

# 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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The meeting was called to order at 9:40 a.m.

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Service Sector Representatives present:

Terisa Price, Chair  
John McTaggart, Vice Chair  
John Addleman  
Margaret Hudson  
Lou Mitchell  
Devon Deming  
Ralph L. Franklin  
Robert Pullen-Miles  
Ronald K. Ikejiri

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Officers:

Dana M. Coffey, General Manager  
Joanne Harper, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **Safety 1<sup>st</sup> Contact** by Metro South Bay Volunteer.

Inez Tarver, Employee/Labor Relations Representative, provided the safety contact: “If it is raining, drive with your headlights on to be seen and to avoid being ticketed.”

2. **APPROVE** Minutes of the January 12, 2007 Council Meeting.

The January 12, 2007 minutes will be approved at the March 9, 2007 meeting.

3. **UPDATE** on Metro Connections by Ed Clifford, Director, Countywide Planning & Development

Mr. Clifford provided a powerpoint presentation of the Metro Connections Status Report. The background indicates that the existing Metro bus system is being evaluated against current and future travel patterns to develop a master plan for restructuring the current bus system.

The presentation includes project goals, steps, timeline, current status and a system network master plan including maps of hubs, tiers, point to point and composite analyses. A downtown service concept and several Metro Connections’ proposals for South Bay’s June ’07 changes are also included with steps for implementation.

**Project goals** are designed to reduce system operating cost and maintain market share, with a strategy to reduce vehicle hours by increasing bus system speed by one mile per hour. The two key goals are to increase efficiency and attract more riders to increase boarding numbers. This strategy is expected to increase seat utilization by 10%. The efficiency strategy is designed to speed up the overall operation of the system. One extra mile per hour will be gained by streamlining bus routes and shifting more of the resources into Express and expedited modes of Rapid services.

The **project steps** include an extensive outreach process, surveys of various groups, travel data and demographics. The master plan of the route system was presented to the Board for review in November 2006. The sector's staff is working on a resource plan to use resources better by improving schedules and reevaluating running times and headways. The plan is expected to take effect in June 2008.

The **project timeline** is a two-year process, from June '07 to June '09. During this time, a determination will be made of facilities needed, vehicle and fleet changes and passenger amenities too.

The **current status** is a draft network plan which involves a preliminary plan of the downtown area. Metro is working closely with LADOT. The DASH bus plays an important role in downtown service. Metro needs feedback on the Downtown Service Concept, which has five objectives: 1) focus service on activity centers; 2) consolidate transit service in heavy demand corridors; 3) provide bus lanes and signal priority in major transit corridors; 4) establish a transit mall on Broadway; and 5) build centers at major intercept points.

**The project timeline goals are as follows:**

<b>Task</b>	<b>Completion Date</b>
Network Master Plan	September 2006
Implement Pilot Program	December 2006
Capital/Facilities	February 2007
Resource Plan	February 2007
Implementation Plan	April 2007
Full Implementation	June 2009
Marketing Communications	On-going

The layered approach to service redesign includes Express service, Tier 1 Rapid service (heaviest lines), Downtown Circulation and Tier 2/Shuttles (municipal operators). Mr. Clifford gave a detailed overview of the different layers of service that Metro Connections is reviewing in order to provide more efficient service. Specifically, there are three main focal points: 1) where we are on the project; 2) key concepts being reviewed; and 3) improvements being considered for the South Bay area. Mr.

Clifford said it has been 20 years since the current system was last evaluated. During the last 10 years, \$1,000,000 has been invested into it. Metro is taking a fresh look to achieve efficiencies and provide better service. By offering more high-speed service, Metro expects to attract more riders. Service reallocation will focus on using all available seats. Presently, only 37% of seats are being used. Metro wants to improve this figure by 10%.

The evaluation will include service modification of existing lines, implementation of new service and cancellation of non-productive lines. A special review of the downtown area will be done since one-half of Metro's buses travel downtown. All service change proposals will be presented to the Governance Council before they are implemented through the service change process. There will be an opportunity for refinement and adjustment of schedules.

Mr. Clifford responded to several questions and comments at the conclusion of his presentation.

