

MINUTES

San Fernando Valley Service Sector
Governance Council

Regular Meeting

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

Called to Order at 6:30 p.m.

Service Sector Representatives present:

Kymberleigh Richards, Chair
Brad Rosenheim, Vice-Chair
Richard Arvizu
Joan H. Leonard
Jesus R. Ochoa
Marsha Ramos

Officers:

Gary Spivack, Acting General Manager
(in the absence of Richard Hunt, General
Manager)
George Roqueni, Council Secretary

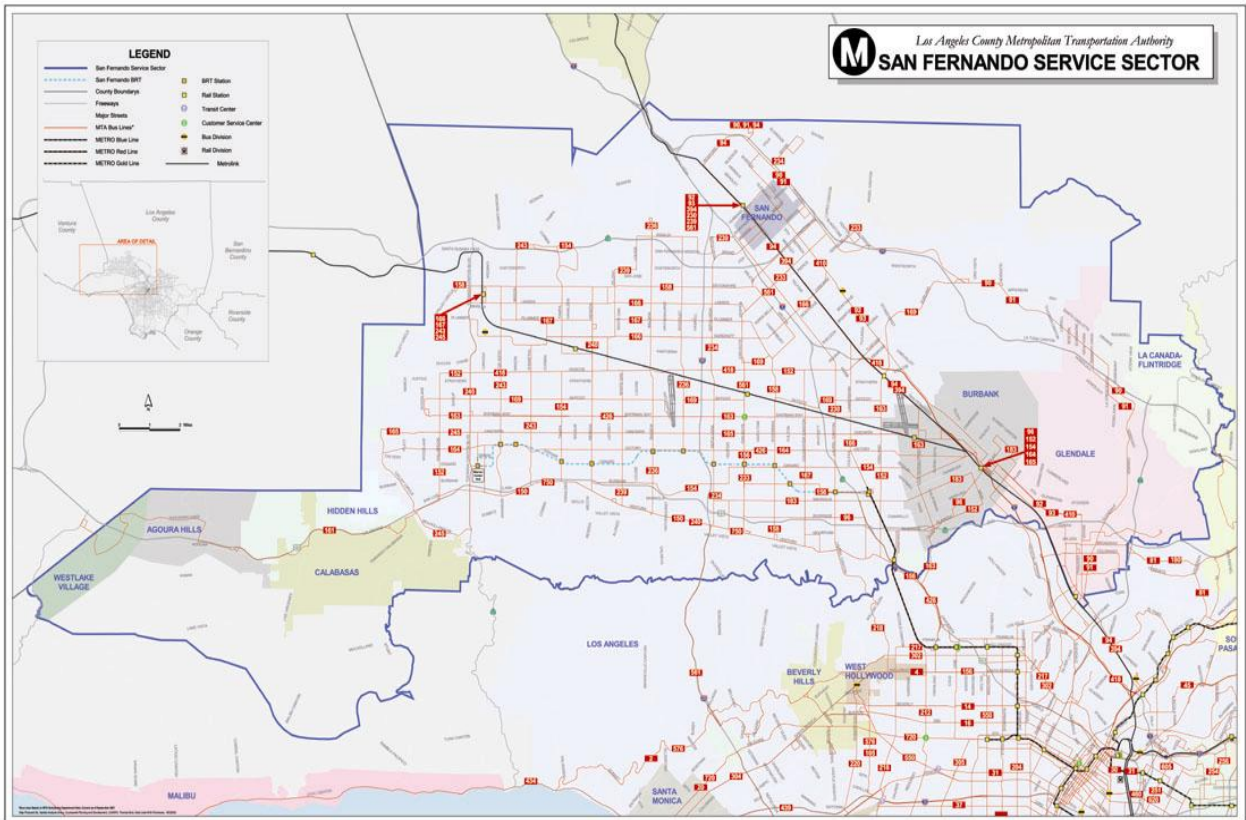


Metropolitan Transportation Authority

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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, 634C and 645. (C = Contract Service)

Metro Rapid Lines **734, 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.



