

CORRECTED MINUTES

San Gabriel Valley Service Sector Governance Council

Regular Meeting

Metro San Gabriel Valley Sector Office
San Gabriel Valley Conference Room
3369 Santa Anita Avenue
El Monte, CA 91731

Called to Order at 5:00 p.m.

Sector Representatives Present:

Rosie Vasquez, Vice Chair
Harry Baldwin
Roger Chandler
Bruce Heard
Henry Lopez
Sharon Martinez
Joseph Mosca

Officers:

Jack Gabig, General Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

Metro

****Note:** Corrections appear in Item #3 below.

1. Introductions.
2. APPROVED **Minutes** of Regular Governance Council Meeting held November 14, 2006.
3. RECEIVED **Public Comment** – Ken Ruben, transit user, stated that the escalators at several buses passing through El Monte Station travel too fast and that he has needed to hold onto the handrail due to high escalator bus speeds. He mentioned that he attended former Deputy Chief Executive Officer John Catoe's farewell reception last week. Mr. Ruben stated that he will be commenting on proposed service changes at future Sector meetings.
4. **Chair's Remarks** – Vice Chair Vasquez announced that she will act as Chair in the absence of Chair Spence.
5. RECEIVED **report of the General Manager.**

Mr. Gabig reported that Mr. Catoe's farewell party was well-attended and commented on the former Deputy Chief Executive Officer's role in helping initiate the formation of the five Service Sectors. He stated that Mr. Catoe will be serving as General Manager of the Washington Metropolitan Area Transit Authority. Mr. Gabig observed that the agency's decentralization of responsibilities has strengthened since the inception of the Service Sectors.

He announced that staff's response to Director Antonovich's motion is nearly complete and will be issued in draft form next week. The motion will be considered by the MTA Board next month. Once the staff response is finalized, an electronic copy will be issued to all Representatives.

Mr. Gabig mentioned that Steve Rosenberg, former Administration and Financial Services Manager, has left the Sector to take on a new position as Director of Administrative Services for South Coast Area Transit in Ventura. He noted that in addition to Mr. Rosenberg's position, two of Mr. Rosenberg's subordinate positions are also vacant.

Representative Martinez asked if the Sector hires internally or externally.

Mr. Gabig responded that an eligibility list has been established which is about one year old. He stated that he hopes to have an expedited hiring process.

Mr. Gabig introduced Doug Middleton, new Division 9 Transportation Manager and former Manager at Orange County Transportation Authority. Mr. Middleton provided a brief overview of his personal and professional background.

Mr. Gabig announced that Aurora Jackson, former Assistant Manager of Vehicle Operations, has left the Sector and now serves as the Director of Operation Central Instruction.

Mr. Gabig provided an overview of key performance indicators for November 2006. OSHA Recordable Incidents and New Worker's Compensation (WC) Indemnity Claims per 200,000 Exposure Hours trended below the monthly target. Bus Traffic Accidents decreased but remain above target. Monthly WC costs trended above target but remain under budget. Miles Between Road Calls showed an improvement over the YTD monthly average. On-Time Performance continues to fall short of the monthly target. Passenger Boardings exceeded the target. Complaints increased slightly.

Mr. Gabig stated that he is re-formatting the information provided on the complaint trends page of the Council report.

"How You Doin'?" Program:

Transportation: Division 9 placed 5th and Division 3 placed 6th.
Maintenance: Division 9 placed 1st and Division 3 placed 2nd.

Mr. Gabig presented progress slides of the new Division 9 operations building. Building completion is slated for late spring 2007.

Financials:

Mr. Gabig reviewed financial data through November 2006. Total Transportation is \$3.1 million under budget, Total Maintenance is \$110,000 over budget, and Total Sector Office is nearly on budget for the month. Mr. Gabig explained that a number of PL/PD claims were settled well below budget, resulting in the sizable under-run in Total Transportation. Total SGV Sector is \$2.9 million under budget.

Mr. Gabig noted that operator and maintenance wages represent a major area of concern. The shifting of some vehicles to Division 9 and delay in allocation of manpower have exacerbated the situation. He reviewed significant items shown on page 4 of the Council report.

6. **RECEIVED report on February Public Hearing of proposed June 2007 service changes** by Jon Hillmer, Service Development Manager.

