

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 5:11 p.m.

Sector Representatives Present:

Harry Baldwin
Roger Chandler
Bart Doyle
Bruce Heard
Henry Lopez
Sharon Martinez
Joseph Mosca

Officers:

Jack Gabig, General Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

Metro

1. Introductions.
2. APPROVED **Minutes** of Regular Governance Council Meetings held Monday, February 12, 2007.
3. RECEIVED **Public Comment** – Hank Fung, Southern California Transit Advocates, congratulated Council and staff for their efforts to save Line 684. He mentioned that it would be helpful to adopt a contingency assumption in revising the proposed changes to Line 684. For example, the language of the proposal may be revised to indicate that Metro’s cancellation of the line is contingent upon Foothill Transit providing replacement service on the line. He requested that staff provide assurances that weekend service will continue to be provided on the line. Mr. Fung noted that Lines 287 and 487 are interlined, and that the staff proposal is intended to break the interlining.

Mr. Hillmer stated that Metro will not discontinue weekend service on Line 684 when the proposed changes are implemented in June.

Ken Ruben, Southern California Transit Advocates, provided a brief overview of service change proposals approved at the Westside/Central Service Sector meeting.

4. **Chair’s Remarks** – Representative Doyle announced that he would act as Chair in the absence of Chair Spence and Vice-Chair Vasquez.
5. RECEIVED **report of the General Manager.**

Mr. Gabig provided an overview of key performance indicators for January 2007. He reported that monthly Worker’s Compensation (WC) costs are well below both the monthly target and the year-to-date monthly average. He indicated that the drop in WC costs is due to the reduced severity of cases and credits from closed cases being allocated back the Sector. Mr. Gabig reported that OSHA Recordable Incidents are above the monthly target and Bus Traffic Accidents are below the monthly target. Although New WC Indemnity Claims per 200,000 Exposure Hours spiked for the month of January, the claims are low in cost and relatively minor.

Both Miles Between Total Road Calls and On-Time Performance fell short of the monthly target. Complaints are trending well and were below the monthly target for January. Passenger Boardings are near the monthly target.

Mr. Gabig reviewed complaint data for January 2007. Schedule adherence represents the highest complaint category.

“How You Doin’?” Program:

Transportation: Division 9 placed 1st and Division 3 placed 4th.

Maintenance: Division 9 placed 2nd and Division 3 placed 7th.

Mr. Gabig presented slides of the construction of the new Division 9 operations building. He mentioned that construction of the building is proceeding on schedule and should be complete by late April or early May. However, move-in will not take place until 1-2 months after the completion date to allow time for set up and furnishing of the building. Exterior work is nearly complete.

Financials:

Ms. Faust reviewed financial data through January 2007. She reported that although Subtotal Sector Operations was over budget for the month, Total San Gabriel Valley Sector was approximately \$3.6 million under budget year to date. She mentioned that the \$324,000 overage in Direct Labor (Transportation) was due in part to driver overtime. A \$279,000 overage in Non-Labor (Transportation) was attributed to an increase in Division 3 liability costs. Ms. Faust stated that the \$217,000 overage in Direct Labor (Maintenance) was due mainly to overtime, particularly with respect to efforts to prepare for a CHP inspection. She noted that both Divisions 3 and 9 passed the inspection.

Representative Baldwin asked for more information regarding the CHP inspection.

Mr. Gabig responded that the CHP conducts an annual inspection which involves checking the condition of the Metro fleet and reviewing operator records.

Ms. Faust commented that Fuel Expense was under budget, which resulted in savings in the overall Sector budget. However, she cautioned that fuel costs are on the rise.

6. RECEIVED oral report on **Overall Contract Line Operations** by Mike Greenwood, Deputy Executive Officer of Operations.

