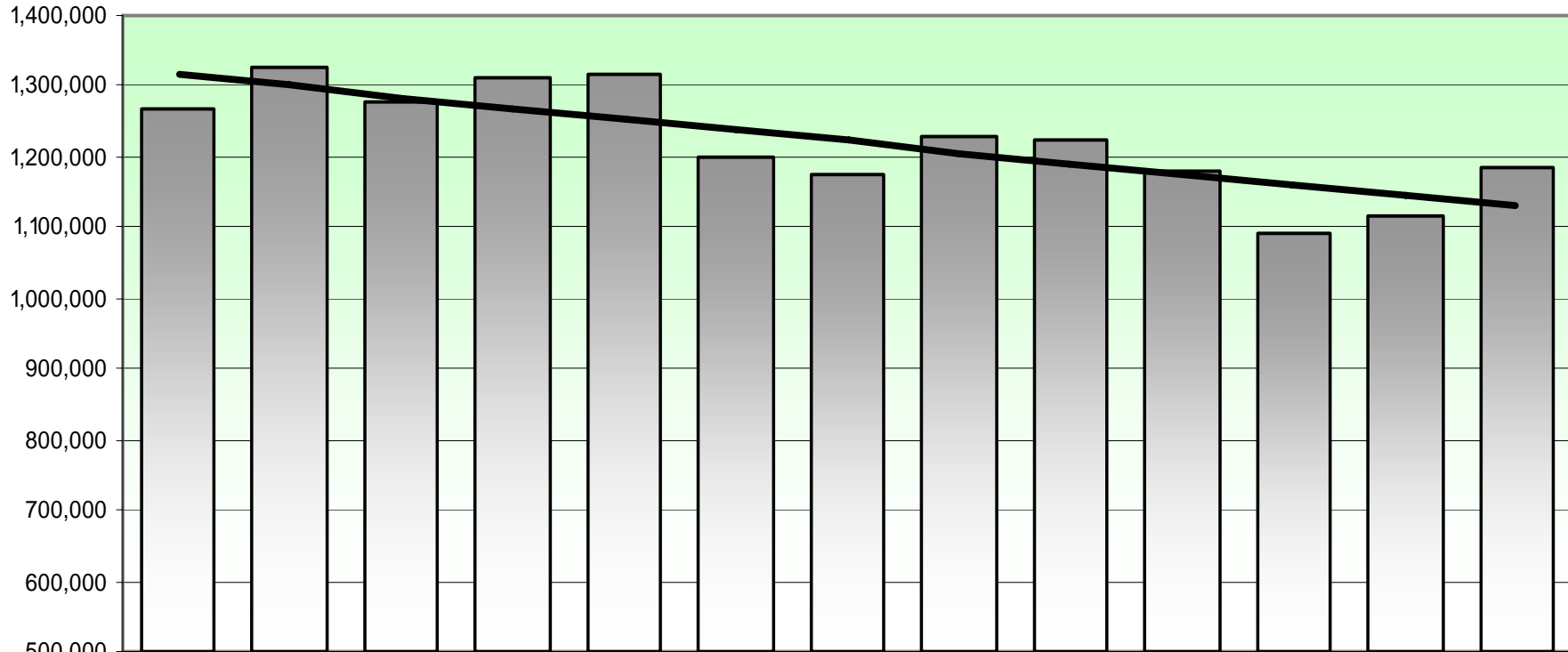


CHIEF OPERATIONS OFFICER'S REPORT **METRO OPERATIONS COMMITTEE**

Carolyn Flowers
Chief Operations Officer
April 17, 2008

