

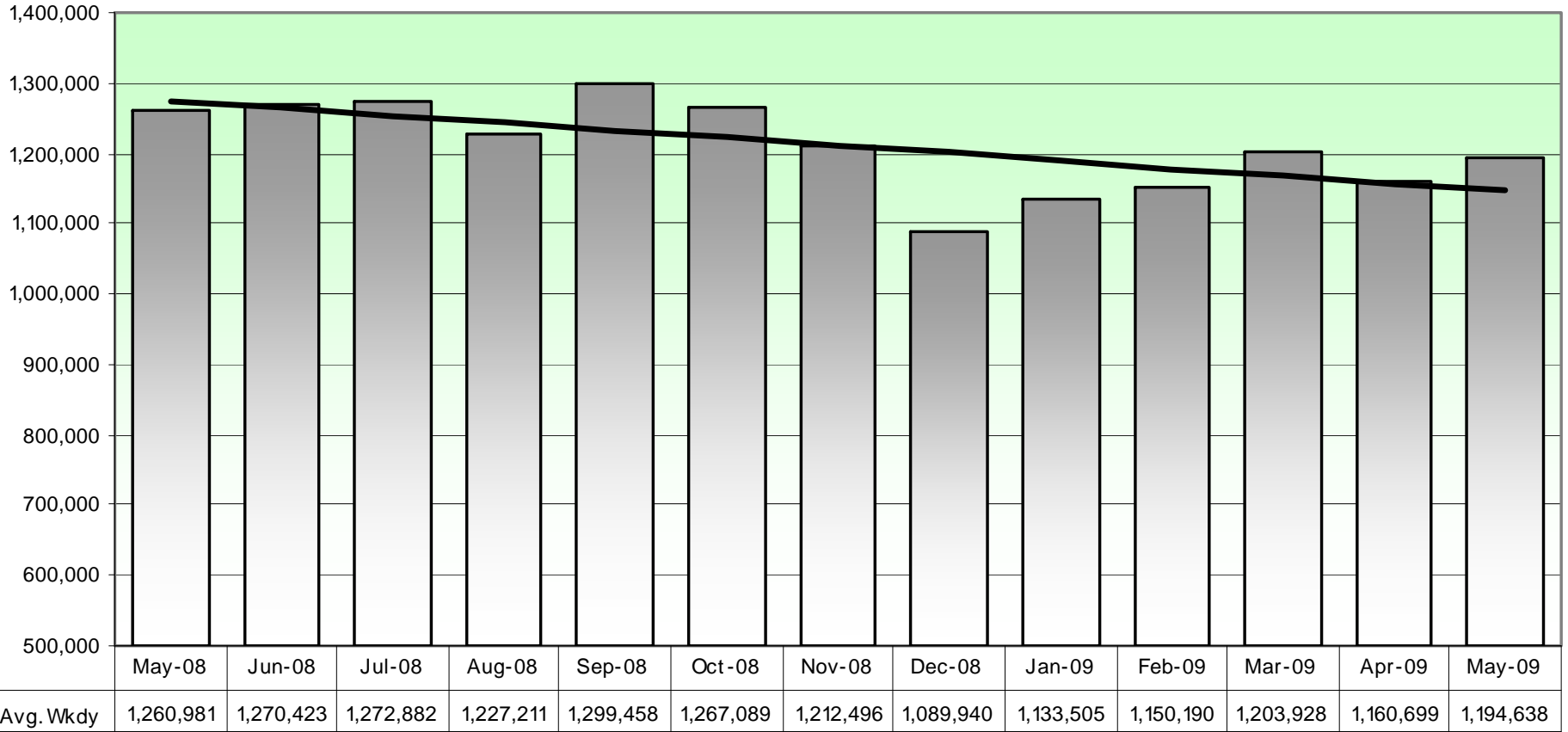
CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

