

Thursday, June 11, 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 2:10 p.m.

Council Members present were:

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 V. Price, Council Secretary



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1. Pledge of Allegiance was led by Representative Bass.
2. Roll Called.
3. Self Introductions were made.
4. **PUBLIC COMMENTS.** None.
5. Elections were held for positions of Chair and Vice Chair. Representative George Bass was elected to Chair and Representative Harley Rubenstein was elected to serve as Vice Chair. The votes for both were unanimous.
6. **APPROVED** Minutes of May 14, 2009 Council Meeting. Chair Kelley abstained.
7. **RECEIVED** oral report from General Manager. General Manager Alex Clifford announced that the Metro Board adopted the FY10 Budget filling the structural deficit of \$230M with one time reserves. Mr. Clifford submitted the new CEO will have budgetary challenges in the months ahead, and promised to keep the Sector Council updated on Metro's significant deficit problem.
 - FY09 Budget Performance Update. Mr. Clifford noted there is similarity in this month's report to last month's outstanding report. The Sector April 2009 Year-To-Date budget is a positive variance \$134,515 including favorable labor variance \$919,953 and Non-labor positive variance with \$1M in the fuel accounts. However, there is an unfavorable budget variance in Allocated Accounts of (\$1.8M) mostly in PL/PD Chargeback of (\$3.7M) offset by the favorable variance in Workers Comp Chargeback of \$1.4M. Workers Comp claims are not expected to increase, which will have a positive affect. Sector and Support Department total costs are below budget by \$840,861. Support Department labor mis-charges are managed month-to-month by Sector finance staff. Unbudgeted labor charges from Transit Operations include Mechanic Trainees, Transit Operation Supervisors, Storekeepers and Equipment Record Specialists from other sectors working at the Gateway Sector divisions.

In reporting the Sector's KPI's Mr. Clifford said Workers Compensation Costs are below target but the claims are slightly over target at 9.91 with a target of 9.90. Bus Traffic Accidents Per 100,000 Hub Miles is below target at 3.25. Passenger Accidents Per 100,000 Boardings is above target at .29 with a target of .22. Complaints Per 100,000 Boardings is above the target of 1.84 at 1.95, and In Service On Time Performance (ISOTP) is remarkable at 71.6% with occasional reporting at 74.1%. The target is 72%. Mr. Clifford advised the Council to compare this KPI to FY08 to show improvement due to two new supervisors dedicated to On-Time-Performance. Mr. Clifford also contributed this improvement to on-going efforts by the division managers. Operators who achieve 85% or better are placed on a "Star's" list which Mr. Clifford said is growing.

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

3rd in New Workers Comp Claims per 200,000 Exposure Hours
3rd in Bus Traffic Accidents per 100,000 miles

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Lowest (best) in Customer Complaints
Highest (best) in In-Service-On-Time Performance
3rd in Mean Miles between Total Road Calls

Mr. Clifford shared with the Council five commendations from Division 1, and 7 commendations from Division 2. Representative Nelson asked if the commendation he submitted was received since it was not included in this current report. Mr. Clifford responded in the affirmative and noted that his commendation was forwarded to Customer Service and would be included in the report listing May commendations. Representative Shidler inquired about the tie down policy for wheelchair patrons. Mr. Clifford responded that Metro's policy is to always ask patrons if they would like to be tethered or tied down, but being tied down is not mandatory. He explained that Operators have been trained in this process and those who stated in a recent media expose' they had not been trained are being "re-trained", including ensuring that the ADA equipment is working properly. Representative Shidler said the expose' was "skewed" based on things he observed in the story.

Mr. Clifford announced the Gateway Cities Council of Governments' selections to fill Gateway Service Sector seats expiring June 30, include elected officials Anne M. Bayer, Downey City Council Member and Lillie Dobson, Compton City Council Member, and non-elected members Harley Rubenstein and Jo Ann Eros-Delgado. Councilwoman Dobson is the one new member to the council, the other three selections were currently serving terms. The nominees must be confirmed by the Metro Board of Directors, probably at their June, 2009 meeting. All four nominees will serve a three year term from July 1, 2009 through June 30, 2012.

