

Wednesday, May 5, 2004 6:30 PM

MINUTES

San Fernando Valley Service Sector
Governance Council

Regular Meeting

Marvin Braude Constituent Service Center
6262 Van Nuys Blvd., Van Nuys, CA 91401

Called to Order at 6:30 p.m.

Council Members present

Coby King, Chair
Stacy Murphy, Vice Chair
David Fleming
Joan H. Leonard
Bart Reed
Brad Rosenheim
Kymberleigh Richards

Officers:
David Armijo, General Manager
Christina Lumba-Gamboa, Council
Secretary



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2. APPROVED **Minutes** of April 7, 2004 regular Governance Council meeting.

- 3 APPROVED **KING MOTION** that the Area of Responsibility of the Metro San Fernando Valley Governance Council item 2, published at the back of the monthly agenda, be revised as follows: "The Governance Council is *exclusively* responsible for planning routes and schedules for Tiers 2 and 3 bus lines within the San Fernando Sector; Tier 1 bus lines are not under the *exclusive* jurisdiction of the Governance Council *but jurisdiction may be exercised with the concurrence of other sectors or Corporate.*"

4. RECEIVED public comments.

5. RECEIVED Chair's Remarks

Chair King reported that he made a PowerPoint presentation to the Operations Committee, chaired by Director Fasana, on the activities of the San Fernando Service Sector Governance Council. He stated that he was impressed by the different approaches of the other Service Sectors. Mr. King suggested that staff work with division managers to arrange a field trip for the council members.

Mr. King also reported about his meeting with Karen Gorman, Ethics Officer of MTA, and Carolyn Flowers, Deputy Executive Officer, Operations on the proposed changes to the Service Sector Rules and By-laws. Mr. King said that the San Fernando Governance Council at its last meeting adopted a resolution to oppose any changes to the Service Sector Bylaws. He informed the council members that he and chairs of other Service Sectors will present a unified front opposing any changes to the by-laws at the next Committee and Board meeting.

Ms. Stacy requested a copy of all the Service Sectors' PowerPoint presentations.



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6. RECEIVED AND FILED report of David Armijo, General Manager

Mr. Armijo reported that the Key Performance Indicators YTD March 2004 report is the last quarterly financial report of the fiscal year.

Workmen's compensation claims are well below last month's claims and target. He said that many of employees who were on workmen's Comp have returned to work. Bus accidents for San Fernando are the lowest reported in the MTA. The San Fernando Valley also leads the other sectors on bus cleanliness. Complaints are still high and staff will continue to monitor to bring the level down. Mr. Armijo stated that he plans to ride the bus to identify with passenger's complaints and monitor where the breakdown of service is. Revenue service hours are still on target.

Mr. Armijo presented an overview of agenda items for the next governance council meeting.

- Discussion of the Orange Line and a status update on the construction
- Small bus initiative and on what lines they can be used
- Plans for the Orange Line and various stations
- Metro Connections initiative and making our service more user friendly
- Financial plans
- Late night service on the rails

Mr. Armijo said that the implementation of the service reduction on the rail is now delayed until September.

7. RECEIVED oral report on community outreach by Eric Rapp, Community Relations Officer. Mr. Rapp reported on the following:

- Field trip of the "Friends of Canoga Park Library" senior citizens.
- Received "Vision Award" on behalf of MTA from the Universal/North Hollywood Chamber of Commerce
- Mobility 21 on Friday, May 7, 2004 at the Van Nuys Airport Hangar 7
- Developing a "Seniors on the Move" program

Mr. Armijo met with Marketing staff on strategies to advertise San Fernando Lines i.e. bus cards, profiles of meetings, etc.

Ms. Richards thanked Eric Rapp for assisting her on a project for a neighborhood library. Mr. Rosenheim commended the efforts of Mr. Rapp on the senior citizens' field trip.

8. RECEIVED oral report on **June Service changes**, by Michael Brewer, Service Development Manager

Mr. Brewer distributed to the Governance Council members a revised summary of the San Fernando Valley Sector's June Service Change program. Highlights of the revised service change are as follows:

Lines 92, 154, 156, 169, 418, 426 will have new run times and adjusted trips as required. Line 94, will have a new run time on Saturdays. Line 150/240 was removed from CSUN roadways due to ongoing construction. Changes on Lines 94, 152, 161, 164/165, 166, 169, 236, 239 and 750 are postponed until December 2004 or later. 4-morning peak and 5 afternoon peak trips added on Line 233 and the midday headways will be improved to twelve-minute frequencies. On Line 761, a 13.5 minute midday frequencies will be added and morning and afternoon service frequencies will be improved. On Line 750, two eastbound trips will be added during the 5 to 6 p.m. time period and one westbound morning trip will be extended along Ventura Blvd. from Reseda to Winnetka.

9. RECEIVED AND FILED **Fiscal Year FY03 Financial Report** by Kathy Powell Drayton, Administration & Financial Services Manager

Ms. Drayton distributed the final FY03 Variance Report of the Service Sector. Ending balance is \$1.2 million after the uncontrollable variance year to date has been reported.

Chair King requested staff to return with the variance numbers of other service sectors.

10. RECEIVED oral overview on **Budgeting Process** by Kathy Powell Drayton, Administration & Financial Services Manager

11. Chair & Council Member's Final Comments

- Ms. Richards reported that she presented the adopted Resolution of the Orange Line to the MTA Board and was cut off by Chairman Yaroslavsky, hence did not finish reading the resolution.
- Ms. Leonard commented that when she became a member of the governance council of the San Fernando Sector, she wanted to be a qualitative conduit on issues from the public as a bus rider. She asked Mr. Armijo the difference in training and experience of the contract drivers and non-contract drivers. She told of a harrowing experience she had last week as a rider and the non-responsive reaction of the driver when there is violence on the bus. She commented that the contract driver on that particular bus did not respond in a timely manner, placing the passengers in danger of being hurt. She commented that contract drivers should have the same training, experience and response as the non-contract drivers when situations like this arise.
- Chair reminded the council members of a Special Governance Council meeting on May 21.

Christina Lumba-Gamboa
Council Secretary



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