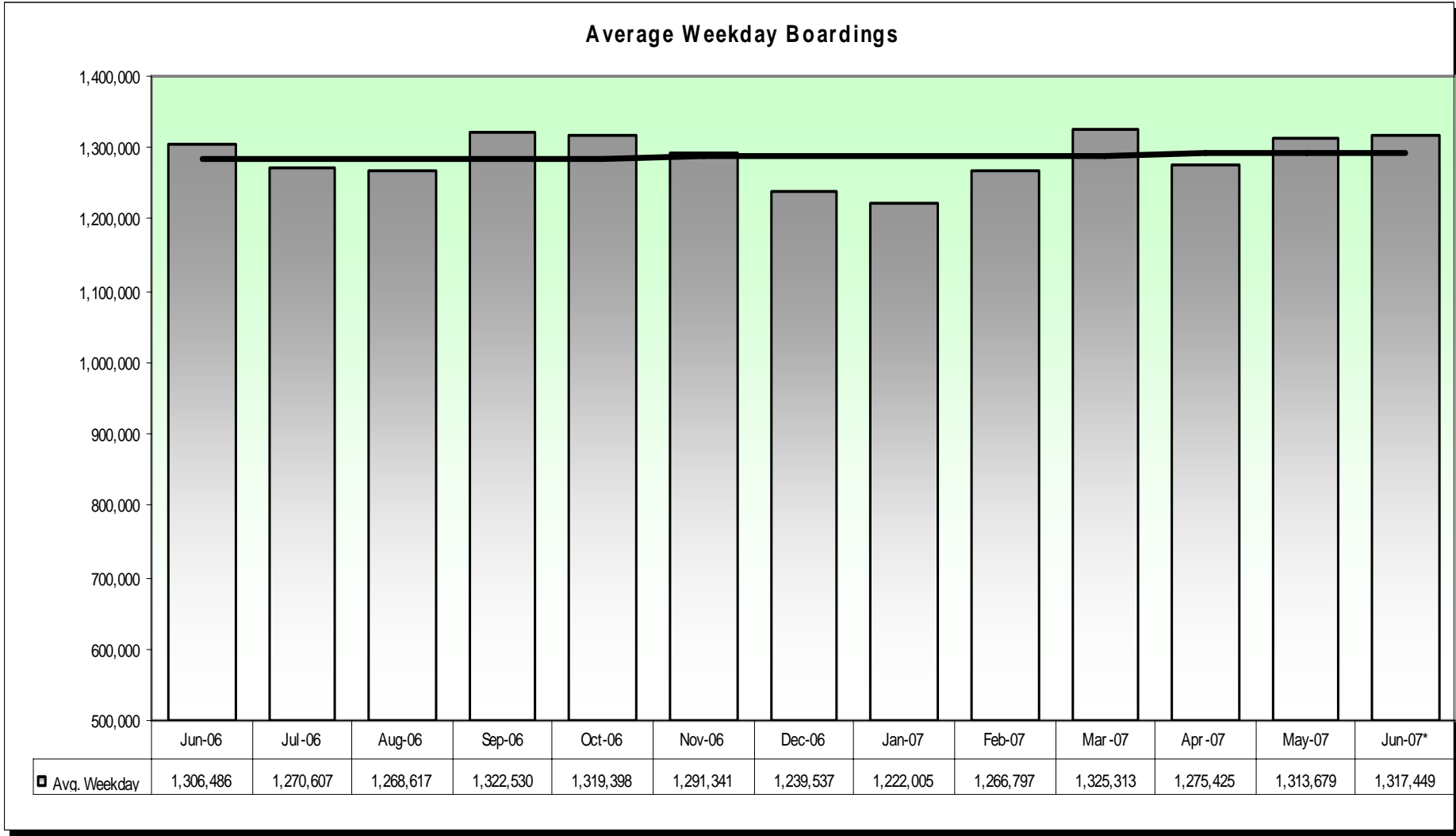


# CHIEF OPERATIONS OFFICER'S REPORT **METRO OPERATIONS COMMITTEE**

