

Friday, February 11, 2005 – 9:30 A.M.

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# Minutes

Los Angeles County  
Metropolitan Transportation  
Authority

## **SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING**

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

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Called to Order at 9:40 A.M.

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Council Members present:

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

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Officers:

Dana Coffey, General Manager  
Rich Morallo, Community Relations Manager  
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Safety 1<sup>st</sup> Contact

Mr. Jon Vandercook cautioned everyone not to run alongside a bus or stand on the curb while waiting at the bus stop.

2. PRESENTATION of safety award certificates by Dana M. Coffey, General Manager, Metro South Bay to the students from Fleming Middle School.

PRESENTED safety certificates to Miguel Hernandez, Loraine Washington and Joaquin Alvares, who were accompanied by their teacher Mr. Perez.

3. **APPROVED AS CORRECTED** Minutes of January 14, 2005 Council Meeting.

Item 8 – Amtrak **Thurway** Bus Service

4. Sharon Sterling, Council Secretary, **SWORE IN** the newly appointed Councilmember John Addleman to the Metro South Bay Governance Council Board.

5. **ELECTED** Chair and Vice Chair for the Metro South Bay Governance Council.

Terisa Price and John McTaggart were nominated as Chair and Vice Chair and subsequently elected by unanimous vote.

6. CARRIED OVER TO MARCH COUNCIL MEETING brief overview of Carson Circuit by Jamie Carrington, City Manager, for the City of Carson.

7. **RECEIVED** presentation on the use of the Metro Trip Planner by Alonzo Williams, Communications Manager, Customer Relations/Metro Information.

Mr. Williams reported that the Metro Trip Planner started in 1999 with 8,000 daily transactions which have increased to 200,000. He provided a detailed description of the program and an Internet demonstration of the system after the meeting. He stated that the new system was created by ITS and Customer Relations staff.

Mr. McTaggart asked if there are links to municipal operators. Mr. Williams responded in the affirmative.

Ms. Price asked if there was a feature to access only rail routes. Mr. Williams stated not at this time.

Ms. Price asked the average call center wait time. Mr. Williams replied approximately 6 minutes.

8. **RECEIVED** presentation on the City of Los Angeles Community DASH Needs Assessment Survey by Michael Davies and Mary Sue O'Melia, representatives from LADOT.

Mr. Davies stated that the project goals are to develop an evaluation methodology to prioritize proposed new Community DASH services and recommend actions and remedial measures to improve ridership on marginal and low-performing existing routes.

DASH is faced with funding constraints that affect the ability to implement new LADOT service and is limited by available Proposition A funds for on-going operation. Under the best-case scenario, one additional new route may be implemented annually over the next ten years. Council and public input are vital in the decision making process.

He provided statistics on marginal and poorly performing routes. The performance barriers include fare integration with MTA; transfer of service without provision of operating funds; route length; competing services/duplication; and operational issues.

Mr. McTaggart asked how LADOT markets low performing lines. Mr. Davies stated that the marketing budget is very low; they work through neighborhood organizations and the transit store downtown. Mr. McTaggart suggests that they consider making public service announcements on local cable networks.

Mr. Davies indicated that it costs LADOT \$600,00 per year to honor MTA passes in downtown. Mr. Addleman asked if there has been any discussion with MTA regarding reimbursement. Mr. Davies stated it is in discussion study mode.

9. **RECEIVED** presentation on Metro South Bay Workers' Compensation by Jon Vandercook, Sr. Safety Specialist.

Mr. Vandercook reported that lost time and restricted activity cases: categorized by OSHA and tracked by calendar year; an injury or illness; work related; and specific types of injuries and illnesses are recordable.

10. **RECEIVED** oral presentations by the Metro South Bay Management Team on Division performances.

Metro South Bay Facts At A Glance

Ms. Coffey stated that the management team will provide information to further orient new Councilmember John Addleman. She reported that MTA took a major step forward in February 2002 in its effort to improve local transit service by forming five "service sectors". This concept was designed to

provide local residents with direct influence in the delivery of transportation service in their communities. Local Governance Councils were created to guide staff at the community level in improving quality of bus service. Metro South Bay Sector officially opened for business at 680 Knox Street, Suite 150, Torrance on November 26, 2002. The major functions of this office include Administration, Budget, Workers' Compensation, Safety, Communications/Community Outreach and Scheduling. Metro South Bay is responsible for two transportation and maintenance divisions: Arthur Winston Division, 5425 Van Ness Avenue, Los Angeles and Carson Division 18, 450 W. Griffith Street.

#### Customer Relations

Mr. Michael Williams provided an update on customer complaints. He stated that the major focus is to monitor operators with 10 or more complaints; monitor division complaints for effectiveness of counseling; coordinate training with the Division Instruction Department and Operations Central Instruction (OCI); and make recommendations for other improvements or corrections or appropriate departments and or/agencies.

