

1. PLEDGE of Allegiance
2. ROLL Call – Ralph Franklin, Chair
3. RECEIVED Safety Tip by Sgt. Mike Jones.

Eight things that should be shredded before throwing into the trash:

1. Old tax returns
2. Bank Statements
3. Credit card offers
4. Old photo ID's
5. Pay stubs
6. Convenience checks sent through the mail
7. Canceled checks
8. Canceled credit cards

4. APPROVED Minutes from October 14, 2011, as amended.

5. RECEIVED Public Comment:

- Joseph Dunn – We demand more frequent service hours and more buses on Hollywood Blvd. I suggest that Line 232 become a 24 hour route. There should be a 512 or 712 from Hollywood to South Gate. It takes too long to get from Hollywood to South Gate.
- Dorthea Jaster – All operators should be reminded to check their interior mirror before moving the bus. Careless operators who have caused passengers danger should be retrained. Dana Coffey, who is the GM at MV Transit, has instituted retraining all of her operators on this issue. The air conditioners should be adjusted when it is really cold outside. There seems to be an increase in buses with slightly opened windows that will not close.
- J.K. Drummond – The pigeons are a continuing problem at the Artesia Transit Center. I spoke with Michael Stange, Executive Director of Maintenance, who said MTA is going to contract with a pest control company to help with the pigeons. The new rails on the bus doors are now painted bright yellow which I think is a good idea but I think the surface is too smooth. There should be plastic grips or a bumpy surface to stop them from being too slick. The push button stop signals should be on every pole and on the interior wall for passengers seated by the window. Passengers seated by the window can not reach the push button stop signal. The buttons should be

big and should be bright and in contrasting colors. The housing can be red and the big button can be yellow.

- Linda Nunn – I have screws in my back and wear a back brace. I can not get the bus drivers to lower the platform so that I can have easier access to the bus. The operators have been rude stating they do not have time to lower the bus or they are running late. I have fallen numerous times trying to board the bus. Sometimes they do not pull close enough to the curb which would make it a little easier to board. Many times they want me to exit at the back of the bus which is impossible for me to do because the bus does not get close enough to the curb. There is a rule that passengers in wheelchairs are to enter the bus first and exit the bus last. This rule is not being followed. Is it my responsibility to ask those who are sitting in the front to get up or is it the bus driver's job?

Jon Hillmer – The seating in the front of the bus is not reserved for the elderly and disabled it is preferential seating. The operators can ask the passengers to vacate the seat but it is not a requirement that they get up and leave. Operators are required to prepare an area and ask passengers to stand up and move for wheelchair passengers. The operator is required to lower the ramp once a passenger has requested it.

Representative Szerlip – Please be sure to get the operator number and bus number so that we can follow up with that particular individual.

- Jean Dooley – Linda Nunn is my sister and we have come across many rude drivers who have attacked her directly. I also think the 212 should run more often.
 - Wayne Wright – I would ask staff to make a route change on Line 120 at the Harbor Green Line Station. The line currently dips from north to south on Figueroa from Imperial to 117th Street. The stop for those riding Line 120 is located on the east side of Figueroa in front of the Harbor Green Line Station. It causes problems for those who want to transfer to either the 745 or to Torrance Transit buses because they have to ride to 117th Street to the layover of the bus location. Line 207 and 757 make a lot of stops along Van Ness between Imperial and 120th and 120th and Wilkie Way. It is impossible to catch the 207 and 757 at the Green Line Station because riders have to go through the Crenshaw/Green Line platform which is a real headache.
6. RECEIVED report on Maintenance at rail and freeway stations by Michael Stange. Under the direction of CEO Art Leahy, we have taken a new found look at rail station maintenance and cleanliness. There is a lot of emphasis on repairing stations especially the Blue Line which is over 20 years old and the Green Line which is also aging. We are taking a hard look at the maintenance, the structure and overall appearance. Every month we inspect all of the stations paying close attention to structural needs, lighting,

landscaping, appearance, and ADA rules. We know that there is a rust issue at some of the stations and it is being addressed with a program called State of Good Repair. The program is being funded by capital money in the amount of \$12 million. The money will be used to repair flooring, decks, concrete, tiles, panels, and structural needs. Metro is aware there is a lot of work to be done at the Blue Line Stations because they are the oldest. Metro will start inspecting all 98 stations twice a year. We developed an inspection criteria and trained staff.

