

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
Kymberleigh Richards, Vice Chair
Richard Arvizu
Joan H. Leonard
Jesus Ochoa
Brad Rosenheim
Mel Wilson

Officers:

Richard Hunt, General Manager
Christina Lumba-Gamboa, Council
Secretary

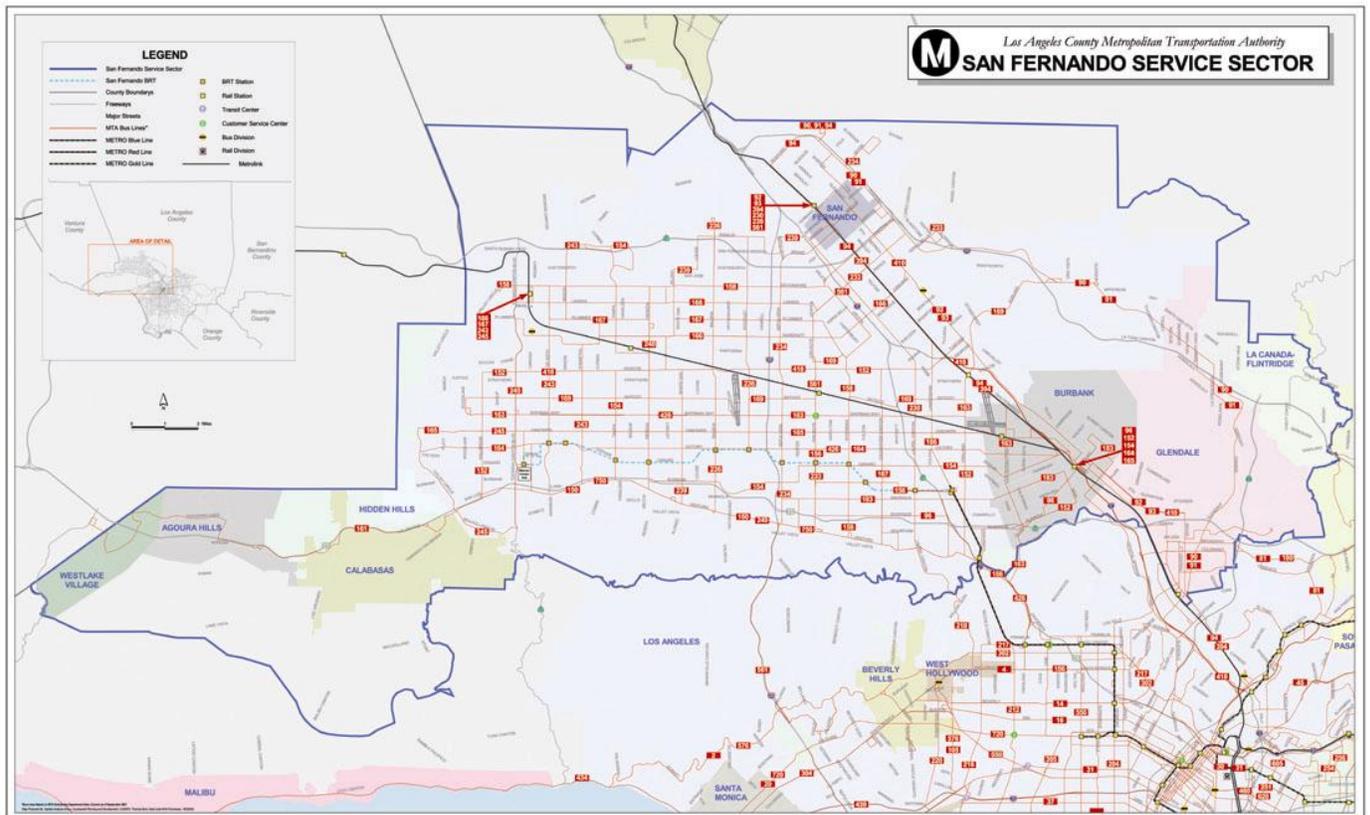


Metropolitan Transportation Authority

Metro

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 July 6, 2005.
3. RECEIVED Public Comment
 - Ned Saben expressed frustration at having to wait a long time for the 750 Rapid bus at the Universal Station last week. When the bus came, he asked the operator why it was late and the operator stated that the bus broke down. He suggested that the Service Sector should have sent an extra bus if there was a bus break down, with many people waiting in the heat. He said he called Metro Customer Service but never received an acknowledgement of his complaint. He realizes that there is a large volume of complaints received by Metro Customer Service but, acknowledging the complaints will make the customers feel better and enhance the reputation of Metro.
 - Goldy Norton commented that he was impressed with the Orange Line busway and had the pleasure of riding with George Trudeau and Dick Paffany. There are areas of concern in which the operators would need to be instructed, and educate the community. He said that overall the potential for the Orange Line is great and could be a lift to the San Fernando Valley.

Council Member King asked Mr. Norton to elaborate on his areas of concern.

