

# MINUTES

## San Gabriel Valley Service Sector Governance Council

### Regular Meeting

Metro San Gabriel Valley Sector Office  
3449 Santa Anita Avenue  
El Monte, CA 91731  
3<sup>rd</sup> Floor, Council Chambers Room

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Called to Order at 5:04 P.M.

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Sector Representatives Present:

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

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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, December 10, 2007.
3. RECEIVE **Public Comment** – NONE.
4. RECEIVED **Chair's Remarks**.
  - Friday, January 25, 2008 at **11 a.m.** – Grand opening ceremony for the San Gabriel Valley Division 9 Sector Offices. Time of the ceremony has changed from 10 a.m. to 11 a.m.
  - Beginning January 1, 2008, Metro passes no longer will be accepted as fare payment on LADOT Commuter Express or DASH buses. Riders who use LADOT buses can buy an LADOT bus pass, or they can purchase an EZ Transit Pass.  
Representative Baldwin asked if Sector Representative ID badges are accepted on LADOT buses.  
Mr. Gabig responded that Representatives' ID badges will not be honored on LADOT buses.
5. RECEIVED **report of the General Manager**.
  - Announcements
    - Provided a brief overview of 2007 successes:
      - Division 3 100-year celebration in May – This was a well-attended event. Division 3 has been operating continuously over the last 100 years.
      - Completed Division 3 Facility Master Plan and began design work for the first phase of the new facility.
      - Introduced articulated buses in December at Division 3.
      - “How You Doin’?” Performance award – Division 3 placed 4<sup>th</sup> overall for the year and had one monthly award during the year.
      - Significant downward trend in new Worker’s Compensation claims at Division 9.
      - Division 9’s fleet increased by 22 buses (8%) without additional manpower.
      - “How You Doin’?” Performance award – Division 9 placed 1<sup>st</sup> overall for the year. The Division also received two quarterly and eight monthly awards.
      - Completed new Sector office and transportation building.

Announcements - Continued

- Installation of San Gabriel Valley historical art display is nearly complete. The art display consists of historical photos posted in the new Sector office building.
- Both Divisions 3 and 9 are piloting a new Wellness Program which focuses on the health of employees and addresses industrial injuries.
- New Rapid Line 728 (Olympic Blvd.) and Line 770 (Garvey Ave.) have been implemented.
- Partnered with Foothill Transit on Line 684 and partnered with LADOT on Line 255. The agency is providing more community-based service on these lines.
- Development of Route and Schedule Issues System (RSIS).

Representative Martinez asked for an electronic copy of the presentation and mentioned that she would share the presentation at the next City of Monterey Park Council Meeting.

November 2007 Performance Report

- OSHA Recordable Incidents are below target and trending downward for the month.
- New Worker's Compensation Indemnity Claims increased slightly over the previous month. This category is slightly above the monthly target.
- Bus Traffic Accidents increased in November and is above target for the first time this fiscal year. Nevertheless, the bus accident severity index is trending downward as costs remain low.
- Miles Between Total Road Calls remains below the monthly target. Both divisions have been experiencing more no-start road calls due to battery problems. The agency is canceling its contract with the current battery supplier and is testing a new battery. An interim supplier is being used for the time being.

Representative Baldwin asked if the battery problems impact the entire agency. Mr. Gabig responded affirmatively.

Representative Martinez asked if the battery contractor challenged the cancellation of the contract. Mr. Gabig indicated that the contractor did not protest the cancellation.

- On-time Performance continues to remain in the 65% range.
- Complaints are slightly above target.
- Ridership is trending lower than in the previous year due to the July fare increase. Staff hopes to regain lost riders within the fiscal year.
- “How You Doin’?” Results:
  - Division 9 Transportation placed 1<sup>st</sup>.
  - Division 3 Transportation placed 7<sup>th</sup>.
  - Division 9 Maintenance placed 2<sup>nd</sup>.
  - Division 3 Maintenance placed 10<sup>th</sup>.

#### October Financial Report (Paula Faust)

- The overall FY 2008 budget is trending well. Total San Gabriel Valley (SGV) Sector year-to-date budget is \$59.6 million. Total SGV Sector year-to-date expenses are \$55.2 million.
  - \$4 million savings can be attributed to operator wages and Worker’s Compensation/Public Liability credits.
- Total Transportation is trending well. The year-to-date budget is \$35.7 million and year-to-date expenses are \$32.2 million. Savings realized this month originate primarily on the Transportation side.
- Total Maintenance remains below budget. The year-to-date budget is \$18.3 million and year-to-date expenses are \$17.3 million.
  - \$1 million savings was realized in this category (year-to-date), \$414,000 of which is due mostly to labor. Although the Sector experienced problems with mechanic overtime last year, maintenance management has done well in reducing overtime costs.
- Worker’s Compensation is \$1.6 million under budget due to a decrease in reserves and the success of the transitional duty program. Staff has done a commendable job in minimizing costs in this category.

Representative Vasquez asked if the figures represent actual savings or if the Sector is operating under budget. She stated that savings typically occur at the end of the fiscal year.

Ms. Faust responded that the figures indicate the year-to-date budget variances. If the books were closed at this point, the figures would represent savings. She added that the year-to-date budget variance may be considered a savings if expenses in a given category remain static. If the expenses fluctuate greatly, then any savings would be compromised.

Representative Vasquez asked if savings are re-directed to other areas.