- **RECEIVED** update on Artesia Blue Line Station. Mr. Hassan Fakhro said negotiations broke down with one of the properties adjacent to the station. A fence will be installed on the South end of the platform to prevent patrons from risking injury by traversing the steep hill nearby. The installation of the fence will be completed in the immediate future prior to the next meeting. Mr. Clifford noted there is more parking available at the station because of the unfortunate "sign of the times" such as layoffs and the down turn in the economy. Representative Shidler and Metro staffer Hassan Fakhro confirmed parking is available during peak and off-peak hours.
- **RECEIVED** update on Customer Comment Decal, Council Car Card and Incident Report Card. Dave Hershenson discussed the Metro "Incident Report Card", a fold over card customers can use to comment on service, and includes categories such as an operator's badge number, bus number, date, and line number. The card is available at Metro's Customer Service centers and is mailed out with letters to some customers that had filed complaints. The card is not available on buses. Mr. Hershenson said Mr. Clifford is spearheading a campaign to provide a communication tool on buses to enable customers to report incidents. He showed the council a draft of a new design of a decal that will provide contact information, and tell customers what information they should include in their comments about service (the same information that is on the "Incident Report Cards). Mr. Hershenson also told the council that new car cards with information about Governance Council meetings, including days, times and locations, will be posted on buses in July.

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- **RECEIVED** update on High School Meets with Lines 127 & 265. Representative Nelson had expressed concerns regarding Paramount High School students' ability to meet buses after school. Mr. Hassan Fakhro informed the council that there is a five minute difference between the dismissal time at Paramount High and the bus which may be adjusted. Mr. Fakhro said the westbound bus has a 30 minute difference which will require shifting the entire schedule impacting everyone who rides it. He stated that the demand does not warrant this shift for the 4 or 5 students who use the line. Chair Kelley suggested Mr. Hassan check to see if summer school will be a problem for student riders if schedule adjustments are to be made.
 - **RECEIVED** update on Purchasing Round Trip Tickets thru TVM Machine. Representative Shidler had expressed a concern that round trip tickets were not available at a ticket vending machine. Mr. Hassan Fakhro responded that when Metro implemented Day Passes, the option to purchase round trip tickets was eliminated from TVMs.
 - **RECEIVED** update on Downey Transit Depot Restroom Access. Representative Nelson had expressed a concern regarding the restrooms at the Downey Depot. Mr. Hassan Fakhro advised that there are limited hours of operation for the Downey Depot. Monday – Friday 8:00 a.m. to 4:30 p.m. and Saturdays 8:00 a.m. to 4:00 p.m. Mr. Fakhro said an Operator was given the available times and alternate locations.
8. **RECEIVED** update of December Service Changes/Public Hearing Dates – Hassan Fakhro. Mr. Fakhro informed the Council directions were received from the Board that there will be no cancellations of service or segments unless there is frequent underlying service. He said the December shake-up will consist of minor schedule adjustments, including the elimination of under utilized trips. These possible minor changes will not require public hearings.
 9. **REMOVED** oral report, and possible action on Governance Council Member Line Ride Report – C. Kelley
 10. **RECEIVED** upcoming Governance Council Member Line Ride Report and upcoming Line Rides – Alex Clifford. Representative Eros-Delgado will ride Line 460 and report. The Sector Line Ride will meet at 9:00 a.m. at the Sector office.
 11. **RECEIVED** Chairperson's Remarks. Chair Kelley announced that Representative Owen Newcomer will be leaving the Sector Council. She presented Representative Newcomer with a commendation plaque from Metro thanking him for his service to the community. Representative Newcomer said he is impressed with MTA (Metro) and the staff, the Operators and can understand why MTA received its national award. After 34 years of teaching he looks forward to going back into the classroom at Rio Hondo Community College.

Chair Kelley made her last comment as Chair. She said she appreciated the hard work of staff, thanked everyone for their support, and said she enjoyed being chair. She wished Representative Bass the best of luck as Chair and congratulated Representative Harley Rubenstein as Vice Chair.

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12. RECEIVED Council Member's Remarks. All of the members congratulated the new Chair and Vice Chair, wished Representative Newcomer well, and thanked Chair Kelley for her outstanding work as Chair.

Adjourned 2:55 p.m. in memory of Kevin Murray, Transportation Operations Supervisor (TOS – Vehicle Operations) with 26 years of service to Metro.

Prepared by:

Raynard Vincent Price