

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

MINUTES/PROCEEDINGS

**Special Board Meeting
Board of Directors
District Headquarters Building
425 South Main Street
Los Angeles**

July 26, 1990

Called to order at 1:35 p.m.

Directors Present:

Joseph S. Dunning
Larry Gonzalez
Marvin L. Holen
Jeff Jenkins
Don Knabe

Jerold F. Milner
Nick Patsaouras
Charles H. Storing
Gordana Swanson
Kenneth R. Thomas

Director Absent:

Jay B. Price

1. Considered special service guarantee program as an element of the Transit Riders Bill of Rights.

President Patsaouras and staff presented the concept of an experimental service reliability guarantee program. It is proposed that the program become effective September 1, 1990 and would provide for the non-payment of fare for any patron who is delayed 15 minutes or more in boarding a District bus or train.

Directors Jenkins and Gonzalez spoke to the concept, the complaints that have been received regarding quality of service, and expressed their support of the plan.

Director Storing commented that the plan is ill conceived and assumes the intent to run late; many factors outside of the District's control are responsible for delayed service.

Director Knabe asked for an implementation plan and Director Swanson asked about the methodology.

Following additional discussion, Director Knabe offered a motion to adopt the concept of an experimental refunded fare and service reliability guarantee program, as outlined in the report dated July 26, 1990, with the implementation plan to be returned to the Board for action. This motion was seconded and discussion continued.

Director Holen suggested that this is a bright idea and should be given an opportunity to succeed. There was also comments about some of the performance indicators that the District operates under and General Manager Pegg stated that many of those rules are geared toward quantity rather than quality.

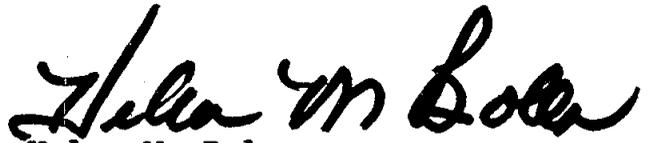
Director Thomas cautioned that this conceptual program will place a large responsibility on the District's operators.

J. Walsh addressed the Board on this subject matter.

The question was called and the motion passed on a Roll Call vote as noted below:

Ayes:	Dunning, Gonzalez, Holen, Jenkins, Knabe, Milner, Thomas, Patsaouras
Noes:	Storing
Abstain:	Swanson
Absent:	Price

There being no further business, the meeting adjourned at 2:04 p.m.


Helen M. Bolen
District Secretary