

# MINUTES

## San Gabriel Valley Service Sector Governance Council

### Regular Meeting

Metro San Gabriel Valley Sector Office  
3449 Santa Anita Avenue  
El Monte, CA 91731  
3<sup>rd</sup> Floor, Council Chambers Room

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Called to Order at 5:02 p.m.

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#### Sector Representatives Present:

Rosie Vasquez, Chair  
Roger Chandler, Vice Chair  
Henry Lopez  
Sharon Martinez  
Joseph Mosca  
Dave Spence

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#### Officers:

Jack Gabig, General Manager  
Michele Chau, Council Secretary



Metropolitan Transportation Authority

**Metro**

1. Introductions.

APPROVED **Minutes** of Regular Governance Council Meeting held April 14, 2008.

2. **RECEIVED Public Comment** – Ken Ruben, Southern California Transit Advocates, mentioned that National Train Day was held at Union Station on May 10. The Amtrak-sponsored event was extremely well attended. Mr. Ruben stated that representatives from Metro, Southern California Transit Advocates, and a host of other transit and rail agencies were present. A video of the event prepared by Metro staff is available for viewing on You Tube. Members of Southern California Transit Advocates recently rode Express Line 577X. A report has been prepared summarizing members' experiences on the Line. Mr. Ruben indicated that due to traffic congestion, the bus operator needed to detour on Peck Road.

3. **RECEIVED Chair's Remarks.**

- International Bus Roadeo was held this past week in Austin, Texas. The Maintenance champions from Division 5 (Arthur Winston Division) were Andrew Warren, Frank Forde and Rommel Vargas, who placed third in a field of 47 competitors from around the U.S. and Canada.
- Metro Proposed FY09 Budget public hearing will be held on Wednesday, May 14 at 2:30 p.m. in conjunction with the Finance and Budget Committee meeting. A copy of the budget is available for download on metro.net.
- Representative Lopez's term will expire at the end of June. The Council will begin the process of selecting a transit user to fill the vacancy. Applications will be accepted through the month of May. Advertisements will be posted in local newspapers, at the Sector office, and on Metro's website. Ms. Vasquez will be appointing a Committee composed of Sector Representatives who will review the applications.

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

March 2008 Performance Report (Jack Gabig)

- OSHA Recordable Incidents continue to trend downward. There were 7 incidents in March, which is slightly above the target. The incidents were minor, and well-distributed between the two Divisions.  
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- New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours are trending above target. There were 14 claims in March, all of which were relatively minor.
- Bus Traffic Accidents are trending downward. There were 2.8 accidents per 100,000 hub miles in March, which is slightly below the target. There were a total of 48 accidents at both Divisions for the month. The most common accident types include Side Swipes and Vehicle Turning Right in Front of Bus. The bus accident severity index is slightly below target.
- Miles Between Total Road Calls remain below the target but show signs of improvement.
- On-time Performance is 67%; 14% of trips were early and 19% of trips were late.
- There were 2.9 Complaints per 100,000 Boardings in March, which is slightly above the target. Staff is carefully monitoring this performance category. There were three times as many complaints at Division 9 than at Division 3, due primarily to road conditions on various lines. For example, the closure of the First Street bridge in downtown and other roadway construction projects led to some delays and detours. Staff is hopeful complaints will decline now that the First Street bridge has re-opened. Schedule Adherence and Pass-Ups remain the most common complaint categories. Lines 260 and 490 generate the highest number of complaints, particularly those related to Schedule Adherence. Mr. Gabig noted that these are two of the longest lines operating in the Sector, which may contribute to scheduling issues.
- Ridership remains stagnant, and is slightly below last year's levels.
- Fare revenue continues to follow previous trends. There was \$35 million in revenue in March. This is higher than the FY08 budgeted amount and the FY07 actual amount.
  
- "How You Doin'?" Results:
  - Division 9 Transportation placed 2<sup>nd</sup>. Division 9 Transportation did not place 1<sup>st</sup> due to the high number of complaints at the Division.
  - Division 3 Transportation placed 4<sup>th</sup>.
  - Division 9 Maintenance placed 3<sup>rd</sup>, due mainly to Workers' Compensation claim issues.
  - Division 3 Maintenance placed 4<sup>th</sup>.

