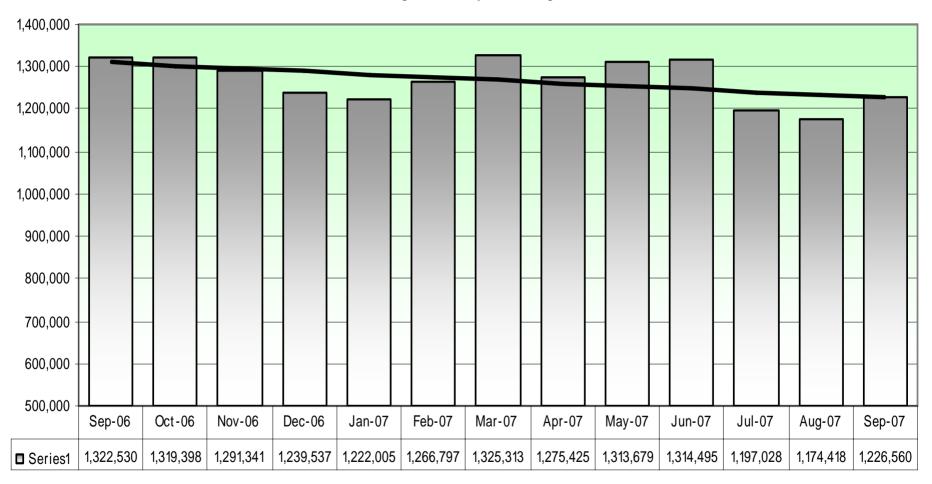
# CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

Carolyn Flowers
Chief Operations Officer
October 18, 2007



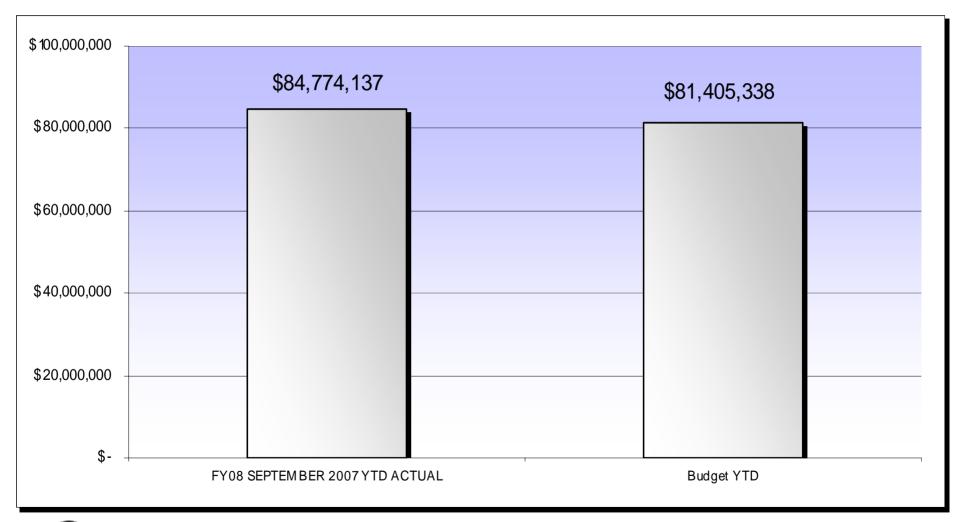
# **Direct and Contracted Bus Ridership**

