

MINUTES

San Fernando Valley Service Sector Governance Council

Regular Meeting

Marvin Braude Constituent Svc Center
6262 Van Nuys Blvd.
Van Nuys, CA 91401

Called to Order at 6:30 p.m.

Service Sector Representatives
present:

Coby King, Chair
Kymberleigh Richards, Vice Chair
Richard Arvizu
Joan H. Leonard
Jesus R. Ochoa
Marsha Ramos
Brad Rosenheim
Mel Wilson

Officers:
Gary Spivack, Acting General
Manager in the absence of Richard
Hunt, General Manager
Christina Lumba-Gamboa, Council
Secretary

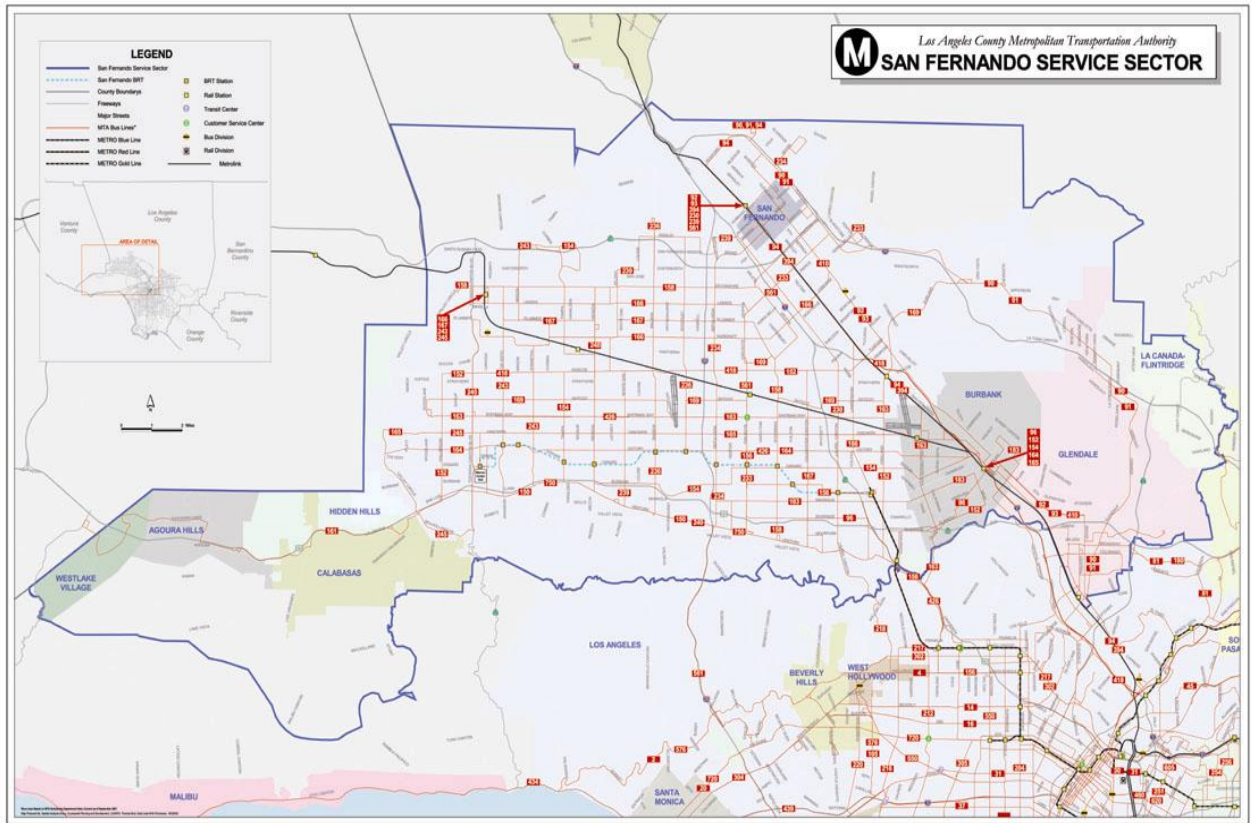


Metropolitan Transportation Authority

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 May 3, 2006 and **Minutes** of Special Governance Council workshop on **Metro Connections** held May 17, 2006.
3. RECEIVED Public Comment
 - Rafi Katzir said that he is opposed to most of the proposed service change recommendations in the public hearing notice. He expressed his concern about Lines 90, 92, 96, and 183 which may require him to make an additional transfer. He suggested that the Service Sector consider establishing a point to point service between Chatsworth Metrolink Station and North Hollywood Station via the freeway system.
 - Malcolm Klugman asked the Sector Council if it could operate as a “Neighborhood Council” and advise various City Committees. He expressed concern that bus stops are being moved but the follow-through by City departments to move the accompanying benches needs to be sped up to avoid customer confusion. Mr. Klugman suggested a route modification for Lines 96 and 233 to use Milbank Street to effectuate the turnaround loop for the two lines because of the intense traffic back-up at Beverly Glen and Ventura Boulevard.
 - Alamada Barrett complimented the agency and indicated that she has been using the bus system for over 30 years. She said that she saw advertising about programs for the MTA running through last October with outdated information on recent bus trips.
 - Philip Johnson thanked the Service Sector for getting the “next bus” displays working on the existing Rapid Lines. He complained that the escalators at Universal City and North Hollywood are not working. Mr. Johnson suggested that we develop an “adopt the station” program so that community members or organizations could help maintain the cleanliness

and orderliness of the stations. He indicated that there should be a more direct policy on the Orange Line concerning bikes being brought on board. Finally, he suggested that we modify the late night loop of Line 156 around the North Hollywood station to save time by routing the buses onto Lankershim.

- Ray Lopez submitted a set of proposals for the creation of new rapid services on Laurel Canyon Boulevard and on Sherman Way.
