

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 at 2:00 p.m.

Council Members Present were:

Cheri Kelley (Chair)
George Bass
Larry R. Nelson
Wally Shidler
Cynde Soto
Jo Ann Eros-Delgado
Harley Rubenstein
Anne Bayer

Officers:

Alex Clifford, General Manager
Raynard Price, Council Secretary



Metropolitan Transportation Authority

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1. Pledge of Allegiance was led by Representative Nelson.
2. Roll was called.
3. Self Introductions were made.
4. **RECEIVED PUBLIC COMMENT.**

Hank Fong. Mr. Fong of Southern California Transit Advocates supported the Gateway Cities changes, stating the changes were minor and that staff did a good job. He also shared his concern that staff reports are not posted on the Internet as they had been. Community Relations Manager David Hershenson said there were some software problems affecting postings, which should be fixed in the near future.

5. **APPROVED Minutes** of February 12, 2009 Council Meeting.
6. **RECEIVED** oral report from General Manager. General Manager Clifford congratulated Representatives recently re-elected and continued the report.
 - **RECEIVED** FY09 Budget Performance Update. Mr. Clifford noted that as the Fiscal Year is closer to ending Labor continues to do well with a favorable variance over \$400K. Non-labor budget continues to have fuel savings. Workers Comp is \$1M favorable but offset by \$1.6M on PLPD (Public Liability and Property Damage). Mr. Clifford noted that some of the PLPD charges are recent settlements for incidents from the previous fiscal year. The overall Sector budget is favorable at just under \$1M.

Mr. Clifford reviewed the \$168K labor budget overrun which is partially related to mis-charges in Transit Operations and reminded the Council that Administrative and Financial Manager, Regina Chan continues to work on this issue which is down from the previous meeting which was at a \$192K. Mr. Clifford advised that total charges will not completely eliminated as charges from other sectors for supervisors working at our divisions and mechanics working on our buses are valid charges. Mr. Clifford further indicated Tire Lease and Facilities Maintenance are under budget.

Key Performance Indicators (KPI's) Bus Traffic Accidents is meeting the aggressive target of 3.40 with a January indicator of 2.99. Passenger Accidents is above target. Mr. Clifford explained there is a trend of passenger accidents while boarding and departing the bus. Complaints Per 100,000 Boardings is exceeding the target of 1.84 in both the YTD and current month. In-Service-On-Time-Performance is at 74.2%, significantly over the KPI of 69.9% at the same time last year.

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

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

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Mr. Clifford recognized ten Operators who received customer commendations: Adrian Lopez, Francisco J. Martinez, Manuel Gonzalez, Adriennea Y. Whaley, and Jerald A. Williams from Division 1: Ricardo A. Sanchez, Christine S. Wright, Jose G. Sierra, Carlos G. Mendizabal, and Linsdale L. McKenzie from Division 2.

Mr. Clifford spoke of a commendation letter received by patron Candace Roni who spoke at previous Sector meetings regarding Line 460's unreliability or On-Time-Performance. Mr. Clifford said that much effort has gone into improving the performance of Line 460 and stated that Ms. Roni's positive letter (which will be included in next month's packet) is indicative of that effort.

- **RECEIVED** update on Artesia Blue Line Station. Transportation Planning Manager, Mike Sieckert said scheduling conflicts has made it difficult to schedule a meeting of property owners. There will be further attempts to meet to discuss the draft agreements. One of the property owners expressed an interest in leasing space and will submit an estimate. Mr. Clifford noted that illegal vending activity at the station was stopped by the Sherriff's Department.
 - **RECEIVED** update on Customer feedback on Decals & Car Cards by Community Relations Manager Dave Hershenson. Mr. Hershenson announced that a decal explaining how customers can comment on our service will be on the back of display cases located behind the Operator. The decals will be visible in the absence of "Rider Alerts" placed in the cases. The decals will be available in a few months. He will bring the decal and car card to next month's meeting. Mr. Hershenson mentioned the efforts of the Westside Sector's regional approach that lists contact information on a car card.
 - **RECEIVED** update on Metro Budget/State and Federal Action by Alex Clifford. General Manager Clifford told the Council that Finance reported in February a Structural deficit forecasted for FY10 of \$122M. To offset the deficit Finance is seeking operational reductions. FY10 will have lost STA funds received in prior years. Metro will use combined Operating Enterprise Funds and Reserves to get through FY10. Mr. Clifford stated that Metro will receive \$33M over two years for bus mid-life programs. Representative Nelson asked about the cost associated with changing out the power packages. Mr. Clifford noted this is an important issue that will affect On-Time-Performance. He added that he will schedule a presentation on this subject at a future meeting. Representative Nelson asked if it was better economically to replace buses than to continually repair older buses. Mr. Clifford will include this question in his presentation.
7. **RECEIVED** oral report on Wheelchair Tie Down Procedures – Doug Middleton, Director Operations Training & Improvement. Mr. Middleton provided information on the training methodology given to Operators on wheelchair procedures. Mr. Middleton told the Council about the training operators get on Metro's Tie Down procedure, and offered Council members a copy of the Coach Operator's Handbook and training modules if requested.

