

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 5:06 p.m.

Sector Representatives Present:

David Spence, Chair
Rosie Vasquez, Vice Chair
Harry Baldwin
Roger Chandler
Bart Doyle
Bruce Heard
Henry Lopez
Joseph Mosca

Officers:

Jack Gabig, General Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

Metro

1. Introductions.
2. APPROVED **Minutes** of Regular Governance Council Meeting held Monday, March 19, 2007.
3. RECEIVED **Public Comment** – David Gondek, Senior Deputy City Attorney for the city of El Monte, announced the completion of the draft Environmental Impact Report (EIR) for the El Monte Transit Village project. The El Monte Transit Village is a proposal for a mixed-use development including open space, 1,800 dwelling units, offices, retail and an expanded busway facility. The Village will include affordable housing developments in a commuter bus-oriented environment. Mr. Gondek stated that the 45-day public comment period to assess the adequacy of the draft EIR will begin today and will end sometime during the last week of May. The draft EIR represents a two-year planning effort in consultation with Metro, the state of California, and other stakeholders.

Representative Chandler asked if all of the proposed dwelling units will be affordable.

Mr. Gondek responded that approximately 20% of the housing units will be affordable. The development will include a mixture of both market rate and affordable housing units.

Mr. Gabig commented that Metro staff has been working with Mr. Gondek over the past few years on the feasibility of incorporating this project into Metro's Long Range Transportation Plan.

Mr. Gondek mentioned that attempts will be made to retain Metro's maintenance operations facility on the proposed development site. He added that the project will be constructed at no cost to Metro or the state of California.

Mr. Gabig stated that Metro staff anticipates that the project will help generate additional revenue for the agency. However, he noted that the cost of reconstructing and expanding the maintenance operations facility will not likely offset any increase in revenues.

Representative Heard inquired about the anticipated completion date for the project.

Mr. Gondek responded that the final completion date for this multi-year project is difficult to anticipate. It is possible that construction will start within the next three years.

4. **Chair's Remarks** – Chair Spence thanked Paula Faust, Administration and Financial Services Manager, for providing information for the Chair's report. Chair Spence announced that the Board recently approved programming of \$25.0 million from 2006 State Transportation Improvement Program Augmentation funds to address a cost increase to the I-10 Carpool Lane from I-605 to Puente Avenue. The Board also approved programming of \$284.5 million from future available sources for the I-10 Carpool Lane from Puente Avenue to Route 57 project, which would allow for a total programming amount of \$365.0 million for the project. Chair Spence reported that a prolific tagger who vandalized Metro buses was recently sent to state prison.
5. **RECEIVED report of the General Manager.**

Mr. Gabig provided an overview of key performance indicators for February 2007. He reported that Worker's Compensation (WC) costs spiked for the month of February. The Sector is continuing to experience challenges in employee industrial injuries, particularly in Division 9. This has also negatively impacted the Sector's performance in the area of New WC Indemnity Claims per 200,000 Exposure Hours. Mr. Gabig pointed out that despite the increase in the number of WC claims, WC costs remain under budget. He announced that Doug Middleton, Transportation Manager, will provide a briefing on challenges at Division 9 at the May Council meeting. OSHA Recordable Incidents exceeded the monthly target. A majority of these Incidents occurred at Division 9. Bus Traffic Accidents were slightly above target for the month of February. Miles Between Total Road Calls remained relatively consistent. The Sector is still struggling to reach the target. On-Time Performance remained stagnant, and this represents an agency-wide trend. Complaints are trending in a positive direction. Passenger Boardings exceeded the monthly target.

Representative Baldwin asked if the figures presented for WC claims represent total claims paid and incurred.

Mr. Gabig responded affirmatively. He stated that the WC figures in the presentation refer to charges the Sector bears when a claim is filed.

Mr. Gabig reviewed passenger complaint data for February 2007. He noted that complaints are trending well. Schedule adherence remains the top complaint category. Mr. Gabig noted that the number of complaints in the category of Passed Up spiked in February, and this represents an anomaly.

“How You Doin’?” Program:

Transportation: Division 3 placed 2nd and Division 9 placed 5th.

Maintenance: Division 9 placed 1st and Division 3 placed 10th. Mr. Gabig stated that Division 3’s performance this month was negatively impacted by WC issues mentioned above.

Mr. Gabig presented slides of the construction of the new Division 9 operations building. Exterior work is almost complete with the exception of landscaping and minor modifications to the entrance. Construction should be complete by early May. Move-in will not likely take place until mid-summer. Mr. Gabig announced that staff will provide an update next month on the facility master plan effort at Division 3.

Financials:

Ms. Faust reviewed financial data through February 2007. Total San Gabriel Valley Sector was approximately \$806,000 under budget for the month and \$4.5 million under budget year-to-date. Total Transportation was under budget and Total Maintenance was slightly over budget for the month of February. Ms. Faust reported that the Sector experienced challenges in the area of operator overtime through January. However, with aggressive management intervention, there was a 46% decrease in operator overtime within the last month. With the savings in fuel costs at the beginning of the year (despite the recent spike in fuel costs), and with the aggressive management of overtime costs, Total Maintenance budget will come in at or under budget for FY08.

