

Friday, September 9, 2011

9:30 - 11:30 AM

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# Minutes

## SOUTH BAY CITIES SERVICE COUNCIL

### Regular Meeting

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

Call to Order 9:44AM

#### Council Representatives:

Ralph Franklin, Chair  
Devon Deming  
James Goodhart  
Rena Kambara  
Roye Love  
Robert Pullen-Miles  
Don Szerlip

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#### Officers:

Jon Hillmer, Director Regional Councils  
Richard Morallo, Community Relations Mgr.  
Christina Goins, Council Secretary



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. Pledge of Allegiance
2. ROLL Call – Ralph Franklin, Chair
3. RECEIVED Safety Tip, Lt. Obenberger
  - A. Recent Arrest – On Wednesday, September 7, 2011 on a Blue Line train, deputies arrested a man for indecent exposure. The suspect who has a 20 year criminal history was booked for his crime.
  - B. Recent Conviction – On February 21, 2010, a 6 year old female was befriended by Suspect James Thomas and separated from her mother when she fell asleep. The suspect exited the bus and got onto another bus with the child. The mother woke up to find her child missing, notified ROC and TSB who put out a broadcast. A bus operator recognized the suspect and notified the ROC/TSB and deputies took the suspect into custody in the area of Vermont/120<sup>th</sup> Street. The suspect was charged with kidnapping in addition to “one strike”. He pled out and was recently sentenced to 5 years in prison. He said he wanted to marry the 6 year old and take her to Kuwait.
  - C. Safety Tip – Be careful sending out information on social networking sites which could be seen by those who would like to know when you are away from home to burglarize your home or do much worse to your loved ones who may be home. Wait to send pictures from your vacation until you get home. Also be aware of the Geotag which is associated with your phone. It identifies your current location which can be discovered by computer savvy criminals and alert them to your absence. Geotagging can be turned off but can also help find you if you are lost or stranded.

***Representative Szerlip.*** Has the force taken any precautions in light of the 10<sup>th</sup> Anniversary of September 11<sup>th</sup>?

*Lt. Obenberger.* Yes, we have additional personnel out on the line. We are taking this very seriously.

4. APPROVED Minutes from July 8, 2011 Meeting with one abstention by Representative James Goodhart
5. RECEIVED Public Comments:
  - Dortehea Jaster: I’d like the Council to consider re-arranging the agenda in the future. This wouldn’t affect the Council but would be a tremendous benefit for passengers. Take the July meeting as an example. The topic was transponders and towering stanchions but not one word had to do with public transit. Yet we were here until 1:30 pm, which made the event a 9-hour trip for me (3

buses each way). It would be helpful if the experts could have personal, real world knowledge of the perceived need and existing situation by visiting the proposed site at various levels of the new project and various times of the day to judge ridership patterns, traffic patterns, even weather conditions, and lighting, etc. (more comments at back of minutes)

- Wayne Wright: There are problems on Line 108 with the mid-day service, Monday through Friday from 9am to 3pm. There is bus bunching, over crowding, and sometimes no shows. This needs to be corrected. Sometimes at 2pm there will be a bus that is over crowded and a bus that is nearly empty right behind it. I would like Line 358 to have limited service between Crenshaw and Atlantic. The service west of Crenshaw should run locally because there is not a stop on Overhill and Slauson. It is inconvenient to catch Lines 212, 42, and 312 by going to La Brea. I have been the only passenger on Line 607 since the changes were made. I have also seen the bus pass with no passengers. This is a waste of resources. Staff needs to look into why people are not riding the 607. Why aren't there bus stops on the route on West Blvd and Fairview in Inglewood and why does it not service more shopping venues along the route other than the shopping center on Crenshaw and Slauson? It is a disgrace that the 607 is going to pieces. I would ask Staff to explain to the South Bay Board as to why you hardly have ridership on the 607 and what can be done to boost ridership.
- Richelle Robinson: It was said that Metro determined and approved the stops of the Inglewood "I" Line. The "I" Line does not stop at the Darby Park Senior Center. The closest stop is at Kareem Court and Pincay Drive which is a very long walk especially in hot weather. There should be a stop at the Darby Park Senior Center since the "I" Line stops at other locations where seniors live and congregate. Is there any way bus service can be more frequent on Sundays because that is the day of worship for many people. Everyone does not qualify for Access Transportation and Access is not always on time.

