

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 6:30 p.m.

Council Members present:

Stacey Murphy, Vice Chair
Richard Arvizu
David Fleming
Joan H. Leonard
Rafi Manoukian
Jesus Ochoa
Kymberleigh Richards
Brad Rosenheim

Officers:

Gary Spivack, Division Transportation
Manager, Division 15 in the absence of David
Armijo, General Manager
Christina Lumba-Gamboa, Council
Secretary

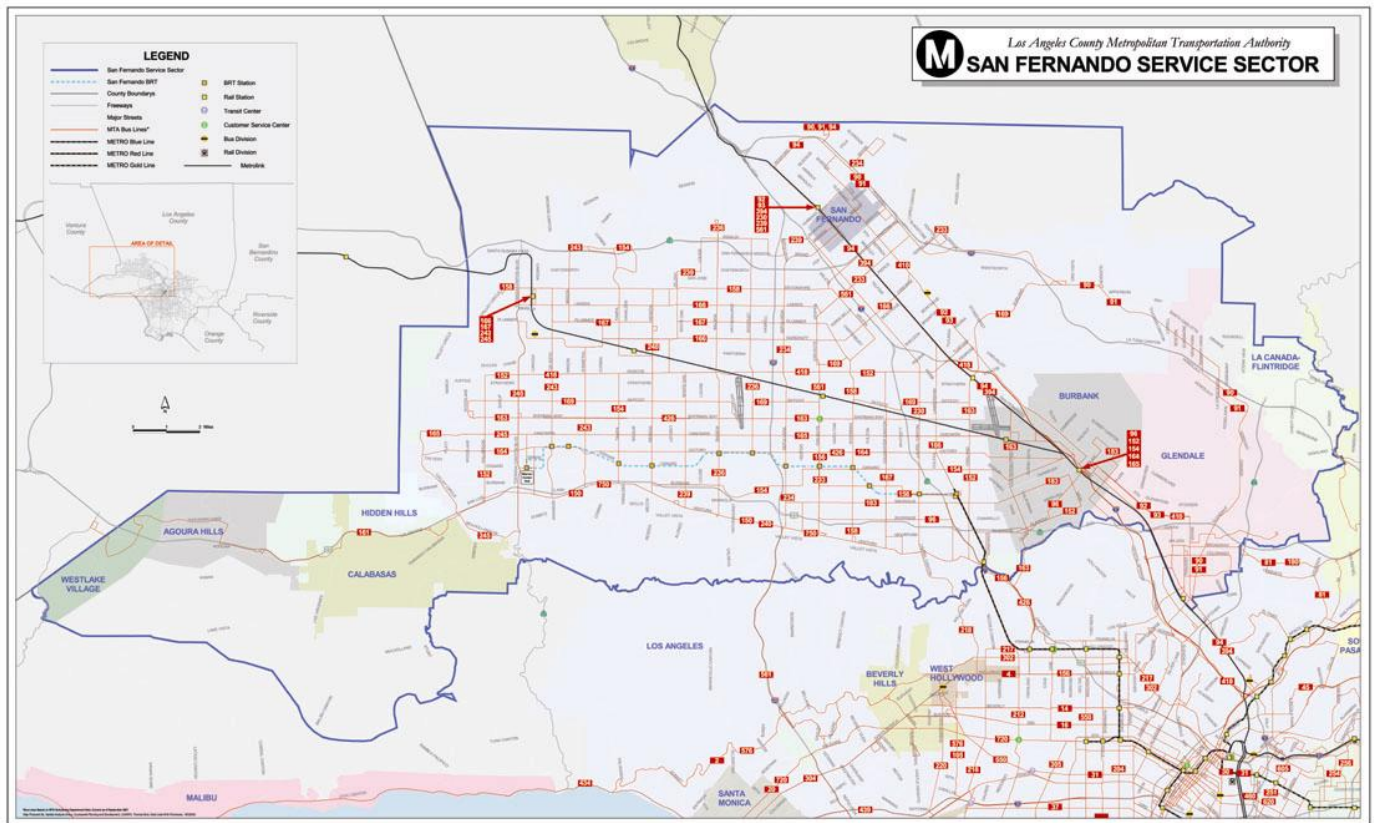


Metropolitan Transportation Authority

Metro

METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL

1) Area of responsibility:



