

Thursday, January 13, 2005 – 2:00 p.m.

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# Minutes

Los Angeles County  
Metropolitan Transportation  
Authority

## **GATEWAY CITIES SERVICE SECTOR GOVERNANCE COUNCIL**

### **REGULAR MEETING**

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

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Called to Order at 2:05 p.m.

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Council Members present:

Bonnie Lowenthal (Chair)  
Larry R. Nelson (Vice Chair)  
Samuel Peña (Past Chair)  
JoAnn Eros-Delgado  
Jacqueline Rynerson  
Wally Shidler  
Cynde Soto

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Officers:

Alex Clifford, General Manager  
David Hershenson, Community Relations Manager  
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

1. Pledge of Allegiance
2. Roll Called
3. Self Introductions
4. Public Comment

Mark Strickert requested the Council to add public comment after each agenda item. Council requested that future agendas include an item for public comment on items not on the agenda, in addition to providing the opportunity for public comment after each agenda item.

Philip Capo thanked MTA staff regarding change on Line 265. He expressed concern regarding Line 111 service operating only every 30 minutes and overcrowding on the 5:34 p.m. bus. The last Line 275 at Cerritos misses the last southbound Long Beach Transit bus. He is opposed to reduction in Gateway Cities service to provide for the Orange Line. Mr. Clifford replied that staff would follow up on these items.

5. APPROVED Minutes of November 10, 2004 Council Meeting.
6. RECEIVED Oral Report of General Manager.

Mr. Clifford provided copies of the October and November 2004 Gateway Operations Report to the Councilmembers. He explained the variances, detailed on a line-by-line comparison to the budget.

Mr. Clifford updated the Councilmembers on recent Sector activities, including:

- o The elimination of the \$1.00 inter-county zone charge on Line 460 has received good reviews from the operators.
- o On December 19, 2004, Terminal 31, the bus layover zone just west of the Regional Rebuild Center at the corner of Cesar Chavez and Vignes, was temporarily converted to serve as an auxiliary bus division for Central City Division 1.
- o The Gateway Cities Sector would not hold a public hearing for the June shake-up.
- o Line 576 was cancelled in December and bilingual staff assisted in disseminating information to the passengers.
- o Division 1 operators have done a phenomenal job with commendations, and information will be posted in the divisions to share with other operators.

- A Sheriff Substation has been added to the Gateway Cities Office. He introduced Lieutenant Leo Norton, who has been assigned to provide police support for Gateway Cities and San Fernando Valley Sectors, and stated they have a great relationship with the Sheriff Department and welcomed Lt. Norton and his staff.

Lt. Norton stated he will oversee Gateway Cities Sector with 15 deputies and 3 sergeants; San Gabriel Valley Sector with 13 deputies and 3 sergeants.

Mr. Shidler asked if there would be undercover officers. Lt. Norton replied in the affirmative.

Mr. Nelson requested notification for future award ceremonies. Ms. Owens stated a monthly luncheon is held to recognize the operators and they are presented with a letter from management. This gathering is an opportunity to also discuss agency-wide issues with the operators. Mr. Clifford will notify and invite councilmembers to the next ceremony.

Mr. Clifford stated the operators use suggestion cards and miscellaneous report forms to share their concerns with management.

Mr. Clifford introduced Milo Victoria, Deputy Executive Officer Operations Regional Rebuild Center. Mr. Victoria provided a brief overview of the operation and major bus repairs.

Mr. Shidler asked if the agency still rebuilds engines for outside companies. Mr. Victoria stated not now, M3 is not totally set up yet.

Mr. Peña requested a report on the Sector's share of PLPD Expenses.

Mr. Clifford stated that bus ride-alongs would resume on Friday, 1/14/05.

7. RECEIVED presentation on the Los Angeles County Transit Operators Association (LACTOA) Disabled ID Card Process by Gail Harvey, Metro Customer & Vendor Services Manager.

Ms. Harvey provided Councilmembers with a copy of the LACTOA Reduced Fare Program Application and stated that an applicant is eligible for the ID Card if he or she: 1) has been issued a Medicare Card (not Medi-Cal); 2) has a California DMV Disabled Placard receipt or Disabled Veterans ID Card; 3) receives Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) benefits; 4) is a Special Education Student in a Los Angeles County elementary, junior or senior high school; and 5) has a qualifying medical disability (criteria is indicated on the application).

Ms. Lowenthal expressed concern with the lengthy process that disabled customers experience to obtain the LACTOA ID Cards. Ms. Lowenthal asked how

long it takes to receive the ID Card once the customer submits the application. Ms. Harvey stated the applications are screened, batched and mailed to an out-of-state vendor and the average time is 15 – 20 days (which includes 5 days vendor processing). The ID Card is then mailed to the address on the application.

Ms. Harvey stated that some small municipal transit agencies issue the ID Card the same day, however, MTA does not due to the heavy volume of applications received. She further stated that it became a major problem for Long Beach Transit to provide same day service and now the ID Cards are issued by the MTA contract vendor.

Mr. Nelson asked if the ID Cards are permanent. Ms. Harvey stated they are issued for a period of three months to three years based on the disability.

Ms. Soto asked who determines the duration of the ID Card. Ms. Harvey replied that certification is done by the doctor.

Mr. Peña asked why Access Service is not listed on the application as an automatic approval. Ms. Harvey stated that Access Service customers ride free.

Mr. Nelson inquired about fraud. Ms. Harvey stated that fraud is minimal. She stated 300-400 applications are processed each month and there are 50,000 disabled customers in the database.

Mr. Peña asked what is done if fraud is suspected. Ms. Harvey responded that the certifying authority is contacted for further screening.

Ms. Lowenthal stated that if any agency suspects fraud they should contact the police. Ms. Harvey stated the police are involved if necessary.

Ms. Lowenthal stated that Long Beach Transit was concerned regarding security and fraud.

Ms. Lowenthal asked if the application is available in Spanish. Ms. Harvey stated they are not. Ms. Lowenthal recommended that Spanish language applications should be made available, and possibly other languages based on Metro ridership served. Ms. Harvey will follow-up with Council.

Mr. Shidler asked if the school ID program was similar to the LACTOA ID Card Program. Ms. Harvey stated that the school issues the applications. Ms. Sylvia Ochoa, Norwalk Transit, stated they receive ten to twelve LACTOA ID Card applications per day, many of which are from the Long Beach area.

Mr. Capo stated: 1) someone offered to sell him a LACTOA ID Card; 2) the application should be in other languages; and 3) it is a problem for an out-of-state vendor to process the ID Cards.

8. DISCUSSION on language for a Gateway Cities Governance Council Resolution on Train Traffic along the Long Beach Avenue roadway.

Mr. Shidler expressed concern regarding the length of time freight trains are stopped on the Alameda Corridor, which impedes traffic on Slauson, Gage and Florence. He stated citations should be issued.

Ms. Lowenthal suggested contact with the state legislature.

Mr. Peña asked how many bus lines are affected. Mr. Sieckert stated they would provide information on corridor, number of violations, lines and passengers. Ms. Owens asked Mr. Sieckert to include in the report the amount of overtime paid to operators affected by the train delays.

9. Councilmember's Remarks – None

10. Chairman's Remarks

Ms. Lowenthal wished everyone a Happy New Year and announced that she would be attending the National League of Cities Congressional City Conference in Washington D.C., March 2005.

11. Consideration of Items not posted on the Agenda – None.

**Next Meeting:**

**Thursday, February 10, 2005**

**The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241**

Adjourned at 4:05 p.m.



Prepared by: Sharon Sterling  
Council Secretary