

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

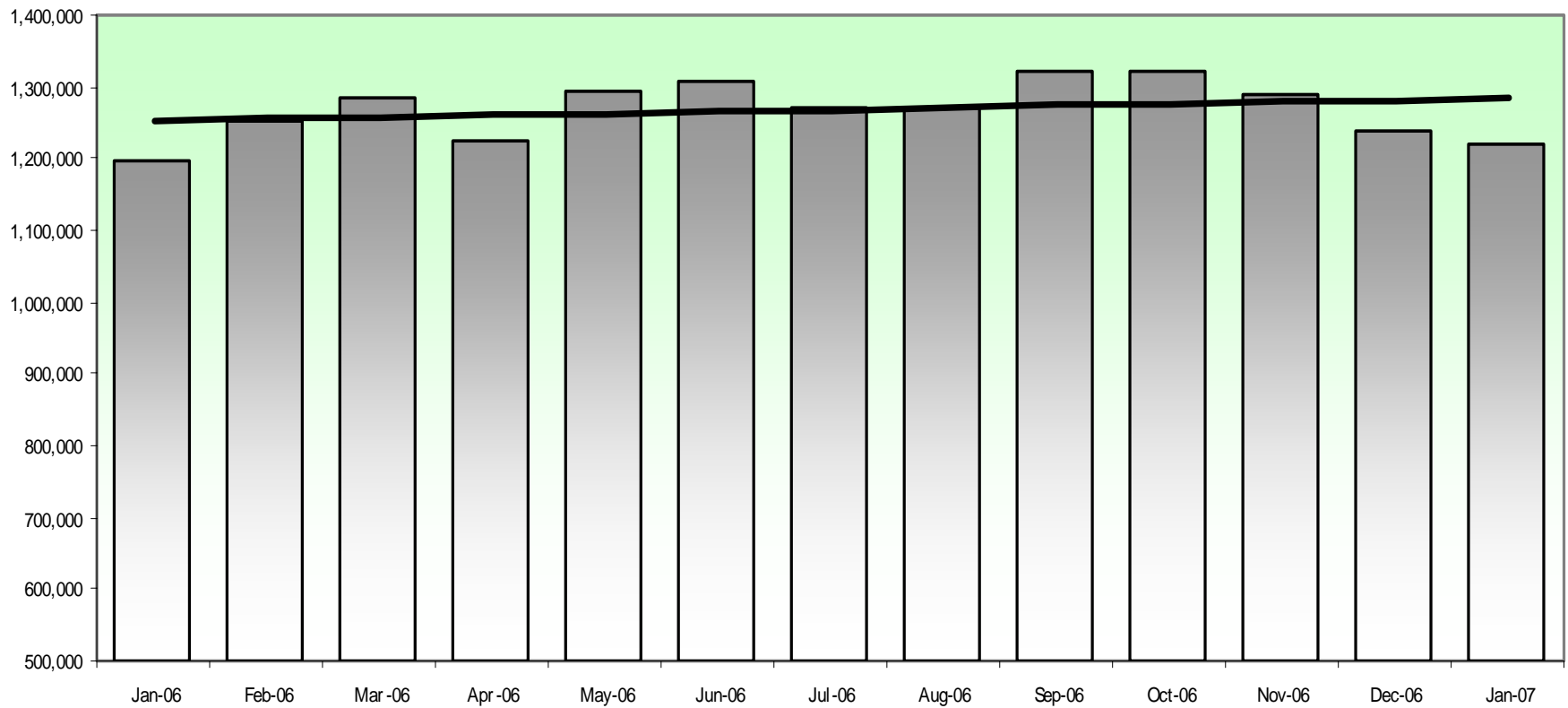
**Carolyn Flowers  
Interim Chief Operations Officer  
February 15, 2007**



