

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: 2:15 p.m.

Sector Representative Members present
were:

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

Officers:

Dana Coffey, General Manager
Raynard Price, Council Secretary



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1. Pledge of Allegiance was held.
2. Roll was called. Present were Representatives Bass, Rubenstein, Bayer, Dobson, Kelley, Nelson, and Shidler. Absent were Representatives Eros-Delgado and Soto.
3. Self introductions were made.
4. **RECEIVED** Safety Awareness tip. Standing in for Lt. Obenberger, Sgt. Robert Doty spoke of the “Broken window theory.” The theory came out of an essay that suggested that abandoned buildings with one or two broken windows affect the psychology of the building’s neighborhood attracting more broken windows and more trash. He asked rhetorically if keeping one’s house neat and organized without trash and abandoned vehicles can save lives? He said, “It can.” The “Broken window theory” happens to good neighborhoods attracting gangs and graffiti. He said that keeping one’s place neat and reporting abandoned cars sends a message to criminals to go someplace else. In encouraging everyone to be safe during the census taking period, Sgt. Robert Doty demonstrated what a Census badge from the Census Bureau should look like. He provided warnings that census takers should be wearing a badge. Representative Kelly noted that the Census Bureau will be mailing a ten page document to homes. She said if the questionnaire is filled out then the census takers will not come to the home. Representative Nelson spoke briefly about a gang program.

5. **RECEIVED** Public comment.

Wayne Wright. Mr. Wright said that on Line 125 westbound he noticed people are complaining about having to walk a block north of the Artesia station. He requested that staff look at having the bus come through the transit center. He also advised that the transit center is dark and lacks security. He spoke of people suspiciously driving through it. He recommended that future planning take this kind of traffic into consideration so that it does not happen. Mr. Sieckert responded that information was given to the public prior to a current detour because of construction. The construction could take about a year. Mr. Sieckert said he will prepare a response for next month’s meeting. This traffic could be a result of the detour.

6. **Approved** Minutes of the December 10, 2009 Governance Council Meeting. Representatives Bass and Rubenstein abstained. Representative Kelley reminded staff of the correct spelling of her name. Representative Nelson requested present and absent members be listed under the Roll Call in the minutes. Representative Kelley requested a copy of the by-laws. Mr. Hershenson said the by-laws are available on-line, and told the representatives he would e-mail them a copy of the by-laws.

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7. **RECEIVED** General Manager’s Report. Ms. White presented the budget review. She said there is a favorable budget variance in Non-work/FB accounts under Labor. The unfavorable variance is mainly in Vehicles Revenue Parts under Non-Labor. In Allocated Accounts there is a favorable variance mostly in Public Liability chargebacks and Regional Cost chargebacks. She said \$11,000 was erroneously reported and will be transferred to the appropriate account. The grand total for the Sector is \$1,884,626. Ms. White said the position of the former General Manager for the Gateway Sector continues to be charged to the Sector which will be charged backed to the correct department. General Manager Coffey presented the Key Performance Indicators (KPI’s): Workers’ Compensation is at \$3.1 targeted at 2.9; New Workers Compensation Indemnity claims is targeted at 9.5 with a YTD of 12.38; Bus Traffic Accidents Per 100,000 Hub Miles is targeted at 3.3 with an YTD actual of 3.1; Complaints Per 100,000 boardings is targeted at 2.0 with an Actual of 1.8; In-Service On-Time-Performance is targeted at 74.0 with an actual of 76.5. Ms. Coffey said the positive numbers are a reflection of the good work being done by Division Managers. She reviewed the types of accidents and complaints received by the Sector.

Commendations received from customers were for Operators: Earl Franklin and Jesus B. Valdez both from Division 1; and Guillermo Figueroa from Division 2. Ms. Coffey distributed flyers highlighting changes at Metro and announced interim reports. She read a letter from CEO Leahy regarding the Sector Councils that will operate as usual with a new designated Council Lead person to ensure that issues of the council receive proper attention and timely responses. Representative Kelley asked about the buses that run into the Sector controlled by other Sectors and if the new changes will fix the problem. Ms. Coffey said all the planners will be moving into the Gateway building overseeing all operations. Ms. Coffey said this should help the problem because there will be one person as opposed to five people making decisions. Representative Shidler asked if “obsolete” articles and flyers can be removed from the buses (an observation from his Line Ride).

