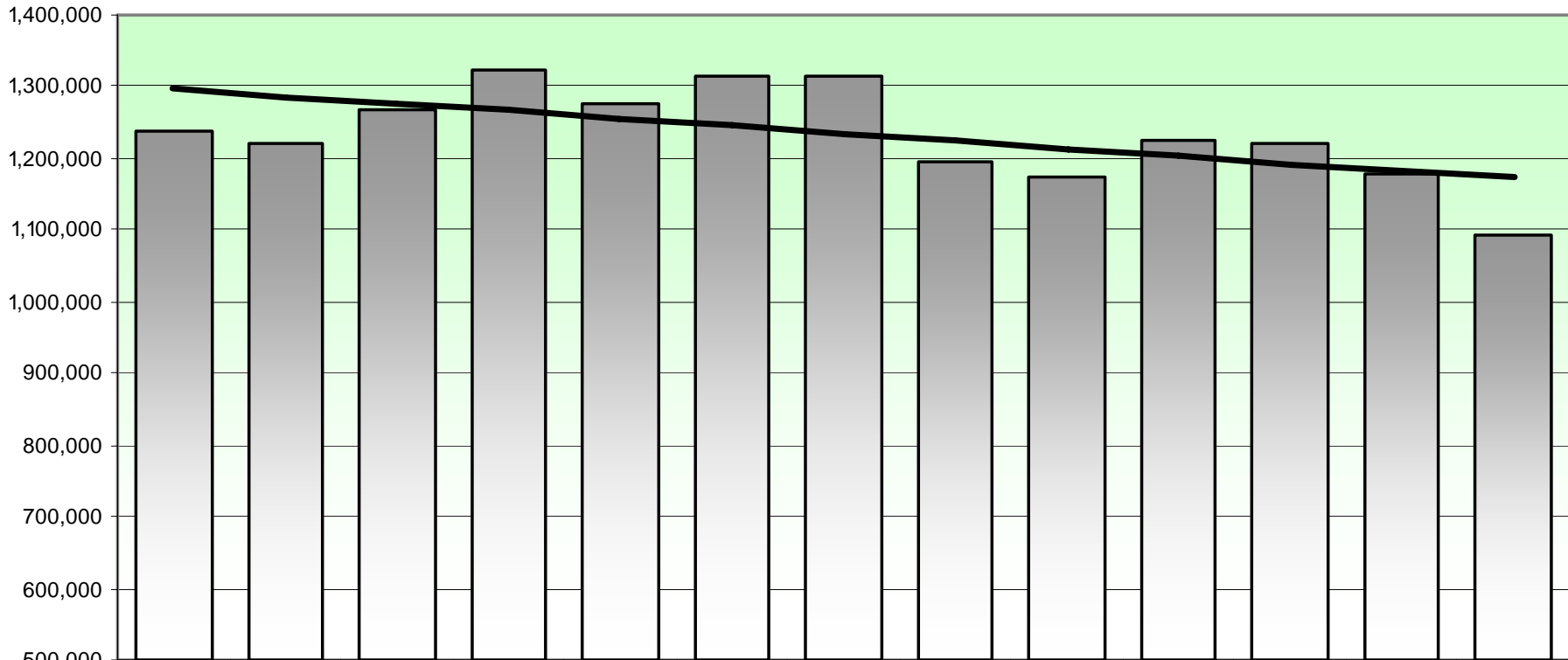


CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

**Carolyn Flowers
Chief Operations Officer
February 21, 2008**

