



**PLANNING AND PROGRAMMING COMMITTEE MEETING
MAY 17, 2006**

**SUBJECT: ANNUAL UPDATE ON IMPLEMENTATION OF
FISCAL YEAR 2001- 2003 TRIENNIAL PERFORMANCE
AUDIT RECOMMENDATIONS**

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file this annual update on the implementation of Fiscal Year (FY) 2001-2003 Triennial Performance Audit recommendations.

ISSUE

The Transportation Development Act (TDA) mandates that reasonable efforts be made towards implementing recommendations from Triennial Performance Audits required by statute. This report provides the Board of Directors with our review of the progress made to date in implementing recommendations made by the FY 2001 - 2003 Triennial Performance Audit for the Los Angeles County Metropolitan Transportation Authority (Metro) as the Regional Transit Planning Entity (RTPE) for Los Angeles County and the Los Angeles County transit operators, including Metro Operations. We have reviewed and evaluated the efforts that all operators and Metro as the RTPE have made to implement the audit recommendations, and we have determined that reasonable efforts to implement the recommendations have been made.

BACKGROUND

Under the California Public Utilities Code (PUC) Section 99246, regional transportation planning entities are required to conduct independent performance audits. In November 2004, the Board of Directors reviewed the findings and recommendations included in the FY 2001 - 2003 Triennial Performance Audit. In May 2005, the Board reviewed implementation plans developed to address the audit recommendations made for 17 Los Angeles County transit operators, including Metro Operations, and for Metro as the RTPE for Los Angeles County.

Attachment A provides a summary listing of the progress made on the implementation plans for all 17 transit operators, including Metro Operations. Attachment B also provides a summary listing of the progress made on the implementation plan for Metro as the RTPE. Each attachment shows the current status and the expected date for implementing the audit recommendations.

NEXT STEPS

We expect to again review and evaluate progress made or actual completion made on each of the audit recommendations through the FY 2004-2006 Triennial Performance Audit. The FY 2004-2006 Triennial Performance Audit Process is scheduled to begin in July 2006.

ATTACHMENTS

- A. Progress Update on Audit Recommendations Los Angeles County Operators, Including Metro Operations
- B. Implementation Plan for Audit Recommendations for Metro as RTPE

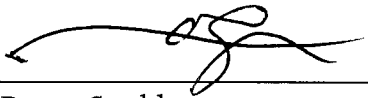
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Implementation Plan for the FY 2001-2003 Triennial Audit Los Angeles County Transit Operators

ANTELOPE VALLEY TRANSIT AUTHORITY

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Continue to pursue long range planning within organization	AVTA	All planning activities completed. Implementation underway.	Implemented

ARCADIA TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Evaluate strategies to limit growth in high school trips	Arcadia Transit	On July 5, 2005, the Arcadia City Council approved eliminating Dial-a-Ride (DAR) service to all local schools during morning hours; the policy is effective as of September 2005. City staff is preparing a Request for Proposal (RFP) for June 2006 release for feasibility study on alternative operating options, including semi- fixed route service	07/01/06
2	Evaluate the current Arcadia Transit fare structure, including the monthly pass	Arcadia Transit	On July 5, 2005, the Arcadia City Council approved eliminating the DAR monthly service pass to all general public riders; the policy is effective as of September 2005.	Implemented
3	Review allocation procedures separating weekday and local service	Arcadia Transit	The City of Arcadia entered into a 5-year contract in FY04-05 with Southland Transit Inc.; summary tables have been amended to delineate weekday and local service performance data	Implemented

CLAREMONT DIAL-A-RIDE

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Request accountants to provide additional expense and revenue data to assist external reporting requirements	City of Claremont/ PVTA	Hired new staff who are dedicated to working on transit issues to ensure programs are operating efficiently and appropriately. This same staff is also responsible for managing data reporting for external reports.	Implemented
2	Claremont Dial -A-Ride should utilize the results of the transit service assessment to determine the best strategy for the future	City of Claremont/ PVTA	Assessment is not complete. Tentatively scheduled to be completed within the next 60 days during which a recommendation will be considered.	07/01/06

