

REVISED

Friday, January 11, 2012

9:30 – 11:30 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 9:30am

Council Representatives:

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

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Officers:

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



**Metro**

Los Angeles County  
Metropolitan Transportation Authority

**1. PLEDGE of Allegiance**

**2. ROLL CALL – Ralph Franklin, Chair**

**3. RECOGNITION Of Rena Kambara, South Bay Service Council Member**

Chair Franklin presented a proclamation to Council Member Kambara in recognition of her exemplary commitment to the improvement of bus transit throughout the South Bay region and her service on the South Bay Service Council. The Council extended their best wishes to her in all of her future endeavors.

**4. SAFETY Tip, Rena Kambara**

In light of the December incident where a subway patron was pushed from the New York subway platform, passengers waiting at bus stops or on train platforms should stand back from the curb or the edge of the platform as the train or bus approaches, for their personal safety and to allow the bus or train to stop safely.

**5. APPROVED Minutes From December 14, 2012**

Minutes approved with abstention of Council Member Turner.

**6. PUBLIC Comments for items not on the agenda**

J.K. Drummond commented that the El Monte Transit Center has three operating clocks and the Harbor Transit Center has none that work. Some operators announce that passengers with bicycles should enter the train through any door except the front door, but the announcement isn't made until the person has already entered. The announcement should be made prior to passengers entering. Contract Line 205 runs the air conditioner in the morning even when the weather is cold, regardless of need. He asked the operator about it, and the operator responded that he had been ordered to do so or that he could be fired.

Dorothea Jaster requested that operators better assist people using mobility devices or walkers when traveling on an MTA, Muni, or LADOT buses. Operators do assist passengers who use wheelchairs, but are not helpful to those using mobility devices. She pointed out that Metro rules specify they should be folded and stored behind seats during trips and demonstrated that folding mobility devices do not stand when folded and do not fit behind the seat. Council Member Franklin asked what the policies and procedures are pertaining to strollers, shopping carts, and other devices. Director Jon Hillmer stated that Metro has been planning to update that policy to address the various types of mobility devices and that he would follow up to see if the policies and procedures had been updated and what devices they address. Operators are required to use the ramp for passengers that request its use; he will look into whether the policy has been updated and confirm that operators are trained to use the ramp for passengers who request to use it.

**7. RECEIVED Update On Metro's Sustainability Initiatives, Cris Liban, DEO, Environmental Compliance Services**

Metro has various environmental and sustainability policies, most of which have been passed by the Board in the last 3-4 years. Metro has updated design criteria to include all of the plans and policies as part of the procurement process, and is attempting to use

vendors that comply with Metro's Environmental and Sustainability Policies. Over the past 5 years, Metro has been greening commodities in the organization to the fullest extent that is economically feasible. An annual sustainability report is completed in which progress against 13 different criteria is measured. Metro's sustainability programs save money, improve organizational efficiency, and make the organization more environmentally friendly.

Over the last few years, Metro has developed the following sustainability plans and programs: Water Action Plan, Energy Conservation and Management Plan, Climate Action and Adaptation Plan, Annual Sustainability Reports, Environmental Management System, Environmental Institute, Partnerships with colleges and universities, Carbon Trading Initiatives, and Green Building Assessments. Through research, Metro learned that it qualified to generate carbon credits. Carbon credits can be sold in the California market, generating revenue for the organization. The Low Carbon Fuel Standard initiative has revenue potential of approximately \$1 to 10 million dollars a year. That program has already started and will sunset in year 2020; Metro is generating a lot of credits but has not yet sold any of them.

Metro Orange Line is a prime example of sustainable transit infrastructure, resource-conserving principles, and low impact development. Metro is examining all infrastructure to see if changes can be made to make it more energy efficient and environmentally friendly. Some of the sustainable features on the Orange Line and Orange Line Extension are use of CNG articulated buses, installation of over 1 million drought tolerant or native plants and trees, recycled water irrigation, storm water capture, infiltration and reuse, recycled asphalt/concrete sub-base, LED lighting and stoplights, and solar panels lining the bike path. All of the concrete and asphalt torn out for constructing the Orange Line was crushed and reused.

