

# MINUTES

## San Fernando Valley Service Sector Governance Council

### Regular Meeting

Glendale City Hall (\*)  
Perkins Community, Rm. 118  
141 N. Glendale Avenue  
Glendale, CA 91206

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Called to Order at 6:40 p.m.

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Council Members present:

Coby King, Chair  
Kymberleigh Richards, Vice Chair  
Richard Arvizu  
Todd Campbell  
Joan H. Leonard  
Jesus R. Ochoa  
Brad Rosenheim

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Officers:

Richard Hunt, General Manager  
Christina Lumba-Gamboa, Council  
Secretary

(\*) Meeting location only for this month.

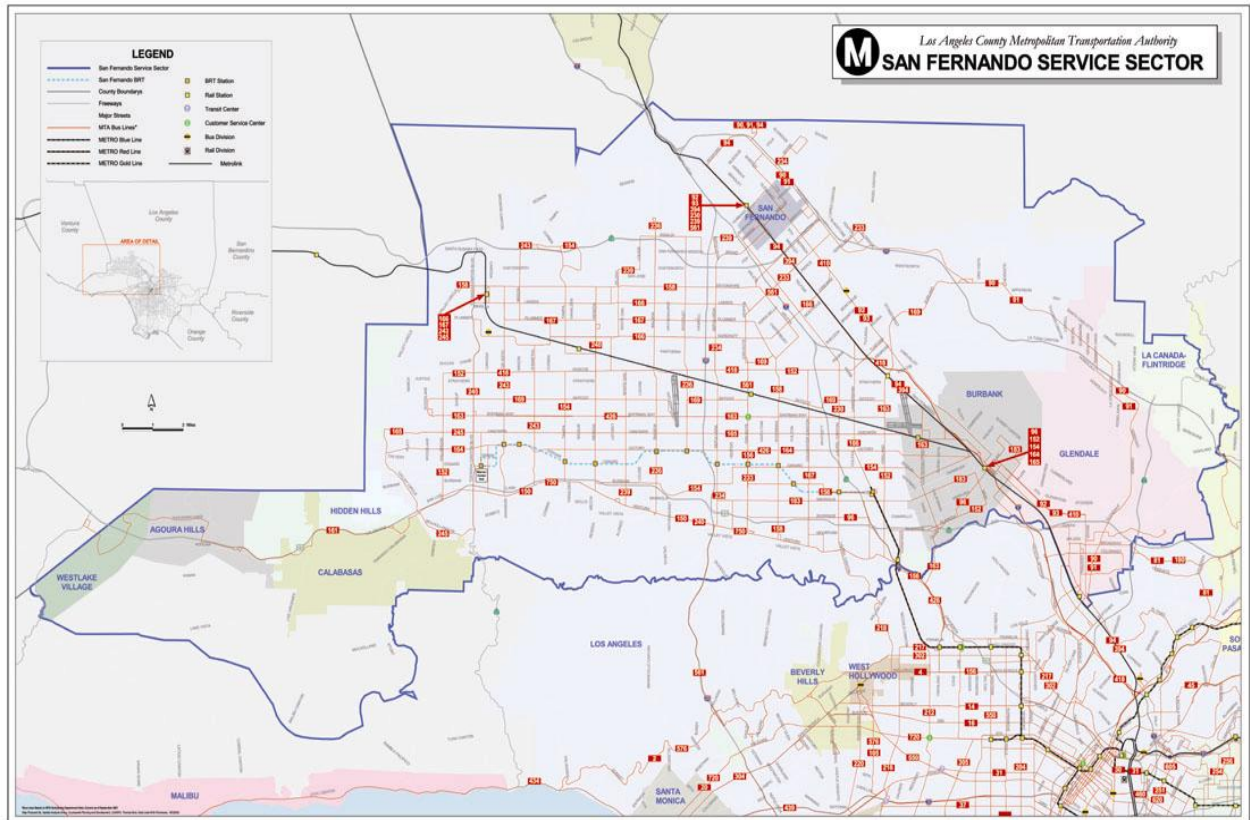


Metropolitan Transportation Authority

**Metro**

# METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL

## 1) Area of responsibility:



- 2) The Governance Council is exclusively responsible for planning routes and schedules for Tier 1, 2, and 3 bus lines within the San Fernando Service Sector (except Metro Rapid lines and Metro Liner). Tier 1, 2, and 3 bus lines in the San Fernando Valley are:

Lines: 90/91, 92, 94/394, 96C, 150/240, 152, 154, 156, 158, 161, 163, 164/165, 166, 167C, 168, 169, 183/234, 230/239, 233, 236/237, 242/243, 244/245, 353/363 and 645. (C = Contract Service)

Metro Rapid Lines **750 & 761** and Metro Liner **901** are **NOT** under the exclusive jurisdiction of the Governance Council but jurisdiction may be exercised with the concurrence of other sector or Corporate.

- 3) The Governance Council is responsible for studying and planning service to improve efficiency within Metro San Fernando Valley, making recommendations to the MTA board regarding service issues, working with transit planners and local authorities and transit operators to ensure coordination of service and holding public hearings to gain input on proposed changes.
- 4) The Governance Council is **NOT** responsible for fare and pass structures, new project construction, or Metro Rail.

1. Pledge of Allegiance
  
2. APPROVED **Minutes** of Regular Governance Council Meeting held November 2, 2005.
  
3. RECEIVED public comment
  - Ken Ruben of Southern California Transit Advocate suggested additional law enforcement along the alignment of the Orange Line to deter drivers from running red lights and to avoid further accidents.
  - Ms. Rone C. Ellis stated that her comments about the Orange Line and bus service had been expressed previously by others as noted in previous Council meeting minutes and have been repeated at every month's meeting. She suggested that the Council take the public comments more seriously.
  - Mike Mehrain said that the Orange Line is overcrowded. He suggests traffic signal synchronization. He said that the Orange Line and the Red Line connection does not work because the Orange Line speed is slower, therefore missing the Red Line departures.

