

REVISED

Friday, May 10, 2013

9:30 – 11:30 AM

Minutes

SOUTH BAY
SERVICE COUNCIL

Regular Meeting

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

Called to Order 9:36 a.m.

Council Representatives Present:

John Addleman, Vice Chair
Devon Deming
Roye Love
Robert Pullen-Miles
Don Szerlip
Kim Turner

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 – John Addleman, Vice Chair
3. SAFETY Tip, Deputy Apostol

When traveling on the bus and trains be sure to use hand rails even when the bus or train is stationary to prevent injury. It is important to be aware and hold on because operators do not always indicate when the bus will start or come to a stop.

Dorothea Jaster commented that there is not a way to signal the operator letting them know she has not found a seat before departing. She has been thrown into people's laps.

4. CARRIED OVER Approval of Minutes from April 10, 2013
5. PUBLIC Comments for Items Not on the Agenda

Dorothea Jaster commented that a Line 344 operator was adamant about not letting her park her Rollator walker in a space marked for wheelchair passengers. She has mentioned this bus operator in the past. Ms. Jaster boarded Line 344, bus 5325 at 7am on Sunday, May 5, 2013, traveling westbound from the Artesia Transit Center at 7am. The operator deployed the ramp for her. She noticed that the side seat and the first front-facing seat on the right side were raised. The operator forcefully and repeatedly told her she could not park her walker there. She pointed at a sign located above the window that read, "These seats reserved for seniors and persons with disabilities." Ms. Jaster said she qualified for both. The operator also said the seats would be needed if the bus became crowded. She asked that the operator be dealt with and not be allowed to treat passengers in this manner.

6. RECEIVED ExpressLanes Program Update, Kathy McCune, Director, Countywide Planning and Management

The ExpressLanes Program for the 110 FWY is to keep lanes moving at speeds above 45 mph 100% of the time during peak periods. Average work week trips have increased 23%, and transit on-time performance has improved. The average toll during the northbound AM peak period is \$5.25 for an 11 mile one-way trip and the average weekday toll for the same trip is \$3.44. Peak toll times tend to be between 7:30-8:30 a.m. Volumes are steadily increasing with a 23% increase from the first week to the end of February. The majority of users are vehicles with two or more people. These vehicles travel toll-free 24/7 which includes carpools, vanpools, motorcycles, and buses. The percentage of HOV2+ is 60% and SOV is 40%. Motorcycles no longer need a transponder. Non-revenue trips include transit and registered emergency vehicles.

Metro is marketing to carpoolers by providing a Carpool Loyalty Program. Pricing is also monitored to ensure that it is attractive to people while balancing traffic volumes and speeds. Metro is approaching the \$10.00 limit for tolls, primarily on the northbound I-110 during morning peak hours, which indicates volume is increasing when pricing goes up. The number of transponders issued to date is 153,000. Commuters are primarily obtaining transponders through retail outlets such as AAA, Costco, Albertsons. They can also be obtained online, at the walk-in centers in Gardena and El Monte, by mail, and by calling 511. Almost 3,000 L.A. County residents have enrolled in the equity plan. Last month, the Board approved waiving the \$3.00 monthly account maintenance fee for Los Angeles County residents. In response to customer feedback, 19 new signs in the median have been installed to alleviate confusion (Do Not Cross Double White Lines and All HOV Must Have FasTrak). Soon text notification of account activity indicating “low balance” and “account replenishment” will be available; a mobile web app is also being developed. In addition, Metro will soon be distributing a monthly E-newsletter be issued updating customers on the product and to keep abreast of what is happening with the ExpressLanes. Customers can contact the program via www.metroexpresslanes.net, by calling 511, or liking the Facebook page at facebook.com/expresslanes.

Vice Chair Addleman asked for clarification of the Equity Plan. The same criteria documentation that is used to qualifying low income households for programs such as EBT assistance or a school lunch program is used to enroll households in the Equity Plan. Those households are provided with a discount of \$25 to open a FasTrak account; they contribute \$15.00 and the \$3.00 maintenance fee is waived. Vice Chair Addleman asked when the demonstration period will be over. The demonstration will be completed February 2014.

