

Thursday, September 13, 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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Meeting called to order: 2:05

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### Sector Representatives Present:

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

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### Officers:

Alex Clifford, General Manager  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **Pledge of Allegiance** – Led by Representative Wally Shidler.
2. **Roll Call:** Council Secretary Raynard Price called the roll.
3. **Self Introductions:** Introduction of all those present was made.
4. **RECEIVED Public Comments:** Chillie House commented that she would like Line 45 to continue operation from Rosecrans and San Pedro.
5. **APPROVED Minutes** of August 9, 2007 Council Meeting
6. **RECEIVED** and considered oral report, and possible action from General Manager Alex Clifford.

**FY08 Budget & Performance Update:** The year is starting off in good shape with favorable labor at \$351,572. There is a negative variance in non labor accounts for \$45,318 due to an over run in parts and materials. On Allocated Accounts there is a small favorable variance of \$43,778 comprised in the chargeback accounts. The Support Departments have a \$57,000 favorable variance in the first month of the fiscal year. This gives a total positive variance of \$407,010. Cost per boarding was budgeted at \$1.70 with a YTD actual of \$1.69, which is good tracking.

Cost per hour is also running below the budget, budgeted at \$103.90 with a YTD Actual of \$99.55. There is a \$19,037 facility maintenance error charge. Staff is working to have this charge corrected by September. In the areas of the Key Performance Indicators (KPI), Mr. Clifford stated the Workers' Comp Costs are more accurate after the first quarter tracking. This will be better reflected in the October report. Indemnity claims are below the YTD target of 10.80 at 7.51. Bus accidents are below target of 3.65 at 2.35. Accidents Per 100,000 boardings are slightly above the target of .22 at .26. In researching 36 months of Bus Accidents per 100,000 Hub Miles the month of July was the lowest month the Sector has had at 2.35.

The General Manager praised Sonja Owens and Diane Frasier, Transportation Managers, who are responsible along with other staff that committed time, personal attention and early morning hours, for running an aggressive safety campaign. This included one-on-one discussions with Operators regarding the kinds of accidents experienced and rules related to these types of accidents and how to avoid them. Mr. Clifford emphasized the low rating is not an anomaly just for the month of July. It is the result of a campaign strategy to lower the accident rate.

Representative Shidler asked about the issue of drivers wearing seat belts. Mr. Clifford said he believes more operators are wearing seat belts. As of October

1, operators not wearing seat belts will receive a major infraction. Four major infractions within a six month period is cause for termination. Representative Bass asked if the on-board security can observe and cite a driver for non-compliance with the seat belt. Mr. Clifford said representatives from Highway Patrol and Metro are meeting to discuss this issue for clarification.

Complaints per boardings are just above target of 2.0 at 2.01. In Service On Time Performance (ISOTP) is down from last month at 68.38% with a target of 71%. Mr. Clifford said there is great pressure this year on Field Supervisors to monitor services; Division Managers to make sure the service gets out on time; and the Service Development Team to look for opportunities to make run time changes to help improve On Time Performance.

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

- GWC continues to remain the lowest in Workers Comp (June reporting).
- Ranked 2<sup>nd</sup> in Bus Traffic Accidents. An improvement from previous tracking.
- Continues to rank the lowest in Customer Complaints.
- Ranks the highest in In-Service-On-Time Performance.
- Rank lowest in Mean Miles Between Mechanical Failure. Bringing up the Mean Miles is a high priority in the forthcoming months

In the areas of complaints, Division Managers are working closely with complainants and operators to improve this category with a zero tolerance for pass ups.

Mr. Clifford briefly discussed commendations received from customers regarding Operators. Representative Pena expressed a concern, based on the presentation, on the amount of verbal abuse received by an operator.

