

ITEM 2

Wednesday, December 2, 2009

MINUTES

**San Fernando Valley Service Sector
Governance Council**

Regular Meeting

Marvin Braude Constituent Service
Center
6262 Van Nuys Boulevard
Van Nuys, CA 91401

Called to Order at 6:30 p.m.

Service Sector Representatives
present:

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

Officers:

Richard Hunt, General Manager
William Walker, Council Secretary

Minutes – San Fernando Valley Service Sector Governance Council Regular Meeting
Los Angeles County Metropolitan Transportation Authority
Wednesday, December 2, 2009

1. Pledge of Allegiance
2. APPROVED:
 - A. Minutes of October 7, 2009 Regular Meeting; and
 - B. Minutes as Corrected for the November 4, 2009 to reflect the following:
 - Public comment attributed to Glenn Bailey was actually made by Farmaz Nabavi
 - Changes to Line 902 would be implemented in 2009, not 2209.
3. RECEIVED Public Comment on Items of Public Interest within subject matter jurisdiction of the Council:

Nate Zablen - Recommended that operators remember to utilize both the visual and audio stop request mechanisms when operating in revenue service so passengers are secure that their bus will stop when requested. Mr. Hunt responded that operators are unable to disable stop request signs and sounds, and are required to ensure that both the automated annunciator and stop request visual display signs are functional prior to beginning a shift. Bus operators are also required to call out all stops when automated equipment malfunctions.

4. Chair's Remarks -- None.
5. RECEIVED oral report of Richard Hunt, General Manager.

The Sector has made steady improvement in **mean miles between chargeable mechanical failures**, especially during the month of October.

Sector **In-Service On-Time Performance (ISOTP)** continues to exceed the FY 2010 goal of 72 percent, but still falls short of the CEO suggested goal of 80 percent. The effort to improve ISOTP is agencywide, across all divisions and departments.

The Sector **delivered all scheduled revenue service hours**. If 99 percent of revenue service hours are delivered and ontime, the Sector

has made a great accomplishment. Mr. Hunt thanked the management team for all their work toward this effort.

Although proud of recent gains in keeping accidents below target, Mr. Hunt remarked upon the Sector's less than stellar **accidents per 100,000 hub miles** performance, 3.17 per 100,000 hub miles, and noted that the Sector needs improvement in this area. Several efforts are underway to bring the number down to normal.

Departing Metro Chief Operating Officer appointed CEO of Charlotte, North Carolina Transit System

Mr. Hunt announced with sadness that **Chief Operating Officer (COO) Carolyn Flowers will resign effective December 31, 2009** and accept an offer to lead Charlotte Area Transit System of Charlotte, North Carolina, as their new Chief Executive Officer (CEO) effective January 2010. Mr. Hunt remarked that Ms. Flowers, with whom he has worked for over 15 years, is a wonderful person who exhibits characteristics that cannot be taught. She is a great lady to work for, a hard worker and a great inspiration to all. He said her loss is a great one and very sad for Metro. Metro CEO Art Leahy is in the process of evaluating the position and determining the agency's next steps.

Metro Restructures Service Sectors

Mr. Hunt shared with the Governance Council Item 48 from the November Operations Committee meeting titled "Operational Efficiencies." The report details a **reorganization effort**, authored by Ms. Flowers and Mr. Leahy, in progress for the Operations Department that dramatically changes the structure of transit operations, eliminating the five Service Sectors in order to flatten and streamline the organization per Board direction at the May 2009 meeting (Antonovich Motion, Item 9). The report highlights the ever important role of Service Sector Governance Councils, noting that the CEO intends to incorporate participation from Governance Councils in the new organizational structure. Two new positions, Executive Directors (ED) of Transportation and Maintenance, will most likely be filled after finding a new Chief Operations Officer. The two EDs will assume many of the duties of the existing five Sector General Managers, which will create an operations structure that is more specialized rather than regionally based. He requested the Council review the plan and contact him with any questions they may have.

