

Minutes

Friday, March 11, 2016
9:30 - 11:30 AM

SOUTH BAY CITIES
SERVICE COUNCIL
Regular Meeting

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

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines: 40, 111/311, 115, 211/215, 212/312, 607, and Rapid Line 740.

Called to Order at 9:30am

Council Representatives:
Ralph Franklin, Chair
John Addleman, Vice Chair
Charles M. Deemer
Devon Deming
Paula Faust
John Goodhart
Roye Love
Don Szerlip

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

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Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

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메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 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, Deputy Carlson

When you bring your bike on the bus, make sure the operator knows you're loading on the rack, and that you inform them when you're exiting the bus that you're going to unload it from the rack.

4. RECOGNIZED Devon Deming, South Bay Service Council Member and Jack Bailey, Division 18 Operator, Gary Spivack, Deputy Executive Officer, Lilia Montoya, Division 18 Manager, South Bay Service Council Members

Mr. Bailey is retiring from Metro after being with the company for over 50 years. He has never had a recorded miss-out and went 47 years without a chargeable accident. Councilmembers and Metro staff recognized and commended Mr. Bailey for his exemplary service and contributions to the provision of quality transit service.

Councilmember Deming has resigned from her position with LAWA to join Metro as the Director of TAP Commuter Programs. Councilmembers and staff recognized and commended Ms. Deming for her knowledge and service. Ms. Deming was also presented with a Certificate of Appreciation from the South Bay Cities Council of Governments.

Councilmember Deming commented that serving on the Council was a tremendous honor and learning opportunity. She is really excited to be joining Metro, where she will oversee the special pass programs. It is a tremendous opportunity and would not have been possible without the knowledge she gained by serving on the Council.

5. APPROVED Minutes from February 12, 2016 Meeting and RECEIVED Transcript from February 4, 2016 Public Hearing
6. RECEIVED Presentation on FY17 Budget Development, Conan Cheung, Executive Officer, Office of Management and Budget

Metro's FY17 budget is being developed through a zero based budget process. The process is being used to determine agency priorities and critical program funding. A Risk Allocation matrix (RAM) and an internal savings account have been developed as strategies to secure Metro's financial stability by mitigating the projected deficit to begin in FY18.

An interactive online application is being used to engage the public in the budgeting process. The online budget tool allows the public to prioritize agency goals, reallocate

funding among modes, and propose specific programs and services to be funded. The tool will be available in April 2016 with FY 17 proposed budget data.

Councilmember Szerlip asked if the gates will be locked at the new Gold Line Extension and Expo II Stations and if there will be extra enforcement to ensure that Metro captures the revenue from the increased ridership. Mr. Cheung replied that similar to other at-grade stations, they will have standalone validators with no turnstiles. Metro is releasing a new RFP for a security contract as part of an initiative to increase enforcement to capture more revenue. The TAP only, all-door boarding is part of an effort to better enforce fares.

Councilmember Szerlip asked if the savings will be sufficient to address deficit in long term. Mr. Cheung commented that the savings will push the deficit to FY20. He anticipates there may have to be a fare increase but first staff will have to demonstrate the significant time and efforts made to generate revenue.

Councilmember Deemer asked if the amount allocated to debt service is due to the Mayor's initiative to speed up projects, how much of a deficit is predicted by FY18, and why the deficit amount increases so drastically from FY17 to FY18. Mr. Cheung replied that it is not, that it is related to past projects. It is always a moving amount based on the debt schedule. The projected 2018 deficit is approximately \$200 million. The change in amount from year to year is based on when initiatives are scheduled to be implemented.

Vice-Chair Addleman commented that customer experience should be improved. Many Harbor Gateway Transit Center patrons want to know they can load their TAP cards. Mr. Cheung replied that the TAP Department is planning to have two machines installed at the location by early April. Funding is also being sought to purchase additional machines for installation at other high ridership locations such as Cal State LA. Ms. Valentino clarified that initially, the machines will only accept cash until the machines can be wired to accept credit cards. Mr. Cheung added that when the buses are equipped with mobile validators, it will allow passengers to use TAP cards within an hour of being loaded.