**Carolyn Flowers
Chief Operations Officer
July 16, 2009**



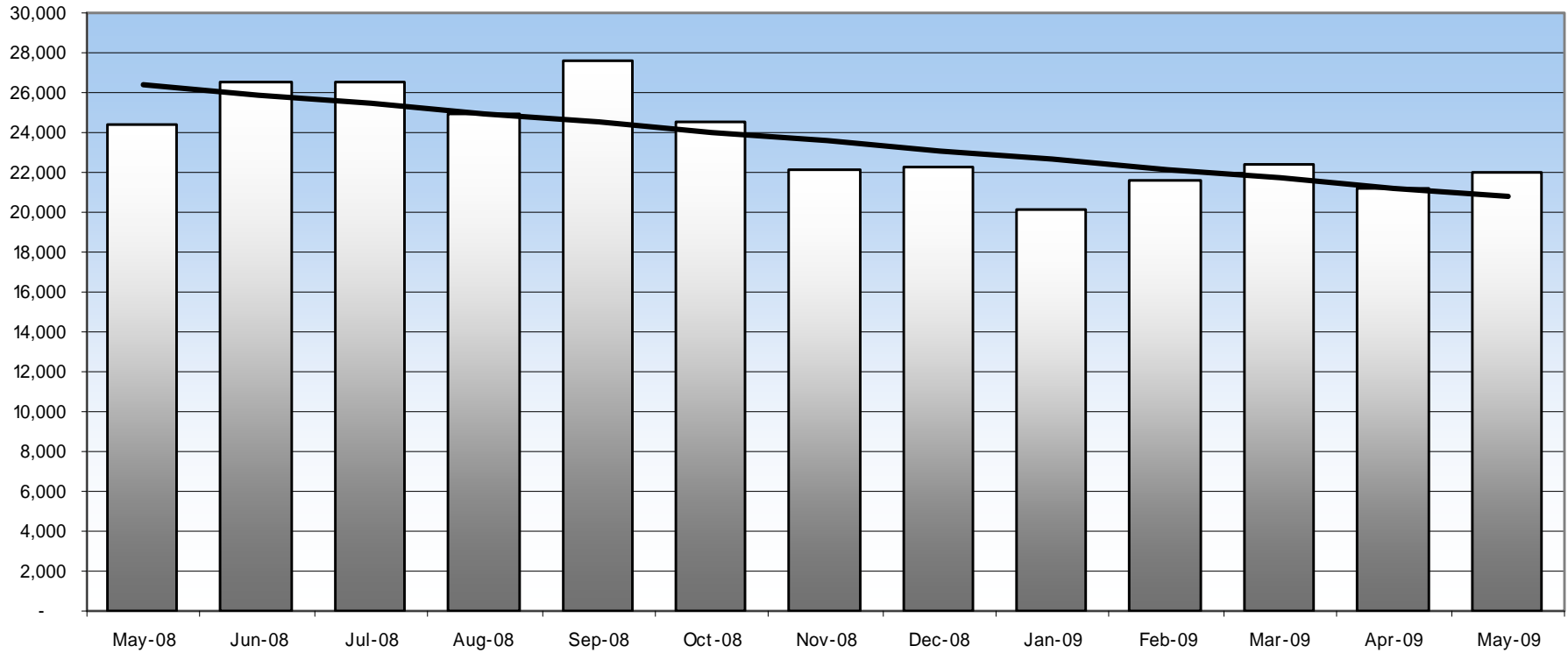
Direct and Contracted Bus Ridership

Average Weekday Boardings



Orange Line Ridership

Average Weekday Boardings

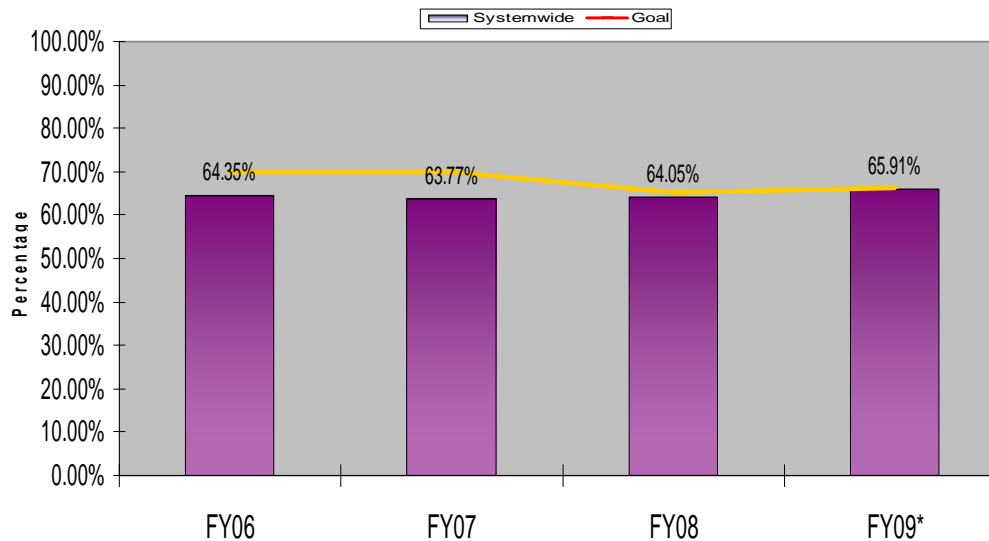
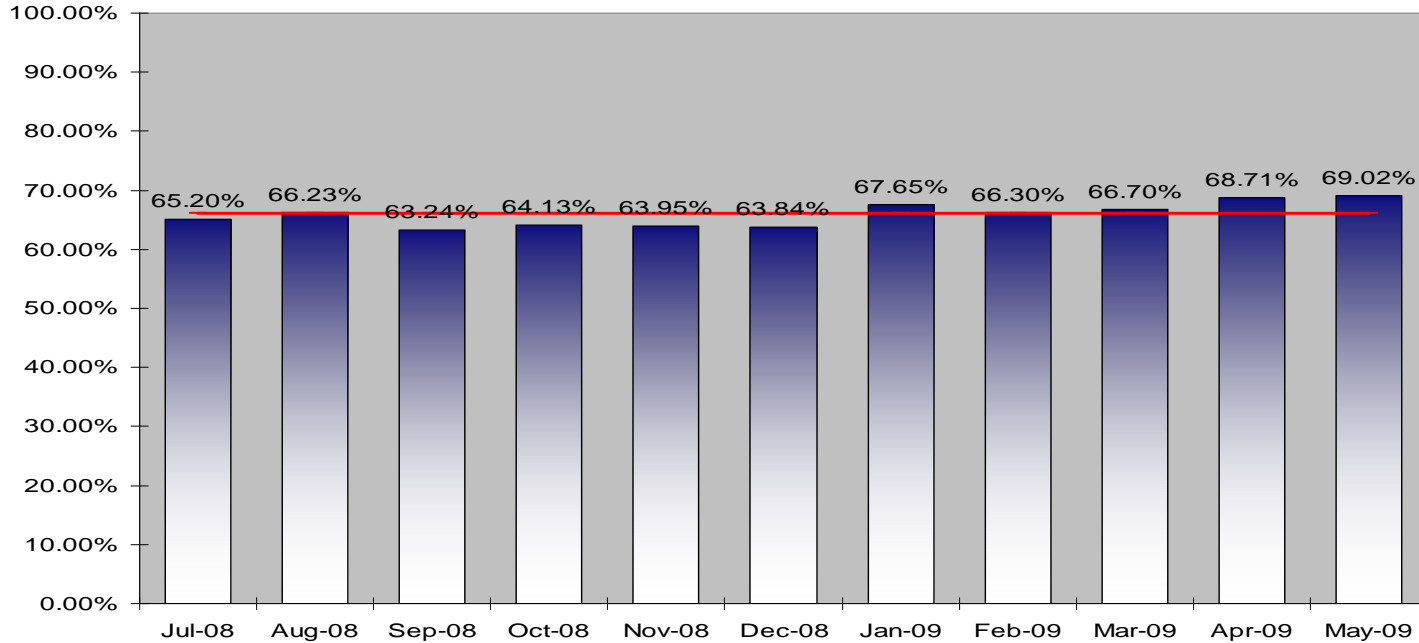


