

# Minutes

Friday, February 13, 2015  
9:30 - 11:30 AM

SOUTH BAY CITIES  
SERVICE COUNCIL  
Regular Meeting

---

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

All Metro meetings are held in ADA accessible facilities. Meeting location served by Metro Lines: 40, 111/311, 115, 211/215, 212/312, 607, and Rapid Line 740.

Called to Order at 9:35am

Council Representatives:  
Ralph Franklin, Chair  
Angie Reyes English  
Jack Gabig  
Elaine Jeng  
Roye Love  
Don Szerlip

Officers:  
Jon Hillmer, Director Service Councils  
Christina Goins, Board Secretary Office  
Henry Gonzalez, Council Comm. Rel. Mgr.  
Scott Greene, Transportation Planning Mgr.

---

For Metro information in English, please call the following phone number: 213-922-1282.

Para más información de Metro en español, por favor llame al número que aparece a continuación: 213-922-1282.

Մետրոյի մասին հայերեն լեզվով տեղեկություններ ստանալու համար, խնդրում ենք զանգահարել այս հեռախոսահամարով՝ 323-466-3876

Для получения информации о Metro на русском языке, пожалуйста, позвоните по указанному ниже телефонному номеру: 323-466-3876

需要都会运输局的（语言名称）资料, 请拨打以下电话号码: 323-466-3876

Metroに関する日本語での情報は、以下の電話番号でお問い合わせください : 323-466-3876

สำหรับข้อมูลเกี่ยวกับรถโดยสารเมโทรเป็นภาษาไทย กรุณาติดต่อที่หมายเลขโทรศัพท์ด้านล่าง: 323-466-3876

메트로(Metro) 정보를 [한국어]로 알아보시려면, 아래 번호로 전화하십시오: 323-466-3876

Để biết thông tin về Metro bằng tiếng Việt, vui lòng gọi số điện thoại dưới đây: 323-466-3876



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. Pledge of Allegiance
2. ROLL Called and Introductions made
3. SAFETY Tip, Deputy Hardin

Deputy Hardin distributed “See Something Say Something” take ones that have a detachable card with the number to report incidents that can easily be stored in a wallet. When calling LASD to report an incident, it is important to pay close attention to the direction the suspect went in.

Councilmember Szerlip commented that he noticed a backpack on the train and called the number on the “See Something Say Something” poster but was never transferred to a live voice; instead, there were ads playing, leading him to believe it wasn’t the correct number. Deputy Hardin replied that he would look into it.

4. APPROVED Minutes from January 9, 2015 Meeting with abstention of Councilmember English
5. PUBLIC Comment for Items not on the Agenda

Leong Richardson occasionally rides Metro and noticed there aren’t enough ticket vending machines (TVMs) to load cards in the South Bay and no machine at the Harbor Gateway Transit Center. Chair Franklin replied that the South Bay Service Council sent a letter regarding installation of additional TVMs to the Metro Board last month. He shared that TAP cards can be loaded at the Inglewood City Hall’s Finance Department. Councilmember Szerlip added that TAP cards can be loaded at Ralph’s Grocery Stores but that the value added may not be available until the following day.

Will B. commented that Metro’s fails to effectively communicate its mission to provide comprehensive transportation throughout Los Angeles County; specifically through Google Maps, Bing, and online transportation services. His hope is that Metro would assist smaller agencies that do not exist on Google or Bing. Metro is in the position to help these agencies and asked why they are not being helped when the problem has been solved by Metro. Tourists are more prone to use Google Maps and not SoCalTransit.org. He asked that the Council look into this. Councilmember Gabig commented that Gardena Transit is not on Google Maps but is working to rectify the matter by next year. In order to accomplish that, their stops will need to be geocoded. Councilmember Jeng commented that the City of Redondo Beach is also going through the same process.

Wayne Wright commented that there are still problems with Line 108 mid-day service being late; he has had to wait 30 minutes for a bus though it is supposed to run every 15 minutes. Line 117 on Century also runs late in the PM during rush hour. Buses arriving 10-20 minutes late and are arriving back to back. He enjoyed attending the Gardena Transit

Anniversary Celebration but felt there was not enough said regarding the programs provided.

6. RECEIVED Presentation on Metro FY16 Budget Process, Conan Cheung, Deputy Executive Officer, Performance Management

The FY16 Budget will emphasize safety and security, transit service quality improvement, new bus and rail vehicle purchases, delivery of rail and highway projects, bike programs, technology enhancements, opening of EXPO II to Santa Monica and Gold Line Foothill Extension, state of good repair, Union Station, potential transportation ballot measure, and other new initiatives such as first/last mile and active transportation.

