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 2:04 p.m.

Council Members Present were:

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

Officers:

Cheryl Brown, Transportation Manager David Hershenson, Comm. Manager Raynard Price, Council Secretary



Metropolitan Transportation Authority

- 1. Pledge of Allegiance was held Representative Bayer led the pledge of allegiance.
- 2. **Roll was called**. Members present included Chairman Bass, Vice Chairman Rubenstein, Council Representatives Bayer, Dobson, Delgado, Soto and Shidler. Absent with notification was Representative Kelley.
- 3. COMMENTS FROM THE PUBLIC. None.
- 4. **APPROVED Minutes** from the March 11, 2010 Governance Council Meeting. In addition, Members approved the Minutes from the April 8, 2010 Governance Council Meeting with one abstention (Representative Delgado).

5. **RECEIVED Chair's report.**

Chairman Bass informed the Council of the tragic loss of Representative Larry Nelson, who passed away unexpectedly earlier this month from cancer. He said Representative Nelson was one of the original members of the Council, and has served on it since the formation of the Service Sectors in 2003. During this time Representative Nelson held several positions, including Chair and Vice-Chair. His contributions were invaluable and he will be missed by all.

Additionally, Chairman Bass requested Dave Hershenson to introduce Jon Hillmer, who was appointed by CEO Art Leahy to serve as the newly appointed Executive Director for all five of Metro's Governance Councils. Mr. Hillmer provided the Council with a brief overview of his qualifications, which included extensive experience in scheduling, service planning, transit management, and day-to-day operations.

6. RECEIVED Manager's Report.

Key Performance Indicators

Mr Hillmer provided the Council with a summary of the latest KPI report; which provides performance related information for the entire bus system and the sector operation. Six primary performance measures were discussed along with the stated performance target or goal, year-to-date compliance and March trends.

The target for On Time Performance (OTP) system wide is 70.8%. Year to date performance is up slightly to 71.5%. Similarly, Divisions 1 and 2 OTP is tracking at 76.9% compared to their target of 74%. These are good trends.

The target for Complaints per 100K Boardings system wide is 2.58. Year to date data is up to 2.68 and up to 3.05 in March. By contrast, Divisions 1 and 2 are tracking their 2.00 target nicely at 1.90 year-to-date.

The target for Mean Miles between Road Calls for the system is 1,556. Year-to date performance is below the mark at 1493, but the March data shows an improvement to 1695. The Division 1 and 2 target is also 1556. However, both are running below the mark for year-to-date and March with actuals reported at 1353, and 1447, respectively. More attention is needed here.

The target for Bus Traffic Accidents per 100K Miles for the system is 3.28. Year-to-date data are running favorably below the mark at 3.07 and improving more in March at 2.91. The Division 1 and 2 target for year-to year data is 3.30. Both are tracking favorably below the system and sector targets at 3.09, respectively.

The target for Passenger Accidents per 100K Boardings for the system is 0.24. Year-to-date the system is performing in excess of the goal at 0.35. March data shows a slight dip to the positive side at 0.34. The target for Divisions 1 and 2 is also 0.24. Both divisions are tracking higher year-to-date at 0.30, however, March trends are positive at 0.24.

Mr Hillmer concluded his presentation by discussing a customer commendation he received recently about a Division 1 driver on Line 460. He said the operator was recognized by the Division Manager for his exemplary behavior.

Metro Board Items from April 2010

Staff provided the council with an update on actions the Metro Board of Directors took last month.

30/10 Initiative

Suzanne Handler reported the Metro Board adopted a support position on the "30/10 Initiative". This action, if approved by the federal government, would provide necessary funding to accelerate the construction of planned capital projects identified in Measure R. Projects proposed for construction as far as 30 years out could be fast tracked and constructed within 10 years. This proposal is advocated by Mayor Antonio Villagarosa who visited Washington D.C. recently and lobbied Congress and the President for its passage.

Tier 1 Changes for June 2010

Jon Hillmer reported the Board formally approved modifications proposed to several Tier 1 bus lines effective June 27, 2010. These changes are considered to be major, and were subject to public hearings held earlier this year by the affected governance councils

Among the approved changes is the restructuring of Lines 33/333 as part of the operation of new Rapid Bus Line 733. This change will require the cancellation of limited-stop Line 333 due to the faster Rapid Bus operation.

Lines 30-31 will also be restructured next month to make them more effective. Line 31 will be discontinued east of Indiana St and replaced by Line 287, whose route will also be modified.

Finally, Line 442 was approved to be cancelled, but will be delayed pending completion of construction of a new bus cutout, which is to be located on Slauson Av beneath the Harbor Transitway's Slauson Station.

This delay is necessary to accommodate passengers transferring from the replacement express services operating along the transitway to local services operating on Slauson Av.

Update on Minor Service Changes Planned for June 2010

Hassan Fakhro provided an update on minor service changes to be implemented this June. He noted that most of the changes were discussed with the governance council in January however one service, Line 66, has since been added to the program. The change to this line is considered minor and necessary to achieve a better use of resources. Currently 40 foot buses are assigned to this line, however, passenger loads are very heavy. This condition can be better addressed by reassigning articulated buses to this line. Only very minor changes to the frequency of service will result (i.e. from a 1.5 minute headway to a 2 minute headway during the busiest times of the day). Weekend service will also increase slightly by a few minutes. A minor route change is also proposed west of Western Ave due to extremely low ridership.

