

Metro South Bay Service Council Monthly Meeting Review for January 8, 2021
Overview Compiled by Donald Szerlip, Chairman

A Safety Tip was given by Transportation Planning Manager Scott Green and the December 11 minutes were approved.

Aaron Weinstein, Executive Officer for Customer Service Experience and Cassie Halls, Senior Transportation Planner gave an overview of the Metro Customer Service Plan. Metro recognizes that the entire trip experience starts with planning followed but access, wait time, cost, the ride itself, making connections and eventually egress. The expressed goal is to put the customer first – their safety, their time, their comfort and their peace of mind. As a result of creating this plan numerous areas for improvements have been identified. Multiple programs have been proposed and are awaiting funding so they can be implemented. The plan is just the initial step in improving the customer experience for all Metro riders.

Second on the agenda was an update on the C (Green) Line extension into Torrance. Dolores Roybal, Deputy Executive Officer began by reviewing the results of the alternatives analysis. She then outlined the steps going forward. The scoping period begins January 29 and extends to March 14. There will be two public meetings, one on February 24 and the other on February 27. That will be followed by creating an EIR with a draft due to be completed in Spring, 2022. The final EIR should be completed in Fall, 2022. Though this project is still being considered for early completion before the 2028 Olympics, the actual opening, as codified in Measure M, may end up being between 2030-2033.

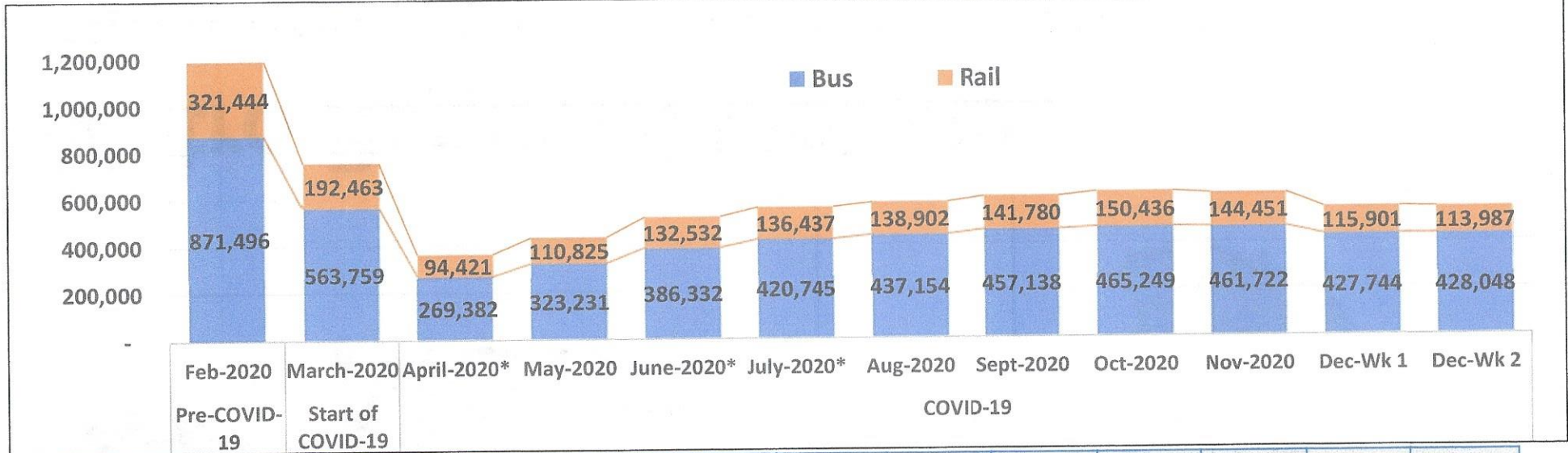
Jorge Martinez, Transportation Planner, presented the Q2 Station Evaluation Program update. Though all stations reviewed in the South Bay remain rated Good to Very Good, there were three stations, Redondo Beach C Line Station, Harbor Freeway C Line Station and the Manchester J (Silver) Line station, all showed ratings decreases and needed care. All locations and deficiencies have now been addressed.

Scott Green, Transportation Planning Manager, Mark Dierking, Community Relations Manager, and Joe Forgiarini, Senior Director of Planning, presented the Regional Updates in ridership trends and notices of upcoming closures. We received an update on the initial implementation of the NextGen Bus plan and the implementation of the Micro Transit service.

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

Respectfully submitted January 15, 2021

Weekly Ridership Update



Ridership	Pre-COVID-19 Feb-20	Start of COVID-19 Mar-20	April-20*	May-20	June-20**	July-20***	Aug-20	Sep-20	Oct-20	Nov-20	Dec-12/6 - 12/12	Dec-12/13 - 12/19
TOTAL	1,192,940	756,222	363,803	434,056	518,864	557,182	576,056	598,918	615,685	606,173	543,645	542,035

*Deployed Modified Enhanced-Sunday Schedule on 04/19/20

**Deployed June Bi-Annual Shake-up on 6/21/20

***Added 35 trips on 7/27/20

December 2020 Service Changes on 12/13/20