

Thursday, August 10, 2006 – 2:00 p.m.

MINUTES

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Called to Order at 2:03 p.m.

Sector Representatives Present:

Wally Shidler (Chair)
Jo Ann Eros-Delgado (Vice Chair)
George Bass
Cheri Kelley
Larry R. Nelson
Owen Newcomer
Samuel Peña
Cynde Soto
Vincent Torres

Officers:

Alex Clifford, General Manager



Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance
2. Roll Called
3. Self Introductions
4. APPROVED **Minutes** of July 13, 2006 Council Meeting.
5. RECEIVED **Report from General Manager.**

Budget & Performance – Mr. Clifford reported that FY06 year-end budget variances will be available at the September meeting. He reviewed Key Performance Indicators for the month of June, and highlighted the areas of Worker's Compensation, Accidents, Complaints and On-Time Performance (OTP). Worker's Compensation and Accidents continue to show improvements.

Representative Kelley asked if staff keeps track of causes of delays.

Mr. Clifford responded that if the traffic pattern at a particular location is consistent, the schedule of bus routes may be altered slightly based on this pattern.

Mr. Clifford reviewed customer commendations for June.

Representative Nelson asked if the Sector holds an awards ceremony to recognize all staff members receiving commendations.

Mr. Clifford responded that staff is considering acknowledging staff on a quarterly basis, and will invite representatives to participate.

Seatbelt Law – In response to Representative Bass's query regarding the Seatbelt Law as it applies to bus operators, Mr. Hershenson explained that state law exempts bus operators. Metro is finalizing the policy mandating the use of seatbelts by operators.

Representative Nelson inquired about the consequences for operators who don't wear a seatbelt.

Mr. Clifford responded that it is treated as a minor violation. Metro management would like to treat this as a major infraction and will further discuss the disciplinary aspect of the violation with the arbitrator.

Representative Nelson asked if operators who are not wearing their seatbelts can be ticketed if pulled over.

Mr. Clifford responded that while they cannot be ticketed, they can be cited under Metro's policy.

Representative Bass inquired about operators involved in accidents who are found not to be wearing their seatbelts.

Mr. Clifford responded that this violation may be included in the accident report and findings.

Chair Shidler asked if staff is able to observe whether operators are wearing their seatbelts using the cameras installed on buses.

Mr. Clifford stated that some cameras may allow staff to make this observation. However, the footage may not be clear.

- **Healthcare Costs** – Mr. Hershenson responded to Representative Bass's question last month about who is responsible to pay health care costs if they exceed the amount in the contract. Mr. Hershenson said that if there is an overage, it is taken out of the general fund of each of the unions. If the general fund is exhausted, employees must come up with the extra money needed.
- **Line 111 Update** – Representative Eros-Delgado reported that last Friday, Gateway Cities Sector Representatives and staff met with South Bay Sector Representatives to discuss options for Line 111. Chair Shidler mentioned that it may be possible to modify one of South Bay Sector's lengthier lines and split it in half, with the southern portion being operated by the Gateway Cities Sector.

6. **RECEIVED Oral Report on Customer Code of Ethics** – Karen Gorman.

Ms. Gorman provided an overview of AB 1234, which requires specified local officials (those who receive compensation for their service or are eligible to have their expenses reimbursed) to receive two hours of ethics training every two years.

She stated that the first deadline is January 1, 2007. Training will be provided by Metro's Ethics Department at no charge. The Department will be polling for possible training dates and will send out a notice to Sector Representatives. Training is also available from the California League of Cities for a fee. Officials whose term of office ends before January 1, 2007 are excused.

Proof of participation will be given to local agency officials receiving the training. Copies of these certificates must be provided to Metro's Ethics Department.

Ms. Gorman provided an overview of the Customer Code of Conduct. She explained how the Code is enforced and reviewed next steps.

7. **DISCUSSED Adopt-a-Line.**

Chair Shidler explained that Representatives participating in this program would regularly ride one or more lines and report back once a year on their experiences. He asked if any of the Representatives would be interested in taking part in this program.

Representative Eros-Delgado stated that the program represents an important part of the Council's responsibilities, as Representatives regularly make determinations about lines. It is essential for Representatives to gain an understanding of the passenger's perspective.

Chair Shidler noted that staff can provide a list of the lines that Representatives may "adopt."

Mr. Clifford mentioned that the packets distributed to Representatives include a comment form which may be used to make observations when riding a line. Staff will be developing additional material regarding lines in each Representative's area to be distributed at the next council meeting.

8. **DISCUSSED Metro Facilities Tours** (i.e., GWC Operating Divs., BOC, ROC).

Chair Shidler stated that at the request of the Council, periodic facilities tours may be scheduled to better understand the activities that occur at various Metro facilities. He asked for guidance on how to coordinate the tours.

Representative Newcomer suggested providing tours on a quarterly basis.

Representative Nelson expressed his support for the tours, but stated that they should not take place in lieu of a Council meeting.

Mr. Clifford mentioned that staff will bring back more specific information next month.

9. **Representatives' Remarks:**

Representative Soto stated that when riding Line 60, she noticed that the bus travels north on Pine (between 1st and Broadway) instead of north on Pacific in downtown Long Beach, and that as a result, some stops have been skipped.

Mr. Fakhro responded that Stops and Zones is looking into this issue. He added that some operators are taking geographical shortcuts, but in terms of time, the detour takes longer.

Representative Bass commented that it is easier for the Ethics trainer to come to the Council to provide the training rather than have Representatives meet the trainer.

Representative Nelson announced that CEO Roger Snoble will be present at the Gateway Cities Council of Governments meeting on August 28th at 6:00 p.m. to obtain feedback from Representatives on how they feel about Metro.

10. Chairperson's Remarks:

- Speakers for upcoming Council meetings – Chair Shidler asked Representatives about whether they have a preference as to the types of speakers they would like to invite to a Council meeting to provide a presentation.
- Transit Providers Workshop – Chair Shidler reminded Representatives about the Transit Providers Workshop at 3:00 p.m.

11. Consideration of Items not posted on the Agenda – none.

12. Public Comment on Items not posted on the Agenda – none.

13. Closed Session:

Personnel Matters – G.C. 54957 Public Employee Performance Evaluation Goals for FY06 – General Manager

No report.

ADJOURNED at 2:50 p.m.



Michele Chau
Council Secretary