

# MINUTES

Los Angeles County  
Metropolitan Transportation Authority

## SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING

Congresswoman Juanita Millender-  
McDonald Community Center  
(Carson Community Center)  
801 E. Carson Street  
Carson, CA 90746

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Called to order at 9:34 a.m.

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Service Sector Representatives Present:

John McTaggart, Vice Chair  
John Addleman  
Lou Mitchell  
Devon Deming  
Don Szerlip

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Officers Present:

Dana M. Coffey, General Manager  
Raynard Price , Assistant Board Secretary



Metropolitan Transportation Authority

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1. **Safety contact.** Transportation Planning Manager Scott Greene shared that windows should be kept clean to prevent glare with the low sun on the horizon.
2. **APPROVED** minutes of the October 10, 2008 Governance Council Meeting with the following corrections: page 3, 1<sup>st</sup> paragraph, line 2 should read, “She also asked if there will be longer cars in the evening and if service will be extended past midnight.” Page 8, first paragraph under Item 7 should read “Representative Deming” instead of “Devon.” (Public member J.K. Drummond noted that on Page 4, item 4, line 7 Sheriff is misspelled).
3. **ELECTED CHAIR:** Ralph Franklin was voted unanimously as Chair.
4. **PRESENTED** Certificates of Appreciation to Alex DiNuzzo, Division Maintenance Manager, Arthur Winston Division on behalf of the 2008 1<sup>st</sup> Place Maintenance Roadeo Winners by Dana M. Coffey, General Manager, Metro South Bay Sector. Mr. DiNuzzo provided a brief overview of the Roadeo competition. He said that South bay has owned the award since 2002.

There is a written exam, bus inspection and a mock inspection of brake board and A/C inspection. South Bay will compete with 50 other teams in an upcoming Roadeo in May to be held in Seattle, Washington. Representative Deming expressed the Council’s pride for the Roadeo team. The employees were unable to attend the award presentation. Receiving commendations were Andrew Warren (team captain), Rommel Vargas, and Frank Ford.

5. **RECEIVED** presentation on Accident Reduction Strategic Plan by Craig Smith, Assistant Division Transportation Manager, Arthur Winston Division. Mr. Smith said a part of his job is to observe transit services for improvements. In addition, his group has been reviewing the accident rate from December, 2007 at the Winston Division. It was noted that the accident rate is improving as a result of the accident reduction plan for the Winston Division.

One line in the Division had almost 10 accidents per 100,000 miles, which was the highest accident rate in the entire system. That number went down to 7.13 within two months after focusing on the Line. All accident reports were input into the Transit Safe Database. Patterns, trends and types of accidents as well as Operators with 3 or more accidents were reviewed. Correlations were discovered between Operators, lines, the locations and schedules.

Lines 204/754 and 207/757 were looked into because of the number of accidents including Lines 40 and 740. The transit operator supervisors became involved in more than just managing the line schedule. The costs of accidents were discussed. There was an attempt to change the mindset of the employees to take accidents as something personal and to take responsibility for identifying problem locations. Mr. Smith said he would spend as much as a month on one line to figure out the problems. He spoke to Operators personally and discussed why some Operators left the yard late. He said those that left late had a higher number of accidents. Staff meetings helped by discussing how everyone can get involved to improve the accident rate.

The goal is to get down to 2 accidents per 100,000 miles. Mr. Smith created an SOP (Standard Operating Procedure) for the TOS (Transit Operations Supervisor) for accident reduction. Mr. Smith presented to the Council an example of an Accident Reduction form and showed a line graph of the Winston Division demonstrating a decline in accidents.

Representative Don Szerlip questioned if clean windshields are a part of the Accident Reduction. Mr. Smith said even though Maintenance does an excellent job in cleaning the windows, Operators also work at making sure windows are clean before leaving. Ms. Coffey said she is advocating that Metro use a product that is in use by other agencies made by C-Tech Corp. that will help clean windows and reduce sun glare. It was announced that this product is also used by the U.S. Navy.

Ms. Coffey will make arrangements for C-Tech Corp. to give the Council a demonstration. Representative McTaggart said this was an excellent presentation. Ms. Coffey recognized Mr. Smith and his team with a

commendation for an excellent job in creating a project that engages employees in reducing accidents in the South Bay Sector. Ms. Coffey noted that Mr. Smith has been with Metro for 32.5 years most of it in the South Bay Sector. Mr. Smith concluded his report.

6. **RECEIVED** report on Survey Ridership conducted at Artesia Transit Center by Conan Cheung, Deputy Executive Officer, Transit Operations Support Services. Mr. Ashok Kumar, Metro Transportation Planner, spoke on behalf of Mr. Cheung who was present. Mr. Kumar said surveyors will be at Artesia Transit Center starting November 17<sup>th</sup> for two days in addition to answering questions regarding upcoming proposed service changes. On November 19<sup>th</sup> Gateway staff will also assist during peak hours. Staff will ride the lines to pass out proposed service change literature.

