

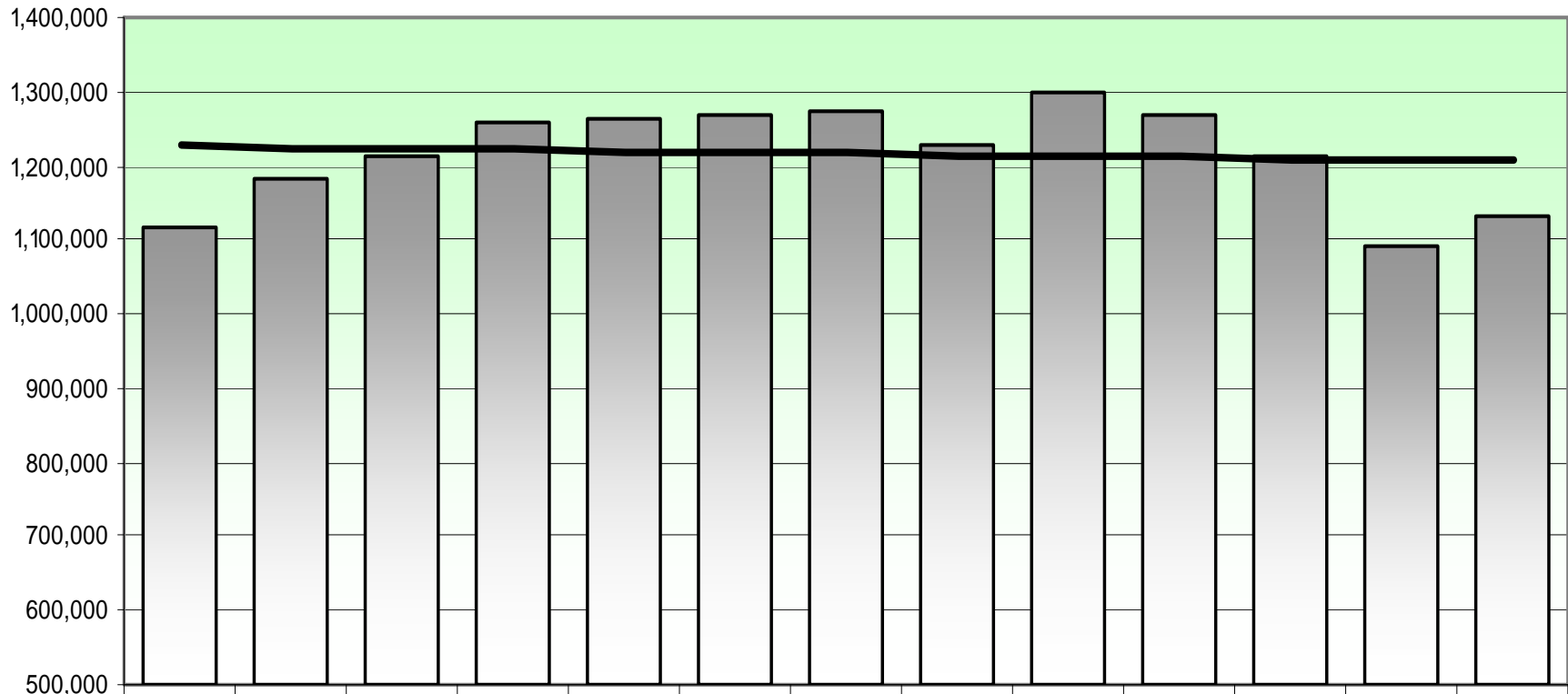
**CHIEF OPERATIONS OFFICER'S REPORT  
METRO OPERATIONS  
COMMITTEE**

**Carolyn Flowers  
Chief Operations Officer  
March 19, 2009**



# Direct and Contracted Bus Ridership

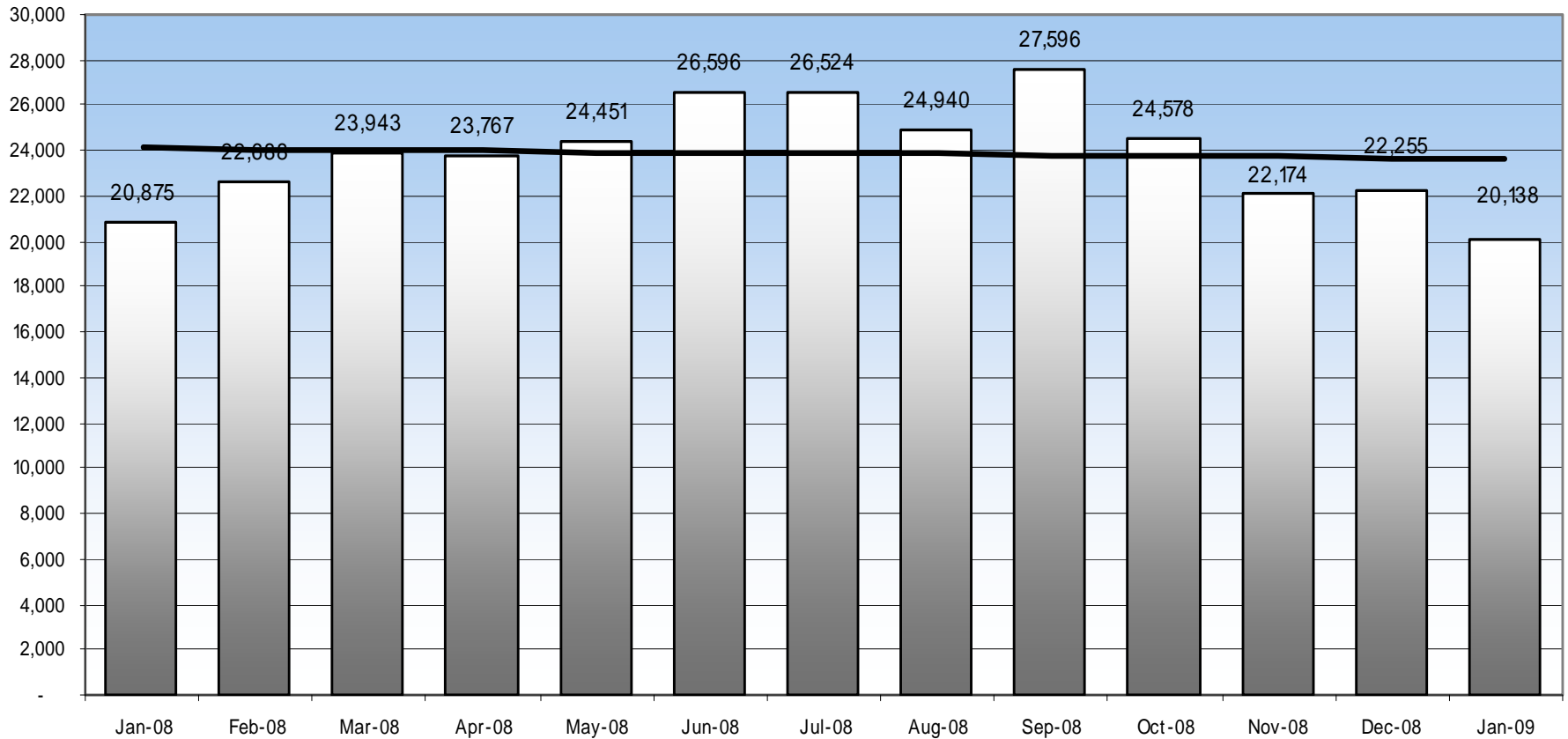
Average Weekday Boardings



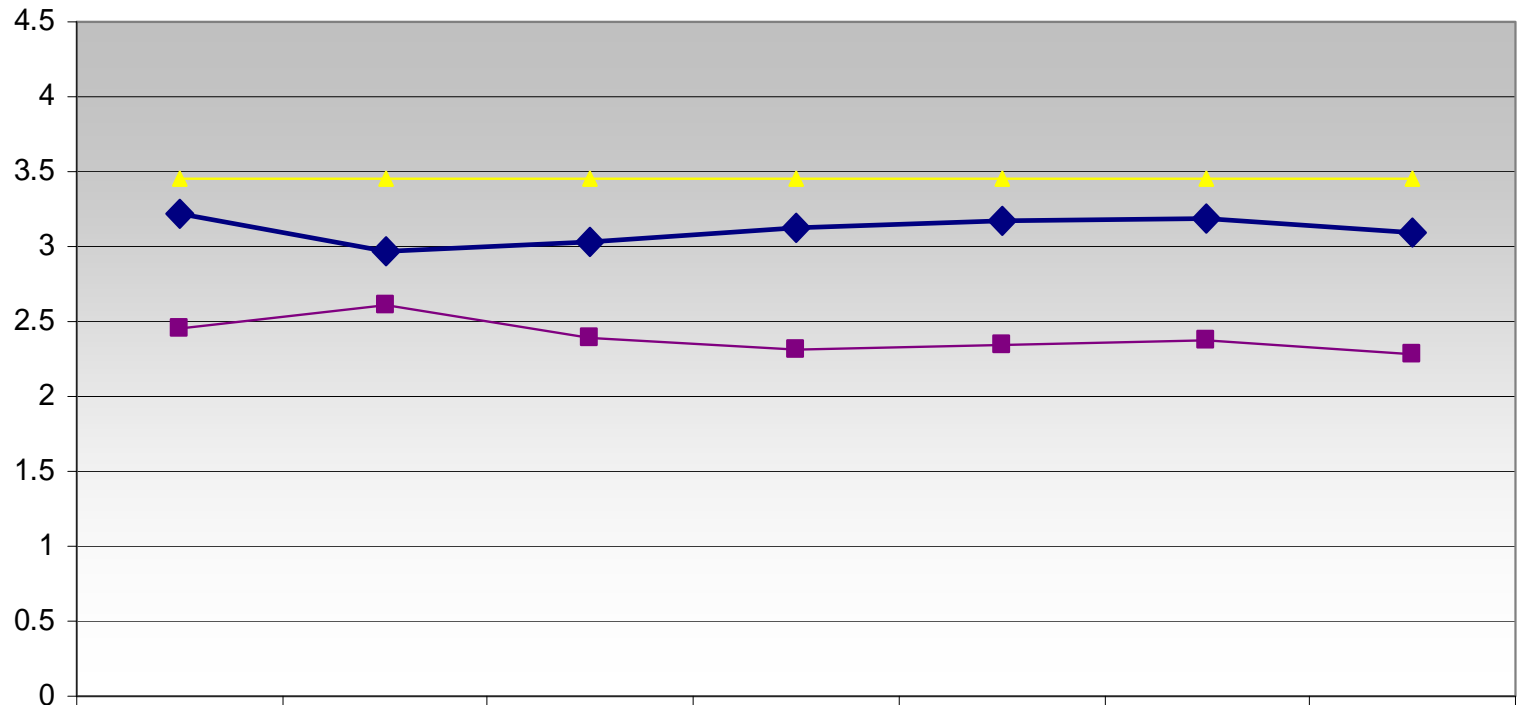
	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
■ Avg. Wkdy Brdgs	1,116,965	1,184,729	1,212,373	1,256,033	1,260,981	