

Minutes

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

Downey City Hall
Council Chambers
11111 Brookshire Avenue
Downey, CA 90241

Called to order at 2:05 p.m.

Council Members Present were:

George Bass (Chair)
Harley Rubenstein (Vice-Chair)
Anne Bayer
Lillie Dobson
Larry R. Nelson
Wally Shidler
Cynde Soto

Officers:

Dana Coffey, General Manager
Raynard V. Price, Council Secretary



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Minutes – Gateway Cities Service Sector Governance Council Meeting
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November 12, 2009 – 2:00 p.m.

1. Pledge of allegiance.
2. Roll was called.
3. Introductions were made.
4. **RECEIVED** report from Lieutenant Keith G. Obenberger. Lt. Obenberger spoke on pedestrian and traffic safety. He said at some point we are all pedestrians. As pedestrians, people often don't respect the 2,000-pound vehicles on our streets. In 2007, there were 666 pedestrians killed by automobiles. If one were to add the 13,000 injuries, that number becomes even more significant. In addition, Lt. Obenberger spoke about the problems associated with blind spots for drivers of trucks and cars and counseled that children believe they will not be hit by cars. He strongly suggested that they must be protected. But further said the same holds true for adult pedestrians. He added that pedestrians must also be aware of their surroundings and be watchful for out of control vehicles that may jump curbs. He said that pedestrians have a sense of over exaggerated safety. This is particularly true for those in cross walks which the state eliminated in mid-blocks. He said drivers are not looking for pedestrians' mid-block or expect for them to be there. He encouraged everyone to be especially aware during the holiday season. He wished everyone a great Thanksgiving as he concluded his report.

Representative Shidler commended Lt. Obenberger for the presence of uniformed deputies on the buses Lt. Obenberger spoke of at a previous meeting. However, he added there are too many vendors on the Blue Line. Lt. Obenberger noted there is a police plain clothes operation currently in effect to deal with quality of life issues which include this particular concern. There was further discussion on the undercover police operation on buses and trains. Representative Bass asked about the current bike policy on the Blue Line, commenting he has seen many bikes on the train during various times of the day and that the riders are often discourteous. Lt. Obenberger said there is no limit for when bikes can be on the train however they should be in the car with the eliminated seats designed to accommodate bikes. Officers will often move bike riders to that designated area. Representative Bass provided more detail on the bike issue. Representative Shidler requested Lt. Obenberger bring the actual bike policy to the meeting.

5. **COMMENTS** from the public. None.
6. **APPROVED** minutes of the October 8, 2009 meeting. Metro staff member Myrine White requested a correction to page 3, 3rd paragraph which should read “Sectors and other agencies that use our services. “

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

7. **RECEIVED** General Manager’s Report. General Manager Coffey introduced Conan Cheung, Deputy Executive Officer, Operations who gave a brief update of the “Near Term Strategic Plan” and solicited a member of the Council to participate on a Blue Ribbon Committee. He said that metro has the potential to experience a \$100M deficit at the end of FY10 due to low ridership and low sales tax receipts. He said this significant loss is exasperated by inefficient services. As an example, he cited the growth of the system in the last 15 years by 13% in service hours but during the same time period ridership dropped by 1%. He informed the Sector Council that while those services may have been needed at the time of the growth, some services are no longer required. He added, unlike other transit agencies in the country, Metro has an opportunity to improve regional mobility and service with Measure R. Mr. Cheung noted that the key to success is starting with a solid and sustainable foundation – basic system. Metro will look at rebase lining the system with better integration of bus and rail; reducing bus duplication; better defining “quality of service” and; establishing a Blue Ribbon Committee that includes representatives of the Governance Council, local return cities, and beneficiaries of public transit (employment, businesses, and education and other users of the system). The time commitment for participants of the Blue Ribbon Committee will be extensive with the first meeting in January and monthly thereafter to June. Each meeting will be approximately three hours long. Representative Nelson nominated Representative Wally Shidler to the Blue Ribbon Committee. In a unanimous vote by Sector Council members Representative Shidler was designated.

Continuing her report, Ms. Coffey encouraged all Sector Council members to experience being “Behind the Wheel” of the bus to know the experience of a typical bus operator. She will be scheduling members after the first of the year but will also try for a date in December. She encouraged members to learn to drive a 40-ft and an articulated (double) bus to have a better understanding of bus Operators through experience, albeit in a safe and controlled environment. The members agreed to participate. Ms. Coffey offered to set-up both morning and afternoon sessions. The practice sessions will not take place on the streets but in Operator training areas. Invites will be sent to individual members.

