

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

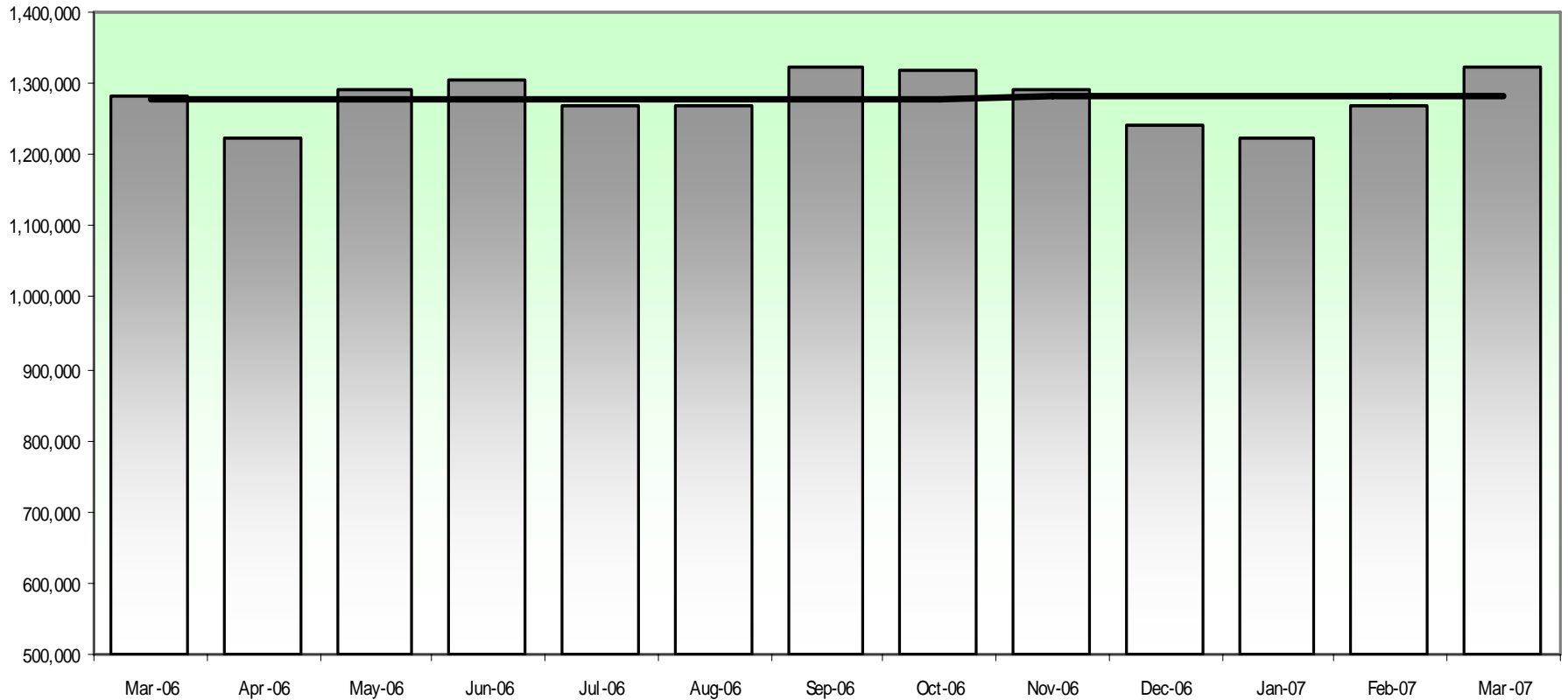
**Carolyn Flowers
Interim Chief Operations Officer
April 19, 2007**



