

# MINUTES

## San Fernando Valley Service Sector Governance Council

### Regular Meeting

Marvin Braude Constituent Svc Center  
6262 Van Nuys Blvd.  
Van Nuys, CA 91401

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Called to Order at 6:30 p.m.

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Service Sector Representatives  
present:

Kymberleigh Richards, Chair  
Brad Rosenheim, Vice-Chair  
Richard Arvizu  
Coby King  
Joan H. Leonard  
Jesus R. Ochoa  
Marsha Ramos  
Mel Wilson

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Officers:  
Gary Spivack, Acting General  
Manager in the absence of Richard  
Hunt, General Manager  
Christina Lumba-Gamboa, Council  
Secretary

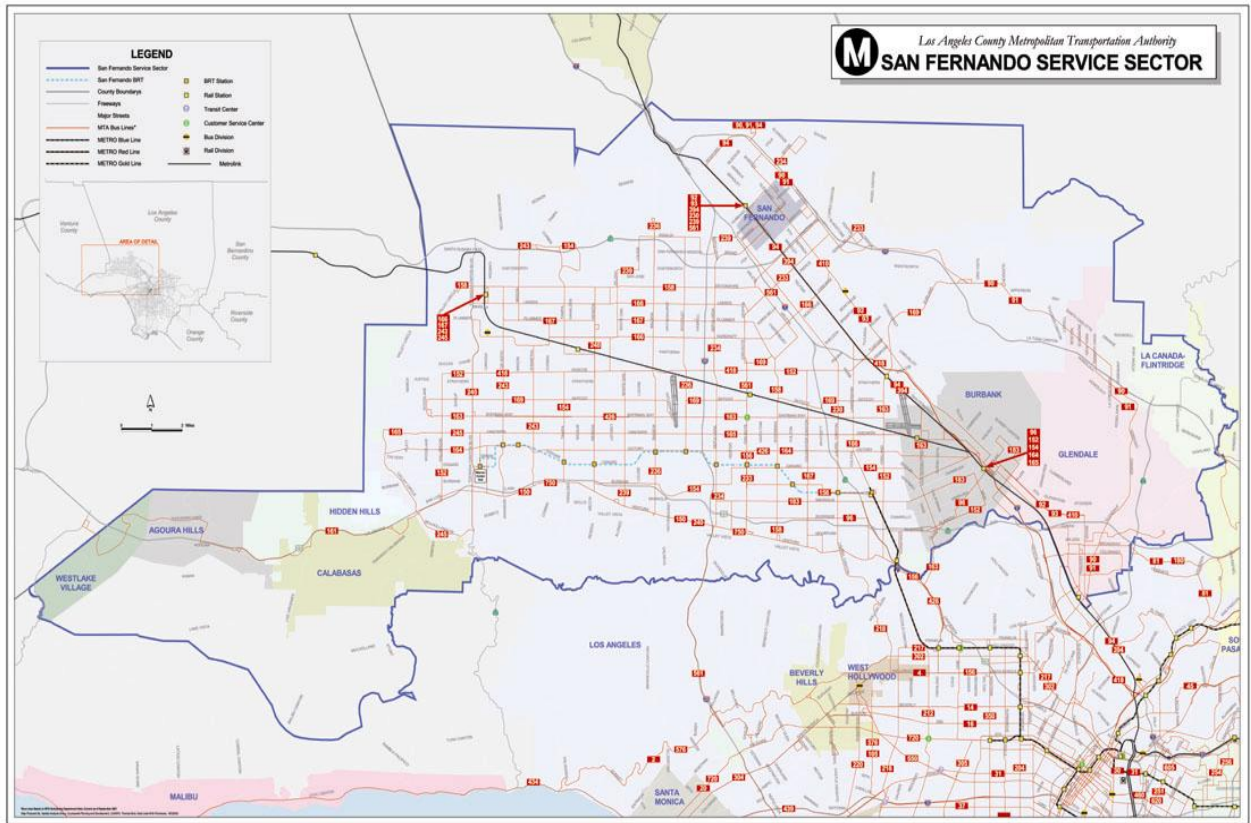


Metropolitan Transportation Authority

**Metro**<sup>™</sup>

# 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, 634C and 645. (C = Contract Service)**

Metro Rapid Lines 734, 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 June 7, 2006.
3. RECEIVED Public Comment
  - Rafi Katzir suggested the following changes:
    - Separate Line 183 from the 234
    - Combine Line 156 with Line 212
    - Modify Line 90 and Line 94 to stop at Metrolink stations
    - Truncate Line 761 at Van Nuys and Ventura and operate a second line across the 405 to UCLA.
    - Canceling service on Fallbrook from Line 152
    - Extending Line 167 to Ventura and Laurel Canyon
    - Proposed a series of shuttle services.
  - Malcolm Klugman indicated that the article written by Mariel Garza of the Daily News concerning her transit trips was a biased and improper characterization. He suggested re-routing Lines 233 and 96 or modifying the layover zone at Moorpark because he believes there is insufficient space to handle these two lines plus Line 158. He is concerned that the Line 233 needs to make 2 left turns through congested intersections. He further suggested studying Line 761 to determine if more service is needed on Sundays.
  - Philip Johnson commended Maria Reynolds, Division 8 Transportation Manager, on handling complaints. He suggested extending the service on the Orange Line between 7:00 a.m. and 8:30 a.m. by running buses as frequently as two minutes apart. He said that the signs on the buses concerning upcoming Sector Council meetings were out of date. Staff was asked to determine if there is an updated schedule for publication.
  - Pat O'Conner stated that the Service Sector is providing poor service. She berated the two prior commentators for recommending changes or reducing service. She complained that she is unable to travel around the region because Line 168 had been canceled during