Mr. Hunt responded that due to accidents that have occurred, the Metro Liner speed was reduced, but will be restored to its original speed soon.

  - Mike Baron complained that bus schedules and timetables that are on the buses are not current.

4. RECEIVED Chair's remarks.

Vice Chair Richards commented on the Daily News article regarding safety improvements on the Orange Line. She stated the article commended the Los Angeles Police and Sheriff's Departments and gave positive press for the Service Sector.

5. RECEIVED & FILED **Report of Richard Hunt, General Manager.**

General Manager Hunt reported that Orange Line on the boardings are much higher than originally estimated. He said that on weekdays, there are 16,000 boardings and the Service Sector is encouraged by these results.

Mr. Hunt summarized the key performance indicators as positive.

Mr. Hunt gave an update on the Consent Decree. He summarized the Special Master's Order regarding the New Service Implementation Plan. The Special Master issued an order in which he conditionally accepted the New Metro Service Plan. The Special Master previously identified 10 specific criteria to be met in the development of a New Service Plan. In his current Order, he indicated that MTA met 9 of the 10 criteria. The Special Master directed the MTA to modify one proposal related to the levels of bus service established for the Metro Rapid program. For at least one year of actual operation on each current and proposed Metro Rapid bus route, MTA must operate the following service parameters:

- The maximum service frequency during weekday peak periods will be 10 minutes;
- The weekday span of service will be at least from 5 a.m. to 9 p.m.
- Weekend service frequency will be consistent with the service levels described in the MTA Implementation Plan submitted September 30, 2005
- Service levels during any period will not be increased above the levels described in the MTA Implementation Plan submitted September 30, 2005

Mr. Hunt stated that for current Metro Rapid Lines, the one-year period begins no later than the start of FY07 and for proposed Metro Rapid Lines the period begins when the line starts operation. Metro Rapid service levels may be adjusted after one year of operation based on performance criteria such as boardings per hour, ridership, etc. The MTA Board may approve an exception to these requirements for up to 5 Metro Rapid Lines at any one time. In this exception, the Board may adjust service levels or delay the one-year implementation of required service levels. Any exception must consider whether the Metro Rapid route is in compliance with load factor targets. The five-year period for the New Service Plan will run until November 30, 2010. This action does not extend the scheduled October 29, 2006 end of the Consent Decree.

6. RECEIVED oral report on status of the Burbank Subway-Studio Shuttle by Councilmember Todd Campbell.

Council Member Campbell expressed his enthusiasm to be part of the Service Sector Governance Council. He presented a map showing how the Burbank Subway-Studio Shuttle are synchronized with the Orange and Red Line schedules.

7. RECEIVED & FILED **Budget Update** by Kathy Drayton, Finance and Admin. Manager.

Discussed the October 2005 YTD variance report. The Sector has a positive variance of approximately \$4.5 million. The largest portion of the variance, \$3.6 million, is in Transportation. Fuel costs continued to exceed budget due to escalating prices resulting in a negative balance in the amount of \$422,000. Maintenance labor costs are slightly over budget due to the implementation of the Orange Line without an increase to staff. Based on anticipated higher fuel costs and additional labor required for operation of the Orange Line, the positive variances the Sector has been experiencing may erode over the next several months.

8. RECEIVED report regarding **Customer Complaints** by Gary Spivack, Transportation Manager, Division 15.

Mr. Spivack reported on the following factors that affect customer complaints.

- ❖ Construction activity
- ❖ Traffic congestion, operator schedules, disputed fares, fare box breakdowns, police activity, early school dismissal
- ❖ Bus breakdowns create late schedules or alleged pass ups or no-shows
- ❖ Operators talking too much
- ❖ Customers not at stop versus schedule pressure

A task force was formed amongst the Service Sectors to address the uniformity of approach to customer complaints. Activities include monitoring, investigation, correction, resolution, record keeping, and customer response. Correction of Operator behavior occurs through the use of applied tested methods such as citing operators for rule violations, and more creative team-based solutions such as creating Line Captains or operator panels.

9. RECEIVED report regarding **Connecting Services and Bus Pass Vendors and Analysis** by Michael Brewer, Service Development Manager.

Mr. Brewer using a PowerPoint presentation, summarized connecting bus lines and respective service frequencies at each of the 13 Metro Orange Line Stations.

10. RECEIVED Chair and Council Members Closing Remarks.

The Governance Council Members welcomed new Council Member, Todd Campbell, Vice Mayor, City of Burbank.

- Council Member Arvizu commended staff for their outstanding effort in making the Orange Line a success.
- Council Member Ochoa said that he is honored to be a member of the Council.
- Council Member King congratulated staff of the Service Sector on the success of the Orange Line. He also thanked the Council Members for their meeting attendance all year and wished every one a Happy Holiday.

APPROVED King motion to move the next Council meeting to January 11, 2006.

- Council Member Rosenheim stated that his wishes for 2006 would be the initiation of Express Service and a feasibility study extending the Orange Line to Thousand Oaks.
- Council Member Campbell thanked the Council for welcoming him and said he looks forward to working with the Council Members and becoming involved with the Service Sector.
- Council Member King announced that the next meeting will be at the Marvin Braude building.

11. **CLOSED SESSION:**

Personnel Matters – G.C 54957

Public Employee Performance Evaluation – General Manager

NO REPORT.

A handwritten signature in black ink, appearing to read "C. Lumba-Gamboa", with a long horizontal flourish extending to the right.

Prepared by: Christina Lumba-Gamboa  
Council Secretary