

Thursday, August 9, 2007 – 2:00 p.m.

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# MINUTES

Los Angeles County  
Metropolitan Transportation Authority

## GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

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Call to Order at 2:00 p.m.

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Council Members present were:

Jo Ann Eros-Delgado (Chair)  
Cheri Kelley (Vice Chair)  
Wally Shidler  
George Bass  
Owen Newcomer  
Samuel Peña  
Vincent Torres  
Harley Rubenstein

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Officers:

Alex Clifford, General Manager  
Raynard Price, Assistant Board Secretary



Metropolitan Transportation Authority

1. **Pledge of Allegiance** – Led by Representative Wally Shidler.
2. **Roll Call** – Council Secretary Raynard Price called the roll. New Gateway Cities Representative Harley Rubenstein was sworn in by Council Secretary.
3. **Self Introductions** - Introduction of all those present were made.
4. **Received Public Comments.** Mark Strickert commented on Line 266, said the fare box issue has improved, and has noticed Tap Card availability. He thanked the council.
5. **APPROVED Minutes.** Correction was made to Item 8, first line, should read, “Wally Shidler updated council on line 442...” (delete “...the length of...”). Minutes were approved with this correction.
6. **Considered receipt** of oral report, and possible action on oral report from General Manager. General Manager Alex Clifford gave an update on Division 2, Transportation Manager, Thom Pelk’s medical condition.

Mr. Clifford advised the Council that the FY’07 budget numbers in his oral report were preliminary, as the final numbers wouldn’t be in until the end of August. He will give them a final report once the numbers are available. With that said, he presented a slide presentation (on file).

- FY07 Budget & Performance Update: Overall, there is projected to be a favorable variance of \$2.7M. Within this number is a favorable variance of \$2.6M for fuel; PLPD (settlements for claims in accidents) is at \$3M; Workers Comp is favorable at \$1.7M; the difference between these numbers is offset by an unfavorable variance in labor. He advised the Council the Sector did well.. The YTD for Workers Comp claims per 200,000 exposure hours is slightly over budget at 10.55 against a target of 9.64. Mr. Clifford said this indicates that while there have been more claims, the severity of the claims have been low resulting in the favorable dollar variance. Traffic accidents are at 4.8 for the month of June, 4.1 for YTD with a year end closing above target. Passenger accidents (incidents that can occur from accelerating from a stop or braking at a stop light when a passenger is not holding on) will close the year under target. Complaints per 100,000 Boardings is at 1.73 for June and 1.78 YTD, which is well below the target of 2.50. On time performance, given verbally since it was not available at time of print, for June was 68.8% with a YTD of 68% against a target of 72%.

In comparison with the other four sectors the following are results of GWC’s performances:

- GWC remains the lowest in Workers Comp claims. There is some concern about the data in the System column and staff is checking on its accuracy.
- Ranked 4<sup>th</sup> in Bus Traffic Accidents.
- Ranked the lowest in Customer Complaints.
- Ranked the highest in ISOTP.
- Ranked the lowest in Mean Miles.

Mr. Clifford said the low ranking in Mean Miles is not good, and is an important indicator to improve. When a bus breaks down and does not arrive at the stop it affects the service

promised to the customer. This is an area that requires a lot of work and will be emphasized in the coming year to reduce road calls and improve mean miles which will provide more dependable service.

There was a substantial drop in customer complaints from the previous month of 37, down to 19. However, the number of pass ups for the month is a concern. Efforts are being made to determine the causes of the pass-ups. Mr. Clifford indicated that the increase in no shows and late schedules were related to road calls, and the increase in accidents from 7 in May, to 10 in June, was further explained in a separate chart titled, "Accident Types." He explained the accident increase was composed of impatient drivers making turns in front of buses, other vehicles involved with bus standing in bus zones and collision with fixed objects (such as trees limbs or curbs)..

