

MINUTES

San Gabriel Valley Service Sector Governance Council

Regular Meeting

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

Called to Order at 5:04 P.M.

Council Members Present:

Rosie Vasquez, Chair
Roger Chandler, Vice Chair
Harry Baldwin
Ernest Gutierrez
Bruce Heard
Henry Lopez
Joseph Mosca

Officers:

Jack Gabig, General Manager
Michele Chau, Council Secretary

1. Introductions

2. APPROVED **Minutes** of Regular Governance Council Meeting held Monday, October 8, 2007 as amended.

Amendment: Item 3 should read that Ken Ruben received rude treatment from an **off-duty** operator **at the New San Gabriel Valley Sector Office Building** while attempting to locate the ~~new building~~ **Sector Council meeting.**

3. RECEIVED Public Comment

Ken Ruben said that a Pasadena City College bound Line 267 bus ended its run at Chester and Del Mar, one stop short of Pasadena City College. He suggested that operators on Line 267 that short line to Pasadena City College should complete their scheduled short run. Mr. Gabig said that short line operators should be stopping at Pasadena City College and should also inform passengers that the bus will be terminating within two blocks of the end of the line.

4. RECEIVED Chair's Remarks

- Division 9 held a Veteran's Day Celebration on November 8 that coincided with the 232nd anniversary of the United States Marine Corps. Chair Vasquez said the event was well attended and that San Fernando Valley Sector Manager Richard Hunt, a former Vietnam Veteran, was the keynote speaker. Mr. Hunt gave his "What is American?" speech from when he was a soldier, which resonated with attendees today as much as it did in times past.
- The Sector held a rather successful Employee Appreciation Barbecue where proceeds benefited the Metro "How You Doin' " Campaign.
- The next San Gabriel Valley Sector Council meeting is scheduled for Monday, December 10, 2007 at 5pm.

5. RECEIVED report of the General Manager

- OSHA Recordable Injury record for the month of September had an upward trend, reaching 7 injuries, above the 6.2 target. Three injuries occurred in Division 3, the largest occurrence. Transportation tends to have lower injuries. The other injuries were scattered in maintenance and other divisions.
- Workers Compensation Indemnity Claims took an upward trend in September. There were 12.4 per 200,000 work hours, over the target of 11.6. The sector ran below for the three prior months. Of

those 11 cases, 2 claimants were denied and 4 claimants were referred to transitional duty programs, indicating non-serious injuries.

- Accidents took a downward trend, at 2.65, the total is better than the Sector goal of 2.9.
- Division 3 dropped from 3.6 to 3.2, a serious decline.
- Bus accident severity is an indicator of how serious accidents are, irrespective of how many occur. There was a serious up tick in this indicator area due to 2 accidents, a car versus bus collision on Figueroa and Avenue 30. The injured was transported to a hospital. The second accident occurred at about 9am at First and Hill Streets in Downtown Los Angeles with a northbound Line 28 turning right from Hill onto first hitting a pedestrian in the crosswalk resulting in a serious injury. The pedestrian's condition is unknown but the operator was dismissed as a result of an investigation by Metro.
- Miles between road calls is at 1,514, well below the target of 1900 miles. Lots of no-starts due to battery failure has been a problem throughout the Sector, agency and the transportation industry as a whole. Short battery life has occurred more frequently due to increasing vehicle complexity and load factor. Metro is looking at alternate battery sources for the future.
- Division 9 maintenance levels are declining due to mechanics on leave. Repeat road calls at Division 9 are being handled differently to help with this situation. Leaders instead of investigators are dispatched to investigate road calls.
- In service on-time performance took a slight dip to 66 percent. Twelve percent of the performance dip is attributed to early arrivals, and over 20 percent can be attributed to late arrivals.
- Customer complaint levels are consistent with agency averages. San Gabriel Valley is at 2.2 customer complaints, lower than the 2.5 target. San Gabriel Valley receives about 13 percent of the complaints for the agency, even though it delivers over 20 percent of the service. Its complaint rate is lower than other Sectors in the agency.
- Ridership for the month is at 5.6 million. There was a decline in ridership immediately following the fare increase. The ridership drop in September was not as severe as the drop in August.
- How You Doin' Program: Division 9 ranked first due to the lowest accident rate and the lowest number of road calls. Division 1 came in second. In the maintenance category, Division 9 tied for first with Division 3. Division 9 overall had the lowest number of road calls and no workers compensation claims.

RECEIVED Report on Financials by Paula Faust, Administration and Finance Manager

- The Sector Budget is below budget by 2 million, spending \$33 million dollars of a \$35 million budget. Operator labor savings are the largest. There is a pretty good amount of savings in the workers compensation and public liability credits because these programs have been managed well. Transportation continues to be under budget for the first quarter. There are major savings in the UTU area which is currently \$1 million under budget. Workers Compensation and Liability are also experiencing major savings of about \$1 million combined.
- Maintenance is slightly under budget. Savings there are attributed to operating below budget in ATU and mechanics spending, as well as workers compensation credits. This budget has to be

watched very closely due to increasing fuel costs, which are accelerating faster now than in the past two years. Metro budgeted \$2.54 per gallon for diesel, \$2.71 per gallon for unleaded, and \$0.68 per therm for compressed natural gas (CNG). These costs are now \$2.83, \$3.07 and \$0.75 respectively. Fuel consumption is only running a positive variance of \$26,000. Sector staff will have to continue to be very diligent in this category and hope for a downward trend in fuel costs in the near future.