Carl Torres, Transportation Planner II, provided the report in the absence of Mr. Hillmer. Mr. Torres stated that as part of the proposed service changes for June 2007, approximately 88,000 annual in-service bus hours will be cut, 16,000 of which will come from the San Gabriel Valley Sector. These reductions are due in large part to the structural deficit. Mr. Torres presented a slide showing public hearing dates for all five Service Sectors. The San Gabriel Valley Sector public hearing is scheduled for Monday, February 12 at 6:00 p.m., immediately following the regular Council meeting.

Mr. Torres reviewed service changes proposals for the San Gabriel Valley. Changes are summarized in the chart below:

METRO SAN GABRIEL VALLEY SERVICE SECTOR

LINE/ROUTE	LINE NAME	PROPOSED SERVICE CHANGE
170	El Monte-Montebello via Rush St & Walnut Grove Av	Cancel line and replace with modification to Line 287
176	El Monte-Glassell Park via Mission	Discontinue service between Highland Park Station and Glassell Park. Establish western terminal near the Highland Park Gold Line Station. Remove Line 176 service from Av. 50, El Paso Dr. & Division St.
260/361	Altadena-North Long Beach via Fair Oaks Av & Atlantic Bl	Discontinue Line 260/361 service between Atlantic Av and Alondra Bl. Consider establishing southern terminal at Atlantic Ave and Alondra Bl.
287	El Monte-Sierra Madre Villa Station	Extend to Montebello Towne Ctr via Ramona, Tyler, Rush, Rosemead, Garvey, Walnut Grove, Rush, San Gabriel to Montebello Towne Ctr.
684	Pomona-Brea via Holt Bl & Diamond Bar Bl	Cancel line due to low ridership.
686	Arroyo Parkway-North Allen Av	Consider combining with Line 687. Line numbers to remain the same. Service proposed to operate via Los Robles, Colorado, Fair Oaks, Glenarm, Raymond, Colorado, and Allen.
687	Altadena-Pasadena via Los Robles Av & Fair Oaks Av	See Line 686 for details
751	Cypress Park-Lynwood via Soto St & Long Beach Bl	Establish southern terminal at Palm Pl in South Gate. Service south of South Gate to Lynwood replaced by new Rapid Line 760. Improve peak service to every 10 minutes.

In response to Representative Heard’s inquiry regarding Line 684, Mr. Torres affirmed that it is a non-contract line. Representative Heard stated that he would like to further discuss Line 686 with management.

Mr. Torres provided an overview of proposed service changes from other Service Sectors impacting the San Gabriel Valley. He noted that all of the changes impacting the San Gabriel Valley Sector originate in the Gateway Cities Sector. The chart below summarizes these changes:

METRO GATEWAY CITIES SECTOR PROPOSED CHANGES IMPACTING THE SAN GABRIEL VALLEY SERVICE SECTOR

LINE/ ROUTE	LINE NAME	PROPOSED SERVICE CHANGE
65	Los Angeles-City Terrace via Washington Bl-Indiana St & Gage Av	Cancel line due to excessive duplication. Eastern segment replaced by extending Line 254 over affected segment to CSLA; western segment proposed to be replaced by Montebello Line 50.
254	Watts-Boyle Heights via Maie Av, Boyle Av & Lorena St	Modify northern route to take over segment of Line 65 from 1st St to Cal State LA. Consider adding Sunday service. Alternative service on Lorena St provided by Line 605; Line 68 on Ceasar Chavez Av.
265	Lakewood-Montebello via Paramount Bl	Discontinue route between Montebello Mall and Pico Rivera due to low productivity. Northern route to end in Pico Rivera at Washington Bl and Durfee Rd. Increase peak hour headways on weekdays to every 30 minutes.
760	Downtown Los Angeles-Long Beach Bl Rapid Bus	Operate new rapid bus line over route of local Line 60 seven days a week. South terminal to be established at the Artesia Blue Line Station.

Mr. Torres presented maps of the proposed service changes. He stated that the Council will act on staff recommendations on March 12. Approved service changes will be implemented on June 24.

In response to Representative Vasquez’s inquiry regarding Line 760, Mr. Torres confirmed that the line is also controlled by the Gateway Cities Sector.

