

MINUTES

San Fernando Valley Service Sector
Governance Council

Regular Meeting

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

Called to Order at 6:44 p.m.

Service Sector Representatives present:

Coby King, Chair
Brad Rosenheim, Vice-Chair
Kymberleigh Richards
Joan H. Leonard
Jesus R. Ochoa

Officers:

Richard Hunt, General Manager
William Walker, Council Secretary
Raynard V. Price, Council Secretary



Metropolitan Transportation Authority

Metro

**Los Angeles County Transportation Authority
San Fernando Council Meeting
Wednesday, May 7, 2008**

1. **Pledge of Allegiance** was conducted.
2. **APPROVED** minutes of Regular Governance Council Meeting held on April 7, 2008 with correction to the start time at 6:40 p.m. instead of 5:40 p.m.
3. **RECEIVED PUBLIC COMMENT.**

Ray D. Lopez. Mr. Lopez said he believes the East/West Bound Metro Orange Line to be successful. He suggested further expansion in year 2010 from Lankershiem Avenue through the Metro Red Line parking lot to the Transit Hub terminus at Claiborne Street. He wished everyone a great Memorial Day weekend.

Malcolm Klugman. Mr. Klugman supported Mr. Lopez's concept of a transit hub center for the Orange Line in addition to making an argument for public transportation to Dodger Stadium. He also said Line 96 requires "fixing" – it is slow and late, with operators speaking on cell phones.

Ted White. Mr. White informed the Council that at the corner of San Vicente and Santa Monica Boulevards there is a new technology that provides a blinking signal to the bus operator that a passenger is waiting. Mr. White said this great idea should be instituted in the Valley. Representative Richards clarified for the Council and public the blinking light is a part of a pilot program (passenger amenity) at some of the heavier stops that alerts the operator that a passenger is waiting. This nighttime feature provides lighting in the area for passenger safety. According to Representative Richards, the San Fernando Valley Sector is included in the pilot program.

Mr. White also spoke of advertisement in the subway at Hollywood and Highland he thought to be good. He informed the Council of problems regarding the escalators at Hollywood and Highland when students get out of school. The students are hitting the button to stop the escalator. He requested security be posted at the Hollywood and North Hollywood stops during those hours. In closing he requested the Customer Service office be open either 24 hours or at least until 11:00 p.m. as opposed to closing at 7:00 p.m.

4. **Chair's Remarks.** Chair King stated he had attended a meeting where Caltrans planners discussed alternatives to the 405 southbound to the 101 northbound connector. He stated the alternatives are interesting.

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5. RECEIVED oral report of Kathy Drayton, Acting General Manager.

Ms. Drayton announced that General Manger, Richard Hunt, is attending the APTA Bus Roadeo and Committee meeting. She said the Sector had a Maintenance Team and an Operator participate in the Roadeo. The Maintenance Team finished in 3rd place overall and the Operator finished in the top 20 out of 88 Operators. She reminded the Council the Sector won last year and looks forward to next year's competition.

Ms. Drayton provided an update of the Board meeting of April 24. In regards to the Service Changes presented at the meeting, the Board of Directors passed a Motion restoring many of the service change cuts in addition to requesting staff to identify funding to support the restoration. Trip thinning (reducing headway or reducing travel) was suggested as a methodology that was used in the SFV Sector.

Ms. Drayton reviewed the results of the Council's Special Meeting with Brad McAllester, Executive Officer, Countywide Planning and Development, to discuss and provide input to the Long Range Transportation Plan.

Highlights of those comments and input are: conversion of the Orange Line BRT to Orange Line Rail as a Tier 2 project; extending the Orange Line to the 23 Freeway Transit Hub in Thousand Oaks; develop the 101 HOV Lane to Transit Hub in Thousand Oaks; upgrade the 405 Bus Way from a Tier 2 to Tier 1 project; review the Yellow Line Project in Glendale which may be an outdated project for alternatives; re-investing Metrolink funds; congestion mitigation for the Cahuenga Pass and other development area and; stabilize the bus service with funding for bus expansion over the next 20 years.

For Key Performance Indicators (KPI's) March was a good month as performance exceeded expectations. Workers Comp reserves costs were \$186K, this cost has been decreasing for the past three months. Indemnity claims are better than the target at 8.67 claims per 200,000 exposure hours compared to the budgeted target of 12.0. These claims have been decreasing for the past four months. The Division has been working diligently in reducing the number of accidents and employee injuries. Traffic accidents are at 2.76 per 100,000 Hub Miles.

The Sector is doing consistently well in this area with the help of managers and programs instituted to reduce accidents including additional training if

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necessary. SFV has the best record agency-wide at 2.66 YTD compared to a target of 2.9 accidents per 100,000 Hub Miles.

Mean Miles is an area that continues to be a struggle. Part of the issue is an older fleet which requires more bus repairs. The Sector has the oldest fleet of buses in the agency. These buses require more frequent refueling which is counted as a "roadcall." Because of this, the goal of 3,500 miles may be difficult to reach. Representative Richards stated that refueling should not be counted as a mechanical failure or "breakdown." Chair King asked why the Sector's fleet is older than the other Sectors. Ms. Drayton advised the Sector is in line to receive new buses when they are purchased. Vice Chair Rosenheim asked if there was a notable percentage of buses that return for refueling. Ms. Drayton offered to provide this information at the next meeting.