The FY15 sales tax budget is assumed to grow 2.4% above the FY14 actuals. Given that FY15 first quarter actual revenues are only slightly above budget (1.3%) and a drop in revenue growth from FY12 to FY15, the FY16 sales tax growth rate is assumed to continue growing at 2.4% over FY15 Budget in order to provide a conservative approach to revenue projections. Metro's budget is allocated to Capital (41%), Operations (26%), Subsidy Funding (23%), Debt Service (6%), General Planning and Programs (3%) and Congestion Management (1%).

The budget development timeline begins in December with budget development strategies. Sales tax and expense assumptions are tackled in January and the Capital Program is handled in February. March's categories are full-time equivalents, subsidies, operating and agencywide expenses. Everything comes together in April and a proposed budget is released for review and Board Adoption occurs in May. Outreach to key stakeholders for the budget process include the Board of Directors, Executive Staff, Service Councils, Citizen Advisory Council, Technical Advisory Committee, Bus Operations Subcommittee as well as the use of electronic media. Once a budget has been developed, it will be presented to the Service Councils in April prior to adoption by the Board.

Councilmember Szerlip asked what levels of ridership are needed to achieve the budget reported in the fare assumptions. Mr. Cheung replied that the average fare per boarding must be tracked however they are also tracking ridership due to the decline in ridership. The Board asked that a peer review be conducted as a way to explore other avenues to increase revenue through other services, increase ridership, and identify cost controls. The peer review findings will be presented to the Board in March.

Councilmember Szerlip commented that the State of Good Repair is included in the presentation and that the Council has repeatedly inquired about addressing the deterioration of the Green Line. He asked if the long awaited repairs are included in the current or upcoming fiscal year budget. Director of Budget Quintin Sumabat replied that there are numerous projects currently under way including Blue Line Station refurbishment which is in progress and that the Green Line Station refurbishment is scheduled to occur after.

Chair Franklin commented lack of funding for maintenance particularly on the Green Line. He commented that the CEO stressed that maintenance was in the budget but he doesn't see its importance reflected in the FY16 budget. The State of Good Repair mentioned in the

presentation speaks more to capital improvements. Chair Franklin asked if the budget package includes the HOV Lanes and how the funds generated will be reinvested back into the region. Mr. Cheung replied that HOV Lane funding is self-contained and the Board oversees how any remaining revenues above what it costs to operate the system are allocated. Chair Franklin asked if there will be a fee to use WiFi on the Red, Purple and Gold Line. Mr. Cheung was unsure if it would be fee based.

Wayne Wright asked if the bus replacement program includes refurbishment of old rail cars and buses and if the installation of three-bike racks is included in the budget. Mr. Cheung replied that it is being looked into but there may be a vehicle code issue barring Metro from installing the extended bike racks.

Stewart Bailey commented that the flex in ridership is influenced by fluctuating fuel costs. Chair Franklin added there are a number of variables such as weather conditions that can contribute to ridership.

7. RECEIVED Presentation on Potential 2016 Ballot Measure and Long Range Transportation Plan Update, Henry Gonzalez

Measure R is transforming Los Angeles with \$35 billion in funding over 30 years, 12 transit and 16 highway projects in the works, record levels of Federal matching funds, \$5.2 billion in local return to cities over the life of the measure, and 400,000 new jobs. Metro makes it happen with the fast growth in bus and rail system, TAP, operating the greenest fleet in the nation, having the largest vanpool network in the U.S., the improving and expanding highway system, and with Metro's Bike Sharing program coming soon. South Bay Cities and South LA continue to benefit with the following: Operation – Silver Line, ExpressLanes, and Exposition Line Phase 1; Construction – Exposition Line Phase II and the Crenshaw/LAX Transit Corridor; Planning – Airport Metro Connector, South Bay Metro Green Line Extension, Rail to River Intermediate Active Transportation Corridor, and South Bay Ramp & Interchange Operational Improvements.

Councilmember Szerlip asked for clarification of the Rail to River Program. He doesn't believe a tax increase would be the best way to proceed but would recommend that an extension of an existing sales tax would be more palatable. A potential measure cannot be presented like Measure J was, as a way to fast-forward. New projects have to be added to show that there is going to be additional benefit to residents, such as the Metro Green Line extension to Torrance.

Councilmember Gabig commented that Measure J almost passed and how important it is that the electorate understands where the money is going. He emphasized the need to educate the electorate as to the investments being made and the impact they are having. Unfortunately congestion levels are not decreasing and those not being impacted by the investments being made don't see the progress being made and only see that traffic is getting worse. It is really important the Metro have an ongoing public relations program to relay all of the accomplishments and the impacts it has on mobility and congestion relief.

Councilmember Love commented that many people are reluctant to raise taxes without specificity. He recommended that Metro develop various scenarios to sell a ballot measure to the public.