Representative Rosenheim asked if the report had been quantified. Mr. Hunt said the Operations Committee was briefed on the report and promised to return to the Council with any further information on how the change will impact the existing Governance Councils once that information is obtained from the CEO.

Bus Procurement Update

Mr. Hunt said many of the buses at Divisions 15 and 18 are reaching their 14 year life expectancy. He added that just because a bus reaches its life period does not always mean the bus is outright replaced. But he said more new composite buses were placed into service at Division 15; almost 150 of the anticipated buses have been received and are currently in service. Also, forty-one of the buses for the congestion reduction/mitigation demonstration project have been received and will go into service beginning December 14 for a new bus rapid transit service on the Harbor Transitway (Interstate 110 between Downtown Los Angeles and Gardena) and El Monte Busway (Interstate 10 between Downtown Los Angeles and El Monte) with downtown Los Angeles connections. This line (Silver Line Dual Hub BRT) will involve charging for the use of certain carpool lanes in the future.

He added that he will forward to Metro Executive Management and Governance Council representatives a copy of the letter written to Cummins Newport regarding the continued problems with their CNG natural gas engines, outlining the dissatisfaction with the engine performance overall. He will continue to press the engine manufacturers to remedy the problem. A second certified engine has been tentatively approved as an alternative to the sole source Cummins Westport engine currently in use by the agency. Having two manufacturers will increase competition in the natural gas engine industry and spur the existing manufacturer to improve the reliability of their engine.

Mr. Hunt thanked Mr. Gary Spivack for acting as Sector General Manager on his behalf while he vacationed during the month of November.

RECEIVED Questions and Comments regarding General Manager's Report:

Representative Richards noted that both she and Westside Central Governance Council Representative Jerard Wright addressed the November 19 Operations Committee meeting and asked pointed questions regarding the organizational restructuring. She elaborated that she saw the value of combining operations between Westside Central South Bay and the Gateway Cities Sectors, considering their service areas are symbiotic, but saw less value to combining operations from either San Gabriel Valley or the San Fernando Valley Sectors considering their service areas are more self-contained and that neither would benefit from merging with other operational areas. She added that she saw difficulty in understanding how the new chain of command would be established considering all General Managers reported directly to their respective Governance Councils as designated by the Metro Board Bylaws. She added that there would not be a person directly responsible to see that decisions of the Councils are implemented.

Representative Rosenheim queried what the next steps would be. Mr. Hunt responded the reorganization effort could not go forward without filling three critical vacancies - Chief Operating Officer, Executive Directors of Transportation and Maintenance. He added that Mr. Leahy intended to move forward with the new operating concept with a great deal of consideration, leaving decisions to be made after filling vacancies, and reducing overall agency overhead costs by eliminating duplication and streamlining transportation, maintenance, schedule making and other administrative efforts.

Representative Rosenheim asked if such an organizational change be done unilaterally without Board support. Mr. Hunt responded that decisions of this nature would definitely include Board input.

6. APPROVED UNANIMOUSLY UNDER RECONSIDERATION (7-0)
June 2010 Service Changes Public Hearing Timeline and Motion to establish February 3, 2010 as public hearing date for proposed service changes to be implemented June 2010 or later.

Michael Brewer, Service Development Manager, gave an overview of the Public Hearing Review Process for the Service Changes effective June 27, 2010 or later.

1. Notify the public of changes 30 days prior to the public hearing - January 3, 2010.
2. Draft a public hearing notice for publish in newspapers, on the Internet, and as take-one brochures posted on buses and trains.

San Fernando Valley Service Sector will consider two notable changes impacting lines 96 and 233.

Line 96 operates between downtown Los Angeles and Sherman Oaks via Riverside Drive. A reroute is proposed to serve the Silver Lake Library Branch of the Los Angeles Public Library. Northbound via regular route from Riverside Drive and Fletcher Drive, the route will operate west via Fletcher Drive, northeast on Glendale Boulevard, then north on Riverside Drive, continuing its regular route to Universal City Station and Sherman Oaks. The southbound route will operate as stated in the reverse direction.

