

# 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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### Council Members Present:

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

### Officers:

Jack Gabig, General Manager  
Pula Foust, Program Manager  
Jon Hillmer, Development Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Introductions.
2. APPROVED **Minutes** of Regular Governance Council Meeting held Monday, May 14, 2007.
3. RECEIVED **Public Comment** – Margarita Ortiz, Metro employee and transit user, made recommendations to improve service on Line 68 and discussed complaints. She mentioned that her family has been riding this line for 40 years. She said the buses are old and sometimes there is only standing room while another bus following may be empty. To alleviate overcrowding and to speed up the line she recommended canceling service on Rowan and Dozier in order to increase service on Atlantic and Montebello Town Center routes and consolidating to one division.

Ben Jong, Metro employee and rider of Line 68, says it is easier to drive from Monterey Park to Union Station which takes about 20 minutes. By contrast, traveling by bus can be as long as 50 minutes. He says the practice of interlining contributes to operators being late. He noted that once buses are late, they stay late all day. He also said because the line is operated out of three divisions the operators cannot work and communicate amongst themselves because they do not see each other. He believes the service has gotten progressively worse.

Mr. Hillmer mentioned that the line is 24 miles long, which contributes to some of its on-time performance issues. He informed the Council of a proposal to take the line apart and implement a Rapid Line from El Monte to downtown Los Angeles via Garvey, Atlantic and Chavez. He stated that if service changes proposed to be implemented in December are approved, service on the line is expected to improve. In the meantime, he suggested the possibility of a coordinated intersector task force with field supervisory teams to address existing scheduling issues or problems that may impact service. He will report back at a future meeting to discuss how issues will be handled in the short term.

Representative Chandler asked if bus operators may be contributing to problems on the line. He asked what can be done now to improve the line.

Mr. Hillmer responded that management needs to work with the operators more closely. Focusing the line in one area will help better manage it.

4. **Chair's Remarks** - Rosie Vasquez, Vice Chair, discussed the Annual Meet & Confer held on May 31. In addition to herself, representing the SGV Council were Representatives Heard, Baldwin, and Chandler. Mr. Gabig and Ms. Faust were also present. She presented an overview of the items discussed: FY08 proposed budget, fare restructuring, operations, and communications. During the Annual meeting, Mr. Snoble indicated that all bus lines will be reviewed to identify the 25 worst performing lines. Service changes or possible elimination of the worst performing lines will likely be implemented sometime next year. Any proposed changes will be presented to the Sector Councils for review and comment. Ms. Vasquez stated that during the meeting, Carolyn Flowers, Acting Chief Operations Officer, reported that Metro will work with LADOT on a downtown service restructuring plan. The number of pending labor arbitrations have decreased and accident investigation procedures have improved.
5. CARRIED OVER to July Council meeting **election of officers** (Chairperson & Vice-Chairperson) by Dave Spence, Governance Council Chair.
6. RECEIVED **report from the General Manager** by Jack Gabig, General Manager.

Mr. Gabig spoke of the overflow of visitors and speakers at the fare hearing. He mentioned the CEO's report on state spillover funds and indicated that the governor may move \$450M of transit funds into the general fund. He said this will have a negative impact on Metro's Capital and Operating Programs. He spoke of the public hearing on June 20 regarding the FY08 budget that will include revenue generated by the fare restructuring.

Mr. Gabig presented the performance indicators for the month of April. He mentioned the report was modified by moving the financial KPI (Key Performance Indicators) out of the report into a separate financial report. He indicated that although OSHA Recordable Incidents is undergoing a downward trend it is above target YTD. Division 9 continues to have the highest number of recordable injuries. The Metro "tiger team" is focusing specifically on mitigating injuries and avoiding vehicle accidents. There were 3.15 accidents per 100,000 miles of service for the month of April. The target is 2.75 placing both the month and YTD (3.18) above target. He stated Metro is struggling with the issue of accidents at Division 3. Nevertheless, the number of accidents at the SGV Sector is the second lowest of all the Sectors.

He says over half of all the accidents occur on the Figueroa line which has been the primary focus in recent months. The good news is that the severity of accidents is trending downward. This trend is important because it is related to costs and amount of injury.

New Worker's Compensation (WC) Indemnity Claims per 200,000 Exposure Hours is at 17.3. This is a spike upward from the previous month of March. Both divisions experienced an active month for employee injuries. Miles Between Total Road Calls is at 1,577 for the month of April. Division 3 had maintenance challenges due to fleet refurbishment issues. Mr. Gabig mentioned that there were faulty sensors in the neoplan buses resulting in a higher than normal in-service failure rate. The fleet in Division 3 is the oldest of all the divisions in terms of average bus age. This is one reason why the Sector is getting refurbished coaches. On Time Performance, Complaints and Passenger Boardings data is not available for April due to upgrades to the ATMS system.

Mr. Gabig reviewed Complaint data for April 2007. Similar to what was shown last month, pass ups are a larger problem for the SGV Sector than for the agency as a whole. The problem is being addressed by refocusing on field supervision.

“How You Doin’?” Program:

Division 9 placed first on the maintenance side of the program for the month of April. Division 3 placed 5<sup>th</sup>. Transportation data for this program is not available because of ATMS system upgrades.

Mr. Gabig showed pictures of the new transportation building with Metro signage, including both day and night views. He said the building is complete with an occupancy certificate available. It will not be occupied until the end of the summer due to delivery of furnishings at the end of August. There will be a complete move-in during the month of September.

Representative Vasquez asked if the building had cabling and telephone lines.

Mr. Gabig said this will not be done until the furnishings are in.

Representative Baldwin inquired about plans for the current building.

