

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 6:30 p.m.

Council Members present:

Coby King, Chair
Kymberleigh Richards, Vice Chair
Richard Arvizu
Todd Campbell
Joan H. Leonard
Ara Najarian
Jesus R. Ochoa
Brad Rosenheim
Mel Wilson

Officers:

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

(*) Meeting location only for this month.

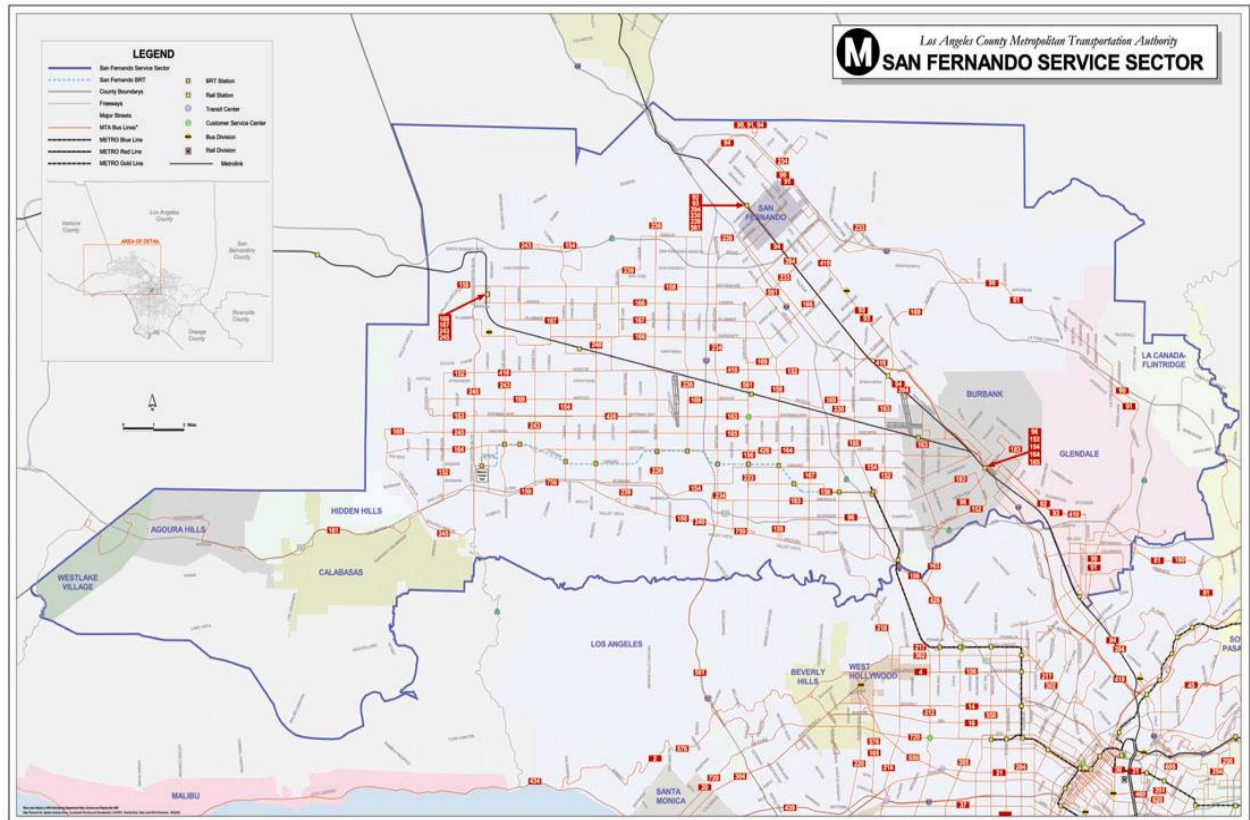


Metropolitan Transportation Authority

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 February 1, 2006.
3. RECEIVED Public Comment.
 - Philip Johnson II – said that the "Talking Bus" announcements identifying the next bus stop are too loud. He suggested the interior bus videos include bus safety tips and MTA consider creating a route that would begin and end at the Sepulveda Station to better serve the Metro Orange Line. Line 734 would be the perfect candidate.
 - Ray Lopez suggested that Metro Rapid Lines be implemented on both Lankershim Blvd. and Nordhoff St. and assigned 60 ft. articulated buses. He suggested that Line 154 be modified to travel via Fulton Ave. to better serve Valley College.
 - Mike Baron said that the Orange Line "next bus" message sign is displaying incorrect bus arrival times and should be corrected or turned off. He commented that Orange Line buses display destination signs such as Warner Center or North Hollywood in the head sign not "Orange Line".
 - Bart Reed complained that contract Line 167 is always late and customers are dissatisfied with its overall performance.
 - Nate Zablen commented that timetable bus schedule covers should indicate if a line serves Metro Orange Line or Metro Red Line stations. He said that the front covers do not show the location of the Orange Line on the front cover where connections can be made. He was also critical of the connecting services in terms of frequency. He also requested that LADOT make greater efforts to connect to the valley services. North/South bus lines are too infrequent and should be improved for passenger convenience.
 - Vince Garafalo complained that the operator of Line 163 verbally harassed him and summoned the Sheriffs who presented him with a ticket for not having the correct pass at the beginning of the month. He suggested that there should be a grace period at the beginning of the month. He said that Line 94 run 24 hours per day and 7 days per week. Mr. Garafalo suggested that Line 156 decal on the westbound stop at Santa Monica and Highland Ave. should have been removed in October when the bus stop was relocated to northbound on Highland Ave.

- Paul Dyson, a member of the Burbank Transportation Commission and President of the Rail Passenger Association of California submitted a proposal to extend the Metro Orange Line east from North Hollywood Station to the Burbank Airport.
- Paul Dent complained that when he calls MTA customer service he is disconnected after pressing 4 menu buttons and cannot access bus itinerary information through the Customer Information System. On occasion computerized bus itinerary information is incorrect. He said that the operator on Line 761 consistently disregards MTA policy which allows passengers to alight at any intersection after 9:00 p.m. He stated that Metro Orange Line trips are overcrowded after 8:00p.m.

4. RECEIVED Chair's remarks.

Chair King announced the Service Sector Meet and Confer meeting will be held on March 29, 2006 at 4:00 p.m. in the MTA Board Room. He also reported on meetings with staff with regard to the ParkLine Shuttle.

