

Thursday, October 14, 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)  
Samuel Peña (Past Chair)  
JoAnn Eros-Delgado  
Jacqueline Rynerson  
Wally Shidler  
Cynde Soto (via teleconference)

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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.

Vice Chair Larry R. Nelson presided over the Council Meeting in Chair Bonnie Lowenthal's absence.

3. Self Introductions.

4. Public Comment – None.

5. APPROVED Minutes of September 9, 2004 Council Meeting.

6. RECEIVED and FILED Minutes of June 22, 2004 Service Sector Governance Council Annual Meeting and Conference with Metro Executive Management.

7. RECEIVED Financial Report and Update from the General Manager.

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

Mr. Clifford announced that the Special Metro Connections Tour and Workshop would be held on Thursday, October 21, 2004 at 9:00 a.m.

Mr. Clifford stated a Board Box is being prepared to address the Line 460 passenger concerns.

8. RECEIVED presentation on the Transit Policy Overview by Issac Lim.

Mr. Lim reported that the transit service policy was adopted in September 2003 and is being updated. The policy guides decision-making during the service change process and consists of design guidelines, performance measures, rail policies, and the planning process. The Service Planning Department is currently reviewing the proposed new policy and is briefing all Sector Governance Councils. The policy will be presented to the MTA Board for approval in January 2005.

Ms. Rynerson asked for clarification on the mystery rider program. Mr. Lim stated the program would be contracted out to a marketing firm and that mystery riders (people riding as regular customers that evaluate service) would monitor transit service quality.

Mr. Peña asked how is this program different from what is currently done. Mr. Lim stated that this program would be sponsored by the Marketing and Customer Relations Departments. Mr. Clifford added that the program

would strengthen the monitoring efforts currently performed by supervisors, managers and the general manager.

Ms. Rynerson expressed concern regarding the transit operators' reactions to the program.

Mr. Shidler stated a method needs to be determined to encourage the 2 million resident population to use transit service. Mr. Shidler indicated that public transportation has not keep pace with the population increase over the years. Mr. Shidler stated that unproductive bus lines should not be cancelled; funds should be used to attract potential riders.

Mr. Shidler further stated that there is a major connectivity problem with the munis that needs to be resolved. Customers must plan their trips very carefully to make connections to buses with 30 to 60 minute headways.

Ms. Rynerson commented that many people don't know how to make connections. Long Beach Transit has Passport Service that transports passengers to popular locations in the community. She stated this encourages ridership.

Mr. Peña stated more work needs to be done with the munis to improve service connectivity and fare structure uniformity. Mr. Clifford talked about the sector's recent meeting with local transit providers that will address those issues, and the interest the group had in having regular transit coordination meetings.

9. RECEIVED presentation on the Metro's Nearside vs. Farside Bus Stop Location Policies by Pete Serdenis, Metro Facilities Maintenance Manager.

Mr. Serdenis stated that each bus stop location must be evaluated individually. Farside stops encourage greater approach speed near the intersection and more frequent signal violation in effort to beat the signal in order to reach the farside stop. Nearside stops encourage stopping and slowing at intersections and make it much easier for the bus to leave the curb.

10. RECEIVED presentation on the Metro Fare Structure by David Hershenson.

Mr. Hershenson described the various types of fare media used by Metro customers: cash, tokens, various passes, transfers from other municipal operators and other acceptable fare media (Metro Employee Badges, TVM Tickets, etc.).

11. DISCUSSION on language for a Gateway Cities Governance Mission Statement.

CARRIED OVER TO NOVEMBER COUNCIL MEETING.

12. Councilmember's Remarks.

Ms. Rynerson expressed concern regarding poor connections between bus lines.

Ms. Eros-Delgado thanked staff for the informative reports that assist Councilmembers to evaluate the service.

Ms. Soto stated that she and Mr. Hershenson attended the Accessibility Advisory Committee Meeting today at MTA headquarters where she presented the governance council's motion for mandatory wheelchair tie-downs. The motion was approved by the ADA Committee with additional language requesting mandatory securement of all wheelchairs with no option for refusing securement. Mr. Chip Hazen (Metro's ADA Compliance Officer) may forward the ADA Committee's motion to the Operations Committee, or his supervisor, for consideration.

Mr. Shidler stated that he and four Councilmembers from San Fernando Valley Sector and one from Westside/Central Sector attended the Rail-Volution Conference and Symposium held September 18-22. It was an interesting and informative session.

13. Chairman's Remarks – None.

14. Consideration of Items not posted on the Agenda – None.

***Next Meeting:***

**Wednesday, November 10, 2004**

**The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241**

Adjourned at 3:32 p.m.



Prepared by: Sharon Sterling  
Council Secretary