Lines 55, 102 and 121 are having minor headway adjustments next month. All of these changes are intended to meet actual rider demand. Midday service on Line 55 will operate every 20 minutes instead of 15 minutes. Weekday service on Line 102 will operate every 45 minutes in the peaks and 50 minutes in the base, replacing the 35-40 peak and 45 minute base headways. Weekends will operate every 50 minutes instead of every 48 minutes. Line 121 will operate hourly during the weekday base and night period, replacing the current 45 minute base and 40-60 night service. Weekend service on this line will operate hourly in lieu of the current 45 minutes. The last change involves another bus reassignment. Line 760, which now operates articulated buses, will be reassigned regular 40 foot buses to better match actual passenger demand. The articulated vehicles will be redeployed and operated on new Rapid Bus Line 733.

Mr Fakhro said that Metro will begin the final public notification phase for the June 27 service program during the week of May 24. At that time, elected officials, city managers, municipal operators and other stakeholders will receive written notification of the upcoming service changes. That will be followed by a rider brochure, which will be distributed on-board the buses and trains starting the week of June 14. Metro will also be posting this information on its website and at customer service centers.

Representative Delgado asked whether the minor changes will also be included in the rider brochure or will it only contain major ones. Mr Hershenson said the brochure will contain all changes as well as a contact number for the public to call if they need more details.

Representative Shidler stated that since the breakup of the Sectors, there is some question now as to what sectors control what lines. He asked to know more detail as to how this is going to work. Mr Hillmer said the new structure will be geographic based and not division based. He said a proposal is being developed where some sectors will share the management of certain lines.

As part of this plan a dispute process will also be developed to help mitigate any potential conflicts between councils. He said he will provide some line level data for review by the council at its next meeting in June.

Representative Shidler requested Metro staff to meet with the municipal operators in the future to better coordinate the schedule changes. This is important to maximize connectivity, minimize wait times and promote the use of public transit. Mr. Hillmer said that staff meets quarterly with the municipal operators to discuss these and other related matters. Part of the problem is they all have different times and dates that have been negotiated with labor unions. These quarterly meetings are an attempt to help bring about change. Mr. Hershenson suggested that perhaps the Council may wish to invite one municipal operator in the region to attend the governance council meeting each month to present their service changes. He said that might help resolve the problem of schedule coordination.

7. RECEIVED report on the Blue Ribbon Committee.

Representative Shidler provided a brief update on progress achieved by Metro's Blue Ribbon Committee. He said the BRC meets the first Tuesday of every month at 9 am at the Gateway Building. The purpose of the Committee is to help develop a framework to guide the development of a regional transit service concept that defines the roles of Metro bus, rail and municipal operations, identifies and prioritizes service quality attributes, and recommends policy guidance on service coordination, bus/rail integration, and reduction of duplicative services.

The BRC has met four times to date. Mr Shidler said there are a lot of tradeoffs, and noted that service reliability was selected as the number one priority, especially critical when service is less frequent. Next, the Committee identified speed, safety, and network simplicity (includes service coordination) as being important, followed by vehicle cleanliness and timely, relevant, accurate customer information. The attributes least important included overcrowding and operator courtesy.

The BRC is scheduled to meet again on June 1 and then in July. At the June meeting the BRC will be formulating policy statements and recommendations for the Metro Board to consider at its regular meeting in July. Mr Shidler asked his colleagues to provide him input on changes they would like to see in the Council By- laws so they can be addressed at the BRC meeting next month. Mr Hershenson suggested that the By-laws be amended to give the Councils responsibility for rail service as well as bus service.

8. RECEIVED Report on Fare Increase in July 2010.

Dave Hershenson provided an update on the special fare meeting that was conducted by the Metro Board on Saturday, May 8, at 10 am. The purpose of the meeting was to inform the public of the fare increase to become effective July 1, 2010, and how the passage of Measure R would hold fares constant for some rider groups. Altogether about 30 members of the public attended the meeting and ten persons provided testimony to the Board.

He noted the Board had previously approved the fare increase in 2007 after conducting several public hearing/meetings with the public. The first phase of the program was implemented in July 2007. A second phase was planned for July 2009, but was delayed for one year due to the passage of Measure R.

He pointed out that under Measure R, special discount riders would be exempt from the planned second phase of the approved fare increase until 2013. These groups included seniors, students, disabled and Medicare riders. Regular riders were <u>not</u> exempted and will be subject to the higher fares this July. The fare increase is projected to generate approximately \$24 million annually, and affect about 50% of Metro's riders.

9. RECEIVED Reports from Council Members.

Members expressed their sadness about the passing of Representative Larry Nelson, and each recalled their personal experiences serving with him on the governance council. Dave Hershenson presented a power point presentation highlighting events of Representative Nelson's life.

10. RECEIVED Chairs Remarks.

The meeting was adjourned in memory of Representative Larry Nelson.

Adjourned at 3:05 p.m.

Prepared by:

Michael Sieckert Metro Staff