

# Westside Central Service Sector Vehicle Operation

Yvonne Brewer-Smith  
Assistant Transportation Manager – Vehicle Operations

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## Discussion Topics

- Definition of Vehicle Operations (VO)
- Duties of the Vehicle Operation Supervisors
- Responsibilities of Assistant Manager of VO
- Factors affecting service quality
- Goals/Performance Improvement Plan
- On-going issues

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## Definition of Vehicle Operation

- An independent team of Transit Operation Supervisors (TOS) whose primary focus is to supervise, coordinate, and monitor the daily operations of bus service
- Main responsibility is for safe, efficient and timely bus service



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## Duties of Vehicle Operations

- Oversee service in the Westside Sector, and other Sectors
  - Average of seven (7) supervisors monitoring 318 square miles of service, with 517 in-service buses
  - From Golden State Fwy (5) North to Santa Monica Fwy South, From Downtown Los Angeles East to Malibu – Trancas Canyon West
- Directs operations at special events (Rose Bowl, Hollywood Bowl, Dodger Stadium, racetracks, etc.)
- Maintain bus service reliability by implementing resources
- Perform minor mechanical adjustments to transit vehicles

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## Duties, cont. 2

- Perform weekly time load checks to determine service reliability
- Manage on street service, i.e., bunching, on-time performance and deadheading giving priority to heavier ridership lines
- Investigate accidents/incidents involving Authority vehicles
- Direct Operators during emergencies, equipment breakdown and service delays

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## Assistant Manager of Vehicle Operation

- Assist Sector in accomplishing the goals and objectives to improve on-time performance, reduce accidents and reduce customer complaints
- Determine strategies to solve operational problems
- Prepare written reports, correspondence, bulletins and standard operating procedures
- Act as an liaison between MTA and elected officials for the City, County, State and Federal)

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## Factors Affecting Service Quality

- On-Time Performance
  - Buses pulling out of divisions on time
  - Leaving first terminal on time Running time
    - Early
    - Late
    - Traffic
    - Emergencies
    - Break downs
- Accidents/Incidents
- Customer Complaints



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## Goals/Performance Improvement Plan

- Implement “Phoenix Project”
- Reduce accidents by performing in-depth accident investigation for causation
- Improve on-time performance by developing a Task Force
- Reduce calls to Bus Operation Control Center (BOCC) from operators for “Day Passes”
- Improve communications with Maintenance and mechanics to reduce bus break-downs and response time to road calls
- Assign target lines to each Field Supervision team
- Manage the targeted lines using line profile to identify problems in specific areas
- Improve communications with patrons and bus operators

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## On-Going Issues

- Monthly meetings with other Service Sectors & BOCC
- BOCC monitoring terminals and lines via Advance Transportation Management System (ATMS)
- Live monitoring of our service via ATMS
- Perform line sweeps and special checks on targeted lines
- Meet with and compile recommendations from Division Management and Operators

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# Thank You

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