



## Fourth Quarter Review Reveals MTA on the Upswing



Carolyn Flowers, Executive Officer, Administration, and Richard Hunt, Executive Officer, Operations, deliver reports at quarterly review.

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By BILL HEARD, Editor

(Sept. 18, 2001) For the final quarterly review of CEO Julian Burke's tenure, the MTA is on the upswing, having overcome during the past four years a series of financial, operational, construction and organizational problems.

Kicking off Monday's review, Chief Operating Officer Allan Lipsky observed that the MTA has completed important construction projects, has developed the nation's most modern bus system and has added innovative new passenger service.

The agency also has regained its confidence and has improved its financial situation to the point that MTA bonds have been upgraded – a key indicator of the agency's stability.

"We should give ourselves a round of applause," Lipsky told employees assembled in the Board Room. "The organization has gained a lot of respect and we can move forward knowing that we have a great base to build on."

Among the departmental accomplishments cited for the April-June 2001 period were:

### Countywide Planning and Development

- Received Board approval of the Long-Range Transportation Plan.
- Completed environmental studies and reviews for the Eastside, Mid-City/Wilshire and San Fernando Valley east-west corridor projects.
- Obtained more than \$411 million in federal and state grants for MTA projects.
- Completed the \$900-million Call for Projects.

### Transit Operations

- Reduced bus revenue service hour costs to \$98.42 and heavy rail hourly operating costs to \$220.96.
- Improved bus cleanliness ratings and on-time pull-outs.
- Reduced customer complaints.

### Support Services

- General Services installed new card-reader devices in Headquarters stairwells and elevators.

- Real Estate generated \$17 million in revenues from property sales and leasing.
- Human Resources conducted an agency-wide internal customer satisfaction survey.
- Successfully implemented the Performance-Based Compensation program.
- Procurement implemented the Purchase Credit Card program.
- Risk Management increased participation in the Transitional Duty program by 11 percent.

### **Engineering and Construction**

- Completed preliminary engineering for transit corridor projects.
- Completed the Division 1 CNG fueling station a month ahead of schedule.
- Completed the Metro Blue Line platform extension project on schedule and under budget.
- Closed out the Metro Green Line sound wall project.

### **Office of the CEO**

- Completed a System Safety Management Program plan for Bus Operations.
- Government Relations developed outreach programs for elected officials.
- Ethics saved more than \$10,000 by developing an e-mail data base for lobbying registrations and annual statements of economic interest.
- Equal Employment Opportunity eliminated a backlog of cases.

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