

# 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

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Called to Order at 5:06 p.m.

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Sector Representatives Present:

David Spence, Chair  
Rosie Vasquez, Vice Chair  
Harry Baldwin  
Roger Chandler  
Bruce Heard  
Henry Lopez

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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, June 11, 2007.
3. **Public Comment** – none.
4. **Chair's Remarks** – Chair Spence announced that City of Santa Monica Councilwoman Pam O'Connor recently succeeded Director Molina as the FY08 Chair of the Metro Board. Director Villaraigosa is now 1<sup>st</sup> Vice Chair and Director Knabe was elected 2<sup>nd</sup> Vice Chair. Chair Spence reported that Metro will recover approximately \$40 million in Los Angeles Department of Water and Power (LADWP) overcharges. He noted that a total of \$224 million in LADWP overcharges will be reimbursed to various public agencies.

Chair Spence stated that Los Angeles County will receive \$822.8 million from the California Transportation Commission (CTC) and Caltrans to address critical transportation needs. The CTC's approval of funding for Los Angeles County concerns funds either committed or released in five actions. He indicated that Metro had requested \$477 million from Proposition 1B funds available through the State Transportation Improvement Program. CTC approved \$475 million for Los Angeles County to fund a variety of projects. They include the I-10 El Monte Busway extension east to Route 57, Exposition Line Phase II and the purchase of 2550 light rail cars.

5. ELECTED **San Gabriel Valley Sector Officers**.

The Council elected Representative Vasquez as Chair and Representative Chandler as Vice Chair.

6. RECEIVED **report of the General Manager** by Jack Gabig, General Manager.

Mr. Gabig presented slides of the new Division 9 Operations and Sector office building. He provided an overview of key performance indicators for the month of May 2007.

OSHA Recordable Incidents spiked with 9 Incidents during May, roughly twice the monthly target. Mr. Gabig stated that there are a large number of Worker's Compensation (WC) claims and injuries at Division 9.

Doug Middleton, Transportation Manager, reported that the Tiger Team was launched at the end of May to address WC issues. He stated that there were a total of 3 new claims in June, and 20 days have passed without an injury.

Representative Vasquez asked where the 3 new claims originated.

Mr. Middleton responded that the industrial injuries occurred at Division 9.

Mr. Gabig reported that there is a downward trend in Bus Traffic Accidents. The YTD figure in this category is slightly above the monthly target. The majority of accidents occurred at Division 3. He stated that service on the Figueroa line accounts for about half of all accidents.

Representative Baldwin inquired about the number of this line.

Mr. Gabig responded that it is Line 81.

He reviewed the three most common accident types: 1) Bus hit by vehicle while in bus zone (generally non-chargeable), 2) Side swipe by other vehicle, and 3) Collision with stationary object.

The Bus Accident Severity Index is trending close to target, but increased in May due to a serious accident involving a Division 9 bus. He explained that a car made an illegal turn in front of the bus, resulting in serious injuries.

The number of New WC Indemnity Claims was well above target for the month of May. The majority of claims originated from Division 9 Transportation. The good news is that 8 claims were denied and 3 are still pending. Staff hopes that the Sector's wellness program will help mitigate challenges at Division 9.

There were 1,649 Miles Between Total Road Calls in May. Division 9 Maintenance almost always meets the target, and generally leads the five Sectors in this performance category. Mr. Gabig stated that 40% of Division 3 buses are manufactured by Neoplan, and that the entire fleet is being rehabbed. Older surplus equipment is being deployed while newer buses are in the process of refurbishment.

On-Time Performance continues to hover around 67%. Mr. Gabig explained that a recent major issue for the Sector involves running hot (ahead). He stated that this is easier to control than running late. Field supervisors are working on a campaign to address this issue.

The Sector's performance in the area of Complaints is trending close to that of the agency as a whole. Mr. Gabig stated that the Sector has a slightly higher number of operator conduct-related complaints relative to other Sectors. Staff is focusing on this issue at the division level.

Passenger Boardings is trending above target.

"How You Doin'?" Program:

Transportation: Division 3 placed 1<sup>st</sup> and Division 9 placed 2<sup>nd</sup>.

Maintenance: Division 9 placed 3<sup>rd</sup> and Division 3 placed 5<sup>th</sup>.

Mr. Gabig stated that industrial injuries and WC claims impacted the Sector's performance in the area of Maintenance.

