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## 'Operation Rapid Storm' Hits Metro Rapid Line 720

By DAVE MIKLIC

(April 15, 2004) More than 20 transportation managers and supervisors from three bus operating divisions executed "Operation Rapid Storm," April 1. It was a concerted effort to improve safety and customer satisfaction on Metro Rapid Line 720.

Managers, assistant managers and transportation operations supervisors from West Hollywood Division 7, Gateway Division 10 and Central City Division 1 met operators at all the scheduled stops along the 28-mile route.

Most bus operators appeared surprised to find division managers greeting them at bus zones as early as 5:30 a.m. But, they were well received by both operators and passengers.

"This operation was good for our riders, our operators and the MTA," said Jim Mc Elroy, Westside/Central general manager. "It really demonstrates the critical partnership between operators and supervisors. This partnership is key to ensuring quality service for our customers."

During their time aboard the buses, the Rapid Storm participants discussed safety, bus schedules and actions the operators could take to help the line move safely and efficiently.

## Watched for safety problems

They also were alert for violations of Metro's electronic device policy and for such safety problems as improper lane changes and excessive speed. Supervisors logged times, bus numbers and bus runs, gathering data for analysis of schedule and operational issues.

The operation also targeted the problem of bus bunching – when two or more Rapid buses are traveling together. Supervisors took action when they saw this happening, directing the operators to maintain better spacing.

Transportation managers are considering adding time points along Line 720 to help the operation run more smoothly. A supervisor also will be stationed at Wilshire/Westwood to ensure that buses maintain proper intervals.



TOS Charlie Square greets Division 1 Operator Luis Caceres aboard his Metro Rapid bus during "Operation Rapid Storm."

"Operation Rapid Storm brings into focus how critical it is for us to operate safely," said Mc Elroy.

As the day wore on, it wasn't long before the benefits of "Operation Rapid Storm" began to show. Buses moved more smoothly and had more even passenger loads.

And operators left the each zone with a reminder to drive safely.

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