

Thursday, November 8, 2007 – 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 Blvd.  
Downey, CA 90241

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The meeting was called to order at 2:00 p.m.

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### Council Members Present:

Jo Ann Eros-Delgado (Chair)  
Cheri Kelley (Vice Chair)  
George Bass  
Owen Newcomer  
Samuel Peña  
Wally Shidler  
Vincent Torres  
Harley Rubenstein

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### Officers:

Alex Clifford, General Manager  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **Pledge of Allegiance** - Led by Representative Vince Torres.
2. **Roll Call**: Council Secretary Raynard Price called the roll.
3. **Self Introductions** were made.
4. **RECEIVE** Public Comments: None.
5. **APPROVED Minutes** of October 11, 2007 Council meeting with Representative Kelley abstaining.
6. **Received** oral report from General Manager. General Manager Alex Clifford presented an overview of the Sector budget. He reported a favorable variance in Labor of \$1.0M. This includes contract wages and fringe benefits that are partially offset by an unfavorable variance of \$147K in Non-work time accounts. Non-labor has a favorable variance of \$76K (training/uniforms/tools, tax, fuel and miscellaneous). This is offset by an unfavorable variance of \$52K in Vehicle Revenue Parts and Materials and Supplies at \$6K.

Mr. Clifford reviewed the Sector Key Performance Indicators (KPI's). The allocated accounts have a favorable variance of \$3.2 million and within that is a favorable variance in Workers' Comp at \$1.1 million, with New Workers Comp Claims up at 11.94%, and, a favorable variance in PLPD at \$1.9 million. Bus Accidents saw a drop for the month, coming in at 2.95 providing a YTD of 3.06 which is below the 3.65 YTD target.

Passenger accidents decreased below the target of .22 to .20 for the month.

Complaints per 100,000 Boardings are below the target of 2.00, coming in at 1.65 for the month.

In-Service, On-Time Performance (ISOTP) continues to be lower than the target of 71% coming in at 66.08% for the month. In response to Representative Shidler, Mr. Clifford stated September is historically low due to students returning to school. Representative Kelley inquired how street construction may contribute to the problem. Mr. Clifford indicated that not only does street construction have an affect on the ISOTP but also movie shoots, accidents and other public works projects contribute to service disruptions. Transit Supervisor Edward Gomez reiterated that line dragging, traffic detours and movie shoots all come into play when evaluating the causes for ISOTP. Mr. Clifford added that Bus Operations Control has different ways to sort data but with their constrained resources they can't always make ISOTP the day's priority. Representative Shidler asked if Metro increased its Supervisor resources. Mr. Clifford responded that there is a growing need to increase the number of Supervisors in the Metro system

including street supervision, maintenance supervision and Instruction. Representative Shidler avowed that improving On-Time Performance is a key to improving ridership. Mr. Clifford added that long lines contribute to ISOTP problems and that the Sector Service Development staff is evaluating long lines which can impact On-Time Performance for future service changes. He cited as an example a current line that travels from downtown Los Angeles to Disneyland in Anaheim.

In comparison with the other four sectors year to date, the following are results of GWC's performance:

- GWC ranks 2<sup>nd</sup> in New Workers Comp claims system wide.
- Ranks third lowest in Bus Traffic Accidents.
- Ranks the lowest in Customer Complaints.
- Ranks 2<sup>nd</sup> best in In-Service-On-Time Performance.
- Ranks 2<sup>nd</sup> lowest in Mean Miles Mechanical Failures. This is an improvement from August with maintenance managers making a special effort.

Mr. Clifford discussed the recently added 12-month average column added to the Customer Complaints report. During this reporting period there is a significant reduction in customer complaints in all categories versus both the month before (August) and the 12-month average (Operator Discourtesy/Conduct, Passed Up, Others, Late Schedule, Unsafe Operations and Accidents) with the exception of "No Shows" which increased.

In a review of Accident Types, there is a drop in September versus August in seven out of the ten categories with one remaining the same at 0.

In conclusion of his report, Mr. Clifford noted public commendations received on behalf of Operators: Ace L. Brawner, Stephanie G. Cota, Pedro Alcocer, Mauricio E. Hernandez and a special mention received for Operator Raymond E. Williams for being courteous and responsive. In regards to Mr. Williams, the customer additionally stated, "This driver was wearing his seat belt and wasn't driving too fast or too slow."

- **Update on Artesia Blue Line Station.** Mike Sieckert reported Rail is continuing to explore funding alternatives to rent additional parking space from the Casino or the Church next door to the facility.
- **Update on Line 760 (Signal Priority).** It was reported that Huntington Park and the City of Lynwood now have the signal priority installed. The signal priority project is 68% complete with the cities of Compton and Long Beach yet to be completed.

