

MINUTES

San Fernando Valley Service Sector
Governance Council

Regular Meeting

Marvin Braude Constituent Service Center
6262 Van Nuys Blvd.
Van Nuys, CA 91401

Called to Order at 6:35 P.M.

Service Sector Representatives Present:

Richard Arvizu, Vice-Chair
Michael C. Cano
Joan H. Leonard
Jesus R. Ochoa
Marsha Ramos
Kymberleigh Richards

Officers:

Richard Hunt, General Manager
William Walker, Council Secretary



Metropolitan Transportation Authority

Metro

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Los Angeles County Metropolitan Transportation Authority
March 4, 2009

1. Pledge of Allegiance
2. APPROVED Minutes of Regular Governance Council Meeting held on January 7, 2009 and Public Hearing Meeting on February 4, 2009.
3. RECEIVED Public Comment:

Ray Lopez – Asked whether fares would change or stay the same once TAP is fully implemented. He also reminded the audience about the upcoming Daylight Savings Time change.

Sam Altman – Suggested changes to the configuration of Metro Local and Rapid stops located in Downtown Burbank in the vicinity of Burbank Boulevard and Olive Avenue.

Philip Figatner – Noted that information for the meeting was inaccessible via the Metro.net website prior to the meeting.

Vince Garofolo – Complained of a Metro operator who refused to lower the wheelchair lift for passengers using a walking aid. He suggested Line 234 be extended to Fenton in Sylmar.

4. RECEIVED Vice Chair's Remarks – Asked that the Council excuse his absences in recent meetings because of his need to attend State Budget negotiations in Sacramento.
5. RECEIVED oral report of Richard Hunt, General Manager:

- The Sector budget has a net positive of \$1.3 million with a slight negative variance of \$700,000 for regular bus, about 1 percent of the budget. The Orange Line has a positive variance of \$2 million.
- The Sector continues to operate with a well below-average accident rate of 1.81 accidents per 100,000 hub miles for the month of January. Systemwide fiscal year-to-date, Metro averages slightly above 3 accidents per 100,000 miles. He commended his leadership team for their efforts.
- Complaints continue to be below target for the Sector and systemwide.

- Mean miles between mechanical failures continue to challenge the Sector; wintry weather conditions brought the average below target.
- Board Update
 - The Board adopted an aggressive spending plan in response to the American Recovery & Reinvestment Act of 2009 federal economic stimulus package signed by the President in mid-February. A considerable amount of money is available to the region (cities, the county, municipal operators), half of which is targeted for allocation within 6 months and the remainder of which will be spent within a year. Funding not spent within specified deadlines will be transferred to fund projects on a standby list to ensure Los Angeles County receives its fair share of stimulus package funding.
 - A special board meeting will be held March 5, 2009 to approve and ratify the appointment of a new Chief Executive Officer who will begin April 6, 2009.
 - Chief Executive Officer Roger Snoble will retire on April 8 from Metro and continue on in a strategic planning capacity.
- State Budget Update – California legislators and the Governor approved a budget that devastates funding for public transit statewide, impacting bus and rail service by eliminating over \$200 million in state transit assistance funding permanently beginning next fiscal year. A third quarter allocation of \$40 million, anticipated to be cut for this fiscal year, will still be awarded.
- Bike to Work Day for 2009 is Thursday, May 14. Bike utilization on Metro buses has doubled over the past three years with patrons requesting further integration of bikes into the transit network. Promotional materials will be available to the Council in the coming weeks.
- Announced that re-loadable Day Pass TAP Cards will be issued to riders with the purchase of a day pass beginning in March and that fares will not change with the introduction of the Day Pass TAP cards.

6. APPROVED Findings of Public Hearing and ADOPTED Revised Service Change Program by Michael Brewer, Service Development Manager.

Staff collected suggestions from numerous emails received from the public, public testimony received at the public hearing, input from locally elected officials and Service Sector Council recommendations. Staff recommends adopting the following service changes for the San Fernando Valley Service Sector beginning June 28, 2009 or later:

Final Recommendations

Line 94 – Implement changes as originally proposed:

- Shorten line to terminate at Sun Valley
- Reallocate resources from Line 94 to Line 794 extension to Sylmar San Fernando Metrolink Station

Line 224 – Implement changes as originally proposed:

- Maintain existing route
- Improve service levels

Line 724 – Implement changes as originally proposed:

- Cancel line
- Reallocate resources to operating northern leg of Line 724 as Line 794 between Sylmar and Sun Valley
- Reallocate resources to operate new segment of Line 794 between Burbank Metrolink Station and Sun Valley, providing continuous rapid service along the San Fernando Road corridor between downtown Los Angeles and Sylmar.

