

Transit Ops, Board Research, Counsel Recognized at Quarterly Review

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(Nov. 8, 2001) Three departments – Transit Operations, Board Research Services and County Counsel – were singled out, Tuesday, for special recognition during a top-level review of performance for the July – September period of FY 2002.

In making the announcement, Deputy CEO Allan Lipsky noted that Transit Operations had reduced its cost per hour of revenue service and had met a Consent Decree goal of placing 88 additional buses into service. Bus operating costs per hour declined to \$89.61, while heavy rail costs dropped to \$203.55 per hour.

Lipsky said Board Research Services conducted a successful familiarization program for six new Board members – the largest group of new members since formation of the Board following the merger.

He also congratulated the Office of County Counsel for its victory in the Tutor-Saliba court case and for having successfully completed a number of contract closeouts and claims.

Emphasizing the importance of the quarterly reviews of agency performance, CEO Roger Snoble said, "Good things are happening...it just takes a lot of hard work throughout the organization."

Employees of the Quarter

Employees of the Quarter announced during the meeting were Donald Wong, Construction and Engineering; Steve Bbye, Kevin Michel and Dave Mieger, Countywide Planning; Javier Gonzalez and Roman Gonzalez, Transit Operations; Wendy Gerhardt, Bruce Moore, Tommye Williams and Ahmad Salamah, Support Services; Greg Angelo and Joyce Chang, Office of the CEO.

Some of the accomplishments reported by departments during the quarterly review included:

Construction and Engineering: Completed value engineering for the Eastside light-rail project and for the Burbank/Chandler Bus Rapid Transit project. Conditional acceptance for 17 P-2000 rail cars. Completed retrofit of the radio system in Segment 1 of the Metro Red Line. Completed work on the 7th and Metro station tail track.

Countywide Planning: Completed draft environmental studies and selected a "locally preferred alternative" for the Valley's East/West Corridor. Recommended a developer for the North Hollywood station property. Gained Board approval of the \$900 million Call for Projects and of the Smart Card as the regional fare medium.

Transit Operations: In addition to reducing revenue service hourly costs, Transit Operations also improved the quality of bus service, achieving cleanliness ratings in 11 divisions of 6.4 or greater on a scale

of 10. Customer complaints continued their drop to 2.87 per 100,000 boardings on MTA-operated service. Initiated an agency-wide safety program and an energy management program.

Support Services: General Services completed security improvements. Real Estate generated \$3 million from property sales and leases. Revenue reduced excess fare media returns by 15 percent. Accounting restructured its department. Procurement closed out 23 of 60 professional contracts. Risk Management increased participation in the Transitional Duty program by 11 percent. ITS completed agency-wide training for the FIS 11i upgrade overview.

Office of the CEO: Systems Safety and Security recorded a 15.4 percent reduction in rail accidents, pointing to photo enforcement, fiber optic train signs, safety education and public outreach programs as key. Public Relations improved the content of the Stakeholders and Pressroom Internet pages. Ethics initiated a program that saved 35,000 pieces of paper.

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