Chair Franklin expressed concern that he does not see Metro reaching out enough to the cities. There are concerns about CNG and LNG buses effects on the environment, wear and tear on city infrastructure and pollution generated. He is also concerned that there may be no buy-in unless Metro reaches out to the cities to include their long range plans of development. He suggested that an outreach effort/presentation be made to the South Bay Cities Council of Governments because their concern is for benefits to be gained and sustained.

Councilmember Jeng would like to see some form of local return to the cities with flexibility to address facility needs in a way that couldn't be done if only gas taxes are used as a form of revenue.

J.K. Drummond does not know what the South Bay Ramp and Interchange Operational Improvements are. There are a tremendous amount of cars on the 110 southbound wanting to exit on PCH making the Line 450 buses wait in line with cars. He asked if buses would be allowed to bypass the cars to enter the bus lane. Chair Franklin replied that he serves on the South Bay Cities Measure R Oversight Committee which is addressing the on and off ramps on the 405 FWY and a portion of the 110 FWY.

Will B. commented that he would not trust another ballot measure because it would be like giving a blank check to Metro. Based on his ride experience, he would be opposed to it.

Lady Cage Berelli asked how the community would benefit from another ballot measure. She hopes it would cover the cost of bus fare not increasing for another 5 years. She thinks the balance of the funds should go toward putting the subway underground from Vernon to 64th Street on the Crenshaw corridor.

8. RECEIVED Director's Report on South Bay Service Performance, John Hillmer, Director

- Metro Bus On-Time Performance: 74.3%; System Goal: 80%; System Average: 73.9%
- Complaints per 100,000 passengers: 4.29, System Goal 3.46, System Average: 4.50
- Miles between mechanical road call: 4.42, System Goal: 3.38, System Average: 3.82
- Clean Bus: 8.24, System Goal: 8.5, System Average: 8.51
- Accidents per 100,000 Miles: 4.42, System Goal: 3.38, System Average 3.82
- Monthly Ridership: South Bay Cities: 311,764; System Average: 551,284
- Metro Silver Line Ridership Trends: 14,429; Saturday: 6,093; Sunday: 4,541

The APTA Peer review occurred in January 2015. A final summary report has been drafted and will be presented to Metro Management. The draft recommendations included: proceed with Phases 2 & 3 of fare restructuring, service design should minimize duplications; frequent service on wider spacing with wider stop spacing, comprehensive program to address fare evasion. Increased bus and rail loading standards, develop comprehensive

approach to improving OTP, improve coordination with municipal bus systems, and consider contracting and “performance pricing” of Metro parking lots.

The Blue Ribbon Committee’s first meeting will be held on February 26<sup>th</sup> at 5pm at the Metro Headquarters.

Councilmember Szerlip asked why there was a spike in complaints in December. Mr. Hillmer replied that Crenshaw Line construction has affected Lines 210, 710, and 40. The ongoing construction will be an issue for a while but he will see if he can get more information and report back with an analysis of the increased complaints.

J.K. Drummond asked what will be done with the Transit TV monitors. Mr. Hillmer replied that he does not know what will become of the monitors but that Metro is no longer receiving support from Transit TV.

Wil B. commented that he is disappointed with the hours of Metro’s Customer complaint line being 8am-4pm Monday through Friday, compared to New York’s customer service that is open from 6am – 10pm, 7 days a week. He feels it does not facilitate a representative sample of potential concerns and complaints. He feels the system should actuarially capture all of the complaints that are reported. Chair Franklin commented that he feels it is a valid point because those who get off work at 5pm would not have the opportunity to call and may not remember to do it the next day. Mr. Hillmer also agreed.

Wayne Wright asked that the findings from the Blue Ribbon Committee be reported at the Service Council meetings.

Lady Cage Berelli commented that security has not improved on buses and she doesn’t understand why. She doesn’t feel that secure. She suggested that more public service announcements be made on bus and rail, and that more bus shelters be installed for waiting passengers.

## 9. Council Member Comments and Line Rides

Councilmember Gabig reported that on January 15<sup>th</sup> Gardena Transit celebrated their 75<sup>th</sup> Anniversary with no history of labor interruptions. The new bus branding, bus stop signage and bus book were all presented. He will share the progress of their new improvements at future meetings.

Councilmember Szerlip requested that a monthly report from Muni agencies be reinstated. Date: 1/17/15; Line 232; Bus 11051; Operator 81501. Trash bags were present and a plethora of schedules were available. The driver appeared to be new and pleasant. Date: 1/18/15; Line 232; Bus 11051; Operator 84903; He witnessed a passenger pay a dollar for the ride. On the return trip he took Bus 11059; Operator 85651; There were no schedules or bags, and the auto announce didn’t work. Date: 1/27/15; Green Line from Redondo Beach Station at 1:02pm; <sup>saw</sup> numerous signs regarding the upcoming closures. He transferred to the northbound Silver Line, Bus 8373 / Operator 29223; It was standing room only, there were

trash bags and schedules for Silver Line, Green, Red, Purple and Gold Lines. On Bus 8373, there was panel adjacent to the front door swinging open; he asked that it be looked at.