Line 902 is a new, peak-period only, demonstration project linking Pacoima and Van Nuys with direct express Orange Line Service to North Hollywood Station via Van Nuys and Valley College Orange Line Stations. The route will operate from Van Nuys and Foothill Boulevards in Pacoima southbound via Van Nuys Boulevard observing all local stops to Van Nuys Station. The line then operates express service eastbound on Burbank Boulevard to North Hollywood Red Line Station, only stopping at Valley College Station (Fulton Avenue). The line will be considered for all-day weekday service during the June 2010 Service Changes Public Hearing Process in February. Service on Line 902 will be provided by reallocating service from underlying Local Line 233 service hours.

Other changes may be presented at the public hearing for information purposes only, including minor frequency and run time adjustments in order to improve on-time performance or add convenience for transferring passengers.

RECEIVED Questions and Comments regarding the June 2010 Proposed Service Changes Timeline:

Representative Richards registered her discontent with the proposed service changes and added that decisions for both demonstration proposals should be carried over until the December 2009 Public Hearing Process, which would allow for more collection of data and further analysis before making a demonstration service change permanent .

Mr. Hunt said the Council could vote to postpone approval of June 2010 Service Changes if that is the pleasure of the Council. He added that service changes generally take place in June and December in order to meet public hearing announcement requirements and coincide with other budgetary changes agencywide.

RECEIVED Public Comment regarding the Proposed Timeline for the June 2010 Service Changes Public Hearing Process
Representative Garafolo said resources being placed into the new Line 902 service should be diverted to strengthen late night connections between Olive View Medical Center in Sylmar and downtown Los Angeles that would operate 24 hours a day, 7 days a week. He wished everyone a Merry Christmas.

7. NOMINATED Representative Kymberleigh Richards to serve on the Metro Blue Ribbon Committee on Near Term Planning Concepts; and RECEIVED report on Metro Operations' Near-Term Strategic Transit Planning Concepts, Conan Cheung, Deputy Executive Officer, Operations.

Mr. Cheung reported that transit properties throughout the nation are facing significant financial deficits that prolong into future year budgets. Metro will experience a \$100 million deficit by the end of Fiscal Year (FY) 2010; this deficit continues to grow in FY 2011 and

subsequent fiscal years. Although Metro has increased revenue service hours by 13 percent over the past 16 years, ridership decreased by one percent, amidst considerable countywide population growth in the same time period. Although some service hour increases were warranted over this period of time to meet ridership demand, the structural deficit is exacerbated by inefficient service.

Measure R gives Metro additional funding to provide a solid, sustainable foundation for strengthening the countywide regional transportation network by prioritizing the following:

- Rebaseline the existing transportation network
- Redefine the role of Metro Bus, Metro Rail, Municipal Operators and Local Return Providers
- Continue improving the bus/rail interface
- Eliminate bus/rail, Metro/Muni and other service duplication
- Realign bus services according to current passenger demand
- Involve key stakeholders on a Blue Ribbon Committee (BRC) to Restructure Bus Service comprised of transit providers, users, major industry representatives (education, health), Metro Service Sector Governance Council members

Mr. Cheung explained the BRC would require a significant commitment of one three-hour meeting per month for a six month period. One representative from each Governance Council will be selected to serve on the committee that will be instrumental in designing future service concepts for the near term that will help in the initial restructure of the county transportation network in order to maintain an optimal service level that can be sustained the the amount of resources available.

8. APPROVED Motion to Support creation of a new Transit Center at California State University, Northridge (CSUN) and consider new service change proposals for lines to serve CSUN Transit Center at the February 2010 Public Hearing; and RECEIVED oral report on proposed CSUN Transit Center, by Nat Wilson, CSUN Campus Architect.