Representative Szerlip – I have a lot of problems with what is going on at the stations. I sent pictures to Jon Hillmer. The Redondo Beach Green Line Station looks like it is ready to fall down on peoples' heads. The rust is unbelievable. It is all over the station. It has obviously been neglected since the day it was built. I also reported to Jon Hillmer the condition of the Artesia Blue Line Station. As I was approaching the station from Artesia Blvd., there was not a sign directing you to the station. The station looks like you are in the middle of a ghetto. There was a huge mound of trash and papers south on the tracks that looked like it had been accumulating for a long time. If that is not our property we need to talk to whoever's property it is. It looks like a home for every graffiti artist that has ever traveled on the rail. If you are not getting cooperation from a fellow agency, perhaps a 30 day written notice can be given to the agency stating that they will be billed. We can not expect the riders to respect our infrastructure when we are not maintaining it. There were two ticket dispensing machines and only one was operational. The machine that was not operational did not display a message stating that it was out of order. There has been a huge problem with deferred maintenance. There should have been a program in place from day one. Deferred maintenance versus trash clean up are two different things and I hope they are being addressed accordingly. As we get more and more stations it would behoove us to have some kind of plan where every station will be maintained properly. I know we can not shut stations down for cleaning but something needs to be done.

Michael Stange – The graffiti has been painted over. All of the trash at the station has been picked up. We sometimes do not get a great deal of cooperation from Union Pacific when it comes to removing the trash and painting the graffiti. That is why Metro took care of it.

Chris Limon – The Redondo Beach Station is our number one priority on the Green Line. The overhead structures are going to be refurbished, resealed, and painted. We will be working with Operations to schedule station closures. We will close one side at a time. It will take one month of maintenance. The Artesia Station has been cleaned up, graffiti has been painted over, and the landscape has been taken care of. We notified Union Pacific a couple of times regarding the graffiti because it falls on their property. Union Pacific has a cleaning crew that is responsible for maintaining and cleaning railroads for three states. Their crew is currently in Arizona. We are working on correcting the signage for the Artesia Station.

Representative Szerlip – Please forward the list of stations scheduled to be repaired by priority to the Board. I would also suggest that the elevators be added to the list to be inspected because they are a real magnet for graffiti and are being used as restrooms.

Chair Franklin – Please include the landscape around the stations and the park and ride lots as part of the routine maintenance program. Also a lot of people park their cars in the park and ride lots to take buses to casinos and they leave a lot of trash behind. What is Metro’s position on allowing this to continue? It creates an eye sore for those who park in the parking lot and use Metro. Hopefully we can better coordinate with Union Station and Caltrans to get them to do their part in maintaining their portion of the stations within these communities.

PUBLIC Comment:

- Wayne Wright – Hawthorne, Slauson Blue Line, and Harbor Green Line are all major problems. Slauson Blue Line and Hawthorne have problems with trash and the homeless.
 - J.K. Drummond – MTA should use people who need to complete community service hours to pick up trash. Also MTA should contact the Thomas Payne Foundation regarding planting plants that require little to no water.
7. CARRIED OVER: Receive report on contract Bus Service, what types of fuel are being used and completion of ATMS installation, Elizabeth Carter, Director Contract Bus
8. RECEIVED report on Metro’s TAP Program/Smart Card by David Sutton, Universal Fare System
- A. Tap Card Testing:
- We recently completed 4 weeks of gate lock testing at four stations. We purposely chose stations that were not high in volume and chose an off peak time (1pm - 4pm). We started with Wilshire and Normandie and then added a station each week. Staff assisted in entry for those with paper fare media. Day and single trip passes and TVM sales increased about 50%. Day and single trip passes represented 70% of the total TVM sales. This increase equates to 35% in growth of total TVM revenue. This indicates that customers adapt and modify purchasing behavior switching from single ticket and day passes to 7 and 30 day passes, 35% revenue increase should settle in at a lower level at about 20% increase. Day pass and single trip sales and TVM’s increased substantially because passengers were using TVM’s for the first time.

Representative Kambara – Does federal funding play a role in the gate locking and how it relates to potential distance based fares?

David Sutton – There is some interest in distance based fairs. The reason for conducting the test is that the Board can better decide whether or not to lock the gates. The Sheriff's Department is conducting an audit to find out what kind of pass product is being used. I believe there is federal money funding this program but I am not sure how much.

