

Wednesday, June 2, 2004 6:30 PM

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.

Council Members Present:

Coby King, Chair
Stacey Murphy, Vice Chair
Richard Arvizu
David Fleming
Joan H. Leonard
Rafi Manoukian
Kymberleigh Richards

Officers:

David Armijo, General Manager
Christina Lumba-Gamboa, Council
Secretary



Metropolitan Transportation Authority

Metro

2. **APPROVED Minutes** of Regular Governance Council Meeting held **May 5, 2004 as corrected** and Special Governance Council Meeting held **May 21, 2004**.

Corrections to May 5, 2004 Minutes:

Page 2: Item # 5- Change "Ms. Stacy" to "Ms. Murphy"

Page 3: Second paragraph - Change "Workmen's" To "Worker's"

3. RECEIVED Public Comments.
4. RECEIVED Chair's Remarks.

Chair King noted that agendas, minutes, governance council reports, and other related documents are available on the metro.net website. He welcomed to the Governance Council Dr. Richard Arvizu, Associate Vice President of Administrative Services at Los Angeles Mission College. Dr. Arvizu is a regular patron of the Metro Transit System and was nominated by Los Angeles City Council President Alex Padilla to replace former Councilmember Bart Reed. Chair King stated that Dr. Arvizu was recently confirmed as a member of the Governance Council at the May 27, 2004 regular meeting of the Board of Directors. He thanked Mr. Reed, who was present at the Council meeting, for his contributions to the San Fernando Sector and stated that he will always have the distinction of being a founding member of the Council.

Chair King provided an oral update on the Special Governance Council Retreat that was held on May 21, 2004. He reported that the retreat was productive and that a document by the Council summarizing the highlights of the meeting is forthcoming. The document will lay out a draft mission statement and work plan for the Council and find ways to communicate the mission to the public. Chair King stated that he is pleased that the Council is placing greater emphasis on serving as a policy-setting body and that Sector meetings provide a conduit through which suggestions and comments by the public can be adequately addressed.

The retreat gave Councilmembers an opportunity to discuss ways to improve the Sector as well as transit services in the Valley. The Chair expressed his appreciation for the efforts of MTA staff and members of the Council in helping make the past year a successful one.

5. ELECTION OF Chair and Vice Chair.

APPROVED nomination of Chair King to continue a second term as Chair of the Governance Council.

APPROVED nomination of Councilmember Murphy as Vice-Chair of the Council.

6. DISCUSSED **amendments of Service Sector By-laws and Rules.**

Chair King announced that efforts to cut back on the number of Sector Council meetings were defeated last week in a decision made by the Board at the May 27th meeting. He stated that he was pleased to see that representatives from all five Sector Councils were present to offer their input on some of the changes proposed by the Board. He mentioned that the issue regarding restriction of meetings was the most important one and that it was clear to the Board that the sectors were united in their opposition.

Chair King reported that the outcome of the proposed changes was mostly positive in that it gave Councilmembers from the various Sectors an opportunity to get to know one another, and it allowed Board members to familiarize themselves with the day-to-day operations of the Sectors. Furthermore, the discussions on the proposed changes in Sector by-laws and policy helped the Council and Board establish a more solid relationship.

7. RECEIVED AND FILED **report of David Armijo**, General Manager, San Fernando Valley Service Sector

Mr. Armijo announced that Jack Gabig, General Manager of the San Gabriel Valley Sector, was present at the Council meeting.

He introduced Marta Mack, who was instrumental in helping establish the Council. Ms. Mack congratulated the Council on its performance and its continuing efforts to express its needs to the Board. She stated that she will be working in the Office of the CEO in a regional public affairs capacity and that she has enjoyed working with the Sector during the past year.

Mr. Armijo reported that the Sector has done a commendable job in decreasing New Worker's Compensation Claims and that virtually no claims are coming in from the Maintenance side. He explained that costs are high primarily because the Sector continues to carry old claims that haven't yet been closed out.

Councilmember Manoukian pointed out that in April 2003, there were 3.48 Division 8 Transportation Worker's Compensation Claims per 100 employees, and 3.15 Claims reported this past April. Since these figures are high relative to other months for this particular Division, he asked if April is an unusual month.

Mr. Armijo responded that the way in which the numbers were booked most likely contributed to the higher number of claims for the month of April.

In the area of Bus Traffic Accidents per 100,000 hub miles, the Sector continues to average about 3.0 accidents. The goal is 2.7. The Sector is doing well in the category of Miles Between Mechanical Failures with 8,154 miles reported for the month of April. The goal is 8,000. Mr. Armijo announced that 22 buses, most of which will come from Division 8, will be added as part of the Consent Decree mandate. He stated that costs to service these buses will increase since they are older vehicles. Although the Sector is still struggling in the area of Complaints per 100,000 Boardings with 5.05 Complaints for April, it is showing gradual improvement. The target is 3.5. The YTD average in Passenger Boardings is roughly 3.9 million. Mr. Armijo stated that there is an issue with the accuracy of recording the data for this category, and that the Sector is exceeding the monthly target. Operator Assignment Ratio is 1.16 for April, which corresponds roughly to the target of 1.17.

Mr. Armijo explained that a large number of people were out due to the strike and that the figures for this category should increase for May because the Sector is finishing the fiscal year with a full staff.

The variance summary in the area of finance is approximately \$700,000 YTD. Mr. Armijo stated that the Sector should finish at close to \$1 million in this category by June.

Councilmember Richards asked whether figures for Bus Traffic Accidents assume that bus operators, generally speaking, are not at fault.