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midday and weekend periods. She stated that the Northeast Valley is underserved.

- Nate Zablen said that there is a need for larger capacity vehicles and more service on Van Nuys and Vanowen. He also stated that service on Woodley and on other North-South Streets should be improved.
- Vince Garafalo suggested that Line 94 be 24/7. He further suggested that Line 233 bus end its trips at Fenton and Terra Bella closer to where he lives.

4. RECEIVED Chair's remarks.

Ms. Richards thanked the Council for their support and stated that as new Chair, she made the annual Sector presentation to the MTA Board. She credited staff, Division Managers and both the Acting General Manager and the General Manager for making the Service Sector a success. She noted that the sector's fiscal year budget ended in black.

Ms. Richards reported that Service Sector Representative King and she attended Mayor Villaraigosa's press conference on June 23<sup>rd</sup> announcing the opening of Line 734 on Sepulveda Boulevard, the introduction of articulated coaches on Van Nuys Boulevard, and the assignment of 45-foot buses to Line 750. She also thanked Mr. King for attending the opening of the Park-Link shuttle service and its connection with the MTA.

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

Mr. Spivack reported on the following:

- The MTA Board reappointed Mr. Brad Rosenheim to the Governance Council through April 2009.
- At the June 23<sup>rd</sup> press conference, Mayor Villaraigosa announced the allocation of articulated services on Line 761 (Van Nuys), 45-foot buses on Line 750, and the introduction of a new line, Line 734 on Sepulveda Boulevard.

- The June Service shake up went well. Staff was dispatched to assist passengers on Hill Street, following closing of the Spring Street contra flow lane.
- The Service Sector staff met with the City of Burbank representatives and discussed a wide variety of issues and brainstormed on how the city and the sector can work together.
- Announced that the Unions have agreed on new contracts.
- Mr. King, Mr. Brewer and Mr. Spivack represented the agency last July 1, 2006 at the dedication of a new service, Park-Link shuttle. At the dedication, Mr. King commended San Fernando Valley Sector staff for getting the program started. The Park-Link Shuttle is free to MTA pass holders and customers can ride to the beach via the shuttle.
- The Orange Line received two “Tranny Awards” for Project of the Year and Transit Project of the Year. Metro won two more awards from APTA for “Outstanding Transportation System” and “Innovative Solutions involving Transit”.

