

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 6:35 p.m.

Council Members present:

Coby King, Chair
Kymberleigh Richards, Vice Chair
Richard Arvizu
Joan H. Leonard
Stacey Murphy

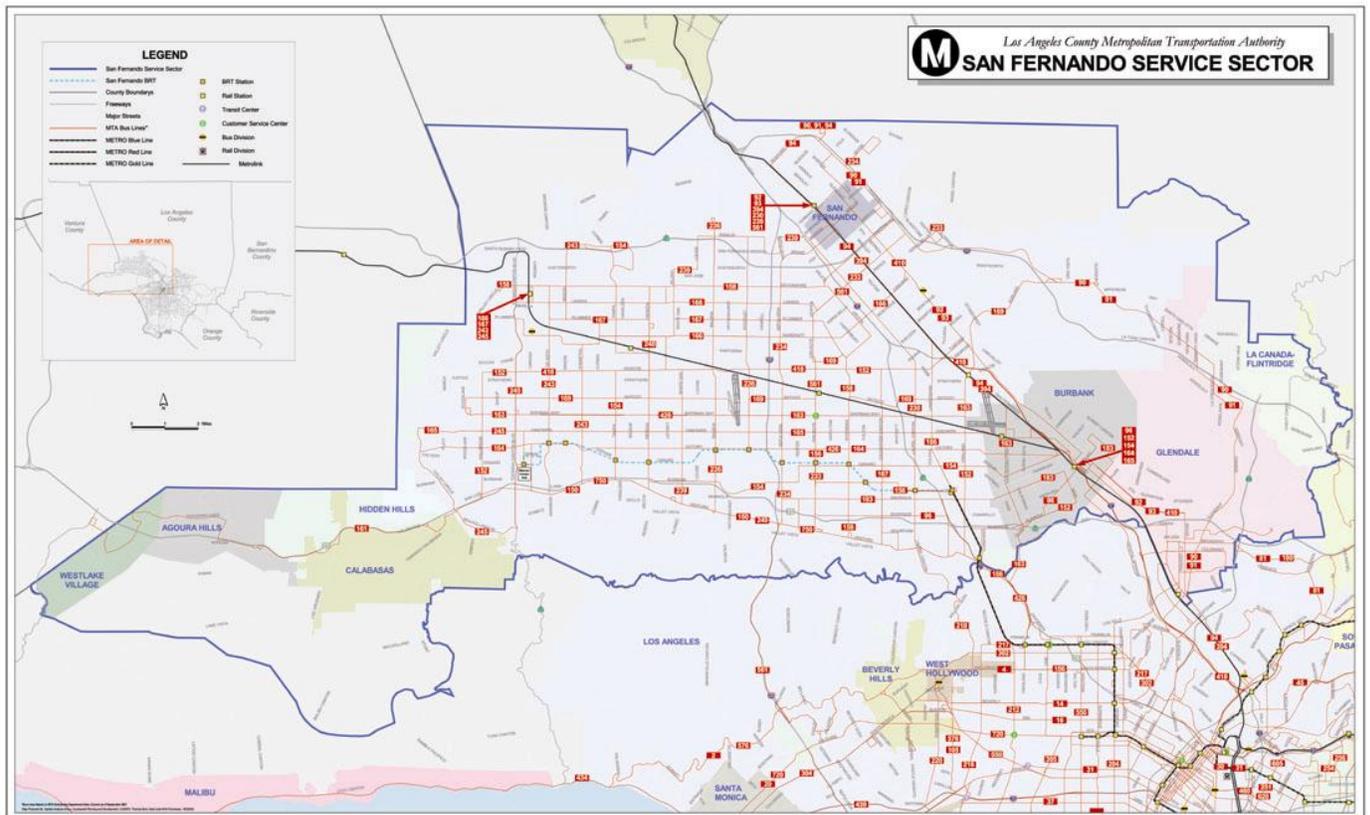
Officers:

Gary Spivack, Transportation Manager,
Division 15 in the absence of Richard
Hunt, General Manager
Christina Lumba-Gamboa, Council
Secretary



