

Thursday, September 20, 2007

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# MINUTES

Westside/Central Service Sector  
Governance Council

Regular Meeting

LACMTA Headquarters  
One Gateway Plaza  
Board Room  
Los Angeles, CA 90012

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Called to Order at 5:29 p.m.

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Council Members Present:

Jerard Wright, Chair  
Glenn Rosten, Vice Chair  
Art Ida  
Joe Stitcher

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Officers:

Mark Maloney, General Manager  
William Walker, Council Secretary



Los Angeles County  
Metropolitan Transportation Authority

**Metro**

1. **RECEIVED Public Comment** for items not on the agenda

Leslie Rivers – Said that portions of Line 210 on Hollywood Boulevard between Vine and Orange and Line 212 on Hollywood Boulevard between La Brea and Vine should be reinstated to serve senior housing complexes, tourist attractions along Hollywood and Sunset Boulevards, and to better serve the elderly and physically challenged riders along that corridor.

Dae Han Song – Opposed service change proposals to Lines 38/71 (Jefferson/Marengo), 68/368 (35/335) (Washington/Cesar E Chavez), and the implementation of Metro Rapid Line 728 (West Olympic), and the further implementation of Metro Connections and reduction of Metro revenue service hours that places on the riders the burden of transferring multiple times and paying multiple fares.

2. **APPROVED Minutes** from **June 13, 2007** (corrected) and **July 11, 2007**

3. **RECEIVED** report from Council Members on their **line rides**

Representative Rosten said he observed light loads on many of the Metro Rapid 720 and 920 buses between Westwood and Santa Monica.

4. **RECEIVED General Manager's Report**

Mr. Maloney reported that the sector fell short on its mean mechanical miles per service hour in both July and August. This is attributed to the newer buses being impacted by record heat over the summer. Westside Central sector achieved a 65% in service on-time performance rate, its highest in 3 years. This can be attributed to the shortening of lines during the December 2006 service changes; line saturations that send different managers from different parts of the service sector to observe performance of a particular line; and fewer accidents which improves schedule adherence.

Complaints are above target due to the recent June 2007 service changes, but that indicator is recovering quickly. Workers Compensation claims are also below target.

Representative Rosten asked why the customer relations telephone number was not independently advertised and whether a concerted effort might better

solicit input from riders on improving service. Mr. Maloney responded that Metro was promoting the *1 (800) COMMUTE* number in order to direct riders to one number for all transit inquiries. He also said the Westside Central divisions were looking at providing a telephone number where riders can provide feedback specific to improving service within the Sector.

Representative Rosten suggested an automated system to take calls from riders after hours, thereby increasing the level of feedback from riders. Mr. Maloney said the benefit of live customer relations officers is that a complaint from a rider can be immediately forwarded to a department (i.e. Bus Operations Control). Often problems can be resolved while a rider is still on the phone.

5. **RECEIVED report on approved FY08 budget and August FY08 YTD expenditures, Michael Davis, Administration and Finance Manager**

Mr. Davis reported that a \$151.6 million budget was approved for the sector. Under this budget, labor increased by 2.3% because of a 3.5% wage increase for contract and non-contract workers and an increase of 9 positions in the maintenance division. As of July 31, 2007, year-to-date spending is at \$24.4 million, slightly below the \$26.3 million target. Labor is also under by \$229,000.

Contract wages are over budget due to overtime expenses because of a shortage of mechanics. Claims are also under because the Sector looks at ways to get injured employees working on light duty in order to get them back to work more quickly.

Representative Rosten asked why it was so difficult to fill the open maintenance positions. Mr. Davis said that the vacant positions at the Regional Rebuilt Center were more desirable and filled first because of the 5-year bus mid-life maintenance requirements. Senior sector mechanics bid to the more desirable positions resulting in vacancies at the sector. He said that Metro classes will fill the vacancies in early December or January at the sector.

Allocated fringe is over budget due to an overage in contract wages, some of which is attributable to overtime wages. Chargebacks are below budget by \$146,000. Workers compensation is down. Fuel also continues to run about 30 cents per therm below budget. Materials and Supplies are over budget by \$83,000 due to unpaid invoices from last fiscal year. Parts are under budget by \$196,000 due to deferred maintenance caused by a shortage of mechanics. Taxes are under by \$36,000 – a charge associated with fuel purchases.

