



# NEWS

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## **MTA'S IMPRESSIVE BUS IMPROVEMENT STREAK CONTINUES**

In typical Los Angeles Lakers style, MTA's Transit Operations continued its winning ways in March by shattering the record for the highest percentage of buses to leave 11 bus operating divisions on time.

The new 99.51 percent on-time pullout mark eclipsed the goal of 99.5 percent mark first set in 1998 and has been a major factor in improving customer service throughout the Metro Bus System. In March, virtually every coach scheduled for a bus run left its division on time. Only two bus run cancellations out of nearly 70,000 bus runs were recorded for the entire month.

"Like a true championship-caliber team, our people are not content to rest on this record period. We are entirely focused on breaking even more new ground," said MTA Transit Operations Chief Tom Conner. "It was a major milestone for us and required a total effort on everyone's part. In the process of scoring these performance victories, hopefully, the many people who rely on our service will become big fans of the MTA, as well."

In the past 18 months, MTA Transit Operations has focused on improving fleet reliability through preventive maintenance and eliminating repeat problems.

"This is another indication of the strong teamwork that is developing at the operating divisions," said Richard Hunt, MTA deputy executive officer. "We're making sure that mechanics have proper training and that repairs are done correctly the first time. Our bus operators deserve to have a piece of equipment that is reliable, clean and ready to run."

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