- Update on Metro Connections Meetings. There were no meetings for the month.
- Update on Artesia Blue Line Station. Rail has assumed the lead because Artesia Blue Line is a rail facility. They are continuing to look at ways to resolve the parking problems at the station. Updates will continue to be provided.
- Update on Line 760 – Hassan Fakhro stated that traffic control boxes have been installed at 8 pedestrian crossings and intersections out of a total of 11 in the City of Huntington Park, but that they are not yet on-line.
- Update on Line 577 - This report was carried over.

- Upcoming Bus Roadeo - Santa Anita Race track off Huntington Drive, Gate 4, starting at 8:30 a.m., with about 35 bus operators who will compete. There will be a barbeque luncheon at 11:30.

7. **RECEIVED** and considered possible action on Customer Code of Conduct report – Cassandra Langston filled in for Karen Gorman to provide an update on the Customer Code of Conduct. It is anticipated that the draft Code of Conduct will go to the full Metro Board in November after the internal review and comments are received. The draft will then be available to the public, and the final draft will go to the full Metro Board for approval. The Transit Court idea (which will be the enforcement arm for the Customer Code of Conduct) will also go to the Board for approval.

Representative Pena inquired about abrasive customers and how the follow up will take place. Transportation Manager Sonja Owens informed the Council that when there is a pattern of disruption undercover security is placed on the bus. Transportation Manager Diane Frazier agreed and stated these are not usually isolated incidents. Representative Kelley wanted to know what happens when these issues are isolated. Ms. Langston said the Transportation Court will help with enforcement in addition to allowing for customers. The TAP system will help identify abusers. Those who do not adhere to the code may have their passes suspended.

Representative Shidler suggested that under section 60550 there should be a code for those that board through the back door. He also suggested a code for those who continually use cell phones in the speaker mode which is disturbing. Ms. Langston said there is a section addressing this issue. Representative Shidler asked about the cost of operating a Transit Court. Ms. Langston deferred this question to Dan Cowden, Metro Director of Security who was not present.

Representative Kelley asked if the Bus Riders Union had an opportunity to see and respond to the Code of Conduct and how will it get to the general public. Ms. Langston responded that the union will have the opportunity to review the document. Metro Marketing staffer, Yvonne Price, is attending the committee meetings to discuss marketing aspects. Representative Pena questioned how customers will know there is a 13-page document of conditions to which a rider agrees when boarding a bus. Ms. Langston said the current plan is to have a brochure available where customers purchase tickets or passes.

Mr. Clifford asked if the Code of Conduct will give Operators the right to make judgment calls when it becomes necessary for a passenger to leave the bus or will assistance be needed from law enforcement. Ms. Langston said the Code of Conduct will give the Operators an idea of what they can enforce and the support to do so. Expected confrontation should be security enforced by following regular procedures. Operators will have to be trained. Mr. Clifford

suggested that once the Code of Conduct is approved by the Metro Board, Operations Central Instruction (OCI) will probably need to write SOPs to include driver policy and training.

8. **APPROVED:** Proposed December '07 Service Changes – Mike Sieckert presented the proposed modifications to Gateway Cities bus lines (on file). He asked the Governance Council to approve results of public hearings held on August 7<sup>th</sup> and August 9<sup>th</sup> for service changes proposed to become effective December 16, 2007 or later: Approve Part 1 of the Revised Service Plan, which affects bus lines directly managed by the Gateway Cities Governance Council: Support Part 2 of the Revised Service Plan, which highlights the current staff recommendation for bus lines directly managed by the San Gabriel Valley Sector that serve the Gateway Cities sector: And approve estimated passenger impact statement for the revised service plan for the Gateway Cities Sector (on file). Mr. Sieckert reviewed the reasons for the changes and the public process followed to solicit and consider public input.

In a slide presentation, Mr. Sieckert reviewed the Goals of the Service Plan:

Improve Customer Service.

- Increase travel speeds in selected corridors.
- Reduce travel times for most riders.
- Improve access to major passenger destinations.

Improve Operational Efficiencies.