Metro

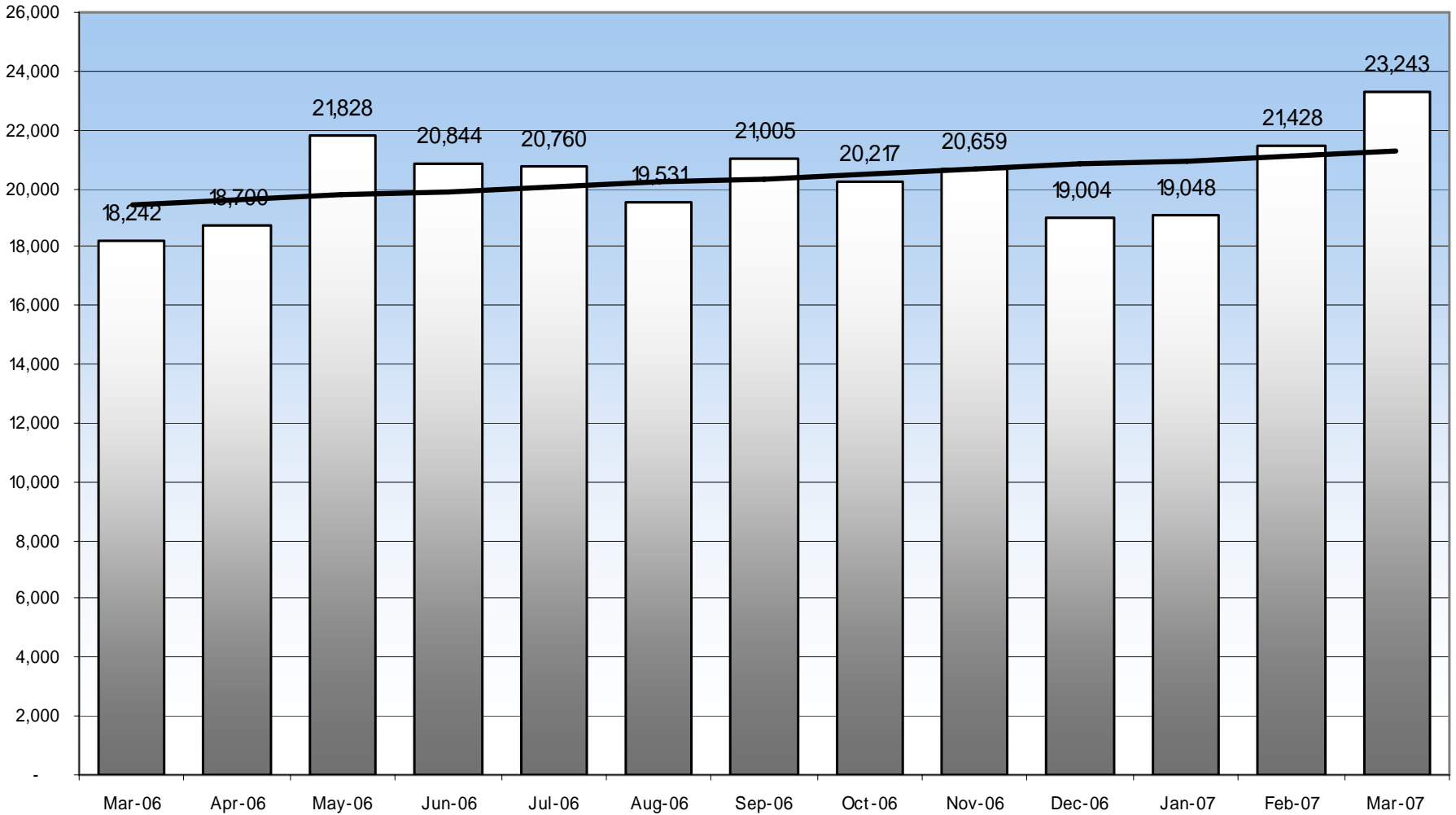
Direct and Contracted Bus Ridership

Average Weekday Boardings

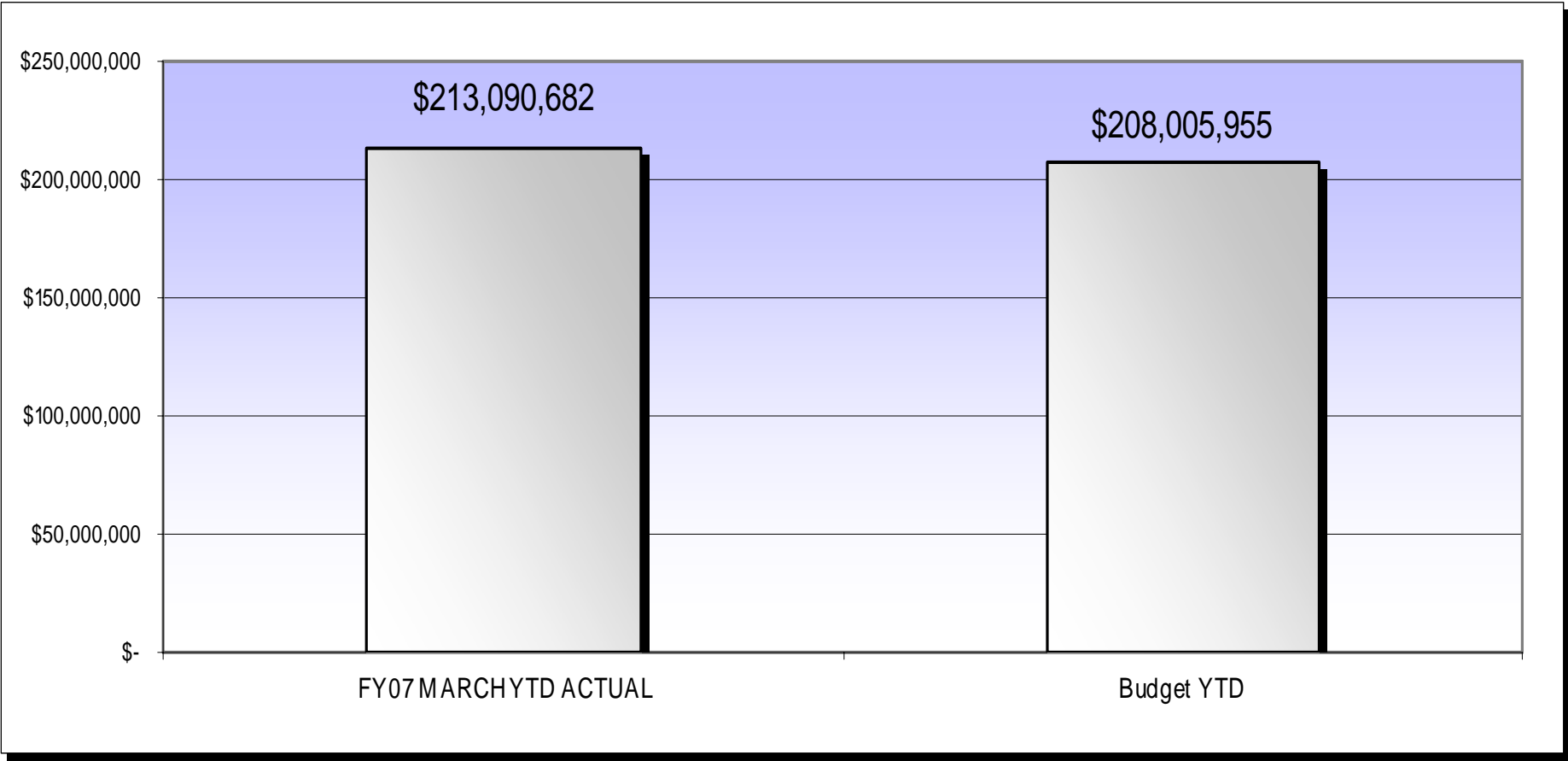


	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07
Series1	1,282,920	1,225,387	1,292,282	1,306,486	1,270,607	1,268,617	1,322,530	1,319,398	1,291,341	1,239,537	1,222,005	1,266,797	1,325,313

