

Thursday, August 14th, 2008 – 2 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 Blvd.  
Downey, CA 90241

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Called to Order 2:05 p.m.

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Council Members Present:

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

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Officers:

Alex Clifford, General Manager  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

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1. Pledge of Allegiance was led by Representative Shidler.
2. Roll Call.
3. Self Introductions were made.
4. **PUBLIC COMMENT**

Roberto Hernandez suggested improvements on Line 111. The scheduled 8:25 p.m. at Pacific and Florence is crowded. He believes this to be because the Rapid is often late even on weekends. Mr. Hernandez requested that the Sector monitor the service on the line. He also addressed Line 121 at Lakewood. There is some confusion whether there is a stop at Lakewood and Imperial. There is no sign where the Operators drop passengers. Mr. Hernandez thanked the Sector and Metro for the service. For clarification, Representative Shidler asked if there were too many people on Line 111 and not enough on the 711. Mr. Hernandez agreed.

5. **APPROVED Minutes** of July 10, 2008 Council Meeting.
6. **Received** oral report from General Manager Alex Clifford. Mr. Clifford noted that the final numbers are not available for the Fiscal Year end closing.

- **FY09 Budget Performance Update.** Workers Comp Claims is doing well in June and will be below the target for the Year End. Accidents Year-to-date are below the annual target because of special efforts throughout the year devoted to lowering the accident rate at 2.97. Passenger Accidents Per 100,000 Boarding's is above target in June at .30%. A more common type of accident is said to be associated with intoxicated passengers involved in slip and fall incidents.

The Sector continues to do well in the area of Complaints posting at 1.84% from an already low target of 2.0%. On-Time-Performance is moving in the right direction. According to Hassan Fakhro, Service Development Manager, the year is starting on a very good note for On-Time-Performance—70.9% for July. This result was achieved by the realignment of lines between sectors and focused effort by Sector operators and staff to improve On-Time Performance, in addition the effects of good traffic conditions during the summer months provides added improvement. A slight decrease is expected when school starts in September.

Mr. Clifford said this is also indicative of the programs put into place in June and July, monitoring the lines and focusing on operators and lines with performance issues. In a new program, the Divisions are celebrating Operators who are consistently averaging 85% or better over a rolling three month period.

In comparison to the other four sectors, the GWC Sector's performance ranks:

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- 1<sup>st</sup> In Service On-Time Performance.
- 1<sup>st</sup> in Customer Complaints.
- 3<sup>rd</sup> Traffic Accidents.
- 2<sup>nd</sup> in New Workers Comp Claims.
- 5<sup>th</sup> In Mean Miles Between Mechanical Failures. Division One has a new Maintenance manager who understands the importance of improving Mean Miles between road calls and reduce the number of breakdowns. Hopefully this number will improve as the year progresses.

Mr. Fakhro updated the Council on Line 460. He noted that a trip that was the source of an earlier complaint was run by an underperforming Operator. The trip in question was taken over by a new operator with improved performance. The line is running on-time but continues to be monitored by staff.

There were four commendations from Division 1 and five from Division 2. Mr. Clifford read a commendation from Division 1 for Operator John K. Jones, and noted it is good to hear about the good works from Operators.

Other Operators receiving commendations are: Eric L. Davis, Pamela M. Thibodeaux-Talley, Renald D. Jackson, Martin Coronel-Barajas, Michael D. Prudhomme, Deborah Carroll, Raymond E. Williams, and Leonard F. Tellez.

Representative Shidler asked if the Sector recently received buses from another division. Mr. Clifford explained that during the midlife (6 – 7 years) of a bus, it is pulled from the fleet for re-powering and a complete rehab. The buses are replaced for a few months by what is called “fleet floats” which often times are not in the greatest condition. The Sector pays for the reconditioning of the fleet floats. Mr. Clifford explained that although the fleet floats are temporary, he will not pass them on to another Sector in bad shape, stating that will not be a tolerated practice from the Gateway Sector.