Ms. Coffey shared that Gateway and South Bay Sectors’ moves to the downtown Gateway headquarters are complete. Administration is on the 8th floor and Scheduling is on the 7th floor. These changes will not affect the Sector Council concept which will remain “as is.” Ms. Coffey requested Metro’s Hassan Fakhro to discuss December service changes. Mr. Fakhro said that the service changes were minor in nature involving trip thinning of under-utilized trips. He said shortlines were expanded on some lines during the peak periods and into the midday period on other lines. A detailed list of those changes was passed out to council members. The changes will take place starting December 13, 2009. Representative Shidler said he

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

would like to see a similar chart as presented whenever there are changes. Ms. Coffey said the changes are minor and will have very little impact to customers. Mr. Fakhro said the changes are so minor they do not require public hearing. Representative Nelson requested an explanation and need for the changes. Mr. Fakhro responded it was necessary to meet budget cut requirements. System-wide there is a requirement to cut 190,000 hours. Representative Shidler suggested in the future to include Lines that run into the Sector but not under the purview of Gateway Cities Governance Council in order to get the entire picture of the changes.

Ms. Coffey introduced Myrine White to provide the budget report. She said in Labor there is a favorable budget variance of \$945K. In Non-Labor there is an unfavorable variance of \$63K. Allocated Accounts has a favorable budget variance of \$72K. In response to an inquiry regarding regional chargebacks from Sectors and other agencies – activities related to common costs shared by Metro and other municipal operators such as the call center, TAP operations and operational service and labor, Representative Nelson requested that this report be in written form that includes examples of chargebacks to be made available to all of the members. Representative Shidler asked for clarification of reimbursements of calls to the Call Center.

Ms. Coffey presented the Key Performance Indicators for the Sector. Workers' Compensation Cost is targeted at \$1,810,805 with a YTD of \$2,264,026; New Workers Compensation Indemnity Claims has a target of 9.55 with YTD of 13.19; Bus Traffic Accidents Per 100,000 Hub Miles is trending downward. It is targeted at 3.3 with a YTD of 2.9 and Passenger Accidents Per 100,000 Boardings is targeted at .22 with a YTD of .33; Complaints Per 100,000 Boardings is targeted at 2.0 with a YTD of 1.8. Ms. Coffey acknowledged CEO Art Leahy for setting a goal of 80% or higher in the In-Service On-Time Performance (ISOTP) which was targeted at 74.0 but trending upward with a YTD of 76.8. The General Manager encouraged the continued acknowledgment of bus Operators. The following Operators were acknowledged in the report for receiving commendations from bus patrons; Division 1: Lisa Fierro, Maria T. Avila, Lisa Fierro, Miguel A. Munoz and; Division 2: Donald R. Simmons.

Dave Hershenson presented the decal that he has been working on to make it easy for patrons to make proper complaints, the decal includes more information. He passed around a mock of the decal to be viewed by members. He said Marketing will be making the decal available to all the Sectors and is working on bus measurements to find the right location to place the decal. The decal should be made available next month.

8. **RECEIVED** presentation on Artesia Blue Line Station parking update by Alice Tolar, Transportation Planner. Ms. Alice Tolar said that Metro was diligent in providing notices to customers but failed to speak to the Sector about the upcoming changes. She acknowledged that Dave Hershenson will continue to be a contact. She

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

presented a PowerPoint presentation on the reserved permit parking program. She said it was established in 2003 because of the high demand for parking at Metro owned facilities due to the increase in fuel costs, improved transit services and convenient locations. She went on to say that the program is an opportunity to better manage increased demand for parking; to help offset the costs associated with maintaining parking facilities and to better serve the public. She said the policy authorizes consideration for parking where parking demand meets or exceeds 75 percent of the current supply of parking spaces. Parking is monitored by either Metro Security or the Los Angeles Sheriff's Department who look for valid permits. The Reserved Parking program is operated by an outside contractor, Clancy Systems at 1.800.997.0197 and permit parking information can be found at metro.net and Park-by-Phone at 1.888.310.7275 or one can register online at parkinghelp.com to reserve a daily parking space. Ms. Tolar provided examples in a PowerPoint of how to access these sites. She said that the site has a waiting list for sold out spaces. An inventory was provided listing reserved and sold space by parking lot. The Artesia lot has 30 reserved spaces with 25 spaces sold.

