

Minutes

**Los Angeles County
Metropolitan Transportation Authority**

Service Sector Governance Councils
Annual Meet and Confer
Metro Headquarters Building
One Gateway Plaza, Los Angeles, CA
90012
Board Room, 3rd Floor
Called to Order at 4:13 p.m.

Roger Snoble, Chief Executive Officer
Carolyn Flowers, Interim Chief Operations Officer

Council Members Present:

Gateway Cities

Wally Shidler, Chair
Jo Ann Eros-Delgado,
Vice-Chair
George Bass

San Gabriel Valley

Rosie Vasquez, Vice-Chair
Harry Baldwin
Roger Chandler
Bruce Heard

Westside/Central

Jerard Wright, Chair
Peter Capone-Newton
Carol Gross

San Fernando Valley

Kymberleigh Richards,
Chair
Richard Arvizu
Coby King
Nury Martinez

South Bay

Terisa Price, Chair
Margaret Hudson
Lou Mitchell
Devon Deming
Ralph L. Franklin



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Metro

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Thursday, May 31, 2007

1. **APPROVED** Minutes of March 29, 2006, Annual Governance Council Meet and Confer. South Bay Sector Representative George Bass abstained.
2. **RECEIVED CHIEF EXECUTIVE OFFICER'S REMARKS:** CEO Roger Snoble introduced and welcomed Pam O'Connor, Mayor of Santa Monica and the incoming Chair of the Metro Board of Directors. Mr. Snoble thanked the members of the five Sector Councils for their hard work. He said there will be more hard work ahead this year because of the upcoming fare increases.

Customers will be expecting more services and will choose whether or not to ride Metro based upon perceived value and benefits. They will expect reliable, friendly, helpful, safe and on-time service. As an agency, we want to show customers the service is worthy of their investment by providing high quality service.

The original fare proposal strives to maintain a very good quality of service, the right amount of service, at the same time allowing the service to grow. Mr. Snoble indicated he would like to keep the same hours of service and change the service enough so buses can be more efficiently deployed to attract more riders. Metro will not be able to sustain the desired level of service unless it attracts more riders to fill empty seats.

Board policy, approved with the recent fare increase, stipulates that Metro identify the 25 worst performing routes for possible elimination. The compromise in the fare increase may not allow as much service as previously envisioned. Major changes to the route network will coincide with the June 2008 shakeup.

Once again, Metro will balance its budget using one-time revenues, primarily from CNG Fuel Credits. Metro will also lobby to get the Fuel Credit Program extended. The General Fund will also be tapped for one-time revenues, continuing a trend toward structural deficit.

Mr. Snoble commented that the Governance Councils are doing what they are supposed to do, but there are suggestions to improve the relationship. Metro will continue to evaluate the Sectors to make them better.

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Mr. Snoble noted Metro is currently programming the fare boxes and operators will need to be well trained. Metro will be increasing its fare collection efforts on the subways. He ended his remarks by announcing three new rapid buses that will be coming on board in June.

3. RECEIVED INTERIM CHIEF OPERATING OFFICER'S REMARKS -
Interim COO, Carolyn Flowers, discussed service restructuring. She stated that Metro Connections, implemented by the Sectors, is still in the Service Plan.

Ms. Flowers highlighted initiatives for 2008.

- Develop a working group in partnership with Los Angeles Department of Transportation (LADOT) for downtown restructuring as a focus for the next two years.
- Include additional maintenance personnel that were not included in the current budget to make bus cleanliness a top priority: 22 mechanics and 11 electronic communication technicians.
- Increase field personnel with appropriate technology to improve On-Time-Performance.
- Reduce arbitrations by 50%. Successful Labor Relations have reduced arbitrations and resolved grievances with a reduction in UTU and ATU backlogs.
- Initiate “interest based” problem solving training with AFSCME, UTU and ATU.
- Start in early fall an “interest based” negotiations process with AFSCME. The current contract will expire June 2008.
- Increase the effectiveness of M3.
- Develop a strategic plan.
- Upgrade (TOU System) to a timekeeping system.