Mr. Gabig responded that the Sectors are not currently allowed to re-direct budget savings to other areas, but hope to be able to do so sometime in the future.

Ms. Faust introduced Andy Hipwell, the new San Gabriel Valley Sector Senior Safety Specialist. Mr. Hipwell provided a brief overview of his background. He stated that he has approximately 10 years of experience in the transport section of the British army, among other experiences.

He mentioned that he would like to focus on three main areas of safety, including accident reduction, industrial injuries, and vehicle parts. He would like to present a safety report during the April meeting.

6. **RECEIVED oral update on Community Relations** by David Hershenson, Community Relations Manager.

Mr. Hershenson stated that he works on behalf of all five Sectors as a liaison between operations and marketing. He is currently working on projects with both the Gateway Cities and San Gabriel Valley Sectors, including those related to the upcoming service change public hearings.

He provided an overview of projects in the San Gabriel Valley, including the customer appreciation program, Division 9 grand opening, San Gabriel Valley Transit Providers Workshop, and signage upgrades.

Customer Appreciation

- San Gabriel Valley operators will nominate and Sector staff will select good customers.
- Marketing will publicize selected customers on car cards, regional advertising, and a press release. In addition to recognizing customers, staff hopes to promote service on various lines.
- Program is budgeted at approximately \$8,000.

Update on Division 9 Grand Opening

- Grand opening scheduled for Friday, January 25, 2008 at 11:00 a.m. Invitations were sent this week.
- Ceremony will be attended by Metro Board and executive staff, appropriate elected officials, and Governance Council Chair.
- Tours of the building will be offered.
- Leadership in Energy and Environmental Design (LEED) information and commemorative pins will be distributed to all guests.

San Gabriel Valley Transit Providers Workshop

- First meeting scheduled for January 31, 2008 with all San Gabriel Valley transit providers.
- Meeting will be held semi-annually to inform San Gabriel Valley transit providers.

Signage at El Monte Station and Other San Gabriel Valley Sites

- Upgrades over the next six months will take place at the El Monte Station and Sierra Madre Villa Station.
- Staff is exploring new or additional displays at Cal State University, Los Angeles busway station and Los Angeles County – USC Medical Center busway station, and bus shelters at the end and beginning of the busway in downtown Los Angeles.

Chair Vasquez requested that staff incorporate the Sector's successes into the collateral material that will be included in the dedication ceremony for Division 9. Mr. Hershenson stated that he is working with Mr. Gabig on a speech which will include the Sector's successes.

7. **RECEIVED oral presentation on Route and Schedule Issues System,**  
by Jon Hillmer, Service Development Manager.

Carl Torres, Transportation Planner II, provided a brief overview of the newly created Route and Schedule Issues System (RSIS). Mr. Torres explained that he and Mike Greenwood, former Transportation Manager at the San Gabriel Valley Sector, were impressed by a route and issue input system used by Orange County Transportation Authority, and began to create a similar system at the Sector. He mentioned that Division 9 Transportation Manager Doug Middleton, Senior Programmer Analyst Kathy Phung, Information Technology Services staff, Jon Hillmer, and Jack Gabig contributed in the creation of RSIS. The primary goal is to establish an electronic system. Under the previous system, operators were required to complete a paper form to report problems. At least several weeks would elapse before a response was issued. Staff hopes to cut the response time in half under RSIS. Mr. Torres presented slides of the new system. He noted that all of the system's drop-down menus are user-friendly and that minimal typing is required. Once an electronic form is inputted, it is reviewed by a manager or supervisor, who distributes it to the proper location.

Representative Vasquez asked how many RSIS terminals are available.

Mr. Torres stated that two terminals are available in the training room, and that this is an adequate number for the time being.

Representative Vasquez asked how long the terminals have been in operation, and whether it is possible for staff to provide a tour of the system.

Mr. Torres responded that the system has been in operation for about 3-4 weeks. He stated that staff will offer a tour of the system once a live feed is available.

Representative Mosca asked about the range of problems that operators may report on the electronic form.

Mr. Torres responded that operators may report a variety of issues, including but not limited to scheduling, potholes, running time, and passenger complaints.

Representative Mosca asked if operators have access to managers and supervisors.

Mr. Torres stated that operators may contact management at any time to discuss any issues requiring attention.

Mr. Middleton indicated that the system empowers operators to communicate directly with the specific individuals who will provide assistance. It is not only fast and economical, but also allows management to retain a permanent record of issues.

Mr. Hillmer noted that the system is currently being tested. If it proves to be successful, it may be considered for system-wide use. He added that if an operator reports an issue related to a bus line that travels through another Service Sector, it is possible to bring the issue to the attention of the other Sector using the new system.

Mr. Gabig stated that a challenge with the paper system is that it goes through many hands before problems are resolved. The new system more effectively documents issues, increases accountability, and reduces response time.

Chair Vasquez reminded Representatives to attend the Division 9 Sector office grand opening celebration on January 25 at 11:00 a.m. She stated that the next Council meeting will be on Monday, February 11 at 5:00 p.m. followed immediately by a public hearing at 6:00 p.m. to consider proposed service changes.

Representative Mosca asked if staff has contacted the city of Pasadena regarding Lines 177 and 256.

Mr. Hillmer responded that staff is engaging in ongoing discussions with Pasadena city officials to consider whether it is possible for the city to provide service on these lines.

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

ADJOURNED at 5:55 P.M.

*Michele Chau*

Michele Chau, Council Secretary