

Thursday, December 11, 2008 – 2:00 p.m.

Minutes

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Called to Order: 2:05 p.m.

Council Members Present:

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

Officers:

Alex Clifford, General Manager
Raynard Price, Council Secretary



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Los Angeles County Metropolitan Transportation Authority
Minutes – Gateway Service Sector Governance Council Meeting December 11, 2008, 2:00 p.m.

1. Pledge of Allegiance was led by Representative Nelson.
2. Roll was called.
3. Self Introductions were made.
4. **COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COUNCIL'S SUBJECT MATTER JURISDICTION.** None.
5. APPROVED **Minutes** of Nov 13, 2008 Council Meeting
6. **RECEIVED** oral report from General Manager. Mr. Clifford began his report by presenting to the Chair a Letter of Commendation and a Pin to be presented to Representative Rubenstein on behalf of Chief Operations Officer Carolyn Flowers.
 - Received FY09 Budget Performance Update. Mr. Clifford advised the council that the Variance Column reflects consistent numbers as they have been since the first part of the year with one clarification. He said Labor remains favorable with \$.5M. Non-labor is below budget. Notable is a change in the Allocated Accounts. This account includes Workers Comp and charges to reserves and PLPD. He said Workers Comp is doing well but charges to PLPD reserves is over budget as a result of two accidents that occurred in the previous fiscal year. Chair Kelly said this charge further demonstrates that the Sector should be in control of its budget.

Representative Shidler inquired about Hedged gas prices and if the agency was locked into paying higher rates now that gas prices are dropping. Terry Matsumoto, Metro's Chief Financial Officer gave a brief overview of how Metro Gas Hedging contracts work.

Mr. Clifford noted that the budget is running through the month of October \$1.5M on the favorable side. The key performance indicators demonstrate that Worker's Comp is under budget; New Worker's Comp claims is in good standing below target; Bus Traffic Accidents Per 100,000 Hub Miles is good and below target; Passenger Accidents is slightly higher than desired at .28 as opposed to the target of .22. October was a bad month across the system for Customer Complaints Per 100,000 Boarding's with the sector's performance coming in at 2.33 against a target of 1.84. In Service On Time Performance (ISOTP) at 70.2% is below the desired target of 72%.

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

- 1st or best (lowest) in New Workers Compensation Indemnity Claims
- 3rd in Bus Traffic Accidents per 100,000 Miles
- 1st or best (lowest) in Customer Complaints per 100K Boardings.
- 1st or best in In-Service-on-Time-Performance
- 3rd in Mean Miles between Total Mechanical Failures.

General Manager Clifford told the Council he has spent a great deal of time evaluating the accuracy of the Road Calls indicator in addition to acknowledging the

Los Angeles County Metropolitan Transportation Authority
Minutes – Gateway Service Sector Governance Council Meeting December 11, 2008, 2:00 p.m.

incredible efforts demonstrated by his Division Maintenance Managers. Mr. Clifford explained that starting with this month's report, he changed the reporting KPI to Mean Miles Between Total Road Calls because this measure is more representative of the improvements the two Divisions have made in reducing roads and making our service more dependable.

In reviewing Customer Complaints, Mr. Clifford noted an unusual spike in complaints related to "layovers" and addressed the complaint being handled by reminding Operators of Metro's policy to turn off the engine in a layover if the layover is greater than one minute. This rule will be enforced by Supervisors. Representative Nelson asked for examples of the "Unsafe Operations" category. Mr. Clifford explained that this category includes a variety of complaints based on a patron's perception and the complaint is investigated the same as all complaints based on details provided by the customer. Mr. Clifford announced that the "Accident Report" showed 2.69% which is the lowest in a year.

Representative Shidler asked if Pass Ups is related to any particular line(s). Staff indicated that Lines 60, 51 and 55 have higher incidents of pass ups. Representative Shidler acknowledged that these were busy lines. Chair Kelly reiterated that the riding public needs help in understanding that the buses on these lines are sometimes full. Representative Shidler added that if people boarding our buses would move to the rear to make room for other passengers, there would be fewer pass ups. MR. Clifford advised that we will look for opportunities in future literature to communicate this courtesy message.

Mr. Clifford recognized Operators who received customer commendations. There were two commendations from Division 1 and one from Division 2. Those Operators who received commendations were: Annette Chamberlain, Adelaida Gonzalez and Tasha J. Bruer. Mr. Clifford gave particular attention to a customer's praise of Line 460 Operator Adelaida Gonzalez.