Mr. Hunt introduced California State University, Northridge, Associated Students Director of Environmental Affairs Sheela Bhongir

and Campus Architect Matt Wilson. He congratulated both for all of their hard work on developing the CSUN Transit Center concept and said he wanted the presentation to be made to the Governance Council in preparation of potential service modifications to be made in order to serve the Transit Center. He added that any proposed changes would be brought forth to the Council at the February 2010 public hearing.

Sheela Bhongir introduced herself to the Council as the Associate Director of Environmental Affairs for the Associated Students of Cal State University, Northridge (CSUN), a student-run nonprofit organization and advocate for the 36,000 member CSUN student body. She said the group provides student leadership opportunities, manages the campus ticket office and recreation services for the student union. The campus is moving away from being known as a commuter school by offering more opportunities for students to ride their bicycles and use public transportation. AS Environmental Affairs Division recently introduced a student transit subsidy where \$20 is discounted from all student pass purchases. Over 1,000 passes have been sold, a 25 to 30 percent increase over sales the previous year, more than exceeding the anticipated 20 percent surge.

A transit study was undertaken by Nelson Nygaard planning consultants. The study discovered the use of bicycles and public transit cost less than the cost of building a parking structure per student and the cost of purchasing and maintaining a car. This study has encouraged AS to look at ways to increase bicycle and transit usage while decreasing automobile dependence among the campus community.

Bhongir previewed a map of the planned transit center and explained the center's importance to students, many who often have no other means of reaching campus than by using Metro, LADOT or other transit providers in the area. The transit center provides a one-stop student commuter location. She said she has appreciated the assistance from Metro staff and expressed looking forward to partnering with Metro on the creation of a successful transit center.

Bhongir introduced CSUN Campus Architect Matt Wilson, who began by stating his past experience over the past six years at CSUN where he has had the opportunity to plan and create a recently opened,

newly built performing arts center, a new student recreation center currently under construction, and new student housing units that will be opened to students in coming years. He has enjoyed watching these changes come about and promised more to come.

CSUN is part of the larger 23-campus California State University system that currently serves more than 450,000 students statewide. The Transit Center concept surfaced during the revamp of the Campus Master Plan document, which will add a total of 4 million square feet to the campus, 2 million by the year 2035. Benefits of the Transit Center include that it provides one of the lowest incremental cost per square foot. By providing the transit center, the university can prolong adding one of three planned additional parking structures into the more distant future; the cost of building a structure can be anywhere from \$15,000 to \$30,000 per parking space.

Funding has been allocated for construction to commence in January 2010 and completion is slated for August 2010, just before the start of Fall 2010 classes. Metro and LADOT transit services will be provided. Campuswide tram service, available to faculty, students and staff, will also serve the transit center and provide transit to other sites throughout campus. The transit center is located adjacent to existing parking structures P3 and P4, a good location for people looking to use buses while on campus throughout the day, potentially curbing some of the shorter trips, thereby relieving congestion and improving air quality for the surrounding community. Information and site plans have been provided to Sector management and service development staff.

CSUN will emulate transit centers such as the existing North Hollywood Station and Cal State University Los Angeles Busway stations, both of which have little development, but function and are utilized very well. The Transit Center already has a great deal of vegetation, much of which will be retained to complement the Transit Center. CSUN owns the property, which will help to expedite the planning and permitting process required for a project of such magnitude. Part of Vincennes Street will also be cordoned off permanently to accommodate the new transit center. An existing parking lot will be moved further west to allow for planting of sycamore trees adjacent to the bus queue area, creating a better microclimate for waiting passengers. The smaller physical imprint of the Transit Center also produces cost savings in a time where budget constraints

are very necessary to ensure that projects can be delivered in a timely and cost-prudent fashion.

