

Friday, August 11, 2006 - 9:30 a.m.

Minutes

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Carson Community Center
801 East Carson Street
Carson, CA 90745

Called to Order at 9:30 a.m.

Service Sector Representatives present:

John Addleman, Acting Chair
Margaret Hudson, Acting Vice-Chair
Lou Mitchell
Devon Deming

Officers:

Dana M. Coffey, General Manager
Joanne Harper, Administrative Aide



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1. **Safety 1st Contact** by Metro South Bay Volunteer.

Rich Morallo shared that no matter how busy, whenever driving or traveling across train tracks, always look left and right; a train may come at anytime.

2. **APPROVED** Minutes of the July 14, 2006 Council Meeting.

3. **UPDATE on** the Metro South Bay FY07 Budget by Myrine White, Administrative Analyst and Financial Manager.

Ms. White gave an overview of the FY07 Agency Adopted Budget of \$3.03 billion, which includes an increase of 62 full-time positions, with salary and fringe benefits, increased fuel costs, increased bus service and increased rail service. Seven new Metro Rapid lines will be implemented as well as Homeland security grants. A reduction in non-labor line items will occur in the FY07 budget. No proposed fare increases are anticipated.

Ms. White emphasized each point in the budget matrix. She said that Executive Officer Carolyn Flowers, Transit Operations, has been invited to attend the next meeting to further clarify budget issues. Ms. White explained the details of each item in the analysis, identifying whether the item was an increase or decrease, and the percentage of change between FY06 and FY07. She included South Bay Sector's manpower section and the variance between FY06 and FY07.

4. **Chair's Remarks**

Acting Chair Addleman stated that specific remarks and questions would be heard later during the meeting because of time constraints on the regular meeting to allow for the Public Hearing.

5. **General Manager's Comments**

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Dana Coffey, General Manager (GM), South Bay Sector, reported that the Sector plans to introduce a new concept, for FY07. The concept will involve reviewing, redeveloping and rescheduling service with other municipal operators, as part of a team effort, to get them involved in some of the proposals and implementation of projects. Through the monthly meeting minutes, information will be available to other municipal operators to provide more reasonable, effective and efficient service. She wants to enhance communication with all general managers of each sector and all governance council members.

Ms. Coffey asked the Council members to provide reports on service since the June shakeup. She expects to get feedback from the Council about customers' issues, concerns and experiences while riding the buses and using Metro's services.

6. Public Comments

Acting Chair John Addleman thanked the community participants for attending the meeting and allowing the Governance Council to hear their views. Mr. Addleman stated very clearly that the Council will receive the comments but no decisions on proposals would be made today. He stated that approvals of proposals affecting service changes are expected to be in the staff report at the meeting on September 8, 2006, and that the changes will be released to both the electronic and print media. Brochures explaining the changes in service will be placed on all Metro buses and trains and at customer service outlets.

After all public comments are received today, a motion will be heard to close the regular meeting and proceed with the Public Hearing.

Arnold Sachs stated that he rode the 444 bus, which was extremely crowded. He said that after the operator passed three stops, he notified MTA headquarters that the previous bus was malfunctioning and he had to pass people up. He thinks operators should notify customers on the bus of the service situation. The operator needs to inform riders whether another bus will be coming instead of leaving passengers wondering.

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Lionel Jones, Southern California Transit Advocates

Lionel commented that last month, he told Chair Price that on the Metro website, the new 109 bus is timed for a two-minute connection with the Southbound 439 bus. He said that Chair Price stated there is a 10-minute connection between the new 109 bus and the Southbound 439 bus. Mr. Jones reported that the 439 bus arrives at 10:32 and the 109 departs at 10:34. The Northbound 439 bus has 10-minute connections, but he feels the northbound bus is not going to be a problem. He stated the Southbound bus is the problem and suggested Metro staff needs to get together with Beach Cities Transit and try to resolve this issue so riders do not have to wait one hour at LAX.

Mr. Jones also stated that last weekend, the 8:25 p.m. southbound 446 bus was a “no show” at the Artesia Transit Center. He asked that the problem be reviewed and requested that someone make sure a bus is there. Lionel said the problem had occurred two days in a row. The 446 bus was a “no show” on Saturday and Sunday @ 8:25 p.m. at Artesia. General Manager Coffey will follow up on the 446 bus issue.

Norm Hobson stated that the service on the Harbor Transit Way needs to be reviewed by the Sector staff. He used the service recently during the lunch hour and observed problems with the midday schedule for a two-week timeframe. Buses were running from 10 to 20 minutes late. He said more than one bus was running late on more than one day, and this was a consistent pattern on any trip.

The scheduling on northbound morning buses, at approximately 8 a.m., needs to be reviewed, according to Norm. He said five buses come to the Green Line Station within two minutes of each other and there’s a time lapse of 20 minutes before the next bus arrives. Buses arrive at 7:59 a.m., 8:01 a.m. and 8:06 a.m. Two buses arrive at 8:06 a.m. and another bus does not arrive until 8:26 a.m.

