

Thursday, February 12, 2009 – 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 2:00 p.m.

---

### Council Members:

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

---

### Officers:

Alex Clifford, General Manager  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

**Metro**

**Los Angeles County Metropolitan Transportation Authority**  
**Minutes – Gateway Service Sector Governance Council Meeting February 12, 2009 – 2:00 p.m.**

1. Pledge of Allegiance was led by Representative Anne Bayer.
2. Roll was called.
3. Self Introductions were made.
4. **RECEIVED COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST WITHIN COUNCIL'S SUBJECT MATTER JURISDICTION.** None.
5. APPROVED **Minutes** of January 8, 2009 Council Meeting.
6. **RECEIVED** oral report from General Manager.
  - **RECEIVED** FY09 Budget Performance Update.

Mr. Clifford began his report reviewing the Year-To-Date Budget Variance as of December 2008. Labor is doing well at \$474K under budget. Non-Labor includes fuel savings at \$628K under budget. Allocated Accounts at \$364K under budget, but may soon run on the negative side because of increasing cost on public liability and property damage. Workers Comp is favorable at \$1M.

The non-favorable variance \$192,374 in Transit Ops under Labor includes mostly charges to the Gateway Sector from other Sectors which will be reversed out. Chair Kelley asked if there is a solution to what seems to be a consistent problem. Administrative and Financial Service Manager, Regina Chan advised that the problem is the result of employees selecting and charging time to the wrong project numbers or cost centers when using the online timekeeping software. Ms. Chan is communicating with other Sectors to rectify the problem and asking supervisors approving electronic time to ensure that the correct cost centers and project numbers are being charged.

Mr. Clifford reiterated that Workers Compensation is \$1M under budget. New Claims are below target at 8.27. Bus Traffic Accidents is good news trending below target at 3.27; division managers, Diane Frazier and Sonja Owens, were recognized for reducing this indicator. Passenger Accidents have increased with a YTD at .29. Mr. Clifford indicated that Metro is taking a pro-active role in the prevention of passenger accidents and is continuing to work on a suggestion by Representative Shidler. An updated report (page 5 of the General Manager's Report) was provided that indicated Complaints Per 100,000 Boardings YTD is at 1.90 slightly above the YTD target of 1.84. In-Service-On-Time Performance (ISOTP) is at 70.3% with a target of 72.0%, which is an improvement from over last year for the same period.

**Los Angeles County Metropolitan Transportation Authority**  
**Minutes – Gateway Service Sector Governance Council Meeting February 12, 2009 – 2:00 p.m.**

In comparison to the other Sectors, as requested by the Sector Council, Gateway is:

- 1<sup>st</sup> or best (lowest) in New Workers Compensation Indemnity Claims.
- 3<sup>rd</sup> in Bus Traffic Accidents per 100,000 Miles.
- 1<sup>st</sup> or best (lowest) in Customer Complaints per 100K Boardings.\*
- 1<sup>st</sup> or best (highest) in In-Service-on-Time- Performance.
- 3<sup>rd</sup> in Mean Miles between Total Mechanical Failures.

\*Customer complaints in every category have gone down. It was particularly noted that the Division Managers worked hard at lowering the “No Shows” complaints.

Representative Nelson asked if Operator Discourtesy complaints were valid. Division 1 Manager Sonja Owens said these complaints are researched and documented. She said these complaints could include running ahead of schedule or “no shows” but they are validated complaints. Ms. Owens said these type of complaints are trending downward and that some complaints are subjective, such as an Operator refusing to converse with a passenger while driving.

Mr. Clifford mentioned that paper Day Pass will be converted to a plastic TAP card on March 15, which may cause complaints to go up because of the learning curve associated with the new product.

Mr. Clifford recognized Operators who received customer commendations: Maureen L. Lewis-Wade, Manuel Gonzalez, and Oscar A. Vasquez from Division 1; Pedro Leon and Mitchell Stansberry from Division 2.