**Metro**

# Direct and Contracted Bus Ridership

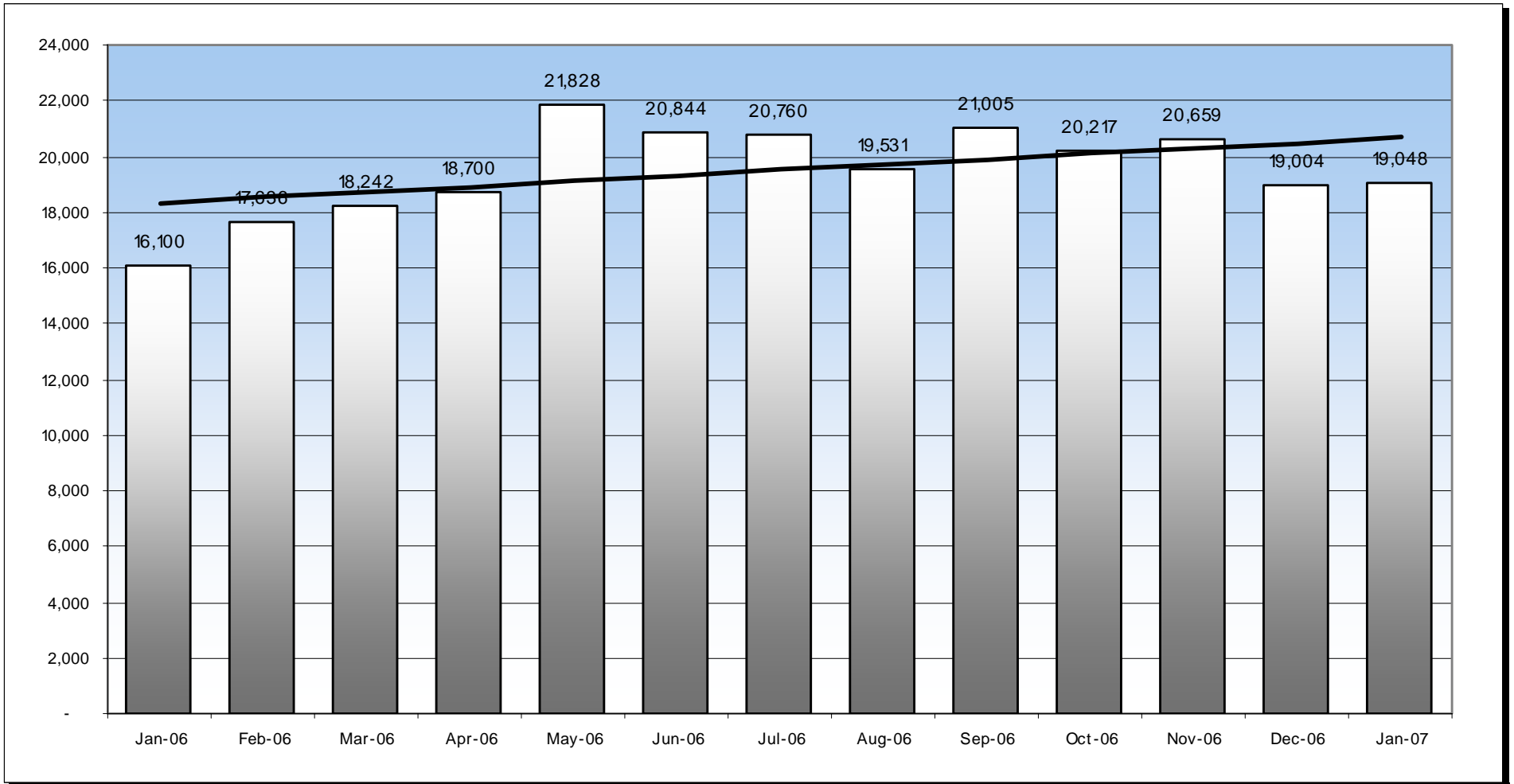
Average Weekday Boardings



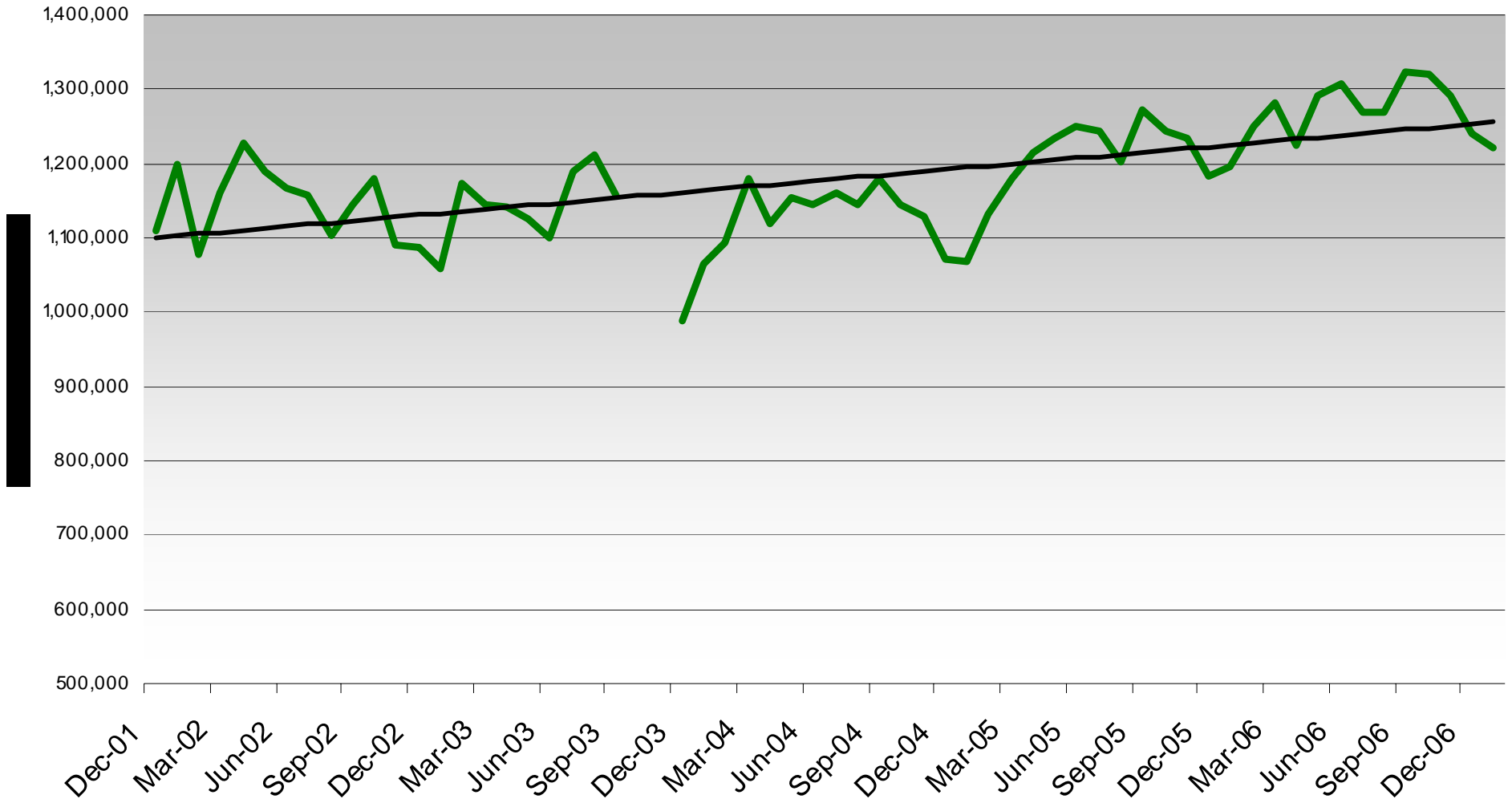
	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07
█ Avg. Wkday	1,195,799	1,250,281	1,282,920	1,225,387	1,292,282	1,306,486	1,270,607	1,268,617	1,322,530	1,319,398	1,291,341	1,239,537	1,222,005



# Orange Line Ridership



# 5-Year Bus Ridership Trend



# Customer Service

## FREEWAY SERVICE PATROL



FSP Assists	
FY06-YTD Compared To FY07-YTD	
FY06- December YTD	FY07- December YTD
161,065	151,510

## I-710 BIG RIG

FSP Assists	
FY06-YTD Compared To FY07-YTD	
FY06- December YTD	FY07- December YTD
363 (3 mo.)	1,330

## SERVICE AUTHORITY FREEWAY EMERGENCIES



SAFE Calls Answered	
FY06-YTD Compared To FY07-YTD	
FY06- January YTD	FY07- January YTD
43,785	35,419

