

Thursday, September 9, 2004 – 2:00 p.m.

Minutes

Los Angeles County
Metropolitan Transportation
Authority

**GATEWAY CITIES
SERVICE SECTOR
GOVERNANCE COUNCIL**

REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Called to Order at 2:05 p.m.

Council Members present:

Bonnie Lowenthal (Chair)
Jo Ann Eros-Delgado
Samuel Peña
Jacqueline Rynerson
Wally Shidler
Cynde Soto

Officers:

Alex Clifford, General Manager
David Hershenson, Community Relations Manager
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance
2. Roll Called
3. Self Introductions

Chair Bonnie Lowenthal presented a plaque to Councilmember Samuel Peña in recognition of his leadership as the first Chair of the Gateway Cities Service Sector Governance Council. Ms. Lowenthal stated that Mr. Peña provided a wealth of knowledge to the Council. Mr. Peña commented that he appreciates working with the Council and Sector staff.

4. Public Comment

Ben Rockwell – refer to Item 8 comments on Tie-Down Policy

Roberto Hernandez – refer to Item 7 related to service change proposals.

5. APPROVED Minutes of August 12, 2004 Council Meeting.
6. RECEIVED Oral Report of General Manager.

Mr. Clifford provided a copy of the July 2004 Gateway Cities Operation report to the Councilmembers. He explained the variances, detailed on a line-by-line comparison to the budget, and other budget related issues.

Mr. Shidler expressed concern regarding ten customer complaints in one year reported on the same operator. Mr. Tom Pelk, Division 2 Manager, provided an explanation of the progressive discipline process that includes one-on-one training and undercover observation.

Ms. Lowenthal requested staff to display the Gateway Cities map at every Sector meeting.

Mr. Clifford stated that staff is planning a Metro Connections Workshop and tour for council in October.

7. APPROVED SHIDLER MOTION to Adopt Modified Staff Recommendations for December 2004 Service Changes.

Ayes: Lowenthal, Eros-Delgado, Peña, Rynerson, Shidler and Soto

Noes: None

Absent: Nelson

Mr. Clifford commended Mike Sieckert and Dan Nguyen for an outstanding job on this project.

Mr. Sieckert summarized the Public Hearing findings and stated that based upon the community feedback, staff proposed to modify elements of the original service change package to reflect issues raised at the hearing. The Revised Service Program is as follows:

Line 265

Staff recommended the original service proposals be approved. This would establish new weekend service on the line and later trips on weekends.

Line 270

Staff recommended that a decision on this proposal be postponed pending resolution of outstanding issues with Norwalk Transit. Staff proposed to return to the Council early next year with a final recommendation for Line 270 and Line 275.

Line 275

Same recommendation as Line 270.

Line 362

Staff recommended the original proposal to expand the limited-stop area be modified to add stops at the Commerce Casino. Staff also reviewed the entire proposed limited-stop area for possible adjustments to minimize walk distance for affected riders.

Additionally, staff recommended approval of the original proposal to serve the Metrolink Station in Norwalk. The proposed routing does not bring it into the Station, but establishes a bus stop at the intersection of Bloomfield and Imperial Highway, about one block away.

Line 576

Staff recommended the original proposal to cancel service. This action would eliminate a significant amount of service duplication and allow those resources to be reinvested to provide new service in the Gateway Cities Sector.

The Revised Service Plan staff recommendation will not have an adverse impact on the community or most riders of these lines. In fact, most riders would continue their same travel patterns. For some, a transfer and/or added wait time may be required.

Staff will implement the approved changes effective December 19, 2004 or later. Staff will return to the Council in Spring 2005 with final recommendations for Lines 270 and 275.

Mr. Shidler stated he rode Line 576 with staff to evaluate the service.

