

Thursday, July 9, 2009

# MINUTES

Los Angeles County  
Metropolitan Transportation Authority

## GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company  
9240 Firestone Blvd.  
Downey, CA 90241

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Called to order at 2:00 P.M.

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Council Members Present:

George Bass (Chair)  
Harley Rubenstein (Vice-Chair)  
Jo Ann Eros-Delgado  
Cheri Kelley  
Wally Shidler  
Cynde Soto

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Officers:

Alex Clifford, General Manager  
William Walker, Council Secretary



Metropolitan Transportation Authority

**Metro**

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1. Pledge of Allegiance.
2. Roll Called.
3. Self Introductions made.
4. RECEIVED Public Comment immediately before adjourning meeting.
5. CONDUCTED Passing of the Gavel Ceremony.
6. CARRIED OVER Swearing in Ceremony to August meeting.
7. APPROVED Minutes of June 11, 2009 Council Meeting
8. RECEIVED General Manager's Report – Alex Clifford
  - FY09 Budget Performance Update

Slight negative variance on FY 2009 budget as of May 31 is due to year-to-date unfavorable budget variance of liability claims at \$4 million which is offset by favorable budget variance in workers comp chargeback of \$941,000.

Support departments have resolved mis-charge issues, bringing them within target for the year.
  - Key Performance Indicators for the 11-month period ending May 31, 2009
    - Workers' Compensation continues to be at a \$1 million positive variance even though claims per 200,000 work hours increased slightly for the month of May which is attributed to the claims being less severe on average.
    - Accidents are well below the 3.4 per 100,000 hub miles target for FY 2009. Year-to-date the Sector is at 3.18 and for the month of May, an astounding 2.89.
    - Complaints per 100,000 boardings are above the target of 1.84 at 1.99 for the month of May, and nearing 2.0 for the end of the year, missing the annual goal.
    - In Service On-Time Performance is at 71.8 percent year-to-date and 73.5 percent for the month of May – an improvement of 4 percent over a 13-month period.

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In comparison with other sectors, Gateway performs near the middle of five Sectors when looking at Workers' Compensation claims, bus traffic accidents and mean miles between total road calls. Gateway Cities performs best among the Sectors when comparing rates of on-time performance and customer complaints.

Customer complaints for operator conduct for the month of May were higher than normal at 39 complaints, but did not follow any particular trends. The complaints will be reviewed on a case-by-case basis in order to resolve any particular issues.

Accidents were up in comparison to the two previous months, but at 2.89, the rate was extraordinary for the Sector and much lower than the FY 2009 target and the actual total from the previous fiscal year.

- Update on Customer Comment Decal

Customer Comment Decals have been reviewed by the general managers who only suggested a slight modification. The decals should be placed on buses some time in August.

- Update on Governance Council Car Card

Governance Council "car cards" were also updated informing riders aboard buses when and where their nearest Governance Council meetings are held and how to get to them, which slightly changed following June Service Changes. The card will be changed again in December to reflect implementation of the Silver Line and other minor service adjustments.

9. RECEIVED Division 1 Transportation Department Manager  
Overview – Sonja Owens, Division 1 Transportation Manager

Ms. Owens gave a brief history of the division which began operating November 7, 1899 at 648 South Central Avenue. Division 1 is the oldest operating division in the system and operated 125 rail cars with a staff of 400 conductors and motormen by the year 1920. On August 3, 1947, the first 40 trolley coaches were assigned and 250 employees operated vehicles from this site. By 1951, rail was discontinued and in 1960, motor coaches were added to the fleet. By 1963, all services were operated by motor coach. A new division operations building was dedicated in 1981 and additional land was acquired for Division expansion in 2005.

Currently, the division is supported by 348 full-time operators, 96 part time operators, 12 supervisors, and one stenographer. Twelve lines, including

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four rapid lines, operate from the division with 247 buses and over 691,000 revenue service hours budgeted for Fiscal Year 2009. Ms. Owens introduced Division 1 Assistant Transportation Managers Rosa Graciano (Instruction) and Regina Bird (Mark-up and Dispatch).