Council Member Pullen-Miles asked what will happen after the demonstration period. Metro will continue to operate the program but will have to produce a performance report. As part of the funding requirements, Metro is required to collect a year of data on arterial traffic speeds, volumes, freeway traffic speeds and volumes (in HOV lanes and now ExpressLanes and general purpose lanes), transit ridership and on-time performance, transit vanpools, how carpoolers have been impacted, and person throughput and various other indicators. The final report will be presented to the Board which will then decide whether to continue the program and then to the State Legislature for the tolling authority. Continuation of the equity plan after the demonstration and waiving of the maintenance fee are decisions for the Metro Board. Giving discounts to two person carpoolers on the 10 Freeway was prohibited by the FHWA grant. Anyone who does not meet the HOV3+ requirement during peak hours is required to pay the full toll. Metro would like to offer carpoolers with 2 occupants a discount. Some of the business rules will be examined and may be revised them as the project moves forward.

Council asked how the nearly \$50,000 in overdue tolls and fines are being collected from public agencies. Metro is working with the various agencies to get them to pay the violations and educate them about the program. Ideally, Metro would like for them to open accounts.

Council Member Turner stated that some of the Torrance Transit buses are still receiving violations and asked if there are plans to change the software. Ms. McCune responded that they are working to resolve the software issues that are not picking up some of the bus license plates. Council Member Turner added that the I-110 to I-105 transition signs when attempting to transition to the eastbound I-105 are very confusing.

Council Member Szerlip asked whether funds generated by the program would continue to be limited to improvements along the corridors or if they could be moved into the general fund after the demonstration period ends. Ms. McCune responded that the State Legislation specifies that net revenues generated along the corridors must be reinvested into those corridors in the form of capital or operational improvements. Funds generated along the corridors have exceeded projections and should remain sufficient to continue to maintain the program.

Council Member Deming stated it would be helpful to include employer program changes in any informational newsletters generated. She expressed that the ExpressLanes website is not user friendly, and that she would like to see Metro centralize web functions rather than segregating them into different sites that don't work well together, such as the ExpressLanes and TAP websites.

J.K. Drummond commented that the signage on the 105 FWY westbound stating that all FasTrak must exit at Vermont would not allow drivers to be able to get to the airport. If you have a FasTrak and have one person in the car you must exit but if you are carpooling you can stay in the lanes.

Will B. requested clarification on what a standard issue motorcycle plate is. A standard license plate is someone who does not have a personalized license plate. A person with a personalized motorcycle license plate will need to provide the license plate to the Metro ExpressLanes Customer Service staff.

Mr. Hillmer added that the funds generated through the ExpressLanes program have been used to increase Silver Line service frequency from 6 minutes to 4 minutes to El Monte Station, and from 10 minutes to 6 minutes to Harbor Gateway. Funds have also been provided to enhance Foothill Transit services along the corridor.

7. RECEIVED Update on Redondo Beach Green Line Station Refurbishment, Lena Babayan, Facilities Maintenance Manager

The Metro Green Line refurbishment project will improve the metal structures within the stations, specifically from Aviation to Redondo Beach. The purpose is to get rid of the rust, refurbish the metal and apply fresh paint. The improvements have been designed and finalized but Metro is working on identifying a funding source. Once funding has been identified, a schedule of work will be generated. The cost of the improvements is approximately \$2.5 million. Maintenance services provided by Metro include removal of trash, landscaping, graffiti abatement (everyday), power sweeping

(once a week), glass repair, fencing repairs, anti-graffiti film, right-of-way trash and vegetation removal (on a weekly or quarterly basis depending on the area) and landscaping and tree trimming. In the past 2 years, \$97,000 has been spent on these stations alone. The bulk of that money went to landscaping irrigation. The maintenance efforts include the Caltrans Park and Ride lots.

Council Member Szerlip asked when the funding would be available and how long the refurbishments would take. Ms. Babayan did not have the answer but would report back when the information was obtained.

8. RECEIVED Report on Director DuBois Motion for Fare Restructuring Study, Dave Hershenson, Community Relations Manager

Metro Board directed that staff study potential fare structure modifications that would simplify the fare structure, promote ease of customer use, ease of transfer, consider time-based fare structures, and premium fares for premium service.

