

MINUTES

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES GOVERNANCE COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Council Members Present were:

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

Officers:

Diane Frazier, Division Manager
Raynard Price, Council Secretary



Metropolitan Transportation Authority

Metro

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Los Angeles County Metropolitan Transportation Authority
March 11, 2010 2:00 p.m.**

1. Meeting called to order at 2:05 p.m.
2. Pledged Allegiance.
3. Roll was called. Present were Chair Bass, Vice Chair Rubenstein, Representatives Bayer, Dobson, Kelley, Delgado, Soto and Shidler. Absent with notification was Representative Nelson.
4. Self Introductions were made.
5. **RECEIVED** Safety awareness tip from Lt. Obenberger. Lt. Obenberger spoke on the increase in home invasion robberies. He said perpetrators found it easier to rob homes more than stores because of electronic surveillance equipment and live security. Criminals follow home those individuals who look as if they have money. He suggested ensuring homes have strong locks, closed windows, doors and lighted porches.

Lt. Obenberger said older adults may not be as vigilant having grown up in a different era when security was not much of a concern. He warned not to rely on door chain latches and against inviting unknown people into one's home despite a plea for emergency assistance - suggesting the plea could be a scam. He encouraged making emergency calls for those claiming to be in distress.

Lt. Obenberger advised getting to know neighbors who should be watchful of each other's homes and to have family meetings to make sure everyone understands the importance of locking doors. He spoke of a recent highly publicized 911 call by an 8 year old boy whose parents taught him how to call 911 by practicing with him every day. Chair Bass noted that this young boy's bravery and wherewithal made international news. Lt. Obenberger said police officers deal with this kind of issue – home invasion - everyday.

Chair Kelley added that the younger 6 year old sister went out of the home to get something from the car and left the door open providing access for the perpetrators. The quick thinking young boy grabbed his sister and ran into the bathroom with a phone. Representative Kelley said that the parents of the brave boy are turning down offers to appear on various shows. The young boy is the only son out of four daughters. She added, at this time, the boy has forgotten that the intruders came into the bathroom and that is a good thing.

6. **PUBLIC COMMENT.** None.
7. **APPROVED** the minutes of February 11, 2010 Governance Council meeting with Representative Delgado abstaining.
8. **RECEIVED** Manager's Report. Ms. Diane Frazier reported that former General Manager Dana Coffey sent a letter regarding the audio visual system that had not been ordered for last month's meeting. Public Relations manager Dave Hershenson informed the Representatives that a letter on chargebacks was included in Council members packets as requested. The letter

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explained that the former general manager prior to Ms. Coffey continued using a previous account. The correction has been made as of March 1.

Ms. Frazier reviewed the key performance Indicators.

| <u>Performance Indicator</u> | <u>YTD</u> | <u>Target</u> |
|---|------------|---------------|
| New Worker’s Compensation | 13.12 | 9.55 |
| Bus Traffic Accidents Per 100,000 Hub Miles | 3.08 | 3.30 |
| Passenger Accidents Per 100,000 Boarders | .32 | .22 |
| Complaints Per 100,000 Boardings | 1.82 | 2.00 |
| In-Service-On-Time Performance (ISOTP) | 77.0% | 74.0% |

Representative Shidler asked if the Managers’ reports to the councils will still be done by Sectors or by Lines. Mr. Hershenson said this issue in the reorganization has not been finalized but he is proposing that the reports be done by Lines. Every Governance Council will have a list of Lines. Listing the Lines should be an improvement. There will no longer be a Sector budget but there will be an agency budget overview. Chair Bass thanked everyone for following through with previous requests (Ms. Frazier and Mr. Hershenson).

9. **RECEIVED** oral report on the Artesia Blue Line Station Environmental Mitigation Project by Mike Sieckert, Metro Planning Manager. Mr. Sieckert spoke of extracting well water under the Metro property at the Blue Line Station by the Boeing Company. The Boeing Company is responsible for mitigation of the contaminated water noting that Boeing representatives were unable to make today’s meeting.