According to the data for week ending February 5, 2005, Customer Complaints closed within 8-90 days: Arthur Winston Division (AWD) – 100%; Carson Division – 97%.

Complaints/100,000 Boardings: The Sector is tracking well below the target of 4.00 with AWD 2.14 and Carson 3.26 complaints/100,000 boardings for December 2004.

A new OCI Training Program entitled, "Start in Customer Service" is designed to teach bus operators basic communication skills.

#### Accident Reduction Strategies

The initial strategic process involves setting accident reduction goals. The next step is to conduct data analysis and focus on areas for improvement (operators and bus lines with high number of accidents).

#### Facts at A Glance Maintenance

Mr. Alex DiNuzzo reported that AWD has a total of 243 buses, 66 mechanics and 40 service attendants.

Mr. Ken Matsuno reported that Carson Division 18 has a total of 292 buses, 85 mechanics and 46 service attendants.

#### Mean Miles Between Chargeable Mechanical Failures

MMBCMF does not include accidents, operator error, passenger incidents/sick passenger, no equipment/person, wrong bus number, o/k bus exchange or cancellation. December 2004 MMBCMF for AWD – 13,680; Carson Division 18 – 7118.

Bus Cleanliness

Rapid Bus floors are mopped daily; all other bus floors are mopped on an odd/even schedule. Complete general cleaning of buses is performed on a daily shift every 9,000 miles.

11. **CARRIED OVER TO MARCH COUNCIL MEETING** reassignment of Governance Council members to monitor bus line performance for the Metro South Bay Sector by Dana M. Coffey, General Manager, Metro South Bay.
12. **RECEIVED** briefing on the Metro Rapid free-running time, time points, and timetable schedules by Madeline Van Leuvan, Service Development Manager.

Ms. Van Leuvan reported that four Rapid Lines have been assigned to South Bay between December 2002 and June 2004: Line 754 Vermont; Line 711 Florence; Line 710 Crenshaw; and Line 740 Hawthorne. Line 757 Western is proposed for December 2005, but may be postponed.

The Metro Rapid attributes are: frequent service; bus signal priority; free running time; fewer stops; integrate with Local bus service; color-coded buses and high capacity buses. The operator is able to traverse the route as conditions allow; Run Board "paddle" contains fewer time points; and there is higher probability of layover zone space issues.

Ms. Price requested report on Line 710 free-running time. She asked how frequently are Rapid schedules revised. Ms. Van Leuvan replied every 6 months.

13. Chair's Remarks

Ms. Price announced that Beach Cities Transit Service began on January 2, 2005. The information is available on the Internet and a revised schedule is in process. She requested a regular update regarding the bus service in San Pedro.

She stated that Director Fasana requested MTA staff to report back to the February Operations Committee meeting on the cost of contracting out the operation of the Orange Line services, maintenance of vehicles, and the maintenance of the Right-of-Way and fixed guideway. Also, she asked that a copy of the new Service Policy adopted by the Board be provided to Councilmembers.

14. Report of General Manager

Ms. Coffey announced that both South Bay Sector divisions passed the annual CHP inspection.

In April and May the Council meetings will be combined with an open house:

Saturday, April 16, 2005 – Arthur Winston Division, 5425 Van Ness Ave, Los Angeles.

Saturday, May 21, 2005 – Carson Division 18, 450 W. Griffith St., Carson.

Commended the management team for their presentations.

15. Public Comment

Anne Milliken commented and submitted a letter from the Peninsula Pointe Homeowner's Association #109 in Rancho Palos Verdes to request that MTA re-direct bus routes on Palos Verdes Drive South between Seacove Drive and Tramonto Drive due to zero passenger ridership and excessive engine noise.

Ken Ruben expressed concern regarding changes on Line 439. He rode Beach Cities Transit and commented that Ms. Price did a good job dispatching service.

J.K. Drummond stated Long Beach Transit held a Public Hearing February 28 on proposed fare changes. They want to implement a Day Pass.

June Saleman attended the CRA meeting and the San Pedro Transit project is one of their projects.

Lionel Jones stated that Line 446 frequently runs late and provided suggestions to improve the low performance of Line 445. Ms. Price asked Mr. Jones to provide the information to the Planning staff.

Dennis Alabaso commented about the service changes.

Lois Thompson wants service in the city of El Segundo on the weekends and the Line 205 stop reinstated at Harbor College.

Next Meeting:

March 11, 2005 – 9:30 a.m.  
Carson Division 18  
450 W. Griffith St.,  
Carson, CA 90248

Adjourned at 1:05 p.m.



Prepared by: Sharon Sterling