Councilmember Goodhart asked if there would be a significant cost for the additional TAP readers to the all-door loading buses. Mr. Cheung replied that the mobile validators are fairly low cost units with a useful life of around 15 years. The validators will help generate a savings by speeding up the system by reducing dwell time by up to 64%.

Councilman Love asked if there are specific initiatives that will advance the safety and security of the operators and passengers, particularly in the South Bay. Mr. Cheung replied that the agency is aware of the quality of life issues on bus and rail, particularly on the Blue Line. Metro is looking to increase security presence. New audio messages have been put in place targeting sexual harassment, courtesy, and TAP card procedures. Metro is working on putting Wi-Fi in the heavy rail tunnels and on the buses to allow reporting of incidents and the ability to live stream from security cameras directly to Central Control. There is also a push to get customers to use the Transit App.

Councilmember Love asked why there is not Fly Away service from the South Bay to LAX. Councilmember Deming responded that the service will be available in 2 years once the Torrance Transit Center has been completed. She stressed that Metro must do a good job

informing customers when the TVM machines to be installed at Harbor Gateway Transit Center are only accepting cash.

Wil B. commented that he is disappointed that there will not be a Saturday public forum regarding the budget process as there was last year. Besides being totally impersonal is, an online process doesn't allow members of the community to interact with each other and hear different perspectives. He urged Metro to reconsider their position. Mr. Cheung replied that this year, Metro will instead hold the meeting during the week, and that public comment will be gathered through the online budget tool.

Wayne Wright commented that it will become a challenge to implement all TAP boarding on the Silver Line. A big complaint is the \$.75 surcharge. He suggested implementing an Express Pass for both day and weekly pass users. The monthly pass works well because a sticker is used. He asked how transfers would work and said there are issues with municipal operators not having enough Metro tickets. A workshop will be needed before implementing this policy. The fare boxes and TAP readers are a huge problem. He suggested installing mobile TAP readers like Big Blue Bus and Long Beach have because many of Metro's fare boxes don't work.

Chair Franklin recently witnessed an operator deliberately helping passengers evade the fare by covering the fare box and refusing payment. Operators need to be educated that their salaries are predicated on the fact that the correct fare is received; this should be stressed.

7. RECEIVED Update on Willowbrook/Rosa Parks Station Project, Wells Lawson, Director, Countywide Planning & Development, Phil Klinkon, RNL Design, Randal Curtis, Robert Group

In 2009, Willowbrook/Rosa Parks Station was identified as a Transit Oriented Development (TOD) opportunity. The Metro Board adopted a Station Master Plan and TOD District in 2011. In January 2014, the Board directed staff to complete the environmental review for the proposed improvements and identify potential funding. Since then, \$38.5 million in Cap and Trade funds and \$2.9 million from the State's Active Transportation program have been awarded to help complete the project.

Project goals are to expand station capacity, improve multi-modal and community connectivity, and to address safety and security concerns. The project is currently in the schematic design phase. It will then move to preliminary engineering and design development. Design and construction are scheduled to occur over a 28 month period in 2017-2019 as a design-build process. The project is tentatively scheduled to be completed by spring 2019.

Councilmember Faust commented that the station has a lot of operator and patron safety issues. G-Tran does not schedule layovers at the station because operators do not feel safe. She suggested that the municipal operators be included in the planning process. Mr. Lawson replied that the bus bays will be reconfigured to the south so that they are no longer under the freeway, thus improving lighting and reducing noise. He added that the team will include the municipal operators in the outreach and planning process.

