

Thursday, August 12, 2004 – 2:00 p.m.

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# Minutes

Los Angeles County  
Metropolitan Transportation  
Authority

**GATEWAY CITIES  
SERVICE SECTOR  
GOVERNANCE COUNCIL**

**REGULAR MEETING**

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

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Called to Order at 2:05 p.m.

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Council Members present:

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

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Officers:

Alex Clifford, General Manager  
David Hershenson, Community Relations Manager  
Sharon Sterling, Council Secretary



Metropolitan Transportation Authority

**Metro**<sup>™</sup>

1. Pledge of Allegiance

2. Roll Called

Note: Vice Chair Larry R. Nelson conducted the Council Meeting in the absence of Chair Bonnie Lowenthal.

3. Self Introductions

4. Public Comment – None

5. APPROVED Minutes of July 8, 2004 Council Meeting

6. RECEIVED Oral Report of General Manager

**Operations Report:**

Mr. Clifford provided a copy of the June 2004 Gateway Operations report to the Councilmembers. He explained the variances, detailed on a line-by-line comparison to the budget.

Mr. Clifford stated that Gateway Cities is the smallest sector, however, all the sectors have similar fixed cost. Gateway Cities service hours are lower.

Mr. Clifford stated that the Special Master prevailed for the addition of 65 new buses. There is discussion regarding a no cost approach, which entails moving off peak bus hours to peak. Ms. Rynerson suggested staff focus on off peak hours and promote the service to encourage ridership.

Mr. Nelson asked if the Labor cost included security. Ms. Regina Chan stated that security is included in Sector Office Support.

Mr. Clifford stated that Mean Miles and Complaints have increased. On-Time Performance, which takes into account both running early and late, was difficult to achieve at a goal of 80%. Therefore, the target has been revised to 70%. This key indicator was impacted by major service changes due to the amount of adjustments.

Ms. Rynerson commented regarding passengers passed up at bus stops. Mr. Clifford stated that this behavior is not acceptable and operator training is an ongoing process.

Mr. Clifford stated that safety meetings are being held to focus on the high accident lines.

Mr. Clifford introduced Tom Pelk, Division 2 Manager, who he feels can be a fatherly figure to new operators to help resolve problem of too many accidents.

Mr. Clifford stated commendations fill two pages of the June report and expressed appreciation for customers who call in good news.

**Joint Governance Council Meeting:**

Update on joint governance council meeting with MTA Board. Coby King, San Fernando Valley Sector Chair, represented all councils in presentation to MTA Board with input from other sector chairs.

**Marketing:**

Update on bus card Gateway Cities Sector developed to promote monthly scheduled Governance Council meetings; sector web page; promotional brochures for some of the sector bus lines.

Mr. Peña inquired regarding the status of car card placement of on the buses. They will be placed on the buses this week.

Mr. Clifford stated that electronic letterhead has been created that includes the Councilmembers' names.

**Reschedule 2004 Meeting:**

The November Gateway Cities Governance Council meeting is scheduled on November 11, 2004, which is the Veterans Day Holiday. The Councilmembers agreed to change the meeting to Wednesday, November 10, 2004 at 2:00 p.m.

The Councilmembers agreed not to schedule a meeting in December 2004.

**Recent Events:**

- 7/16 Mobility 21 Coalition Meeting at the Cerritos Library
- 7/23 Press (The Wave) Ride-Along on Metro Rapid Line
- 8/2 Mobility 21 Summit at the Burbank Hilton
- 8/3 Metro Gateway Cities Service Change Presentation to the Gateway Cities COG Transportation Committee and Executive Board
- 8/10 Participate in Congresswoman Linda Sanchez's Senior Event at Cerritos Mall

*Sector Bus Ride-Alongs:*

8/13 Sector Staff/Governance Council Bus Ride-Along

8/27 Sector Staff/Governance Council Bus Ride-Along

Note: The 2<sup>nd</sup> and 4<sup>th</sup> Fridays of each month are dedicated sector Bus Ride-Along days.

*Upcoming Agenda Topics:*

Approve Service Changes (September 2004)

Freight Interference Report (September 2004)

Metro Tie Down Policy (September 2004)

Bus Bulb Report (October 2004)

Near Side vs. Far Side Accidents (October 2004)

7. RECEIVED Oral Presentation on Customer Complaint Report by Alex Clifford

Mr. Clifford reported the Passenger Comment Management System (PCMS) indicates that 87% of the reports were closed within 90 days for all divisions. He commented on Director Gloria Molina's concerns expressed at the Board meeting regarding customer complaints. PCMS report does not reflect the resolution process. Starting in mid July the report was modified to indicate what the manager did to resolve the complaint, if the customer requested feedback, the response provided, and the number of complaints the operator had in the past 12 months.

Mr. Nelson stated that the customer name should be stricken from the report. Mr. Clifford further wants the operator badge number removed.

Mr. Shidler requested a reply as to what was done with the complaints and a report to the Council on a monthly basis.

8. RECEIVED Metro Connections Update by Nancy Michali, Director of Service Performance and Analysis

Ms. Michali reported on the future service strategies that will change how service is delivered by:

- > Focusing on what we do well
- > Eliminating duplication of services
- > Putting service where needed
- > Use the right vehicle type/size
- > Maximizing use of transit investments
- > Improving service to our customers

Ms. Michali stated that outreach is an ongoing process. An update will be presented to the Board in November 2004. December 2005 is the tentative date for phase 1 of the project.

Mr. Peña asked if any segments have been identified. Ms. Michali stated that 81 possible centers located throughout Los Angeles County have been identified. Ms. Eros-Delgado stressed the importance of including representatives from the unincorporated areas to provide input.

Mr. Nelson requested staff to set a Metro Connections Workshop in 60 days and a tour of the suggested locations. Mr. Nelson suggested staff conduct as much outreach as possible prior to the workshop. Mr. Hershenson thinks the workshop idea is great and offers ways to reach different audiences. Ms. Rynerson stated it is important to obtain customer input to better serve their needs. This workshop is to be separate from the regularly scheduled meeting.

9. Council Member's Remarks

Report on Mobility 21 Summit Meeting by Council Member Shidler. He stated the meeting in Burbank was very interesting and informative and encouraged the Councilmembers to attend next year.

Mr. Peña requested staff to obtain a copy of the San Fernando Valley Sector Mission Statement and model that for Gateway Cities Sector. Mr. Clifford stated that this will be tied in with the agency mission statement and the topic placed on the next agenda. He also requested a copy of the service map for the Council agenda packet that indicates the lines operating in the Gateway Cities Sector.

10. Chairman's Remarks

Councilmember Shidler gave the Chair's Remarks in the absence of Chair Bonnie Lowenthal. He reported on the Joint Governance Council Presentation to MTA Board. Mr. Shidler stated that he was very uncomfortable with some of the comments made by the San Fernando Valley Sector Chair. The Board wants to hear what the Councils are doing to achieve their goals. The Board will take issue if the Council oversteps its bounds. He further states that each Council should report its unique achievements. He suggests that the Council review the bylaws and governance policy and report to the Board how they are achieving them.

Mr. Peña agreed with Mr. Shidler's comments, and also would like to see each council give a short presentation to the Board next year, instead of having one sector chair speak for everyone.

Mr. Nelson announced that the Gateway Cities Service Changes Public Hearing is scheduled at 5:30 p.m.

11. Consideration Of Items Not Posted on the Agenda – None

**Next Meeting:**

Thursday, September 9, 2004 – 2:00 p.m.

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

Adjourned at 3:50 p.m.



Prepared by: Sharon Sterling  
Council Secretary