

# 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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Council members present were:

George Bass (Chair)  
Anne Bayer  
Jo Ann Eros-Delgado  
Lillie Dobson  
Cheri Kelley  
Wally Shidler  
Cynde Soto

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Officers:

Dana Coffey, General Manager  
Raynard Price, Council Secretary



Metropolitan Transportation Authority

**Metro**

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1. Pledge of Allegiance.
2. Roll was called.
3. Introductions were made.
4. **RECEIVED** safety awareness tip by Lt. Obenberger. In response to questions posed at an earlier council meeting, Lt. Obenberger distributed a Metro Bicycle Pocket Guide which describes Metro's bicycle policy. He stressed a penal code which forbids the blocking of access stating that citations are written to those who block passengers or for obstructing an aisle way or Operator's door. Lt. Obenberger also provided advice for shopping during the holiday season and said that women should keep their handbags or purses close to the body and gentleman should place a rubber band around their wallets making it difficult to be removed from the pocket. He also suggested placing wallets in the front pocket as opposed to the back. He advised never to leave valuables visible in vehicles and to be vigilant about placing gifts in the trunk of cars with the thought of returning to stores for further shopping. Lt. Obenberger also strongly suggested that receipts should be taken home to be destroyed. He wished everyone a safe and happy holiday.
5. **Public Comment.** None.
6. **APPROVED** Minutes of November 12, 2009 Council Meeting.
7. **RECEIVED** General Manager's Report. Ms. Diane Frazier substituted for General Manager Dana Coffey. Ms. Frazier introduced Myrine White, who provided the budget report. She stated there is a favorable variance in Labor accounts of \$871K. An unfavorable variance in Non-Labor accounts of \$175K is in Vehicles Revenue Parts (\$274K), Material & Supplies (\$93K), and training/uniforms/tools (\$1K) which is offset by the favorable variance in Fuel account of 4143K, Taxes \$26K, Miscellaneous of \$22K, and Services of \$3K. In the Allocated Accounts there is a favorable variance of \$566K. Ms. White provided a written report explaining the areas of the regional chargebacks as requested by Representative Nelson from a previous meeting. In presenting the Key Performance Indicators Ms. Frazier indicated the following: Worker's Comp is at \$191,710 targeted at \$2,404,204; New Workers Comp Claims is at 12.68 targeted at 9.55; Bus Traffic Accidents Per 100,000 Hub Miles is at 3.59 targeted at 3.30; Passenger Accidents Per 100,000 Boardings is at .33 targeted at .22; Complaints Per 100,000 Boarding's is at 2.25 targeted at 2.0 and; In-Service On Time Performance (ISOTP) is at 75.0 targeted at 74.0%.

Representative Shidler brought up a concern he had regarding a problem with a bus bridge that was used for construction activities at the Washington Blue Line Station during the Thanksgiving weekend. He said the station was closed longer than expected, and the bus bridge did not operate properly during the time the station shutdown was extended. He asked for a report as to why there was no contingency plan in place and asked who was responsible. He said the closing of the Blue Line will have to continue at least 8 more times for Expo Line construction. Representative Kelly discussed the Regional Chargeback Explanations.

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Dave Hershenson announced changes in the Metro agency. He announced that Lonnie Mitchell will be the acting Operations Officer during a nationwide search to replace outgoing Carolyn Flowers who will be accepting a position as Executive Director of the Charlotte Area Transit System (CATS) in North Carolina. He also announced that Planning Chief, Carol Inge will be retiring. Representative Kelly asked who will be responsible for the Sectors if the General Managers will no longer oversee the Sectors as indicated by Mr. Hershenson. She also asked if the Sectors will have more input into those areas that come under their purview. Mr. Hershenson said this information was not yet available, but that he would update the council as soon as he heard of changes affecting governance councils. Mr. Hershenson also informed the Sector that they will not be able to meet at The Gas Company in January. Sector Secretary, Sheila Badji, advised that she will attempt to schedule the Downey City Hall Council Chamber. [Note: following the meeting, Representative Bayer was able to assist us in reserving the Downey City Hall Council Chamber for our January meeting.] Ms. Frazier acknowledged the following Operators who received commendations: Dennis Copeland (4), Margaret T. Moss, Maureen L. Lewis-Wade, and Carlos E. Angulo.