Mr. Greenwood provided a brief overview of contracted bus services, which were introduced at Metro in the early 1990's. He stated that the agency has had to implement additional contract lines as a result of the Consent Decree. Three contract bus companies operate contracted bus services in the five Service Sectors. Mr. Greenwood reviewed contract bus service improvements from FY03 to FY06, including boardings, revenue service hours, operating cost, complaints, boardings per revenue service hour, operating cost per boarding, and complaints per 100,000 boardings. Mr. Greenwood noted that there has been an overall downward trend in complaints from FY03 to FY07. He provided an overview of contract penalties and the productivity of contract bus lines operated by the San Gabriel Valley Sector. Mr. Greenwood mentioned that the Sector can financially penalize contractors for trips not operated, a high number of complaints, inability to keep up with preventative maintenance, failing the CHP inspection, etc. He stated that the Sector has imposed approximately \$200,000 in penalties over the past three months on the agency's three contractors due mainly to contract bus maintenance issues.

Representative Chandler asked if there is a large number of competitors vying for contracts.

Mr. Greenwood reported that although the number of private transportation agencies has decreased in recent years, there is a fair amount of competition when a bid is advertised.

7. RECEIVED oral **update of the Revised Metro Transit Service Policy** by Steve Fox, Transportation Planning Manager IV.

Mr. Fox provided background information on the Transit Service Policy, which is designed to guide decision-making during the service change process. The Policy was adopted in September 2003 and is annually reviewed and updated. Mr. Fox stated that the Policy was last amended in September 2005.

Key changes in the Policy include adding bus stop design and location guidelines, line identification standards, and amending Metro Rapid warrants.

Mr. Fox reported that Metro Rapid warrants were amended to better reflect current operating conditions and incorporate New Service Plan requirements pertaining to minimum span and frequency of service.

Mr. Fox reviewed line identification standards, route performance index, other changes in the Policy, and status and next steps.

Representative Mosca inquired about the deadline for submitting feedback on the Policy.

Mr. Fox responded that Representatives may email him with comments regarding the Policy by the end of next week.

8. **ADOPTED findings of the February 2007 Public Hearing and APPROVED revised service change program** by Jon Hillmer, Service Development Manager.

Mr. Hillmer reported that all five Service Sectors held public hearings last month. He provided an overview of the revised San Gabriel Valley Sector service plan. Major goals and objectives of the proposed service change program include application of Metro Connections principles (e.g., maximizing efficiency and productivity, improving service reliability, improving coordination of service, etc.), reducing bus service hours, and improving on-time performance. Mr. Hillmer stated that service changes have been proposed for 45 Metro bus lines and that this is one of the most aggressive service change programs in recent years. A summary of San Gabriel Valley service change proposals is listed below:

- Line 170: Cancel Line but replace with extension of Line 287.

Staff Proposal: Implement as planned.

- Line 176: Discontinue service through Mt. Washington area due to low ridership & narrow streets.

Staff Proposal: Implement as planned.

- Line 260: Discontinue service south of Alondra/Atlantic to the Artesia Blue Line Station.

Revised Staff Proposal: Retain existing route to Artesia Blue Line Station but at lower levels of service.

- Line 287: Extend line to Montebello.

Staff Proposal: Implement as planned.

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- Line 684: Cancel line due to low ridership.

Revised Staff Proposal: Shorten route to operate service between Cal Poly area to Brea Mall. Cancel service in September 2007.

- Line 686/687: Modify routes to operate on Common Route south of Colorado Boulevard.

Staff Proposal: Implement as planned.

- Line 751: Discontinue service at Palm Place (just south of Florence).

Staff Proposal: Implement as planned.

Representative Martinez asked if riders on Line 684 may take an alternate bus or route once the line is cancelled in September.

Mr. Hillmer responded that Foothill Transit will provide complete replacement of the eliminated service.

Representative Lopez expressed concern about the inability to transfer to other operators using the Metro bus pass.

Mr. Hillmer stated that the Foothill Transit pass would provide better connecting service.

Mr. Hillmer reviewed other Sector proposals that impact the San Gabriel Valley Sector. A summary of these proposals is listed below:

- Line 65: Cancel line due to excessive duplication.

Revised Staff Proposal: Cancel Line 65 but implement new Line 665 between Cal State L.A. and Soto/Olympic.

