

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
Joan H. Leonard
Rafi Manoukian
Kymberleigh Richards
Brad Rosenheim

Officers:

Richard Hunt, General Manager
Christina Lumba-Gamboa, Council
Secretary

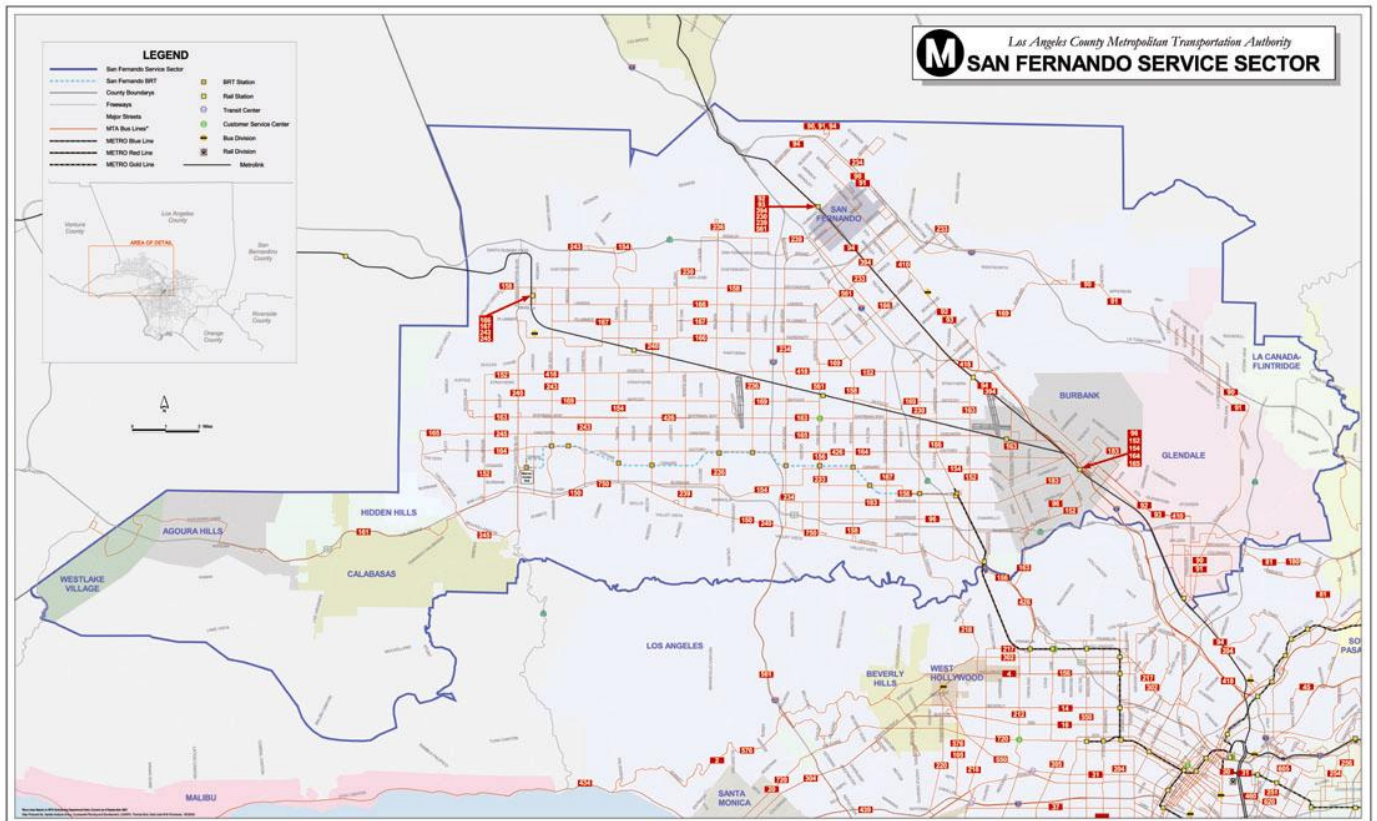


Metropolitan Transportation Authority

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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, 183/234, 230/239, 236/237, 243, 245, 418 and 426. (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: 90/91, 94/394, 150/240, 152,156, 163, 164/165, 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.



Metropolitan Transportation Authority

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1. Pledge of Allegiance
2. APPROVED **Minutes** of Regular Governance Council Meeting held September 1, 2004.
3. RECEIVED AND FILED **Minutes** of June 22, 2004 Service Sector Governance Council Annual Meet and Confer.
4. RECEIVED Public Comment
5. RECEIVED Chair's Remarks

Mr. King welcomed Richard Hunt, the new General Manager for San Fernando Service Sector. He expressed appreciation to former General Manager, David Armijo who has become General Manager to the Westside Central Service Sector.