1,270,423	1,272,882	1,227,211	1,299,458	1,267,089	1,212,496	1,089,940	1,133,505

# Orange Line Ridership

Average Weekday Boardings



# FY09 YTD Bus Accidents per 100,000 miles - Systemwide



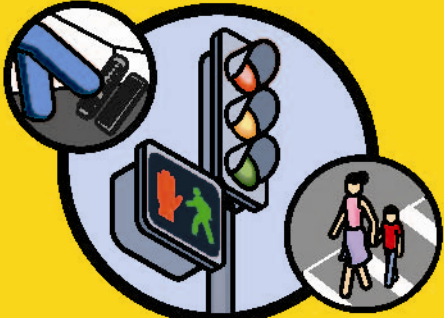
	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09
◆ YTD Systemwide	3.22	2.97	3.03	3.12	3.17	3.19	3.09
■ Contract Service	2.46	2.61	2.39	2.31	2.35	2.38	2.28
▲ Target	3.46	3.46	3.46	3.46	3.46	3.46	3.46

# Safety

Safety's 1st  
February 2009

## Intersection Safety

Regarding Safety, You're In The Driver's Seat




### Crossing Intersections


Procedure:

- 1 Slow down and cover your brake as you approach the intersection.
- 2 Obey the traffic lights and signs.
- 3 Check for pedestrians and vehicles.
- 4 Pull-up to the corner for a clear view.
- 5 Stop or yield for traffic even if you have the right-of-way.
- 6 Cover the brake as you go through the intersection.