#### **Average Weekday Boardings**



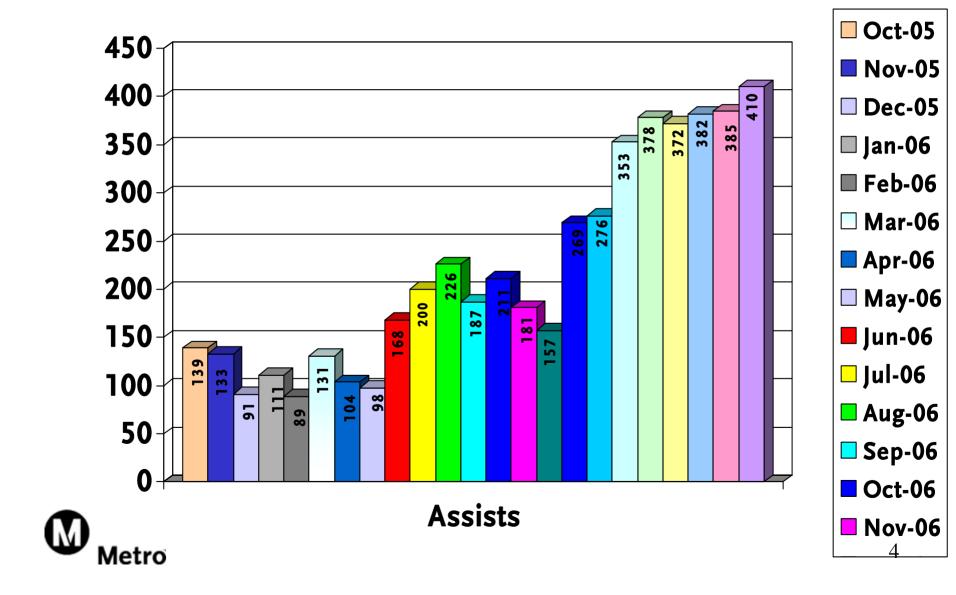


# Fare Revenue- FY08 September 2007 YTD

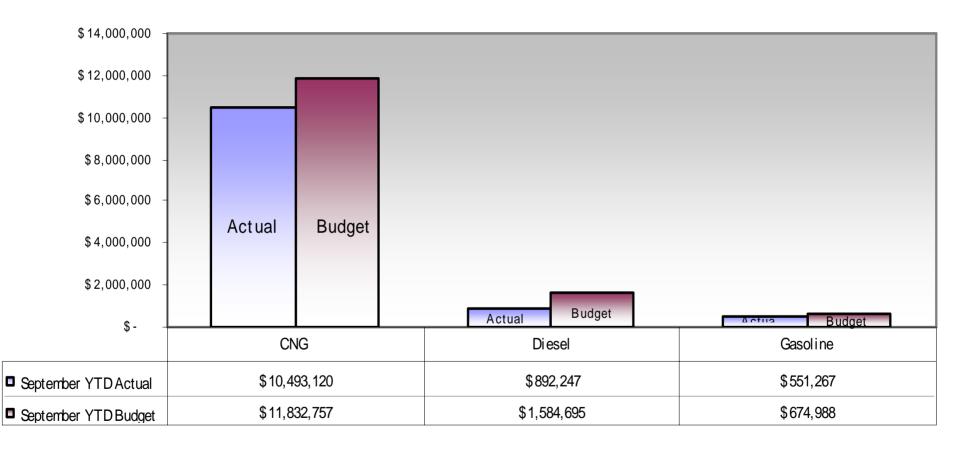




# **I-710 Big Rig Assists**

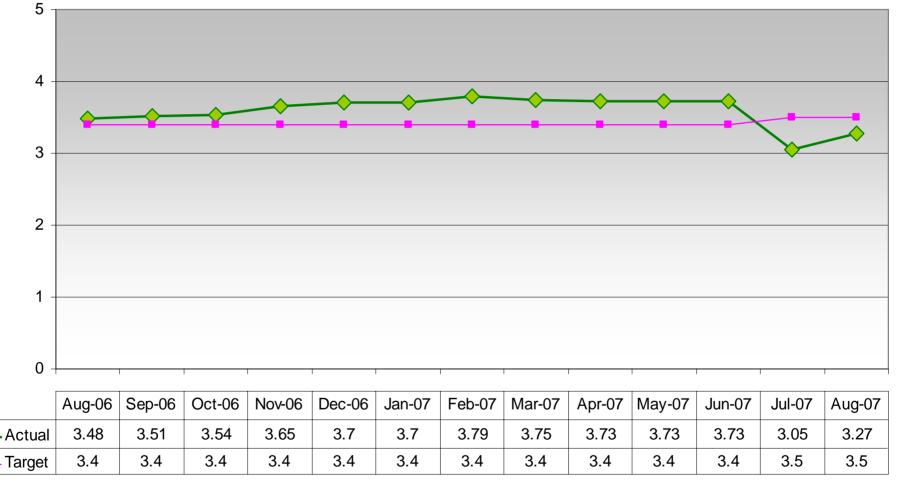


# Fuel- FY08 September YTD



	CNG: Under budget by \$1,339,637	Diesel: Under budget by \$692,448	Gasoline: Under budget by \$123,721
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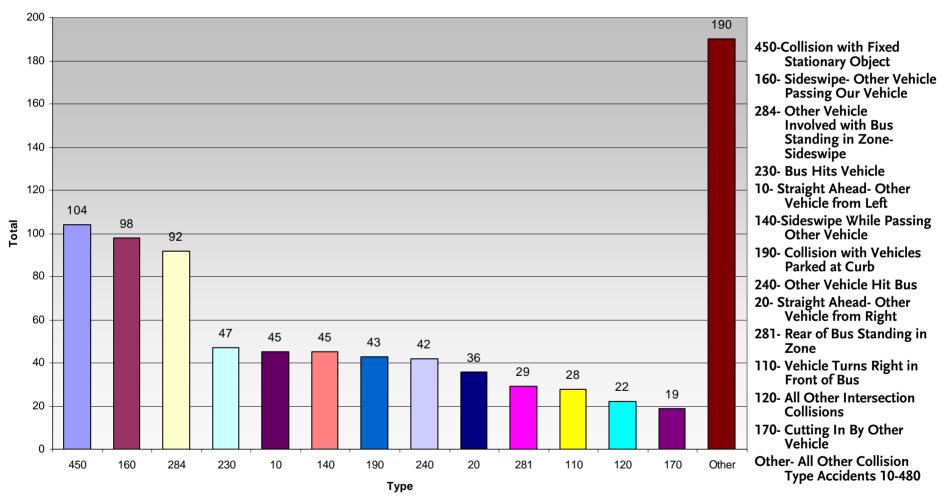
#### Bus Accidents per 100,000 miles- Systemwide





