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Metropolitan Transportation Authority

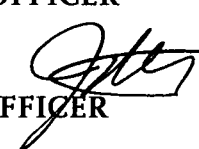
One Gateway Plaza
Los Angeles, CA 90012-2952

213.922.2000 Tel
metro.net

May 5, 2005

TO: BOARD OF DIRECTORS

THROUGH: ROGER SNOBLE 
CHIEF EXECUTIVE OFFICER

FROM: JAMES L. de la LOZA 
CHIEF PLANNING OFFICER

**SUBJECT: IMPLEMENTATION PLANS FOR FISCAL YEAR 2001- 2003
TRIENNIAL PERFORMANCE AUDIT RECOMMENDATIONS**

ISSUE

This Board Box Item outlines the status of implementation plans of the FY 2001 - 2003 Triennial Performance Audit recommendations for Los Angeles County transit operators, including Metro Operations, and the Los Angeles County Metropolitan Transportation Authority (LACMTA) as the Regional Transit Planning Entity (RTPE). The Transportation Development Act (TDA) requires that Triennial Performance Audit recommendations be implemented. Progress towards implementing the FY 2001 - 2003 Triennial Audit recommendations has been reviewed with Metro Operations and other departments, and will also be audited as part of the FY 2004 – 2006 Performance Audit.

BACKGROUND

Under the California Public Utilities Code (PUC) Section 99246, regional transportation planning entities are required to conduct independent performance audits. Under contract, the firm Booz, Allen and Hamilton independently conducted the FY 2001 - 2003 Performance Audit of the Transit Operators, including Metro Operations, and the LACMTA as the RTPE for Los Angeles County. On November 18, 2004, the Board of Directors reviewed the findings and recommendations included in the performance audit.

Attachment A lists the progress update on the audit recommendations of all the transit operators, including Metro Operations. Attachment B describes the implementation plan for the audit recommendations for the LACMTA as the RTPE. The plans show the status and the expected implementation date for the recommendations.

NEXT STEPS

We will work with various departments, Metro Operations and the other Los Angeles County transit operators to monitor their progress on the audit recommendations. We also will report to the Board annually on the progress made on these recommendations.

ATTACHMENTS

Attachment A – Progress Update on Audit Recommendations LA County Operators, Including Metro Operations

Attachment B – Implementation Plan for Audit Recommendations for LACMTA as RTPE.

Prepared by: Armineh Saint, Transportation Planning Manager, Local Programming

**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	Executive Director	Waiting for response from AVTA Will be provided with the next update to the Board	In Progress

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	Assistant City Manager/Development Services Director	City staff will conduct a formal study to address service levels during peak demand and feasibility of implementing a semi-fixed service route through commercial and residential areas during peak periods. City staff will propose eliminating the General Public monthly pass effective September 2005.	FY06-07
2	Evaluate the current Arcadia Transit fare structure, including the monthly pass	Assistant City Manager/Development Services Director	City staff will propose elimination of the \$22 General Public Arcadia Transit monthly pass effective September 2005. Additional analysis will be conducted to evaluate fare structure to comply with PUC standards.	July-September 2005

3	Review allocation procedures separating weekday and local service	Assistant City Manager/Development Services Director	Arcadia Transit entered into a new 5-year service contract (July 2004-June 2009) for PT/DR that eliminated the 3-tier reimbursement system, and established a flat hour rate. Arcadia Transit will add a cost summary table to the monthly data summary sheets. The cost summary table will capture the revenue hours operated and, when multiplied by the hourly rate, will provide year to date costs estimates.	FY04-05
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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	Senior Management Analyst	Hired new staff who will be dedicated to working on transit issues to ensure programs are operating efficiently and appropriately. Staff will also be responsible for managing 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	Senior Management Analyst	Assessment is not complete. Tentatively scheduled to be completed within the next 60 days in which a recommendation will be considered.	In Progress

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.	Director of Transportation	Waiting for response from Commerce Board Will be provided with the next update to the Board	In Progress

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	Director of Transportation	Waiting for response from Commerce Will be provided with the next update to the Board	In Progress
3	Consider a change in responsibility between finance and transportation for timely and accurate external reporting of transit data	Director of Transportation	Waiting for response from Commerce Will be provided with the next update to the Board	In Progress
4	Collect and report taxi voucher service data in accordance with FTA, State and local requirement	Director of Transportation	Waiting for response from Commerce Will be provided with the next update to the Board	In Progress
5	Examine and document cost and labor hour allocation and accounting methods to ensure that these two factors are treated consistently and accurately	Director of Transportation	Waiting for response from Commerce Will be provided with the next update to the Board	In Progress

