

Thursday, November 4, 2004

3:00-5:00 PM

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# MINUTES

Westside/Central Service Sector  
Governance Council

Regular Meeting

La Cienega Tennis Center  
325 S. La Cienega Blvd.  
Beverly Hills, CA 90211

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Called to order at 3:15 p.m.

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Council Members present:

Carol Gross, Chair  
Peter Capone-Newton, Vice Chair  
Presley Burroughs  
Stephanie Negriff  
Joyce Perkins  
Brad Robinson  
Anny Semonco

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Officers

David J. Armijo, General Manager  
Jody Litvak, Community Relations Manager  
Michele Jackson, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. APPROVED September 2, 2004 Minutes
2. RECEIVED AND FILED Minutes of June 22, 2004 Service Sector Governance Council Annual Meet and Confer
3. APPROVED Minutes of October 7, 2004 Committee of the Whole (a quorum was not present)
4. RECEIVED report from the General Manager

The MTA Board discussed its 10-yr. financial forecast at the Board Meeting last week. An \$850 million shortfall is anticipated. The assumptions do not include a fare increase, but does include an anticipated 4.1% sales tax increase. Mr. Armijo noted that he expects a cap on sector revenues. Operations is under budget for the year, but revenues are short by approximately \$2 million per month, which would mean a \$24 million shortfall for the year. Further efficiencies will have to be found or service cuts would be required as early as next June. As this sector represents 27% of the service, cuts would be significant.

Council Member Negriff asked what role the Service Sector plays in looking at fare structure and/or evaluating the effectiveness of the fare modes. Mr. Armijo responded that one of the things that has come out of this turbulent period is the realization that each sector needs to have its own revenues and expenditures. Until that becomes a reality, a sector's only recourse for making up the budget shortfall is through service cuts and operating efficiencies.

Chair Gross commented that John Catoe said that in the near future Governance Councils would have more control over rapid bus lines and play a significant role in helping to plan Metro Connections routes.

Council Member Burroughs noted that SCAG does origin and destination studies on an ongoing basis and they are mapped; so MTA's target markets have already been studied.

Council Member Capone-Newton asked if the Consent Decree would impact their choices. Mr. Armijo responded that additional service projected in the Consent Decree would be added in December and continued through 2006. There are no additional funds for the Consent Decree after that. Staff then plans to reduce the fleet size through the introduction of articulated coaches, which will increase the number of available seats and decrease costs.

Mr. Armijo announced several personnel changes:

Hired Yvonne Brewer-Smith, new Transportation Manager for Division 7, Derrick Mahone will become Project Manager in charge of Vehicle Operations for Divisions 7 and 10.

Moving three Assistant Managers around: Alva Carasco, moving from Division 10 to 6 in Venice; Johnny Lindsay, moving from Division 6 to 7 in West Hollywood; and, Nita

Northington, moving from Division 6 to 10 in Los Angeles.

### Budget Report

Currently \$410,000 under budget for the quarter, but \$573,000 over budget for fuel. Fuel cost assumptions were based on last year, but prices have been much higher. Expect to go back to the Board for a mid-year adjustment.

The other shortfall is \$59,000 for labor due to employees returning from Workers' Compensation leave. Those costs will now come back down. Currently \$407,000 under on UTU overtime. An Operator ratio of 18% is maintained to cover overtime, long-term leave, etc. Seventy-five buses will be added in December throughout the city; 18 in the Westside Sector. Although currently staffed at 100%, there will be a slight manpower shortage with the added buses. Workers' Compensation is under \$285,000 for the quarter; but the numbers have started to come back up during the last two weeks. Attrition level is now at or above our ability to hire new people.

Council Member Burroughs asked the most frequent occurrences for workers' compensation. Mr. Armijo responded that 85% are coach operators complaining of back injuries.

Chair Gross noted that Culver City purchased back strengthening machines for their fire department. Mr. Armijo noted that there is Wellness Program and exercise equipment. He added that many part-time operators work other jobs, and it's hard to know where their injuries are actually occurring.

### Key Performance Indicators

The FY05 goal for Mean miles between mechanical failures is 7,500. The Sector is currently up to about 8,000. Not doing as well with regard to complaints and on-time performance.

Council Member Negriff asked how on-time performance is measured. Rod Goldman explained that it is done by a team of schedule checkers who go out and monitor how many passengers are boarding and alighting at various locations. They have the scheduled time that the vehicle should be at the location; and they use that data to assess on-time performance. In the future, ATMS data will be used to provide a more accurate assessment.

Mr. Goldman added that the schedule checkers are looking to see how many passengers are on a bus at a specific time. This is done in order to be able to report where there is overcrowding over a specific time period for the Consent Decree. Council Member Capone-Newton asked to see some of that data for the lines in the Westside Sector.

The sector is just above the target of 20.44 for new workers' compensation claims per 200,000 exposure hours.

