials, marketing, operations policies, project management, coordination

Contractor must comply with all laws and regulation, manage day-to-day operations, staffing, scheduled service, cleanliness, systems on buses are working, respond to customer complaints

Metro staff conducts: cleanliness/vehicle inspections, safety inspections, mystery rider program, on-time performance checks, rollout inspections, drug and alcohol compliance, safety program audits

Key objectives

Improve service management and oversight strategies, expand use of ATMS and upgrade/add AVA and APC, implement new 5-year contracts for south and east regions

Representative Szerlip, why is there a contract service program, why doesn't Metro operate these lines?

Jon Hillmer, in the late 80's RTD negotiated with its unions the ability to contract out our lowest performing routes the aim was to reduce the operating costs but to also save the bus routes. Theory being is if we can operate for less overall costs we can operate more service. Subsequently we are able to add "new" lines to our contract service.

Representative Szerlip, each of the routes operated by contract services are operated at a lower cost level than Metro can operate. Is there any reason why they are done as contracted routes and not considered as routes taken over by munis?

Jon Hillmer, we have in fact transitioned several of our contract routes, and regularly operated routes to munis, in fact they have far more capability to transfer a contract line than we do if it is directly operated.

Representative Szerlip, and those operated as contract lines I take it from what I am seeing here the appearance is that they are a seamless operation there is no distinction that the public would see that they would know one is contracted and one is Metro. Same uniform, same bus, etc. I would like to know, what lines in south bay cities is contracted lines?

Jon Hillmer, I have that listed in the by-laws. Attachment C in the 4th column there is a little “c” denoting contract line.

Representative Szerlip, statistics you give us each month are they inclusive of contract lines, too?

Jon Hillmer, they are included in ridership, customer comments, but not in the other data.

Representative Szerlip, would there be value in incorporating into our data? Let's see if we can't do that.

Jon Hillmer, absolutely. Shannon Anderson has been very aggressive in getting new buses, ATMS system and upgrades to the contract fleet. Once they are all installed, we will be able to get that information integrated into our performance reporting.

Representative Szerlip, we spoke of the breakdowns and the vast majorities were engine related and sometime down the road maybe a maintenance person could come and explain the various engine problems.

Representative Goodhart, this is timely, the 232 is one that I ride frequently and invariably comparing it to the lines like 344, 344 always has trash bag and adequate schedules, 232 rarely has schedules and never has trash bags. As Doretha mentioned earlier, this is one line that is always cold. As recently as this week it is freezing. I would also comment I've had occasion to speak with some of the operators from MV transit they are very happy to be doing what they are doing, they seem very pleased. Has there ever been consideration using contract service on lines that are being discontinued?

Jon Hillmer we are precluded by the labor contract.

Representative Goodhart, how does a line get taken over by Contract Services?

Jon Hillmer, we actually did not bid that out, that service was picked up by MV Transportation. In essence, what we did was cancel that route and they picked it up.

Representative Szerlip, it is interesting Jon, that we cannot talk about that, in other words there is discussion that this route will be discontinued and there might be a muni operator picking it up, and there are discussions away from this table dealing with it, but it cannot be part of our consideration when we choose to discontinue a line whether or not someone else may bid on it.

Public Comment

Dorthea Jaster, just briefly two drivers that are the most helpful when I am using my walker are on MV Transportation. One driver though, recently decided that I cannot use the wheelchair slot for this and I pointed out that on the windows I pointed out it states reserved for elderly with disabilities. I use the 205 regularly and get very good service.

Jane Saleman on the 205 there were no schedules. Shakeup on Sunday the 12th will there be schedules on the buses?

Shannon Anderson, there are service change notices on the buses, and on the table. Some of the schedules are just being delivered this week. Thank you Dorthea for your feedback on our service.

Dorthea Jaster, is there any way we can have the schedules before the shakeup? Will the new schedules be on the internet before Sunday?

10. Chair and Council Member Comments

Representative Addleman, I am happy to see all the detailed reports, and especially happy to see the by-laws. We've been working towards this for a long time apparently we are going to strengthen the role of the councils. I am very happy about this, it is one of the best meetings I've attended in a long time, as far as information.

Representative Szerlip, both of the trips were taken on the 8th of December in the evening. Route 232, first trip was southbound, saw plainly the bus that was scheduled for 8:11pm come by at 7:55pm. Boarded a bus at 9pm due there at 8:58 bus #11016 there were no schedules, no trash bags, driver did lower bus to assist handicap. Driver did announce stops, bus was quite clean, and 1/3 full. Coming back northbound 9:56pm 11014, operator outgoing, greeted all passengers as they came on, called out the stops, no schedules or trash bags, but I did note there was a sign up that said "new schedules coming". This bus was ½ full, clean, someone used the wheelchair space, no yellow straps.