Representative Szerlip – We have been losing a lot of revenue over the years and someone needs to shake up the Board to tell them that our tax money is being used to pay and subsidize the rail system. It is only right and justified to lock the gates so that the money can be collected; otherwise the tax payers are being short changed. A 35% increase is unbelievable to me. How are you dealing with paper media to get through these gates? What is the long term plan? How do we get away from paper media? The paper media that is used in Washington D.C. has a magnetic strip that can be loaded and reloaded. We spent all of this money putting in the gates and it wasn't well thought out. We have all of this paper media and supply various corporations with paper media instead of changing them over to TAP cards.

David Sutton – During the testing we would give a TAP card to those who arrived with nothing and direct the passenger to the ticket vending machine and show them how to load the TAP card. If they had a paper product we had staff to TAP them through the gate. We have transitioned most of the groups from the regular Metro products to TAP. We are moving in a direction to fit all of the TVM's with TAP product; so that a TAP card can be bought from a TVM. The Red Line is converted. The Green Line should be converted by the end of the month and we will be working on the Blue Line after that.

Representative Pullen-Miles – The increase in revenue justifies locking the gates.

PUBLIC Comment

- J.K. Drummond – I would like to see a TVM machine at the Artesia Transit Center at the end of the Harbor Transit Way.
- Joseph Dunn: It is ridiculous to have to TAP upstairs and TAP again downstairs.
- B. Addressed Representative Deming's concerns:
 - When are the program changes going to be made so that the reloads take place electronically don't have to be completed manually by TAP staff?

David Sutton – Representative Deming and I have scheduled a time to go over loading the TAP card system by using the internet.

- What is a realistic reload time?

David Sutton – It is supposed to take up to 48 hours to load a TAP card. Once the new data is uploaded it goes back out to the system. The card is loaded once it is tapped.

Representative Deming – In addition to the 48 hours, we submit our spread sheets to staff to manually load into their system, sometimes it takes an additional 3-4 days. So now you're talking about someone who is walking around with a TAP card for a week after we've requested it to be loaded. This is extremely frustrating for us and them.

David Sutton – The request must be submitted by the 25th of the month. We need to set up a 7 day pass or a point of sale device for those who request a pass after the 25th of the month.

Representative Deming – We are asked to submit our requests earlier and earlier. This puts us in a bind because sometimes an employee who requested a pass has moved or no longer needs the pass. We can not get a refund.

David Sutton – The policy is that there are no refunds. When this happens again, please copy me on the request and I will take care of the refund.

1. When will employees be able to request their reloads online and have those requests approved by an administrator?

David Sutton – We can set it up for the employee to reload or we can set it up for you to do it. Either way you as the administrator will have to approve them.

2. When will employers be able to download monthly activity reports for their employees who have completed waiver forms?

David Sutton – There are no plans to offer reporting on a monthly basis on the internet. We don't have the resources for it. We can supply you with a quarterly report with a signed waiver from the employee.

Representative Deming – This was a selling point that employers would be able to download these reports which would make it easier to monitor our participant's rides in the system and it has never happened.

Representative Szerlip – I think the no refund policy should be revisited. The website should be looked into to make it user friendly.

Representative Turner – The Easy Pass is easy to use. The municipal operators will need to see that TAP is easy to use, work properly, and be reimbursed before they are willing to use it.

Chair Franklin – The problem I have with your presentation is you feel the customer has the problem not your system. You kept saying you are user friendly and the customer is telling you it is not user friendly. You are not coming up with any solutions to resolve it. There are corporations willing to be the model to make sure it

works but your model companies are saying it doesn't work. You are instead pushing them back saying this is our system and you will have to adjust and deal with it.