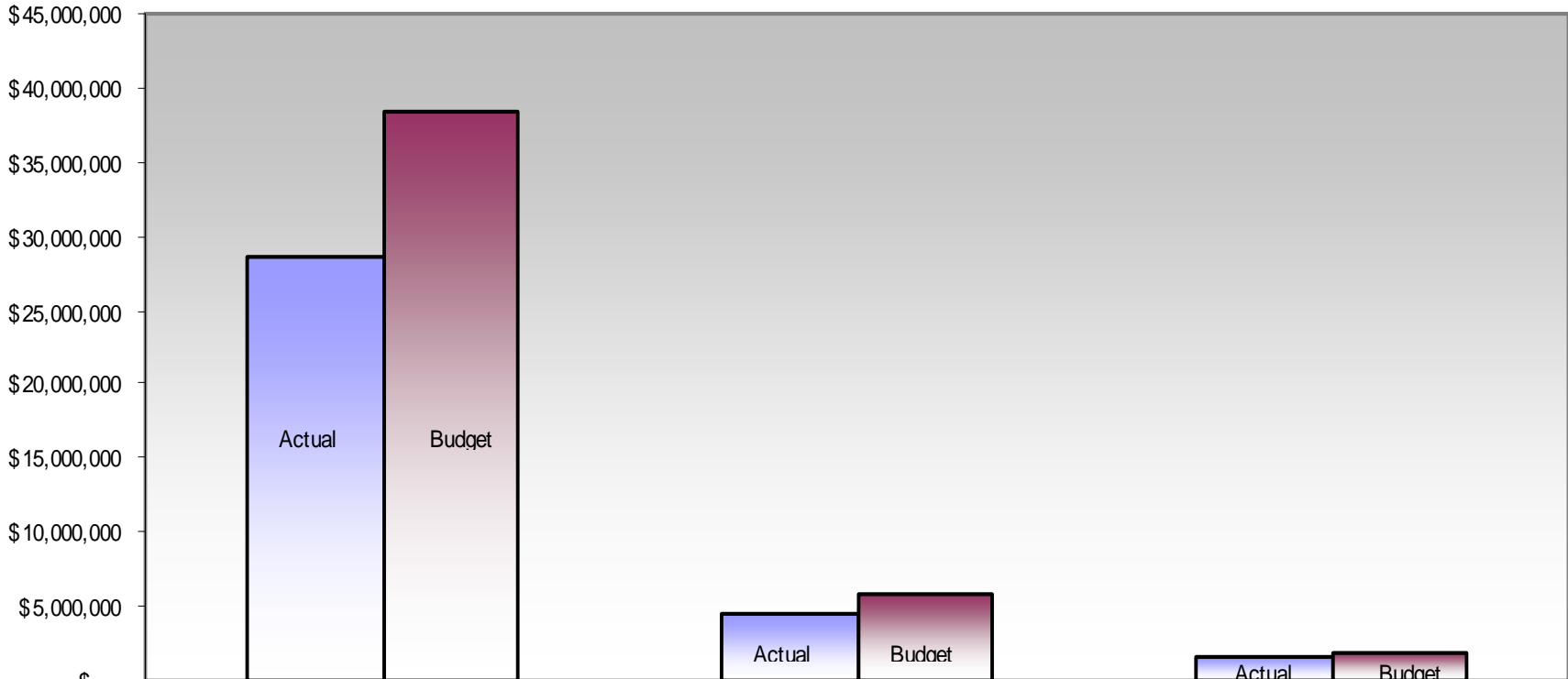
Orange Line Ridership




Fare Revenue- FY07 March YTD



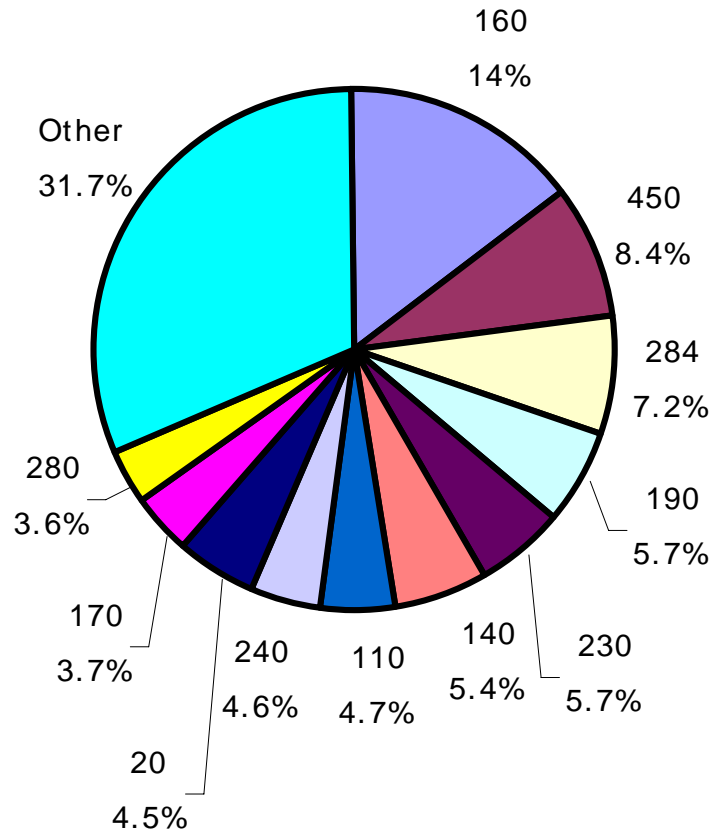
Fuel- FY07 March YTD



	CNG	Diesel	Gasoline
■ March YTD Actual	\$28,669,095	\$4,448,717	\$1,607,873