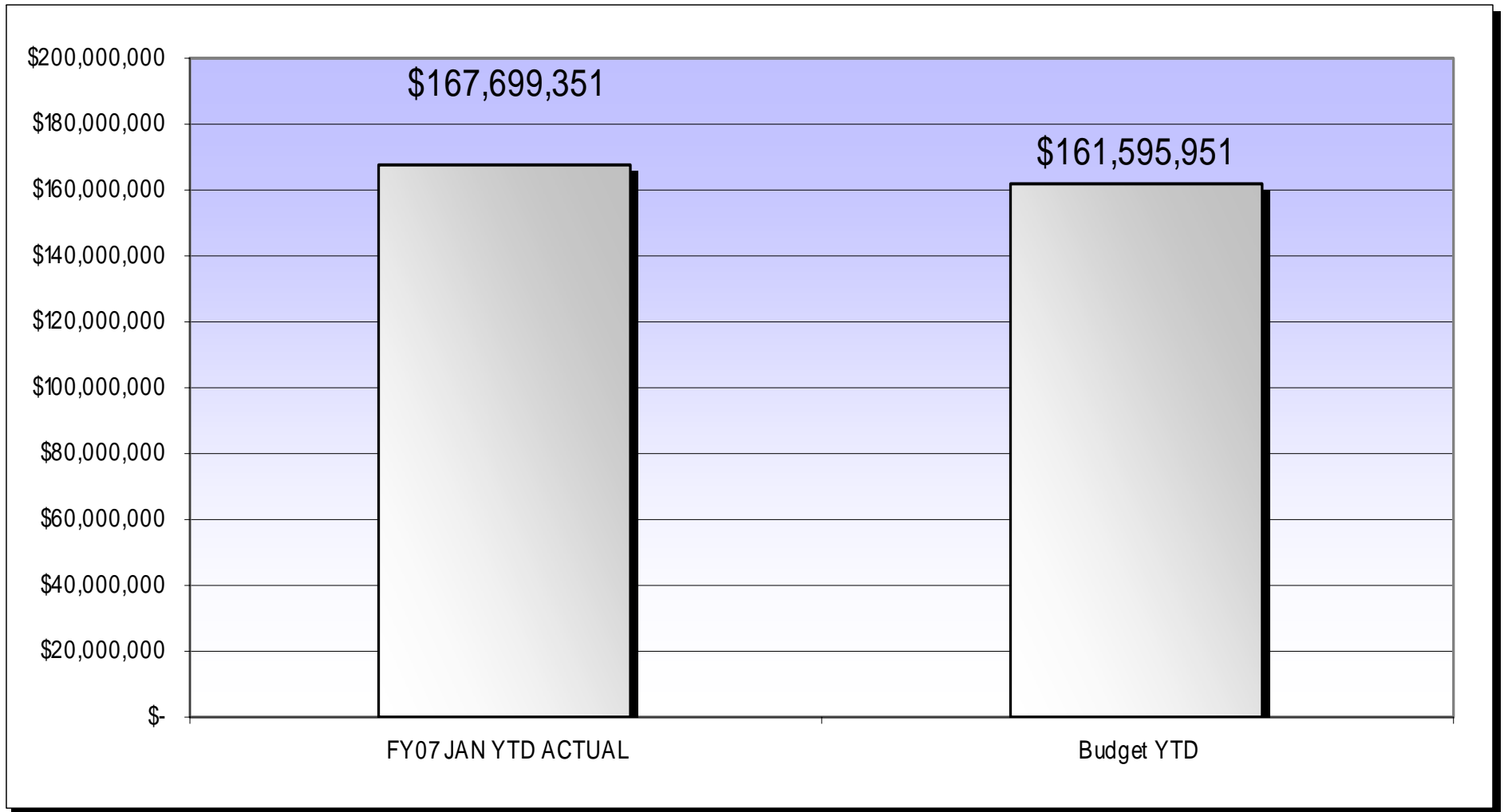
## # 399 SERVICE

#399 Calls Received	
FY06- January YTD	FY07- January YTD
12,990	11,670

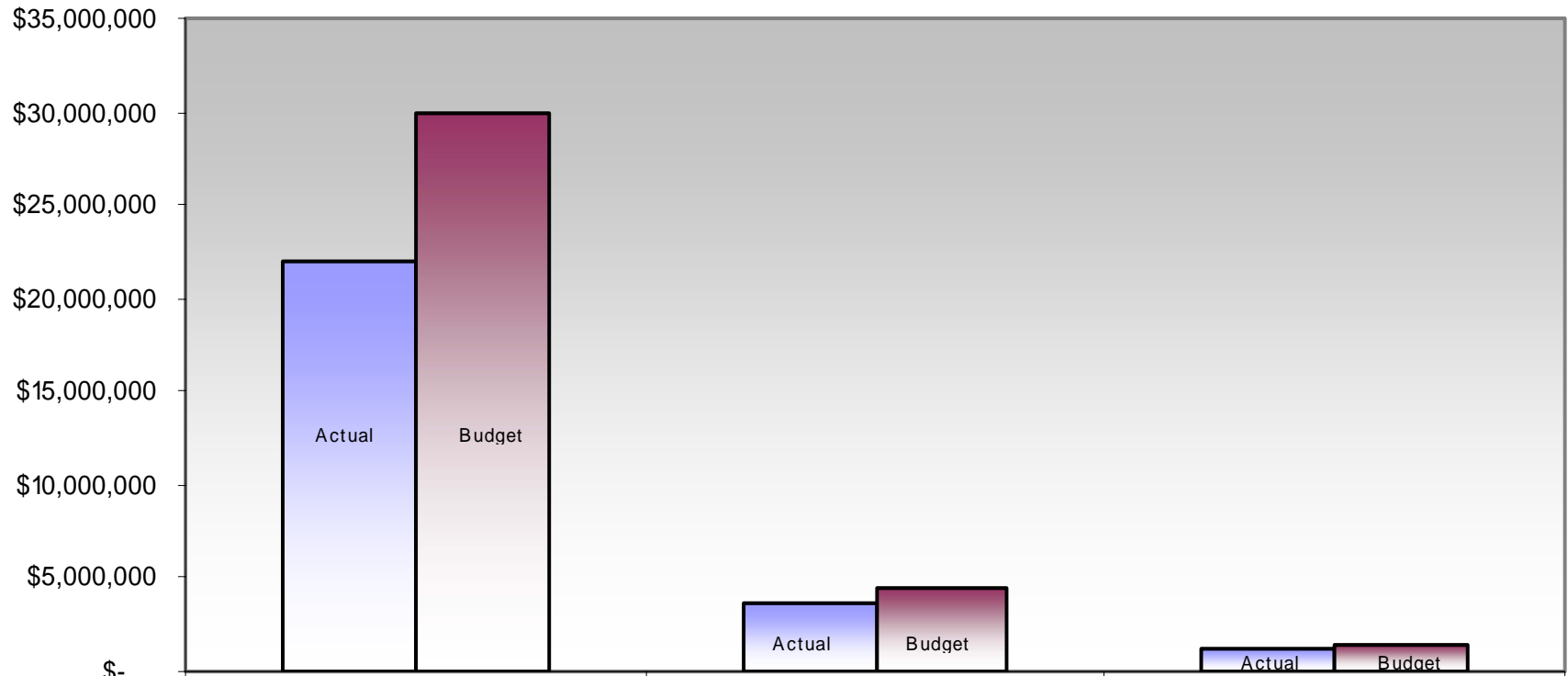


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# Fare Revenue- FY07 January YTD