METRO SAN FERNANDO VALLEY GOVERNANCE COUNCIL

1) Area of responsibility:



- 2) The Governance Council is exclusively responsible for planning routes and schedules for Tier 2 and 3 bus lines within the San Fernando Service Sector. Tier 2 and 3 bus lines in the San Fernando Valley are:

Lines: 92, 96C, 154, 158, 161, 167C, 168, 169, 183/234, 230/239, 236/237, 242/243, 244/245, 353/363 and 645. (C = Contract Service)

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. Tier 1 bus lines in the San Fernando Valley are:

Lines: 90/91, 94/394, 150/240, 152, 156, 163, 164/165, 166, 233, 750, and 761.

- 3) The Governance Council is responsible for studying and planning service to improve efficiency within Metro San Fernando Valley, making recommendations to the MTA board regarding service issues, working with transit planners and local authorities and transit operators to ensure coordination of service and holding public hearings to gain input on proposed changes.
- 4) The Governance Council is **NOT** responsible for fare and pass structures, new project construction, or Metro Rail.

1. Pledge of Allegiance

2. APPROVED **Minutes** of Regular Governance Council Meeting held June 1, 2005 as corrected.
 - Item 5 paragraph three, change pronoun from he to she.

3. RECEIVED Public Comment.

- Michael Tou – representing Congressman Brad Sherman asked to work with the Service Sector to ensure that valley residents have access to Malibu Creek State Park.
- Wesley Connelley – suggested that bus operators keep schedules of bus routes and transfers on the bus.
- Rick Rofman – noted that Lines 761 and 233 routes end at Ventura Blvd. but make different stops.
- Joseph Martin – Chairman of Transportation committee of Porter Ranch Neighborhood Council complained that Lines 242 and 243 were missing morning pick-ups in their neighborhood.
- Vince Garafalo – said that when bus Lines 93 and 163 were changed on San Fernando Road, the bus bench and the shelter were not removed, causing passengers to wait for their buses on the wrong side of the street.

Mr. Garafalo expressed his frustration on missing his connection to Line 163 last week on San Fernando and Vineland. He waited an hour and suggested that the sector establish a route from Santa Monica to Hollywood Blvd.

Chair King responded that the line is under the jurisdiction of the West Side Sector. Mr. Garafalo asked that his request be forwarded to the West Side Sector; and requested that Line 94 should run 24/7.

- Paul Dyson, from the City of Burbank Transportation Commission, indicated that the last Metrolink train from Union station leaves at 9:00 p.m. and arrives at Burbank station at 9:16 p.m. The last Line 96 bus leaves Burbank station at 9:16 p.m. He said that it was interesting to see, as he was stepping off the train, the back end of the bus leaving the station. He suggested the departure time of the last Line 96 bus be adjusted a few minutes later than the arrival of the Metrolink train.

Mr. Dyson also suggested that the Governance Council look into the lack of information on Metro bus stop signs. He cited Metro Lines 92, 94 and 96 in downtown Burbank all going to downtown Los Angeles; however, the bus stop sign does not indicate that one goes via Glenoaks, another via San Fernando, and the other via the Los Angeles zoo.

Finally, Mr. Dyson stated that the yellow sticker on Line 152 has incorrect information regarding the frequency of service between Burbank and Universal. Posted service frequency is accurate west of Universal. He requested that the stickers be removed.

4. RECEIVED Chair's remarks

Chair King extended his congratulations to Mayor Villaraigosa. He announced that the Mayor made appointments to the MTA Board and noted the inclusion of David Fleming, a former member of the San Fernando Council, Richard Katz, a former assembly member from the Valley and Councilman Bernard Parks.

Council Member Leonard added that Mr. Katz was formerly the head of the Transportation Committee of the Assembly and has been an advocate for transportation in the Valley, including speaking in favor of the Orange Line. Ms. Leonard said that she is excited about the appointment.

5. RECEIVED & FILED **Report of General Manager** by Gary Spivack, Division 15 Transportation Manager, on behalf of Richard Hunt, General Manager.

