

Thursday, August 13, 2009

MINUTES

Los Angeles County
Metropolitan Transportation Authority

GATEWAY CITIES SERVICE SECTOR COUNCIL REGULAR MEETING

The Gas Company
9240 Firestone Blvd.
Downey, CA 90241

Called to order at 2:02 P.M.

Council Members Present:

George Bass (Chair)
Harley Rubenstein (Vice-Chair)
Anne Bayer
Jo Ann Eros-Delgado
Lillie Dobson
Cheri Kelley
Larry R. Nelson
Wally Shidler
Cynde Soto

Officers:

Alex Clifford, General Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

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1. Pledge of Allegiance.
2. Roll Called.
3. Self Introductions made.

Lt. Keith Obenberger, representing the Los Angeles County Sheriff's Department, introduced himself as the new Lieutenant for the Gateway Cities area replacing Melva Mitchell, who transferred to a new department.

4. RECEIVED Public Comment.

Diane Perine, transit user, asked the Council to consider ways to increase the effectiveness of the Harbor Freeway Express Lanes. She stated that she completed a master's thesis on ridesharing while studying at UCLA. She found that there is a direct correlation between providing rewards for ridesharing and effectiveness of ridesharing programs. She would like cities to work more closely with employers to sponsor ridesharing programs.

Representative Bass asked if the thesis has been submitted.

Ms. Perine responded that she submitted the thesis to AQMD twenty years ago, and will consider re-submitting the document.

5. CONDUCTED Swearing in Ceremony for new governance council member Lillie Dobson, Councilwoman from the City of Compton.
6. APPROVED Minutes of July 9, 2009 Council Meeting.
7. RECEIVED General Manager's Report – Alex Clifford.
 - FY '09 Budget Performance Update:
There is no financial information available for July. Final budgetary data for FY09 and new budgetary data for the beginning of FY10 will be presented next month.

- Key Performance Indicators for the period ending June 30, 2009:
 - Worker’s Compensation is slightly above target both during the month of June and year-to-date. This is a system-wide trend.
 - Bus Accidents are slightly above target for the month of June. However, the year-to-date actual figure of 3.2 accidents per 100,000 hub miles underscores the significant progress the Sector has made in this category. Passenger Accidents for both June and year-to-date were slightly higher than target.
 - Complaints were slightly higher than target year-to-date but slightly lower than target for the month of June. 33 of the 103 total complaints received in June were related to fare and TAP card disputes, while 14 complaints were related to pass-ups.

Representative Nelson asked how staff responds to incidents relating to unsafe operations.

Ms. Owens responded that the DVR of the incident may be pulled, depending on the type of complaint received. Most incidents categorized as “unsafe operations” involve a bus cutting off another vehicle. Typically this occurs on freeways rather than on surface streets. Staff may engage in discussions with operators to mitigate such problems.

Representative Shidler inquired about the drive-cam system.

Mr. Clifford responded that Regina Chan, Assistant Manager of Transportation, is overseeing the drive-cam system. It will take about one year to install the drive-cams at all the divisions. Various on-board triggers such as hard braking or cornering will trigger recording by the camera system.

Representative Nelson asked if the drive-cam system would help if operators find themselves in threatening situations.

Mr. Clifford responded that he is not sure if recording is triggered in assault situations.

Representative Bass asked if drive-cam system information is downloaded.

Mr. Clifford responded that all triggered events are downloaded.

- On-Time Performance is trending very well. Data obtained so far for the month of July indicates an On-Time Performance rate of 78% for Division 2.
 - Mr. Clifford presented slides showing June 2009 year-to-date key performance indicators by Sector. He reviewed accident types and customer commendations.
- Fare Equity Motion: Mr. Hershenson stated that the Council drafted a motion on fare equity in March. A copy of the motion is in the Council packet. A public hearing on the proposed fare structure for the new Metro Silver Line will be held on September 24 at 9:30 a.m, before the regular Metro Board meeting. Mr. Hershenson presented a matrix of the fare system. Discounted monthly passes (senior, disabled, and student) and day passes are exempt from zone fees, as they are for all Metro lines, so those monthly passes will be honored as full fare on the line. However, the proposed fare for the Silver Line would require regular monthly pass holders to pay an additional \$1.20 extra fee to ride the line. Patrons with Day Passes would not have to pay any additional fees to ride the line.

