

Minutes

Los Angeles County
Metropolitan Transportation
Authority

METRO SOUTH BAY SERVICE SECTOR GOVERNANCE COUNCIL

REGULAR MEETING

Carson Community Center
801 E. Carson Street
Carson, CA 90745

Called to Order at 9:35 A.M.

Council Members present:

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

Officers

Dana Coffey, General Manager
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

Metro

1. Safety 1st

Ms. Debbie Blair cautioned the importance of keeping a safe distance from the vehicle ahead while driving on the freeway.

Safety certificate presentation was made to Ms. Justine Hurst, Community Civic Leader. Her students made a safety banner using Metro brochures.

Mr. McTaggart invited Ms. Hurst to take the students to the Rancho Palos Verdes Point Vicente Interpretive Center when the main museum re-opens after renovation..

2. APPROVED AS CORRECTED Minutes of August 13, 2004 Council Meeting

Page 6, Item 10, paragraph 3, Ms. Coffey's response to Mr. Sachar's inquiry:

Ms. Coffey stated the buses are running out of fuel due to extremely long routes in Metro South Bay. She indicated the problem was fixed before, however, changed due to the shake-up.

3. CARRIED OVER TO THE OCTOBER COUNCIL MEETING:

Briefing on New Residents Program survey to Council Members by Donna Lafont, Senior Marketing and Communications Officer.

4. RECEIVED Update on Workers' Compensation Claims by Seniority by Jackie Anderson, Transitional Duty/Return-to-Work Program Coordinator.

Ms. Anderson stated that in the transitional duty program the doctor places the employee on modified duty for 60 days. The doctor and the Claims Department monitor the employee's progress. The goal is to get the employee back to work as soon as possible.

5. CARRIED OVER TO THE OCTOBER COUNCIL MEETING:

Update on Metro Orange Line (MTA & Community Issues) by Devon Brown, Senior Community Relations Officer.

6. RECEIVED Update on Monthly Report on Customer Complaints (including timeline of resolution and how complaints were resolved) by Michael Williams-Carr, Division Transportation Manager and Debbie Blair, Transportation Operators Supervisor.

July Customer Complaints:

Arthur Winston Division – 3.42 complaints per 100,000 boardings.

Carson Division – 5.65 complaints per 100,000 boardings.

Metro South Bay Sector FY05 goal:

No more than 4.0 complaints per 100,000 boardings for each Sector.
Identify and Interview Operators within 48 hours.
Investigate and Close Out Complaints with 7 days and 100% closed within 90 days.
Increase Line Rides, Line Saturations, and Terminal Checks by Transportation/Maintenance, Scheduling, Management and Supervisory staff.
Increase Use of Technology (ATMS/GPS tracking)
Aggressive Investigation, Follow-up, Counseling, Training, Progressive Discipline and Accountability of all levels.

Ms. Coffey stated that the complaints are reviewed on a case-by-case basis; both sides of the issue are addressed to validate the complaint. The union's job is to ensure that the employees are treated equally.

Mr. Price applauded the approach that staff has implemented to resolve customer complaints.

7. RECEIVED Update on Action Plan to Reduce Bus Accidents by Cynthia Karpman, Division Transportation Manager.

Ms. Karpman stated that the FY05 goal is to achieve a vehicular accident rate of 4.00 or less per 100,000 passenger boardings. The rate for July 2004 was below the target for both divisions: Division 5 – 3.31 and Division 18 – 3.04.

Ms. Karpman stated the Action Plan includes: Trend past and current accident data; Increase line rides; Target high accident lines; Additional training for new hires; Transit Operations Supervisor (TOS) line sweeps; Change the mode of operation or bus zone; and Heighten Operator awareness (Field Observation Feedback Meetings/Hazard Reporting/handouts).

Management and instructors will focus line rides on high accident lines. The operators with numerous accidents will be referred for remedial training.

8. APPROVED Findings of August 14, 2004 Public Hearing and adopt bus service changes for implementation in December 2004 or later by Scott Greene, Transportation Planning Manager.

Ayes: Chair Price, Hendrickson, Hudson, McTaggart, Mitchell, Price and Sachar.

Noes: None

Absent: None

Mr. Greene summarized the Public Hearing findings and stated that staff carefully considered the public feedback on proposed service changes and received little opposition to the staff recommendations.

Line 40/340 (Hawthorne Blvd. – Crenshaw Blvd. – M.L. King, Jr. Blvd – L.A. Union Station) cancel all service on Line 340 and replace with new Line 740 (Hawthorne Metro Rapid);

Line 108/358 (Slauson Ave.) – modify route in Huntington Park to continue straight on Saloon Ave. between Pacific Blvd. And Miles Ave., eliminating the duplicated portion of the route on Pacific Blvd., Miles Ave., and Gage Ave.;

Line 711 (Florence Metro Rapid) – implement new Metro Rapid service Monday through Saturday between the South Bay Galleria and Downtown Los Angeles via Hawthorne Blvd., La Brea Ave., Crenshaw Blvd., M.L. King, Jr. Blvd., and Broadway to the south entrance of Union Station Patsaouras Transit Plaza.