	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09
█ Avg. Wkdy	24,451	26,596	26,524	24,940	27,596	24,578	22,174	22,255	20,138	21,633	22,334	21,223	22,045



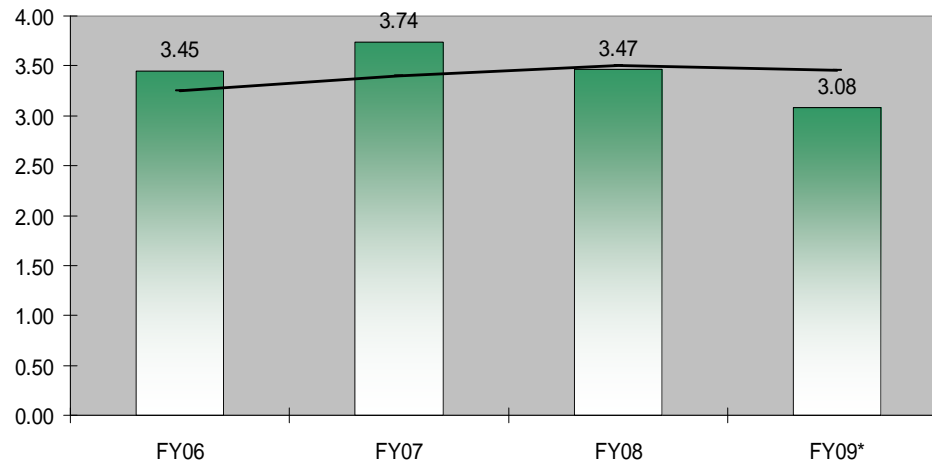
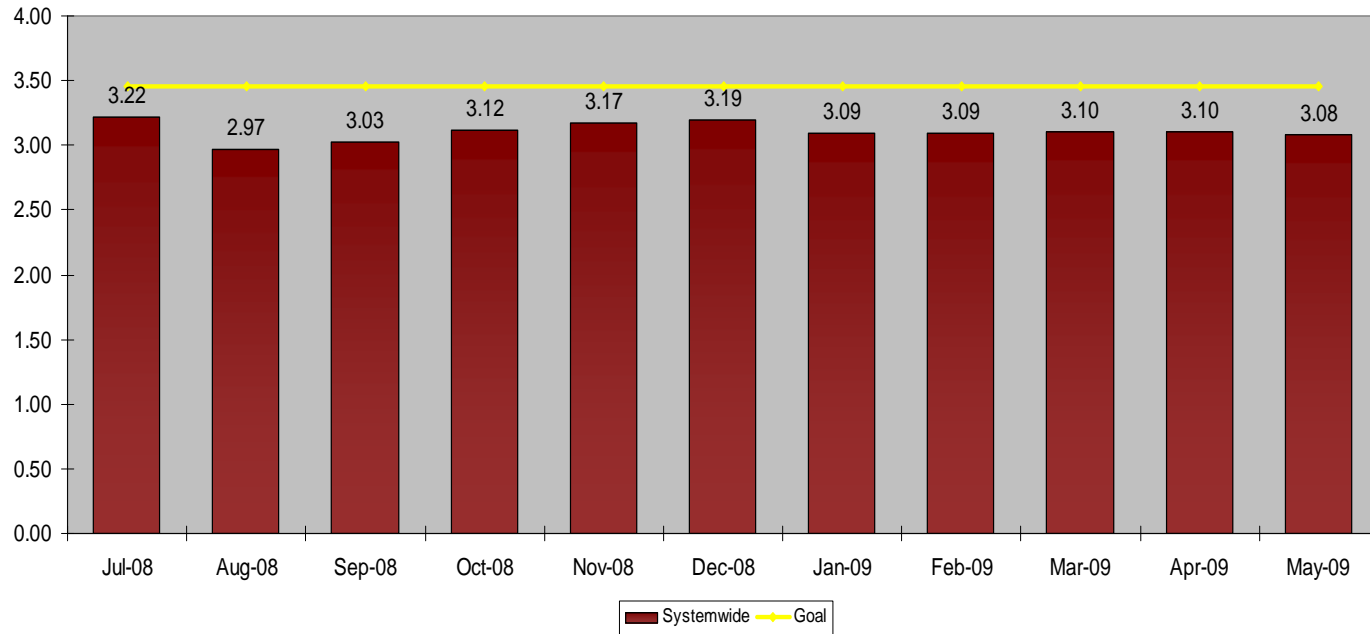
Service Reliability

