

Friday, August 10, 2007 – 9:30 a.m.

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# MINUTES

Los Angeles County  
Metropolitan Transportation Authority

## **SOUTH BAY SERVICE SECTOR COUNCIL REGULAR MEETING**

Carson Community Center  
801 East Carson Street  
Carson, CA 90746

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Meeting called to order: 9:30 a.m.

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Service Sector Representatives present:

Terisa Price, Chair  
John McTaggart, Vice Chair  
John Addleman  
Margaret Hudson  
Lou Mitchell  
Devon Deming  
Ralph L. Franklin

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Officers:

Dana M. Coffey, General Manager  
Raynard V. Price, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **Safety 1<sup>st</sup> Contact:** Mechanic Andrew Warren reminded everyone to look both ways before crossing the street. In agreement, General Manager Dana Coffey added to never run along the side of a moving bus.
2. **APPROVED:** Minutes of the July 13, 2007, Council Meeting.
3. **UPDATE** was given on the M3 Project by Patrick Astredo, Director of Operations Systems Support. Mr. Astredo provided a handout of the Maintenance & Material Management System (M3 Project) (on file). He informed the Council that the system has been fully implemented for a year and a half and is used by all lines of business within Metro Operations.

In the Operations section, M3 processed over a million work orders (described as an electronic record of activity that has taken place on a bus – road call, repair, and facilities maintenance work) since 2004. In order to address implementation issues and to expedite the M3 system, CEO Roger Snoble created a “Tiger Team.” The team identified over 700 items to be sent back to the vendor to be corrected. Of these, only 19 contract deliverable items remain outstanding issues for the vendor to resolve. The contract will not be closed out until all performance issues are resolved.

One of the benefits of the system is recovery of warrantable bus parts. This year’s goal for the M3 is to recover \$2.5M in warranty. So far, Metro is ahead of schedule in warranty recovery. Another goal is to ensure data integrity in work orders in both mechanic’s time and materials charged. Mr. Astredo said the use of M3 technology makes for an exciting time for Metro as a 100-year-old company.

Mr. Astredo responded to several questions from Representative Addleman. When asked, Mr. Astredo identified Infor Technologies as the vendor after several ownership turnovers. Vice Chair McTaggart expressed concerns about the speed problem of the M3. Representative Franklin questioned the number of work orders processed annually prior to the M3 to which Mr. Astredo responded that the M3 captures significantly more detail than the prior “job on, job off” process. Representative Franklin suggested the M3 must have a positive impact in sending buses back to the fleet quicker. Mr. Astredo agreed.

Chair Price reminded the Council and informed the public the reason for requesting the M3 presentation. From the user perspective it appears there is a lot more time expended entering data. She inquired as to how much time is lost by mechanics using this system versus what they were doing before. Mr. Astredo stated there is a trade off in the use of M3. There is better accountability and control. Chair Price requested that there be a comparison between the work done prior to the incorporation of the M3 and subsequent to the incorporation of the system. Additionally, she requested based on data in the system, the percentages on the different types of repairs.

Representative Addleman suggested there should be a performance bond in the contract with the M3 vendor. Representative McTaggart expressed curiosity regarding the accounting of fuel usage with bar coding. Mr. Astredo said, in this regard the software system, Fleet Watch, interfaces with the M3. However, a problem has been identified in the articulated buses with a fender skirt that blocked the RF signal. This problem was rectified by the vendor and is now being tested.

A member of the public, Arnold Sachs, asked if the M3 can exclude everyday mechanical operations and focus on the breakdowns that occur when the buses are in service and if those buses with multiple breakdowns can be tracked over a period of time. Mr. Astredo responded in the affirmative and indicated those reports are currently available on the fleet management website for “repeaters” and “road call failures.” This information is also listed by operator. Mr. Astredo closed his presentation by informing the Council that the \$2.5M that the M3 will help recover, will return to the Sector which is a significant benefit.

4. **UPDATE** was given on the Metro Customer Code of Conduct by Karen Gorman, Chief Ethics Officer. Ms. Gorman reminded the Council she briefed the council a year ago on the workings of the Metro Customer Code of Conduct. She provided a draft of the document and Power Point Presentation (on file). She said the Customer Code of Conduct will help the Transit Police enforce MTA rules and policies and provide customers with information needed to safely and effectively ride the system; provide for a well- informed traveling public; and allow Operators to be more helpful with customers as an overall benefit to the Metro.

