

Thursday, June 12, 2008 – 2:00 p.m.

Minutes

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Called to Order at 2:02 p.m.

Council Members:

Jo Ann Eros-Delgado (Chair)
Cheri Kelley (Vice-Chair)
George Bass
Larry R. Nelson
Owen Newcomer
Wally Shidler
Vincent Torres
Anne Bayer
Harley Rubenstein (absent)

Officers:

Alex Clifford, General Manager
Raynard Price, Council Secretary



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1. Pledge of Allegiance was led by Representative Torres.
2. Called the roll.
3. Self Introductions were made.
4. **RECEIVED** Public Comment:

Mary Patterson: Ms. Patterson spoke of problems with Line 127.

Candace Roni: Ms. Roni addressed the Council with concerns regarding Line 460. She provided the Council with a matrix she created of on-going problems affecting the line in addition to its On-Time Performance. She discussed lost ridership, equipment failures and the work ethic of operators. There was much discussion during the General Manager's report of Ms. Roni's public comments. General Manager Clifford noted that Ms. Roni wants what all customers want and deserve – for buses to arrive when Metro says they will. The supervisors, division managers and maintenance managers are working to improve On-time Performance as a top priority. Mr. Clifford informed the Council that some of Ms. Roni's issues had been resolved from previous conversations.

5. **APPROVED** Minutes of May 8, 2008 Council Meeting. Representative Delgado abstained.
- 6 **PRESENTED Proclamation to the Gateway Cities Service Sector Sheriff Deputies.**

General Manager Alex Clifford introduced Lt. Melva Mitchell of the Los Angeles Sheriff's Department assigned to the Gateway Cities Sector. Lt. Mitchell spoke of Graffiti Abatement and bus vandalism, the Special Problem Unit dedicated towards this issue, and identified prolific taggers intent on notoriety that vandalize property with what they consider to be "art."

A local news video was shown of a tagger known as 24 year old "Buket." Two undercover deputies (names withheld) were acknowledged with a proclamation by Metro and the Sector Council for resolving 52 cases by a recent arrest of "Buket." Vice Chair Kelley suggested that an item be placed on the next agenda to discuss notifying the Board of Supervisors about the Council's desire for stricter sentencing for those who vandalize and deface Metro property. Mr. Clifford agreed to discuss this issue with LASD before agendaizing. The deputies thanked the Council for their support. The Council thanked the deputies for their good work.

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7. **RECEIVED** oral report from General Manager.

- FY 08 Budget Performance Update

The Sector is well ahead of budget. Labor is \$2.5M below budget. Fuel is slightly above but is expected to be at or below budget at year end. Allocated accounts is ahead of budget as previously reported with numbers showing Workers Comp at \$2.5M and PLPD (Liability Claims) at \$2.3M below budget. Vice Chair Kelley congratulated the Manager for a good job and asked if the surplus money could be kept for the next fiscal year. Mr. Clifford reminded the Council of the upcoming joint governance council meeting, which may be the proper venue to pose questions on Sector budgets retention. Mr. Clifford also stated, “Imagine what Metro could have accomplished with the \$12 million spent on repairs from vandals.”

In a discussion on the YTD Budget Variance in the Support Departments, Representative Shidler asked if the TAP card will be discounted, similar to the Boston TAP card if used as opposed to cash. This issue has been raised but it does not seem to be a part of the short term strategy which is focused on integrating all of the flash media onto the TAP card. Mr. Clifford noted that customers using TAP instead of cash will help in resolving on-time performance by reducing dwell time at the stops. A presentation on the TAP program is scheduled for the July meeting.

The Key Performance indicators provided good news across the board. Workers Comp is down in the current month and YTD. Traffic accidents and complaints are trending below target. In-Service-On-Time Performance (ISOTP) is doing better. It has been progressing upward for four consecutive months in a row. ISOTP is a very high priority across the system for the Executive Officer of Transit Operations and the Metro Board.

In comparison with the other four sectors, the GWC Sector’s performance ranks:

- 2nd best in New Workers Comp Claims system wide.
- 3rd best in Bus Traffic Accidents.
- Lowest (best) in Customer Complaints.
- Highest (best) for In-Service On-Time Performance.
- 5th in Mean Miles Between Mechanical Failures. (Acting Division 1, Maintenance Manager Bruce Crum and Division 2 Maintenance Manager, Donell Harris are working to improve Mean Miles Between Mechanical Failures.)

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Mr. Clifford announced that the Transportation Managers and Sr. Safety Specialist have been working aggressively since July 1, 2007 to lower the accident rate by saturating the lines.

Mr. Clifford identified commendations received from customers for the following Operators: Michiel D. Owens, Derald L. Andrews, Adrian K. Libatique, Tameisha R. Johnson, Moses Gomez, Tanya T. Tyre, Lydia R. Ferguson and a lengthy commendation for Operator Isaias S. Mallabo. Vice Chair Kelley impressively noted two commendations were received regarding Line 460 (for Operators Michiel D. Ownes and Adrian K. Libatique) and Line 121 (for Operators Tanya T. Tyre, and Lydia R. Ferguson).