Councilmember Szerlip commented that the Council does not think the honorary plaque is sufficient to recognize Rosa Parks; recognition needs to be extremely prominent. Mr. Lawson replied that the project has a team and budget specifically designated for the station art. Feedback received through the CEQA process confirmed that the community wants to ensure that the honoring of Rosa Parks' legacy is incorporated as part of this process. The art currently at the Station will also be preserved.

Councilmember Deemer asked if extension of the platform to the south would accommodate a fourth car on the train. Mr. Spivack pointed out that if a four car train was to be used, all platforms along the line would need to be expanded. Mr. Klinkon added that the platform extension will assist with making the platform safer and providing clearer access points to the Blue and Green Line trains. When the bus bays are moved, they will be able to accommodate articulated buses. The amount of parking will not necessarily be increased as it is currently underused. The intent is to improve access. There will be no substantial changes to the Green Line platform. The major changes will be in configuration of the stairs, escalators, and lighting.

Chair Franklin commented that he does not recall hearing the auto annunciator mention Rosa Parks when approaching. The Council had specifically asked that the name be reinstated in the station announcements. Vice Chair Addleman added that he thinks that Rosa Parks should always come first in the name of the station. Chair Franklin clarified that the Metro station naming protocol states that the location is listed before the honorary name.

Councilman Goodhart asked if the plan includes way finding signage, and if any of the improvements will be environmentally friendly. Mr. Lawson replied that there is a signage consultant on board to design a full wayfinding and placemaking signage program. They will be looking at how people navigate to the station by foot, bike, and car to make sure the reach of the station is extended into surrounding areas. Sustainable elements will be used wherever possible, and installation of self-cleaning bathrooms is being explored.

Councilmember Szerlip asked if there are plans for noise suppression on the Green Line. Comprehensive electronic signage notifying passengers of the status of arriving trains is needed. Patrons frequently race between platforms to make connections as there is no way to see when a train is arriving. There are safety concerns caused by patrons running up and down the stairs to transfer. Mr. Lawson replied that a comprehensive electronic signage program is planned, but that the project does not include sound walls along the Green Line. Mr. Greene added that there was a sound wall demonstration project at the 37th Street Silver Line Station. There are plans to continue the project by moving south to Slauson and Manchester stations. There are also are plans to review the Gold and Green lines for potential sound wall improvements, but that is a separate initiative.

Councilmember Deming asked if the new center will provide commuter amenities because the Blue Line is the heaviest used line. Mr. Lawson replied that there was a retail component removed from the environmental document. There is a goal to install amenities that will activate the plaza. Mr. Klinkon added that the biggest issue is having enough users to ensure that an amenity is viable for permanent installation.

Mr. Meyer commented that regional users cannot be ignored in the outreach for the project. There are many users who cannot take any rail trip without transferring through the station. To him, the station has three major issues: the area to transfer from rail to rail is too small and crowded. All of the major entrances and exits are far away from each other and many go through the handicapped exits to transfer because they are closer. He feels the elevator should be taken out for better access. There is a real need for bathrooms at the station. He is less concerned with beauty and more concerned with functionality. He is really disappointed that the Green Line will not be considered for sound wall improvements because noise is an issue and announcements cannot be heard at the station.

Wil B. agrees that the station needs bathrooms, and that the entrance and exit configuration causes problems; there is a choke point where security stands at bottom of escalator. Then everyone has to wait to tap and have their card checked. He noted that the station is well lit at night but during the day the contrast between daylight and the lighting creates a problem and makes it look like a deep dark cave. He also agreed that the signage is difficult to understand; he has ended up on the wrong platform and had to figure out how to get to where he needed to be.

8. RECEIVED Report on Proposed Service Changes for June 2016 or Later, and APPROVED Changes to South Bay Service for June 2016 or Later, Scott Greene, Transportation Planning Manager, Service Council Members

Michael Bazemore is against the cancellation of Line 311. After working 8 hours, people do not want to stop at every stop. He took Line 311 at Western and Florence and the bus was half full. He didn't notice a lag in service. There are only 5 buses in the morning and 6 buses in the evening. He feels it not fair that there are less limited bus services in the inner city.

