

# 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

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Called to Order at 5:08 p.m.

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#### Council Members Present:

Bruce Heard, Chair  
Harry Baldwin  
Emile Bayle  
Bart Doyle  
Henry Lopez  
Sharon Martinez  
David Spence  
Rosie Vasquez

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#### Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. **Introductions** – Councilmembers, staff, and audience members introduced themselves.
2. APPROVED **Minutes** of Regular Governance Council Meetings held March 14, 2006 and April 11, 2006.
3. **Public Comment** – none.
4. **Chair’s Remarks** – Chair Heard mentioned that the five Service Sectors will provide their annual presentation to the MTA Board on June 22. He will work with Council members and MTA staff to provide a presentation on behalf of the SGV Sector. Mr. Gabig will brief the Council on the MTA’s serious budget situation.
5. RECOMMENDED nominee for **Transit-User Position** on Council be forwarded to the Metro Board of Directors for consideration and appointment.

Mr. Gabig mentioned that it is the Council’s responsibility to nominate members to serve in the two transit-user positions. The term of Chair Heard, one of the two transit users on the Council, will expire at the end of June. Staff solicited nominees from 11 core cities but received no response. Chair Heard has expressed a strong interest in continuing to serve on the Council.

Councilmember Doyle, on behalf of the Review Committee comprised of himself, Sharon Martinez and Rosie Vasquez, recommended to the Council that Chair Heard has been re-nominated to serve an additional term on the Council.

APPROVED Councilmember Doyle motion to recommend Bruce Heard be re-appointed to Transit-User Position on Governance Council to the MTA Board of Directors.

6. RECEIVED report of the **General Manager**.

Mr. Gabig reported that Worker’s Compensation (WC) costs and New WC Indemnity Claims per 200,000 Exposure Hours were over budget for the month of March, due in part to an increasing number of high-cost claims.

He noted that the Sector continues to be under budget year-to-date in Worker's Compensation chargeback.

Mr. Gabig stated that an initiative task force headed by Mr. Hillmer has been established to examine on-time performance issues for the entire agency. Staff will report back next month on underlying causes of poor on-time performance and present a series of preliminary recommendations. Mr. Gabig noted that the ongoing manpower shortage has negatively impacted on-time performance.

Complaint data was presented for the month of March. Mr. Gabig commented that complaints have decreased due to improved customer receptivity and increased quality of responses to complaints.

Councilmember Vasquez called attention to the Sector's above-average performance in the area of Passenger Boardings, which exceeded the monthly target.

Councilmember Baldwin inquired about ways to measure the number of passengers who use passes on a regular basis.

Mr. Gabig responded that an independent group conducts ongoing surveys of a small sample of passengers to monitor the frequency of pass use.

**“How You Doin’?” Program:**

Results for March 2006: Divisions 3 and 9 Transportation placed 3<sup>rd</sup> and 2<sup>nd</sup>, respectively, and Division 9 Maintenance placed 2<sup>nd</sup>.

Results for 3<sup>rd</sup> quarter FY06: Division 9 placed 1<sup>st</sup> and Division 3 placed 3<sup>rd</sup>.

Mr. Gabig provided an update on the new Division 9 Transportation Building, currently under construction. Project completion is approximately 9 weeks behind schedule, due to unexpected delays caused by weather and other factors.

He announced that the Sector will hold a Special Council Meeting on May 25 to review and detail results of the SGV Restructuring Study. The meeting will be held at 11:30 a.m. in the Grapevine Room, 324 South Mission Drive, San Gabriel.

Mr. Gabig mentioned that Milo Victoria, Deputy Executive Officer of Rebuild and Maintenance, will present an overview of support functions.

His team took part in a modest refurbishment of the Sector's 35-foot TMC buses. Mr. Gabig noted that one of these buses was parked outside.

**Financials:**

Mr. Rosenberg indicated that March marks the end of the 3<sup>rd</sup> quarter of the fiscal year. Total Transportation was \$109,000 under budget for the month of March. Total Maintenance was \$109,000 under budget for the month and \$1.6 million over budget YTD. Total Sector Office is on budget for the month and \$209,000 under budget YTD. Subtotal Sector Operations is \$880,000 over budget YTD, and Total SGV Sector is \$1.5 million over budget YTD.

Mr. Rosenberg reviewed significant items detailed on page 5 of the Council report.

Councilmember Bayle asked if the Sector pays property taxes and why it must pay fuel taxes.

Mr. Gabig responded that the agency is not exempt from fuel taxes, only property taxes.

Councilmember Baldwin asked if staff has considered a possible relationship between OT and increased Worker's Compensation costs.

Mr. Gabig responded that the manpower shortage is a factor in the increase in WC claims. Operators who are fatigued are more prone to injuries.

7. RECEIVED update on **Governance Council Appointments** by Jack Gabig.

Mr. Gabig noted that the handout that was distributed to Councilmembers summarizes the SGV Governance Council membership appointment policy. He stated that when the Council was established three years ago, the Board directed each Service Sector to establish its own procedure for nominating members, all of whom would have staggered terms. The San Gabriel Valley Council of Governments (SGVCOG) established the Sector's structure, and the current vacancies are a result of members' staggered terms. He explained that this Council chose not to have any vacancies during the first year, and to establish staggered terms the 2<sup>nd</sup> and 3<sup>rd</sup> year. There are 4 main Council membership seat categories: city cluster (4 seats), SGVCOG (1 seat), transit user (2 seats), and County (2 seats).

The terms of the following Councilmembers will expire June 2006:  
Councilmembers Bayle, Martinez, Spence, Heard, and Doyle.