- **RECEIVED** update on Norwalk Station parking. The Sector received funding for studies to identify solutions. The City of Norwalk has agreed to participate in discussions. Customers will be surveyed to find out more about customers using the park and ride lot at the Metro Norwalk Green Line Station, and to help determine customer demand for additional parking at that location. Dave Hershenson said an effort is being coordinated with Norwalk's City Manager, who will be overseeing a mailing to residents near the station. Once the survey is completed a meeting will be convened of representatives from: City of Norwalk, Caltrans, and Metro (with the Joint Development Team). Mr. Clifford suggested keeping this item on the Agenda.
 - **RECEIVED** Update on Antonovich and Lowenthal Motions. Mr. Clifford informed the Council that Director Antonovich was pleased with the Sectors use of the marketing budget allocated by the Board in FY08. GWC used this budget item to promote Line 577, among other things. Director Antonovich made a motion to double the marketing budget for the Sectors in FY09. Mr. Clifford recommended the Council thank Director Antonovich for his support. Representative Nelson rhetorically asked if the increased budget will allow Dave Hershenson to fully return to the Sector. Mr. Clifford explained Director Lowenthal's motion to provide more street supervision – two TOS-VOs in each Sector. Her motion was moved to the full Board for consideration at its June Meeting.
 - **RECEIVED** update on Incident Based Surveillance System (IBSS). While the Board approved the IBSS it is on hold until the state budget is finalized.
8. **RECEIVED** oral report, and possible action on Inter-County Study, Bill Delo, IBI Group, Associate. Mr. Delo discussed a study, jointly funded by Metro and Orange County Transit Authority, that is reviewing freeways, streets and transit services that cross into Orange County. The objective of the study includes establishing the year 2030 condition in order to forecast traffic volumes, transit demands and traffic congestion and needs. Mr. Delo presented population predictions for 2030 and traffic congestion along the Los Angeles/Orange County border as a sampling.

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Representative Nelson asked who the participants in the study are. This Technical Working Group is made up of Public Works directors, city engineers of the cities located along the Orange County/Los Angeles County line including Cal Trans Districts (7 & 12). Michael Sieckert also attends, representing the GWC Sector. Mr. Delo suggested possible future strategies such as: car pool lanes, public/private partnership, increased transit and high speed transit service. Vice Chair Kelley asked if the presentation could be emailed to the Council. Representative Shidler suggested that in the immediate future a bus way (similar to the Orange Line) converted into rail later could be helpful. He informed the Council that the MTA operated rail service into Orange County for 60 years by predecessor agencies.

9. **RECEIVED** oral report on GWC Sector FY 09 Work Plan – Alex Clifford. Mr. Clifford presented a draft of the Work Plan to the Council to review and to provide input. He said this plan generally does not have major changes from year to year but is a base document that is “tweaked” yearly. This year, the plan includes the CEO’s (Roger Snoble) Top Ten efforts (page 2 -5). Page 11 of the plan includes a “Purpose Statement” that is posted around the Divisions and Sector. Page 20 includes statements regarding the intent in working with the City of Compton, City of Downey and the City of Norwalk on parking issues and the supporting of the strategic plan in the rebuilding of Division 2, which is 100 years old. A possible 3rd Division, Terminal 31 (Union Division), will be built across from Gateway Plaza.
10. **RECEIVED** oral report, Metro Wellness Program, Diane Frazier, Division 2 Transportation Manager. Ms. Frazier said the program began March 19, 2008, entitled “Got Health Big Time” to raise awareness of a healthy lifestyle, eating right and exercising. Each Division has a wellness team composed of a Wellness Ambassador and Division Manager. Ms. Frazier introduced the Wellness Ambassador of Division 2, Marton Price. The program seeks a commitment of 25 Bus Operators to take a confidential survey regarding their individual health. Based on the survey, health care providers provide tips on being healthy. Each Division will hold a health fair – Division 1 in May and Division 2 on July 23rd. Team members who participate are given a gold shirt. According to Marton Price, because driving a bus is stressful, the Operators are encouraged to exercise. Mr. Price described exercises Operators can do while on layover, and exercises for different shifts that include walking. Representative Shidler suggested that the Metro Marketing Department may be able to provide pedometers to record and to encourage 10,000 steps everyday.
11. **CARRIED OVER** oral report, and possible action on Governance Council Member Line Ride Report – Larry Nelson
12. **RECEIVED** oral report, Notification of Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides – Alex Clifford. The Council will meet at the Sector office at 9:28 a.m. Thursday, morning.
13. **RECEIVED** Chairperson’s Remarks. Chair Jo Ann Eros-Delgado presented a proclamation on behalf of the Council to Vincent Torres for his dedication and

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commitment to the Service Sector to better serve the residents and riders of the Gateway Service area through his service on the Metro Gateway Cities Governance Council since 2005. Representative Torres thanked the Council and commented that Metro staff is wonderful to work with.

Chair Delgado noted for the record that Representative Rubenstein called to notify the Council he would not be present.

14. RECEIVED Council Member's Remarks.

Representative Newcomer wished all the father's a Happy Father's Day.

Representative Kelley congratulated all the members on their re-election to the Council. She thanked Representative Nelson for speaking on her behalf. She expressed sorrow to see Representative Torres leave the Council and expressed her excitement at Cynde Soto's return. She wished everyone a Happy Father's Day.

Representative Shidler expressed sorrow to see Vincent Torres leave. He is happy to see Cynde Soto, an original governance council member, return. He invited everyone to the South Bay open house.

Representative Nelson wished everyone a Happy Father's Day and is in agreement with everyone on Cynde's return.

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Representative Bass thanked Vincent Torres for working with the Council and wished him the best and to everyone a Happy Father and Grandfather's day.

15. ELECTED Chair and Vice Chair. Vice Chair Kelley was unanimously elected as Chair (Vice Chair Kelley abstained). Representative Owen Newcomer was unanimously elected as Vice Chair.

16. Closed Session: Personnel Matters – G.C. 54957 Public Employee Performance Evaluation Goals for FY08 – General Manager.

Staff and the public were dismissed from the room. No report.

ADJOURNED: 4:35

Prepared by:



Raynard Vincent Price

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Council Secretary