Direct and Contracted Bus Ridership

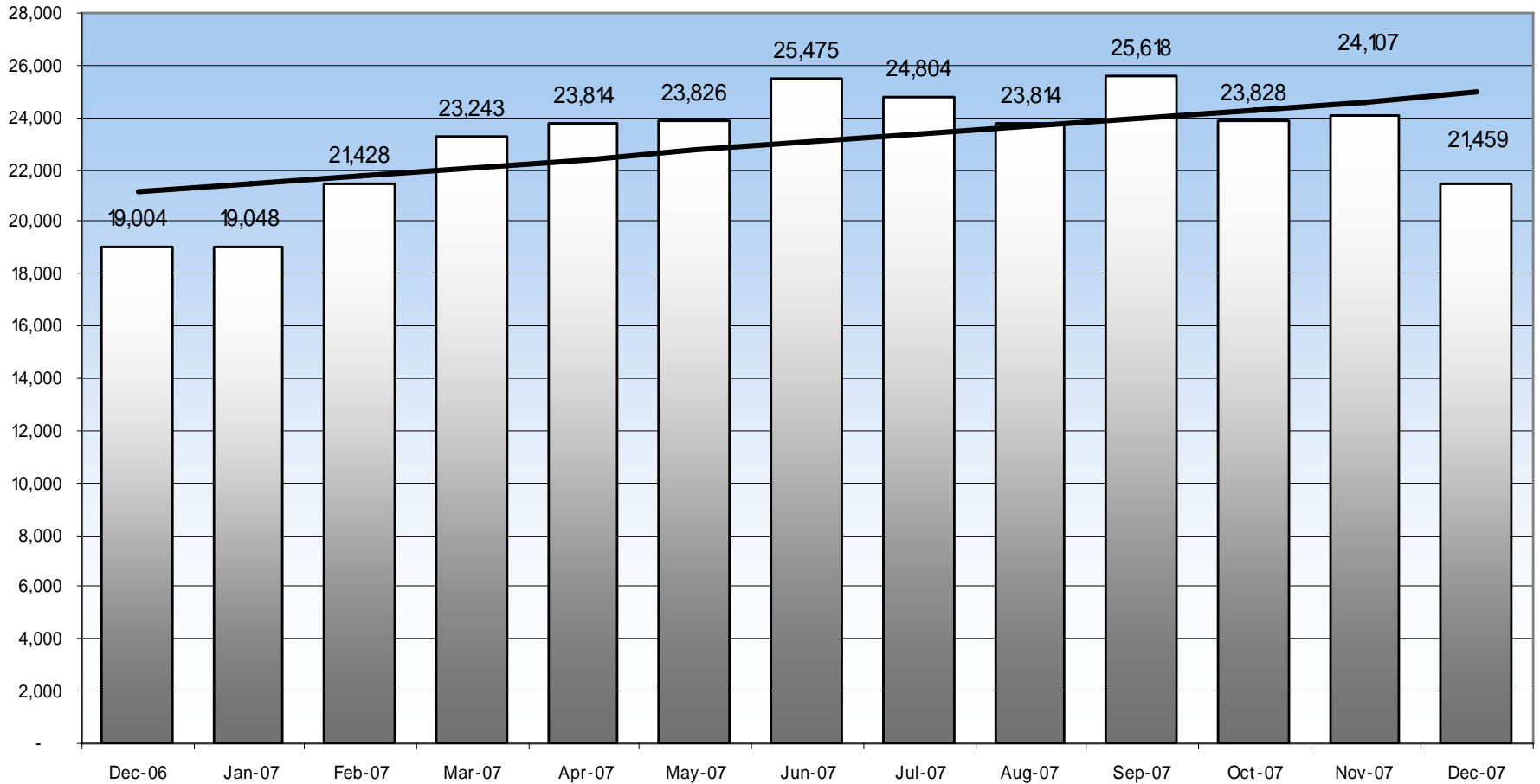
Average Weekday Boardings



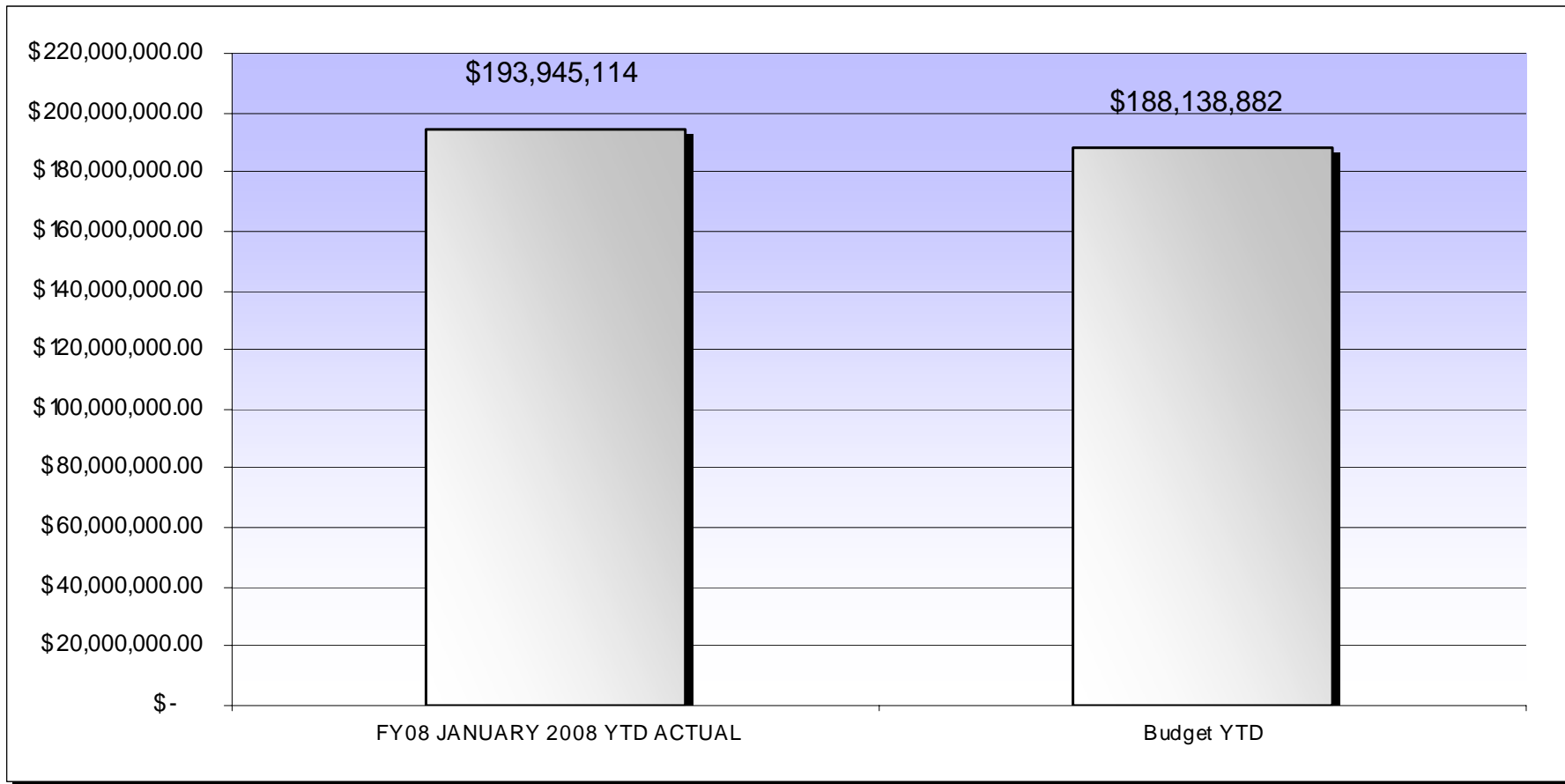
	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
█ Avg. Wkdy	1,239,537	1,222,005	1,266,797	1,325,313	1,275,425	1,313,679	1,314,495	1,197,028	1,174,418	1,226,560	1,222,339	1,178,194	1,093,081

