

Monday, February 8, 2010 5:00 P.M.

MINUTES

San Gabriel Valley 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 5:01 p.m.

Sector Representatives Present:

Alex Gonzalez, Vice-Chair
Roger Chandler
Harry Baldwin
Albert Huang
Kathy Salazar
Dave Spence
Rosie Vasquez

Officers/Managers:

Jack Gabig, General Manager
Paula Faust, Administrative and
Financial Services Manager
Scott Page, Service Development
Manager



Metropolitan Transportation Authority

Metro

1. Pledge of Allegiance.
2. **APPROVED Minutes of Regular Governance Council Meeting held January 11, 2010.**
3. **RECEIVED Public Comment:**

Question about Route 177 transferred to another contractor - Mr. Paul Castillo, a contracted bus operator, asked the Governance Council why Route 177 was being transferred to another contractor and taken away from Veolia. He inquired specifically if it was because of Veolia's equipment or if Metro had received many complains. He explained he had worked the route and never had any problems, and it was always on time.

Mr. Gabig explained that the Contracts Department had modified that contract, and service was modified and transferred from one of Metro's contract operators to a second contract operator. He suggested Mr. Castillo contact Metro's contract management staff, or they would call Mr. Castillo. Mr. Gabig said his understanding was performance based, but management staff would be better able to answer why Line 177 was affected specifically. He again offered to have the department contact Mr. Castillo.

Mr. Castillo said the Veolia drivers were not aware of what was going on, and managers were unable to explain. He explained he works with the union and nobody seemed to know what happened.

Mr. Gabig asked Mr. Castillo to leave a phone number, and he would have the correct person contact him to answer his question.

4. **RECEIVED Chair's Remarks.**

Certificate of Appreciation to bus operator Ramon Ramos - Mr. Gonzalez was pleased to award a Certificate of Appreciation to operator Ramon Ramos in a very special presentation. John Hillmer was called up along with Mr. Ramos to tell the audience about his heroic deed.

Mr. Hillmer explained that Mr. Ramos, who progressed from a part-time operator in '06 to a full-time operator in '07, saved an elderly gentleman's life in late December. While on a break during a long layover at the El Monte Station, Mr. Ramos was observing the buses, and he noticed an elderly gentleman walking around the edge of the parking structure. Later he noticed the gentleman had climbed onto the railing of the far side of the parking structure.

Mr. Ramos then explained how he gunned the car, went all the way around the gentleman, jumped out, and talked to him briefly and then grabbed him and pulled him back. A nearby Sheriff's officer came up from the lower level and helped after he heard the commotion, and the two men pulled the gentleman back onto the parking structure.

Mr. Hillmer said Mr. Ramos was very courageous. Many people would have just ignored the situation, but fortunately for this gentleman, Mr. Ramos became an active participant.

Then Mr. Ramos thanked the Council for having him at the meeting and for the certificate. He said he didn't think he had done anything that anyone else wouldn't have done, and he was glad that he was lucky enough to be there at the time and was able to help the gentleman.

Mr. Gonzalez thanked Mr. Ramos and was very pleased that his actions were recognized.

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

Items of information – Regarding Sector relocation, the relocation from downtown has been completed, and employees now occupy the fourth floor of the Gateway headquarters building. The second and third floors here have been vacated with the exception of the Sheriff's station, and Access Services, Incorporated will be relocating their administrative offices to the building in March or April. They are still working on the time frame for furnishings, tenants, and improvements. The move should be completed in several months, and they will be sharing the facility with the Metro Division operation.

Secondly, the Governance Council quarterly Meet and Confer meetings, following a previous agreement to meet more frequently, will hold another meeting February 16th at 3:00 p.m. in the Gateway building Board room. Mr. Gabig said Mr. Leahy wanted to follow up on some issues that were raised at the earlier meeting and give the Council an update on the organizational challenges that Metro is facing. The Council was invited.

Also, the demolition of the former Sector office on Santa Anita Ave. is currently under way, and the project should be completed within a month and a half. This will complete all the demolitions as planned at this complex. Previously the transportation building was demolished in December, and the Chevrolet dealership has been demolished. Those parcels will be paved and striped primarily for commuter parking at the El Monte Station.

The temporary Station will be located immediately east of the Sector office building, on the other side of the bus ramp, and the existing station will be demolished and reconstructed. The project should take 15 months, and groundbreaking for the Station itself should be in the spring or summer.

Performance measures year-to-date – San Gabriel Valley ridership is down 8.2 percent, which is close to the agency trend, whereas agency-wide ridership is down 7.6 percent. These trends have been recurring for about eight or nine months.

On-time performance – This is 75 percent year-to-date for the San Gabriel Valley Sector, which is a little ahead of the agency-wide performance of 71 percent. The drop in September was due primarily to increased traffic. With school back in session and congestion issues, there is generally a decline in September, but Metro has been tracking positive since then and is hopeful the positive trend will continue as Metro continues to focus on improvement in on-time performance.

Customer complaints per 1,000 boardings – Sector complaints are 2.9 per 100,000 boardings year-to-date. Complaints are up agency-wide with the current rate at slightly above 2.6. Major complaints include: bus no-shows and pass-ups. Complaints on the Silver Line in December were due largely to a number of fare-related complaints and Metrolink patrons at the CSULA station who previously did not pay an extra fare, and now they are being charged. Metro is hopeful that trend will level off in January. For the last 12 months, complaints were fairly flat, with the exception of the upward trend in September.

