

Thursday, August 4, 2005

3:00-5:00 PM

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# MINUTES

Westside/Central Service Sector  
Governance Council

Regular Meeting

La Cienega Tennis Center  
325 S. La Cienega Blvd.  
Beverly Hills, CA 90211

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Called to Order at 3:10 p.m.

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Council Members present:

Peter Capone-Newton, Chair  
Brad Robinson, Vice Chair  
Carlos Collard  
Greg Fischer  
Carol Gross  
Stephanie Negriff  
Joyce Perkins

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Officers:

David J. Armijo, General Manager  
Michele Jackson, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. APPROVED July 7, 2005 Minutes

2. RECEIVED Public Comment

Wayne Coombs reported that on Sunday at 8 p.m. there was standing room only on Line 4 going eastbound. It will take a half hour longer and cost \$1 more if the line is cut off at Sepulveda. Line 217/717 stops need to be consolidated. Line 717 should not be combined with the 780 because of traffic problems. Line 220 needs to be saved, but no reason to keep the line the way it is now on the south end; should cut the Marina Del Rey portion and go on to the airport.

Andrew Gaines from American Apparel in Downtown L.A. – Provided written testimony for the record. Line 58 is critical for their factory; 130 of their workers take this line to work.

Council Member Perkins asked about alternatives to Line 58. Council Member Fischer responded that there are currently no alternatives. There is a Line 52 on Central, and DASH service on 7<sup>th</sup> Street, but the north/south route is lacking.

Council Member Perkins suggested that the company consider providing shuttle service for their employees.

3. RECEIVED General Managers Report

David Armijo highlighted the June Key Performance Indicators which exceeded the established goals:

- 16.11 new workers' compensation indemnity claims
- 7,614 miles between mechanical failures
- 3.67 complaints per 100,000 boardings

Traffic accidents also declined from last year.

June financials are not available at this time; staff will present them next month for the entire fiscal year.

Mr. Armijo distributed copies of John Catoe's PowerPoint presentation to the Metro Board on the first three years of Service Sectors.

Chair Capone-Newton requested the Board's comments on the report.

Council Member Robinson said he would have liked to attend that meeting and requested advance notice in the future and a reminder.

4. RECEIVED Presentation on FY 2002 On-Board Survey, Jeff Boberg, Planning Manager, Communications

Jeff Boberg reported that the survey was done in the fall of 2001 to determine transit patron travel patterns, trip purpose, method of payment, most and least satisfactory service feature and overall satisfaction with the bus service.

Vice Chair Robinson commented that the overall satisfaction rating is not as high as we would like. Mr. Boberg responded that the latest customer satisfaction survey shows an 84% satisfaction rating. The rating has been steadily improving over the last four years. He added that the most requested improvement was time spent waiting for the bus.

Council Member Negriff asked how this information is used and how it relates to recommendations for service changes. Jeff Boberg responded that the information is available for use. He used it to write informative reports for the Service Sectors, and it is also used in transit planning.

David Armijo noted that this information was given to the Council in the San Fernando Valley, and it was just about the only data coming in for a period of about five years. He added that it will be very helpful when working with Line 220 next week.

Responding to query from Council Member Negriff, Mr. Boberg said that staff likes to do these surveys every five years.

David Armijo expressed the opinion that not enough priority and resources were given to this survey. The Sectors were just being rolled out and were not really involved. His hope is that there will be an opportunity for input from the Councils next time.

5. RECEIVED Presentation on Metro Security, by Lt. Mike Parker – Los Angeles Sheriff's Department

Lt. Parker reported that LASD Terrorism Liaison Deputies with dogs, were boarding all buses at La Cienega and Wilshire passing out "In Case of Emergency" cards in English and Spanish with an 800 number to reach LASD 24 hours a day. Reaction from patrons has been to request that this be done on all lines every day. Deployment on rail has also been increased; and the media has been used a great deal to tell people what they can do to help.

