

TO: Transit Operations Staff

FROM: Thomas K. Conner
Executive Officer, Transit Operations



I want to welcome all of our employees back to work! This has been a difficult time for all MTA employees and for the public who depend on the vital services we provide. I know that you have many thoughts and feelings about the past few weeks, but I want you to know one thing for certain—**we are glad to have you back to work!**

Despite the difficulty of the contract negotiations, the fact remains that the past two years have seen tremendous improvement and expansion of the MTA operated bus and rail system. Our bus system, the third largest in the nation, made substantial improvements these past two years due in large part to the dedicated efforts of all of you. Over 1100 new, compressed natural gas buses have arrived at the MTA since 1996, with 500 more scheduled to go into service this year. MTA now operates the largest fleet of clean fuel buses in the country. In June we started the Metro Rapid Bus service in two transit corridors and your enthusiasm and support have made this project a resounding success. This innovative project is demonstrating new ways to manage and operate express buses that will serve as a model for future service delivery across the country.

Our rail system has also continued to evolve over the past two years. The Red Line was extended to Hollywood and then to North Hollywood with ridership nearly doubling. Patronage on the Blue and Green Lines rose to record levels and we celebrated the 10th anniversary of the return of intercity rail service to Los Angeles County with the rollout of a beautiful replica of the old Red Cars, crafted by our rail maintenance staff. All of this rail expansion was accomplished while maintaining a very high level of on-time performance and passenger safety.

Your hard work each day has significantly raised the quality of our transit service. Our on-time pullouts from the bus division yards are at record levels and our lost service hours are at an all time low. Mean miles between mechanical failures are steadily increasing and we have met and exceeded our goals in many areas of maintenance performance. The cleanliness ratings of our bus and rail fleet have improved every quarter since we reinstituted inspections 18 months ago and you

have passed every CHP inspection with flying colors. Our bus operating cost has gone down, crime on our transit system is extremely low, and most importantly, customer complaints reached record low levels in 2000. There are, of course, areas that still need improvement, such as on-street, on-time performance and faster removal of graffiti, but I am confident that, working together, we can reach all of our goals this year.

In November 1999, at Division 1 we commemorated the 100th anniversary of the MTA and its predecessor agency, the Los Angeles Railway. We have a rich history of meeting the transit needs of the people of Los Angeles County and you can be especially proud of what

you have accomplished these past two years. Today we are operating more bus and rail service than ever before and ridership is growing.

And yes, more service means more jobs.

Let's keep the momentum going!

There is much to look forward to in the coming year...more new buses and rail cars, extension of the Blue Line platforms, expansion of Rapid Bus, expansion of service on the Harbor Freeway Transitway, progress on a variety of bus and rail upgrades and continued improvements in our service performance. As bus and rail operators, mechanics, service attendants, clerks, customer service agents, technical staff and supervisors, you are the ones who will continue to make this all happen for the people of Los Angeles County.

Welcome back!

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