

Minutes

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Carson Community Center
801 East Carson Street
Carson, CA 90746

The meeting was called to order at 9:39 a.m. by
Chair Terisa Price

Service Sector Representatives Present:

Terisa Price, Chair
John McTaggart, Vice Chair
John Addleman
Margaret Hudson
Lou Mitchell
Devon Deming
Ralph L. Franklin
Robert Pullen-Miles
Ronald K. Ikejiri

Officers:

Dana M. Coffey, General Manager
Joanne Harper, Administrative Aide



Metropolitan Transportation Authority

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1. **Safety 1st Contact** by Metro South Bay Volunteer.

Goldy Norton advised everyone to always use a hand rail for safety.

2. **APPROVED** Minutes of the April 13, 2007 Council Meeting with AMENDMENTS:

Item 3, Page 3, paragraph 6: Evaristo Ramos suggested extending Line 214 farther south on Main Street to Sepulveda in the City of Carson and was told that Contract bus services and Metro South Bay Sector’s service staff will discuss this issue. Item 10, page 9, paragraph 4: Evaristo Ramos said Line 214 should extend straight from Artesia Transit Center down Main Street to Sepulveda, in City of Carson, and back because more potential passengers are on Main Street than Avalon or Vermont. He observed a 214 bus and shuttle and the shuttle returned three times looking for passengers. He requested the transition of Line 214 by December 2007, with service effective in 2008.

J.K. Drummond requested amendment of paragraph 2, page 7, to reflect that “. . . some cities and the whole state of Pennsylvania allow seniors to ride free.” (J.K. Drummond said that seniors would be hit especially hard and commented that some cities allow seniors to ride free. He indicated a disparity in the application of premium fares -- riders using the Harbor Transit Way must pay a distance-based, zone fare while Blue Line riders do not pay additional fares.)

Representative Margaret Hudson asked the Council to accept a friendly Motion to refer to Carson as “City of Carson” to distinguish Carson, California from Carson City, Nevada. The MOTION was APPROVED.

3. **UPDATE** on Adopt-A-Line Program by Service Sector Representatives.

Ms. Price reported that she had observed timed connections between Lines 109 and 439 on southbound a.m. trips as passengers commuted to work in the Beach Cities and returned in the afternoon. She commented that service operated well during peak hours.

Los Angeles County Metropolitan Transportation Authority
South Bay Service Sector Governance Council Regular Meeting
Minutes – May 11, 2007

Representative Margaret Hudson rode the Harbor Transit Way bus lines every week and was impressed. Of the three buses she rode, only one was not filled to capacity, an indication that service is working well. She is interested in the 444 buses being as well maintained as the 446 and 447 buses. She had a pleasant trip on Line 450X, everybody's favorite line; however, her TAP card did not work properly.

Representative Devon Deming experienced great rides on the Green and Blue Line trains. She rode the 625 bus which has improved its scheduling problem. She had a long ride on Line 232 from Long Beach to LAX which had many stops in between. The bus was 75% full most of the way and traffic congestion was minimal. She reported the operator was courteous, on schedule and called all stops

Vice Chair McTaggart recently influenced his grandson to become a Metro customer. His grandson rides the bus daily, likes the service and is knowledgeable of Metro schedules.

Representative Franklin observed bus lines that serve the City of Inglewood near La Brea and Manchester during prime-time hours, at 9 a.m. and 4 p.m. He reported that operators were courteous. He is interested in better maintenance and cleanliness at bus stops since his office has received complaints about homeless camps and bench maintenance in the Inglewood area. Bars have been installed between the bench seats at bus stops to prevent people from stretching or lying across them.

Mr. Franklin said that the 210 buses he observed at 120th Street and Crenshaw Boulevard at 4:30 p.m. on Monday, were either full or nearly (75%) full. He is working with South Bay staff to maintain the 120th and Crenshaw location where passengers leave their newspapers at the bus stops. As buses depart, a whirlwind effect is created and papers are scattered into the community. He asked Ms. Coffey's assistance in alleviating this problem. He added that black soot leaves sidewalks and walls dirty and requested that Metro help solve this problem at 120th and Crenshaw.

Representative Ron Ikejiri reported that it was previously difficult to get to the airport from Gardena. However, recently, he traveled to the Artesia Transit Center with a group who carried luggage via a bus to the 110/105 route. He rode the Green Line train and transferred to a free Green Line shuttle from Aviation to LAX. He wanted to experience making the trip without parking concerns. He commended Los Angeles County Supervisor/Metro Board Member Don Knabe who has worked very hard facilitating this project.

