

TO: SBCCOG BOARD OF DIRECTORS
FROM: RALPH L. FRANKLIN, CHAIR, METRO SOUTH BAY SERVICE COUNCIL
SUBJECT: MONTHLY REPORT FOR FEBRUARY, 2019
DATE: FEBRUARY 13, 2019

The meeting was held on Friday, February 8, 2019 at Inglewood City Hall. All Service Council Members were in attendance except for Ernie Crespo, GTrans Executive Director, who became the father of a healthy and happy baby boy last week.

The first presenter, Peter Carter, Metro Senior Transportation Planning Manager, provided an update on the Sepulveda Transit Corridor Project. With such a long timeline, it was important to provide the audience with a historical overview of the I-405 Corridor. In the presentation, it was noted that in 2008, Measure R provided \$1 billion for the I-405 Corridor which is scheduled to open in the year 2039. In 2014, the I-405 Sepulveda Pass Widening Project opened to traffic and then in 2016, Measure M provided over \$9 billion for I-405 transit improvements. The improvements included \$260 million for Express Lanes (opening year 2026), \$5.7 billion for Valley-Westside transit (opening year 2033) and \$3.8 billion for Westside-LAX transit (opening year 2057). In 2018, the Valley-Westside Section of the project was identified as eligible for acceleration for the 2028 Olympic and Paralympic Games. The Project Feasibility Study is currently underway and is being evaluated for a public-private partnership.

We were also given the results of the second round of public meetings, the present evaluation of Valley-Westside concepts, the initial Westside-LAX concepts and the data collected based on community feedback. Because this project is approximately 22 miles long and in the initial stages, we discussed the various transit modes under consideration which include light rail transit, heavy rail transit and monorail/rubber tire transit. In reviewing these transit modes, we also had to take under consideration the topography as transit will not occur on the I-405 Freeway but rather alongside it with a combination of above grade, at grade and travel through tunnels built into the mountains.

The next presentation was conducted by Diana Corral-Lopez, Metro Operations Executive Officer and her staff, on the South Region Contracted Bus Services Report. It should be noted here that Metro issues Bus Service Contracts in five (5) year terms and several contracts were discussed: MV Transportation which covers the South Region (Lines: 125, 128, 130, 205, 232, 607 and 625); Southland Transit, Inc. which covers the East Region (Lines 254, 256, 266, 577 and 605); and Transdev which covers the North Region (Lines 96, 167, 177, 218, 501 and 603). Because the Service Council Members and riders in the audience are in the South Region, we focused our attention on the MV Transportation Contract (MV). Serious concern was expressed over the fact that MV had seven (7) diesel buses that caught on fire and Metro still has a contract agreement with them. It was confirmed that from 2015 to 2018, a total of 7 diesel buses provided by MV caught fire with 2 of those buses catching fire while the buses were in-service with passengers aboard. Fortunately, there were no injuries. It was determined that the causes of the fires were due to (a) the short circuit of a stripped cable which caused ignition of the surrounding materials in the area of the gas valve, (b) the hydraulic hose failed and sprayed fluid mist which was ignited by the alternator connectors and (c) there was a short circuit of the starter motor cable which damaged the hydraulic fluid hose which spilled hydraulic fluid and ignited the starter cable. Remediation actions included an increase in the maintenance requirements as there were deficiencies in the areas of cleanliness and workmanship. Metro now requires MV to increase and improve vehicle modifications and maintenance standards to prevent future equipment failures and fires. Metro has already moved 17 of the 52 diesel buses

offline with 35 still remaining in the fleet. All diesel buses will be removed as Metro begins to replace all 52 diesel buses as well as 14 other buses, for a total of 66 buses, with new El Dorado CNG buses by the Spring 2019. It was also interesting to hear both the Service Council Members and the riders vented their complaints concerning the lack of courtesy by the bus operators, the frequent pass-ups and the bus breakdowns so that you could not rely on them to be on-time. Metro has now implemented a policy where more supervisors and managers will ride the buses on the lines of concern as well as review the video observations for training and the resolution of rider complaints.

We had a brief discussion on the NextGen Workshops. Those Service Council Members that attended the most recent workshops gave their input. No riders in the audience wished to share their comments as those who attended simply stated that they provide their comments at the workshops.

The next presenter was Carlos Rico, Metro Transportation Associate, who presented the FY19 Q1 (July-Sept. 2018) & Q2 (Oct.-Dec. 2018) Station Evaluation Report. There were 36 stations evaluated using 32 measures of performance. The inspections are made by Metro staff along with some Service Council Members. Overall, 34 of the 36 stations were rated "Good to Very Good" while the others required more attention.

