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## MEMORANDUM

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**TO:** SBCCOG BOARD OF DIRECTORS  
**FROM:** RALPH L. FRANKLIN, CHAIR, METRO SOUTH BAY SERVICE COUNCIL  
**SUBJECT:** MONTHLY REPORT FOR NOVEMBER, 2018  
**DATE:** NOVEMBER 15, 2018

The meeting was held on Friday, November 9, 2018 at Inglewood City Hall.

We were given a Safety Tip for the Day: "Driving drowsy is as bad as driving drunk!"

The first presenter, Mr. Jeff Boberg, Metro Senior Manager, gave us the Annual Rider Survey Results for the Metro's Spring 2018. The research team made contact with 14,256 Metro onboard riders who participated in the customer satisfaction survey which was completed in May-June 2018. The research team also provided online versions of the survey in eleven (11) different languages. The survey focused on data used for federal programs such as Title 6 and on those persons with limited English-language proficiency. For the South Bay riders, they are satisfied with Metro Bus Service 91% of the time. There were several metrics that were recorded from the survey including on-time performance measured at 86%; safety while waiting for the bus at 85%; safety while riding the bus at 87 %; bus stop cleanliness at 70%; bus cleanliness at 79%; car availability at 24%; cell phone/smartphone ownership at 89%; transfers to complete the trip at 44% and transfer scheduled to arrive within 15 minutes at 63%. Rate of sexual harassment was measured at 26% and, compared to 2017, non-physical harassment was up 2.9%; physical harassment was up 4%; and indecent exposure was up 3%. Finally, metrics reported too few fare enforcement personnel on board at 29%; too few law enforcement on board at 52%; percent of households below the poverty line that took the survey came in at 58%; and riders having five (5) or more years of riding metro at 61%. The downside of the report revealed that the survey data was only taken on Monday through Thursday, from 7:00am to 6:00pm. As a final action from the survey presentation, each Service Council Member was given an actual blank survey form that was used for the research.

The next presenter, Mr. Scott Greene, Metro Transportation Planning Manager, spoke on the June Shakeup Review and December Shakeup Preview. The review was held on June 24, 2018 with a review of various service changes including Line 115 where the route changed in Playa del Rey due to sewer main construction which resulted in adding two additional buses on this line; on Line 206, the south terminal moved from the Green Line Station to Vermont & 120<sup>th</sup> Street which resulted in too many buses in the layover zone; on Line 215, a stop was removed on the eastbound Manchester at Market for improved safety; and Line 754 implemented all-door boarding which resulted in unchanged ridership and performance and on-time performance remained at about 65%. In the preview, scheduled for December 16, 2018, service changes include new bus bay assignments at the LAX City Bus Center for Lines 102, 111, 117 and 232; run times for Line 115 will be adjusted for a sewer construction detour route departing from the west terminal; for Lines 209 and 710 to Wilshire/Western Purple Line Station, the northbound buses will return to regular route via Wilshire Blvd and Western Ave beginning January 2019 or later, and the southbound riders can begin to board again on Wilshire Blvd far side of Western Ave; Line 754 will have run time adjustments to improve on-time performance; and Line 210/710 will combine timetables into one brochure for improved trip planning.

The South Bay Service Council Members approved to have the NextGen Workshop at Inglewood City Hall, Community Room A, on Wednesday, January 30, 2019, from 4:00pm to 7:00pm. It was also agreed that we would not have a Service Council Meeting in the month of December 2018 as there are no pressing matters that need to be addressed.

Mr. Gary Spivack, Metro Deputy Executive Officer, gave our Regional Service Performance Report. Riding Metro buses in the South Bay this year indicate better bus cleanliness and on-time performance ratings as compared to this time last year. There were fewer complaints, across the board, on schedule-related, discourtesy, unsafe driving, pass ups and accessible service. Although ride share is up this year (average weekday South Bay Metro Bus Ridership for September 2018 was 919,101 compared to 945,079 for September 2017), it is still down almost 3% compared to last year.

Finally, the Service Council Members gave verbal reports with Charles Deemer, Luis Duran, Roye Love and myself giving additional line ride reports. Don Szerlip spoke on the recent announcement of the MV's Orion VI diesel fleet that are operated by a contractor to private transportation companies. The diesel buses are eighteen (18) years old and there were a total of seven (7) buses that resulted in engine fires. Of the seven incidents, two (2) occurred while the buses were in-service with passengers onboard however no injuries were reported. Don Szerlip questioned Metro staff on when would the buses be replaced and was advised that according to a report issued from Phillip Washington, Metro Chief Executive Officer, all MV's fifty-two (52) Orion VI buses will be replaced with new El Dorado buses by the Spring 2019.

This concludes my report.