Ms. Lou Mitchell reported a reduction of crime in the Watts area and commended the Governance Council and the police at the Blue Line station for the successful outcome. She expressed gratitude to everyone who participated in the effort.

Representative Robert Pullen-Miles visited and observed the park-and-ride lot at Marine Avenue near Hawthorne Boulevard. He spoke with customers who advised him the bus connections to the Red and Blue Lines were good. Buses make connections on time and customers seem to be happy with service to the Blue Line. The park and ride lot is very clean and the landscape is well maintained. Customers feel it is safe to park their cars there and use Metro service. He expects to ride Metro transportation in the future. Mr. Pullen-Miles asked if Metro was involved in bike rentals and was advised to contact the Long Beach Bike Station in downtown Long Beach.

4. Chair's Comments

Chair Price informed that signage and electrical work will soon be final at the South Bay Galleria and Hawthorne and Artesia Boulevards. The two map cases will be completed within a month. She advised that the South Bay fare forum begins today at 11:00 a.m. and discussions will proceed until 1:00 p.m.

Ms. Price attended the Metro Board Meeting on April 30, 2007 to represent the Governance Council's decisions made on April 13, 2007,

on the cancellation of Line 442. She reported that 10–15 individuals came to the Board meeting and spoke in favor of reinstating Line 442. Discussion will be carried over and reviewed by the full Board at the June or July meeting.

Chair Price reminded everyone that Bike-to-Work Day is May 17, 2007 and a celebration will begin at 10 a.m. which includes refreshments, prizes and fun at various locations. A number of transit providers will participate along with Metro. Free rides will be granted by Beach Cities Transit and other providers to commuters who have bicycles or helmets with them. Passengers may park their vehicles at park-and-ride lots and still receive a free fare by having their helmets.

5. General Manager's Comments

Ms. Coffey rode on Lines 210 and 710 for a trip to the Green Line station. She reported it was faster than driving her car. Ms. Coffey gained a new and different perspective of what customers experience in waiting time, downtime and walking distance while using public transportation. She suggested that passengers plan their trips.

General Manager Coffey stated she is aware of the debris problem at 120th Street and Crenshaw which is a result of passengers bringing food from nearby restaurants and leaving their trash. She emphasized bike-to-work week, next week. She plans to ride her bike during the week and report on her experience at the next meeting.

General Manager Coffey commended J.K. Drummond for challenging the South Bay Service Sector to ride specific buses at specific times and make helpful observations. Ms. Coffey shared that Metro South Bay competed in the APTA Roadeo again this year in Nashville and received first place honors in all categories and emerged as the top maintenance team. Metro bus operator, Mark Holland, assigned to the San Gabriel Valley Sector captured an award in the competition again after winning many previous victories. The entire Metro family is extremely proud of APTA Roadeo team for their accomplishments.

Ms. Coffey has completed five years as General Manager of South Bay Service Sector. She commended the Governance Council for its continued support of South Bay Service Sector's proposals and recommendations. She acknowledged her staff's contributions to improve and maintain customer-focused service. She is pleased with the public's response to the sector's purpose and commitment.

6. Public Comments

Chair Price said the Governance Council is anticipating the celebration of the maintenance team's success and Ms. Coffey's five-year anniversary as General Manager of the sector.

Representative Deming commented she is excited about the Bike-to-Work week activities. A huge kick-off fair which includes a bike show will be held on the South lawn of L.A. City Hall on Monday, May 14, 2007 at 11:30 a.m. Vendors and vans will be present with freebies for everyone. A bicycle safety training session is scheduled for interested persons on Tuesday, May 15, 2007, from 11:30 a.m. to 12:30 p.m., at LAX, in the Administrative West facility, and lunch will be served. On Thursday, May 17, LAX will host a pit stop and a free breakfast for the public at the Aviation Green Line Station. Prizes and t-shirts will be given away and commuters with bicycles and/or helmets may ride free. In addition, a public pit stop will be held at the El Segundo and Nash station on Thursday, May 17 2007.

Ms. Deming reported that a new flyaway service from Westwood to LAX is scheduled to begin in June 2007. It will eliminate 405 freeway traffic and provide an excellent extension for the Super Rapid 920 bus service on Wilshire Boulevard between the purple line and Wilshire, only two stops, and a great connection to the flyaway bus. Free rides will be offered during June. Ms. Deming will share more information at the June meeting.

Los Angeles County Metropolitan Transportation Authority
South Bay Service Sector Governance Council Regular Meeting
Minutes – May 11, 2007

Mr. Addleman reported on his recent visit to Washington, D.C. and said the service there was excellent, as it was in Chicago and New York City when he previously visited those cities.