PUBLIC comment:

- Dorthea Jaster – I have used the senior TAP pass from the beginning. Now that it has gone to a 30 day plan there have been many problems. If you do not use your pass on the first day of the 30 day period it will not kick in until you use it. You can save a couple of days if your schedule allows. You never know where you stand unless you call Metro. If you are not charged you don't know where you stand. The speaker mentioned the 25th of the month or the 1st of the new month. That doesn't happen after the first 30 day period because all of a sudden you are having cut off dates on the 3rd or the 8th. I was also told the fee will be withdrawn from the bank sometime between the 15th and the 25th of the month. Sometimes I don't get charged until the 30th or as late as the 9th of the following month. The whole system is so messed up. The whole 30 day thing is a miserable mess.
- Wayne Wright – I have had problems with the TAP card from the beginning. I have tapped my newly reloaded card and it registered that I did not have enough money on it. People who want to buy a day pass on the bus when TAP readers are not working are given a Metro transfer with a bunch of punches on the transfer. Bus operators were complaining about the fraud. The transfers need to be printed from the buses electronically to know which bus it came from. Particularly if it is going to be used on a municipal bus or as an alternative for a day pass. If all of the gates are locked, how are they going to work with municipal operators using their paper transfers from their systems to the rail line.

David Sutton – There is a plan that is being developed for transfers as well as Easy Pass and Metrolink. The plan will be presented in February. Also the Board as asked to change the 30 day pass to a 31 day pass.

- J.K. Drummond – The TAP card status can be checked on the machine in the rail station by pressing the button that says, "Check TAP status" and it will tell you when the card expires. Also the turnstiles tell you when the card is tapped.

9. RECEIVED Director's Report, Jon Hillmer
Performance Report for the months of September/October 2011

- On-time performance goal is 83.0%
 - Metro Bus System 74.3%
 - Year to Date 76.4%
 - South Bay Cities 74.7%
 - Year to Date 76.6%
- Complaints per 100,000 passengers:
 - Metro Bus System Target: 2.29

- October: 3.66
 - Year to Date: 3.25
 - South Bay Cities Target: 2.40
 - October: 3.42
 - Year to Date: 3.05
- Miles between mechanical road call:
 - Metro Bus System Target: 3,650
 - October: 3,521
 - Year to Date: 3,434
 - South Bay Cities Target: 3,650
 - October: 3,458
 - Year to Date: 3,268
- Clean Bus:
 - Metro Bus System Target: 8.0
 - October: 8.27
 - Year to Date 8.26
 - South Bay Cities Target: 8.0
 - October: 7.85
 - Year to Date: 7.96
- Accidents per 100,000 Miles:
 - Metro Bus System Target: 3.10
 - October: 2.79
 - Year to Date: 2.81
 - South Bay Cities Target: 3.17
 - October: 4.36
 - Year to Date: 4.07
- Monthly Ridership:
 - Metro Bus System Target: 29,170,000
 - October: 31,110,000
 - Year to Date: 30,240,000
 - South Bay Cities Target: 7,750,000
 - October: 9,550,000
 - Year to Date: 9,260,000

Representative Love – What are the top 3 reasons people are complaining?

John Hillmer – The number one complaint is being passed up. The next complaint is being treated poorly by an operator and customers requesting more service.

Chair Franklin – According to your report on “Accidents per 100,000” there has been an increase in accidents in the South Bay. Is there a break down that is identified as chargeable accidents versus non-chargeable accidents?

John Hillmer – Every accident is reviewed by an Accident Review Board that consists of a manager, instructor, and a bus operator. It is determined whether or not the

accident is chargeable or non-chargeable. 80% of the accidents are unavoidable for the operator.

PUBLIC Comments

- Jean Dooley – I have been trapped on the bus for 3 hours due to a broken ramp. How often are the ramps checked and maintained?

John Hillmer – Bus operators are required to check the ramps prior to leaving the garage.

Chair Franklin – I recommend that items 10 and 12 be carried over to the next meeting. The Artesia Transit Center item was discussed by Director Pam O’Connor. The concern that we have has to do with the lack of cooperation that the Metro Board is getting from the other agencies particularly with Caltrans which is delaying our process in moving the Artesia Transit Center even faster.

10. CARRIED OVER: Discuss report on Council Members the Clean Bus Station Evaluation Program, Jon Hillmer, Director

11. RECEIVED report on Low Performing Bus Lines Public meeting by Jon Hillmer. Staff held a workshop at the direction of the Metro Board to get public comment on low performing bus lines. Staff and the public worked together to come up with suggestions on how to improve various bus lines.

PUBLIC Comment

- Joseph Dunn – The problem with low passenger ridership is bus operators need to stop passing up passengers and forcing passengers to have to wait a long time for the next bus.

12. CARRIED OVER: Council Member Comments

- Line Rides
- Action Items

Adjourned at 12:32pm

Christina Goins, Council Secretary