

Minutes

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

Downey City Hall
Council Chambers
11111 Brookshire Avenue
Downey, CA 90241

Called to Order at 2:05 p.m.

Council Members Present were:

Cheri Kelley (Chair)
Owen Newcomer (Vice-Chair)
George Bass
Larry R. Nelson
Wally Shidler
Cynde Soto
Jo Ann Eros-Delgado
Harley Rubenstein
Anne Bayer

Officers:

Alex Clifford, General Manager
Raynard Price, Council Secretary



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1. Pledge of Allegiance was led by Representative George Bass.
2. Roll was called.
3. The Chair welcomed staff and public. On behalf of his city council, Downey City Manager, Gerald Caton, welcomed the sector council to the City of Downey (temporary location of the April meeting). He said it was a pleasure for the City to host the Gateway Cities Sector Council and offered the Downey Council Chambers for future meetings.
4. Self Introductions were made.
5. **RECEIVED PUBLIC COMMENT.**

Mary Patterson. Ms. Patterson began by referencing her prior advocacy to maintain Line 127. She requested the following improvements to the Line: two additional buses, increase frequency to every ½ hour Monday – Saturday up to 11:00 p.m. and hourly on holidays and Sundays (to connect with the Blue Line and north-south bus lines and the Gardena Bus Lines). She also suggested that Metro advertise this Line in the same way as Line 214. She stated Line 127 is a great Line with many businesses, schools, hospitals and entertainment along its route. (General Manager Clifford provided the Sector Representatives with a copy of a Board Box report he recently sent to the Board regarding Line 127 history, productivity and other pertinent data at the request of Metro Board Director Knabe, in response to Ms. Patterson's similar request at a recent Metro Board Meeting).

Wayne Wright. Mr. Wright requested that freeway express zone charges be dropped. He argued that the proposed new Line 910 (Silver Line) will not require zone fares so therefore a standard fare should exist for all similar Lines. He noted Line 460, between downtown Los Angeles and the Norwalk Station, is too crowded and too busy for Operators to check zone fares. Mr. Wright also suggested that Line 460 be shortened at the Harbor Green Line station allowing it to connect with the new Silver Line without having to travel downtown. Governance Council members agreed to discuss the matter of Silver Line fare equity under agenda report Item #8.

6. **APPROVED** Minutes of March 12, 2009 Council Meeting.
7. **RECEIVED** oral report from General Manager. General Manager Alex Clifford thanked the City of Downey for hosting today's Sector Council meeting.
 - **RECEIVED FY09 Budget Performance Update.** Mr. Clifford said Labor is continuing as it has in the last several months in a positive direction. Favorable Labor budget variance is \$1.0M which is mostly in Contract Wages (UTU). Non Labor favorable budget variance at \$.75M is mostly related to fuel. Allocated Accounts is over budget at (\$1.2M) which is mainly in PL/PD Chargeback's. Workers Comp is favorable at \$1.6M but is offset by PLPD settlements in the current fiscal year for cases related to accidents two fiscal years past. The Support Departments is \$57K favorable. There is a strong possibility of closing out the fiscal year in the positive. Mr. Clifford introduced Metro Gateway Financial Manager Regina Chan to provide detailed information on support departments' budget variance. The favorable variance in Risk Management of \$206K is related to insurance premiums. She announced this account will probably end favorably at the end of the fiscal year. The

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overrun in Transit Operations has been readjusted from \$168K as reported last month to \$148K in March. Sector staff continues to work with other Sectors in order to rectify the overrun with the expectation of reducing this number another \$20K - \$30K. However, mechanic trainees working at the sector and transportation supervisors working overtime at other sectors will adversely affect this account. The \$184K overrun in Transit Operations Non-Labor is an accounting error that will be rectified in next month's reporting. Mr. Clifford clarified that the accounting error is not related the ongoing issue of mis-charges.

In discussing the Key Performance Indicators, Mr. Clifford announced that Workers' Comp cost YTD at \$2.9M is far below budget target \$4.5M because of the accident/injury reduction program and the efforts of the Division Managers. New Workers' Comp claims are 8.8 below the YTD target of 9.9. Traffic Accidents Per 100,000 Hub Miles is 3.27 which is below the YTD target of 3.4. Passenger Accidents Per 100,000 Boardings is .29 slightly over the YTD target of .22.

