

Wednesday, May 10, 2006

5:00-7:00PM

MINUTES

Westside/Central Service Sector
Governance Council

Regular Meeting

La Cienega Tennis Center
325 S. La Cienega Blvd.
Beverly Hills, CA 90211

Called to Order at: 5:05 p.m.

Council Members present:

Peter Capone-Newton, Chair
Brad Robinson, Vice Chair
Greg Fischer
Carol Gross
Joyce Perkins
Glenn Rosten
Anny Semonco
Jerard Wright

Officers:

David J. Armijo, General Manager
Michele Jackson, Council Secretary



Metropolitan Transportation Authority

Metro

1. RECEIVED Public Comment for items not on the agenda

Donald Fine – Operator would not open the door after he had closed it, moved away from the stop even when two people were standing at the stop knocking on the door. He reported this incident but did not leave name or phone number. After discussion, the council requested staff investigate policy/procedure on boarding passengers after Operator pulls away from the stop.

Ken Rubin – Signage for detours is misleading, some customers do not know the procedure and where to stand for the next bus when the detours are in place. Operator on Line 439 asked for an additional quarter fare, which is not required with a Senior EZ Pass

2. APPROVED **Minutes** from April 4, 2006 meeting

3. RECEIVED **General Manager's Report** by Rogelio Gandara

- For the month of March mean miles between mechanical failures are up. We are above the FY06 target and if we can maintain this trend over the next couple of months we could see the indicator go green. For this month and FY06 YTD we are trending above the overall system.
- On-time performance is still below our projections for FY06. As mentioned by David in the past, this indicator requires special focus as it continues to drop. As mentioned at last meeting the San Gabriel Valley is taking the lead on focusing on this indicator system-wide.
- Accidents per 100,000 miles we are at 4.73, well above the FY06 target. Based on these figures I do not believe we will make the target by fiscal year end.
- Customer complaints are at 2.14 per 100,000 boardings, and are well below the FY06 targets.
- Workers' Compensation figures are at 17.42 for the month of February, and 14.61 for FY06 with the target at 20.

Council Member Gross requested more information on the types of accidents that occur.

Chair Capone-Newton asked the plan was for on-time-performance (OTP), how it is evaluated and if it is accurate.

Mr. Gandara responded that On-Time-Performance Task Force would be taking a comprehensive view at including all aspects of Operations such as Transportation, Maintenance, and Dispatching of Vehicle Operations Supervisors (VOS). Maintenance for example will look at things such as repeat road calls especially on the same bus. Transportation will be looking at things such as the OTP from the primary terminal. VOS will be dispatched more aggressively at terminal locations. Additionally, determine what is happening between the Division and the primary terminals, and having Division personnel monitor pullout performance from the Divisions. The Sector boundaries for VOS coverage are also under review.

Vice Chair Robinson stated that making an impact on the pullout would have a significant impact on the OTP.

Mr. Gandara concurred and clarified that On-Time- Performance from the primary terminal referred to leaving the first terminal after the Operator pulls out. Mr. Gandara further explained that part of the challenge was the number of terminal locations versus the number of Supervisors available to monitor those locations. He stated that one approach to this problem would be to prioritize lines based on their performance and deploying VOS accordingly.

Chair Capone-Newton questioned the relationship between complaints and OTP. Complaints are down but the on-time performance figures still show we are not meeting expectations.

Council Member Perkins stated they didn't have anything to do with OTP but more so with driver attitude, or other things like that. But I think we need to take a look at what are the complaints.

Vice Chair Robinson indicated that perhaps we need a better handle on the OTP measurement. Maybe it should be measured differently

Mr. Gandara indicated that measurement has been previously discussed and that the OTP Task Force would be looking at this measurement. For example some rail systems don't measure intermittent stop performance but instead measure OTP on the actual arrival time versus the scheduled time. Some agencies measure headway performance. If a bus is scheduled every two minutes at a given location, how well do they do against that measure?