In a Power Point Presentation Mr. Middleton focused on Policy 7.1.5 Equal Access Inability to Board. He also discussed procedures for an Operator unable to board a wheelchair user. and discussed other related policies within 7.11.0. He stated that Operators should be asking patrons if assistance is needed. Representative Nelson questioned if there was some way the public would know that the Operator received the training. Mr. Middleton responded that Operators wearing the uniform and driving a bus is indeed the visual cue that the training was received which is also a

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part of the Operator's record. Representative Soto asked how one would know that an Operator requires "re-training." Mr. Middleton stated this would be a managerial decision.

Mr. Middleton said there should be a minimum of three security straps on a wheelchair – two restraints on the front and one in the rear. Representative Shidler asked if this policy is mandatory. Mr. Middleton said "safety" is paramount but stated a procedure when a patron refuses strapping. Dave Hershenson said he would get clarification on the process and legalities in a patron's refusal to be strapped. Chair Kelley requested information as to how other agencies handle the strapping issue. Representative Shidler spoke of other agencies that require strapping such as Long Beach Transit. Division Manager Sonja Owens spoke of lawsuits filed by wheelchair patrons who sued Metro for forcing wheelchair strapping. Representative Rubenstein requested the actual outcome of the lawsuit and why three straps would be appropriate rather than four straps. Chair Kelley asked how long is the strapping procedure. Mr. Middleton said it takes approximately two minutes for a standard wheelchair.

Representative Nelson asked about the differences in wheelchair designs. Mr. Middleton said that there are several mobility types but Operators are only trained on standard devices. The different mobility types are an issue in transportation systems. However, the tether strapping done by Metro, which is installed by professionals under the training of Doug Cross, a Metro consultant, standardizes the process. Representative Soto asked about improper strapping. Mr. Middleton responded that a complaint should be filed with the Operator's badge number, bus number and time. Representative Rubenstein clarified that if Operators do not ask to assist then correct procedures are not being followed.

In concluding his report, Mr. Middleton responded to several questions and stated that quality service does not come from a manual but from the heart and putting it into practice.

8. **RECEIVED** oral report on Metro Gold Line Eastside Extension – Bruce Shelburne, Rail Div. Transportation Mgr. Mr. Shelburne provided an overview of the Gold Line Eastside Extension, which will open in a few months. In a Power Point presentation Mr. Shelburne said that the Gold Line is a 13.6 mile, double track railroad between Sierra Madre Villa Station in Pasadena and Union Station in Los Angeles, which will be extended an additional 6 miles to East Los Angeles through Boyle Heights. The additional 8 stations will include: Little Tokyo; Pico/Aliso; Mariachi Plaza; Soto; Indiana; Maravilla; East Los Angeles Civic Center; and Atlantic.

The Gold Line will consist of a total of 43 trains. The schedules will be adjusted to ensure a timely transfer with Metro Red Line arrivals and departures. Representative Nelson asked where the vehicles were manufactured. Mr. Shelburne said the cars manufactured by Siemens were manufactured in Long Beach and vehicles manufactured by AnsaldoBreda were built in Italy and assembled in Pittsburg, California.

Mr. Shelburne said the cars are currently being tested and provided travel times between stations. He noted that the schedule may be adjusted depending on weekend ridership. Mr. Shelburne informed the Sector Council that some bus Line numbers interfacing with the Gold Line have recently or will be changed, including Lines 30, 31, 251 and Line 341. He noted that the Gold Line ridership currently trends at 7.2M annually with a projected increased weekday ridership of just under 14K.

