

Tuesday, September 26, 2006 5:00 P.M.

---

## 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

---

Called to order at 5 p.m.

---

Council Members present:

David Spence, Chair  
Rosie Vasquez, Vice Chair  
Harry Baldwin  
Bart Doyle  
Bruce Heard  
Henry Lopez  
Sharon Martinez  
Joseph Mosca

---

Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Introductions – Council Representatives introduced themselves
2. APPROVED **Minutes** of Regular Governance Council Meeting held August 8, 2006
3. RECEIVED Public Comment

Howard Rubin - Requested that Line 487 go all the way to the Gold Line and not terminate at Colorado and San Gabriel. Pasadena High School students who live below Colorado will not have access to school. Also requested status quo for Line 268 – should not bypass Sierra Madre.

Mike Garcia – Requested that line 268 remain as is.

Robert Houston – Oak Tree racing starts tomorrow from Santa Anita to downtown. Between 5 and 7 p.m. there is no bus service, causing people to have to wait 2 hrs. for a bus. Special buses leave at 3, 3:15, 4:15 and 4:45. Four buses run almost empty. Should delay those four buses one hour to resolve the problem.

Jon Hillmer responded that special service is scheduled to provide protection for the regular service. If regular service was not being overloaded by rack track we would not be running the extra service. Operators give us statistics on how many people they carry. We will work on that with the operators and divisions. The last bus should leave 15 minutes after the end of the last race. One problem last year was that because of the shortage of operators, all the race track service was not run. Staffing is now improving, and we hope to be able to fill all assignments. Supervisors will substitute buses from other lines to backfill this service as required.

Wayne Wright – commented on Line 170. Walmart just opened up. He has to take a Montebello bus and walk  $\frac{1}{4}$  to  $\frac{1}{2}$  mile. Need to improve service on Line 170 or talk to Foothill about bringing the 169 into that area. Proposed Line 685 needs to be rerouted to Fletcher or San Fernando because San Gabriel will run the 794 on a limited basis. Would also like to keep the line from downtown to Sylmar, and expand the 685 route down to the current 94/394.

Representative Martinez commented that as the representative from the Montebello area, she will work to improve service in that area.

Jon Hillmer said staff did know that the Walmart was coming. They will look for alternative ways to improve that service. Right now there is only one bus which operates about every 70 minutes. One option might be to extend the 487 Foothill service.

4. Chair's Remarks - None

5. Customer Code of Conduct presentation by Karen Gorman, Chief Ethics Officer

Karen Gorman reported legislation signed a few days ago decriminalizes PC640 regarding fare evasion, graffiti, etc., for agencies that want to have their own transit courts. She said the Code will be a compilation of existing policies and information in one location. Expects to finalize the language in the near future and circulate to the Sectors for input. The code will assist the operators, the customers and law enforcement.

Vice Chair Vasquez expressed the opinion that the Sectors are in a good position to assist with the outreach to customers and to elicit public comment.

Representative Heard asked the mechanism for involving the Sectors. Ms. Gorman responded that she would be meeting with the Chairs and General Managers to determine the best way to maximize Council input and expertise.

General Manager Gabig asked if there was a timeframe for getting comments back to her. Ms. Gorman said it would be at least 30 days.

6. RECEIVED report of the General Manager

General Manager Gabig reported on the Key Performance Indicators. July was not a particularly good month in terms of accidents and workers' compensation claims agency wide. A lot of service was moved around. This Sector is now operating two lines previously operated by the Westside Sector. Both lines were high-accident lines, and we were operating with new operators.

Complaint numbers remained flat at 2.6 per 100,000 boardings even with the service changes.

Results of "How You Doin'?" Program: Division 9 Transportation – 2<sup>nd</sup> place; Division 3 Transportation – 5<sup>th</sup> place; Division 9 Maintenance – 2<sup>nd</sup> Place; and Division 3 Maintenance – 3<sup>rd</sup> place.

Construction is progressing and the new operations building should be ready for occupancy in late spring of next year.

Mr. Gabig also commented on the motion presented by Director Antonovich to the September Operations Committee which seeks to determine if the sector changes have improved management efficiencies. Sector Chairs and General Managers will be meeting to coordinate a response to the motion within the next 90 days.

