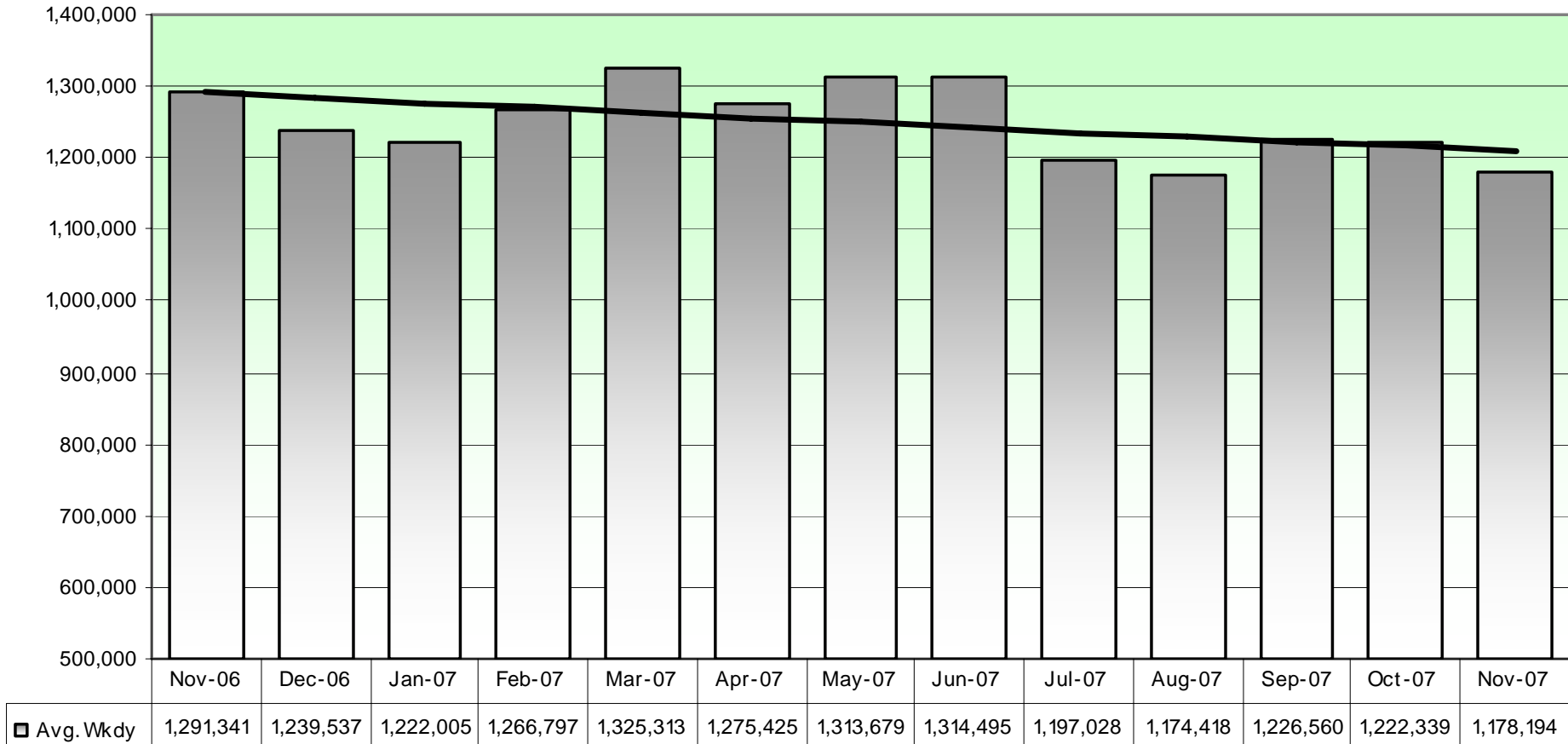


CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

**Carolyn Flowers
Chief Operations Officer
January 17, 2008**

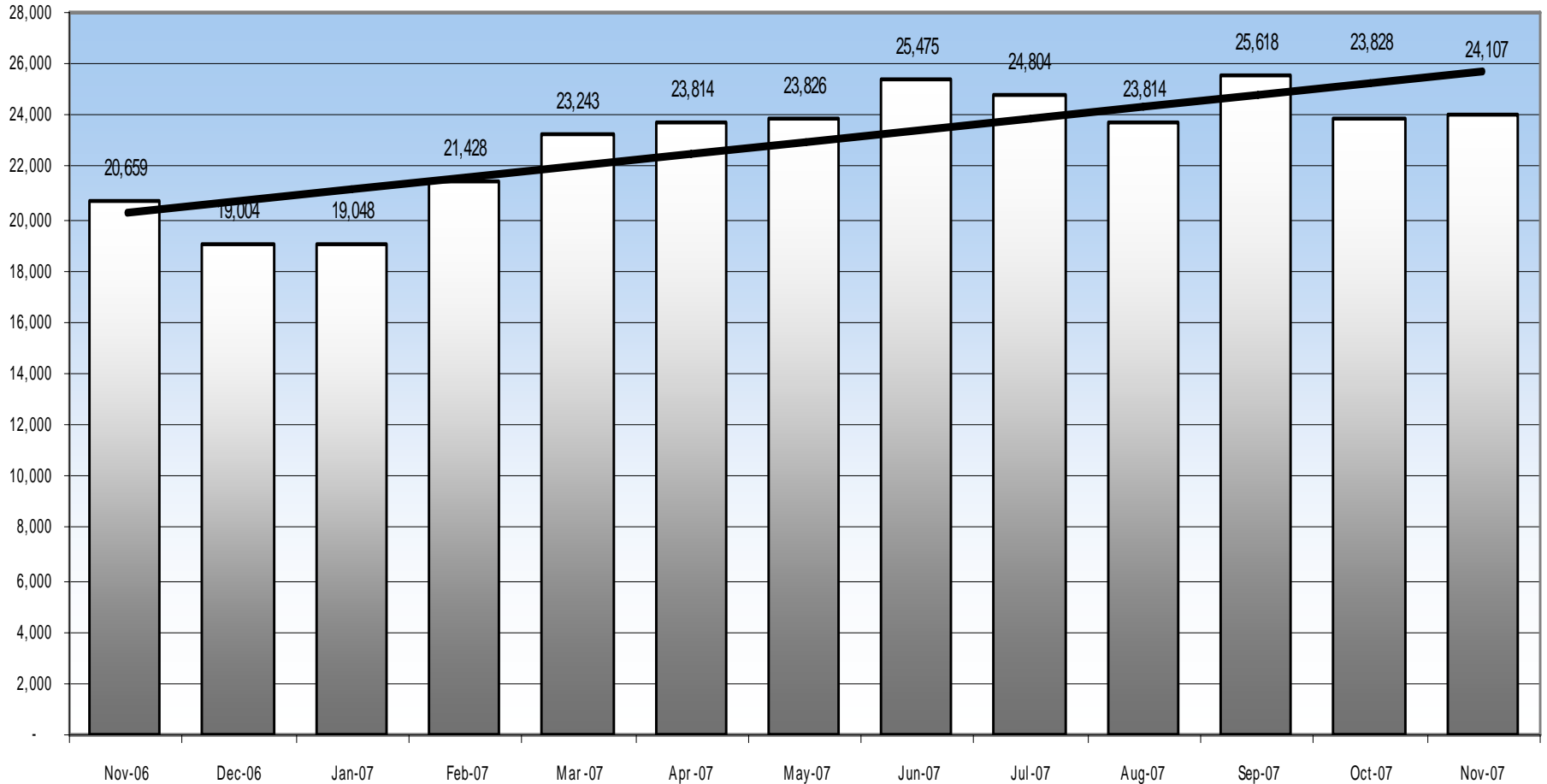