- Provided update on Incident Based Surveillance System. There is no change from the previous month. The state budget, which affects this program, has yet to be adopted.
- Provided update on proposed Joint Governance Council Meeting with CEO and COO – August 20, 2008. Chair Kelley provided (handout) the Council with a litany of possible issues to be discussed at the “Meet and Confer.” A salient issue topping the list for possible discussion at the meeting is the desire of the Sector Council to roll budget savings back into the Sector as opposed to returning them to the overall General Fund. The consensus of the Council was that the Sector should be able to keep budget surplus due to frugal efforts and excellent management on the part of the Sector. Representative Shidler said the Council should be in control of Tier 1 and that Rapid stops and local stops should be on the same side of the street. Representative Nelson said he would like to see Community Relations

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position returned to the Sector. Representative Shidler suggested that the Chair speak for the Council. Chair Kelley agreed to do so. In response to the Board making changes after the Sector's decisions to cut service, Chair Kelley said it is the Board's prerogative to make the final decisions. The Sectors did what they were assigned to do. Representative Nelson agreed.

- **Provided Update on Long Range Transportation Plan.** Dave Hershenson, Community Relations Manager, advised the Council that the LRTP is directly linked to the ½ cent sales tax. The passing or defeat of the tax measure, if it makes it on the ballot, will greatly affect projects that can be included. The sales tax measure was voted down by the L.A. County Board of Supervisors but was later reversed by a change in vote from Supervisor Knabe who did not want to be an impediment to citizens voting on the measure. The measure was approved by the State Assembly to be forwarded to the Senate (after approval it will go back to the Assembly and then to the Governor). The Governor has stated that he will not sign bills until the state budget is approved. Mr. Hershenson noted the Governor may make exceptions. In the meantime, the LRTP will be revisited by the Metro Board after the elections.

7. **RECEIVED** oral report on Short Term Transportation Plan – Rod Goldman. Mr. Goldman announced he is with Diversified Transportation Solutions retained by Metro Operations to assist in the development of a Short Range Transportation Plan (SRTP).

The SRTP is a short range implementation plan for the Long Range Transportation Plan with a focus on the next five years to identify goals and objectives of what service should be provided. Mr. Goldman identified the plan as a multi-year strategic plan for Metro's bus and rail service to improve quality, accessibility, cost effectiveness and efficiency. Key goals are: 1) evaluate the current operation and financial condition; 2) identify probable impacts for bus and rail service; and 3) identify strategies to address future service needs.

Actions to be included in the plan are: 1) review existing service conditions; 2) project future service conditions over the next five years; 3) review operating facilities and requirements needed; 4) integration of new rail service with bus service; 5) bus service reliability and quality; 6) Smart Card (TAP) strategies; 7) market development strategies; and 8) capital investment and financial plan. Each Service Sector will play an important role in the development of the SRTP by identifying key goals, issues, needs and desired outcomes of transit services.

The timeline for developing a draft of the SRTP will be between July and October of 2008 with a final document completed by the close of the calendar year. There will be on-going discussions with Metro bus and rail staff to incorporate input into the SRTP identified Goals and Objectives. Mr. Goldman noted that the SRTP will go to the Board once completed and it may be a helpful decision making tool that comprehensively identifies unmet needs and unfunded challenges, in addition to service and financial plans over a five year period.

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Mr. Goldman said that some Sectors have submitted ideas and suggestions to their General Managers while some Sectors requested a return visit. Mr. Goldman indicated he would put together a report that will include some of the issues presented by the other Sectors.

General Manager Clifford mentioned that Mike Sieckert prepared a report of possible Sector issues to be presented to Mr. Goldman. Representative Nelson, supported by Chair Kelley, suggested that Mr. Goldman return to the Sector to hear comments and suggestions to the plan from Sector members. Mr. Goldman agreed to return.

