

Gabig Plans to be Visible as Leader of Sector Team Focused on Customers

[Back to main article](#)

(June 5, 2002) General Manager Jack Gabig plans to make his presence felt among MTA employees in the San Gabriel Valley. And as sector operations gather steam, he's banking on employees to be "part of the team focused on the needs of the customer."

"I intend to be very visible at the operating divisions and available to all our employees," he says. "I want to talk about issues that are important to them, where we're going and the progress we're making."

And, it won't just be Gabig who'll be making the rounds. Employees are likely to talk frequently with staff members who are responsible for service planning and scheduling, for safety, maintenance and public affairs, among many others who will be working out of newly renovated offices in the old Office of Central Instruction building in El Monte.

"They'll be in the train rooms and shops, or riding the buses," he says. "They'll solicit ideas and suggestions from operators and maintenance employees and will address their concerns and problems."

Responsible for RRC

Gabig, who also is responsible for the Regional Rebuild Center, wants to improve the efficiency and cost-effectiveness and accountability. As a first step, a team from the RRC and the Finance Department will develop an accounting method to charge back to the operating divisions for services provided.

This summer, Gabig and his staff will develop a master plan to upgrade the transportation and maintenance facilities at Division 9 and the El Monte station. They then will take a hard look at Division 3, which he says is "pretty well maxed out" for bus and employee parking.

Another reason to focus on Division 3 is that it will house one of the five regional bus dispatch centers. A portion of the operators' lounge on the second floor of the transportation building will be remodeled for that purpose and equipment will be installed beginning next spring.

To fulfill service demands, Gabig expects to accommodate 50 more buses at Division 9, which already has about 200 coaches. These additional buses will require more shop space, which will have to be built for a maintenance operation that already is stretched to capacity.



Jack Gabig served as general manager of Montebello Bus Lines for the past 12 years, supervising a staff of 200 employees and overseeing a 75-vehicle bus and paratransit service. His prior positions include director of maintenance and director of planning and marketing for Long Beach Transit.

Gabig's major accomplishments at Montebello Bus Lines include the implementation of effective cost controls, a strong maintenance program, and construction of a regional rail station and transit center.



▼ Jack Gabig on site at San Gabriel Valley Division bus yard. PHOTO: JOSÉ UBALDO

Inadequate parts storage

"We don't have enough service bays, we need additional lifts, there's inadequate parts storage and we need to improve the tire shop," he says.

And, because the entire division needs more space, Gabig wants to reclaim a small parcel of land leased to an adjacent car dealership when the lease expires in 2004. He's also looking at other adjacent properties as possibilities for division expansion.

As he describes these plans and discusses goals, Gabig emphasizes that each employee will be part of the sector team, a team whose members will be expected to contribute ideas as well as skills to get the job done.

"Our objective is to provide much more customer-responsive, quality service to our communities," he says. "I hope to get lots of ideas from our employees on how to accomplish that objective." --*Bill Heard, Editor*

[Back to MTA Report](#)