8. **RECEIVED** Update on Contract Services by Shannon Anderson. Mr. Anderson provided a list of lines that are operated by contractors. He gave an update on some of the past initiatives and said a contract was awarded to purchase 50, 32-foot low floor CNG replacement buses; completed installations of ATMS networks and dispatch workstation; implemented Mystery Rider program in July 2009 to increase monitoring of operator performance and ADA compliance with a monthly report of the 20 monthly trips; issued a new RFP for five-year contracts for East and South regions due in January and February. He presented a graph of a 13 month period of customer complaints as an indicator. He said key objectives for 2010 is to: continue to improve service management and oversight strategies for contract divisions; deploy 50 new 32 foot buses to replace older vehicles; expand use of ATMS technology and; implement new 5 year contract of South and Eastern regions. Mr. Anderson introduced Roy Berlinghoff of Southland Transit, the Contract Line Manager of Division 95. Mr. Berlinghoff presented a chart of the Mean Miles between Mechanical Failures. He said the higher the number the better with a standard of 7,500 miles between failures indicating good operation. He noted that August was an exceptionally good month. He presented a chart of system failures saying that numbers are trending downward suggesting that buses are leaving the yard and returning without breakdowns. Mr. Berlinghoff said the numbers are attributed to a new maintenance team. Representative Soto asked about the steep knelling of the buses for ramps. Mr. Berlinghoff said the ramp may appear steep even when the bus has already been lowered.
9. **RECEIVED** update on June 2010 Service Change Program by Michael Sieckert. Mr. Sieckert provided and update on the June 2010 service change program that will contain both major and minor changes in service. He said that public hearings are required for major changes and since the Gateway Cities Sector is proposing only minor changes, there will be non need for the sector to conduct a hearing. A public hearing notice will be issued in January for listing proposed changes and the dates, times, and locations for Metro public hearings, which will be conducted in February. The notice will also inform the public that they can provide input regarding proposed changes at the governance council meetings where no public hearings will be held,

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including Gateway Cities. Gateway Cities' minor changes will involve adjustments that will increase short-line operation and headway adjustments to three lines. Mr. Sieckert identified the lines as Line 55/355 Compton Avenue Local and Limited Line; Line 102 Coliseum Street Exposition Boulevard; Line 121 Imperial Highway and; Line 760 Long Beach Boulevard Rapid. He provided a schedule of the steps the sectors will need to follow over the next few months in order to implement the service changes next June. He said the changes will save about 7,000 hours for the Gateway Sector and 50,000 hours system wide. Representative Shidler asked why service changes are always printed as a small ad in the classified section that no one ever sees. Mr. Sieckert indicated he would forward Mr. Shidler's request to the Metro Board Secretary for consideration since publication costs are billed to her budget. As an alternative, he suggested it might be possible to place a small ad in the front section of the newspapers referring readers to the Classified Section for details. Representative Kelly said that flyers should be given to those who ride the line instead of spending large amounts of money on newspaper ads. Mr. Sieckert responded that rider brochures listing all the information in the hearing notice are routinely distributed on the buses and trains. Representative Delgado asked if the changes can be posted to Transit TV. Dave Hershenson said the outreach on service changes is extensive, and described some of the efforts involved to inform the public. The Gateway Cities Governance Council will receive a presentation on service changes proposed by South Bay and San Gabriel Valley Sectors at their January meeting.

10. **CARRIED OVER** report on Governance Council Member Line Ride Report by Larry Nelson.
11. **RECEIVED** Chairperson's Remarks. The Chair wished everyone a happy and holy holiday.
12. **RECEIVED** Council Member's Remarks. All of the Representatives wished everyone a happy holiday. Representative Kelly asked for a future presentation on the Mystery Rider Program. Representative Shidler said that the Gateway Council has made a lot of accomplishments of the years and then informed everyone that Representative Rubenstein was recovering from a medical issue.

Meeting adjourned at 3:15 p.m.

Prepared by:



Raynard V. Price