Item 3a – Community Relations Report, Jody Litvak, Regional Community Relations Manager

On May 3, the Metro Board of Directors realigning the Westside/Central Service Sector Governance Council's terms with the MTA Board of Directors approved a motion by Director O'Connor. A copy of this motion was sent to you with your monthly packet. The Board approved this motion on May 3. All Council terms have now been extended by 6 months and are now from July 1 through June 30.

The Infrastructure Bond Package was approved by the State Legislature and will be placed on the ballot in November. If the voters pass the transportation bond, nearly \$20 Billion will be available for transit and highway projects. Currently, the Metro Board is updated the Long Range Transportation Plan (LRTP) for the County. The last update was in 2001. New money available from the transportation bond could be used to accelerate projects in the Plan or add new projects. A draft LRTP will be available this summer.

4. **RECEIVED Financial Report**, Michael Davis

In the Proposed Budget for FY07, the organizational chart of the MTA was provided for Council Members, plus the budget comparisons with other sectors. These two additions to the report were at the request of the Council during the April meeting.

In the FY07 proposed budget, the Westside Sector will receive 110,456 less revenue service hours with a variance of -\$7,700,327 in FY07. This is due to the movement of some of our 40-45' buses to other divisions outside of the Westside Sector. The articulated buses are 50% longer than our 40-foot CNG buses. The addition of articulated buses in the Sector will require a reallocation of mechanics and service attendants based on a 1.5 ratio. This will not cut down our revenue service hours, but instead we will be increasing service hours by 25,000.

Mr. Gandara clarified that the increase of 25,000 hours mentioned by Mr. Davis is 25,000 hours less than the original budget estimate.

Vice Chair Robinson asked Mr. Davis if the current FY06 overrun in fuel cost was considered when preparing the FY07 fuel budget.

Mr. Davis explained that the FY06 overrun was taken into consideration when preparing the FY07 budget. Rates were increased for all three-fuel commodities to reflect current pricing trends on this year's usage. Also our workers' compensation figures are reduced due to Labor Relations and HR actively investigating claims and weeding out the old cases and possible fraudulent claims.

Council Member Rosten– Will we have less service?

Mr. Gandara– No. Westside Central lines will have an additional 25,000 hours. The reduction of service hours in the sector is associated with where the hours are housed and the combination of the 780/717 is a good example. We are adding 30,000 revenue hours to the Wilshire corridor as a result of the Consent Decree requiring that we eliminate the short turns at Wilshire/Westwood and 6th/Main. Now all trips regardless of where they start will operate to the end of the line. As a result of the Council' decision in March on Line 220, approximately 4,600 revenue service hours are deducted from the 30,000, for a net increase of 25,400 revenue service hours.

Council Member Gross noted that several routes are being transferred to other sectors even though they run service in the Westside/Central sector. Would like to know what routes are being transferred and wants to ensure that Westside/Central issues are communicated appropriately to other councils.

Action Item: How fuel-efficient are the CNG buses? What is the cost per mile of diesel versus CNG? What is cost of operating and maintaining CNG buses?

5. RECEIVED "Draft" Board Report on Fairfax and Hollywood-Pasadena Metro Rapid Service Change plus Goals and Objectives, Rogelio Gandara

Lines 717 and 780 will be combined effective June 2006. The new-combined 780 Rapid line will be out of Division 3 in the San Gabriel Valley Sector.

The Sector has successfully deployed some articulated buses on Wilshire prior to the service change. Approximately 20 buses are in revenue service.

We have continued to meet with the TMD consultant on Metro Connections. Municipal operators were invited to the second meeting and were included in the meeting. Need discussion on when you would like to have a workshop.

Action: Workshop same date as council meeting June 14 at 4:00pm. After the workshop a short council meeting. Keep the agenda light. Time subject to availability of the room. Suzanne Handler will check with the center and get back to the Chair.

