

Metro Gateway Cities Service Sector

Metro Gateway Cities

FY '10 Work Plan

A high level overview of the Sector's major goals and objectives for the coming fiscal year



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Gateway Cities.... A Commitment to Safety and Customer Service

The Pursuit of Excellence

*METRO has a long and proud tradition
of Operational Excellence*

*We are collectively committed to providing
Los Angeles County with a world class
transportation system characterized by world
class performance and world class service*



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The Pursuit of Excellence

**Metro provides safe, clean and reliable,
on-time and courteous service in as efficient and
effective a manner as possible**



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The Pursuit of Excellence

- **SAFETY FIRST...**The safety of our employees, our passengers, and the general public is always our first consideration
- **CLEAN and RELIABLE...**Put on the streets & rails of Los Angeles County as much safe, clean, and reliable rolling stock as possible
- **ON-TIME and COURTEOUS** customer service... We have a social contract with the residents of LA County to do our utmost to honor our service commitments & published schedules
- We provide our safe, clean, reliable, on-time and courteous service in as **EFFICIENT & EFFECTIVE** a manner as possible



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The Pursuit of Excellence

**“EVERYBODY MATTERS”
“EVERYBODY IS RESPONSIBLE”**

- **We responsibly manage each taxpayer & customer dollar as if it was coming out of our own pockets**
- **We are individually and collectively committed to striving to be the best of which we are capable**
- **WORLD CLASS PERFORMANCE and WORLD CLASS SERVICE are the natural outcomes of a WORLD CLASS WORKFORCE**
- **We are all MENTORS & MENTEES, TEACHERS & STUDENTS in the Pursuit of Excellence**
- **We are individually and collectively committed to creating a “LEARNING ORGANIZATION” and the pursuit of CONTINUOUS IMPROVEMENT**



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FY '10

Work Plan

A High Level Overview



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Gateway Cities.... A Commitment to Safety and Customer Service

Metro Gateway Cities Governance Council Mission Statement

Metro Gateway Cities Governance Council's mission is to provide safe, clean, efficient, reliable, on-time and high quality customer focused bus service that is responsive to the needs of our customers



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Metro Gateway Cities Service Sector Purpose Statement

Our purpose is to meet or exceed the expectation of every customer waiting at an MTA bus stop by providing safe, clean, reliable, on-time and courteous service



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GOALS & OBJECTIVES

- **Reduce bus accidents**
- **Improve in-service on-time performance & significantly reduce incidents of running ahead of schedule**
- **The Divisions must receive a “Satisfactory” rating on the annual terminal CHP inspection.**
- **Reduce workplace injuries**
- **Improve customer service/reduce customer complaints**
- **Reduce road calls and increase miles between mechanical failures**
- **Provide clean buses**
- **Expand communications with customers and regional partners**



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SAFETY'S FIRST

- **Continue to reinforce the Safety's First message in all facets of the Sector operation; encourage employee input on safety issues and observations; and strengthen employee participation in safety committees**
- **Continue to reduce workplace injuries**
- **Timely completion of Field Observation Feedback (FOFs) forms with all FOFs for the Division Transportation and Sector staff being completed on a Line ride**
- **Within 10 days of receipt, review and act upon all safety related observations submitted by operators on Safe 7 (report of unsafe or hazardous condition) and Miscellaneous forms**



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SAFETY'S FIRST

- **Continue to study root causes of high accident lines and develop new & innovative strategies to reduce accidents. Educate operators on the high accident segments of the Lines they operate**
- **Work with the LASD lieutenant of the Metro Gateway Cities Transit Community Policing sub-station to increase the number of Line boardings and contact with operators**
- **Strive to reduce accidents with proper retraining. Following an accident, send operators to the appropriate Defensive Driving Class; Accident 1 on 1 Class; or perform Line Rides as required under the retraining policy**
- **Continue rollout of safety messages and Line saturations**
- **Use innovative scheduling techniques to better rest operators and to encourage low accident operators to bid difficult Lines**



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ON-TIME PERFORMANCE & CUSTOMER SERVICE