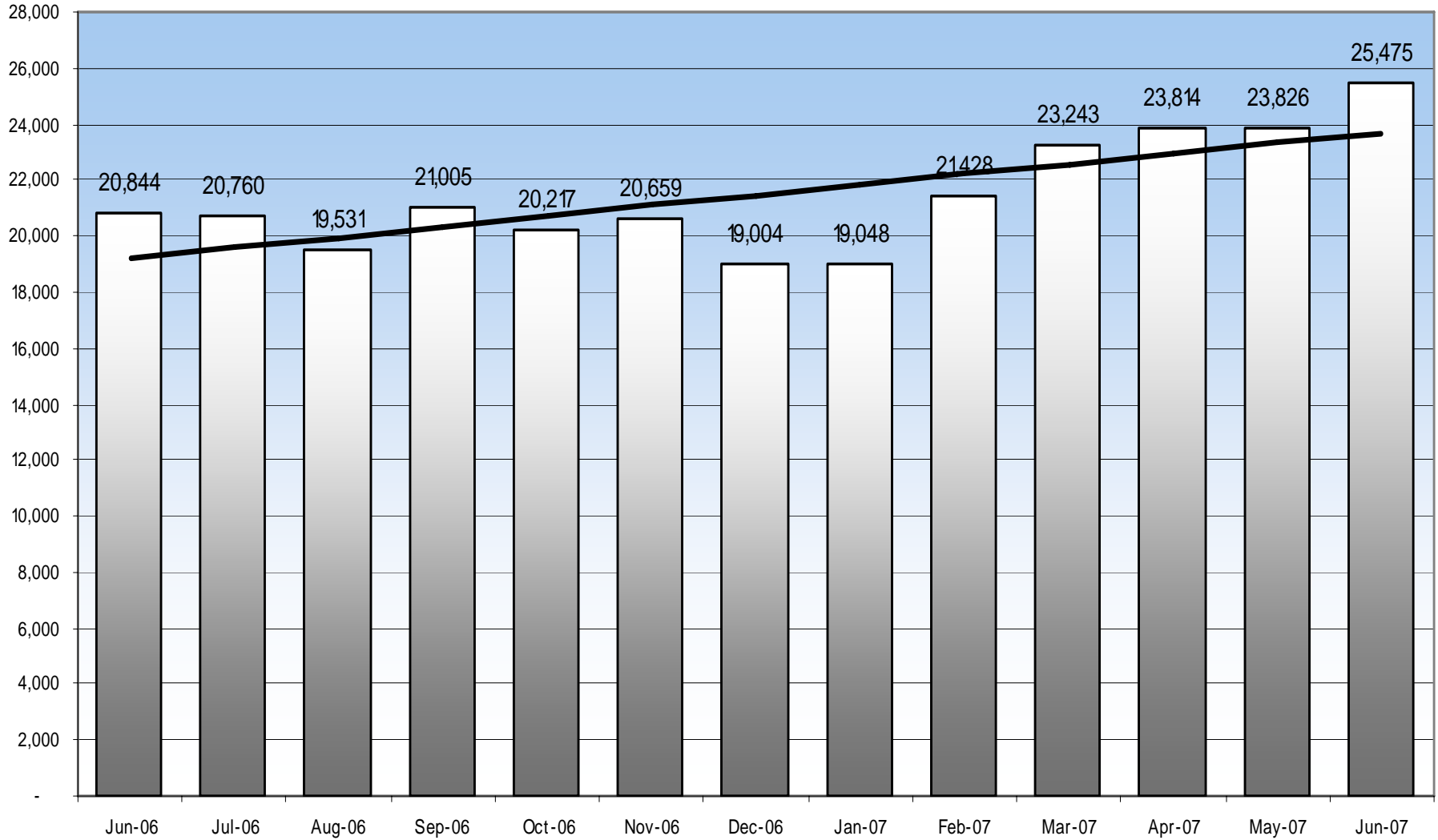
Carolyn Flowers  
Interim Chief Operations Officer  
July 19, 2007