Direct and Contracted Bus Ridership

Average Weekday Boardings

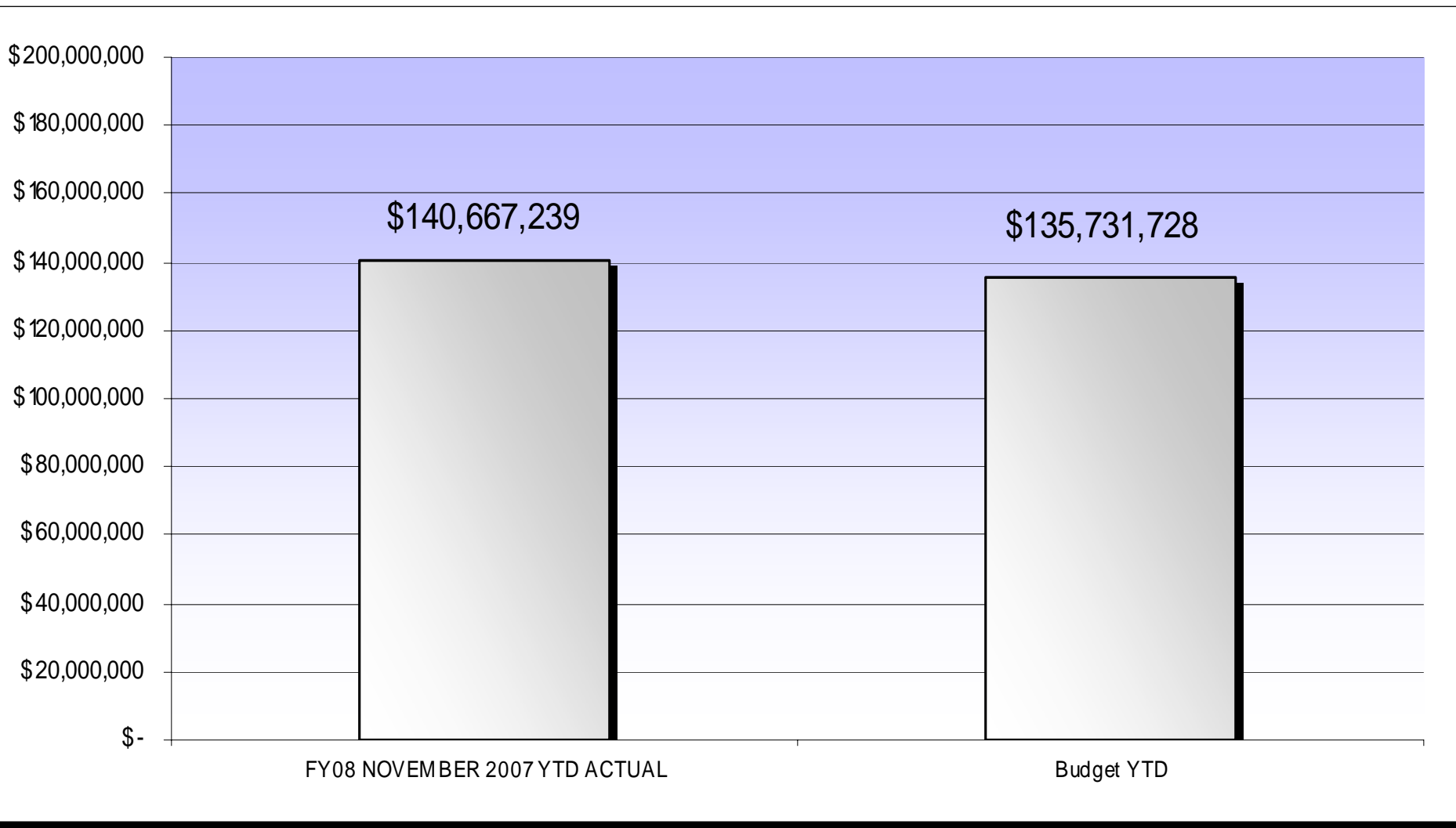


Orange Line Ridership

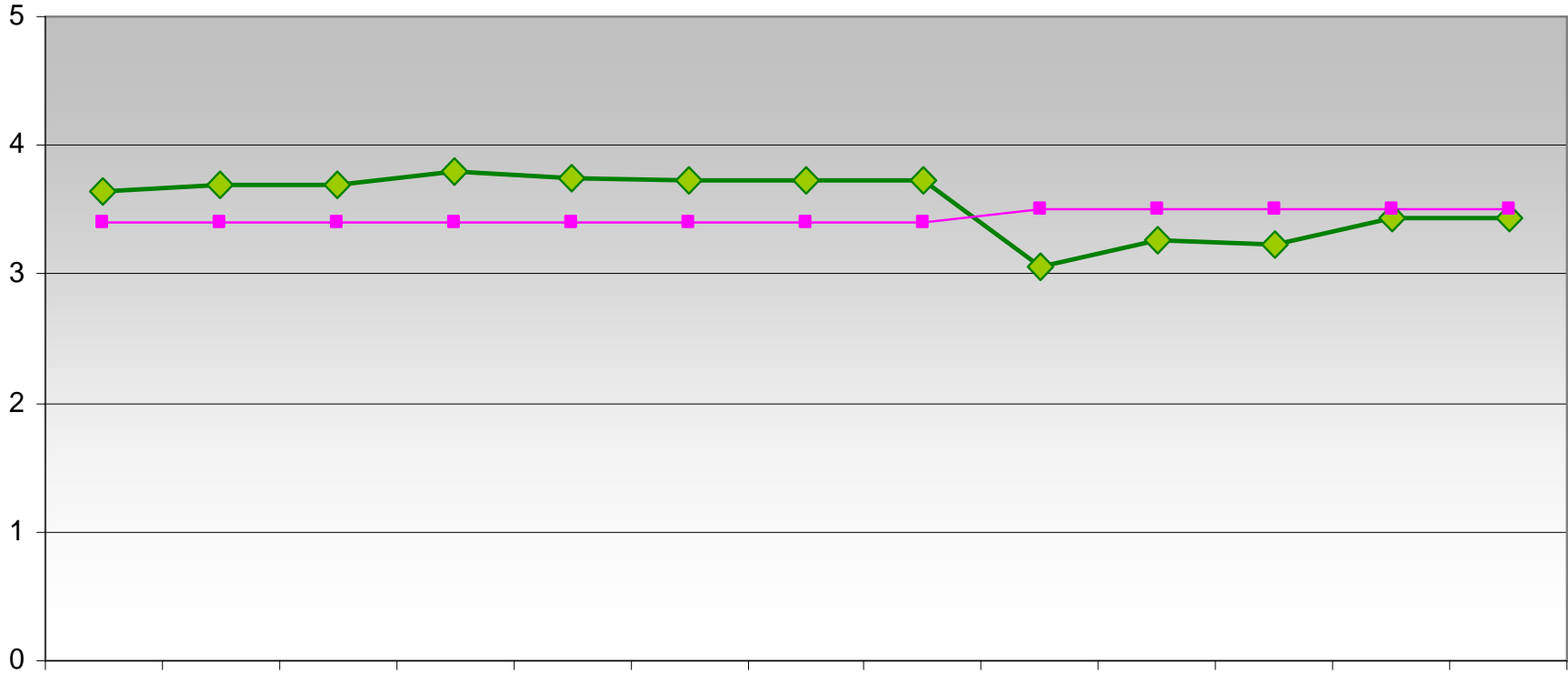
