

Monday, December 10, 2007

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 5:00 P.M.

Council Members Present:

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

Officers:

Jack Gabig, General Manager
William Walker, Council Secretary

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1. Introductions
2. APPROVED **Minutes** of Regular Governance Council Meeting held Monday, November 19, 2007.
3. RECEIVE Public Comment – NONE.
4. RECEIVED Chair's Remarks.
 - Friday, January 25, 2008 at 10am – Ribbon cutting ceremony to officially open the San Gabriel Valley Division 9 Sector Offices. The Mayor of El Monte will be present.
 - Metro Board of Directors approved gating at 275 locations throughout the Metro system for \$30 million dollars, at a maintenance cost of \$1 million per year. Metro has lost \$5.5 million due to fare evasion per year according to Booz Allen Hamilton Consulting. Staff must return within 90 days with a contract for approval to install the new gates.
 - **Metro Board adopts 5-Year Ridership Plan** to increase ridership at 5% per year by implementing the following strategies:
 - Realigning service hours to improve service productivity
 - Aggressive service promotion and targeting high ridership return areas
 - Improving the exchange of information between customers and the public

The three strategies included 19 operational and marketing elements including:

 - Expanding Metro Rapid network
 - Operating peak service with headways no greater than 15 minutes
 - Ensuring customers simple, frequent and easy connections
 - Targeting discretionary riders
 - Providing 24 hour trip planning
 - Improving operator and customer service training
5. RECEIVED report of the General Manager.
 - Announcements
 - Mr. Gabig wished Council representatives happy holidays and presented Starbucks Coffee Gift Cards to Council representatives on behalf of Service Sector Staff.
 - Announced that a new 60-foot articulated bus was available for Council members to view following the Council meeting. He added that San Gabriel Valley Sector will begin running 25 articulated buses out of Division 3 and that more buses will arrive at Division 9 in 2008.
 - Said that Matt Raymond is available to give an overview of the Metro 5-year ridership plan.

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October Performance Report

- OSHA Recordables are above target (September and October)
 - Upward tick in September and October trending
 - Managing injuries well
 - 7 of 10 injuries were strains or sprains
 - 1 slip-and-fall
 - 1 contusion
 - 1 contusion resulting from assault on driver

- Indemnity Claims are below target (October)
 - Downward trend of 10.1 per 200,000 hours, below target of 11.6
 - 10 claims total
 - 4 from Division 3 transportation
 - 4 from Division 9 transportation
 - 2 from Division 3 maintenance
 - 2 open and closed during period
 - 8 still open
 - 6 resulted in transitional duty

- Bus Accidents slightly above target (October)
 - Upward trend: 3 accidents per 100,000 miles
 - Division 3: 34
 - *Division 3 challenged by higher accident rates due to characteristics of the areas it serves*
 - Division 9: 18
 - *8 of 34 accidents – bus standing in a zone vs. other vehicle*
 - *6 of 34 accidents – other vehicle cutting in front of a bus*
 - *6 of 34 accidents – collisions with fixed object (i.e. sign)*
 - *Figueroa, Soto and Olympic most accident prone streets*

- Severity index dropped to 0.9. (October)

- Miles between mechanical failures is 1500 miles (October)
 - Both divisions have problems with no-starts due to endemic battery problems, caused by increased loads on electrical system and a new battery supplier that is not providing a reliable battery considering the heavier power loads on vehicle batteries and alternators.
 - Sector has higher than normal breakdown rate and the electrical system overload has been the most difficult to manage.
 - A new battery is being tested that is much heavier-duty, more expensive, and costs 5-6 times more than the current battery; the number of electrical overload problems have been reduced by half.
 - Battery overloads are a problem for transit properties nationwide resulting from the more sophisticated equipment, such as Transit TV, advanced fare collection boxes, and DriveCams, that drain the batteries.
 - Battery shortages and reusing less than fully charged batteries have also contributed to buses that are unable to start.