However, Metro staff met with Boeing representatives at the Blue Line Station. The initial well designation at the station will not work. Alternative locations are being looked into. Boeing representatives are negotiating with a church and a casino adjacent to Metro’s property with the hope of having closure in order to present a new plan to the Governance Council in the month of April. The project should take 30 days to complete but there will be a 30 year monitoring process. In the month-long portion of the process, Metro may lose 40 to 50 parking spaces. Metro asked Boeing to replace the parking.

Chair Bass asked about the location of the drilling and pumping equipment. Mr. Sieckert said this question will require a response from the Boeing Company. Chair Bass warned projects always start out small and then grow tremendously. Mr. Sieckert said there is a plan to put a well on the casino property. Representative Kelley added the project will more than likely take more than 30 days. In response to Representative Shidler, Mr. Sieckert said the well will be drilled approximately 30 downward feet.

10. **RECEIVED** report from Catherine Bator. Representative Bator of the Westside/Central Governance Council said more information needs to be given to first time riders and specifically advocated for information posted at bus stops where she said it is needed most.

Representative Bator presented a PowerPoint on her personal use of public transportation in her travels to other cities. Representative Bator said she uses public transportation to reduce

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her carbon footprint. She also provided a PowerPoint presentation and photographs of her experience with other transportation systems. In the interest of time, she skipped several slides but included slides of car cards on the Portland, Oregon system that displayed the “Rules for Riding.” She suggested Metro would benefit from this kind of display. She displayed Portland’s “Trip Tools” and what one needs to have in riding the system which included safety tips. She compared her experience in Portland with Los Angeles Metro. Representative Bator noted that Metro promotes the use of public transportation “on its systems” to people already using Metro as opposed to promoting it to those who do not.

She also compared the bus stops in Portland which have panels with maps and schedules and safety tips to Metro bus stops lacking in similar information. She noted the same is true with Metro shelters. Another Portland photograph demonstrated downtown area maps promoting tourism which she inferred is an idea that would serve Los Angeles’ tourist industry.

In Portland, service change proposals and information on public meetings are posted on the bus stops. She said New York operates similarly to Portland and includes route maps that display the part of the city being served. She said there are also compact schedules available that are easy to read that she has not seen anywhere else.

Representative Bator said that Metro bus signs are poorly maintained with some lacking bus line number. She displayed a picture of a sign in which someone (presumably a passenger) handwrote and posted the line number and bus destination. She said Los Angeles Metro provides minimal information, particularly at the downtown locations which should offer more for tourists.

Representative Kelley asked who else received the presentation and asked about research on the cost to implement the information provided. Representative Bator said she was told at a Meet and Confer (meeting of Governance Council representatives with the CEO and executive staff) that it was too expensive to implement but she said the cost for communication is low compared to capital expenditures. She also quoted a transportation advocate that people really don’t plan out their trip; they do it out of need such as a car not starting. She said most people are not organized enough to use the trip planner (at Metro.net). Representative Kelley asked what the Westside Governance Council did with this information when presented. Representative Bator responded there were plans to test a few stops but that was placed on hold because of the reorganization. However, she said there is an effort to continue with a pilot program particularly along the Wilshire route.

Responding to Representative Kelley who asked how this will be done without a Governance Council budget. Representative Bator said she hopes to have people speak on this issue in order to influence others. Chair Bass recommended Representative Bator stay in touch with Mr. Hershenson who is good at getting the message out. He said there is no one answer. Representative Bator said she hopes to raise awareness with enough people that communication will move in the right direction. Representative Kelley said it was a great presentation and wished her luck. Representative Bator noted she plans to show the presentation to the Metro Board’s Operations Committee.