***Chair Franklin:*** Please call my office on Monday. I believe it is the responsibility of our Parks and Recreation Director, Sabrina Barnes. I will look into that for you.

- J.K. Drummond: I would like to commend two MTA drivers. I was on Line 550, bus 8453, when we were getting on the freeway. When some idiot in a car swerved out of the right lane in front of our driver and he had to safely take evasive action by putting on his brakes. On Line 115, bus 8136, the bus driver had to take a detour through the residential neighborhood because of some sort of activity. We have worked hard to get the toilets at the Artesia Transit Center; unfortunately they are filthy and are not being maintained. Apparently there is a really stupid design where you have to pull up the pedal and press down the pedal to flush it. Naturally, no one wants to use their hands to do this. I would like to reiterate the pigeon problem at the Artesia Transit Center. The 205 reroute is a failed alternative for transportation from Harbor Blvd. to the hospital. We had the 247 but it was removed. It needs to mirror its sister

route, the 550. The 205 currently goes straight up 7<sup>th</sup> from Harbor Blvd. to the hospital. The 205 north goes from the hospital by way of Weymouth Ave. down 13<sup>th</sup> St. to Gaffey, to 7<sup>th</sup> St. east, to Harbor Bl., and loops around to 1<sup>st</sup> St. The 550 south should continue to 13<sup>th</sup> St. on Gaffey rather than turn on 7<sup>th</sup> St. as it does now. This would give north and south service on 7<sup>th</sup> St. to Gaffey. This would give direct service to and from Harbor Bl. to the hospital with no lay-over at Vons, which is at 13<sup>th</sup> St. and Gaffey. This is a problem for those who live on the hill. The 205 should be changed to the 550.

6. RECEIVED Presentation on CicLAvia by Miguel Luna, Board Member

On October 9<sup>th</sup>, from 10am-3pm, CicLAvia will turn 10.5 miles of LA streets into a safe, fun open space for walking, bicycling, skating, jogging, and seeing the city in a whole new way. Metro will have a modified bus schedule.

7. RECEIVED Update on Green Line Extension to LAX Corridor, Cory Zelmer, South Bay Area Team

- Airport Connection Types:
  - Direct Rail Connection
    - Connects a regional rail system to an airport through a single station but sometimes with multiple stations when there are multiple terminals
    - Requires longer walking distances for passengers at airports with multiple terminals
    - Often used in airports with compact terminal areas
  - Airport Circulator
    - Connects regional transit service with an airport-based circulator system
    - Provides service between several closely-spaced locations, such as terminals, parking garages, and car rental facilities
    - Passengers must transfer to this system from regional rail once they are within the airport
    - Often used in airports with multiple terminals
  - Hybrid Connection (Direct Regional Rail + Airport Circulator)
    - Terminal(s) served by direct regional transit and a circulator to connect to other terminals
    - Often used in airports with one heavily used or central terminal and where terminals have long distances between them
- Types of Modes
  - Light rail transit (LRT)
  - Bus rapid transit (BRT)
  - Automated people mover (APM)
- Early Planning Activities
  - August: Pre-scoping meetings

- September-October: Initial screening of alternatives
- Fall: Final definition of alternatives, scoping meetings, and initiate draft environmental documents

Metro would like to know more about our travelers' needs to LAX. A Pre-Scoping Comments form and an LAX User Questionnaire are posted on the Metro website and can be accessed at [www.metro.net](http://www.metro.net).

**Representative Szerlip:** Why does it seem like two different projects for the Green Line connector vs the Crenshaw Transit corridor? Why can't that be the same train?