6. DISCUSSED Change in Sector General Manager Position

Mr. King reported that he met with General Manager Hunt for lunch last week to welcome him to the San Fernando Service Sector. He reported that Mr. Hunt has been with the MTA agency for a long time and is very knowledgeable about the agency's operations. He said that Mr. Hunt also chairs the Advanced Transit Vehicle Consortium Board of the MTA.

7. RECEIVED AND FILED **Report of General Manager** and received oral update on **Orange Line Issues** by Richard Hunt, General Manager, San Fernando Valley Service Sector

Richard Hunt thanked the council members for their words of encouragement. He expressed his excitement to serve his home district. He said that David Armijo's call to Westside/Central is important to the MTA because of its unique challenges to manage and bring together a cooperative effort. He thanked Mr. Armijo for his contribution to the San Fernando Valley. Mr. Hunt said that he was pleased with the very talented management team at the San Fernando Service Sector, and asked them to be present at today's meeting to be recognized for an outstanding job. He

said that one of the first duties he performed was to hire Pat Orr as Maintenance Manager for Division 8.

Mr. King acknowledged David Armijo's contribution to the Service Sector. He said that Mr. Armijo worked hard to get the necessary resources for the San Fernando Valley; and Mr. King will draft a letter of thanks to him.

Mr. Hunt reported on Performance for the month of August. On Time performance last month was higher than the sector's monthly target of 71%. Operator Assignment Ratio of 1.155 is very good. It is improving and allows the Sector to schedule the bus operators with maximum efficiency. Mr. Hunt said that the Worker's Compensation reserves are lower than expected. Although the actual Worker's Comp claims are well below the target of 1.50, claims per 200,000 hours of exposure were higher. He said that Worker's Comp continues to be a major challenge and an area difficult to control. Bus accidents are below target. The Miles between Mechanical Failures of 10,538 is higher than the Sector's monthly target. Passenger Boardings at 4.6 million are above the monthly target, but revenue per rider is down.

Mr. King asked if Workers Comp numbers are pooled for all the service sectors. Mr. Hunt said that Workers Comp and Accident liability is a pool and it is distributed among the sectors. Mr. King asked staff to come back with information on liability cases/accidents from other service sectors. Mr. King expressed the opinion that liability cases are a system problem and apportioning amounts to the sectors regardless of where accidents occur is not fair to the other sectors.

Mr. Hunt said complaints per boarding were quite high and that his number one goal as General Manager of San Fernando Sector is addressing passenger complaints. He explained that when customers complain it indicates that there is a problem whether it is a passenger problem, which is very rare, or the delivery of service or circumstances beyond the sector's control. This must be taken seriously.

Mr. Hunt reported that the year-to-date budget was \$18,000,000 and year-to-date actual is \$16,000,000, which gives the sector a variance of over \$2,000,000. He said that much of that is on the positive Worker's Comp experience. He also reported that a large fuel expense is on the horizon.

Mr. Manoukian commended the Division's management and staff for the cleanliness of the Chatsworth facility.

Mr. King asked the basis of the assumption on the fuel cost. Mr. Hunt responded that it is based on cost per gallon of diesel. He explained that

the biggest component is natural gas; 2.2 therms is the equivalent of a gallon of gas or a gallon of diesel.

Mr. King requested revenue of the Sectors and how it is provided to the MTA Board.

Mr. Arvizu wants to know the annual budget percentage the agency reserves for liability insurance.

Gary Spivak gave an update of the Orange Line:

- Training Plan – Currently training 150 operators
- Signal System/Communication Systems are all operational
- Planning – Modification of routes and services in the valley to support the Orange Line. A Reseda/Sepulveda Blvd. route with the segment operating across the busway will be proposed. Will bring the planning elements to the Governance Council for review in November. Mr. Spivak reported that he met with Disney executives, Warner and NBC representatives and officials from the City of Burbank
- Safety of the operation – Should the signal systems go down, what are the emergency steps in place. He said that signals must be operational and functional on opening day. Mr. Spivak said that the sector is working on an opening day scenario and says that it is significant from a safety standpoint because a large crowd is expected. The Committee will be meeting next week to talk about cueing strategies and how many volunteers are needed. Mr. Spivak estimates that the Sector will need at least 407 volunteers. He reported that overall he expects that supervisor training will take place sometime in February when the pilot bus returns.