Planned Transit Center Amenities

Transit shelters

Utilization of existing tree canopies to produce cooler microclimates more conducive to passengers waiting for a bus

Digital bus arrival signage (similar to NextBus)

Low-security bicycle lockers and racks (similar to bike amenities at North Hollywood Transit Center Red/Orange Line Station)

Car-sharing programs (i.e. ZipCar, FlexCar)

Transit Center Timeline

March 2010	Completion of Construction documents and blueprints
April 2010	Project competitive bidding process begins
June 2010	Contract awarded and approved by California Public Utilities Commission
August 2010	Dedication and opening of Transit Center
Mid-August 2010	Start of Fall 2010 Term

RECEIVED Questions and Comments regarding CSUN Proposed Transit Center Presentation:

Representative Cano asked how to ensure the CSUN Transit Center is a success and whether Metro partnered with other major trip generating institutions (colleges, hospitals, shopping malls within Sector) to see whether their locations may benefit from a transit center. Mr. Hunt responded that Metro creates opportunities such as the CSUN Transit Center through the annual Metro Call for Projects that grants funding to transit projects with merit. Mr. Hunt added that the Governance Council could help by supporting the CSUN Transit Center as proposed and considering proposals for service reroutes near the transit center that staff will present at the February 2010 Public Hearing.

Representative Richards suggested that staff not only consider Lines 167 and 239 but also Lines 166 and 364 as well, which is consistent with the initial 1994 San Fernando Valley Transit Improvement Program that suggested including CSUN as a future transit node.

Representative Arvizu mentioned this action would need to be revisited once all 9 campuses in the Los Angeles Community College District have completed their transit centers.

Representative Ochoa suggested implementing changes to serve campuses that are possible without holding a public hearing to ensure the Council does not miss an opportunity to provide better service college campuses.

Representative Arvizu suggested Metro work with partners such as CSUN to ensure transit centers can accommodate Metro vehicles and have amenities (restrooms, vending) that operators may require on their layover period. Mr. Hunt responded that the specifications for the center were reviewed by and meet the standards of Metro Sector Operations staff and that typically operator amenities are the responsibility of Metro and that partners are not expected to provide these.

Representative Cano suggested that bike riders be taken into consideration when planning both transit center amenities (i.e. racks, lockers) and transit service (i.e. ensuring adequate rack mounts on buses) in order to prevent people feeling the need to carry their bike everywhere they have to go.

9. RECEIVED report on First Quarter Performance Indicators for FY 2010, Stewart Chesler, Transportation Planning Manager IV, Service Planning and Development

San Fernando Valley Service Sector Performance Indicators for the first quarter of FY 2010, ending August 31, 2009:

- 38 percent of lines meet the RPI standard within the Sector; only 28 percent of the service systemwide meets the standard.
- Accessibility to service from all census tracts within the Sector was provided; there are no lack of connectivity issues.
- Service quality is a problem on 22 lines weekdays, 10 lines weekdays, and 7 lines Sundays.
- Customer complaints affected 10 lines within the Sector, compared with 15 percent systemwide. No complaint was repetitive in nature.

- Frequency of service was a problem on Local 290 on weekday evenings, due to a lack of service, and 3 rapid lines on weekday with too much service.
- Maximum load factor only affects one line weekdays, three lines Saturdays and one line Sunday.

RECEIVED Questions regarding First Quarter Performance Indicators for FY 2010:

Representative Cano asked why the quarterly report consistently ranks Line 290 as ineffective weekday evenings. Mr. Brewer responded that Line 290 operates along a sparsely populated corridor where late night service is provided in tandem with Line 90 trunk line service; therefore, the headway for trips between Sunland and Sylmar are wider because of lighter ridership that does not warrant more frequent service than is provided. Representative Cano suggested the report highlight this and other similar distinctions in order to avoid penalizing the Sector when service that should be pulling into the Division operates as revenue service as a courtesy to passengers along the corridor without other options.

Representative Rosenheim said that regular reports from Mr. Chesler on Service Performance allow the Council an opportunity to ask questions and review the reports from a higher level than that provided on a report. The Council is obligated to identify areas that are unclear or that do not make sense and ask questions of the staff for clarification.