Mr. Spivack welcomed back Ms. Maria Reynolds, Transportation Manager of Division 8. Mr. Spivack announced that every cell phone is now a call box by dialing #399.

In reporting the performance indicators for the month of May, Mr. Spivack commended staff of Divisions 8 and 15. He said there are two areas of performance that are outstanding. The Sector has an average of 2.19 accidents per 100,000 miles, which is the lowest system wide and below the agency standard of 3.0 and workers compensation incidents and injuries have been reduced thereby reducing the cost significantly.

Customer complaints improved to 4.0. On-time performance increased slightly from last month due to constructions going on in the valley. In general, the sector on-time performance breaks down as follows: 25 % recorded as late, 7% early and 68% as on time.

In response to a question by Chairman King, Mr. Spivack informed the Council that Mr. Hunt is in Paris inspecting a bus way, which is similar to the Orange Line.

6. **RECEIVED Budget Update** from Kathy Drayton, Administration and Financial Services Manager

Ms. Drayton reported the positive variance was \$3.6 million, a substantial increase over last month. She reported that the MTA Board approved a budget amendment to provide additional funds to the Sectors for UTU overtime labor, workers compensation, fuel, and liability insurance. The San Fernando Sector received \$1.4 million for UTU overtime and \$1.8 million for fuel. San Fernando did not receive any workers compensation dollars because a positive variance was projected for workers compensation but did receive a larger share of the UTU overtime adjustment due a larger negative variance.

Ms. Drayton said at the end of the fiscal year the sector projects a positive variance but adjustments will be made at that time so we can't assume the variance will remain at the level reported for May. Workers compensation and other expenses will be adjusted as the month of June closes. Parts variance should remain the relatively constant throughout the balance of the fiscal year. Revenue is still on par with no significant changes in percentages. Taxes and grants are still the largest portion of the revenue at 64%, fare boxes 21%, passes 10%, tokens 3%, and advertising and miscellaneous 2%.

Council Member King asked how the Sectors share of tax, grants and passes is calculated.

Ms. Drayton responded that taxes and grants are constant as it is based on the budgeted numbers. Revenue for passes and tokens is based on a percentage of boardings.

7. **RECEIVED Orange Line Construction Update** from Gary Spivack, Division 15 Transportation Manager.

Mr. Spivack reported that Metro liner coaches may be seen throughout the Valley due to the ongoing training for Division 8 staff.

Mr. Spivack reported that Mr. Thorpe, Chief Capital Management Officer of the MTA, announced that the opening date of the Orange Line has been moved to the end of October. Staff is hoping that date is the 29th of October, which is the last Saturday of the month. Staff is gearing all activities towards the opening of the Orange Line. He said that access to the alignment for training time has been shifted with the revisions to the contract milestone dates. The entire alignment will be available for training by mid September. Construction activities will continue through the end of October but Construction will occur around the training schedule. Mechanics and service attendants are currently being trained, operator training will begin in earnest on July 10th. A public education video about safety, produced by the Marketing Department, will be shown to 112 schools along the alignment. Staff is working with Construction to open North Hollywood to Ethel Avenue for training and testing prior to August 27th. Signals are active between Coldwater and Tujunga.

The next steps are to complete the service changes for Lines 156 and 233, to conduct integrated systems testing, and to complete staff training. Until tested as a system, the signals will operate singly. Integration will occur in early September. Staff is planning on a campaign to notify the public along the alignment about the commencement of training. Sheriff's deputies will assist and guide motorists once the buses are actually on the alignment. Staff will continue to work with the Marketing Department on operating and opening day plans.

Mr. Spivack reported that George Trudeau, Assistant Transportation Manager, San Fernando Service Sector, Director Zev Yaroslavsky, and Capt. Finkelstein went to Miami to see their bus way system and observe the difference between the Orange Line alignment and the way our system is to work as opposed to Miami. The Miami alignment is about the same size as the Orange Line. It does not have any fencing or direct separation. It parallels a major highway along its 26-mile alignment from Dadeland South Station to Homestead. The arterial next to the Miami busway is the only route between Miami and Homestead. He asked the Council to imagine a six lane arterial highway connecting the Santa Clarita Valley with Los Angeles in order to illustrate the congestion and the amount of traffic on the parallel street. When the service first opened, the Miami system used a signal

priority system like that used on Metro Rapid. Operators there anticipated that the light would stay green. Because the priority system did not always provide a green for an approaching bus, accidents occurred.