**Cory Zelmer:** It could be a system where both services could service a station in or next to the airport. This question has been brought up before, "Where is the demand for the connection?" and "Should it just be a Green Line into the airport or instead should it be a Crenshaw Line going into the airport or should it be both?". This is something we are looking at. When we step back and take a look at this from a system wide perspective, we need to look at how this would perform best and how it will enhance the system; not necessarily a single line.

**Representative Szerlip:** For years we have been told that the Green Line went to the airport. That is the biggest lie and is very telling. The Green Line goes to the airport by having you get off at the Aviation Station and get on the circulator bus which goes through the entire terminal. The discretionary rider does not see that as a viable way of getting to the airport. A discretionary rider does not see bus riding as being something they would consider. It can not be a bus circulator if you want people to believe you're getting to the airport. I also believe that the transit system should not be going through the airport itself. There has to be a separate system. I agree with the one you are study in San Francisco because the BART actually goes to a terminal. I never perceived that when I took the BART to the airport. What I perceived was a seamless connection across a short platform to get into the airport circulator and I believe that is what will be the result of your study. In my opinion that would bring the discretionary rider to the airport because it will take them into the airport. We need to have a hybrid connection. It needs to come off of Aviation and it can run as often as possible and circulate through the airport. You talked about other alternatives when going around World Way. You mentioned it was elevated. Why are you not considering a circular underground?

**Cory Zelmer:** It is the number of utilities that are underneath the airport. The single line option is a way to avoid a lot of utilities, for example the Hyperion sewer line.

**Representative Szerlip:** Are you looking at having the circulator come inside the terminals?

**Cory Zelmer:** It is unlikely.

**Representative Szerlip:** When you are talking about the elevated option, is that elevated above the raised roadway?

*Cory Zelmer:* We are looking at one that is a little bit above the roadway and another that is much higher above the roadway.

***Representative Deming:*** I think the survey should link to the LAWA website to reach out to people who are using the airport. I would be happy to help in anyway possible.

Public Comment:

- Wayne Wright: I would prefer that a line stay on Century with a stop at Airport Bl. This would help service the hotels and then have it go underground and stop across the street from Terminal 1. The passengers can utilize the shuttle buses.
- Richelle Robinson: In your opinion, what would be economically feasible?

*Cory Zelmer:* Unfortunately, we are not able to run the cost of each of the alternatives as they are still being developed.

#### 8. RECEIVED new FY 2012 Operations Performance Targets, Jon Hillmer

Mr. Hillmer reported that each year MTA staff establishes new performance targets for the system. The On-Time Performance (OTP) target was previously 80%. The target has increased to 82% for the first quarter of the fiscal year, and will increase by 1% increments for the next three quarters until it reaches 85%. Mr. Hillmer noted that reaching an 82% target will be challenging. OTP continues to improve, although the best-performing divisions appear to have reached a plateau. Regarding Passenger Accidents, bus operators are required to report any incident in which a passenger's body part (i.e. arm) is stuck when the doors close. Most of the time this does not present a problem; however, recently there has been an increase in the number of accidents falling under this category. The target for Miles Between Mechanical Road Calls system-wide is 3,650. Regarding Bus Cleanliness, CEO Arthur Leahy has indicated that not enough is being done to maintain station cleanliness and general appearance. Mr. Hillmer reviewed percentage of scheduled service delivered. Regarding boardings, there is a projected 2% decrease in overall annual ridership compared with last fiscal year.

***Representative Goodhart:*** I think a better metric is how many accidents occur a day given the fleet size.

***Chair Franklin:*** Is there any statistical data regarding accidents while on board? For example, if a passenger is seated and the bus stops abruptly and the passenger is thrown out of their seats or if a passenger is waiting to exit the rear doors and is tossed around as they're trying to get off of the bus. Based on personal experience of being on a bus that is fully loaded and having to hold on tightly when a bus driver has had to stop abruptly.

Jon Hillmer: I will attempt to find out the statistic on that.