One of the projects to begin in the near future is the Gold Line Foothill Extension, which is being completed by a joint powers authority. Addition of an electric vehicle charging station as part of the project is being considered. The Gold Line Foothill Extension considers compliance with Metro's Green Construction Policy, Renewable Energy Policy, and Climate Action and Adaptation Plan. Metro is implementing a green equipment policy that is stricter than the Air Resource Board or AQMD requirements but this policy is only applicable to Metro projects and projects done on Metro Right of Way. Metro has had significant achievements in clean air and climate change management; in the last decade, Metro has been able to reduce toxic air containments by over 90%. Metro is considering future purchase of electric buses and hydrogen fuel buses. Metro generates approximately 2.5 megawatts of energy through solar panels installed on its property.

Metro has also obtained funding from the AQMD and federal government for a Wayside Energy Storage System pilot study. The study will examine the attempts to capture and store energy that is released when trains brake at the stations and as trains pull away from the station. The captured energy will be used before energy from the grid is used. The system will save Metro a few hundred thousand dollars per year, per station. The first phase will be installed on the Gold Line, and then on the Red Line.

Metro is in the process of installing 20 Electric Vehicle (EV) Chargers at various stations. The installation should be completed in February 2013. Metro is the first transit agency in the nation to incorporate EV chargers into the transit system. The project is funded by the California Energy Commission and this effort will continue for the next 12 months. The public will be charged up to \$3 per day for use.

Council Member Deming asked what “unlinked passenger trips per capita” meant. Mr. Hillmer answered that an unlinked transit trip is a single leg of a trip. If someone used the bus and transferred to a train and transfers to a bus, the link trip is all three and is counted as one. When counted as an unlinked trip, it counts as three boardings.

Council Member Deming asked if EV chargers are being installed to facilitate last mile trips or if a membership program is being considered. There is an automobile club in Europe where cars are shared within an electric vehicle network. Members pay based on vehicle usage. Metro is studying car-sharing programs and will conduct studies on implementation of an EV car sharing station.

Council Member Turner asked if Metro is considering public-private partnerships to fund EV chargers, which might allow Metro to provide free charging stations. Providing free charging is not necessarily free because Metro would have to pay for the energy that goes from the facility into the car. This could be considered a gift of public funds which would make implementation problematic.

Council Member Szerlip asked how money will be collected for charging of vehicles. EV Connect has been contracted to handle billing. The EV owner would be issued a fob card after subscribing to the service. The meter is activated by swiping the fob card. Charges start after the vehicle is connected to the charger. The charge is \$1 per hour to a maximum charge of \$3 for three hours. Metro believes this price point will attract EV owners as well as provide full cost recovery. The maximum has been set as part of the program testing. Once the vehicle is fully charged, the owner will receive a notification message to encourage them to move their car and allow another EV vehicle to be charged. Beginning January 1, 2012 EV vehicles parked in an EV charger space that are not charging and non-EV vehicle parked there can be cited for parking illegally. Metro will need to adopt an ordinance in order to enforce that vehicle code regulation; the ordinance is currently under development. The Sheriff's Department has agreed to issue warnings to gas-operated vehicles that park in EV charging Stations. Until the ordinance is adopted by the Board, issuance of a warning is the only thing that can be done. Council Member Szerlip suggested that once the ordinance is passed, that signage be posted explaining the policy and how much the penalty fine is for violation.

Vice Chair Addleman asked how much a kilowatt costs. It is about .15 to .16 cents. He mentioned that SCE has charging stations all over and is seeking public/private partnerships. A Blue Ribbon Energy Committee composed of staff from SCE, DWP, Metro, Southern California Gas Company will meet in March and map opportunities for optimizing resource use. There have also been discussions with SCAG and a regional plan is being developed with the Department of Energy. Council Member Szerlip suggested that SCE could install the charging stations and share the revenue with Metro.

Council Member Goodhart commented that LAX does not provide free parking for electric vehicles. The objective is not to penalize electric vehicle users but to provide incentives to promote their use as an energy efficient alternative.

Council Member Love asked about carbon trading initiatives. There are two mechanisms. The first mechanism is called the low carbon fuel standard. Since Metro's buses dispense CNG, credits are generated while it is being dispensed. There are about 150,000 credits available on a yearly basis. Metro generates about 80,000 credits on an annual basis. The criteria for buying credits won't be available until 2014-2015, and the program will sunset around 2020. Metro can choose to sell all of the credits it has generated starting in 2015, or choose not to sell and wait until 2020. The projected cost to administer the program is approximately \$100,000 or less, and the potential income for the organization is estimated from \$1 - \$10 million per year. Another market that is available is the Cap and Trade Program, but Metro is not a regulated entity under that program. There have been discussions about allocation of cap and trade monies to transportation agencies.