Representative Margaret Hudson asked if the master plan for better service was designed exclusively for Metro Lines instead of Torrance, Santa Monica and Culver City, as part of the network. She said although municipal operators influence Metro's planning, they are not directly involved in the planning process. Mr. Clifford replied that while the municipal bus lines are not shown on the network master plan, Metro will continue to coordinate with other service providers.

Representative McTaggart commented about the maps in the presentation. He said it would be helpful if Tier 1, 2 and 3 maps were clearly defined with additional data available.

Representative Addleman stated that the system network outlined in the presentation should be viewed from the casual observer's perspective. He mentioned a huge gap in the center of the service area between Huntington Park (north), Long Beach (south), South Bay (west) and Norwalk (east). He asked whether it is economically feasible to have a hub. Mr. Clifford stated that the network maps only show the regional

hubs, and another whole layer of hubs exists in this network, known as sub-regional hubs. Mr. Addleman suggested adding the sub-regional hubs on the presentation for clarification.

Representative Franklin addressed the proposal to speed up the bus by one mile per hour. He is concerned whether a study has been done to determine the safety levels involved with the increased speed. He suggested sensors be installed near signal lights to keep drivers at a safe distance from commuters. Mr. Clifford said that Metro passengers' safety will not be compromised by the extra speed. He also said that Metro collects real-time data on buses and is capable of monitoring speed through advanced technology.

Chair Price asked whether specific bus stops that are being used infrequently will be eliminated to speed up service along the route. Additionally, she questioned Metro's ability to implement the Master Plan with its current structural deficit. She asked Mr. Clifford how Metro Connections' plan fits into reducing costs, for more efficient service.

Mr. Clifford stated that Metro Connections has an efficiency element that depends on what happens in June '07, the first phase of implementation. Service levels will be reduced by approximately 100,000 hours or 1 ½ % of the operation. This relatively-small reduction will result in a savings of approximately \$11,000,000, an important efficiency.

Chair Price asked if Metro would be using capital dollars to fund regional hub amenities. She asked whether funding would be provided now and again in two years. Mr. Clifford said a review of amenities is necessary to prioritize. Chair Price said she had submitted a capital needs' list to Nancy Marroquin to obtain funding for regional hubs. Mr. Clifford will find out which funds will be used, call for projects or capital funds, and advise.

Representative McTaggart asked about a sub-regional transit center in San Pedro. Chair Price suggested that he discuss this issue with Councilwoman Janice Hahn.

## Public Comments

Lionel Jones asked if the Super Rapid program is separate from the standard Rapid service. Mr. Clifford informed some changes will be made on buses that provide rapid service on Wilshire Boulevard. The 45 ft. Super Rapid bus is in the initial marketing phase.

General Manager Coffey advised that the Sector is working with Marketing to present the best strategy for the local, Rapid and Super Rapid on the Hawthorne Line. The Super Rapid will have fewer stops.

Lionel Jones asked whether it is best to increase speed by one mile or add more buses to serve people better. Mr. Clifford said Metro must look at total service and how many seats are being used. A policy review will determine between reallocation and additional service. The resource plan includes a policy headways' review. The new minimum will be 30 minutes versus the current 60 minutes.

General Manager Coffey commented that the role of the Sector is to continue to focus on service restructuring, improving service reliability and reducing overcrowded conditions.

J.K. Drummond commented about the point to point line from Lakewood Boulevard in Long Beach to LAX. He suggested the possibility of service on the 405 freeway, north of LAX. Mr. Clifford did not have sufficient information about a point-to-point plan and suggested discussion after the presentation was completed.

Rafi Katzir asked about shortening express lines and separating local service that is today provided by express lines off the freeway. Mr. Clifford said to operate faster service, operators may be given a faster route during peak service. Ms. Price asked Mr. Katzir to discuss the 444 bus during the public hearing, concerning hubs and regional hubs. The 439 takes two hours to get downtown. The additional travel time is a

result of traffic on the 10 freeway. Chair Price stated this problem would be discussed later.

Lionel Jones asked if commuter service was considered. Mr. Clifford was not sure. Metro is trying to avoid it and use El Monte Station as a Transit Center.

Dorothea Jaster commented that passengers incur a delay due to waiting for another bus which takes up their time. She asked if information will be available after the evaluation and implementation of service changes.