Mr. Armijo stated that accidents include minor incidents that may not necessarily involve other vehicles or people and that there is a concern about a possible decrease in passenger boardings due to a spike in accidents reported.

Councilmember Fleming inquired about why Passenger Boardings figures are not definite.

Mr. Armijo responded that Passenger Boardings information is based on agency sampling of many lines, types of service, and contracted ridership data, which makes it difficult to back up Boardings figures using other related information such as fare revenue. In an analysis of the sampling size used by Booz-Allen 18 months ago, the Sector determined a need to increase the number of samples and re-establish the baseline and number of rides to obtain more accurate data.

Chair King noted that the YTD budgeted Cost per Revenue Service Hour is \$88.45, which is approximately 15% below the figure for Sum of YTD Actual. He asked if Cost per RSH fluctuates.

Mr. Armijo responded that the total across-the-board average Cost per RSH is \$109. He explained that the agency was paying for the use of contracted bus service and rail emulators during the strike and allocated all of the costs to buses, resulting in a large surplus in rail revenue. He stated that the figures for this category will need to be re-calculated.

Chair King clarified that the numbers shown in the attachment actually imply a high degree of efficiency on the part of the Sector since it was not receiving credit for revenue due to replacement of directly operated service with contracted service during the strike.

8. RECEIVED AND FILED report on **Community Relations Outreach** by Eric Rapp, Community Relations Officer, San Fernando Valley Service Sector Office

Mr. Rapp reported participation in the following Community Outreach activities: a worker training event through the San Fernando Valley Economic Alliance, the North Hollywood Arts Festival, a "step out" event at the Glendale Senior Center designed to encourage seniors to step out of the facility, the La Crescenta Kiwanis Club, and a Mobility 21 meeting in Van Nuys. Mr. Rapp announced that a San Fernando Valley Fair will be held June 5-6. He also commented on the excellent performance of Divisions 8 and 15, particularly with respect to the "How You Doin'?" program in which Divisions are internally commended for productivity and efficiency. He stated that Division 8 wins regularly, and Division 15 has won several times.

In response to Councilmember Manoukian's query regarding the reaction of seniors to outreach efforts at the Glendale Senior Center, Mr. Rapp stated that transit-dependant seniors have expressed a great deal of interest in the transit services offered by the MTA.

Chair King mentioned that the Council's role in responding to input from the public has been emphasized and that it could stand improvement in developing a clear-cut process for addressing complaints.

Mr. Armijo stated that in the past, the Council has identified detailed information on the number and types of complaints reported. He added that he has been working with Mr. Rapp to improve community outreach, particularly as construction proceeds on the Orange Line. He is attempting to encourage other Councils to become involved in the process.

Mr. Armijo announced that more information on June service changes is pending and that the Sector will conduct outreach to various stakeholders in the Valley.

Councilmember Manoukian offered to assist with any outreach efforts that may take place in the Glendale area.

9. RECEIVED AND FILED update on **Orange Line Construction** by John Roberts, Division Maintenance Manager, Division 15

Mr. Roberts reported that the MTA Board recently approved \$329 million for construction of the Orange Line, an East-West San Fernando Valley dedicated Rapidway connecting North Hollywood Metro Rail Station and Warner Center.

He stated that the Orange Line will be roughly fourteen miles long and that the MTA bus system will feed into thirteen stations along the Line.

Mr. Roberts gave an overview of signaled crossings, park and ride facilities, bikeway and pedestrian paths, landscaping, and provision of station artwork that have been planned in conjunction with the Orange Line. Construction began in April 2003 and staff has been working diligently to meet the target opening date of August 2005.

The Line will consist of eighteen articulated buses that will operate every 7-10 minutes during peak hours.

Councilmember Richards asked for clarification on the running time of the buses. She stated that a running time of more than one hour might pose a problem.

Mr. Roberts responded that the total running time should be approximately 30-40 minutes.

Councilmember Richards expressed concern about possible overcrowding on Orange Line buses.

Mr. Roberts stated that the agency expects to add buses in the event that overcrowding occurs. Otherwise, it may need to implement changes to bus service.

Councilmember Richards mentioned that confusion over the color scheme of articulated buses that may be added as a result of overcrowding could present a problem since it may not correspond with the silver paint scheme currently used. She requested a report on the progress of the Line with regard to this issue.

Councilmember Fleming stated that there may be traffic and noise issues in the neighborhood south of Orion once Orange Line construction is complete. Mr. Rapp offered to provide information on mitigation measures in that area.

Councilmember Leonard mentioned that the agency may be underestimating the number of people using the Line. She stated that it is possible that riders may park on neighborhood streets and inquired about whether adequate parking will be available by opening date.

Mr. Roberts reported that initial projections show that the number of parking spaces for the Line is approximately 3,000 at five Park & Rides and that the agency has reached a tentative agreement for a sixth Park & Ride with Boeing for the establishment of 896 additional spaces on the north side of Warner Center.

Chair King added that it is imperative for the Sector to address parking issues well in advance even if this may mean a possible delay in the opening of the Line.

10. RECEIVE AND FILE report on **Budget Variances of other Service Sectors** by Kathy Powell-Drayton, Administration & Financial Services Manager

Chair King announced that Mrs. Powell-Drayton was not present at the meeting and that this item will be placed on the next Council agenda.

11. Chair & Council Member's Final Comments – Dr. Arvizu stated that he looks forward to working with the Council and its constituents.

ADJOURNED at 7:47 P.M.

Prepared by: _____
Michele Chau, Recording Secretary
for Christina Lumba-Gamboa, Council Secretary