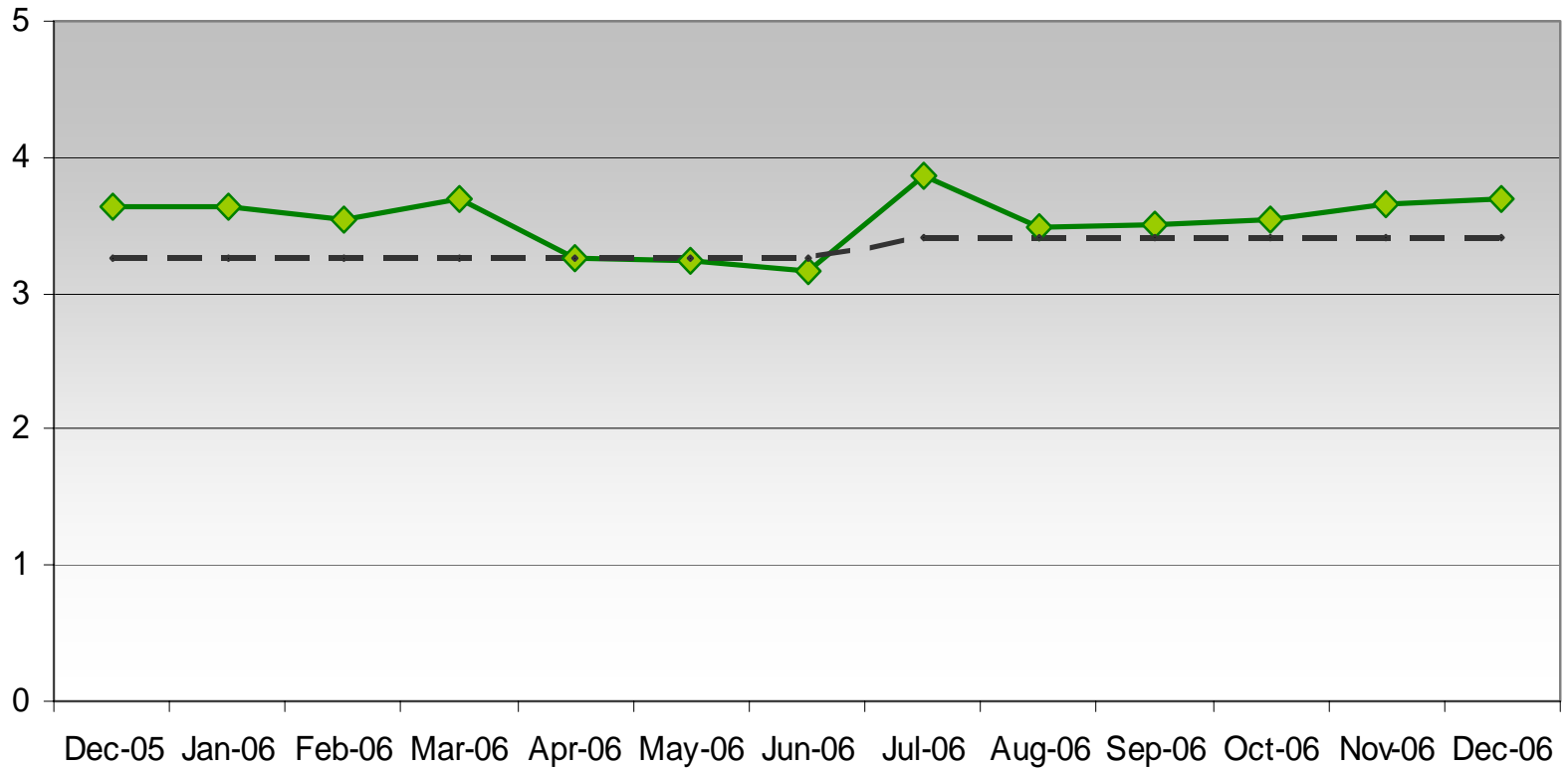
# Fuel- FY07 January YTD



	CNG	Diesel	Gasoline
January YTD Actual	\$21,992,208	\$3,663,678	\$1,173,044
YTD Budget	\$29,952,241	\$4,467,979	\$1,348,501

 <b>Metro</b>	<b>CNG: Under budget by \$7,970,033</b>	<b>Diesel: Under budget by \$804,301</b>	<b>Gasoline: Under budget by \$175,457</b>