On-Time Performance

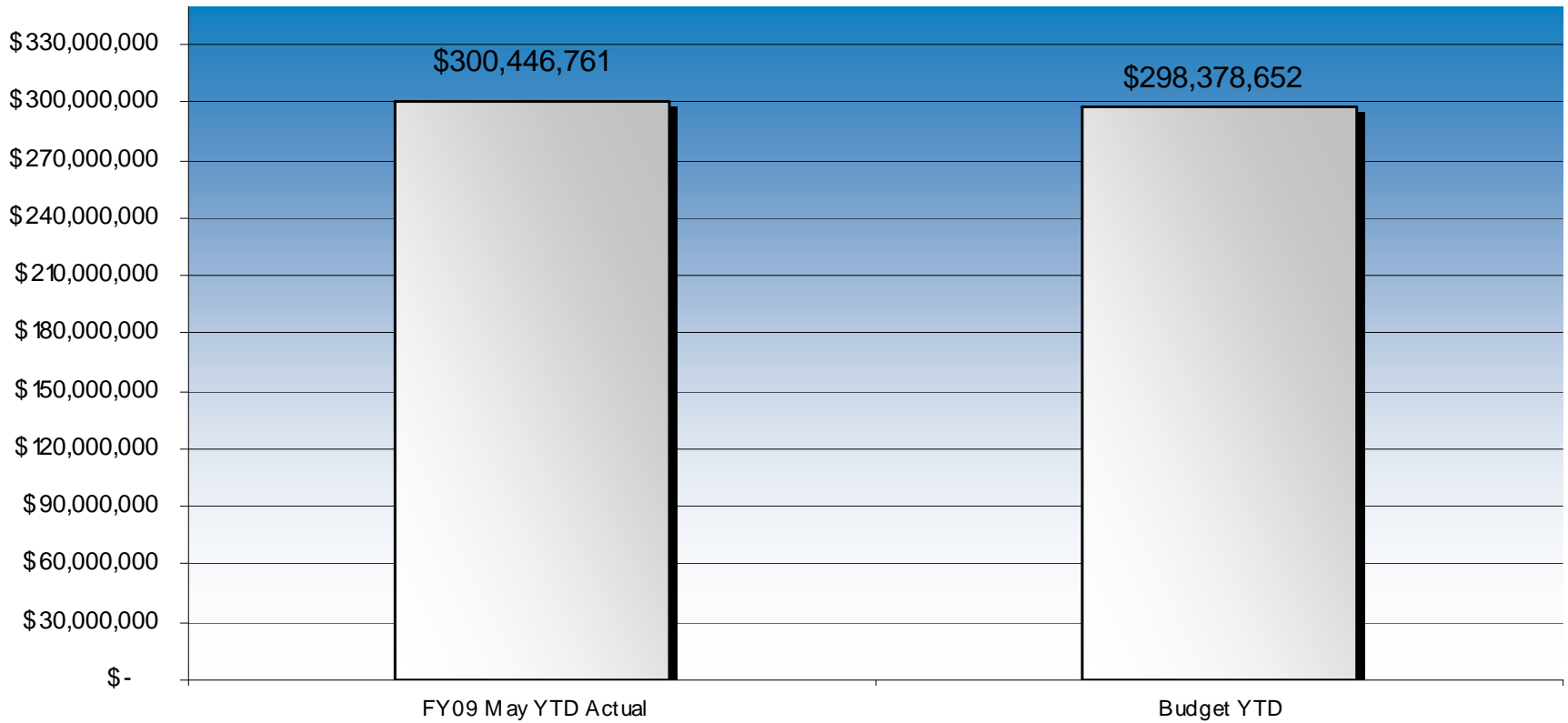


Safety- Bus Accidents Per 100,000 Hub Miles

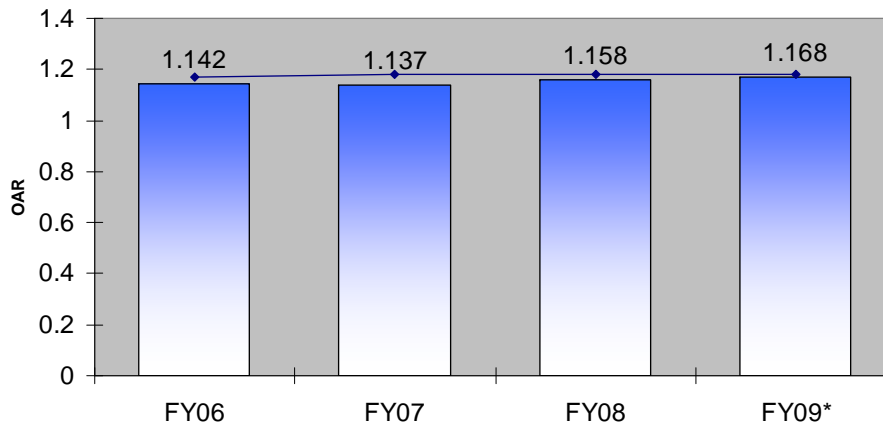
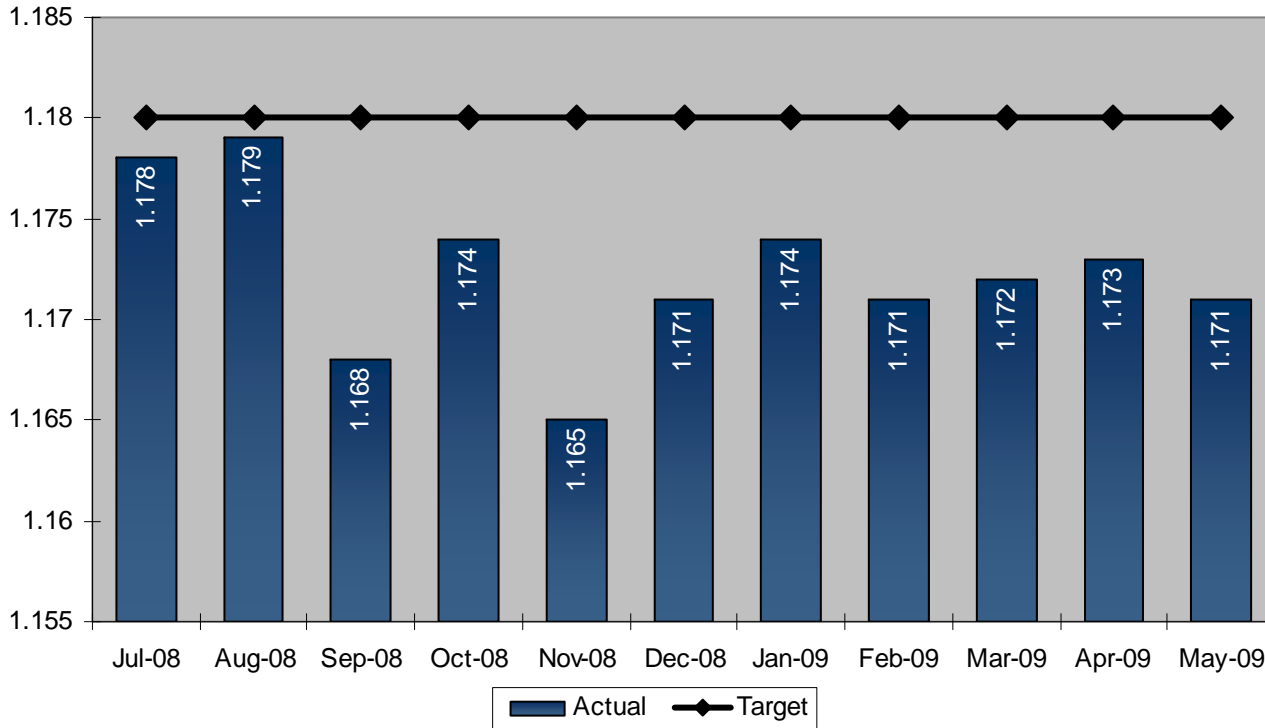
Accidents Per 100,000 Hub Miles- Systemwide