# Direct and Contracted Bus Ridership

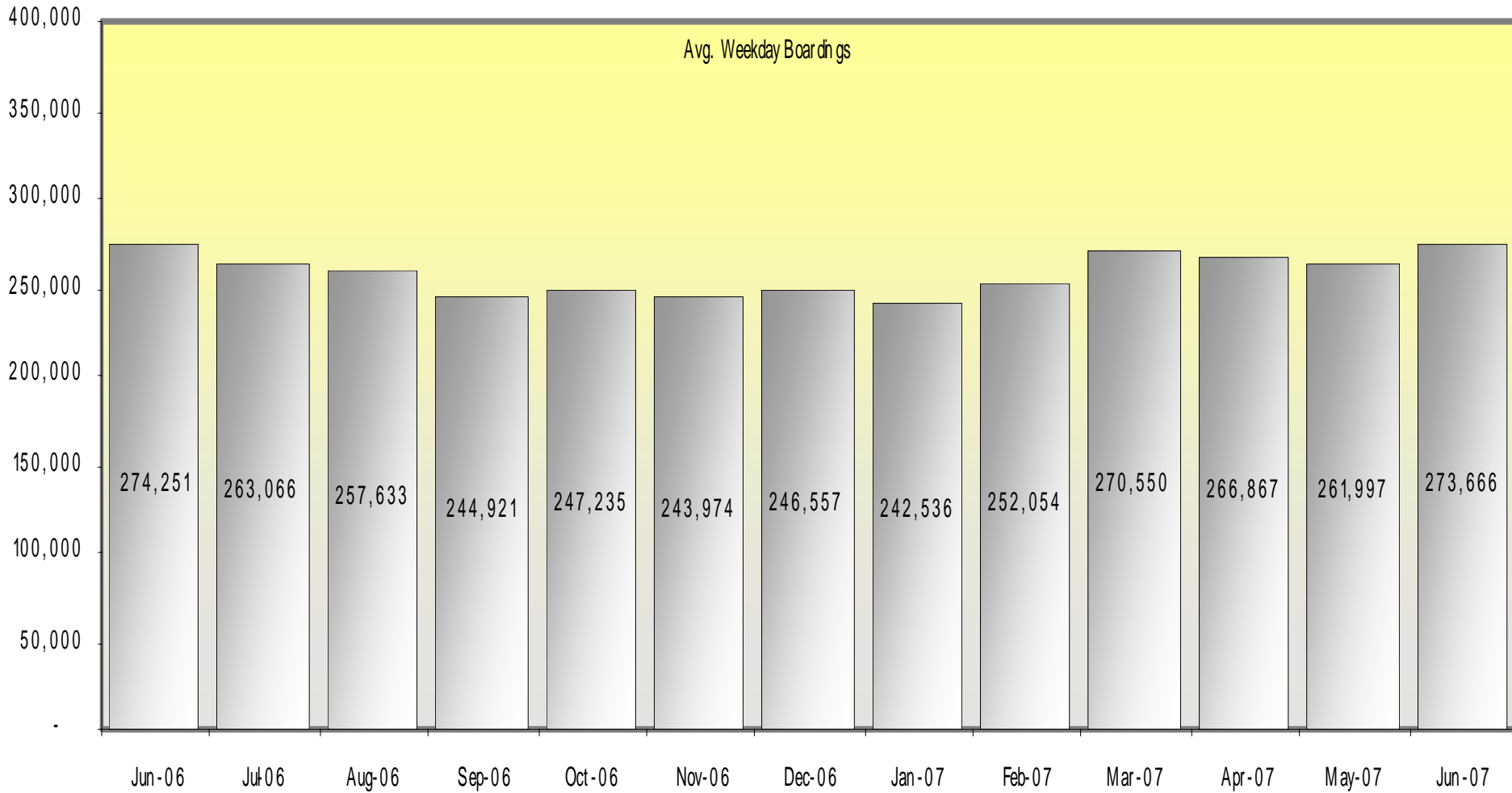


\* June ridership estimated

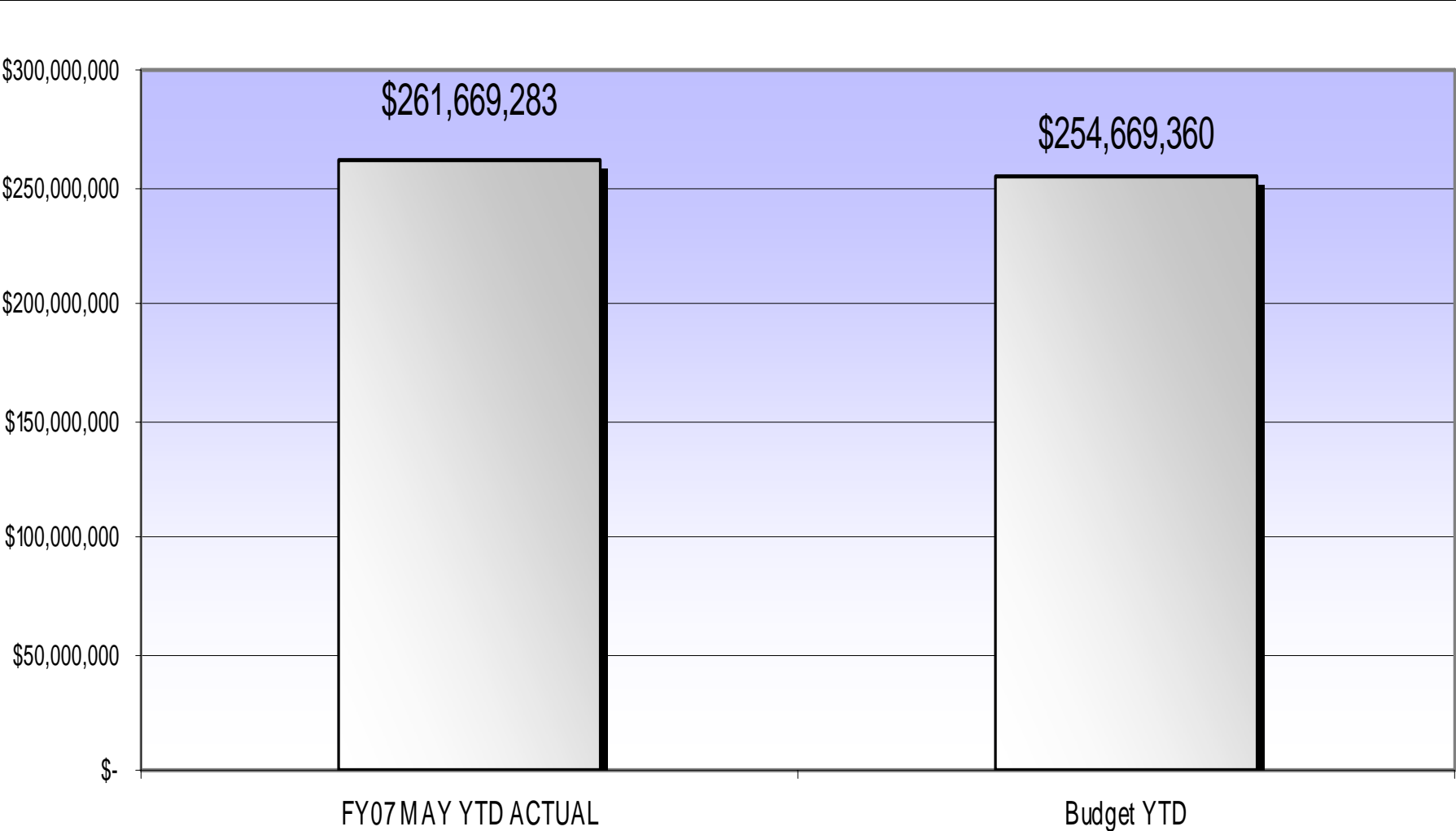
# Orange Line Ridership



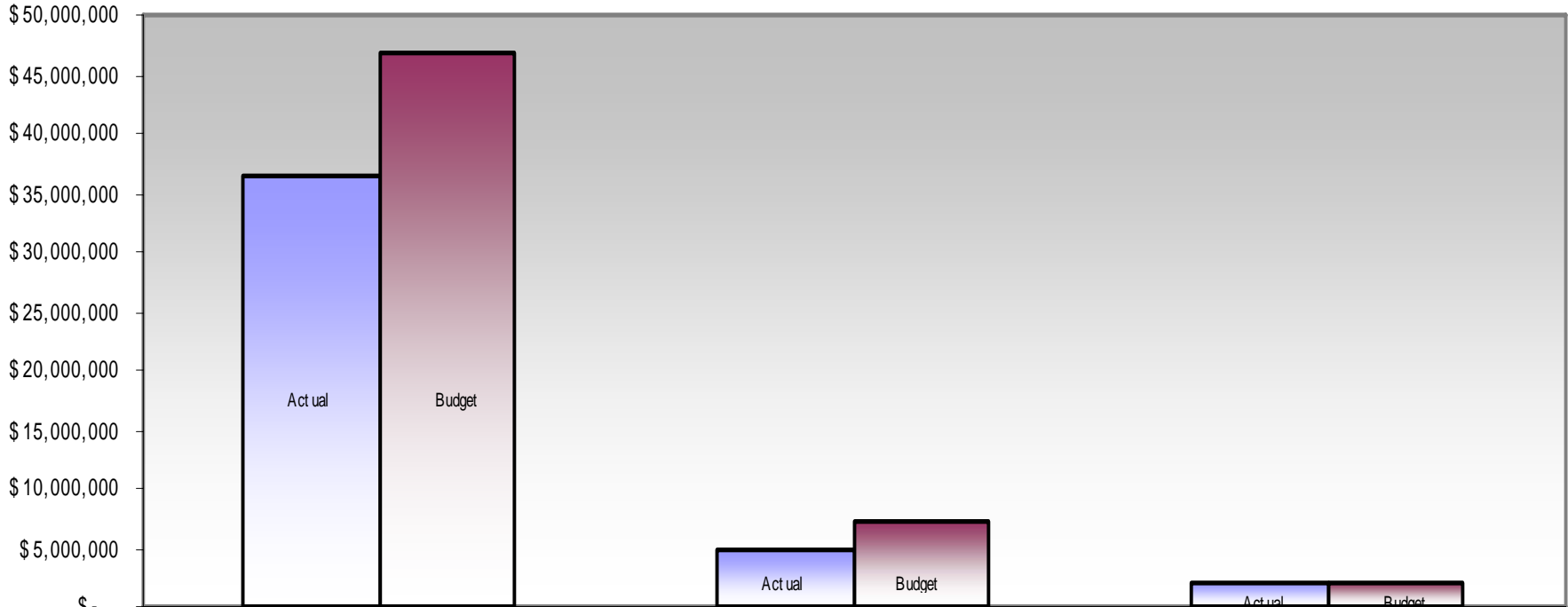