Direct and Contracted Bus Ridership

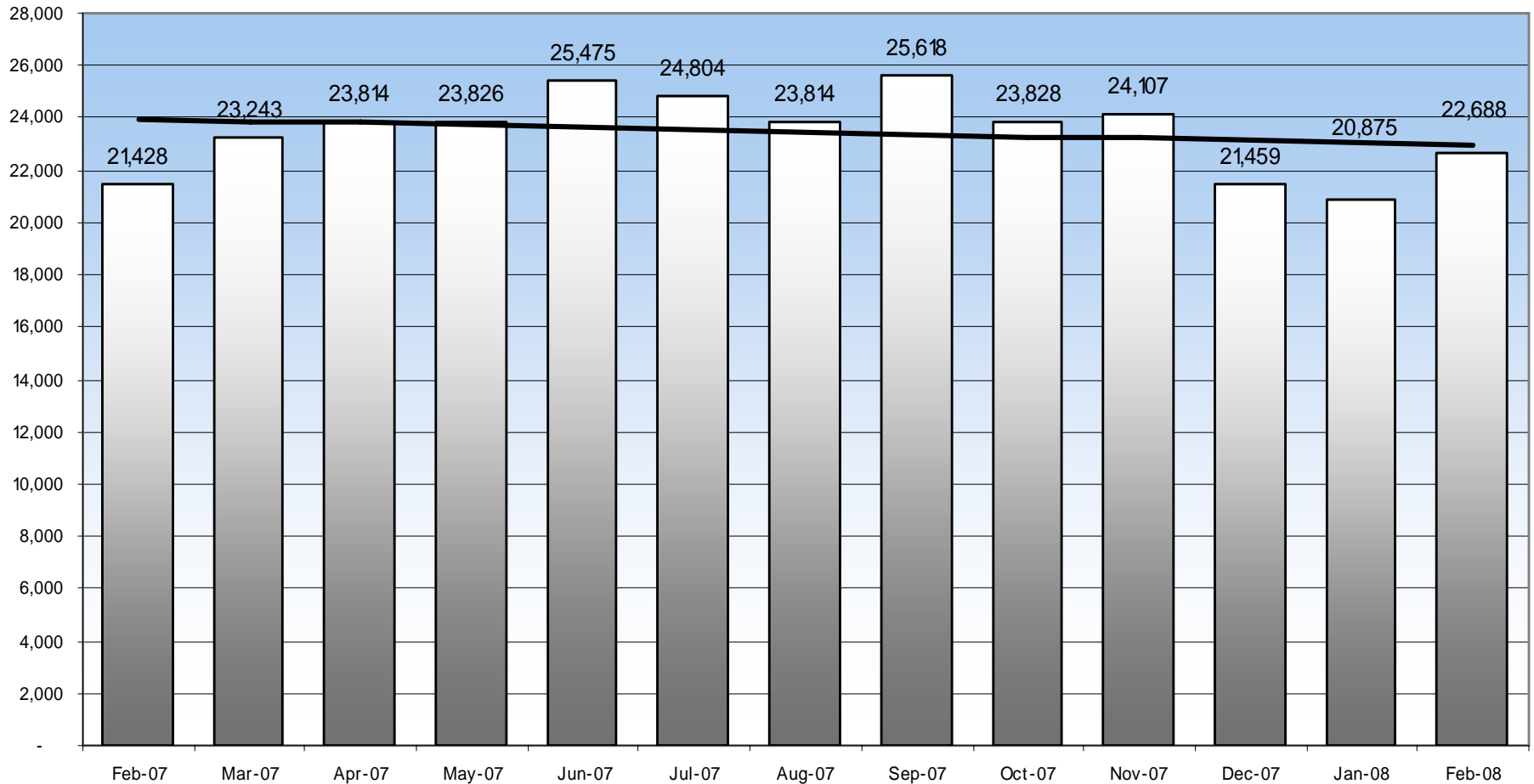
Average Weekday Boardings



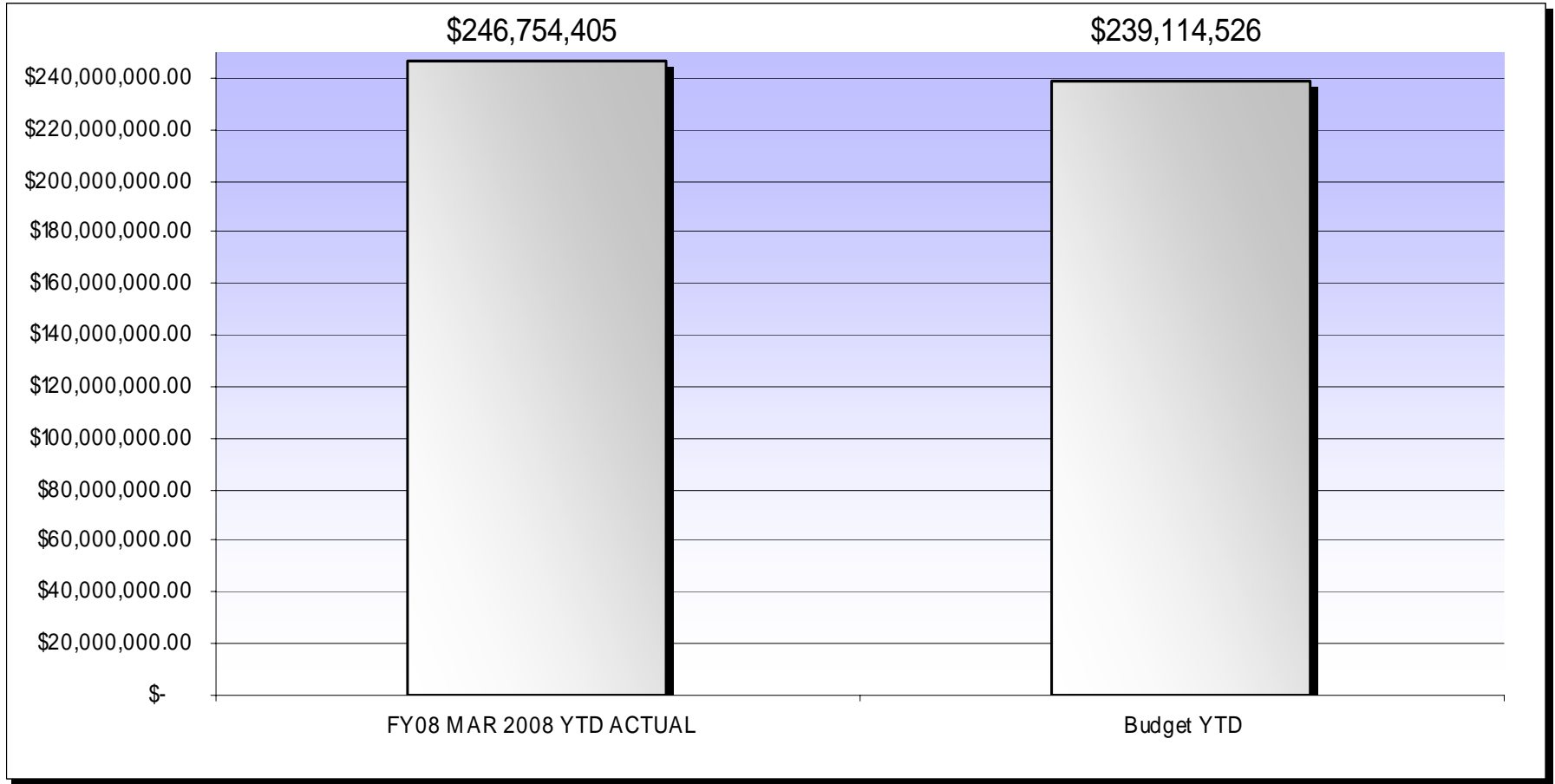
	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
█ Avg. Wkdy Brd	1,266,797	1,325,313	1,275,425	1,313,679	1,314,495	1,197,028	1,174,418	1,226,560	1,222,339	1,178,194	1,093,081	1,116,965	1,184,729