Complaints Per 100,000 Boardings is above target at 1.92 which is slightly above the YTD target of 1.84. In-service-On-Time Performance (ISOTP) is at 71.0% which is below the YTD target of 72.0%. However, the month of February is 72.5% which is an indication of the effort of Division teams working to improve performance. Mr. Clifford said his is a significant improvement compared to last year's 68.4%.

In comparison to the other Sectors, as requested by the Sector Council, Gateway is:

1st or best (lowest) in New Workers Compensation Indemnity Claims per 200,000 Exposure Hours.

3rd (middle) in Bus Traffic Accidents per 100,000 hub miles.

1st or best (lowest) in Customer Complaints per 100,000 Boardings.

1st or best (highest) for In-Service-On-time Performance.

3rd (middle) in Mean Miles between total Mechanical Failures.

The General Manager noted that he has been in discussion with Transportation Managers to bring down the number of "passed up" complaints and passenger accidents.

Mr. Clifford recognized Operators who received customer commendations: Charles S. Cisneros, Kimberly K. Burden-Pace, Garviette V. Crawford from Division 1: Ronald L. Short and Francisco N. Sandoval from Division 2.

- **RECEIVED Update on Artesia Blue Line Station.** Mike Sieckert reported that an offer from Crystal Casino has been received to lease parking property adjacent to the station. Staff is reviewing that lease proposal and another bid from a different property owner to lease space. Mr. Sieckert will report back at next month's meeting.

LASD Sergeant Mike Jones spoke regarding illegal vending at the Artesia Station. Sergeant Jones said that vendors leave the area after being warned and when seeing deputies arrive. Illegal vendors have been cited. Deputies will continue to monitor the area.

- **RECEIVED Update on Transit Provider's Quarterly Meeting.** Dave Hershenson noted that Representatives Shidler and Bass attended the meeting, which was well attended by

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several agencies and cities including the City of Lynwood. Topics included the “Call for Projects” process, the I-5 widening project, and the Gold Line Eastside Extension project.

- **RECEIVED Update on Introduction of Customer Service Sticker.** Dave Hershenson noted that Metro Marketing is exploring possibilities that will be discussed with other General Managers to get an opinion.
8. **RECEIVED** report on Dual Hub BRT (El Monte Station to Artesia Transit Center) – Conan Cheung, DEO Operations, spoke of the Silver Line (910), which is scheduled to be implemented in June 2009. It will be a combination of four different Lines to create an express through route. Mr. Cheung said the following lines would be truncated and become local feeder service: 444, 446, 447, 484 and 490. The objective is to coordinate and enhance service and to simplify routing, schedules, and fares. The change will be part of a congestion reduction program using existing resources (buses) with minimal impact on existing riders. This new line will be a shorter line ride. There was much discussion regarding fare and category of services in which Mr. Cheung recognized the Gateway Cities Councilmembers’ concerns and noted the fare structure is an issue being addressed. Representative Shidler advised Mr. Cheung that a uniform fare was also a concern of a public member who spoke earlier. Vice Chair Newcomer said the fare should be simple and easy to understand. He said one higher fare for premium service is better than several lower fares with zones.

APPROVED: A motion by Representative Shidler, Second by Representative Newcomer - The Gateway Cities Service Sector Representatives motioned and unanimously agreed to send a letter to the Board in support of an equitable fare structure on all Express and Metro Liner services that fall within the same family of services - 9/0 vote.

9. **RECEIVED** report on Maintenance Challenges of Aging Fleet & Bus Mid-Life Program – Paul Thompson, Div 1 Maint. Mgr., Donell Harris, Div. 2 Maint. Mgr.; John Roberts, DEO Operations. Mr. Roberts said the Central Maintenance Shops (CMS) is the largest department at the Metro Support Services Department (MSSC) supporting Divisions by providing support in engine change outs. Most of the heavy work is done at the central location. There are 237 employees at CMS across from the Gateway Headquarters. Mr. Roberts discussed two projects for FY10: Engine Replacement Program and Bus Midlife Program. He said funding for the program for FY09 and FY10 is from the Federal Stimulus Package.

Engine replacement is done when engines reach 350,000 miles but because of funding some engines are over the 350,000 milestone. The CNG bus engines have a greater mileage life.