Wayne Wright commented that Line 311 does not serve the Ascot Library on Florence and Main. He agrees that Line 311 needs to be discontinued because of the wait times and the Florence corridor needs better local service. He would like to see the reduction of layovers at the western end of the line. There should only be 2 layovers, not 3. There is a lack of service west of Crenshaw. In the future, he would like to see Lines 51, 52 and 352 overhauled because the service is poor and frequently arrives late.

Council APPROVED receipt of staff recommendations and the Title VI report. The following service changes were approved by the Council:

- APPROVED Proposal to replace Limited Line 352 with Limited Line 351 to serve Compton Station.
- APPROVED Proposal to discontinue Line 311 Limited stop service and operate as Local 111 service.

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

- Metro Bus On-Time Performance: 75.4%, Goal: 80%, System Average: 76.3%
- Complaints per 100,000 passengers: 4.08, Goal 3.51, System Average: 4.37
- Miles between mechanical road call: 6,453, Goal: 4,529, System Average: 5,149

- Clean Bus: 8.61, Goal: 8.0, System Average: 8.70
- Accidents per 100,000 Miles: 4.26, Goal: 3.69, System Average 3.76
- Metro Bus Average Weekday Ridership: 1,041,098

Councilmember Deming commented that there is a high level of fare evasion at the Harbor Gateway Transit Center but there is zero fare evasion on the Silver Line. The two are related because if fares are not checked at Harbor Gateway, people figure why pay.

Councilmember Faust commented that the region should work together on efforts to increase ridership. They are finding that when Metro works to increase ridership it also increases for G-Trans. They also find that declines in Metro ridership trickle over to municipal operators.

Wil B. commented that the report reflecting zero sexual harassment incidents on Metro is wrong. He thinks it is rampant but that incidents go unreported because people don't know how to report or they think nothing will be done. He thinks Metro needs to make reporting easier and to assure the public that reports will be addressed.

10. PUBLIC Comments for Items not on the Agenda

Michael Bazemore recently rode Line 740 thinking it would be going Downtown like Line 40 does but it ended at Crenshaw and Jefferson. He thought it was supposed to be a limited stop bus. People riding downtown should not have to catch a bus that stops at every stop. He feels Metro dropped the ball and is not listening to the people.

Will B. commented that people do not know how to report sexual harassment. A friend told him that when she was harassed, she moved away from him and got off of the bus because she didn't know what to do. The bus and car cards regarding Metro Security and downloading the Transit App have very small print when other Metro advertisements are in big bold letters. Metro can make reporting easier but does not. Ignoring this real problem creates a breeding ground for bullies and molesters.

11. Council Member Comments and Line Rides

Vice Chair Addleman: Date: 3/1/16; Line: 344; Operator #83818; Bus #6105; Boarded at Hawthorne & Silver Spur at 6:23am, Alighted at Harbor Gateway Transit Center at 7am. Bus Cleanliness: Good. There is a new security guard at Harbor Gateway named Tony who is proactive and friendly. Line 344 ran every 10 minutes which was different than what was posted on the schedule. The restrooms were clean. There was evidence of pigeons and he noticed people were feeding them despite Tony's best efforts.

Date: 3/1/16; Line 344; Bus #6105; Boarded at Harbor Gateway at 7:16am, alighted at 8:03am. Bus Cleanliness: Good; Driver handled a passenger who stood by the yellow line after boarding and insisted on talking until the driver politely told him to take a seat because it was distracting.

Councilmember Goodhart: Date: 3/9/16; Line 232; Bus #11013, Operator #85506. Boarded at Sepulveda & Rosecrans at 4:12pm, alighted at Prospect & Pacific Coast Hwy at 4:47pm; Bus Cleanliness: Good, there were schedules for Lines 232 and 130 in the rack. There was an average of 20 riders during the trip. There were no trash bags except one next to the operator. There was also a woman taking up two seats though there were people standing. He witnessed fare evasion occur just past Manhattan Beach Blvd.

