

Friday, October 13, 2006 - 9:30 a.m.

Minutes

Los Angeles County
Metropolitan Transportation Authority

SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

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

The meeting was called to order at 9:30 a.m.

Service Sector Representatives present:

Terisa Price, Chair
John McTaggart, Vice Chair
John Addleman
Margaret Hudson
Lou Mitchell
Curren Price
Devon Deming

Officers:

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



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Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

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

Kelly Haggens, Bus Operator, Arthur Winston Division advised to never run to board a train or bus because you may fall and injure yourself.

2. **APPROVED** Minutes of the September 8, 2006 Council Meeting, as corrected:

- **Revise Chair Terisa Price's comments, paragraph 6 on page 9. Chair Price stated that the sector with the financial responsibility for operating the service should be making the final decision regarding service changes.**
- **Move Representative Margaret Hudson's statement, Section 5, page 12, paragraph 4 to Section 5, page 11, paragraph 1. Also Ms. Hudson stated that Line 450X is outstanding.**

3. **RECEIVED update** on the Metro Bus Operator Recruitment Program by Stefan Chasnov, Director of Human Resources.

Human Resources Director Stefan Chasnov presented a thorough analysis of Metro's bus operator recruitment program and strategy. He reported that as of October 8, 2006, there were 557 part-time and 3,442 full-time operators and 273 full-time vacancies and 23 part-time vacancies. The goal of Human Resources during the last three to five years has been to organize a team to eliminate as many vacancies as possible. Of Metro's 4,295 budgeted operators, 3,999 are actual operators and 296 are vacancies. A total of 398 operators are on a leave of absence (LOA) and are not actively counted.

Mr. Chasnov reported on The Bridge Program, a joint partnership between Metro, L.A. Worksource and Valley Community College, in North Hollywood. Its purpose is to identify candidates to take the test for operator positions. He reported that Valley Community College has developed all course materials for both the two-week and five-week courses to enable candidates to pass the DMV examination, go through the pre-employment process and be hired in six weeks. Metro is encouraged by the program's success and expects other colleges to become involved. Metro will be talking with all community colleges about the program. Courses are being held right now at 3500 Wilshire Boulevard, near L.A. Worksource.

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

Mr. Chasnov also reported that Metro is making an effort to bring back operators from Leaves of Absence but wants to make sure operators on leave get the time off that is necessary. Chair Price asked Mr. Chasnov about the part-time operator position. Mr. Chasnov responded that success is limited in getting people to apply for part-time operator positions because young people are not applying. Metro is targeting housewives, older workers and second-career workers to fill vacancies. Chair Price asked about schedules for part-time workers. General Manager Dana Coffey said that part-time operators may work a maximum of six hours and 59 minutes a day, up to 36 hours per week.

Representative McTaggart asked if part-time operators get fringe benefits and explained that Palos Verdes has hired permanent, part-time people and provided benefits for them. Mr. Chasnov said there are standards which part-time operators must abide by. General Manager Dana Coffey said she could talk about this issue with the union representative since the position is contractual and based on labor negotiations and a contractual agreement.

Public Comment

J.K. Drummond asked Mr. Chasnov about instructors who teach the Bridge Program classes and whether the Regional Occupational Center had been considered. Mr. Chasnov said the program was initially a pilot program, without a plan to expand but Human Resources will reassess the program. J.K. asked if part-time operators could work a split shift.

Mr. Chasnov said part-time operators are not interested in working at the current starting rate of pay. Ms. Coffey agreed.

4. **RECEIVED update** on new Rail Lines that interface with Metro South Bay Bus Lines by Duane Martin, Rail Division Transportation Manager.

Duane Martin addressed rail safety issues. He discussed the primary issue raised at the September 2006 meeting by Representative Devon Deming, which was the sporadic flashing of signal lights at Willow and Long Beach Boulevard when a train was not present. He explained that the flashing signal is designed to provide a safety cushion and warn the public that a train is approaching.

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

Mr. Martin said that he had dispatched a rail signal supervisor to investigate and inspect the signal following Ms. Deming's concern related to the flashing light pattern and found no apparent problem.

Representative Devon Deming thanked Mr. Martin for attending the Council meeting and also for looking into the flashing signal light issue.

Representative Curren Price asked about the color of the Expo line. Representative John McTaggart commented on the recent ground-breaking ceremony and the political aspects of the new Expo line rail service scheduled to begin in 2009.

