

Thursday, April 14, 2005 – 2:00 p.m.

Minutes

Los Angeles County
Metropolitan Transportation
Authority

GATEWAY CITIES SERVICE SECTOR GOVERNANCE COUNCIL

REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Called to Order at 2:05 p.m.

Council Members present:

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

Officers:

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



Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance

2. Roll Called

3. Self Introductions

4. APPROVED AS CORRECTED Minutes of March 10, 2005 Council Meeting

Item 7 –logo on bus stop **signs**.

5. RECEIVED Report of General Manager

Mr. Clifford announced that the MTA Board approved the Gateway Cities Council of Government's re-appointment of Councilmembers Larry R. Nelson, Jacqueline Rynerson and Wally Shidler to the Gateway Cities Governance Council. Each of the members was appointed for a three-year term.

He announced that the Annual Meet and Confer meeting has been rescheduled for Monday, May 23rd at 4:00 P.M. at the MTA Gateway Building.

Mr. Shidler requested calendar of events from one council meeting to the next. Mr. Hershensen stated there are plans to have two months listed on the web.

Mr. Clifford updated the Council on the recent bus accident reported in the media and explained that it was a contracted line operated by First Transit. Ms. Lowenthal asked if the media information could be clarified in the future to indicate the correct transit operator.

Ms. Rynerson stated that the transit contractor decal should be more visible on the bus.

Mr. Clifford reviewed the February 2005 Gateway Cities Operations Report with the Councilmembers.

Mr. Shidler inquired if 4.67 in bus traffic accidents per 100K hub miles was due to bad weather. Mr. Clifford replied in the affirmative and further stated there were a number of minor accidents that resulted in this increase.

Mr. Shidler noted the operator acknowledgment letter on the last page of the report from Mr. Clifford. Operator Beatrice Evans was commended by a rider for her great attitude and adherence to the operating rules.

6. RECEIVED an update on Metro FY 2006 Budget by Regina Chan, Metro Gateway Cities Acting Finance & Administration Manager.

Ms. Chan reported that the FY 2006 proposed Budget would add one Assistant Transportation Manager position; reinstate the Community Relations Manager position which will be centralized in MTA headquarters; adopt a new mechanic allocation model which may give five additional mechanics to the Sector; propose system-wide average Operators per Transit Operations Supervisor ratio; modify Workers Compensation Chargeback Method based on number of employees and union groups; and move PL/PD budget from Risk Management Department to cost centers.

The Councilmembers expressed their opposition to the assignment of the Community Relations Manager position to MTA headquarters. Mr. Shidler stated that the service sectors were meant to decentralize MTA operations.

7. CARRIED OVER TO MAY COUNCIL MEETING approval of staff recommendations to restructure the route on Line 270, as proposed at the August 2004 Public Hearing.

8. CARRIED OVER TO JUNE COUNCIL MEETING presentation on Train Traffic Issues Along the Long Beach Avenue Corridor by Mike Magazin, California Public Utilities Commission (Rail Safety).

9. RECEIVED an update on Governance Council's request to Add Gateway Cities Sector Web Page and/or Metro Job Opportunities Hyperlinks to Gateway Cities Web Pages, by David Hershensen, Metro Gateway Cities Community Relations Manager.

Mr. Hershenson followed-up with city webmasters within Gateway Cities area, the majority of which carry the MTA link. Artesia, Bell and many other cities have websites under construction and he will continue to contact them.

10. RECEIVED presentation on Current Disciplinary Procedures for Employees Receiving Excessive Customer Complaints, by Thom Pelk, Division 2 Transportation Manager.

Ms. Lowenthal requested a visual of where the contact information is located on the bus. Mr. Clifford will provide the information at the next meeting.

Mr. Peña stated that the complaint report in their packet was written poorly. He asked if the customer report is read back to the caller to clarify the information. He also noted that if the report is used for disciplinary action, it should be written better. He stated

that the PCMS form should have an area designated for operator's comments and division findings.