Representative Goodhart, Meet and Confer with Mr. Leahy, mention that Mr. Franklin has indicated this is a real opportunity to really understand the philosophy of the CEO and very open relaxed environment, gives us a sense that there will be good progress made as we go forward. Recognition of problems and Mr. Leahy has a good sense of how approach them in these dire economic conditions.

I share with my council members in Palos Verdes Estates and one of them Mrs. Ellen Perkins we might do a ride together. I mapped out the tour of Los Angeles, what we decided to do got on at Hawthorne and PCH, went north on the 344 to Artesia Transit Center connected with the silver line to downtown union station. We missed the 7th street station. We caught the Purple Line, to the Blue Line to

the Green Line to Redondo beach, then we caught the 126 to Sepulveda and once again caught the 232 back to Hawthorne. This was a 6 hour adventure. It was extraordinary. The buses were there as scheduled, we even learned if you have a smart phone you go on "map" and push buttons, it updates the buses and frequency and when it is coming to your stop. Starting at PCH route schedules were on the bus along with the Silver Line, trash bags were available and the auto announcer was working. Left at 10:24am, to the Transit Center, Silver Line arrived on time had a problem figuring out if we were at union station, expected it to drop us off out front, lack of knowledge on my part. It was interesting to ride all three rails. The Purple Line was like a brand new car, clean station beautiful. Blue line, felt different like I was in New York the car appeared to be narrower, windows were scratched, dirtier, got off at Wilmington and Imperial to board the Green Line, there was security right there, they were checking tickets. Green line was cleaner than the Blue Line, windows were larger. The 126 does not operate mid-day does start at 3:16pm. Interesting on this one, it had a transit TV, lastly 232, freezing no trash bags. Contract lines, I've noticed a difference in operators and how they announce bus stops. It would be helpful/valuable if all operators announced the stops and what were the connecting buses, too.

Chair Franklin took line 210 on December 2, bus run 52, bus number 6405 operator 16024 at Thoreau Avenue and Crenshaw northbound at 10:15am, it was packed, schedules and trash bags were available. What I found of interest, directly behind the operator was a person using their walker as support and having dialogue with the operator to make sure she got to her destination. Trying to get in and out of the bus, from the front to get through to the door it was a challenge, with bags on the floor, person standing in walker. I am really concerned because the walker was not of good quality, did not have locks on the wheels, yet she was using her weight on the walker. What is the proper safety procedures and what should the driver have done. The other experience was while I was trying to take instead of taking the 115 I'll take the 210 going southbound get back to where my car was parked. Get to a meeting. I had another experience, I had to make a mad dash was approaching in order for me to southbound. This operator was a breath of fresh air, greeted you when you got on and off, the operator had knowledge of the system and was able to assist passengers with questions. December 2, Line 210 bus number 6404, operator 25593, at 10:25am southbound, no schedules, but plenty of trash bags. Watched when a person has a wheelchair with an attendant the bus operator stopped and assisted to make sure that person got off first before boarding passengers.

Meet and Confer, on December 1 regarding specific issues we as councils have collectively. Thought it was interesting that he mentioned the overabundance of bus routes brought on by the consent decree but overtime what are the service needs before we start cutting service. Stressed the importance of deferred maintenance. When this budget goes into effect, they did not cut back on maintenance, however he said there is a lot to be done, at particularly at the bus stops and he gave us several locations and was familiar with pigeons taking homestead, and lights that are out, including graffiti. We need to be sensitive to

the muni drivers in connection with the Metro so that we do not disenfranchise the riders who are going from one to the other. Concerns multicolored buses as far as he is concerned it has to go, creates too much confusion, complexity and now looking for headsigns and numbers to evaluate that as the going trend. Finally, purposely brought up line 442, it has been a sensitive subject in the south bay, it was identified the rideshares or professionals that ride that line as a consequence, Conan had indicated the Board had already gave them directions that the rideshare did not meet the threshold that they were hoping to achieve the line would shut down and they would not have to go back to the Board. I want to make sure when that does happen the ridesharers were informed well in advance. He anticipates the line would be discontinued around June 2011.

Representative Goodhart, we heard earlier that the Board had approved the Artesia Transit Center budget. It would be nice to know what was approved and the schedule and budget.

ADJOURNMENT