The Appointment Policy with the restructuring of the cluster cities has been forwarded to the SGVCOG for approval.

Mr. Gabig remarked that the Sector doesn't plan on soliciting nominations until the SGVCOG has acted. He reported that the SGVCOG has re-stated its original intent that cluster cities representatives must be elected officials. In the past, cities within each cluster selected a representative and forwarded that recommendation to the Council. Mr. Gabig indicated that in the event that the Sector is unable to process the nominations by the end of June, those Councilmembers who are interested in remaining on the Council may continue to do so until the MTA Board approves the nominations.

8. RECEIVE report on **Central Maintenance Functions** by Milo Victoria, Deputy Executive Officer of Rebuild and Maintenance.

Mr. Victoria explained that Central Maintenance consists of several key components, including Regional Rebuild Center (RRC), non-revenue equipment, radio and revenue equipment maintenance, quality assurance, and fleet management and support services. He reviewed the Central Maintenance organization chart and highlighted various production shops within the RRC. Mr. Victoria discussed the RRC machining and fabrication process, which incorporates a HAAS computer numerically-controlled (CNC) lathe with programming functions. The RRC mid-life program includes a driver's area upgrade, graffiti removal, interior panel replacement, front and rear suspension, final alignment, engineering upgrades, and window guards. RRC Powerplant Department functions include powerplant removal, teardown, engine rebuild starts, engine final assembly, engine dynamometer test, transmission rebuild, transmission dynamometer testing, and powerplant installation.

Mr. Victoria gave an overview of fleet management, M3 support and field support services. He stated that the Sectors undergo a shakeup and introduce service changes every 6 months. The Fleet Management department ensures that divisions are equipped with the right number and types of buses during a shakeup. The department also performs DMV functions (including licensing) for the entire fleet, assists in developing a Fleet Deployment Plan for new vehicles, ensures that each division has the proper bus ratio types, equalizes the fleet age, retires buses, and ensures compliance with Consent Decree requirements (e.g., maintain adequate number of vehicles at the divisions).

The M3 section conducts audits and provides information, performs timekeeping functions, generates reports from the Crystal software and M3, provides technical support to all Maintenance Departments, ensures that required systems are available, and ensures compliance with established procedures.

The field support team provides roadside assistance to buses, handling approximately 2000 road calls per month (in order to avoid Division Mechanic response), provides Terminal 28 mechanical support, and takes part in the planned towing of buses.

Mr. Victoria reported that the Fleet Management and Support Services website enables staff to access management reports and review training issues and other items of interest.

Councilmember Martinez noted that the city that she represents is experiencing graffiti problems, and inquired about the extent of this problem at the Sector level.

Mr. Victoria responded that the Sectors have always had to grapple with graffiti. Division staff plays an integral role in removing graffiti that is detected on buses.

Councilmember Martinez, referring to a slide presented earlier, asked about how the graffiti is removed.

Mr. Victoria stated that the slide shows a division employee sanding the frame. He added that there are machines available that will buff the glass, but these generally do not remove the etching.

Councilmember Martinez asked for clarification on how roadcalls are handled.

Mr. Victoria responded that if an operator notices a mechanical problem, he/she will contact the dispatch center (Bus Operations Control Center), and a field technician will be contacted with information regarding the bus location and problem. Mechanical issues are generally resolved as soon as possible to minimize the impact to customers.

9. CARRIED OVER TO JULY COUNCIL MEETING receiving report on **Manpower Issues** by Jon Hillmer, Service Development Manager.
10. RECEIVE update on **DriveCam** by Mike Greenwood, Transportation Manager .

Mr. Greenwood reported that the DriveCam project started over a year ago when SGV Sector managers developed an accident reduction program that included installation of DriveCams as a major component of the program.

Mr. Greenwood passed out a camera for the Council to view and examine. He noted that the same camera has been installed on 215 buses at Division 3, and pointed out its key functions. Mr. Greenwood compared the pros and cons of new DriveCam system with the old digital video recorder (DVR) system.

DriveCam is a private company in San Diego. The Metro pilot program is being implemented at no cost, and offers DriveCam entry into a large transit agency market. The agency will test the equipment for six months and examine whether it has an impact on reducing accidents. The product encourages safe driving habits by providing feedback to operators, requires minimal operator training and should reduce vehicle collisions by improving driving behavior.

Mr. Greenwood provided an overview of how the product works and implementation process.

Councilmember Heard asked whether DriveCam recording is triggered by the operator or if it is automatic.

Mr. Greenwood responded that the DriveCam is triggered either by the panic button or by changes in “G” forces that meet a certain threshold. He added that the camera includes audio recording capability and may be able to track on-board disturbances.

DriveCam video clips were presented to the Council. Mr. Greenwood stated that each video is serialized with a number that can be tracked. DriveCams allow management to follow up with commendations, counseling sessions, and disciplinary action if needed. They serve as a tool for accident investigation, and recordings may be used for training videos.

Mr. Greenwood provided examples of DriveCam event types, descriptions, and number of occurrences for each event.

Mr. Greenwood reported that DriveCam review is coordinated by a Division Assistant Manager, and video review and counseling is divided up between Assistant Manager and four supervisors. While it is too early to determine the product's financial impacts and course for expansion to other divisions, the DriveCam has resulted in a downward trend in vehicle accidents and a slight decline in accident severity. In addition, it has provided improved evidence to determine how to avoid accidents. Operator feedback regarding the DriveCam has been mixed: while some like the protection, others don't like being "watched".

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

ADJOURNED at 6:48 p.m.

*Michele Chau*

Michele Chau, Council Secretary