# Rail Ridership- All Lines




# Fare Revenue- FY07 May 2007 YTD



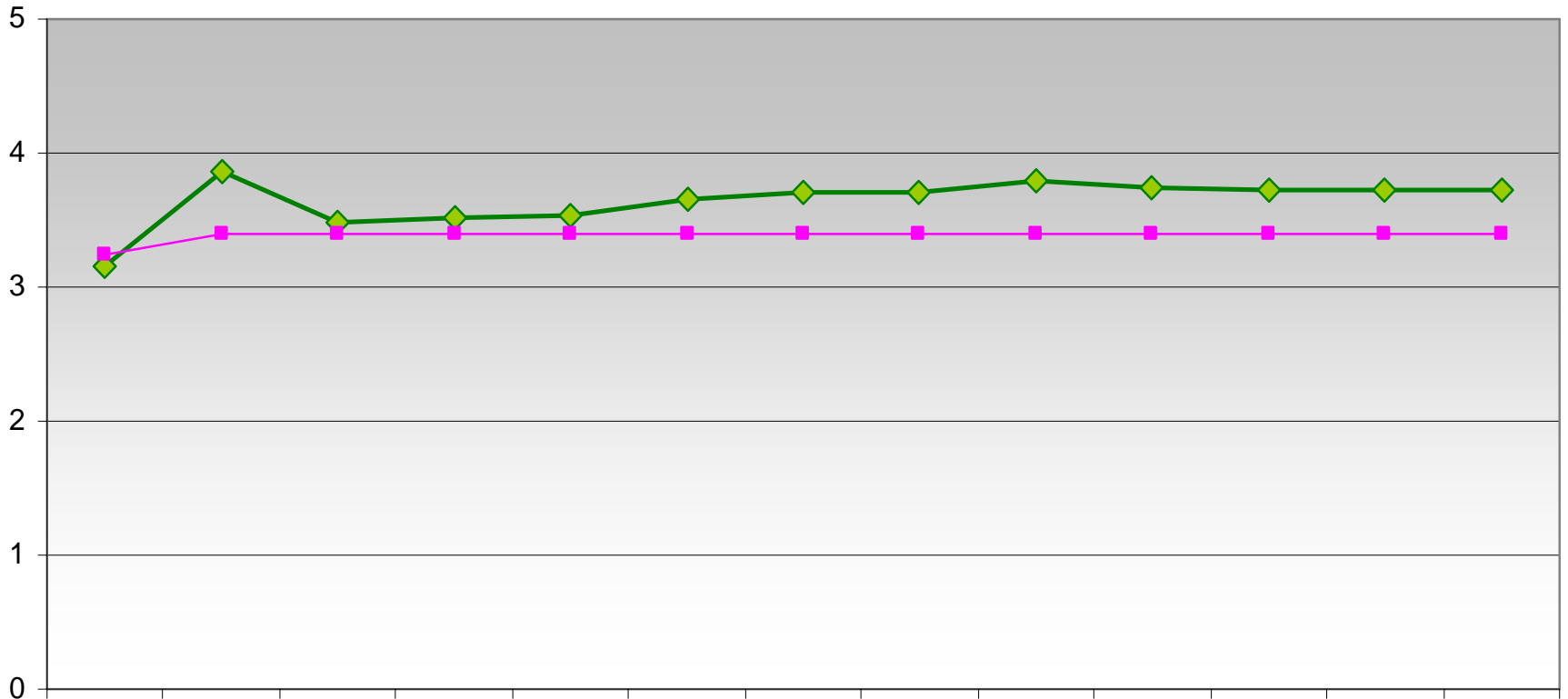
# Fuel- FY07 May YTD



	CNG	Diesel	Gasoline
May YTD Actual	\$36,382,640	\$4,946,849	\$2,062,685
YTD Budget	\$46,985,308	\$7,021,112	\$2,119,072

	CNG: Under budget by \$10,602,668	Diesel: Under budget by \$2,074,263	Gasoline: Under budget by \$56,387

