



Metro

1/14/2004



**California State Auditor/Bureau of State Audits
Summary of Report 2002-116 – December 2003**

***Los Angeles County Metropolitan Transportation
Authority: It Is Too Early to Predict Service Sector
Success, but Opportunities for Improved Analysis
and Communication and Communication Exist***

Audit Highlights

- **The MTA did not perform any cost-benefit analyses or fiscal projections, nor did it fully consider alternatives to sectors before implementing them.**
- **Despite the MTA's limited analysis, we generally did not find negative effects associated with the MTA's decentralization of bus operations.**
- **The MTA lacks a way to determine cost savings and ridership data accurately at the sector level.**



Audit Highlights

- **The MTA could provide better training to governance councils in two areas that limit their ability to make service changes: The MTA's consent decree and union contracts.**
- **Weaknesses in the methods the MTA uses to advertise governance council meetings could cause it to miss opportunities to use these meetings effectively as a means of improving community input into bus operations and tailoring services to local needs**



Recommendations

- **The MTA should ensure that it plans for future projects adequately by conducting sufficient analysis. Specifically, the MTA should consider conducting cost-benefit analyses, fiscal projections, and analyses of alternatives when implementing major changes or programs.**
- **To ensure that the sectors have the tools they need to manage their performance, the MTA should continue its efforts to track all costs associated with**



Recommendations

Sector operations and to identify the actual savings generated. Further, the MTA should continue its efforts to improve its computation of boarding data.

- **To alleviate concerns and prevent conflicts between the governance councils and the MTA, the MTA needs to clearly define and communicate to the governance councils all the information they need to accomplish their goals, including information on limitations related the MTA's problems in calculating actual sector savings, as well as information on the consent decree and union contracts.**



Recommendations

- **To ensure that bus riders have access to information on governance councils and sectors, the MTA should ensure that it uses appropriate and sufficient means of communicating this information. For example, the MTA should consider adding information about bus routes and their corresponding sectors to its service sector and bus route Web pages, and it should also consider adding information about its governance council meetings to these Web pages. Further, it should consider regularly advertising the meetings in newspapers.**



Recommendations

- **Finally, the MTA should continue its planned efforts to focus on eliminating duplicative routes to the extent possible. Specifically, the MTA should allow stakeholders, such as municipal transit operators, to participate directly in the planning process.**



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