

# 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 5:09 p.m.

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#### Sector Representatives Present:

David Spence, Chair  
Rosie Vasquez, Vice Chair  
Harry Baldwin  
Bruce Heard  
Henry Lopez  
Joseph Mosca

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#### Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Introductions.
2. **RECEIVED public comment** – Ken Ruben, Southern California Transit Advocates, commented on the convenience of using the EZ Pass throughout Los Angeles County.
3. **Chair’s Remarks** – Chair Spence announced that he is establishing a committee consisting of himself and the two former Chairs (including Representatives Doyle and Heard) to prepare a response to a letter received from Los Angeles County Supervisor Antonovich.
4. **RECEIVED report of the General Manager.**

Mr. Gabig provided an overview of Key Performance Indicators for the month of August. Monthly Worker’s Compensation (WC) Costs, Passenger Boardings, and New WC Indemnity Claims per 200,000 Exposure Hours were above target. Regarding the latter category, staff is attempting to make improvements at Division 9. OSHA Recordable Incidents is near target. Bus Traffic Accidents, Road Calls, and Complaints were below target. On-Time Performance continues to be a struggle.

“How You Doin’?” Program:

Transportation: Division 9 placed 1<sup>st</sup> and Division 3 placed 3<sup>rd</sup>.  
Maintenance: Division 9 placed 1<sup>st</sup> and Division 3 placed 5<sup>th</sup>.

Mr. Gabig reported that the San Gabriel Valley Sector hosted the Annual Bus Roadeo Competition at the Santa Anita Racetrack. 200 bus operators were invited to compete at this year’s event based on their driving records, knowledge of bus equipment, etc. Mark Holland, Division 9 bus operator, placed first in the event and will represent the agency at the international competition in Nashville, Tennessee in May. Mr. Holland previously competed in 5 international Bus Roadeos.

Representative Vasquez asked for clarification on the types of activities in which participants compete.

Mr. Gabig responded that the Bus Roadeo is a test of driving skills involving 10 various maneuvers. He added that the final event included a mini Division Manager competition, and Division 3 Transportation Manager Dan Frawley came out on top. He stated that Division 5 consistently performs well in the Maintenance segment of the competition.

Mr. Gabig showed progress slides of the new Division 9 operations building. Concrete work is now complete and glazing will begin shortly.

Mr. Hillmer mentioned that the Sector recently received correspondence from a City of Glendale official requesting that Metro defer implementing service changes to Line 201 for three months. He distributed copies of the email correspondence. Representative Heard stated that he supported the delay, but with the clear stipulation on the part of Metro that service be discontinued after the three month delay.

Representative Baldwin asked if the three-month delay would end in mid-March 2007.

Mr. Hillmer responded affirmatively. Mr. Gabig stated that staff may bring this item back next month for more feedback from the Council.

#### Financials:

Mr. Rosenberg provided an overview of the WC chargeback budget issue. He reported that although the Sector's case reserve is down from last year, the agency's case reserve is also down, by a higher amount. This results in a higher allocation of Metro's workers' comp program costs to the SGV Sector. Mr. Gabig clarified that although case reserves have decreased in terms of dollar amounts, the Sector has experienced an increase in the number of claims.

Mr. Rosenberg reviewed financial data through August. Total Transportation is over budget YTD due primarily to Public Liability/Property Damage. Total Maintenance is under budget and Total Sector Office is on budget YTD. Other Sector Support is slightly over budget due mainly to an accounting error which will be reversed in September. Mr. Rosenberg reviewed significant items shown on page 4 of the handout.

Representative Baldwin asked if Non-Work Allocation/Fringe Allocation includes vacation time, and Mr. Rosenberg responded affirmatively.

Chair Spence observed that the need for the Sector's Divisions to pay for deferred maintenance on coaches received from other divisions does not represent an effective way to run business.

Mr. Gabig stated that service is shifted from division to division during each shakeup. He noted that many divisions are at capacity. The Sector may be allocated vehicles that may not be in peak condition. The Sector has attempted to address this issue internally but has not yet found an adequate solution. The maintenance of many vehicles has had to be deferred. Mr. Gabig added that the Sector has tried to minimize the number of bus moves but capacity and Consent Decree-related issues make this difficult. He announced that a Consent Decree hearing scheduled for today has been postponed to next week.

Mr. Gabig reported that Metro will receive APTA's 2006 Outstanding Transportation System Achievement Award in San Jose, Oct. 10.

David Hershenson, Community Relations Manager, stated that the agency is introducing a new "America's Best" icon to celebrate this award and induce the public to ride the system. Target audiences include current riders, employees, and the general public. Decals with the icon will be added to buses. In addition, the decal will be shown on the metro.net website, Metro Briefs masthead, King Ad on buses, newspaper ad (October – November 2006), 210 freeway banner, and a Metro quarterly article.