By contrast, the Orange Line system provides for progression based operation so when the buses are approaching an intersection, anything that would conflict with the buses has a red light. The Orange Line buses have their own signal phase. Where traffic conflicts are likely to occur, signs of "DO NOT ENTER" are visible along with additional signage to prevent people from entering the bus way when the buses are coming through. The right of way of the bus line is concrete including crossing Van Nuys Blvd. so there's a clear demarcation between the bus way and the domain for regular street movements. Stop Lines are placed far back so the potential for conflicts will be reduced.

Mr. Spivack reported that Laurel Canyon Station is furthest along in completion. Staff is beginning to install electronic devices and artist renderings that will be imbedded in the concrete terrazzo. Bikeways are now definable near most of the stations.

Ms. Leonard stated that she has seen the billboards for the Orange Line and the message seems to be confusing.

Mr. Spivack responded that what the Marketing Department is trying to communicate to the public is that the Orange Line is here and this is the future site. Because of the changing dates, it did not indicate the opening date on the billboards.

Ms. Richards asked if the Metro San Fernando Valley Governance Council could have a booth on the opening day of the Orange Line. It could boost attendance of the Service Sector meetings.

Mr. Spivack responded that he will communicate the request to the Marketing Department.

Chair King suggested advertising the beginning of training and operations.

Mr. Spivack responded that there will be banners on the stations that say "Training in Progress", "Caution high speed vehicle crossing" and staff will work with the sheriff's dept. to make sure that officers are present at the start of the training.

8. DISCUSSED Customer Complaints

Mr. Spivack, on behalf of Mr. Hunt and staff, expressed the sentiment with regard to complaints that “One complaint is too many”. Mr. Spivack said that the Service Sector services do not always meet everyone’s expectations. He summarized the process of how the Service Sector handles complaints. Staff researches the complaint and tries to identify the operator. The operator is then interviewed and staff attempts to contact the complainant for clarification if a phone number is available. In most cases, people are appreciative of getting a call back, especially if it was received within the first few days of the complaint.

Mr. Spivack stated that the offending operator will receive counseling, and as patterns are determined, some operators are assigned to a variety of different courses on customer relations and other activities. There is a two-hour course and an eight-hour course given by the Central Instruction dept. from the head office, which also includes review of driving habits, one-on-one with a supervisor. Complaints beyond behavior patterns such as a violation of ADA, are met with much more stern discipline according to contract.

Mr. Spivack indicated that in reviewing all the complaints that come across his desk, most are discourtesy complaints driven by fare disputes. People who request transfers and cannot have them become upset and want their money back. Complaints about the service being late are often due to construction projects going on in the valley. There is a major construction project on San Fernando road towards the south end that ties up the buses on Lines 90, 92, 94, and 394. Traffic on Ventura Blvd. approaching the 405 freeway is causing the Line 750 Rapid buses to bottle up.

Mr. Spivack said that after going through this process and reviewing documents from the Customer Relations Dept., if the operator continues to accumulate complaints, the next step would be to assign undercover agents to ride with the operator.

Chair King said the agenda item will be on the agenda every month to give the council an opportunity to focus on the status of complaints in the Service Sector.

9. Chair and Council Member's Closing Remarks

Ms. Leonard reiterated the issues of schedules not being on the bus and stops with wrong information. She said that staff must address these concerns.

Council Member Arvizu suggested moving the Governance Council meetings quarterly to other areas of the valley, such as Woodland Hills, West Hills, Sylmar, or San Fernando.

Chair King concurs.

Ms. Murphy suggested that the Chair write an outreach letter to all the neighborhood councils.

Prepared by:

Christina Lumba-Gamboa
Council Secretary