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1. Pledge of Allegiance
2. APPROVED Minutes of Regular Governance Council Meeting held July 5, 2006.
3. RECEIVED Public Comment:
 - a. Rafi Katzir – recommended changes on the following lines:
 - 92 – Discontinue service north of Burbank Metrolink on Glenoaks and replace with new lines 221 or 231 and 651 or 653
 - 94 – Operate new route on Avenue 26 between Figueroa and Broadway to Ord and then continue on Spring, as lines 251 and 751 get cancelled on Valley north of Broadway and will extend to Huntington and Monterey to replace line 45 which will truncate in downtown LA
 - 152 – Truncate service at Sun Valley Metrolink. New service on Vineland will be replaced by line 221 or 231
 - 154 – Extend to Valley College Orange Line station on Oxnard to Fulton to Coldwater back to Oxnard again.
 - 163 – Truncate at Strathern and Vineland. Service south of Hollywood/Highland will be replaced by line 221 or 223.
 - 166 – Extend on Osborne to Foothill Arroyo 7 days a week.
 - 169 – Truncate at Strattem and Vineland. Service between Burbank Airport and Foothill Fenwick will be replaced by line 669. Weekend service on line 169 will be discontinued and line 669 will run seven days a week between Foothill/Fenwick or Foothill/Mount Gleason and Burbank Airport.
 - 221 or 231 – Operate new route on Vineland between Ventura and Sunland to Glenoaks to Sylmar Metrolink station. Do not forget to service North Hollywood Station.
 - 353 and 363 – Extend on Topanga Canyon to Chatsworth Metrolink and cancel service on both those lines between Sherman Way or Roscoe and North Hollywood Station. That would be replaced by line 321 or 331.
 - 651 or 653 – Operate new route from North Hollywood Station on Vineland to Ventura to Universal City Station to Lankershim to Riverside to Alameda to Victory. Instead of using Main, use Victory so that it connects directly with 96 to Magnolia, to San Fernando, to Olive to Glenoaks into Sun Valley Metrolink.
 - b. Vince Garafolo – on Friday, 8/4 while waiting for a bus witnessed an accident involving a bus and another vehicle. Line 156 operator refused to allow him to board. Report of this refusal was made to a supervisor.
 - Also observed operator not allowing handicapped individuals to board the bus on Sepulveda Boulevard near Roscoe. Line 163 needs to go farther after its last run out of Hollywood so as to provide late night service.
 - Requests that Line 94 operate 24 hours, 7 days a week as it is as much needed as the 156 and 150.

- c. Phillip Johnson suggested:
- Using a text message system for Metro service which will allow for registering complaints by providing the bus number or the operator's badge number and for obtaining information as to the reasons for lateness. This system would allow you to obtain information on any delays on a particular route.
 - Better signage for the downtown Red Line to identify the North Hollywood train and the Western/Wilshire trains.
- d. Rick Rofman commented:
- With the new 741 line running on Reseda Boulevard, Monday through Friday and no bus service on Saturday, because the 241 will stop on Ventura and Reseda, California State University would be left without bus service north and south by this new route and no connection from the Orange Line Reseda stop.
 - The new AT&T local white pages directory has no listing for MTA or Metro.
 - Cannot find a bus number on either the front or the back of the new 65-foot accordion buses. There is a number on the side of the bus but not on the front or the back.

Chair Richards asked Mr. Spivack for clarification on her understanding that during public hearings, the staff report proposed only adding to 741 service on weekdays, making an adjustment in line 240's operating schedule on weekdays, and eliminating the Ventura Boulevard service but keeping weekend service intact.

Mr. Spivack responded that the underlying service for Reseda Boulevard would be in place for weekends and that there was no intent to eliminate local service on that route.

- e. Kim and Randy Horton commented:
- While attempting to board bus 91 at Tyler and Foothill, missed the bus because the wheelchair lift was not functioning even though it is known that the ramp can be handled manually.
 - Many bus stops along Bledsoe and Foothill, either before or after the hospital, are not wheelchair accessible.
 - Line 94 should run 24 hours because it goes to the medical center and is used by many at any given time of the day.
 - The accessibility issue has been brought up at the Accessibility Advisory Committee and she was told that it is the responsibility of the City.

Chair Richards commented that she prefers to have Metro staff respond to this inquiry because Metro staff has the ability to clearly identify what Metro can and cannot do as regards this issue. She asked Kim and Randy Horton to provide their mailing address so they can receive a formal response in writing.

- f. Luis Velasquez commented that:
- While waiting for the 166 at Nordoff, two buses were arriving at the same time and were going so fast that he missed both. Reseda needs a Rapid bus also.
 - Metro is doing a great job with the other lines and improving service in the Valley.

4. RECEIVED Chair's remarks:

- Sector Representatives have been provided with Metro Board agenda item being considered as to the efforts being undertaken to fill vacant bus operator positions.
- Proposed dedicating the September 6, 2006 meeting for the approval of the December service change program and then holding a second meeting two weeks later as was done this month. The Chair elicited comments from others. After discussion, it was determined that there will be the regular September meeting with a minimized agenda, and routine reports will be deferred to October to allow more time for public discussion of service sector changes.
- Today's meeting will be adjourned in memory of two individuals, Bill Weed Transit Operations Supervisor who passed away after more than 25 years of service to Metro, and its predecessor agency the RTD, and in memory of Fidel Parada, Bus Operator, division 15.

