



# NEWS

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## **MTA BUS AND RAIL OPERATIONS STAFF CHART NEW COURSE WITH *PROFESSIONAL PRIDE***

MTA Executive Officer for Operations James P. Reichert has issued a challenge to the men and women who make up Metro Bus and Rail Operations: improve the bus and rail fleet's on-time and mechanical performance.

"CEO Julian Burke and the MTA Board have made a commitment to purchasing the equipment we need to operate a first-class bus and rail system," said Reichert. "I'm asking our bus and rail operators, mechanics and supervisors to match the ante with a commitment to excellence that we're calling Professional Pride."

"I believe that as professionals we can improve the on-time performance of our Metro buses and trains and also increase the number of miles on our buses between mechanical failures," added Reichert.

Reichert has established an initial set of goals he believes his Bus Operations staff can achieve by December 1999:

- Achieve 90 percent on-time performance. Currently, 46 percent of Metro Bus runs are on-time (defined as 0 minutes early – 5 minutes late).
- Reduce to zero the number of Metro buses that run early. Currently, 40 percent of runs are early.
- Achieve an average of at least 10,000 miles between mechanical failures on Metro buses. Bus breakdowns now average one every 3,986 miles.

Reichert has also set two December 1999 performance marks for Metro Rail Operations:

- Achieve 98 percent on-time performance on Metro Blue Line and Green Line trains. Both lines currently exceed MTA's goal of 97 percent on-time service.

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- Achieve 99.2 percent on-time performance on Metro Red Line trains which currently operate on-time 98.69 percent of the time.

Reichert is confident his staff can meet these goals given a number of key improvements which have been made in the Metro Bus and Metro Rail systems in recent months and a series of additional improvements which will be implemented over the next two to three years:

- the purchase of new buses has been accelerated
- new fare boxes have been approved
- new radios for Metro buses will be ordered
- GPS (Global Positioning System) will be installed on all buses and at MTA's Central Dispatch to provide an accurate location of each bus in service
- operator and maintenance staff training programs will be expanded
- internal message signs for improved communication, cameras for improved security, and voice annunciators for both improved communication and security will become standard equipment on new Metro buses
- electronic diagnostics to troubleshoot mechanical and electrical system malfunctions on Metro buses
- delivery of new light and heavy rail cars continues
- the Metro Red Line will inaugurate new service to Hollywood in May 1999 and to North Hollywood in May 2000
- the Metro Red Line maintenance facility has just been remodeled
- construction of the light rail maintenance facility is underway
- extension of Metro Blue Line platforms will be completed by June 2000
- new wheel truing equipment to provide a smoother and quieter ride on trains is on order.

"It all adds up to quality equipment and systems to help dedicated professionals do a better job," said Reichert. "Next to courteous service, on-time performance is our number one goal. Our customers have the right to expect that their bus or train will arrive on schedule."

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As a reminder and a sign of their commitment, bus and rail staff will wear gold colored pins bearing the Professional Pride logo.

Reichert plans to give monthly updates and quarterly summaries on the progress being made toward reaching what he knows are not easy standards to achieve.

"Everyone needs to contribute to make it happen," said Reichert. "Attendance is extremely important, but the crucial ingredient is heart.

"A transit professional's job isn't easy, but we should never let that cause us to lose sight of our responsibility," he added. "Our riders depend on us."

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