Complaints by category – The one change from previous charts is the “other” category which has gone up from 19 percent to 22 percent. The “other” category includes fare-related complaints attributed to Silver Line issues.

Operator commendations – Metro is pleased to have received a number of commendations, and they are in the primary areas of recent focus on service to disabled patrons and on-time performance. Division 3 and Division 9 received unsolicited commendations due to on-time performance.

Bus accident rate – The Sector is currently at 2.5 per 100,000 miles. The target is 2.9, so Metro is doing well, though there was an uptick in December. The top accident types are: collision with a bus in a standing zone, generally a vehicle striking a bus while it is parked or standing at a bus stop; collision with fixed objects; and sideswipes with other vehicles.

Severity index – The severity index is slightly down over the last 12 months and is trending fairly flat. Mr. Gabig was pleased that the severity measurement has been primarily driven during this period by property damage rather than personal injury.

Miles between road calls – Current performance target is 1,880 miles between road calls. Actual is 2,056. Metro is pleased with the results. Road calls in the Division are performing better than other Sectors combined. Agency-wide road call performance is 1,442.

Reportable injuries and other positive indicators – Sector is below target and '09 actuals. The spike in August '09 was due to some injuries, all relatively minor injuries, at Division 3 Maintenance.

Workers' comp indemnity claims – This is also trending positively. Despite a spike in December, it still remained below target, and below or at last year's actual.

“How You Doin’?” program – In this program for recognizing performance in operating divisions, Division 9 placed first, which is a frequent occurrence, and Division 3 is not far behind at third place. Factors affecting those positive rankings were: road calls, workers' comp indemnity claims, accident rate, and on-time performance.

Mr. Gabig asked Ms. Faust to present the financial overview to date.

Ms. Faust explained that the total Sector year-to-date budget is \$5 million under budget at \$67.8 million. The biggest savings Sector-wide were in workers' comp chargeback and liability chargeback. Those two programs are being managed very well. She said transportation is the bulk of the budget at \$4.5 million savings, but the lion's share of the savings is in workers' comp and liability chargeback which is due to reductions in the OSHA recordables and in claims.

In the area of Maintenance, the Sector is trending \$1 million under budget which is good, as last year the Sector had some challenges. During some months the Sector was at or below target, and there was improvement over the prior month. The Sector is seeing some challenges in parts, but is doing very well in that category, and this is a good success story this year.

Examining the year-to-date workers' comp budget, less than half the budget has been expended. The Sector expended \$1.5 million out of a budget of \$3.6 million. The Divisions and risk managers agency-wide are doing a very good job with this program.

Mr. Baldwin inquired if that was paid or incurred. Ms. Faust responded that it was paid, and that incurred is different. Mr. Gabig explained that the figure is the actual charge to Metro to the cost center. Some of those are settling claims or setting up a reserve fund, and all involve payouts.

Mr. Baldwin inquired about adjustments for prior years, and Mr. Gabig explained that new claims, ongoing claims, and old claims that have been settled result in a monthly charge. Sometimes it is higher than other months because of settlements on claims. Sometimes Metro gets a credit, and Metro is over-reserved.

6. RECEIVED report on Line 260 Profile.

Carl Torres, Transportation Planning Manager III, presented slides illustrating bus routes. He began his presentation by providing a line profile on Line 260 and Metro Rapid Line 762, explaining both lines are north/south lines and use mainly Atlantic or Fair Oaks. He presented a route map and explained that the Metro Rapid line ends on Washington Boulevard while Line 260 continues and ends at Woodbridge and Fair Oaks.

Mr. Torres briefly described the lines. Line 260 is 29 miles long while the Rapid 762 is 26 miles long. Line 260 has 20 buses while the Rapid has 14. Line 260 runs from 4:00 a.m. to 1:00 a.m. the next day, seven days a week whereas the Rapid 762 runs 5:00 a.m. to 9:30 p.m. and does not run on Sunday. In terms of ridership, Line 260 carries over 12,000 passengers per day, and the Rapid carries over 6,000. The system-wide daily average is about 8,350, and Sector average is about 6,500.

In ranking the line with other lines in the system, Line 260 ranks 32nd out of 136, and the Rapid 762 ranks 72 out of 136 in the Sector. It is the 4th best line out of 30, and the Rapid is 16th out of 31.

Mr. Torres then showed pictures of the Artesia Blue Line station which is the south terminal of the line. This transit station has 300 park-and-ride spaces and five bus spaces. He also showed a picture of the new Atlantic Gold Line station, which is located on Atlantic Boulevard. Currently a new park-and-ride structure is being built which will contain 286 parking spaces and is scheduled to open on March 31st.

Mr. Torres then showed pictures of Fair Oaks and Colorado Boulevard. This intersection has the highest on's and off's. He further explained that the transfer point for Line 180/181 and Rapid 780 makes it a very popular stop, and that the 260 and 762 lines connect many communities between Altadena and Pasadena and North Long Beach. The 260 and 762 lines provide service to one of the heaviest north/south corridors in the San Gabriel Valley and are very important to the north-south Tier 1 corridor lines.

7. Service Sector Representatives Closing Remarks.

Mr. Gonzalez invited everyone to attend the public hearing on the June 2010 proposed changes for the San Gabriel Valley Governance Council starting at 6 o'clock.

ADJOURNED at 5:30 p.m.

Prepared by:
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Michele Chau
Council Secretary