*(continued)*



**Metro**



*(continued)*

## Checking Traffic Intersections

Procedure:

- 1 Check to the left first.
- 2 Check to the right.
- 3 Check to the left again.
- 4 Proceed cautiously with your bus under control.

### FY09 YTD Bus Accident Frequency by Sector

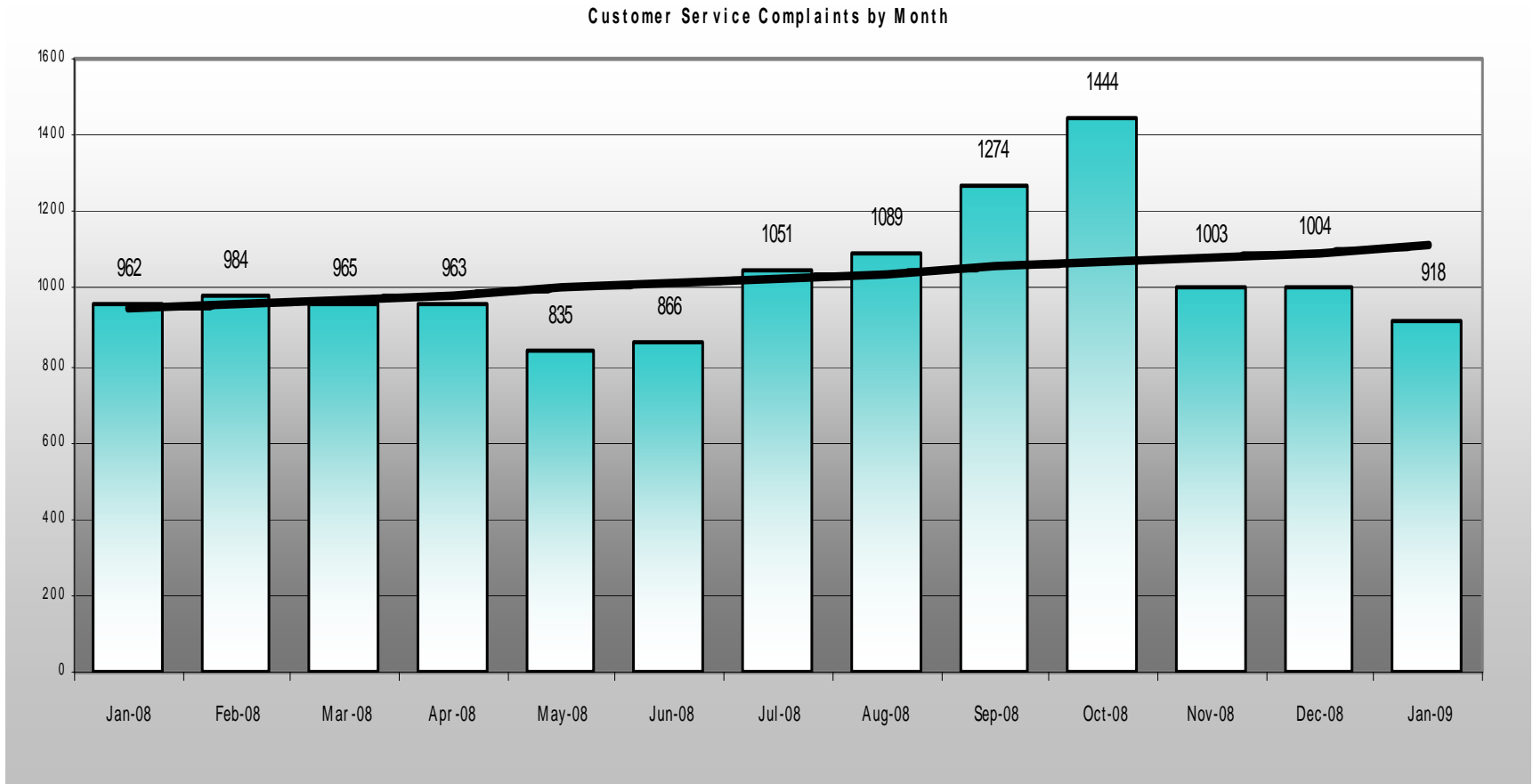
SECTOR	FREQUENCY YTD	SYSTEMWIDE GOAL
Gateway Cities	3.23	3.40
San Fernando Valley	2.18	3.40
San Gabriel Valley	2.91	3.40
South Bay	3.59	3.40
Westside Central	3.91	3.40

