

WEDNESDAY, OCTOBER 15, 2008

MINUTES

WESTSIDE/CENTRAL SERVICE SECTOR
GOVERNANCE COUNCIL

REGULAR MEETING

325 S. LA CIENEGA BOULEVARD
BEVERLY HILLS, CA 90211

CALLED TO ORDER AT 5:00 P.M.

COUNCIL MEMBERS PRESENT:

GLENN ROSTEN, CHAIR
ART IDA, VICE CHAIR
CATHERINE BATOR
PETER CAPONE-NEWTON
JOE STITCHER
JERARD WRIGHT

OFFICERS:

MARK MALONEY, GENERAL MANAGER
WILLIAM WALKER, COUNCIL
SECRETARY

1. Public Comment For Items Not On The Agenda

Joan Taylor – Requested that the Metro Immediate Needs Program be reinstated as it ran prior to a Board motion that increased the amount of taxi vouchers from \$7 to \$11 per voucher but decreased the number of vouchers allotted from four to two.

Wayne Wright – Said that all paper fare media – i.e. day passes, interagency transfers, etc. – should be swiped through the farebox.

2. APPROVED Minutes from September 10, 2008

3. RECEIVED report from council members on their line rides

Representative Bator announced that Stops and Zones combined the local and rapid stops for eastbound Line 4 and 704 service on Santa Monica Boulevard and Vermont Avenue, adjacent to the Metro Red Line Station. She said she looks forward to discussing combining other stop locations.

Representative Bator said there is a lack of signage directing passengers from the Heritage Square Gold Line Station to the Heritage Square Historic Neighborhood. She said she walked about a mile before actually locating it. She suggested changing the name of Heritage Square Station or posting a sign that says Heritage Square is a 1.5 mile walk from Heritage Square Station.

Representative Bator commended the response time of Metro Security after observing a passenger faint at Union Station. She said that staff responded to the scene in less than a minute.

Representative Bator shared that she observed the Red Hill Group surveying riders in September about the implementation of TAP fareboxes. She, too, was surveyed. When Bator interrupted the survey to continue on to her destination, she was later contacted by the survey group via telephone. She was surprised that the surveyor called her back and completed every question on the survey.

Representative Wright said Rapid Line 728 Olympic Boulevard is a great alternative to Rapid Line 720 (Wilshire Boulevard). A trip that would have taken upwards of 40 minutes on Line 720 took less than 20 minutes on the 728.

4. RECEIVED General Manager Report, Mark Maloney, General Manager

Chief Operating Officer Carolyn Flowers thanked Governance Council Representatives for their dedicated service over the years since the Service Sector Concept was introduced to Metro 5 years ago. Efforts of Council Representatives have helped move the agency toward improving service quality and fostering better communication with Metro customers. Each Council Representative was given a Service Pin for their years of service.

- Targets for mean miles between mechanical failures (3,073), on-time performance, accidents (3.99) and workers compensation (12.77) were all achieved for September.
- Labor expenses for FY08 were below target by \$2.3 million.
- Non-controllable items for FY08 were above target by \$7.5 million
- Non labor expenses for FY08 was under budget \$1.4 million
- Total Sector Budget for FY08 was only over by \$3.7 million

RECEIVED QUESTIONS regarding General Manager's report:

Representative Wright asked if the negative variance on fuel was temporary. Mr. Maloney said that fuel was currently \$3.7 million below budget and that fuel costs exceeded budget last fiscal year because only 95 percent of fuel costs were hedged and the Sector used more fuel than was originally budgeted, which created the budget shortfall.

5. DISCUSSED with Governance Council Members agenda items for the 2008/09 fiscal year:

Items for consideration this year include:

- Merging separated Local and Rapid service stops
- Making governance council meetings more responsive to the attending public and encouraging more public participation
- Selecting a time for a group line ride each month for council representatives
- Update on Transit Access Pass Implementation Status
- Changes to the website that utilize PDF files less frequently and enable the public to interact more easily with the Metro.net website.
- Update on implementation of NextBus monitors at Metro bus and rail stops
- Quarterly updates on relative performance indicators (load factors, other metrics) from municipal operators in comparison with Metro key performance indicator data
- Presentation on how Portland uses visual aids and other marketing materials to guide its riders to use its system

- Development of Owl Service Productivity Standards
- Impact of Measure R on Metro Westside Central Service Sector

6. RECEIVED update on Eastside Extension Bus Interface, Conan Cheung, Deputy Executive Officer Operations

In preparation of the Metro Gold Line Eastside Extension commencing operations on June 2009, Service Development and Planning has begun a joint effort with the Westside/Central and San Gabriel Valley Service Sectors, Metro Rail Operations and the Los Angeles Department of Transportation in developing a strong bus rail interface along the Eastside Extension Corridor. High volume transfer points where connections need to be strong include Little Tokyo, Indiana and Pomona/Atlantic Stations. Line 30 and 31 also duplicate the Gold Line Eastside Extension along East First Street between Alameda and Indiana. Proposed changes to service include retaining service on local streets in East Los Angeles and Monterey Park between Rowan and Atlantic Streets. The proposed changes will also be cost neutral and provide strong feeder service into Gold Line Eastside Extension stations.

7. RECEIVED update on Eastside Extension Bus Interface – Changes Impacting Westside/Central Sector bus lines, Rogelio Gandara, Service Development Manager, Westside Central Sector

Line 30 and 31 represent the largest change in service in conjunction with the opening of the Gold Line Eastside Extension. There will be no change in service or service levels on Line 30 between the western terminus at Pico and Rimpau Boulevards and the Little Tokyo Station (E 1st Street/Alameda). There will be reduced frequency of bus service on East First Street. Line 30 will operate as far east as Indiana. Line 31 will operate along East First Street to Atlantic and north on Atlantic to East Los Angeles College. Line 730 will terminate at Little Tokyo Station operating east on Temple and west on First Street instead of operating north to Union Station/Patsaouras Transit Plaza.

Representative Bator said she thought DASH could better serve the East 1st Street portion of Lines 30/31 with smaller buses and shorter headways rather than Metro operating larger buses with larger headways. Mr. Cheung said that DASH does not operate the service span that Metro operates (4am-midnight), thereby causing a decrease in service if DASH operated it.

*LOS ANGELES COUNTY METROPOLITAN TRANSPORTATION AUTHORITY
WESTSIDE CENTRAL SERVICE SECTOR GOVERNANCE COUNCIL MEETING
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8. RECEIVED update on Line 220 proposal, Rogelio Gandara, Service Development Manager

A public hearing was held on February 13, 2008. Metro staff recommended discontinuing Line 220 based upon low productivity performance. This decision was deferred by the Council in March of 2008 until December 2008. Subsequently the Metro Board did not approve any service cancellations for FY 2009. Depending on the targets for FY 2010 discontinuation of Line 220 will be included in the public hearing changes for June 2009. Councilmember Ida stated that Culver City still had an interest in assuming a portion of the service.

9. Chair's Remarks – NONE

ADJOURNED AT 6:00 P.M.



PREPARED BY: WILLIAM L. WALKER
COUNCIL SECRETARY