

SOUTHERN CALIFORNIA RAPID TRANSIT DISTRICT

MINUTES/PROCEEDINGS

Executive Committee
Board of Directors

September 9, 1987
District Board Room
425 South Main Street
Los Angeles

PERFORMANCE ACTION PLAN

Called to order at 12:14 p.m. by Chairman Estrada.

Directors Present:

Carmen A. Estrada
Joseph S. Dunning (alternate)
Erwin N. Jones (alternate)
Charles H. Storing (alternate)
Kenneth R. Thomas (alternate)

Directors Absent:

Jan Hall
Nick Patsaouras
Marvin L. Holen
Jay B. Price

- I. The General Manager introduced Peer Review Group Members Louis J. Gambaccini of the Port Authority of Trans Hudson Corp. in New York; Alfred H. Savage, Chief of the Niagara Frontier Transportation Authority in Buffalo, New York, and John D. Simpson, President of Fluor Daniel Venture Group, Inc., in Irvine and former chief of Denver and New York City's transit systems. Due to urgent matters, two other members of the group, Carmen Turner, General Manager of the Washington Metropolitan Area Transit Authority and Alan Kiepper, Chief of Houston's transit system, were unable to attend the meeting as previously scheduled.

- II. Discussion of Plan Elements

Mr. Dyer provided a brief overview of the Performance Action Plan's elements. He drew the Committee's attention to his report dated September 9, most specifically to Figures 1, 2 and 3.

III. Analysis and Recommendations

Louis Gambaccini discussed the approach utilized by the panelists, who reviewed such materials and key information, the original improvement plan, monthly reports, the Price Waterhouse Base Line Assessment, the Triennial Performance Report, and the General Manager's Final Report, and the panelists met with staff prior to the Committee meeting.

Mr. Gambaccini commended board and staff for the openness of the process and the thorough examination of all areas, as well as for their commitment to improvement. Most of all, he cited the unprecedented teamwork that extended to all staff levels, the unions and, with regard to traffic management, the city.

Mr. Gambaccini's reservations revolved around organization and an unevenness of subject matter, specifically, travel expenses, driver license validation, and the Elderly and Disabled. He suggested the board focus on core issues with respect to delivery of service and to the management of a large operation. Mr. Gambaccini said that while there were areas for improvement, there were no serious problems. He lauded the District's aggressive actions with respect to improvement such as its attempt to measure performance against other systems.

Mr. Gambaccini recommended the District refocus on the clear-cut top priorities for continued board and senior management attention.

Alfred J. Savage said he, too, was impressed with staff relations and the benefits that would derive from this process. He thanked the Committee for allowing him the opportunity to participate in the Peer Review Group.

(Following his remarks, Mr. Savage left the meeting.)

The third panelist, John Simpson, emphasized the magnitude of the process, and commended the District's people-oriented approach. Mr. Simpson said he was impressed with the District's accomplishments, as well.

Mr. Simpson's reservations also focused on district-union relationships and the details provided in such documents as the Triennial Report. He considered these topics to be legitimate topics for bargaining rather than treated publicly.

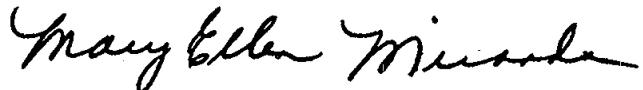
Mr. Gambaccini commended the institutionalization of the Inspector General's function, which will provide continued and ongoing oversight.

The panelists urged District to continue its focus on the more important areas such as absenteeism, maintenance, and the aging bus fleet.

IV. Conclusion

Following a question and answer session, staff was instructed to provide a transcription of the proceedings. The panelists will review the transcript, after which staff will return to the Board with recommendations.

Adjourned at 1:02 p.m.



Mary Ellen Miranda
Recording Secretary