

Thursday, March 9, 2006 – 2:00 p.m.

Minutes

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Call to Order: 2:01 p.m.

Council Members Present:

Larry R. Nelson (Chair)
Wally Shidler (Vice Chair)
Cheri Kelley
Jo Ann Eros-Delgado
Samuel Peña
Cynde Soto
Vincent Torres
Jacqueline Rynerson

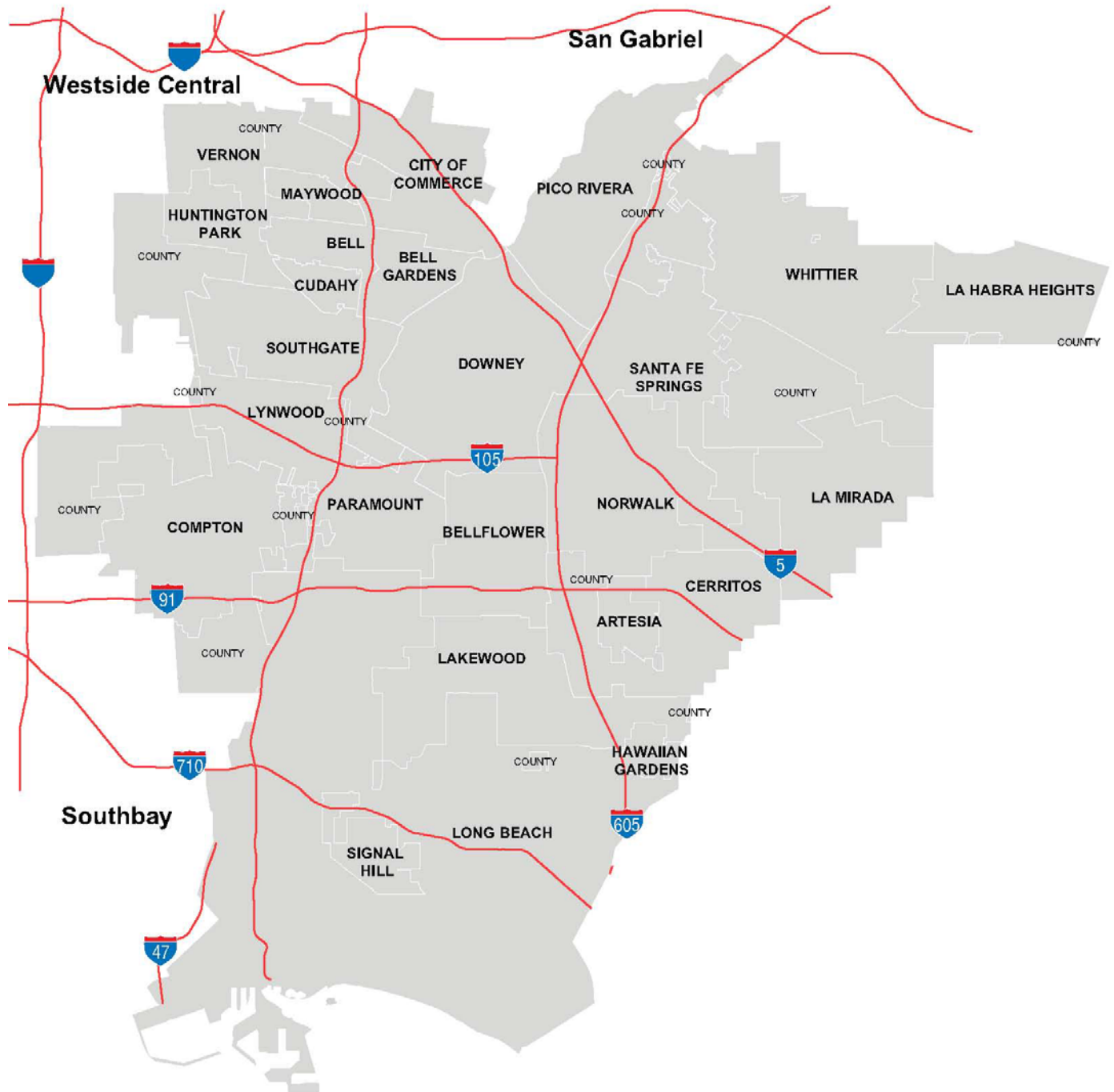
Officers:

Alex Clifford, General Manager
Jenny Dennis, Council Secretary



Metropolitan Transportation Authority

Gateway Cities Service Sector
Service Area
 **Metro**



Gateway Cities Governance Council

1) The Governance Council is responsible for bus service operated by the Gateway Cities Service Sector. Service Operated by division 1 and 2 includes the following Lines:

10-48 (Melrose - Temple - San Pedro St), 16-316 (West Third St), 18 (W. Sixth St - Whittier Blvd), 26-51-52-351-352 (Seventh St - Virgil Ave - Avalon Blvd), 45-46 (Broadway - Mercury Ave), 53 (Central Ave), 55 (L.A. Compton Ave), 60-360 (Long Beach Blvd - Santa Fe Ave), 65 (Washington Blvd - Indiana St - Gage Ave), 66-366 (East Olympic Blvd - W. 8th St), 102 (E. Jefferson Blvd - Coliseum St), 105 (Vernon Ave - La Cienega Blvd), 200 (Alvarado St - Echo Park Ave), 265-275 (Paramount - Whittier - Cerritos), 362 (L.A. – Santa Fe Springs - Norwalk - Hawaiian Gardens), 460 (L.A. Norwalk - Disney Exp), 611 (Huntington Park Shuttle), 612 (South Gate Shuttle), 681 (Huntington Park - Watts Shuttle), 720 (Wilshire - Whittier Metro Rapid), 745 (So. Broadway Metro Rapid)