Ms. Graciano highlighted Division 1 accident prevention programs including a rap session group where five operators with high accident rates meet with five operators without any accidents on a periodic basis. She discussed a safety poster and flyer campaigns that feature information about how to avoid common, recurring accidents and pre-trip inspections that ensure equipment is safe and in working condition for daily rollout. Staff also provides presentations on safety messages and issues impacting performance and on supportive activities for operators such as division health fairs

Ms. Bird summarized how administrative supervisors handle a complaint entered into the Passenger Comment Management System. She explained that when a passenger makes a complaint, the operator involved is given either computer training at the division, classroom training at the Operations Central Instruction, or counseling at the division.

Ms. Bird mentioned efforts by window supervisors to work all “missouts” to ensure that in-service on time performance is not impacted by operator attendance or canceling runs. Division 1 recently won first place in the Metro “How Are We Doing” Customer Service campaign. She discussed how the practice of hourly safety awareness announcements have helped to keep operators focused on safety and mentioned how the division is utilizing tools, such as certain automated features in many of the computer programs, such as ATMS and HASTUS, which support Metro operations and help with automating the following tasks:

- tracking operator activity, timekeeping and scheduled days off
- pass and fare media inventory
- creating daily running boards (operator run schedule)
- pink letters (runs added between semi-annual service changes)
- semi-annual run assignment bidding process

Ms. Bird concluded by reporting on recent renovations to Division 1’s Transit Operations Supervisor area and the Construction department. Badge proxy readers were also added to each entrance of the building for added security.

RECEIVED QUESTIONS regarding Division 1 Transportation  
Department Manager Overview

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Representative Kelley requested that Division management continue working with operators to ensure that Line 62 short line trips are not deviating from their assigned route.

Representative Shidler requested that operators bring proper timetables on their assigned run each day. Ms. Owens reiterated the rulebook policy that requires operators to bring schedules on their runs daily and agreed to work with supervisors to continue enforcing the policy and monitoring operator compliance.

10. RECEIVED report on Safety Programs – Tammy Rice, Senior Safety Specialist

Ms. Rice began by reviewing a few effective safety programs that she, division management, supervision, and sector staff perform to reinforce safe behavior across the agency, and specifically within the Gateway Cities Sector Operations Department.

Line Rides – allow for reinforcement of safe behavior, correction of unsafe behaviors and hazards while in the field, boosts morale of operators who value support from management team.

Line Saturations – target accident-prone lines by saturating line with sector administrative and transportation management staff who observe how the line operates and looks for correlations between in-service on-time performance and accident reduction.

Early Morning Rollout – distribute safety handouts to operators, discuss safety concerns one-on-one with operators who are more likely to share in person than on written forms, solve operator concerns, and monitor pre-trip inspections.

Safety Meetings – conducted during early morning rollout or during run splits that provide tips on handling safety concerns needing immediate response on an as-needed basis.

Site Specific Brochures/ Poster Campaigns/PowerPoint Slide Shows – provide information about a particular portion of a route where a safety hazard may impact how an operator maneuvers in this area (typically given to new operators on a particular line).

Seat Drops – messages developed by Safety team for operators that are placed on the driver seat each morning by service attendants.

Wellness Program – providing messages to operators regarding how eating right and staying fit are essential as transit operators. Physicians

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also provide counseling on diabetes, heart disease and other ailments operators may face. The Sector also holds periodic health fairs and distributes a monthly health newsletter.

Workers' Compensation Claims – work closely with transitional duty coordinator to keep claim levels low. A decline in claims was recorded in March, April and May of 2009.

State Compliance – ensures that operators meet California Occupational Safety and Health Administration (CalOSHA), Highway Patrol (CHP) and Department of Motor Vehicles (DMV) standards.

RECEIVED questions regarding report on Safety Programs:

Representative Soto asked if operators are required to attend safety meetings. Ms. Rice responded that there is no requirement for her safety meetings but attendance is encouraged. Meetings are provided for each shift.

Representative Soto asked if safety supervisors know how to use straps to tie down a wheelchair. Chris Doan, Transit Operations Supervisor (Instruction) responded that a new tether strap program is in full force that goes above and beyond federal Americans with Disabilities Act requirements for passengers using wheelchairs. Operators were shown the segment produced by ABC7 regarding how passengers using wheelchairs were not provided with proper assistance. Operators were also given training on how to strap in a wheelchair. Each division has a wheelchair that operators can practice on and all operators have been trained on how to use the straps.

