

Monday, May 10, 2010 5:00 P.M.

MINUTES

San Gabriel Valley Governance Council

Regular Meeting

Metro San Gabriel Valley Office
3449 Santa Anita Avenue
El Monte, CA 91731
3rd Floor, Council Chambers Room

Called to Order at 5:03 p.m.

Sector Representatives Present:

Joseph Mosca, Chair
Alex Gonzalez, Vice Chair
Roger Chandler
Harry Baldwin
Steven Ly
Dave Spence
Rosie Vasquez

Officers/Managers:

Jon Hillmer, Transportation Manager
David Hershenson, Community
Relations Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance.

2. **RECEIVED public comment:**

Daniel Garcia, transit user, asked why the agendas for the Accessibility Advisory Committee and ADA Committee are not posted on the MTA Board and Committee meetings calendar page on metro.net.

3. **APPROVED Minutes of Regular Governance Council Meeting held April 12, 2010.**

4. **RECEIVED Chair's Remarks.**

- Introduced new Councilmember Steven Ly. Mr. Ly, who currently serves as city of Rosemead Mayor Pro Tem, represents the Montebello, Monterey Park and Rosemead city cluster. Mr. Ly stated that he grew up using Metro and that he hopes to improve transit service in the San Gabriel Valley.
- A Special Board Meeting on the proposed fare increase was held this past Saturday. The majority of those who attended opposed the increase. Two individuals expressed support for the proposed fare increase.
- Dave Hershenson, Community Relations Manager, announced the passing of Larry Nelson, former Councilmember of the city of Artesia and Gateway Cities Governance Council representative. Mr. Nelson, a staunch transit advocate, had been battling cancer for some time.

5. **RECEIVED Manager's Report.**

- Jon Hillmer, Transportation Manager, requested feedback from the Council regarding the length and formatting of the Manager's monthly presentation. He indicated that it may be necessary to temporarily relocate the meeting site due to construction at El Monte Station.

Key Performance Indicators, March 2010:

- On-Time Performance (OTP) was slightly above target at 73%. Division 3 has shown improvements in this performance category.

The OTP rate for Division 3 was nearly 80% in April. The OTP rate for Division 9 is also trending upward and exceeded the system-wide average of 75%. Additional field supervision and monitoring of bus terminals to ensure that buses leave on time have contributed to the improvement.

- Complaints per 100,000 boardings were above target at 3.1. The number of complaints had remained flat before fluctuating recently. Mr. Hillmer stated that it is possible that spring break and the increase in ridership in the month of March may have led to a rise in complaints. He noted that the April figures show improvement.

Representative Vasquez asked about the types of complaints that staff received.

Mr. Hillmer stated that the majority of complaints involved pass-ups or no-show buses. A total of 1,100 complaints were received in March. The average is about 800. Mr. Hillmer indicated that some bus operators received commendations. These operators tend to have a cheerful disposition and often greet customers.

- The number of accidents per 100,000 bus miles decreased significantly at Division 9. There have been system-wide improvements as well. MTA has an above-average record in this performance category, given the urban environment in which buses operate.
- Despite the recent downward trend in ridership, March saw an increase in the number of riders. This may be due to more people finding employment and school being in full session.

- **Recent MTA Board actions:** MTA Board approved all of the proposed bus service changes at the April 22, 2010 Regular Board meeting. Other April Board actions of interest involved approval of the status of the City of Los Angeles Community DASH services and the cities of Glendale, Pasadena and Burbank fixed route services (to be collectively known as “Tri-Cities/LADOT”) as Tier 2 Operators to receive Proposition A Growth Over Inflation funds. The Board also adopted a support position on the 30/10 Initiative.
- **EI Monte Station update:** Mr. Hillmer presented a slide showing an aerial photo of the Station. The former parking area has been closed for construction and a new lot recently opened at the site of the former Chevy dealership. A temporary Station will open in August 2010. The new EI Monte Station construction area will make it difficult to access the Governance Council meeting location, particularly for disabled attendees. Walk-in access from the parking structure will still be available. Motorists will need to take a detour to reach the meeting site as it will not be possible to drive into the Station via the regular entrance.
- Mr. Hillmer mentioned the possibility of temporarily relocating the Governance Council meetings. He asked for feedback on the way in which the Manager’s report is presented.

Representative Baldwin noted that those using public transit to reach the meeting site may experience difficulties.