She asked for comments and suggestions on the existing compilation of policies, some of which have been updated to reflect new laws. A significant new area in the draft document is the enforcement section for the Transit Police for violations of

Penal Code Section 640. Legislation was passed which allows both Metro and the San Francisco Transit Authority to adopt an ordinance to de-criminalize Penal Code Section 640 and to develop its own transit court.

This new law also allows Metro to establish fines that are not addressed in Penal Code Section 640, including the ability to eject and suspend passengers who are deemed to be an immediate threat to the safety of other passengers. In Public Comment, Lionel Jones advised it may be difficult to enforce the de-criminalization of Penal Code Section 640, particularly any effort to ban or suspend riders. Ms. Gorman responded the transit court is still an idea and it is not yet certain that it will be implemented. Representative Deming suggested that the public could be better involved if they had the ability to discreetly send text messages or cell phone pictures to Operators. Ms. Gorman said comments can be submitted directly to her or through General Manager Dana Coffey.

Ms. Gorman responded to questions regarding eating and drinking on buses and trains. She noted this issue is still being addressed by the general managers. Chair Price asked if this presentation is the first step in the process to community outreach. Ms. Gorman said the process has included a review of the draft by various units within Metro and that the unions will be reviewing the document for their input. More presentations will be made to all the sectors and the document will go back to the committee with final comments. The draft will be given to the Board for approval, and then sent out for public comments for a minimum of 30 days and back to the Board with changes as a result of the community input for final approval before it becomes ordinance. Chair Price asked about legal and cultural issues that may affect changes. Ms. Gorman responded that the legal department is reviewing the document with outside sources to address legal and cultural issues. Dorothea Jaster commented on the problem of loitering and passengers who hold conversations with drivers, and drivers who drink beverages while the bus is moving. John Zeigler asked if the Code of Conduct will be put into a brochure and given to the general public. Ms. Gorman indicated that Metro's Marketing Department will eventually make the Customer Code of Conduct available to the public.

5. **RECOGNIZED** the 2007 APTA Bus Maintenance Rodeo Winners: Mechanics Frank Forde, Rommel Vargas, and Andrew Warren of the Arthur Winston Division by Dana M. Coffey, General Manager, Metro South Bay. General Manager, Dana Coffey stated that the Division won recognition six times. She then introduced Division 5's, Maintenance Manager, Alex DiNuzzo. Mr. DiNuzzo explained how the Rodeo

competition works with the 11 operating divisions - each submitting a team. The team goes through a variety of six mock ups that include: engine, transmissions, A/C units, and written test with a time frame to figure out the “bugs” that are planted in the mock ups. The team that does the best in the six categories becomes the winner. That division goes on to represent Metro at the International APTA competition.

The Division 5 team was formed in 2003, won first place among the divisions and won fifth place and second place over all at the International APTA competition, held in Salt Lake City beating 50 other international teams. In 2005, in Dallas, the team won 12<sup>th</sup> place in maintenance and 7<sup>th</sup> place overall. In 2006, in Orange County, the team took 7<sup>th</sup> in maintenance and 6<sup>th</sup> place overall. In a Southern California Regional competition the team won first place. In 2007, in Nashville, TN at the International APTA competition, the team took first place in the maintenance division beating 45 other teams. Along with the overall combined score with the Metro Operators, the team took the Grand Champion Award.

Mr. DiNuzzo introduced team captain, Andrew Warren (25 years with the MTA), Master Mechanic Rommel Vargas, who started as an Operator (8 years with the MTA), Frank Forde (6 years leaving the U.S. Navy to join the MTA). Mr. DiNuzzo invited staff and the public to join the Arthur Winston Division (5) in the September 15, 2007, Metro competition. In that competition, Ms. Coffey said that Metro South Bay has captured 1st and 2<sup>nd</sup> place since 2002. She said she has continued to have bragging rights for 7 years with a great team that everyone in the sector is proud of. Chair Price said she watched them in Utah and was in awe of how good they were. A team photo was taken with Sector Council Members. Those who are interested in joining the competition should wear a red shirt to support the team. The event goes from 7 a.m. – 1:00 p.m. A member of the public, Dorothea Jaster, suggested the agency provide shuttle buses to the event.