Representative Doyle commented that the motion might be an attempt to facilitate and support additional decentralization.

General Manager Gabig introduced Labor Relations Representative Barbara Lorenzo, who has come to the Sector as a result of labor negotiations, to provide more support at operating divisions. He also announced that Mike Greenwood, Transportation Manager for Division 9, has been promoted to Deputy Executive Officer for Contract Services and Access Services and will be joining the Westside Central Sector.

Steve Rosenberg presented final FY2006 financials. Sector Operations in June ran about \$1 million over budget, but that was offset by a large credit in Sector Support resulting in the bottom line being under budget. The large credit was a misallocation, but is actually immaterial to the Sector.

For the year, transportation finished \$2 million over budget; maintenance and facilities \$1.7 over budget. The Sector office under ran its budget. Sector operations were \$3.7 million over budget; other sector support came in under, so the Sector finished the year \$1.6 million over budget. Operator wages were slightly over for the month and slightly under for the year. Maintenance wages were 4% over for the month and for the year. Non-work and fringe allocations were over for the month and under for the year. Workers' Comp finished the year \$1.25 million under budget; however public liability and property damager were 49% over budget (\$3 million). Fuel and fuel tax expenses were nearly \$1 million over budget for the year. Parts expense was over \$1million over budget for the year; and other sector support finished 24% under for the year.

In summary, the areas that we expressed concern about at the beginning of the year, relative to the way that the resources had been allocated, i.e. maintenance labor, fuel and parts, are the areas with the largest overruns. The PL/PD represents the bulk of the balance of the overrun.

Chair Spence expressed concern about the lack of risk management throughout the system and commented that a department is needed that would focus on employee training and liability reduction.

7. CONSIDERED findings of August 8, 2006 Public Hearing and ADOPTION of a revised Service Change Program, by Jon Hillmer, Service Development Manager

Jon Hillmer reported that 45 people attended the public hearing – 22 spoke, 42 provided comments by letter, email, phone or fax. Eighty-six people opposed, 8 expressed some degree of support. Staff also met with Glendale, Sierra Madre and LADOT as they were impacted by the proposed service changes.

Staff was guided by the Metro Connections principles to simplify routes and service, improve reliability and coordination, improve bus speed and on-time performance and reduce service duplication.

**Line 268** had two proposals – One is to simplify the route by taking it out of the route deviation area in Sierra Madre and improving the service frequencies. The second proposal to remove service from JPL is no longer being considered.

Representative Mosca complimented staff for putting back the 268 service to JPL; noting that he opposes the other part of the recommendation for Line 268 which only saves 6-7 minutes. He expressed the opinion that transit should be accessible to everyone who wants to take it. By taking the 268 out of Sierra Madre, accessibility is being denied to a number of students, seniors and disabled people who can't walk down the hill to Foothill Blvd. and who can't afford to take any other mode of transportation.

Public Comment:

Howard Ruben, who rides Line 268, commented that service has been cut every six months since the Sector started. In order to get to the mall, people will now have to take the 287 to Huntington Drive and Santa Anita and then transfer and backtrack on the 79 line.

Heather Allen, member of Climb – Has taken the 268 and 487 to junior high and to high school at PHS. She commented that providing service to the Gold Line does not really help. People need transportation on San Gabriel Blvd. She would like the 268 service retained so they can get to the mall.

Glen Putnam - Feels the impact numbers for Line 268 are incorrect because ridership on the line has increased over the summer due to higher gas prices. Opposed to cutting Sierra Madre from the route.

Amy Wasson asked if thought had been given to using smaller vehicles on Line 268.

**APPROVED MOTION** by Representative Heard to remove from the plan the proposed changes to Line 268 relative to JPL and the deviation area in Sierra Madre.

**Line 487** is a very long line (30 miles). Staff is proposing to restructure that into two separate routes – one from El Monte to the Sierra Madre Station, and the other leg remaining as the 487 from the Sierra Madre Station to downtown via San Gabriel, Del Mar and the freeway. Staff is proposing to modify that by instead of ending the connections at San Gabriel Blvd. and Colorado, taking them into Sierra Madre Station.

