

Saturday, April 16, 2005 – 9:30 A.M.

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# Minutes

Los Angeles County  
Metropolitan Transportation  
Authority

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

Arthur Winston Division  
5425 Van Ness Avenue  
Los Angeles, CA 90062

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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  
Howard Sachar

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Officers:

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



Metropolitan Transportation Authority

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

Ms. Cheryl Brown cautioned everyone to allow enough time to reach a destination without rushing to avoid unsafe acts.

2. PRESENTATION of safety award certificates – NONE

3. APPROVED AS CORRECTED Minutes of March 11, 2005 Council Meeting

Item 5, page 5 – LADOT **and other municipal system** alternatives are being reviewed.

4. UNANIMOUSLY APPROVED:

a. findings of the February 22, 2005 Public Hearing relative to Line 107; and

b. reaffirmed cancellation of Line 107 (54<sup>th</sup> – Fairview Av.)

Mr. Scott Greene stated that Line 107 was cancelled in June 2004 due to low ridership and the availability of multiple public transportation options for riders. The cancellation followed a public outreach process that included a public hearing on March 10, 2004. At the request of Supervisor Yvonne Burke to hold a second public hearing, the sector revisited the cancellation of Line 107 by including it for review in the February 22, 2005 Public Hearing.

He noted that while Line 107 may have been convenient and may have provided its riders with a sense of security in dangerous areas, the low ridership demand and availability of other public transportation services in the 54<sup>th</sup> Street corridor could not be overlooked. Those alternative services include:

Fixed Route: Line 108/358 (Slauson Ave.); Line 607 (N. Inglewood Shuttle); Line 681 (Huntington Park – Watts); DASH Chesterfield Square; DASH Leimert-Slauson; and DASH Southeast/Pueblo del Rio.

Paratransit: Access Paratransit; L. A. County Dial-a-Ride; City of L.A. Cityride Program; City of Inglewood Dial-a-Ride; City of Huntington Park Dial-a-Ride; and Immediate Needs/Welfare to Work.

There were about twenty public comments, only one of which was in favor of cancellation of Line 107. Some of the riders described the dangers of traveling in urban Los Angeles.

Staff will continue to monitor the performance of the alternatives to Line 107, especially Line 108/358, 607 and 681. In addition, staff will pursue more opportunities to coordinate with other municipal and local public transportation providers, such as LADOT and Community DASH, to provide service with smaller vehicles in areas with light ridership demands.

Ms. Price asked what was discussed at the Operations Committee meeting. Mr. Greene indicated that the Revised Ludlow Motion attached to staff report was approved.

Public Input:

Money Green provided Council with letter regarding opposition to cancellation of Line 107 and other service irregularities.

5. Chair's Remarks

No further comments

6. Report of General Manager

Ms. Coffey stated staff will continue to evaluate all service and restructure it to determine the best efficiency. In December 2005, Line 757 (Western Ave) will be the 5<sup>th</sup> Rapid Service in Metro South Bay.

She emphasized the importance of public input and assured the audience that no matter what Sector meeting they attend the information would get to the right person as the Council Chairs meet regularly.

Ms. Price noted that information regarding customer challenges must be provided to the Sector to coordinate improved service.

7. Public Comments

Paul Montgomery stated he is unable to drive now and has been inconvenienced all the time with buses that run hot and short. He also has problems with Customer Service staff. He observed an operator throwing trash out of the bus window in Playa del Rey; observed another operator smoking.

Ms. Price invited Mr. Montgomery to continue to attend the Council meetings. Generally, 80% of the operators are fabulous and she assured him the issues would be addressed.

Rebecca Brown stated operators routinely do not call stops and do not pull close enough to the bus stop; asked why Rapid and local stops are not together, this is a problem especially at night; some of the operators are racists.

Ms. Price stated it pains her to hear complaints regarding negative operator behavior toward different ethnic groups. She stated that the operator's badge number, date and time of incident is needed to validate the comments and target specific incidents.

Mark Strickert commented regarding Metro Connections and said that municipal operators should be brought on line because connections are important.

Ms. Price stated that in South Bay the MTA and munis are meeting monthly.

Norman Hobson asked Council to consider people who live in one area and work in another; Metro Connections is a "disconnect"; the former Line 560 from LAX to the San Fernando Valley ran once an hour for years without improvements before it was cancelled, and suggested a need to link the Metro Green Line with the new Orange Line in the San Fernando Valley; service must be more convenient to attract customers.

Michael Bazemore appreciated the decision to maintain Line 442.

June Saleman asked that the fare be printed on the schedules; stated that the Line 205 Harbor College stop on L Street was removed due to pothole, now that repairs are done the stop needs to be reinstated; response not received from Customer Relations on her concerns.

Lionel Jones rides Harbor Transitway service to Slauson and observed people sleeping in the stairwells and noticed that the area smells of urine; First Transit had the Harbor College stop removed and the potholes have been repaired; commented regarding letter from Gateway Sector on Rapid service and Sectors not having control of the release dates.

Ms. Coffey stated that Metro Rapid is Tier 1 service and when Line 757 is released to the Sector, the Sector will have complete control of the operation. Ms. Price further noted that it is a matter of when the line is released to them, not if.

Ken Ruben commented that Metro Rapid Lines 714 and 717 were approved by Westside Sector.

Councilmembers' Comments:

Mr. Sachar stated there is not a clear channel for customer complaints and the telephone number for complaints should be available on the bus. He requested an update on transfers and Universal Fare System capabilities.

Mr. McTaggart suggested the agency provide a self-addressed post card for riders to submit a complaint.

Mr. Addleman thanked the public for their input. He stated most drivers are doing an excellent job. He recommended a suggestion box be installed on every bus with a supply of comment cards. The box could be emptied at the end of every route. This is easy and inexpensive.

Next Meeting:

Saturday, May 21, 2005 – 9:30 a.m.

Carson Division 18

450 W. Griffith St.

Carson, CA

Adjourned at 10:54 a.m.



Prepared by: Sharon Sterling