#### A. Performance Indicators

Customer Complaints increased as the hot weather began to take its toll on operations and customers’ tempers. An increase is expected for the month of June due to heat related complaints, such as air conditioning, stops being moved due to the changes of the June Shake-Up, or the alignment has changed such as the closure of the Spring street contra-flow, etc. Over all complaints are still down. In Service On-Time Performance continues to be between 63% and 65%, lower than the monthly target. The task force will make recommendations to improve On Time Performance.

Accidents/100,000 miles are below the goal for the month of May. Mr. Spivack said that the most significant issue for the month is the increase in Claimed Injuries by staff. Division 15 and Division 8 each recorded 6 claims. The new claims drove the allocation of funds to higher reserves, pending disposition of the claims, topping \$1 million. The sector is still below the targets set for FY2006.

B. Customer Complaints

Mr. Spivack presented additional information on complaints and showed through the chart below how the sector compares to the other sectors and the agency as a whole:

Chart 1 describes the SFV in relationship to the system as a whole:

<i>CATEGORY</i>	<i>SYSTEM</i>	<i>METRO SFV</i>
<i>SCHED RELIABILITY</i>	24.14%	36.88%
<i>PASS UP</i>	19.09%	21.28%
<i>UNSAFE OPERATION</i>	9.93%	9.36%
<i>OPERATOR</i>	11.35%	17.24%
<i>DISCOURTESY</i>		
<i>ALL OTHERS</i>	30.17%	20.57%

**Mr. King requested staff to report back with a comparison of complaint rates against other local and/or national agencies.**

C. Regular Board Meeting Update

- The Board approved Contract to complete 600- car parking lot at the Canoga parking structure due in November. The opening of the Park and Ride will create a 14<sup>th</sup> station and modify the route slightly. Change over to the new alignment will be completed at the end of summer.
- Service Sector Representative Richards gave the annual update for the San Fernando Service Sector.
- The approval of the Transit Service Policy was carried over.
- The FY07 Budget was approved with amendments, to add an additional \$5 million in special studies and additional FTE for Planning. These studies included the connector from North Hollywood Station to Pasadena.
- The Board supported State Legislation to add one legislative voting representative from the Assembly and the Senate Rules Committee Chair, protections for Prop 42 funds and support for Infrastructure Bond issue.

6. RECEIVED status report on **Transit Furniture on the Rapid and Local Bus Lines** by Michael Brewer, Service Development Manager.

Mr. Brewer reported that Metro's 18,000 bus stops are outfitted with benches and shelters for passenger convenience. The City of Los Angeles Department of Transportation (LADOT) administers this process in cooperation with Metro and installation contractor, Viacom/Decaux. Listed below are a few of the City's guidelines for installing or relocating street furniture.

- Shelters, and other street furniture, should be placed at well-established bus stops to minimize future request for shelter relocation.
- Shelters should be placed at bus stops with significant boarding and alighting activity to maximize utility.
- Shelters may be relocated to accommodate construction projects or to minimize potential safety hazards.
- Shelter relocations are limited to 30 per year due to funding constraints. Once shelters are in place, they are costly to move.
- Shelters of the older variety were designed for one-time installation. Attempts to relocate them will likely damage their structural integrity and render them unusable.
- Shelters should be relocated only when all service to the bus stop is discontinued.

Mr. Brewer stated that as a policy, the contractor must move the bus benches. In the past, Stops and Zones staff notifies the contractor that a bus stop is being relocated so that they can also move the benches at the identified location. Unfortunately, changes in Metro's and other services have affected numerous locations where shelters and benches have been installed; the contractor is backlogged on making modifications.