2) The Governance Council is exclusively responsible for planning routes and schedules for Tier 2 and 3 bus lines within the San Fernando Service Sector. Tier 2 and 3 bus lines in the San Fernando Valley are:

Lines: 92, 96C, 154, 158, 161, 167C, 168, 169, 230, 234, 236, 243, 245, 418, 426, and 653. (C = Contract Service)

Tier 1 bus lines are not under the exclusive jurisdiction of the Governance Council but jurisdiction may be exercised with the concurrence of other sectors or Corporate. Tier 1 bus lines in the San Fernando Valley are:

Lines: 90, 94, 150, 152, 156, 163, 165, 166, 233, 750, and 761.

- 3) The Governance Council is responsible for studying and planning service to improve efficiency within Metro San Fernando Valley, making recommendations to the MTA board regarding service issues, working with transit planners and local authorities and transit operators to ensure coordination of service and holding public hearings to gain input on proposed changes.
- 4) The Governance Council is **NOT** responsible for fare and pass structures, new project construction, or Metro Rail.

2. APPROVED **Minutes** of Regular Governance Council Meeting held July 7, 2004.
3. RECEIVED public comment
4. Chair's Remarks

Ms. Murphy remarked that the flow of traffic going into Burbank Airport from San Fernando Valley and Glendale is not fluid and, often times, results in traffic congestion and gridlock. Ms. Murphy commented that she would love to see fewer cars go into Burbank Airport and requested the Service Sector address the issue of traffic congestion at the airport. She requested staff to report back and provide information or a plan to make the traffic less congested and more fluid between the boundaries of Burbank and Glendale.

Ms. Leonard commented that the solution to relieve the traffic from a consumer's standpoint would be a Dash. She also said that people who work at Warner and Disney studios do not take alternative modes of transportation because the subways and buses are unreliable and inconsistent.

Ms. Murphy reported on Mobility 21 that was held on August 3 at the Hilton Burbank Airport. She said that she met with Ms. J. Westin, who runs the TMO in the City of Burbank and who has worked very hard on trip reductions. Her office is located at the studios and has been in existence for 12 years. The TMO office has achieved a 40% trip reduction over time by mandating carpooling at the studios and large businesses. Businesses that have a certain number of employees are mandated to belong to the TMO and must have a plan to get people out of their cars. Ms. Murphy felt that Ms. Westin would be a good contact and a good way to poll the studios to determine interest by studio employees to use shuttle buses to get them to one of the stations.

Gary Spivack stated that he would be interested in looking at the proposal. Line 152 that serves the studios runs out of Division 15, and he would be happy to work with Ms. Westin. He also suggested that since Burbank has a TMO it would be a good idea to generate bus service subscriptions. If the studios are capable of guaranteeing a certain number of riders, the service sector could as a new marketing effort engage in a joint project between the studios and the Sector to test some new service.



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Ms. Richards suggested that the sector take over Line 167, which is a Tier 1 line., and that Lines 96 and 152 be used as a possible way to service the studios.

- 5) CARRIED OVER to next Governance Council meeting discussion of **Governance Council Mission Statement**, by Chairman Coby King, as proposed per Governance Council Retreat May 21, 2004.
- 6) RECEIVED & FILED **report of General Manager**, by Gary Spivack in the absence of David Armijo, General Manager, San Fernando Valley Service Sector

Mr. Spivack announced that there will be a Metro Job Fair for bus operators that is going to be held Saturday, Aug. 21st at the Marvin Braude Service Center. Fliers of the Job Fair will be in the buses and posted around the San Fernando area. He also reported that the Service Sector will be adding service in December to meet the Consent Decree requirements.

