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SB Governance Council Members to Monitor Metro Bus Lines

By RICH MORALLO

(Jan. 15, 2004) In an effort to learn more about the Metro Bus customer experience, the seven members of the South Bay Governance Council will begin riding buses throughout their service area.

Council members have adopted specific bus lines to monitor. They'll report back on their observations regarding on-time performance, high passenger demand, high service frequency and customer complaints.

"The council members will also be looking at bus cleanliness, the number of people standing, and any on-board incidents," says General Manager Dana Coffey, who had asked Service Development Manager Madeline Van Leuvan to develop the Adopt-a-Line Observation program.

"I believe the campaign will bring us closer to the service that we are responsible for," says Terisa Price, Governance Council chair. "I look forward to becoming familiar with my lines and the people that ride them."

Adopt-a-Line Program

Price will choose a couple of South Bay bus routes from a group of 16 in the Adopt-a-Line program.

Among the local bus routes included in the program are Line 444 that travels through Rancho Palos Verdes, Rolling Hills, Torrance and northward to Patsaouras Plaza, and Lines 445 and 446-447 that stretch from San Pedro, Wilmington and Carson to Union Station.

Council member and bus rider Margaret Hudson wants to help ensure better service for the area through the bus line observation program.

"I can make a meaningful contribution if I experience the actual conditions bus riders face every day," Hudson says.

Helping out

Council member and Redondo Beach resident Howard Sachar will be helping out as well.

"At the Citizens' Advisory Council we make a point of riding lines to spot-check how we are doing...(we)...intend to continue our program this year," says Sachar, a long-time CAC member.

Other council members who agreed at their Jan. 9 meeting to adopt bus lines are Vice Chairman Jim Hendrickson from Palos Verdes Estates; Inglewood Councilman Curren Price; Lou Mitchell, a co-chair of a Watts neighborhood area council; and John McTaggart, a former Rancho Palos Verdes mayor.