Mr. Clifford provided the council some preliminary information about the new accident reduction program. On July 1st, management and staff began a Safety Awareness campaign to work with Operators on rules and defensive driving. As a result, the preliminary July accident total was 33 compared to 77 in the previous month of June.

Representative Shidler questioned what Metro was doing to enforce Operators to wear seatbelts. He expressed concern for an Operator who was recently involved in an accident on Line 120, and went through the window of his bus, resulting in a fatality. General Manager Clifford said that it is mandatory for Operators to wear seat belts. There is a current dispute between Metro and the union regarding the disciplinary action associated with not wearing a seatbelt.

The union argued in arbitration that it is a minor infraction and Metro believes it to be a major safety violation. Mr. Clifford said he has provided testimony and several videos at arbitration and believes Metro will hear the ruling from the arbitrator in late August or early September.

Mr. Clifford presented commendations received from the public for the following Operators: Henry Armstead, George Maximo, Stephanie G. Cota , Gordon M. Green, and Henry Armstead.

- **Update on Metro Connections Meetings.** There were no new meetings for the month.
- **Update on Artesia Blue Line Station.** Bruce Shelburne provided an overview of the parking situation at the Blue Line Station. Metro is currently reviewing options for additional parking spaces. Discussion continues with a church adjacent to the property and a nearby business to alleviate the parking problem. Representative Shidler said there were people scaling the fence at the parking area. Mr. Shelburne responded that the fencing has been raised but may require additional fencing. Mr. Clifford will continue to address this issue in his monthly reporting.
- **Update on Line 760.** Hassan Fakhro provided an update on the progress of line 760. He said the City of South Gate is on line with signal priority with the completion of five intersections out of six. The remaining intersection is Independence Avenue due to the rail traffic interface. The Cities of Huntington Park and Compton have approved the timing plans with actual construction taking place in late August.

Representative Shidler asked if the City of Vernon is on line. Mr. Fakhro said he will provide information at the next meeting on the City of Vernon.

- **Update on Representative Shidler's Request to Include Sr. Buydown Info on GWC Website.** Dave Hershenson indicated it is difficult to get information on some of the buydown programs from the various cities. He provided a chart showing different types of programs. Some cities offer discounts to seniors, and some cities offer the program to everyone. He suggested that the Sector website include language stating that some cities offer buydown programs for seniors and for residents and for information on a particular city they should have the ability to click on a listed link. There will be links to Gateway Cities city webpages. Mr. Hershenson provided a handout of what the Sector webpage would look like with the pictures of council members that will also provide links to their city's webpages for elected officials if available.
- **Update on Representative Kelley's Comment on Difficulty Reading Timetable Color Scheme.** Dave Hershenson said he met with the Metro Marketing Department to discuss the difficulty in reading timetables because of the color scheme. He said the color scheme issue will be handled by Metro's Creative Director, Michael Lejuene.

7. **Consider receipt of oral report, and possible action on TAP Update.** Jane Matsumoto presented a new video describing the benefits of TAP and how a smart card using the latest technology will be able to be used to travel throughout Los Angeles County on different lines and within different municipalities. It can also be used to track ridership patterns, which may be effective in providing better services. The cards can be registered and can be replaced if lost or stolen.

The video explained that TAP is simple, fast and secure. She added that Santa Clarita Transit Authority, one of 11 operators, is the first municipal operator to install fare boxes two weekends ago. Culver City is next. They will get fare boxes installed later in the fall. All of Metro's installations were completed in May of 2006, for buses and rail and more recently three contracted operators. ACS, supports the customer service aspects of human interfacing such as handling customer calls and financial clearing functions.

She said, all Metro employee's, including dependents, retirees and Governance Council members, have (or will have) ID badges enabled with TAP capability. UCLA has joined the pilot program and is in its fourth quarter (a full year) in enabling UCLA pass riders to use TAP cards. Large corporations are also partnered with Metro's TAP program.