6. **RECOGNIZED** Operator Emmanuel Gladden, from the Arthur Winston Division, for consistently qualifying for the “Night of the Stars” Awards Program by Curley Little, Division Transportation Manager, Arthur Winston Division. Manager Little acknowledged Los Angeles resident and Operator, Emmanuel Gladden, who has been with Arthur Winston Division (South Bay Sector) for the last 25 years. Mr. Little said the “Night of the Stars” Award Program is based on performance exemplifying the core values of the MTA. Criteria for the award are: zero avoidable accidents, no more than three unavoidable accidents; no ADA complaints; no more than three scheduled -related complaints; no more than four customer-related complaints, zero

injuries; no miss outs with no more than five days per year attendance loss and no disciplinary actions.

Operator Gladden is zero in all categories – no complaints, no accidents, no sick time and is always on time. Mr. Little announced that Mr. Gladden exemplifies the expectations of what all Operators should be. Mr. Gladden thanked General Manager Dana Coffey, Patsy Goens and the entire Division 18 staff who helped him to be the person he is today. He also thanked his Union Representatives – Ben Cooper, Butch Johnson and Goldy Norton. Chair Price asked Mr. Gladden to share from his knowledge and experience with the new Operators the most important thing about being successful at the MTA. Mr. Gladden replied, “To do what you love.”

7. **PRESENTED** the 1-2-3 Program developed by Carson Division, Patsy Goens, Carson Division Assistant Transportation Manager. Manager Goens said the 1-2-3 Program was created to promote a personal professional partnership based on the sector concept to increase accountability and responsiveness. It is broken into three business units. Manager Cynthia Karpman acted in the role of the CEO and COO. Assistant Manager Demetrius Jones is business unit 1, Assistant Manager Cheryl Brown is business unit 2 and Ms. Goens is unit 3. The 200 Operators acted as shareholders to take pride and ownership in the program; to make the program competitive and to strive for excellence. The objectives are: Safety; improved morale; understanding of rules and policies and the understanding and promotion of UTU, AFSCME and TCU contracts. Three areas were identified: miss outs; accidents and injuries; and customer commendations.

The pilot program ran from December 1, 2006 to June 30, 2007. It is important to the program that shareholders (Operators) understand the Key Performance Indicators (KPI). Operators were interviewed to help correct past habits. After six months, data were compared to the previous six months which showed improvements. Chair Price acknowledged Assistant Manager Cheryl Brown’s group for being number one.

Ms. Goens said there was a barbeque at the end of the six months to celebrate the program. Representative Franklin wanted assurance that accidents were being reported if they were indeed happening. Mr. Jones indicated the rules were clearly defined (no cheating) at the beginning of the program. General Manager Coffey said she attended the barbeque and was impressed that the teams were competitive with a healthy involvement. She noted that some operators came to work an hour early to

participate. Ms. Coffey said this was a good program that has incentives to recognize employees to build stronger teams and more positive attitudes. Union Representative Ulysses Butch Johnson said feedback from Operators has been favorable. He suggested, if possible, an increase in the incentives.

8. **PRESENTED** the Metro South Bay Employee Incentive Program by Myrine White, Administrative & Financial Manager. The program was implemented December 1, 2006, for South Bay Employees only, to reward employees for exceptional performance. The main focus is to expand the recognition categories to capture more employee contributions and to enable more employees to be eligible for the program. Categories are: work improvement suggestions; motivation of team members or leaders; heroic acts; professional appearance and; an “other” category.

Each month the cost center managers select an individual employee or a team. The winners receive certificates of achievements, movie passes, “Reach for Success” lapel pin, preferred parking, and Division poster recognition. Past winners have been: Robert Walker, Emmanuel Gladden, Jimmy Olivas, and Fred Vincelet. Ms. White read a letter addressed to Ms. Coffey from one of the winners regarding the privilege of being a part of Metro South Bay. Ms. Coffey said there are many outstanding workers in the South Bay Sector that will be recognized.

9. **UPDATED** Adopt-A-Line Program by Service Sector Representatives. Representative Addleman spoke of line 444 which he rode on August 3. He said the bus was clean and the driver did a nice job making and announcing all of the stops. Representative Franklin shared his experience with line 210. He expressed a concern regarding the loitering of a person at a stop along the line in addition to loose Pit Bulls who seem to be terrorizing customers. He also would like to see more publicity for Line 442. General Manager Coffey asked about the mobile cleaning unit. He said the unit is doing very well.