Vice Chair Robinson asked about signage inside the buses and the staffing levels. Lt. Parker said there are signs that say "Better Safe than Sorry"; another announces that undercover deputies are riding buses and trains. Handout cards are also given to each division to distribute. LASD has 700 employees, including police and security. Overtime funds have been supplied by Metro for dedicated operations for bus boardings or graffiti. The goal is to have checks and visibility and response times such that the bad guys think twice. Metro received \$8 million from the Federal

Government for homeland security, and is being very aggressive. David Armijo noted that staff has met with Security staff and the Communications Group, and there will be new posters and bulletins coming out any day now.

Responding to Vice Chair Robinson's question regarding deployment of officers on all trains, Lt. Parker explained that there are 65 Metro train stations and 60 Metrolink stations. He expressed the opinion that the agency is better off having high visibility on the platforms and trains.

More staff is deployed on rail than on buses. The rationale is that one train might have 800 – 1,000 people, not to mention all the people on the platforms. You have a lot fewer on a bus, and the buses are equipped with cameras and GPS.

LASD deputies are also very aggressive with regard to graffiti, logging 128 arrests last year. Calls from private citizens have gone up tremendously.

## 6. DISCUSSION on Metro's Processes and Timelines

Council Members Robinson and Capone-Newton met with David Armijo and Roy Gandara to discuss a process which would allow Council Members to enter the planning and decision-making processes earlier and become more involved with other sectors.

The Westside Service Sector was planning a discussion to determine whether to split Line 720. That line was removed from service changes currently being considered. Vice Chair Robinson expressed frustration as the public comes to the Council, and the Council has to say that the line is not under its purview.

David Armijo explained that he was informed two weeks ago that a number of lines being changed were "tier 1". Rapid Line information, including the Line 720 should go back before the Metro Board, and that was why it was pulled from the service changes. Staff is currently preparing a Board Report which will codify a process for allowing the Sectors to act on "tier 1" lines subject to review by the Metro Board.

Council Member Negriff expressed appreciation for staff's attempt to clarify the process, but is concerned because the issue was not brought up at the Annual Sector Meet and Confer Meeting, which she felt would have been the appropriate place. She suggested drafting a letter to the Metro Board expressing the concerns of the Council.

Council Member Perkins noted that not having any say over tier 1 lines makes the job of the Council more difficult, as the tier 1 lines are intertwined with the others.

Council Member Negriff offered a motion to appoint Council Members Robinson and Capone-Newton to take on that task. (Who seconded?) The motion was unanimously APPROVED.

David Armijo suggested that the appointed Council Members meet with John Catoe instead of sending a letter to the Board.

Council Member Fischer suggested that the letter be drafted and circulated among the Council for comment.

Vice Chair Robinson asked that Chair Capone-Newton prepare an outline of what he would like included. David Armijo said he would work on setting up the meeting.

Jody Litvak introduced Claudette Moody, Transportation Deputy to Metro Director Pam O'Connor.

7. DISCUSSED meeting locations, day of the month and times.

Chair Capone-Newton commented that the newly-formed Exposition Light Rail Construction Authority meets at 2:30 p.m. on the first Thursday of the month. Council Member Gross is an alternate on that Board and Council Members Burroughs and Fischer are also very involved.

Alternate locations suggested were SCAG Headquarters at 7<sup>th</sup> and Metro or the Gateway Headquarters.

Alternate times suggested were Monday, Tuesday or Thursday evening of the first week of the month, or Thursday evening of the second week.

There was general agreement about trying to meet the evening of the first Tuesday of the month, assuming the facility is available.

Staff will continue to look for alternate locations and check room availability at the current location.

8. Chair's Remarks – Chair Capone-Newton commented that he tries to communicate with his appointing authority as much as possible. He has expressed concern about the pulling of the 720 line from consideration by the Council. He is hopeful that a process can be defined that will serve the Board and the Council well. He would also like more opportunities for the Governance Councils to interact.

9. Closed Session – General Managers Performance Review – CARRIED OVER

The Council directed the Secretary to add the following items to the Agenda for the August 11 Public Hearing:

- Discussion of date and times for future meetings
- General Managers Performance Review

Adjourned at 5:10 p.m.

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Michele Jackson, Council Secretary