8. **RECEIVED** Update on FY11 Budget – Terry Mastsumoto, Chief Finance Officer. Mr. Mastsumoto spoke of the budget ending last June. In Prop A, C, and TBA and STA, collectively in FY09 these sources were over \$200M under budget. STA was \$150M under budget. FY10 shows a reduction in sales tax receipts relative to FY09. He said the work on the budget is done in the spring. A year ago there was an anticipation of a downturn reducing the tax for \$80M but it is now \$50M short. The calculations were done in November and things have changed since then. Each sales tax is required to go into several different categories including funding to municipal operators. In a budget presentation he identified budget sections that are running shorter than had been predicted. He explained for example a budget item on Line 4 of the presentation had to be paid back by line 5. The amounts on line 6 and 8 of the presentation must be allocated to municipal operators and to Metro Operators based on a formula irrespective if there is money or not. This is an issue that will have to be

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handled at the Board level. The revenue shortfall is unprecedented through four straight quarters which has not been seen since the early 90's when aerospace left California which was at that time a 5 or 10% reduction. Currently the reduction is at 20% which is the greatest Depression since the late 30's. Prop A is dedicated money that affects rail service which is now negative and is being covered by Prop 40. FY11 increase in rail reflects a full year of Eastside Extension and part of the year for Exposition. Mr. Matsumoto said the Prop C 40% Discretionary FY11 is the funding of last resort. He said that Metro will be \$250M in the hole if it continues to operate as usual. Mr. Matsumoto presented a snapshot of what the budget would be like if business as usual continues. In response to a question from Representative Shidler Mr. Matsumoto said rail does not have dedicated funding and that he has no knowledge of the Board overturning upcoming fare increase decisions.

Representative Shidler said that if the customers want service then they must understand Metro has one of the lowest fares in the nation which is a bargain. The money currently designated to be withheld by the state will affect highway programs. Prop 1B and 1A may also be victims of the State budget cuts. Mr. Matsumoto informed the Sector Governance Council that California has the lowest rating in the Country for Bonds and concluded his report.

9. **RECEIVED** and filed bus bridge plan by Bruce Shelburne, Director of Scheduling. Mr. Shelburne was unable to attend the meeting but responded to the Sector Council's request from a previous meeting in written form distributed to the Council Representatives and made available to the public.

10. **RECEIVED** report on Mystery Rider Program by Chip Hazen ADA Compliance administrator. Mr. Hazen informed the Sector Governance Council that the bus Operator Observance Program started 12/01/2009. By September a contractor was hired to add 200 more observations using existing employees; six hundred reports were turned in. Under the new program, several people with disabilities will be observing bus operators. Two hundred (200) rides will occur a month. Forty additional rides can be added within a month if needed. The observations include all ADA service requirements such as calling out stops, how service animals were treated and the offer to secure wheelchair riders. In addition, safety issues such as cell phones and seat belts and the possible running of red lights are observed and reported within 24 hours of each observance. Excessive rudeness to passengers or other drivers on the road are also reported within 24 hours. The contract is for one year. The reports go to the General Managers and Divisions. The report has a distribution of 30. Some recipients of the reports have requested that a certain format be developed to allow them to work with the operators. Representative Shidler asked what the cost to the agency was for the program to which Mr. Hazen answered \$116K [actual purchase order is \$109,000]. The contractor is doing similar work for two other agencies. The program has not received any type of opposition. The contract also helps with internal investigations of complaints. Chair Bass asked

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if Operators are required to wear seat belts. Ms. Coffey said it is mandatory and added Operators are not allowed to have cell phones visible or use Bluetooth devices. General Manager Coffey adamantly said no electronic device should be present. Mr. Hazen concluded his report.

11. **CARRIED OVER** Governance Council Member Line Ride by Representative Nelson. Mr. Nelson rescheduled.
12. **CARRIED OVER** Governance Council Member Line Ride by Representative Kelley. At his request Representative Shidler volunteered to provide a Line Ride report. Representative Shidler said he rode Line 745 on 12/29/2009 from downtown Los Angeles. The bus was clean except graffiti and scratches from the center windows to the rear doors. The driver did not call out stops and the electronic announcer did not work. He observed that a vendor got on at Manchester (and alighted at Slauson) to sell batteries. He noticed old 2009 Governance Council announcements were on the bus. The Metro TV was not working. The Operator followed another Rapid which he said was a duplication of service. The bus had 38 boardings. On his return, riding bus number 8002, it was 7 minutes early in arriving back downtown. Representative Kelley suggested that Representative Shidler report his observations of these types of infractions as soon as possible to the General Manager to help resolve the problems.
13. **RECEIVED** Council member's remarks. Representative Kelley thanked the City of Downey for the use of the facility and hoped everyone had a good holiday. Representative Rubenstein said he is happy to be back. Representative Shidler informed the members that Ben Rockwell, an advocate for those with mobility and vision disabilities, appeared in the Long Beach Telegram.
14. **RECEIVED** Chairperson's remarks. Chair Bass spoke of the new ramps that have been installed at a well known building but was not sure if it was done correctly. He plans to have someone look into the installation of the ramps.

Adjourned at 3:38 p.m.

Prepared by:



Raynard V. Price
Council Secretary