Mr. Gabig reported that the Metro Board adopted the FY08 budget at the June 28 Regular Board Meeting. Adoption of this year's budget was delayed due to the recent fare restructuring public hearing. The Board approved an increase in operations staff at each Sector as part of the adoption of the budget. Two mechanics and one field equipment technician (supporting farebox maintenance) will be added to each Sector. The Board also approved centralizing the community relations function under Chief Operating Officer Carolyn Flowers. This action was a response to Director Antonovich's motion regarding Sector effectiveness and possible restructuring of Sector operations. Mr. Gabig reported that the newly adopted budget will help fund the procurement of incident-based recording technology for the entire bus system. This technology is similar to the Drive Cam devices which were piloted at Division 3.

Mr. Gabig presented nighttime slides of the new Sector transportation building. Staff hopes to occupy the building sometime in August. Furnishings will most likely be delivered sometime in July or August.

He announced that the August 13 SGV Regular Council Meeting will be followed by a public hearing to discuss proposed service changes scheduled to be implemented December 2007 or later.

## Financials:

Ms. Faust reported that financial information for the month of May is similar to that of April. The entire Sector is trending right at budget. Some savings have been realized in the area of UTU labor. The Sector is experiencing overages in operator and mechanic overtime expenses, partially due to the operator shortage and increased absenteeism resulting from policy changes in the labor contract.

She reported that Total Transportation remains slightly under budget, and that there was a significant savings of \$2 million in the area of Public Liability/Property Damage. Total Maintenance is close to budget due to savings in fuel expense and aggressive management of mechanic overtime by staff. The Sector anticipates that its excellent return to work program and effective management of Worker's Compensation cases will help reduce WC costs.

7. **RECEIVED oral update on Line 68** by David Castillo, Acting Assistant Transportation Manager of Vehicle Operations.

Mr. Castillo reported that Line 68 is operated out of Divisions 7, 9 and 10 and travels 24 miles. Service on the line near Montebello Town Center tends to be delayed if the Pomona Freeway (SR 60) is congested. A service enhancement team composed of several supervisors conducts line checks at the intersections of Cesar Chavez/Atlantic, Cesar Chavez/Rowan and Cesar Chavez/Soto. Some of these checks have resulted in write-ups for minor violations. He mentioned that there are new operators on this line due to the recent June shake-up, and this has led to significantly better on-time performance. Staff has received fewer complaints since the shake-up began.

Mr. Castillo reviewed some of the types of internal complaints staff has received regarding Line 68 operators. For example, Division 9 operators have indicated that Division 7 operators are not completing their trips. Staff is acting on these complaints and ensuring that supervisors are out on the road to handle these issues.

Representative Chandler asked for clarification on what a shake-up entails.

Mr. Castillo responded that a shake-up, which occurs bi-annually in June and December, enables operators to re-bid their assignments according to seniority and change their schedules.

Mr. Hillmer noted that scheduling of Line 68 is planned by the Westside/Central Sector. During the August public hearing, staff will discuss proposals to restructure the route due to implementation of new Rapid Line 770. Staff is proposing to implement new Line 35-335 operating from Downtown LA (Broadway/Washington) to West LA Transit Terminal, and discontinue service from Broadway/Washington to Broadway/1<sup>st</sup>. Staff is proposing to retain Line 68 service from Broadway/1<sup>st</sup> to Montebello Town Center and cancel Line 368.

Mr. Hillmer stated that implementation of the proposed changes and more focused field supervision will result in better on-time performance on the line.

Representative Vasquez asked about the level of control Division 10 has over Line 68.

Mr. Hillmer responded that Divisions 7 and 10 are part of the Westside/Central Sector, and that this Sector handles planning of the line.

Representative Spence asked how difficult it is to do away with problem operators.

Mr. Castillo responded that the Division Manager handles these types of cases. Violations are reported to the respective Division. Mr. Gabig added that progressive discipline, which is part of the labor contract, may be used by management. He clarified that many violations are minor and that management prefers to focus on a change in behavior rather than disciplinary action.

Representative Heard suggested that the Sector General Managers meet to develop a proactive plan to determine the responsibilities of each Sector.

Mr. Gabig stated that a Sector task force focuses on each Sector's responsibilities and reporting structure. He indicated that more information will be provided at a future meeting.

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

ADJOURNED at 6:00 p.m.

*Michele Chau*

Michele Chau, Council Secretary