■ YTD Budget	\$38,465,025	\$5,744,546	\$1,733,786

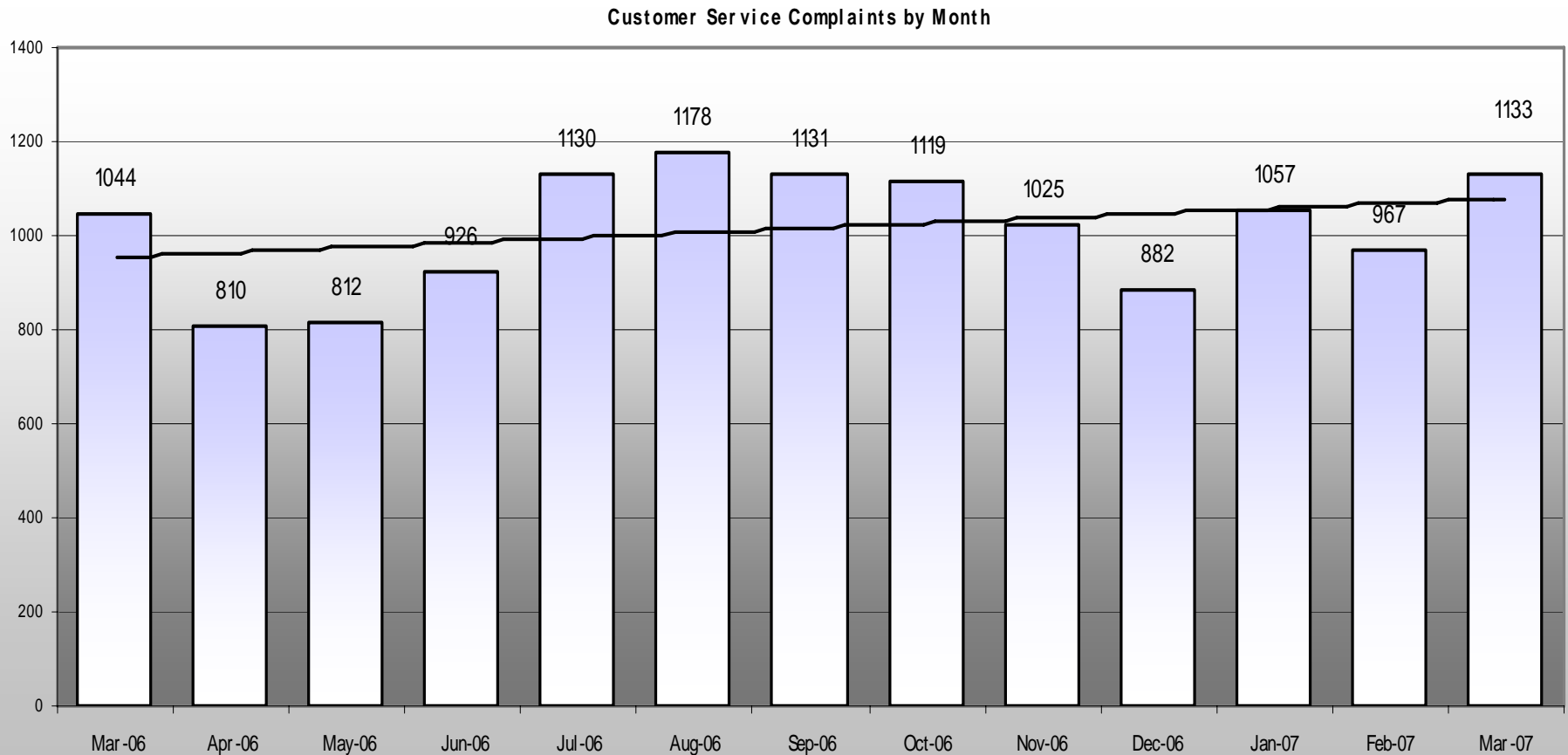
	CNG: Under budget by \$11,217,672	Diesel: Under budget by \$1,295,829	Gasoline: Under budget by \$125,913
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FY07 March YTD Bus Accidents by Type