Julian Stern asked how much interest there is from electric vehicle owners to drive to a Metro Station and use Metro. He believes people use Metro because they can't afford to own a vehicle, to save money on gasoline, or to be environmentally friendly. People who own electric vehicles are being environmentally friendly and saving money on gasoline. What would be their incentive to use public transportation? Council Member Kambara responded that many jobs in the downtown area do not provide free parking, and that parking in downtown can be very expensive. Many downtown workers save money by using public transportation. Council Member Turner added Metro encourages discretionary drivers to get out of their cars and utilize public transportation. Council Member Goodmanhart commented that electric vehicles have limited range, and that bus and rail can be used to complete longer trips.

J.K. Drummond asked why there are no EV charging stations at the Harbor Transit Center. Locations were selected for a number of reasons, but based primarily on areas where there is higher EV ownership. There is a charging station at the Willow Station in Long Beach. Mr. Drummond asked if dual or multiple charging stations have been considered so that two cars could be charged at the same time. Mr. Liban replied that the most reliable and cost effective chargers currently available only charge one vehicle at a time.

Chair Franklin noted that the South Bay Council of Governments is encouraging residents to consider using alternative commutes to try to reduce emissions exhaust. They have an electric vehicles loan program for residents to use locally. This may be an additional opportunity to encourage use of public transportation.

**8. RECEIVED Report on 100th Anniversary Celebration of Division 5, Ralph Franklin, Chair And Council Members**

Chair Franklin expressed his pleasure at the attendance of the event by elected officials and of employees and retirees who were stakeholders that made contributions to Division 5. They were proud to return after decades of service to be able to share their sentiments and experiences of their tenures. There was also a historical bus vehicle on

display. Chair Franklin enjoyed the keynote speech given by keynote speaker Mrs. Leahy, who started her career as a single mother who needed to support her children and took legal action against Metro for gender discrimination in order to be allowed to become a bus driver as opposed to a clerical worker. That opportunity started her career, which progressed rapidly and she eventually became a transportation executive.

Council Member Szerlip noted that there were several fascinating historical displays, and some early pictures of the CEO and his wife. Mr. Hillmer added that he also attended the celebration and that he started his career as a bus driver with RTD at Division 5 in 1975. It was a historic place and it really helped him develop his career.

**9. RECEIVED Update on Crenshaw Blvd. Lines 210 and 710 Corridor Study, Jon Hillmer and Council Members**

All of the Service Councils have identified key corridors within their region that provide significant service to their regions and others. Workshops to gather input and brainstorm ideas for improving corridor services have already been held in San Gabriel and on the Westside. For the South Bay, the Corridor Workshop will focus on Crenshaw Blvd. a vital corridor serviced by Rapid Line 710 and Local Line 210.

The South Bay's Corridor Workshop will be held on Wednesday, February 27th at the Baldwin Hills Crenshaw Plaza (Crenshaw and MLK Blvd) from 6-8pm. Chair Franklin requested that The Wave, The Sentinel, and La Opinión publications be included in event promotion efforts.

**10. RECEIVED Director's Report, Jon Hillmer, Director**

- On-time performance goal is 80.0%, South Bay 74.3%, System Average 75.0%
- Complaints per 100,000 passengers: System Goal 2.20, South Bay: 3.37, System Average: 3.24
- Wheelchair Passups: 1 of 91
- Miles between mechanical road call: System Goal: 3,900, South Bay: 4,557, System Average: 4,178
- Clean Bus: System Goal: 8.5, South Bay: 8.25, System Average: 8.51
- Bus Accidents per 100,000 Miles: System Goal: 3.10, South Bay: 3.53, System Average: 3.25
- Monthly Ridership: South Bay Cities: 339,600, System Average: 1,120,369
- Bus Station Evaluation Scores: Artesia Blue Line Station: 7.8 (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-)
- Silver Line Ridership: Daily 13,515, Saturdays 4,832, Sundays 3,437. Boardings from the South Bay have increased to 40% of trip origins, compared to 31% when that service was started.
- Bus/Rail Average Monthly Ridership: Bus Weekday Passengers 1,120,449; Rail Weekday Passengers 362,090, for combined system total of 1,482,539.