- Workers Compensation is down agencywide and the Sector is managing cases that will yield credits to the Sector in quarter 1 of this fiscal year.

RECEIVED PUBLIC COMMENT regarding the General Manager's Report:

Representative Baldwin – asked if savings in Workers Compensation were due to a readjustment of the reserves. Ms. Faust said that some of the savings resulted from chargebacks and budget adjustments, which were both favorable. She said that the majority of the reserves came in from cases closed and other reserves.

6. CARRIED OVER oral report on Operator Assaults & Enclosures by Paula Faust, Administration & Finance Manager

7. RECEIVED oral report on the Wellness Program by Amy Lopez, Health Coordinator

- Ms. Lopez reported that the purpose of the Wellness Program is to reduce employee health risk factors by designing individualized fitness programs, placing operators on an appropriate fitness level, and using quizzes and other incentives that increase communication between operators and management around ways to make the work environment healthier. The program also tracks individuals through a physical ability test.
- Completed projects include:
 - A blood panel that invites employees to take a full panel of blood tests including blood pressure, diabetes and a blood cell count.
 - Mini-health fairs that provide a day where the Wellness Program is a bit more noticeable to employees than on an average day. Fairs are used to keep participants interested and provide for program visibility throughout the Sector.
 - Metro Fit Club – a program designed after the television program “Biggest Loser”
 - Walk-Tober – week long program in October where employees were recruited to track their steps on a daily basis using a pedometer. Two winners from this contest achieved 76 miles and 56 miles of walking.
 - Annual health fair with local community organizers, the American Red Cross, and local hospitals that provide educational material on being healthy.
- Current projects include:
 - Metro Fit Club – The sector as a whole lost 230 pounds over a 3 month period.
 - 2 operators training for a half-marathon
 - Doing a Walk-Tober like event and reintroducing the Metro Fit Club for December
 - A Toys for Tots drive with new pedometers as one of the prizes for highest participation
 - Training for Tour de Sewer with open walks for Sector employees
 - Expanding physical equipment available at San Gabriel Valley Sector Divisions

- Procuring an eight-station apparatus that reduces risk factors and guides less experienced and novice users unfamiliar with using free weights.
- Providing a recombinant bicycle, stretch mats and a few free weights.

RECEIVED questions regarding oral report on the Wellness Program

Representative Baldwin asked what the participation rates were for the different programs available. Ms. Lopez said that Division 3 has higher participation rates because the employee population at that division is younger than at other divisions. Division 9 operators enjoy walking better than more strenuous activity since the group is older than other San Gabriel divisions on average. Metro Fit Club and walking tend to be more popular and gets operators moving. Walking is only a fifteen minute commitment and tends to have a lower impact on the body.

Representative Baldwin asked what the current results were of the program. Ms. Lopez said that 201 employees were actively participating in the Wellness program, not including operators or staff participating on a more minimal level. The program has caused a reduction in industrial injuries at Division 9. Ms. Lopez added that some occasional exercisers have become regulars and that the program is also working to make non-exercisers occasional. Operators express a reduction in stress as a result of being more active. Some have experienced weight loss and a health and wellness advocate group has formed at the sector.

Representative Chandler asked if any part of the program was on-duty. Ms. Lopez responded that the program does take place while operators are on duty. Mr. Gabig clarified that participation in the program happens between operator assignments where operators participate either before or after their shifts.

Representative Chandler asked if people get tested. Ms. Lopez said that employees are tested and that the original blood panel was intended to educate employees on another key component to staying healthy. Participants with problems at the blood panel were assisted in obtaining information to help address their situation.

Representative Baldwin asked if the blood panel was voluntary and how many employees participated. Ms. Lopez responded that the program anticipated 120 participants and said employees want future blood panels.

Representative Heard asked about the goals of the pilot program. Mr. Gabig said that the goal of the pilot program is to search for overall effectiveness of the program and added that a one-year timeframe makes it difficult to ascertain the program impact. Mr. Gabig is hopeful that decision makers will be convinced to continue the program and said he would continue to update the Council on the progress of the program.

8. RECEIVED oral report on the Senior Marketing Campaign by David Hershenson, Marketing Manager

Mr. Hershenson presented a 12-minute video to the Council that informs seniors how to ride Metro. The video was done in English and Spanish and uses a script that was inspired by Wally Shidler, member of the Gateway Cities Sector Governance Council and the Metro Citizens' Advisory Committee. This

video was funded by a Board resolution requiring that Sector Councils be given resources to create marketing campaigns or materials generated by the input of Sectors and Sector Council Representatives.

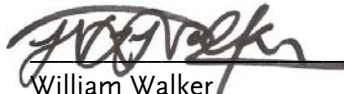
Mr. Hershenson said the video provides many tips in an entertaining way. The video was well received and will be used by the Metro Senior Moves program which does outreach to senior groups and centers in the service area. Distribution of the video will include a marketing campaign, collateral materials that inform viewers of the fare changes, especially the new 25 cent off peak senior fare, implemented in the summer of 2007 following the production of the video. The Senior Moves program can be reached at 213.922.4050.

9. Consideration of Items not on the Posted Agenda - NONE

Mr. Gabig announced that a demonstration of the new articulated 60-foot buses to be stored at Division 9 serving new lines within the sector beginning in December, would be on display for Council members at the December meeting.

ADJOURNED at 6:02 P.M.

Prepared by:


William Walker
Council Secretary