Average Weekday Boardings



Fare Revenue- FY08 November 2007 YTD



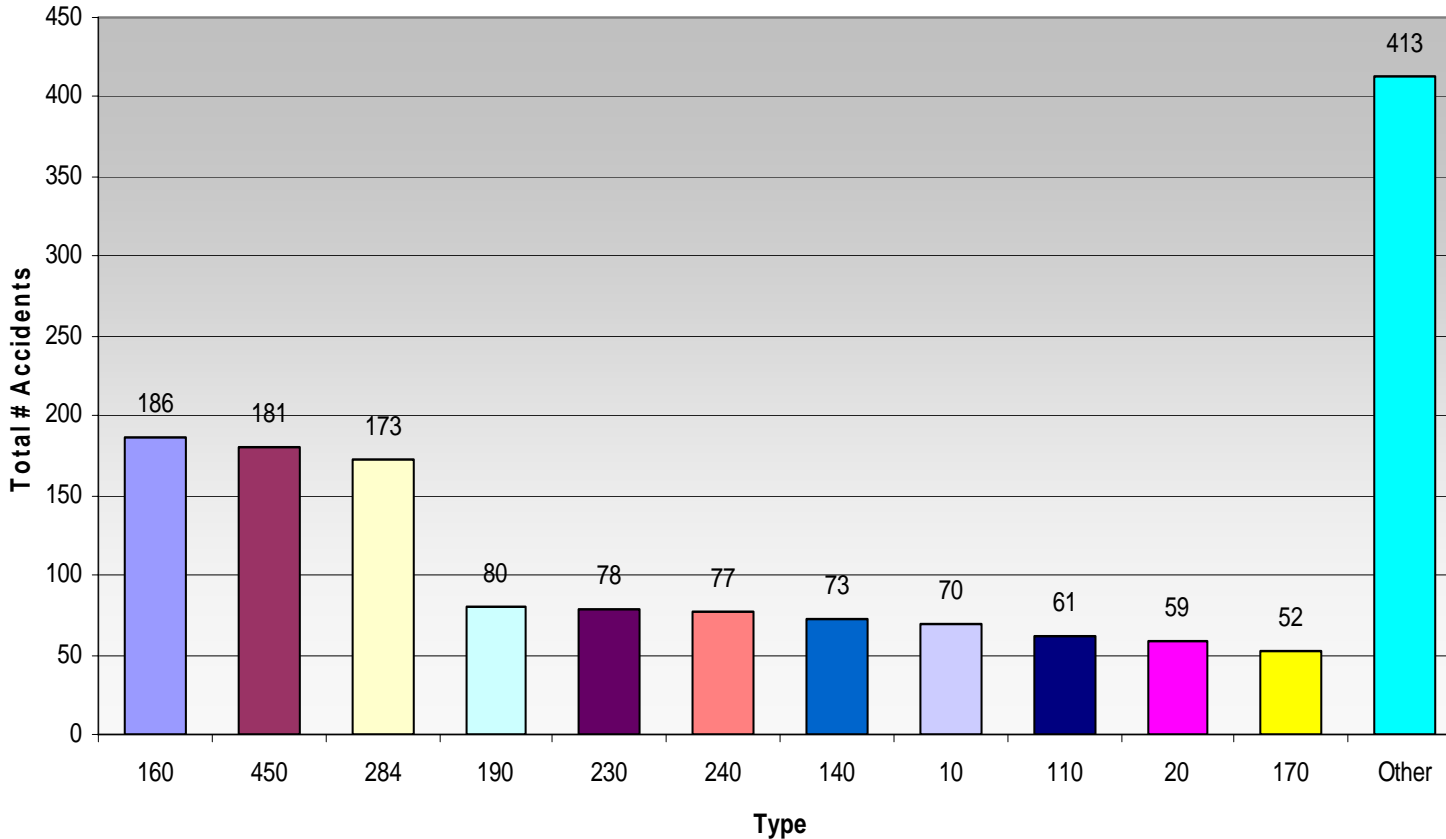
Bus Accidents per 100,000 miles- Systemwide



	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
Actual	3.65	3.7	3.7	3.79	3.75	3.73	3.73	3.73	3.05	3.27	3.23	3.44	3.44
Target	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.5	3.5	3.5	3.5	3.5