The 444 and 445 northbound buses leave the Green Line Station at 8:36 a.m. Then three buses (550, 444, and 445) are scheduled to leave at 9:11 a.m. It is ½ hour before another bus comes at 9:41. The 444 and 445 buses are running every half hour. Norm thinks the 444 and 445 buses should run every 15 minutes instead of both at the same time without an additional bus for a half

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hour. He feels that spacing the buses better would allow for better distribution of passengers and keep them from waiting for a half hour before continuing their trip.

Theo Horne

Theo's comments were about the first northbound 757 Rapid bus trip leaving Crenshaw Green Line at 5:10 a.m. He said this bus is usually 15-20 minutes late to his stop at Western and Florence Avenues. He gets on the 207 bus and it is "packed" up to Washington Boulevard. He wants Ms. Coffey to investigate the problem.

Ken Ruben, Southern California Transit Advocates, commented on the EZ pass for senior and disabled passengers. He stated that he had called Rich Morallo and GM Dana Coffey. He said the senior and disabled monthly pass holders do not have to pay a zone fare. The waiver is written on the back of the pass. He said the operators on the South Bay 550 bus do not understand that seniors/disabled passengers are not required to pay a zone fare. Ken suggested that the operator call General Manager Coffey and Captain Finkelstein and read the back of the pass.

J.K Drummond stated that he agrees with Ken Ruben's comments. Some drivers don't understand that only senior/disabled cash fare passengers pay a zone fare.

A problem exists with Customer Relations' rule or practice which states that the bus must be ½ hour late at the point where you want to take it before they will contact the dispatcher. This is a real problem in San Pedro because the bus headed south may be stuck on the freeway and not able to leave the terminal, particularly on the 550 line. This happens consistently. The 6:39 p.m. bus at night is regularly more than ½ hour late.

J.K. suggested that Customer Relations find out, immediately, where the bus is, when someone calls. J.K. also asked if the South Bay Sector or the Governance Council has a copy of the memorandum of understanding with Palos Verdes (PV) Transit for the abandonment of Lines 225/226. He stated, when he rode Line 225/226, the operators wore the proper PV Transit uniforms this month.

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J.K. commented that TV monitors on buses are a problem because of where they are mounted, on the right side and behind the right front side door and on the curbside. They block passengers' views as to where they need to get off the bus.

Council Representative Devon Deming stated that, since last week, Beach Cities Transit is now running.

Silva Davis is on the Watts Towers Advisory Committee. She indicated there were a few issues and concerns about Metro's responsibility for maintaining the grounds and facilities of the Watts Towers. The Watts Towers is a tourist attraction and, for two years, the Advisory Committee has worked hard maintaining it. She wants to know what part of the premises, buildings and grounds is cleaned and maintained by MTA. The Advisory Committee's desire is to keep the Watts Towers' facilities as clean, bright and shining, as those at Disneyland. The long-range goal of the Advisory Committee is to have a visitors' center, including a gift and coffee shop, at the Watts Towers' location.

She would like specific information, the name of the contact person at Metro, to determine how often the maintenance duties are performed, the schedule of the person responsible to keep up the facilities, and the telephone number. Ms. Davis said she wanted the information in writing, so the Watts Towers' Advisory Committee and visitors would know what to expect from Metro. Acting Chair Addleman promised to research the questions and hoped to have answers for the next meeting. Ms. Davis expressed thanks and gratitude for the opportunity to speak to the Council.

Mrs. Crowder asked the South Bay Sector and Governance Council to remove the "Rosewood" destination sign from the Line 45 bus. She said that people won't get on the bus because they don't know where it goes. She stated "passengers need to know where the bus goes." They are not familiar with the Rosewood designation. On Broadway, after 9 p.m., the bus runs every hour. The name change states "Carson." Her question is, "Where in Carson? . . . a shopping center? Where is it going?" **Also she explained an issue with fares on Line 45 when** a customer pays for a **southbound** trip, but the bus stops at the Harbor Green Line Station (Figueroa and 117th St.) and the customer needs to go one block more, then has to board another bus and pay another fare. There should be something, a transfer or some type of fare authorization, to

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continue their trip without having to pay again. Mrs. Crowder also said that operators need to carry more schedules so timetables are available on-board the bus. In closing, she asked that the previous Line 45 destination sign be put back for customers' ease of travel: Broadway, San Pedro and Rosecrans. She reiterated that people have no idea where the bus goes.

General Manager Dana Coffey stated that she will handle Mrs. Crowder's request.

J.K. Drummond stated that an error was made in his comments, paragraph six on page five of the July 14, 2006 minutes. J.K. stated that he did not say "E-Z Transit;" an "EZ transit pass" may have been suggested.

The regular meeting was ADJOURNED, at 10:30 a.m.

A handwritten signature in black ink, appearing to read "Joanne Harper". The signature is stylized and cursive, with a large initial "J" and "H".

Prepared by: Joanne Harper
Administrative Aide