COMMERCE MUNICIPAL BUS LINES

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Examine the current methodology for applying casualty and liability costs to the department of transportation.	Commerce Municipal Bus Lines	The methodology used to assign casualty and liability insurance costs to transit will be reviewed as part of the city's 06/07 budget development process. Any changes or modifications to the current methodology will be used to allocate insurance costs to the transportation department.	07/01/06
2	Obtain a formal contract for the taxi voucher program, allowing for the private sector to provide peak period trips that exceed Commerce's existing resources even if the trip length is less than eight miles	Commerce Municipal Bus Lines	An RFP will be developed and solicited; the lowest qualified bidder will be issued a formal contract to accomplish the recommendation.	12/01/06
3	Consider a change in responsibility between finance and transportation for timely and accurate external reporting of transit data	Commerce Municipal Bus Lines	An Analyst position will be recommended in the 06/07 budget	7/01/06

4	Collect and report taxi voucher service data in accordance with FTA, State and local requirement	Commerce Municipal Bus Lines	Response forthcoming	1/15/06
5	Examine and document cost and labor hour allocation and accounting methods to ensure that these two factors are treated consistently and accurately	Commerce Municipal Bus Lines	Response forthcoming	12/15/06

CULVER CITY MUNICIPAL BUS LINES

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Monitor maintenance costs in light of full conversion of Culver City bus fleet to CNG and implement steps to control costs over the long term	Culver City Municipal Bus Lines	Culver City is implementing an extension to its fleet software to collect better data on its maintenance activities and better monitor maintenance costs.	07/01/06
2	Develop an accurate methodology to segregate weekday statistics for TPM reporting	Culver City Municipal Bus Lines	Methodology being developed.	06/30/06

FOOTHILL TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Use the comprehensive operational analysis to adjust service to appropriate levels for maximum operating efficiency	Foothill Transit	Foothill now utilizes the information from the Comprehensive Operation Analysis to adjust service to appropriate levels to maximize operating efficiency.	Implemented

GARDENA MUNICIPAL BUS LINES

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	In light of GMBL relocating to a new facility, GMBL should revisit their data collection procedures for vehicle service hours and miles to ensure that TDA definitions are being met	Gardena Municipal Bus Lines	Subsequent to the opening of GMBL's new facility, staff will review the methodologies for collecting hours and mileage data. New automated procedures will be implemented to help in improving the accuracy of such data.	07/01/06
2	GMBL should investigate opportunities to control operating costs and improve the farebox recovery ratio	Gardena Municipal Bus Lines	GMBL staff strives to control operating costs on an ongoing basis. Staff is currently conducting an analysis of the GMBL fare structure and will recommend adjustments as warranted to improve the farebox recovery ratio.	07/01/06

LA MIRADA TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Examine data collection and reporting processes to ensure consistent and accurate reporting	La Mirada Transit	La Mirada has developed a Data Consistency Report to ensure data item accuracy and data consistency between reports submitted to external agencies. La Mirada has also utilized the services of a transit consultant to assist La Mirada in understanding external reporting requirements and definitions for all agencies.	Implemented
2	Request accountants to provide additional expense and revenue data to assist external reporting requirements	La Mirada Transit	La Mirada took advantage of its new financial system to create new accounts for each type of funding source. As a result, the City's Financial Statements clearly itemize the various revenues and expenditures, allowing for a better understanding of the financial information included in the external reports.	Implemented

3	Carefully review performance impacts associated with the new service contractor	La Mirada Transit	La Mirada Transit is providing oversight of the contract held with Norwalk Transit Systems (NTS), which consists of: (1) monthly meetings with NTS supervisors and managers; (2) monthly review and analysis of invoices and data regarding ridership trends, passenger revenue, revenue hours/miles; (3) monthly ride-alongs; (4) quarterly review of pre-trip inspections; (5) quarterly review of vehicle maintenance procedures and security measures; and (6) onboard distribution of La Mirada customer satisfaction surveys. In addition, staff has conducted anonymous evaluation rides on La Mirada Transit to gain insight into the day-to-day quality of service. Finally, NTS solicited proposals for a Comprehensive Operational Analysis addressing La Mirada Transit service modifications.	Implemented
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LONG BEACH TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Verify that external reports comply with data definitions and reporting requirements	Long Beach Transit	Verification of external report compliance is complete	Implemented
2	Continue efforts to improve the cost efficiency and cost effectiveness of service provision by mode	Long Beach Transit	LBT management is diligent in monitoring and containing cost growth. This is evidenced by the Company finishing under budget for each of the three reporting years and having its largest expense, operator wages, only increasing by 3% a year. LBT consistently monitors passenger and operational information for the fixed route service through its Transmart GPS system and the	Implemented