5. INTRODUCED Councilwoman Wendy Greuel, Los Angeles City Council District No. 2 and Chair of the Los Angeles Transportation Committee.

Los Angeles City Councilwoman Wendy Greuel presented her short-term solution to a seamless transportation system in the valley.

- Synchronization of traffic lights
- Installation of left-turn signals
- Ban on construction during rush hours
- More funding from the State

Ms. Greuel reported on her trip to Sacramento with Mayor Villaraigosa to visit with the Speaker Pro-Tem and the members of the Committee on the Infrastructure Bond proposal to ask the Committee to include mass transit and give Southern California its fair share of the bond.

6. RECEIVED **report of** Gary Spivack, Acting General Manager

- Performance Indicators

Mr. Spivack, Acting General Manager (in the absence of Richard Hunt) reported that performance indicators for the month of January remain

positive overall. The Sector experienced a rise in Worker's Compensation claims, but still remains below the target on a year to date basis. He said that added claims are arising from a variety of sources and are not necessarily related to the on-street service. The current YTD accident rate is 3.23 per 100,000 hub miles showing a downward trend. Mr. Spivack stated that he expects to make the agency's target of 3.0 and challenged the operators with a reward, a barbeque in June, if the accident rate becomes 2.8 or below by years end.

Customer complaints in December and January were down and he credit's staff's responsiveness, their dedication in reducing complaints and the actions of the Operators. Mr. Spivack said that he and Maria Reynolds, Transportation Manager of Division 8 have created what they call "mystery shoppers" who advise them on a routine basis. This has helped in resolving some of the complaints. He said some of the comments were:

- a. One operator is not calling the stops and won't make a courtesy stop at his street. Part of the issue is that autos are parked in the crosswalk area and the stop is unsafe. While courtesy stops can be made after 9 pm, it is at the discretion of the operator relative to safety. Messages were sent via ATMS and notices placed in boxes indicating the need to make courtesy stops and to announce stops. Upon verification, operators have been disciplined for failure to call stops.
- b. Another complaint by one customer was overcrowding. Staff reviewed the situation and noted some issues related to school travel. There is a sufficient level of service, but that one bus comes at an apparently popular time.

Mr. Spivack reported that On-Time Performance is still at 65% to 70%. The service sector general managers created a task force comprised of two representatives from each sector that will address the issue system wide. Pat Orr and George Trudeau will represent the San Fernando Service Sector. The task force is expected to complete their activity by the end of May.

- Metro Orange Line Update

Mr. Spivack distributed an Orange Line power-point presentation. There were three accidents in the month of February.

Staff will present an item to the MTA Board in April to amend the Blue Line photo enforcement contract to include 12 intersections on the Metro Orange Line. An option may be placed into the contract to allow for the extension of the contract to cover the remaining intersections. Similarly

the city will be installing additional LED signs for pedestrians and motorists at additional intersections. Some installations will take longer because the poles to hold the signs must be larger.

