

MINUTES

San Fernando Valley Service Sector
Governance Council

Regular Meeting

Marvin Braude Constituent Svc 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:

Gary Spivack, Acting General Manager
Christina Lumba-Gamboa, Council
Secretary

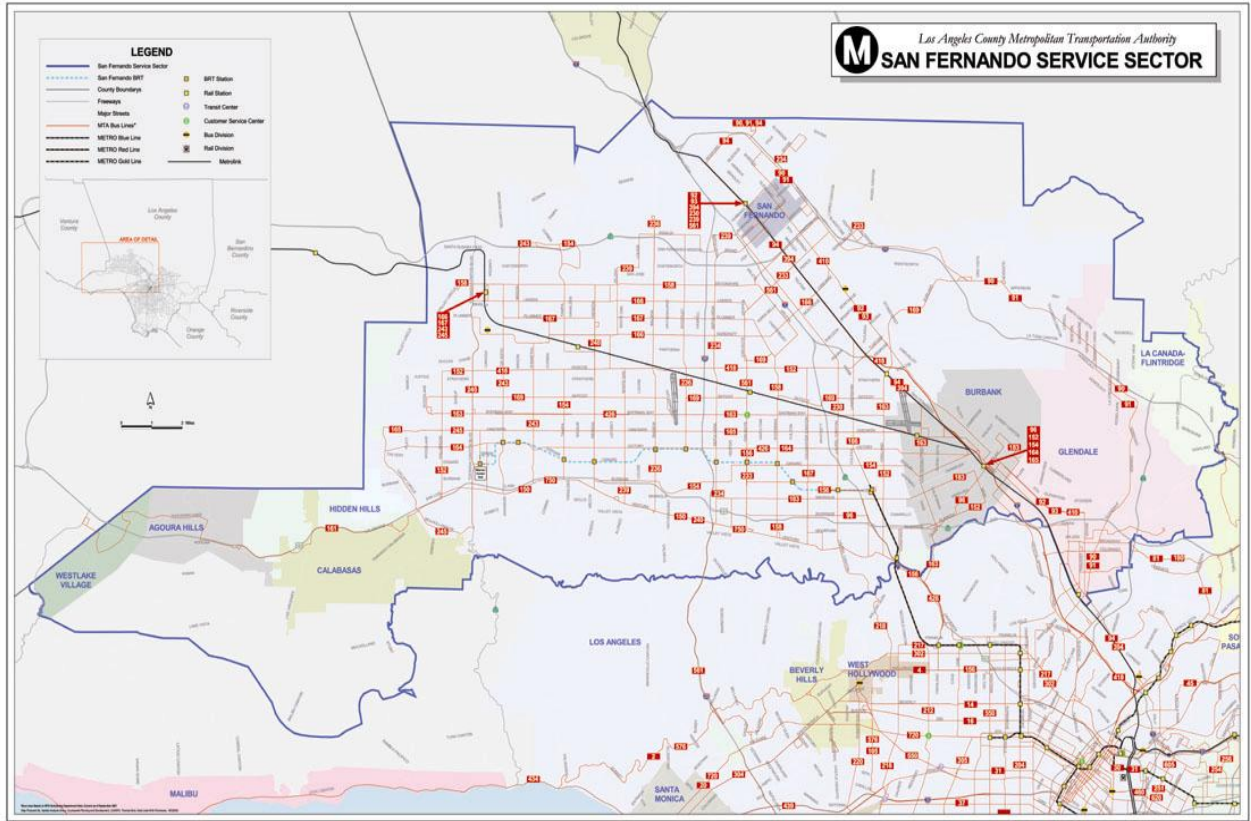


Metropolitan Transportation Authority

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 April 5, 2006.
3. RECEIVED Public Comment
 - Rick Rofman expressed his concern regarding moving the stop sign of Line 761 Rapid from Calvert Street to Oxnard. He complained that it is six blocks too far to walk for someone with a disability.
 - Nate Zablén requested staff to look into the connection at Universal City to Ventura Boulevard Rapid. He said that the buses are not waiting for passengers to get off the trains and commented that “seamless connections” was one of the goals stated by Councilwoman Greuel.
 - Vince Garafalo said that he is confused by the switch of the stop location of Line 233 and the Rapid, north of Burbank and Van Nuys. He complained that METRO drivers are asking him not to remove graffiti by pulling down defaced car cards. Mr. Garafalo also proposed a new route for the north end of Line 233 to better connect with Dash.
 - Bob Van Peer liked the idea of connecting the Orange Line directly to the Chatsworth Station using the Canoga Avenue alignment. He suggested that MTA reclaim the rail right of way from the businesses that have expanded into the area. He also suggested an alternate routing using Lassen St. to Owensmouth to the Chatsworth Station.
 - Ray Lopez suggested that Line 165 be routed south from Vanowen via Owensmouth to Warner Center, to improve local connections. He also suggested replacing Lines 236 and 237 with a new Rapid bus route.