Mr. Hillmer reported that at the South Bay Galleria, John Roberts, DEO Operations has directed staff to remove the telephone boxes and to clean the operator restrooms on a

regular basis, though it is not the responsibility of Metro nor is it Metro property. Mr. Hillmer proposed replacing South Bay Galleria, Culver City, and Del Amo Stations bus station cleanliness evaluations with an Orange Line Station, Culver City Expo Line Station, and Century City. Council requested that South Bay Galleria remain on the list of stations evaluated for cleanliness. Mr. Hillmer agreed to continue to keep the South Bay Galleria on the list for evaluation for a couple more months.

Council Member Szerlip asked for a clarification of the definition of passup. Wheelchair passups include both wheelchair passengers who perceive that a bus has passed them and those cases when the operator stops to inform the wheelchair user that they already have 2 wheelchair passengers on board or the bus is too full to accommodate them. Council Member Szerlip asked if the monthly wheelchair boardings metric includes mobility devices. Only wheelchairs are included in that report statistic. He asked if contract lines are included in the Bus Cleanliness Ratings. Contract services are included in that metric. Council Member Szerlip asked how holidays are included in the calculation of Monthly Average Weekday Bus and Rail Ridership. Regardless what day they may fall on, holidays are considered as a Sunday.

Council Member Goodhart asked what percentage of the fleet is covered by Mystery Riders. Typically 200 to 215 trips are made per month, a fraction of the 150,000-175,000 bus trips made per week. The Mystery Riders are required to report on following of wheelchair passenger procedures as a result of a lawsuit agreement resulting from Metro's improper handling of wheelchair passengers many years ago. It is not clear whether the Mystery Rider program also categorizes use or treatment of riders using mobility devices. Council Member Goodman noted that when ramps are extended, they reveal the ramp storage area where trash and dirt accumulate, giving the impression that the bus is not clean. The regular cleaning process involves use of a large vacuum/air blower, but this process is not effective at cleaning the ramp storage area. Buses are deep cleaned every 6,000 miles or every 1 ½ months. Before the bus pulls out for service the operator is required to check the ramp or the lift to make sure it is functioning properly. While some drivers will make an effort to clean the ramp storage area at that time, they cannot be mandated to do so due to union issues regarding job duties of operators and maintenance staff.

Council Member Pullen-Miles asked if Mystery Riders are actual wheelchair users or actors impersonating wheelchair users. Someone who is an actual wheelchair user would be more likely to know what to look for.

J.K. Drummond commented that the unlinked trips figures were off by a factor of 1 million. Mr. Hillmer clarified that the calculations were based on the annual number of trips.

#### **11. Council Member Comments and Line Rides**

Council Member Turner thanked Metro staff volunteers for their assistance with the Fred Jordan Mission Toy and Food Drive on December 22nd. It was a community outreach event that served thousands. She also thanked Community Relations Manager

Rich Morallo for coordinating Metro staff participation, and encouraged everyone to participate next year.

**Council Member Goodhart:** Date: 1/10/13; Line #232; Bus #11025; Operator#70938; Time On: 1:27pm; Time off: 2:00pm; Boarding Location: Prospect Ave. and PCH, Redondo Beach; Alighting Location: Rosecrans and Sepulveda, El Segundo; Bus Cleanliness: Good. Arrived at the bus stop at 12:55pm but the bus arrived at 1:27pm. The schedule showed 1:05pm and 1:34pm. Nextrip predicted the bus would arrive at 1:44pm. The bus was clean and trash bags were available. Auto announce was working and Transit TV was working but there was no sound. Approximately 15 riders at boarding; bus was standing room only at the Ave I stop and remained so until Aviation Blvd.

Date: 1/10/13; Line #232; Bus#11056; Operator Badge#: 70874; Time On: 2:04pm; Time Off: 2:35pm; Boarding Location: PCH and Rosecrans, El Segundo; Alighting Location: PCH and Prospect Ave., Redondo Beach Bus arrived on schedule but arrived 5 minutes late to PCH and Prospect. The bus was clean with an average of 16 riders during the trip. Transit TV was not working and trash bags were available. Schedules for Lines 125 and 128 were in the rack. The auto announce for upcoming stops was functioning.

**Council Member Deming:** Date: 11/27/12; Bus #3147. Rode the Expo Line from LA Live to Culver City and noted that the lot is not paved and was a mud pit due to the recent rains. Previously reported a broken bench at World Way West at the Administration Road stop for Line 625, and after some research, found that the bus belongs to LAWA, which has fixed it. On Sepulveda Blvd between La Tijera and Manchester there is a new solar powered Metro bus stop sign that lights up; Council Member Deming asked if these types of signs will replace other types. Council Member Deming will attend an upcoming meeting in Washington D.C. to represent LAWA to discuss airport related issues, transportation demand, ride share, and commuter issues. She expressed her excitement at having the opportunity to ride the Washington D.C. Metro.

