

Thursday, May 10, 2007

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 2:01 p.m.

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

Officers:

Alex Clifford, General Manager
William Walker, Council Secretary



Metropolitan Transportation Authority

1. Pledge of Allegiance

2. Roll Call

3. Self Introductions

4. **RECEIVED** Public Comment.

5. APPROVED **Minutes** of April 12, 2007 Council Meeting

6. **RECEIVED oral report from General Manager**

Fare restructure: Dave Hershenson presented an updated Fare Restructuring Plan to the Council with updated figures requested by Sector Council Representatives.

- **RECEIVED AND APPROVED MOTION** to ask the Chairman to attend the Fare Increase Public Hearing and communicate to the Board the Governance Council's position on the proposed fare increase as follows:
 - **Protect the Current Revenue Service Hours:** *Do not resolve the budget deficit with cuts in the current revenue service hours. Irrespective of the decision made on the 24th of May relative to increased fares, identify other funding sources to bridge the deficit gap and protect the current level of service we have on the street today.*
 - **Smaller increases over a longer period of time:** *Whatever the decision is on the 24th of May, make smaller incremental increases and spread the increases out over a longer period of time.*
 - **Index future increases:** *Consider indexing all proposed future increases to an established amount. An example might be CPI plus 1%.*
 - **Minimize ridership loss:** *To date, none of the proposals reviewed have quantified the assumptions relative to expected loss of ridership and the recovery time for that loss of ridership. Smaller increases spread out over longer periods of time might help to minimize the potential of ridership loss.*
 - **Fare increase predictability:** *Help the fixed income customer plan for the increased transportation expenses by creating a fare increase program that is predictable, and publishes future increases in fares today.*
- Sector members were asked to provide Sector management any feedback or suggestions regarding the FY 2008 Sector Work Plan for incorporation into the final plan for consideration at the June 2007 meeting.
- **FY07 Budget & Performance Update**

Labor is facing unfavorable balances of about \$3.1 million, which includes \$500,000 in ATU costs and \$500,000 in UTU costs. Non-labor is operating with a favorable balance of \$3.1 million because of savings in the fuel area. PL/PD Liability is operating with a \$2.4 million surplus and Worker's Compensation is under budget with an \$800,000 surplus.

In the Support Departments, Transit Operations is currently running an unfavorable variance of \$149,342, composed of a favorable variance due to lower security costs and lower tire

lease expenses which are offset by an unfavorable variance consisting of overruns in facility maintenance and overruns in charges from the RRC along with approximately \$300,000 in mischarges from other Sectors. The mischarges are being corrected and should be finalized in the final budget reconciliation in July or August of 2007.

In the Workers' Comp area, the overall level of claims are slightly above budget but the severity of the claims has decreased.

Traffic accidents YTD are 4.05 which is above the 3.50 target and customer complaints are 1.82, well below the target.

The top two accident types for the Sector are *Other vehicle involved with bus standing in zone* and *Sideswipe, and – Other vehicle passing a Metro vehicle*. Most accidents tend to be the fault of other drivers and not the fault of Metro operators.

Mr. Clifford responded to a question from Chair Shidler that articulated buses do not currently run out of the Gateway Cities Sector, but upgrades were recently made to the Division 1 to accept articulated buses beginning with proposed service changes in December 2007. Mr. Clifford also continues to work with operations staff at Metro headquarters to segregate incidents from accidents in Metro incident reports.

- Update on Antonovich Motion

Mr. Clifford said the Board will take up the Antonovich motion at the July Meeting.

- Update on Metro Connections Meetings – None
- Metro Sector Governance Councils Meet and Confer will take place Thursday, May 31, 2007 from 4:30-6:30pm in the Metro Board Room, 1 Gateway Plaza.
- Update on Council Requests
 - **Line 577 Update:** Contract service provider has improved service since December 2006 when service performance deteriorated most.
 - Unfunded Capital Projects
 - Sector staff continues to search for ways to fund a new **Norwalk/I-605 Green Line station parking structure** which currently does not rank as a near term priority in the Metro long range plan.
 - **New action language** that allows for possible action to be taken by the Sector Council has been added to each agenda item.
 - Update on **Line Continuation Transfers:** Mr. Clifford said existing Board policy that eliminated paper pass products in favor of promoting electronic pass products (i.e. TAP passes) would contradict any new proposal to provide line continuation transfers for riders that accidentally board a short line bus.

RECEIVED Public Comment on Oral Report from General Manager

Linda Vaig – Said she participates in the City of Whittier Discount Pass Program and said that the price increase for the Senior/Disabled EZ Pass was a lot of money and could be difficult for a senior on a limited income like herself.

Mark Strickert, Southern California Transit Advocates – Said the last two months he's only seen fares collected on Line 266 on three occasions due to broken fareboxes. He

mentioned Metro should explore fixing faulty equipment and collect the existing fare before increasing the fare. He also said equipment was poor on that particular line.