- **RECEIVED** update on January Board Action. General Manger Clifford announced that the Board delayed taking action on Metro’s Structural Deficit at the January board meeting, pending more information about the upcoming Federal Stimulus package and state budget. Representative Shidler advised that transportation systems in the Los Angeles area have decided to raise fares except Metro.
  - **RECEIVED** update on Artesia Blue Line Station parking problems by Mike Sieckert Transportation Planning Manager. Mr. Sieckert shared with the Council negotiation problems associated with the parking agreements. Representative Shidler suggested that Metro work with the local city, the other property owner along with stores within a nearby shopping center. He also suggested acquiring needed parking property by Eminent Domain. Chair Kelley recommended bringing together a coalition of all those involved to work out the parking problem issues.
7. **RECEIVED** update on Lakewood & Norwalk Green Line Station Surveys – Jeff Boberg, Transportation Planning Mgr. IV. Mr. Boberg stated that Metro Market Research and Development conducted two surveys – Norwalk and Lakewood Station Parking lots. He said the “Windshield Surveys” (placing surveys on car windshields) was a self reporting questionnaire that could be placed in the mail. He provided an example of the survey and the results in a Power Point presentation.

Mr. Boberg said that the Norwalk Station, which fills up between 7 a.m. and 8 a.m., was conducted on July 23<sup>rd</sup> and the Lakewood Station on December 9<sup>th</sup>. He noted that at the

**Los Angeles County Metropolitan Transportation Authority**  
**Minutes – Gateway Service Sector Governance Council Meeting February 12, 2009 – 2:00 p.m.**

Norwalk Station 1 in 3 live more than 10 miles from the station. He advised the Sector Council that 30% of respondents indicated that they do not take local buses because it takes too long and 22% indicated that the buses don't run often enough. Mr. Boberg said that about 7 out of 10 take the Green Line and others take van pools, car pools, bike or walk.

Representative Shidler spoke of talking with passengers who prefer waiting for Line 460 to downtown to avoid riding the Green or Blue Line because of security concerns at the transfer point at Imperial Station. Mr. Boberg responded that in a random phone survey around Los Angeles County those who ride transit have a higher perception of safety than those who do not. Representative Shidler suggested there be a survey on safety conducted at the Imperial Station. In concluding his report on the Norwalk Station survey, Mr. Boberg said that most survey respondents (85%) said they would not pay for parking.

In reporting on the Lakewood Station survey, Mr. Boberg said the station has long-time daily users that fill the station between 6 a.m. to 7 a.m. He noted that 1 in 10 live more than 10 miles from the station. He presented a graph demonstrating that 48% of commuters have been parking at the station for over two years with 72% using the station five or more days a week. Most commuters take the Green Line. Respondents gave two main reasons for driving to the station: 1) because the bus trip takes too long and; 2) buses do not run often enough. It was noted that 68% said they would not pay for parking. Representative Shidler asked if those who live closer to the station (2-3 miles) with frequent buses without transferring would they take the bus to the station. Mr. Boberg said the responses were stated preferences - just because people say they will do something doesn't mean they will. However, he noted that the lack of frequent buses is a stated barrier for those who would take the bus if it ran more often. He added respondents said they would pay for parking if it's less than \$10 per month.

Mr. Shidler asked if other transportation systems around the country had paid parking. Mr. Boberg responded that BART (Bay Area Rapid Transit) has paid parking, and so does some Metro Stations. Chair Kelley said at the Norwalk Metrolink Station there is a charge for parking which seems to always be sold out. Representative Bass said he observed that the Washington, D.C. Metro discourages parking at stations he visited. He said it is meant to be temporary and not long term.

8. **Consider receipt** of oral report on Gateway Cities Area Team by Ernest Morales, DEO Countywide Planning & Development. Mr. Morales introduced Jon Grace, Transportation Planning Manager Gateway Cities Area Team. Mr. Morales presented an overview of the Area Team; the areas served; partners with whom they work; activities of the Gateway Area Team and information on key projects.

Mr. Morales advised that the Gateway Cities Area Team is one of 6 Teams in County-Wide Planning all serving a specific geographic area of the County. Support from the team is given to the Gateway Cities Council of Governments and its 27 cities making up 226 square miles, partnering with elected officials and multiple agencies to improve regional transportation. The Team also works with a number of agencies and organizations.

