

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
Kymberleigh Richards, Vice Chair
Richard Arvizu
Joan H. Leonard
Jesus R. Ochoa
Brad Rosenheim
Mel Wilson

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

(*) Meeting location only for this month.

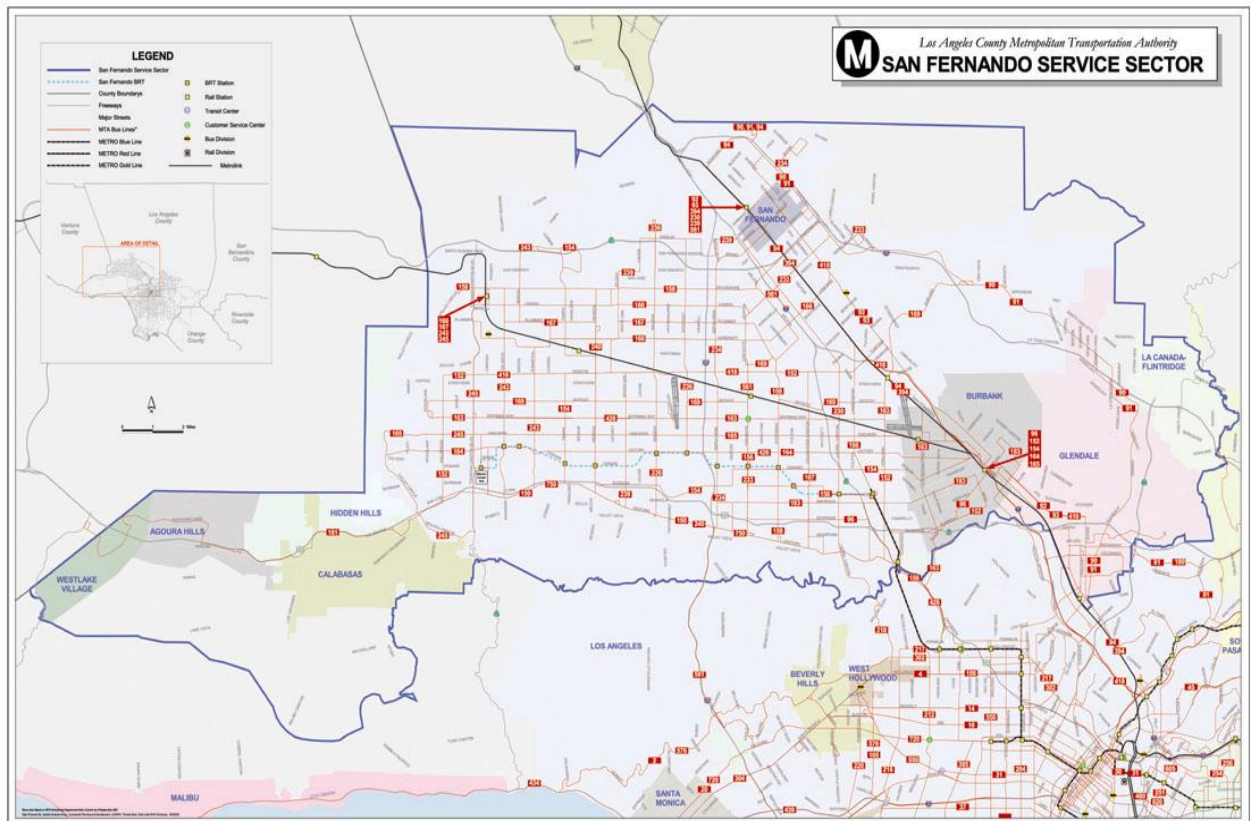


Metropolitan Transportation Authority

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 1, 2, and 3 bus lines within the San Fernando Service Sector (except Metro Rapid lines and Metro Liner). Tier 1, 2, and 3 bus lines in the San Fernando Valley are:

Lines: 90/91, 92, 94/394, 96C, 150/240, 152, 154, 156, 158, 161, 163, 164/165, 166, 167C, 168, 169, 183/234, 230/239, 233, 236/237, 242/243, 244/245, 353/363 and 645. (C = Contract Service)

Metro Rapid Lines **750 & 761** and Metro Liner **901** are **NOT** under the exclusive jurisdiction of the Governance Council but jurisdiction may be exercised with the concurrence of other sector or Corporate.

- 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.