4. RECEIVED Chair's remarks.

Chair King announced and congratulated Council Member Najarian for his nomination to the MTA Board by the League of Cities to replace Director Frank Roberts.

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

Acting General Manager, Gary Spivack announced that he was pleased with the response of the Service Sector staff to customers' needs during the May 1st, "A Day without Immigrants", demonstration. He commended everyone including the operators, mechanics and service attendants who contributed to the over all effort

Mr. Spivack said that field supervisors were dispatched to north Hollywood and Van Nuys to monitor service and make the necessary adjustments. Five extra coaches were added to the Orange Line and two on Line 761. He estimated an increase of 3,000 to 4,000 riders on the Orange Line.

- Performance Indicators

Mr. Spivack reported the performance indicators for the month of March remained stable. Division 8 was voted "Division of the Month." Accident rates increased for Divisions 8 and 15. Next month's accident rate report will be higher due to accidents attributed mostly to inattention by customers and operators. The severity of accidents was reduced but the volume has increased. The month of March ended with 38 collisions, foiling Mr. Spivack's challenge to the operators to achieve a 2.8 rate. In Service On-Time Performance improved. The Service Sector's Task Force released preliminary results of their efforts and made a recommendation to focus on more fleet management efforts and allocation of field personnel assignments. Mr. Spivack will update the Council as soon as the recommendations are completed.

Mr. Spivack stated that operator shortages continue. Because of the shortages, there were run cancellations, which increased customer complaints.

Workers Comp and PL/PD are below budget. Mr. Spivack announced that a Budget Public Hearing and adoption are scheduled on May 17th at 2:30 P.M. and May 25th at 9:30 a.m. respectively, at the MTA Gateway Board Room.

- Orange Line Update

Mr. Spivack reported ridership continues to increase on the Orange Line. Photo enforcements are in place for training and accident review. Mr. Spivack said that with the increase in ridership, there was also an increase in red lights because the buses have fallen out of progression. The Sector allocated extra coaches to insure that there are no service gaps. Three intersections, Kester, Mason and Tujunga, are causing safety issues because the camera placement is affected by the physical location.

- Regular Board Meeting Update

Council Member Richards informed the MTA Board that former RTD Board Member, Larry Zarian will take a seat on the California Transportation Commission.

1. Item 35 on MTA Board agenda calls for joint development projects at the NOHO station. Mr. Spivack said that this is a significant development as well as disruption to the current organization of bus routes and connecting services. The joint development offer requires construction of an underground connection to the Orange Line.
2. The Board also took action to oppose legislation that would restructure the MTA Board to remove 1 seat from the City of Los Angeles and increase the seats allocated to the League of Cities by one.
3. CEO Snoble reported that the LASD bomb squad has relocated closer to downtown to provide quicker access to threat sites for the MTA. The CTC approved \$1.9 billion in special projects including allocation to the Expo Line.

- Customer Complaints

Complaints increased, but are below the year to date goal. “Schedule reliability” and “Operator discourtesy” ranked as the leading types of complaints. Schedule reliability has fallen to 46%, Pass-ups, 15%, Unsafe Operation 9% and Operator Discourtesy at 17%. Divisions 8 and 15 responded to the “discourtesy” complaints through counseling and training. Division 15 sponsored a seminar, “How to Diffuse Difficult Communication Issues” for the operators.

Mr. Spivack stated that the most critical problem for the Sector is the continuing shortage of operators. The Sector continues to operate below the required number of operators. There have been some cancellations and this translates to customer complaints. As part of the shakeup, the Sector will make some adjustments in scheduling practices for the short term to create more efficient full time assignments that will help ease the lack of part-time operators.

6. RECEIVED AND FILED **Budget Update** by Kathy Drayton, Finance and Administration Manager.

7. RECEIVED & FILED report on **North and South Feeder Lines to Metro Orange Line** by Michael Brewer, Service Development Manager.

8. RECEIVED oral presentation on **Long Range Transportation Plan update process** by Douglas Kim, Director, Regional Transportation Planning & Development.

