

Thursday, May 14, 2009

Minutes

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Boulevard
Downey, CA 90241

Called to Order at 2:04 p.m.

Council Members Present:

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

Officers:

Alex Clifford, General Manager
William Walker, Council Secretary



Metropolitan Transportation Authority

Metro

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1. Pledge of Allegiance
2. Roll Call – Vice Chair Newcomer excused Chair Cheri Kelley who is attending a conference.
3. Self Introductions
4. RECEIVED Public Comment

Wayne Wright – asked who is responsible for heavy maintenance on Southland Transit. Mr. Clifford responded that Southland Transit is responsible for any repairs not covered by the manufacturer’s warranty. He reported that the Board just approved a contract to procure 50 new 32-foot NABI buses for all contract services providers.

5. APPROVED Minutes of April 9, 2009 Council Meeting
6. RECEIVED oral report from General Manager

Budget and Key Performance Indicators

- The Sector March 2009 Year-To-Date budget is a positive variance \$258,348 including favorable labor variance \$925,522, Non-labor positive variance with \$963,565 in the fuel accounts. and Worker’s Compensation at a positive variance \$1.5M However, Public Liability/Property damage is operating at a negative variance (\$3.6M) which is offset by positive variances in other accounts
- Sector and Support Department total costs are below budget by \$718,000.
- Support Department labor mis-charges are managed month-to-month by Sector finance staff. Unbudgeted labor charges from Transit Operations include service attendants working at Sector divisions as Mechanic Trainees Transit Operations Supervisors, Storekeepers and Equipment Record Specialists from other sectors working overtime at the Gateway Sector divisions for vacant assignments
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- Metro CEO Art Leahy has been with the agency for over a month and has committed to operating a safe, clean, reliable and customer focused service and an organization that strives for continuous improvement

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- Gateway Cities Worker's Compensation costs ranked second best out of the five operating Sectors.
- A review of customer complaints did not show any underlying patterns, therefore each complaint was reviewed on a case-by-case basis and management will be investigating complaints and following up with operators.
- March 2009 Accidents were low at 2.88 per 100,000 hub miles, the lowest rate since October 2008.

Artesia Blue Line Update

An offer to lease spaces was extended to the nearby Church and an acceptance must be received by May 15, 2009 in order for both the Church and Metro to proceed. If the Church chooses not to accept the offer, funds will be utilized to build a fence that will aid in keeping Metro riders from traversing an unsafe path over a hill connecting a nearby street to the southern end of Artesia Station.

Customer Comment Decal

Mr. David Hershenson (Community Relations) reported that Metro Communications and Operations are working on modifying the original language. An updated draft will be presented at the next meeting.

Fare Equity Motion

The motion approved at the April Gateway Cities Sector Governance Council meeting was submitted to the CEO and was considered when the decision was made to postpone implementation of the Silver Line Dual Hub Bus Rapid Transit line (Line 910). Discussions will continue to set the appropriate fare structure for the line (implementation of Line 910 has been delayed until Dec '09 or later).

Update on June 2009 Service Changes

The Board approved proposed service changes for the Gateway Cities Service Sector Tier 1 lines.

Update on Governance Council

Terms are ending for four representatives at the end of June. Applications for the five vacancies are due May 9. The election of new Council officers, including chair and vice-chair, will take place at the June meeting.

Update on TAP

As implementation continues, fewer complaints have been received. Even though the one-month trial period has ended, some passengers still expect a free TAP card. TAP Cards now cost \$2 and cards must be obtained at a Metro Customer Service Center, a TAP sales outlet. Mr. Clifford also mentioned that the fare policy remains the same for fare evasion, that is, a driver is to quote the fare if the passenger does not initially pay the full fare. If the passenger continues to evade fare in the future a police service request form is filed and the Los Angeles Sheriff's Department is instructed to follow up on the incident.

