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MAY 16, 2001

Metropolitan
Transportation
Authority

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TO: BOARD OF DIRECTORS

FROM: THOMAS K. CONNER *Thomas Conner*
EXECUTIVE OFFICER, TRANSIT OPERATIONS

SUBJECT: EXECUTIVE OFFICERS OPERATIONS COMMITTEE
REPORT

ISSUE

Due to the cancellation of the Operations Committee Meeting for May 2001, an outline of the Executive Officers Report and the March Bus and Rail Performance Reports are being distributed to the Board of Directors as a Board Box.

BACKGROUND OR DISCUSSION

Each month the Executive Officer, Transit Operations provides a written performance report and an oral report to the Committee. The information contained in the report varies from month to month but always includes a Performance Summary, a Bus Procurement Update, and a report from the Office of System Safety and Security.

NEXT STEPS

The report for June 2001 will be made orally at the June 16, 2001 Operations Committee Meeting.

Attachment: Executive Officer, Transit Operations Report



TRANSIT OPERATIONS EXECUTIVE OFFICER'S REPORT

Presented to

LACMTA Board of Directors

May 16, 2001

Thomas K. Conner



TRANSIT OPERATIONS EXECUTIVE OFFICER'S REPORT

- ◆ **March Performance Highlights**
- ◆ **Bus Procurement Update**
- ◆ **Office of System Safety
& Security Activity Report**

Performance Highlights

March 2001

- ◆ **Bus On-Time Pull-out % moved closer to the goal at 99.44%.**
- ◆ **OTP for the two major contractors – FTI and Coach – remained very high in March.**
- ◆ **Bus In-Service On Time Performance improved for the third consecutive month and “Running Hot” decreased for the fourth straight month.**
- ◆ **Load Factor declined, but remains at a high level.**

Performance Highlights

- ◆ **On-Time Pullouts for both Light and Heavy Rail exceeded the goal in March. Heavy Rail continued at 99.46%, while Light Rail rose to 99.54%.**
- ◆ **Light Rail In-Service On Time dropped slightly below the 98.00% goal, while Heavy Rail increased slightly and remained above the goal in March.**

Performance Highlights

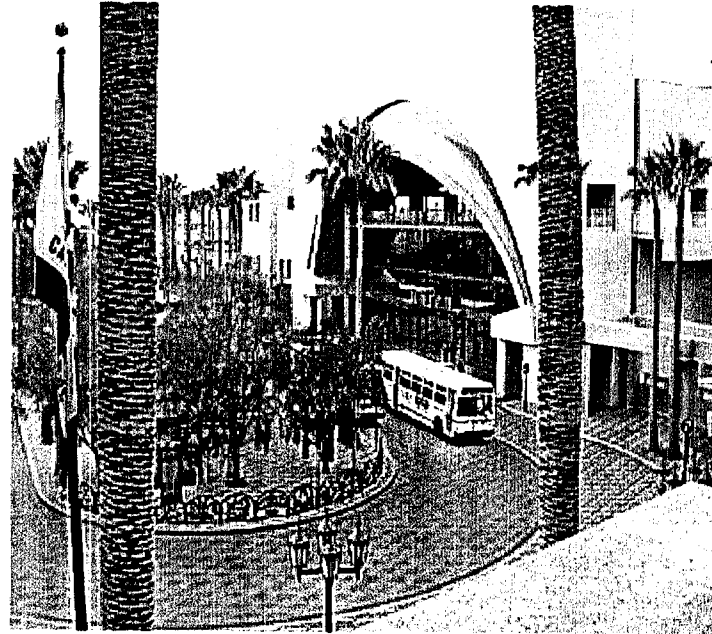
- ◆ **Rail Cleanliness – Green Line Cleanliness reached a record level in March, posting the fifth consecutive quarter of improvement. Blue Line Cleanliness Ratings declined for the second consecutive quarter. And Heavy Rail cleanliness ratings dropped sharply in the Third Quarter, but both remained above goal.**
- ◆ **Bus Cleanliness has consistently improved since the inception of the program, seven quarters ago.**

Performance Highlights

- ◆ **Customer Complaints – Customer complaints remained relatively constant in March. Customer Complaints have been below 4.0 complaints/100,000 boardings for the last four months.**
- ◆ **Accidents – Accidents/100,000 Hub Miles increased to 4.05, exceeding 4.0 for the first time since October 2000.**

Bus Procurement Update

- ◆ Through April 2001, MTA accepted a total of 99 New Flyer buses, and 73 of these buses had been released for revenue service.
- ◆ New Flyer has requested a contract extension which is under review.
- North American Bus Industries (NABI) has shipped 22 buses in their 215 bus option order. While 16 of these buses have been accepted, NABI has asked MTA to temporarily hold these buses out of service so that they can replace potentially defective parts in the hydraulic cooling systems.



Bus Procurement Update

- **MTA contractors Coach USA and First Transit have accepted 102 of the 115 buses ordered to cover contracted bus service. To date, 102 of these buses from Orion, El Dorado and Thomas Bus Company have been put into revenue service.**
- **As directed by the MTA Board in January 2001, staff issued a RFP for 30 advanced, high-capacity, lightweight transit buses for release on May 1, 2001.**



Office of System Safety & Security Activity Report

- ◆ **LAPD Teamed Up with MTA Inspector General on bus token investigations.**
- ◆ **Trial installation of a rear wheel guard on NABI low floor buses at Div. 7. This is a small bumper-type device installed in front of the right rear dual-wheels. This device appears to have merit and staff plans to proceed with a phased program to install it fleet-wide.**
- ◆ **Assessment Report on status of safety and security issues at each division forwarded to EO of Operations.**
- ◆ **MBL Safety Enhancements (*i.e; sidewalk stripping, rail extension on pedestrian ramps and signage*), implemented at Wardlow Station, upon completion of platform extension work.**
- ◆ **Board approved motion to support MTA's efforts to seek exemption from Edison's rotating power outages.**