Ms. Matsumoto stated the main issue with the program is getting all of the municipal operators enabled, implemented, tested, and integrated, which will drive inter-operability in the region. Other goals in the future include other applications such as parking, retail applications, retail outlets in transit oriented development projects and potential partnerships with Master Card and Visa.

8. **Consider receipt of oral report, and possible action on Rail Update.** Bruce Shelburne began by saying there are over 70 miles of railroad with 62 stations and approximately 8 more stations that will be added within the next 3 to 4 years. He said Metro is the 7<sup>th</sup>

largest train operator in the United States and provided a map of Metro routes and a slide presentation of facts and figures on the rail system (on file). Mr. Shelburne noted Metro has 41M boardings a year on the Red Line (about 127,000 per weekday, 84,000 on Saturday and 71,000 on holidays and weekends) with room for growth over the next few years.

The Blue Line is one of the two heaviest traveled light rail systems in the United States, the heaviest being the Green Line in Boston. The Blue Line travels 21 miles, with total travel time of one hour from end to end, operating 21 hours a day. There are 24M boardings a year (74,000 on a weekday, 54,000 on Saturday, and 42,000 on Sunday), an increase from 21M since opening in 1990.

There will be major capital improvements on the Blue Line, including grade crossing replacements. Representative Rubenstein expressed a concern for disabled rider's inability to raise the seats in special seating locations. Mr. Shelburne said he will discuss this issue with ADA Compliance Administrator, Chip Hazen and report back to the sector.

Representative Bass asked if all the cars are compatible. Mr. Shelburne explained that because there are four different technologies on the lines, there are certain combinations that do not work together. For example, a Blue Line car will not couple with a Green Line car. However, the newer cars will be able to run on any of the lines. Mr. Shidler asked if the P2000's and 2550's can train together. Mr. Shelburne said he didn't know but would get an answer and report back to the sector.

9. **Consider receipt of oral report, and possible action on Governance Council Member Line Ride Report.** Vince Torres filled in at the last minute for Representative Nelson, who could not attend due to another meeting commitment. He drove to the Lakewood Center and rode route 265, at 6:17 a.m., from Lakewood to Rosemead and Whittier Blvd. He said it was interesting because the riders knew each other. The bus was not full but it had a good number of people. The bus driver was wonderful and almost knew everyone by name. The riders were nice. On the return trip, Representative Torres said he noticed that riders that boarded at the last five stops all worked at the Lakewood Center. He noted the buses were clean with some graffiti on the return trip,
10. **Consider receipt of oral report, and possible action on Notification of Upcoming Line Rides.** Alex Clifford thanked Representative Torres for being able to schedule and switch his ride at the last minute. Representative Larry Nelson is scheduled for Line Ride on Line 130 in September. Mr. Clifford thanked all the council sector members for performing the line rides and that it was interesting to hear their reports.
11. **Chairperson's Remarks:** Chair Delgado reminded everyone that the Public Hearing was scheduled to follow the council meeting in the same location at 5:00 p.m.
12. **Council Member's Remarks:** Representative Kelley announced an upcoming seminar at the Norwalk Senior Center, in conjunction with the Norwalk Transit, MTA and Metrolink, called "How To Navigate the Public Transit System." She said she will report back on the seminar. Representative Bass thanked Bruce Shelburne for his report. Representative Shidler informed the council there were 26 people who attended the public hearing on the 7<sup>th</sup> with lots of good comments. He asked why the 577 Line boardings dropped quickly.

Mr. Clifford said the sector is still researching this issue to determine if the lower ridership is a result of a cyclical trend due to the summer and college student travel patterns. The next month or two will be important to watch.

13. **ADJOURNED** at 3:32 p.m.

**Prepared by:**

A handwritten signature in black ink, appearing to read 'Raynard Price', with a stylized, sweeping flourish extending to the right.

Raynard Price  
Assistant Board Secretary