

Friday, December 14, 2012

9:35 – 11:37 AM

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# Minutes

SOUTH BAY  
SERVICE COUNCIL

Regular Meeting

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

Call to Order 9:35am

Council Representatives:  
Vice Chair John Addleman  
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.  
Dolores Ramos, Council Admin Analyst  
Christina Goins, Office of Board Secretary  
Henry Gonzalez, Council Comm. Rel. Mgr.



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

**1. Pledge of Allegiance**

**2. ROLL Call – John Addleman, Vice Chair**

**3. SAFETY Tip, Lieutenant Ibell**

Drinking and driving do not mix. It is a violation to be intoxicated while on the train or bus. He advised that during the holidays there is a spike in domestic violence and fights over things like parking and merchandise at stores and advised people to not let holiday tensions escalate. Lt Ibell wished everyone a safe and happy holiday season.

**4. APPROVED Minutes from November 16, 2012**

**5. PUBLIC Comments for items not on the Agenda**

Dorothea Jaster commented that temporary bus schedule signs are missing at the Artesia Transit Center which has caused people to miss their connections. She questioned whether passengers who pay with cash would be able to use the new restrooms, as they are opened with a TAP card. The doors seem to be wide enough for wheelchairs and strollers to enter, but do not appear to allow equipment to turn around once inside. She asked if changing tables would be installed and if strollers would fit inside. She was concerned with how the floors would be swept and how paper towels would be picked up in the self-cleaning bathrooms.

**6. RECEIVED Report on FTA Civil Rights Guidance, Daniel Levy, Director, Civil Rights Programs Compliance**

In July 2011, the FTA conducted a Civil Rights Compliance Review of Metro. This was a review of compliance with civil rights guidance, not an investigation of a civil rights complaint. Of the five deficiencies that were found, three were remedied and two remain: service/fare equity and limited English proficiency as reported to Metro in November 2011.

Metro submitted a Corrective Action Plan in December 2011 which was updated in February 2012. No response was received from FTA. In the spring, Metro advised FTA that errors were found in the Compliance Review Report. FTA responded with a 19 page letter acknowledging errors and setting new requirements. .

FTA rejected the service and fare equity methodology that Metro submitted to rectify the situation. Metro submitted a new service and fare equity methodology and submitted to the FTA on November 9, 2012 but a response has not been received. Once this is approved, Metro has 60 days to complete the work and restore some of the service cuts or roll back the fare changes if any problems are found.

Effective October 1, 2012, the FTA released new Civil Rights Guidance. The Department of Justice ordered FTA to analyze service changes, not Metro. Metro shipped 4.5 GB of data and 3,000 files to allow FTA to prepare analysis of 50 changes from 2001-2009. After two months, FTA decided that they want Metro to do the analysis using the new guidance. Metro responded in November with a new methodology based on the new guidance. As of December 2012, Metro still hasn't received a response on whether or

not what has been submitted to FTA was adequate. Original target date of January 2013 is unlikely to be met for deficiencies to be resolved, as there has been no FTA response received to items previously submitted.

One of the major deficiencies was not having an appropriate Language Assistance plan. Metro also responded to this issue in November. To address this issue, posting of civil rights notices and printing of brochures in various languages has occurred. Metro's language assistance plan also includes use of pictograms as well as translation of key materials into nine languages to address needs of those with limited English proficiency. The plan addresses three 3 tiers of passenger communications: safety and security, useful passenger information, and other marketing information, such as destination discounts.

Council Member Addleman commented that FTA feedback is needed before any future service changes can be considered. Effective October 1, 2012, the FTA released new Civil Rights Guidance. The past methodology for fare analysis focused on measuring difference in fare change between predominately minority fares, and non-minority fares. The new methodology requires measuring how demographics of groups affected by fare changes. The guidance requires that Metro define disparate impact and disproportionate burden numerically.

Council Member Goodhart asked if the 5% difference for minority population impact is considered disparate if it is an absolute difference, be it a positive or negative impact. It does not matter how the fare is changed, what matters is whether there is a disproportionate effect.

Council Member Szerlip commented that minorities have a disproportionate impact when paying with cash; MTA could never raise the fare. The minority is the majority of the ridership. MTA is very safe on the issue of fares because 90% of the riders are minorities.