Complaints year to date are 4.34 per 100,000 boardings; the target is 3.5. This year staff has focused on trying to be as responsive as possible. Today 98% of all complaints are resolved and closed in the first 30 days, and 90% within the first 7 days. The complaints are investigated, undercover riders are sent out, and drivers are counseled, retrained and/or discharged when required.

5. RECEIVED report on future Metro Rapid Service, Rod Goldman, Deputy Executive Officer Transit Operation Service Support

Mr. Goldman reported that Metro Rapid, formerly under the Countywide Planning Department, has been shifted into the Operations Service Planning Department; only signalization and design remain in Countywide Planning. At this time 28 lines are planned throughout the region; 13 will operate within some portion of the Westside Central Service Sector. Service on Lincoln Blvd. will be operated by Big Blue Bus and is scheduled to begin in June 2005. The Sepulveda Line, which is scheduled to begin in June 2008, may be operated by Culver City. Other activities that will affect Rapid Service are Metro Connections, which may cause some routing changes, and deployment of articulated buses.

Council Member Robinson asked what the Rapid bus would look like if operated by Big Blue Bus. Rod Goldman indicated that it was MTA's initial intent to keep the Rapid Buses red; however, as lines begin to be operated by others, that is something that will have to be discussed.

Council Member Negriff expressed the opinion that branding the Rapid Bus mode will be key. Signage and information will be important to allow passengers to travel from the Westside to the San Gabriel Valley.

Chair Gross noted that if all Rapid Buses were red, passengers would assume that the service is operated by MTA.

Council Member Capone-Newton asked what has been done to assess the current service. Mr. Goldman replied that a full assessment of the Metro Rapid Program is planned before the end of this fiscal year in order to determine what the service and ridership were like before and after Rapid Bus implementation, e.g., number of riders in the corridor, improvement in speed and the relationship between modes. Additionally, staff wants to be sure that what is good is replicated.

Council Member Negriff asked if there would be any substantive changes to the Metro Rapid structure with the implementation of Metro Connections. Mr. Goldman said it is really too soon to tell. There may be some changes, but not in terms of moving a corridor. Small changes might be required at the ends of Metro Rapid Lines to assure proper connections. Ms. Negriff also requested that when information is disseminated about Metro Rapid Lines to be operated by other carriers it contain the notation "To be Operated By."

6. RECEIVED update on Metro Connections, Rod Goldman, Deputy Executive Officer  
Transit Operation Service Support

The needs assessment and outreach phases are pretty much complete. Service alternatives have been considered. Staff looked at travel demand data for 2010, current transit and total travel trips to find high demand movement areas between hubs with the goal of improving or designing routes to attract new riders. A Sector-based service planning effort was begun in the past two weeks in conjunction with Transit Operations Supervisors, municipal operators and other stakeholders. They are being asked to assist with the design of a system to fit into the hubs. Staff will provide a status report to the MTA Board in December. Plan to shop the idea to the public between February and June and start to implement in December 2005.

Council Member Capone-Newton asked what types of groups are giving input within the Sectors. Mr. Goldman said they are receiving input from Sector staff, larger Muni's, smaller operators that operate within the cities, i.e. Dial-a-Ride, LAX and LADOT, as well as neighborhood groups and homeowners' associations. There have also been discussions regarding land use and development issues.

Chair Gross commented that she is greatly concerned about development, either under construction or on the drawing table. She suggested that staff contact the Planning Department in each city to find out about upcoming projects. Rod Goldman expressed confidence that Nancy Michali, a former land use planner, has endeavored to get that type of information.

7. Chair's Remarks

Chair Gross reported having attended the California Transit Association Conference hosted by Metro. The sessions on governance councils and the universal fare system were interesting and informative.

Council Member Perkins attended a session on bus oriented development, which was considering the feasibility of development around Metro Rapid bus sites.

Council Member Negriff also attended the conference and noted that a lot of industry leaders came together to discuss important issues. She said that she found the presentation by Dena Belzer on the demographics and metrics impacting transit oriented development to be of particular interest, and would like to get a copy of her handout. She also complimented Council Member Perkins on her presentation at the conference, calling it well prepared and presented.

Dave Armijo will try to get all the CTA information out to the Council Members.

Chair Gross also commented that technically, the Council should have nine members. She asked Mr. Armijo to send a letter to Mayor Hahn requesting an appointment.

The Council also conveyed their good wishes to Council Member Helen Johnson who has been ill.

8. RECEIVED Public Comment

Ken Rubin – noted that Roger Snoble attended homeowners' association meeting in Culver City.

Kevin Devlin – commented on IG report about lack of qualified instructors to do line rides and accident follow-ups. He noted that a BDOF operator earns \$10/hr. and that it takes 7 years to work up to \$19/hr. Mr. Devlin also complimented Michele Chau of the Board Secretary's Office on the quality of the minutes she prepared for last month's meeting.

Adjourned at 4:55 p.m.

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Michele Jackson, Council Secretary