9. APPROVED AS AMENDED route modifications in San Pedro for Lines 205, 447 and 550 to be implemented October 24, 2004 by Scott Greene, Transportation Planning Manager.

Ayes: Chair Price, Hendrickson, McTaggart, Mitchell, Price and Sachar.

Noes: Hudson

Absent: None

MCTAGGART AMENDMENT that staff make information available on buses and several area locations to properly notify customers.

Line 205 (San Pedro – Harbor City – Willowbrook) – new northbound route begins from new layover at 13th/Gaffey and operates one-way loop via westbound 13th St., Weymouth Ave., and eastbound 7th St. to Pacific Ave. and then regular northbound route; south bound route change removes the layover from 8th/Averill and establishes new southbound terminal at 13th/Gaffey.

Line 447 (San Pedro – Wilmington – Carson – L.A. Express) – northbound from existing layover at 7th/Patton, operate one-way loop via west on 7th St., Weymouth Ave., and east on 13th St. to northbound Gaffey St., then regular route from 7th/Gaffey; no changes to southbound route.

Line 550 (San Pedro – West Hollywood Express) – northbound from

existing layover at 7th/Patton, operate one-way loop via west on 7th St., Weymouth Ave., and east on 13th St. to northbound Gaffey St. and regular route; no changes to southbound route.

Ms. Hudson stated she is opposed to the Motion and recommended the service changes be implemented in December 2004. This would give sufficient time to print schedules and properly notify the public.

The residents of Averill Avenue have been waiting for a solution to their issues that include noise and vibration from buses. Metro South Bay staff met several times in the past eight months with the residents. On June 2004, the number of buses on Averill Ave. was successfully reduced from 89 per weekday to 75. However, this did not satisfy the residents who continue to endure impacts of large buses. This issue was also discussed with the San Pedro Peninsula Hospital administration, Councilwoman Janice Hahn's office and Supervisor Don Knabe's office.

Public Comments

Mr. Evaristo Ramos – supports the Line 447 changes.

Ms. June Saleman – opposes the proposed re-routing in San Pedro.

Mr. Michael Sokobch – opposed to adding large buses on Weymouth.

Mr. Alabaso Dennis – provided note to Chair regarding better service in South Bay.

Ms. Linda Palacios – glad to hear that smaller buses are being considered for Weymouth.

Ms. Rebecca Smeltzer – complained regarding the Weymouth layover bus stop under bedroom window and the operators running the engine for extended periods.

Mr. Ken Reuben – supported Ms. Saleman's comments regarding the San Pedro buses.

Mr. Larry Warner and four residents – support the San Pedro proposed modifications.

Ms. Caroline Brady – community advocate for L.A. City Councilwoman Janice Hahn, expressed appreciation to Dana Coffey, Scott Greene and June Saleman for their work in finding a solution to the concerns of the San Pedro residents.

Mr. Jay Sharma – same comment as Ms. Brady.

10. Chair's Remarks

Ms. Price stated that three of the South Bay Service Sector Councilmember terms would end in January 2005. The deadline to submit membership nominations to the South Bay Council of Governments for their replacements is October 15, 2004.

11. Report of General Manager

Ms. Coffey stated Metro South Bay is complying to maintain the condition of the buses. Ms. Coffey teamed with the service attendants to clean the buses. Many of them were in terrible condition (graffiti, trash, damaged seats and etched windows).

The first CompoBus will be placed in service on Line 711 and students are already saying they can't wait to destroy the buses. These buses are a beautiful design with padded seats.

Ms. Coffey has been in uniform riding the buses with the operators to share their experience. Ms. Coffey will also spend time with the mechanics at both divisions.

The Councilmembers will review the bus lines assigned to them and focus attention on observation rides.

Ms. White distributed the FY05 Budget manuals to the Councilmembers.

12. RECEIVED Public Comment.

Councilmembers

Ms. Mitchell stated the Line 612 brochure lists all the major stops and she appreciates having that information. She also commended the Sheriffs Department for monitoring the stops in the Watts area and keeping them crime free.

Public

Ms. Susie Meekins expressed her appreciation regarding the senior center assistance she received from Vanessa Smith, Communications Manager. There are many senior centers that distribute the passes.

Next Meeting:

Friday, October 8, 2004 – 9:30 a.m.

Carson Community Center

801 E. Carson St.

Carson, CA 90745

Adjourned at 12:48 p.m.

A handwritten signature in cursive script that reads "Sharon Sterling".

Prepared by: Sharon Sterling