Representative Deming said Line 625 is running very well. There now seems to be a concerted effort to wait for arriving trains, so the prior problem of buses departing before passengers could come down from the platform has been minimized. Representative Mitchell reported that Line 55 ridership is off. The ridership is now low but was very high in the past. She is not sure why the ridership is low. Representative Hudson said the buses on the Harbor Transitway are full. On July 14, she rode bus 6381 on Line 447 at 6 p.m. that did not make stop announcements. On her ride on bus 7915 on Line 444, at approximately 5 p.m. on July 18, the driver made

an unusual effort to announce the stops very clearly. She identified the driver as badge number 12653. She said bus 7590 on Line 446 had dirty windows. General Manger Coffey said Metro South Bay is working on a new formula to keep bus windows clean.

Chair Price reported that at a bus stop at PCH north of Diamond a person in a scooter said he was passed up by Line 232. She said Operators should make sure they stop. She stayed with him until the next bus arrived.

10. **UPDATE** on Line 442 performance by Dana M. Coffey, General Manager, Metro South Bay. General Manager Coffey said the marketing of 442 line will include advertisements placed on bus stops in the City of Inglewood, in addition to partnering with neighborhood store owners to place schedules within stores. There has been a slight increase in ridership on 442. There is now an average of 272 passengers a day which is up from 262. The Sector has had staff at the Inglewood Transit Center promoting Line 442. Chair Price asked that the cost of promoting Line 442 be tracked to see how much was expended per passenger “increase.” Representative Franklin expressed a concern that there were no time table bus pamphlets and schedules at the City of Inglewood, City Hall. He said the bins were empty.
11. **Chair’s Comments:** Chair Price announced there has been activity at the Redondo Beach Council to move forward with a new Transit Center near the existing transit center. Beach City Transit is running a Sun, Surf and Safety campaign.
12. **General Manager’s Comments:** The MTA is partnering with the Energy Saving Center to cut back on energy use. General Manger Coffey stated this is a project of the MTA Chair, Pam O’Connor. She said she will bring someone to the next meeting to speak more on the issue and how the sector can better be a part of the project. Further, she spoke about the “Stop On Red” campaign that Metro is partnering with other agencies to encourage motorists to stop. She announced the permanent position of Carolyn Flowers as Chief Operating Officer and Mike Cannell, head of Metro Rail. Ms. Coffey said the South Bay has the oldest Metro employee Ivan McCargo, at 91, a supervisor at the Arthur Winston Division. Ms. Coffey said that Roger Snoble announced a year of great achievement for the Metro Team – Workers Compensation claims declined 65% in a seven year period to a low of 1,140; Metro was voted APTA’s Outstanding Transportation System; Customer Complaints dropped to 3.15 below the 2007 goal of 3.5; an aggressive recruiting campaign filled



vacancies from 300 short to 20 operators short which is a significant accomplishment. In closing, Ms. Coffey said that CEO Roger Snoble indicated there are many more achievements to list but the good thing about accomplishing a lot gives us confidence we can do more and we have a lot more to do in 2008.

13. **Public Comments:** Representative Deming said she brought LAX FlyAway schedules and mentioned the commemorative pin she passed out during the meeting.

Evaristo Ramos: Metro South Bay Employee Incentive program is good for employees. He also suggested an incentive program for riders and commuters. He is hoping that MTA Board Chair Pam O'Connor will attend the South Bay Service Sector Meeting.

Dorothea Jaster: Suggested that Metro vans could be set up for the public who would like to wear Red shirts and attend the Bus Rodeo to show support. She said some buses do not have the automatic bus stop announcements. She said that it is not consistent and sometimes cannot be understood. She also provided some examples of mispronunciations.

Arnold Sachs: Shared his concern that long routes sometimes do not have enough time on transfers. Transferring trains may be difficult if one train is late or full. Also, he expressed a concern Metro Call for Projects is funding bus benches for the City of Los Angeles and thought that was a function of the city. Chair Price said that cities and organizations can ask for anything. She said there should be accountability for scheduling on Line 232. He questioned if the new Redondo Beach Transit Center will have a Park 'n Ride with express service to Los Angeles.

Lionel Jones: Said he attended the Gateway Cities Public hearing for service changes and noticed that 25 people attended but only three people spoke. He asked if the proposed Line 45 route change would impact owl service on Line 446. He said that Mega Bus started a service from Union Station to San Diego, San Francisco, Las Vegas and Phoenix, Arizona.

14. The meeting ADJOURNED at 11:46 p.m.



Raynard V. Price

Los Angeles County Metropolitan Transportation Authority  
South Bay Service Sector Council Regular Meeting  
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Council Secretary