

MINUTES

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Congresswoman Juanita Millender-
McDonald Community Center
(Carson Community Center)
801 E. Carson Street
Carson, CA 90746

Called to Order at 9:40 a.m.

Service Sector Representatives:

John McTaggart, Vice Chair
John Addleman
Margaret Hudson
Lou Mitchell
Devon Deming
Ralph L. Franklin
Robert Pullen-Miles
Don Szerlip

Officers:

Dana M. Coffey, General Manager
Raynard Price , Assistant Board Secretary



Metropolitan Transportation Authority

Metro

1. **Safety 1st Contact.** Scott Greene, South Bay Transportation Service Planning Manager, suggested always using the crosswalk.
2. **APPROVED** Minutes of the January 11, 2008 Council Meeting with the following corrections from public member J.K. Drummond regarding the omission of his expressed dissatisfaction with printed schedules of the Gardena Municipal Bus Service in relationship to Item 3. Item 7 should read "Vice Chair McTaggart" instead of "Vice Chair Addleman."
3. **SWORE- IN** Service Sector Representative Don Szerlip by Metro Assistant Board Secretary Raynard Price. General Manager Dana Coffey and Vice Chair John McTaggart welcomed Don Szerlip to the South Bay Service Sector team.
4. **RECEIVED POWERPOINT PRESENTATION UPDATE** on Contract Services by Shannon Anderson, Transportation Manager, Contract Services. Mr. Anderson spoke specifically of the South Bay area as having many of the 22 Metro contracted bus lines , with a fleet of 185 buses, producing 550,011 annual service hours (which is approximately 10% of Metro's bus service).

The service is divided among three regions: 1) First Transit in the South; 2) Southland Transit in the East and; 3) Transportation Concepts in the North. Mr. Anderson presented statistics over a 5 year period comparing Boardings; Revenue Service Hours; Operating Costs; Complaints; Productivity and Operating Cost Per Boarding. He particularly noted that current annual Boardings of 14M passengers is an increase of 27% since 2003. Fareboxes have been upgraded on all 185 buses to meet the Metro standard which increased revenue \$1.8M.

Mr. Anderson noted complaints per 100,000 boardings is down and stable. Representative Ralph Franklin suggested there be a live phone service where customers can call to inquire about late arrivals. Mr. Shannon spoke further about complaints and illustrated a chart of complaints for the month of January by line, location, contractor and type, as well as, region. Representative Devon Deming asked about the bunching of buses and how Metro would know it is happening. This is

an issue that should not happen. There is a daily dispatch log summarized monthly that records late arrivals in addition to Metro non-uniformed field representatives who monitor contracted buses along with uniformed supervisors of each contractor. The schedule should be kept. He identified the most productive contract bus line as being Line 232 Long Beach – LAX via Sepulveda Boulevard. Upcoming changes include: a new RFP for North Region Contract Bus Service; Public Hearing Proposals for low ridership (Lines 608 and 626 to be discontinued); transferring a portion of Line 125 to Beach Cities Transit in addition to contracted bus fleet replacements. Public Member Dorthea Jaster suggested Line 214 have a posting to advise the public that the line does not operate mid-day. Mr. Shannon responded to several questions and concluded his report.

5. **RECEIVED UPDATE** on Line 442 Performance by Dana M. Coffey, General Manager, Metro South Bay Service Sector. General Manager Coffey continued to provide updates on Line 442. Staff is recommending the line continue service through December 2008 pending Board approval. The extension will provide additional time to evaluate the line utilizing APC. APC (Automatic Passenger Count) will provide a more accurate passenger count as opposed to manual counting. Representative Robert Pullen-Miles stated he was glad to see the line continuing because of inquires he receives.
6. **UPDATE** on Adopt-A-Line Program by Service Sector Representatives.

Representative Addleman rode Line 450X. The line was fine. Transportation Planning Manager Scott Greene spoke of the Harbor Transitway proposals from the Artesia Transit Center. It is a service improvement in the midday and on weekends that would operate every 20 minutes instead of the existing every 30 minutes, with connections to Union Station.

Representative Lou Mitchell provided an update on Line 117. The driver was courteous, the bus clean and the schedule was fine. Ridership has improved with standing room only. She also stated that the Rosa Parks Station issue has been resolved. The station is not named after Rosa Parks but is indeed dedicated to her. There is a sign to this affect.

Representative Ralph L. Franklin spoke of Lines 210 and 115, which he takes to work. The drivers are friendly and the buses clean. However, he expressed a concern regarding a signal light at 104th and Prairie Street that affects Lines 211 and 212. The light was damaged during a recent storm and has yet to be fixed. He reported roadwork to be conducted on La Brea from Hillcrest to Florence, in the City of Inglewood that may impact bus service. Further, he encouraged elected Sector Representatives to ask their cities to consider subsidizing senior transportation fares much like the City of Inglewood.

