

to: SBCCOG BOARD OF DIRECTORS
FROM: RALPH L. FRANKLIN, CHAIR, METRO SOUTH BAY SERVICE COUNCIL
SUBJECT: MONTHLY REPORT FOR MAY, 2020
DATE: MAY 8, 2020

The virtual meeting was called to order at 10:37am and roll call was taken. In attendance for the meeting were Service Council Members Don Szerlip (Vice Chair), Luis Duran, Meighan Langlois, Roye Love and myself, Chairman Franklin.

As we there were no Service Council Meetings in months of March or April, 2020, the Service Council adopted the minutes from the February 13, 2020 meeting.

The Safety Tip for the day: Metro has introduced a policy to make sure everyone wears a mask when boarding the bus/train and that everyone keeps their social distance, as much as possible, while inside the bus/train and at the bus/train stations.

The first presentation was given by Mr. Jorge Martinez, Metro Transportation Planner. There were 142 stations, across the system that were inspected from January through March 2020, using 32 measures of performance. These measures of performance included inspecting monitors, bicycle racks/lockers, lighting, seating, columns/pillars, turnstiles, pigeon presence, Park & Ride lots, etc. The Performance Ratings are based on a scale of 0-10 and range from Good to Very Good (8-10) meaning little or no damage, trash and/or graffiti, etc., Marginal (4-7.9) meaning some damage, trash and/or graffiti, etc. and Unsatisfactory (0-3.9) meaning heavy damage, trash and/or graffiti, etc. Eighteen (18) South Bay Service Area stations were rated from 8-10, four (4) stations rated from 4-7.9 and no stations were rated 0-3.9 or as unsatisfactory. It should be noted here that the marginal stations were Green Line (C) at Aviation/LAX and at Avalon, the Silver Line (J) at Manchester and the Transit Center at the South Bay Galleria. Mr. Martinez stated that he has reached out to Metro's Facilities Maintenance Department to address these concerns and will closely monitor and address these various concerns as needed. On a final note, Metro contractors have withdrawn inspections due to COVID-19 financial impacts however, Metro staff will inspect thirty (30) stations (6 per Regional Service Council) with station criteria to include stations that were previously lowest rated with the highest number of boardings.

The next presentation was given by Mr. Scott Greene, Metro Transportation Planning Manager, Mr. Mark Dierking, Metro Community Relations Manager and Joe Forgiarini, Metro Senior Director of Service Planning. Metro now has about 360,000 boardings, on an average weekday, providing a transportation lifeline for people who depend on transit. Many riders depend on access to bus/rail to get to the grocery store, pharmacy and medical centers. Due to the COVID-19 pandemic, Metro has increased their sanitation and safety measures for the benefit of both employees and riders. Hand sanitizer dispensers will be available at major transit stations and transfer points including Union Station. Metro continues to clean buses and trains at least once daily with disinfectants and has increased their deep cleaning efforts at major transit hubs/stations with a focus on high touch point areas such as handrails, elevator call buttons and ticket vending machines (TVMs). There are mandated bus operator barriers and the use of rear-door boarding has been implemented. Unfortunately, ridership levels are down with bus riders down 60% and rail riders down 70% however, in an effort to increase ridership, Metro has implemented a plan to enhance Sunday headways and spans on Light and Heavy Rail. For weekends, frequencies will increase to twelve (12) minutes starting at 10:00am

with last departure from terminals taking place at 12:00am. For buses, there will be an enhanced Sunday headways and spans as well and, in addition, they will closely monitor trip loads on all lines to keep loads more consistent for social distancing where practical. It was also very noticeable that with the rear-door boarding, there is a substantial increase in fare evasions.

On another note, in January 2020, the Metro Board approved a contract to hire a firm to start the environmental process for the Green Line to Torrance. Public meetings on this matter have not yet been scheduled due to the COVID-19 public restrictions however, once the public assembly restrictions are lifted, Metro has tentative dates scheduled for late Summer/Fall 2020.

The last presentation was given by Mr. Scott Greene, Metro Transportation Manager, and Mr. Mark Dierking, Metro Community Relations Manager, and the topic was the Regional Performance Report. Buses have increased their on-time performance and there have been fewer complaints by riders. There is a slight increase in the number of reported bus driver accidents, particularly accidents involving the striking of a fixed object along with distractions or disturbances on the bus. Currently, ridership is down both in rail and bus. In March 2019, ridership on bus and rail was 1,202,296 and in March 2020, ridership was down to 756,222, a loss of 446,074 riders using both systems.

Finally, the Metro South Bay Service Council has four (4) positions to fill, with an effective date of July 1, 2020, and there are several candidates that have applied. Current Service Council Member Luis Duran wishes to continue to serve along with former Service Council Member Dan Medina. Meighan Langlois' term will end June 2020 and she has chosen to re-apply to serve on the Service Council and I, Ralph Franklin, will also end my term June 2020 and have chosen not to re-apply. The four (4) positions will be filled by the SBCCOG Board through an interview process by the SBCCOG Steering Committee. The SBCCOG Board will announce their final nominee selections at the next Board Meeting scheduled for Thursday, May 28, 2020.

The meeting concluded with the Service Council Members making their final comments as there were no line rides to report.

The meeting adjourned at 12:05 pm.