- **Update on Line 577.** Staff presented a bar chart demonstrating Line 577 ridership from December 2005 through October 2007 with ridership peaking in September 2007 with daily boardings of 975 riders. There is a slight drop down to 939 riders in October 2007.
  - **Update on Metro Fare Evasion Study.** An independent assessment was completed on the Metro Rail Lines and Orange Line. The study was done 16 hours on weekdays and 8 to 12 hours on weekends. The report included a break down of valid fares; no fares, incorrect fares and total checked. According to the study, the overall evasion rates across all lines were 5% on Weekdays; 6% on Saturdays and 7% on Sunday. The highest evasion rates were in the evenings at 8 to 10%. The lowest were at peak periods. The Green Line had the highest evasion rate. Representative Kelley questioned how fares are checked. She noted while riding the Green Line from LAX to Norwalk no one checked fares. Mr. Clifford stated the Los Angeles Sheriffs' Department and the consultant checked fares in a way that was not noticeable to passengers until the doors of the rail car closed, at which time an announcement was made to the passengers on the train as to the purpose of the team.
  - **GWC Bus Traffic Accidents.** Regina Chan provided a presentation on Bus Traffic Accidents in the GWC Sector at key intersections with 2 or more accidents in the past 12 months in response to a previous request from Representative Nelson. The report showed that Line 60, with a total of 48 accidents, has the most accidents. The data provided in the report helps Metro to identify "hot spots" where there are more than two accidents and to focus on potential safety modifications. There was discussion regarding near-side versus far-side stops; narrow streets at certain bus stop locations; store owners' concerns about giving up prime parking spaces in front of their stores for bus stops; the lack of curb space because of driveways and other obstructions and; Rapids versus Local service, and whether or not the stops should be consolidated. The Chair requested that a representative from Stops & Zones make a presentation at a future meeting regarding the subject of bus stops.
7. **Considered receipt** of oral report, and possible action on, Metro Ridership Analysis Pre/Post Fare Increase – Ed Muncy, Director of Service, Performance and Analysis. Mr. Muncy presented an overview of boarding analysis on the First Quarter FY08 Boardings. Compared to the 4<sup>th</sup> Quarter of FY07, ridership is down by 5.33% but down 4.50% as compared to the same time last year. This analysis is on target as predicted in the budget. For bus operations in the first quarter compared to the fourth quarter of FY 07 ridership is down 6.69% and down 6.96% in comparison to the same time in FY 07. In contrast, Rail is up 0.78% in the 1st quarter compared to the 4<sup>th</sup> quarter in FY07. It is up 6.09% compared to the same

time last year and is up 8.03% as predicted in the budget. Representative Shidler asked why bus ridership dropped and rail ridership increased. Mr. Muncy suggested it is because the cost of the daily pass was not raised. Representative Shidler asked if ridership will go down if Metro institutes distant based fees. Mr. Muncy indicated it is a possibility. Mr. Muncy concluded his report.

8. **Received receipt** of oral report on SCAG's 2008 Regional Transportation Plan – Andre Darminin. Mr. Darminin provided a Power Point presentation on the draft of the SCAG Regional Transportation Plan. Representing six counties, SCAG is mandated by the Federal Government to create a Regional Transportation Plan (RTP). If adopted the projects become eligible for state and federal funding. After reviewing the plan Representative Kelley said funding is possible and that state politicians should work together to achieve funding since transportation is at the root of all social issues. Funding transportation projects should be a priority. Mr. Darminin said a Transit Summit will attempt to bring politicians together to discuss transportation related issues.
9. **Received receipt** of oral report on FY09 Metro Service Changes Timeline – Mike Sieckert. Mr. Sieckert stated that Metro's ten year forecast assumes 215,000 annual revenue hours to be reduced in FY09 under Metro connections. Service changes are now being developed that will have both minor and major service impacts. It is unclear at this time the impact these changes will have on services in the Gateway Sector but public hearings are being planned. In December, the Council will have an opportunity to review the changes being proposed. At that time, the Council will approve a Public Hearing date, time and location and provide a publication date for public notices. Representative Shidler suggested a Saturday meeting and the Chair suggested considering an alternative location that includes evening hours where the changes will affect communities. Mr. Sieckert concluded his report by presenting the following timeline:

**January 2008**

- Public Hearing Notice Published.
- Notify Public, Elected Officials, Agencies and Other key stakeholders.
- Review draft proposals with transit providers.

**February**

- Council holds public hearing to receive input on proposals.

**March**

- Governance Council acts on staff report detailing results of public hearing and recommended service plan.
- All stakeholders notified of council decision.

**April**

Los Angeles County Metropolitan Transportation Authority  
Minutes of the Gateway Cities Service Sector Council Meeting  
Thursday, November 8, 2007 – 2:00 p.m.

**June**

- Metro Board of Directors acts on approved Tier 1 changes.
- Approved changes implemented June 29 or later.

- 10. Received oral report** on Member Line Ride – George Bass. Representative Bass rode Line 611 – a shuttle service. He indicated the signage and brochure do not match. There were few riders and some were waved through without paying a fare. He rode the line during off-peak hours. The driver was courteous with good driving skills. The bus was clean with the correct signage but no schedules.
- 11. Received oral report** on Notification of Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides. Representatives will meet at 9:30 a.m. in front of the Sector Office. The regular line ride schedule has been adjusted for the holidays.
- 12. Chairperson's Remarks.** The Chair wished everyone a happy Thanksgiving. She noted she started on the Council with Representative Pena and that it has been a pleasure working with him.
- 13. Council Member's Remarks.** Representative Kelley informed everyone about the problem of human trafficking and the use of buses as transportation. Representative Pena expressed that this may be his last official meeting with the Governance Council. As one of the original members of the Sector Council, he noted the Sector has wavered through many challenges. Representative Pena worked with the City of Maywood for 22 years with 15 years as an elected official.

Representative Newcomer wished everyone a happy Thanksgiving.

- 14. Considered Items not posted on the Agenda.** There were no items to consider.

**ADJOURNED: 4:01 P.M.**

Prepared by:



Raynard Price, Council Secretary