

# 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:

Rosie Vasquez, Chair  
Harry Baldwin  
Ernest Gutierrez  
Bruce Heard  
Henry Lopez  
Sharon Martinez  
Joseph Mosca  
David Spence

---

Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**<sup>™</sup>

1. Introductions.
2. APPROVED **Minutes** of Regular Governance Council Meeting held Monday, July 9, 2007.
3. RECEIVED **Public Comment** – Ken Ruben, Southern California Transit Advocates, expressed concern about the substantial number of service hours that will be cut from all five Service Sectors by next June. He stated that at minimum, Metro should maintain the basic level of service it currently provides, especially given the recent fare increase.
4. RECEIVED **Chair’s Remarks** – Chair Vasquez welcomed new Sector Representative Ernest Gutierrez to the San Gabriel Valley Sector Governance Council. Mr. Gutierrez currently serves as mayor of the city of El Monte. He has been active in community organizations and city politics, and formerly served in the Army.

Chair Vasquez stated that CEO Roger Snoble recently announced two executive appointments. Carolyn Flowers has been appointed Chief Operating Officer, and will oversee bus operations. Mike Cannell has been appointed General Manager of Rail Operations.

Chair Vasquez announced that the annual evaluation of the Sector General Manager will need to be completed sometime in September. She recommended that this closed session meeting take place after the regular Council meeting in September.

5. RECEIVED **report of the General Manager.**

Mr. Gabig provided an overview of key performance indicators for the month of June. OSHA Recordable Incidents decreased from 9 injuries to 6 due to concentrated efforts at Division 9. Doug Middleton, Transportation Manager, reported that the formation of the Tiger Team in May and the Sector’s attempts to reduce workplace injuries led to a 60-70% drop in OSHA Incidents in June. Mr. Gabig stated that there was a sharp decline in New Worker’s Compensation (WC) Indemnity Claims. There were zero work injuries in July due to improved communications, policies, and incentives. The number of Bus Traffic Accidents remains right on target.

Mr. Gabig noted that some of the accidents took place on Figueroa Street, one of the Sector's most accident-prone thoroughfares. The Bus Accident Severity Index for the month of June indicates that most of the accidents were relatively minor. Miles Between Total Road Calls remains below the monthly target. On-Time Performance data for June is not available due to Advanced Transportation Management System upgrades and system overhauls. Complaints continue to trend near the monthly target.

Representative Gutierrez asked for clarification on the complaint category of Unsafe Operation.

Mr. Gabig responded that this category includes complaints in which passengers allege that operators performed an unsafe driving maneuver such as running a red light. He stated that incidents are recorded, particularly if injuries or assaults are involved.

Representative Gutierrez asked if some lines experience a greater number of incidents than others and if so, how extensive is the problem.

Mr. Gabig responded that staff will provide more information at a future meeting. He added that staff is concerned about the severity of some of the operator assaults.

Chair Vasquez asked that staff also include information about the customer code of conduct in the report.

“How You Doin’?” Program:

FY07 year-end results:

Division 9 placed first, and Division 3 placed fourth overall.

Mr. Gabig reported that June 2007 financial results have not yet been finalized. Staff hopes to provide more information in September.

6. RECEIVED oral **report on Customer Relations**, by Jack Gabig, General Manager.

Mr. Gabig stated that four community relations positions have been re-allocated to support the five Service Sectors and rail. He noted that Dave Hershenson, Community Relations Manager, will support both the San Gabriel Valley Sector and Gateway Cities Sector.

The four community relations positions will include other corporate responsibilities in addition to Sector-specific functions. Staff will provide more information once these responsibilities are clarified.

Mr. Gabig provided an overview of the new building relocation schedule. He stated that delivery of furnishings is slated for August 15-20. Sector office move-in will take place on September 22, and Division 9 Transportation move-in will take place on October 6. There will be a grand opening celebration on November 9.

Representative Mosca asked when the Council will meet at the new location.

Mr. Gabig responded that the Council will meet in the new building in October.

Representative Gutierrez asked how staff determined that Division 9 placed first in the “How You Doin’?” program.

Mr. Gabig responded that staff examines Transportation, independent of Maintenance, on a monthly basis and combines both of these areas in determining the quarterly results for each Division as a whole. He added that \$1,500 is awarded to the top finisher. The amount is used for employee benefits.

Representative Gutierrez asked if employees in the winning Division receive special patches for their uniforms.

Mr. Gabig responded that employees do not receive patches for the “How You Doin’?” program.

Representative Spence suggested using risk management strategies to address accidents that frequently occur in the same area. He mentioned the possibility of including in the Sherriff’s contract several motorcycle patrols to cover areas that are more prone to accidents. This may be carried out over a specified period (e.g., 2-3 months). He asked about the possibility of forwarding this suggestion to the Metro Board for consideration.

Mr. Gabig responded that the agency is implementing a pilot project in which dedicated law enforcement patrol the southern part of downtown, which has one of the highest accident rates. The area of coverage may expand if the project is successful.

He announced that a prototype operator enclosure is currently in development due to the increasing number of operator assaults. Staff will examine the response from passengers and operators once the enclosures are installed.

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

ADJOURNED at 5:45 p.m.

*Michelle Chau*

Michele Chau, Council Secretary