- Eliminate unnecessary service duplication.
- Reallocate existing resources from poor performing lines and line segments.
- Ensure balanced budget FY 2008.

Mr. Sieckert identified the notification plan that included:

- 30-day written notice to public.
- Notification to officials/agencies/stakeholders.
- Two installments of 75,000 rider notices & alerts on buses/trains.
- Newspaper ads in local/regional papers.
- Foreign language newspaper ads.
- Media releases via internet/news services.
- Four public hearings conducted.

Mr. Sieckert provided a breakdown and overview of public comment.

- Attendance ..... 32 Persons
- Oral Comment ..... 19 Persons
- Letters ..... 8 Letters
- All Sources ..... 58 Total Comments

As a result of the public hearings four proposals were modified: Lines 45, Line S-1, Line S-2, and Line 460. Deferred current changes to Lines 26, 51, 52, 352 and S-3. Continue with proposed changes to Lines 128, 200 and 270. Mr. Sieckert informed the Council of San Gabriel Valley Sector line changes that will affect Gateway. These lines are 252, 260, 262 and 361.

Representative Kelley questioned whether the new alignment of Line 460 will affect Access Services. Mr. Clifford will ask Access Services to come to a future meeting to discuss this issue further. Representative Kelley requested there be a periodic review of line 460, particularly after the completion of nearby freeway construction.

Representative Shidler gave a brief history of Line 460 which started as the 58 line in 1955. A combination of services was provided – express and local services.

Representative Shidler suggested Line 460 exit on Hoxie and turn right onto Firestone to save time. He also recommended extending Line 128 into the new Metrolink station.

General Manager Clifford agreed to review Line 460 and evaluate the Firestone and Metrolink Station ideas from Representative Shidler.

Representative Shidler commended Metro staff for doing an excellent job especially on the south end of the 45 line.

9. **RECEIVED** and considered possible action on End of FY Report on Work Plan – Alex Clifford. General Manager Alex Clifford presented an end of year report (on file). A highlight of the many accomplishments is the reaching out to stake holders in the Community. The Sector continues to participate in the Gateway Council of Governments (COG) monthly Transportation meetings. Mr. Clifford was given an Ex-Officio seat at the COG's Transportation Committee; the Sector continue to work with the Long Beach Veterans' Administration Hospital and Cal State Long Beach to market Line 577; conducted public hearings for the June & December Service Changes; held Quarterly Transit Providers Workshops throughout the region, including Downey, Long Beach and Whittier; produced an interactive CD detailing proposed Gateway service changes; implemented changes to 8 existing bus lines and established two new lines, including new Rapid Line 760.
10. **CARRIED OVER** oral report, and possible action on Governance Council Member Line Ride Report – Larry Nelson. This item was moved to the October meeting.

11. **RECEIVED** report on Notification of Upcoming Line Rides – Alex Clifford. Representative Wally Shidler will report in October.
12. **CHAIRPERSON’S REMARKS:** Chair Eros-Delgado is glad to see the results of staff, community residents and Council members working together to provide the best possible service to the community. She thanked the staff.
13. **SECTOR REPRESENTATIVE’S REMARKS.** Wally Shidler requested how many bodies (riders) are riding the bus as opposed to “boarding” if this information is available.

Representative Kelley thanked the staff for going the extra mile by holding a second public hearing, and for participating in the Senior Center Transportation Workshop held in the City of Norwalk. She said a big hit of the workshop was a video produced by Metro.

This video should be available to more communities. She encouraged everyone to attend the Bus Roadeo.

Representative Bass also encouraged everyone to attend the Roadeo. He thanked Metro staff who work behind the scenes to make all the meetings possible.

14. **Consideration of Items not posted on the Agenda.** None.

**Adjourned:** 3:45 p.m.

A handwritten signature in black ink, appearing to read "Raymond". The signature is stylized with a large, looping initial "R" and a trailing flourish.