

# MINUTES

## San Fernando Valley Service Sector Governance Council

### Regular Meeting

Marvin Braude Constituent Center (\*)  
6262 Van Nuys Blvd.  
Van Nuys, CA 91401

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Called to Order at 6:45 p.m.

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Council Members present:

Coby King, Chair  
Kymberleigh Richards, Vice Chair  
Joan H. Leonard  
Jesus R. Ochoa

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

(\*) Meeting location only for this month.

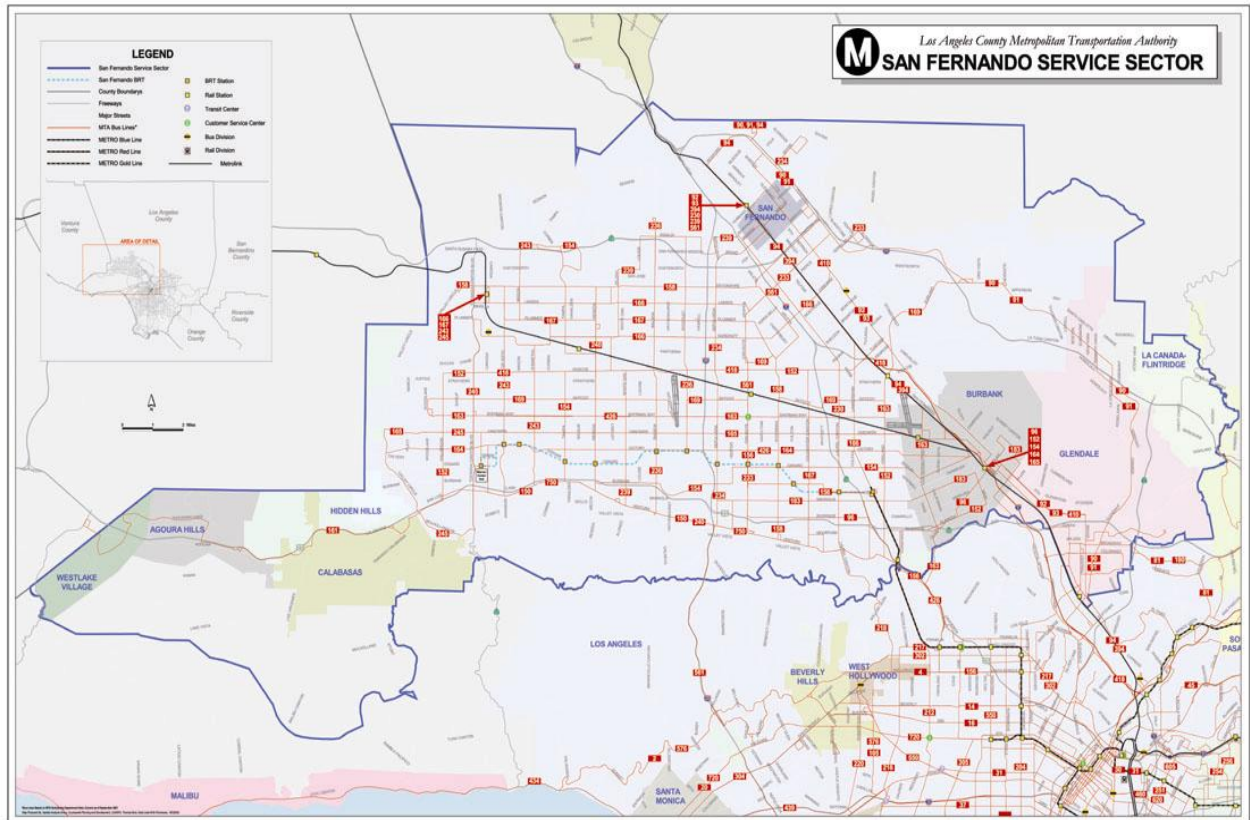


Metropolitan Transportation Authority

**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. CARRIED OVER approval of **Minutes** of Regular Governance Council Meeting held December 7, 2005.
3. RECEIVED Public Comment
  - Ray D. Lopez suggested that Line 158 be modified to serve Valley College via Fulton St. and Line 740 Route be changed to serve Reseda Ave.
  - Dan Lengel complained of the bus stop that was installed in front of his apartment building between Burbank and Coldwater.
  - Marvin Martin stated that Line 164 is not listed on the new system map and there is no bus stop sign on Tampa Ave.
  - Rick Rofman commented that ACE Cash Checking is no longer selling bus passes.
  - Marilyn Morse suggested that Line 96 leave every 30 minutes instead of every hour.
  - Nate Zablen said that the Orange Line is successful in terms of boardings. He suggested that feeder buses north and south to the Orange Line be added.