- Metro Board approved award of contract for the incident-based surveillance system at last month's meeting. This would allow the DriveCam system to be installed agency-wide. Two bids were received, and SmartDrive was awarded the contract. The execution of the contract has been held in abeyance due to the need to determine how to fund service that was not eliminated during the recent service change process. Staff is recommending that the service be funded with other revenue sources and that the contract be maintained. The program is expected to be implemented in June.
- Divisions 3 and 9 recently completed a "SHARP" (Safety and Health Achievement Recognition Program) audit. SHARP is an annual audit program similar to the OSHA audit in which safety protocols and processes are examined. The audit results will be available in June.

#### March Financial Report (Paula Faust)

- The financial report this month continues to be favorable.
- Total San Gabriel Valley (SGV) Sector was \$6.95 million under budget YTD in February. This amount has grown to \$11 million under budget YTD for the month of March.
  - Savings are due to a major liability credit on the Transportation side, as well as a dip in expenses.
  - Total Maintenance is approximately \$1.3 million under budget YTD due mainly to aggressive management of overtime and savings in Workers' Compensation and fuel.
- Workers' Compensation costs are approximately \$3 million under budget YTD. This year, the Sector's budget in this category was reduced by \$1.7 million. The San Gabriel Valley Sector leads the other Sectors in this category.

Mr. Hillmer provided an update on the proposed service changes. He indicated that staff had presented a modified service plan which was approved by the Council in March. The system-wide goal was to reduce service by up to 315,000 service hours. A reduction of 215,000 service hours would have been implemented this coming June. In addition, 6 new Rapid Lines were proposed to be implemented, and 3 Rapid Lines were proposed to be improved. Staff had also proposed to implement trip thinning, which would involve reducing frequency of service on lines with excess capacity, and reducing or canceling service on some lower-performing lines. Beginning in March, Metro Board members expressed concern about impacts to the public, particularly with regard to service cuts in high crime, gang injunction, and transit dependent areas.

Board members Villaraigosa, Parks and Burke introduced a motion which proposed to implement the new Rapid Lines and Rapid bus improvements, and retain service on lines proposed to be reduced or eliminated with the exception of limited stop lines. The motion directed staff to continue with the trip thinning program, and retain 100,000 service hours that were programmed to be reduced in December. Staff will return to the Board this month with a funding plan. The Office of Management and Budget has identified approximately \$20 million in CNG fuel credits that would have been placed in the reserve fund. It is likely that this amount will be used to fund the retention of service.

Regarding San Gabriel Valley Sector proposed changes, Mr. Hillmer reported that service will be retained on Lines 175, 177, 201, 256 and 620. Line 762 will be implemented as planned, Line 361 will be eliminated, and Line 770 will be improved. He stated that under the original proposals, the Sector's targeted savings would have been 40,000 hours, or 2.8% of service. The new estimate is 12,000 hours, or .9% of service, which will come primarily from trip thinning.

Mr. Hillmer provided a status update on the Gold Line Eastside Extension. He stated that staff has created a multi-agency bus/rail interface team composed of Metro staff, Monterey Park, Montebello Bus Lines, East L.A., L.A. County Department of Public Works, City of Commerce and Los Angeles Department of Transportation working in conjunction with rail. He presented a map showing the route of the Gold Line Eastside Extension. Staff is projecting that ridership will reach 16,000 - 20,000 riders per day. In addition, the projected opening date is July 2009, which is slightly earlier than the original projection. Staff will work with Sector Representatives to set up a tour date sometime in the near future.

Representative Martinez asked if it is possible to arrange a drive-through tour. She requested a copy of the map.

Mr. Hillmer mentioned that the tour may be done at the end of the year. He stated that he will provide better maps of the Extension.

Representative Martinez asked if the issues or complaints expressed by business owners along the route of the construction area, particularly along First Street, have been resolved.

Mr. Hillmer responded that construction along First and Third Streets has led to detours. Access to businesses has been improved. Staff continues to receive complaints from time to time. However, as the opening date approaches, staff is optimistic that increased foot traffic near the Gold Line will help improve business.

Chair Vasquez noted that this is the first time the Board did not adopt the Sectors' proposals. She asked if the Board commented about the role of the Sectors at the last Board meeting.

Mr. Hillmer responded that the Board expressed a great deal of appreciation and praise for the tremendous work of the Sectors during the last service change public hearings. He stated that several Board members were concerned about the outcome of the hearings given the amount of work involved in considering the changes.

Mr. Gabig commented that there was concern about the timing of the Board's decision to place a half-cent sales tax measure on the November ballot, which took place in the midst of the proposed service cuts.

Mr. Gabig announced that Aurora Jackson, former Director of Operations Training, has left the agency to take on a new role as Director of Transportation for Montebello Bus Lines. Doug Middleton, Transportation Manager, will assume Ms. Jackson's position. Mr. Middleton has extensive background in instruction and training.

