

ITEM 2

Wednesday, July 1, 2009

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 6:30 P.M.

Service Sector Representatives Present:

Brad Rosenheim, Chair
Richard Arvizu, Vice-Chair
Michael C. Cano
Jesus R. Ochoa
Kymberleigh Richards

Officers:

Richard Hunt, General Manager
William Walker, Council Secretary



Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance was held.
2. APPROVED **Minutes** of Regular Governance Council Meeting held on June 3, 2009.
3. Public Comment

Nate Zablen – Suggested more frequent service on the Orange Line, improved signal priority for Orange Line buses, and a much faster route with a connection to the Canoga Center, which would all contribute to increased ridership in the future.

Ray Lopez – said he wished operators were less discourteous and rude to him. He said he would like to be treated with respect and expected friendly and kind treatment from Metro transit operators. He wished everyone a Happy 4th of July, a great summer and a safe day.

4. RECEIVED Chair's Remarks

Chair Rosenheim reported on an eventful groundbreaking for the Chatsworth Orange Line/MetroLink Joint Parking Lot, which is the first of Measure R Projects to break ground this year. The event was well attended by Chair Rosenheim, Representative Richards and a number of elected officials. Chair Rosenheim also spoke with Chief Executive Officer Art Leahy who is strongly committed to furthering improvements of Metro bus service.

5. RECEIVED report of the General Manager – Kathy Drayton, Administration and Financial Services Manager.

Ms. Drayton presented the General Manager report on behalf of Sector General Manager Richard Hunt who was on Metro business in Budapest, Hungary.

For the 11-month period ending May 31, 2009:

The Sector struggled with safety; the accident rate increased from the previous month to 3.22 bus accidents per 100,000 hub miles. Many of the accidents were caused by side swipes. Even though the rate increased in May, the Sector is performing better than the 2.89 target with a fiscal year-to-date rate of 2.19 accidents,

Worker's Compensation claims were also higher with 16.89 claims per 200,000 exposure hours. Year-to-date the Sector is performing better than the target of 13.50 claims with 12.18 claims. **(for the month of April).**

The target for mean miles between chargeable mechanical failures (MMBCMF) requiring a bus exchange is not being met. Maintenance managers are conducting various campaigns and monitoring bus performance as ways to improve MMBCMF. Although MMBCMF are below target, the Sector is performing 5 percent better in this area than last year.

Complaints are at 2.99 per 100,000 boardings, slightly better than the 3.0 target for the month, but the Sector is not achieving the fiscal year-to-date target. The Sector continues to work hard to address improving upon customer service which will contribute to fewer complaints.

In Service On-Time Performance is at 71.14 percent for the month of May while year-to-date the Sector is exceeding its target of 67.5 percent with a rate of 68.85 percent. The Sector will continue to make on-time performance a priority in Fiscal Year 2010.

Just over 99 percent of planned and budgeted service was delivered for the year.

The manpower ratio for the Sector is at 1.17, just below the target of 1.18.

Budget Update

The Sector budget is operating with a positive variance of \$4.4 million. However, that surplus may be reduced once end-of-year charges are posted.

Orange Line Canoga/North Extension Groundbreaking

Metro broke ground on the Orange Line Canoga/North Extension Chatsworth Station parking lot, the first official Measure R construction project to break ground since passage of the Measure. The groundbreaking for the extension

will take place in late 2009 and project completion is slated for mid-2012, a full 3 years ahead of the initial target completion date because of an infusion of Measure R funding.

Sector staff is working with the cities of San Fernando and Burbank to fill their respective vacancies on the San Fernando Service Sector Governance Council. These appointments will be considered at the September Metro Board meeting. The City of Los Angeles has not announced any appointments to fill their two remaining vacancies on the Council. Representative Richards reported that she is working with the City of Los Angeles on compiling a list of potential candidates for appointment to the Council.

The August meeting of the San Fernando Valley Governance Council has been canceled and a cancellation notice was posted to the Metro San Fernando Valley Sector website, the Metro Board website and the Van Nuys Constituent Center.

RECEIVED Questions regarding General Manager's Report

Representative Richards requested a report on how many accidents were chargeable and non-chargeable.

6. RECEIVED Service Sector Representatives Closing Remarks.

Representative Cano reported that Director Antonovich will offer a motion for approval at the September Board Meeting that will assess how disabled riders can be served more comprehensively than presently served. This motion also requests input from Service Sector Councils prior to the September meeting.

Representative Ochoa wished everyone a Happy 4th of July and asked that staff look into providing repairs to shelters for customers who use them.

Representative Arvizu asked if Metro staff could encourage its operators to report bus stops and shelters in disrepair and work with local cities, the county of Los Angeles and the Stops and Zones Department to ensure that these stops receive needed repairs. Ms. Drayton responded that she will contact the appropriate departments responsible and inquire on the status of programs in place to provide maintenance to transit stops and shelters.

Representative Arvizu wished everyone a safe 4th of July.

Representative Cano requested an update regarding the transition from paper pass products to the TAP card program because of information he received regarding customer confusion about the temporary Senior/Disabled TAP Card grace period. Ms. Drayton responded that staff is aware of the glitches with the TAP transition and said operators have been instructed to honor temporary cards until further notice.

Representative Rosenheim wished everyone a great July and August.

ADJOURNED at 6:54pm

A handwritten signature in black ink, appearing to read 'William L. Walker', written over a horizontal line.

Prepared by: William L. Walker
Council Secretary