11. RECEIVED update on Draft Gateway Cities Service Sector Fiscal Year 2010 Work Plan – Alex Clifford

Mr. Clifford gave a brief overview of the Work Plan and asked that Council Representatives give feedback on the document before considering approval of the document at the August regular meeting.

12. RECEIVED Governance Council Member Line Ride Report – Representative Eros Delgado

Representative Eros Delgado, wanting to experience the morning commute, arrived at Norwalk Station at 6:15 A.M. She boarded Line 460 destined for downtown Los Angeles. The bus arrived and eight passengers alighted. Nearly a dozen stayed on the bus and about 32

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were on the bus when it departed Norwalk Station. Many of the passengers were catching their last winks of sleep before arriving at the office. The bus picked up a few passengers along the Harbor Transitway and continued into downtown.

After arriving downtown, the operator passed a stop that a passenger requested. The passenger politely informed the operator that she missed his stop. The operator continued to the next stop and dropped him off. At another stop, the bus began to pull away from a stop when a man who appeared to be blind approached the bus and motioned for the operator to stop. The operator continued without stopping and said that the bus was “off-boarding only.” Representative Eros Delgado said that a passenger with poor vision may not know that a bus is “off-boarding only” and that the operator could have been a bit more courteous and allowed the passenger to board. Toward the end of the line, the representative asked the operator whether she would turn around and return to Norwalk. The operator responded “no.” She asked the operator how to proceed to 5<sup>th</sup> Street and the operator responded “one block over.” Because of imprecise directions from the operator and the placement of signage, Representative Eros Delgado found it very difficult to find the stop for Line 460 buses destined for Norwalk and Disneyland.

A Line 316 bus approached the stop on 5<sup>th</sup> Street where she waited. This operator provided Representative Eros Delgado with good customer service, picking her up and taking her to a more visible Line 460 stop. She noted that the bus sign that marked this 460 stop was actually parallel to the street, hardly noticeable to the passenger who might be accustomed to a sign perpendicular to the street. The Line 460 bus arrived and Representative Eros Delgado boarded to find the same operator who told her that she would not be returning to Norwalk. Representative Eros Delgado asked why the operator did not tell her she was returning to Norwalk. The operator responded that she had to take her [rest] break. As for the remainder of the line ride returning to Norwalk, Representative Eros Delgado noted that the operator performed excellent customer service when she asked a patron using a wheelchair whether or not he wanted her to use tether straps and the patron declined. She added that the trip was packed and was standing room only for much of the trip. Overall, the representative said the experience left a sour taste at the start of her morning.

RECEIVED Questions and Comments regarding Governance Council  
Member Line Ride Report (Line 460)

Representative Kelley said her first line ride was Line 460 as well and added that the orange ink used on the Line 460 timetable makes it difficult to distinguish Fifth and Sixth streets on the timetable map.

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Representative Bass said Representative Eros Delgado's experience is typical of the occasional rider and demonstrates the value in governance council representatives riding the system and making line ride reports.

13. RECEIVED Upcoming Governance Council Member Line Ride Report and Upcoming Line Rides – Alex Clifford

Mr. Clifford announced Representative Bass will be riding Line 254.

14. RECEIVED Chairperson's Remarks – None.

RECEIVED General Public Comment:

Patrick Moffitt – Requested that security officers stationed at Norwalk Station Park/Ride Lot establish more of a presence to ensure that passengers feel secure at the station during off-peak hours.

Representative Shidler announced that the Metro Board would hold a fare hearing in September to propose a fare structure for the Metro Silver Line (Line 910 Dual Hub Bus Rapid Transit service). He requested that this item be discussed on the August Gateway Cities Governance Council agenda and suggested a Council Representative attend the September hearing and ask for a fare structure on the Silver Line that is identical to the fare structure for other Metro Express services. Representative Kelley requested that information regarding the proposed fares and existing express service fares be provided prior to the August meeting.

ADJOURNED to Closed Session at 3:08 P.M.

15. CLOSED SESSION

Personnel Matters – G.C. 54957:

- A. Public Employee Performance Evaluation Goals for FY09 – General Manager

NO REPORT

ADJOURNED at 3:23 P.M.

Prepared by:



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William L. Walker  
Council Secretary