Orange Line Ridership

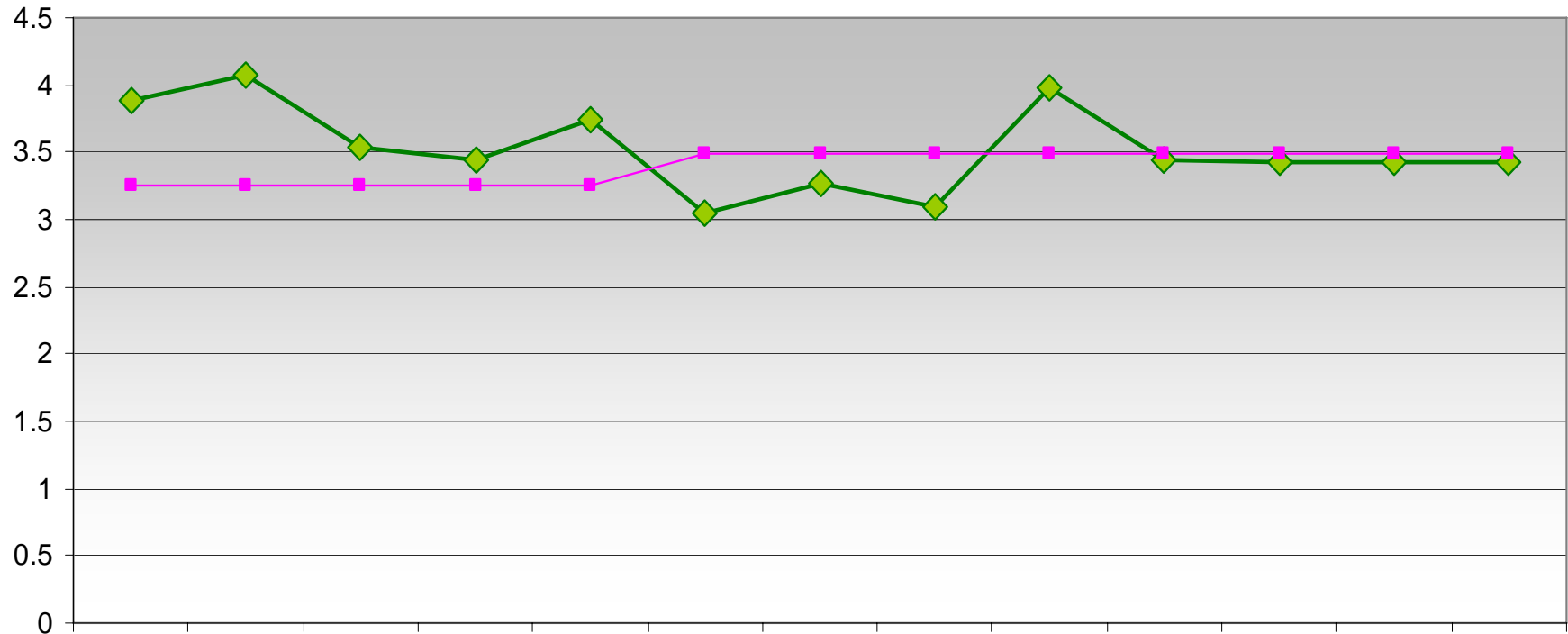
Average Weekday Boardings



Fare Revenue- FY08 March 2008 YTD

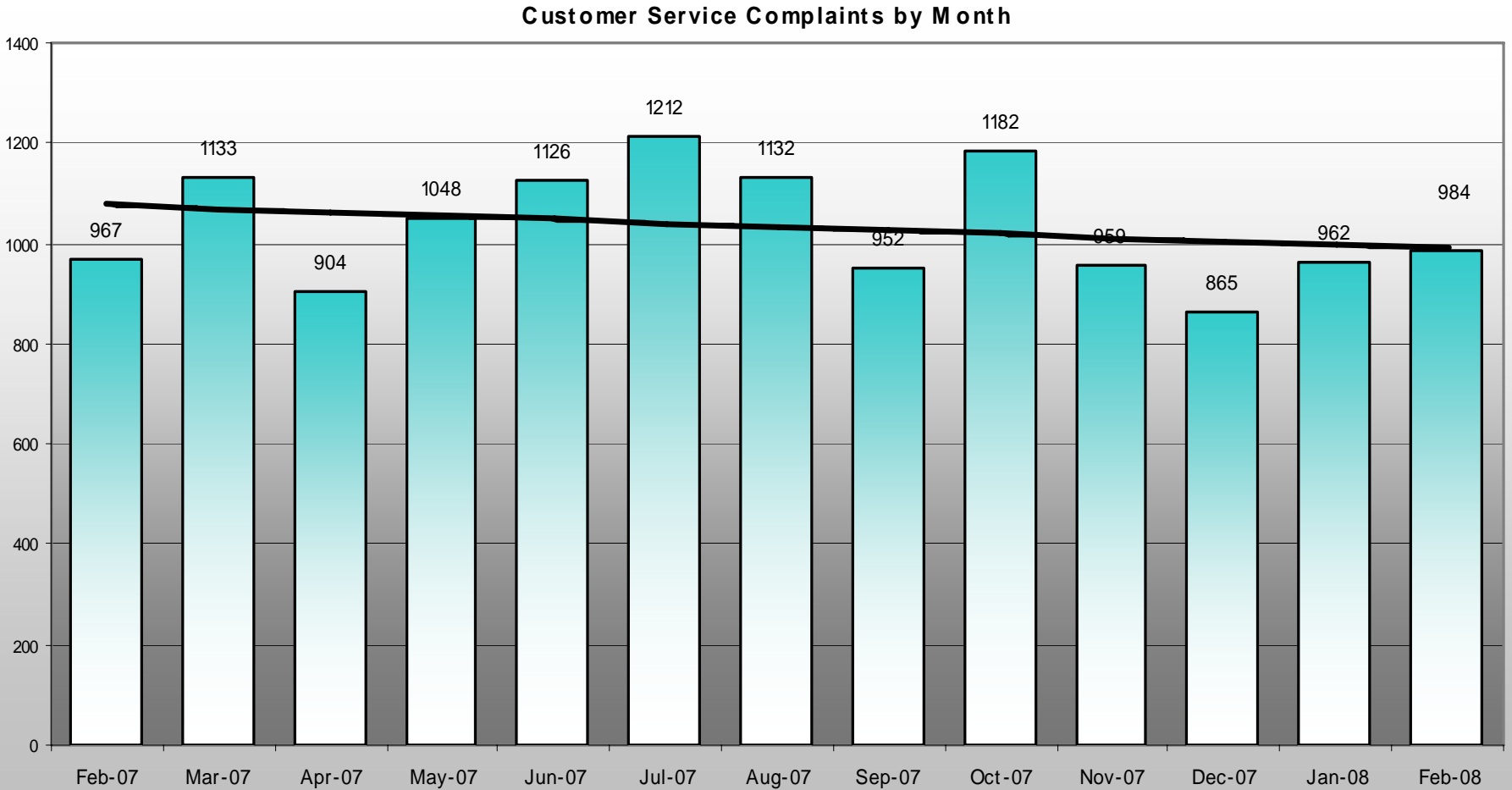


YTD Bus Accidents per 100,000 miles- Systemwide



	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08
◆ Actual	3.89	4.08	3.54	3.44	3.74	3.05	3.27	3.09	3.98	3.44	3.42	3.42	3.43
■ Target	3.26	3.26	3.26	3.26	3.26	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49

Customer Service Complaints by Month



Bus Accident Safety

- 12 Chinese and 56 English Intersection Safety Signs to be installed at “hot spot” locations
- Staff is currently analyzing accident code data to identify those intersections with the highest number of passenger related accidents
- This is the first sign installed in Chinatown (Northwest corner of Hill St. and College)



