

MINUTES

San Gabriel Valley Service Sector Governance Council

Regular Meeting

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

Called to Order at 5:03 p.m.

Sector Representatives Present:

Rosie Vasquez, Chair
Roger Chandler, Vice Chair
Harry Baldwin
Ernest Gutierrez
Bruce Heard
Henry Lopez
Sharon Martinez
Dave Spence

Officers:

Jack Gabig, General Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

Metro

1. Introductions.

APPROVED **Minutes** of Regular Governance Council Meeting held
May 12, 2008.

2. **Public Comment** – none.

3. **RECEIVED Chair's Remarks.**

- Announced that the term of Representative Lopez is coming to an end and that this will be his last meeting. Staff has initiated the process to fill the transit user vacancy. Notices have been posted on the Metro website and in newspapers. Applications are available at the San Gabriel Valley Service Sector Office and will be accepted until June 13. Representatives Heard, Baldwin and Chair Vasquez will review the applications and present a nomination at the next meeting.
- The Council will need to elect a new Chair and Vice-Chair at the next meeting.
- Proposed dates for the upcoming Annual Service Sector Meet and Confer Meeting are included in the Council packet. Chair Vasquez requested that Representatives inform her of their availability to attend the meeting.

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

April 2008 Performance Report (Jack Gabig)

- OSHA Recordable Incidents - There were 9 incidents in April. This is above the target of 6.2. Most of the incidents were minor bodily injuries with the exception of one case which required hospital transport.
- New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours are trending below target. San Gabriel Valley Sector staff has aggressively sought to reduce the number of claims.
- Bus Traffic Accidents increased slightly. There were 3.2 accidents per 100,000 hub miles in April, which is above the target of 2.9. There were a higher number of accidents at Division 3 than at Division 9. The most common accident types include Collision with Fixed or Stationary Object and Side Swipes with Other Vehicle Passing our Vehicle. The bus accident severity index increased for the month of April.

Representative Baldwin asked how staff defines severity.

Ms. Faust responded that a severe case involves individuals being transported to the hospital.

Representative Baldwin asked whether passengers or operators are included in the index.

Mr. Gabig responded that both passenger and operator incidents are included. He noted a recent incident involving an altercation between two passengers which required medical attention. There was also a more serious incident in April involving a Line 134 bus. An SUV collided with the front side of the bus, seriously injuring the operator. The driver of the SUV did not survive. This is one of the most serious incidents occurring in the Sector in the last several years. The SUV driver apparently experienced a blowout.

- Miles Between Total Road Calls remain below the target at 1,534 miles.
- On-time Performance increased slightly to 68%. This is the first time this fiscal year that the target has been reached. The Sector hopes the Metro Board will authorize additional field staffing at the next Board meeting.
- There were 2.9 Complaints per 100,000 Boardings in April, which is slightly above the target.

Representative Gutierrez asked if the complaints were submitted verbally or in writing.

Mr. Gabig responded that most complaints are made telephonically, and some are in writing. Pass-Ups remains the highest complaint category.

Representative Spence asked why pass-ups are so prevalent.

Mr. Gabig responded that some of these incidents are actual pass-ups, while others are perceived as pass-ups but are not actually pass-ups. For example, a passenger may misread the headsign.

Representative Spence asked if there is a way for bus operators to communicate with one another in the event that scheduling issues arise.

Mr. Gabig responded that when buses trail each other, it is important to get them back on schedule as quickly as possible. An operator may be authorized to operate closed-door service to stay on schedule. However, the operator may not always be able to communicate this to the passenger.

Representative Spence commented that there should be a flashing sign on the bus to indicate this information.

Mr. Gabig stated that increased field supervision would assist in schedule adherence.

- Ridership – Mr. Gabig noted that more details regarding ridership trends will be provided by Jon Hillmer (Item #6).
- Fare revenue is above the trendline. The Sector is faring well in this category due to last year's fare increase.
- “How You Doin’?” Results:
 - Division 9 Transportation placed 5th, partly due to the higher number of complaints this month.
 - Division 3 Transportation placed 7th, partly due to Workers' Compensation claim issues.
 - Division 9 Maintenance placed 1st.
 - Division 3 Maintenance placed 7th. The Division is struggling with Workers' Compensation claims and attendance issues.

April Financial Report (Paula Faust)

- Introduced Michel'le Davis, Administrative Analyst, who recently joined the agency. Ms. Davis graduated from Howard University and has prior experience at Mercury Insurance.
- Total San Gabriel Valley Sector was \$9.2 million under budget YTD. Total Transportation comprises the bulk of the Total SGV Sector budget.
 - There was \$2.7 million in Workers' Compensation savings and \$3.8 million in Public Liability/Property Damage savings on the Transportation side.
 - Total Maintenance was \$1.2 million under budget YTD. The following savings were realized: \$600,000 in labor, \$400,000 in fringe benefits, and \$500,000 in fuel. Ms. Faust stated that the fuel savings resulted from the agency's hedging contract. Mr. Gabig added that prices for CNG have not escalated as quickly as prices for other types of fuel.