Chair King requested a timeline for the purchase of new buses. Mr. Brewer indicated about 200 new buses have been purchased with expected arrival by May of 2009. The buses are 45ft. and will be placed on local lines (poppy colored). The old buses are sold at auction and some are kept in reserve. Representative Richards added, the older buses are sold and the newer buses remain in reserve. Representative Ochoa asked how many buses are currently in the Sector. According to Mr. Brewer, Service Development Manager, San Fernando Valley Service Sector, there are over 400 buses in service.

The Sector is doing well in the area of Complaints at 2.55 per 100,000 boardings, well under the target of 3.0, 3.08 YTD, thanks to the Division Managers and Operators who provide outstanding customer service.

In-Service-On-Time Performance is doing well for the month at 68% with a target of 67.5% which is good given the challenges of traffic congestion. The YTD average is 67.17%. Operator assignment ratio is 1.17. Overall, the agency is down 25 Operators a remarkable improvement from the past deficit of 300 Operators.

In regular bus operations there is a negative variance of \$262K. The Orange Line has a large positive variance. Overall, the Sector is doing well, and it is anticipated that the April numbers will also reflect a good month.

6. DEFERRED - Councilmember RICHARD'S MOTION that:

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1. Sector service development staff take the appropriate steps to monitor the San Fernando Rd. Metro Rapid service and the underlying local services beginning immediately after the June 29 implementation of same; and
2. Report on a regular basis to the Governance Council on any issues relating to the configuration of those services and any intermediate mitigation steps that can be or have been taken; and
3. Prepare, for discussion prior to the public hearings for the June, 2009 service change program, a plan for any reconfiguration of the San Fernando Rd. corridor service at that time, including any options which staff believes should be considered.

APPROVED. Chair King's motion to defer action on Representative Richards' motion, and to appoint a special committee (Rosenheim, Leonard and Richards) to review the need for Richards' motion; or if the same results are accomplished through staff's regular efforts without the motion or by letter to the Board.

Prior to the motion and discussion Representative Richards thanked Metro Board Director Katz for giving her the opportunity to talk about the efforts of the SFV Sector's due diligence in achieving the requested savings.

PUBLIC COMMENT

Malcolm Klugman: Mr. Klugman argued that replacing limited stop service with Rapid service sets a bad precedent and is not a real improvement in service.

7. **RECEIVED** update on Final Service Sector Change Program effective June 29, 2008 or later by Michael Brewer, Service Development Manager, San Fernando Valley Service Sector. There were significant changes to the Service Change Program by a Motion from Los Angeles Mayor, Antonio Villaraigosa (Villaraigosa-Parks-Burke) which cancelled the Tier 1, Tier 2 and Tier 3 service cuts including Night Owl cancellations proposed by the Sectors and the public hearing process.

Mr. Brewer said the San Fernando Valley Governance Council found ways to meet the budget challenges without cancelling lines. This model was looked at by the Board. For the Sector, the Board approved the cancellation of limited stop services (Lines 330, 315, 361, 350 and 394 – San Fernando Rd.

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Limited Stop Service). The cancelled 394 service will be reallocated to fund Rapid Bus Service along San Fernando Road. Staff was given a directive to identify \$12.5M in savings through other sources to make up for “not cancelling” lines. Trip thinning methodology will be used to move trips on a selective basis from frequent operating service with a wider headway no greater than 25%.

Mr. Brewer identified Sector service changes that will be implemented in June:

Line 94: extend the route to Sylmar Station and reallocation of selected trips.

Line 224: (Lankershim Boulevard – San Fernando Road) Reallocation of selected trips.

Line 394: (San Fernando Road) route cancellation and reallocation of trips.

Establish New Metro Rapid Lines

Line 724 (Lankershim Boulevard – San Fernando Road).

Line 794 (San Fernando Road via Brand Boulevard).

Line 163 (Sherman Way) shorten route for on-time performance.

Line 222 (Hollywood Way – Barham Boulevard) **Create new route** (remaining segment of Line 163).

Mr. Brewer responded to questions from the Council. He noted that Representative Richards shared with the Board how San Fernando Valley Sector accomplished savings without cancelling lines which may have been a model for the Board’s Motion. Mr. Brewer indicated that the next step is to post service changes and public timetables to alert passengers of pending changes and then implement approved changes on June 29, 2008.

Representative Leonard asked if there will be other sources of funding or budget cuts to pay for the changes or if there had been discussion. Acting General Manager Drayton said there will be upcoming budget workshops with Board staff and members. A one time source of funding that might be available is CNG fuel credits of approximately \$20M so that there will not have to be cuts in other budgeted areas. This may help pay for the service that was added back by the Board.

Mr. Brewer spoke of the difficulty in On-Time-Performance for Line 96. He informed the Council that Transportation Concepts will end its service

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and a new contractor will be selected within the next 2-3 months to take over the operation of contract service in the San Fernando Valley. Council Member Leonard asked about the selection process. There are three contractors in the process of negotiations through a Request For Proposal (RFP) process.

8. Service Sector Representatives Closing Remarks.

Vice Chair Rosenheim thanked staff and Brad McAllester for giving the Sector the opportunity to review, comment and respond to the Long Range Transportation Plan. He thanked Mr. McAllester for responding quickly to the request to meet with the Governance Council.

Chair King dittoed Vice Chair's remarks adding that he believed the meeting with Mr. McAllester to be productive. He thanked Mr. Rosenheim for spearheading the request and meeting. He also commended Representative Richards for her motion.

Representative Richards thanked the Chair for allowing the motion to remain in discussion, although it was deferred.

Representative Ochoa thanked the staff for participation in the Roadeo. Third place is a big accomplishment.

ADJOURNED 8:00 p.m.

Prepared by:



Raynard V. Price
Council Secretary