Chair Price asked how other municipalities would be notified of schedule changes. She was informed that a schedule manager could provide service information to Long Beach, Torrance, Gardena and all municipalities whose buses interface with the Blue Line. Chair Price stated she would provide information about Beach Cities Transit.

Mr. Martin was asked to report back on the status of the Green line extension.

Public Comment

Mrs. Lois Thompson reported that she does not recognize the need for an extension of the Green Line to the airport.

Norm Hobson asked if there is a meeting where rail issues are addressed. Mr. Martin stated there are meetings with different groups and in different venues. He will provide the information to Ms. Dana Coffey. Mr. Hobson asked who would be responsible for making sure that Line 446 on the Transit Way connects with the train. Mr. Martin will find out that information and provide it to General Manager Coffey.

Mr. Hobson stated that between Rosa Parks and Norwalk, there are two stops, covering about three miles. He asked if Metro is planning to add future stations. Mr. Martin responded this was a budget issue. Mr. Hobson suggested that by adding stations within the three or four-mile stretch, a lot more people would ride the train.

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

J.K. Drummond commented on the security and graffiti issues. He stated that each train should have 24-hour camera surveillance. He also asked when the first cameras would be installed. Duane Martin responded that they could be in by the end of this year. Ken Ruben suggested more Sheriff's Department personnel availability, especially at night. Mr. Martin agreed.

Mr. Arnold Sachs commented about the Green Line extension to the airport. He argued that the line needs to get people from Aviation and Metro needs to implement the rail system to Century Boulevard. He also stated that a Green Line extension to Norwalk Metrolink Station would do better than an extension to LAX.

5. **RECEIVED presentation** on Consistent Line Identification Standards to be implemented by Metro and presented by Paula Carvajal-Paez.

Ms. Paula Carvajal-Paez provided a powerpoint presentation and explained proposed line identification standards. She asked the sector representatives to provide the initial recommendations, which will be reviewed by Operations and presented to the Board of Directors by December 2006. Chair Price asked for an update on the installation of decals by Stops and Zones at the next Council meeting.

6. **CHAIR'S COMMENTS**

Chair Price said that Metro Connections is about facilitating change. She appreciates the diversity of opinions. It is better to use some of the old and some of the new. She doesn't think it is necessary to require detailed information posted at bus stops, but a schematic of the route is helpful and whatever material is presented should be consistent and in large print. She said that printed timetables are very good and show both the route of the bus and the city of destination.

Public Comment

J.K. Drummond asked questions about making street information clear. He said the bus line number at the stop has good font size but the destination font size is too small. Automatic voice announcement should provide the line destination first, not the street the bus is on. Regarding printed timetables, Mr. Drummond said the bright orange color is a poor choice and implied a

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

darker color would be easier to read on white paper. He suggested that the Artesia Transit Center should be renamed 182nd St. Transit Center to avoid confusion with the Artesia Blue Line Station.

7. General Manager's Comments

Ms. Coffey reported on her trip to San Jose where she attended the recent APTA Conference in which METRO received the Outstanding Public Transportation System Achievement Award. She stated that it is her goal to take the South Bay Sector to a higher level as it becomes a transformed organization through teamwork. She provided statistics and said service is changing and operator courtesy and cleaner buses require a lot of work.

Metro South Bay won again at the 2006 Bus Roadeo competition on September 23, taking first and second place in Maintenance. Ms. Coffey announced that she will invite mechanics to attend the November 17, 2006 meeting.

Ms. Coffey referenced Director Michael Antonovich's Motion regarding increasing operational efficiencies through the current Service Sector model which was presented at an Operations Committee meeting on September 21, 2006. The motion allows Service Sectors to identify what they need to continue to increase their operational efficiencies. Director Antonovich directed the CEO to report back within 60 days in response to the Motion.

8. Public Comments

J.K. Drummond commented that the trash bags on-board the buses are difficult to open and suggested Metro should use trash cans instead. Ms. Coffey agreed and stated that quality over cost should be considered for better results.

Lois Thompson commented that video monitors on-board the buses are obnoxious. She also suggested that Metro should improve pedestrian access to the Artesia Blue Line Station – instead of walking on ballast there should be stairs for passengers who walk up the hill from Artesia Bl. past the Crystal Casino.

Council representatives' reports are as follows:

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

Representative Margaret Hudson said she rides public transportation once a week and reported the buses don't run as regularly as they should on the weekend. She gave specific trips and locations where buses were not on schedule. Ms. Hudson said she rode the 450X and 444 lines and enjoyed the ride on these great lines and there were fewer seats than passengers. General Manager Dana Coffey said that the Sector has to review those lines operating on the Harbor Freeway and Harbor Transit Way. Representative Margaret Hudson said when buses only run once an hour, adherence to schedule is particularly important.