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

Mr. Spivack reported on the following:

- a) Performance Update – On-time performance still running at about 65-66% and Division 8 has moved ahead of us, and Division 15 somewhat, but the overall average is 66% year-to-date.
- Worker's Compensation – blind claims for individuals who have already retired and filing claims for past cumulative years of service have affected the reserves. Overall, new Worker's Compensation indemnity claims are very good and well below our target.
 - Operator Assignment Ratio – is 1.13 but we are still down a large number of operators. Most recently, all the business development operating facility operators have been promoted to part-time and the schedule has been changed which should improve the situation.
 - Accidents – During June there was a decrease in accidents towards month end and we ended with 3.03 per 100,000 miles versus the system-wide of 3.45. The last two months of intensely hot weather took a toll on the equipment, operations and passengers.

- b) Board Meeting Update – the supplemental budget added \$14 million to the overall system cost to accommodate the three union contracts that had been completed. Also approved was a funding package of \$640 million for the Expo Line.
- c) Orange line Update:
- Ridership continues to increase with a slight decrease in June but returning to approximately 21,000 in July.
 - Photo Enforcement Project – there are 12 intersections, where cameras have been installed, which are being completed with Tujunga, Oxnard-Buffalo and Woodman installed in June with the 30-day warning period in place. The next group is in the testing phase for Kester, Woodley, Reseda, Sepulveda, Balboa and White Oak; and the last three streets of Mason, DeSoto and Lindley scheduled to be completed the end of this month. By the end of September it is likely that citations will be issued at all of these intersections.
 - The contract to set the 611 spaces for the Canoga Park and Ride for the Orange Line Station, to be opened later this year, was approved
 - Near Misses – there was slight increase during the beginning of August but the basic trend has been downward.
 - June Accidents – the Orange Line is running substantially lower than the entire Metro system and the Metro San Fernando Valley. Two accidents occurred in July; both were red light incidents, and one in early August, also a red light incident. All accidents have been due to drivers ignoring the signals.
 - Parking – has not been up to expectations, particularly in the eastern locations, Van Nuys and Sepulveda, in particular, are under utilized. The western stations are much better utilized. Staff reports that there has been interest expressed in the new parking lot at Canoga.
 - Orange Line Summary – customer use is high, customers are satisfied, and the accident rate continues to be low with a decline in the near-miss incidents.
 - Marketing Department - There are on-going efforts to improve the utilization of parking ridership with the possibility of using balloons to mark the location. Efforts are being made with Caltrans to get way-finding signs from the 405 Freeway directing riders to the entrance of the parking lot. It was suggested by Representative Rosenheim that marketing efforts be channeled through the Central Cities Association.

6. RECEIVED Customer Complaints report where Mr. Spivack indicated that June complaints for 100,000 boardings were 2.56. The year-to-date monthly average is 3.24 and the trend is being scrutinized to bring down customer complaints. There are plans for redesigning the schedules. One of the key features of the contract is a guaranteed period where operators will be able to recover and get some rest time. The hope is that this will also provide the opportunity, as we add running time to

some of our lines, to improve on-time performance. Staff is looking towards the implementation of Metro connections with the possibility of shortening the lines, but breaking them at reliable points. With better on-time reliability, we expect that customer complaints will decrease. There has been an ongoing program of training and retraining operators with some cases requiring the application of discipline to operators who have not complied. Mr. Spivack reviewed the report pointing out that high temperatures had exacerbated mechanical and behavioral issues leading to delays and complaints. The origins of customer complaints come primarily from fare disagreement and alleged no-shows or pass-ups. In the summertime, passengers sometime stand under an awning or tree to avoid the sunshine and heat. When the operator approaches, they jump out and the operator may not be able to stop. This may be considered a pass-up but the customer was not at the stop. A comparison of the number of complaints on our system as compared to several national systems revealed that the San Fernando Valley Sector and the Metro Bus system are doing quite well by comparison. Details were provided comparing the complaint categories percentages of the San Fernando Valley to those of the entire Metro system noting that the SFV discourtesy rate has come down well below that of the Metro system as a whole. Efforts continue to improve all components of service.

Representative Ochoa asked about the measurement of lateness and if other agencies use the same standard. Mr. Spivack indicated that 30 seconds to 5 minutes late and less than 1 minute early is considered as being on time.

Vice-Chair Rosenheim noted that the level of improvement, over the past 3 years, is consistent with the creation of the Sectors. There appears to be an obvious improvement with that of the San Fernando Sector being the most dramatic.

7. RECEIVED Budget Update from Kathy Drayton, Finance and Administration Manager

Ms. Drayton provided a detailed presentation of the FY07 budget identifying the major cost drivers such as Revenue Service Hours which are those hours during which the bus is in actual service, and the Hub Miles which are the total miles driven. This information is used to determine staffing level, fuel needs parts, and other components of the budget.