- Ms. Lucia Yurey showed a passenger strap that had broken on the Orange Line that caused her to fall. The incident happened several weeks ago and she wanted to know what to do in the event that Medicare refused the cost of treatment. She already had a claim form but has not yet submitted the information. A staff member met with her to give her guidance on filing the claim. In addition, she indicated that she is disturbed daily by Orange Line noise and has been waiting for a call back from MTA Customer Service concerning her complaints. Ms. Yurey, who is already on the list of residents with noise concerns, was also counseled to contact the noise mitigation team which has control over her case.

4. RECEIVED Chair's remarks.

Representative King welcomed the new Service Sector representative Ms. Marcia Ramos, to the Council. Mr. King thanked staff for excellent work on the May 17th Metro Connections workshop and commended, in particular, Mr. Brewer and Mr. Spivack for their efforts in preparing and presenting information to the Council.

5. RECEIVED **report of** Gary Spivack, Acting General Manager.

A. Performance Indicators

Mr. Spivack reported that over all the Sector's performance indicators remain positive for the month of April. Complaints per 100,000 Boardings are below the monthly target. In Service On-

Time performance remains at 65%. The On-Time Performance Task Force will finish its activities by the end of June, and Mr. Spivack said that he will give an update at the next Council meeting.

Mr. Spivack reported that the safety record of the Sector has improved substantially resulting in Divisions 8 and 15 receiving cash prizes for safety excellence.

B. Transit Service Policy

Mr. Spivack stated that the Transit Service Policy document is currently undergoing major revision. The goal is to bring the revised policy to the Board for adoption in July.

Mr. Spivack expressed his concern that based on information and a direct read of the policy, it was noted that the language in Appendix D with regard to “mitigation strategies for service changes” included language that would hamper the ability of the Sector to make changes to services. At the last Council meeting staff reported that the Special Master ordered Metro to accomplish a review for every proposed service reduction or span of service reduction on a line-by-line basis and to research alternatives up to and including provision of additional lighting, security, surveillance or other means to protect people who now may be forced to walk farther.

Mr. Spivack stated his objection to this directive, as the Special Master’s order was overly broad and went beyond the scope of the MTA into areas over which the agency has little or no control and certainly no budget.

