

SATURDAY, April 17 2004 – 9:30 A.M.

Minutes

Los Angeles County
Metropolitan Transportation
Authority

METRO SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Carson Division 18
450 W. Griffith St.
Carson, CA 90745

Called to Order at 9:40 A.M.

Council Members present:

Terisa Price, Chair
Margaret Hudson
John McTaggart
Lou Mitchell
Curren Price
Howard Sachar

Officers

Dana Coffey, General Manager
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

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1. Safety 1st Contact

Ms. Dana Coffey, South Bay Sector General Manager, cautioned everyone to be careful in the inclement weather and to watch their steps while walking through the division.

2. APPROVED Minutes of March 27, 2004 Council Meeting

Note: Council members expressed their appreciation to Scott Greene for an excellent job with the March 10, 2004 Public Hearing and FY05 Bus Service Changes process.

3. Nominations

APPROVED SACHAR MOTION to Re-Nominate Terisa Price as Chair and Jim Hendrickson as Vice Chair of the South Bay Sector Governance Council.

Ayes: T. Price, Hudson, McTaggart, Mitchell, C. Price and Sachar

Noes: None

Absent: J. Hendrickson

4. Adopt-A-Line Observations

Ms. Price suggested modifying the Adopt-A-Line process and that staff/Council target specific lines and times that are experiencing difficulty. This will allow them to be more effective. Also, she suggested that the Council integrate with staff rides to have a full picture.

Ms. Hudson stated that the performance on Line 550 was satisfactory. The only problem was connections with lines from other sectors.

Ms. Mitchell stated as she rode Line 204 the operator had to pass up several stops due to overcrowding.

Ms. Hudson stated it would be better to have headsigns that read, "full, discharge only" instead of "have a nice day".

Mr. Sachar suggested that the South Bay Sector launch an experiment to place the Line routes on the poles at bus stops. He suggested that Rich Morallo be given this assignment to assist people who have not taken the bus before. Mr. C. Price agreed with this recommendation.

Chair Price stated that the South Bay COG has also been reviewing this idea. She also stated that it is confusing when taking the rail system and you don't know on which level to board the train.

Ms. Coffey stated this is a universal problem that is being addressed by the general managers and executive staff. Ms. Coffey further stated that South Bay can take the lead, however, the efforts must be coordinated with each sector. Ms. Coffey will arrange for the Marketing Department to give a report at the next meeting on how the

sectors can work together to make improvements and more efficiently provide service to the customers.

Mr. McTaggart supported Mr. Sachar's suggestion and stated the signs would also serve to let people know there is no Saturday and Sunday service. Mr. McTaggart stated they should show leadership by proceeding in South Bay with this suggestion.

5. Chair's Remarks

Ms. Price stated that she represented the South Bay Sector Council at the Operations Committee Meeting on April 15. She made a presentation regarding their accomplishments during the first year.

6. Report of General Manager

Ms. Coffey invited the attendees to the Open House and Safety Fair following the Council meeting.

Rich Morallo provided a slide show of the events during the past year in the South Bay Sector.

Ms. Coffey concluded by saying they are "Leading the Way in Metro South Bay". Ms. Coffey stated their goal is to streamline service and be responsive to customer concerns. They encourage customers to call, write, and attend the meetings. Ms. Coffey informed the attendees that Metro South Bay is theirs and asked them to work with the operators to enjoy a partnership to continue to provide better service to the community.

7. Public Comment

Mr. Michael Bazemore complained about no show buses. Service sector staff was available after the meeting to document the details.

Ms. Coffey encouraged the attendees to contact Scott Greene or her office and they can follow-up immediately on their concerns.

Mr. Bart Reed, San Fernando Valley Governance Council, presented a report regarding the sound and noise issues at Metro Freeway Rail and Bus Stations. He suggested a pilot project to place barriers along the system like at the Hockey games to help mitigate the noise.

Mr. Reed stated that customers should be taught to use the rear door. Also, the operators instructed to continue announcing "exit the rear door". In the SFV there are car cards in English and Spanish to instruct passengers to exit the rear door.

Ms. June Saleman stated she has met with Scott Greene and others regarding service at 8th & Averill in San Pedro. Some of the residents do not want the bus in the neighborhood.

Mr. Drummond stated the discharge only and rear door signs should be used on the buses.

Deputy Jacqueline Sims, Watts Neighborhood Council, expressed her appreciation to the Council and sector staff for their efforts to resolve the problems with robberies at the 103rd Street Blue Line Station. Due to their coordination with the Sheriff's Department, crime in the area has been significantly reduced.

Mr. Dave Snowden commended the Council for scheduling meetings at various times, day, evening and weekends. Mr. Snowden commended Ms. Price for her involvement in the South Bay Galleria remodeling project.

Ms. Mildred Yamade expressed her concerns were difficulty making bus connections from PCH & Figueroa.

Council Member Request:

Ms. Price requested the Sheriff's Department Tagging Campaign be placed on the next agenda.

Next Meeting:

Friday, May 14, 2004 – 9:30 a.m.
Carson Community Center
801 E. Carson St.
Carson, CA 90745

Adjourned at 10:50 a.m.

Prepared by: Sharon Sterling
Council Secretary