5. RECEIVED oral presentation on **Property Liability/Property Damage Cost-Report** by Paula Faust, Admin. & Finance Manager.

Ms. Faust mentioned that Representative Spence had inquired about total liability charges at the last Council meeting. She provided a brief overview of the three-year trend in Public Liability/Property Damage (PL/PD) chargebacks. Two significant cases occurred in FY06, resulting in a reserve of \$5 million for the two cases. There was a decrease in this reserve in FY08. Currently, the Sector's PL/PD chargebacks total \$4.4 million YTD.

There were \$41.7 million in total PL/PD chargebacks for the agency as a whole in FY06. Total agency-wide PL/PD chargebacks are estimated to total \$46 million by the end of this fiscal year.

Chair Vasquez asked if there is a process to anticipate the reserve based on the accidents that occur.

Mr. Gabig responded that Risk Management establishes a reserve for each accident, and that the reserve is later adjusted to reflect the actual cost.

Representative Baldwin asked if FY08 claims include the category of Included But Not Reported Claims.

Mr. Gabig responded that Risk Management budgets for non-reported claims.

6. RECEIVED report on **Ridership Analysis** by Jon Hillmer, Service Development Manager.

Mr. Hillmer presented an overview of average weekday ridership trends from July 2007 through April 2008. He stated that May ridership data will be available later this week. System-wide ridership increased from 1.213 million to 1.260 million for all bus operations, and ridership increased from 1.144 million to 1.190 million for directly operated service. This represents an increase of 3.9% for the agency as a whole. San Gabriel Valley Sector bus ridership increased from 185,000 to 197,000 (16.5% of directly operated), representing a 6.2% increase. Mr. Hillmer reviewed ridership changes by type of service (local, Express and Rapid) for both the agency as a whole and the Sector. Data from July 2007 to April 2008 were compared. He stated that new Rapid Lines 770 and 728 were recently implemented and represent the Sector's focus on providing more commuter-oriented services.

Mr. Hillmer presented a slide showing the ridership change comparison from July 2007 to April 2008 as it relates to passenger miles traveled. System-wide bus passenger miles traveled increased 3.7%, while Sector bus passenger miles traveled increased 4.1%. Services provided by the Sector are carrying passengers a longer distance than the system-wide average.

Chair Vasquez asked how this information is calculated.

Mr. Hillmer responded that there is a program that calculates the average trip length for each bus trip.

Representative Heard asked if the data includes Foothill Transit service.

Mr. Hillmer responded that data for independent operators are not included. He added that there are 15 bus lines within the Sector that are contracted out to private operators. Passenger miles traveled data for contract bus lines are not available at this time.

Mr. Hillmer reviewed the June 29, 2008 service changes in the San Gabriel Valley Sector. Service levels will be improved on Rapid and Express lines.

Representative Heard asked about weekend service on Line 780.

Mr. Gabig responded that the line provides service to the Pasadena-Glendale-Hollywood areas on weekends. Ridership in the Pasadena area is lower as it is at the end of the line, but increases as the line travels through Glendale.

Representative Heard inquired about signal synchronization in the Pasadena area.

Mr. Hillmer responded that the cities of Pasadena and Glendale are establishing a contract for signal activation. Pasadena is upgrading its controllers, but Glendale will undergo this process at a later time.

7. RECEIVED oral presentation on **Customer Appreciation Recognition** by Jon Hillmer, Service Development Manager.

Mr. Hillmer reported that the “We Couldn’t Go Anywhere Without You!” customer appreciation program honors some of the Sector’s best customers. Staff received approximately 40 nominations from bus operators.

Dave Hershenson, Community Relations Manager, stated that there were many outstanding nominations and that it was difficult to choose only three customers. The selected customers will be featured on car cards posted inside Metro buses. The cards will include a quote from the customer indicating what they like about Metro. He noted that he will bring a sample car card to the next meeting. The first car card will be posted at the end of June.

Mr. Hershenson stated that the list of publications used in marketing the program has been given to the Council.

Chair Vasquez presented certificates and token gifts to the following bus operators and customers: Customer Janice Ortiz and operator Jack Bartman, customer Robert Ramos and operator Richard Lopez, and customer Steve Burns and operator Ray Guinn.

8. Henry Lopez Service Recognition:

Chair Vasquez stated that Representative Lopez has served on the Council since its inception in 2003. She presented a proclamation highlighting Representative Lopez's accomplishments and his exemplary commitment to the Council. The Council expressed appreciation for Representative Lopez's dedicated service and work on behalf of the Council. Representative Lopez, who resides in Pomona, retired recently after fifty years of service with the City of San Gabriel. Representative Lopez stated that he has enjoyed working with the Council over the past few years and that he will miss all of the members.

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

ADJOURNED at 6:05P.M.



Michele Chau, Council Secretary