

Thursday, July 8, 2010

2:00-4:00 PM

---

# Minutes

GATEWAY CITIES GOVERNANCE  
COUNCIL

Regular Meeting

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

Call to Order

Council Members Present:

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

---

Officers:

Jon Hillmer, Director  
David Hershenson, Community  
Relations Manager  
Suzanne Handler, Council Secretary

1. Pledge of Allegiance
2. Roll Call, Harley Rubenstein was absent
3. Public Comment for items not on the agenda
  - No public comments

COMMENTS FROM THE PUBLIC ON ITEMS OF PUBLIC INTEREST  
WITHIN COUNCIL'S SUBJECT MATTER JURISDICTION

4. Approved Minutes from June 9, 2010 meeting
5. RECEIVED Director's Report, Jon Hillmer

Jon Hillmer introduced Councilmember Josue Barrios from the City of Cudahy who has been nominated by the Gateway Cities COG for Governance Council Representative. Josue Barrios spoke to the council representatives regarding his interest in public transportation and sustainable communities. He would like to see people being able to walk to neighborhood transit hubs instead of taking their cars. He is looking forward to sitting on the Council. Council Representatives requested that his nomination be placed on the MTA Board Agenda for July. Council Representative Kelley requested an orientation for the new member.

Jon Hillmer's report began with the Key Performance Indicators (KPI) showing On-Time-Performance (OTP) as one of our key objectives for quality service and as an agency OTP has been improving. Complaints are down; miles between road calls have reached 3,200 miles and the agency's goal is 3,500.

Representative Kelley: This is an area that has been deficient. Is there some difference in who gets what buses and is that what causes our low numbers?

Director Hillmer: It is relatively complex, but there are some rules of thumb. Operating divisions that have predominately local service can put more wear and tear on the buses. Locations such as San Fernando and San Gabriel Valleys have express style service which allows the buses better opportunity to retain their engine and suspension life. Operating in an urban environment is difficult.

Representative Shidler: Why do we have a predominance of high floor buses?

Director Hillmer: High floor buses are being phased out and not purchased. We have a policy to keep the same buses in the same "garage" for their entire life.

Gateway and South Bay Cities, received new buses 8 or 9 years ago and these will be phased out within the next 2 or 3 years.

The accident standards of 3.3 every 100,000 miles is a very admirable goal, and the Gateway Cities have been exceeding it at 3.1. Bus ridership continues to be flat even though we were down approximately 10% it has stayed at that level which is a good sign.

The Gateway Cities Performance at the line level for their OTP. Line level for OTP is not as good, it is running 34%. Divisions 1 and 2 were moving up to 77 and 78% on time. Many of their lines operate out of the Westside.

Complaints are less than 2 per 100,000 passengers, which is exceptionally good, partially because of the OTP.

Representative Kelley: How do we extrapolate those numbers? When our targets were set at the beginning of the year it was just Divisions 1 and 2, each line had its own target.

Director Hillmer: In some cases the OTP targets were at the beginning of the fiscal year were set at a "sector" level mid-way through that year OTP was bumped up to a standard throughout the agency. The trend standard has risen to 80% of OTP system-wide.

Representative Bass: With the bus fare increase there would be a natural decline, nothing to be concerned about because the ridership will return. Can we have data on losses due to the fare increase, what will be the potential revenue gain with the increase?

Director Hillmer: When we receive the July ridership data we will get an indication of whether it is up or down. Probably in September those figures will be available. Regarding the potential revenue, we are hopeful to get a return of 28%.

Representative Bass: These are just projections, but one of the things right now is unemployment, which may affect the revenue projections.

Director Jon Hillmer: What we are projecting now will be the trends: OTP should reach 74% at the end of the year. To reach the 80% at the end of the fiscal year will take quite an effort.

Representative Kelley: What is being done internally to get us there? Is there not some sort of regular maintenance for those things? Is there some plan?

Director Hillmer: Yes, the San Fernando Valley has shown a remarkable improvement on the OTP by implementing a new program of enhanced inspection repairs. Traditionally we have mechanics inspect buses every 6,000

miles, it takes a full day, and they note down what needs to be repaired. In the San Fernando Valley they implemented a program whereby, two additional mechanics for each shift inspects the bus for minor repairs, identifies the problem and fixes the bus. This does not include brakes or major repairs, just the traditional small items. Their miles-between-road-calls have gone from 3,500 to 5,000.

Representative Kelley: Will the San Fernando Valley's plan be implemented in other divisions? And if so, when?