November 07 YTD Collision Type Accidents

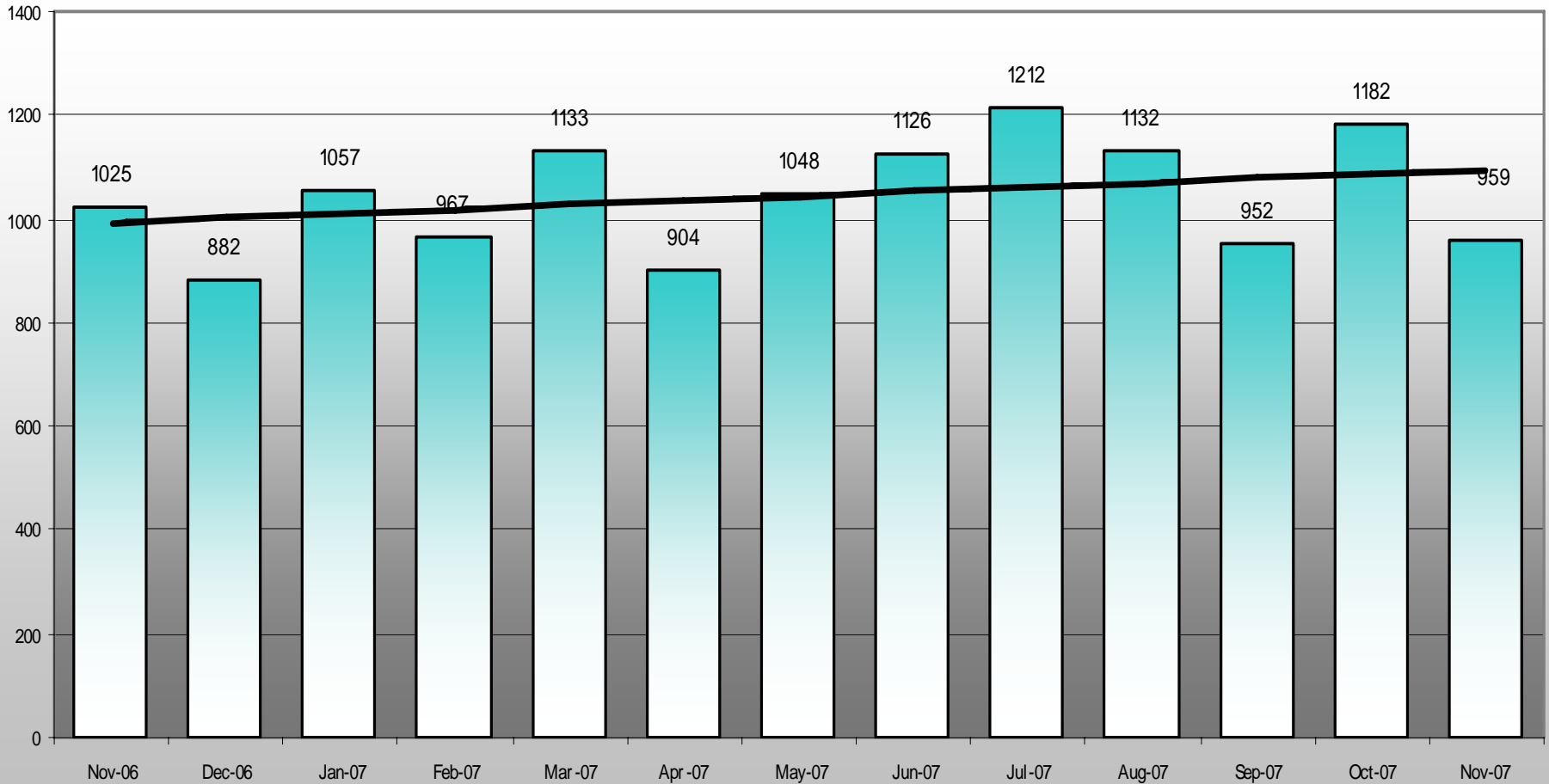
Accident by Type



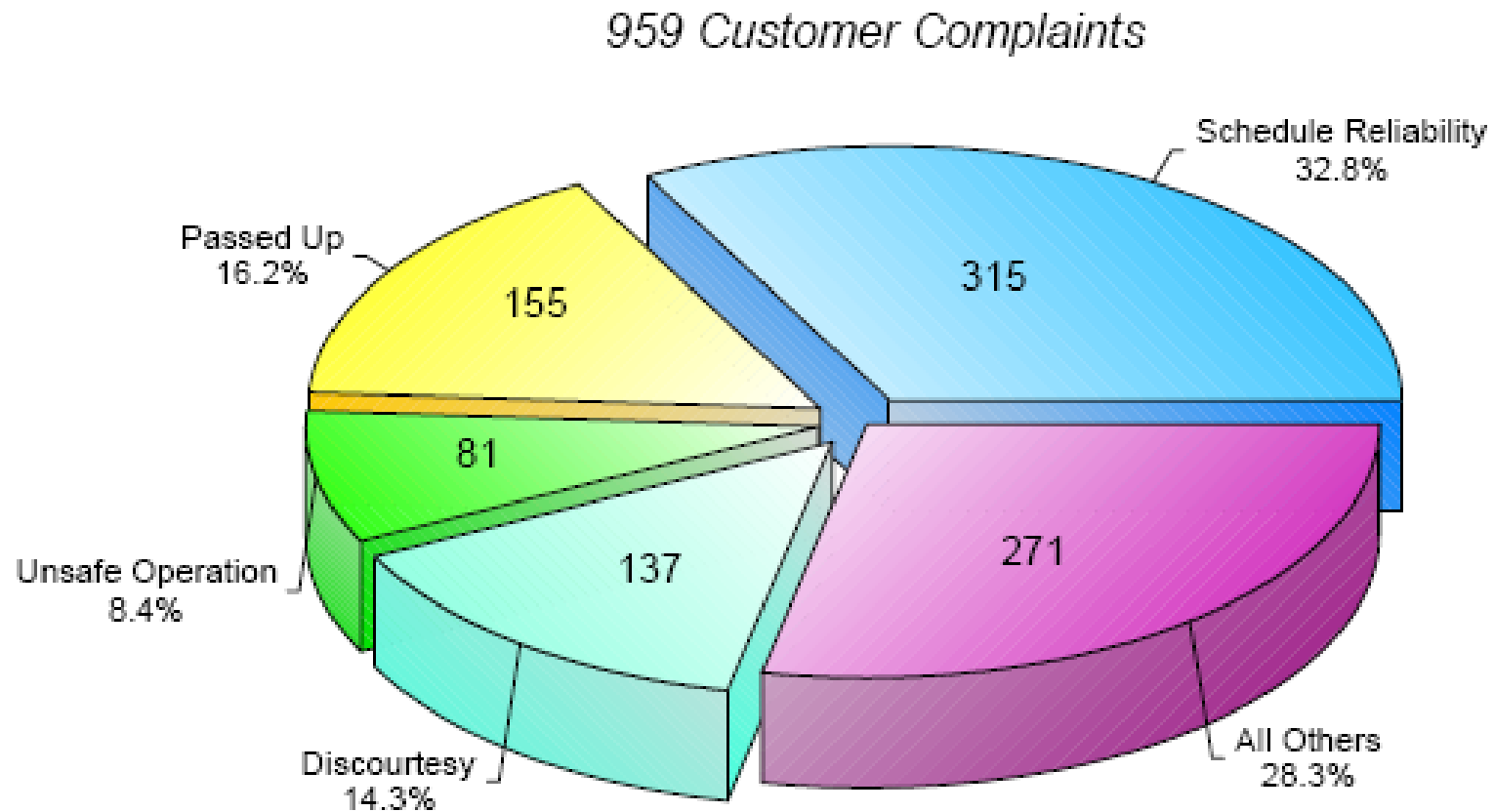
- 160- Sideswipe- Other Vehicle Passing Our Vehicle
- 450-Collision with Fixed Stationary Object
- 284- Other Vehicle Involved with Bus Standing in Zone-Sideswipe
- 190- Collision with Vehicles Parked at Curb
- 230- Bus Hits Vehicle
- 240- Other Vehicle Hit Bus
- 140-Sideswipe While Passing Other Vehicle
- 10- Straight Ahead- Other Vehicle from Left
- 110- Vehicle Turns Right in Front of Bus
- 20- Straight Ahead- Other Vehicle from Right
- 170- Cutting In By Other Vehicle
- Other- All Other Collision Type Accidents 10-480

