

Friday, December 9, 2005 – 9:30 a.m.

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# Corrected Minutes

Los Angeles County  
Metropolitan Transportation Authority

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

Carson Community Center  
801 E. Carson Street, Room 209  
Carson, CA 90745

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### Council Members:

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

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### Officers:

Dana M. Coffey, General Manager  
Jenny Dennis, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **Safety 1<sup>st</sup> Contact** by Metro South Bay Volunteer. Andrew Warren Jr. reminded everyone to be careful crossing the cross walks and to look both ways.
2. **APPROVED** Minutes of November 18, 2005 Council Meeting with corrections. Add Madeline Van Leuvan to item number 1, as the Metro South Bay Volunteer. Also, add the word current to item number 7, line 6. The sentence should read; All current information from the Vehicle Maintenance System will be transferred to M3.
3. **PRESENTED** Certificate of Appreciation to Metro South Bay Governance Council Member Howard Sachar, by Council Chair Terisa Price and Metro South Bay General Manager Dana M. Coffey.

Council Chair T. Price thanked Council Member Howard Sachar for his knowledge and dedicated service to the sector.

Council Member C. Price stated that it was a pleasure serving on the Council with Council Member Sachar. Mr. Sachar always knew how to ask the tough questions. Council Member Price said he appreciated his contribution to the sector.

Council Member Mitchell stated that Council Member Sachar will be missed and that the sector truly appreciated his work.

Council Member McTaggart expressed disappointment that Council Member Sachar was leaving noting that this council worked well together because of Mr. Sachar's wisdom.

Council Member Addleman said that he will miss Council Member Sachar's common sense and logic.

Council Member Hudson stated that Council Member Sachar brought a wealth of knowledge to the sector and she learned a lot from him.

General Manager Coffey stated that Council Member Sachar will be missed and she hopes that he will still be a part of the sector.

4. **PRESENTED** employee Certificates of Appreciation by Dana M. Coffey, General Manager, Metro South Bay.

General Manager Coffey and Division Maintenance Manager, Alex DiNuzzo presented Andrew Warren Jr., Team Captain, Romel Vargas and Frank Forde from the Arthur Winston Division with Certificates of Appreciation. Mr. DiNuzzo congratulated the Maintenance Staff for winning the Roadeo. The team won over 11 other divisions. They placed 7<sup>th</sup> at the Texas National Competition and they will be competing once again at the OCTA to be held on April 30, 2006. Ms. Coffey congratulated the Maintenance Staff who have gone 410 days with no losttime injuries.

5. **RECEIVED** Report on Metro Bus Decal Program by Warren Morse, Deputy Executive Officer, Customer Communications.

Currently, we have over 18,000 bus stops throughout the Metro Service area. In 2002, we installed 850 Bus Cubes. To purchase cubes for the entire system would cost the agency over two million dollars. The Bus Pole Decals are a much better option. In comparison, these decals are very inexpensive. Each decal costs approximately \$.50. Mr. Morse explained how these decals are placed at every bus stop pole. These decals are not meant to face the street, they are meant to face the sidewalk. Information on the bus decals is not meant to substitute for trip planning. Chair Price asked for additional information on stickers and if staff could investigate a different type of material so they won't peel off so easy.

6. **RECEIVED** Report on Procedures for Handling Customer Complaints and Resolutions by Mark Maloney, Deputy Executive Officer, Contract Services.

Mr. Maloney explained that his division receives customer complaints through emails, the 1-800 Commute telephone line and through the sector offices.

The types of complaints that are received are typically schedule problems, equipment problems and passups. Staff attempts to follow through and close out every complaint that comes in. Mr. Maloney noted that Metro recently completed “Ride Checks” of the contract services and that is an excellent first step towards improving schedule adherence. He also stated that contract oversight includes penalties for poor performance. In response to a question from Council Member McTaggart, Mr. Maloney indicated that 50 operators have been removed from contracted Metro service in the past two years for cell-phone use. Chair Price asked for monthly reports showing complaints by line.

7. **RECEIVED** Report on Dead Head Mileage by Madeline Van Leuvan, Service Development Manager, Metro South Bay. Ms. Van Leuvan gave an overview of the South Bay lines relative to the location of our bus garages. She highlighted the areas that have a lot of service, such as Hollywood and the Gateway Cities, but are distant from the two Metro South Bay garages, the Arthur Winston Division 5 and the Carson Division 18. She explained that short line terminals help keep deadhead miles down, for example on Line 111 not every trip travels to the Whittier and also on Line 108 not every trip travels to Marina Del Rey. There have been several attempts to expand and develop new divisions. Currently, Division 6 is only open five days a week because of complaints from neighboring residents. She indicated that Metro has plans to relocate Division 6 from Venice to a non-residential area where it can operate 7 days a week and also be closer to the core service area. The new Division 6 could help reduce deadhead miles.
8. Chair’s Remarks - Council Chair T. Price requested that Rod Goldman attend the next Council Meeting to discuss fare policy including perceived inequities between express bus fares and between the Harbor Transitway and the Metro Blue Line.
9. General Manager’s Comments – Ms. Coffey announced that Gateway Cities Service Sector has a new express service, Line 577x from Long Beach to El Monte with a stop in Norwalk at the Green Line. Also, the “See it, Report it” Program is going well.

To date, 59 reports have been received and forwarded to either Metro Clean or the appropriate city. The shelters belong to and are the responsibility of the city.

Ms. Coffey also stated that in the prior week the sector had a dedication service honoring Rosa Parks. Ms. Coffey shared the poster of Rosa Parks.