Homeland Security Grant

- U.S. grant award recently received from the FY2007 Infrastructure Protection Program (IPP) in the amount of \$4,464,264
- This grant will fund efforts to augment rail and bus security through the following projects:
 - Pasadena Gold Line (PGL) Transit Passenger Information System \$1,300,000
 - Metro Red Line Tunnel and Bridge Security Improvements Phase II \$800,000
 - Development and Enhancement of the Advanced Transportation Management System (ATMS) Disaster Recovery \$1,614,900
 - Installation of Closed Circuit Televisions (CCTVs) at Metro Bus Facilities Phase II \$315,000
 - Upgrades to our Video Recording Software Systems \$434,364



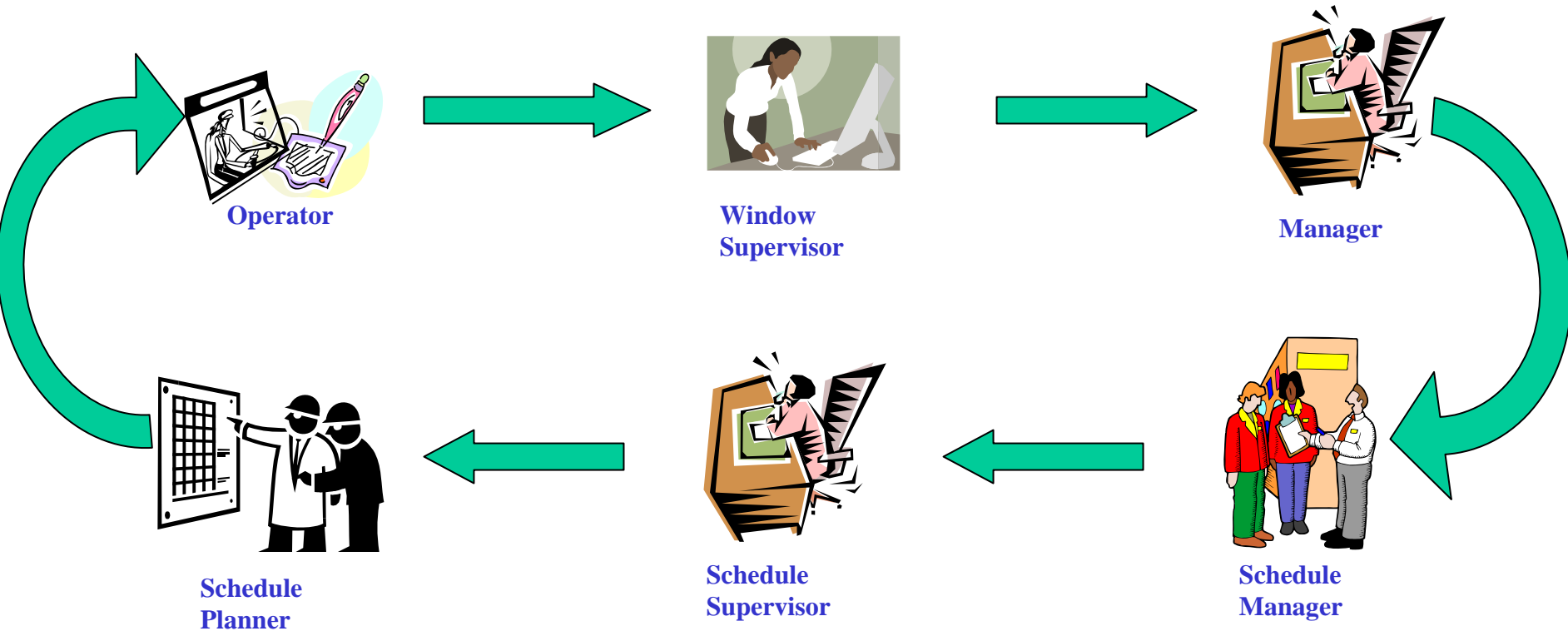
Route Schedule Input System (RSIS)