Mr. Clifford will arrange for Customer Service staff to provide a report at the next meeting.

Mr. Shidler noted that an operator report indicated ten complaints for the same driver over the last twelve months.

Mr. Pelk stated that the follow-up action is a progressive process that includes caution or counseling, customer service training at Operations Central Instruction and a formal hearing.

Philip Capo stated that the Customer Service telephone number is not on the buses; schedules are rarely available; Customer Service staff have been rude and impolite; he received no response on his Line 460 incident report despite providing his name and number; and the staff seemed bored. He receives excellent response from the Sector staff.

Mark Strickert stated he submitted the web comment form to Customer Service and never received a response to his complaint.

Mary Griffieth stated that the Customer Service telephone number is not on the buses.

Mr. Nelson asked how the operators are instructed to handle customer complaints on the bus. Mr. Pelk will provide the information at the next meeting.

Mr. Nelson asked if managers look for trends, such as adherence to safety procedures and what is done with the data.

Mr. Nelson asked if commendations are included in the database and what is gleaned from that information.

Mr. Pelk stated that commendations are posted on the "wall of fame" in the operators' lounge. In addition, the operator is given a personal acknowledgment from the division manager before peers and presented with an METRO pin, mug and certificate. The commendation is placed in the operator's personnel file.

11. Councilmembers' Remarks

Ms. Soto provided an update on Metro's latest proposed Wheelchair Securement Policy. She noted that the bus operator must ask if the customer needs assistance in securing the wheelchair. The draft proposal was presented to the Access Advisory Committee and Mr. Hershensen will follow-up with Chip Hazen.

Ms. Lowenthal requested a status report next month.

Dave Hershensen was recognized for his remarkable support to the Council and presented with a certificate of appreciation.

Ms. Rynerson expressed concerns regarding a method to handle "late breaking issues" that occur between council meetings. The Councilmembers will be notified by Sector staff and the item reported at the next meeting.

Mr. Shidler requested staff to agendaize a discussion on bus stop safety. He expressed concern regarding the Florence and Pacific bus stop. Mr. Shidler will be attending the South Bay Sector Council meeting on Saturday and provide a historical display at the open house.

12. Chairperson's Remarks

Ms. Lowenthal noted that she and Mr. Peña would be in an election tomorrow morning at the Southeast Long Beach Sector meeting for nomination to the MTA Board position.

13. Consideration of Items not posted on the Agenda

ADDED BY 2/3 VOTE OF THE COUNCIL request from Supervisor Gloria Molina's Office to make adjustments on Line 611 due to resident complaints on Miramonte between Gage and Florence.

UNANIMOUSLY APPROVED the relocation of Line 611 from Miramonte between Gage and Florence to Compton Avenue.

14. Public Comment on Items not posted on the Agenda

Philip Capo stated that Line 111 is overcrowded due to a reduction in the frequency to every 30 minutes. He stated that changes were made on Line 111 and 115 by South Bay Sector without coordination with the Gateway Cities Sector. Mr. Shidler noted that it was discussed at the last Council meeting that staff should be made aware of all changes that affect the Sector. Line 270 has very low ridership at Rio Hondo College; he is not opposed if the line goes to El Monte Station.

Mary Griffieth commended Line 270 operator and stated Saturday is his last day on that line.

Charles Hobbs provided Council with letter regarding suggestions to improve service on Lines 111 and 270 in the Norwalk area.

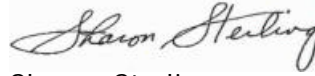
Mark Strickert thanked Council for the minor reductions.

Next Meeting:

Thursday, May 12, 2005

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Adjourned at 3:55 p.m.

A handwritten signature in cursive script that reads "Sharon Sterling". The signature is written in black ink on a light-colored background.

Prepared by: Sharon Sterling
Council Secretary