

Gateway Cities Service Sector

Presentation on Metro Gateway Cities FY '05 Work Plan Overview



MTA Vision & Mission Statement

Metro Vision:

Metro... Leading the nation in safety, mobility and customer satisfaction!

Metro Mission:

Metro is responsible for the continuous improvement of an effective and efficient transportation system for Los Angeles County.



Metro Updated Goals

Improve transit services.

Deliver quality capital projects on time and within budget.

Exercise fiscal responsibility.

Provide leadership for the region's mobility agenda.

Develop an effective and efficient workforce.



MTA CEO's Top Ten Agency Directives

We will...

1. Continue our safety efforts, reducing accidents and lowering costs.
2. Improve services to meet the expectations of our customers and the public at large.
3. Integrate all capital planning and financial operational plans.
4. Set an example in managing the Metro Gold Line Eastside Extension project
5. Stay on schedule and within budget in building the Metro Orange Line.
6. Implement new technologies, close out contracts and streamline internal processes.
7. Increase security efforts throughout our system.
8. Seek public input, update our plans and create a realistic vision for the future.
9. Improve labor relations throughout our organization.
10. Manage to the budget to ensure financial stability in the years to come.



Metro Gateway Cities

FY '05

Work Plan Overview



Safety

- **Continue active participation in the Dupont Safety Program**
- **Stress safety in all operations, encourage employee input on safety issues, and complete all field observation feedback forms on time**
- **Continue to hold division safety committee meetings**
- **Study root causes of high accident lines and develop strategies to reduce accidents**
- **Study lost workday injuries and develop strategies to reduce injuries**
- **Create a Gateway Cities transit community policing office at the sector office location**

Improve Service & Customer Service

- Reallocate service from poor performing lines and segments to provide added service where needed
- Outreach to Gateway Cities communities, elected officials, and others to market existing service and receive input on unmet needs and service improvements
- Adjust service run time to improve schedule reliability
- Respond to customer complaints and comments in a timely manner
- Utilize data collected by the new ATMS to improve service performance and to better understand customer travel patterns
- Strive to increase mean miles between chargeable mechanical failures
- Develop closer working relationship with Municipal and Local Transit Operators in the Gateway Cities
- Improve bus cleanliness at divisions 1 & 2 with a goal of achieving or exceeding agency goals



Budget

- **Manage to the budget**
- **Seek efficiencies in manpower management to achieve budgeted labor**
- **Propose to governance council service changes in December and June that both improve service performance and ensure attainment of budgetary targets**
- **Maintain aggressive approach to reduce lost work days in an effort to achieve, or exceed, workers compensation expense target**
- **Work with division managers to develop and implement innovative approaches to maintain and clean buses**
- **Reduce overtime costs through the effective implementation of efficiencies and productivity standards**



Communicate Information & Solicit Input for the Metro Connections Program

- **Conduct workshop with N. Michali and the Gateway Cities Governance Council on Metro Connections Program and outreach strategies**
- **Work with N. Michali to inform community groups, customers, city staff and others about the Metro Connections program, and receive their input**
- **Work with Municipal and Local Bus Operators in the Gateway Cities area to effectively plan and implement the Metro Connections program and to ensure Metro works closely with the various Bus Operators in the region to integrate service plans**



Promote Gateway Cities Sector Services and Governance Council Meetings

- Improve the visibility of the Gateway Cities Sector and Governance Council activities by working more closely with local media to attract more media attention to sector services
- Promote greater public participation in sector services and governance council meetings through the implementation of a sector web page, bus cards promoting governance council meetings, and customer feedback forms
- Participate in community events and meetings, and other outreach opportunities, to educate the community about public transit