Fare Revenue - FY09 May YTD

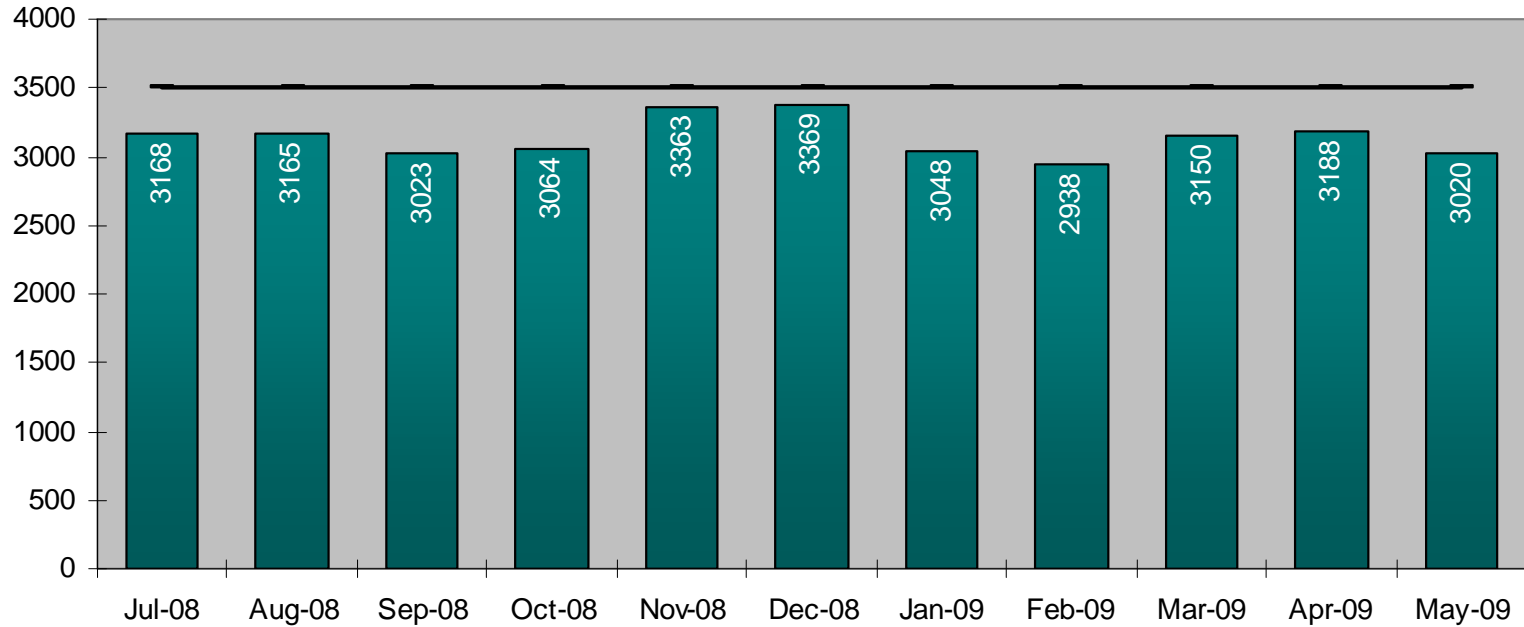


Operator Assignment Ratio

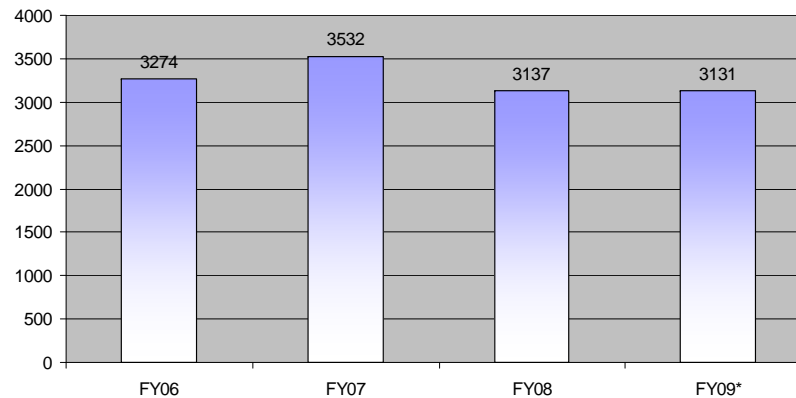


Fleet Reliability

Mean Miles Between Mechanical Failures

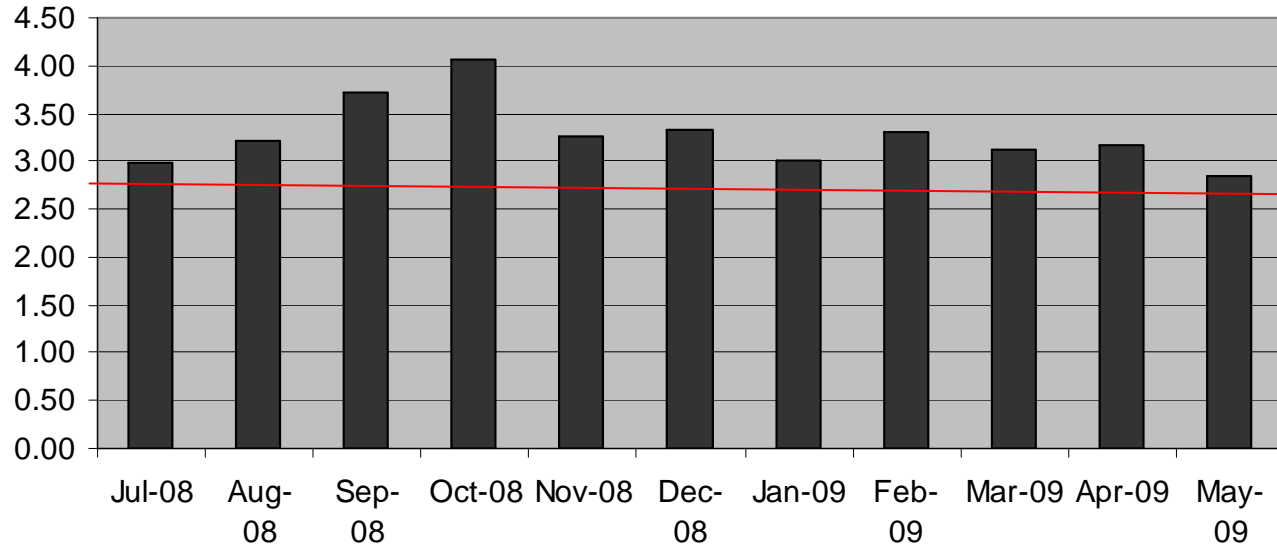


Systemwide — Target

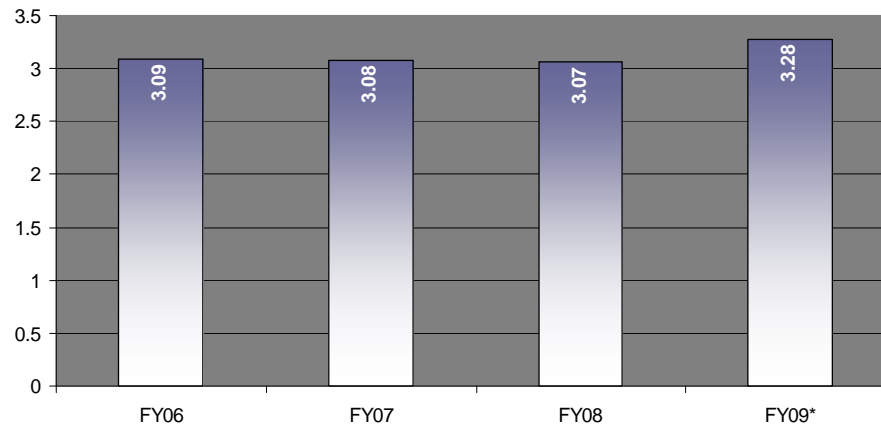


Customer Complaints

Customer Complaints per 100K Boardings for Divisions
Directly Operated and Contract Services



	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09
■ Cmplts per 100K Bdgs	2.99	3.22	3.71	4.07	3.25	3.34	3.00	3.31	3.12	3.17	2.84



TAP Senior/Disabled Cards

- In converting seniors and persons with disabilities to TAP, 100,000 temporary cards were distributed while photo TAP cards were being created.
- 70,000 temporary Senior and Disabled TAP cards expired on 6/30/09 but no termination date was printed on them. Patrons were trying to use the expired cards to purchase day passes.
- Grace period has been extended at least through July 15, 2009 for these temporary Senior/Disabled TAP cards. After this date, passengers are required to pay the one-way fare if they present an expired card.
- Notifications were sent to senior centers and at our customer centers and an Operations Tariff Notice was issued. Patrons are being encouraged to apply for their permanent TAP cards to continue to be able to purchase reduced fare passes.