			<p>Comprehensive Operational Analysis.</p> <p>Since implementation of the taxi-style dial-a-ride service, service hours have been reduced by 60% while ridership has increased 18%</p> <p>LBT already employs seasonal cutbacks for the Ferryboat service, running full service only from Memorial Day through Labor Day</p>	
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LADOT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Develop a performance monitoring and reporting program	LADOT	LADOT intends on developing a system-wide relational database. This will allow the agency to not only continue monitoring performance of its individual programs but to analyze and report system wide performance trends.	06/30/07
2	Further develop a Short Range Transit Plan to include well defined objectives and action plans with measurable targets	LADOT	LADOT will continue to develop its Short Range Transit Plan (SRTP) into a more proactive planning document with well defined objectives and measurable action plans.	06/30/07
3	LADOT should improve data consistency and accuracy of all its services throughout its external reporting documents	LADOT	LADOT will improve upon the consistency of the data reported. All of its transit services will be reported on the next Transit Performance Measurement (TPM) submittal. The agency will also address the reporting of Full Time Equivalent (FTE's) on its reports.	06/30/07

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Examine financial and performance data collection and reporting processes to ensure consistency among reports	METRO	<ol style="list-style-type: none"> 1. Rigorous procedures and practices were introduced by staff in early 2002 to ensure that accurate and consistent performance data is provided for Financial and Planning purposes. 2. Changes were made in the monthly ridership estimation process to insure monthly estimates rolled up to the annual estimates. 3. Performance data is being clearly marked by source and period of performance to minimize incorrect attribution of performance data for financial or planning analysis. 	Implemented
2	Continue to investigate opportunities to realize the full potential of bus service sectors	METRO	<ol style="list-style-type: none"> 1. Governance councils have been fully implemented to provide service coordination and oversight for local/community based services 2. Implementation of improved communications through internet sites for all of the sectors linked to Metro web-site 3. Improved service coordination between service sectors and municipalities 4. Develop work plan to implement Metro Connection regional bus restructuring 	Implemented Implemented Implemented 12/31/06
3	Establish a process to determine the impact on transit system performance from major technological improvement initiatives	METRO	Transit Operations will coordinate with IT and Finance departments to develop performance goals, indicators and measures for performance monitoring on the transit system due to new technological improvements.	12/31/06

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Develop cost allocation model to more accurately allocate cost to dial-a-ride service	Montebello Bus Lines	<p>MBL performed an intensive analysis, which reviewed the method of cost allocation to its dial a ride mode. Results of analysis identified that the revenue service hours were being over-reported.</p> <p>In FY 04, staff performed a process reengineering that resulted in more accurate reporting of the revenue service hours and dial a ride cost allocation. The process reengineering included a new operator trip sheet that details entry per pick up and drop off, operator training for input of the new trip sheet, and input of revenue service hours into MBL's TransTrack data consolidation program.</p>	Implemented
2	Explore feasibility of implementing a new automated maintenance management system	Montebello Bus Lines	<p>This new, more accurate reporting process has resulted in a reduction of the dial-a-ride expense from 3% to 1% of the total system expense. This was implemented beginning July 04.</p> <p>Currently the City of Montebello uses the HP3000 financial system, which includes a vehicle maintenance module. This older module is limited in functionality and performance and no longer meets the needs of the transit department.</p> <p>A new Maintenance Management System has been included in a comprehensive new City Finance System procurement. The responses to the RFP were received by the City and contract awarded to early FY 05. Vehicle maintenance module installed. This module includes inventory control, warranty tracking, work orders interfaced with City core financial system, and vehicle preventative maintenance. MBL awarded contract to new vendor for full ERP</p>	06/30/07