Director Hillmer: The person who introduced the "enhanced inspection program" has been promoted to Superintendent of Maintenance. This should have a positive impact system-wide.

Representative Shidler: If you are running 4 minutes sharp on a 50-minute headway, someone is going to have to wait 54-minues for the next bus.

Director Hillmer: It is not just that the bus is 5 minutes ahead, the following bus is going to have 30% more riders and that additional ridership is going to make that bus slower, so the gap widens. This has a very detritus affect on the OTP. There has been an improvement in running sharp and uneven distribution with the VOs in the field and concentrating their efforts. The same people who manage the field supervisors manage the control center, so there is continuity.

Representative Shidler: Could you get us copies of the district maps?

Director Hillmer: Rail ridership trends on the graph go back to 2008 and shows the Red, Blue, Breen and Gold Line. The red line ridership is steady, Blue Line is decreasing slightly, Green Line decreasing slightly and the Gold Line has jumped up primarily due to the eastside extension.

Director Hillmer: Proposed bus rides for the proposed line cancellations. Would like to organize tours for the council Representatives on the four (4) bus lines that have been proposed for cancellation within the Gateway Cities. Monday or Tuesday July 26 and 27 would be two days chosen. All governance councils will have the opportunity to ride the routes of proposed canceled bus lines. Please give me your feedback. An e-mail will be sent out with this information, let me know if you are interested.

#### June 21 Meet and Confer

Director Hillmer: This was a fairly good exchange. Mr. Leahy was in attendance for about 40 minutes and it was more interactive than in the past. General consensus of the attending representatives was to stay in a meeting room as opposed to the large Board Room. Next meet and confer should be in September.

Representative Shidler: Can we put up topics for the next meeting so we can stay focused on the bigger issues? Pose one or two questions per council. Submit questions ahead of time to Mr. Leahy.

#### Change of Venue Discussion

Director Hillmer: Of all the Governance Councils Gateway Cities has the least amount of transit riders in attendance. One of the reasons could be the location. It is not close to the blue line and only one bus line along Firestone that runs an infrequent schedule.

Representative Kelley: We should not change the venue based on the number of people who attend. The BRU used to attend, but have not been recently. We need to take a good look at what we are doing and why we are doing it. Once in a while change is OK. What facilities are available?

Representative Shidler: The Huntington Park Community Center location has over 1100 buses serving that area within a 24 hour period. Before the Governance Council was started we had a meeting there at the Senior Center and it drew the largest crowd. It is too hard for transit dependent people to attend the meetings at the Gas Company at 2pm in the afternoon. We need to look at what is convenient for our customers.

Representative Kelley: Every single person on this council needs to make certain they can change their time and venue. When you make the commitment to serve on the council it is usually according to your schedule.

Representative Shidler: Again, we really have to look at what the customer wants, this is why we are here.

Representative Bass: We have had a couple of hearings in the past at the Southgate Community Center. I don't have a problem with the time or place. This building is physically an obstacle to foot traffic.

Lt. Obenberger of the Sheriff's Department gave a report on the Blue Line and how the officers have canvassed the stations and given citations to unauthorized vendors and how they are monitoring the line with more visible officers.

#### 6. RECEIVE Preliminary Report from David Hershenson on the Governance Council Web Page

Introduced standardizing the Governance Council webpage. Requested comments from the council representatives on what they would like to have on their webpage. At this time, there is no timeline for when the new webpage would be on line.

## 7. RECEIVE report on final Blue Ribbon Committee Report

Representative Shidler read from the board report which was being presented to the MTA Board of Directors on Thursday, July 22, 2010. These were the final findings of the Blue Ribbon Committee and their recommendations.

1. Service priorities
    - highest priority included weekday/weekend service in high demand areas
    - later night service in higher demand areas
    - lowest priority was owl service to low demand areas
  2. Service Attributes
    - Reliability
    - Fast travel options
    - Real-time information
    - Clean and safe transit and transit facilities
  3. Governance
    - develop formal process working with Muni's, local return, and Metrolink
    - offer technical assistance, facilitate coordinated funding to local services
    - provide a forum for the community to express needs and their priorities
- There were unresolved issues that would preclude certain recommendations and need to be addressed, i.e.
    1. facilitate working group to resolve funding impediments
    2. developing TAP program to achieve potential
    3. other issues were federal funding capital, signage, working with labor, integration of other modes of transportation, seamless service

## 8. Chair and Council Member Comments

There were no council comments

Chair Soto presented a proclamation to past-chair George Bass for his service on the Council for FY 2010.

Adjourned: 3:30pm