- **Add Revenue Service Hours (RSH), when available, to poor performing (poor productivity) Lines when such additions might benefit those Lines by improving operating performance (e.g.: increased frequency of service, weekend service, etc.)**
- **Restructure or cancel poor performing (poor productivity) Lines that cannot be improved and reinvest 100% of the RSH in other Lines to provide customers improved service levels. Use surgical approaches to reduce poor productivity trips.**
- **Restructure or cancel duplicated service (duplicated by Metro or Muni Lines) and reinvest the RSH in other Lines to provide customers improved service levels, or to start a new Line.**
- **Adjust service run times on Lines in June & December to improve schedule reliability & to reduce unscheduled overtime**
- **Outreach to Gateway Cities communities, elected officials, and others to promote existing service and to receive input on unmet needs and service improvements**



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ON-TIME PERFORMANCE & CUSTOMER SERVICE

- **Reduce mechanical failures by ensuring that all Preventative Maintenance Program measures (PMPs) are completed on time and to resolve repeat bus failures**
- **Utilize data collected by the new ATMS & the TAP Program to improve service performance and to better understand customer travel patterns**
- **Customers and operators alike deserve a clean bus. We will improve bus cleanliness at Divisions 1 & 2**
- **Operators are valued customers too. We will ensure that operational observations communicated to Sector staff on a Miscellaneous form are reviewed, analyzed and responded to in writing within 15 days of receipt.**
- **Reduce the number of outlates, buses arriving late to the first timepoint and buses departing the layovers and terminals late**



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ON-TIME PERFORMANCE & CUSTOMER SERVICE

- **Work with our centralized Transit Operations Supervisory staff (TOSs) to better focus their efforts on service performance, accident reduction and customer complaint reduction strategies.**
- **Reduce “No Show” complaints by increasing mean miles between road calls and engaging in “real time” system management to replace lost service quicker**
- **Work with the new ATMS technology and our Transit Operations Supervisors to significantly reduce the incidents of “Running Hot” (Departing a timepoint more than 1 (one) minute ahead of the scheduled departure time)**
- **Respond to customer complaints and comments within 7-days 95% of the time**
- **Reduce operator discourtesy complaints by counseling and retraining operators on the proper way to communicate with our customers**



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BUDGET

- We will manage our resources judiciously and to the budget
- We will dutifully manage and continuously reduce unscheduled overtime, Voluntary Callbacks (VCBs) and overtime slips
- We will strive to manage manpower to budget by reducing missouts and absenteeism
- We will propose to the Governance Council, service changes for December and June that will improve service performance, more efficiently serve our customers, reduce accidents and ensure attainment of our budgetary targets
- We will continue to improve upon our safety record by further reducing workplace injuries, the costs associated with these injuries and lost work days
- We will strive to reduce accidents and the costs attributable to them
- We will pay our bills on time



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STRONG PARTNERSHIPS & EXCELLENT COMMUNICATIONS

- **We will work with GWC municipal and local bus operators to partner and implement efficient and effective service and to ensure that Metro, local and municipal operators effectively and efficiently integrate service and reduce service duplication**
- **We will continue to convene quarterly meetings of local and municipal operators, with a goal of information sharing, service coordination and excellence in communication**
- **We will continue to grow our database of customers, agencies and other stakeholders with whom we communicate, and continue to effectively promote new and/or improved transit programs and projects impacting the Metro GWC service area**
- **We will strengthen our partnership between the LASD and our Divisions to improve our opportunities to apprehend and prosecute the graffiti vandals that harm our commitment to provide a quality service**



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STRONG PARTNERSHIPS & EXCELLENT COMMUNICATIONS

- **We will continue to work with the Cities of Norwalk and Downey, Caltrans and Metro's Planning Department to identify solutions to the overcrowded parking problems encountered today at the Norwalk/I605 and Lakewood Metro Green Line Stations**
- **We will continue to work with the City of Compton and Metro Planning Department to identify solutions to the overcrowded parking problems and retail connectivity problems experienced today at the Metro Artesia Blue Line Station**
- **We will work to maximize the effectiveness of the Communications Fund allocated to the Sectors. These dollars will be targeted at low productivity Lines in an effort to increase ridership and improve the productivity and overall performance of these at-risk Lines and other Sector specific projects.**
- **We will continue to be responsive to questions, complaints and issues raised by customers, community groups, elected officials, and other stakeholders in a timely and thorough manner.**



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