Douglas Kim made an extensive Power Point presentation of the Long Range Plan process and its timeline. He requested the Council Members' input. He indicated that staff will be putting together a summary of projects that will be refined over the next several months.

Mr. Kim said that Board members have suggested including behavioral elements" in the plan. He noted that the current plan includes a "smart" approach, elements of technology, working at home, telecommuting and other policy changes which would result in better mobility. He further stated that there is not enough capital funds to do all of the proposed projects and that there would be a need to incorporate alternative methods to ensure mobility in the future.

9. DISCUSSED AND APPROVED the following project recommendations for inclusion in the **Long Range Transportation Plan**.
 1. ~~Construct a street under-crossing from the Orange Line Station to the Red Line Station at North Hollywood.~~
 2. ~~Pave the right of way from the North Hollywood station to Vineland Avenue, construction of street traffic controls to permit exclusive bus~~

- ~~access for the local and city services to enter the North Hollywood bus terminal.~~
- ~~3. Study the costs to provide a direct link to the Chatsworth Station for the Orange Line busway as well as construct a larger parking facility at that site.~~
 - ~~4. Seek to participate in a proposed service enhancement for the Ventura Metrolink line operated by the SCRRA. Expansion of intercept parking lots adjacent to existing stations is also recommended.~~
 - ~~5. Consider, through Metro Connections, recommending participation in construction of an inter-modal transit facility at the Bob Hope Airport that would permit direct connection to the passenger terminals. The City of Burbank and Airport Authority would need to address internal circulation issues.~~
 - ~~6. Seek modifications in selected LADOT and MTA services to improve connections particularly from the Conejo Valley and Ventura to Warner Center.~~
 - ~~7. Consider the development of a subscription bus services program to enhance connections throughout the Valley, from Ventura County, supported by employers and operated by MTA, LADOT or others.~~
 - ~~8. Suggest other options to be studied by Countywide Planning or Operations planning that would fit within the parameters of the Board adopted 101 corridor study program.~~

The Governance Council Members approved the following recommendations to be included in the Long Range Plan:

1. Extend the Metro Orange Line West from its current terminal in Warner Center to (Thousand Oaks) along proposed High Occupancy Vehicle Lanes to be constructed on the 101 (Ventura Freeway) right of way.
2. Consider grade separation of the Metro Orange Line at key locations.
3. Construct a street under-crossing from the Orange Line Station to the Metro Red Line Station at North Hollywood.
4. Pave the right of way from the North Hollywood Station to Vineland Avenue and construct street traffic controls to permit exclusive bus access for local and city services to enter the North Hollywood bus terminal. Consider a transit line from the North Hollywood terminal through Burbank to connect with the Metro Gold Line in Pasadena.
5. Seek modifications in selected LADOT and MTA services to improve connections particularly from the Conejo Valley and Ventura to Warner Center as well modification of the LADOT Line 549 service to connect the North Hollywood station with its ultimate destination in Pasadena.
6. Study the costs to provide a direct link to the Chatsworth Station for the Orange Line busway as well as construct a larger parking facility at that site.

7. Study the Rocketdyne property at Victory and Canoga for wider transit use as well as potential mixed use development.
 8. Seek to enhance the level of service on the Ventura Metro link line.
 9. Consider, through Metro Connections, recommending participation in construction of an inter-modal transit facility at the Bob Hope Airport that would permit direct connection to the passenger terminals.
 10. Consider the development of a subscription bus services program to enhance connections throughout the Valley, from Ventura County, supported by employers and operated by MTA, LADOT or others.
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10. RECEIVED report on **Customer Code of Conduct** by Karen Gorman, Chief Ethics Officer.

Ms. Gorman made a brief Power Point presentation on a proposed Customer Code of Conduct. According to Ms. Gorman, the idea of the Customer Code of Conduct is to compile all laws and codes and publish them to guide customer behavior and prepare the Los Angeles Sheriff's department staff to work with customers in various situations. She stated that one of the items under consideration is the development of an internal MTA court to adjudicate fines and penalties of customers who violate these codes. The Metro Legal department is reviewing the proposed Customers' Code of Conduct.

On another subject, Ms. Gorman reported that AB1234 mandates that all Council Members receive a minimum amount of Ethics training. She indicated that she will be contacting Council Members individually to schedule the training.

11. Council Members Closing Remarks - None

Adjourned at 9:30 p.m.



Prepared by: Christina Lumba-Gamboa
Council Secretary