On November 20, staff will be passing out a two question survey to find out how customers feel about the service. The survey was kept simple so people will have time to complete and return it. Mr. Kumar will return next month with the results of the survey. As the Council Member who requested the survey, Representative Szerlip thanked Mr. Cheung and Mr. Kumar for doing the survey and interacting with the customers. He described it as an admirable effort. Vice Chair McTaggart stated it is not a service improvement when a rider has to transfer.

7. **RECEIVED** update on Adopt-A-Line Program by Service Sector Representatives. Representative Addleman rode Line 450x. He noted that the bus was packed but not as clean.

Representative Deming noticed a slight decline in ridership on Line 625 but said the bus is running well with fewer maintenance issues. Things are going well in general. Vice Chair McTaggart associated the slight decline in ridership may be related to the economy.

Representative Mitchell on October 3<sup>rd</sup> rode the 117 to 5<sup>th</sup> and Broadway at 3:23 p.m. boarding bus 6328 with driver 14459. She said the Operator was courteous, bus was clean and in good condition and the bus

schedules and brochures were available. Her 22 minute ride went well. Overall the outgoing and return trips were fine.

8. **RECEIVED** Chair's Comments. None
9. **RECEIVED** General Manager's Comments. General Manager Coffey stated that there was a celebration at Division 18 for Donald Dube with 50 years of service at Metro. She said he was hired on November 11, 1958, at the then 11<sup>th</sup> and Broadway Metropolitan Transportation offices when the base fare was 17 cents, zone charges 7 cents and tokens 14 cents. The president of the United States at the time was Dwight D. Eisenhower and the mayor of the City of Los Angeles was C. Norris Poulson. Mr. Dube has worked in five Divisions maintaining a very good driving record. He experienced the transition from street cars to buses and worked prior to the current Unions. He was one of the employees to vote for the Union. He advises Bus Operators to do a good job and to obey the rules.

Ms. Coffey announced that Richard Morallo was named the Employee of the Quarter.

General Manager Coffey mentioned her 33 years of service and those of others in the South Bay Sector with similar milestones. She said there is a tremendous amount of experience in the Sector and they are all open to changes and innovations.

Ms. Coffey announced that Chief Operating Officer Carolyn Flowers was honored by the Women's Transportation Seminar Leadership (WTS) as "Woman of the Year." Vice Chair McTaggart acknowledged Carolyn Flowers and added he would also like to honor General Manager Coffey in some way. He said the Council is proud of her.

The TAP program has joined partnership with VISA. The Transit Access Pass/Visa partnership will allow customers to reload and manage their transit accounts.

Ms. Coffey informed the Council and public that Metro honored over 100 volunteers that worked with the public at Metro related events.

General Manager Coffey surprised Council Secretary Raynard V. Price by presenting him with a commendation and shared the South Bay Sector's appreciation for all that he does in supporting the South Bay Governance Council.

**10. RECEIVED COUNCIL AND PUBLIC COMMENT.** Representative Deming said the LAX FlyAway was honored in the WTS Innovative Transportation Strategy category. It was the first time that the honor was received.

Representative Szerlip stated he was honored to represent the Council in working with the Daily Breeze for their endorsement for Measure "R." He thanked everyone who voted for Measure "R" and looks forward to the benefits to the South Bay Sector and remains hopeful the Board will allocate the funds as indicated.

Representative Addleman requested that Terry Matsumoto, Chief Financial Service Officer and Treasurer, come to a future meeting to discuss the AIG leasing contract. He would like to know how AIG's failings affect Metro.

**Wayne Combs.** Mr. Combs stated he lives in the Hollywood area and reported what he says is a severe inconvenience to an estimated 100 to 200 patrons a day on Line 212 that does not stop at Hollywood and Highland after 7:00 p.m. He said he asks at the subway location if other people are waiting for the 212, and some say yes while waiting up to an hour for a bus that will not come. He says patrons at Argyle and Hollywood may have the same problem. He is requesting that the line be extended.

**Dorothea Jester.** Ms. Jester said at this time of the year it is cold in the mornings and evenings and hot in the afternoon. She said her morning bus has open windows and suggests the cleaning crew or the Operator do a walk through before leaving the yard. Secondly, the air conditioning is on when the bus is cold, she added that the Operators may not be aware. She also said, while it is not expected that Operators know all the routes, Operators on the 205 from the South should give inquiring riders options to take a bus to downtown Los Angeles. Ms. Jester suggested

that the public be given advance information about any changes affecting 205 including time changes or lateness.

**J.K. Drummond.** Mr. Drummond asked if there has been progress in bus bay reassignments at the Artesia Transit Center to improve connectivity. He suggests buses going in the same direction stop at one location. Mr. Drummond suggested that Huell Howser of Huell Howser Productions do a program on long term bus operators and other Metro employees. He said it would be a good human interest story that would promote public transit.

ADJOURNED 10:39 a.m.

Prepared by:

A handwritten signature in black ink, appearing to read 'Raynard V. Price', with a stylized flourish at the end.

Raynard V. Price  
Council Secretary