

Thursday, February 10, 2005 – 2:00 p.m.

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# Minutes

Los Angeles County  
Metropolitan Transportation  
Authority

**GATEWAY CITIES  
SERVICE SECTOR  
GOVERNANCE COUNCIL**

**REGULAR MEETING**

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

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Call to Order at 2:05 p.m.

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Council Members present:

Bonnie Lowenthal (Chair)  
Larry R. Nelson (Vice Chair)  
Samuel Peña (Past Chair)  
JoAnn Eros-Delgado  
Jacqueline Rynerson  
Wally Shidler  
Cynde Soto

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Officers:

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



Metropolitan Transportation Authority

1. Pledge of Allegiance
2. Roll Called
3. Self Introductions
4. APPROVED AS CORRECTED Minutes of January
5. RECEIVED oral report of General Manager

Mr. Clifford reviewed the December 2004 Gateway Cities Operations Report with the Councilmembers.

He commended Division Managers Sonja Owens and Thom Pelk for a remarkable job given that they are minus 153 operator positions.

Mr. Clifford stated that on Sunday 130 operators would be promoted from part-time to full-time status.

Ms. Lowenthal inquired about bus operator recruitment. Mr. Clifford stated job fairs were held, many applications were received, but after weeks of training, a deficit still exists.

Ms. Lowenthal requested the MTA career opportunities link be provided for each of their cities. Staff will make that arrangement.

Mr. Clifford stated that Gateway Cities customer complaints are the lowest of all the sectors.

Ms. Owens commented that division rap sessions are conducted for the operators to exchange information regarding their observations on the road. A "job well done" is posted on the bulletin board to acknowledge excellent performance.

Mr. Clifford commended Regina Chan who in December 2004 completed a Bachelor of Science degree in Business Administration.

6. RECEIVED presentation on Metro's Clean Air Fleet – Progress Made and Plans for the Future by John Drayton, Manager of Vehicle Technology.

Mr. Drayton provided MTA Bus Operations statistics on passenger boardings, revenue service miles, CNG operations and other operating details

He compared the emissions of clean diesel, hybrid and CNG buses, and stated that at this time, CNG is the best available technology in terms of cost, reliability and emissions.

He discussed the Metro Liner key passenger features and technical statistics. All the vehicle production activities are currently on schedule, with final vehicle assembly scheduled to begin in March 2005. Delivery of 30 vehicles is scheduled for June 2005 and 170 vehicles for June 2006.

In summary, the agency plans to continue monitoring developments in vehicle technologies and advanced fuels, and to proceed with those technologies that promise to improve operating efficiency, reliability and/or emissions.

Ms. Lowenthal stated that articulated buses are fabulous, however, more space should be designated for wheelchair, elderly and disabled riders.

7. RECEIVED oral report on the Progress of Metro Gateway Cities' FY05 Work Plan by Alex Clifford, General Manager.

Mr. Clifford provided an overview of key strategies: Safety; Improve Service & Customer Service; Budget; Communication Information & Solicit Input for the Metro Connections Program; and Promote Gateway Cities Sector Services and Governance Council Meetings.

Mr. Peña requested for last year's accident statistics to be included in the report to compare with the current year. He commented that it is important to see the month-to-month as well as the year-to-year comparisons.

8. RECEIVED a briefing on FY06 Budget Assumptions by Regina Chan, Metro Gateway Cities Acting Finance & Administration Manager.

Ms. Chan presented preliminary major budget assumptions and proposed budget changes.

Ms. Lowenthal asked if the Assistant Manager positions would be recruited in-house. Mr. Clifford indicated that the standard MTA recruitment process would be followed.

Ms. Lowenthal asked if the positions would be advertised on the web. Ms. Owens responded in the affirmative.

9. DISCUSSION of Gateway Cities Governance Council Letter with Recommendation to Improve the LACTOA Disabled Pass Process by David Hershenson, Metro Gateway Cities Community Relations Manager.

Mr. Hershenson commented that a letter has been drafted, incorporating council recommendations, to the Executive Officer of Communications detailing concerns expressed by the Councilmembers about the LACTOA Disabled Pass process.

Brynn Kernaghan, Long Beach Transit, asked that the physician evaluation continue to be provided in English.

Ms. Lowenthal expressed concern with the lengthy process that disabled customers experience to obtain the LACTOA ID Cards.

Gail Harvey, Customer & Vendor Services Manager, stated it would be difficult for in-house staff to certify all the documents received in the service area.

Ms. Rynerson asked what would be the solution to the problem.

Ms. Lowenthal stated that an answer does not have to be provided now; creativity is needed to serve the disabled population. This strategy requires input from the Bus Operators Subcommittee, not just the MTA.

Ms. Lowenthal asked what is the penalty if the vendor does not meet the five-day turnaround in the application process. Ms. Harvey stated the agency has established disqualification criteria.

10. Councilmember's Remarks

- o Discussion on FY06 low productivity trip thinning by Councilmember Shidler.

Approved Peña Motion for the Gateway Cities Governance Council to take a position opposing reallocation of Revenue Service Hours to San Fernando Sector for Orange Line Operation.

Ms. Lowenthal stated that a letter should be drafted and sent to Mr. Catoe and requested that a discussion about the letter be agendaized for next month.

- o Mr. Peña commented regarding the traffic congestion impact and how the situation is not getting better. He appreciated the report on Advanced Technology Projects.

11. Chairman's Remarks

Ms. Lowenthal stated that she and Mr. Peña would be attending the National League of Cities Congressional City Conference in Washington D.C., March 2005. She wished everyone happy Chinese New Year, the Year of the Rooster.

12. Consideration of Items not posted on the Agenda – None

13. Public Comment on Items not posted on the Agenda – None

**Next Meeting:**

**Thursday, March 10, 2005**

**The Gas Company  
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Adjourned at 4:00 p.m.



Prepared by: Sharon Sterling  
Council Secretary