

# 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

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Council Members:

Cheri Kelley (Chair)  
Owen Newcomer (Vice-Chair)  
George Bass  
Larry R. Nelson  
Wally Shidler  
Cynde Soto  
Anne Bayer

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Officers:

Alex Clifford, General Manager  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

**Metro**<sup>™</sup>

1. Pledge of Allegiance was led by Representative Nelson.
2. Roll was called.
3. Self Introductions were made.
4. Public Comment. None.
5. APPROVED **Minutes** of Sep 11, 2008 Council Meeting
6. **RECEIVED** oral report from General Manager
  - Received FY09 Budget Performance Update. There is a favorable budget variance in labor accounts of \$523K which is attributable to contract wages of \$489K and Non-Contract salaries of \$56K offset by an unfavorable variance in non-Work time accounts of (\$22K). A favorable budget variance in Non-Labor accounts of \$63K is primarily in fuel accounts. Mr. Clifford said that a “re-balancing” of actual Workers Comp claims resulted in credits giving the Sector \$2.5M favorable budget variance in Allocated Accounts. Mr. Clifford noted that the Support departments are also under budget at \$3.2M. Bus accidents are down at 3.33 with Division 1 showing at 2.96. Complaints are slightly up but remain low in the Year-to-Date. In Service-On-Time-Performance is at 70.8 with an aggressive target of 72%.

In comparison to the other Sectors as requested by the Council, Gateway is:

2<sup>nd</sup> best in New Workers Compensation Indemnity Claims.

4<sup>th</sup> in Traffic Accidents.

1st or best in Customer Complaints per 100K Boarders.

1st or best in In-Service-on-Time-Performance.

5<sup>th</sup> in Mean Miles between Mechanical Failures.

Chair Kelley asked if the low position in Mean Miles is the result of the Division using buses that are not in the best condition. Mr. Clifford explained that some of the Sector’s buses are “float fleet” buses while regular fleet buses are undergoing “midlife” maintenance. Some of the “float fleet” buses are not in the best of condition. He said that the low percentage in Mean Miles Between Mechanical Failures is not related to the “float fleet,” and is an ongoing challenge for the Sector.

Representative Shidler asked if pass ups on Line 60 are actually pass ups or unconfirmed complaints. Mr. Clifford will look further into this issue to provide this information at the next meeting. Representative Soto recommended there be signage on the front of the bus indicating that a bus is full. Mr. Clifford stated he believes the Operator is able to put the bus in a “Discharge Only” mode until there is capacity. He will confirm this at the next meeting.

Representative Shidler said the public requires educating to get customers to move to the rear of the bus when there are empty seats. He says this problem has been around for a long time. He suggested that Metro Marketing put together an educational package for the public. Representatives Kelley and Soto stated that a sign saying “bus full” would better serve the public.

Mr. Clifford recognized Operators who received customer commendations. There was one commendation from Division 1 and four commendations from Division 2. Those Operators who received commendations were: Gwen Vanderbilt, Willie Fulwiley, Jose G. Sierra, Andre L. Hayes and Tasha J. Bruer.

- **RECEIVED** Letters of Appreciation from the Chief Operating Officer, Carolyn Flowers, were given to all Governance Council Members.
  - **RECEIVED** Update on Sales Tax initiative. Mr. Clifford advised the Council that the final count for Measure R will be given towards the end of November. Chief Operating Officer Carolyn Flowers stated that current analysis suggest there will be a positive outcome at the final count. Mr. Clifford stated that should it pass, the tax will not begin to be collected until July 1, 2009. It is projected in the FY10 budget to receive 58% of Measure “R” funding.
  - **RECEIVED** update on System wide Parking Issues:
    - **RECEIVED** update on Artesia Blue Line Station. According to Mike Sieckert progress is being made on parking problems. An estimate has been prepared for the work to be done for improvements. Real Estate Department continues to be in negotiations with the nearby Church property with a tentative agreement in the works. Representative Nelson shared his experienced with people trying to sell parking spaces. He also noted that food vendor carts are in the way of passengers. Mr. Sieckert mentioned he will pass the information to the Real Estate Department. He also said he will alert the Sherriff on the selling of parking spaces. Mr. Sieckert announced that fencing for the slope is being discussed to determine if the fence should be placed at the top or bottom of the hill.
    - **RECEIVED** update on Norwalk Green Line Station. There was a meeting with the Assistant Manager of the City of Norwalk to discuss a study we have undertaken to address parking, including possible impacts to the neighborhood adjacent to the station.
    - **RECEIVED** update on Lakewood Station Parking Survey. The survey will go out in the next few weeks to see if some people might consider moving back to the Norwalk Station if the parking issues there are resolved.
7. **RECEIVED** oral report of Draft SRTP by Rod Goldman. Mr. Goldman presented an update of the SRTP and issues and concerns of the Service Sectors. He reviewed the Short Range Transportation Plan as a five year action plan for Metro Operations. The Service Sectors have a key role in the development of the plan. It is developed to: identify key goals, issues, needs and desired outcomes for Metro transit over the next five years. Through activities and trends the SRTP will identify major bus and rail service plans. The SRTP will help develop a comprehensive transit plan that matches between the short terms of 1 – 5 years with Metro’s longer range plans.