Where shelters are involved, some long standing installations use shelter furniture that is permanent. Moving these structures effectively destroys the assembly and eliminates the possibility of future consumer benefit. Hence, the City recommends against moving these structures. This saves resources, but creates some anomalies when the shelter is in a location other than the actual stop.

Mr. Brewer continued that the MTA has restructured its services numerous times as part of service change packages, in response to

complaints, and as a means to improve customer convenience. In the coming years as the agency continues with its implementation of the Metro Rapid and Metro Connections projects, more stops may need to be abandoned as a result of service realignments. Staff has set a goal to minimize the abandonment of stops where furniture exists and to coordinate with the City if relocation is warranted.

Mr. Brewer stated that delay in moving the benches is due to the “possessory usage” fee the County was attempting to impose on the City’s contractor for advertising revenues generated from the bus shelters.

Mr. Rosenheim asked how involved Metro is with Viacom/Decaux.

**Staff was requested to report back in September or October Council meeting and respond to the following questions to better understand the issues.**

1. How can we use the City’s program of shelter placement to maximize benefits for our customers? What resources may be needed to correct location issues by bus stop movements caused by service changes?
2. What are the details of the contract between the City (Public Works, LADOT, and MTA Countywide Planning) and Viacom/Decaux vis-à-vis locating shelters in areas of need, which may not have the highest advertising potential? What is the “possessory use tax” and what is the status of the negotiations between the City and the County?

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

Ms. Kathy Drayton gave a brief overview of the budget status. She reported that the Sector will end the budget year in the black. She reviewed the areas of overruns (e.g. Maintenance Labor, Fuel, etc.).

Ms. Drayton explained the allocation of Worker’s Compensation reserve funds to the Council. The Council voiced their concerns over the numbers in the fare revenue table, which appear to suggest that the overall Valley ridership is stagnant. Ms. Drayton explained that the monthly figures are less accurate because of the smaller sampling rate.



8. **RECEIVED Orange Line update** by Maria Reynolds, Division 8 Transportation Manager.

9. Service Sector Representatives Closing Remarks.

- Mr. King congratulated the Chair on her appointment. He discussed the successful opening of the Park-Link shuttle service noting that several elected officials including Fran Pavley, and Michael Tou from Brad Sherman's office, and Supervisor Zev Yaroslavsky attended the opening ceremonies. Mr. King indicated that he represented the Governance Council and was pleased to be able to do so.
- Mr. Ochoa asked who attended the opening of Line 734 on Sepulveda Boulevard on June 23<sup>rd</sup>. In response, it was noted that in addition to the Mayor and the General Manager of LADOT, MTA Directors Katz and Fleming attended along with Councilwoman Wendy Grueuel, Bill Ackerman, and Roger Snoble, Metro CEO.
- Sector Representative Wilson asked about the cancellation of Line 168 and how customers from Pacoima go to the Northridge Fashion Center. Staff explained the various options and noted that there are a number of frequent bus services that traverse the major streets both east-west and north-south. These routes are available to the customers drawn from Pacoima, but depending on where one lived, a transfer might be required.

**Staff to report back at the August 16<sup>th</sup> meeting showing how people from the Northeast Valley can traverse the area and get to major destinations.**

- Mr. Rosenheim asked about the concept of using smaller vehicles in areas where they might possibly be more economical than standard size coaches.

**Staff to report back on a comparison of costs between using the different varieties of coaches.**

- Ms. Ramos thanked the staff for meeting with the Burbank Transportation staff. She asked staff to identify who owns two billboards facing the Burbank bike path and asked the possibility of diverting the current advertisement to Metro based advertising.

- Council requested an update to the report on how the North-South services had changed based on the introduction of the Orange Line last October.

**Staff to report back to the Council at its August meeting.**

Adjourned at 9:30 p.m.

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

Prepared by: Christina Lumba-Gamboa  
Council Secretary