Mr. Hillmer stated that the Culver City lot was to have been paved as part of the project but was not due to a dispute as to responsibility. However, the lot is going to be paved within the next several weeks. In regards to the solar stops, Mr. Hillmer said the solar bus stop signs are designed and installed as needed at bus stops located in low light areas so that operators can see passengers waiting.

**Council Member Roye Love:** Date: 1/11/12; Line: 130; Bus #11057; Operator Badge#78620; Time On: 3:30pm; Time Off: 4:00pm; Boarding Location: Victoria and Avalon, Carson; Bus Cleanliness: Good. There were 8 passengers at the beginning of the trip but later grew to 16. Line brochures were available, the auto announcer worked, there were no trash bags, and the operator was personable and professional.

Date: 1/11/13; Line: 130; Bus #11062; Operator Badge#80832; Time On: 4:20pm; Time Off: 5:02pm; Boarding Location: Hawthorne and Artesia, Redondo Beach; Alighting Location: Victoria and Avalon, Carson; Bus Cleanliness: Good. There were 19 passengers during the trip. Trash bags and line brochures were available. The bus was comfortable



except when the bus operator parked the bus at Artesia Station and left the doors open. It was very cold. The operator was very personable and professional.

**Vice Chair Addleman:** Date: 1/10/13; Line #344; Bus #5341; Operator Badge #8382; Boarding Location: Silver Spur and Hawthorne; Time On: 6:28am; Time Off: 6:56am; Direction: North; Alighting Location: Artesia Transit Center; Bus Cleanliness: Good. The bus arrived early. There were 5 passengers on board and trash bags were available. There were no schedules for 344 but there were schedules for other routes. The old restrooms at the Artesia Transit Center were surprisingly clean.

Date: 1/10/13; Line #344; Bus #5341; Operator Badge #8382; Boarding Location: Artesia Transit Center; Time On: 7:06am; Time Off: 8:07am; Direction: South; Alighting Location: Silver Spur and Hawthorne; Bus Cleanliness: Good. The driver was on schedule and the bus was standing room only. The Council Member's TAP Card did not function on the return trip.

**Chair Franklin:** Date: 1/18/13; Line #210; Bus Run#5; Bus #8304; Operator Badge could not read because he was wearing a sweater; Boarding Location: Crenshaw Blvd. and Imperial Highway; Time On: 12:24pm; Direction: North; Bus Cleanliness: Good. Bus went from being  $\frac{3}{4}$  full to full with standing riders. The only bus schedule that was available was for Line 117. The public address system was operating properly. The bus was clean and trash bags were available. Transit TV was on but was turned down low. The bus was impeded with flashing signal lights at Crenshaw and Imperial Highway. Two passengers were standing past the yellow line and the driver did not direct them to step back. He noted a Metro employee on the bus with ID#25641 who placed something in the fare box, spoke to the driver, then returned to his seat.

Date: 1/18/13; Line #210; Bus Run #13; Bus #8211; Operator Badge: 25164; Boarding Location: Crenshaw Blvd. and Manchester Blvd; Time On: 12:47pm; Direction: North; Bus Cleanliness: Good. Plastic bags were available and bus schedules for Line 117 were available. Bus went from being  $\frac{1}{2}$  full to  $\frac{3}{4}$  full and ultimately full with people standing. The bus was clean and a bicycle was in the rack.

Chair Franklin has previously mentioned concerns regarding the lack of communication between the cities and Metro when the Metro lines are modified that result in abandoned bus benches and trash bins. He reached out to staff to have the bench and trash cans removed from the southeast corner of Century and Crenshaw and the southeast corner of Manchester and Crenshaw, as Lines 210 and 710 stops have been moved to the northeast corner. Unfortunately people were standing at the old bus stop where the abandoned bus bench was located and would become frustrated because the bus stops on the other side of the street. He has asked staff to contact Metro for information on any other route changes so that any abandoned benches and trash cans can be removed.

Mr. Hillmer reminded the Council that the Move LA Conference will be held at Union Station on February 1<sup>st</sup>, and that Metro will pay the entry fee \$25 for Service Council Members who wish to attend.

Adjourned at 11:50am