

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 2:05

Council Members Present:

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

Officers:

Alex Clifford, General Manager
Raynard Price, Council Secretary



Metropolitan Transportation Authority

Metro

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1. Pledge of Allegiance was held.
2. Roll was called.
3. Self Introductions were made.
4. **Public Comment**

Wayne Wright.

Mr. Wright requested 45 ft. buses for weekend service on Line 460 due to heavy ridership between Norwalk and Disneyland. He also requested increased security to deal with illegal vendors in front of a store around Wilshire and Alvarado that affects the bus stop areas for Line 200 and other nearby Lines.

Tracy Winkler.

Ms. Winkler said that the Press Telegram did not include notice of the council meeting, and suggested more creativity in the ads and listing of routes for the public. Dave Hershenson responded that Marketing runs the ads and usually includes council meetings, and said he will strongly suggest that notice of the meeting be included in all upcoming advertisements.

Helmi Sorg. Ms. Sorg stated she uses public transit often. She expressed a concern that Line 111 seems to never be on time and is often over loaded while Line 110 is almost empty. Mike Sieckert responded that the Lines are South Bay Sector Lines and he will speak to them on behalf of Ms. Sorg regarding the overloading.

5. **APPROVED Minutes** of September 11, 2008 Council Meeting.
6. **RECEIVED** oral report from General Manager, Alex Clifford. {NOTE – Do we need this level of detail on the GM Report?}
 - FY09 Budget Performance Update:

There is a \$15K favorable variance in Labor which is mostly in Contract Wages at \$50K. Mr. Clifford noted that ATU is over budget by \$112K, in overtime.. There is a \$182K favorable variance in Non-Labor which is mostly in the Fuel account of \$195K.

The favorable budget variance in Allocated Accounts at \$174K is mostly in Regional Costs Chargeback's of \$137M. This number is subject to change after the first Quarter based on an accounting procedure. Mr. Clifford said the negative variance of \$248,507

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in Transit Ops is in part due to transit security that should have been charged to the previous fiscal year.

This item is being reviewed. Mr. Clifford reviewed a breakdown by units within the Support Departments.

Gateway Service Sector Key Performance Indicators (KPIs) are: Workers Compensation costs are at target while New Workers' Comp claims is below the 9.9 target at 6.6. Bus Traffic Accidents per 100,000 Hub Miles is slightly high at 4.06 YTD against a target of 3.4

Mr. Clifford emphasized a improving trend in In-Service On-Time Performance at 70.09%). In the month of May ISOTP was 69.2 and in June 69.77, and July saw a performance increase to 70.09%. Mr. Clifford acknowledged the two Division Managers for the enormous amount of attention devoted to increasing the ISOTP of this high profile KPI.

In comparison to the other Sectors (as requested by the Sector Council) Gateway ranks as follows:

- 2nd best in New Workers Comp Claims per 200,000 Expos. Hrs.
- 2nd worst in Bus Traffic Accidents per 100,000 miles.
- First or best in Customer Complaints per 100K Boardings.
- First or best in In Service On Time Performance.
- 5th or worst in Mean Miles Between Mechanical Failures.

In a review of customer complaints the General Manager noted that “No Show” complaints were the highest but is down from previous months as is “Operator Discourtesy.” “Passed Up” is also down. Complaints in Division One the focus is on Lines 18, 460 and 53. Complaints in Division Two the focus is on Lines 105 and 51.

Commendations were received for the following Operators: Oscar R. Torres, Javier Alatraste and Donald Simmons. General Manager Clifford discussed at length the commendation received from a County agency for Operator Donald Simmons for his special skills and talents. The Council spoke approvingly of Operator Simmons.

- **RECEIVED** update on Atlantic Park and Ride for Gold Line Extension. Transportation Planning Manager, Mike Sieckert, informed the Council that there is a plan to create parking for approximately 251 cars that includes a multi-story parking structure. He offered to provide periodic updates to the Council.

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- **RECEIVED** update on response to ownership of south slope at Artesia Station. Mike Sieckert stated Metro is working with Caltrans (who owns part of the property). Metro's Legal Department is investigating the appropriate place to construct a fence to prevent injury to people walking up or down the slope. Mr. Sieckert offered to provide the Council with periodic updates. On the issue of parking, an MOU is being drafted to lease 75 spaces from a nearby church which will require minor capital improvements. Representative Shidler mentioned that buses in the loading zone compete with unauthorized food vendors. General Manager Clifford will have this issue investigated.
- **NO UPDATE** was provided on Incident Based Surveillance System.

RECEIVED update on Transit Provider Workshop from Dave Hershenson. The meeting was well attended and included a presentation on Metro's "Anti-graffiti" program, with a discussion on creating a Regional Task Force on the graffiti issue, getting County Supervisors' more involved and encouraging judges to impose harsher punishment. Presentations were also given on Metro's Short Range Transportation Plan, and TAP and Gating programs. The next meeting will be in January. Chair Kelley noted that in a previous presentation to the Sector by transit detectives she expressed concern that the District Attorney's office suggested 12 years for damages but the judge gave only a year if that much. She believes tagging is a serious issue that needs to be taken more seriously by the courts when they prosecute convicted taggers.

- **RECEIVED** Update on Director Lowenthal resignation. General Manager Clifford announced Director Lowenthal's resignation.

General Manager Clifford concluded his report.

7. **RECEIVED** oral report on Congestion Relief Pricing – Stephanie Wiggins. Ms. Wiggins spoke on the Congestion Reduction Demonstration Initiative also called the Fast Lane Project, and presented video highlighting key aspects of the project. She stated that Metro is working with the federal government and Caltrans on congestion reduction strategies, including but not limited to congestion pricing.