Mr. Rosenheim wants to know when the Reseda/Sepulveda Rapid service will start and if it is budgeted. Mr. Spivak responded that it will probably be introduced later after the Orange Line is established and functioning properly. Mr. Rosenheim expressed that coordination with LADOT is crucial in terms of bringing people to and from the Orange Line. He said elements need to be coordinated with LADOT, DASH and MTA. Mr. Rosenheim said that he wants some assurance that the coordination is going to be in place before the Orange Line opens.

Mr. King requested staff to contact LADOT to present their plan for the Orange Line opening.

Mr. Arvizu wants to know if the sector is developing a shuttle service for LA Valley College.

Ms. Leonard asked if the Rapid Bus should open before the Orange Line.

Mr. King wants to know if the Sector is planning on subcontracting the traffic signals to LADOT. He also wants to know when the synchronization of the traffic signals will occur. Mr. Spivak responded in the affirmative and stated that LADOT is in the process of installing the signals.

Ms. Richards wants to know the timeline on the Metro Local lines service changes and to identify which changes will affect existing service. Mr. Spivak responded that a public hearing will be held by the end of the year. He said that recommended changes will come back to the Council for review.

Mr. Hunt suggested a Workshop for the Council to have input on the service changes and cutbacks.

Mr. Rosenheim wants to know the realistic expectation of the Orange Line opening. Mr. Hunt responded that there are opportunities to move the construction forward. Roger Snoble, MTA CEO continues to stay with the August opening. Determination of the opening will be made sometime before the end of the year.

8. RECEIVED oral update on **Sector Policing Issues** by Lt. Patrick Jordan of L.A. County Sheriff's Department - Transit Services Bureau - San Fernando Valley

Lt. Jordan reported on the joint operation that the transit services bureau put together, "Tag this, Ride this" program. He reported that the bureau made several home raids and arrests in September for various crimes. There were 272 traffic citations, and 103 calls for service. Emergency response average time was 10.8 minutes, which is very good. Lt. Jordan commended his deputies for doing a fine job. He expressed concern about "school trippers". He said his deputies would be patrolling the school areas at key times to monitor the parents who stop and double park in "no stopping anytime" zone.

Mr. King commended the Sheriff's Department for their great work.

Mr. Hunt announced that a regional exercise for terrorist threat emergency response led by the Sheriff's Dept. is scheduled for Friday, October 8th. Both Divisions in San Fernando Valley are participants as well as UCLA.

9. RECEIVED oral update on **Service Issues Public Outreach** by Mike Brewer, Service Development Manager, San Fernando Valley Service Sector and Eric Rapp, Community Relations Officer, San Fernando Valley Service Sector

Eric Rapp thanked Councilman Manoukian and his staff for assisting with the logistics for the community outreach meeting in Glendale.

Mr. Brewer summarized the comments received at the community outreach meeting. He said that there was a service request for later night service specifically Line 166. Staff updated those in attendance on some of the service changes that are being proposed for December. Staff also provided information on Orange Line changes being proposed and information on Metro Connections. There were a couple of new route modification suggestions that are being considered for Metro Connections. Some of the suggestions have been raised at the governance council meetings. For example, connecting service from the North Hollywood Station to Burbank Airport. These are some of the things the sector is going to review.

10. CARRIED OVER FOR DISCUSSION: **Resolution on Orange Line**

Mr. King wants to reaffirm the Council's resolution with regards to the opening of the Orange Line. He suggested that a letter be sent to all San Fernando Service Sector transportation partners to communicate the resolution and that coordination must be in place before the Orange Line opens.

11. RECEIVED & DISCUSSED Sector Complaint Summary Report

Mr. Hunt said that he plans to follow up within 7 days with the operator or the condition that caused the complaint. He said he will continue to take a consistent and strong approach towards correcting and improving service performance.

12. Chair & Council Member's Final Comments

Ms. Leonard thanked staff for giving the Council a tour of the facilities. She also commended Council member Murphy for providing a shuttle from the Warner Bros. studio to the stations.

Council Members expressed their appreciation for David Armijo, former General Manager of San Fernando Sector and stated that he will be missed and at the same time welcomed Richard Hunt as the new General Manager of San Fernando Service Sector.

Ms. Richards requested a change of meeting date for next month's meeting to November 10th due to the California Transit Association Convention that will be held at the Universal Hilton Hotel from November 2nd to the 5th, and Chaired by John Catoe, Deputy CEO of the MTA.

Christina Lumba-Gamboa
Council Secretary