7. **RECEIVED** oral report on **Mystery Rider Program** – Ed Clifford

Annelle Albarran presented the components of the Mystery Rider program, instituted by management in order to measure the level of customer service provided by drivers. The program rewards good performance and the quarterly prize is a \$100 gift card from Best Buy. Drivers are evaluated on a number of different criteria, e.g. how clean vehicles, stops and stations appear and other opportunity areas for improvement. Some of the prevalent issues include use of electronic devices while driving, seat belt usage, using the ATMS stop annunciator or announcing stops aloud, and abatement of graffiti. The Mystery Rider program cannot be used to discipline drivers, managers use bulletins to inform drivers of better behavior rather than individual discipline. Management has noticed a decline in complaints since the program was instituted. Mr. Clifford attributes this to the decentralization of Metro bus operations, Sector governance councils, and customer focused operational improvements.

8. **RECEIVED** oral report on **Representative Line Ride Report** – Representative Pena said his ride on the 611 Huntington Park Shuttle took him through a number of communities, including Bell, Maywood, Huntington Park, Cudahy, Vernon and the unincorporated neighborhoods of Florence and Walnut Park. He noticed the headsign, “Cudahy,” and the line designation, “Huntington Park,” were inconsistent. He also mentioned Cudahy riders might be better served by other lines. He noticed the bus was free of graffiti, was driven by a helpful driver, but did not have any schedules or pamphlets in the take one. Mr. Clifford commended the four outstanding line presentations from Sector Council Members thus far.

9. **RECEIVED AND FILED** report on **December Service Change/Public Hearing Dates and Times**. Mike Sieckert presented information regarding the public hearing timeline for the December 2007 Proposed Service Changes. It was suggested that the hearing be held in August either following a regular Sector Council meeting or on a Saturday.

10. **Transit TV Graffiti Video**. Dave Hershenson presented a 30 second video on graffiti prevention that will soon air on Metro Transit Television monitors on board buses, and also passed out a new car card featuring a number patrons can call to report graffiti.

11. **RECEIVED** Chairperson’s Remarks:

Routine Tier 2 and 3 Service Changes Challenged by Riders at April Metro Board Meeting

At its April meeting, the South Bay Sector Governance Council voted to eliminate Line 442 due to low productivity. Line 442 has 6 inbound trips during morning peak and 6 outbound trips during afternoon peak. Chair Shidler reported that riders who expressed they were professionals protested the decision of the South Bay Governance Council.

Annual Board Report from Sector Governance Council on Accomplishments

Representatives were asked to compile their thoughts regarding the past year’s accomplishments of the Gateway Cities Sector Governance Council to be presented at the July or August Metro Regular Board Meeting. Members were asked to present their suggestions at the next meeting.

Update on Artesia Blue Line Parking

The Chair looked into the closure of a walkway connecting Artesia Blue Line Station and Crystal Casino. The loss of this walkway has impacted riders who have used the Casino parking lot instead of the Metro Artesia Station Parking Lot. The casino owner mentioned a decrease of loiterers and Blue Line pedestrian activity after the walkway closure. Many riders prefer the casino parking lot because of the amenities of that lot and its proximity to the Blue Line Station. It was determined that the new owner has the right to close off his property from the Blue Line Station. Because of this change, the Artesia Blue Line Station now operates at capacity. Planning will look into modifying the bus area to move a new fence farther east which would free up even more spaces. Mr. Clifford agreed to report at the June meeting whether Metro has prescriptive egress rights for the right-of-way in question.

Metro Fare Hearing: Thursday, May 24, 2007, 9:30 a.m.

Chair Shidler encouraged members of the Gateway Cities Sector Governance Council and its members to attend the Fare Hearing on Thursday, May 24, 2007.

12. RECEIVED Council Member's Remarks

Cheri Kelley – Commended Mystery Rider program as an excellent way to reward employees for doing their job well. Also commended Metro on their efforts to combat graffiti and appreciated how Gateway Cities Sector Representatives have requested information from staff in a unique manner that has shaped how Governance Councils can make an impact.

George Bass – Commended staff for their work on a good format for the Gateway Cities Regional Fare Forum. Mentioned that he had personally encountered occurrences of graffiti on a few different occasions. Also said he has yet to encounter uniformed personnel on Metro buses working to prevent graffiti.

Larry Nelson – Mentioned that it has been a struggle for many years to eradicate graffiti for many Gateway Cities communities.

Joann Eros-Delgado – Thanked staff for arranging the tour of the Metro Regional Rebuild Center.

Representative Pena – Wished everyone a Happy Mother's Day, said he enjoyed bringing forth his Line Ride presentation on Metro Line 611, and thanked Metro staff for their continued work in rerouting bus and rail service around a number of street fairs and festivals throughout the region during the spring and summer.

13. CONSIDERED Items not posted on the Agenda – None

RECEIVED Public Comment

Linda Vaig, Metro rider, asked why Metro didn't publish a Bus Book with schedules from each line. Chair Shidler said that there were too many lines and that the San Fernando Valley Bus Book printed 10 to 15 years ago was out-of-date soon after it was issued.

ADJOURNED at 3:47 p.m.



Council Secretary