The general public will be informed of the APTA award through 10-second traffic radio spots, on-hold messages, bus and rail car cards, brochures, pass holders, commemorative mugs, etc. Congratulatory posters, check stuffers, commemorative pins and an Intranet masthead will communicate the message to employees.

Mr. Hershenson announced that a press event will be held on October 12 at Division 1 from 10 a.m.-12 p.m. The event will include a presentation from the APTA president.

5. **RECEIVED briefing on Labor Relations** by Jack Gabig, General Manager.

Mr. Gabig explained how labor relations has been decentralized and realigned, and impacts to the San Gabriel Valley Sector. The realignment focuses on additional support at the initial level of the grievance process, and attempts will be made to resolve issues at that level. The Labor Relations department will now report to the Chief Operating Officer. A UTU Hearing Officer will be responsible for handling second level grievances, and a committee consisting of

three General Managers will handle second level ATU grievances. The Sector General Managers and Rail General Manager will serve on the committee on a rotational basis.

6. **RECEIVED briefing on UFS TAP Card System** by Jane Matsumoto, UFS Systems Project Leader.

Ms. Matsumoto presented a brief informational video on the Transit Access Pass (TAP) card system. She mentioned that employees are now being encouraged to “tap” their badges on the farebox instead of merely showing their badges to the operator when boarding a bus.

Representative Lopez asked if Foothill Transit will be adopting the TAP system.

Ms. Matsumoto responded that Foothill Transit has purchased compatible equipment and is preparing to install similar fareboxes. In the future, patrons may use their TAP cards on all fareboxes.

Ms. Matsumoto provided an overview of the status of TAP and Universal Fare System (UFS). All Metro bus and rail UFS equipment has been installed systemwide. Metro has launched the Smart Card pilot project in conjunction with UCLA. Dependent and retiree badges will be replaced over the next 3-4 months by Metro HR. Ms. Matsumoto presented a diagram detailing how the regional Smart Card works. She stated that the EZ pass will undergo a phased transition to TAP, and that the agency hopes to have three municipal operators in the test bed by July 2007.

Representative Baldwin noted that the City of San Gabriel sells monthly senior and disabled Metro passes, and inquired about the process of replacing these passes with TAP cards.

Ms. Matsumoto responded that the agency will work with the City to ensure that it has a means of obtaining the cards. In the future, the agency will coordinate with the City to auto-load the monthly passes onto TAP cards or provide a sales device for use by the City. She clarified that TAP card sales transactions are not immediate, and that data on the cards is uploaded onto all buses by the following day.

Mr. Gabig stated that the agency is attempting to find efficient ways to make the cards available to the public on a regional level. One possible strategy is to encourage riders to exchange their existing passes for TAP cards.

7. RECEIVED briefing on **Line Identification Standards** by Paula Carvajal, Project Manager, Research & Development/Communications.

Ms. Carvajal reported that there is a lack of consistency in naming and identifying lines, resulting in confusion. Proposed line identification standards, which will be considered by the Board for approval in November/December, will improve the use of the system. Ms. Carvajal explained that past guidelines were corridor-based and the numbering system is all that remains. Line numbers identify the service type and where the line travels. The shift to destination-based identifiers has led to inconsistencies.

Ms. Carvajal reviewed the proposed framework, which includes six major components, as detailed below:

- 1) Lines will be identified by end points and one main corridor. Street intersections will not be used.
- 2) Printed and electronic customer information will use full name, unless directional.
- 3) Bus stop signage will display the final destination bus is traveling toward in each direction, and main corridor(s) and special route conditions if room is available.
- 4) Vehicle headsigns will include destination information in one frame. "Not in Service" message shown in one frame with no number.
- 5) Automatic voice announcements will indicate the destination point and at least one major corridor. Short lines will note destination of trip and not of entire line.
- 6) Process of assigning line names will be undertaken by the Sectors. An interdepartmental task force will review the names for consistency with standards.

Ms. Carvajal stated that the changes will be implemented starting with the June 2007 shakeup.

Representative Vasquez asked if the automatic voice announcements will continue to indicate the next stop.

Ms. Carvajal responded that both the next stop and destination will be included in the announcements.

8. **RECEIVED Briefing on Maintenance Initiative** by John McBryan, Division 9 Maintenance Manager.

Mr. McBryan reported that the San Gabriel Valley Sector maintenance improvement program calls for additional management support at each Division in order to raise the bar in maintenance practices and productivity. He clarified that this would not add manpower or result in increased management layers. The Sector maintenance team, which consists of managers from both Divisions, shares ideas and best practices. Mr. McBryan reviewed the program's vision, mission statement, initiatives and measures of success. He explained the specific goals the Sector intends to reach in order to foster a safety culture, improve shop and fleet cleanliness, and increase miles between total road calls.

Representative Vasquez asked if the Sector has begun implementing the maintenance initiatives, and Mr. McBryan responded affirmatively.

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

ADJOURNED at 6:41 p.m.

*Michele Chau*

Michele Chau, Council Secretary