1. Pledge of Allegiance

2. APPROVED **Minutes** of Regular Governance Council Meeting held October 5, 2005.

3. RECEIVED public comment.
 - Ruby Delgado and Iris Delgado, students of Los Angeles Mission College asked on the locations where bus passes can be purchased.
 - Ms. Elizabeth Sahilar commented that the list of bus pass sales locations on the MTA bus schedules is not current. Most of them are closed. In addition the stores that are selling the bus passes are sold out on the third day of the month.
 - Mr. Paul Dent stated that Line 156 has no service to Santa Monica City College. It also does not allow transfers to passengers without a bus pass.
 - Mr. Ray D. Lopez suggested that a Rapid Bus Line be established on Reseda Blvd. to connect to the Orange Line. He also suggested a new office location to purchase tokens and stickers.
 - Mr. Nate Zablen congratulated staff on the Opening of the Orange Line and suggested increasing the frequency of the feeder buses particularly on Woodley St. He said that the flyaway bus is only 2 miles from the Woodley Orange Line station and is not mentioned as a feeder bus to the Orange Line.
 - Mr. Jerry Segal commented that he does not use the bus that often, but the times that he rode it, the fare boxes were broken especially on the Express route and there are no bus schedules on the buses.
 - Mr. Manuel Araujo congratulated and complimented staff on the Orange Line. He commented that boarding on busy stops takes at least 10 minutes. He suggested that people should purchase day passes while waiting for the bus so that boarding will be smoother and faster. He also stated that the Rapid Bus that is being added on Sepulveda Blvd., to connect to the Metrolink San Fernando station should be extended all the way to Mission College. A lot of students take Line 234 and it takes a long time to arrive at the College because it goes to the Westside first before it arrives in Sylmar. Mr. Araujo said that bus schedules should be available at the bus stops.
 - Mr. Michael Baron suggested that bus stops be moved closer to the Orange Line stations.
 - Mr. Renato Romano commented that cars are going through red lights because the drivers are not paying attention. He suggested that cross gates be installed in order to protect the Orange Line and passengers.

He also commented on bus passes and the locations at which they can be purchased. Mr. Romano said that Line 761 is completely full by the time it reaches Sherman Way.

- Ms. Patricia Strawbridge stated that last Tuesday, three Line 163 buses arrived all at the same time at 8:00 a.m. She said that the Tampa Bus does not have service on Sundays and it will be difficult for passengers in the area to use the Orange Line.
- Mr. Vince Garafalo complained about locations to purchase bus passes. He said that the “Popular Check Cashing” location was not selling them because of “audit activities”. He suggested that every driver on the bus lines should be able to sell bus passes and have schedules available. He also suggested that Line 94 should have service 24/7.
- Mr. Wesley Commelly commented that the Orange Line stops at all the red lights. He said that he had the impression that the Orange Line has priority, and goes through traffic with fewer stops. Mr. Commelly also suggested that bus schedules be kept in the pockets of the bus doors.
- Mr. Rick Rofman congratulated staff on the opening of the Orange Line.
- Ms. Mercedes Romano complained about Lines 90 and 91 that do not have service after 7:00 p.m. She also suggested that shuttles be implemented to connect to the Orange Line.
- Ms. Julie LaRusso commented that evening and weekend buses should be increased to connect to the Orange Line. Feeder buses should be increased on the Orange Line.
- Ms. Sharon Brewer stated that there are no signs on the Orange Line and some accommodations should be made for hearing impaired passengers so that they know the next station stop. There is no notice or signs of the current date and time. Ms. Brewer asked for the telephone number to report graffiti on the Soundwalls.

Ms. Brewer suggested adding a telephone number on all the ads of the Orange Line to report graffiti activities. She also suggested that the houses that actually face the back of the walls should be given that information so graffiti activities can be reported as soon as residents see them. It will keep the Soundwalls clean.

- Ms. Jo Ann Erickson commented that the Orange Line buses have standing room only, and the operators do not announce the stops.

Council Member King thanked everyone who came to the meeting and shared their concerns. He said that the Service Sector takes every comment seriously. Bus pass availability, more schedules at easier locations, and more connecting service is the Sector’s priority.

Council Member Richards requested a power point presentation on the existing connecting service of the Service Sector.

Council Member Leonard requested staff to report back on the selection criteria of bus pass vendors. Chair King concurred and requested staff to include an analysis on why sellers run out of bus passes by the 3rd day of the month. Mr. King stated that the Governance Council supports a new Customer Service station to be opened at the North Hollywood Station.