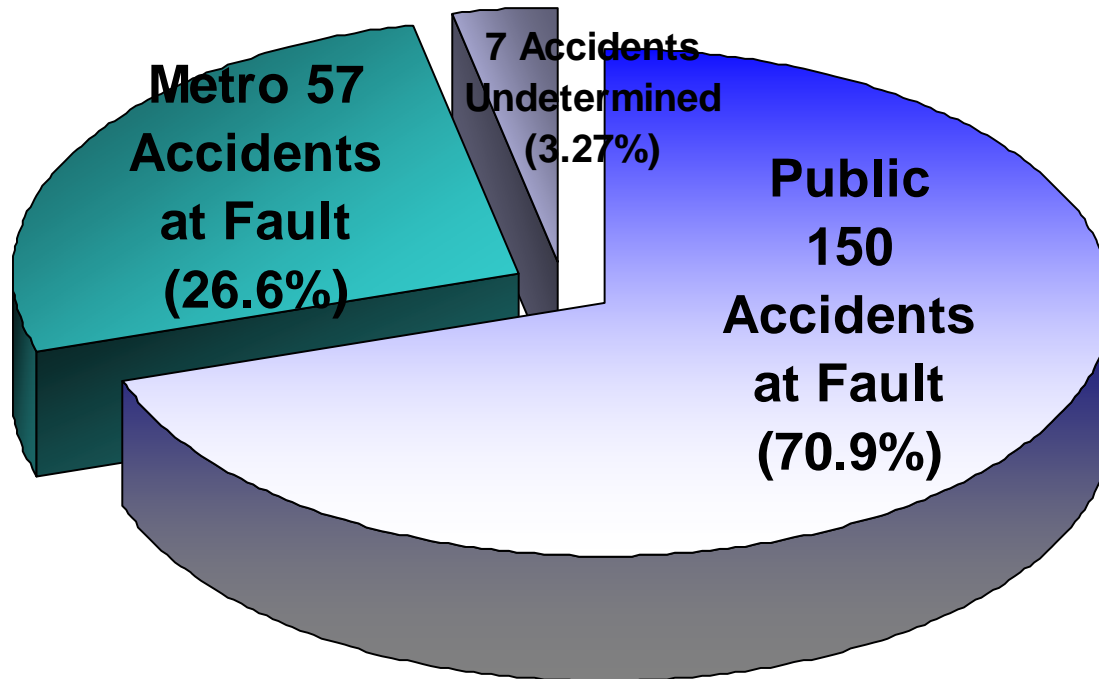
# Bus Accidents per 100,000 miles- Systemwide



	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07
Actual	3.16	3.86	3.48	3.51	3.54	3.65	3.7	3.7	3.79	3.75	3.73	3.73	3.73
Target	3.25	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4