Representative Richards suggested operating Line 741 during peak hours instead of all day, similar to peak hour limited stop service offered on Line 363, considering Line 741 frequently appears on the performance indicator report as out of compliance and that its time savings over Line 240 is negligible. Representative Rosenheim suggested the Council look at this suggestion for the future considering the budget crunch the agency may face in the near future.

10. Service Sector Representatives Closing Remarks.

Chair Rosenheim requested that the Council adjourn in memory of former employees Ron Reedy and Stephen Parry:

Chair Rosenheim announced that Ron Reedy passed away at his home in Hemet, California, on November 18 as a result of an illness he was battling. He worked in various capacities at MTA and its predecessor agency SCRTD for over 35 years as a bus operator, division manager (Divisions 7, 8, 15 and Penrose Division) and is highly revered in the agency, most notably for his knack for negotiations and accident investigation knowledge. He was delighted by his family, proud of his children's accomplishments, and will be missed by all. He is survived by his mother, siblings ...

Mr. Brewer announced that the former director of planning from predecessor agency Southern California Rapid Transit District, Stephen Parry, passed away earlier this week. Mr. Parry was a great friend and mentor to many Metro and RTD employees. He worked with the agency for many years and contributed to many projects, including the 1980 Bus Service Improvement Plan, part of which is still in effect today. He developed the 1984 Olympics Bus Plan, was instrumental in developing bus rail interface plans for both the Blue and Red Lines. He asked that the meeting be adjourned in Mr. Parry's honor.

Representative Richards said she knew Mr. Parry and even saw him in October at the California Transit Association conference in Pasadena. In recent years, many were surprised to know that Mr. Parry's firm created the existing Metro System Map. He also fact checked much of the Southern California Transit Advocates History of San Fernando Valley Bus Service pages, which Representative Richards developed. She said Mr. Parry's loss is a loss to the industry as a whole and that she was eternally grateful for Mr. Parry's contributions.

Representative Bric wished everyone a Happy Holidays and stated he was impressed by the student and staff presentation that involved a great amount of work. He suggested the campus consider solar furniture

Representative Cano thanked CSUN for their presentation that definitely was impressive. He added he would show the report to Director Antonovich. He added that the Los Angeles Department of Transportation was in the process of allocating \$85 million in transportation circulator funds that would add shuttle services between major transportation nodes and employment centers throughout the City of Los Angeles. He encouraged Governance Council members to forward their input on possible new lines or circulator services in the San Fernando Valley, providing more access to Valley residents and employees.

Representative Arvizu thanked CSUN Staff and Students on an excellent presentation and promised that a representative from the Los Angeles Community College District would attend a future meeting to discuss the progress of the nine campus transit centers being built districtwide. He asked members of the public to forward comments on ways to improve the meeting and other areas to be covered. He wished everyone a safe, holiday season.

Representative Richards extended holiday greetings to attendees, Metro Staff, CSUN Staff and students. She looks forward to the opportunity to serve on the Metro Blue Ribbon Committee on Operations and Service Delivery representing the San Fernando Valley Service Sector Governance Council.

Representative Ochoa wished all Happy Holidays and a shiny New Year. He thanked Mr. Brewer for his kind words about the recent passing of Mr. Steven Parry, former SCRTD Transportation Planner and said it is good to recognize those who laid the bricks of the building at Metro, not just those making it pretty at the moment.

Representative Veres wished everyone a Happy Holidays, thanked representatives from CSUN for their great job done on their presentation. He added that the Mission, Pierce and Valley College campuses of the Los Angeles Community College District would be welcome additions to the transit network in San Fernando Valley once their transit centers are constructed. He looks forward to seeing both the CSUN Transit Center and other campus transit center facilities move forward.

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Representative Rosenheim - Thanked everyone for participating over the past year's Governance Council proceedings, including riders, County Sheriff's Deputies, Metro staff and the Sector General Manager. He wished a healthy, happy, and safe holiday season to all.

ADJOURNED at 8:28 P.M. in memory of:

- Division Manager and Operator Ron Reedy; and
- Service Planner Stephen Parry.



Prepared by:

William L. Walker
Council Secretary