Mr. Spivack requested Metro County Counsel to review the language, and County Counsel included the following language to the policy covering feasibility:

“To be considered feasible, a mitigation measure must be capable of being accomplished in a successful manner within a reasonable period of time, taking into account economic, environmental, legal, social and technological factors. If the Sector Governance Council finds that it is not feasible to mitigate the impact of the

proposed service change, the Sector Governance Council shall make such findings in writing. In addition, the “feasible” mitigation measures need to be implemented prior to the change.

Chair King asked staff to place this item on the agenda for the next Council meeting for discussion and possible action should the language crafted by the Legal Department not be included in the final draft of the Transit Service Policy taken to the Metro Board for adoption.

C. Rapid Bus Warrants Discussion

The San Fernando Service Sector staff met to finalize the rapid bus service warrants which are used both for the introduction of service and to respond to changes in the level of service or introduction or removal of stops. The primary goal as expressed in the service warrants is to guarantee speed improvements across the entire service line. It also requires the introduction of permanent stations and amenities along with the signal priority improvements.

Several of the provisions were edited to reflect the requirements of the Consent Decree. One of the provisions stated that on the lines to be changed only 1/3 of the current service can be converted to rapid service and the remaining 2/3 of the resources come from other sources, but in fact should be new to the sector operating the line.

The one area of disagreement is in the formula method used to allocate passengers in determining whether or not to add a stop along the line. This revision hinders the flexibility of the Service Sector and will likely be debated further. The rapid bus planning staff side of the argument sees the potential for multiple stop additions that will negatively affect the goal of improved speed and reliability.

D. Regular Board Meeting Update

The MTA Board took action as follows:

- Approved the **budget** as presented but the Board asked the CEO to look for alternative ways to save \$10 million other than by reducing security costs. The Board also approved an allocation to be included for municipal operators for fuel cost increases suffered as a result of the recent change in prices. The adopted motion also required that the municipal operators and Metro work together to purchase fuel jointly to reduce the price given the volume requirement.
- Approved a program to offer lumbar back support to operators through the corporate safety department.
- Approved a budgetary allocation to Metrolink for Los Angeles County Services totaling \$47.7 million with an amendment that the CEO of MTA and Metrolink re-compute and reduce the agency's contribution moving forward.
- Approved the appointment of Marcia Ramos to the sector council and changed the designation of "councilmember" to sector representative. Mr. Rosenheim has been reappointed by his authority and should be confirmed at the June Board meeting.
- Approved motion of Director Villaraigosa for a 90-day study to look at improving school related services so that students could have a "safe passage" home for at least 1 hour past closing of the school and report back in 30 days on whether there is adequate MTA bus service - especially the hour before and after school hours - to safely and efficiently transport students between home and school on routes serving the schools below, and on the frequency of pass bys:

Belmont HS, Fremont HS, Gardena HS, Jefferson HS,
Jordan,HS, Locke HS, Los Angeles HS, Markham MS,

Santee HS, Van Nuys HS, Washington Prep HS, Crenshaw HS

2. Work with the Office of the Mayor, the LAUSD, LAPD, and LADOT to identify bus stops near schools that may be dangerous and to report back to the Board in 60 days with recommendations for how to improve student safety

3. Report back to the Board in 90 days with recommendations on what service changes would be necessary to accommodate student demand for the hour after school finishes. This may include adding regular service in the afternoon on specific routes or staging buses at bus stops near school to ensure that there is enough service to carry the students who need to get home, but MTA staff should recommend the best approach to addressing the issue.

Mr. Spivack said that the impacts to SFV Service Sector would be to Van Nuys High School and that staff was to use the results of the Taft high school report submitted last year as a model.

Mr. Spivack made the following announcements: June 21st at 10:00am press conference to announce opening of Line 734 Sepulveda Rapid, introduction of new equipment for Lines 761 Van Nuys Rapid and 750 Ventura Rapid.

6. RECEIVED AND FILED **Budget Update** by Kathy Drayton, Finance and Administration Manager.
7. RECEIVED **report on Proposed Service Changes for December 2006 by Mike Brewer, Service Development Manager.**
 - a. Scheduled August 2, 2006 for Public Hearing for December 2006 Service Changes and August 16, 2006, as Regular Council meeting, both at 6:30 p.m. at Marvin Braude Constituent Service Center.

b. Authorized publication of Public Hearing Notice

Representative Richards asked that staff add Line 363 to the program to provide more service on Lankershim Boulevard to the North Hollywood station, re-align Line 156 to Lankershim from Vineland to cover a small service gap on Lankershim, and consider limiting Line 240 only to Reseda Boulevard when the Rapid service is initiated.