Reminders like this will expand on other Metro Safety issues. Continue to practice the professional techniques you've learned, maintain a professional attitude and remember...

**Safety Begins With You.**  
**Thank you for another safe work day!**

OC-Copyright-FB2009-CH

# Customer Service Complaints by Month



# Operations Community Relations

## Selected Highlights – February 2009

- **Service Sector marketing projects implemented in February include promotions for Lines 577, 715, 183, 534, the Harbor Transitway, and night owl service on four lines.**
- **Met with San Gabriel Valley service providers regarding June service changes and TAP implementation.**
- **Metro Volunteers reached 10,000 at community events around the County promoting bus & rail transit, transit safety, TAP implementation, etc.**
- **Working on resolving parking issues at Wardlow Blue Line station.**

# Gateway Cities

**Communications: Bringing Metro Closer to the Community**

**Presented by: Alex Clifford, General Manager**



**Metro**



**Employees**

**Customers**

**COG**

**LASD**

**SECTOR  
COMMUNICATIONS**

**Munis**

**Community**

**Gov't Agencies  
/Cities**

**Quarterly  
Workshops**

# Working With Our Transit Partners

## Coordinating Service with our Regional Transit Partners



LONG BEACH TRANSIT

*Montebello*  
BUS LINES



**LADOT**  
Moving Los Angeles Forward



## Quarterly GWC Transit Providers Meetings



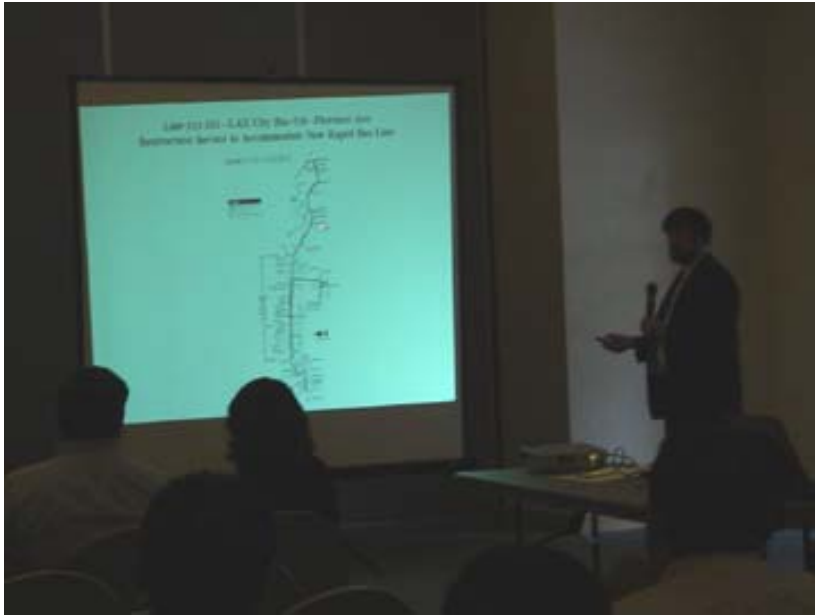
