

# 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 5:05 p.m.

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#### Sector Representatives Present:

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

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#### Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Introductions.
2. APPROVED **Minutes** of Regular Governance Council Meetings held January 8, 2007 AS CORRECTED:

Corrections appear under Item #3, page 2 of January minutes. Corrections are shown below.

RECEIVED **Public Comment** – Ken Ruben, transit user, stated that the escalators at ~~several buses passing through~~ El Monte Station travel too fast and that he has needed to hold onto the handrail due to high escalator ~~bus~~ speeds. He mentioned that he attended former Deputy Chief Executive Officer John Catoe's farewell reception last week. Mr. Ruben stated that he will be commenting on proposed service changes at future Sector meetings.

3. RECEIVED **Public Comment** – Ken Ruben, transit user, stated that Southern California Transit Advocates will comment on proposed service changes at the Westside/Central Service Sector public hearing. He mentioned that members of the public attending the South Bay Service Sector meeting have voiced complaints regarding the time at which Service Sector meetings are held. Mr. Ruben stated that the president of Southern California Transit Advocates will provide testimony regarding proposed service changes during the public hearing. He indicated that he looked forward to seeing the new cars on the Gold Line.
4. RECEIVED **Chair's Remarks** – Chair Spence announced that a public hearing regarding proposed service changes to be implemented June 2007 or later will be held at 6:00 p.m. (immediately following the regular Council meeting).
5. RECEIVED **report of the General Manager.**

Mr. Gabig reported that several months ago, a draft report regarding the Antonovich motion was forwarded to the Board for possible consideration at the February Board meeting. However, the report will not be agendized until March to allow more time for internal review of the document. The final report will be sent to Sector Representatives as soon as it is available.

Mr. Gabig provided an overview of key performance indicators for December 2006. Monthly Worker's Compensation (WC) costs remain high due to adjustments made to prior claims. He clarified that while the cost of claims has increased, the number of claims has not changed significantly. OSHA Recordable Incidents and Bus Traffic Accidents are above the monthly target. The number of Miles Between Road Calls is trending upward. On-Time Performance is consistent with previous months. The Sector continues to perform well in the areas of Complaints and Passenger Boardings. Mr. Gabig noted that the figure for Passenger Boardings decreased slightly compared with the year-to-date monthly average, and this is due to historically lower Boardings during the month of December.

Mr. Gabig reviewed complaint data for December 2006. He stated that complaints in all five Sectors have been trending downward.

Representative Heard asked if the complaint category "Passed Up" is included in the On-Time Performance rating.

Mr. Gabig responded that the Sector does not use passenger input to determine On-Time Performance. He stated that Mr. Hillmer will address this issue in his presentation on the ATMS improvement program.

Representative Baldwin, referring to page 2 of the Council report, asked if the complaint data shown under SGV Sector represents the average of the total complaints for both Divisions 3 and 9.

Mr. Gabig responded affirmatively.

"How You Doin'?" Program:

Transportation: Division 9 placed 2<sup>nd</sup> and Division 3 placed 3<sup>rd</sup>.  
Maintenance: Division 3 placed 3<sup>rd</sup> and Division 9 placed 5<sup>th</sup>.

Final results for 2<sup>nd</sup> quarter FY07:  
Division 9 placed 2<sup>nd</sup> and Division 3 placed 3<sup>rd</sup>.

Mr. Gabig presented progress slides of the new Division 9 operations building.

Representative Martinez inquired about the planned move-in date.

Mr. Gabig responded that he does not yet have this information. He stated that the contractor will complete the project by the end of April, and staff will likely move into the new building approximately 1-2 months later.

## Financials:

Mr. Gabig introduced Paula Faust, Administration and Financial Services Manager, who recently joined San Gabriel Valley Sector staff. Mr. Gabig stated that he previously worked with Ms. Faust when he was employed at Montebello Bus Lines. He mentioned that she will be a great asset to the Sector.

Mr. Gabig provided an overview of financial data through December 2006. The Sector is tracking well in most performance areas. December operator wages remain under budget, and maintenance wages remain over budget. While December WC allocation is over budget, the year-to-date figure continues to trend below budget. Despite a slight increase, fuel costs remain under budget. Parts expense is slightly over budget for the month. Mr. Gabig reported that Total SGV Sector is approximately \$3.8 million under budget year-to-date through December.

6. RECEIVED oral report on **ATMS Improvement Program** by Jon Hillmer, Service Development Manager.

Mr. Hillmer announced that Metro is in the early stages of developing and improving the GPS-based Advanced Transportation Management System (ATMS). He explained that Metro uses the following on-time performance (OTP) standards: Late = Over 5 minutes behind schedule, Early = Over 1 minute ahead of schedule, and On-Time = Less than 5 minutes behind schedule and less than 1 minute ahead of schedule.

Mr. Hillmer stated that from 1996 to October 2006, OTP was measured using "point checks." Beginning November 2006, OTP has been measured using ATMS.

Mr. Hillmer presented the following graphs: percentage of trips system-wide which were on-time, early, and late; October 2006 point-check data; December 2006 ATMS data; and scheduled vs. actual running time (ATMS) on Line 260 weekday north on Atlantic from Whittier to Garvey.

He reviewed the three major goals of the ATMS improvement program, including improving bus schedules, enhancing service reliability, and increasing service monitoring and management. Staff hopes to improve bus OTP to 75% by the end of 2007.

Representative Heard asked if contract buses have ATMS capabilities.

Mr. Hillmer responded that ATMS is currently being installed on contract buses.

Representative Chandler asked if riders have any way of finding out if buses are running late.

Mr. Hillmer responded that riders do not yet have immediate access to this information. He mentioned that a system is being tested on Rapid bus lines which will transmit real-time schedule information to hand-held devices or to the web. He added that OTP on frequently-running lines is not as important as the spacing of the buses.

Representative Vasquez mentioned that she saw a display at a bus stop which conveyed information about the arrival of the next bus.

Mr. Hillmer explained that this is called a “next bus display.” He stated that kiosks with information about the next bus were supposed to be placed at all Rapid bus stops, but only a few were ultimately installed.

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

ADJOURNED at 5:45 p.m.

*Michelle Chau*

Michele Chau, Council Secretary