Finally, Gary Spivack, Metro Deputy Executive Officer, gave a brief overview of the Regional Service Performance Report. Overall, the buses have improved in the areas of cleanliness, on-time performance with a reduction in rider complaints. The short fare/no fare has come down which has improved the financial stability of the system however the ridership for the South Bay has declined. The average daily Metro Bus Ridership from December 2017 to December 2018 went from 847,697 to 790,968, a decline of 6.69%.

Due to time constraints, the Service Council Members were requested to submit their line rides to Metro and that they would be allowed to present them at our next monthly meeting.

This concludes my report.

TO: SBCCOG BOARD OF DIRECTORS
FROM: RALPH L. FRANKLIN, CHAIR, METRO SOUTH BAY SERVICE COUNCIL
SUBJECT: MONTHLY REPORT FOR MARCH, 2019
DATE: MARCH 12, 2019

The meeting was held on Friday, March 8 2019 at Inglewood City Hall. All Service Council Members were in attendance except for Ernie Crespo, GTrans Executive Director, who became the father of a healthy and happy baby boy last month.

Our safety tip for the day was: "I Can, You Can, We Can, Be SAFE!"

The first presenter, Mark Dierking, Metro's Community Relations Manager, spoke about the Public Participation Plan and the Title VI Update. Every three years, the Federal Transit Administration (FTA) requires Metro to issue a Public Participation Plan and this plan is responsive to FTA direction to incorporate environmental justice principles into the plans, projects and activities that receive funding from FTA. The plan must be consistent with Title VI (non-discrimination regulations) of the Civil Rights Act of 1964 and Mr. Dierking stated that Metro's plan meets and exceeds these requirements.

Metro's Community Relations Department consists of four separate components: Local Government & External Affairs, Community Relations Program Management, Community Education and Special Projects. Public review and comment period for Title VI began on Wednesday, March 6, 2019 and will continue through Friday, April 12, 2019. Anyone can access the draft plan by going on-line to www.metro.net/communityrelations and it is available in English, Spanish, and other languages upon request. Metro Community Outreach in the Los Angeles County Service Area covers 1,433 square miles, nearly 10 million residents and utilizes 32 dominate languages for public participation.

Following the above presentation, an additional Metro Title VI Program Civil Rights Update was presented by Dan Mason, Metro Civil Rights Program Manager. Metro's Title VI Program addresses three categories of discrimination: race, color and national origin. The statutory requirements declare that recipients of Federal funding shall not exclude, deny benefits or discriminate against individuals and they also must not create disparate impact as a result of service or fare changes based on race, national origin or color. Furthermore, an Executive Order was established to provide Federal Policy Guidelines based on income. It is critical that Metro ensures that stakeholders, regardless of race, color, national origin and income, are treated fairly and provided with the opportunity for meaningful involvement. Metro is to also ensure that their service and fare changes do not have a disproportionate burden on low-income stakeholders. In conclusion, it should be noted that when Metro has a Title VI violation, the person(s) or entity can file charges against them in court as a lawsuit. On the other hand, if the matter in question is an Executive Order Guideline dispute, the person(s) or entity can only file a complaint which gets investigated and does not necessarily require a cure and correction. The Federal Government may frown on the deviation from their guideline but the matter cannot be resolved with a lawsuit in court. Metro did say, however, it could jeopardize future funding if they fail to make an adjustment.

The next presenter was Gary Spivack, Metro Deputy Executive Officer, who spoke on the Regional Service Performance Report. He stated that in analyzing the comparison from January 2018 to January 2019, the following items were identified: bus cleanliness was up; on-time performance was up; more complaints were identified, specifically on schedule-related matters, drivers being discourteous, riders being passed up and accessible service. There is a slight increase in riders not paying fares and/or shorting the fares and the most significant item to report: ridership continues to go down. The average weekday boardings, systemwide, for Bus and Rail went from 1,198,936 in January 2017 to 1,196,343 in January 2018 to 1,138,190 in January 2019. There is a major concern that riders are using other modes of transportation that include Lyft, Uber, Scooters and bicycles as preferred modes of transportation rather than public transit and this matter requires Metro to reassess their service, fares and branding. Mr. Spivack's final comment was the announcement of his upcoming retirement scheduled for April 2019 which will also serve as his final meeting with the Metro South Bay Service Council.

The Council Members gave their comments and line ride reports for their travel on public transit. Each member was able to share up to four line rides that covered the past two months as we adjourned, last month, without receiving any line ride reports due to time constraints.

In conclusion, I made comments on a regular rider, J K Drummond, who has been absent from our Service Council Meetings due to scheduling conflicts but will submit, in the future, written reports that will be placed on the record and preserved in our minutes. Also, I acknowledged that former South Bay Cities Service Council Member Jim Goodhart stated I was a good leader as he still rides public transit and provides Jacki Bacharach with line ride reports. We laughed together and shared that information at the Annual General Assembly held on last month.

This concludes my report.