Councilmember Jeng Date: 02/13/15; Line 215 north from Redondo Beach Station; Bus 5319; Operator 75036; Alighting Location: Manchester Blvd.; Time On: 8:37am; Time Off: 9:05am; She rode the bus with Mr. Meyers who suggested the line. There were no trash bags, Transit TV was working, and the bus was clean but she felt the driver was driving too fast. She recognized the same rider traveling on the bus as last month which gave a better appreciation as to why there is no mid-day service because the bus was empty.

Date: 02/13/15; Green Line; Car 217B; Alighting Location: Aviation/LAX Station; Time On: 4:27pm; Time Off: 4:35pm; She observed fare evasion by someone hopping over the downstairs turnstile at the Aviation/LAX Station. The interior head sign was correct, traveled at a safe speed, the operator announced connections and overall the car was clean.

Councilmember English shared various improvements taking place in the City of Hawthorne. She would like to see community benefits throughout municipalities with any potential ballot initiative. It is important to keep the theme of bus benches, street furniture and receptacles etc. and additional lighting where needed along bus routes. She feels it is important for staff to follow up on the concerns and questions from the public. She would like additional TAP card machines installed at local city halls, police stations and Hawthorne Memorial Center. She requested follow up on this.

Councilmember Love: Date: 02/13/15; Blue Line; Car 151A from Del Amo Station; Alighting Location: Pico Station; Time On: 7:45am; Time Off: 8:15am; He observed 3 young adult males smoking marijuana while standing on the platform at Del Amo. The car was 75% full and clean. He transferred to the Expo Line at 8:20 am, Car 160A to Jefferson/USC Station, noting that newspapers littered the floor. On his return trip he rode the Blue Line, Car #248B at 2:03pm; the car was 80% full and no stops were announced.

Chair Franklin commented that one of the concerns raised by Art Leahy, CEO with regards to whether or not the LASD contract would be renewed is that the deputies are not being spread out for better use of their services; it is an issue that is being explored. He attended the Meet and Confer meeting with Councilmembers Gabig, Jeng, Goodhart and Szerlip where the CEO announced his retirement effective in April. At that meeting, the CEO highlighted some of the accomplishments he was most proud of: on time performance, facility improvements on both bus and rail, and the five rail projects with the sixth on its way. Mr. Leahy also said when people are gainfully employed with Metro they don't seem to want to leave. There have been concerns raised with regards to youth coming aboard and having the opportunity to climb the ladder and baby boomers starting to retire. He quoted Mr. Leahy regarding new employees, "he is not preparing you for promotion but preparing you for competition." Bob Holland will be the interim CEO when Mr. Leahy leaves.

The City Selection Committee approved Mayor James Butts, Jr., City of Inglewood as the new Southwest Corridor Sector representative on the Metro Board. They also approved Mayor Pat Furey of Torrance as new Chair of the City Selection committee, Councilman David Lesser of Manhattan Beach, District 4 member on the Library Commission, and Councilmember Judy Mitchell as the new Local Agency Formation Commission alternate.

On February 12th Metro conducted a Labor and Contract symposium that discussed project labor agreements, best practices and challenges, success through partnerships, and hiring procedures. It is critical for cities that feel they are underrepresented make sure their citizens are aware of meetings such as this. The City of Inglewood is working with One Stop to make sure that individuals who want to work on the Hollywood Park Project have the skill set needed and are able to take advantage of the Apprenticeship Program so that the unions will work with them.

Date: 02/11/15; Line 212 North from La Brea & Queen at 10:35 am; Bus 5722; Operator #25484; Alighting Location: La Brea & Plymouth. The driver made one announcement at the DMV stop, and the TV monitors were not operating. He returned on Line 212 south from Plymouth to La Brea & Queen at 11:08 am, bus 5745 / Operator #29397; the buses were new but he is not a fan of the new seats because they are very uncomfortable. The bus was full, trash bags available; there were bus schedules for Lines 212/312 in the rack. On both rides the bus drivers did not speak unless spoken to.

Paul Englemond attended as a guest of J.K. Drummond. He rides his bike and takes Metro and now lives here after being away for 25 years. He feels Metro is wonderful. He can go anywhere in town and has had to call Metro's Customer Service with questions and a representative answered quickly. He has also had to call while traveling on the bus because the driver didn't know where he should transfer and they were able to assist him on the spot.

ADJOURNED at 11:50 a.m.