

Friday, August 13, 2004 – 9:30 A.M.

Minutes

Los Angeles County
Metropolitan Transportation
Authority

METRO SOUTH BAY SERVICE SECTOR GOVERNANCE COUNCIL

REGULAR MEETING

Carson Community Center
801 E. Carson Street
Carson, CA 90745

Called to Order at 9:35 A.M.

Council Members present:

Terisa Price, Chair
Jim Hendrickson, Vice Chair
Margaret Hudson
John McTaggart
Lou Mitchell
Curren Price
Howard Sachar

Officers:

Dana Coffey, General Manager
Rich Morallo, Community Relations Manager
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

1. Safety 1st Contact

Mr. Gary Shiroishi, Senior Administrative Analyst, advised that it is important to pick up everything around the house in walkways to avoid safety hazards.

2. APPROVED AS CORRECTED by Council Member Margaret Hudson Minutes of June 11, 2004 Council meeting.

Item 6 – Home Depot Training Center: Juan Alvarado

3. PRESENTATION of Safety Certificates to the students at Normandie Christian School by Dana M. Coffey, General Manager, Metro South Bay

Safety Certificates were presented to contest winners, Tyler Henry, Kylynn Michonet, Kendra Michonet and Donovan Dennard, accompanied by their parents.

4. PRESENTATION of the Community DASH Needs Assessment Study by Phil Acker, Los Angeles Department of Transportation (LADOT)

Mr. Acker stated that LADOT is not a muni, they provide mixed, specialized service within the city framework. The LADOT service includes: CityRide Program for seniors and persons with disabilities, Commuter Express Program, Downtown Dash Program and Community Dash Program.

Ms. Mary Sue O'Melia, O'Melia Consulting Transit Planning and Management, stated the Community DASH does not duplicate MTA service, however, provides access to community activity centers and feeder service to regional rail and bus routes.

Mr. Sachar expressed concern regarding duplication of MTA service. Ms. Coffey stated constant contact is made with LADOT to review restructuring the service to better meet the needs of the community. Ms. Coffey stated the Crenshaw area near 43rd & Leimert has a ridership of 1200 and benefits from this service. Ms. Coffey invited Ms. O'Melia to attend the community meetings.

5. RECEIVED BRIEFING on the Sector Communication Plan by Elizabeth McGowan, Senior Communications Officer

Ms. McGowan stated the purpose of the plan is to demonstrate improvements in service, responsiveness and efficiency as a result of the Service Sectors.

Mr. Price asked how are press issues handled. Ms. McGowan stated through Public Relations and they work closely with the sectors and will always have Council input.

Mr. Sachar stated that the bus stop signs do not tell customers where the bus goes. Mr. McTaggart echoed Mr. Sachar's concerns regarding the bus decals. Ms. Price requests to see a sample and is concerned regarding the size of the font. Ms. McGowan will provide that for her. Mr. Jones stated that he has seen the decals downtown. They are easy to tear off the pole and the printed information is difficult to read.

Mr. Sachar states that it appears that the Board does not understand what sectors are doing. The message needs to get across to them.

Customer presented an area map to the Council Members and stated that it is better and easier to read than the larger system map. Ms. Price will check the cost of the area map.

6. PRESENTATION on the Automated Transportation Management System (ATMS) by Joe Vicente, Assistant Director of Information Systems

ATMS is the first kind in the world. Mr. Vicente provided background on ATMS and compared the old system, TRS, with the new system. By October the 1st phase of the project will be completed.

By the end of the year the Automated Voice Annunciation (AVA) will be programmed to announce all the stops. Customer stated that the constant announcements of bus stops bothers him. Ms. Price stated the law requires announcement of all stops. Ms. Price stated that the operators should announce the stops, but AVA assures that it occurs. This is especially beneficial to disabled customers.

Ms. Hudson stated AVA would be helpful to persons who have never ridden that line and have to exit a crowded bus and cannot see out the window.

ATMS will be used to plot customer complaints. Mr. Sachar asked if it was possible to trigger bus history. Mr. Vicente stated that information can be transmitted to M3 and sent to mechanics.

The Council Members thanked Mr. Vicente for his detailed presentation.

7. RECEIVED BRIEFING on the Metro South Bay FY05 Budget by Myrine White, Chief Administrative Analyst

Total Agency FY05 Budget: \$2.9 Billion
South Bay FY05 Budget: \$120.4 Million

Ms. White distributed copies of the FY05 and the Preliminary FY04 Quarter Variance Report – July 03 through July 04. She stated the final variance report has not been posted and will provide copies to the Council Members when it becomes available. Mr. Hendrickson commended the Sector for absorbing \$4.1 in Workers Compensation.

Ms. Coffey stated that Workers Compensation is unpredictable and not controllable. The huge drop was based on an aggressive approach to injury investigation and support of the employees to reduce the number. Last year the sector was penalized for success and the money was not left in the budget. This time it was not removed. Ms. Price stated this is an area where the Council can provide some input, a better formula for FY06 and FY07.

Ms. Price inquired regarding the Warranty Reimbursement of \$290,685. Ms. White stated it was against Neoplan reimbursing the Agency for parts. Mr. Sachar asked if something has changed to get the warranty reimbursement. Ms. Coffey stated that Richard Hunt was instrumental in the program and each sector has a Warranty Specialist.

8. Chair's Remarks

Ms. Price attended Mobility 21 in Burbank and stated it was an incredible experience. There were 480 attendees this year and it was amazing to network with wonderful professionals from agencies such as the Auto Club and Chamber of Commerce. They attended sessions to discuss a unified approach to affect Sacramento and Washington DC to obtain funds for L.A. transit.

