

# 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 5:01 p.m.

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#### Sector Representatives Present:

Roger Chandler, Chair  
Harry Baldwin  
Alex Gonzalez  
Ernest Gutierrez  
Bruce Heard  
Rosie Vasquez

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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 September 8, 2008.

2. RECEIVED **Public Comment** – Ken Ruben, transit user, mentioned that Victor Carlucci, former twelve-year Metro Real Estate Officer, recently passed away. Mr. Carlucci was also a former Santa Fe Railway employee.

Refer to Item 5 and Item 6 for additional public comment.

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

- Chair Chandler welcomed new Sector Representative Alex Gonzalez to the Council. Mr. Gonzalez, a City of Covina transportation professional, will assume the transit user position.
- Governor Schwarzenegger recently signed into law SB 1422, which would provide Metro with \$210 million in federal funding to implement congestion reduction initiatives. Mr. Gabig stated that the grant would help fund the expansion of El Monte Station and the purchase of additional buses.
- Division 3 bus operator Juan Navarro, who competed for the tenth time at the 2008 Metro Bus Rodeo, beat six-time champion Mark Holland and will represent the agency at the 2009 APTA International competition.

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

Carolyn Flowers, Chief Operating Officer, provided a brief presentation recognizing Sector Representatives for their work on behalf of the agency. She presented the Council with letters of appreciation and pins to acknowledge their efforts.

Mr. Gabig reported that the state budget crisis has had a detrimental impact on the agency. He stated that the reduction in State Transit Assistance funding will impact the agency's bus and rail operating budget. He indicated that the agency's investments are safe and secure despite the recent American International Group (AIG) crisis. However, the recent stock market decline will negatively impact Metro's pension plan as PERS is heavily invested in stocks.

Mr. Gabig stated that the next quarterly financial report will be provided next month as scheduled. The Sector operating budget is 3% under budget through the month of August.

Staff is focusing on improving service and increasing marketing efforts on Line 177. More information will be provided at the next Council meeting.

Metro is a recipient of the National Terrazzo and Mosaic Association honor award for the terrazzo work that is featured in the lobby of the Division 9 Sector office building.

5. RECEIVED recommendations for **Short Range Transit Plan** by Rod Goldman, President of Diversified Transportation Solutions.

Mr. Goldman stated that he has interfaced with all five Service Sectors to obtain feedback on the Short Range Transit Plan (SRTP). He discussed the development of the SRTP, including the role of the Service Sectors. Mr. Goldman reviewed both key issues common to all Sectors and issues specific to each Sector. Key issues for San Gabriel Valley Sector Representatives include congestion pricing, El Monte Station capacity constraints, “dual hub” service, bus service reliability, Gold Line Extension bus/rail interface plan, and a Pomona/Atlantic off-street terminal. He stated that the SRTP will be finalized in December 2008.

Representative Gutierrez asked if staff conducted outreach to the public to obtain feedback regarding any safety issues.

Mr. Goldman responded that safety was not a major issue identified by the Sector Governance Councils.

Mr. Gabig stated that using public transit is relatively safe given the size of Metro’s operations. He mentioned that there is a need for additional park-and-ride facilities. Staff will implement greater security measures at various park-and-ride lots, including El Monte Station. This may involve installing cameras and in some cases, hiring security staff.

Ms. Flowers indicated that staff is working with the Planning Department on safety issues, particularly at park-and-ride lots. A small amount of revenue will be used to improve parking amenities, signage, curbing, and enforcement at park-and-ride lots. She added that additional security positions will be filled.

Mr. Gabig stated that the Los Angeles Sherriff’s Department currently provides security at El Monte Station.

Representative Gutierrez asked if staff receives information about crime levels.

Mr. Gabig stated that crime information is available for the region in which the Sector operates.

Representative Gutierrez stated that data is needed on where and why incidents occur in order to better prepare for the unexpected.