4. RECEIVED Chair's remarks.

Council Member King commented that the Orange Line Opening was a huge success. He congratulated Mr. Hunt and staff for their hard work and Supervisor Zev Yaroslavsky as the driving force in making the Opening Day a success. Mr. King apologized for not being in attendance Saturday, for the opening of the Orange Line and for his choice of location for the Service Sector booth at Balboa station. He announced that Los Angeles Council Member Wendy Greuel will be addressing the Governance Council at the December meeting.

5. RECEIVED & FILED **Report of General Manager** by Richard Hunt.

Mr. Hunt stated the Performance report of the Service Sector as distributed will be received and filed as is. Mr. Hunt reported on the incidents of the Orange Line since its opening.

Mr. Hunt said the ridership on the Orange Line far exceeded the estimated forecast. Boardings per day reached 10,000 compared to the estimated forecast of 7,000 and continued all week.

First report of collision was today's accident. A driver in a small vehicle ran a red light on Corbin St. There was minimal damage to the Orange Line vehicle. A fare inspector on board was injured and transported to a local hospital. The driver of the vehicle was also transported to a local hospital. Mayor Villaraigosa requested CEO Snoble create a Safety Task Force to review safety issues of the Orange Line.

Mr. Hunt reported that while he was leaving the accident at Corbin St, he received a call that there was another serious accident at Woodman station. A car driven by an elderly woman ran a red light, and hit the Orange Line vehicle. The driver's vehicle spun around and hit the bus again causing her vehicle to slam into a barrier wall between a bikeway and a private property on

the bus way. Twelve passengers on the Metro Liner were injured and transported to 6 different local hospitals. None were serious. One of the witnesses reported that the person who ran the red light was talking on a cell phone and looking in the other direction when it hit the bus.

Mr. Hunt stated that these accidents are serious because they cast doubts on the safe operation of the Orange Line. He immediately put in place a slow order and directed all operators to slow down to 10 miles an hour at all intersections. Mr. Hunt stated that the 10-miles an hour at intersections will have a slight operational impact on the speed of the line, but preferred added travel time to increase safety. The Service Sector will continue to address those issues concerning the safe operation of the Orange Line. Mr. Hunt expressed that he has great confidence in the Service Sector operators.

Council Member Ochoa inquired when the Safety Task Force will report back on their findings. Mr. Hunt responded that they will report in the next 30 to 60 days. Mr. Hunt commented that there will be a fast track on looking at ways to improve the perception and the reality of safety on the Orange Line.

Mr. Hunt stated that the Task force will consider all options including crossing gates. Council Member King requested a report back at the December meeting.

Council Member Richards inquired when the Automated Voice Annunciation will be activated.

Mr. Hunt responded that the installation of radios and equipment is complete. To activate the AVA on the buses requires a complete system download, and right now the agency does not have that capacity. Recordings of announcements take time.

6. RECEIVED & FILED **Customer Complaints Report** by Richard Hunt.
7. RECEIVED Oral Report **Orange Line Opening Event** by Gary Spivack and George Trudeau.

Mr. Spivack and Mr. Trudeau thanked the Council Members for their support and guidance, their staff and colleagues within the sector, Equipment Engineering staff, and the LASD and LADOT staff members that brought the project to fruition. The operators were the real stars of the event. They worked continuously to deliver outstanding service to our customers. The Orange Line

opening was a successful event because of the teamwork and dedication to the project displayed by all. Mr. Spivack said that opening the new line to the public is the single most important event for the MTA because the entire agency, contract employees, non-contract employees, administrative and operating staff, all joined together to put the MTA's best foot forward.

8. RECEIVED Oral **LASD Update** by Sgt. Dave Willard.
9. DISCUSSED **LADOT Line 422**.
10. **APPROVED RICHARDS MOTION AS AMENDED** that Corporate be requested to negotiate with LADOT the realignment of Line 422 ~~Western Terminal~~ to the Thousand Oaks Transit Center **to better serve the Conejo Valley**.

11. Chair and Council Members Closing Remarks. None

12. **CLOSED SESSION:**

Personnel Matters – G.C. 54957

Public Employee Performance Evaluation – General Manager

No report.



Prepared by: Christina Lumba-Gamboa
Council Secretary