3	Discuss with Metro's San Gabriel Valley sector and Foothill Transit possibility of arranging a quarterly meeting to discuss unmet transit needs and share information about service planning initiatives to enhance service coordination	Montebello Bus Lines	solution, which include Maintenance Management software.	Implemented
<p>An MBL effort to provide superior transportation service to Montebello and surrounding communities has resulted in opportunity to expand service. This is evident in the recent assumption of Metro divested service, line 262 (MBL 30) and Metro line 104 (MBL 50). The success of implementing these MBL routes has prompted proactive communication with Metro to address the service expansion opportunity in the San Gabriel Valley Sector.</p> <p>Recent dialogue and service coordination with the Metro San Gabriel Valley Sector has resulted in the expansion of MBL Route 20 from Garvey Ave. to the Sierra Madre Gold Line Station which replaced the Metro line 264.</p> <p>Staff currently has an open dialogue with the General Managers of both the Metro San Gabriel Valley Sector and Foothill Transit. Staff will approach the GM's of both of these agencies and schedule a semi-annual service coordination meeting. The first meeting was held in January 2005.</p>				

NORWALK TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Document reporting requirements and definitions to allow for more consistent and accurate reporting	Norwalk Transit	Service documentation improvements have been made to consistently report operating expenses and revenues for all services for all external reports. New processes were completed for reports beginning FY 2004.	Completed

2	Review cost allocation procedures between the fixed route and demand response modes	Norwalk Transit	A cost allocation plan was implemented to allocate administrative costs between the fixed route and demand response modes beginning FY 2004.	Completed
3	Carefully evaluate the performance impacts of new services and make changes to improve cost efficiency	Norwalk Transit	The performance trends of new services are now closely monitored. As a result, the Get Around route-deviation service was canceled due to inefficiency. Route 5 is restructured to improve service performance.	Completed

CITY OF REDONDO BEACH

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Document reporting requirements and definitions for preparation of local, state, and federal reports to ensure consistent and accurate financial and operating date reporting	Redondo Beach	Staff is continuing to develop tracking mechanisms for ensuring consistent and accurate financial and operating data. The City Finance Department has hired a new grants manager, who will be working closely with the Transit Division to ensure accuracy in reporting.	Implemented
2	Request additional financial detail from contractors during the next re-bid of the Wave Service	Redondo Beach	Laidlaw Transit Services was awarded a new contract for provision of Beach Cities Transit services and additional financial detail was requested.	Implemented

SANTA CLARITA TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Continue efforts to document reporting requirements and definitions for preparation of local, state, and federal reports to ensure consistent and accurate financial and operating data reporting	Santa Clarita Transit	Staff is continuing to develop tracking mechanisms for ensuring consistent and accurate financial and operating data. The City Finance Department is in the process of including a separate financial audit of the transit division in the annual audit contract. This audit will be completed prior to submission of any reporting documents to further ensure consistency.	Implemented

2	Consider a line-by-line review of existing fixed route system	Santa Clarita Transit	A request has been submitted in the budget process for funding this in Fiscal Year 2007.	07/01/06
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SANTA MONICA'S BIG BLUE BUS

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Modify format of performance measurement report to show monthly trend graphs and tables that compare current month to same month last year	Santa Monica Big Blue Bus (BBB)	Beginning in 2004, the BBB reformatted its performance measurement reports to show monthly trend graphs and tables that compare the current month to the same month last year.	Implemented
2	Formalize a methodology for calculating FTE's to ensure greater consistency between the state controller report and TPM reports	Santa Monica Big Blue Bus	Beginning in FY 2005, the BBB references the annual State Controllers Report instead of the National Transit Database (NTD) Report to obtain FTE data for the TPM report.	Implemented
3	Reduce vehicle spare ratio to 20 percent	Santa Monica Big Blue Bus	The BBB has auctioned many older vehicles to meet the spare ratio requirement of 20 percent.	Implemented

TORRANCE TRANSIT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Emphasize a review of data reports for consistency among the various parties submitting reports and quality control to ensure consistency among various reports	Torrance Transit	All data has now been incorporated into a single central repository. Procedures implemented to establish and ensure a single data repository is used as the source for all reporting tools.	Implemented
2	Monitor labor cost in all fixed-route functional areas and general costs associated with administrative functions	Torrance Transit	"Return to Work Program" and budget constraints successfully implemented to reduce Workers Compensation and other administrative costs.	Implemented