Mr. Grace gave detailed descriptions of projects of the Gateway Cities Area Team such as the Call for Projects (a competitive funding process bi-annually); and the I-710 Corridor. Mr. Morales stated that key issues for I-710 are: improving air quality; improve mobility; safety; reducing congestion; separating cars from trucks and evaluating alternative technologies. He spoke of working with community advisory groups, technical teams, a policy committee; an inter-county study with OCTA; Implementation of Measure "R" (the newly established

**Los Angeles County Metropolitan Transportation Authority**  
**Minutes – Gateway Service Sector Governance Council Meeting February 12, 2009 – 2:00 p.m.**

Measure R Committee) and the expansion of the I-5 JPA from Orange County Line to the 605 Freeway, including improving the Carminita Interchange and the implementation of SB 375 (reducing of Green House Gas Emissions), and working with the Gateway City COG to improve the 91 Corridor. Vice Chair Newcomer shared that the City of Whittier recently dedicated a Greenways Trail significantly funded by Metro. It is 4.5 miles of abandon railroad track being converted to a hiking and bicycling trail with landscaping.

Mr. Grace and Mr. Morales responded to many questions from the Sector Council and concluded their report.

9. **RECEIVED** oral report on Contract Services – Shannon Anderson, Transportation Contract Services Manager. Mr. Anderson presented a Power Point presentation of the Contracted Bus Service. He said there are 22 bus lines operated under contract with a fleet of 185 buses ranging in size from 20 to 40 feet. The contracted service operates at 552,249 annual revenue service hours which is 7% of Metro's total bus service. Mr. Anderson said the service is organized geographically. First Transit is the contractor in the South Region; Southland Transit is the contractor for the East Region and; Veolia Transportation is the operator in the North Region. Mr. Anderson provided a list of contract lines that operate in the Gateway Sector. He noted that Lines 125 and 232 are operated by First Transit; Lines 254 and Lines 577 are operated by Southland Transit. Mr. Anderson identified goals for 2009 which are: to award a contract to purchase up to 53 32" low-floor CNG replacement buses; Complete installation of ATMS networks and dispatch workstations at North and East contract divisions and; issue a new Request for Proposal (RFP) for five-year contacts for East and South Regions.

Mr. Anderson gave an overview of recent survey and data collection noting some contracted lines had significant gains in ridership with an 8% improvement in overall On-Time-Performance demonstrating improved performance of the contractors and schedule adjustments. He noted that in collecting 13 months of data (which includes January 2009) complaints have trended downward (a spike in an increase in complaints is attributable to the transfer of contracted operators and equipment).

Mr. Anderson said upcoming goals are to continue to improve service management and oversight strategies for contract divisions; replace older equipment; ensure technology upgrades are completed at contract divisions and; develop and issue a new RFP for 5 year contracts for South and East regions.

Representative Shidler asked if the Metro BOC can communicate with the contracted Operators. Mr. Anderson said the BOC does not have the ability to communicate with contract services Operators directly, but can communicate with the dispatch center of the respective contractors.

10. **RECEIVED** oral report on Governance Council Member Line Ride Report – Cynde Soto. Representative Soto said she rode Line 60 South around 1:34 p.m. The bus was clean, no graffiti and the Operator was courteous. Number 6454 handled problems with teens who did not want to pay. Good driving. She asked the driver to tie her chair down. The Operator who was not wearing a seat belt only used one strap to tie down her wheelchair. General Manger Clifford will present next month with a new policy as to how wheel chair patrons are to be tied and what services are to be provided.

**Los Angeles County Metropolitan Transportation Authority**  
**Minutes – Gateway Service Sector Governance Council Meeting February 12, 2009 – 2:00 p.m.**

11. **RECEIVED** oral report on Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides by Alex Clifford. Mr. Clifford assigned Line 760 to Representative Rubenstein who requested riding Access Services.

The Governance Council ride will take place at 7:45 a.m. at the office. General Manager Clifford reminded everyone that the April meeting will take place at Downey City Hall at the regular time.

12. **RECEIVED** Council Members Remarks. Representative Rubenstein said that he finds it interesting how different Operators deal with wheelchairs. Representative Eros-Delgado said she enjoyed today's presentations especially from Planning in addition to the station surveys. Representative Bayer said she will now watch more closely how Operators handle wheelchair patrons to see what is being done right. Representative Shidler said he will be making a presentation on 50 years of public transportation on February 26. Representative Bass thanked staff for all that goes into preparing for the meetings.
13. **RECEIVED** Chairperson's Remarks. Chair Kelley mentioned that she received from Metro a New Homeowners packet which she thought was very nice.

Adjourned: 3:58

Prepared by:



Raynard V. Price