

Thursday, January 11, 2007 – 2:00 p.m.

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# Minutes

Los Angeles County  
Metropolitan Transportation Authority

## GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company  
9240 Firestone Boulevard  
Downey, CA 90241

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Called to Order at 2:00 p.m.

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Council members present:

Wally Shidler (Chair)  
Jo Ann Eros-Delgado (Vice Chair)  
George Bass  
Cheri Kelley  
Larry R. Nelson  
Owen Newcomer  
Samuel Peña  
Cynde Soto

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Officers:

Alex Clifford, General Manager  
George Roqueni, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Pledge of Allegiance
2. Roll Call
3. Self Introductions
4. APPROVED **Minutes** of December 12, 2006 Council Meeting

5. **RECEIVED** report from Alex Clifford, General Manager.

Budget

Mr. Clifford reviewed all the elements involved in identifying budget and expense activity for November 2006. He noted that labor expense is the same as last month, non-labor expense continues with a positive variance due to continuing low fuel prices. Allocated accounts and Workers' Compensation continue with favorable variances and the cost per revenue service hour of \$91.57 continues to be under the budgeted amount of \$97.81.

Performance

Mr. Clifford reported that Workers' Compensation costs, passenger accidents, and customer complaints continue to be favorable, and said customer complaints, accidents, and operator commendations continue to show improvement.

At the request of Chair Shidler, Mr. Clifford described the circumstances surrounding the death of a Division 1 bus operator working the Night Owl shift on January 4, 2007. Metro is waiting to receive the County Medical Examiner's report, which will determine the official cause of death. Mr. Clifford indicated that Metro is working on the FY2008 budget, and said the Office of Management and Budget predicts a large deficit which may require \$33 million reductions in the Operating enterprise Fund. The exact amount of the shortfall affecting this sector has not been determined. He noted that fare restructuring and farebox recovery issues are being considered by the MTA Board in the coming months.

6. **PRESENTED** commendation of appreciation, by Mr. Clifford on behalf of the Gateway Cities Governance Council and sector staff, to Ms. Julia Emerson of The Gas Company, acknowledging the generous hospitality and support provided in allowing the use of their facility for Gateway Cities Governance Council and Sector meetings.
7. **RECEIVED** presentation on Metro's Customer Satisfaction Survey by Jeff Boberg, Metro Transportation Planning Manager. He presented the detailed results of the Spring 2006 Customer Satisfaction Survey, and explained how the

public's image and perceptions of Metro were used to determine levels of customer satisfaction.

Mr. Boberg reported that surveys are performed twice yearly by outside contractors at the annual cost of \$120,000. There are three different surveys that are conducted between 5:00 a.m. and 6:00 p.m. by a team of surveyors obtaining data from customers. The survey has a 50% response rate, which is considered to a very strong response ratio. The next survey is scheduled for May 2007 and will be performed on all of Metro's bus lines, including three contracted lines. Representative Nelson asked to be provided with a copy of the survey at the next Council meeting.

During the discussion about the public's perception of graffiti, Chair Shidler asked if the on-board video tape is reviewed when the bus goes out clean and returns with graffiti. Mr. Clifford responded that reviewing the entire tape is very time consuming. He also mentioned the launching of his new initiative, the "vandalism report card," which will focus on identifying vandalism Line, Bus Run, time and locations, which in turn will help better direct LASD resources to the perpetrators of vandalism, and will have an overall zero tolerance goal of eliminating damage to windows due to etching and graffiti

8. **RECEIVED** presentation on Accident Reduction Programs from Divisions 1 and 2. Diane Frazier, Assistant Manager for Transportation, Division 2 introduced the presenters, Transit Operations Supervisors Christopher Doan, Division 1, and Romeo Cardoza, Division 2.

Mr. Doan explained how brochures were developed to identify potential hazards along a particular route. These line safety pamphlets are provided to alert and educate drivers unfamiliar with possible hazards along a route new to them. Attendance is mandatory at these Accident Reduction presentations where drivers are provided with photos of actual accidents and the site where they occurred as part of the education program to reduce accidents.

Mr. Cardoza described the 13-minute pre-trip inspection used at Division 2. This inspection process, which is provided for in the UTU contract, uses the elements of field observation, incentive programs, and employee recognition and accident prevention bulletin boards to educate and train operators to use a pro-active accident avoidance/reduction approach.

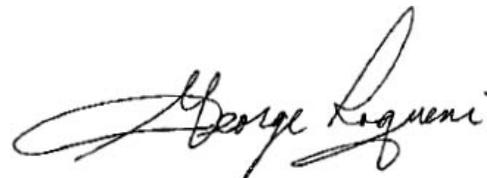
Chair Shidler asked if operators who are having accidents are working overtime or on their days off. Ms. Frazier responded that it appears that lack of rest could be a factor contributing to accidents. Representative Kelley noted that line safety pamphlets identify chronic hazards along a particular bus route and recommended that a claim be filed against the particular city when known hazards are not corrected. Representative Soto asked if field observation feedback included checking for wheel chairs being secured. Ms. Frazier responded that wheel chair

strapping and/or refusal by passenger to have this done is part of field observation reports.

9. **RECEIVED** update on Proposed June 2007 Service Changes by Michael Sieckert, Planning Manager who identified eight lines proposed for modification. Four lines are would be modified by either shortening or lengthening their routes, three lines are proposed to be cancelled due to poor performance or restructuring with other bus lines, and one new line, Rapid Bus Line 760, is proposed to be established. Service changes proposed by other service sectors which may impact riders in this sector were also identified. The South Bay Sector is proposing to make permanent the demonstration project underway on Line 120/121, and also proposes to cancel Line 622 (Metro Green Line Night Shuttle) due to low performance. The San Gabriel Valley Sector proposes to shorten the route of Line 260 to end at Alondra Boulevard, and to cutback the route of Line 751 along Long Beach Boulevard to the Palm/Seville Loop to avoid duplication with the new Rapid Line 760, proposed to be implemented in June 2007.
10. Chairperson's Remarks – none
11. Council Member's Remarks:
  - Larry Nelson thanked Christopher Doan from Division 1 and Romeo Cardoza from Division 2 for their informative presentation.
  - Samuel Pena noted that there was an interesting article in the Los Angeles Times regarding Chair Wally Shidler.
  - Cheri Kelley praised the work being done in accident prevention.
12. Consideration of Items not posted on the Agenda – None
13. Public Comment on Items not posted on the Agenda:

Ms. Linda Vieg, a self-identified visually-impaired individual, asked how close to the curb a bus should park when receiving passengers. She was informed that 18 inches is the official distance but that the operator has the option of assisting the blind passenger if the distance from the curb poses a problem.

Meeting was adjourned at 3:30 p.m.



Prepared by: George Roqueni  
Council Secretary