- In-Service On-time Performance is fairly steady at 66 percent. (October)
 - 13% of service determined to be running early
 - 21% of service determined to be running late

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- Complaints are slightly above target (October)
 - 2.6 complaints per 100,000 boardings
 - consistent with agency averages and better than overall systemwide target of 2.8
 - complaints on unsafe operations increased most: reckless driving, sudden turns or running red lights
- Ridership trending upward (October)
 - May take entire year to return to last year's level due to fare increase
- How Ya Doin (September)
 - Division 9 placed first again
 - Division 3 placed fifth; higher number of accidents hurt its ranking
 - Division 9 Maintenance placed second due to road call performance
 - Division 3 placed seventh due to industrial injuries

October Financial Report (Paula Faust)

- Year to Date expenses are at \$44 million, \$3 million below target of \$47 million
 - \$1 million savings can be attributed to operator labor (UTU)
 - \$1.2 million savings in both Worker's Compensation and public liability
 - Transportation spending is trending below budget due to cost savings in UTU, Worker's Compensation and Liability.
- Maintenance slightly below budget
 - Fuel cost increases have caused hedging charges to the budget
 - \$400,000 budget savings in fuel (versus \$1 million last fiscal year)
 - Overtime costs curtailed even without newly budgeted maintenance positions
- Worker's Compensation costs trending significantly below budget
 - Attributed to management and transitional duty staff working to contain costs and ensure employees continue to work on light duty

6. RECEIVED oral presentation on New Spotlight Winner, Anthony Cam by Cliff Thorne, Maintenance Manager

Mr. Thorne introduced electronic communications technician Anthony Cam as a Spotlight Award winner. He began employment with Metro in 2000, and joined the Division 3 maintenance team in February 2007. He was recently selected as a lead technician, overseeing the work of three of his team members. Reasons Cam was selected as a spotlight winner include:

- DriveCam
 - Improved maintenance process to ensure broken DriveCams were returned to service expeditiously
 - Created reliable, orderly and more regular method of downloading camera data
 - Developed a warranty service procedure to flag equipment needing service
- Farebox Preventative Maintenance Program
 - Brought down past due preventative maintenance units from 200 to 0 in 7 to 8 months
 -

Mr. Thorne remarked upon Cam's great attitude, his ability to team build in both transportation and maintenance divisions, and thanked him for his contributions. Cam thanked the Council for the award, commended the maintenance management teams, the addition of new technicians and the ability to work on a challenging feat.

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7. RECEIVED oral presentation on Operator Enclosure by Paula Faust, Administrative and Financial Services Manager.

Ms. Faust said that 246 operator assaults had occurred systemwide from July 2006 through September 2007. The operator enclosure is a mitigation measure to optimize protection while maintaining customer service. A prototype was built by ATU employees based upon design and specifications from maintenance managers to minimize operator assaults and incidences of spitting, hitting and slapping. Feedback has been solicited from UTU, executive management, labor unions, Metro legal affairs, risk management and corporate safety departments. A video was shown of the deployment of the enclosure from:

- the operator entering the driver seat employing the enclosure which covers the seat area while allowing operators to see passengers to the right of the enclosure allowing for full customer service
- the patron perspective which demonstrated how the enclosure was not very obtrusive
- the patron boarding the bus where the enclosure allowed for full interaction between the patron and the operator

The operator also has the choice of whether or not to deploy the enclosure.

Next steps:

- A prototype will circulate through operator focus groups
- 20 prototypes will be placed on lines with a higher incidence of operator assaults
- A final report with recommendations will come back to the Metro Board of Directors in 6 months

RECEIVED QUESTIONS from Council Representatives regarding the oral presentation on Operator Enclosures.

Representative Martinez asked if there were a high number of hitting and spitting incidents. Division 9 Transportation Manager Doug Middleton responded that the incidents occur much more frequently than desired. He mentioned an incident where a rider slapped an operator in the face because he was upset the operator passed a stop that he requested. The potential cost savings from installing an enclosure is a worthwhile investment in operator security. Mr. Middleton said he's received mixed feedback regarding the enclosure. Division 3 Transportation Manager Dan Frawley said there have been a number of incidents at Division 3:

- A patron pulled a pillow out of a bag and threatened an operator. The operator jerked away and strained his neck. The operator sought first aid immediately and later reported the incident as minor, averting a worker's compensation claim.
- Three operators were assaulted in isolated incidents the week of July 1, 2007, the implementation date of the fare increase.
- A mechanical problem occurred that required that all passengers get off the bus. The operator walked to the back where a passenger had not disembarked. He tapped the passenger. The passenger then clobbered the driver, hitting him in the face, later requiring medical attention.
- 2 passengers boarded a bus immediately following the fare increase. The passengers asked for a day pass. When told the pass costs \$5, one of two passengers said he did not have enough.