Representative Shidler asked about the difference in price to which Ms. Tolar responded that prices are based on what the market can bear. Some stations have a higher demand which can result in higher prices. She presented a slide showing a waiting list as high as 120 customers. She said the temporary signs posted at Artesia will be replaced by the end of the month. It will basically have the same information as the current temporary signs. Representative Soto asked if there are spaces for the disabled. The response was affirmative. There are some spaces reserved for the disabled. She said the reserved parking spaces are premium spots closest to the station. In response to a question from Representative Nelson, Ms. Tolar stated that disabled patrons will be ticketed for parking in a reserved spot not devoted to the disabled. Representative Nelson suggested that a reserved spot could become a disabled spot after 11:00 a.m. Ms. Tolar thought this "dual purpose" to be a good idea. In response to vendor issues taking parking places there needs to be signs posted warning of this activity. Ms. Tolar said she will work at getting the signs placed. Representative Dobson asked about the crossing from the Hotel area and the problems associated with it. Ms. Tolar said she will look into providing pedestrian study. She will provide information by the December meeting on the three issues. Chair Bass thanked Ms. Tolar for her report and requested that the Sector Council remain informed of parking changes at the Artesia Station.

9. **RECEIVED** presentation on Division Manager Overview by Donell Harris, Division 2 Maintenance Manager. Mr. Harris discussed challenges employees face on a daily basis to put clean and safe services on the street. He said the daily challenges include Division restraints and facility capacity (he displayed a picture of the Division dated in 1959 that remains the same today with buses that are bigger than the facility was

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

originally designed to handle); bus cleanliness; bus suspension issues, midlife program; vehicle capacity and road condition; graffiti and roaches. He said there are not many accidents at the division because the employees have made themselves aware of the over crowdedness.

Mr. Harris spoke of problems surrounding the inability to improve the current conditions of the aged facility and the challenges associated with working in an outdated environment. He discussed the process of what takes place prior to the early morning rollout. Mr. Harris said 175 buses are washed every night. He spoke of the mid life program which has to take on more repairs at the division because of budget restraints. Employees are doing more work to repair buses than what the Division is designed to do. In discussing pot holes Mr. Harris said the city is called regarding serious pot holes that are causing damage to buses. He also spoke of the tremendous damage of graffiti on the buses every night. Camera recordings are pulled and information is downloaded to identify the graffiti on a daily basis. He said this is a priority because it is causing thousands of dollars in damage. Pertinent information is turned over to the police special Graffiti program. Mr. Harris said 30 to 40 vehicles are sprayed every night to combat roaches but buses can go out roach free and return infected. Representative Shidler said trash needs to be cleaned behind the Operators. Mr. Harris said this is addressed on a regular basis. He also said that ramps need to be cleaned to allow the ramps to work properly in the well area.

10. **RECEIVED** Governance Council member Line Ride Report by Cynde Soto. Representative Soto rode Line 577 Express, Bus number 7114, on October 20. She said the bus arrived on time with very courteous driver. At the Veteran's Administration location there were two other wheel chair riders but only one could make it but they accepted this situation as it was explained by the Operator. The Operator knew the passenger and announced the major stops. He asked if she wanted to be tethered. He did so and used the available yellow straps on her chair. On the way back she boarded the same bus with a different driver. The Operator also used the tethering straps. He was a good driver. She said the bus did not kneel which makes the ramp a little too steep and difficult. The Operator stood next to her as she boarded the ramp. She said the Operator was polite and helpful. Representative Nelson will be riding Line 128 and reporting in December.
11. **RECEIVED** Chairperson's remarks. Chair Bass spoke about his ride on the Gold Line and said the stations are beautiful with each being different and designed to fit into the specific communities. The Chair reminded everyone the December meeting will be back at its usual place. He thanked Representative Bayer for hosting the November meeting.

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

12. **RECEIVED** Council member's remarks. Representative Nelson said a person spoke at the meeting in the past about Line 127. He said he noticed her talking about Line 127 while riding the Blue Line. She wanted to know where one can purchase a bus pass in the community. Representative Nelson asked if there is written literature where a person can purchase a bus pass. Dave Hershenson said the Metro website (www.Metro.net) lists several places where the regular TAP passes can be purchased by typing in a zip code or by calling 1.800.commute.

Representative Shidler spoke about the Meet and Confer on Oct. 23 with CEO Art Leahy. He said there were 18 members present out of the 40 members, with South Bay having the largest attendance with 6 of 9 members. The CEO gave an overview of his plans and spoke about quality service over quantity. Representative Shidler said the CEO would like to have a meeting with the Councils every four months, and that the CEO is not in favor of the different colored buses. Representative Shidler encouraged everyone to attend the next meeting. He said Vice Chair of the South Bay Governance Council John McTaggart passed away from cancer. Representative Dobson said she will need help in the adopt the line process. Dave Hershenson said he will assist her. Representative Bayer congratulated Wally Shidler on his appointment to the Blue Ribbon Committee. All members wished everyone a happy Thanksgiving.

Adjourned in memory of South Bay Representative John McTaggart.

Prepared by



Raynard V. Price
Council Secretary