

Division 15 to Get 100 New Buses, Catoe Tells Employees

By RICH MORALLO

(Feb. 5, 2002) Over the next five months, East San Fernando Valley Division 15 will receive 100 new CNG buses at a rate of 20 per month, Deputy CEO John Catoe announced during a visit with employees last week.

During a talk in which he updated employees on service sector progress, Catoe also said a new computerized and automated storage carousel will soon replace the manual pick-up off-the-shelf system now installed at the division.

During his two-hour visit with more than 100 operators, maintainers and supervisors, Catoe explained that the concept of the service sectors is to bring the transit operation closer to the customer and to the communities the MTA serves.

He asked the help of the Division 15 staff to ensure that the reorganization is a success even before the service sectors start operations, July 1, in the San Fernando Valley and the San Gabriel Valley.

Sharp, courteous, professional

"We need to work together and smartly operate our services now," Catoe said as he encouraged the staff to be sharp, courteous, professional and on time.

During his talk, the deputy CEO told the staff that represented employees will maintain their rights, including seniority rights, under the service sector concept. "You will receive an additional right – the right to our respect and to be listened to for what you have to say."

Catoe emphasized that many day-to-day decisions on improving customer service will rest locally with the service sectors. "I'm a non-believer in multi layers of bureaucracy. Today, there may be as many as nine levels between you and the CEO, but with the service sectors you will be able to reach me and the CEO through your supervisor and general manager."

The MTA also is planning to start up service sectors for the Central City and Westside, the Southbay and the Gateway Cities in the southeastern part of Los Angeles county.

By creating smaller MTA units with local management that will have better insights into service areas, the agency intends to be more responsive to customers, and improve both customer satisfaction and the image of the agency.

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