2) Contract Service Lines in the Gateway Cities includes Lines:

125 (Rosecrans Ave), 128 (Alondra Blvd), 130 (Artesia Blvd), 205 (Willowbrook - Harbor City – San Pedro), 232 (Long Beach - LAX via Sepulveda Blvd), 254 (Willowbrook - Huntington Park - Lorena St - City Terrace), 266 (Rosemead Blvd - Lakewood Blvd), 270 (Monrovia - El Monte – Norwalk)

3) Service operated in the Gateway Cities region by other sectors [SGV = San Gabriel Valley Sector, SB = South Bay Sector, WC = Westside / Central Sector] includes Lines:

251 (Soto St - Daly St - California Ave – SGV), 255 (Griffin Ave-Co Hospital - Rowan Ave – SGV) 259 Eastern Ave - Arizona Ave - Emery Park – SGV), 260 Artesia St - Pasadena - Altadena - Via Atlantic – SGV), 108 (Slauson Ave - Eastern Ave - SB), 110 (Gage Ave - Centinela Ave SB), 111 (LAX- Florence-Leffingwell Rd – SB), 115 (Manchester Ave - Firestone Blvd - SB), 117 (Century Blvd - Tweedy Blvd -Rancho Los Amigos – SB), 120 (Imperial Hwy - Aviation Blvd SB), 124 (El Segundo Blvd - Santa Fe Ave - SB), 127 (Compton Blvd - Bellflower Blvd - SB), 202 (Willowbrook - Compton - Wilmington – SB), 711 (Florence Ave Rapid Bus – SB), 30 (W Pico Blvd-E First St- Floral Dr – WC), 720 (Wilshire – Whittier Metro Rapid – WC).

4) The Governance Council is responsible for: studying and planning service to improve efficiency with the Metro Gateway Cities Sector; 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. The Governance Council is not responsible for fare and pass structures, new project construction, or Metro Rail.

1. Pledge of Allegiance
2. Roll Call
3. Self Introductions
4. APPROVED **Minutes** of February 9, 2006 Council Meeting.
5. **RECEIVED Report** from General Manager
 - Budget & Performance – General Manager Alex Clifford reported that labor wage overages are primarily related to the shortage in operators agency wide. In addition, the non-labor unfavorable variance is due to high fuel rates above the budgeted rates in FY2006. Workers Compensation claims are significantly under YTD target and traffic accidents are slightly above target. In Service On Time Performance is just a bit below the YTD target. In January Division 1 received three commendations and Division 2 received one. This sector is the lowest in complaints per 100 bus operators
 - Gateway Cities Governance Council Recruitment update – General Manager Clifford stated that the Gateway Cities COG is currently looking for Jackie Rynersnon’s replacement on the Gateway Cities Governance Council.
 - March Bus Ride-Alongs:
 - Friday, March 10 @ 5:40 a.m. – 8:30 a.m.
 - Friday, March 24 @ 9:00 a.m. – 1:00 p.m.
6. RECEIVED & FILED **FY’07** Gateway Cities Work Plan – Alex Clifford stated that there have been minor changes to the work plan. He highlighted a new Rapid Line, Line 760, which may be introduced in December, 2006.
7. RECEIVED **Oral Report** on Communications – Matthew Raymond. This agency has a strong community relations program, whose goal is to streamline customer complaints and to bridge the communication gap so that all the sectors’ needs are met. Customer satisfaction is at an all time high, complaints, agency wide, are lower, and ridership is up on both bus and rail. Service Sectors and governance councils share some of the credit for these accomplishments. Mr. Raymond distributed *In the Public Eye*, Metro Campaigns and Customer Information July 2005 through December 2005. Those types of publications are available to the sectors. Mr. Raymond discussed the new team approach of the Communications Department, which will provide more direct interaction between governance councilmembers and various specialists in the Communications Department. Mr.

Raymond will send a letter to Mr. Clifford outlining what Communication, Media, and/or Public Relations teams are available to the sectors.

Council Member Soto asked if the written material provided by Metro can be found in alternative formats for example, CD's or Braille.

Mr. Raymond replied that the agency follows all ADA Laws. Currently all material can be found in Spanish and English.

8. **RECEIVED Oral Report** on Metro Connections – Rod Goldman
Mr. Goldman stated that Metro Connections is an ongoing project that is now in the service-planning phase, with input from the Service Sectors. The agency is looking at a series of service overlays, i.e., Express, Rapid, shuttles, and downtown circulation. The upcoming milestones are the Service Design Phase and the Network Master Plan coming in July 2006. November 2006 is the target date for the completion of the Capital and Facilities Plan. The implementation of the Pilot Program is currently in progress and is due to be complete in December 2006. The goal is to increase Rapid and Express services to move people faster. Another goal is to improve connectivity to develop a system that is more synchronized with other transit agencies. The next step in the process is to meet with LA DOT and share ideas on downtown service. Between July and September 2007 the agency will develop a pilot program for implementation in December.
9. Special Presentation by Chairperson to Retiring Councilmember Jackie Rynerson
Special Presentation by Chairperson to Sonja Owens, 20 years with MTA.
10. Chairperson's Remarks - None
11. Council Member's Remarks – Council Member Shidler commended driver #12658.
12. Consideration of Items not posted on the Agenda - None
13. Public Comment on Items not posted on the Agenda –
James - Quality of service on Line 460 is flawed.

ADJOURNMENT – 3:14 p.m.

Michelle Chew

FOR Jenny Dennis, Council Secretary