Representative Rosenheim was concerned about the implementation of the new rapid services and wanted to know when the full implementation with the stations, etc. would be completed. He was concerned with the program and requested a report from staff that would deal with the implementation schedule.

The Sector Representatives discussed the proposal to possibly defer the proposed Line 766 Rapid. The Council asked if an earlier implementation of Line 794 on San Fernando road is possible since the underlying local line will be split with the northern half serving the North Hollywood Station and the southern half going to downtown. Through trips would be provided by the new 794 rapid service. Staff also indicated that the northern half would be supplemented by revised limited line "394" which would travel to the Red Line station.

Mr. Brewer stated that implementation of Line 766 is part of the rapid bus implementation plan and would have to have Board approval. Sector Representative Rosenheim recommended extending Line 766 to Universal City to provide a bus link with Line 750 rapid. Staff responded that it would be a duplication of the Red Line.

Representative Richards asked staff to request the deferral of Line 766 as proposed.

Representative Ochoa suggested deleting the word "experimental" on the public hearing notice.

Representative Rosenheim requested that staff make contact with the City as well as the Rapid Bus Planning group to consider impacts of the proposed delay on city plans.

Mr. King asked staff to report back on status of “street furniture” at the next Council meeting.

8. RECEIVED report of Maria Reynolds, Division 8 Transportation Manager.

A. Customer Complaints Update

Maria Reynolds gave a PowerPoint presentation and reported that the total number of complaints for the SFV Sector in April declined by 25% from March (156 to 117). Since December, there has been a steady downward trend in the number of customer complaints. The breakdown of the complaints is as follows:

- Complaints for schedule reliability represent 31.62% but lower than the system average of 38.77%.
- Complaints for discourtesy represent 16.24%. This is 1% higher than the system average of 15.06%.
- Other areas of concern include complaints for unsafe operation (12.82%), and pass-ups (12.82%).

Ms. Reynolds said that the sector experienced an increase in commendations for the months of March and April. In response to Ms. Richards inquiry regarding invalid customer complaints, she stated that the sector calls every customer that provides a valid telephone number and discuss in detail the nature of his or her complaint. It is then determine whether the complaint is an isolated incident or a chronic problem to avoid future similar complaints. The sector focuses on the highest volume complaint lines and on Bus Operators with the most complaints. Frequent line sweeps are conducted by management. A Line Sweep is when Division management staff work together to saturate a bus line and monitor its performance.

SFV Sector is well below its FY06 target of 4.25 complaints per 100,000 boardings. Its YTD average is 3.39 complaints per 100,000

boardings. There is a steady downward trend in the number of customer complaints.

B. Orange Line Update

Ms. Reynolds reported that ridership continues to climb on the Orange Line; there were no accidents in the month of May, although one occurred on June 5th, and that staff is moving forward with the implementation of the safety task force items. She said that the photo-enforcement cameras will be implemented this summer.

9. Election of Officers.

Council elected Representative Richards as Chair and Representative Rosenheim as Vice Chair.

10. RECEIVED Council Members Closing Remarks.

- Representative Leonard asked about the closure of the customer service center in the Valley. She asked staff to work with City Councilwoman Greuel to get better coordination with city to relocate bus benches.
- Representative Richards thanked Chair King for his work and support of the efforts of the Council. She thanked everyone for their support for electing her as chair.
- Chair King thanked everyone for their support and hard work. He looks forward to continuing service as sector representative. He thanked the staff from “top to bottom” for their excellent work and dedication to the Sector.

- Representative Rosenheim welcomed Marcia Ramos to the Council and thanked the Council for support of his candidacy for Vice-Chair.
- Representative Ramos thanked everyone for their warm welcome and indicated that she is pleased to be part of the Council at this critical time for public transportation.

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

Prepared by: Christina Lumba-Gamboa
Council Secretary