Mr. Roberto Hernandez asked the Council not to reduce the Line 111 service. Ms. Lowenthal stated that the Council has no jurisdiction over Line 111, but thanked Mr. Hernandez for his comments and promised to forward his request to the sector (South Bay) that proposed the Line 111 service reduction. Mr. Nguyen stated the South Bay staff recommendation is to reduce service on Line 111 between LAX Transit Center and Inglewood contingent upon extension of Metro Rapid 711 to LAX Transit Center. Mr. Clifford will forward an email to the South Bay Sector. Ms. Lowenthal stated that since the Gateway Cities meeting is closer for him, the Council's goal is to assist the customer and make it convenient to express his concerns. Mr. Shidler stated the portion of Line 111 Mr. Hernandez was concerned about is east on Florence and would not be affected by the upcoming service change.

8. RECEIVED presentation on Metro's Tie-Down Policy by Stephen Rank, Transportation Operations Supervisor.

Mr. Shidler stated that a common problem on a crowded bus is when a passenger refuses to vacate the seat upon request by the operator. He further stated that Orange County Transit posts signage on their buses that include the CFR regarding seats reserved for wheelchair passengers.

Ms. Soto thanked staff for the thorough report. Ms. Soto stated that she feels it is a liability issue when the operator does not tie down the wheelchair, and said the bus seats are secured to the floor and the wheelchair should be also.

Mr. Shidler requested a message be sent to the Board to mandate all wheelchairs be secured unless the passenger refuses.

Mr. Ben Rockwell uses a wheelchair and stated the securement rules are already in the MTA policy and provided some comments about the proper way to secure wheelchairs. Mr. Rockwell commended MTA for making the changes.

Mr. Rockwell stated that his major complaint is that most operators do not call the stops. He was on the Blue Line Train 162 today at 9:30 a.m. and the operator did not call the stops. Ms. Lowenthal thanked Mr. Rockwell and stated that the Council relies on input from the public such as his.

Ms. Lowenthal thanked Mr. Rank for an excellent report. She requested that staff partner with the Accessible Advisory Committee and present a report to the Operations Committee in 30 to 60 days. Mr. Shidler suggested Ms. Lowenthal present the report. Mr. Rank stated staff should contact Mr. Chip Hazen, ADA Compliance Administrator.

Ms. Rynerson expressed her concern regarding operator training on tie-down procedures and assistance to the visually impaired.

Mr. Peña thanked staff for the report. He stated his concern regarding tie-downs and the liability created when the wheelchair is not secured.

9. RECEIVED presentation on the Freight Interference Report by Mike Sieckert, Transportation Planning Manager.

Mr. Sieckert stated that earlier this year the Council directed staff to investigate the impact of the Union Pacific (UP) "switching" operations on MTA service. Mr. Sieckert presented a report that identified the number and duration of train delays along the Metro Blue Line Corridor and assessed the impact of those delays. The report also included information on the legal basis for the UP operation.

10. DISCUSSED language for a Gateway Cities Governance Council Mission Statement.

Mr. Clifford stated that sample Mission Statements were included in the Council packet. The Council will review the information as it relates to the Council Bylaws and Policy and discuss at a future meeting.

Ms. Rynerson cautioned the Council that confusion is created when people crowd too much into a Mission Statement.

11. Councilmember's Remarks.

Ms. Eros-Delgado stated her son joined them on the August Bus Ride-Along. It was an enjoyable trip and good experience to observe the challenges operators face on a daily basis. Challenges include downtown traffic, tight spaces, trucks, people asking questions and directions and those unfamiliar with a new area. She commended the operators for their work. She stated the operators need to improve calling stops; however, from this experience, it's easy to see how they can forget.

Mr. Shidler announced there would be a Line 45 Ride-Along tomorrow at 8:30 a.m.

Mr. Peña stated there are many cases of cancer in the Gateway Sector area. He requested a report on emission reduction and what the agency is doing to protect the environment and customers. Staff will provide a report on this issue at a future meeting.

12. Chairman's Remarks.

Ms. Lowenthal read a letter from the City of Norwalk regarding service changes.

Ms. Lowenthal expressed her appreciation for Vice Chair Nelson who conducted the August Council Meeting and Public Hearing in her absence.

13. Consideration of Items not on the Posted Agenda – None.

Next Meeting:

Thursday, October 14, 2004 – 2:00 p.m.

The Gas Company

9240 Firestone Blvd.

Downey, CA 90241

Adjourned at 4:00 p.m.



Prepared by: Sharon Sterling
Council Secretary