Staff will examine three corridors as part of the one-year Congestion Reduction Demonstration Project (a \$210M grant), including the I-10, 210 and 110 corridors. Recent discussions have focused on implementing changes on only the 10 and 110 corridors.

One major goal of the project is to increase the number of people per vehicle and the capacity of HOV lanes. Capital improvements will be made as part of the project, including adding more express buses, expanding commuter rail service, and enhancing major transit facilities. The 110 corridor is unique - it includes significant transit infrastructure and has two carpool lanes traveling in each direction. Caltrans is examining ways to improve entry and exit points

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along the 110 corridor and mitigate traffic near Adams Blvd. The project will need to be completed by December 2010. The proposal will allow solo drivers to purchase access to the HOV lanes. Pricing would be based on the time of day.

Four community workshops have been conducted to explain the program, with two more scheduled, and plans for more in the future.

Representative Nelson asked what organizations received presentations and asked if SCAG was included. SCAG has not received a formal presentation but others have such as: Gateway Cities COG, San Gabriel Valley COG, and South Bay COG. Presentations were also made to a number of City Councils, including El Monte, West Covina and cities prior to Ms. Wiggins joining the project. No Gateway Cities city has received a presentation.

Representative Shidler asked how allowing more drivers onto the El Monte Busway is going to speed up traffic and if the funding includes the 60 buses. The funding does include the purchase of 60 buses, and Ms. Wiggins explained that the additional capacity during the rush hour will be accomplished by re-striping the enforcement zone and creating additional lanes. Bus operation on the HOV lanes will not be exclusively operated by Metro.

8. **RECEIVED** oral report on Metro Service Performance Monitoring Process – Conan Cheung/Stephen Fox (Service Planning). Mr. Fox said that Metro is re-evaluating the performance monitoring process to possibly develop a new methodology and presented a Power Point presentation.

Mr. Fox discussed aligning the process with Metro's eight goals and objectives, two of which are important in putting transit service on the street - improving transit service and provide leadership for the Region's Mobility agenda. The process is to also make performance indicators more transparent, easier to use, and to improve the emphasis on the customer experience.

Mr. Fox discussed the seven service types: heavy rail (Red and Purple line), light rail (Blue, Gold and Green Lines), Metro Liner (Orange Line), Metro Rapid, Metro Express (400 to 500 services), local (Limited and Owl services included) and the Local Circulator.

Mr. Fox identified the proposed indicators or important factors to measure as being: 1) Availability; 2) Quality; 3) Quantity; and 4) Effectiveness. He also discussed standards, such as accessibility, to ensure that transit job centers and households are within 1/4 mile of transit.

For the availability factor Mr. Fox said that existing lines would remain "as is" but new lines would be based on home to work demand. Metro will create a 60 minute standard headway for frequency. Each service type will have a standard set for On Time Performance as well as for Customer Complaints. Standards will also be set by service type for frequency and load factor. Boardings per Service Hour and Cost per Passenger Mile will be set by service type.

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The Metro Board will receive a report as a “Receive and File” at its October meeting to discuss the new monitoring process. Mr. Fox asked the Sector for their comments.

Representative Shidler commented regarding the Headway Reliability using the ATMS system, and suggested a review of how the BOC manages the lines and for rail lines to run later. Mr. Clifford added that his staff has been working with Mr. Fox and believes the proposal to be a good one.

Vice Chair Newcomer praised and endorsed the new concept but questioned how the information would be used. He also stated how this process could backfire and requested more information before a final decision is made in addition to seeing some results. Chair Kelly said she is in favor of endorsing the concept and is looking forward to seeing more reports. Mr. Fox agreed to return in January with additional information. Representative Shidler requested a comparison chart of the new concept compared to the current performance indicators. The Council voted to support the new concept (7/0/2 absent).

9. **CARRIED OVER** oral report, and possible action on Governance Council Member Line Ride Report – Owen Newcomer
10. **RECEIVED** oral report on upcoming Governance Council Member Line Ride Report and Upcoming Line Rides – Alex Clifford. General Manager Clifford announced the regular line ride will be canceled and instead invited the Representatives to join Division 2 at 3:00 a.m. for an appreciation breakfast. Division Manager Diane Fraser explained the “Operator Appreciation Breakfast” is to celebrate the low accident rate for the month of August. General Manager Clifford shared his appreciation for the Operators and for the Division Manager’s efforts to lower the accident rate.
11. **RECEIVED** Chairperson’s remarks.

Chair Kelly spoke on the Joint Governance Council Meeting with Chief Executive Officer and the Chief Operating Officer. Sector members expressed disappointment in the service cut final decisions. She shared that one of the Sectors requested guidelines for evaluating the General Manager, and discussed how Gateway based the evaluation of the General Manager on his interaction with the Sector Council. She said the meeting was interesting. She indicated she requested that the CEO and COO provide Dave Hershenson full-time as a Community Relations Manager.

Representative Shidler told the Council that Chair Kelly represented the Sector very well at the meeting. He said the question of the retention of funds saved by the Sector did not receive a response. He noted that this was a well attended meeting and one of the better meetings.

12. **RECEIVED** Council Members Remarks.

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Representative Nelson requested that the meeting be adjourned in memory of the victims of 9/11. Chair Kelly agreed.

ADJOURNED IN MEMORY OF THE VICTIMS OF 9/11

Adjourned: 3:36 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read "Raynard V. Price". The signature is stylized with a large initial "R" and a long horizontal stroke.

Raynard V. Price
Council Secretary