Uniforms and tools are under by \$64,000. The annual budget is \$151.5 million and spending for the year as of July 31, 2007, is at \$25.2 million.

Representative Rosten asked how the Sector plans to ensure that the parts line does not get out of control when buses fall out of warranty. Mr. Maloney said the sector is working closely with North American Bus Industries to fix part problems with the buses before the initial warranties expire.

Mr. Davis offered to provide an analysis on CNG therms per mile data at a future meeting which would help Council Members understand whether the sector saves money on CNG versus gasoline or diesel.

6. **APPROVED Service Changes for December 2007**, Rogelio Gandara, Service Development Manager

Mr. Gandara reported the findings of the December 2007 Service Changes Public Hearing held in August. Five members of the public spoke regarding service changes, 2 were received in writing.

Service Changes Impacting Westside Central Service Sector					
Line	Speakers in Favor	Speakers Opposed	Original proposal	Modifications requested	Adjustments to original proposal
35/335	1	5	Split portion of 68/368 between Venice/Broadway and West LA Transit Center. Operate as 35/335.	Extension of 35/335 from Venice/Broadway to 7 <sup>th</sup> /Broadway from 7pm-end of service	Modifications instated
38	1	2	Split portion of 71 between Grand Station and West LA Transit Center. Operate as 38.	Extension of 38 from Grand Station to 7 <sup>th</sup> /Broadway from 7pm to end of service	Under consideration
728			New Rapid Line from Century City, via Olympic Boulevard and Spring Street to Union Station – WEEKDAYS ONLY.	Terminate in eastern portion of Downtown Los Angeles	Modification not instated

Notes

Line 28 will no longer operate in conjunction with Lines 83 and 84 in the San Gabriel Valley Sector.

Line 68 will operate in the San Gabriel Valley Service Sector between 1<sup>st</sup> and Broadway and

Montebello Town Center in conjunction with Line 84 service.  
Line 71 service (formerly 38/71) will be operated in the San Gabriel Valley Service Sector serving Downtown, Union Station, Boyle Heights, City Terrace and East Los Angeles.

Mr. Gandara reported that ridership changes on most lines will be similar to those on the current line configurations, although he did mention that he could not anticipate ridership patterns for the new Metro Rapid Line 728.

Representative Stitcher asked why Line 71 service was being moved to Grand and Olive. Mr. Gandara said that was to complement 70 service on Grand and Olive Avenues.

Representative Stitcher asked the distance between the originally proposed Line 35 terminal (Broadway and Washington) and the newly proposed Line 68 terminal (Broadway and Venice). Ha Chau responded about a ½ mile. Mr. Stitcher asked what the current frequency was of the lines serving Broadway between Venice Boulevard and 1<sup>st</sup> Street and whether they could handle additional Line 35 loads. Mr. Gandara said that he did not have the frequency information, but that line 40, 42, and 45 have enough capacity. He also said the modification of Line 35/335 service to Broadway and Venice allows for transferring passengers to line 2 and 4 to take advantage of high capacity articulated buses on Line 4.

Representative Stitcher asked how service levels on Line 328 will compare with Metro Rapid Line 728. Mr. Gandara said the service levels on Line 728 will provide 8-minute headway in the peak and 15-minute headways in the bases and will improve the current span of service provided on Route 328.

Representative Wright asked if either Line 38 could be extended to Broadway and Venice or if Line 70/71 could be extended to Grand Station. Mr. Gandara said that Metro staff and the Los Angeles Department of Transportation staff are looking at ways to provide a bus zone for a convenient transfer for Line 38 and 70/71 riders.

7. RECEIVED Chair's Remarks

Representative Wright asked the status of implementation of the TAP program. Mr. Maloney responded that Metro Employee, Student and Annual TAP passes were currently available and that the program continues to roll out products for other fare categories. He also said that three locations were selling trial versions of the TAP Monthly Pass. TAP fareboxes are available on the entire Metro fleet of revenue vehicles. Mr. Maloney said that Roger

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Moliere from Real Property Management could present on that topic at a future meeting.

Representative Wright requested an update on the status of the Wilshire Boulevard Bus Lane Project for the next Council meeting.

ADJOURNED at 6:27 p.m.