Public Comments:

- Richelle Robinson: This is in regards to accidents. I have been on the train and witnessed passengers holding the doors open for their friends or trying to get a phone number and they don't realize they only have a certain amount of time to get on. If accidents occur that way, they are partially responsible. As far as traffic accidents they are usually caused by other motorists.

9. RECEIVED Director's Report, Jon Hillmer

- On-time Performance goal is 82.0%:
  - Metro Bus System: July: 77.7%, YTD: 77.7%
  - South Bay Cities: July: 77.9%, YTD: 77.9%
- Complaints per 100,000 Passengers:
  - Metro Bus System Target 2.20
    - July: 2.92, YTD: 2.92
  - South Bay Cities Target 2.20
    - July: 2.59, YTD: 2.59
- Miles between mechanical road calls:
  - Metro Bus System Target 3,650
    - July: 3,353, YTD: 3,353
  - South Bay Cities Target 3,650
    - July: 2,902, YTD: 2,902
- Clean bus:
  - Metro Bus System Target 8.0
    - July: 8.26, YTD: 8.26
  - South Bay Cities Target 8.0
    - July: 7.85, YTD: 7.85
- Accidents per 100,000 miles:
  - Metro Bus System Target 3.10
    - July: 3.26, YTD: 3.26
  - South Bay Cities Target 3.10
    - July: 4.32, YTD: 4.32
- Monthly ridership:
  - Metro Bus System Target 28,880,000
    - July: 29,470,000
    - YTD: 29,470,000
  - South Bay Cities Target 7,390,000
    - July: 8,870,000
    - YTD: 8,870,000

***Representative Goodhart.*** Contract lines use Metro's old diesel buses. Not to be critical but it is rather misleading because Metro states they are diesel free with an asterisk, except the contract lines. I asked Mr. Leahy when would the contract lines be

converted to alternative fuel buses. Mr. Leahy said it would take about 4 years. Director Pam O'Connor, who is on the MTA Board of Directors said it is recognized by the Board but they are looking at other technologies that they might be implementing. What are those targets of opportunity for the contract lines?

Jon Hillmer: Contract service is Metro service. It is service that is operated by a different garage. The majority of the buses operated by the contract services are CNG powered vehicles. I will come back with a breakdown of how many are diesel and other fuels and when we are planning the fleet replacement plan.

**Representative Szerlip.** Also, can you give us a map or a list of lines in our service area that are contract lines?

Jon Hillmer: Line 232 is the most used contract line and Line 125 is very heavily used as well.

**Chair Franklin:** Before going to public comment, I would like to make sure everyone knows that the issue regarding the proposed renaming of the rail stations will go before the board on September 22<sup>nd</sup>. It will need a 2/3 vote in order to pass. The current proposed names are as follows: Imperial Wilmington/Rosa Parks to be changed to Willowbrook/Rosa Parks, 103 St. Station to be changed to 103<sup>rd</sup> St./Watts Towers, Vermont Ave./I 105 to be changed to Vermont Ave./Athens, Hawthorne Blvd/I 105 to be changed to Hawthorne Blvd./Lennox, Venice/Robertson to be changed to Culver City, the Artesia Transit Center to be changed to Harbor Gateway Transit Center, and the Long Beach Transit Mall to be changed to Long Beach Civic Center.

Public Comment:

- Richelle Robinson: What is the purpose of changing the names of the stations?

**Representative Goodhart:** The reason for changing the Artesia Transit Center is because there is an Artesia Station and the two have been confused during emergency situations.

- Wayne Wright: There is a problem with water seeping into the window guards. Scale or muck is left on the window guards and is never cleaned off. The maintenance crew needs to focus on cleaning between the window guards and around the air conditioning vents because the dust and dirt can be seen and it is really deplorable.

