



Regional Rebuild Center [Home Page](#) goes online.

Lucky 13

Intranet Adds RRC Pages to metro.net Information Resources

(Aug. 10) The MTA's Intranet experiences another growth spurt Friday with the introduction of the Regional Rebuild Center's informative new web pages. The RRC pages will be metro.net's 13th department web site.

Accessed through the [Department Home Pages](#) button on the metro.net home page, the new pages will provide an overview of the RRC, along with detailed information on departmental organization and contact phone numbers, coach repair status, location of the various shops, and other features.

"This web site...is the result of the RRC's concentrated efforts to improve the flow of information to our organization," said Cary Stevens, the RRC equipment maintenance manager who developed the web pages, "and, just as importantly, to provide useful information to our customers, the operating divisions."

Org chart and phone numbers

Intranet users will find on the new RRC pages an organization chart with hyperlinks to each department, daily reports on coach repair status and the current state of repairs to coaches lent to the RRC for repairs. The site also lists the number of personnel assigned to each RRC department, the supervisor's and leadperson's phone numbers and a brief description of each shop's work.

One important feature is an online Quality Feedback Form which allows operating division personnel to provide feedback on the quality and reliability of components rebuilt or manufactured at the RRC.

The web pages were developed as part of the RRC's response to an employee survey, conducted in February, as part of the RCC-2000 Quality Improvement Program. The 300 RCC employees were asked to identify areas that affect their ability to do a good job.

Survey results indicated that many fundamental improvements were needed to raise employee morale and to increase quality and productivity. Safety, the supply of quality parts and improved communications were ranked highest in importance by front-line employees and managers. In addition to the web pages, the RRC also is publishing *RRC INSIGHT*, a monthly employee newsletter.

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