



Chief Operating Officer Allan Lipsky reports quarter highlights.

MTA Highly Productive in Third Quarter, Lipsky Reports

(May 10, 2001) In the January to March period, the MTA "accomplished as much as this agency has ever accomplished in a quarter," Chief Operating Officer Allan Lipsky said, Tuesday, following the third quarter review of agency achievements and challenges.

During opening remarks in the Board room, he highlighted progress on the budget – "best budget we've ever delivered" – and cited accomplishments by Transit Operations, Countywide Planning, Construction and Support Services.

"We all came through with flying colors," Lipsky said, adding that "it's not just departments and not just numbers. It's the people. All of us working together to produce these results."

In a departure from past quarterly review meetings, the winners of the new "Employee of the Quarter" program were introduced by their department heads, who described their achievements. For a complete list of winners and photos, click here for [Employee of the Quarter](#) or go to the Human Resources Intranet web page.

Four departments also were singled out for recognition. The Materiel Department was cited as tops for its support of bus maintenance. Transit Operations was honored for improving on-time service, cleanliness and other achievements.

Real Estate earned \$3.9 million

The Real Estate Department was recognized for bringing in \$3.9 million in revenues during the quarter. Public Relations was cited for improving communications with the media and the public through two new Internet web sites.

During reports by individual department heads, Jeff Christianson of Engineering and Construction said his department completed a number of major projects, including new CNG fueling station at the Regional Rebuild Center and at Division 1, installation of a sound wall on the Metro Green Line and an upgrade of the Metro Red Line radio system.

In the next quarter, Construction plans to complete the Metro Blue Line platform extensions, among other projects.

Jim de la Loza of Countywide Planning reported that the Long-Range Transportation Plan is being circulated for public comment. His department has executed a \$140 million grant for bus purchases and has initiated an on-board customer satisfaction survey.

Challenges ahead include developing automated passenger counting data and conducting public hearings for corridor studies of the Mid-City and Westside.

Bus cleanliness improved

Reporting for Transit Operations, Tom Conner said Metro Bus cleanliness had improved for the seventh straight quarter. Customer complaints – at 3.14 per 100,000 boardings – continued at a low level. Light- and

heavy-rail service met their in-service, on-time goals.

In the quarter ahead, Transit Operations will work to bring the P-2000 cars fully on-line, make efforts to hold down fuel and electricity costs and to fill operations and maintenance job vacancies.

Quarterly successes for the six departments comprising Support Services, said Lonnie Mitchell, included the build-out of new Plaza-level spaces, \$3.5 million in revenues generated by Marketing, a customer satisfaction survey initiated by Human Resources and 41 contract audits by Management Audit.

Mitchell said challenges for the next quarter include an upgrade of the Oracle FIS program, implementing the new performance-based compensation program and increasing the use of Purchase Cards.

Of the departments reporting to the CEO's office, Labor Relations resolved 40 arbitration cases, System Safety and Security completed safety audits at operating divisions, Ethics completed Form 700 filings at an annual savings of \$10,000 and the County Counsel obtained several favorable court judgments for the MTA.

In the next quarter, the CEO's office hopes to resolve outstanding Consent Decree issues and conduct orientation for new Board members, among other projects.

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