5. **RECEIVED Sector Accident Report** by Andy Hipwell, Sr. Safety Specialist.

Mr. Hipwell stated that the report focuses on accident trends, particularly the number and types of accidents taking place over the past several years, and accident mitigation measures. He reviewed the five-year trend in bus accidents per 100,000 miles. There has been a slight upward trend in accidents since FY06. He presented a slide showing the Sector comparison per 100,000 hub miles for 2007-2008 YTD. Every Sector is slightly over the target. This Sector's accident growth rate is slower than the other Sectors.

Mr. Hipwell reviewed the top four categories of accidents occurring in the Sector, including Other Vehicle Involved with Bus Standing in Zone, Collision with Fixed Object, Sideswipe With Other Vehicle Passing our Vehicle, and Collision with Vehicle Parked at Curb. Bus passenger accident types in the Sector for 2008 YTD include stopping and starting (falls, bumps, etc.), falling when boarding bus, and unclassified accidents.

The top three accidents by street in the Sector include the following:  
Division 3: Figueroa, Olympic and Soto.  
Division 9: Atlantic, Garvey and Valley.

Mr. Hipwell presented a chart showing accident hotspots for both Divisions for February 2007 – February 2008, and top five bus accidents by line and type for FY06 – FY07. He stated that Lines 81, 780, 251, and 751 tend to generate a large number of accidents.

Mitigation efforts include rap sessions, safety television, management one-on-ones, line rides, VO patrols, corporate safety programs, SmartDrive, and a collision investigation team. He noted that DriveCam is currently only available at Division 3, but will be implemented agency-wide. The collision investigation team consists of three investigation officers and one manager working with the VO's to investigate accidents.

He mentioned that a new program is being implemented which focuses on watching the pedestrian. Pocket-sized cards have also been developed which assist operators in determining the proper action to take in various situations.

Representative Chandler asked about the policy concerning the filing of police reports when accidents take place.

Mr. Gabig responded that it would depend on the severity of the accident. An internal accident report is always prepared by the operator and field supervisor. Any code 2 accidents involving injuries almost always require a police report. Mr. Hillmer added that the more severe the accident, the more the local jurisdiction desires control.

Mr. Gabig stated that in many cases, the Sheriff's Department is present at the scene of the accident. The local jurisdiction may choose to take over the investigation. Because of the large number of jurisdictions, the Sheriff's Department focuses mainly on service in outlying areas. There is a great deal of focus on rail service in the downtown area. He stated that the agency often has a difficult time obtaining a copy of the report from the local jurisdiction. The agency must often proceed with its own internal investigation.

Representative Spence asked about the costs associated with accidents in the Sector during the last fiscal year.

Ms. Faust stated that staff will need to look into this.

Representative Spence asked why the agency doesn't provide incentives for operators with a good driving record. He stated that a study should be done on how incentives for operators would reduce costs.

Mr. Hipwell noted that this was a good suggestion. He clarified that in 60-65% of cases, Metro is not at fault.

6. RECEIVED oral update on “**Imagine**” campaign by David Hershenson, Customer Relations Manager.


Mr. Hershenson stated that recently Metro initiated the “Imagine” campaign, which includes ads displaying ten different phrases, each focusing on the “Imagine” theme. The ads feature employees posing as riders imagining various improvements to the Metro system. The campaign is partially related to the draft Long Range Transportation Plan (LRTP). Mr. Hershenson mentioned that he brought copies of the draft LRTP and a technical report with more information on the subregional projects and environmental issues.

Mr. Hershenson mentioned that at the last Council meeting, Representative Mosca inquired about the possibility of launching an ad campaign focusing on the positive environmental impacts of using mass transit. Mr. Hershenson indicated that the Government Relations department produced a special brochure on “going green” that was distributed to federal legislators. He stated that the brochures include information on carbon reduction and emissions, and that he would like to make these types of materials available to the public. Copies of the brochures were distributed to the Council.

Mr. Hershenson stated that the Imagine campaign encompasses a variety of media, including radio spots, billboards and newspapers. He presented a video presentation of the campaign. He stated that the Long Range Transportation Plan includes lists of funded and unfunded projects, public transportation projects, and capital projects. The unfunded projects are listed by tier. The campaign is designed to increase the public’s awareness of the types of transportation projects Metro may be able to complete if funding becomes available, and to build support for the proposed half-cent sales tax.

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

ADJOURNED at 6:04 P.M.

  
Michele Chau, Council Secretary