Mr. Norton responded that that there are certain intersections such as Burbank with roadway optical illusions where a driver might think that the roadway is narrower than it is.

4. RECEIVED Chair's remarks.

Council Member King welcomed Mel Wilson, new member to the Council. Mr. Wilson was appointed by Supervisor Antonovich to replace David Fleming who was appointed to the MTA Board. Chair King mentioned that he had the opportunity to work with Council Member Wilson when they were both members of the Interim Joint Powers Authority for the San Fernando Valley Transit Zone.



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5. RECEIVED & FILED **Report of Richard Hunt, General Manager.**

Mr. Hunt echoed the Chair's welcome of new Council Member Mel Wilson. Mr. Hunt said that he looks forward to working with him and that he will make a good addition to the Council.

Mr. Hunt reported that the San Fernando Valley Service Sector sponsored and coordinated the Metro Bus Roadeo, which finals were held Saturday, July 31 at Santa Anita. Sammy Morales, the winner of the event for the operators, scored 620 points out of 650. Mr. Morales, an operator at Division 1, has been second in the event six times and has been first three other times. He said that Mr. Morales is a deserving champion and Mr. Hunt expressed his excitement that he is representing the bus operators. Five Divisions competed for the Maintenance team and Division 5 won and will represent Metro in the Regional Roadeo in September in Anaheim. The team will also represent Metro in the International Roadeo in Dallas.

Mr. Hunt announced that a Metro Liner is parked in front of the building. He said that the Council Members were more than welcome to tour the busway after the meeting.

Mr. Hunt reported that he was in Budapest observing the vehicles being produced for Metro, and was impressed to look at the plant and see that every bus was an MTA bus. He reported that the Metro Liner has swept across Europe and is very popular. The Manufacturer has asked Metro to speak at the European Bus Conference in August featuring the Metro Liner in Budapest.

A. Performance Update

Mr. Hunt reported on an internal recognition program called "How you doin'?" It has a number of categories such as Accidents/100,000 miles, Attendance, and Maintenance. Mr. Hunt proudly announced that Division 8 will be awarded Division of the Year. He commended Marie Reynolds, Transportation Manager, her staff and operators for a job well done.

Mr. Hunt noted that key performance indicators are on target except for customer complaints. The Service Sector investigates every complaint and verifies its veracity to make sure what the facts are. They are disappointed with what they find but often times there is a logical explanation. The Sector will set some aggressive targets and action items to resolve the issues. Bus accidents/100,000 miles exceeded the goal significantly at 2.67.

On Time Performance exceeded its target within budget in spite of the shortage of operators. He commended Gary Spivack, Transportation Manager of Division 15 and Marie Reynolds, Transportation Manager of

Division 8, their staff and operators. The other indicators are all within expectations.

6. RECEIVED Oral Report on Sector **Customer Complaints**.

Mr. Hunt handed out an internal document that is distributed monthly to the Management team at Metro regarding customer complaints. His objective, he said is to introduce the Council to the Customer Input Report document. The agency has an extensive method of tracking, analyzing and trying to resolve complaints. Complaints improved by 8.3% from the past month. Mr. Hunt went through the different categories such as a 12-month rolling average, Complaints/100,000 miles, Schedule Adherence, Passed up, Unsafe Operation, Operator Discourtesy, and Operator Commends. He stated November and December tend to be very low months from a complaint standpoint. Schools are out and September tends to be a very high month. For the month of June, San Fernando Service Sector had more complaints than other Service Sectors due to a lot of construction and road repairs going on in the valley.

Council Member Ochoa asked if the report be can be narrowed down by Service Sector.

Council Member King requested that the report be distributed monthly to Council Members.

Council Member Rosenheim asked if the City notifies the Service Sector in advance of non-emergency road repairs. Mr. Hunt responded "Not all the time".

Mr. Rosenheim asked if the Sector keeps a record of street disturbances due to road repair. Mr. Hunt responded negatively.

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

Mr. Spivack reported that the Sector is continuing operator training which began on July 10th to bring the operators up to speed. All the Metro Liner deliveries are completed. Installation of transponders, that will trigger the signals on the entire alignment, is underway. In terms of Safety awareness, a safety video will be completed shortly, and will be shown to 100 schools before the opening date. Opening events at North Hollywood and the Warner Center are being finalized. Staff did a test trip on the busway to ensure that two buses could pass each other. In terms of next steps, Mr. Spivack stated that training would continue through October. The public will be notified by mid August by hanging banners, and Sheriff's department patrols of the alignment will increase. Integrated testing will be done along the alignment by September 30th to ensure the signals work and all

the communications are working through Metro Control Center. The scheduled operation date of October 30th will be free of charge to passengers. There will be limited service hours on that date but will be open to the public. The first full day of revenue operation for the Orange Line will be October 30th from 5 a.m. to midnight and changes on Lines 156 and 233 will be completed.

Council Member Leonard expressed frustration that she waited five minutes for a left turn light on Coldwater Canyon. She asked if there is some coordination with the City of Los Angeles with regard to traffic lights on the alignment.