Mr. McTaggart suggested that the South Bay Service Sector have a celebration next month for the maintenance team's performance at the APTA National Roadeo competition

Mr. Ikejiri suggested the production of a pocket-sized, service reference book.

Ms. Price requested that the TAP update and Transit Oriented Development presentation be scheduled on the June '07 South Bay Governance Council meeting agenda.

Evaristo Ramos reiterated an amendment of his comments in the April 13, 2007 minutes, per amendments of Item 2, page 2 (Minutes).

Kevin Freeman asked the council to retain Line 209 on Arlington Avenue. Ms. Coffey said that Line 209 will continue to operate as usual.

Hank Fung commended an operator on the southbound Line 445, Bus Number 7922 that departs from Union Station weekdays at 8:30 a.m. He noted the operator was effective in her efforts to alert other operators on Lines 550 and 447 to wait for passengers needing to transfer to those buses. The operators of Lines 447 and 550 buses did not notice, especially 447, and 12 passengers missed their connections and were forced to wait an additional half hour for the next bus.

Ms. Coffey appreciated Mr. Fung's comments, advised that continued on-going training in the areas of sensitivity and communications are needed. She will inform managers to address this problem.

Rafi Katzir suggested service changes as detailed in the following paragraphs: Lines 40 and 740 - cancel existing segment between Crenshaw/Slauson & Manchester/La Brea. Operate west on Slauson to

Los Angeles County Metropolitan Transportation Authority
South Bay Service Sector Governance Council Regular Meeting
Minutes – May 11, 2007

La Cienga, south on La Cienega to Manchester, east on Manchester to La Brea and then continue regular route. The closest stop on La Cienega/Manchester for Lines 40 & 740 will be provided on Ash. Lines 111 & 711 – Operate new route to Inglewood Transit Center west on Florence and east on Manchester and then continue regular route. Cancel Arbor Vitae portion on Line 111 and replace with Lines 212 & 312.

Lines 445 – Cancel all service. Service on the 110 Freeway south of Artesia will be replaced by Line 550 which will operate via Vermont, Carson, Normandie, Torrance, and the 110 Freeway into Angels Gate Park in San Pedro. Line 446 – Operate hourly instead of every half hour and add one more trip every hour during off-peak hours on line 205 or Line 550 seven days a week. Line 610 – Operate between Fox Hills Mall & Marina Del Rey to replace Lines 108 and 358. Also, extend to Santa Monica Place to replace portions of Santa Monica Lines 1 & 2 via Lincoln, California, Abbot Kinney, Rivera, Windward, & Pacific. Operate entire route seven days a week at least once or twice an hour. Line 625 – Operate both clockwise and counter-clockwise. Extend on Imperial & Sepulveda to Aviation Station. When at Aviation Station, extend via Aviation, El Segundo, La Cienega, Manchester, and then portions of Line 115 west of Sepulveda into Playa Del Rey Beach. (Rafi's comments/maps will be attached to the May '07 minutes.)

J.K. Drummond commented Metro South Bay Service Sector was not represented at the South Bay Energy Fair last Saturday and asked that Metro be present next year. He said that annunciators urge passengers to exit the back door but operators do not pull buses in close enough to the curb. This creates a two-foot jump to get off the bus. Other providers manage to parallel the curb. Mr. Drummond said that he has often backed out of the back door, holding onto one of the handles because Metro operators stop too far away. He requested an immediate improvement of this situation.

Mr. Drummond said a sponsor is needed to publish a booklet for South Bay Service Sector. He informed that semi-commercials have been

Los Angeles County Metropolitan Transportation Authority
South Bay Service Sector Governance Council Regular Meeting
Minutes – May 11, 2007

placed on other transit systems' maps but none for South Bay. He also requested reinstatement of the bus drivers' former practice of the "two-beep" alert system to have other operators wait for connecting passengers. He previously requested radio connections but the two beeps would be sufficient if radio is not feasible. Operators should be advised to look and see if a bus is approaching the intersection or a terminal before leaving to allow passengers to connect and avoid an extra half hour of waiting time.

J.K. asked where service originates on the new flyaway bus. Ms. Deming advised the new flyaway service leaves Westwood at the intersection of Gayley and Kinross, via Kinross, one block north of Wilshire. Kinross runs parallel to Wilshire. Passengers will exit the bus on the corner of Gayley and walk one block north, one block west of Westwood Boulevard. She also advised the bike-to-work information is on Metro's website, www.metro.net/BiketoWork and a brochure is available today on the information table.

7. The meeting ADJOURNED at 10:30 a.m.



Joanne K. Harper
Council Secretary