

Minutes

Los Angeles County
Metropolitan Transportation
Authority

SOUTH BAY SERVICE SECTOR GOVERNANCE COUNCIL

REGULAR MEETING

Carson Community Center
801 E. Carson Street
Carson, CA 90745

Called to Order at 9:40 A.M.

Council Members present:

Terisa Price, Chair
Jim Hendrickson, Vice Chair
John McTaggart
Lou Mitchell
Curren Price
Howard Sachar

Officers:

Dana Coffey, General Manager
Rich Morallo, Community Relations Manager
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

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1. Safety 1st Contact

Ms. Myrine White cautioned everyone during the holiday season to be aware of the surroundings, park in well-lit areas and have keys ready on the way to the car.

2. PRESENTATION of safety award certificates by Dana M. Coffey, General Manager, Metro South Bay.

Destinee and Diamond Patton, 4-year-old twins attending Good Beginnings Head Start Program, went on a Blue Line tour and won the Metro safety-drawing contest.

3. APPROVED Minutes of November 12, 2004 Council Meeting.

4. PRESENTATION of Certificate of Appreciation to Vice Chair James Hendrickson, Metro South Bay Governance Council.

Chair Terisa Price expressed her gratitude to Mr. Hendrickson for his dedicated insight and great talent. Ms. Price further stated that she was impressed with Mr. Hendrickson's integrity, which made Metro South Bay more efficient. Sometimes difficult decisions are not well received, however, Mr. Hendrickson brought compassion and heart to the position.

Ms. Coffey stated Mr. Hendrickson lead by example and was very professional at all times. She stated that Mr. Hendrickson would be missed and has left a legacy.

Mr. Hendrickson stated he was extremely proud of Metro South Bay. He stated the Council was the first of five to form and served as pioneers for the other four. He stated this was a bold experience that was paying off. He hoped that the Board appreciated the dedication of the Council. Mr. Hendrickson gave special kudos to Chair Price for her transit knowledge. He also commended Ms. Coffey, Madeline VanLuevan, Scott Greene and staff for their knowledge and ability to respond to issues.

5. RECEIVED briefing on Metro South Bay Workers' Compensation Budget and Expenditures by Bill Wong, Administrative and Financial Services Manager, Risk Management.

Mr. Wong reported that the reason for the Workers' Compensation chargeback is MTA senior management believes the high cost of WC will not improve without accountability.

Mr. Wong stated that total WC chargeback is estimated based on the number of new 2005 claims; costs per claim (indemnity cost growth and

medical cost growth); self-administration costs and other adjustments.

Mr. Curren Price inquired regarding South Bay Sector claims.

Ms. Coffey stated that WC claims are down; cost of claims continues to increase. She further stated that WC is unpredictable and uncontrollable; aggressive measures are underway to manage cost and encourage employees to return to work.

Mr. Wong stated that new laws become effective January 2005 to help reduce cost.

Mr. McTaggart stated that when the claim is in the system it is budgeted for the life of the claim. If funding is not enough to cover, may have to request more funds.

6. RECEIVED briefing on proposed Public Hearing date for the Metro South Bay Service Sector June 2005 service changes by Scott Greene, Metro South Bay Planning Manager.

Mr. Greene reported that the Public Hearing has been scheduled for Saturday, February 19, 2005 at the Inglewood City Hall.

Proposed service changes: Lines 107, 115, 202, 205, 207/357, 211/215, 225/226, 305, 439, 442, 607 and 757.

Ms. Price suggested a community broadcast of the Public Hearing via cable stations.

Caroline Brady, Office of Los Angeles Councilwoman Janice Hahn, asked that a meeting be held in San Pedro for June service changes. There were 12 buses shifted into the neighborhood and residents want creative solutions to the problem, i.e., a bus transit center in downtown San Pedro.

Ms. Price responded that multiple public hearings would not be possible, however, suggested a meeting with Ms. Brady, Ms. Hahn, Ms. Coffey and Mr. Greene.

Nicole Moretine and Dennis Alabaso also expressed concern regarding bus service in San Pedro.

7. RECEIVED update on Metro South Bay Complaints by Sherry Walker, Assistant Manager, Arthur Winston Division.

Ms. Walker reported that management has focused attention on operators with 10 or more complaints.

Ms. Walker reports that operators with 10 or more complaints have been monitored with random follow-up checks and undercover rides. Operators have been identified for additional training. Division Instruction Department and Operations Central Instruction have coordinated in this process. Improvement recommendations have been made to other departments/ agencies (Scheduling, Stops and Zones, School Districts, LADOT and other transit agencies).

Complaints/100,000 Boardings – The sector goal for FY05 is 4.00. Arthur Winston Division was 3.60; Carson Division 4.22. The sector average was 3.91 for October 2004.

Complaints Closed Within 8-90 Days – Arthur Winston Division was 100%; Carson Division was 95%. This was for the week ending December 4, 2004.

Ms. Walker announced the new Operations Central Instruction Training Program, “Start in Customer Service”. The course is designed to teach basic customer service skills. It explains the tools and tips to assist operators to determine appropriate and optimal ways to interact and communicate with customers.

Mr. Sachar asked if customer complaint patterns are analyzed. Ms. Walker replied in the affirmative and further stated that multiple and serious complaints are targeted first.

Ms. Price asked what are the top three complaints. Ms. Coffey stated Pass Ups, Late Buses and Discourtesy (normally related to fare issues).

Ms. Mitchell asked how would operators be evaluated.

Ms Coffey indicated that customer service is taken very seriously and line rides by supervisors, managers and undercover staff are mandatory.

8. RECEIVED update on Metro South Bay Activity Report by Lt. Pat Jordan, Transit Bureau Services.

Lt. Jordan introduced members of the Special Problems Team, Sergeant Rifilato and Deputy Jesse Villanueva.

Ms. Coffey thanked the Sheriffs Department for partnership with Metro South Bay and asked that they continue their support.

9. Chair’s Remarks

Ms. Price reported that Councilmember Margaret Hudson was involved in a serious traffic accident. Her condition is stable, however, she remains in intensive care.

Ms. Price reported that Metro Connections was initiated by the MTA but represents a region-wide effort. South Bay has the munis, airport and other transit professionals involved in the program. Eighty-one regional, sub-regional, community and on-street centers are being evaluated based on future year forecast information.

Ms. Price stated that effective December 19, 2004, Line 740 would be extended to the South Bay Galleria. There would also be a change in the stop locations. Line 740 will stop in the outside bays; local buses will stop in the inside bays.

10. Report of General Manager

Ms. Coffey states the systemwide shake-up begins December 19, 2004.

Ms. Coffey announced that an articulated bus would be assigned to the Arthur Winston Division on the Vermont Line.

11. Public Comment

Devon Deming stated that LAX has new bus stop midblock that complies with ADA regulations, but new signage is needed to display additional information. She added that the new card "10 Tips for Metro Bus Trips" is fabulous.

Ken Ruben stated his last name was misspelled in the November minutes and his comments were that Metro South Bay was the most pro-transit sector in the agency and inquired regarding service in Redondo Beach.

D. K. Drummond commented regarding the shift of service from Averill Avenue in San Pedro.

June Saleman attended the CRA November meeting regarding the proposed San Pedro Transit Center revitalization.

Adjourned at 12:45 p.m. in memory of Esther Smicklas, mother of Board Member Pam O'Connor.

Next Meeting:

Friday, January 14, 2004 – 9:30 a.m.

Carson Community Center

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Carson, CA 90745