The intent of the Midlife Program is to take a bus midway to change engines, paint (including undercarriage). Funding only allows for 188 buses. The federal guideline for bus replacement is 12 years or 500,000 miles. Because of a lack of funding, Metro typically changes buses at 13 years to 18 years and 500,000 miles to 650,000 plus miles. Mr. Roberts said that as a result of how buses are purchased (several at one time) FY10 will be the “toughest year” for a number of engine replacements, which will result in 600 engines in need of replacement. In the Gateway Cities Sector, nearly 300 of the 460 buses (series 5000 & 7000) in the fleet are at or near engine replacement mileage. Funding restrictions could result in buses out of service, reliability related issues and more labor resources required with increased road calls.

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Mr. Roberts provided pictures showing that CHP guidelines would require the removal of a bus from service such as rusted or corrosive parts and cracked frames. Comparatively, he provided pictures of repaired refurbished buses, removed graffiti and etchings, replaced driver's area, seat replacements, replaced interior panels and repaired dents.

Mr. Roberts said that from FY09 to FY13 there are a number of buses that meet the criteria for the midlife program but only 188 buses in each year is funded for refurbishment. Buses will be referred back to the Division for buses that are not selected for the midlife program.

Representative Shidler said Mr. Roberts has an impressive shop that is very clean with an excellent staff.

Maintenance Mangers, Mr. Paul Thompson and Mr. Donell Harris, introduced themselves to discuss maintenance challenges at the Division level. Mr. Harris and Mr. Thompson shared that a majority of the buses at both Divisions fall within the criteria of the Midlife Program. They discussed the manpower devoted to the labor intensive attempts to maintain buses with major components. It was stated that as increased failures are taking place due to the age of the fleet, it has becomes more difficult for the Divisions to stay ahead of the required bus repairs. They informed the Sector Council without additional manpower, the Divisions are forced to use overtime, which increases as the fleet continues to age.

Additionally, it was said that as the fleet ages, the "road calls" increases and the service to the public decreases despite the attempt to reduce the number of "road calls." Mr. Thompson and Mr. Harris discussed the consequences of an aging fleet such as major repairs to the engine, transmission, radiator, manifold, differential and cylinder head. Consequently, they noted that budget restrictions placed on the Central Maintenance Shop causes the Divisions to assume the responsibility of maintaining buses by increasing inventory and modifying work schedules to put labor where needed. Representative Nelson asked about the status of warranties when work is being done. Mr. Thompson replied that the work is certified and the warranty remains intact. In response to Representative Shilder, Mr. Harris said he would follow up as to why modesty panels are missing over the middle door. Mr. Thompson said Division 2 has historically dealt with some challenges but is looking forward to the new Division should things go well. Mr. Thompson will follow-up on Representative Nelson's question asking if PM 2 or PM 10 traps are used on Metro buses.

10. **CARRIED OVER** oral report on Governance Council Member Line Ride Report – L. Nelson. Representative Shidler was given an opportunity to present his report on Line 26, with Operator 73226, that he rode with on April 3 from 7th and Broadway to the end of the Line. He said that there was heavy activity in the area north of Wilshire Blvd. The bus was clean with some graffiti and without timetables. He was impressed that the Operator did a complete inspection of the bus at the end of the Line. On his return trip, Representative Shidler rode to the Compton Transit Center and was surprised at the number of boardings. He said the heaviest stop was at Avalon and Manchester Blvd. with 12 boardings. The Operator did a good job.
11. **RECEIVED** oral report on upcoming Governance Council Member Line Ride Report and Upcoming Line Rides – Alex Clifford. Representative Nelson will present his report in May and Chair Kelley in June and Representative Newcomer in July. The Sector Line ride was postponed for two weeks.

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12. **RECEIVED** Chairperson's remarks. Chair Kelley thanked the City of Downey for the use of its facility. She wished everyone a great Easter Holiday.
13. **RECEIVED** Member's Remarks. Representative Shidler noted that the Operators ran out of the TAP cards to exchange for Day passes. Representatives wished everyone a Happy Easter.

Adjourned: 3:30 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read 'Raynard V. Price', with a stylized flourish at the end.

Raynard V. Price
Council Secretary