The second proposal for the 487 was to simplify the route in San Gabriel. Staff is proposing to take that off the table at this time and continue to work with the city of San Gabriel relative to the relocation of their park and ride lot. Once that has been identified staff will come back to the Council with a proposed modification.

Representative Mosca noted that staff's revised proposal for Line 487 is a step in the right direction because it provides access to the Sierra Madre Villa Station, but causes people to have to get off at Sierra Madre and transfer to another bus. Increasing the frequency of the 487 will not make up for the deficiencies. He suggested keeping the 487 as it is or adopting the modified proposal. Ninety-five people would be impacted on weekdays on the portion of the line that is to be removed; 42 on Saturday and 31 on Sunday. Two hundred 30 through riders would save 10 minutes. Sierra Madre is putting together a transit master plan. They do not currently have the resources to replace this service with a shuttle. He asked that this decision be tabled for a couple of months.

Chair Spence asked how often the Council could review these line changes. Mr. Hillmer said typically a line should be allowed one year to grow its service.

Public Comment:

Leila Katz, Sierra Madre – Wants the 487 left as is. If changes are made, how far in advance will people be notified?

Jon Hillmer responded that service change notices and new timetables will be put out for any service change at least three weeks in advance.

Heather Allen spoke against changes to Line 487 because of the additional transfer required.

Christine Labrada noted that the service on Line 487 has not been more than 5 minutes late in the past two years and she has never been passed up.

Amy Wasson asked why staff would increase the frequency on the line if ridership is low.

Jon Hillmer responded that running time would be added to get the buses back on schedule. The cycle of the buses will require the addition of one bus to the schedule.

Ms. Wasson said she sees a lot of empty buses running. General Manager Gabig replied that will remain the case for some time in the future because the lines are terminating at this point, and that is generally where you have the lowest ridership.

**APPROVED** motion by Representative Doyle, seconded by Representative Spence, to adopt the staff proposal to restructure Line 487. Representative Mosca voted No.

**Line 85** is proposed to be broken off of the parent line, which is the 28 line, and operated as a shuttle.

Cancel **Line 255**, a shuttle route in Boyle Heights from County USC Hospital to Whittier Blvd. City and County of Los Angeles have agreed to extend their Boyle Heights DASH service to provide replacement service for the entire 255 route.

**Line 751**, Soto Rapid Line – proposed to shorten that line by not going to the Green Line Station, and ending it just south of Florence Ave. when the new Rapid Line 760 on Long Beach Blvd. is implemented. Implementation of the 760 line has been postponed until June, so staff is removing the proposal to shorten Line 751.

**APPROVED** revised staff recommendations for Lines 85, 255 and 751. Representative Mosca was absent.

Shorten **Line 201**, route from Wilshire and Vermont via Silverlake and Glendale, in the low-ridership area and improve service levels on the remaining portions of the line. Staff is working with the city of Glendale to provide alternative service.

Chair Spence asked the chance of getting service increased in Glendale. John Hillmer responded that there have been discussions about a Bee Line bus or a van, but ridership is consistently low on Line 201 so they have backed away from it at this time and asked that we wait until they complete their transportation study. Chair Spence commented that Metro should make it known to the public that this is basically Glendale's responsibility. There is an Arroyo/Verdugo sub region of SCAG; we should put some pressure on that sub region to try and resolve this issue.

Representative Heard expressed the opinion that Glendale should step up to the plate. He favors serving notice on Glendale Beeline that the service will be terminated and giving them the opportunity to provide replacement service. If at the end of a reasonable amount of time they have not picked the service up, it should be discontinued.

Representative Martinez asked if service changes can be instituted at any time, or only in December. Jon Hillmer responded affirmatively, noting that there are issues regarding drivers having to re-bid their routes and some technical monitoring issues.

**APPROVED** staff recommendation. Representative Mosca was absent.

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

9. Recessed to Closed Session at 7:25 p.m. to consider Personnel Matters – G.C.54957  
Public Employee Performance Evaluation and Goals for FY07 – General Manager

Adjourned at 7:25 p.m.



---