Representative Margaret Hudson reported her rides are good.

Representative Devon Deming said on-time-performance of Line 625 is getting better. However, the evening buses are arriving late.

7. **RECEIVED Chairperson's Remarks.** Representative John McTaggart advised the Sector Council that private contractors have taken over lines that had been previously cancelled by Metro to help people get to their places of employment and where public transportation is need.

8. **RECEIVED General Manager's Remarks.** The MTA now has over 2,500 CNG fueled buses in service with the largest clean air fleet in the nation. An additional 145 solar powered lighting systems have been placed in dimly lit sites. General Manager Coffey asked everyone to notify her of any location in the South Bay Sector that may require solar lights. She announced that Chair Pam O'Connor spoke at the "Time To Move L.A. Conference." Ms. Coffey warned about the distraction of cell use talking (and text messaging) while driving. She informed the Council the Board approved age 62 as the qualifying age for senior discounting of fares. The Arthur Winston Division passed the CHP annual inspection with a perfect score with no violations on driver logs. She thanked her staff for their hard work for continuing to perform as expected. Failure of the CHP inspection could shut down operation. Division 18 has enhanced lighting that includes solar lighting. She stated that Metro South Bay held their Public Hearing with over 25 speakers. There will be an upcoming Public Hearing at One Gateway Plaza; Saturday at 10:00 a.m. Ms. Coffey concluded her report.

9. **RECEIVED Comments** from the Public on items of public interest within Council's subject matter jurisdiction.

Dorthea Jaster. Ms. Jaster advised some lights are out in the Artesia Transit Center. She expressed her concern that benches are minimal at the Artesia Blue Line. Ms. Jaster said that publications that state, "Wait on the sidewalk and away from the curb," may result in being passed up. This is especially true of Line 444 or stops serving more than one line. She expressed a similar concern for publications that read, "Do not jump between the curb and steps of the bus," when operators do not park close enough to the curb or when the rear of the bus is far from the curb.

Evaristo Ramos. Mr. Ramos suggested restrooms with first aid kits be made available to customers at the Artesia Transit Center.

Frank Mora. Mr. Mora, Administrator, Los Angeles County Department of Social Services, unable to attend a previously scheduled public hearing thanked Metro for its participation and recruitment and assistance in the Welfare to Work program. He spoke on behalf of 1100 employees in which 20% utilize public transportation and for 13,000 to 16,000 clients of DPSS who also use public transportation. The Dominquez office location was partially chosen in 1987 because of access to public transportation. The clients of the agency were adversely affected in 2006 during the reduction in service. The termination of Line 202 will affect those who need the services of DPSS Dominquez. Vice Chair McTaggart suggested Mr. Mora attend the Gateway Public Hearing. General Manager Coffey suggested that Mr. Mora contact Charles Nelson at Compton Renaissance to extend service hours.

Craig Wilson. Mr. Wilson says Line 202 is "a touchstone line that goes through the heartbeat of Compton and Los Angeles" servicing two different high schools, medical facility, a community college, and three different social services offices." He shared that the cut of mid-day downtown service was severe but the total elimination is even more so. Mr. Wilson asked the Council to reconsider the elimination of the line.

General Manager Coffey asked Mr. Wilson to attend the Public Hearing and to continue to communicate his concerns to Metro.

J.K. Drummond. Mr. Drummond stated he was by-passed at a Transit Way station by a Line 460 bus. He asked where the buses are supposed to stop. General Manager Coffey responded that this complaint will be passed along to the Gateway Sector.

Lionel Jones. Mr. Jones said there is some Operator inconsistency at Flower and Olympic – some Operators stop and some do not, which confuses passengers. Additionally, he stated there is a problem with the stop at Adams and Flower. An Operator of Line 400 continues to stop at the temporary stop due to construction as opposed to the reinstated permanent stop. Vice Chair McTaggart asked for the number of the operator. Mr. Jones also suggested there be a solar light on Avalon on the southbound side, across from South Bay Pavilion. Mr. Jones spoke of the fence between the Blue Line Station and the Casino which blocks the entrance to the new shopping center. He said this is becoming a growing concern of passengers. As a member of Southern California Transit Advocates he inquired about Metro Connections, which to his organization seems to mean “massive service cuts,” as opposed to transfer hubs, new lines, and new areas of service.

10. Considered items not posted on the Agenda. None.

ADJOURNED: 11:56 A.M.

PREPARED BY:

A handwritten signature in black ink, appearing to read 'Raynard Price', with a stylized flourish at the end.

Raynard Vincent Price
Council Secretary