She also said that the new Western Avenue Rapid Line 757 is accommodating riders to the Crenshaw Green Line Station at 120<sup>th</sup> Street, and next Friday there will be a Press Conference and associated Media Release on the line.

Council Member C. Price congratulated General Manager Coffey on a great staff and a successful sector.

Council Member Mitchell expressed that all presentations were clear and concise today and she was very pleased.

Council Member Sachar said that summing up three years would be hard but it has been a delight serving on the Board.

Council Member McTaggart proclaimed that Line 444 was on time and that the driver was excellent. The driver's number was 16872 and he was very polite.

Council Member Addleman expressed that the council needs to increase its oversight with MTA in many ways.

Council Member Hudson said she was happy to hear that Line 757 was accommodating passengers by taking them to the Green Line. She also added that there is a huge mixed use project proposed in the City of Carson between Main Street and Avalon Boulevard, south of the 405. Ms. Hudson said she provided written comments in response to the Draft Environmental Impact Report, which in her opinion did not adequately address the need for public transportation.

General Manager Coffey reminded the Council that between now and the next meeting they need to participate in a ride-a-long and report what they see and bring that report back to the next meeting so as to inform our customers of what we observed. Ms. Coffey requested the members to be mindful of service they receive and the bus condition. Ms. Coffey also stated that Woody Yee, from Stops and Zones, will be attending the next meeting. Also, there will be a follow-up to Ms. Van Leuvan's presentation on the financial analysis of the Dead Head Miles and the potential capital expenditures and its impact on the sector.

#### 10. Public Comments

Bob Barnwell stated that northbound Line 444 between Torrance Blvd and Del Amo Boulevard doesn't have any stops. This area is very heavily populated with 100% apartments. He asked that Metro restore the abandoned stops and promote the service.

J. K. Drummond strongly stated that removing stops doesn't improve service on Line 444. He also requested an updated Harbor Transitway timetable.

Norm Hobson suggested that the Council consider the routes of Lines 444 and 445 in downtown LA, suggesting that we could provide a 30 minute service by putting both routes on same street through downtown. He also added that the new Line 577x and Line 450x are the exact same line. He also asked why Line 577x charges \$1.75 and Line 450x charges \$2.25?

Lionel Jones stated that the schedules for Lines 444, 445 and 446 are new but frequency charts in the timetables are incorrect. Referring to Mr. Hobson's previous comment about downtown LA routing, Mr. Jones stated that Grand Avenue and Olive Street would be preferable. He added that Lines 450x has two zone fares and that is unfair given that Line 577x only has one zone fare.

ADJOURNMENT – 12:17 p.m.

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Jenny Dennis, Council Secretary

# METROPOLITAN TRANSPORTATION AUTHORITY SERVICE SECTOR COUNCIL RULES

## **PUBLIC INPUT**

The Service Sector Council meetings are open to the public. A member of the public may address the Council on agenda items, before or during the Council's consideration of the item for up to 5 minutes per item, or at the discretion of the Chair. A request to address the Council should be submitted in person at the meeting to the Council Secretary prior to the start of the meeting.

The public may also address the Council on non-agenda items within the subject matter jurisdiction of the MTA Service Sector during the public comment period, which will be held at the end of each meeting. Each person will be allowed to speak for one minute and may speak no more than once during the Public Comment period. Public Comment will last a maximum of 30 minutes, or as otherwise indicated by the Chair. Speakers will be called according to the order in which the speaker request forms are received until the Public Comment period has expired. Elected officials, not their staff or deputies, may be called out of order and prior to the Council's consideration of the relevant item.

**At the discretion of the Chair**, the Council may limit public input on any item, based on the number of people requesting to speak and the business of the Council.

**In the interest of hearing from as many members of the public as possible, if at the time your name is called, your issue has been addressed or your opinion expressed by a previous speaker, please simply state that fact and your name for the record.**

In accordance with State Law (Brown Act), all matters to be acted on by the Council must be posted at least 72 hours prior to the meeting. In case of emergency, or when a subject matter arises subsequent to the posting of the agenda, upon making certain findings, the Council may act on an item that is not on the posted agenda.

**CONDUCT IN THE MEETING ROOM** - The following rules pertain to conduct at Service Sector Council meetings:

**REMOVAL FROM THE MEETING ROOM** The Chair shall order removed from the Meeting Room any person who commits the following acts with respect to any meeting of the Council:

Disorderly behavior tending to interrupt the due and orderly course of said meeting.

A breach of the peace, boisterous conduct or violent disturbance, tending to interrupt the due and orderly course of said meeting.

Disobedience of any lawful order of the Chair, which shall include an order to be seated or to refrain from addressing the Council; and

Any other unlawful interference with the due and orderly course of said meeting.

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## **DISCLOSURE OF CONTRIBUTIONS**

The State Political Reform Act (Government Code Section 84308) requires that a party to a proceeding before an agency involving a license, permit, or other entitlement for use, including all contracts (other than competitively bid, labor, or personal employment contracts), shall disclose on the record of the proceeding any contributions in an amount of more than \$250 made within the preceding 12 months by the party, or his or her agent, to any officer of the agency, additionally PUC Code Sec. 130051.20 requires that no member accept a contribution of over ten dollars (\$10) in value or amount from a construction company, engineering firm, consultant, legal firm, or any company, vendor, or business entity that has contracted with the authority in the preceding four years. Persons required to make this disclosure shall do so by filling out a "Disclosure of Contribution" form which is available at the Board Secretary's Office. Failure to comply with this requirement may result in the assessment of civil or criminal penalties.

## **ADA REQUIREMENTS**



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