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- Develop a better accident investigation procedure; increase defensive driving classes; conduct trend analysis and monitoring to provide tools for improvement.
- Develop GIS mapping of frequent accident areas.
- Identify operators with most accidents and place them into defensive driving classes.

Ms. Flowers concluded her remarks by stressing the importance of succession planning. She stated Metro must focus on preparing the next generation of leaders. She is also reviewing training improvements for Operators, Mechanics and Security personnel.

4. RECEIVED CHIEF COMMUNICATIONS OFFICER'S REMARKS –
CCO Mathew Raymond presented a snapshot of Metro.

- Ridership is up 28%.
- Express Service is up 9%.
- Overall system is up 4%.
- Metro Rapid implementation is half complete.
- Metro experienced 1.9 million hours without an accident.
- Blue Line fatalities continue. Analysis is being done.
- Stabilization mode has helped to maintain ridership and growth levels.

Mr. Raymond ended his presentation reiterating that safety will be a big focus in the future. He also stated that there have been improvements in the infrastructure of signage and maps; consequently, local service awareness has increased up to 75%.

5. RECEIVED EXECUTIVE OFFICER OF MANAGEMENT AND BUDGET – EO, Michele Caldwell, gave an overview of the FY'08 budget. The FY'08 budget at 3.1 Billion dollars allows for:

- a. Increase bus revenue service hours.
- b. Increase in Orange Line Service.
- c. Purchase of 100 Articulated buses.
- d. Initiate mid-life rebuild program for 250 buses.

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- e. Establish 5 new Metro Rapid Lines.
- f. Construction of Expo & Eastside Extension LRT.
- g. Implementation of TAP.

Gateway Representative Shidler requested operating expenses for Rail. As for buses, he stated that 10% of people enter the back door of articulated buses. He suggested the Sheriff Department's intervention to rectify this problem.

South Bay Service Sector Representative Franklin inquired if the bus operating expenses reflected the mechanical problems. CEO Snoble stated Metro will be over budget again next year. San Fernando Valley Sector Representative Kymberleigh Richards asked how Metro can increase the reliability of fare collection ability. Chief Financial Officer, Terry Matsumoto, explained that Metro is not seeing "fix-it" tickets on the fare boxes, but is aware of the issue. COO, Flowers further explained there is a shortage of VCT's and mechanics; but there is also a need for additional resources. Brake repair has priority over fare boxes. Representative Richards asked what percentages of Metro fares go uncollected because of inoperable fare boxes. San Fernando Valley Sector Representative Coby King offered help from the Sectors in advocating for additional resources.

- 6. RECEIVED REMARKS FROM DIRECTOR, COUNTYWIDE PLANNING AND DEVELOPMENT** – Edward Clifford. Director Clifford said the June 2007 service changes are very important to the program which sets the overall tone. It was a major success in achieving efficiency targets. There is a 2M gain in ridership. He gave credit to the Sectors. He shared that Sector staff built partnerships with the agencies of Santa Monica, Montebello, Norwalk and the LADOT. They all made changes to support Metro Connections. The next shake-up in December 2007 will be smaller with two main themes – Expanding Metro Rapid Network and deploying additional artics into service on rapid lines. The Rapid deployment considered are along Garvey, Chavez, Olympic, Lankershim or San Fernando Road. The December candidates for artics are Long Beach, Santa Monica and Olympic.

The most significant service change for June, 2008, will be:

- a. Expanding number of high speed services.
- b. Implementing schedule efficiencies.

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- c. Restructuring downtown.
- d. Establishing 9 point to point services of high speed links between activity centers.
- e. Creating 2 additional metro liner services at El Monte and Harbor Transitway.
- f. Continuing to interface between ATMS and HASTUS to allow immediate use of information to create schedules which will better optimize between service provision and demand.

Mr. Clifford finished his presentation by announcing an objective to save 200K hours annually, add 3 additional Rapid Lines, and restructure downtown. He stated that half of Metro's Lines go into and through downtown. Changes in downtown will change travel demands and land availability. Metro will identify lines with low ridership and intercept them at either Gateway or Staples Center. An effort will be made to make greater use of bus lanes and consolidated stops in downtown. These changes will result in faster service with less duplication.