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Mr. Hershenson said the Blue Ribbon Committee is the right way to go and suggested condensing the presentation. Representative Shidler said this kind of information is better for people who are not on the bus than for those who are on the bus. He said the presentation is good and that some local transportation agencies have this kind of information. Representative Bator said this issue of how to capture new riders did come up in the Blue Ribbon Committee. (Representative Bator is an alternate on the Committee representing the Westside/Central.)

Representative Soto asked if the presentation will be presented at all of the Governance Councils, to which Representative Bator responded there will be an effort. Chair Bass encouraged Representative Bator not to give up her pursuit to have more information at stops. Representative Bator thanked the Governance Council for their input.

Ed Muncie said that the Blue Ribbon Committee does not have a perceived agenda. Representative Kelley requested Mr. Muncie get Representative Cathy Bator on the agenda.

11. **RECEIVED** report on Governance Council Member Line Ride by Representative Lillie Dobson. As the newest member, Representative Dobson thanked staff for assisting with her Line Ride assignment. On March 8 she rode Line 125, Bus number 1103, at noon traveling east to the I-605/I-105 Norwalk Station. She said everything was fine about her ride. She is not a regular bus rider but that this was a pleasure. She said the bus was clean without graffiti; there were no disabled patrons requiring service to report; the bus was not full, and the Operator was professional. She said she will ride the bus again. She took her daughter because she was afraid she would get lost; but she had no problem. As a novice rider she said she even learned how to pull the string to notify the Operator of her stop.
12. **CANCELLED** Governance Council Member Line Ride Report by Representative Cheri Kelley.
13. **CANCELLED** Governance Council Member Line Ride report by Larry Nelson.
14. **RECEIVED** Council Member's Remarks.

Representative Delgado apologized for missing meetings because of conflicting schedules. She reminded everyone to complete the census.

Representative Shidler announced the upcoming Blue Ribbon Committee meeting on the first Tuesday, 9 a.m. He presented a brief recap of the first meeting and then spoke of the service network design, the components of the network with different scenarios such as walking, driving, biking, bus or train. He said this was useful. He spoke of the possible transit related markets with a conclusion to be presented to the Board in August. He said there were many ideas presented from Committee members that included academics, municipal operators, and a wide variety of people. There was a discussion of fares including the use of the TAP from the "return cities."

Representative Bayer reminded everyone to turn their clocks forward.

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Representative Kelley said to spread the word to family and friends to complete the census. She said there is four Trillion dollars at stake. She said despite what people say completing the form is the most important thing a person can do for their community.

15. RECEIVED Chairperson’s Remarks. The Chair wished everyone a happy holiday and said, “We can all be examples by riding the bus.” He said that adults can be good examples for riding the bus and gave examples of how people on buses actually help each other.

- Hassan Fakhro, Metro Service Development Manager announced Representative Delgado has a line ride coming up. Representative Kelley interjected with a consultant now doing Line Rides she is not sure of the value of the members reporting on line rides. Chair Bass said it is good experience for Governance Council Members.

Representative Shidler said all of the members of all the Governance Councils should familiarize themselves with the lines that run in their areas. Mr. Fakhro shared an example that based on reported Governance Council ride information a problem was investigated and resolved in downtown. Representative Kelley said she would rather ride a line that is scheduled for changes. Representative Bator added her Governance Council is informal in their process but do report on lines and send emails to Customer Relations when something is not operating correctly. They are also planning to move to a more formal line ride report.

Mr. Sieckert said there are two kinds of line rides; the ones done by individual members and then prior to a shake up where the entire Governance Council rides designated Lines. He said the latter should be reinstated. Chair Bass suggested keeping it as is and if people are not able to go, they don’t go. Mr. Hershenson said to let him know so the assigned Line ride is not placed on the agenda. Chair bass spoke of the transitions taking place at the agency and asked everyone to be patient while these changes are taking place.

Adjourned at 3:22 p.m.

Prepared by:



Raynard V. Price
Council Secretary