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	Transportation Director	Waiting for response from Culver City Will be provided with the next update to the Board	In Progress
2	Develop an accurate methodology to segregate weekday statistics for TPM reporting	Transportation Director	Waiting for response from Culver City Will be provided with the next update to the Board	In Progress

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	Executive Director	Waiting for agency response Will be provided with the next update to the Board	In Progress

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	Director of Transportation	Subsequent to the opening of GMBL's new facility, staff will review the methodologies for collecting hours and mileage data to determine if new automated procedures can be implemented to improve the accuracy of such data.	Ongoing
2	GMBL should investigate opportunities to control operating costs and improve the farebox recovery ratio	Director of Transportation	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.	Ongoing

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	Assistant City Manager	Waiting for agency response Will be provided with the next update to the Board	In Progress

2	Request accountants to provide additional expense and revenue data to assist external reporting requirements	Assistant City Manager	Waiting for agency response Will be provided with the next update to the Board	In Progress
3	Carefully review performance impacts associated with the new service contractor	Assistant City Manager	Waiting for agency response Will be provided with the next update to the Board	In Progress

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	President & General Manager	Verification of external report compliance is complete	1/7/05
2	Continue efforts to improve the cost efficiency and cost effectiveness of service provision by mode	President & General Manager	The effort to improve cost efficiency and effectiveness is complete	1/7/05

LADOT

Ref No.	Audit Recommendation	Responsibility Lead/Support	Plan for Progress Implementation Instruments	Implementation Date
1	Develop a performance monitoring and reporting program	Director of Transit Operations	LADOT intends on developing a system-wide relational database. This will allow the agency to not only continue monitoring our individual programs but to analyze and report system trends.	Ongoing
2	Further develop a Short Range Transit Plan to include well defined objectives and action plans with measurable targets	Director of Transit Operations	LADOT will continue to develop its SRTP into a more proactive planning document but must still balance this with the desires of LA City Council	Ongoing

3	LADOT should ensure data consistency and accuracy of all its services throughout its external reporting documents	Director of Transit Operations	LADOT will improve upon the consistency of the data reported. All of its transit services will be reported on the next TPM submittal. The agency will also address the reporting of FTEs.	Ongoing
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Metro

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	Deputy Executive Officer	<ol style="list-style-type: none"> 1. Rigorous procedures and practices were introduced by LACMTA staff in early 2002 to assure 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. 	July 1, 2003
2	Continue to investigate opportunities to realize the full potential of bus service sectors	Deputy Executive Officer/ General Managers	<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 LACMTA web-site 3. Improved service coordination between service sectors and municipalities 4. Develop work plan to implement Metro Connection regional bus restructuring 	<p>Spring 2004</p> <p>November 2004</p> <p>On-going</p> <p>December 2005</p>

3	Establish a process to determine the impact on transit system performance from major technological improvement initiatives	Deputy Executive Officer/ Chief Information Officer	Transit Operations will coordinate with IT and Finance departments to develop performance goals, indicators and measures for implementation of new systems	December 2005
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MONTEBELLO BUS LINES

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	Administration Manager	<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> <p>This new more accurate reporting process has resulted in a reduction of our dial a ride expense from 3% to 1% of the total system expense. This was implemented beginning July 04.</p>	Completed
2	Explore feasibility of implementing a new automated maintenance management system	Administration Manager	<p>Currently the City of Montebello uses the HP3000 financial system, which includes a vehicle maintenance module. This antiquated module is limited in functionality and performance and no longer meets the needs of the transit department.</p>	FY 06

			<p>A new Maintenance Management System has been included in a comprehensive new City Finance System procurement. The responses to the RFP have been received by the City and award of contract is scheduled for early FY 05. The vehicle maintenance module will be installed mid to late FY 05. This module will include inventory control, warranty tracking, work orders interfaced with City core financial system, and vehicle preventative maintenance.</p>	
<p>3</p>	<p>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</p>	<p>Administration Manager</p>	<p>An MBL effort to provide superior transportation service to Montebello and surrounding communities has resulted in vast 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 will be scheduled for January 2005.</p> <p>The results of the meeting will be forwarded to</p>	<p>FY 06</p>

			Nalini Ahuja of Metro for a coordinated response to this recommendation.	
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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	Director of Transportation	Waiting for agency response Will be provided with the next update to the Board	In Progress
2	Review cost allocation procedures between the fixed route and demand response modes	Director of Transportation	Waiting for agency response Will be provided with the next update to the Board	In Progress
3	Carefully evaluate the performance impacts of new services and make changes to improve cost efficiency	Director of Transportation	Waiting for agency response Will be provided with the next update to the Board	In Progress