Representative Shidler recommended that a Council representative address the Board at the hearing.

Representative Kelley stated that Representative Shidler should act as the representative for the Council.

- Update on Timetable Print: Mr. Hershenson reported that Marketing staff has requested one more month before presenting a report on this project to the Council. The item will be agendized in September.
- Going dark in November: Staff will discuss this at a future meeting.

- Future Governance Council meeting dates, time, and location: Staff will discuss this at a future meeting. Representative Kelley emphasized that all members would have to come to an agreement.
- Introduction of Dana Coffey: Mr. Clifford reported he has accepted a new position with the agency overseeing MTA's interests in high-speed rail. The first segment of the high-speed rail line is proposed to run from Union Station to Anaheim via Norwalk/ Santa Fe Springs. It is estimated to cost approximately \$9 billion to build the system from San Francisco to San Diego. Mr. Clifford stated he has enjoyed working with Sector staff and Council. Ms. Coffey will serve as the Gateway Cities Sector interim General Manager, in addition to her usual duties as the South Bay Sector General Manager. Ms. Coffey stated that she looks forward to working with the Council and the new challenges ahead.

She offered to present any feedback from the Gateway Cities Sector Council meeting at the South Bay Sector meeting, held the second Friday of each month at 9:30 a.m. in Carson. Ms. Coffey stated that Lynda Reed is her contact person at the South Bay Sector.

Representative Shidler asked why buses on Line 715, which travel on Firestone Blvd., do not stop at Paramount just before reaching Downey Depot.

Ms. Coffey stated that an operator may stop at a non-designated bus stop if it is requested by the passenger and does not pose a safety concern. She indicated that staff can look into the possibility of placing a stop at Paramount.

Chair Bass presented a line change sign to Mr. Clifford as a token of appreciation for his work with the Council over the years.

8. RECEIVED oral report on **Wheelchair Tie Down Demo.**

Chip Hazen, ADA Compliance Administrator, provided an overview of ADA requirements as they relate to transit service. He reviewed common mobility aids used today. One major issue for the agency is determining how to best secure mobility devices on buses. Some devices such as scooters are difficult to secure as they tend to tip over. Mr. Hazen explained wheelchair securement issues and solutions. Wheelchair manufacturers generally do not recommend that wheelchairs be placed on public transit. He stated that only a small number of wheelchair models comply with U.S. voluntary standard number WC-19, which designates guidelines for the manufacturer of wheelchairs that can safely be used on public transit. Mr. Hazen presented slides of wheelchair markings and tether straps used to secure wheelchairs onboard buses.

Representative Nelson asked if it is possible for the agency to retrofit a patron's wheelchair or to recommend places where WC-19 wheelchairs can be purchased.

Mr. Hazen responded that the agency cannot modify a patron's wheelchair. He stated that the agency cannot endorse companies that manufacture wheelchairs that comply with WC-19 standards.

Representative Kelley inquired about manufacturers that design wheelchairs according to WC-19 specifications.

Mr. Hazen stated that approximately half of wheelchair manufacturers have this equipment available. He added that when he approached various wheelchair manufacturers at an expo he attended, those who were aware of the WC-19 designation typically did not want to discuss the matter.

Representative Nelson asked if the agency can deny a disabled patron service if he or she does not have a WC-19 wheelchair. He asked if wheelchairs are required to be tied down on buses.

Mr. Hazen responded that the agency cannot deny service to any patron with any mobility device. Wheelchairs are not required to be tied down. Mr. Hazen stated that one problem is that many wheelchair patrons do not want to be secured.

Representative Nelson asked if tie-down equipment is available on rail.

Mr. Hazen responded that there is no requirement for tie-down equipment on rail. Rail cars do not present the same securement issues as buses since they travel one-way.

Representative Shidler stated that the agency needs to educate patrons in exhibiting common courtesy when dealing with wheelchair patrons.

Mr. Hazen stated that at one time there was an etiquette book for riders. Patron reaction to this book was not positive.

Mr. Hazen provided an overview of the agency's wheelchair program, and guidelines for implementing wheelchair markings and tether straps. The agency hopes to mark or tether the wheelchairs of approximately 1,000 patrons in its initial campaign. Access Services Incorporated and municipal operators may continue to provide long-term installations after the initial MTA campaign. Approximately half of bus operators have been trained in this program. Staff is developing a new training program to be launched in the fall.

