

Long List of Successes Recorded in MTA's Second Quarter

By BILL HEARD, Editor

(Feb. 6) The MTA can point to a long list of successes for the October-December quarter of FY-2000, the heads of the agency's major departments reported during Tuesday's second-quarter review.

"It's been a tremendous quarter," said Chief Operating Officer Allan Lipsky. "We're on a roll. Everybody has contributed and we should be proud of the work we've done."

Lipsky had special recognition for Transit Operations, which in December recorded the lowest number of customer complaints in six years – 2.64 per 100,000 boardings. Ops also reduced the vehicle accident rate, while achieving improved bus cleanliness for the sixth quarter in a row.

Countywide Planning came in for its share of praise for completing the first phase of an estimated \$850 million Call for Projects. A recommendation is due to the Board in June. Planning also finished a draft of the Long-Range Transportation Plan.

Ahead of schedule

Lipsky congratulated Engineering and Construction for staying ahead of schedule on a project to extend the Metro Blue Line platforms to accept three rail cars. Completion is expected in June. Construction also finished a Metro Green Line maintenance-of-way building ahead of schedule and \$1 million under budget.

"When we all come together and work as a team, we have these great successes," Lipsky said.

The quarterly review, which was completed in less than an hour, focused on department performance, challenges ahead and action items. Financial performance will be discussed at a later meeting.

Open to all staff members, the quarterly reviews serve as a reminder of department – and even individual – accomplishments and what's planned for the remainder of the fiscal year.

Here are some specifics of departmental reports:

Engineering and Construction

- Completed paving and lighting project at Division 6
- Completed roofing projects at divisions 2 and 4 and a bus washer project at Division 6
- Reached 90 percent completion of a Metro Green Line noise barrier project
- Challenges ahead include installing CNG facilities at bus divisions; completing the Metro Blue Line platform extensions and tail track project at 7th and Metro; completing a radio retrofit in Segment 1 of the Metro Red Line; and acceptance of the P-2000 light-rail cars.

Countywide Planning and Development

- Finalized the 2000 STIP submittal and programmed TEA-21 funds in FTIP

- Completed a stakeholder outreach plan for the Long-Range Transportation Plan (LRTP)
- Registered 113 employers and 370 Rideshare rewards for the Rideshare 2000 program and enrolled 407 Club Metro participants
- Obtained FTA approval for the draft environmental report on the Eastside corridor

Challenges include obtaining FTA approval to circulate draft environmental studies and reports for the Wilshire and San Fernando Valley corridors; reviewing Call for Projects applications; completing the LRTP; and improving collection of ridership data.

Transit Operations

- Met the bus cleanliness goal with a rating of 7.1 and the rail car cleanliness goal with a rating of 9.1
- Placed 114 new CNG buses in service
- Maintained an on-time pullout standard of more than 99 percent for buses, light- and heavy rail
- Trained 167 new bus operators and promoted all part-time operators to BDOF status
- Implemented pilot lines 58 and 214

Challenges for the months ahead include completion and implementation of new labor contract provisions; P-2000 car acceptance; and kicking off three new bus operator recognition programs.

Support Services

- Customer Relations reduced its call response time by 50 percent to an average of 2 minutes, 13 seconds
- Real Estate reached 55 percent (\$7.9 million) of its annual goal of \$14.5 million in revenues from property sales and leases
- Treasury exceeded its benchmark for investments, reaching 2.85 percent
- Human Resources hired 149 bus operators and filled 123 other vacancies
- Procurement reduced material and supply costs with savings, thus far, of \$375,188

Challenges include continuing to improve the procurement process; implementing a pay-for-performance program; leasing 54 light-rail cars; completion of design specifications for computer wiring at operating divisions; and completing construction of new ground floor office space at Headquarters.

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