10. RECEIVED Report on new bus stop signage for ADA, 511 and Nextrip by Scott Greene, Service Development and Planning

My presentation is on the new bus stop signage. Nextrip uses a satellite technology to pinpoint where the bus is and will be able to tell the passenger how soon it will be arriving. As part of a settlement agreement with a passenger who was visually impaired we will be putting the Nextrip signs in the busiest 500 multiple line stops. Riders with disabilities can call 511 and/or go online. The signs will also be in Braille. Passengers will be able to access the Nextrip by texting it into their phones, mobile web, calling Metro, and by going online. The signs can be seen primarily downtown, South Bay Galleria, and Inglewood Transit.

**Representative Szerlip.** If I punch in the Q-bar code into my Smart Phone, will it take me to Nextrip and will it give me the bus information from the stop I am at?

Scott Greene: Yes, that is my understanding.

#### 11. RECEIVED Council Member Comments:

**Representative Kambara:** I have been getting stuck on the elevator and escalator at the bus stations. The doors have been malfunctioning on the elevator at the Green Line station at the I 110/I 105. Now that schools are back in session the Harbor Transit Way, the 450 and 910 are really, really full. I don't think we are running enough in the morning during rush hour traveling northbound. It seems to ease up after 7<sup>th</sup> and Figueroa. Maybe we need to run the 450 instead of the 910. The scheduling on the 910 needs to be adjusted. I have experienced a bus driver sitting idle for 5 to 10 minutes.

Jon Hillmer: When that happens please let me know, because sometimes the operators have a tendency to leave the terminal early. They may see a supervisor and decide to slow down.

**Representative Kambara:** The last thing I need to announce is the LA County of Regional Planning Department is hosting our own series of transit oriented development (TOD) strategy workshops. The workshop for the South Bay area will be held on October 13<sup>th</sup> from 6-8pm at the Hudson Auditorium, Martin Luther King, 12021 S. Wilmington Ave., and October 19<sup>th</sup> at the Hawthorne Library, November 15<sup>th</sup> at Harbor UCLA Medical Center, Torrance, and November 17<sup>th</sup> at the Hawthorne Del Aire Community Park.

**Representative Love:** There is a lot of graffiti at bus stop 8453 located on 189<sup>th</sup> and Avalon. I rode Line 130 to Cerritos. The bus was immaculate and the driver was very courteous, although she did not keep the passengers behind the yellow line and the conversation was excessive. We lost a lot of time trying to accommodate a passenger who insisted on driving her motorized scooter onto the bus. The scooter was too big to do that. We should keep this in mind when picking up various types of passengers when tracking the On-time Performance stats. Line 130 will probably show as being late but I think it was for a good cause for assisting the lady onto the bus.

Jon Hillmer: Chip Hazen, ADA Compliance Manager will be at next months meeting. He will give a report on being ADA compliant as well as the type of training that is needed; including the securement of wheelchairs. Bus stops are the responsibility of the city, the county and in some cases private property owners.

**Representative Goodhart.** I went to Manhattan Village on Line 232, bus #1056, and badge 70927. The bus was half full, clean, and trash bags were not available. The schedules were available for Lines 130, 232, and 125. The auto announcement was not working and the bus driver did not announce the stops. I got on the bus at PCH and Hawthorne at 2:02pm and it was scheduled to pick up at 1:58pm. It was 4 minutes late. My return trip was at 3pm at Marine and Sepulveda going southbound, bus #11013 and badge #71221. I used Nextrip because I wasn't sure when it was actually going to arrive. Nextrip figures out what your location is and it gives you the scheduled arrival not the actual arrival. Is that the way it is supposed to be?

Jon Hillmer: No, it is supposed to be the actual arrival time for the bus.

**Representative Goodhart.** The Nextrip said the bus would arrive at 3:07pm but the bus arrived 7 minutes early. I got off at the end of the line at 3:32pm and the schedule said 3:39pm. The bus was 1/3 full, clean, and no trash bags. The auto announcement system was not active. However, the bus driver announced the upcoming streets, but could not be heard in the back of the bus where I was sitting. Regarding the Artesia Transit Way restroom cleanliness, the restrooms were scheduled to be cleaned about every 3 to 4 days. Maybe the restrooms can be cleaned more frequently. Also maybe instructions should be posted on how to use them. Lastly, Palos Verdes Transit Authority has lost a member of the transportation community. Mr. John Meyers passed away last month; if it is acceptable I would ask for Council to adjourn the meeting in his memory.