- Regular Board Meeting Update
 - A. Mr. Spivack stated that the most important issue to the Service Sectors is the continuation of the Municipal Operator Service Improvement Program (MOSIP). The Board determined that the program should continue for at least one more year, and directed that Municipal Operators and the MTA revisit the Formula Allocation process over the next six (6) months. The current formula allocates monies based on fare per boarding and service operated. This index has been used for many years even though it tips the scales away from MTA services. The MTA fare, which is substantially higher than most Municipal Operators, places the agency at a disadvantage.
 - B. Supervisor Burke presented a motion concerning the addition of fare gates on the Red Line. She asked that staff report on the cost of installing such devices and offsetting the on-going cost of fare inspection labor. According to the motion this involves a security cost of \$19 million annually for the Red Line. She was also in favor of decriminalizing fare evasion.
 - C. The Board approved the formation of the regional clearinghouse for fare revenues and moving one step closer to implementing the Universal System TAP card. CEO Snoble indicated that a similar project in the Bay area has suffered a large delay, and cost overruns. He recommended slowing the project down somewhat so that the agency can fully understand the issues in the Bay area.
 - D. Chair Villaraigosa reported that he met with the Speaker of the House, Fabian Nunez, to include transit projects in any bond issue. He expressed that he was pleased with the meeting and that the speaker was appreciative of the update on transit needs in Southern California.
 - E. Report regarding extension of the Metro Red Line to Santa Monica was received and filed. While most of the Board members felt that this was an appropriate path forward, they agreed that they did not want the Red Line extension to eclipse other major projects in the County.

- During the last Council meeting there was a request that the Council reconsider the rotation of Council meetings. The April meeting is set for the City of San Fernando Recreation Park Multi-Purpose room. The current plan is to hold one meeting at different locations within the sector each quarter.

7. RECEIVED & FILED **Budget Update** by Kathy Drayton, Finance and Administration Manager.

8. RECEIVED **oral report** of Michael Brewer, Service Development Manager

- status update on Lines 734 and 761, 234-183

Mr. Brewer reported on the following service changes for June 2006:

- Line 734 Sepulveda Metro Rapid brochure is completed and distributed.
- Line 234-183 will have minor schedule adjustments resulting in 10-13 minute peak and 30-minute base headways.
- When combined, Line 734 and 234 headways will equal 5-minute peak and 12 minute base
- These changes were presented and approved at the March 23, 2005 public hearing
- Line 741 (Reseda Metro Rapid) implementation will be delayed until December 2006
- Line 761 – added eleven new 46-seat compo buses to reduce passenger loads; in June 2006, 25 new 57-seat articulated buses will be assigned for added capacity and service efficiency.
- Line 750 – In June 2006, 25 new 46-seat compo buses will be assigned for added capacity and service efficiency.

- discussion/action re National Park Service ParkLINK shuttle connection to SFV sector operations
 - Line 161 bus stops added at Agoura and Las Virgenes Rds. to facilitate connections with Park Shuttle
 - Public timetable will be updated to reflect transfer location and connecting service information
 - Selected trips extend to Warner Center through interlining at no additional cost
 - Shuttle service will commence on July 1, 2006

9. RECEIVED **oral** status update on **LADOT service changes in the San Fernando Valley.**

Mr. Phil Aker from LADOT discussed the City's request to qualify the DASH services for the fare reimbursement program and to interchange fares. This is a major item for the MTA because the revenue impacts could be substantial. Although the latter was not discussed, the issue may come to the Council at a later date.

Mr. Aker gave a brief report on the status of DASH services for the City. He also indicated that they were pursuing a request to connect directly with the Red Line on their Commuter Express 549. He noted that the Dash Warner Center run was performing well (Metro accepts free transfers and LADOT accepts MTA passes) but not as expected. He stated that the best line is the Studio City Dash which has seen an increase in use since the line connects with the Orange Line at the Fulton Station. He stated that there is a proposal to run a Sylmar San Fernando DASH to Mission College but that line is contingent on acquisition of vehicles and authorization of operating costs by the City Council. He expects to receive new vehicles at the end of 2006. He indicated that the 10-year financial forecast shows a major deficit for the City. This may have a negative impact on LADOT's ability to expand the DASH/ City system.

10. Chair and Council Members Closing Remarks.

- Council Member King thanked staff for working on the ParkLink Shuttle connections.

Meeting adjourned at 9:45 p.m.

A handwritten signature in black ink, appearing to read "C. Lumba-Gamboa", with a long horizontal flourish extending to the right.

Prepared by: Christina Lumba-Gamboa
Council Secretary