Metro has a \$1.50 base fare, the lowest in North America. Metro's current fare box recovery rate, the percentage of costs covered by fares is 26%, lowest of all transit properties. One of the reasons is Metro's discounted fare structure; the average fare going into the fare box is \$0.69, far below the base fare. Metro's long range plan requires a 33% fare recovery rate in order to avoid an operating deficit through 2022. The 33% recover rate is also tied into Metro's major construction projects. If Metro doesn't achieve that ratio, there may be danger of losing some of projected Federal dollars. The Board will be presented with options some time in the near future, and the new mayor and potentially new board members will need to consider this issue. Time based fares - being able to transfer within limited time period such as 90 minutes, are being studied.

Wayne Wright suggested that express day passes and weekly passes be offered. He recommended that express day pass could sell for \$7-\$8 and that the cost of the day pass should be kept at \$5 or \$6.

Marian Thomas asked that the \$5 day pass cost be maintained. She feels a two tier system would not be fair, as poor people may not be able to afford the cost of a premier pass and that would be discriminatory.

Mr. Hershenson clarified that the Board has not discussed implementing a two-tier system.

Council Member Turner commented that the General Managers from various transit agencies met regarding TAP. She has advocated for an incentive program for our customers to acquire a TAP card, such as a discount program that affords the opportunity to ride throughout the region that is simple and time based. The TAP system should be a regional incentive program to our customers to ride throughout the region.

9. RECAP of Service Council Meet and Confer, Council Members

Council Member Deming reported that LASD and Los Angeles County Mental Health work together to look for people that are in need of assistance or experiencing some form of mental distress. They make sure they are connected to whatever assistance is needed and available. There are only 4 people that cover the entire county and truly more resources are needed, as a single interaction can take several hours. They are not just giving out citations but are trying to help people.

10. RECEIVED Director's Report on South Bay March 2013 Service, Jon Hillmer, Director

- On-time performance: 73.8%, Goal 80.0%, System Average 75.5%
- Complaints per 100,000 passengers: 3.25, Goal 2.20, System Average: 3.15
- Miles between Mechanical Road Call: 3,709, Goal: 3,900, System Average: 3,806
- Clean Bus: 8.05, Goal: 8.5, System Average: 8.38
- Accidents per 100,000 Miles: South Bay: 3.61, Goal: 3.10, System Average: 3.55
- Monthly Ridership: South Bay Cities: 349,721, System Total: 1,153,782
- Silver Line Ridership: Daily 12,482, Saturdays 5,203, Sundays 3,597.
- Line 450X Ridership: 1,874 weekdays, 554 Saturdays, 322 Sundays
- Green Line Ridership: 44,133 weekdays, 24,545 Saturdays, 19,402 Sundays

Both Miles between Mechanical Road Call and Clean Bus ratings are affected by Metro's aging fleet. The average age of Metro buses is just over 8 years old, which means that the wear and tear can affect both performance and appearance. Metro is working with the Ethics Office to have a "No feeding the pigeons" rule added to the Customer Code of Conduct, which would make it a citable violation. Staff will be surveying riders on Lines 210 and 710 in the middle of the day to gather input on potential service changes as a follow up to the Corridor Workshop. Stops and Zones accelerated its survey of split stops along the Crenshaw Corridor after receiving the request for review; as a result, stops on Crenshaw on for Lines 210 & 710 at Rosecrans and Manhattan Beach were combined. Mr. Hillmer has also been working with the Scheduling Department on improving bus-rail connection times, particularly during late night service.

J.K. Drummond commented that on the new buses, the stop button housing is yellow and the buttons are red and really stand out; persistently advocating for that change paid off.

Marian Thomas thanked Mr. Hillmer for hearing her request to consolidate the Rosecrans and Crenshaw and Manhattan Beach and Crenshaw stops.

Dorothea Jaster commented that signs used to be present forbidding skateboarding and riding bikes on the platform. It can be very scary when using a mobility device and a skateboarder or cyclist comes rolling by. She recently noticed that from Artesia Transit, heading westbound on 182nd, when making a right on Vermont, it used to be ok to proceed on red but now it is forbidden. A few operators are not following the law. The

floors in the restrooms are horrid but there is plenty of room for mobility devices. Mr. Hillmer commented that after so many uses the floors are sprayed with a disinfectant and a fan is used to dry the floors but any paper on the floors remains until the janitor cleans it up.