# Bus Accidents per 100,000 miles- Systemwide

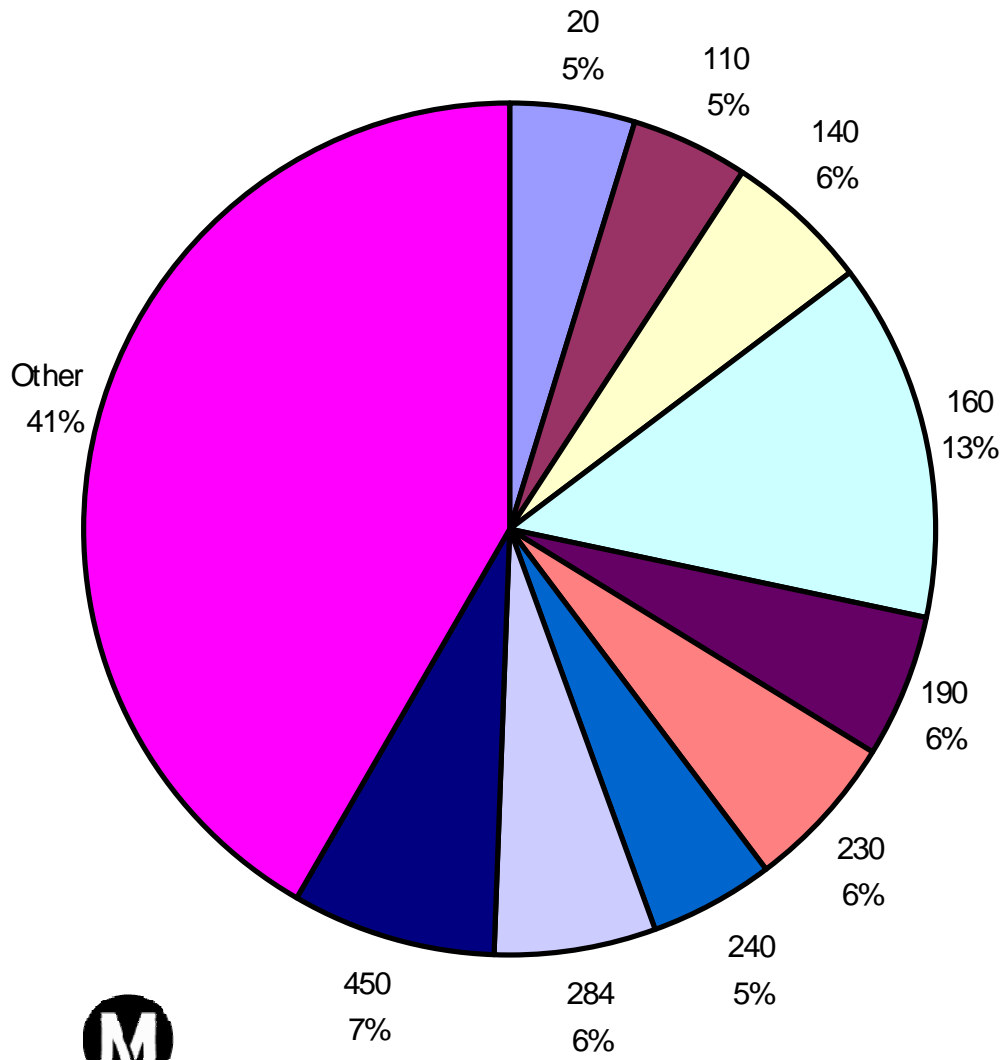


	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
◆ Systemwide	3.6299	3.6277	3.5328	3.6843	3.2587	3.2424	3.16	3.86	3.48	3.51	3.54	3.65	3.7
-.- Trend	3.25	3.25	3.25	3.25	3.25	3.25	3.25	3.4	3.4	3.4	3.4	3.4	3.4





