

MINUTES

San Fernando Valley Service Sector
Governance Council

Regular Meeting

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

Called to Order at 6:34 p.m.

Service Sector Representatives present:

Coby King, Chair
Brad Rosenheim, Vice-Chair
Kymberleigh Richards
Richard Arvizu
Marsha Ramos

Officers:

Richard Hunt, General Manager
Raynard Price, Council Secretary



Metropolitan Transportation Authority

Metro[™]



Metropolitan Transportation Authority

Metro[™]

1. Pledge of Allegiance
2. APPROVED Minutes of Regular Governance Council Meeting held June 6, 2007 with noted correction on page 2 of 10, last line should read Line 168 instead of Line 164.
3. RECEIVED Public Comment

Ray Lopez - Requested a change of the Metro Rapid Line 761 to 733 to correspond to the local line 233.

Rick Rofman – Stated that time can be saved if traffic lights were properly adjusted. He also suggested that major shopping stores be accessible right outside of subway stops similar to some New York department stores. Mr. Rofman pointed out that the westbound busses at North Hollywood are often full.

Paul Mason Fotsch – Technology exists to keep the Orange line from having to stop at traffic lights. Cars should not be allowed to turn into the Orange Line. He opposes the express bus until traffic light issues are resolved.

Malcolm Klugman - Questioned why the 761 travels the freeway. He said there needs to be an additional stop at Royce Hall at UCLA and suggested that the Getty should be an option.

4. RECEIVED Chair's Remarks. The chair thanked the Police Department for allowing the meeting to move forward. There was a nearby safety issue.
5. RECEIVED oral report from Richard Hunt, General Manager. Mr. Hunt presented a plaque to immediate past Chair Kymberleigh Richards for her dedication, professionalism and service as Chair of the San Fernando Valley Service Sector.
 - A. Metro Board Meeting Update. Mr. Hunt explained that the Board adopted the transfer of three FTE's (Communication Relations) from the Communication Department to Operations with one more from Rail for a total of four people. An amount of \$225,000 is budgeted for focused marketing guided by the five general managers, CEO, COO and CCO. Each sector will come up with additional marketing plans. Mr. Hunt discussed the MOTION regarding the reinstatement of Line 442. He said the motion is to provide a one-time continuation of Line 442 for a period of one year at FY07 service levels with an allocation of \$332,000 in funding and that the line is to be marketed in an effort to increase ridership with quarterly reporting. He also said there is a stipulation that ridership must increase to a 60% capacity.

- B. Sector Performance. Mr. Hunt provided the Key Performance Indicators for the month of May. He said the Monthly Workers Compensation Reserves is at \$186,702 for May which is lower than the monthly target of \$747,147. The Bus Traffic Accidents per 100,000 hub miles is at 2.78 slightly below the target of 2.93 for a year-to-date average of 2.82. He said he would like to see this number lower. There is improvement in the Mean miles between mechanical failures requiring bus exchange at 3,139 which is below the target of 3,500. Complaints per 100,000 boardings are down at 3.43 with a year-to-date average of 2.96. In Service On-Time Performance is down at 65.97% with a target of 70.00%. Mr. Hunt applauded Kathy Drayton for doing an excellent job in keeping the Divisions within budget. The year-to-date budget is at \$115,128,489 with a negative variance of \$3,797,969 which is due to the accounting of long term pension which will not be a problem in FY08.
- C. Mr. Hunt presented a report on customer complaints (on file). He indicated this report is a detailed report with data that compares the SFV Service Sector with Metro system wide. He gave particular note to page 2 of 6 of the report that showed SFV scheduled reliability at 31.87% which is higher than the system wide average. He indicated the higher percentage of reliability complaints may be due to more congestion in the Valley. The Operator Discourtesy rating at 18.68% will remain a focus of attention.
6. RECEIVED oral report study on Orange Line Express, by Michael Brewer, Service Development Manager. This item was carried over from the June agenda. Michael Brewer presented a presentation of the Metro Orange Line Express bus study (on file). He said the objectives of the study are to: 1) Increase Orange Line operating speeds; 2) Attract new Orange Line riders and; 3) Achieve operating efficiencies. In his presentation, he provided a summary of transit way statistics; summary of Orange Line Resources; Orange Line service statistics, a comparison to light rail vs. Orange Line, Metro Gold Line Express Statistics, and he spoke of concepts of the Orange Line. He addressed concerns and constraints regarding the Orange Line and the next steps for further study. Representative Rosenheim expressed a concern that if there were only three stops on the line more riders would ride. He also made suggestions to speed the Orange Line with further monetary investment. General Manager Hunt mentioned there are already plans to invest more money into the San Fernando Valley. Representative Richards stated that three stops may be a problem if a person mistakenly boarded the express line. A rider would be forced to take it to the end.
7. RECEIVED Motion on proposed splitting Rapid Line 761 services into three separate services, by Jerard Wright, Chair, Metro Westside/Central Sector and Kymberleigh Richards, Representative, Metro San Fernando Valley Sector. MOTION: Both sectors to determine the feasibility of splitting Line 761 into

three separate services: (a) Metro Rapid service between Pacoima and Sherman Oaks via Van Nuys Blvd; (b) Metro Express service between Van Nuys/Orange Line Station and Westwood; and (c) Local circulator/shuttle service between Westwood and the Getty Center, and report back to both sector councils regarding possible implementation as part of the June 2008 service change program. APPROVED.

PUBLIC COMMENT: Malcolm Klugman spoke in support of the MOTION.

8. Service Sector Representatives Closing Remarks.

ADJOURNED at 8:01 p.m.

Prepared by:



Raynard Price
Council Secretary