Representative Baldwin inquired about service on the 110 freeway as it relates to congestion pricing.

Mr. Goldman responded that there is a potential to increase the quality of service provided on the transitway and examine how other services feed into the transitway.

Representative Chandler asked if it is possible to include incident reports in the General Manager's report.

Mr. Gabig responded that he will include this information in next month's written report.

RECEIVED public comment - José Melendez, transit user, stated that the South Bay Sector is working with the city of San Pedro to increase transit access to the waterfront area.

Mr. Goldman confirmed that the South Bay Sector would like to identify and develop a transit center in San Pedro to interface with the waterfront.

6. RECEIVED oral report on **Gold Line Bus/Rail Interface** by Conan Cheung, DEO, Operations and Scott Page, Service Development Manager.

Mr. Cheung stated that objectives of the Gold Line Eastside Extension Bus/Rail Interface plan include improving connectivity, reducing duplication, maintaining local access, and ensuring cost neutrality. He noted that the Gold Line Eastside Extension provides service in both the Westside/Central and San Gabriel Valley Service Sectors. Staff will collaborate with the Los Angeles Department of Transportation on infrastructure issues. The Gold Line Eastside Extension mimics Line 30/31 from Little Tokyo Station to Indiana Station.

Mr. Page reviewed Line 30/31/730 patronage and presented maps showing the existing and proposed routes and frequencies. Staff hopes to maintain connectivity and access to existing service, reduce duplication, and achieve either cost neutrality or a small cost savings. Mr. Page explained next steps, and presented maps showing the proposed Gold Line Eastside Extension interface for all stations, proposed interface between Line 68 and Atlantic Station, and proposed interface between Lines 254, 287, and 620 and Indiana Station. The first day of revenue service on the Gold Line Eastside Extension will take place on June 29, 2009.

Representative Gonzalez expressed concern about impacts to riders on local lines as a result of the changes in frequency of service on Lines 30/31/730.

Mr. Page responded that local service will be maintained.

Representative Vasquez asked if Montebello Bus Lines will continue to provide service on 3<sup>rd</sup> Street.

Mr. Page responded affirmatively. He stated that drastic changes to service on Montebello Bus Lines will not be made until ridership impacts are fully studied.

Representative Baldwin asked for clarification on the action the Metro Board will take in relation to this item.

Mr. Gabig responded that the Board will take action on this item in March 2009. Mr. Cheung added that the Board will approve service changes on Line 30/31 as it is a tier 1 line.

RECEIVED public comment - José Melendez, transit user, asked if the Monterey Park Spirit bus will provide service to the Atlantic/Pomona Station.

Mr. Page responded affirmatively. He stated that the El Sol shuttle will serve the East Los Angeles civic center.

7. RECEIVED oral update on **Metro Service Performance Monitoring Process** by Steve Fox, Transportation Planning Manager IV.

Mr. Fox stated that staff is in the process of revamping the service performance monitoring process. Goals of this project include making performance indicators more transparent, increasing the emphasis on the customer experience, and providing greater alignment with overall agency goals.

Mr. Fox reviewed seven service types, including heavy rail, light rail, Metro Liner, Metro Rapid, Metro Express, local, and local circulator.

Proposed indicators include availability, quality, quantity, and effectiveness. Availability indicators include accessibility, connectivity and span of service. Quality indicators include on-time performance and customer complaints. Quantity indicators include frequency and load factor. Effectiveness indicators include boardings per service hour and cost per passenger mile.

Mr. Fox reviewed next steps. Governance Council endorsement of the service performance monitoring process will take place in September/October 2008. Staff anticipates that the Metro Board will take action on the item in October 2008.

8. **RECEIVE Line 484 Profile Report** by Carl Torres, Transportation Planning Manager III.

CARRIED OVER.

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

ADJOURNED at 5:59 p.m. in memory of Victor Carlucci, former Metro Real Estate Officer.

*Michele Chau*

Michele Chau, Council Secretary