

Operating Divisions 'Knock One Outta the Park' with a Perfect Weekday Rollout

By Bill Heard, Editor

(Jan. 14) It was a home run. A grand slam. A hole-in-one. It was, in fact, a "perfect rollout." On Tuesday, Jan. 11, the full evening shift complement of 804 buses departed the MTA's 11 Metro Bus divisions on time and without a single out-late or cancellation.

It was the first perfect rollout on a weekday the Metro Bus divisions have achieved in recent memory and it came within a whisker of being a double whammy. During that morning's rollout, the operating divisions missed the goal by only four buses out of the 1,868 it put on the street.



**From
the
desk
of Tom
Conner**

"This is a significant accomplishment, but more importantly, it is symbolic of the overall improvement you and your staff have made on the performance of the MTA bus fleet. Great job! Let's keep the momentum going!"
--from a memo to Operating Division Managers.

Conner was waiting

Transit Operations chief Tom Conner had been waiting for just such an occasion since he joined the MTA in April, 1999.

"It's a single-event indicator of the overall quality of the work the staff has been doing on both the transportation and maintenance sides," he said. "The team effort is very important, because either side can cause a failure if they don't work together."

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."

World-class professionals

Chief Operating Officer Allan Lipsky applauded the perfect rollout and offered his congratulations to Conner and the Transit Operations staff.

"Putting this many buses on the street without a single discrepancy is clear proof that our mechanics, service attendants, operators and division staff are world-class transit professionals," he said. "It was a truly impressive performance."

That performance apparently continued throughout the day. The MTA's Passenger Relations department recorded only one patron complaint about a late bus – and that came after 11 p.m.

Extraordinary things

"This shows what can be done when everyone focuses and works together," said Richard Hunt, deputy executive officer, Bus Maintenance. "Our goal is to make perfect rollouts more frequent. That

will take extraordinary effort, but I think we're capable of extraordinary things."

"My goal is to have a string of perfect rollouts, both a.m. and p.m., and to sustain it," said Dan Ibarra, deputy executive officer, Bus Operations. To accomplish that, he said vehicles have to be in tip-top shape and operators have to perform pre-rollout inspections and report minor glitches in time to be repaired.

"Teamwork plays a major role," said Ibarra. "I give maintenance a lot of credit for what we've achieved. They're doing a really good job."

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