

Thursday, November 9, 2006 – 2:00 p.m.

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# Minutes

Los Angeles County  
Metropolitan Transportation Authority

## GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company  
9240 Firestone Boulevard  
Downey, CA 90241

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Called to Order at 2:00 p.m.

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Council Members present:

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

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Officers:

Alex Clifford, General Manager  
George Roqueni, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Pledge of Allegiance

2. Roll Call

3. Self Introductions

Public Comment - None

4. APPROVED **Minutes** of the October 12, 2006 Council Meeting.

5. RECEIVED **Report** from Alex Clifford, General Manager.

Budget and Performance

Mr. Clifford reported that figures from September 2006 were consistent with last month, that fuel costs are trending low and that there is a positive sector variance of just over \$2 million. He noted that both the cost per revenue service hour of \$91.48 and the cost per boarding of \$1.41 were below budget. In addition, the Workers' Compensation claims were well below target. The indicators for both bus and passenger accidents were below expectation. Complaints of 1.70 per 100,000 boardings were much lower than the targeted 2.50. There was a decrease in on-time performance.

Chair Shidler asked if there were problems with roll out. Mr. Clifford responded that with the ongoing shortage of operators comes some outlates and some run cancellations.

Metro Connections Letter to Cities in Gateway Region

Mr. Clifford described the anticipated timeline for working with Gateway Cities on regional hubs. He anticipates a letter to Gateway Cities will go out in 1-2 weeks in which is described a number of Metro Connections service changes and the timeline for comment.

Consent Decree

Mr. Clifford reported that the Consent Decree ended but that Metro still has some continued court ordered responsibilities beyond the expiration, such as the Metro Rapid program.

6. RECEIVED ORAL **Report** on Contract Services from Michael Greenwood, Deputy Executive Officer, Operations, Contract Services.

Mr. Greenwood reported that there are two contracts for this sector and identified the various reasons that would cause penalties to be invoked.

Representative Bass asked if there were any problems with Line 266. He indicated that the Citizens Advisory Committee identified 13 complaints and felt that both Lines 266 and 232 were candidates to be brought back in house.

7. RECEIVED Status of Adopt-a-Line Program from Mike Sieckert, Transportation Planning Manager, who presented the schedule of lines available for review by the sector representatives and discussed the Management Service Survey checklist to be used by sector representatives to evaluate service.

Representative Nelson asked if the TAP card should be used because this would alert the driver to the presence of management staff. Mr. Clifford indicated that it would be best to use the Metro identification card and to make formal contact with the operator. Operators would welcome their presence on the line.

8. RECEIVED **Report** on Employee Recognition Events from Dave Hershenson, Community Relations Manager and Sheila Badji, Executive Secretary.

Mr. Hershenson described the theme of the event as honoring the “best of the best.” It was held at the Marina Del Rey Marriott and MTA Board Chair Molina and Director O’Connor were among the 300 people in attendance.

Sheila Badji reported that the practice of acknowledging the Employee of the Quarter was reinstated and noted that each division has an Employee of the Month event. Pervis Johnson, Division 2 Transportation, and Baltazar Montes, Division 1 Transportation, were recognized as the Employee of the Quarter. The next event is scheduled for either the 23<sup>rd</sup> or 24<sup>th</sup> of January 2007.

Vice Chair Eros-Delgado attended this event and expressed her support for the value of providing this recognition. Representative Bass described the feelings of good will and employee appreciation apparent at this gathering. Chair Shidler emphasized the value and good feelings created by providing employee recognition, acknowledged the excellent work done by Sheila Badji in arranging the event and expressed hope that the sector representatives would attend the upcoming event in January

9. RECEIVED **Report** on Division Tours from Sheila Badji who reported that the first tour, scheduled for December 8, 2006, will be of Bus Operations Control. She provided the 2007 tour schedule for the period of February through June 2007. Chair Shidler encouraged all to attend these tours to learn what it takes to

provide service on the street and he characterized Rail Operations Control as something futuristic not to be missed.