#### September YTD Collision Type Accidents

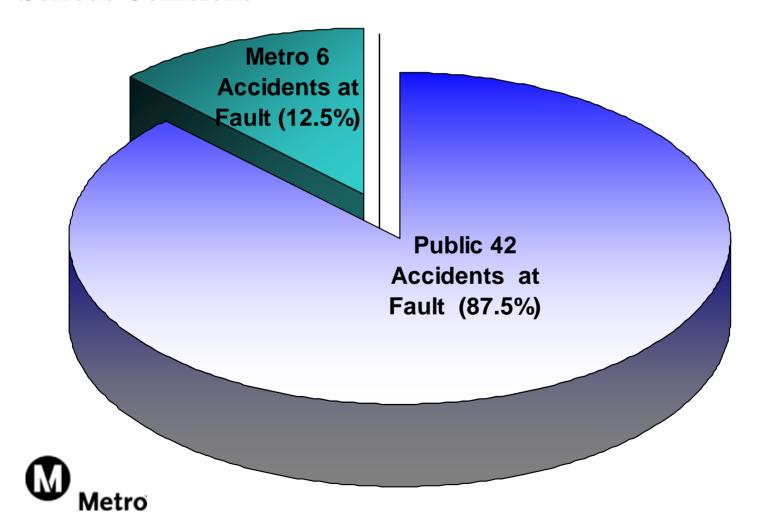
#### **Accident by Type**





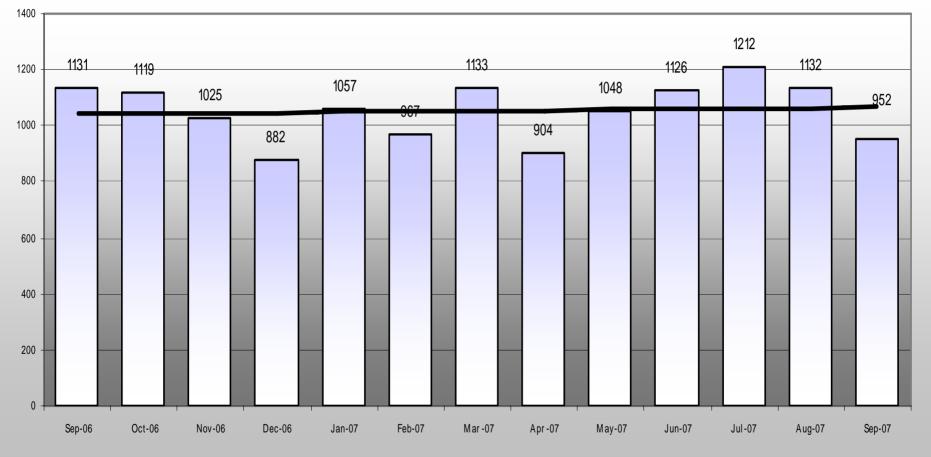
#### **Accidents by Fault- September YTD**

Of the 840 Collision type accidents, 48 were classified as Serious Collisions



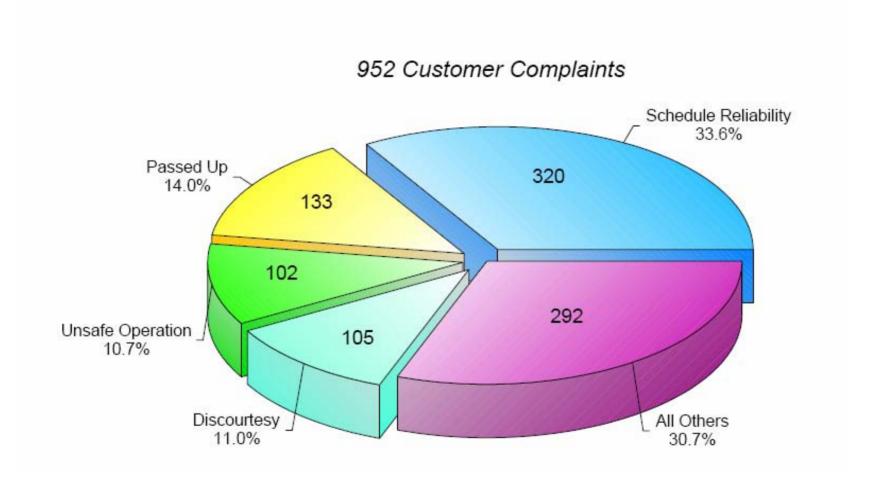
# **Customer Service Complaints by Month**