Line 794 – Implement changes as originally proposed:

- Extend route from Burbank Metrolink Station to Sylmar San Fernando Metrolink Station
- Reroute in Glendale from Brand Boulevard to San Fernando Road.
- Reduce service levels and apply savings to fund route extension.

Next Steps:

- Consider impact of proposals on cost and ridership and incorporate public input.
- Adopt June 2009 service changes proposals or alternative suggestions.

- Implement June 2009 service changes on June 28, 2009.

Mr. Hunt added that a similar proposal was submitted by Governance Council representatives and Sector Service Development staff for service changes last fiscal year but could not be implemented. He said that by combining Line 724 and 794, Metro will provide Rapid service through the entire city of Burbank. Mr. Hunt committed to the Sector providing service to the new airport transit center when completed and mentioned that riders along the segment of Lankershim Boulevard where Rapid service will be eliminated are well served by existing local service options within that corridor.

RECEIVED Public Comment regarding Revised June 2009 Service Change Program

Phillip Figatner – said that BurbankBus serves Burbank residents well and that Line 724 riders will not be served well by the decision to eliminate Line 724.

RECEIVED Questions regarding Revised June 2009 Service Change Program

Representative Richards said that the 794 was not configured properly when implemented; that the Brand Boulevard route alignment caused a longer run time on the Rapid line than its underlying local service; and that Metro customers were intelligent enough to avoid riding Line 794 because of its inferior configuration. She added that both Rapids were in the lowest 20 percent of passenger productivity and predicted that once reconfigured in June 2009, Line 794 will become one of the top ten productive lines within the Sector.

Representative Cano asked that in the future of Metro's current structural deficit that if Sector Councils are asked to delete lines the San Fernando Valley Service Sector be given credit for making the proposed June 2009 Service Changes.

7. RECEIVED oral report on TAP Reduced Fares by Jane Matsumoto, Deputy Executive Officer, Project Management.

Ms. Matsumoto reported that TAP Operations staff has made a number of presentations at community meetings, particularly venues with reduced fare products. These meetings introduced customers to the

TAP card, how to obtain a TAP card, how to use the TAP card for a transit trip, and how TAP will be utilized once fare gates are installed on Metro rail lines.

Metro has partnered with municipal operators to roll out the TAP program, which brings a universal fare system card that will allow customers to ride multiple transit systems with one plastic reusable card. TAP cards can be replenished with cash products (i.e. day, weekly, monthly passes) from all fare groups: [regular (adult), reduced (seniors, disabled and students)] and cash which are usable on Metro and participating municipal operators.

Ms. Matsumoto informed the Council of the Metro Pass Vendor Outlet network where customers can purchase a pass in their local area, Ticket Vending machines at rail and Metro Orange Line stations, Metro Customer Service Centers, or through the TAP Service Center via telephone (1.866.TAP.ToGo) or on the Internet (www.taptogo.net). Customers will also be able to obtain a TAP card on-board buses during the first month of the transition from paper to TAP Day Passes beginning March 15, 2009. Seniors and disabled riders will receive temporary cards during the trial period.

Ms. Matsumoto said customers will have the option of registering their TAP cards for balance protection, meaning lost or stolen cards can be canceled and replaced which is not possible with paper fare media. TAP cards will also have the ability to hold stored value, allowing up to 8 day passes or a cash “purse” to be stored on a TAP card.

RECEIVED QUESTIONS regarding oral report on the TAP Reduced Fares Program

Representative Arvizu asked if the TAP card was reloadable and Mr. Hunt responded affirmatively. Representative Arvizu commended Ms. Matsumoto and the TAP Operations team for their work on the Los Angeles Community College District U-TAP (University Transit Access Pass) program, available to students enrolled full-time at the 9-campus district.

Representative Ochoa asked how many operators were participants in the TAP program. Ms. Matsumoto responded 11 operators are currently participating.

Representative Richards asked whether a contingency plan is being

contemplated should seniors and disabled riders not obtain a reduced fare card by the June deadline. Ms. Matsumoto said the June deadline could be pushed back if sales counts demonstrate that the TAP cards have not reached their sales target level.

Representative Leonard asked how passengers will validate their TAP card in the subway. Mr. Hunt responded that there will be fare gates at all stations that will eventually require that passengers TAP their pass to enter and exit the system.

