



Deputy CEO John Catoe addresses budget cuts at all-staff meeting Dec. 18.

Catoe Reviews Progress, New Challenges at All-staff Meeting

By GAYLE ANDERSON

Decidedly upbeat despite the ominous warnings of potential state transportation funding cuts, Deputy CEO John Catoe called on staff to be "incredibly creative" in response to the challenge of FY 2003: More service in the face of a reduction in state funding.

The remarks came during an all-staff meeting held Wednesday during which Catoe reviewed the past year, citing achievements, progress, and the challenges that lie ahead.

Chief among the success stories was the start-up of Service Sectors operation. "One year ago," said Catoe, "we were talking about the structure of operations for the service sectors: how to efficiently operate the service sectors and how to improve the quality of bus and rail service.

"Today, we have six general managers – including Gerald Francis of Rail Operations – providing community-based service. Two service sectors began operations in June; three more opened in September.

"Today, we get direct input from the community at public meetings and outreach activities on how to implement improvements. And, the local governance process is underway. When the councils are in place, as is the South Bay Governance Council recently approved by the MTA Board, the local perspective on improvement will be significantly sharpened."

Recent service changes provide a timeline of marked improvements in operations:

Metro Rail expanded service hours in October. Two new Metro Rapid lines and three new limited stop Metro Bus lines began operations Dec. 15.

Construction of the Pasadena Gold Line is expected to be completed in April, and, following pre-revenue testing, the Gold Line will open to the public next summer.

All solutions to the tug of war between budget cutbacks and stepped-up services are not yet on the table, noted Catoe, who made a direct appeal to staff to contribute creative ways to offer more services at lower cost without sacrificing quality.

Safety's Still First



Corporate Safety DEO Gary Spivack opened the all-staff meeting with an interactive safety quiz. Employees who answered correctly were awarded prizes in the form of wrapped gifts that would fit nicely a certain type of tree. Try your hand at the quiz, then click [answers](#) to score your safety fitness.

1. What is MTA's Safety Policy?
2. Name four of the six MTA Safety's First Principles.
3. What is the single most important behavior of safety leaders?
4. In the iceberg analogy used during our safety skills training, what is "above the line?"
5. What percentage of injuries are caused by unsafe acts by people?
6. What is the name of the MTA safety form you use to report an unsafe condition?
7. What day of the week has the highest rate of accidents?
8. Which three MTA bus lines have the highest rate of accidents in the system?
9. Should you report all incidents? What about small paper cuts?
10. What should you do when you approach an escalator that is not working?

Part of the creative solutions, said Catoe, are likely to include cost-effective technology, consolidating overlapping services with municipal operators, reprioritizing capital programs, and identifying efficiencies.

Answers to Safety's First Quiz

1. "Safety's first for our customers, employees, and business partners as we plan, construct, operate and maintain the region's transportation system"
2. --Safety is a "24/7" priority
--Safety is everyone's responsibility
--Accidents and injuries are preventable
--Working safely is a condition of employment
--Training is essential for good safety performance
--The management team is accountable for safety
3. Walk the talk! Model the behavior
4. Known results, e.g. Fatalities, lost time injuries, medical treatment and first aid cases
5. 96%
6. Safe 7 - report of unsafe condition
7. Monday
8. Line 20/720 on Wilshire
Line 204 on Vermont
Line 45 on Broadway
9. Yes, report all incidents
10. Do not walk on it. Take the stairs or elevator

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