# Accidents by Fault

214 SERIOUS COLLISIONS JUNE YTD

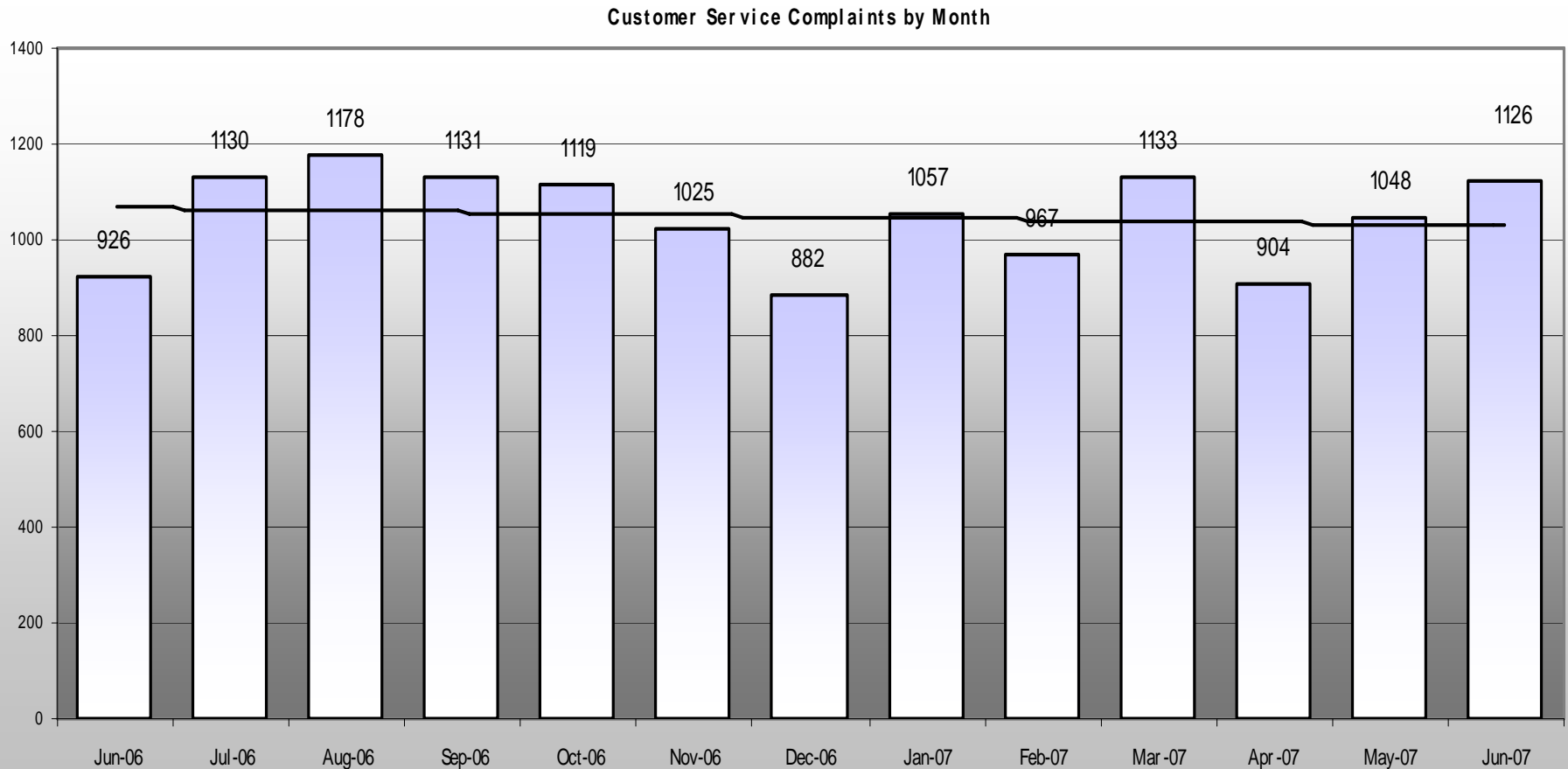




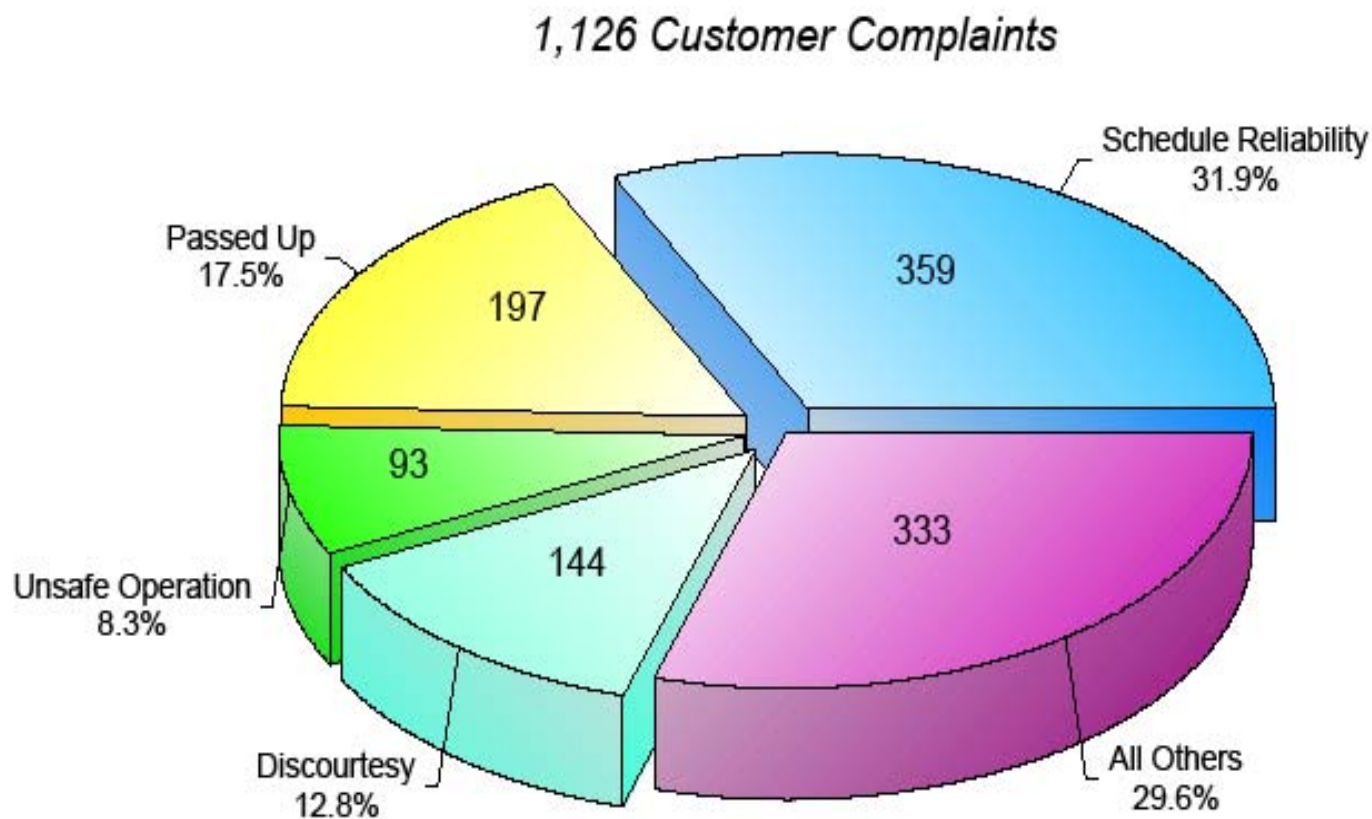
# Automated Personnel Notification System