South Bay Service Sector Chair, Terisa Price, inquired about the survey of capital needs for transit hubs for Metro Connections. Mr. Clifford responded that an assessment was done of Metro's regional and sub-regional centers regarding their layover capacity. The last phase of the survey will be the amenities. CEO Snoble stated Metro recommended \$16.7M grant for small starts and will seek more bus revenue.

Representative Price asked about tier one service. She said that Rapid buses are pooling at the terminus. She suggested that the Service Sectors have more of a role in the tier one service to speed up the service to avoid pooling.

Representative Shidler asked if Metro has ever done a cost benefit analysis on Metro Connections. CEO Snoble said that Metro is looking more at individual services – picking up 30 instead of 10. Metro is starting to get real data from which to make a decision. Representative Shidler pointed out customers are asking about additional transfers that may be caused by Metro Connections. Mr. Snoble noted the Los Angeles area is not a center type city where people come in the morning and go out in the evening. There are 50 different “Central Business Districts.” It is difficult to track those travel patterns. There are 300,000 people on Interstate 10 everyday that come from

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everywhere, making it difficult to identify travel patterns. Transfers work much better when there is frequency of service.

7. OPEN DISCUSSION – CEO Roger Snoble opened the floor to discussion.

San Gabriel Valley Service Sector Representative Bruce Heard started this session questioning if Metro considered Councils for rail. CEO Snoble indicated this may be a possibility at some point.

Representative Price agreed with an earlier comment and noted there have been signage improvements in the South Bay. She credited Pam O'Connor with helping to achieve these improvements. Representative Price said there is a continuing issue with zone fares for use of Harbor Transitway which requires higher fare than what is charged on the Blue Line. CEO Snoble indicated there is a desire to see what can be done.

San Gabriel Valley Service Sector Representative Rosie Vasquez noted that Foothill Transit will have lower rates than Metro which may result in lower ridership.

Representative Price commented on Service Cuts. She said 20,000 hours in the South Bay has a different impact than 20,000 hours in downtown Los Angeles. These cuts result in mobility losses. This is not considered when the cuts are made. CEO Snoble responded that Metro is concerned about the cuts made from Sector to Sector and will try to be cautious in how it is done.

Westside Sector Representative Peter Capone Newton suggested ATMS data be provided to all customers. This might bring some efficiencies and make it a better system for the people. CEO Snoble responded Los Angeles has unpredictable congestion. It is difficult to maintain the schedules. He said that is what makes the Orange Line so great. It has an exclusive right of way. Exclusive rights of way or a lane for buses is an answer that would go a long way toward improving reliability.

Representative Price commented on the issue of the 25 worst performing lines discussed earlier. She said when Metro cuts services, 20 people call the Board and object to the cuts. How do we communicate that this is done based on a standard and not in a political way. For example a line servicing 200 people that is getting special attention. But Metro cuts another line that serves 1,000 people.

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CEO Snoble responded that all future service changes will have to go through Title 6 analysis. (An unidentified person requested an explanation of Title 6.) Metro can not knowingly discriminate in either fare or service provisions. This also applies to service changes.

Representative Shidler asked if there were any known challenges that might stop the fare increase. CEO Snoble said Metro can be expected to be called back into court, a reason why Metro has tried to do everything right. Metro is in the best place it can be to defend itself against any challenges.

Representative Price asked about email for Council members on the Metro website.

Representative Kymberleigh Richards inquired about voice mail at sector offices.

San Fernando Valley Sector Representative Coby King said the Valley has a lot of long lines and Metro needs to look at the reality of how the changes are affecting most of our people, with increased transfers and trip times, etcetera. This is not a good thing for our customers. CEO Snoble responded effectiveness and efficiency and how well one spends the available money are the primary issues. The second most important thing is our employees.

8. RECEIVED PUBLIC COMMENT.

ADJOURNED at 5:47 p.m.



Metro Board Secretary