Council Member Deming asked if the FTA explained why they changed to preferring Census blocks. The proposed definition for fare analysis is when ridership has 5% absolute or 35% differential between minority and non-minority. As a result of the new guidelines, any new fare increases will likely be made across the board in order to avoid disparate impacts. With regards to service analysis, the proposed definition is 5% absolute difference or 20% differential between minority and overall ridership and low income and overall ridership. FTA has given Metro two options for analysis of demographics affected by service changes: use of Census data or ridership surveys. Where ridership data can be used, it will be given preference over Census data.

**7. RECEIVED Park and Ride and Caltrans Lot Maintenance Costs, Adela Felix, Transportation Planner I, Metro Parking Program**

A total of 41 lots providing a total of 10,261 spaces will gradually be transferred to Metro. Caltrans lots along the Green Line and 110 FWY/Silver Line stations are included; lots owned by other entities such as the Redondo Beach lot owned by Southern California Edison are not. The Metro Board authorized staff to initiate maintenance,

improvements and cosmetic work at the sites. From March 1, 2012 to October 1, 2012 graffiti abatement, power sweeping, trash and debris removal, weed abatement and herbicide services, landscape cleanup, and tree trimming services have been provided at the lots. During that seven month period, \$480,371 has been spent on improvements. Metro is not yet able to make infrastructure improvements because ownership has not yet been transferred to Metro. MTA will award a contract to a consultant to guide Metro on how to pursue the next phase of improvements on the lots.

Council Member Goodhart asked if the existing Caltrans budget will be transferred to Metro for repairs and maintenance. The lots are being transferred as is; the Caltrans maintenance budget will not be transferred. The current maintenance plan and budget also do not include potential development; it will be a challenge to address the needs of new Park and Ride lots as they are developed alongside future rail expansion. There is not yet an expected transfer date for the Harbor Gateway Transit Center, but the Harbor Gateway Transit Center may be the first transfer completed.

Council Member Szerlip expressed concerns regarding power sweeping and trash and debris removal, as he has seen Park and Ride lots that have significant issues. He expressed concerns regarding transients camping out at Rosa Parks Station. Metro is working with the County to address those issues.

Council Member Kambara noted that the Park and Ride lot on Vermont Avenue is underutilized. The consultant to be hired will assess how Metro can better use the property. They may recommend to close off some of the spaces or lease to surrounding businesses.

Wayne Wright asked why Metro is maintaining Park and Ride lots that are not served by Metro bus or rail services. Metro is servicing some of Park and Ride lots that are served by municipal operators whose routes are connected to Metro services, such as Foothill, Santa Clarita, and Antelope Valley. Mr. Wright commented that it would be a good idea for those operators to share the maintenance costs. He noted that the property on the south side of the Hawthorne Station was sold and Metro had to reroute two buses that now need to travel farther in order to get to the Hawthorne layover. Caltrans sold that lot without informing Metro.

#### **8. RECEIVED Station Cleanliness Report, Jon Hillmer, Director of Regional Service Councils**

There has been a vast improvement in the condition of twenty transit centers that are being monitored, though there are still challenges. John Roberts, Executive Director, Maintenance has an aggressive program for cleaning up the stations and lots and is holding supervisors accountable. He takes the job very seriously and has put together an action plan and cost analysis to keep the stations, transit centers, and Park and Ride lots clean; additional staff will be needed. The cleanup staff not only maintains facilities but also assumes the role of customer service by answering passenger questions.

Council Member Goodhart commented that it is imperative for the budget to address the station cleanliness program in order to ensure continued progress.

**9. RECEIVED Report on November 29th Service Councils Meet and Confer, James Goodhart and Council Members**

The ExpressLanes have been open for three weeks; during that time, 12,000 to 18,000 vehicles drove in the ExpressLane without transponders. Those who drove in the lanes without a transponder will receive a citation for the amount in tolls they would have incurred during a grace period, after which full fines will be implemented. Orange County does not charge a maintenance fee for transponders if the total tolls accrued during a billing period is greater than the maintenance fee. Board Member Yaroslavsky has submitted a motion to waive the transponder maintenance fee. There is a procurement action in process to purchase a number of new CNG buses, as maintenance requires a \$100,000 fuel tank replacement after 12 years of use.

**10. APPROVED Resolution to Request Restoration of the Name of Rosa Parks to the Operational Name of Willowbrook Station, John Addleman, Vice Chair, and Council Members**

The Metro South Bay Cities Service Council petitions the Metro Board of Directors to reconsider its action that removed the name of Rosa Parks from the transit center now using the operational name of “Willowbrook.”