- Received update on Council inquiry regarding customer pass-ups. Dan Dryden, Assistant Manager, Transportation said there are four reasons why an Operator will pass up potential passengers: 1) instructed by a Supervisor to do so by displaying "Discharge only" in the head sign and dropping passengers at their desired stops; 2) a full bus (Mr. Dryden explained that a bus can look full to an operator but not to passengers on the outside. This is mainly because passengers are crowded in the front of the bus, when in many cases they could, but do not, move to the rear). Operators are required to notify Bus Operations Control (BOC) of the pass ups followed by a miscellaneous report to Division Manager; 3) Skipping without contacting the BOC. This is when a bus is late, full and followed by another bus (the exception are buses that travel the full line) and; 4) Refusal of Service. A bus Operator can refuse to stop if there are safety issues related at the stop. BOC contact and miscellaneous reports are required. Mr. Dryden noted that there are many reasons why passengers congregate towards the front of the bus, including being closer to the curb at the stop. On the issue of signage, Mr. Dryden indicated that "Discharge Only" is notably better than a sign saying "Full Bus" because the reason for "Discharge Only" is not restricted to being full. Chair Kelly noted there are too many variables to change the signage but suggested explanations on a bus pamphlet.

Los Angeles County Metropolitan Transportation Authority
Minutes – Gateway Service Sector Governance Council Meeting December 11, 2008, 2:00 p.m.

- Received update on Artesia Blue Line Station Issues. Mike Sieckert informed the Council this project is moving forward to improve parking including the solicitation of bids. The parking improvements could be done as early as February, 2009. Mr. Sieckert said the security issues council previously raised involving illegal vendors and the selling of parking spaces have been reported.
 - Received update on Lakewood Station Parking Survey. Dave Hershenson announced that the survey was recently conducted and the results are being prepared and will be presented at a future meeting.
 - Received update on Measure R. Mr. Clifford said a motion was passed at the last Board meeting acknowledging that Measure R 20% will include bus operations requesting a report on additional service, reducing fares or holding fares.
 - Received update on Metro Environmental Issues. Dave Hershenson informed the Council of Metro's Green publications which were provided to the Council. He also added that Metro is involved in many environmental and clean air events and shows. A presentation will be made at an upcoming Council meeting. Mr. Hershenson said two new Metro positions have been created to deal with sustainability and he will request a presentation to the council from one of these new employees after the positions are filled. Mr. Hershenson noted that community events are handled by Rich Morallo's Metro's Volunteer Program. Representative Nelson asked if Metro participate in Gateway Cities events, and Mr. Hershenson responded that we do, and that though requests can come directly to him, all Metro community event staffing is handled by Rich Morallo.
7. **RECEIVED** oral report on 511 Assistance – Anne Karna, Transportation Planning Mgr. III of L.A. Safe (Los Angeles Service Authority for Freeway Emergencies). Ms. Karna indicated that SAFE run the Call Box systems along the Freeways in Los Angeles County and manages the 511 Program. The 511 Program is an interactive automated voice portal to travel information helping the transportation oriented community to plan trips, get traffic information, parking at Gateway, Fly-Away information and information regarding the airports. She described various features of the new program, including speech recognition, various shortcuts that people can use, the ability for the system to remember the caller's phone number to give a quick update of the caller's normal commute. Ms. Karna said 511 will help improve the region's mobility by making informed decisions before they travel by providing alternate routes and sources. Los Angeles is one of the last regions to join. Los Angeles County is not yet listed. Aside from a trip planning 511 will include ride share information (car pool and van pool matching). The system works in "real time" with 30 second updates providing traffic information in the five county regions. A live operator will be available. The program should be on-line in the summer of 2009. Ms. Karna also stated there will be a full-scale marketing deployment (buses, newspapers, banners and other media) for the program.
8. **RECEIVED** oral report on FY '09 Funding Shortfalls – Terry Matsumoto, Chief Financial Services Officer & Treasurer. Mr. Matsumoto explained the State's budget problems

Los Angeles County Metropolitan Transportation Authority
Minutes – Gateway Service Sector Governance Council Meeting December 11, 2008, 2:00 p.m.

which began deliberations in the summer of 2008 with a \$15.2B deficit which has increased. The state has reduced transit funding by \$1B reducing Los Angeles' budget by \$136M. This will affect the bus operating budget of \$57.6M as well as municipal operators. Mr. Matsumoto gave an explanation of how Metro plans to deal with the budget shortfall by using discretionary funds for bus operations and by using prior year's rail funds. Mr. Matsumoto said the agency is borrowing from the future to fix today's budget gaps.

Mr. Matsumoto said another way of responding to the deficit is for the agency to defer capital projects and programs, freeze hiring (which could delay the hiring of the sustainability positions discussed earlier in the minutes), and transfer savings of \$6M.

Mr. Matsumoto said that fare revenue is ahead of budget and operating expenses for the Gateway Sector were down as were the other Sectors. Mr. Matsumoto warned that the California Governor may take another possible \$60M from available funding.

Metro is finishing FY09 with positive revenues with savings mostly in Liability and will use closed capital project savings in the current year along with a possible \$12M bus operations savings. The Incident Based Surveillance System will be deferred along with the reduction of Metro advertising.