Mr. Hillmer stated that it is possible for staff to be on hand to guide meeting attendees as they approach the building, but this may be cumbersome.

Representative Mosca requested that staff present a report next month on the various alternatives available.

Mr. Hillmer noted that any changes to the meeting location will not take effect until August 2010 at the earliest.

Representative Chandler asked if the charts that are presented as part of the Manager’s report are generated specifically for the Governance Council.

Mr. Hillmer responded that the statistics are generated by upper management and that CEO Art Leahy reviews the data.

Representative Chandler remarked that the Council does not have management authority or direct control over the performance of staff. MTA management makes key decisions. He asked if the Council's work might duplicate the work of MTA staff.

Mr. Hillmer assured the Council that its work was not repetitive and that staff values the Council's input. He added that management actions are based in part on the Council's recommendations.

Representative Spence stated that he was unsure if the Council has any impact on the numbers. He noted that he likes the new format of the Manager's report as it is both easy to read and straightforward.

Representative Chandler mentioned that the Metro Gold Line Foothill Extension Construction Authority meets at the Arcadia City Hall.

RECEIVED public comment – Daniel Garica, transit user, expressed concern about accessibility and stated that the issue goes far beyond parking lot construction. Because Access Services, Incorporated (ASI) is housed within the same building as the Council chambers room, ASI staff and visitors will encounter the same problems accessing the building.

Mr. Hillmer responded that he is meeting with Mark Maloney, former Metro Westside/Central General Manager and current Chief Operations Officer at ASI, to discuss the issues that Mr. Garcia mentioned and find alternatives.

José Melendez, transit user, stated that he had questions regarding the MTA Board action concerning tri-cities/LADOT becoming Tier 2 operators.

Mr. Hillmer responded that he can discuss any concerns after the meeting.

Mr. Melendez stated that if the meeting location is changed, it will be important to choose a location with good transit access. He mentioned that he lives in Covina and that it is easy for him to go home from the El Monte Station.

6. RECEIVED oral report on **Blue Ribbon Committee**.

Representative Gonzalez reported that at the last meeting of the Blue Ribbon Committee, members conducted a trade-off exercise in which they identified aspects of bus service or amenities that they would give up in order to maintain safety, reliability cleanliness. Members were most willing to give up geographical access in order maintain the three attributes noted above. Most members were also willing to give up a seat in order to increase geographical accessibility. Representative Gonzalez stated that Mr. Hillmer and Mr. Page were present at the last Blue Ribbon Committee. He noted that he brought the Committee binder with him and encouraged the Council to provide input.

7. RECEIVED report on **fare increase** to take effect July 1, 2010.

David Hershenson, Community Relations Manager, reported that due to the organizational changes, the Governance Council bylaws will need to be updated. The updates will be made once the Blue Ribbon Committee's recommendations are finalized.

He reported that the MTA Board voted on a two-tier fare increase in 2007. In addition to a number of regional fare forums, one central forum was held on a Saturday at MTA headquarters. Based on input received, adjustments were made to the proposed plan. Under the two-tier plan, the first fare increase was to take place July 1, 2007, and the second fare increase was to take place July 1, 2009. Because of the availability of Measure R funding, the fare increase that was scheduled for July 1, 2009 was delayed for one year and the fares for certain reduced fare categories (i.e., senior, student and disabled) were frozen for a period of five years.

A Special Board meeting was held on Saturday, May 8, 2010 to discuss the reasons for the fare increase and obtain public input. No action was taken by the MTA Board. Mr. Hershenson presented slides explaining the basis for the fare increase. He noted that MTA's fares will continue to be among the lowest in the nation despite the fare increase.

Representative Mosca stated that he only recently discovered that one of the provisions of Measure R involves providing relief from fare increases. He had always assumed that Measure R funding was entirely for operations.

Mr. Hillmer indicated that Measure R includes funding for maintaining reduced fares.

RECEIVED public comment – Daniel Garcia, transit user, expressed support for freezing fares for the disabled. He stated that many riders were not aware of the Saturday meeting. He emphasized the importance of making these types of meetings more widely publicized.

8. Council Members Comments: none.
9. Chair's Comments – Chair Mosca stated that the Council can discuss a possible new meeting location at the next meeting.

ADJOURNED at 6:00 p.m. in memory of Larry Nelson, former Gateway Cities Governance Council representative.

Michele Chau

Michele Chau, Council Secretary