It is widely known that Ms. Rosa Parks, by refusing to go to the back of the bus, was a catalyst that helped spark the Civil Rights Movement. Her actions on a public transit bus have inspired people throughout the United States and the world to never settle for second class citizenship.

Metro has retained Ms. Rosa Parks’ name on the “official” station name that honors her; however, her name is not included in the “operational” station name. As a result, her name is not listed on Metro maps, timetables, or brochures. It is also not heard on the bus or rail voice enunciators as these transit vehicles near the “Willowbrook Station.”

The Willowbrook Station serves as the transit center where the Metro Blue Line and Green Line meet. This vital community asset is also served by numerous Metro bus lines, as well as shuttle services provided by the County of Los Angeles, Lynwood, and the City of Los Angeles.

The Metro South Bay Cities Service Council, by unanimous vote, respectfully requests that the name of Rosa Parks be added back to the operational name of this vibrant transit center, in recognition of the significant role that Ms. Rosa Parks played both in the history of public transit and of our nation.

Motion was approved by unanimous vote.

**11. DISCUSSION Crenshaw Blvd. Lines 210 and 710 for Corridor Study, Jon Hillmer and Council Members**

Staff is working with Council Member Turner to identify a possible location for a weekday evening meeting to discuss the corridor. The workshop will allow passengers to share ideas to improve service.

**12. RECEIVED Director's October 2012 Performance Report, Jon Hillmer, Community Relations Manager**

- On-time performance goal is 80.0%, South Bay 72.5%, System Average 73.8%
- Complaints per 100,000 passengers: System Goal 2.20, South Bay: 3.82, System Average: 3.73
- Miles between mechanical road call: System Goal: 3,900, South Bay: 3,814, System Average: 3,745
- Clean Bus: System Goal: 8.5, South Bay: 8.10, System Average: 8.57
- Accidents per 100,000 Miles: System Goal: 3.10, South Bay: 4.30, System Average: 4.08
- Monthly Ridership: South Bay Cities: 359,875, System Average: 1,190,262
- Bus Station Evaluation Scores: Artesia Blue Line Station: 73.8 (C+), Aviation Green Line Station: 8.3 (B), LAX City Bus Station 8.0 (B-), Willowbrook-Rosa Parks Bus Station 8.2 (b-), Harbor/Century Freeway Silver Line Station 8.0 (B-)
- Silverline Ridership: Daily 13,765, Saturdays 5,234, Sundays 3,782. All numbers are all-time ridership highs.
- Bus/Rail Average Monthly Ridership: Bus Weekday Passengers 1,190,262; Rail Weekday Passengers 360,901, for combined system total of 1,551,163.

Council Member Addleman asked why the South Bay having the lowest On-Time-Performance Rate over the past two months. He also expressed concern over the decline in wheelchair boardings and the rise in bus accidents in the South Bay Sector. He asked if it might have been due to inclement weather. Mr. Hiller replied that there had not been weather related issues, but he could check with the divisions to see if there was anything in particular that accounted for the rise in accidents.

Council Member Szerlip suggested that a sign be posted or that technology be used to notify wheelchair patrons that there is room on the bus for them to board without the driver having to stop. Mr. Hillmer commented that the operator is required to stop and explain to the customer why they are unable to pick up the passenger. The operator is also required to contact Bus Control Center. Bus Control Center will then evaluate when the next bus is due to arrive. If the wait is longer than 30 minutes Access Services or Dial-a-Ride is contacted to pick up the wheelchair passenger.

Wayne Wright commented that there are maintenance problems at Division 5. Head signs and side signs are not being changed correctly or are broken, resulting in passengers thinking they are getting on one line but are actually getting on another. The transmission is slipping and the window latches are worn out on some of the buses. Also, drivers are not calling out stops.

**13. Council Member Comments and Line Rides**

**Council Member Pullen-Miles:** Date: 12/13/12; Line #740 Rapid; Bus #7626; Time On: 5:05pm; Alighting Location: Hawthorne/Lennox Station. The bus was half full, clean, and had trash bags and timetables. Transit TV was working. The auto enunciator worked and the bus operator announced the stops.

Date: 12/13/12; Line #740 Rapid; Bus#7857; Time On: 5:48pm; Boarding Location: Hawthorne/Lennox Station. The bus was clean and had trash bags. The bus was full.