#### **Major Complaint Category Distribution- Sept 2007**





#### **Anti-Terrorism Drill**



#### **Operations Communications**

- Developing Sector Marketing & Outreach Priorities for Remainder of FY08
- Developing Protocols for Improved Operations/Marketing Coordination
- Metro Volunteers reached 7,000 at September Community Events



# **Operations Committee**

South Bay Sector Presented by Dana M. Coffey, General Manager October 18, 2007



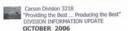
- Since September 2005, the South Bay Sector has implemented a Bus Accident Reduction Plan developed by the Bus Accident Reduction Team (BART).
- This team is composed of representatives from both the Arthur Winston and Carson Transportation Divisions and chaired by the Sector Senior Safety Specialist, including Operators, Assistant Managers, and Instruction Transit Operations Supervisors.
- This selected group is responsible for developing an on-going action plan in the following categories:
  - **≻On-Street Activities**
  - >Incident investigation
  - **≻**Training
  - **≻**Communications



#### **Sub-category of On-Street Activities:**

- **➤ Methods Used for Safety Awareness** 
  - Line Sweeps
  - Division Information Flyer
  - Message Board
  - Silent Radio
  - Photo Board
  - Flat screen Messages
  - Monthly Newsletter
  - Safety Announcements
  - Hot Spots Report





Congratulations to all who have or will celebrate special events during the month of OCTOBER 2006.

- MANAGERS COMMENT/CORNER
   CONGRATULATION AND SALUTATIONS
   SAFETY FIRST
   SOMETHING TO THINK ABOUT
   FITNESS AND HEALTH
   NOTABLE QUOTES

Transportation and Maintenance Division Managers' - Cindy Karpman and Ken Matsuno

Metro receive's APTA's 2006 "Outstanding Transportation System Achievement Award"in

But, the real celebration was held at Central City Division 1, on Thursday, Central City Division I, on Thursday, October 12, 2006. All employees were invited, for the local presentation of the APTA award were; APTA's President William Millar, MTA's Board Chair Gloria Mollina and MTA's CEO Roger Snoble. Additionally Deputy CEO John Cator, Sector General Managers, Board members and other VIPs were on hand to help mark the occasion.

The celebration included expressions of congratulations from public officials,

one and other transit apencies. Also the unfurling of the "America's Best"

CEO Roger Snoble, thanked everyone within the Authority, for their contribution in achieving this award. Departy CEO John Catoe, gave recognition and thanks to our customers. Chair Goria Mollina echoed the same accolades to all.

Inclusion, a Tina Turner look-alike, performed a moving rendition of "Simply the Best". "You're simply the best, better than all the rest, better than anyone, anyone I've every met," ... and, in the end, it was no doubt that she was singing about the

This will be displayed proudly on our

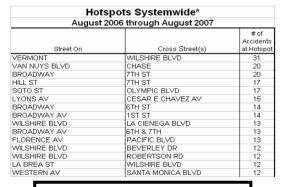
#### DIVISION NEWS-

- The Authority recently hired 26 Transit Operation Supervisors. Three of newly hired TOS's joining Carson Division-18 Transportation
- Tarqueline Davidson
- · Sonia Jones
- Relly Rodriguez

And our minds WANT to wander. Have you ever driven somewhere and been so lost in thought that you couldn't remember anything about the trip itself?

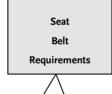
Flat screen Messages

#### **Monthly Newsletter**



#### **Hot Spots Report**





Message Board



Safety **Announcements** 



**Photo Board** 

#### ARTHUR WINSTON DIVISION



VERMONT AVENUE LINE 204/754

MAY 2007

TURNS

NARROWING OF STREET

HAZARDS

HEAVY PASSENGER LOAD AREAS

FOR YOUR INFORMATION

**Division Information Flyer** 



Silent Radio

# Recognition for Operators With Zero Accidents

- Certificate of Achievement
- Recognition in Front of Peers
- > Special Bus Assignment
- > Article in Monthly Newsletter



**Operator Ignacio Arellano** 