She pointed out that there were a few added positions for ATU mechanics and service attendants due to the Orange Line service. The Revenue Service Hour cost is \$104.36 as compared to that of \$100.69 for FY06. There was discussion about an increase in service on the Orange line. Mr. Spivack reported that in June the number of service hours was increased and peaks are operating for a longer time in both the morning and afternoon. When the Canoga Park park and ride lot opens the situation will be re-evaluated, and there will probably be a need for increased service.

Last month there was a question about Orange line revenue. Ms. Drayton presented information of the Orange Line Stations Ticket Vending Machine Revenue by station for the period of November 2005 through May 2006 with total reported revenue of \$914,422.

This does not include the portion of revenue from tokens and passes based on our boardings.

8. RECEIVED and FILED report on **Transit Furniture on the Rapid and Local Bus Lines** by Michael Brewer, Service Development Manager.

At the last meeting a request was made to determine the process for establishing bus shelters. Metro is involved in the process to the extent of providing ridership and bus stop locations to the City of Los Angeles. This information is taken by the City and CBS-Decaux, which is the private contractor responsible for fabricating and installing the shelters. Metro does not make any selection as to where the shelters are placed but can make direct requests to the City and also forward requests received by Metro from the public.

Of the 2,500 bus shelters to be placed throughout the City, 25% of those are under the jurisdiction of local City Council offices, 40% are located through the Bureau of Street Services, and 35% are located by CBS-Decaux. One half of the shelters are already in place with the remainder to be installed within the next 2 years.

Representative Rosenheim asked about stand-alone benches. Mr. Brewer reported that this is also a City responsibility. Representative Richard Arvizu asked about the method used for identifying and selecting locations such as high density stops. Chair Richards pointed out that this report on bus shelter and bench placement information is very important and gives this Sector Governance Council the opportunity to provide input. Mr. Brewer pointed out that the placement of a shelter requires the approval of the nearby businesses.

There was discussion about the possessory tax which is being levied by the County of Los Angeles for shelters above and beyond the original contracted 2,500. The City of Los Angeles and the contractor are negotiating with the County about this tax. It was suggested that perhaps the five Supervisors who serve on the Metro Board could be encouraged to note that these tax funds would be serving Metro customers. It was noted that County Counsel has recommended that Metro not be involved in these negotiations.

9. RECEIVED and FILED update on North and South Feeder Lines to Orange Line by Michael Brewer, Service Development Manager.

A comparison of before and after the Orange Line was undertaken noting that there have been noticeable increases in ridership. The 8 to 10% increase can be directly attributed to the Orange Line and passengers connecting with the Orange Line

using north and south feeder service. Parallel services, east and west, have experienced decreases in ridership of 4 to 8% as a result of passengers migrating from those corridors to the Orange Line.

As a result of the Orange Line service being introduced to the Valley, it was reported that boardings have increased by approximately 17,000 which takes into account any boardings that have migrated from east-west lines.

10. RECEIVED oral report on the feasibility of assigning small buses to low productivity lines by Kathy Drayton, Finance and Administration Manager.

Some of the benefits of using smaller buses are that they can enter those neighborhoods where larger buses cannot be used and are good for lines with fewer than 2,000 daily boardings. This shuttle service would offer the opportunity to work with partners in the various neighborhoods and cities. The types of buses which are available for this service are 20, 30, 32 and 35 foot buses. The downside is that these buses have a shorter life of from 8-10 years, whereas the heavier buses can be operated from 10-15 years. The cost for these smaller buses is not appreciably less than the cost for a 40 foot bus. If Metro were to operate these smaller buses, there would not be substantial savings in the costs of operating the service. The only clear savings would be on fuel, but this represents a very small percentage of the total operating cost. Labor costs remain the same but parts costs may increase because of the wear and tear on the buses that are less than heavy-duty.

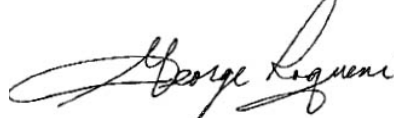
Metro is considered a regional carrier and as such is focused on the business of operating full-sized transit vehicles in heavy corridors and transporting passengers much longer distances than would be the case with smaller, shuttle operations.

11. Service Sector Representatives' Closing Remarks.

Representative Jesus Ochoa mentioned that James Okazaki, who worked for LA DOT and was a friend of the sector, is retiring. Mr. Okazaki was thanked for all the help and support he provided to this Sector over many years.

Representative Richard Arvizu commended the staff for the excellent work done in providing the reports and for providing the details which are very useful to this Governance Council.

There being no further business, the meeting was adjourned at 8:27 p.m.



Prepared by: George Roqueni
Council Secretary