Customer Service Complaints by Month

Customer Service Complaints by Month

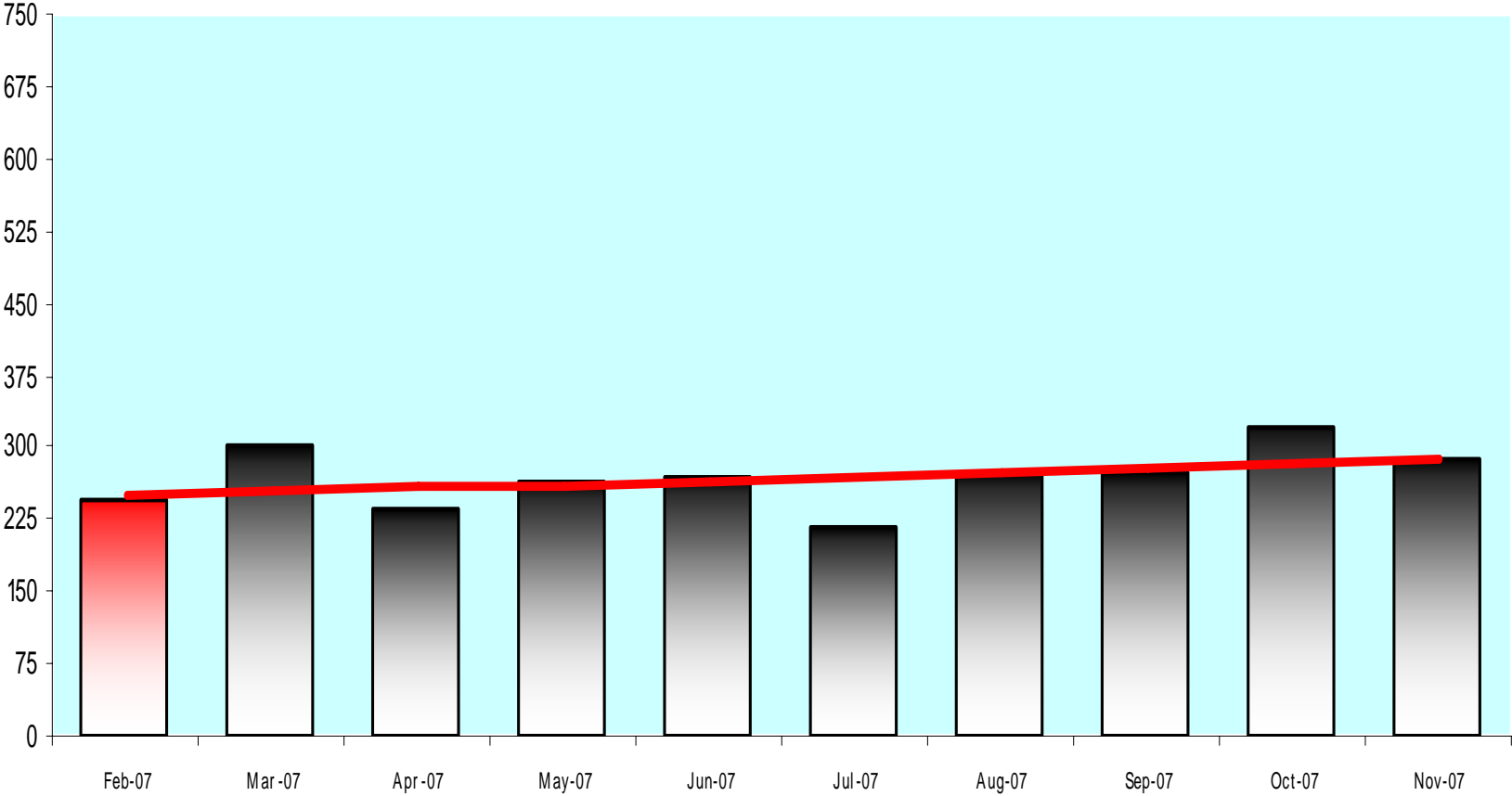


Major Complaint Category Distribution- Nov. 2007



Line 442 Update

LINE 442 AVG WEEKDAY RIDERSHIP



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
■ AVG WKDAY	244	300	237	262	269	215	272	274	319	289

Gateway Cities Service Sector

Report to Metro Operations Committee

January 17, 2008

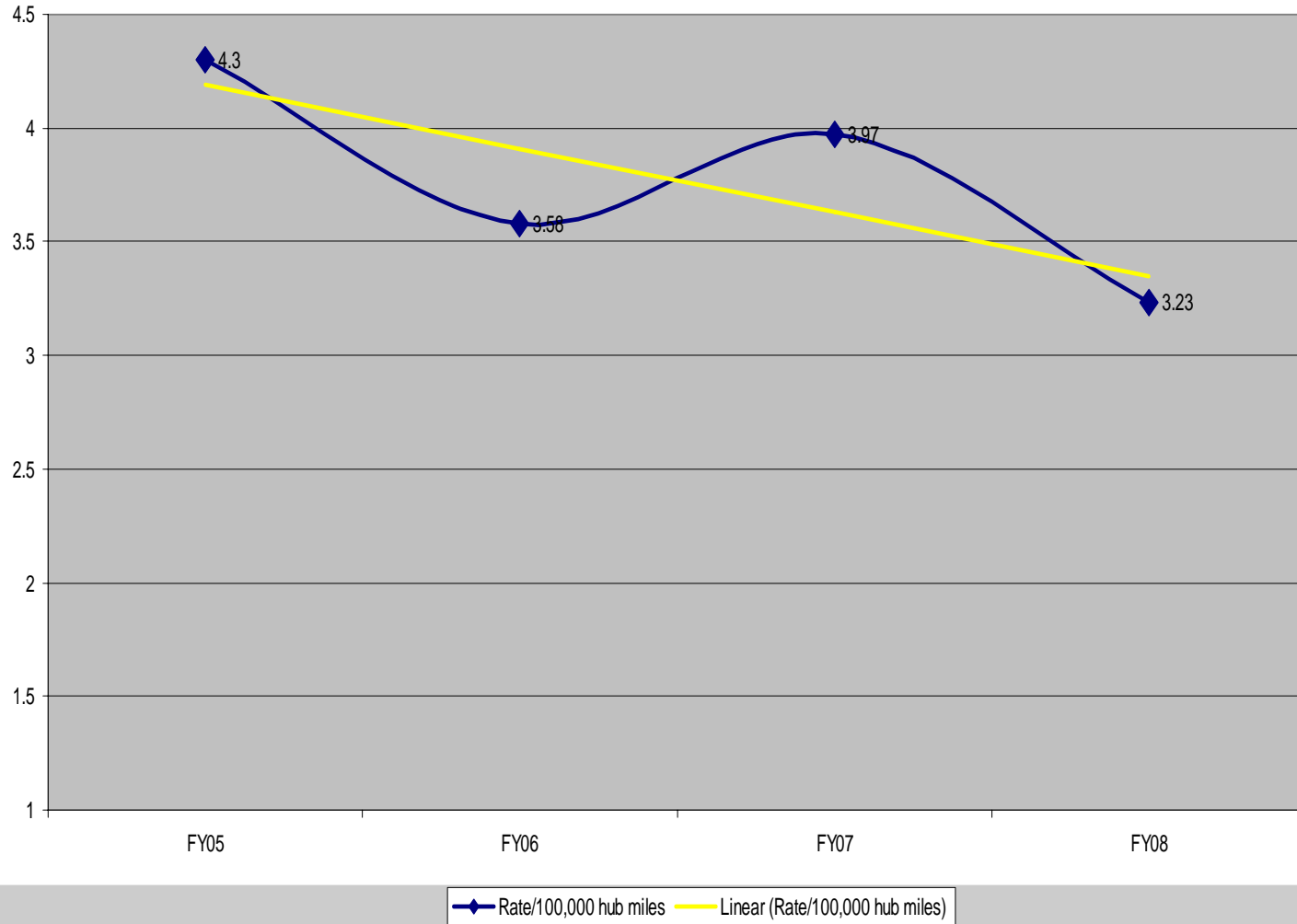
Gateway Cities Accident Reduction Programs

- **Safety Message Campaign**
- **Safety Buck Program**
- **Line Brochures**
- **LCD Monitor Messages**
- **Additional Training & Instruction**