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The operator accepted what the passenger paid. A second passenger slugged the operator in the face. This operator has been on transitional duty since July 2007.

- A female operator on Line 81 was assaulted by a female drug addict on crack cocaine who had prior drug and theft convictions. The passenger would not pay her fare, pulled a knife on the operator and stabbed her in the face.

Representative Vasquez asked if assaults were specific to a particular line. Mr. Frawley said not to his knowledge. Ms. Faust said she did not have that particular information readily available. Mr. Gabig said overall the Sector did not have a high assault rate when compared to other Sectors.

Representative Vasquez asked how assaults are generally handled. Mr. Gabig said arrests are made when it is possible to do so, but many of the perpetrators of these incidents are no longer at the scene once law enforcement officials have arrived. Mr. Frawley added that the Los Angeles Sheriff's Department is tasked with investigating these incidents and that the incidents can become quite costly. Operators who have been assaulted are paid 7 days at the full salary rate, and they earn 80 percent of their salary for up to a full year. When an assault happens, a Transportation Operations Supervisor is sent out to make a line ride. Supervisors often find that operators often behave in a provocative manner. Many altercations occur because a passenger does not want to pay his full fare. Some methods used to prevent assaults and protect operators include:

1. investigate the incident
2. collect witness statements from passengers
3. train operators how to handle fare disputes
4. operators should report fare violations following Metro guidelines.

Mr. Gabig added that the enclosure is not considered to be full protection but it is intended to discourage the types of assaults that occur when passengers take their anger out on operators.

Representative Gutierrez asked if the enclosure could be pulled back by passengers. Mr. Gabig said the door latches open and closed, giving the operator the choice of whether to deploy it or not. The enclosure cannot be operated by a passenger.

Representative Gutierrez asked if buses had cameras. Mr. Gabig said 90 percent of Metro vehicles have cameras and some of the examples of incidents that occurred on buses have been captured on video. Some of the video equipment was not functional when some of the events occur. The video equipment requires a fair amount of maintenance and Drivecam hard drives must be downloaded every 24 hours or else the Drivecam will record over the previous day's data.

Representative Chandler asked if there is a panic button available to operators on buses. Mr. Gabig said there is a panic button available and it is often used by operators.

8. APPROVED Monday, February 11, 2008 at 6pm as the date and time of the Public Hearing for June 2008 Service Changes

Oral update on June 2008 Service Changes procedures by Jon Hillmer, Service Development Manager

Mr. Hillmer announced a centralized June 2008 Service Changes hearing for Saturday, February 9, 2007 at 10am at the Metro Headquarters Board Room, 1 Gateway Plaza, Third Floor, Los Angeles. The centralized hearing is being held in addition to the San Gabriel Valley Service Changes Public

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Hearing on February 11 and other Sector Service Changes hearings in February. Systemwide, goals of the June 2008 service changes include:

- Eliminate 215,000 revenue service hours systemwide – about 3 percent of revenue service
- Eliminate 40,000 revenue service hours sector-wide – also about 3 percent of revenue service
- Provide new, improved service on 6 rapid lines on the following corridors: Manchester Avenue, Lankershim Boulevard, Pico Boulevard, Central Avenue, Fair Oaks Avenue/Atlantic Boulevard and San Fernando Road.
- Improve service levels and add weekend service to 3 rapid bus lines: 705 Vernon, 714 Beverly and 770 Garvey/Cesar E Chavez.
- Cancel 20 low performing lines, unproductive weekend service on 5 lines, and unproductive segments on 8 lines.

Additionally, a computer program will analyze service on a line-by-line basis and select trips on lines with no more than a 12 minute frequency with lower productivity that can be eliminated without a noticeable impact on the daily rider. This software has already identified 677 trips to eliminate, and 66 trips that can be added in order to help reduce overcrowding and delays on lines with high ridership. June 2008 will net over 215,000 revenue service hours. December 2008 will net additional savings to be determined. Metro averages 9,500 boarding per weekday per line, 54 passengers per revenue service hour, and 44 cents per passenger mile. Within the San Gabriel Valley Service Sector, 126 unproductive trips will be eliminated and 12 trips will be added to heavier lines. Using these benchmarks as a guideline, Sector staff proposes the following changes:

New and Improved Service

- Introduce new Metro Rapid 762 service on Atlantic Boulevard and Fair Oaks Avenue between Colorado Boulevard (Pasadena) and Slauson Avenue (Bell)
- Improve service levels (8 minute peak, 10 minute off-peak) and span of service (new Saturday service, 15 minutes headways) on Metro Rapid Line 770
- Reduce service on 4 underperforming lines

Cancel Service

- Line 175 Silverlake-Hollywood via Fountain Avenue
 - 836 passengers, \$1.93 subsidy per passenger mile, 34 passengers per bus service hour
- Line 177 Sierra Madre-Jet Propulsion Laboratory via Foothill Boulevard
 - 376 passengers, \$5.37 subsidy per passenger mile, 9 passengers per bus service hour
 - Will brief Council monthly on whether Pasadena ARTS will replace this service.
- Line 256 Altadena – Commerce via Hill Street and Eastern Avenue
 - 1,986 passengers, \$1.35 subsidy per passenger mile, 22 passengers per bus service hour
- Line 620 Boyle Heights Shuttle
 - 789 passengers, \$3.31 subsidy per passenger mile, 19 passengers per bus service hour
 - Will provide Council with information on what lines duplicate this particular service.
- Line 361 Atlantic Fair Oaks Limited
 - Will be replaced by Metro Rapid Line 762 Atlantic/Fair Oaks.

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Cancel Weekend Service

- Line 201 Hollywood-Glendale via Silver Lake Boulevard
 - Carries 21 passengers per service hour Saturday, 17 on Sunday

Cancel Line Segment

- Line 201 – Cancel service between Vermont/Beverly and Vermont/Wilshire stations.
 - Duplicates Lines 204, 754 and Red Line service on Vermont Avenue.
- Line 258 – End service at Imperial and Garfield to improve productivity.
 - Eliminates line segment in Paramount, slightly shortening line length.

Other Changes

- Reduce service levels that operate on average 12 minutes per day to 15 minutes per day on heavier lines such as Lines 81 Figueroa and 484 El Monte Freeway Express.
- Add 14 trips to lines that need additional service.

9. RECEIVED oral presentation on Status of June 2007 San Gabriel Valley Sector Service Changes

by Jon Hillmer, Service Development Manager

In June 2007, several service changes were implemented:

- Canceled Line 170 Montebello Town Center-El Monte Station and replaced it with an extension of Line 287 Sierra Madre Station – El Monte Station between El Monte and Montebello Town Center
- Canceled Line 176 line segment between Mt Washington and York and Figueroa and improved service levels on remaining portion of line.
- Canceled Line 684 between Pomona Transit Center and Brea Mall (replaced by Foothill Transit)
- Combined Lines 686 and 687 to improve service levels.
- Canceled duplicative segment of Line 751 between Huntington Park and Long Beach Green Line Station

From FY 2007 Quarter 4 (April-June 2007) to FY 2008 Quarter 1 (July-October 2007), Metro lost about 6.5 percent of riders (1.25 million boardings to 1.17 million boardings) systemwide and about 6 percent (196,000 to 184,000 boardings) within the Sector.

October 2007

Systemwide 1.2 million weekday annualized boardings – down 4.4 percent
 San Gabriel Valley Sector boardings down 2.6 percent.

Line or Line Segment Pre June 2008	Ridership Level FY 2007 Q4	Line or Line Segment Post June 2008	Ridership Level FY 2008 Q1	Projected Change in Ridership	Actual Change in Ridership
170	397	170	0	(70)	(397)
287	0	287	1,379	n/a	1,379
176	1184	176	994	(284)	(190)
684	540	Foothill Transit	TBD	n/a	TBD

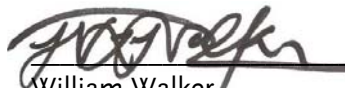
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Line or Line Segment Pre June 2008	Ridership Level FY 2007 Q4	Line or Line Segment Post June 2008	Ridership Level FY 2008 Q1	Projected Change in Ridership	Actual Change in Ridership
686/687	2,386	686/687	2,214	(212)	(172)
751	8,825	751	7,439	(860)	(1,386)
Total SGV	15,739	Total SGV	14,148	(1,426)	(1,591)
Total Metro	1.25 million	Total Metro	1.17 million	n/a	(80,000)

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

ADJOURNED at 6:15 P.M.

Prepared by:


 William Walker
 Council Secretary