



**MINUTES**

**GATEWAY SERVICE SECTOR COUNCIL  
REGULAR MEETING  
Southern California Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241**

**Thursday, November 13, 2003**

Called to order at 2:13 p.m.

Council Members present:

Samuel Peña (Chair)  
JoAnn Eros-Delgado  
Larry R. Nelson  
Jacqueline Rynerson  
Wally Shidler  
Cynde Soto \*\*\*

1. Pledge of Allegiance
2. Roll Call/Self Introductions
3. Public Comment – NONE
4. APPROVED Minutes of October 9, 2003 Council Meeting
5. RECEIVED oral report of General Manager

ATU rejected the MTA last, best and final offer.  
Non-binding mediation/arbitration is being considered.

First Transit settled their labor dispute and the Gateway Sector contract lines 125, 128 and 130 are operating on regular service. MTA is working with contractors to provide additional lifeline service using buses and vans.

ATMS installation has been completed at Divisions 1 and 2.

Non-contract employees have assisted to clean almost 400 buses. The buses are looking good and the employees' assistance is appreciated. Mr. Shidler asked if there was a problem with the people crossing the picket line to clean the buses. Mr. Rogers stated there is not and the picket line is well maintained.

### *Events*

Staff celebrated the 16<sup>th</sup> Anniversary Halloween Party with the Probation Department.

The Gateway Cities Anniversary celebration has been postponed.

Mobility 21 is scheduled on Monday, November 17.

The MTA General Managers Conference is scheduled for the end of January 2004 in Santa Monica.

### *Operations Financial Report*

Mr. Rogers provided a copy of the September 2003 Gateway Operations Report to the Council members. He explained the variances, detailed on a line-by-line comparison to the budget. Mr. Rogers indicated that the Sector was overcharged \$192,000 in overhead expenses. The error was discovered by the financial manager and will be reversed and applied to the appropriate account.

### *Key Performance Indicators for September 2003*

Year to date Workers' Compensation charges are \$1,823,282 compared with a budget of \$4,249,524.

OSHA Occupational Incidents – had 7 recordable incidents. The target is zero. The majority of the Operations incidents are from repetitive motion. Mr. Nelson asked how is a claim validated. Mr. Rogers stated through Risk Management investigation.

New Workers' Compensation claims per 100 Employees is 1.39, which is under the target of 1.86.

Bus Traffic Accidents per 100,00 Hub Miles is 3.86. The target is 3.30. Mr. Shidler asked how many accidents are avoidable. Mr. Rogers stated that Division Management and the Accident Review board investigate and make the determination, 80% of the accidents are considered unavoidable. Through operator re-training, the focus is to prevent the accident from reoccurring.

Passenger Accidents per 100,000 Boarding is 0, which is under the target of 0.33. Mr. Nelson asked what attributed to the zero accidents. Mr. Rogers indicated there was nothing specific, however, heightened employee awareness to rules and objectives strived toward safety improvement.

Mean Miles Between Chargable Mechanical Failures is 6,603; the target is 8,000.

Complaints per 100,000 Boardings are 3.71, which is over the target of 2.50.

In Service On Time Performance is 69.47%, which is under the target of 80.00%.

6. APPROVED staff recommendations of FY 2004 Service Changes for Metro Gateway Line 130 by Michael Sieckert, Transportation Manger IV, Gateway Cities Sector

Mr. Sieckert stated that four municipal operators (Long Beach Transit, Norwalk Transit, OCTA and Cerritos on Wheels) were contacted regarding providing service along the route. None of them agreed to provide the service.

**APPROVED NELSON MOTION to Adopt the Line 130  
Proposed Mitigation Plan**

Ayes: Peña, Eros-Delgado, Nelson, Rynerson, Shidler, Soto

Noes: None

Absent: Lowenthal

7. RECEIVED oral report on MTA Security-Sheriff Role with MTA (Update) by Lt. Mike Herrick, Los Angeles Sheriff Department

Mr. Herrick stated that the LASD has a five-year contract (2003-2007) with the MTA to provide transit-policing services. The Gateway cities Sector LASD Team consists of: Service Area Lieutenant, 3 Sergeants, 1 Team Leader, 2 Special Problems Unit Deputies, 9 Uniformed Deputies and 1 Law Enforcement Technician. The Watch Commander is available at the Rail Operations Control (ROC) at Imperial and Wilmington 24 hours, 7 days a week.

Mr. Nelson asked if a Sheriff ride-along is allowed. Mr. Herrick stated arrangements could be made including a tour of the ROC for the Council.

Mr. Shidler asked if deputies are interchanged. Mr. Herrick stated that assignments are made based on their union seniority.

Mr. Shidler asked how are parking lots handled. Mr. Herrick stated that the lots belong to the state and the Highway Patrol has jurisdiction, however, the Sheriff ultimately would take responsibility.

8. RECEIVED and FILED report on MTA's Service Policy (Update) by Ed Clifford, Director of Service Planning

Mr. Nelson asked how many standees on the bus is considered too many. Mr. Clifford stated the federal agreement sets a 1.20 factor of seated capacity. In a 40-foot bus, eight standees are allowed. Ridership is monitored on a monthly basis to make schedule adjustments as required. Mr. Nelson asked what options does the driver have, can he say he can't move the bus when over capacity. Mr. Clifford stated that the driver uses his discretion based on the safety of the passengers.

Ms. Rynerson expressed her concerns regarding the people who do not have any alternatives during the strike, especially the school kids. She stated that a back up plan is needed.

Mr. Peña asked how do we get the riders back when the strike ends. Mr. Clifford stated that there would be a promotional campaign and free fares. Mr. Rogers stated that the Board of Directors is discussing the plans.

Mr. Peña asked what is the estimate of customers lost due to the strike. Mr. Clifford stated approximately 5% and it takes one year to get them back. Mr. Shidler stated that the campaign should include quotes from transit riders to convince people that it's easy to ride the bus.

9. Chair's Remarks

Note: Next meeting will be the **3<sup>rd</sup> Thursday**, December 18, 2003 at 2:00 p.m.

Mr. Peña stated the Sectors should schedule a workshop for all Governance Council members. Also, an overview from all MTA departments would be beneficial.

Mr. Rogers stated that the Sector is compiling a menu of different topics of interest for the Council that will include tours of the Bus Operations Control (BOC), Rail Operations Control (ROC) and visits to the divisions for role-out observations.

10. Consideration of Items not posted on Agenda - NONE

Information Requested:

Larry R. Nelson requested that page numbers be placed on all staff reports. Mr. Nelson requested that a disclaimer of the ADA requirements be placed on all agendas. Also, Mr. Nelson requested COUNCIL REMARKS be added to the agenda.

Wally Shidler requested report of actual Workers' Compensation cost each month. Mr. Shidler requested that arrangement be made for all MTA Departments to provide a brief overview to the Council.

Samuel Peña requested oral report from the Safety Department placed on the next agenda. Mr. Peña requested the Sheriff Department to provide information on the emergency and non-

emergency response time. Mr. Peña requested a workshop for all the Sector Governance Council members to be scheduled in January or February 2004.

**Next Meeting:**

**Thursday, December 18, 2003 – 2:00 p.m.**  
**Southern California Gas Company**  
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**Downey, CA 90241**

Adjourned at 4:00 p.m.

Prepared by: Sharon Sterling  
Council Secretary

\*\*\* Via teleconference