Mr. Goldman reviewed the major topics of the plan that include: existing transit service conditions; who is served and how it performs; projected future service conditions such as where Metro expects to be in 5 years in terms of ridership and service needs; operating facility requirements such as what is needed at bus divisions and what kinds of support services required; Integration of new rail services; bus service reliability - this is an issue for all Sectors; Smart Card/TAP Strategies; market development strategies; capital investment Program; and the financial plan.

In continuing his report, Mr. Goldman said he received key issues from the Gateway Sector in a previous meeting to be addressed in the SRTP. He said these issues are: Park-Ride parking capacity; Operating facility upgrades; Improve service efficiency and; New service development, particularly between Gateway and Orange County.

The common issues amongst all of the Sectors included: Bus/rail interface planning; Bus service reliability; Operating facility capacity; Park-ride lot capacity; Future Metro Rapid expansion beyond the current program and; Autonomy for Sectors/Councils. Chair Kelley stated that the Sectors should get credit for budget savings. She recommended that either part or the entire budget savings should go back to the Sectors to be included in the SRTP.

Mr. Goldman highlighted issues that were raised by the other sectors, including Metro Rail, and reviewed the timeline for the SRTP.

8. **RECEIVED** oral report on ADA program by Chip Hazen. Mr. Hazen focused much of his presentation on wheelchairs because of the huge concern regarding wheelchairs on buses. The ADA program is working towards requiring that all wheelchairs be secured. Mr. Hazen said there needs to be public education all around when it comes to securing wheelchairs.

As part of Metro's Accessibility Program, Mr. Hazen announced a wheelchair "Marking and Tether Strap Program." He said the objectives of the program are:

- Make securing of mobility devices faster, easier, and safer to perform.
- Provide as stable and safe a tie-down as possible, reducing potential for accidents.
- Make the process more consistent and convenient for transit customers.

Representative Soto inquired as to Metro's AAC (Accessibility Advisory Committee) position on securing wheelchairs. Mr. Hazen said the AAC passed a motion two years ago that "all wheelchairs will be secured on the buses." Representative Shidler asked why this policy excluded trains. Mr. Hazen said there is no real way to secure wheelchairs on the trains particularly with the newer designs of wheelchairs. Representative Nelson asked about Metro's liability for damages to wheelchairs, and about emergency release of wheelchair passengers. Mr. Hazen said that Operators have equipment and training for emergency wheelchair release. Representative Nelson said he witnessed bicycle riders blocking the doorway on the Blue Line making it difficult for all patrons. Chief Operating Officer Carolyn Flowers addressed Metro's concern of increased bicycle ridership on both rail and buses and discussed tentative plans to accommodate bicycle riders.

Representative Soto asked when the policy would be presented to the Board. Mr. Hazen noted that this policy is an operational issue and will not require Board approval however it will be presented to the Operations Committee.

9. **RECEIVED** oral report on FY10 Metro Service Change Timeline by Mike Sieckert. Mr. Sieckert stated that the upcoming improvements to the Sector will be minor. The modifications are scheduled to be implemented as part of the December 2008 shake-up. There will be schedule adjustments to improve On-Time-Performance. Line 577 will have new stops established in the cities of Cerritos and Long Beach with minor route and schedule adjustments. It will be rerouted to provide new service to the Los Cerritos Mall. There will be a stop at Redondo Avenue in Long Beach. That will increase the stops from 7 to 9 adding 8 minutes to running time. Representative Shidler asked about the impact of the freeway and marketing of the line. Mr. Sieckert said the freeway will have negative impact and that Dave Hershenson is working on notifying Cerritos

employers about the new routing. Representative Shidler said the transit mall poster continues to display lines 360 and 60 and not the 577. General Manager Clifford said that Line 577 has increased in ridership.

