

Minutes/Proceedings

San Gabriel Valley Service Sector Governance Council

Regular Meeting

Pasadena City College
Circadian Room
1570 East Colorado Blvd.
Pasadena, CA 91106

Called to Order at 5:12 P.M.

Council Members Present:

Sid Tyler, Vice Chair
Harry Baldwin
Bruce Heard
Henry Lopez
Sharon Martinez
David Spence
Rosie Vasquez

Officers

Jack Gabig, General Manager
Michele Chau, Council Secretary



Metropolitan Transportation Authority

Metro

1. APPROVED June 8, 2004 Minutes.
2. APPROVED Minutes of Special Meeting of June 18, 2004.
3. RECEIVED Public Comment.
4. Chair's Remarks – Vice-Chair Tyler gave the Chair's Remarks in the absence of Chairman Doyle. He noted that this was the first time that Councilmembers met at Pasadena City College and thanked members of the public for coming. He stated that a public hearing on proposed service changes to be implemented in December 2004 will follow the regular Council meeting, and invited members of the audience to offer their testimony.
5. RECEIVED report of the General Manager.

Mr. Gabig gave a brief overview of key performance indicators for June 2004. He stated that final year-end financials have not yet been published and that the FY04 final Financial Review will be presented at the September Council meeting. Monthly Worker's Compensation Cost information for June is pending.

On the Safety side, OSHA recordable incidents have dramatically decreased with 2 incidents for June. The target is 8. There were 2.9 Bus Traffic Accidents per 100,000 hub miles, which is below the target of 3.1. Mr. Gabig stated that the Sector is very pleased with these figures. There were only .22 New Worker's Compensation Claims per 100 employees for June, which is well below both the target of 1.61 and the YTD average of 1.31 Claims per month.

In the area of Bus Operations, Miles Between Mechanical Failures were 9,098 for June, which exceeds the target of 9,000 miles. Bus Cleanliness rating was 7.74. The target is 8. Mr. Gabig mentioned that the Sector is showing improvement in the category of Complaints per 100,000 Boardings. June figures indicate that there were 3.01 Complaints. The target is 3.25. Passenger Boardings remain slightly below the target with 5,119,217 Boardings for June. Mr. Gabig noted that Boardings figures have been trending in this direction for the past six months. On-Time Performance, which takes into account both running early and running late, was 69% for June. The target is 80%. Mr. Gabig stated that the field supervision team monitors and oversees the on-time performance of bus operators.

"How You Doin'?" Program* – Divisions 9 and 3 Transportation showed impressive results with rankings of 1st and 2nd for the month of June, respectively. In the area of Maintenance, Division 9 placed 2nd and Division 3 placed 3rd.

Division 3 ranked first in both Transportation and Maintenance departments for the fourth quarter. Division 9 ranked second in Transportation for the fourth quarter.

FY04 annual results indicate that Division 9 ranked second overall, and Division 3 ranked fifth overall and first in Transportation.

As a whole, the San Gabriel Sector placed a close second to the San Fernando Sector.

Mr. Gabig presented a slide showing Roadeo winner Luduvico Castro, who will be representing the MTA in Atlanta at a national Roadeo competition to be held in October.

Mr. Gabig introduced Doran Barnes, Executive Director of Foothill Transit, and Rahul Kumar, Planning Manager of Foothill Transit, who were present at the Council meeting.

6. RECEIVED Progress Report on the Governance Council Strategic Initiatives by Jack Gabig, General Manager.

Mr. Gabig summarized the status of each of the four Strategic Initiatives which were originally formulated at the June 18 Special Council Retreat and later refined.

Initiative #1: Developing a plan for improving relations and building trust with the MTA Board and Metro staff. The Sector Office team met with the Governance Council team on July 28 and an email was sent to all Councilmembers to solicit their input on a standard message to be communicated to the MTA Board and to identify Councilmember contacts for each MTA Director. A response from the Council is forthcoming. Mr. Gabig mentioned that the Governance Council team and Sector Office team assigned to this initiative will meet again in September.

Initiative #2: Developing a long-term strategic transit plan. Mr. Gabig announced that the Council and Sector Office teams overseeing this initiative will meet on August 11 at 3:30 PM at the Sector office to discuss a Transit Restructuring Study and potential funding sources.

*This Performance Incentive program is designed to increase productivity and efficiency and to provide internal recognition to Divisions with high rankings in various categories of performance. Transportation Division rankings are based on the sum of weighted scores for each of the following performance indicators: In-Service, On-Time Performance, Running Hot, Accident Rate, Complaints/100,000 Boardings, and New WC Claims per 100 Employees. Maintenance Division rankings are based on the sum of weighted scores for the following performance indicators: Miles Between Mechanical Failures, Attendance, New WC Claims/100 Employees, and Bus Cleanliness. Summed values are sorted from high to low and the Division with the highest score wins the program award for the month.

Initiative #3: Developing a business case for the San Gabriel Valley Service Sector requesting budgetary accountability. Steve Rosenberg, Administration and Finance Manager, briefed the Council on the actual budgetary process at the July 28 meeting between the Governance Council and Sector Office teams overseeing this initiative. The Sector Office team will draft a list of examples for decentralization, capturing potential cost savings, and ways in which savings can be spent or reinvested. Council and Sector Office teams will meet again on August 16 at 9:00 AM (tentative), and on September 22 at 10:30 AM at the Sector office.

Initiative #4: Improving customer communications resulting in higher customer satisfaction (combination of the original Initiatives #5 and #6 involving increased local marketing representation and improved customer satisfaction, respectively). Mr. Gabig stated that the Governance Council and Sector Office teams overseeing this initiative met on August 10 at 3:30 PM at Pasadena City Hall. Customer communications, community outreach, and customer satisfaction goals were discussed in greater detail at this meeting.

Mr. Gabig mentioned that he hopes to share information about the meetings with all the Councilmembers by the next Council meeting.

Councilmember Tyler stated that the Sector still has a long way to go before these initiatives get off the ground. Mr. Gabig stated that the Sector is looking at a November/December time frame.

7. RECEIVED an oral report on Community Relations by Liz Armijo-Holbrook, Community Relations Officer

Ms. Armijo-Holbrook reported the following Community Outreach activities for August: A Mobility 21 meeting on August 3 at the Hilton Burbank Airport and Convention Center, a Community Meeting on August 3 at the Sector Office in El Monte to discuss December 2004 proposed service changes, and a Community Meeting on August 4 at the Roybal Center Community Room to discuss December 2004 proposed service changes.

Ms. Armijo-Holbrook mentioned that a Rail-Volution Conference and Symposium will take place September 18-22 at the Renaissance Hollywood Hotel at 1755 N. Highland Ave., Hollywood. She stated that she will distribute a handout with information about the conference to Councilmembers and provide registration forms as needed.

Mr. Gabig added that transit-oriented developments will be discussed at the conference.

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

ADJOURNED at 5:40 PM.

Michele Chau, Council Secretary