

Friday, August 10, 2012

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

Called to Order 9:30am

Council Members:

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

Officers:

Jon Hillmer, Director Regional Councils
Richard Morallo, Community Relations Mgr.
Suzanne Handler, Council Secretary
Henry Gonzalez, Council Comm. Rel. Mgr.
Dolores Ramos, Council Admin. Analyst
Christina Goins, Office of Board Secretary



Metro

Los Angeles County
Metropolitan Transportation Authority

1. PLEDGE of Allegiance
2. ROLL Called– Ralph Franklin, Chair
 - a. Recognition of Suzanne Handler –Ms. Handler was presented with a Resolution from the City of Inglewood, Mayor of Inglewood, Inglewood Council, and Los Angeles County Metropolitan Transportation Authority acknowledging her retirement. The South Bay Cities Service Council Members thanked Ms. Handler for her service, congratulated her, and wished her well on her retirement.

Director Jon Hillmer also recognized her years of service and contributions to the Service Councils. Ms. Handler thanked the Council and Mr. Hillmer and commented that serving the Service Councils had been a pleasure.

3. SAFETY Tip, B-1 Liz Elias

Always be aware of your surroundings. It is best not to use earphones while at bus stops and platforms on such loud settings that you can't hear what's going on around you. Don't be a victim - be self-aware. The Sherriff's Department will be handing out "Don't Be a Target" and "See Something/Say Something cards to passengers.

4. APPROVED minutes as corrected from July 13, 2012; Devon Deming abstained

J.K. Drummond requested a change on item #3, page 2, to say "delayed an LADOT Bus #142" instead of "held up."

5. PUBLIC Comments

Dorothea Jaster commented that the Torrance City Council has approved the Transit Center design which features canopies. Are they aware of the pigeon problem? She also stated that there is talk of holding concerts in the plaza and inquired whether Metro is involved in the planning of those events.

Wayne Wright commented regarding problems with Line 212 at night; specifically, northbound from Hawthorne Station to Hollywood on Sundays after 5pm. It currently runs every 45 minutes until 6:30pm but is extremely overcrowded. The last bus from Hawthorne Station needs to be extended until 10:30pm. The layover zone in Hollywood after 7pm needs to be moved elsewhere because passengers have to walk from Hollywood and Highland Station to Hollywood and Sycamore to get the southbound 212. The public was not notified about Line 212 changes and the Line 40 short line bus no longer uses the Hawthorne Station for layovers because Caltrans sold the property. Mr. Wright also mentioned that he attended the Torrance public hearing and that he was in agreement with most of the ideas mentioned, with the exception of four routes. He is concerned that Lines 2 and proposed Line 10, because they run on Crenshaw and Artesia. It would be duplication with MTA's current Lines 210 and 710. I asked that the

two be deferred until next year and rerouting the two lines elsewhere. Torrance should work with Metro staff in taking over a portion of Line 126 or all of the 211. It can still serve El Camino College, but I would recommend that Torrance Line 2 be removed from Crenshaw. Ask Metro staff to give low patronage routes such as Line 126, 209, 211, and the 215 to Torrance.

J.K. Drummond mentioned that he ran into a tourist from Europe who was traveling from Pasadena to Redondo Beach, anticipating that they could take the train to the beach. The Redondo Beach Station name is misleading, as it does not let out at the beach. When renaming the stations/stops it should be named by what street you are getting off on. San Pedro does not have bus service up 7th Street to the hospital. He suggested that the 205 be rerouted up 7th Street and the 550 be rerouted to run on 13th Street.

6. DISCUSSED USC/Expo Game Day Travel Strategies, Jon Hillmer and Henry Gonzalez

Metro and USC are teaming up to get fans to and from the games faster and easier. The first home game will be on September 1st. MTA's website has information regarding game day schedules. Expo service will ramp up two to three hours before game time, running trains every 6 minutes on the Expo Line, compared to standard 12-minute service. All other trains will operate regular times, but will add extra cars to maximize linkages to the Expo. There will also be signage and staff assistance to assist the crowd navigate connections. Exposition Boulevard will be closed to regular vehicle traffic in the hours before and after the game. The additional service will continue to run two hours after the game. Buses will be on standby in the event that the Silver Line is overwhelmed with passengers.

J.K. Drummond stated that he thinks Line 550 should run to the 37th Street stop because it is quite a walk to catch the Silver Line.

