

Friday, December 9, 2011

9:30 – 11:30 AM

Minutes

SOUTH BAY CITIES SERVICE COUNCIL

Regular Meeting

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

Call to Order 9:34am

Council Representatives:

Ralph Franklin, Chair
John Addleman, Vice Chair
James Goodhart
Roye Love
Robert Pullen-Miles
Kim Turner
Don Szerlip

Officers:

Jon Hillmer, Director Regional Councils
Richard Morallo, Community Relations Mgr.
Suzanne Handler, Council Secretary
Christina Goins, Board Secretary's Office



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Call – Ralph Franklin, Chair
3. RECEIVED **Safety Tips**, Sgt. James Rifilato
Safety tips to remember during the holiday season:
 - Secure all of your valuable belongings.
 - Be cognizant of your surroundings.
 - Be safe and have a wonderful holiday.
4. APPROVED **Minutes from November 18, 2011 as corrected.**
5. RECEIVED **Public Comment**
 - Dortehea Jaster: I would like all operators to check the interior mirror to make sure everyone is seated before moving the bus. I am still hurting from an incident last Sunday when I was thrown onto a seat. It happened again this morning on the 740 leaving the Galleria. Bus #9523 didn't automatically lower the ramp for me to get on the bus. I had to ask the operator to lower the ramp after having a staring match. He moved the bus before I was settled into my seat. Fortunately, I did not fall this time. It was not a pleasant situation. I have a new request. I would like operators to allow passengers who use mobility devices to exit first. On December 2nd, I called TAP because my card was not working. I was told I needed to get a new TAP card because it expired on December 1st. The funds were taken out of my bank account on November 28th. The customer service person said it will be activated as soon as I tap it.
 - Wayne Wright: I would ask staff to make improvements on Line 710. The line does not connect to the Gardena routes 1,1X, and 3. The 3 is the major problem. If you want to connect to Line 3 you have to get off on Crenshaw and Manhattan Beach Blvd. and walk to the south end of El Camino College to catch the bus or ride to South Bay Galleria. There isn't a Rapid stop on Redondo Beach particularly at Prairie. My suggestion is to have the 710 continue down with the 210 to Artesia and put a stop at the southwest corner of Crenshaw and Manhattan Beach Blvd. to better connect with the Gardena #3. It can also stop at Marine Ave and Crenshaw. The same thing is true with the 740. The Rapid buses are not connecting as well with the Gardena buses as with the local buses.
 - Joseph Dunn: I would like to see a 512 or 712 from La Brea to Hollywood to the 10 west to the 405 to Hawthorne and ending at the Redondo Beach Pier. I

would also like to see the 232 go from Long Beach to LAX. I am asking for more bus service on the 212 in Hollywood at night.

6. RECEIVED report on **Contract Bus Service**, what types of fuel are being used, and completion of ATMS installation by Elizabeth Carter, Director Contract Bus.

Contract services provide 18 Metro bus lines: 160 buses from 32-40 feet, and 474,537 annual revenue service hours. Metro's boardings, wheelchair boardings, operating costs, boardings per revenue service hour, and operating cost per boarding have increased since FY '09. There has been a decrease in revenue service hours and complaints since FY '09.

The South Bay Service currently operates 7 MV Transportation lines. There are 70 buses in the fleet: 66 are diesel Orion (40'), 4 are CNG NABI (32') and 12 are CNG NABI (40'). In September 2011 twelve NABI (40') buses were moved to MV to ensure a sufficient spare ratio during installation of full ATMS. The 66 diesel 2000 Orion buses are scheduled to be replaced in FY14. Metro will purchase 66 CNG buses.

In FY 12, there will be complete upgrades on 64 Orion buses which will include the automated voice annunciator and automatic passenger counter. There will be complete training for contractor maintenance staff and operators on the Driver Control Module to capture wheelchair boardings/alightings and securement refusals. A Customer Service Improvement Program will be in place to ensure that Contractors are providing supplemental training and/or taking corrective action with operators receiving the highest number of complaints. The use of ATMS data will be implemented to improve contracted service schedules to increase on-time performance to 85%. Vehicle Operation Supervisors will continue to monitor contract lines to ensure that buses are departing terminals and time points as scheduled. The BOC will continue to monitor contract lines to ensure that buses are running on-time. The Metro Quality Assurance Staff will continue to conduct quarterly simulated CHP inspections and monthly cleanliness inspections.

Vice Chair Addleman: Can you please talk about the policy for passengers who use mobile devices being allowed to get on and off the bus first?

Ms. Carter: Dana Coffey, General Manager MV Transportation, is working with staff to train the operators regarding this issue.

Representative Goodhart: Please report back next month on the break down on Metro and contractor customer complaints. I want to make sure the contractors are handling customer complaints the same way Metro does.

Representative Szerlip: Do you know why there has been an increase in wheelchair boardings?