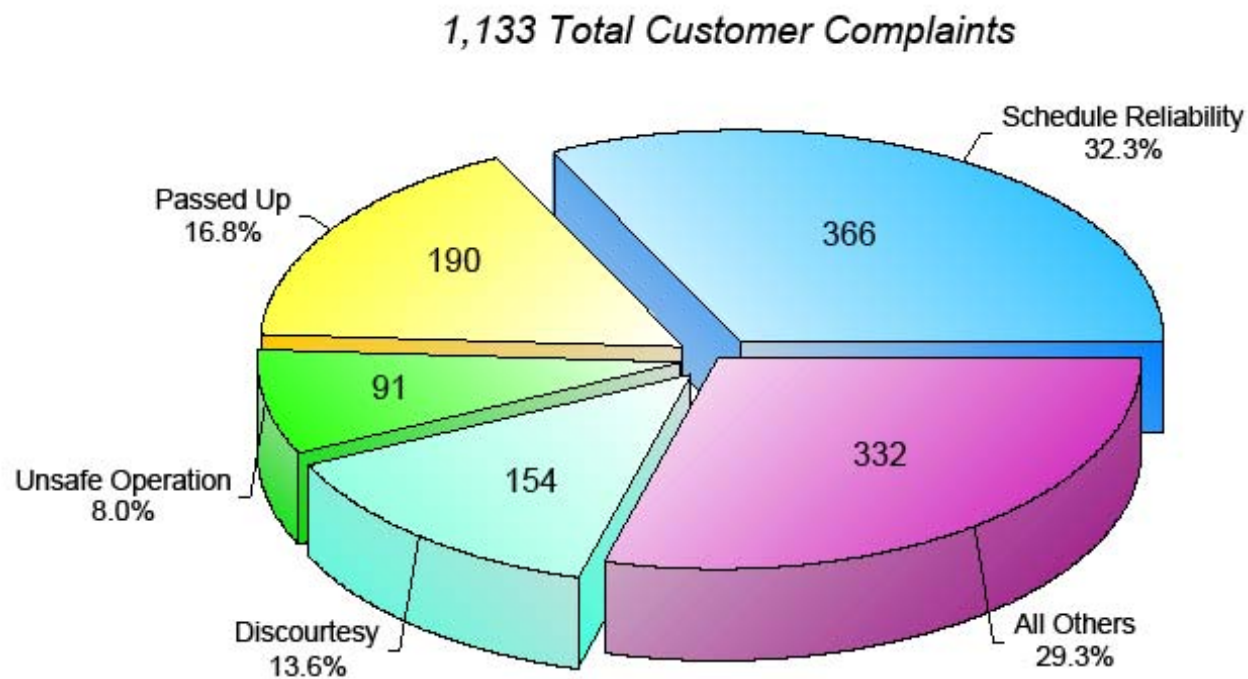
#	CODE	DESCRIPTION
426	160	SIDESWIPE- OTHER VEHICLE PASSING OUR VEHICLE
244	450	COLLISION WITH (FIXED) STATIONARY OBJECT
210	284	OTHER VEHICLE INVOLVED WITH BUS STANDING IN ZONE - SIDESWIPE
166	230	BUS HITS VEHICLE (INCLUDES DRIFTING BACK)
157	140	SIDESWIPE- WHILE PASSING OTHER VEHICLE
167	190	COLLISION WITH VEHICLES PARKED AT CURB
135	240	OTHER VEHICLE HIT BUS (INCLUDES DRIFTING BACK)
131	20	STRAIGHT AHEAD-OTHER VEHICLE FROM RIGHT
108	170	CUTTING IN BY OTHER VEHICLE EXCEPT #110
137	110	VEHICLE TURNS RIGHT INFRONT OF BUS
921	OTHER	ALL OTHER COLLISION ACCIDENT

Customer Service Complaints by Month



Customer Service/Complaints

Major Category Distribution March 2007



Metro's Wellness Initiative

- **Phase I of the Wellness Program was designed to develop a Wellness Plan for Metro**
- **Phase 2 will implement a one-year pilot at the San Gabriel Valley Sector**
- **Phase 2 will consist of Health Risk Assessments, Blood work, exercise equipment/programs, diet and nutrition education, incentive programs, etc**

Metro's Wellness Initiative

- **The American Heart Association (AHA) received a \$30,000 grant for the purpose of instituting a Stroke Awareness Campaign**
- **Metro was selected as a partner to educate and coordinate stroke awareness and prevention strategies**
- **AHA volunteer nurses visited approximately 95% of all bus and rail divisions and conducted presentations on the early signs and symptoms associated with a stroke**



Metro

Elevator & Escalator Performance Update

Positive Results Since February 2006

Monthly Averages	2005	1/1/06 to 2/28/07	Percentage Difference
Customer Complaints	6.25	3.2	-49%
Trouble Calls to Contract Services	108	46	-57%
Repair Hours	718	411	-43%
Preventative Maintenance Hours	1337	3134	134%

- Liquidated Damages Applied Exceed \$211,000 (through 2/28/07)
- Step Chain Campaign: 20 Units Since Contract Inception
 - \$606,000 in Parts and All Labor at Contractor's Expense
 - Average Downtime Reduced: < 3 Days Compared to 36 Day

