

Metro South Bay Service Council Monthly Meeting Review for July 9, 2021
Overview Compiled by Donald Szerlip, Chairman

A Safety Tip was given by Scott Green, Transportation Planning Manager.

Recognition of departing member Luis Duran was given for his years of service on the Council. David Leger of the SBCCOG and Council members individually gave their accolades.

An update was given by Mark Villianatos, Executive Officer and Carolyn Vera, Principal Transportation Planner, about Metro's effort to develop a Street Safety Policy. The project is just getting under way with the goal of assessing risks and safety of all Metro-provided public transportation services. Currently data is being collected to kick start the process.

Jorge Martinez, Transportation Planner, gave the quarterly Station Evaluation Report. The outside contractor is in full gear and is inspecting 140+ Busway, Rail and Transit Cen32 measures of performance. Most stations throughout the South Bay continue to fall in the 8-10 range of Good to Very Good. Unfortunately, the South Bay Galleria Transit Center has fallen to a grade of 7.44 – Marginal. Staff has reached out to the City of Redondo Beach with the goal of improving this rating.

The Council next adopted their Annual Work Plan for FY22. Staff commented that the South Bay Service council has the most Regional Projects on their work plan of all the Sector Councils.

The Metro Regional Update was given by Joe Forgiarini, Senior Director of Planning, Scott Green, Transportation Planning Director and Mark Dierking, Community Relations Manager. Updates were provided for systemwide ridership, Covid impacts on the Metro workforce, the current hiring push, implementation of the June line changes and a Micro Transit ridership update. It was noted that in May the Board passed a motion regarding funding of the I-105 Express Lanes which for the first time specifically identified the need to bring the C (Green) Line up to a state of good repair by expanding all stations in order to handle 3 car trains.

The meeting concluded following Council Member Comments and Public Comments on non-agenda items.

Respectfully submitted July 19, 2021

Metro South Bay Service Council Fiscal Year 2022 Work Plan

The adoption of an annual work plan is a requirement of the Metro Service Council Bylaws. These work plans outline the activities and priorities of each Service Council for the coming fiscal year. The work plan is to include the process and targets for monitoring transit service, and collaborating with Metro's Chief Operations Officer and the Service Development, Scheduling, & Operations department regarding service quality and safety. The plan must be consistent with the Metro Board of Directors adopted mission, vision and goals, and must comply with all Board adopted service standards and service related policies.

Public Involvement

Conduct regular monthly Council meetings

- Staff will work with the Council Chair and Vice-Chair to create the monthly meeting agendas.
- Metro staff will ensure public notifications of meetings, which may include Metro.net, Metro's blog, The Source, Twitter, Facebook, take-ones and newspaper ads in multiple languages.
- Receive public comments received through the Service Council web pages and email address. Staff will share comments with Service Council Members along with the staff response.

Enhance Council Understanding

Monthly meetings

- Quarterly presentations on monthly performance numbers including (but not limited to): on time performance, customer complaints, ridership, miles between road calls, and bus cleanliness; in particular, updates on post-pandemic recovery and impacts to operations, service, and ridership.
- Presentations from Metro Operations and support staff on major projects with effects in the Service Council area or system-wide.
- Presentations from municipal operators as they affect regional transportation.
- Presentation from Metro's safety and security officials as needed.

Site Visits

- At the request of the Council, staff will organize site visits to Divisions assigned to the Service Council area for Council members.
- Staff will periodically invite Councils to participate and assist with station cleanliness evaluations, and report back to their Councils and appointing authorities.

Line Rides

- Staff will assist, if desired, to organize group line rides and assist Councilmembers to make transit line rides as requested. Councilmembers are encouraged to provide reports on individual line rides they have taken at their monthly meetings. Councilmembers are further encouraged to take line rides or view service on lines directly changed through the implementation of the approved NextGen Bus Plan.
- Staff will report back on actions taken in response to issues reported via line ride forms where follow-up action was requested.

Quarterly Meet and Confer with Metro CEO

- Quarterly meetings with Metro CEO, Senior Executive Officer, Regional Service Councils staff, and other Service Councils' members.

Training and Conferences

- After attending conferences or trainings as a Service Council representative, Council member(s) will provide an update to their Council at a subsequent meeting

Metro Bus Service Development and Performance/Ongoing NextGen Bus Plan Implementation

- Receive briefing from Service Planning and Scheduling staff regarding potential service changes included in the annual June and December shakeups.
- Following each service change cycle in June and December, provide a 6-month update on the effects of the changes to the region's Metro bus lines, and ridership and performance.
- Review line level performance and explore options to improve low performing lines.
- Conduct service rides on lines with poor on-time and other performance issues and talk to Operators to receive and review ideas on how to improve service.
- Provide briefings on the Council area's quarterly Transit Service Providers meetings.