11. Council Member Comments and Line Rides

Council Member Roye Love: Date: 5/9/13; Line: 246; Bus Blue Line; Time On: 11:05am; Time Off: 11:35am; Boarding Location: Washington and San Pedro, Los Angeles; Bus Cleanliness: Good. There were about 20 passengers aboard. The voice annunciator was working, there was someone selling candy and cigarettes, and there was a wheelchair passenger facing the exit. There were two Sheriffs visible at the Willowbrook Station. The return trip departed from Washington and Stanford in Los Angeles at 1:41pm in car #249. The car was clean and full of passengers. The trip was uneventful except for a brief verbal encounter between passengers exiting the gate at the Del Amo Station. A passenger was entering through the emergency gate and asked the passenger who was exiting to open the gate for her. He exited at 2:07pm at Del Amo and Santa Fe in Carson.

Council Member Pullen-Miles: Rode bus #9262 at Manhattan Beach Blvd to the Hawthorne/Lennox Station on May 3rd at 2:10pm. The back of the bus needed to be cleaned; there were no timetables and no plastic bags. The driver was helpful. Rode bus #9501 at the Hawthorne/Lennox Station. The bus was clean and full. There were timetables, no bags, and the annunciator was working.

Council Member Pullen Miles mentioned what he referred to as “Lane Bullying” when a motorist is in a lane and the bus is determined to get in their lane. He has noticed it happens a lot on Artesia and Hawthorne. Mr. Hillmer asked that any dangerous driving behavior be reported as it could lead to accidents.

Council Member Turner: May 13-19 is National Bike Week. Passengers can ride the buses for free on May 16th as long as they have a helmet and/or a bike. The City of Torrance will host a pit stop with refreshments and t-shirts for those who are riding a bike between the hours of 6am-8am.

Council Member Deming: Rode Line 265, bus #3148 to the Aviation Station on April 18th. The bus was scheduled to arrive at 7:10pm but arrived at 7:13pm. Transit TV was off, the voice annunciator was working and there were bags. Arrived at 7:30pm and was scheduled to arrive at 7:25pm. LAWA, Northrup Grumman, and Metro will co-sponsor a pit stop with refreshments at the Aviation/Green Line Station for Bike to Work Day.

Vice Chair Addleman asked for a follow up report on his March report regarding an operator who was talking to a passenger standing behind the operator for the entire route. Mr. Hillmer commented that the operator was counseled about the incident.

Marian Thomas expressed concern that the Rosa Parks name has been removed from Willowbrook Station; she wasn't satisfied with the response she received from Metro regarding signage. She felt disrespected and insulted that the name of a hero to African Americans had been removed. She was told that the announcement would say Rosa Parks but it still has not been done. Vice Chair Addleman asked for an explanation at the next meeting. Mr. Hillmer commented that there is an agreement with the Communications Department that Rosa Parks name will be placed on the Green and Blue Line Station and bus station. The buses and trains will stay Willowbrook/Rosa Park Station. It does take some time to make the changes to the voice announcement as the announcements have to be updated individually in each car.

Edward Scott, founder and chairman of the board of trustees of non-profit organization Black Foundation Center International, agreed that Rosa Parks name should be restored at the Green and Blue Line Station. He is deeply concerned with the hiring practices on the Crenshaw/LAX corridor. The initial phase was woefully inadequate in the hiring of black employees. He expressed interest in speaking with the lead person to introduce contractors and general contractors to Metro.

Vice Chair Addleman responded that Chair Franklin had addressed this issue in depth at previous Service Council meetings and with Metro Staff. He has made efforts to improve community outreach by inviting Metro's hiring programs and Disadvantaged Business Enterprise programs to participate in City of Inglewood town hall meetings and events in order to provide information and opportunities to the community.

J.K. Drummond commented that the announcement of San Pedro on the Silver Line is pronounced incorrectly and a street in Wilmington that is named after Captain Fries should be correctly pronounced "freeze." The annunciator should be changed to reflect the regional pronunciations. Pigeon spikes have been put on flat surfaces at the formerly named Artesia Transit Center, however pigeons can perch at the apex of curved surfaces and spikes should also be placed there. Bus stop shelters in Los Angeles are being replaced by poorly placed bus stop benches.

ADJOURNED at 11:28 a.m.