Date: 3/10/16; Line 232; Bus #11040, Operator #78538. Boarded at Prospect & Pacific Coast Highway at 3:31pm, alighted at Rosecrans & Sepulveda at 4:06pm; Bus Cleanliness: Good, there were schedules for Lines 125 and 232 in the rack. There was an average of 20 riders during the trip. There were no trash bags except one next to the operator.

Councilmember Deming: Date: 3/1/16; Line 625; Boarded at Administration Road and World Way West at 6:53pm, alighted at Aviation/LAX Station; Bus Cleanliness: Good. She was the only person on the bus until stopping at Douglas where 2 people boarded. The reason for mentioning that is because it is unknown what the new ridership will be on the newly added PM hour runs. She asked that the line ridership be monitored. She thanked Mr. Greene on the work that has been done on this line.

Councilmember Szerlip was invited to participate in the Chamber of Commerce radio program on transportation. A discussion ensued with regards to the difference between cab companies and ride sourcing companies like Uber and Lyft and how they avoid conforming to the same rules that cab companies have to by being classified as a computer application, not as a transportation service. They are exempt from safety requirements, training, insurance, and liability. He questions the value of Metro reaching out to these services that are not held to the same standards that Metro and other transportation companies live by. He thinks that it is not in the public's best interest.

Councilmember Love: Date: 3/10/16; Line 205; Operator #70947; Bus #11006; Boarded at Harbor Gateway at 12:44pm, alighted at Vermont & Sepulveda at 1:05pm. Bus Cleanliness: Good; the driver was very personable, courteous and told all to have a great day. She had to change the route due to an accident and she notified the passengers of the detour she would be taking and asked if it would be an inconvenience.

Date: 3/10/16; Line 550; Operator #75600; Bus #6140; Boarded at Vermont & Sepulveda at 2:56pm, alighted at Harbor Gateway at 3:15pm. Bus Cleanliness: Good; The bus was 80% full. He witnessed two passengers entering the rear of the bus while the driver was securing a disabled passenger.

Councilmember Deemer: Date: 3/1/16; Line 344; Operator #84036; Bus #8626. Boarded at Artesia Blvd & Vermont Ave at 3:50pm, alighted at Hawthorne Blvd & Del Amo Blvd at 4:12pm. Bus Cleanliness: Good. The bus was on time, clean, and the driver's appearance was professional. There were no schedules in the bin.

Chair Franklin: Date: 3/8/16; Line: 210; Operator #82260; Bus #8219; Boarded at Crenshaw Blvd. & Imperial Hwy at 9:30am, alighted at Crenshaw Blvd. & Rosecrans Ave. at 9:39am. Bus Cleanliness: Good. The driver did not speak to anyone regardless of riders saying hello, thank you and/or have a nice day. There were plastic bags as you entered the bus. The driver

did not leave his seat to help a passenger enter the bus. He simply lowered the lift for a rider with a cane who walked with a limp. The bus was clean. Schedules for Lines 40 and 117 were in the racks. The bus was $\frac{3}{4}$ full to standing room only.

Date: 3/8/16; Line: 710; Operator #16234; Bus #7585; Boarded at Crenshaw Blvd. & Rosecrans Avenue at 9:42am, alighted at: Crenshaw Blvd. & Imperial Hwy at 9:50am. Bus Cleanliness: Good. A passenger placed a dollar in the machine and tried to place a second dollar in the machine. The driver placed her hand over the machine and said Merry Christmas. The driver greeted the second person boarding the bus, refusing their fare and wishing them a Merry Christmas. He did not observe the driver giving that benefit to anyone else. There were no schedules in the bin and the bus was $\frac{1}{2}$ full.

ADJOURNED at 1:22pm