A contractor was present at the meeting to assist Representatives Rubenstein and Soto with installing tether straps and/or markings on their wheelchairs.

Representative Soto stated that she felt Chip was doing an excellent job.

9. RECEIVED oral report on Division Manager Overview.

Paul Thompson, Division 1 Maintenance Manager, provided an overview of the Division 1 maintenance department. He reviewed the major reports generated by staff, including daily road call log, repeat road call report, past due p.m. report, budget reports, grievances, shop status report, and bus requirements report. He presented slides showing the brake shop, repair shop, body shop, chassis washer, bus wash system, fuel station and inspection shop. Graffiti on windows and seats is a major obstacle. Mr. Thompson reviewed the day-specific cleaning program and graffiti program.

Representative Nelson asked how staff determines when it is time for preventative maintenance inspections on each bus.

Mr. Thompson responded that mileage information for buses is transmitted through the agency's M3 system which tracks when it is time for the next inspection.

Representative Nelson asked how mandatory water rationing is impacting bus washing.

Mr. Thompson stated that the agency has not received any notices about excessive water use but will step up water conservation efforts if any warning is received.

Representative Shidler asked if staff reviews onboard video recordings in cases of vandalism.

Mr. Thompson responded affirmatively. The Sheriff's Department may also conduct an audit.

Mr. Clifford reiterated the importance of conducting preventative maintenance inspections every 6,600 miles to reduce the risk of breakdowns.

RECEIVED public comment – Diane Perine, transit user, stated that the safety of wheelchair patrons on-board buses should be emphasized on the legislative agenda. She stated that she felt it is important to ensure all wheelchairs are designed to be WC-19 compliant from the start.

10. RECEIVED oral report on Gateway Cities FY'10 Work Plan.

Mr. Clifford stated that staff has removed the word "draft" from the Work Plan and that there are no new changes to the document. The Plan has been submitted to Ms. Coffey.

11. RECEIVED oral report on Governance Council member line ride.

Representative Bass stated that in July he rode Line 254 from Boyle Heights to Watts. He boarded the Gage Avenue bus in the City of

Bell to Pacific and Gage Avenues. He traveled northbound to the end of the line, where he was required to alight near Cesar Chavez and Rowan Avenues. He re-boarded another Line 254 bus to Watts. There were only a handful of riders on-board the bus at the time that he rode. The bus passed by the Gold Line Eastside Extension. The driver was courteous throughout the trip. The bus was clean and arrived on time.

12. RECEIVED oral report on upcoming Governance Council member line ride.

Mr. Clifford announced that Representative Bayer will provide the line ride report next month. The tour of the Bus Operations Control Center scheduled for tomorrow has been cancelled.

13. RECEIVED Chairperson's Remarks – Chair Bass apologized that the meeting was slightly longer than usual, but highlighted the importance of the lengthy discussion by Council.

14. RECEIVED Council Member's Remarks:

Representative Eros-Delgado stated that it has been great working with Mr. Clifford during his time as Sector General Manager.

Representative Bayer stated that she will miss Mr. Clifford and thanked him for his assistance. She welcomed Representative Dobson to the Council.

Representative Kelley announced that Norwalk Transit will celebrate 35 years of service. She distributed a brochure and commemorative pin. She presented a token of appreciation for Mr. Clifford on behalf of Norwalk Transit, and stated Mr. Clifford and Sector staff have always been responsive and handled requests professionally. Representative Kelley welcomed Representative Dobson and Ms. Coffey.

Representative Rubenstein expressed appreciation for Mr. Clifford's work on behalf of the Council. He looks forward to working with Ms. Coffey and Representative Dobson.

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Representative Shidler welcomed Representative Dobson and wished Mr. Clifford well in his new position. He expressed interest in participating in the first test run of high-speed rail once the initial phase is complete.

Representative Nelson praised Mr. Clifford for being accessible to the Council and remarked that he is dependable and a straight-shooter. He welcomed Representative Dobson.

Representative Dobson stated that she looks forward to working with the Council.

Representative Soto stated that she will miss Mr. Clifford. She stated that high-speed rail will be more accessible now that Mr. Clifford is involved in this project.

Chair Bass thanked Mr. Clifford for all of his efforts on behalf of the Council and added that he admires Mr. Clifford's honesty, integrity, and people skills.

ADJOURNED at 3:50 p.m.

Prepared by:



Michele Chau, Council Secretary

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