Chair Price said as schedules are created, Metro Connections must make sure transfers are timed in an effort to speed up travel.

Arnold Sachs asked about the rail service on the Harbor Sub-division. Chair Price advised she would address his question in her “comments” section.

#### 4. Chair’s Comments

Chair Price welcomed three new Governance Council members from Lawndale, Inglewood and Gardena. She commented that the diversity of the Council assures that all constituents have representation and an opportunity for their voices to be heard. Ms. Price also commented that last month, the Metro Board approved a feasibility study to examine possible service on the Harbor Sub-division which is an MTA owned right-of-way. All possibilities of service, ranging from bus rapid transit to, light rail, heavy rail, etc., along that corridor were reviewed including two pieces of undeveloped property. She recommended that everyone be aware of the Board’s agendas.

The South Bay Council of Governments is holding their general assembly mobility options on February 23, 2007, at the Carson Community Center, at 9:30 a.m. Municipal operators and Metro will be featured. Everyone is encouraged to come and see the displays.

5. General Manager's Comments

Ms. Coffey welcomed the new Council members. She encouraged all Council members to participate in the Adopt-a-Line program. She suggested Council members ride buses and report monthly to provide feedback. She encouraged comments and participation with the sector to make the service changes for restructuring purposes. She is aware of activity on the lines. Her focus is service reliability, and putting service where it is in demand. She looks forward to the proposed improvements. Her focus will be on service demand, 24/7, weekends and during seasonal periods. After implementation, a six-month sample will be done to revisit and reevaluate the service.

6. Public Comments

**Rafi Katzir** requested service changes on multiple lines: 42, 111, 711, 115 and 715. He stated that Line 42 should operate south on La Cienega to Manchester and west on Manchester to Sepulveda, and continue its regular route. For Lines 111 and 711, he recommends extending service on Arbor Vitae to Sepulveda and operating south on Sepulveda to 96<sup>th</sup> Street, and east on 96<sup>th</sup> into LAX City Bus Center. Lines 115 and 715 should operate on Airport between Manchester and Century, and west on Century to Sepulveda, north on Sepulveda to 96<sup>th</sup> and East on 96<sup>th</sup> into LAX Bus Center. Line 209: Combine with Hollywood/Wilshire DASH and extend on Hollywood & Prospect to ABC TV Center.

Dorothea Jaster provided a progress report about buses that travel via the Harbor Transitway to Artesia Transit Center. She mentioned that some southbound operators still do not get the rear door close enough to the curb for her to step out of the bus. She also mentioned that some fare boxes on buses do not work properly, and if fixed could help with the deficit.

Evaristo Ramos' comments about the 214 line will be addressed during the public hearing. Mr. Ramos stated he is disappointed about not having the January minutes available for today's meeting.



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George McCalip suggested scheduling buses that are “not in service” during certain delay times so passengers may avoid long waiting periods, especially for buses that run once an hour.

J.K. Drummond asked about the difference between Metro’s wheelchair hotline and the disabled riders’ hotline. He suggested coordination of departures from San Pedro on Lines 447 and 550 northbound schedules. He said service should be rescheduled to run every half hour. Also the 30” late policy before MTA takes action is not good, customers should not have to wait if the bus breaks down before it reaches the layover zone.

Mrs. Lois Thompson commented on test rides on February 18 through February 24, 2007 at \$.50 and whether a pass would be accepted on test lines and the proposed date for route changes. She suggested a stairway be constructed on the hill at the Artesia Metro Rail Station, to prevent passengers from walking around a freight train. Ms. Coffey’s staff will contact her. She stated that TVs on buses are annoying and unnecessary. She also asked if the day pass registers on the TAP system.

Ken Ruben said he was 40 minutes late because of connections at Crenshaw and Venice, due to a broken-down bus. He suggested a replacement bus to keep service available. His questions related to fare media, passes, zone fares and senior’s fares will be referred to Ms. Coffey’s office.

Representative McTaggart said that quite often he sees 444 buses tailgating each other, especially southbound in the AM. He would like a supervisor to investigate this problem.

7. The meeting ADJOURNED at 11:05 a.m.

Prepared by:



Joanne Harper  
Council Secretary