7. RECEIVED Station Cleanliness Report, John Roberts, Executive Director, Maintenance

Cleaning Improvements

- Detailing at Aviation Station and neighboring property of the Union Pacific Railroad
- Pavement cleaning and detailing at LAX Terminal 27
- Pressure washing at Galleria Terminal 52
- Extensive pressure washing at Universal Station
- Extensive trash pickup and graffiti abatement at Artesia and Rosa Parks Stations
- Film being applied to elevators and glass, tagged to show replacement date. Allows easier, less expensive replacement if etched.

Painting Improvements

- Lakewood Station 85% complete
- Grand Station 75% complete
- Painted fence at Artesia Station's neighboring Casino
- Pavement repainting at Universal Station

Landscaping improvements are being completed at Artesia and Universal City Stations.

Council Member Szerlip stated that the entire Redondo Beach/Marine Station is in disrepair and hasn't been addressed. When will that station be cleaned up? Mr. Roberts responded that he and staff have been to the station and are assessing how to approach the project. Due to the scale of work needed, the work may be contracted out. There currently is not a set date, but the issue is being examined and there should be more information available in the next few months.

Council Member Pullen-Miles thanked Mr. Roberts for the work performed to clean up Rosa Parks Station and stated that it now looks safe and inviting.

Council Member Goodhart commented that it is remarkable that Metro has assumed responsibility for maintenance of stations that are not their property; will Metro staff extend the cleaning campaign for the bus stops in other cities? Mr. Roberts stated that he will look into the situation further to see what can be done. Metro works with a juvenile offender program to have them perform graffiti abatement and cleanups to fulfill their community service requirements; perhaps the program could be expanded to also address some of the other maintenance concerns.

Chair Franklin asked that his gratitude be expressed to Art Leahy for his efforts to clean up the stations. He asked at what cost is Metro cleaning up the Caltrans properties, and stated that Caltrans should share the cost. He expressed concern that the increase in maintenance costs will be shifted to transit users.

J.K. Drummond suggested that Metro bill Caltrans and the Casino for the work done on their property. He recommended that the Board invite Caltrans to the Service Council meetings. Pigeons continue to be an issue affecting station cleanliness, particularly at the Artesia Gateway Station. Harbor Gateway is in need of cleaning. When will it be done? The elevator wasn't working and the pay phone had been vandalized at the freeway side station at Pacific Coast Highway. Does MTA take care of the public pay phones?

Mr. Roberts replied that Metro has tried various strategies to deal with pigeons at stations. He stated that Metro is not responsible for pay phone maintenance, but that he would look into what agency is responsible and convey that information to the Council.

8. UPDATED on Harbor Gateway Transit Center (formerly known as Artesia Transit Center), Paul Whang, Facilities, Supervising Architect

Completed Projects:

- Harbor Gateway Center Sheriff's Substation, lighting and CCTV
- Lighting upgrades at Stations/Parking Lots
- New Bus Stops at Slauson and Manchester
- CCTV units installed

Completion of the Sound Enclosure Pilot Test at 37th Street Station is pending. The project is in preliminary construction phase and has a target completion date of early October.

Projects In Progress:

- Artwork by artist Allison Saar is currently in fabrication. The molds completed and installation is set for early October.
- Landscaping improvements are 50% complete. 25% of the trees have been installed in the planters. Work on passenger platform has been initiated with an estimated completion date for late September.
- The Automated Public Toilet (APT) has been ordered and is in fabrication. Site work is set to begin in early September with delivery of unit to the Transit Center with an estimated completion date in late-October.
- CCTV units have been installed on the passenger platform, with full operation to being in Fall 2012
- Signage and wayfinding improvements: design contract has been awarded, development package completed, to be released in early September.
- Mock-ups are currently being installed and tested for durability, effectiveness.

Dorothea Jaster asked if the municipal lines have been contacted regarding signage. She stated that the signs are very confusing because Gardena, Carson, and Torrance use single digit numbers for their line/route numbers, and that they are hard for passengers to read. She suggested that signs be installed that read “Please do not feed the pigeons.”