Mr. Baldwin asked if the public may comment on any line. Mr. Gabig responded that the public may comment on any proposal listed on the notice of public hearing.

Mr. Gabig invited Representatives to call or write him with any specific questions they may have regarding the proposed changes prior to the hearing.

7. CARRIED OVER TO FEBRUARY COUNCIL MEETING receiving oral report on **Metro On-Time Performance Improvement Program**, by Jon Hillmer, Service Development Manager.
8. RECEIVED briefing on **Operation Central Instruction (OCI) Restructuring** by Aurora Jackson, OCI Director.

Ms. Jackson reported that staff re-negotiated a contract with UTU labor partners last July to re-define the entry-level position for bus operators. She stated that prior to re-negotiating the contract, a BDOF hiring progression was used in which operators were hired full-time at a lower pay rate and then moved up to part-time status at a higher rate before reaching full-time status at the top rate. Operators under the new system will be hired at the part-time rate of approximately \$13 per hour after undergoing training in which they are paid a rate of approximately \$10 per hour. In addition, staff has implemented a dual system in which some operators are being trained right away, while others attend English as a Second Language courses with partnering agencies. Ms. Jackson noted that there has been a larger number of applicants since the change.

Thirty staff members are currently working on four major areas of improvement:

- 1) Restructuring staff;
- 2) Using new technology and computer training in conjunction with hands-on training. Ms. Jackson stated that more behind-the-wheel training may be necessary;
- 3) Changing weight assigned to test scores to allow more emphasis to be placed on driving skills; and
- 4) Introducing multiple training programs which include visual (e.g., PowerPoint) and auditory components.

Ms. Jackson reported that staff is also in the process of re-training current employees and that an outside consultant will evaluate the operator training program in six months.

Representative Vasquez asked if entry-level operators will continue to transition to part-time status.

Ms. Jackson responded that entry-level operators are now in the part-time pay range, and that the extra step from entry to part-time status was removed from the BDOF progression.

Representative Baldwin asked for more clarification about BDOF.

Ms. Jackson responded that BDOF stands for Business Development Operating Facility, and is a hiring process which describes a class of operators working at a lower rate. She explained that BDOF is an old provision from previous contracts that morphed into a multi-tier process. Mr. Gabig added that this system has never proven to be cost-effective.

Representative Baldwin expressed appreciation for Ms. Jackson's efforts in working with the Council. He stated that she will be missed.

Ms. Jackson thanked the Council for its support.

9. **RECEIVED oral report on El Monte Station Maintenance Issues, by Jack Gabig.**

Mr. Gabig provided an overview of the history of the El Monte Station. He stated that the Station opened in 1973 as part of the first HOV project in the U.S. The Station anchors the east end of the El Monte busway. Mr. Gabig mentioned that the Sector partnered with Foothill Transit, which shares the facility with MTA, to establish a new customer service center at the Station and upgrade lighting and signage. Last year, the Sector again partnered with Foothill Transit for expansion of the Station, which operates 1,100 bus trips per day. Mr. Gabig noted that Station maintenance presents a challenge, particularly with respect to public restrooms. Staff does not recommend providing public restrooms due to the high cost of maintenance. The Sector spends approximately \$1.5 million per year to maintain the Station. Mr. Gabig stated that a new facilities maintenance supervisor recently came on board. He reported that staff recently gave a tour of the facility to various officials from the city of El Monte. Mr. Gabig anticipates that the Station will be subjected to greater scrutiny once staff moves into the new operations building.

Representative Baldwin inquired about Greyhound's role in the Station.

Mr. Gabig responded that the Sector has a lease agreement with Greyhound Lines in which Greyhound pays the Sector approximately \$3,500 per month to use the facility.

Mr. Gabig stated that the Los Angeles World Airports (LAWA) has expressed an interest in establishing a stop at the El Monte Station for the new Flyaway bus service. Staff will meet with LAWA representatives to explore this option.

He commented that there may be a potential issue with parking capacity at the Station.

Representative Baldwin asked if the Flyaway will offer direct, non-stop service to the airport.

Mr. Gabig responded that it will most likely offer this type of service if a stop is established at the Station.

10. Consideration of Items not on the Posted Agenda – none.

ADJOURNED at 5:50 p.m.

Michele Chau

Michele Chau, Council Secretary