



MINUTES

**GATEWAY SERVICE SECTOR COUNCIL
REGULAR MEETING
The Gas Company
9240 Firestone Blvd.
Downey, CA 90241**

Thursday, December 18, 2003

Called to order at 2:10 p.m.

Council Members present:

Samuel Peña (Chair)
Bonnie Lowenthal (Vice-Chair)
Jo-Ann Eros-Delgado
Larry R. Nelson
Jacqueline Rynerson
Wally Shidler
Cynde Soto

1. Pledge of Allegiance
2. Roll Call/Self Introductions
3. Public Comment – Adrian Garcia, Field Representative for Assemblymember Alan Lowenthal, provided information regarding two January hearings that will be held by the Select Committee on California Ports:

AB 2650: Implementation, Compliance and Impacts

In Conjunction with the
South Coast Air Quality Management District (SCAQMD)
Friday, January 9, 2004, 1:00 – 3:00 p.m.
Port of Long Beach Board Room

925 Harbor Plaza
Long Beach, CA 90802

Extended Gate Hours: Strategic Planning

In Conjunction with
Gateway Cities Council of Governments
Southeast Los Angeles County
Friday, January 23, 2004, 9:00 – 11:00 a.m.
Progress Park Plaza Auditorium
16600 Downey Ave.
City of Paramount

4. APPROVED Minutes of November 13, 2003 Council Meeting
5. RECEIVED oral report of General Manager

Mr. Rogers provided an update on the union negotiations ATU – tentative agreement approved by the Board on 11/17/03. The health and welfare issue referred to non-binding mediation/arbitration. UTU reached a tentative agreement on 12/18/03.

Sector Events

Participated in Christmas Toy Drive sponsored by Assemblyman Rudy Bermudez

All-hands meeting with the division employees. This will be done every month to share ideas and foster relationships with employees and receive feedback on improving service.

Selby Grove Elementary in Pico Rivera presented \$50 savings bond and \$100 donation to school library for winning entry in the Mobility 21 Art Contest.

Mr. Rogers indicated that at the MTA Board meeting on December 4, 2003 a motion was made as follows:

“YAROSLAVSKY MOTION: In light of MTA’s budget situation, I move that the Sector Governance Council bylaws be amended to remove the travel allowance provision for Sector Council members. I further move that MTA staff return in 60

days with a report on the costs associated with the sectors and sector governance councils and recommendations on further changes to the bylaws that will help streamline these costs". A \$7500 cap was placed on the annual travel.

The Contract service changes will become effective December 21, 2003. Implementation was delayed due to the strike. Next service change is February 1, 2004.

Ms. Rynerson asked who determines the changes. Mr. Rogers stated that the Service Sector staff determines what changes are necessary through analyzation of the services we operate. Significant changes require a public hearing. The lines that are not performing to expectation are identified and the information is coordinated with the Scheduling Department. Also, customer complaints serve as an outside influence to analyze the lines.

Tours of the Bus Operations Control and Customer Relations will be arranged for the Council members.

The new fare structure becomes effective January 1, 2004.

Dave Hershenson made a presentation to the Council members and responded to their questions regarding the revised fare structure, including transfers and the new Day Pass. Mr. Nelson was concerned regarding potential theft of the Day Pass. Mr. Rogers indicated that the Day Pass is valid for that specific day only. Consequently, this decreases the street value of the Day Pass.

APTA Conference will be held in Santa Monica, Saturday, January 31, 2004 to Monday February 2, 2004.

Gateway Cities Open House is scheduled for Friday, February 20, 2004.

Operations Financial Report

Mr. Rogers provided a copy of the October 2003 Gateway Operations Report to The Council members. He explained the variances, detailed on a line-by-line comparison to the

budget. Mr. Rogers indicated that this was a preliminary report; changes would be made related to cost during the strike.

Mr. Nelson asked why the commendations were not highlighted on the report. Mr. Rogers stated they would be on future reports.

Mr. Shidler asked if ridership decreased due to the strike. Mr. Rogers stated it was too early to tell, however, they are expecting a 5% reduction. Ms. Flowers stated that the report from the Scheduling Department for the first two weeks of December indicated a 15% decrease in farebox revenue compared to the same period last year. Mr. Shidler asked if this accounted for passes valid through December. Ms. Flowers stated it does.

6. RECEIVED oral report on MTA Operations Financial & Budget Overview by Carolyn Flowers, Executive Officer of Operations

Mr. Nelson inquired regarding page 2 of the Goals & Objectives regarding "Create a positive image of the MTA". Ms. Flowers stated that it is always a global goal of any agency to promote a positive image. MTA faces challenges after the strike and must market the agency to make the service the choice for riders and the community, bus, rail bikeways, freeway service patrol, etc. Most people only think bus when they hear MTA. The marketing effort would create and expand to educate the public. The community-based media is in a multilingual format.

Ms. Flowers explained the impact of the strike and indicated that there was a \$7.4 million net savings. Staff was directed by the MTA Board to come back in January 2004 with a report on the savings and a proposal on how the funds would be used.

Ms. Carolyn Flowers, Executive Officer, Operations, stated that January 27, 2004 is the budget kick off. The budget will be presented to the Council members in March.

Ms. Lowenthal indicated that there was a large population increase in the Gateway Sector and hoped that MTA has those figures. They must fight for the quality of service for the community. Ms. Lowenthal further stated that it would be helpful to have simple bullet points of innovations in this sector so she could inform her constituents. She does not think that she has the information to perform her job effectively.

7. RECEIVED oral report on Safety Investigation by Gary Spivack, DEO Corporate Safety

Mr. Nelson asked if MTA as a whole is included in this process. Mr. Spivack stated that 98% of the accidents involve bus operators because they have the greatest exposure. Mr. Shidler asked if the operator is allowed to remain in service after the accident. Mr. Spivack stated the operator is removed from service until completion of the training program. Mr. Nelson asked if the employee is allowed to have an attorney represent him. Mr. Spivack stated the union provides representation. Mr. Nelson asked if it is a serious accident what law enforcement is used. Mr. Spivack stated it is a cooperate effort throughout the county.

Mr. Shidler stated that he observed an operator talking on a cell phone on line 217. The operator had the cell phone in his right hand and driving with his left. Mr. Spivack stated that it is violation of Operator Rulebook 1.25. Mr. Spivack stated they are developing a stronger policy regarding the use of cell phones and portable radios with earphones.

8. CARRIED OVER TO NEXT MEETING oral report on MTA Route Promotion by Donna Lafont, Senior Communications Officer, Marketing
9. Council member's Remarks

The Council members wished everyone happy holidays.

Ms. Soto will provide information regarding her Mobility 21 community outreach at the next meeting.

10. Chair's Remarks

Mr. Peña requested report on Service Sector audit next month.

11. Consideration of Items not posted on the Agenda
None

Next Meeting:

Thursday, January 15, 2004 – 2:00 p.m.

The Gas Company

9240 Firestone Blvd.

Downey, CA 90241

Adjourned at 3:55 p.m.

Prepared by: Sharon Sterling
Council Secretary