**IMPLEMENTATION PLAN FOR THE FY 2001 - 2003 TRIENNIAL AUDIT OF LACMTA AS
THE REGIONAL TRANSPORTATION PLANNING ENTITY**

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
1	Implement additional administrative actions to further strengthen and improve compliance with State PUC and California Administrative Code requirements for TDA and STA administrative functions	Frank Flores/ Nalini Ahuja	Reorganization of section, staff training, updating of guidelines/procedures, audit requirements have all led to improved compliance with the PUC requirements. Staff will continue to focus on additional actions to strengthen areas of PUC compliance.	Completed
2	Prepare funding apportionments prior to March 1st each year (requires revenue estimates be provided by Finance to the Planning department to meet Planning timelines)	Nalini Ahuja/ Michelle Caldwell	The TDA funding apportionments for Fiscal year 2006 were distributed to the transit operators at the February Bus Operations Subcommittee meeting.	Completed
3	Include required findings in Board Resolutions allocating TDA and STA funds (current Board report approach does not require Board resolutions making the required findings; it only requires the allocations be approved)	Nalini Ahuja/ Susan Richan	Resolution is written and will be attached to the FY 2007 Formula Allocation process for Board approval in June/July 2006.	June/July 2006
4	Update guidelines for analyzing and evaluating TDA Article 4 claims	Nalini Ahuja/ Rufus Cayetano	Guidelines update completed	March 2006
5	Separate LACMTA claimant functions as operator from oversight functions as RTPE	Carol Inge/ Frank Flores	Metro claimant function performed by Regional Program Management section, while RTPE oversight function performed by Local Programming section	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
6	Account for the expenditure of planning and administrative funds for Metro as RTPPE under the appropriate PUC section	Josie Nicasio/ Frank Flores	A separate project code for TDA administrative functions will be developed and expenditures classified accordingly for Fiscal Year 2006	June 2006
7	Request clarification from Caltrans and the State Secretary of Business regarding apportionment procedures for Article 4 and Article 8 funds (note that this issue is not unique to Metro; other agencies have needed to request similar clarification)	Nalini Ahuja/ Susan Richan	Staff has received confirmation from Caltrans that Metro's apportionment procedures for Article 4 and Article 8 funds are in compliance.	Completed
8	Codify and formalize success characteristics of the Metro Rapid service through minimum service agreements	Brad McAllister/ Rex Gephard	Metro Rapid Service Warrants were approved by the Chief Executive Officer (CEO) and transmitted to Board in August 2004. Warrants codify and formalize success characteristics of Metro Rapid service and set minimum service standards. A process for the review and approval of Metro Rapid service, which deviates from Service Warrant standards for unique circumstances on an exception basis, has been developed.	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
9	Establish a Countywide multi-modal transportation performance reporting program that is visible and relevant to the public	Carol Inge	A highway and transit monitoring program is an element of the Congestion Management Program. Data is collected biennially, and incorporated into the biennial update of the Congestion Management Program. The FY 2006 Regional Short Range Transit Plan (RSRTP) will develop a bus transit performance measurement program that allows the Metro and Municipal Operators to track service performance, as well as progress in moving capital projects and programs forward.	Completed
10	Clarify roles and responsibilities of Planning and Operations since the FY03 a) Transition service planning for established services to Operations, while development of countywide planning documents and initiatives should remain with the Planning Division	Carol Inge/John Catoe/ Flowers/ McAllester	Metro Rapid implementation responsibilities have been transferred from Planning to Operations. The responsibility for developing the Regional Short Range Transit Plan has been shifted from Operations to Planning.	Completed
10	b) Improve coordination between Planning Area Teams and Operations Sectors	Flowers/Inge	South Bay Area Team participate in the Metro Connections Service Providers Working Group; attend COG transit working group, that consists of all public transit operators, including Metro, attend Sector Governing Board meetings as necessary. Sector staff now regularly coordinates transit operations issues with Area Team Staff.	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
10			<p>San Gabriel Valley area team attend the monthly Sector Governance Council meetings to monitor the sector staff briefings to the governance council and the council responses, update the sector staff and governance council members on the status of major capital projects and Metro programs and, answer any questions by those in attendance. Area Team provides input into the scopes of work for studies the sector may be conducting.</p>	Completed