Mr. Gandara - Work Plan for FY07 Goals and Objectives. Here are some possible ideas:

- Quarterly update on Metro Connections
- General Managers Review in August
- FY08 Budget review in Winter/Spring 07-08,
- IT Presentation
- Division tours/Division Meetings
- Quarterly Community Relations Updates
- Division 6

Action: Make your list of what you would like to include in the Work Plan for FY07 and submit to the Council Chair.

6. RECEIVED report on **Customer Satisfaction Survey**, Jeffrey Boberg

Jeff started with a brief overview of the Semi-Annual Customer Satisfaction On-Board Survey and some results from the Fall 2006 survey. They sampled all of the Metro Lines during weekdays only. No weekends or night service. One of the hallmarks of the survey is its simplicity. They do surveys at least two times a year and need to keep it uncomplicated to keep the response rate high and make sure we get a good sample of people's opinion. The surveys are given out on board the bus to be filled out while riding. After completion, respondents can return their surveys to the surveyor or a collection box on the bus. It is not an interview survey, so the surveyor does not fill out the survey for the customers, but if the surveyor is instructed to answer any questions.

These are some of the questions on the questionnaire and the percentage noted as "agree" by the customer:

- 80% of the people are satisfied with the Service
- 81% Metro service is better than last year at
- 83% image is improving
- 69% on-time performance
- 45% say buses pass-by the stop

- 80% agreed the bus's schedule meets their needs
- 91% felt Metro was convenient to use
- 80% feel safe waiting for the bus
- 80% feel safe while riding the bus
- 67% cleanliness of the buses
- 75% general cleanliness of buses
- 52% thought graffiti was a problem on the bus
- 76% thought the operators were courteous
- 76% thought seating available
- 61% needed to transfer to complete the trip
- 87% of the customers use Metro primarily to commute
- 90% of the customers use Metro more than 4 days per week

Chair Capone-Newton wanted to see figures from other customer surveys done prior to 2000 for a better comparison. Also wanted to know if there is a comparison with other transit systems in the United States?

Mr. Boberg we do not have surveys of this type from 10 years ago, and no we do not have comparisons with other transit systems.

Vice Chair Robinson continues to question the figures between on-time performance and customer satisfaction. Is there a different way to do our on-time performance since it is not matching our customer satisfaction. Maybe we are not measuring the on-time performance accurately, if the public perceives that on-time performance is higher than what is noted in our financials.

Mr. Gandara - Measurement of OTP will be addressed by the OTP task force.

Orange Line Customer Satisfaction Survey

- 50% of all Orange line riders previously rode a Metro bus before the opening
- 95% of riders surveyed like the Metroliner
- 91% like the pre-paid boarding system
- 85% agree the travel time is shorter

Chair Capone-Newton— how does the Gold Line compare to the Orange Line?

Mr. Boberg –do not have those figures.

Chair Capone-Newton - Did you do a before and after study of the Gold Line, any type of comparison as far as attracting new riders?

Mr. Boberg – We did perform a before and after survey on the Gold Line. The boardings keep going up similar to other rail line, but I don't recall if it attracted the same amount of new riders.

Council Member Gross -Do we survey the people who did not like the service and stopped using the system? Or who do not ride because we do not serve their needs?

Mr. Boberg – We have a New Residents program where we offer a free one-week bus pass to new residents anywhere in Los Angeles County. We gather some information from them when they send in the request for a bus pass. We need to better monitor whether or not they continue to ride the system.

Council Member Rosten suggested a half-off price for a monthly pass to encourage new riders to use the system and as a way to track if they are happy with the system.

7. Election of officers for FY07 (July 1 through June 30, 2007)

Council Member Gross nominated Brad Robinson for Chair, seconded by Glenn Rosten

Council Member Jerard Wright was nominated for Vice Chair by the council members, seconded by Brad Robinson

8. Chair's Remarks

The Chair did not have any remarks and opened the floor to the council members if they had any announcements.

Council Member Perkins announced that LANI will have their fourth annual Community Forum on May 18 at the USC Davidson Conference Center. Free admission and everyone is invited.

Meeting adjourned at 7:15pm

A handwritten signature in cursive script that reads "Michele Jackson".