Ms. Carter: Part of the reason is LA City Ride cut their services by 50%. After LA City Ride cut their services we jumped up to 108,000 eligible riders.

Representative Szerlip: Will the 66 diesel 2000 Orion buses be replaced with CNG buses?

Ms. Carter: Yes, we will then have 100% CNG fleet on contract services.

Representative Szerlip: The Metro Chairman has stated goals for on-time performance, miles between road calls, etc. Are the contract lines enveloped in our report or do they look to conform on their own? How do they deal with that?

Ms. Carter: We are meeting the same requirements. They are to report separately as part of their monthly invoice workbook. We require that they meet the 85% in service on-time performance goal and the 8.0 cleanliness inspection goal.

Representative Szerlip: If the contracted operators fall short of the goals are there penalties?

Ms. Carter: Yes, there are. There are liquidated damages for not meeting their goals.

Chair Franklin: One of the challenges we have as a bus rider is we rely on the bus to be on time within a couple of minutes. What has been the on-time performance with the contract service?

Ms. Carter: On-time performance was high and dropped slightly in September when school started. Only 18 MV buses are equipped with ATMS. We are currently at 56% in service on-time performance. We are not assessing liquidated damages until their entire fleet is equipped with ATMS. This will happen in January.

Chair Franklin: CEO, Art Leahy, has shared with us the significant impact when buses are not on-time and how there is a domino effect that the latter buses are over saturated. That is why I want to stress the importance of being on-time. We have heard many times from passengers that more buses need to be added. Mr. Leahy shared with us that if more buses were on-time we would not need to add more buses.

PUBLIC Comment:

- Wayne Wright: There is a problem with the Orion buses' rear doors. They often get stuck and/or open slowly and some of the windows do not open or close. Also, the bus number is hard to see because of how the bus was designed.
- J.K. Drummond: I would like the blue lights removed from the interior of the buses. The newer buses lack pull cords or push strips. They have insufficient

buttons that are too small and do not have bright, contrasting colors. Pull cords are needed for those sitting by the window. Do any of your ATMS transit buses work with the NEXT bus system at the Long Beach Transit Mall on the 232? Putting the 232 into the category of low performing lines is nonsense.

Ms. Carter: All of the buses have the GPS capability and are all on NEXT bus.

7. CARRIED OVER: Report on **Public Hearing Guidelines and Title VI**, Dan Levy, Director Civil Rights Program Compliance

8. APPROVED recommendation for **Line 607 Service Change** by Scott Greene, Service Planning and Development.

Item 8 is to receive a service change recommendation for Line 607. This recommendation was suggested by rider Wayne Wright. It was suggested that Line 607 be extended to the Ladera Shopping Center at La Tijera and Centinela. One stop will be impacted at Beach and Centinela. The stop will either be relocated or will no longer be a stop.

9. APPROVED **Public Hearing date**, time and location and authorized publication of hearing notice by Scott Greene, Service Development and Planning.

We are asking for the approval of having the public hearing for South Bay be held in conjunction with the regular Service Council Meeting on February 10th at Inglewood City Hall at 9:30am. The public hearing would cover Line 607 and moving articulated buses off of the Rapids and putting it on local Line 40. We are proposing that the buses come from Line 10 and 740, the Crenshaw and Hawthorne Rapids. There are some headway changes associated with that because the local would run less frequently and the Rapids more frequently.

PUBLIC Comment:

- Joseph Dunn: I don't want you to forsake any local lines for that. We have a problem on Wilshire Blvd. with Line 20 and 720. You will see a lot of 720 buses pass by but not as many local buses. Do not lower any service levels on the local services.

10. RECEIVED status of **restrooms at Harbor/Gateway Transit Center** by Scott Greene, Service Planning and Development.

In last month's meeting it was mentioned that there were no restrooms. The restrooms have been there since June 2011. The portable restrooms were re-located behind a barrier and could not be seen from the platform area. We are still evaluating the contractor qualifications for the permanent restrooms. The permanent restrooms should be complete by June 2012 not April 2012. At that time the name change will take place.

Representative Szerlip: Are the bids being analyzed only for the bathroom improvements or for all structural improvements? Did the Board approve the name change?

Mr. Greene: I believe there are going to be separate contractors for the different functions. Yes, the name change was approved by the Board.

11. RECEIVED **Director's Report** by Jon Hillmer
Performance Report for the month of 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

The Quarterly Meet and Confer will be held on Tuesday, January 10th, 2012 from 2pm to 4pm at the Metro Gateway Building.

Representative Szerlip: I would like the Secret Rider report on bus operators pulling off before passengers with mobile devices are seated.

Mr. Hillmer: We can add your recommendation to the list of duties for the Secret Shopper to report on.

Representative Love: Why is there a significant difference between South Bay Cities and the Westside regarding Accidents per 100,000 Miles?