4. RECEIVED Chair's remarks.

Chair King requested staff to report on the North and South feeder lines to the Orange Line at the next Council meeting. He also announced that the meeting will be adjourned in memory of Former Los Angeles City Council Members Marvin Braude and Ernani Bernardi, Bill Robertson of LA County Federation of Labor.



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

- Performance Indicators

Mr. Hunt summarized the key performance indicators for the month of November as positive. Workers' Compensation and Bus Traffic Accidents/100,000 Hub Miles are below monthly target. Accidents are decreasing. The Service Sector provided more revenue hours than scheduled.

- Orange Line Update

General Manager Hunt reported that the Orange Line continues to be very successful. With a full month of data now available, estimated weekday boardings on the Metro Orange Line for November stand at 16,360 – three times what the agency expected. Boardings continue to exceed expectations. Saturday boardings on the 14-mile, cross-Valley line are estimated at 11,220, almost 69 percent of the daily total. Sunday boardings were recorded at 8,126, almost half the daily total.

The Safety Task Force continues to meet. Electronic signs and slow orders are in place at all intersections. Photo enforcement will be installed at 12 intersections. Traffic light synchronization is still being fine tuned. Mr. Hunt stated that he is pleased with the success of the Orange Line.

6. RECEIVED & FILED **Budget Update** by Kathy Drayton, Finance and Administration Manager.

Ms. Drayton discussed the November 2005 YTD variance report. The Service Sector has a positive variance of approximately \$4 million.

Council Member King requested staff to report at the next Council meeting on revenue per boarding.

7. **RECEIVED & FILED Customer Complaints Report** by Maria Reynolds, Division Transportation Manager, Division 8.

Ms. Reynolds told of an incident that occurred this past Monday when a passenger on the Red Line experienced a medical emergency, resulting in two train delays to North Hollywood Station. Many customers waited at the East Terminal of the Orange Line. With the Orange Line recovering from two bus breakdowns that morning, the line was operating under duress. She stated that this might be an extreme example but nonetheless, one that depicts a situation that leads to customers calling in to report late buses or no-shows.

Ms. Reynolds said that the total number of complaints for September, October and November has remained static and complaints for schedule reliability represented 45.77% continuing to be a challenge for staff and areas of concern included complaints of discourtesy, unsafe operation and pass-ups.

The San Fernando Service Sector continues to receive the highest in customer complaints system wide. It is a priority of the Service Sector staff to improve customer satisfaction and quality of service.

Staff contacts each and every passenger that files a complaint, leaves a telephone number and discusses in detail the nature of their complaint. Staff determines whether the complaint is an isolated incident or a chronic problem to avoid future similar complaints.

The San Fernando Valley management staff continues to focus on the highest volume complaint lines, operators with most complaints, and meets regularly with Bus Operations Control Center on issues of bunching, schedule adherence and service delays.

Management staff initiated a customer group base, which Gary Spivack, Transportation Manager, Division 15 named "Mystery Shopper" that provides Metro staff with the daily pulse of the riding public.

8. **CARRIED OVER MOTION** by Council Member Richards regarding recording of Council proceedings.

9. RECEIVED Chair and Council Members Closing Remarks.

- Council Member Ochoa commented that during the Christmas Holiday Metro was involved in many Holiday parades. He suggested that the Service Sector plan a budget for these occasions to have a wider public outreach.
- Council Member King added that Metro also provided free service on New Year's Day. He wished everyone a happy Martin Luther King Holiday.

Adjourned at 8:45 p.m. in memory of Former Los Angeles City Council Members Marvin Braude and Ernani Bernardi, Bill Robertson of LA County Federation of Labor.



Prepared by: Christina Lumba-Gamboa  
Council Secretary