



# NEWS

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## MTA'S METRO BUS SERVICE CONTINUES TO IMPROVE DUE TO NEW BUSES, BETTER MAINTENANCE, AND INCREASED STREET SUPERVISION

MTA's Metro bus service has improved dramatically over the past year with the arrival of new buses, better maintenance, and improved street supervision in reducing overcrowding, coupled with the deployment of more buses during rush hours.

In a monthly report to the MTA Board of Directors, Thomas K. Conner, executive officer for transit operations, called the month of May "a stellar month for transit operations."

The Transit Operations Performance Report for May 1999 notes that on-time pull out performance from MTA bus yards was 99.2 percent for the month, compared to 97.4 percent in May 1998. In addition, on-time performance on the street has improved every month since the beginning of the year.

"Equally important in improving the quality of service to the riding public was an effort to increase the miles between mechanical failures," said Conner. "Those miles between breakdowns resulting in service disruption of more than 10 minutes reached 6,192 in May, compared to 3,158 last year."

Reinforcing MTA's commitment to improve bus service and comply with a federal consent decree to reduce overcrowding, during the month of May 1999 Metro buses were in compliance above the 98 percent range.

Another indication that service is improving was a drop in customer complaints. Schedule adherence complaints fell almost 25 percent for the month of May compared to a year ago.

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Accident rates fell as well during the month of May, dropping to 3.3 accidents per 100,000 miles compared to 3.5 accidents during the previous month.

Since December 1998, MTA has put more than 200 additional peak hour buses into service with another 64 buses to be placed in service by the end of this year. The deployment of new and re-powered buses has enabled MTA to improve and expand Metro Bus service.

During June 1999, MTA placed into service a total of 51 new and converted buses that included 24 new compressed natural gas buses and 27 converted alcohol fueled buses.

New buses continue to arrive weekly and in the next 12 months 437 new buses will be delivered. In addition, all of MTA's 324 problem alcohol fueled buses will be converted to more reliable clean diesel by next May.

MTA's bus improvement plan calls for the purchase of 2,095 new buses by the end of 2004.

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