**Representative Deming.** Line 125 has been running late. I want to thank Scott Greene for helping us get that back on track because it has been running 10 to 15 minutes late and missing connections. It looks like we are resolving that issue. The transition from the paper passes to the TAP card for our employer program is still awful. The TAP office is saying it takes 24 to 48 hours to load a TAP card once the order has been placed. We live in an electronic age, there is no reason it should take 48 hours for the electronic system to communicate. It doesn't take 48 hours. We loaded almost 100 cards on August 24<sup>th</sup> and on September 1<sup>st</sup> they were not working. We called the TAP customer service center, which we are doing multiple times a day because people are flooding our office with calls saying that their cards don't work. When we call the TAP Center their response is they are having technical difficulties. We were forced to stop using the paper passes and were told we had to use the electronic cards. It is extremely frustrating. Hopefully, this is something we can talk about at the Council Meeting because I would like to see some kind of action or plan in place to improve the TAP program and the customer service or lack of customer service that the program is providing. Jim Pachan and the customer service center said the website can not be used for ordering. So far now on I will be sending them a

spread sheet. I will not be able to load cards until the system is operating properly. How many millions of dollars was spent on this program? It is awful.

Jon Hillmer: I will see about having Jim Pachan attend the Council Meeting.

**Representative Szerlip.** I attended the Green Line Corridor Meeting on August 23<sup>rd</sup>. It was a very informative meeting. I think Metro has improved on their outreach. An example of that is how the public was informed about the 405 closure. I commend staff on their efforts.

**Chair Franklin.** I met with a number of disabled bus riders who are concerned about their right to have public transit. They will have the opportunity to come to next month's meeting to hear the ADA compliance that is provided by Metro in accordance with state and federal law. The City of Inglewood has approved the traffic flow on Crenshaw Blvd going northbound between 104<sup>th</sup> and Century Blvd. There will be two left hand turn lanes going north on Crenshaw that will allow drivers to go west. We are gearing up for the massive development that will take place at the Hollywood Park Race Track. Signage has been posted stating that construction will be going on from September 12<sup>th</sup>-15<sup>th</sup>. Part of the meeting I had with the disabled bus riders had to do with Line 210 at the intersection of Crenshaw Blvd. and 104<sup>th</sup> St. The bus stop is not accessible for those in wheelchairs. Not to mention passengers who are not able to press the pedestrian button to cross the street because of the platform that it is on. It is too high. The bus driver has to pull into the intersection to allow them to get on the bus. I am working on my budget to see if the cement can be shaved so that we can be compliance. On September 7<sup>th</sup> I rode the Rapid Line 710, bus #9578 at 9:28am. I boarded the bus on Crenshaw and Imperial heading north. The bus arrived on time and plastic bags were available. The bus was full. The P.A. system worked well. Bus schedules 710 and 740 were on the racks. The bus was clean. I want to especially mention Operator #20010 because there were a couple of passengers who did not know how to get to their next destination. The bus driver stayed focused and was very polite while helping the passengers. On my route back I rode on Rapid Line 710, bus number 9564 at 9:50am, on Crenshaw and Manchester heading southbound. There were plastic bags. A passenger in an electric wheelchair boarded the bus and did not use the yellow straps. Bus schedule 740 was in the racks. I make sure that the bus stops in my city of Inglewood are clean and are in good shape and I noticed that our maintenance crews are doing a good job. I noticed that there are some people who are homeless camping out/making the bus stops their home. I would like to work with Metro on how to handle this situation. We are going to close the meeting in honor of John Meyers who was a part of the Transportation Department in Palos Verdes.

Adjourned at 12:30pm

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Christina Goins, Council Secretary