



# NEWS

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## ALL 11 MTA BUS OPERATING DIVISIONS SCORE PERFECT WEEKDAY ROLLOUT

The MTA's stepped-up commitment to improving Metro Bus service is paying off. On Tuesday, January 11, the full evening shift complement of 804 peak buses, which augment the base deployment of more than 1,000 buses, departed MTA's 11 Metro Bus divisions on-time. Not one bus rolled out late. Not one bus was canceled.

It was the first perfect weekday rollout that the Metro Bus divisions have achieved in recent memory. In fact, during that day's morning rollout, the 11 operating divisions missed the goal by only four buses out of the 1,868 buses MTA put on the street.

Tom Conner, MTA executive officer for transit operations, had been expecting just such an occasion since he joined the MTA in April 1999.

"All of the performance indicators that we measure on a daily basis confirm that we're providing better bus service," Conner said. "This was a single-event indicator of the overall quality of the work our division employees have been doing on both the transportation and maintenance sides."

"This team effort is very important in helping MTA reach its goal of significantly improving service to our customers," he added.

Conner said division rollout statistics have been improving every month and have reached 99.4 percent.

"Clearly, it's getting better on the bus with everyone working harder and performance improving across the board," Conner added.

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In fact, on Wednesday morning January 19, only two of the 1,868 buses countywide failed to roll out on time.

Conner also noted that on January 11 MTA's Passenger Relations department recorded only one patron complaint about a late bus, and that came after 11 p.m.

Conner said the performance indicators not only reflect the commitment of MTA's bus operators and mechanics, they also parallel the infusion of new buses into the Metro fleet. Since 1995, MTA has taken delivery of nearly 800 new clean fuel (Compressed Natural Gas) buses and expects to receive more than 500 new CNG buses in 2000.

Conner noted that in addition to revamping its active fleet, MTA put more buses on the road in 1999, adding 166 buses into peak hour service.

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