6. RECEIVED oral report on **‘Mystery Rider’ Program** by Ed Clifford, Director, Service Planning and Development and ACKNOWLEDGED Victor Aguilar, Division 9 winner of “Mystery Rider” program.

Mr. Clifford reported that the “Mystery Rider” Program, which was implemented in late 2006, is intended to encourage improvements in customer service. He clarified that the Program has no disciplinary elements and is designed to reward good performance. Mr. Clifford provided an overview of how the program works. He explained that a private marketing firm has mystery shoppers riding the Metro bus and rail system. Metro staff develops ride itineraries, and surveyors use a standard survey form to evaluate service. Operators with good ratings are eligible for a quarterly prize drawing.

Mr. Clifford reviewed elements that are included in the evaluation, including bus signage, schedule adherence, safety, announcement of stops, overall operator courtesy, operator appearance, pass-bys, fare collection, vehicle condition, and bus stop/station condition.

Mr. Clifford announced that Victor Aguilar, San Gabriel Valley Sector bus operator, was a first quarter winner of the “Mystery Rider” program. One winner is selected from each of the five Sectors. Mr. Middleton stated that Mr. Aguilar is an operator on Line 684.

The program will assist in implementing improvements in seat belt usage, announcement of stops, graffiti abatement, etc.

Mr. Clifford stated that several hundred operators have been surveyed, and that the surveys are being shared with the Sector General Managers. An agency intranet article has been posted to increase the program’s visibility. Staff is continuing to refine the survey instrument. The program will continue for three more quarters, and staff will assess the impact on customer service trends.

Representative Heard asked how staff surveys rail operators who have no direct public contact.

Mr. Clifford responded that rail operators are evaluated based on criteria such as schedule adherence and clarity of announcements. In addition, surveyors assess the condition of rail stations and elevators.

Representative Baldwin asked if any comments from drivers have been submitted.

Mr. Clifford responded affirmatively. He stated that he is not sure whether the divisions have received any feedback.

Representative Vasquez asked if it is possible for staff to provide a final report on the program at the end of the year.

Mr. Clifford responded affirmatively.

7. RECEIVED oral report on **Division 3's 100th Anniversary Celebration**.

Ms. Faust provided the report in the absence of Mr. Frawley. She stated that the celebration, which is scheduled to be held on Friday, May 25 at 10:30 a.m. at Division 3, is still in the planning stages. Invitations will be sent to Metro executive staff, Board Members, Sector Representatives, union and government officials. Ms. Faust announced that CEO Roger Snoble and Carolyn Flowers, Acting Head of Metro Rail, will be in attendance. A barbeque lunch will be provided and employees from both San Gabriel Valley Sector divisions will be invited. Historical photos of Division 3 and a vintage bus will be on display during the celebration. Ms. Faust presented a slide of a rendition of the 100th anniversary commemorative lapel pin.

Representative Vasquez asked if Division 3 is the oldest of the Metro divisions.

Mr. Gabig responded that Division 3 is the second oldest division. Division 2 is the oldest.

Representative Lopez asked when the Division 3 facility was built.

Mr. Gabig responded that it was originally built in the late 1950's.

8. RECEIVED oral report on **SGV Service Plans to meet service and budget targets for FY 2008** by Jon Hillmer, Service Development Manager.

Mr. Hillmer reported that the Sector approved a number of proposed service changes last month at the public hearing. He reviewed FY07 Sector service levels and FY08 service reduction targets for all five Service Sectors, and discussed revenue hour savings resulting from the recently adopted San Gabriel Valley Sector revised service plan. The Sector's plan to address the service shortfall will involve not implementing service level enhancements and pursuing an aggressive service plan beginning December 2007.

Approximately 8,000 to 12,000 revenue hours of annualized savings will result from the December 2007 service changes. The majority of savings will come about by removing some service from the downtown area. Passengers will be able to transfer to other modes to complete their trips, and this represents an integral part of the Metro Connections program.

Representative Baldwin asked about the estimated completion date of the Gold Line Eastside Extension project, and whether bus service will be adjusted once Eastside Extension service commences.

Mr. Hillmer responded that the project will be complete in 2009, and the agency will feed more bus service to Pomona/Atlantic at that time.

Chair Spence asked if the issues raised by the city of Diamond Bar during the public hearing last month have been addressed.

Mr. Hillmer responded that the Council approved the revised service plan last month. Line 684 will be shortened to operate service between the Cal Poly area to Brea Mall, and service will be cancelled in September 2007, at which point Foothill Transit will provide complete replacement of the cancelled route.

Representative Doyle inquired about the date of the Service Sector Annual Meet and Confer.

Mr. Gabig responded that he doesn't know the exact date. The meeting will be held sometime during the last week of May.

Mr. Spence asked if Division 3's 100th anniversary celebration will be held the weekend before Memorial Day.

Mr. Gabig responded affirmatively.

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

ADJOURNED at 6:06 p.m.

Michele Chau

Michele Chau, Council Secretary