Representative Shidler asked if the Siemens and AnsaldoBreda cars can be coupled together. Mr. Shelburne replied in the negative but stated it may be possible in the future. Representative Bass inquired regarding security of the cars from vandalism at the terminals. Mr. Shelburne said there is a concern but noted there will always be a presence.

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9. **RECEIVED** oral report on Metro Performance Monitoring Process – Isaac Lim, Transportation Planning Mgr. IV. Conan Cheung, DEO of Service Planning and Development introduced himself. Mr. Cheung explained that his department provides the data the Sector and Governance Council used to make informed decisions on service adjustments. He said his office has been working with Sector staff to adjust the performance monitoring process.

In a Power Point presentation Mr. Lim stated that the RPI's (Route Performance Index) consists of three variables: Boardings per service hour; passenger miles per seat mile and; subsidy per passenger. He said that a scoring below 0.6 is considered to be a poor performing line.

Mr. Lim noted that the new indicators will include: 1) a comprehensive set of measures to support decision making; 2) systematic process for evaluating service from both the network and line perspective; 3) balancing customers' mobility needs with the need to be efficient and; 4) identifying specific line characteristics that need improvement.

Mr. Lim said there are 11 indicators under four categories, and described them. In a review of lines below the RPI target Mr. Lim identified Lines 127, 214, 254, 577 and 753 but said these lines did well in other indicators, particularly On-Time-Performance, Customer Complaints and Bus Bunching. In identifying lines with a high RPI, Lines 18, 26, 45 and 66, he said these lines while high in RPI were below the threshold in other quality indicators such as bus bunching.

Mr. Lim noted that the new performance measure balances customers' mobility needs as well as the need for efficiency. He said that performance of bus lines can be analyzed with broader perspectives. He presented the Sector Council with a chart of 2nd Quarter Performance of the Gateway Lines under the Route Performance Index vs. New Indicators.

Chair Kelley asked if the upcoming staff recommendations used data from the new performance monitoring process tool. Mr. Cheung stated that this information has been provided to the Sector staff using FY08 as a baseline with additional information provided in the first quarter. Representative Shidler asked for clarification on "loading standards." Mr. Cheung responded that there is a "trip thinning exercise" that evaluates time period and number of trips required to meet demand. General Manager Clifford stated that the new performance monitoring process presents a better balance in evaluating a line's performance. In response to a question from Representative Soto Mr. Lim stated the new monitoring process has only been in affect for a few months while the old process (RPI) for the past five years. Representative Delgado provided a positive response to the new process which she says gives a human element to the overall picture instead of hard data that could cause the elimination of a service that may be of value.

10. **RECEIVED** report and **APPROVED** Findings and Final recommendations for Proposed June '09 Service Changes – Hassan Fakhro, Service Development Manager. Mr. Fakhro provided a Power Point presentation of the proposed service changes. Mr. Fakhro provided the process and notification of the Service Changes, and noted that the responses from the public while minimal (a total of 29) were overall favorable to the changes.

Mr. Fakhro reviewed the two major program goals, which are to improve service and to improve operational efficiencies. The goal of improved customer service is to: 1) Improve network coverage; 2) Increase bus/rail interface and; 3) Improve access to major passenger destinations. Mr. Fakhro said the goal to improve operational efficiencies includes: 1) eliminate unnecessary service duplication; 2) Reallocate existing resources from poor performing lines and line segments and; 3) Ensure balanced budget for FY 2010.

Mr. Fakhro requested the Sector Council to approve the findings of the Public Hearings and to approve staff recommendations under Part 1 of the Revised Service Program: Gateway Cities Line Service Changes and support staff recommendations under Parts 2 & 3 of the Revised Service Program for lines managed by San Gabriel Sector and lines managed by South Bay Sector, and to consider the Passenger Impact Statement.

Part 1: Lines Managed by GWC Sector

Withdrawn

- Line 26: Withdraw proposal to discontinue Line 26 route north of Wilshire Bl. Alternative service may be provided by DASH.

Recommended for Approval as Originally Proposed.