Mr. Hillmer: South Bay Cities and Westside Service Council are high because it operates in a heavy urban environment. Many of our bus routes travel through very congested areas.

PUBLIC Comment:

- Dorthea Jaster: Bus operators who do not have the annunciators do not announce upcoming stops. Also, many operators do not pull close enough to the curb for me to get on. I still have to fight for the ramp to be lowered and I should not have to.
- Joseph Dunn: I would like to see a policy change regarding on-time performance. I think drivers should only switch at lay-over zones because sometimes we are waiting for over 20 minutes.
- Wayne Wright: Major changes to bus schedules or temporary reroutes should be posted in the bus and at bus stops.

12. RECEIVED Council Member Comments

Line rides for November and December

Representative Goodhart:

Date: 12/8/11; Line #232; Bus #11027; Operator Badge #78157; Boarding Location: PCH and Rosecrans, El Segundo; Service Type: Weekday; Time On: 12:55pm; Time Off: 1:27pm; Direction: South; Alighting Location: PCH and Hawthorne, Torrance; Bus Cleanliness: Good; Comments: The bus was clean inside. There was an average of 10 riders during the trip. Trash bags were not available and line schedules were in the racks for 125 and 205. The bus operator announced upcoming stops and connections at major intersections. The Transit TV was not active.

Date: 12/8/11; Line #232; Bus #110077; Operator Badge #70498; Boarding Location: Hawthorne Blvd. and PCH, Torrance; Service Type: Weekday; Time On: 12:08pm; Time Off: 12:22pm; Direction: North; Alighting Location: PCH and Rosecrans, El Segundo; Bus Cleanliness: Good; Comments: The bus was clean and had an average of 15 riders during the trip. Trash bags were not available and line schedules were not in the racks for 125 and 232. The bus operator announced upcoming stops. The Transit TV was working.

Chair Franklin:

Date: 12/7/11; Line #210; Bus Run #12; Bus #8439; Operator Badge #25053; Boarding Location: Imperial Highway and Crenshaw Blvd.; Boarding Time: 11:22am; Direction: North; Bus Cleanliness: Good; Comments: The bus was full and clean. Schedules for 244 and 211 were posted. The monitors were working but could not hear or understand what was being said. I believe it may have been in Spanish. Also I was seated in the rear of the bus and found it difficult to hear the audible bus stop locations due to the air conditioner/blower. I was concerned when the bus driver was assisting a wheelchair passenger on to the bus. The driver left the rear door open and at least 10 people got on without paying a fare.

Date: 12/7/11; Line #210; Bus Run #210; Bus #0001; Bus #9575; Operator Badge #25138; Boarding Location: Crenshaw Blvd. and Manchester Blvd.; Boarding Time: 11:39am; Direction: South; Bus Cleanliness: Good; Comments: The driver greeted passengers getting on and off of the bus. Plastic bags were available as you entered the bus. The bus went from $\frac{3}{4}$ full to full by the time I exited. It was clean and bus schedules for the 710 and 740 were in the rack.

Representative Pullen-Miles:

I rode Line 40 from Manhattan Beach Blvd. to 138th Street in Hawthorne at 8:30am. It was a nice ride.

On 11/25/11, I rode the Metro Rail at the Marine Station. The platform was clean and the train was full. It was a very good ride. It was my first

time using the turnstile. I can definitely see how easy it is to just walk through without paying. I turned back at the Lakewood Station.

Representative Szerlip:

I rode the Blue Line going north on 9/11/11, car #167, and witnessed a passenger exiting a southbound train. The passenger ran to our train but the doors closed in his face. The train pulled out of the station without accommodating the passenger. I question whether we have a policy regarding that and is the train so automated that it can't respond to a human presence. Who would be implementing this policy? I don't think it was right.

I rode train #152A and arrived at Pico at 6:45pm. The driver's station announcements were weak and could not be understood.

I took the Silver Line Downtown and it was wonderful. It was very quick and very comfortable. The problem I had was taking it back at night. I waited for a bus that was to arrive at 10:24pm but did not show. The next bus arrived an hour and ten minutes later.

Representative Love:

Before the meeting someone gave me a note stating that there was nothing posted on the Blue Line to Del Amo/Santa Fe saying that the schedule had changed. A couple of young men said they would not be riding the Blue Line at night because there was an incident a couple of weeks ago involving a gunman. We should be in contact with LAUSD regarding transportation because they will be cutting their transportation budget starting in January.

Representative Goodhart:

On November 30th I rode the 450 and it was full of passengers. The driver was good. I always enjoy riding the 450.

On December 2nd, I rode the 344 at Sliver Spur and Hawthorne. The bus was unexpectedly full which is rare and nice to see.

Adjourned at 11:36 a.m.

Christina Goins
Council Secretary