Representative John McTaggart commented on his trip to downtown LA where the bus operator took the old route. He said that the operator had to deal with five or six angry people but had very good control of the situation. He also commented that if Line 444 does not run on time, people miss it. People can see the bus but are unable to board and ride it. Mr. McTaggart also mentioned he was upset about the loss of funding for the San Pedro Transit Center.

Representative Devon Deming commented that the problem of operators speeding on Line 625 is ongoing and continues to be of primary concern.

Representative Addleman complimented Lines 444, 445, 446 and 447. He said the service was super, the buses were on time, clean and the drivers were respectful. He also rode Line 225/225 (Palos Verdes Peninsula Transit Authority service) and said the service is doing well.

Representative Lou Mitchell stated that buses are passing up customers at 1st and Main Streets. Ms. Mitchell said she had been attending three meetings a month and the same problem is happening with the DASH buses and that passengers are boarding in the street. She asked Ms. Coffey to investigate these problems.

Chair Price reported there is graffiti on windows in the back section of articulated buses. People riding in the back of the bus need to be observed. The level of vandalism taking place is a concern and security measures need to be taken.

Curren Price said he is regretfully resigning his position as Council member. He has enjoyed being a part of the Council with its positive, progressive and

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

sensitive comments together with the knowledge and input of public professionals. He said Ms. Coffey leads by example and is a real credit to this Council and the Metro Agency. He appreciates his outstanding, fellow Council members and their commitment and willingness to serve. He appreciates Metro transportation, specifically and generally.

Chair Price expressed the Council's appreciation to Representative Curren Price, acknowledged his success and wished him well in future endeavors.

Dorothea Jaster commented on problems encountered by passengers in wheelchairs. She said stops are not being automatically announced as stated on page 9 in the fall 2006 edition of Metro Quarterly. Wheelchair patrons need better announcement of bus stops. She stated that security of wheelchairs is also an issue because some passengers refuse to be secured when drivers ask them. Chair Price said that federal law authorizes bus operators to require wheel-chair passengers to put on a seat belt as the safety of other passengers is also involved.

General Manager Coffey said Metro does not require passengers in wheelchairs to secure their chairs, but that we do require bus operators to offer assistance to wheel chair patrons.

Ken Ruben commented that the Lines 444 and 480 buses are always late. He also stated that Culver City Bus policy is that all wheelchair passengers must be secured.

Evaristo Ramos commented about better service in Carson and suggested a new express service between Redondo Beach and Long Beach similar to Line 577X.

Norm Hobson stated there is not enough time allowed on the Harbor Transit Way 444 and 445 lines and buses are known for being off schedule. He considers late buses to be worse than early buses, and suggested there should be an arrival "window" for freeway buses rather than an exact time.

Mrs. Lois Thompson commented that Transit TV monitors increase the noise level on the bus. She responded to the alternative route for passengers to access Artesia Boulevard by entering on the other side of the platform instead of taking a dangerous route of walking next to railroad tracks.

Los Angeles County Metropolitan Transportation Authority
SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING
MINUTES – Friday, October 13, 2006

General Manager Coffey said when the traffic is heavier, schedules must be adjusted. Crystal Park Hotel provided a clear entrance to the Metro Rail station. Metro coordinated with the hotel and constructed stairs on the hill for easy access. Bus passengers still take the “dangerous path of the railroad.”

Mr. Drummond said the transit TV seems to work in San Pedro but the annunciation system and the clock do not. He also suggested that the San Pedro Transit Center might have had better success if the City of Los Angeles Department of Transportation had taken the lead instead of the Community Redevelopment Agency.

Arnold Sachs commented that he rode on a Line 232 bus and the emergency window opened twice. The driver stopped once, got out and closed it, but not the second time. He also said that directions are unclear of where to board the bus when leaving Skirball Center, and that the schedule displays at the LAX City Bus Center are obsolete.

Chair Terisa Price presented a Certification of Appreciation to Representative Curren Price on behalf of the Governance Council. She congratulated and wished him success as representative of the 51st District of the California State Assembly.

General Manager Dana Coffey also presented a plaque to Representative Curren Price for his help as a Governance Council member and as an Inglewood City Councilman. She wished him continued success.

The meeting was adjourned at 12:30 p.m.



By: Joanne K. Harper
Administrative Aide