- Line 51 Implement two-way Owl Service on Avalon Bl by reallocating resources from Central Ave.
- Line 53 Discontinue one-way Owl Service on Central Av and reallocate trips to Avalon Bl – San Pedro St.
- Line 105 Discontinue route segment east of Santa Fe Ave. Line 611 to provide alternative service.
- Line 128 Reroute to Cerritos Towne Center. Alternative service along Alondra Bl east of Carmenita provided by Line 460.
- Line 254 Reroute to serve the Metro Gold Line Indiana Street Station.

Part 2: Lines Managed by San Gabriel Valley Sector

Recommended for Conditional Approval. (Support Only)

- Line 256 Discontinue line should a municipal operator agree to operate the service. Should no operator be found, Metro will continue to provide service.

Part 3: Lines Managed by South Bay Sector (Support Only)

Recommended to be Withdrawn

- Line 111 Withdraw original proposal to operate a new shortline on weekdays between Figueroa St and Pacific Av.

Recommended to be Approved as Modified

- Line 125 Discontinue service west of Sepulveda Bl; Beach Cities Transit to provide alternative service.

Recommended to be Approved as Originally Proposed

- Line 124 Discontinue entire line with alternative service provided by Beach Cities Transit west of Sepulveda Bl. and by Gardena Transit east of Sepulveda Bl.
- Line 711 Discontinue Saturday and Sunday service. Line 111 to provide alternative service.

Approved: 9/0

11. **RECEIVED** oral report on Sector Marketing Projects – Dave Hershenson, Community Relations Manager. Mr. Hershenson reminded the Sector Council of Director Antonovich’s motion to provide funding to the Sectors for marketing projects. Mr. Hershenson identified three promotional projects: Line 577x, Line 214 and Line 127. He stated that the Line 577x campaign included direct mail and advertising at Cal State Long Beach and in local newspapers in the Gateway Cities area in addition to backlit posters at the El Monte Station, Norwalk Green Line Station and Long Beach Transit Mall. A new marketing element was added for the 577X campaign - a message sign that can be viewed by traffic on the I-605 Freeway near the Carson off-ramp, which was used to promote the new stop at the Cerritos Mall and Auto Square. He said he has received many comments from those who have seen it off the 605. Mr. Hershenson said the message board was an inexpensive but effective promotion. Mr. Hershenson presented a Power Point presentation demonstrating examples of the campaigns, and also showed a chart indicating the ridership increase on the 577X. This effort will be presented to the Operations Committee. An upcoming promotion will be to promote Line 214.
12. **RECEIVED** oral report on Governance Council Member Line Ride Report – Harley Rubenstein. Representative Rubenstein reported on Line 577X and Access Service Incorporated (ASI). He said the 577X Operator made up time despite leaving 2 minutes late. The bus was clean and there was signage at the Long Beach station. He did not see signage at the El Monte Station. He said the return trip was also on time even though it was raining. The bus had pamphlets on board and the Operator was very professional. The Operator asked Representative Rubenstein if he would like to be strapped in accordance with policy and used all four straps. He thought this to be excellent. In reporting on ASI, Representative Rubenstein said Curt Baldwin is knowledgeable and will be providing training in Van Nuys on March 26 at 10:00 a.m. He said that he has not used ASI often but found it to be beneficial.
13. **RECEIVED** oral report on upcoming Governance Council Member Line Ride Report and Upcoming Line Rides – Alex Clifford. General Manager Clifford announced that Representative Nelson will be riding Line 127 and the Line Ride will leave the Sector office at 8:50 a.m.
14. **RECEIVED** Chairperson’s Remarks

The Chair wished everyone a Happy St. Patrick’s Day.

- **Reminder: April meeting will be held at the Downey City Council Chamber: 11111 Brookshire Avenue, Downey, CA 90241**

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15. RECEIVED Council Member's Remarks

Representative Bayer said she looks forward to hosting the Sector meeting next month.

Representative Shidler stated that he has not seen any Operators pass out the announcements of the movement to TAP. He noted the problem is system-wide. He also said the Marketing brochure that he received in the mail with his new senior TAP card cannot be read because of the light blue ink.

Representative Nelson congratulated Chair Kelley on being re-elected. He said it is nice to know that a good governmental person is being kept on board and applauds what she does for her city.

Representative Bass said he enjoyed the day's presentation.

Adjourned 4:00 p.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