# Working With Regional Partners



GATEWAY CITIES  
COUNCIL OF GOVERNMENTS



# Working With the Community



# Working With the Community - Line 577 Marketing Campaign

## Line 577 Express (Average Daily Boardings)

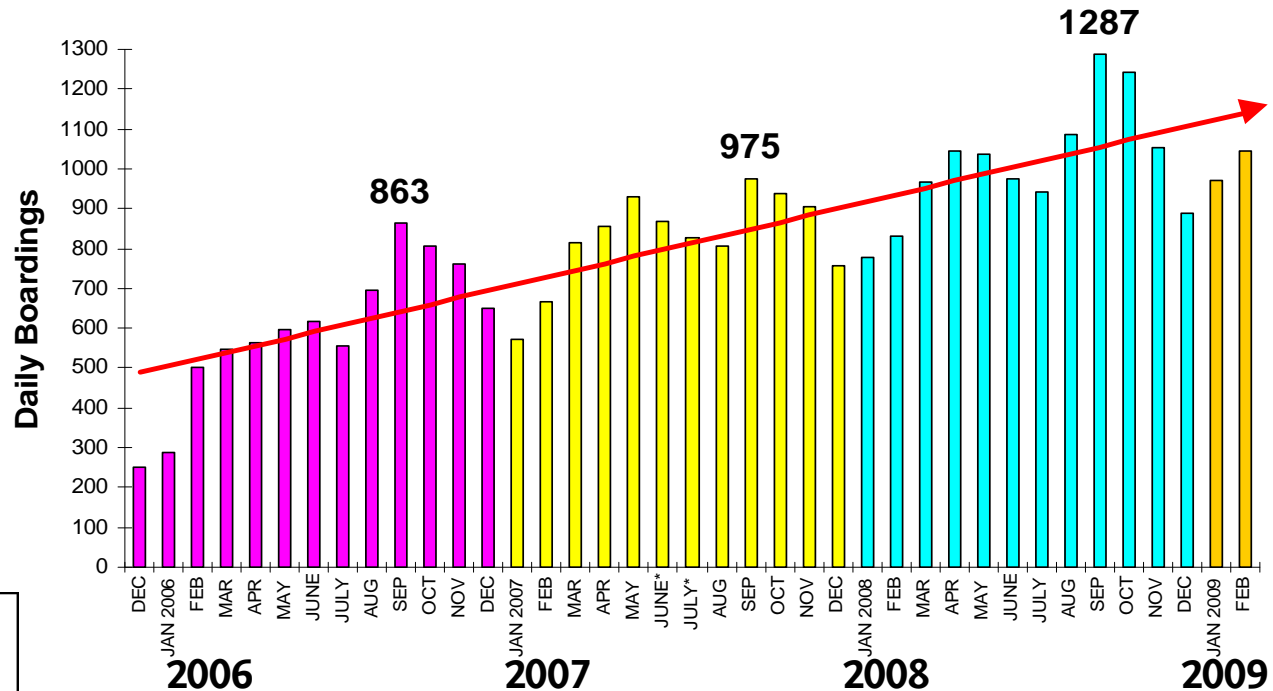
**Beat the 605. Ride Line 577X.**  
Now serving Los Cerritos Center Mall

Line 577X also connects you to:

- New! Los Cerritos Center Mall
- El Monte Transit Center
- Norwalk Metro Rail Station
- VA Medical Center
- Long Beach Transit Mall

Use the Trip Planner at [metro.net](http://metro.net) to plan your best route.

Metro



\* - Revised ESTIMATES due to data collection

**Metro Express Line 577X**

El Monte Transit Center  
Norwalk Metro Rail Station  
Los Cerritos Center Mall  
Cat State Long Beach  
VA Medical Center  
7th/Ximeno  
7th/Redondo  
7th/Cherry  
Long Beach Transit Mall

Metro

**Beat the 605  
Ride Line 577X**

Now serving Los Cerritos Center Mall

Speed past traffic to:

- New! Los Cerritos Center Mall
- El Monte Transit Center
- Norwalk Metro Rail Station
- VA Medical Center/Cal State Long Beach
- Long Beach Transit Mall

Metro Express Line 577X runs on freeway carpool lanes, so you skip traffic and get connected faster. Leave your car at home and Go Metro for a better way around LA.

Use the Trip Planner at [metro.net](http://metro.net) to plan your best route.

**RIDE LINE 577X  
NOW SERVING LOS  
CERRITOS MALL  
METRO.NET**

# Working With the our Employees