Operations

- Review FY22 performance targets and receive presentation from Operations staff on plans to achieve and/or exceed these targets based on current conditions.
- Receive quarterly reports on the Station Evaluation Program

South Bay Projects

- Receive reports about actions being taken to evaluate and upgrade existing Green Line station platforms that cannot be served by three car trains.
- Receive reports regarding work to achieve improvements in power supply at the eastern end of the Green Line and the northern end of the Crenshaw Line.
- Receive updates on proposed solutions for the need to grade separate at least one direction of the wye intersection to facilitate the eventual maximum capacity service options for both lines.
- Receive and provide comments on the Green Line EIR when issued
- Receive updates and monitor implementation regarding the operating line configurations for both the C(Green) and Crenshaw lines. Provide comments to the Metro Board as appropriate.
- Receive updates on the Airport Metro Connector Transit Station.
- Receive updates on Metro Micro service implemented in the LAX and Watts/Willowbrook zones to fulfill needs previously served through fixed route service.
- Staff will continue to schedule updates on the Crenshaw Line and connections to the line, including Inglewood grade separations and the Inglewood People Mover.

Metro Operations Budget

- Receive preliminary information on FY2023 budget as soon as available with a comparison between the prior year's budget and the proposed budget.
- Review Metro's FY2023 budget with focus on distribution of funds to Service Council area projects and initiatives, and changes in Operations staffing.
- Receive reports from Operations and Office of Management and Budget regarding budget goals and constraints.
- Develop suggested modifications to the budget.

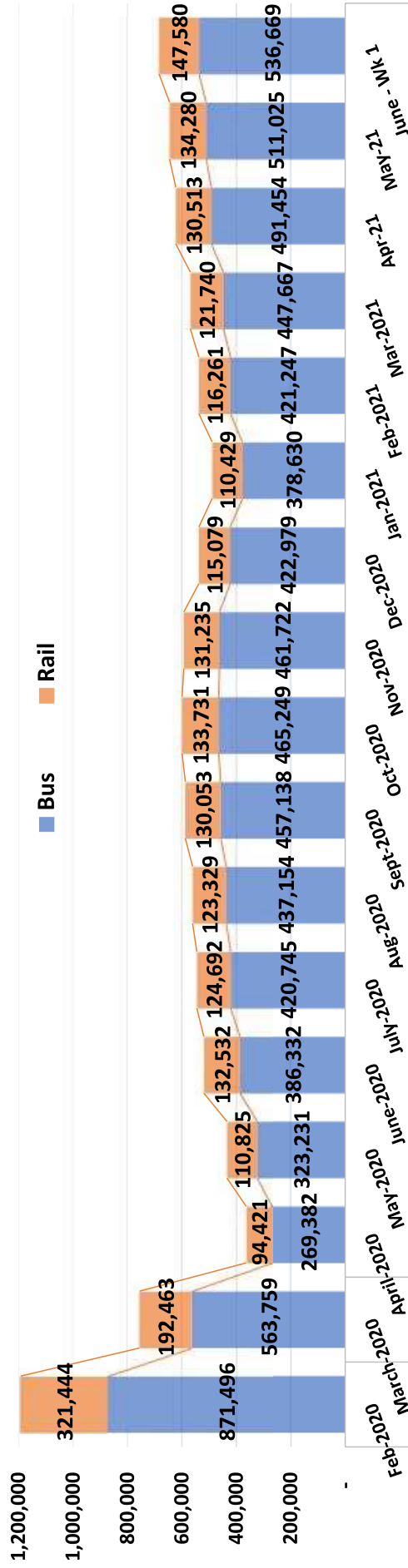
Management of Service Council

- Conduct annual review of Service Council Management staff in June.
- Provide input on Service Councils update and adopt revised bylaws.
- Provide input on Service Council activities for inclusion in quarterly Board Box report to Metro Board.
- Provide input on FY23 Annual Work Plan
- Provide annual or bi-annual update on public participation numbers for Service Council meetings

Metro Systemwide Monthly Ridership Update



Metro



COVID-19

Ridership	Pre-COVID-19	Feb-20	Mar-20	April-20	May-20	June-20	July-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	June Wk 1 5/30 - 6/5
TOTAL	1,192,940	756,222	363,803	434,056	518,864	545,437	560,483	587,191	598,980	592,957	538,058	489,059	537,508	569,407	621,967	645,305	684,249	684,249

Notes

- 4/12/21 - Extra 47 weekday, 86 Saturday, and 48 Sunday trips added to high demand lines to accommodate heavier passenger loads
- 6/15/21 - State Reopening
- 6/27/21 - Bi-Annual Service Changes/NextGen Phase 2 Implementation to 6.5M RSH