Operations Communications- FY 09 Highlights

- **Developed and implemented Sector marketing projects**
- **Managed communication for service changes including notification to public, elected officials and others about public hearings and service change implementation**
- **Participated directly in or provided support to planning studies and agency-wide initiatives such as LRTP and pandemic response**
- **Responded to countless operations-related issues arising from the public or community leaders such as brush clearance along Expo ROW, homeless along Orange Line, wheelchairs on buses**
- **Volunteers communicated our message to 350,000 at 125 community events around the County**

Bus Operator Fitness for Duty

Bus Operator Candidate Assessment Test (BOCAT)

- All bus operator trainee candidates must pass a medical exam prior to beginning the six-week training course at Operations Central Instruction (OCI). There are no weight restrictions.
- Medical Clinic will flag certain body types for BOCAT exam, an assessment performed by OCI to determine if the candidate can perform critical bus operator tasks.
- Assessment includes the following evaluations:
 - Seat Adjustment
 - Operator Compartment Checklist
 - Candidate Performance Checklist
 - Bus Interior Inspection
 - Bus Exterior Inspection

Wellness Program

- UTU and MTA formed a Wellness partnership with our healthcare providers (Kaiser, BlueCross, Delta Dental and PacifiCare)
- Wellness Fairs held at all divisions to promote exercise, weight loss and healthy eating

HR Policy 3-18

- Purpose to ensure employees are able to perform the duties of their jobs at all times



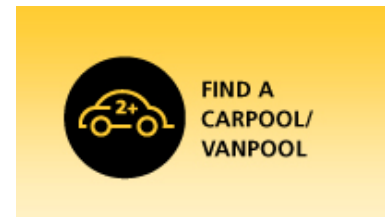
Metro

511

Traffic, Transit and Travel Information

What is 511?

- A national traveler information service providing multi-modal information:
 - Traffic
 - Transit
 - Commuter Services and More
- Helps commuters make informed decisions before and while traveling
- Will improve the region's mobility
 - Provides information about the five county region: LA, Orange, Ventura, San Bernardino and Riverside
- 511 is accessible via:
 - Phone (toll-free)
 - Website (Go511.com)



511 on the Phone

- Call 511 for:
 - Real-time traffic information
 - Traffic speeds, incidents, road closures and travel times
 - Automated Transit Trip Planning
 - Transit information and transfers to area agencies
 - Commuter Services information
 - Transfers to rideshare matching, employer services, Park & Rides

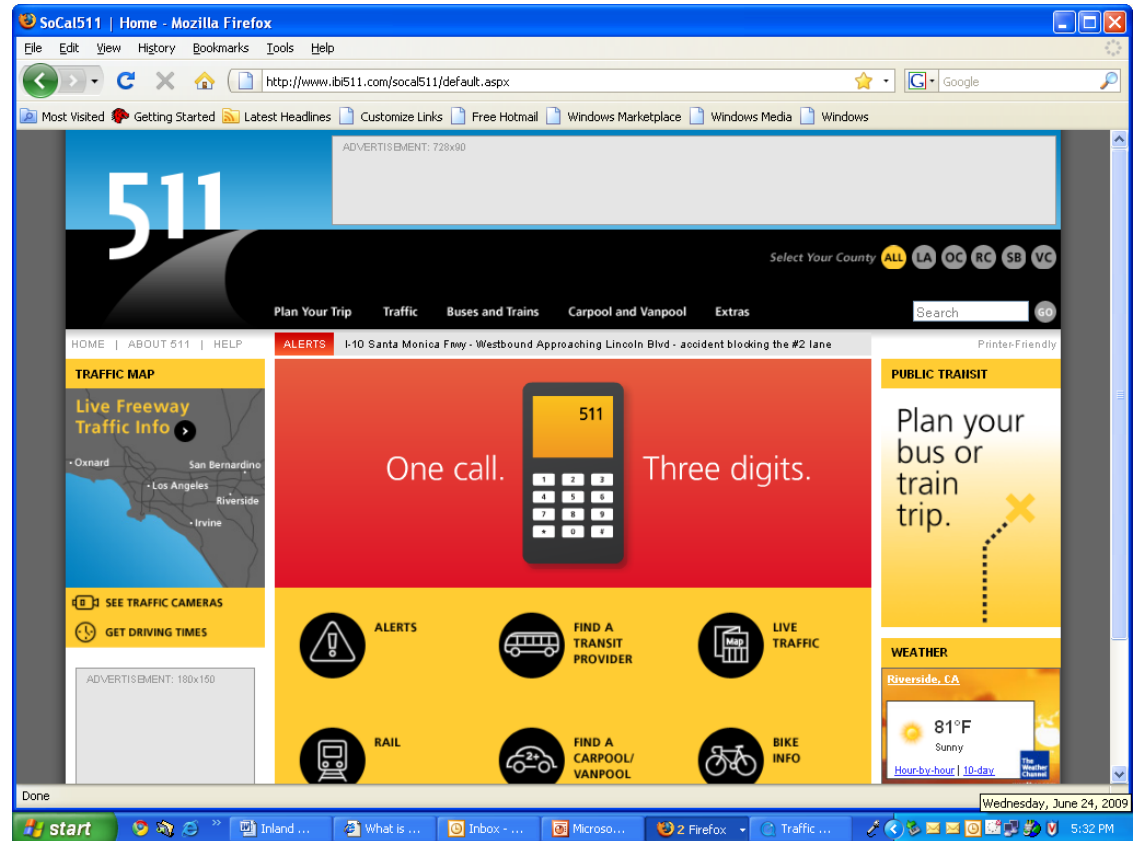


What can I help you with? Traffic, Public Transit or Commuter Services?

