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## MEMORANDUM

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**TO:** JACKI BACHARACH  
**FROM:** RALPH L. FRANKLIN, CHAIRMAN: METRO SOUTHBAY SERVICE COUNCIL  
**SUBJECT:** MONTHLY REPORT FOR JANUARY, 2018  
**DATE:** JANUARY 25, 2018

The Metro Staff presented reports on having a Google Maps Update Process Overview. The goal is to apprise the riders quick and easy access to on time public access to public transportation. The Metro system has 136 bus lines and 6 rail lines which include 2150 buses and 250 rail cars in active service. It is reported that there are 14,004 active bus stops and 96 rail stations. The goal is to provide information to the riders on when buses and trains will arrive at a bus stop and/or train station. Metro has a network of electronic mechanisms to assist the rider with various electronic links: Metro.net; Go Metro mobile app; Nextrip Vehicle predictions (Automatic Vehicle Location + Nextbus for everyone); and Real time alerts feed (for Google, Apple, etc.). It should be noted that Metro publishes rail schedules every weeknight and bus schedules at least twice a year. In addition, Metro schedule data is open and available to everyone. Google and Apple monitor and validate Metro's data and Google distributes Metro data to 76,000 servers around the globe.

The Deputy Executive Officer of Metro provides monthly information for the South Bay Service Area that includes Bus Performance, Cleanliness Ratings, and on time Performance, Customer Complaints, Mechanical Road Call, and Accidents, Average weekday boardings for bus and rail and most importantly the constant Short Fare or No Fare by the riders.

In conclusion, we discussed at length the Crenshaw/LAX Transit Project connection to the Green Line. Five Green Line stations will be closed to connect and integrate with the Crenshaw LAX/Transit Project Infrastructure. The duration will be from 9:00pm, Friday, January 26, 2018 to 3:00am, Saturday, April 7, 2018. The stations that will be closed are: Aviation/LAX; Mariposa; El Segundo; Douglas and Redondo Beach. It should be noted that all bus bays and park & rides will remain open. Metro will provide FREE bus shuttles between the Hawthorne/Lennox Station and Redondo Beach Station serving all closed stations to and from Redondo Beach. Also FREE bus shuttles will operate at the same frequency as the Green Line Trains. In addition, G-Shuttle bus will continue operating from Aviation/LAX Station. There will be on the ground customer service representatives and rail ambassadors to assist customers for at least the first two weeks. Metro will also enhance security presents as well. Public outreach is on going until the end of the disruption.

This concludes my report.