ACCIDENTS

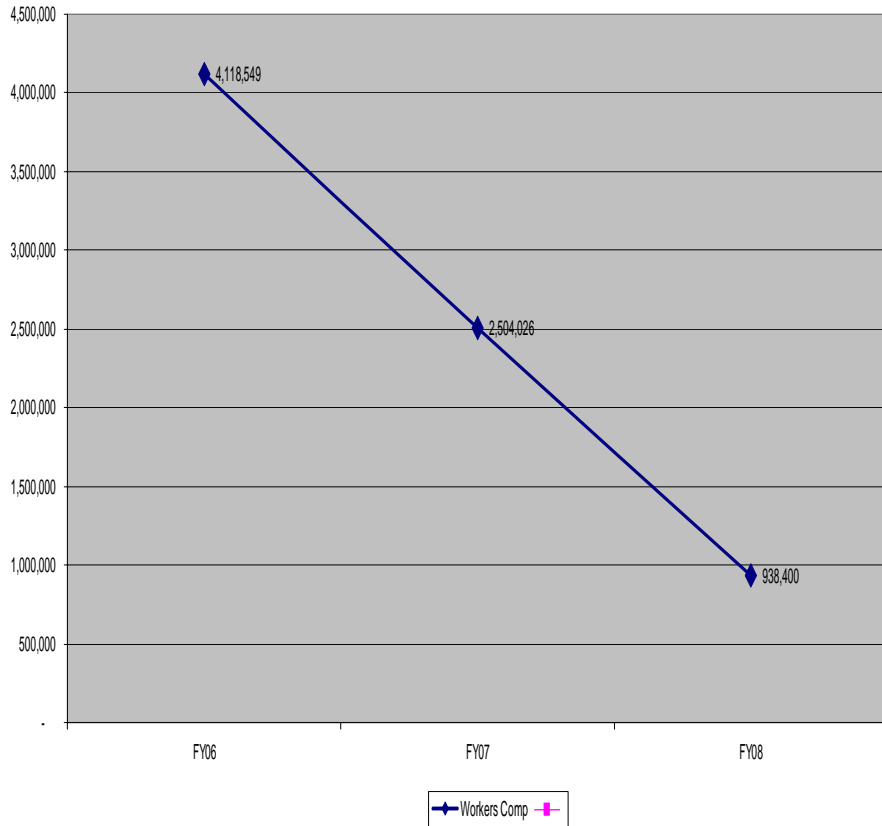
GWC Accident Rate (YTD - July thru Dec.)



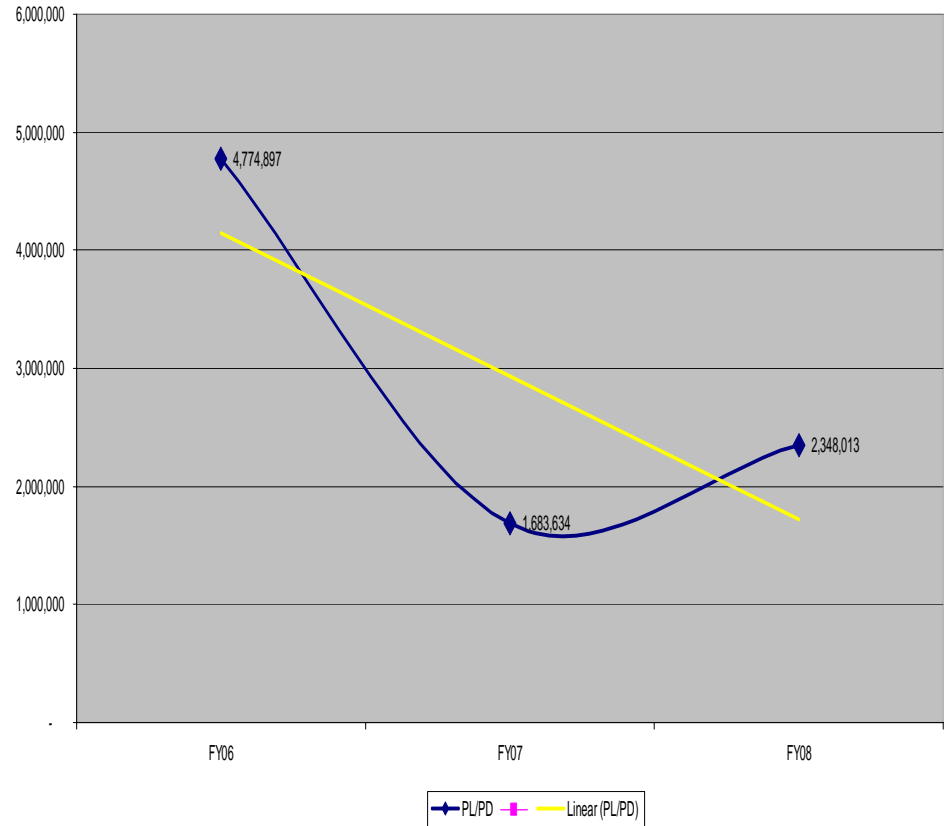
WORKERS COMP

PL/PD

GWC Workers Comp Actual (YTD - July thru Nov)



GWC PL/PD Actual (YTD - July thru Nov)



Recognition- Act of Heroism

Ricardo Suarez

&

David Ojeda

Bus Operators- Division 1

