
MEMORANDUM

TO: SBCCOG BOARD
FROM: RALPH L. FRANKLIN, CHAIRMAN: METRO SOUTH BAY SERVICE COUNCIL
SUBJECT: MONTHLY REPORT FOR MAY, 2018
DATE: MAY 24, 2018

Mr. Mathew Kridler, Principal Transportation Planner for Metro, presented an "On-Board Survey Overview". Metro staff actually ride the buses and seek input from riders on the bus service provided. The riders are encourage to participate in the survey and are given a chance to win a Metro 30-Day Pass. The survey is conducted semi-annually with both bus and rail users. Since rail use overlaps with other Metro Service Councils, the presentation focused, primarily, on bus riders surveyed on buses in the Metro South Bay area. The presentation also provided an evaluation of bus service for the past 5 years. Overall, the buses are on time 82% of the time (on time is deemed within +/- 5 minutes of the target arrival time); riders waiting at the bus stop feel safe 86% of the time; riders feel safe on the bus 90% of the time; the bus is generally clean 84% of the time; and riders consider the bus stops to be clean only 72% of the time.

Rail riders also weighed in on their travel experience. The trains are on time 84% of the time (on time is deemed within +/- 5 minutes of the target arrival time); riders feel safe waiting on the train 80% of the time; riders feel safe while riding the train 79% of the time; train cleanliness received a rating of 67%; and the train stations are generally clean 75% of the time.

We had an update on the Green Line to Torrance presentation. We reviewed the multiple options, especially the costly proposals if the line went down Hawthorne Boulevard. A number of questions were raised that concerned the Lawndale City Council's unwillingness to have the line travel through their city along with the exposed cost of 20% matching funds for the light rail station(s). We were advised that the jury is out as more studies are needed especially with the public. It was interesting to note that the original proposal had the line station at Inglewood Avenue which clearly would not be a destination site. Metro will continue to reach out to the Cities that will be impacted with the Green Line Extension and the stakeholders and will refine the alternatives based on public feedback. Metro expects to finalize the input by summer 2018 and begin the environmental impact study in spring 2019. Groundbreaking will commence in 2026 with the use of Measure M funds and the opening will occur somewhere between the years 2030-2033.

The next presenter gave us our Quarterly Station Inspection report. Staff visited the regular 36 bus and train stations with the addition of 3 more stations at the request of the public and the Councilmembers. The inspections consist of 32 measures of performance including map cases/enclosures, Park & Ride lots, stairs, handrails, flooring, bike lockers, escalators, elevators, graffiti, etc. The rating system reflects Good to Very Good (8-10) which has little or no damage, trash, graffiti, etc. All the stations inspected met this rating with the exception of one station located at Hawthorne/Lennox (rated 7.9) due to trash, graffiti and security issues. Overall, at the time the stations were inspected, they were deemed satisfactory.

The monthly Metro Bus Performance Report was presented by Mr. Gary Spivack, Metro Deputy Executive Officer. Bus rider complaints were down and the no fare/short fare (based on operator recorded instances) continues to be around 1.5% of the riders in the South Bay. Caltrans I-405/I-110 Construction could start as early as May 29, 2018. The Metro Board approved the ban of free tolls for clean air vehicles in the ExpressLanes. The change is to be implemented in late 2018. Clean air vehicle drivers without enough passengers to meet HOV occupancy requirements would get a 15% discount on the tolls.

At the conclusion of the meeting, we had the Council Members make their final comments and give line ride reports.