Representative Cano asked if there will be a protocol of sharing information regarding glitches with TAP implementation between TAP Operations and Service Sectors. Mr. Hunt responded that a communication effort between managers. There is also a TAP website where comments can be entered regarding any glitches during the implementation process.

Representative Cano asked if there would be staff at Metro stations once gates are installed. Mr. Hunt responded that ambassadors will be placed at stations throughout the construction and implementation phase.

Representative Cano asked where passengers would call if they are having problems with the TAP card. Mr. Hunt responded that the 1 (866) TAP-TOGO telephone number will be printed on the back of the TAP card, on display cards on-board Metro bus and rail vehicles, and on the TAP TO GO website.

Representative Cano asked if there is an incentive for the Metro rider to “TAP out” when exiting Metro vehicles, thereby creating trip origin/destination data that can be used to plan future changes to Metro services. Mr. Hunt said that additional validators would need to be installed for passengers to be able to “TAP out.” He added that incentives could be provided to passengers who were willing to TAP when alighting a vehicle.

Representative Richards suggested printing the (866) TAPToGO toll-free number on the TVM receipt.

8. RECEIVED oral report on 2nd Quarter FY09 Performance Measures Report, by Stewart Chesler, Transportation Planning Manager IV, Service Planning & Development.

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Previous measure of performance – route performance index:
 Route performance index (definition): provides a rank order system for measuring line effectiveness. The route performance index identifies one-third of San Fernando Valley Sector lines as poor performing lines.

Service Development changed performance measurement to:

- assist decision-making
- consider network and line perspective
- balance mobility with service efficiency
- identify line characteristics that need improvement

The new measurement encompasses the following categories and subcategories:

Category	Description	Performance
Availability		
Accessibility	Available service where people live and work	Satisfactory
Connectivity	How well major bus lines connect with each other	Satisfactory
Quality		
On-time performance	How actual bus arrival times coincide with the scheduled arrival times	Satisfactory AM peak and midday Needs improvement PM peak and evenings
Headway variability	Measures how well buses maintain their spacing during normal operation New measure designed for high frequency routes	Needs improvement PM peak
Complaints	Measures the number of complaints on a line	Satisfactory Seven lines draw excessive negative attention
Frequency	Measures all lines to determine whether providing minimal level of	Satisfactory

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	service	One line does not meet this service standard
Load Factor	Measures times when buses are overloaded	Satisfactory. Higher level of overcrowding on Saturdays than in peak periods. Service imbalanced on weekends.
Boardings per service hour	Measures number of passenger boardings per revenue service hour	Satisfactory
Cost per passenger mile	Relative amount of Metro resources required to serve customers on a given line	Satisfactory Needs improvement on weekend lines
Passenger miles per seat mile	Measure of capacity utilization	Excess capacity during early evenings and weekends. Service imbalanced on weekends.
Service Variability	Appropriateness of route span of service	Weekends there is an imbalance.

RECEIVED Questions regarding oral report on 2nd Quarter FY09 Performance Measures Report

Representative Richards asked which new indicators give an indication of which lines might be eliminated in the future. Mr. Chesler said the indicators are used to find weaknesses in the network, not to necessarily eliminate service on a line. He added that the route performance index was one of the factors reviewed when evaluating whether or not to cancel services in order to increase productivity. Mr. Conan Cheung (Deputy Executive Officer, Service Development) responded that the service viability factor is most similar to the route performance index and will be used in tandem with other service performance factors when evaluating whether a service may need to be reduced in the future. He said that the line performance data is separated into several time periods in order to reduce unproductive service, retain well-

utilized productive service, and identify parts of a line that produce well enough to implement short line service or other service improvements in order to serve the most customers.

Representative Arvizu asked whether a computerized modeling software program will be developed from the new service performance standards. Mr. Chesler said a consultant has been retained to work on a computerized modeling software program.

9. RECEIVED Service Sector Representatives Closing Remarks

Representative Leonard - Said she reviewed the new federal budget and is disappointed that federal legislators did a poor job of including new capital transit projects. She said the Council should do a better job of connecting with locally elected representatives to ensure that federal funds could be sought to improve transit in the region considering the loss of state transit assistance funds.

Representative Richards – said Sector customers are owed an apology for the actions taken in the past fiscal year regarding the poor service provided on San Fernando Road over the past year and hopes that the lives of riders will be made better once the service change has been implemented.

ADJOURNED at 7:59 P.M.

Prepared by:



William L. Walker
Council Secretary