**Council Member Deming:** Date: 11/27/12; Bus #3147. Started in Long Beach and took the Blue Line to the Green Line to Line 625. Pleasantly surprised by how good the Blue and Green Line smelled. When arriving at the Aviation Station, Line 625 was scheduled to leave at 8:35am and the train was also scheduled to arrive at 8:35am. The train arrived late at 8:36am and the bus was already turning left onto Imperial HWY with no chance of making the connection, and the next bus not scheduled until 25 minutes later. This bus seems to always have problems with the voice enunciator. At the start of the ride the operator calls out stops in addition to the voice enunciator. Once arriving at Sepulveda, the operator stops calling out the stops and the voice enunciator stops working. It affects people who do not know where they are going when the stops are not called out. The bus was clean. Thank you to Metro for having the bus stop sign mentioned at the last meeting located at World Way West and Coast Road reinstalled.

**Council Member Roye Love:** Date: 12/13/12; Line: 130; Bus #11062; Operator Badge #81002; Time On: 2:30pm; Time Off: 3:00pm; Boarding Location: 183<sup>rd</sup> and Los Cerritos Mall; Bus Cleanliness: Good. The bus was full. Line schedules were not in the racks, trash bags were available. The Operator held a conversation with a passenger, who stood on the yellow line while drinking from a bottle. Their conversation was both offensive and annoying; the “n” and “b” words were used frequently.

Date: 12/13/12; Line: 130; Bus #11064; Operator Badge#81332; Time On: 3:55pm; Time Off: 4:50pm; Alighting Location: 183<sup>rd</sup> and Los Cerritos Mall; Bus Cleanliness: Good. The bus was over-half full and was very comfortable because the air conditioner was on. Transit TV was not on and there were no line schedules. There were trash bags. Two passengers were observed drinking something out of a brown bag in the rear of the bus.

**Council Member Jim Goodhart:** Date: 12/13/12; Line: 344; Bus #5308; Operator Badge #22639; Boarding Location: Harbor Gateway Transit Center; Time On: 12:32pm; Time Off: 1:11pm; Direction: North; Alighting Location: Harbor Gateway Transit Center; Bus Cleanliness: Good. The bus was clean except for a few scraps of paper on the floor. Transit TV was working and trash bags were available. There was an average of 20 riders during the trip. Schedules were available for Lines 344, 450, and 710, as well as pamphlets for: Metro Insider, Holiday Eve Free Fares, Seniors, TAP is Your Ticket, Protect Your Phone, and What To Do In An Earthquake. On the return trip the bus driver changed but the same pieces of paper were on the floor and the trash bag had not been emptied. Mr. Hillmer commented that the drivers are responsible for cleaning the bus upon entering. Council Member Goodhart showed pictures of the work done at the Harbor Gateway Transit Center.

Date: 12/13/12; Bus #5308; Time On: 1:30pm; Time Off: 2:11pm; Direction: South; Alighting Location: PCH and Hawthorne, Torrance; Bus Cleanliness: Good. Bus was clean except for a few scraps of paper on the floor remaining from the northbound trip. Trash bags were available. There was an average of 15-25 riders during the trip. Schedules were available for Lines 344,450, and 710, as were pamphlets on Metro

Insider, Holiday Eve Free Fares, Seniors, TAP is Your Ticket, Protect Your Phone, and What to do in an Earthquake.

**Vice Chair Addleman:** Date: 12/7/12; Line #344; Bus #5210; Operator Badge #80719; Boarding Location: Silver Spur and Hawthorne; Time On: 7:25am; time Off: 8:08am; Direction: North; Alighting Location: Artesia Transit Center; Bus Cleanliness: Good. Transit TV and auto enunciator both were working. There were trash bags and schedules. The pull signal worked and wheelchair tie-downs were available. At the Artesia Transit Center, there were no seat covers in the bathrooms, one unit had paper towels and toilet paper and the other unit had neither. According to the cleaning schedule it had been serviced on 12/7/12.

Date: 12/7/12; Line #344; Bus #5210; Operator Badge #80719; Boarding Location: Artesia Transit Center; Time On: 8:15am; Time Off: 9:10am; Direction: South; Alighting Location: Silver Spur and Hawthorne; Bus Cleanliness: Good. There were 45 passengers on board.

Mr. Hillmer reminded the Council that they were invited to attend the Division 5 100<sup>th</sup> Anniversary Celebration on Wednesday, December 19<sup>th</sup>. He also told them that he is working with the Ethics Department to have “No Feeding” signs installed at the stations to discourage feeding of the pigeons that contributes to the pigeon problem.

Adjourned at 11:37 am