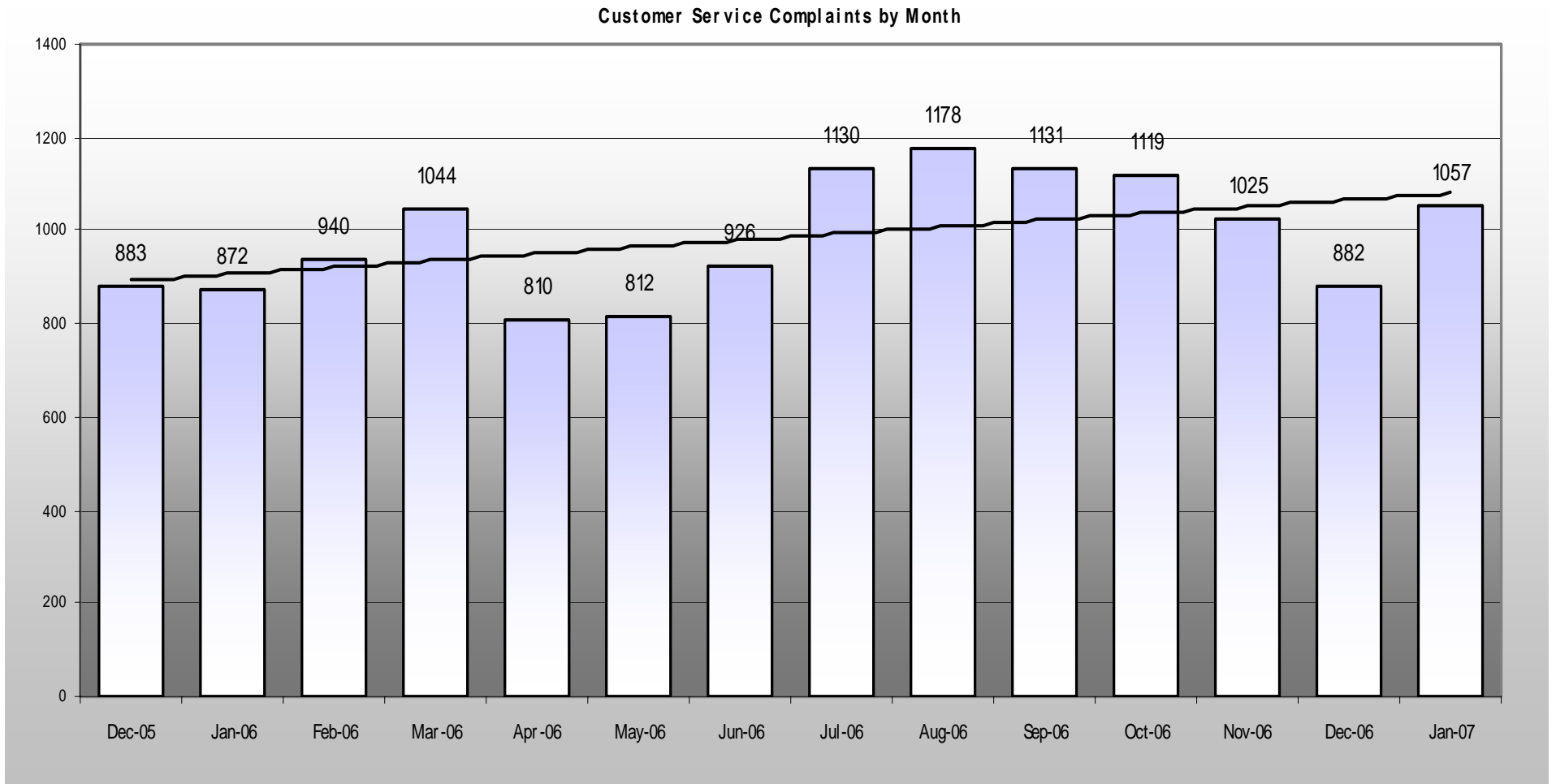
# FY07 January YTD Bus Accidents by Type



#	CODE	DESCRIPTION
326	160	SIDESWIPE- OTHER VEHICLE PASSING OUR VEHICLE
185	450	COLLISION WITH (FIXED) STATIONARY OBJECT
147	284	OTHER VEHICLE INVOLVED WITH BUS STANDING IN ZONE - SIDESWIPE
137	230	BUS HITS VEHICLE (INCLUDES DRIFTING BACK)
132	140	SIDESWIPE- WHILE PASSING OTHER VEHICLE
132	190	COLLISION WITH VEHICLES PARKED AT CURB
111	240	OTHER VEHICLE HIT BUS (INCLUDES DRIFTING BACK)
110	20	STRAIGHT AHEAD-OTHER VEHICLE FROM RIGHT
107	110	VEHICLE TURNS RIGHT IN FRONT OF BUS
987	987	ALL OTHER COLLISION ACCIDENTS