- Automated Personnel Notification System Pilot Program implemented by Bus Operations Control for Code 2 incidents/accidents
- Testing ability to send voice and data message systemwide to select group of Metro management and Metro News Media representatives simultaneously
- Information sent to recipients Cellular Phone, Office Phone, Home Phone and E-mail Address
- Advantage - saves critical time by allowing the Controller handling the accident or incident to concentrate his/her efforts on ensuring more accurate information is obtained from the field unit and other personnel on the scene
- Next Steps: Complete Pilot and bring forth recommendations for procurement of services. Estimated timeline- early Fall.

# Customer Service Complaints by Month



# Customer Service/Complaints- June 2007



# Labor

- Cases arbitrated this year by ATU and UTU= 7. All cases arbitrated were appealed to arbitration in prior years
- Cases appealed to arbitration this year:
  - ATU- 5
  - UTU- 0
  - AFSCME- 0
- Numerous issues have been resolved by problem solving discussions with ATU, UTU & AFSCME that prevented grievances from being filed
- Numerous grievances have been resolved prior to arbitration through settlement conferences
- The protocol for administration of subcontracting negotiated with ATU has, to date, prevented numerous grievances by ATU over subcontracting issues



# Recognition

Tim Williams, Div. 1 Equipt. Maint. Supv.

Fred Hines, Div. 1 Mechanic

Adam Barron, Div. 1 Mechanic

Edward Bautista, Div. 1 Mechanic

# Recognition

James Pochick, Transit Security Officer

Marlon Valdez, Transit Security Officer

Andrea Hess, Transit Security Officer

Floyd Patton, Traction Power Leader

Christopher Lee, Traction Power Relief Leader

Donnie Davison, Traction Power Inspector

Sergio Valle, Traction Power Inspector

# WESTSIDE/CENTRAL SECTOR

MARK MALONEY  
GENERAL MANAGER

# Venice Division 6

- Oldest Division – 106 Years
- Smallest Division
- Does Not Fuel CNG
- Does Not Operate 24/7
- Inefficient Operations
- Poorly Situated
  - Far From Major Highways
  - Close to Residential
- Attempts to Relocate for 30 Years





# Division 6 Transportation Ranked # 1 in March

- In Service on Time Performance
- Means Miles Between Road Calls
- Accident Rate
- Complaints/100k Boardings
- New WC Claims/220k Exposure Hours



<b>Div6</b>	<b>Div1</b>	<b>Div8</b>	<b>Div5</b>	<b>Div9</b>	<b>Div18</b>	<b>Div3</b>	<b>Div2</b>	<b>Div15</b>	<b>Div10</b>	<b>Div7</b>
<b>1st</b>	<b>2nd</b>	<b>3rd</b>	<b>4th</b>	<b>5th</b>	<b>5th</b>	<b>7th</b>	<b>8th</b>	<b>9th</b>	<b>10th</b>	<b>11th</b>



# Recognition

## Operators Recognition

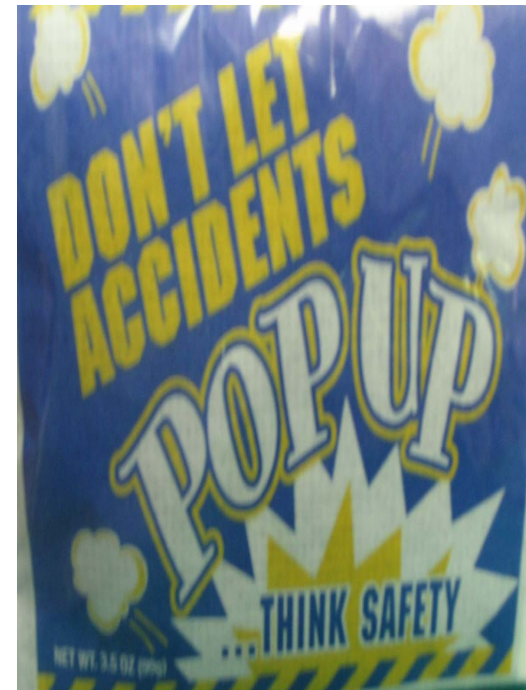
- One year Zero Accidents & Zero Injuries
- Five years No Chargeable Accidents & Zero Injuries
- One year Zero Accidents & Zero Injuries
- Five years No Chargeable Accidents & Zero Injuries

## TOS Recognition

- Lifetime Safety Achievement
- “20 Plus” Safety

## Maintenance Recognition

- One year Zero Injuries
- 442+ Days No Lost Time Injuries



# Employee Safety Recognition Award



Awardees received "Limited Edition" Division Six Backpacks