Mr. Spivack responded that the signals for regular traffic and the busway are on independent cycles and all of their movements are protected. The signals have yet to be coordinated and are all running independently. Once the system is connected to the central computer, individual problems should be reduced.

Council Member Leonard asked the schedule of the buses. Mr. Spivack stated that the Orange Line schedule will follow the rail schedule and will offset the departures from the North Hollywood terminal so people have time to come up the escalator and come across the street. He said that the subway does not always operate on time. The schedules during peak hours are going to be five and six minute departures on the Orange Line. So one bus may leave before people actually have the opportunity to get across the street, but there is going to be another bus right behind it, and that will be monitored by the bus Operations Control Center.

Council Member Leonard commented on the importance of eventually having a cross-under from the subway to the bus.

Mr. Hunt commented that he had discussed the issue with Gerald Francis, General Manager, Rail Operations and he will explore the exit tunnel on Lankershim Blvd. to be used as a normal pedestrian crossing. Secondly, he said Mike Brewer and his staff are working with the Planning Department on a joint development project providing input for the Red Line station and making the underpass a priority.

Mr. Spivack reported that he met with the Sheriff's and Los Angeles Police Departments and discussed the Memorandum of Understanding between the two agencies. Essentially, all the traffic related issues are going to be handled by LAPD and the Sheriff's Department will be handling trespassing and other issues on the alignment itself. Signs indicating what number to call to report trespassing and other related crimes will be posted along the alignment and will go to a special number at Bus Operations Control.

Council Member King asked the time margin between the arrival of a Red Line train and the departure of an Orange Line bus.

Mike Brewer, Service Development Manager, responded that before the schedule is finalized, staff will walk the paces that every passenger will follow on the platform to the loading rail where the buses will be departing or vice versa to make sure that passengers will be able to make the distance.

Council Member Wilson asked if the Service Sector has a Safety and Security Plan for the Orange Line.

Mr. Spivack said “no” but that staff is focusing on the Standard Operating Procedures Manual for operators at this time.

Council Member Wilson suggested a more concrete policy on the safety and security between the Sheriffs and Los Angeles Police Departments.

Mr. Wilson asked if community outreach to senior citizens, and transit dependents is being planned. Outreach program to the neighborhood groups and information such as the “how long it takes to get from here to the east end of the valley”, or vice versa, he said is of good value, so people can think of a different mode of transportation. He requested Marketing Department to present a plan at next Council meeting.

Mr. Hunt added that the preliminary plan is to have a VIP opening event on Friday, October 28th to introduce the public, city officials and partners throughout the State and City. The public introduction to the system will be on the 29th and Mr. Hunt had suggested a few extra days at no charge. He indicated that if the buses ran all day it would not be able to accommodate the expected passengers in one day. Coupons will be available to accommodate passengers who are not able to ride on the “free of charge day”.

Mr. Hunt stated that the Service Sector is sensitive to public requests. There will be public events at five of the stations, and passengers who want to ride can get on and off and experience these events.

In reference to the acceleration plan, Mr. Hunt added that it was approved by the Board in November and finally agreed to in February. It had a target date of the end of August, but due to days of rain and other force majeure events, the opening was pushed to October. The Council has been very vocal regarding not opening the Orange Line until it is ready, and operators are trained for Safety. The Metro Board has been supportive of the Council’s comments.

Council Member King asked what would be the most western station with ample parking on opening day.

Mr. Spivack responded Winnetka Ave., which has 250 or 300 spaces.

Council Member Wilson asked if there is a procedure to keep Pierce College students from parking at Winnetka Ave.

Mr. Spivack responded, quite honestly, that he has no idea at this moment. Mr. Hunt added that Metro is considering a Parking Policy that goes beyond patron parking at the various rail lots, but also employee parking. Staff will report back next month when the policy goes to the Board.

8. APPROVED AS AMENDED by Council Member Richards to conduct the Governance Council regular meeting at the following locations:

~~September 2005—Warner Center Promenade~~

~~December 19, 2005, Monday at 5:30 p.m., City Council Chambers, City of Burbank~~

~~March 2006—Mission College, Sylmar~~

~~June 2006—City Council Chambers, Glendale~~

October 5, 2005 – Kaiser Hospital, Auditorium A – 6:30 p.m.
5601 De Soto Avenue, Corner of De Soto and Burbank Ave.

Amendment: to conduct the meeting in other areas of the valley every other month beginning October and staff to present a revised schedule with potential alternatives. Staff to report on a community outreach plan for the alternate sites.

9. APPROVED RICHARDS' MOTION as amended by Council Member Wilson that the Council request the appropriate departments at Corporate to determine the feasibility of opening a replacement customer service center inside the Lankershim Depot, when it is restored.

Amendment: that the Service Center be open seven days a week.

10. Chair and Council Members Closing Remarks – None

Prepared by: Christina L. Gamboa
Council Secretary