Representative Soto asked how the other transit agencies are integrated into the plan. Mr. Goldman said the SRTP is a Metro plan but areas that will impact other operators will be included. He noted that other transit agencies often develop their own plans. The Council thanked Mr. Goldman for his presentation.

**7a Received** written report on Gateway Cities recommendations for the Short Term Transportation Plan by Hassan Fakhro. Mr. Fakhro presented a Power Point presentation of Short Range Transportation Proposal that is in line with the Long Range Transportation Plan. Mr. Fakhro identified Operations Plans to include:

- Bus/Rail Interface Projects.
- Gold Line Eastside Extension (2009).
- Exposition Rail Line – Expo (2010).

Also discussed:

- Inter-County Transit Improvements.
- High Speed Express Bus.
- Rapid Bus Corridors.
- Light Rail.

Capital Plan

- Expand Parking at identified key rail facilities.
- Improve Sector Bus Divisions.

Mr. Fakhro advised the Council that Metro is aware of problems associated with some parking facilities particularly due to the rise of gasoline prices and more commuters choosing public transportation.

He presented aerial views of the Norwalk Green Line, Lakewood Station and the Artesia Station to demonstrate the need for additional parking. Mr. Fakhro identified parking problems at these stations to be:

- Parking stations are over capacity.
- Parking problems are spilling over into nearby neighborhoods.
- Increased customer complaints regarding parking.
- Need added capacity for additional bus service (Norwalk).

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Currently, Metro lacks funding to build more facilities or to lease spaces. Mr. Clifford spoke of future building in one of the transit areas that may result in a private/public partnership to provide additional parking, such as Compton's potential Performing Arts Center. Representative Shidler expressed a safety concern for customers who walk up a steep embankment near one of the parking stations. Mr. Clifford will bring this to the attention of Metro Facilities and Caltrans. Representative Newcomer asked about a freight rail Line, rumored to be closed, that travels along Slauson through Whittier into Orange County. This Line would provide a great opportunity for public transit access into Orange County. Mr. Shidler provided a brief history of the line and said it would make a perfect connection from the Blue Line.

**APPROVED:** The Council adopted staff's recommendation to include the above presented projects and concerns into the SRTP. (Unanimous)

8. **Received** oral report on Governance Council Member Line Ride Report – Wally Shidler. Representative Shidler twice rode the 753 Rapid Lines that run from Imperial Blue Line Station to Beaudry and Temple Streets downtown. Taking the Line from Imperial there were 19 boardings on the return trip. The line ran late with a total of 40 boarding with an average of 20 passengers. The buses were clean. He noted local Line 53 was crowded and the Rapid was half full.
9. **Received** oral report on Notification of Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides – Alex Clifford. The Council will meet at 6:50 a.m. at the Sector Office for a "peak hour" ride. Representative Newcomer will ride Line 105 and report in the month of September.
10. **Received Chair Person's Comments.** Chair Kelley asked if tracking is available on increased ridership due to the increased price of gas to trend and compare ridership when gas prices drop. Mr. Clifford offered to provide this information as a regular part of the Council's reports.

Chair Kelley welcomed Representative Soto back to the Council. Chair Kelley shared a story with the Council and public of her nearly 80 year old father who checked himself out of a local hospital in the evening from an unfamiliar community to take public transit home. She was impressed that on a Friday night, three bus Operators took him from one stop to another to ensure that he returned home safely. She does not know who the bus Operators are but thanked these good employees of Metro.

**11. Council Members Remarks.**

Each representative welcomed Representative Cynde Soto back to the Council. The Council members all commented positively on the Chair's story about her father and shared appreciation for the bus Operator's efforts.

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**Adjourned:** 3:40 p.m.

Prepared by:

A handwritten signature in black ink, appearing to read 'Raymond Vincent Price', written in a cursive style.

Raymond Vincent Price  
Council Secretary