10			<p>San Fernando Valley/North County Area Team included the sector in technical study teams for the SFV N/S Study, Joint Development, and Orange Line. Jointly hosted public meetings w the Sector. Commented and reviewed Service Sector Service Changes. Made presentation to the Sector Governance Council on Planning projects. Met with the Sector staff regarding Orange Line Implementation Planning and Bus Service Restructuring.</p>	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
10			<p>The Central Area Team (CAT) regularly coordinates information and/or facilitates involvement on pertinent work tasks with Westside-Central and San Gabriel Valley-East Los Angeles Sectors. CAT staff has facilitated San Gabriel-East Los Angeles Sector presentations at the Eastside Gold Line Review Advisory Committee. CAT staff has also made presentation to San Gabriel-East Los Angeles Sector Governance Council re CAT major projects.</p>	Completed
10			<p>The Gateway Cities/Southeast Area Team has extended special efforts to ensure that the Operations Sector had the opportunity to review capital and operations improvement projects for enhanced efficiency of transit operations. The Team regularly attends the Sector Board meetings. Finally, the Area Team regularly participates in the Gateway COG Executive Committee meetings, as well as other affiliated committees.</p>	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
10			<p>The Westside Team has been working closely with the Central/Westside Sector. Sector Staff and the Westside Area Team Director talk almost daily to coordinate on Division #6, the Wilshire Bus Lanes, bus layover spaces at joint development projects and general planning for bus service changes. Area Team staff have appeared before the Central/Westside Governance Council.</p>	Completed
10			<p>South Bay Area Team participates on the Metro Connections Service Providers Working Group, attends South Bay COG transit working group which consists of all public transit operators including the Metro South Bay, attends Sector Governing Board meetings as necessary, Sector staff is a member of the Crenshaw Corridor Phase 1 Transit Enhancements Project Team, and SBAT staff regularly coordinates transit operations issues with sector staff.</p>	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
10	c) Recognize role of Planning in projects that involve the region's operating agencies	Flower/McAllester	The role of Planning in projects that involve the region's operating agencies has been strengthened with the transfer of the Regional Short Range Transit Plan (RSRTP) from Operations to Planning. The RSRTP will establish the goals, objectives, strategies, and actions required for the Metro and Municipal Operators to be successful. The RSRTP will be completed in Summer 2006.	September 2006
11	<p>Improve the availability of and access to data and information needed for business decisions (e.g., requests for data/information from the Board). For example, Metro should consider:</p> <p>a) Increasing integration among data systems to make more information available on-line</p>	Carol Inge/ Joanne Kawai/	<p>a) Implemented Google-powered Board Action Archives that provides access to over 30,000 digitized, full text searchable documents of all board activities from 1990 to the present, including predecessor agency minutes from 1968 to the present. Published a Board Policies book in print and updated monthly on-line that summarizes board adopted policies, provides historical context for them and links to the full text of appropriate policy attachments.</p>	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
11			<p>Created a web-based virtual "reference shelf" to provide immediate intranet web access to all major departmental reports across the organization and a web accessible catalog of historic archives. Maintain a web accessible dictionary of 3,200 transit acronyms and terms. Use Cybertools Library catalog to create "satellite" library catalogs of other print material collections within the agency and provide single point of entry searching for such materials.</p>	Completed
11			<p>The Research Center/Library is working in partnership with the National Transportation Library and transportation libraries across the U.S. to improve the availability of transportation-related information needed by Federal, state, and local decision-makers with timely access to the information that supports transportation policy, research, operations, and technology transfer activities</p>	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
11	<p>b) Developing and adopting a process for handling data requests that specifies responsibilities and provides guidelines to ensure that responses to such requests are timely and provide the best data</p>		<p>Specific document requests from the public, if not available through Metro.net, are routed through Records Management. All general research and reference questions from employees, students, outside institutions and the public are routed through the Research Center/Library. In the case of data requests, staff works with major data producing departments, mainly in Operations Performance Analysis and Planning Spatial Analysis. All document requests are considered in the context of transportation security issues per new FTA rules. Documents available through the various systems/databases can be printed or viewed from each workstation. Records Management policies and procedures adopted as required by the Board. Research Center/library policy currently being edited to incorporate updated procedures.</p>	Completed