- Line 265: Discontinue service to Montebello Town Center.

Staff Proposal: Implement as planned.

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- Line 577X: Extend route, reduce service levels and end service after 8 p.m.

Revised Staff Proposal: Implement route change, operate 30 minutes peak and 45 minutes off-peak BUT continue night service until 9:30 p.m.

Mr. Hillmer provided a summary of comments received and presented maps of where the proposed service changes would occur. He discussed line performance, passenger impacts, and ridership for lines proposed for changes. Mr. Hillmer reviewed San Gabriel Valley service reduction targets and indicated that staff will return in April with a service plan.

Representative Mosca expressed concerns about cancellation of Line 170. He asked if staff is taking any actions to ensure that extending Line 287 will not result in delays on this line.

Mr. Hillmer explained that a segment of Line 487 travels along Wilshire Boulevard, which tends to be congested and results in delays on the line. He stated that extending Line 287 to Montebello Town Center, which is not a congested area, should not cause any delays on the line. Staff is providing more recovery time in the schedule to compensate for the additional service on Line 287.

Representative Mosca inquired about the figures for on-time performance since the restructuring of Line 487 and establishment of Line 287 in December 2006.

Mr. Hillmer responded that he does not have these figures at the moment and that he may be able to email this data to the Council.

9. RECEIVED oral report and APPROVED MOTION regarding **future Metro Fare Restructuring** (see page 9 for motion).

Mr. Gabig announced that the Metro Board will consider a recommendation on fare restructuring in the next few months. If the recommendation is approved, the change will become effective in the next fiscal year. He reviewed the structural deficit reduction plan and forecast. Reasons for fare restructuring include reducing the deficit, improving fare box recovery, and avoiding reduction in service levels.

Mr. Gabig noted that it has been twelve years since a significant fare restructuring. He stated that a fare restructuring should bring the agency more in line with its peer groups.

Representative Martinez, referring to page 5 of the Structural Deficit handout distributed to the Council, asked about AC Transit.

Mr. Gabig responded that AC Transit operates in the Oakland/East Bay area.

Representative Baldwin pointed out that BART's fare recovery ratio is 49%. He asked if this was an error.

Mr. Gabig responded that BART is not a good comparison to the agency as it operates only rail.

Mr. Gabig presented a chart showing bus funding by fiscal year and impacts of service reduction.

Representative Doyle asked if the red areas of the bus funding chart (shown on page 5 of the Structural Deficit handout) representing one time revenues and deferrals are cutting into operating reserves.

Mr. Gabig responded affirmatively. He added that discretionary sources would also be impacted.

Representative Mosca asked for clarification on the Council's role in the fare restructuring process.

Mr. Gabig responded that the Board would appreciate the Council's input regarding fare restructuring. He added that the Board will address this issue once the staff report is available, and that he will bring back more information to the Council for further feedback. Mr. Gabig mentioned that the fare restructuring represents a challenging effort on the part of the Board. A public hearing will be required, and staff anticipates intense opposition from the public. He clarified that the Board will make the final decision regarding the fare restructuring.

Representative Doyle inquired about the possibility of preparing a restructuring study to be presented to the Councils prior to the Board decision. He stated that this would assist Representatives in fulfilling their advisory role to the Board.

Mr. Gabig stated that a Board workshop on the structural deficit is pending.

Representative Heard asked about other Sectors' efforts in addressing the structural deficit issue.

Mr. Gabig responded that the San Fernando Valley Sector passed a motion endorsing the fare restructuring. The other Sectors have not agendized this issue.

APPROVED MOTION that the San Gabriel Valley Service Sector endorses proposed fare restructuring as a way to resolve the structural deficit.

Once the staff report is received, the Sectors will review the report and provide input to the Metro Board.

Representative Doyle reminded the Council to submit Form 700 to the Metro Ethics Department by March 30.

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

ADJOURNED at 6:33 p.m.

Michele Chau

Michele Chau, Council Secretary