Elevator & Escalator Performance Update

Efficient Escalator Motor Controller Project

- All 122 Transit Escalators to be Equipped
- Initial Project Cost = \$248,000
- Projected Power Savings = \$114,000 year
- LADWP Approved Rebate of \$76,000

Project Payback in 1.5 years

Gateway Service Sector

Operations Committee

April 19, 2007



Metro

Gateway Cities.... Commitment to Safety and Service

Collaboration is the Key



GATEWAY CITIES
COUNCIL OF GOVERNMENTS

Montebello
BUS LINES

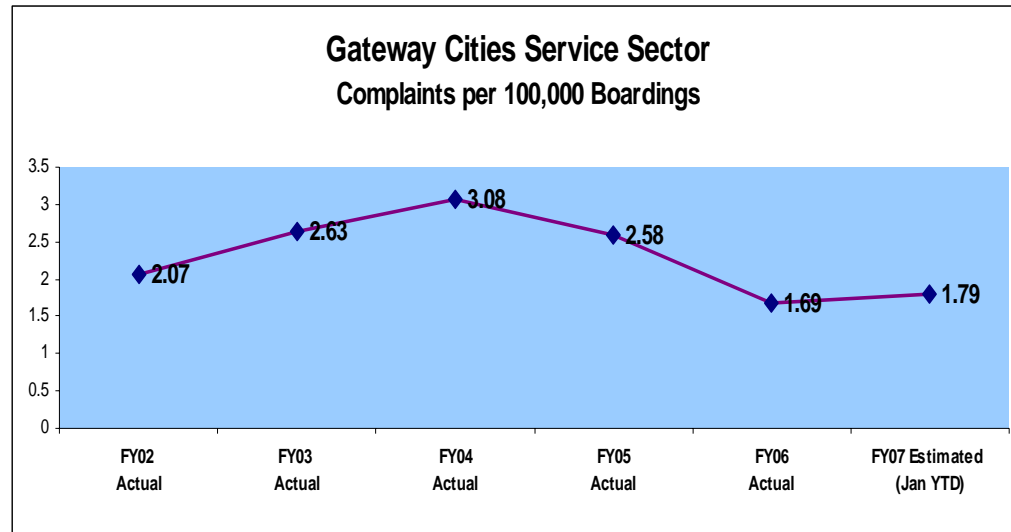
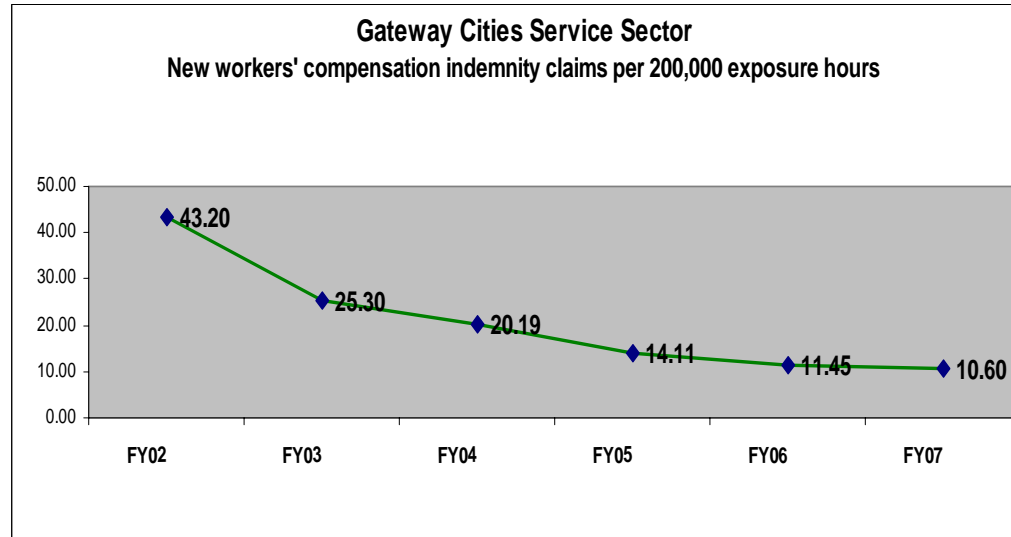
 LONG BEACH TRANSIT

 norwalk
30 years of service
transit

 Metro South Bay

 Metro Westside/Central

 Metro San Gabriel Valley



Accident Reduction Programs

METRO DIVISION ONE ACCIDENTS YOU CAN AVOID



- **EVERYDAY WE TRANSPORT THOUSANDS OF PEOPLE.**
- **AVOIDING ACCIDENTS COMES WITH THE TERRITORY.**
- **LETS LOOK AT SOME OF DIVISION ONE ACCIDENT PHOTOS AND ASK YOURSELF**
- **WAS EVERYTHING REASONABLE DONE TO AVOID THESE ACCIDENTS?**

**WHAT HAPPENED
HERE?**

Division Line Brochures

PowerPoint Training Programs



Metro

DIVISION ONE

POINTS OF CAUTION

LINE
62

HAZARDS, OBSTRUCTIONS
TROUBLE SOME SPOTS.

