

MTA Shows Progress During FY '99 Fourth Quarter Review



(September 21) "We had a lot to be proud of during the fourth quarter," Chief Operating Officer Allan Lipsky declared, Tuesday, as he opened a review of the MTA's financial and operational performance last April, May and June.

Ticking off the agency's successes during the last three months of FY '99, Lipsky gave special recognition to Metro Construction and Rail Operations, Media Relations, Marketing, Government Relations and System Safety and Security for their work during the opening of the Metro Red Line to Hollywood.

Chief Operating Officer

Allan Lipsky

He also praised Transit Operations for improving bus service, Finance and Management Audit for improved reporting procedures and Board Research Services for its support of the Board staff.

As action items for FY 2000, Lipsky listed startup and completion of agency capital projects, improvements in the procurement process, an accelerated program to provide computer cabling for operating divisions and improvements in the MTA's hiring process.

"I'm stunned at the accomplishments of the quarter and of the year," CEO Julian Burke said at the close of the meeting. "We continue to tighten the organization and improve ourselves. We still have a long way to go, but we should congratulate each other."

Highlights from individual department presentations include:

Metro Construction

- Reported completion of the Division 3 CNG fueling facility.
- Received 15 Siemens cars for use on the Pasadena Metro Blue Line.
- Completed art work installation in seven Metro Rail stations, one Metrolink station and three Customer Service Centers.

Transit Operations

- Achieved 99.1 percent in on-time bus pullouts.
- Improved bus schedule adherence 16 percent from first quarter, FY '99.
- Reduced operator absenteeism by 3.65 days per operator.
- Trained 338 mechanics during the fourth quarter.

Finance

- Accounting improved quarterly financial reporting.
- Cut check requests from 600 to 357 per month.
- Helped the Board pass the FY 2000 budget a month early.

Management Audit

- Realized \$30.8 million in savings resulting from contract audits.
- Identified \$18.7 million in grant funds through audits.

Human Resources

- Implemented a 4-percent pay raise for non-represented employees.
- Hired 661 BDOF operators and 459 other employees.
- Processed 173 retirements during the quarter and a total of 500 for the fiscal year.
- Resumed ticket sales by Employee Activities.
- Reduced Employee Relations' arbitration caseload by 25 percent.
- Issued a revised Recruitment and Selection Policy.

- Brought the TLAMP program for management training in-house and scheduled the first class of the new Transportation Leadership Academy (TLA) to begin Sept. 24.
- Established the MTA Training Council to use staff skills and talents as a training resource.

Administration

- The Y2K team has completed 90 percent of the work to bring mission-critical computer systems into Y2K compliance.
- ITS has achieved 99.8 percent on-line availability of computer network and services.
- Real Estate and Marketing generated more than \$26 million in revenues from bus advertising and film location leasing.
- Customer Information responded to some 500,000 information calls, assisted 5,937 walk-in customers and answered 1,218 customer letters in the fourth quarter.

Risk Management

- Reduced the number of workers compensation claims from 5,000 to 4,000.
- Achieved \$4.1 million in savings from claims settlements.
- Realized some \$200,000 in savings from the Transitional Duty Program.

Systems Safety and Security

- No lost-time accidents by contractor personnel in last two quarters.
- Completed two full rounds of "Cops & Ops" visits to operating divisions.
- Improved response by dispatchers and police to bus operator calls for assistance.
- Increased the number of bus boardings by police.

RTP&D

- Completed the \$558 million Call for Projects.
- Obtained a \$125 million grant for the North Hollywood Metro Rail project and a \$7.9 million grant for studies of rail projects on the Eastside and Mid-Cities.
- Collected \$12 million from Benefit Assessment Districts.
- Received \$8 million for bus procurements from a clean-air agency.
- Helped secure \$160 million for freeway soundwall construction.

Procurement

- Received 186 new buses during the fourth quarter.
- Completed conversion of 155 alcohol-fueled buses to clean diesel during the quarter.
- Recovered \$2.8 million in warranty payments from manufacturers.
- Reduced the backlog of construction contracts by 62 percent.

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