511 on the Web

Visit Go511.com for:

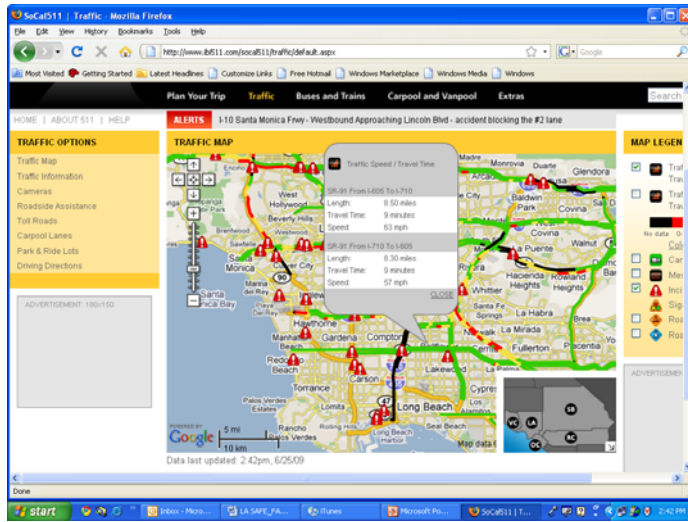
- Traffic map and real-time traffic information
- Transit Trip Planning
- General travel and transit information
- Commute Services information



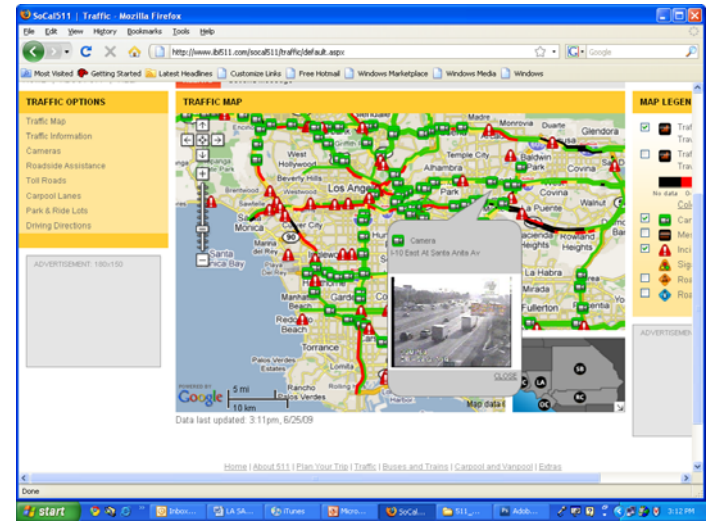
Traffic Information

Traffic Speeds and Travel Times

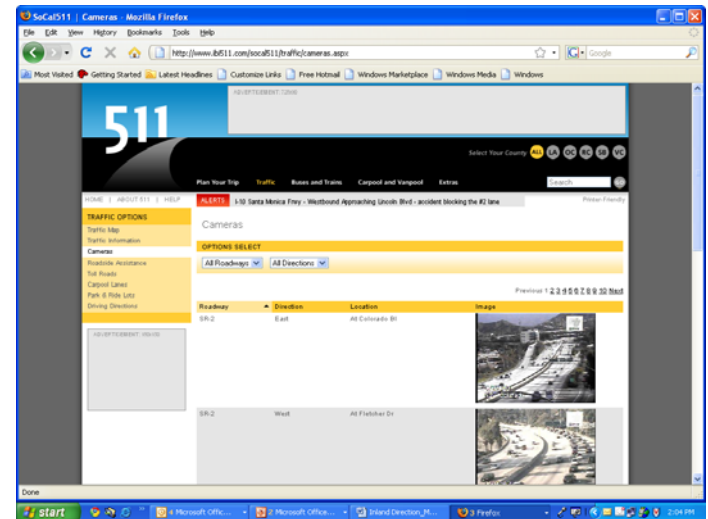
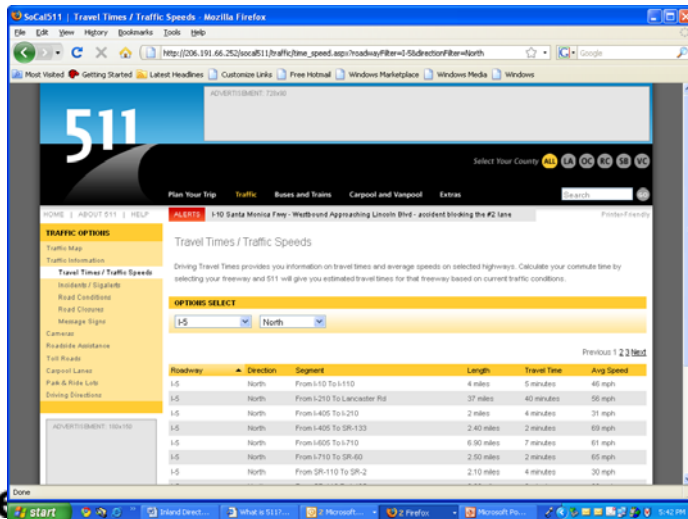
Map Page



Traffic Cameras



List Page



Me