9. UPDATE on Express Lanes Soft Rollout, Kathy McCune, Congestion Reduction

Twenty-five miles of existing carpool lanes will be converted to ExpressLanes on the 110 and 10 freeways. The conversion will take place between Adams Blvd and the 91 freeway on the 110, and on the 10 Freeway between Alameda Street and the 605 Freeway. The program will be run as a one-year pilot program on each corridor. Solo drivers with FasTrak can pay a toll to use the ExpressLanes. Improvements to service will include: increased transit frequency for the Silver Line, Foothill, Torrance, and Gardena bus lines, station improvements along both corridors, transit signal priority, and installation of bike station and bike lockers. Net toll revenues in each corridor will be re-invested in ExpressLanes and transit improvements. Toll rates will vary based on traffic levels in the ExpressLanes to ensure average speeds of 45 mph. If a SigAlert occurs, the customer account will automatically be credited. Eligible carpools, vanpools, and motorcycles with FasTrak can use the ExpressLanes toll-free. The program will implement the first Carpool Loyalty Program in the State which will provide automatic entry for gas card drawings.

FasTrak and it can be used on all toll roads in California and can be moved from vehicle to vehicle. Enforcement will be fulfilled through both photo enforcement and CHP. Transponders will be available for purchase after August 26 in every AAA branch office in Southern California. AAA Members receive a 20% discount when FasTrak account is opened online; there is also an Equity Plan for low income residents of Los Angeles

County. Lane testing began in late July; the I-110 ExpressLanes open this fall, and the 1-10 ExpressLanes open in early 2013.

Council Member Deming asked if there is not a Sigalert but there is heavy traffic, will the customer receive credit? Ms. McCune replied that customers can call to request credit. The agency will then verify that the minimum speeds were not reached and a credit can be issued.

10. PREVIEW Crenshaw Blvd. Lines 210 and 710 for Corridor Study, Jon Hillmer and Council Members

Line 210 runs to the Hollywood/Vine Red Line Station to South Bay Galleria. The Rapid Line 710 from the Galleria to Western/Wilshire Red Line Station to South Bay Galleria. Line 210 is 19.4 miles long and has 91 stops in each direction. Line 710's route is 16 miles long and has 23 stops in each direction.

Next steps:

- a) Ride weekday service in September
- b) Review of service levels and ridership by route segment and time of day
- c) Explore schedule meets with Green and/or Expo Lines
- d) Evaluate service coordination or route modification relative to Torrance Line 2
- e) Consider conversation of Rapid trips to Local when Rapid service is less frequent than 15 minutes.
- f) Evaluate modifications to Rapid bus stops
- g) Return in October/November as part of workshop

Wayne Wright expressed concerns regarding service provided south of the 105 Freeway. Torrance Transit is scheduled to implement service changes in the fall, which will be duplicative of the service provided by the routes of Metro Lines 2 and 10.

11. RECEIVED Metro Board Motion – Coordination of Transit Agencies' Schedule Development and Transfers, Jon Hillmer, Director

Metro Chair Michael Antonovich and Board adopted a policy goal for coordination and synchronization of service changes and transfer points with a request for staff to return to the Board in October. It was agreed that the Service Councils would have input into the whole process. The report from staff will include:

- A. Establish meetings with other transit agencies to discuss changes;
- B. Develop a prioritized list of Metrolink stations, transit hubs and transfer points;
- C. Develop an implementation plan by December 31, 2012; and
- D. Develop an MOU or agreement to coordinate when agencies schedule service changes

Current planned actions include:

- A. Informing Metro Service Councils of this program;
- B. Including this Motion as a topic of the August 2012 Quarterly Service Providers Meetings;

- C. Including Metrolink in these meetings;
- D. Inviting Service Council Representatives to the meeting in their region;
- E. Developing a summary report on the results of said meetings; and
- F. Preparing an Action Plan for review by the Metro Board in October 2012.

J.K. Drummond asked if Metro would coordinate with LADOT and DASH. Mr. Hillmer responded that LADOT and DASH are both invited to attend.

12. RECEIVED Director's Performance Report for June 2012, Jon Hillmer, Director

- On-time performance goal is 80.0% for FY13
 - Metro Bus System 76.5% in June and Year to Date 76.5%
 - South Bay Cities 76.5 and Year to Date 76.8%
- Complaints per 100,000 passengers: Metro Bus System Target: 2.29
 - June: 2.92 and Year to Date: 2.98
 - South Bay Cities Target: 2.40
 - June: 2.81 and Year to Date: 2.40
- Miles between mechanical road call: Metro Bus System Target: 3,650
 - June: 3,748 and Year to Date: 3,748
 - South Bay Cities Target: 3,650
 - June: 3,614 and Year to Date: 3,599
- Clean Bus: Metro Bus System Target: 8.0
 - June: 8.44 and Year to Date 8.41
 - South Bay Cities Target: 8.0
 - June: 8.00 and Year to Date: 8.02
- Accidents per 100,000 Miles: Metro Bus System Target: 3.20
 - June: 3.88 and Year to Date: 3.74
 - South Bay Cities Target: 3.17
 - June: 3.99
 - Year to Date: 3.88
- Monthly Ridership: Metro Bus System Target: 29,270,000
 - June: 32,500,000 and Year to Date: 30,200,000
 - South Bay Cities Target: 7,750,000
 - June: 9,990,000 and Year to Date: 9,200,000