7. RECEIVED oral report on Short Range Transportation Plan – Rod Goldman, Principal, Diversified Transportation Solutions

Mr. Goldman gave an overview of the short range transit plan development process which included gathering feedback on issues and objectives from key stakeholders, including but not limited to Metro Board Members and Executive Staff, Service Sector councils, and the riding public. He noted the plan is transitional in nature and could change once operational goals and issues are identified, and a comprehensive plan to achieve goals and resolve issues. He then gave a power point presentation of the draft plan and discussed in detail parts of the plan where Service Sector Councils might be interested in providing more input.

Purpose of Metro SRTTP

- Develop multi-year strategic plan to improve transit quality, accessibility, cost effectiveness and efficiency
- Provide short-term action plan for transit activities towards meeting Metro's long-term objectives

Key Goals of SRTTP

- Evaluate current operational and financial condition of Metro Operations
- Project trends in transit demand and transit funding over a five-year period
- Identify probable impacts to Metro Bus and Rail services and facilities
- Identify strategies to address future service needs and align with long-term agency goals
- Create framework for development of future operational policies
- Establish priorities for service development for the next 5 years

Next Steps

- Stakeholder Review of Metro Operations SRTP
 - Metro Executive Staff
 - Service Sector Governance Councils
 - Metro Board of Directors
 - Present Metro Operations SRTP to Metro Board of Directors for Approval
8. CARRIED OVER oral report on Division Manager Overview – Sonja Owens, Div 1. Transportation Manager
9. RECEIVED oral report on December 2009 Service Change Timeline – Hassan Fakhro/Mike Sieckert

Metro's 10-year forecast originally proposed reducing revenue service hours by 58,000, systemwide. The current budget assumptions going to the Board reflect a reduction of 120,000 Revenue Service Hours for FY2010. A public hearing will be held to discuss changes to the FY2010 budget on May 20, and the Board will vote to approve the FY2010 budget at its regular meeting on May 28.

Mr. Fakhro explained the timeline to be followed for advertising public hearings and the public hearing process.

10. RECEIVED Governance Council Member Line Ride Report – Representative Nelson

Representative Nelson rode Line 127 (Compton Station – Downey Transit Depot via Compton and Somerset Boulevards) and reported that his experience was exciting nonetheless. He stated the operator of the line represented Metro exceptionally well and was very informative and nice. Twenty riders boarded his trip westbound and 37 eastbound. He noticed the following on his trip:

- The Depot has restroom facilities for municipal operators but does not provide Metro operators access (staff will follow up on this)
- There is very little room for a bus to pass other large vehicles when turning into the Compton Transit Center from Somerset Boulevard.
- Buses were lacking “car cards” above seats that informed riders of the Governance Council.
- Bus schedules are not coordinated with area school dismissal times, specifically Paramount High which dismisses students at a time between both Line 127 trips, which means most students choose to walk rather than wait for the bus.

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- Said the line served a lot of different locations and although considered for cancellation in recent years, the line still has some potential.
 - Encountered Larry Blair, a vehicle operations supervisor, who demonstrated how a supervisor's monitoring of the automated transit management system (ATMS) helps managers track real time on-time performance, breakdowns, and other incidents in order to resolve them and maintain the best possible service delivery.
 - Suggested that the line deviation on Line 127 along Bellflower, Clarke and Somerset might be unnecessary because of municipal operators already provide service along that corridor.
11. RECEIVED oral report on Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides.
12. RECEIVED Vice Chairperson's Remarks - Said that he would not seek reappointment next year because of a work schedule conflict. He added that he enjoyed serving on the Council.
13. RECEIVED Council Member's Remarks

Representative Bayer said she would check into whether or not restroom facilities could be provided for Metro operators who layover at the Downey Transit Depot facility.

Representative Shidler requested another Governance Council tour of the Bus Operations Control Center. He also commented about how bus service can be tailored (or not tailored) to serve the needs of students who attend schools along transit corridors.

Representative Nelson thanked Representative Newcomer for his contributions to the Council and said it was a pleasure serving with him.

Representative Bass said he was amazed at operators' ability to maneuver vehicles and wondered if it was possible to quantify avoided accidents as a key indicator.

ADJOURNED at 3:28 P.M.

Prepared by:


William L. Walker
Council Secretary