10. RECEIVED Oral **Report** on Proposed June 2007 Service Changes/Public Hearing Date from Mike Sieckert. The timeline required, the notification called for and the date of the proposed public hearing in February 2007 were discussed. Consideration was given to having the public hearing either before or after the regular meeting or the possibility of scheduling it for a Saturday, where, as suggested by Chair Shidler, there would be greater public participation. Mr. Sieckert suggested the possibility of having the hearing on Saturday, February 10<sup>th</sup> but the Service Sector did not favor a Saturday, consequently Thursday, February 8, 2007 was identified as a possibility.

Representative Kelley suggested identifying the lines being changed and then finding a meeting location in proximity to the affected area. Mr. Clifford suggested the possibility of having the meeting at a community center and having the hearing on both a Thursday and a Saturday. Chair Shidler made it clear that major changes are being considered and suggested the possibility of combining the hearing with that of the South Bay Sector. Mr. Clifford recommended having the hearing at the regular meeting in February and said he would explore the possibility of also having a Saturday meeting, or a shared meeting in conjunction with the South Bay Sector.

11. REVIEWED, DISCUSSED & **APPROVED** comments to be submitted by the governance council in response to the Antonovich Motion as presented by Alex Clifford.

Attachment B, which contains the recommendations received from governance council members is anticipated to be presented at the February 2007 MTA Board Meeting. Mr. Clifford plans to invite Carolyn Flowers, Interim Deputy Chief Executive Officer, to the December Sector meeting to make a presentation on parts of the response to the Antonovich motion that her staff is working on.

- Community Outreach - The General Manager described the essentials of what was proposed by the 2002 Service Sector Task Force and the challenge of providing outreach, with limited staff resources, to the 26 cities, the County, the Gateway Cities Council of Governments (COG), three major municipal operations, local transit providers, local elected officials and local stakeholders. Originally, when the Sectors were set up, Gateway had a fulltime communications manager, communications officer and an intern.
- Funding – consideration should be given to decentralizing the budget and making the sectors accountable to those individual budgets. When the sector achieves some efficiencies, those dollars should remain within the

sector and not be absorbed into the overall Metro budget. Non-controllable budget components such as fuel and fringe benefits should be isolated with a reserve policy that might reduce the potential of cost overruns in those areas that might otherwise cause a Sector to reduce service to offset the overrun..

Representative Newcomer asked for clarification on the authority to add positions. The General Manager reported that for the last two years there was no provision for adding new positions. If the Sector is accountable to a decentralized budget, it might be possible to also provide the Sector with the authority to add FTEs as long as the Sector delivers its operational budget within budget. For example, buses traveling through downtown are damaged due to potholes and may be subject to conditions that may differ from those of other Sector operating environments. It might be determined that more mechanics and service attendants are needed, but the existing system allocates mechanics and service attendants on a formula basis and not on the specific Sector need.

Service Planning – The Board should consider delegating to the Service Sectors final authority for all Tier 1 service changes

- Internal Communications – suggestions include having each Sector be allotted 10 minutes for a once-yearly presentation report to the MTA Board, to have the Board Deputies visit the Governance Council meetings and that each Sector should schedule quarterly or semi-annual meetings with the Board Deputies, Governance Council Chairs and the sector General Manager to discuss regional issues. This will draw the Board members closer to what is happening in the sectors.
- Communication with Corporate Departments – There is a need to improve communication between the sectors and marketing so that all marketing materials flow through the sectors for comment and input.
- Inter-sector Communications – It was recommended that there be semi-annual meetings with the five service sector Governance Council Chairs to discuss June and December service change programs to ensure compliance with agency policies, goals and objectives.

Chair Shidler suggested that with the Rapid Program, after a line begins operation, the Sector should have responsibility for scheduling and the location of the bus stops because the Rapid Lines must interact with local service. In addition, there is a need to interact with customers to determine their needs when it comes to Metro Connections, which is not happening now.

After considerable discussion, it was moved and passed that all the recommendations be approved and moved forward to the next step.

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Gateway Cities Service Sector Council Regular Meeting  
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12. Council Member's Remarks – Chair Shidler noted that Representative Cynde Soto is being honored with the Access Services Award next Wednesday.
13. Consideration of Items not posted on the Agenda - None
14. Public Comment on Items not posted on the Agenda – None

MEETING ADJOURNED at 3:25 p.m.

A handwritten signature in black ink, reading "George Roqueni". The signature is written in a cursive, flowing style.

Prepared by: George Roqueni  
Council Secretary