Mr. Matsumoto said his unit is in the process of putting together the FY10 budget. He said the Governor's plan to eliminate the FTA Program could result in \$2 to \$3B and the possibility of reduced sales tax receipts. Mr. Matsumoto emphasized that when voters voted for transportation bonds and tax measure they voted for more service and not the continuation of service. He indicated continual source of funding will be Measure R, Prop 1B and Prop C 40 funding. He said while Measure R will become effective by July 1, 2009, it will take the 2nd Fiscal Quarter to receive this funding (about \$399M).

A Board report will be submitted in January to further discuss the budget and the agency's financial forecast. In a discussion with Representative Newcomer, who spoke of Structural and Economic Deficit related to the Recession, Mr. Matsumoto stated that the Sectors managed the service well, it was controlled well and L.A. sales taxes are doing okay (albeit down 2%).

Representative Shidler suggested that Metro increase fares because Los Angeles has the lowest fares quoting APTA and California Transportation Authority reports. In agreement with Representative Shidler, Chair Kelly suggested that increases should be done incrementally and systematically to keep up with inflation, rather than waiting until huge increases are needed. Representative Shidler said that he would like to work and talk with other Sector Council members and the CAC (Citizen's Advisory Council) to get a consensus on the issue of raising fares.

9. **REVIEWED** Proposed June 09 Service Changes and Set Public Hearing – Mike Sieckert presented the proposed June service changes. He informed the Council that a public hearing is required to solicit public input, that all the Service Sectors are participating in the process and that other Sector changes may affect the Gateway Sector. Mr. Sieckert emphasized that the Service Changes are not related to the Structural Deficit. He called the changes a "reinvestment strategy" that will not be a net increase in operating costs.

Los Angeles County Metropolitan Transportation Authority
Minutes – Gateway Service Sector Governance Council Meeting December 11, 2008, 2:00 p.m.

The changes are as follows:

Line 26-51/52/352. Discontinue Line 26 north of Wilshire Boulevard. Alternative service for this line is to be provided by the City Dash, subject to formal agreement with City of Los Angeles. Additional service proposed for Lines 51 and 52. Provide 2-2 way Owl service on Avalon/San Pedro Boulevard to replace current one-way operation

Line 53. Discontinue current one-way Owl service on Line 53, and reallocate resources to Avalon/San Pedro Boulevards to provide two-way Owl service on those corridors

Line 105. Discontinue route segment east of Santa Fe Avenue due to duplication with Line 611.

Line 128. Reroute line to serve the Cerritos Town Center. (Staff will revisit issues regarding the freeway traffic).

Line 254. Reroute line to serve the Metro Gold Line's Indiana Street Station.

Mr. Sieckert informed the Council public outreach will be included in regional newspapers; sub-regional newspapers; local/community newspapers; foreign language newspapers. Representative Shidler requested that a notice be included in the Regional section of Los Angeles Times where Metro currently advertises. Mr. Sieckert said there will be an ad referring those interested in the changes to the classified section. Additionally, there will be direct mailings to local, state and federal officials; affected agencies and organizations; municipal operators and other stakeholders. Mr. Sieckert announced there will be rider brochures; special Metro news releases; information posted on the Metro website and on Transit TV. He gave recommended dates and times for the public hearings.

Approved. The Council unanimously approved to hold one Service Change public hearing.

Approved. The Council unanimously approved staff's proposed Service Changes.

Approved. The Council unanimously approved to hold the public hearing on February 12, 2009, 5:30 p.m. at the Gas Company in Downey following the Sector Council's regular meeting.

10. **Carried Over** oral report on Governance Council Member Line Ride Report – Anne Bayer. Representative Bayer will give her report in January, 2009.
11. **RECEIVED** Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides. The Sector Council members will meet at 6:45 a.m. at the office.
12. **RECEIVED** Chairperson's Remarks. Chair Kelly update the Council on the Gateway Cities seat on the MTA Board vacated by Director Bonnie Lowenthal and said that she had been a candidate for the seat. Chair Kelly said that although she received

Los Angeles County Metropolitan Transportation Authority
Minutes – Gateway Service Sector Governance Council Meeting December 11, 2008, 2:00 p.m.

tremendous support for the seat, but decided to rescind her interest for a number of reasons. She said that Diane Dubois, a Lakewood City Councilwoman, has been selected, with ratification needed from the City Selection Committee at the League of Cities in January. Representative Shidler suggested that the Gateway Service Sector invite Diane Dubois to attend a Service Sector meeting.

Chair Kelly wishes her well and wished everyone a wonderful holiday season.

- 13. RECEIVED** Council Remarks. The Council Members wished everyone a Happy and safe Season.

Adjourned: 3:59 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read "Raynard V. Price". The signature is stylized with a large initial "R" and a long horizontal stroke extending to the right.

Raynard V. Price