Mr. Gabig said 60% of the current building will be vacant but will be used by Facilities Maintenance for instruction and classrooms. Currently there is no need to demolish the building, and it will take a fair amount of funding to knock it down.

Mr. Gabig also spoke of the new fare increases and presented a chart of the three-stage increase for FY08, FY10 and FY12. He said the main increases are in the Day Pass and the Monthly Pass. The most significant increase is in the Day Pass, which will increase on July 1 from \$3 to \$5; Monthly Passes are up from \$52 to \$62 and the Regional Pass is increasing from \$58 to \$70. The Semi-Monthly Pass is being discontinued. He also compared the Metro fare to that of Foothill Transit.

Mr. Gabig showed slides of the 100th anniversary celebration at Division 3, with pictures of Board members, union partners, CEO Roger Snoble, Acting COO Carolyn Flowers and SGV Sector Representatives Rosie Vasquez and Henry Lopez.

Ms. Faust provided the financial overview for the month of April. Ms. Faust said the report was more positive than the March report because it did not include the one-time recording of the Fringe Benefit. The entire Sector is trending positively under budget. The Sector is slated to come under budget for the entirety of FY07, due mainly to savings in fuel, public liability credit and UTU labor. The trending in maintenance is right at or slightly under budget because of maintenance overtime which is now being better managed. She said the agency is working aggressively to manage indemnity costs.

7. **RECEIVED oral report on Transit Access Pass (TAP)** by Jane Matsumoto, Systems Project Leader.

Ms. Matsumoto indicated this is her third presentation to the Council. She said when the Council was formed she presented a concept of the TAP. She then came back a year later to implement the new fare boxes at Division 9 as a pilot project. She reported that she is back again for the third time advising that the installation for the entire fleet, including all 11 Divisions, contracted services fleet, and bus and rail side, is complete. Municipal operators will install the system this summer. She spoke of three areas, including where we are as a region, where we are with Metro specifically and what new and exciting things are forthcoming on the program. She informed everyone that TAP stands for Transit Access Pass and that UFS is an acronym for Universal Fare System. In a brief overview of TAP, she stated that 10 years ago policy makers wanted to provide seamless travel for the region's riders. In 2001, a contract was awarded to Cubic Transportation Systems, which manufactures the ticket vending machines with GFI, Fare Box Manufacturers as their subcontractor. She informed the Council that Metro ID badges are TAP-enabled. Metro partnered with UCLA a year ago with about a thousand students and employees carrying the TAP-enabled badges/passes. Student passes are renewed every quarter according to their school term.

Surrounding businesses that are in partnership with the MTA also use the TAP passes. Currently, Metro is converting TAP passes for 15,000 retirees and dependents. Metro is also converting passes this summer for some of the larger employers in the area, such as Boeing and Northrup Grumman, that sell passes to their employees. ACS contractor will take the Cubic supplied equipment and enable customers to call 1-866-TAPTOGO to fix problems with cards, get card history, and get information about the program. This should be on line this summer. Ms. Matsumoto presented a graphic map showing how TAP users travel by Sectors. She suggested that this data can be collected to show how users travel. She mentioned that Metro has about 33 transit oriented development projects and that TAP may be used for parking lots, building access and as a potential way to develop revenue sources.

Representative Vasquez asked when all TAP cards become functional.

Ms. Matsumoto responded that all badges should work. Staff will look into Representative Vasquez's badge and replace it if something happened to the chip.

Representative Heard inquired about TAP equipment on rail lines.

Ms. Matsumoto responded that stand-alone validators are all functional. Ticket vending machines are not yet operational.

8. **RECEIVED AND FILED update of Proposed December 2007 Service Changes**  
by Jon Hillmer, Service Development Manager.

Mr. Hillmer reminded the Council that last month (May) he presented abbreviated service changes. The action of the Council was to hold a public hearing following the June meeting. The Council authorized holding a regular meeting on August 13, 2007 at 5:00 p.m., followed by a public hearing at 6:00 p.m.

Proposed service changes include: implementation of a new Rapid Line on West Olympic Blvd., from downtown Los Angeles to Century City; cancellation of the current Limited Stop on West Olympic Blvd; and restructuring of local lines 28/83/84. Line 728 will become the domain of the Westside/Central Sector. Metro staff is also considering a new Rapid Line 770 from El Monte to downtown Los Angeles via Garvey, Atlantic and Chavez, and is proposing to introduce modifications to Lines 68 and 71. Lines 368 and 370 will be recommended for cancellation and replaced by Rapid Line 770.

There is a proposal to implement a new Rapid Line 762 (Pasadena – North Long Beach via Atlantic Blvd./Fair Oaks Ave.). This new Rapid Line may not be implemented until mid 2008 or later due to the need for traffic signal controller modification in the 13 jurisdictions through which the line would travel. Staff is proposing to restructure Line 260 and cancel Line 361 when Rapid Line 762 is implemented.

Mr. Hillmer informed the Council that Limited Line 361 would be proposed to be expanded to provide weekday only service in the event that implementation of Rapid Line 762 is delayed beyond mid 2008. He reported that the Notice of Public Hearing will be published in major newspapers beginning July 1. The Council will act on staff recommendations on September 10.

Representative Martinez noted that many East L.A. College students ride Line 68.

Mr. Hillmer stated that East L.A. College has the 2<sup>nd</sup> highest transit usage of any college in the L.A. area. He mentioned that although he hasn't received a great deal of complaints regarding Line 68, service on the line can be unpredictable.

Representative Vasquez asked about cost savings generated from the proposed changes, and method used to determine and distribute the changes.

Mr. Hillmer responded that he doesn't know the exact amount of savings for each Sector; however, some savings will be realized. Staff is focusing on allocating savings to overcrowded lines.

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

ADJOURNED at 6:11 p.m.

Prepared by:   
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Secretary