The Chairs of each sector met to put together a report that was presented to the Board by San Fernando Valley Chair Coby King. The importance of tailoring service for a particular sector was emphasized. The sector web pages and email addresses are already in progress. Ms. Price thanked Ms. White for the detailed presentation. Ms. Price stated that returning the \$290,685 to the sector is evidence that they are being heard and making progress. She further stated local responsiveness comes back to the customer.

Chair's Requests:

Report on Workers Compensation Claims by seniority
Update on Metro Orange Line (MTA & community issues)
Tour of Dispatch Center for Council Members

Monthly report on Customer Complaints (including timeline for resolution and how complaints were resolved)
Review if bus scheduling at the South Bay Galleria due to traffic congestion
Discuss Council Member term limits
Mail Market Research Survey to Council Members

9. Report of General Manager

Ms. Coffey reminded the audience that the South Bay Public Hearing will be held at the Inglewood City Hall on Saturday, August 14, 2004 from 10:00 a.m. to 12:00 p.m.

Metro South Bay will be the first to receive the 45-foot Compo Buses. They are lightweight, fiberglass, reduced maintenance and each costs \$370,000. They will be placed on the Metro Rapid lines between September and October. Supervisor Burke played a strong role and Ms. Coffey appreciates her support. Ms. Coffey encouraged customers to become stakeholders and assist MTA to maintain the new buses.

Arthur Winston Division 5 won 3rd Place in the Bus Roadeo Maintenance Competition this year; 1st Place last year. Carson Division 18 won 1st Place this year; and 3rd Place last year.

Westside/Central Sector Division 10 won 2nd Place this year.

Service Attendant Supervisor Arthur Winston received a resolution from Senator Kevin Murray for his years of dedicated service.

Ms. Coffey stated that she reviews and evaluates the Key Performance Indicators weekly. She does not wait for the quarterly report to determine if they made their target; she is determined not to go over budget.

San Pedro Presentation:

Scott Greene, Transportation Planning Manager presented report regarding the Metro Bus Service to San Pedro Hospital/Weymouth Corners. Lines 447 and 550 operated by Metro South Bay and Lines 205 and 225/226 operated by First Transit for Metro. The issues on Averill Ave. have been acknowledged, such as, noise and vibration, health and safety, circulation and parking, access and fit with community.

Proposed Change to Line 205 – Relocate layover from Averill to 7th/Patton, then operate counter clockwise loop via 7th, left – Weymouth, 13th, left – Pacific then regular route.

Proposed Change to Line 447 – Layover remains at 7th/Patton, then operate counter clockwise loop via 7th, left – Weymouth, 13th, left – Gaffey, right – 7th and regular

route.

Proposed Change to Line 550 – New layover at 13th/Gaffey, then operate clockwise loop via 13th, Weymouth, right – 7th then regular route.

Chair Price has personally reviewed the proposed changes and is interested in addressing issues with all the stakeholders. Ms. Price appreciates the excellent work done by Mr. Greene.

The proposals address Averill Avenue Community issues and minimize impacts to San Pedro's bus riders.

Next Steps – the proposals need further review before implementation: LADOT Traffic Engineers and Metro Stops & Zones to review feasibility; Metro South Bay Governance Council to provide conceptual approval on September 10, 2004; Passenger notification of changes in September/October; and implementation in October 2004 contingent on approvals.

10. Public Comment

Council Members

Mr. Price, Inglewood City Councilman, expressed his appreciation to the Council members, Service Sector staff and public for their efforts to improve transportation. He re-emphasized the Public Hearing scheduled on Saturday, Inglewood City Hall, 1st floor access and indicated that light refreshments would be served.

Ms. Mitchell thanked all the presenters for providing clear and concise information.

Ms. Hudson thanked the Sheriff's Department for patrolling the park and ride locations.

Mr. Sachar stated the buses are running out of fuel due to extremely long routes in Metro South Bay. He indicated the problem was fixed before, however, changed due to the shake-up. He believes that lines controlled by one sector would be more efficient.

Public

June Saleman stated San Pedro residents met with Janice Hahn and wrote a letter to Mr. Snoble regarding the bus service at 8th & Averill.

Susie Meekins expressed her concerns regarding the senior citizen I.D. card not being available at locations in South Los Angeles to make it convenient for the customers. Yvonne Burke has an office in the area and the cards should be available there. Ms. Coffey apologized to Ms. Meekins because she has mentioned this issue before and promised to personally investigate it for her.

Mr. J. K. Drummond requested full 8 ½ X 11 map and a map to scale. Mr. Drummond was displeased that the July South Bay Council was cancelled. Ms. Coffey stated the information was publicized. Ms. Price said they did not have pressing agenda items and she is not in favor of holding a meeting just to have one. Mr. Drummond stated he was not informed and went to the location. Ms. Price and Ms. Coffey apologized for the mix-up.

Lionel Jones stated that the Southern California Transit Advocates investigated the situation at 8th/Averill and Mr. Jones shared their proposal regarding the reroute and layover change in the San Pedro area. Mr. Jones will email the information to Ms. Price.

Craig Weingarten stated that transferring is a burden since connections are not timed.

**METRO SOUTH BAY WISHES
JOHN MCTAGGART HAPPY BIRTHDAY**

Next Meeting:

Friday, September 10, 2004 – 9:30 a.m.

Carson Community Center

801 E. Carson St.

Carson, CA 90745

Adjourned at 12:30 p.m.



Prepared by: Sharon Sterling
Council Secretary