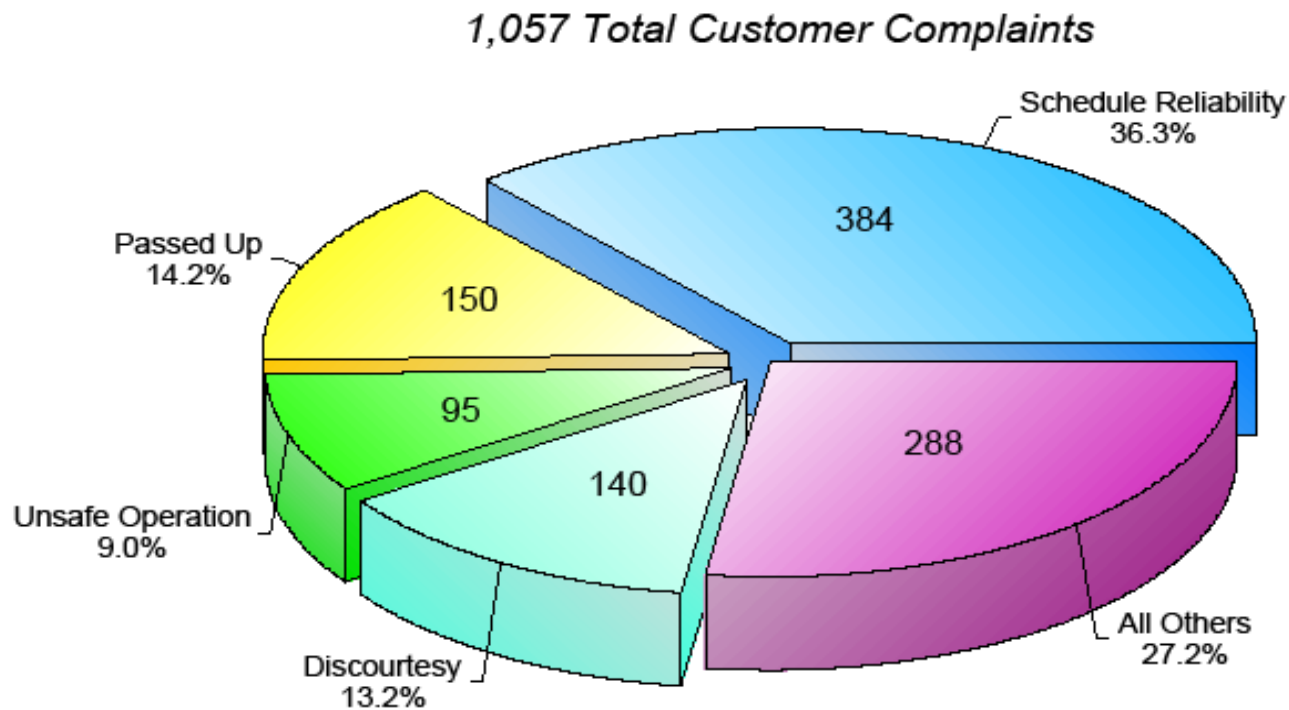


# Customer Service Complaints by Month



# Customer Service/Complaints

## Major Category Distribution January 2007



# Metro Orange Line Safety Task Force Update

Significant reduction in intersection collisions due to the efforts of the MOL Safety Task Force. Focus on:

## Engineering

- “No Right Turn” signs were lowered for increased visibility
- Signal system adjustments made
- “Look Both Ways” signs installed at all pedestrian crossings
- 43 LED “Bus” signs were installed
- “Keep Clear” pavement markings were installed at 6 additional locations
- DriveCam systems installed on all Orange Line buses
- Additional Passenger grab straps added to all Orange Line buses

# Metro Orange Line Safety Task Force Update

## Enforcement

- “Near Miss” reports provided to LASD and LAPD to direct enforcement in areas which unsafe activities were being experienced
- LAPD and LASD issued over 1,000 citations in first year of operation
- Red Light Enforcement cameras installed at 12 intersections. As of February 2, 2007, 9,746 citations have been issued

## Education

- 32,000 brochures distributed, 106 presentations made at neighboring schools and a 7-minute safety video produced
- Supplemental training provided to all MOL operators
- 7 Public Service Announcements focusing on safety on and around the MOL produced and distributed

## Next Steps:

- Continue to monitor O.L. safety issues and take appropriate action as necessary
- Evaluate operating procedures, including intersection speed limitations, to improve safety and passenger service.



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# Drive Cam