13. Council Member Comments and Line Rides

Council Member Pullen-Miles

Line # Rapid 740; Bus Operator: #80478; Bus #7934; Boarding Location: Manhattan Beach Blvd. in Hawthorne. Comments: The bus was very clean, on time, and had trash bags. The auto announcement system was working. There were no schedules available.

Line #740: Comments: The bus could have been cleaner than it was and there were no trash bags. Schedules were available but not for Lines 40 and 740.

Council Member Turner:

The Torrance City Council has approved a 30% architectural design. She is working with staff on the look and feel. Canopies are a concern as pigeons cause ongoing maintenance issues and Torrance will have to maintain the project. The selected design will be presented once it is finalized.

Vice Chair Addleman:

Date: 8/3/12; Line #344; Bus #5419; Bus Operator: #2221; Boarding Location: Silver Spur and Hawthorne; Time On: 9:31am; Time Off: 10:14am; Direction: North; Alighting Location: Artesia Transit Center. Comments: The driver was very well dressed and greeted every passenger. The stop cords worked well. Nearly all of the passengers exited from the front. The TV, message board, and announce system all worked. Trash bags were available. There were an average of 25 passengers and it was a smooth ride. The bathrooms at the Transit Center were very clean.

Date: 8/3/12; Line #344; Bus #5419; Bus Operator: #2221; Boarding Location: Artesia Transit Center; Time On: 10:40am; Time Off: 11:20am; Direction: South; Alighting Location: Silver Spur and Hawthorne. Comments: The TV monitor was off but the sound was on. There was an average of 25 to 30 passengers. About 20 boarded at the South Bay Galleria. There were no schedules but trash bags were available.

Council Member Goodhart:

Date: 7/8/12; Silver Line; Bus #8387; Operator Badge #70033; Boarding Location: Harbor Transit Gateway; Time On: 8:27am; Alighting: Union Station. Comments: The bus was clean. There were no trash bags and no schedules. The auto announce system was working and Transit TV did not work. There were about 14 riders on the bus.

Date: 7/8/12; Silver Line; Bus #8373; Operator Badge #25119; Boarding Location: Hawthorne Blvd. and Artesia; Time On: 2:03pm; Alighting: Harbor Transit Gateway. Comments: There were schedules. The Transit TV was working but the screen had a lot of black lines. There were about 30 riders on the bus.

Council Member Goodhart shared that he went on a Metro Art Tour on the Red Line. The tour started out at 7th and Metro and went to Westlake/McArthur Park, Universal, and North Hollywood. The stations and platforms were all clean and in excellent condition.

Chair Franklin:

Date: 7/31/12; Line #710; Bus #7588; Operator Badge #16491; Boarding Location: Crenshaw and Imperial Hwy; Time On: 10:22am; Direction: North; Bus Cleanliness: Good. Comments: Plastic bags were available as you entered the bus. The bus driver was friendly and responded to my greeting. The bus was a third to three quarters full during the trip. Air conditioning was on and refreshing. The monitors were on but the volume was turned down too low to hear. Bus schedules for Lines 450 and 740 were in the racks.

Date: 7/31/12; Line #210; Bus #7553; Operator Badge #74253; Boarding Location: Manchester Blvd and Crenshaw; Time On: 10:30am; Direction: South; Bus Cleanliness:

Good. Comments: There were no plastic bags as you entered the bus. The bus was full of standing passengers. Bus schedules for Lines 450, 710, and Silver Line were in the racks. The monitor was on but was in Spanish.

Chair Franklin commented that at the July meeting, Kimberly Ong presented on the Crenshaw/LAX Transit Corridor and suggested that any questions or concerns be submitted in writing. Chair Franklin met with the City of Inglewood Mayor, City Attorney, and staff to prepare written comments, which were submitted publicly.

Chair Franklin shared that the Space Shuttle will be routed through the City of Inglewood, to travel down Manchester Blvd. He will alert Mr. Hillmer regarding the particulars once more information is known.

Adjourned at 12:42pm in honor of Ms. Suzanne Handler.

Christina Goins, Council Secretary