<p style="font-size: 8px; color: white;">PIONEER & 183RD SOUTH. THIS IS A VERY TIGHT RIGHT TURN. A SEVEN AND OUT TURN IS REQUIRED. SLOW DOWN TO 3 MPH & CHECK YOUR MIRRORS.</p>	<p style="font-size: 8px; color: white;">DO NOT EXCEED 10 MPH ON JUAN AV OR IBEX ST IN HAWAIIAN GARDENS.</p>
<p style="font-size: 8px; color: white;">SOUTH ON PIONEER BEFORE RIGHT TURN ON 183RD ST</p>	<p style="font-size: 8px; color: white;">KIDS ON BIKES AND SKATE BOARDS MAY APPEAR ON THESE STREETS AT ANY TIME!</p>
<p style="font-size: 8px; color: white;">VIEW OF RIGHT TURN ON 183RD ST.</p>	<p style="font-size: 8px; color: white;">PLEASE SLOW-DOWN!</p>

Graffiti Abatement Programs



Rail Operations Update

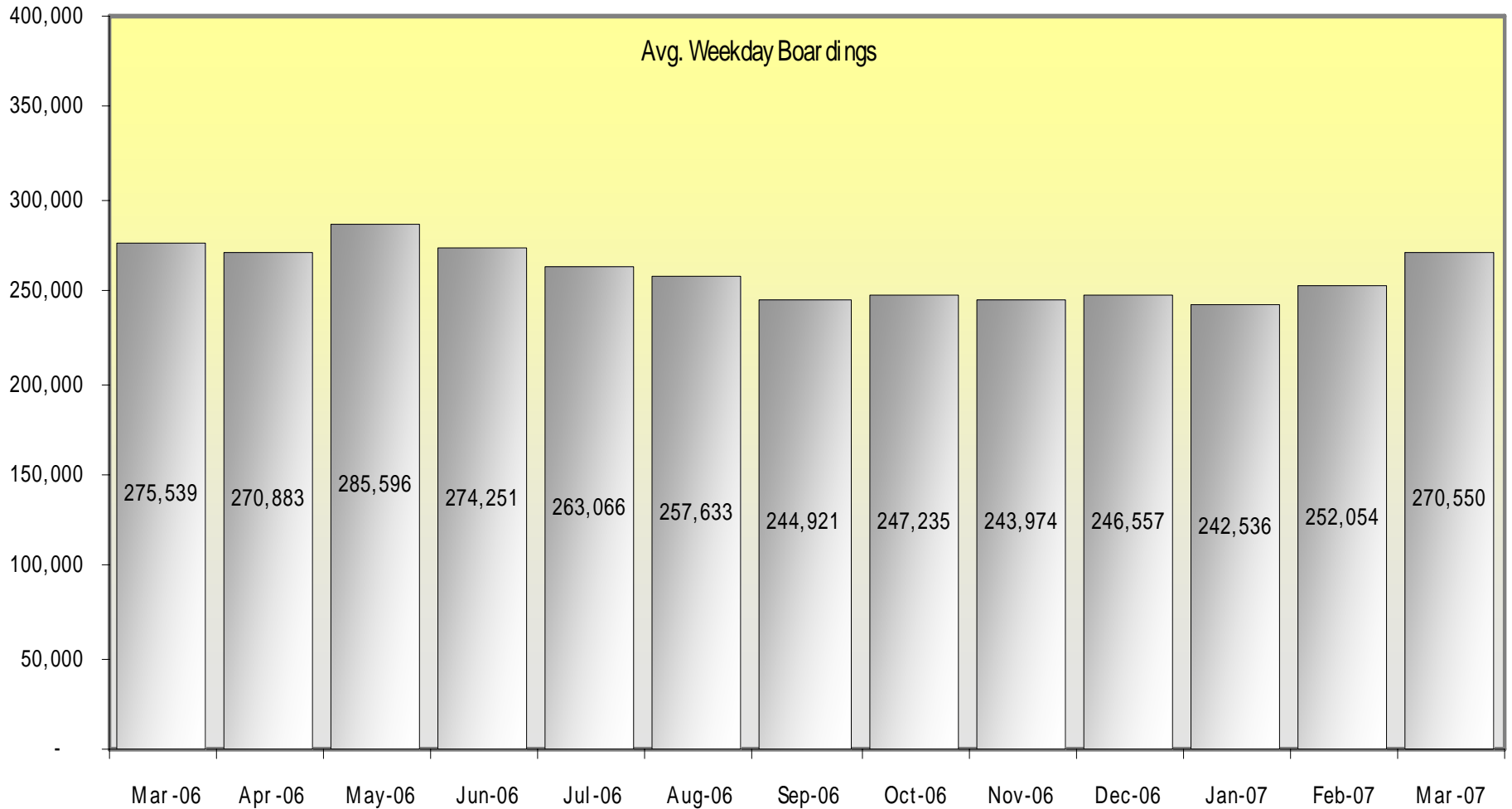
Operations Committee

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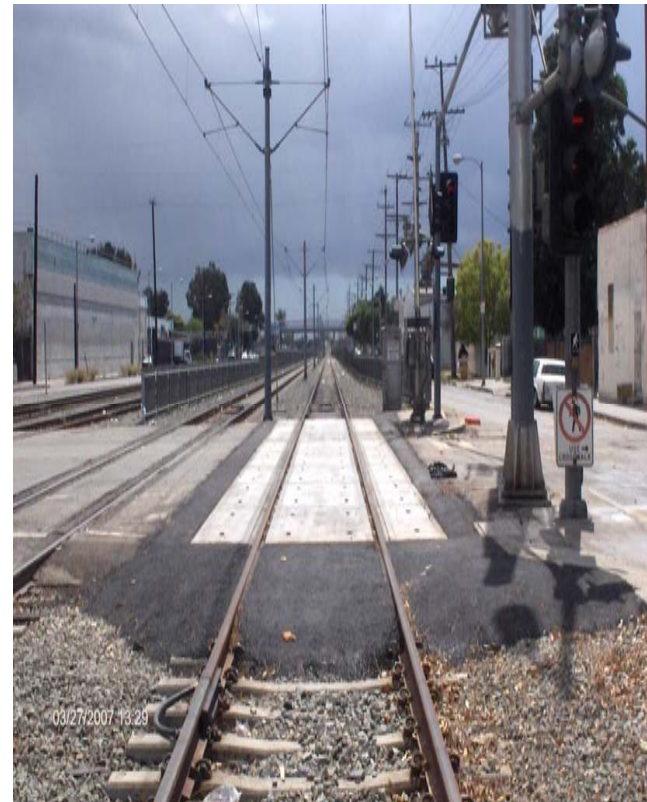