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	Transit Manager	Waiting for agency response Will be provided with the next update to the Board	In Progress
2	Request additional financial detail from contractors during the next re-bid of the Wave Service	Transit Manager	Waiting for agency response Will be provided with the next update to the Board	In Progress

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	Transportation Manager & Transit Coordinator	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. A request has been submitted in the budget process for funding this in FY 06.	On-going
2	Consider a line-by-line review of existing fixed route system	Transportation Manager & Transit Coordinator		Estimated 7/1/05

SANTA MONICA 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	Director of Transit Services	Waiting for agency response Will be provided with the next update to the Board	In Progress
2	Formalize a methodology for calculating FTE's to ensure greater consistency between the state controller report and TPM reports	Director of Transit Services	Waiting for agency response Will be provided with the next update to the Board	In Progress
3	Reduce vehicle spare ratio to 20 percent	Director of Transit Services	Waiting for agency response Will be provided with the next update to the Board	In Progress

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	Transit Director	All data has now been incorporated into a single central database. Data is compared and reviewed by relevant sections to ensure consistency.	Completed
2	Monitor labor cost in all fixed-route functional areas and general costs associated with administrative functions	Transit Director	Both the Transit and Finance Departments of the City of Torrance conduct continuous monitoring of these costs. Monthly reports are reviewed throughout the year.	Ongoing

**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	Staff will explore and implement additional actions to strengthen areas of PUC compliance	FY 07
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 for FY 06
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	Board report will be modified in the manner suggested	FY 07
4	Update guidelines for analyzing and evaluating TDA Article 4 claims	Nalini Ahuja/ Rufus Cayetano	Guidelines update in progress	December 2005
5	Separate LACMTA claimant functions as operator from oversight functions as RTPE	Jim de la Loza/ Frank Flores	LACMTA claimant function performed by Regional Program Management section, while RTPE oversight function performed by Local Programming section	Completed FY 05
6	Account for the expenditure of planning and administrative funds for LACMTA as RTPE under the appropriate PUC section	Josie Nicasio	Waiting for Dept. response	FY 06

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
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 LACMTA; other agencies have needed to request similar clarification)	Nalini Ahuja/ Susan Richan	Staff will submit a letter to Caltrans	December 2005
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 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, is currently under development.	Warrants - Done Exception process - Summer 2005
9	Establish a Countywide multi-modal transportation performance reporting program that is visible and relevant to the public	Jim de la Loza	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 LACMTA and Municipal Operators to track service performance as well as progress in moving capital projects and programs forward.	Both the CMP and the RSRTP will be completed by Summer 2006

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
10	<p>Clarify roles and responsibilities of Planning and Operations since the FY03 reorganization:</p> <p>a) Transition service planning for established services to Operations, while development of countywide planning documents and initiatives should remain with the Planning Division</p> <p>b) Improve coordination between Planning Area Teams and Operations Sectors</p>	<p>Jim de la Loza/ John Catoe Flowers/McAllester</p>	<p>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.</p>	Done
10		Flowers/Inge	<p>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.</p>	On-Going
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 LACMTA programs and answer any questions by those in attendance. Provide Area Team input into the scopes of work for studies the sector may be conducting.</p>	Completed

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
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>	On-Going
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>	On-Going project on behalf of the Central Area Team (CAT)

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
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>	<p>On-Going emphasis by Gateway Cities/Southeast Area Team to improve efficiency</p>
10			<p>The Westside Team has been working quite 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>	<p>On-Going progress by Westside Area Team</p>

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
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 staff regularly coordinates transit operations issues with sector staff.</p>	On-Going
10	c)Recognize role of Planning in projects that involve the region's operating agencies	Flower/McAllester	<p>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 LACMTA and Municipal Operators to be successful. The RSRTP will be complete in Summer 2006.</p>	The SRTP will be completed by Summer 2006

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
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, LACMTA should consider:</p> <p>a) Increasing integration among data systems to make more information available on-line</p>	<p>Jim de la Loza/ Maria Guerra/ Joanne Kawai/</p>	<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>	<p>Completed 3/15/04</p>
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 providing single point of entry searching for such materials.</p>	<p>Completed 3/15/04</p>

No.	Recommendation	Responsibility Lead/Support	Implementation/Progress Plan Responses	Estimated Completion Date
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>	<p>On going relationships via National Academies Transp Research Board committee memberships, Midwest Transportation Knowledge Network, the Transportation Division of the Special Library Association, APTA, and California's other transportation research libraries at U.C. Berkeley, CalTrans and MTC/ABAG.</p>

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 work 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</p>	<p>Records Management policies and procedures adopted as required by the Board. Research Center/Library policy currently being edited to incorporate updated procedures by June 30, 2005.</p>