



Metro

Los Angeles County
Metropolitan Transportation Authority

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DRAFT

WESTSIDE/CENTRAL SERVICE SECTOR
WORK PROGRAM FOR FY08

Service Planning

- December/June Service Changes for FY08
- Metro Connections – Quarterly Update

Performance Measures

- Improve Transit Service
 - Bring each Division up at minimum one full point in overall cleanliness
 - Continue to work to improve On-Time performance
- Division Operation
 - Keep the Divisions learning to use all Technology & Process improvements tools acquired by the agency
- Safety Initiatives
 - Reduce accident severity by utilizing:
 - Process improvements for accident investigation procedures
 - Training for management and supervisors
 - Defensive driving
 - Trend analysis and monitoring by service performance

Community Relations

- City Partnerships
- Service Quality
- Exposition Line
- Wilshire Bus Lane
- Purple Line Extension/Alternatives Analysis

Other

- General Manager's Review
- FY09 Budget Review
- Annual Meet and Confer

SERVICE DEVELOPMENT

December 2007 and June 2008 Service Changes

- Continued Metro Connections Implementation
- Line monitoring and management
- Continue to make service changes that conform to the Consent Decree Service Plan for Rapid Bus
- Work with Service Planning to implement the Downtown restructuring plan

Rapid Line Implementations

- West Olympic – Line 728 Westside Central
- Pico Rapid - Rapid 7 Santa Monica Big Blue Bus
- Garvey-Chavez - Line 770 San Gabriel Valley

PERFORMANCE MEASURES

Improve Transit Services

FY 08 Target

In-service on-time performance - 60%

Complaints per 100,000 boardings – 3.0

Mean miles between chargeable mechanical failures – 3,500

Vehicle accidents per 100,000 hub miles – 4.0

New Workers' comp indemnity claims per 200,000 exposure hours – 13.40