Line 715, operated by the South Bay Sector, will offer Rapid bus service to the city of Downey along Firestone Blvd., during the weekdays between the Downey Transportation Center and LAX starting at 5:00 a.m. ending at 9: p.m. every 12 – 15 minutes during peaks and 20 minutes at midday.

Representative Shidler said the route ends nowhere. Representative Bass said, “We are in the business of moving people and not buses” inferring that buses should go where people want to go. Representative Shidler suggested the line extend to the shopping center. Chief Operating Officer, Carolyn Flowers advised the Council that moving and adjusting a Rapid Line requires the cooperation of municipalities. Representative Bayer supported the service changes saying the stop will end in the downtown area of Downey and identified several places of interest. She suggested giving the line time and to evaluate the ridership after a three month period.

Mr. Sieckert presented a timeline of public notification for the December, 2008 shake-up, and presented the background for the June, 2009 shake-up.as:

- Metro’s 10-year forecast assumes 58,000 annual revenue hour reduction systemwide in FY 2010.
- Five Service Sectors are expected to meet budget target by making minor service adjustments.
- Additional service reductions may be required to maintain balanced FY2010 budgets, if economic conditions impact local, state or federal subsidies.

In a projected timeline for the June ‘09 service changes, Mr. Sieckert presented the following timelines:

**January 2009**

- Public hearing public notice published by January 4, 2009.
- Public, elected officials, agencies and other key stakeholders receive written notice of proposals.
- Staff to review draft proposals with other transit providers.

**February 2009**

- Council holds public hearing(s) to receive input on service proposals.

**March 2009**

- Governance Council acts on staff report detailing results of public hearing and recommended service plan

**April 2009**

- Metro Board of Directors act on approved changes.
- All stakeholders notified of final decision.

**June 2009**

- Approved changes implemented June 28 or later.

Chair Kelley suggested that the Gateway Sector hold more than one public hearing to stay consistent with past public hearings held by the Sector. Representative Shidler suggested that a hearing be held in Huntington Park on a Saturday morning. He also voiced a concern that the Board not overturn decisions made by the Sector. Chair Kelley requested dates, locations and options be brought back to the Council.

10. **RECEIVED** oral report on Governance Council Member Line Ride Report by George Bass. Representative Bass shared his riding experience on Rapid Line 705. He said his Friday trip was a good trip which was an hour each way. He said he was impressed to observe passengers go through the rear door only to walk up to the front to give the appropriate fare while waiting for a wheel chaired passenger to board through the front. He enjoyed his trip and the Operators were good.
11. **RECEIVED** oral report on Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides by Alex Clifford. Representative Bayer will present on Line 265 in December.
12. **RECEIVED** chairs remarks. Chair Kelley thanked all of the presenters and noted the amount of work that goes into the presentations. She thanked Representative Soto for her participation on the ADA issues. Chair Kelley stated that in reading the commendation on the Operator in Division 2 it reminded her of the generosity and care given to her father by an Operator when faced with a similar situation. Chair Kelley thanked Chief Operating Officer Carolyn Flowers for spending time at the Sector meeting and for responding to Sector concerns.
13. **RECEIVED** comments from Council members. Council Representatives wished everyone a Happy Thanksgiving. Representative Nelson suggested that there be a way to file a complaint on Metro's website. General Manager Clifford said that Mr. Hershenson is working on a customer comment bus car card. Representative Nelson said he has not seen any Metro staff at alternative fuel conferences that he attends although understanding that Metro has alternative fuel vehicles. He said Metro should be championing the alternative fuel cause by presenting at these kinds of events. Chair Kelley suggested that Metro should do press conferences and press releases on some of Metro's ongoing green efforts. Representative Shidler said that Metro participates in many activities through the Metro Volunteer Programs.

Adjourned at 4:08 p.m.

Prepared by:



Raynard Vincent Price