Rail Ridership- All Lines



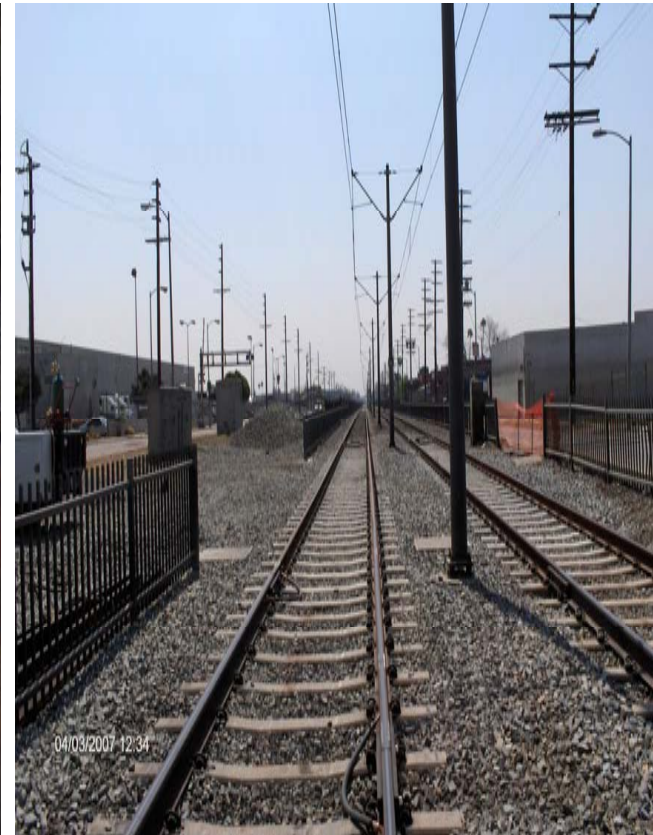
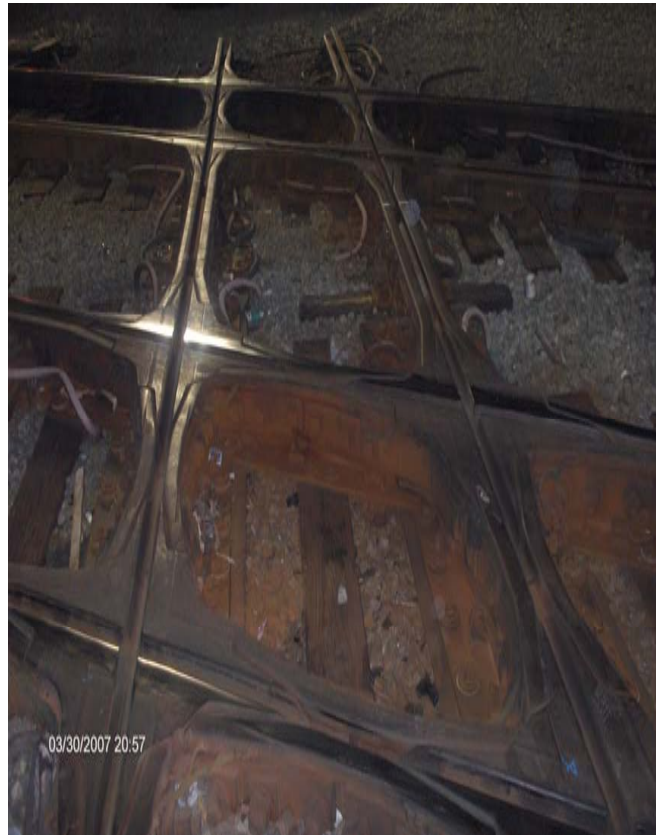
Blue-Line @ Pacific Coast Highway Grade Crossing Weekend of March 9, 2007



Blue-Line @ 48th. Street Grade Crossing Weekend of March 23, 2007



Blue-Line @ Santa Monica Diamond Weekend of March 30, 2007



Closing Comments

- **Blue-Line Grade Crossing Improvements Capital Project #205006 Program Underway Over Next 4-Years**
- **Rail Operations Support for these Efforts Depending on Level of Work Will Utilize Numerous Internal and External Departments and/or Agencies**
- **Few Examples; Rail Operations Control, Bus Operations Control, Union Pacific, Federal Railroad Administration, California Public Utilities Commission, and Federal Transportation Authority**