Mr. Spivack reported that Mr. Snoble had a meeting with all his managers and basically put out a number of his strategies for the agency. Mr. Spivack reviewed the strategies with the Council. Mr. Spivack stated that customer service is one of his concerns in the Division. He said that he will start a new program to attack customer complaints and personally call customers to discuss their complaints.

He reported that the Sector's performance continued to move in the proper direction in the month of May. He reported that Worker's Compensation is coming down quite dramatically and was only \$655,000 agency wide in the month of June, which is down from the average of a million dollars experienced in the prior calendar year. That trend continues to go down and is reflected in the number of workplace injuries Divisions 8 and 15. Bus traffic accidents have ended the year just slightly over the goal. On time-performance rose in the last month, which helped both Divisions 8 and 15 win awards within the agency. Boardings are up, and the amount of service delivered by the sector was 100%. Overall, the Service Sector is doing very well.

- 7) RECEIVED oral update on **Sector Policing Issues** by Deputy Anthony Divita of L.A. County Sheriffs Department - Transit Services Bureau - San Fernando Valley

Officer Divita reported that there were 97 calls for service throughout San Fernando Valley for the month of June. Most of the calls are for aggravated assault. The San Fernando Valley Transit Service Bureau issued 150 transit-related citations. Mr. Divita said that the Sheriff's department started a program that has Reserve Officers documenting graffiti offenses and helping with the investigations. The database can be accessed by any of the police agencies. He said that the Division is working very closely with the Los Angeles Police Dept. and has joint operations with County probation and school police. He said that Graffiti is a real problem. He said that the department also receives work from LAPD. So far they have cleared 60 vandalism cases through investigations. The Bureau's biggest problem is vandalism. Officer Divita feels the operators do not get involved enough. Operators do not seem to care about vandalism. He said that operators should hit the "panic button" alarms when vandalism is happening. Officer Divita said that he feels the operators are afraid of retribution.

He also reported that a lot of gang tagging is happening on the Orange Line route. He stated that the taggers are hitting the bridge on the Orange Line very hard.

Mr. Fleming commented that he does not blame the operators if they are not getting involved. Operators are afraid of retribution from the gangs.

Mr. Ochoa suggested that cameras be installed on the Orange Line route. An 800 number should be posted so people can call in case of emergency.

Mr. Rosenheim asked how many Sheriff's cars are out on the street at any given time. Officer Divita responded that there are 5 or 8 cars out on the street. It fluctuates but more cars are out at night.

Ms. Murphy said that because the operators are afraid of retribution, perhaps a number should be posted for people to call anonymously.

APPROVED BY A UNANIMOUS VOTE ROSENHEIM MOTION that a number be posted in all the buses for passengers to report any kind of incident and/or complaints. That the Orange Line public relations group should distribute a phone number to residents along the route for them to contact the Sheriff's Dept if they see something going on along the Orange Line.

Mr. Fleming suggested that a notice on the camera should state that it is on 24 hours a day and "you are being watched".

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

Mr. Rapp reported that community outreach data on the handout includes July items. He said that he has been working on the Chandler right of way, East of the Orange Line, with the homeless to get the area cleaned up. He said that the homeless have built shacks in the area and it is an eyesore in the business community. Mr. Rapp also reported on building relationships with public officials in preparation for the opening of the Orange Line. He also announced the recognition of Divisions 8 and 15 as Division of the Year and Best Division for June respectively.

Upcoming public meetings in September.

- September 14 in Marvin Braude at 6:00 p.m. – 8:00 p.m.
- September 21 in Glendale at Glendale City Hall, Room 104 – 6:00 – 8:00 p.m.

- 9) DISCUSSED recent **changes to uniform requirements** for MTA Transit Operations Supervisors

Mr. Spivack described the change of the uniforms for the Supervisors as being more professional looking than the prior version.

- 10) Chair & Council Member's Final Comments - None

Prepared by: Christina Lumba-Gamboa
Council Secretary