San Gabriel Valley Division 9 Pilot Program



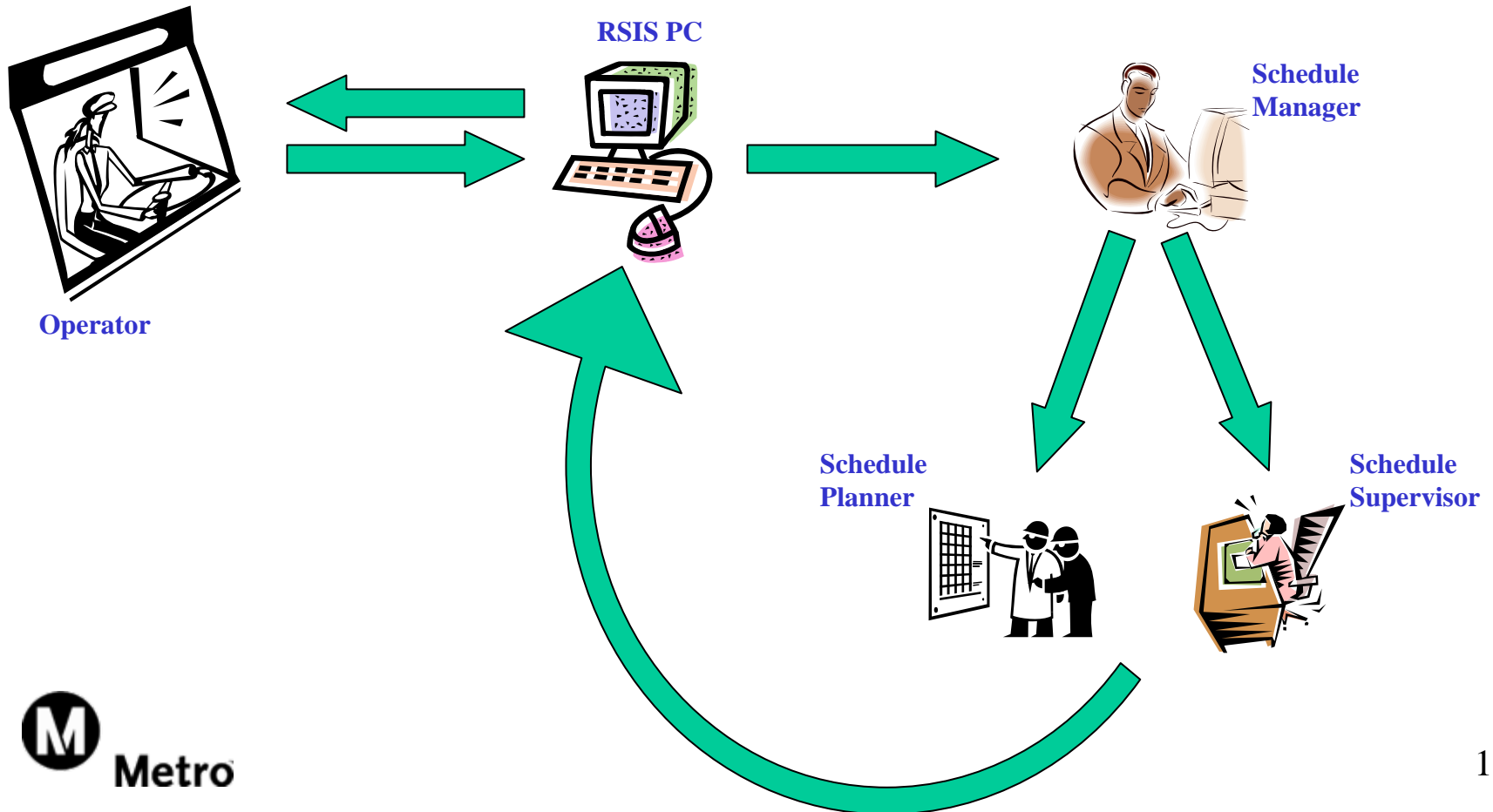
Employees Reporting Schedule Issues (Past Method)

2-3 weeks



Route Schedule Input System (RSIS – New Method)

5 Days



RSIS ADVANTAGES

Fast

Resolves issues quicker

Convenient

Fewer steps

Efficient

Expandable / Upgradeable

**Data
Repository**

Environmentally friendly

Improves Communication