Orange Line Ridership

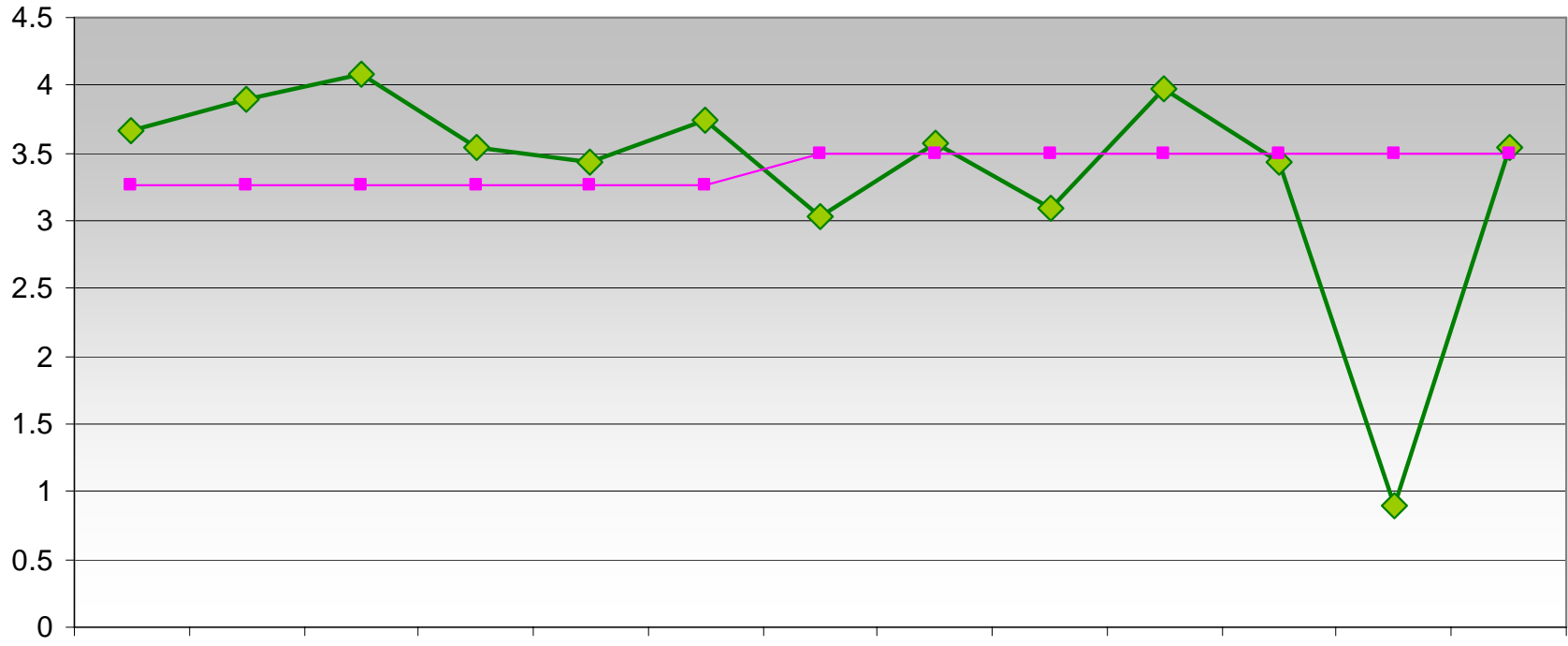
Average Weekday Boardings



Fare Revenue- FY08 January 2008 YTD

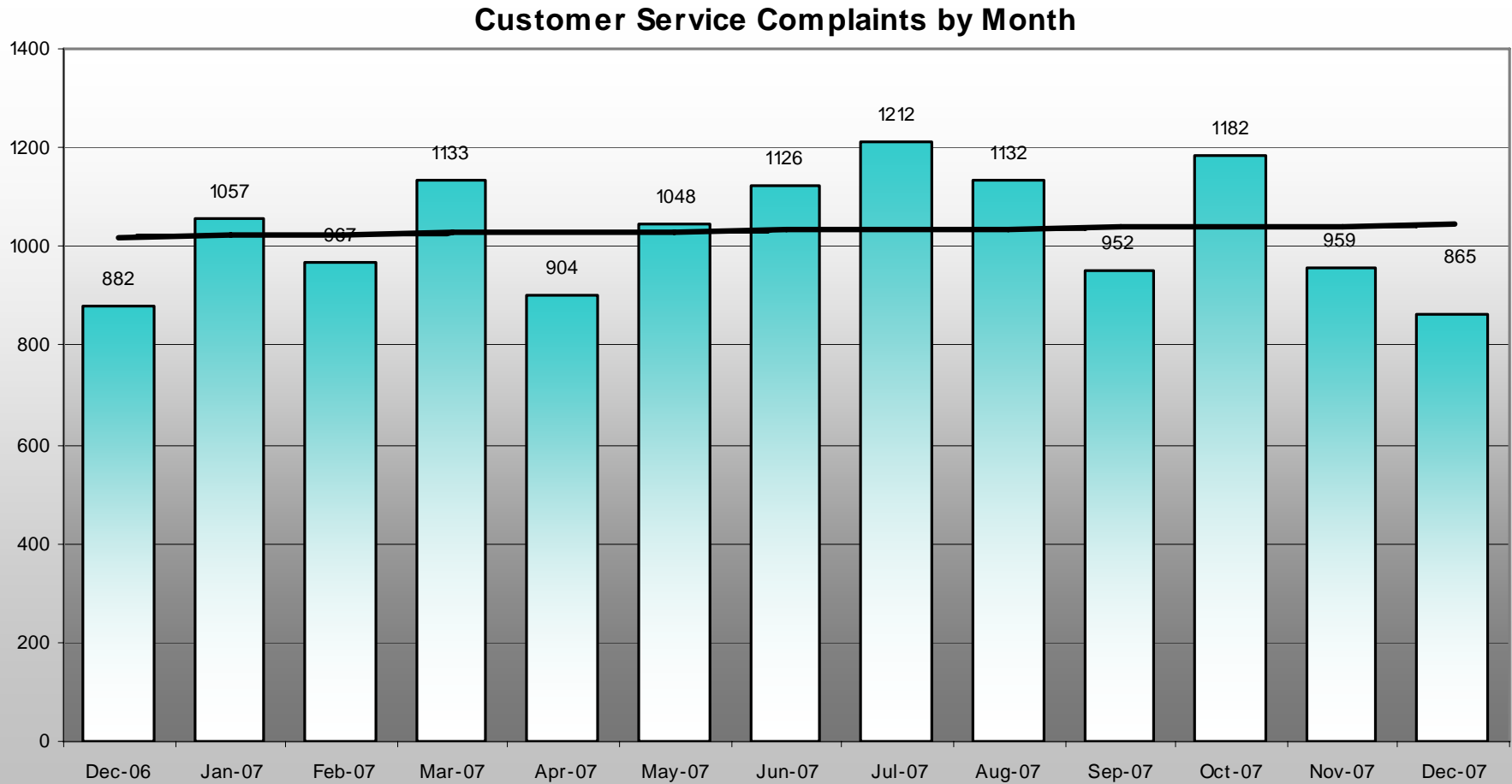


Bus Accidents per 100,000 miles- Systemwide



	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08
◆ Systemwide	3.67	3.89	4.08	3.54	3.44	3.74	3.03	3.57	3.09	3.98	3.43	0.89	3.54
■ Goal	3.26	3.26	3.26	3.26	3.26	3.26	3.49	3.49	3.49	3.49	3.49	3.49	3.49

Customer Service Complaints by Month



Bus Safety Awareness



Metro

Bus Operator Safety Awareness

- **Safe Driving Presentations/Videos for Liquid Crystal Display (LCD) TVs at Transportation Divisions**
- **Flyers for operators/Payroll Stuffers**
- **Posters for Divisions**
- **Safety Messages on Radar Trailers**
- **Rap Sessions with Operators**

Safe Driving Presentations

BASIC DRIVING TACTICS

A series of safe driving tips.

Tip# 15

PEDESTRIAN SAFETY



Flyers for Operators/Payroll Stuffers

Metro **SAFETY TIP**

10 REASONS TO USE EXTRA CAUTION OPERATING NEAR PEDESTRIANS

1. Pedestrians don't come with protective structures, mirrors, safety vests, warning lights or air bags. They are the most vulnerable persons you'll encounter on the road.
2. Pedestrians are not well trained. They probably have not received any safety training about traffic hazards and may not have noticed Metro safety messages.
3. Pedestrians are often distracted by personal concerns about their work, family, relationship, financial, school, or health issues.
4. Pedestrians are exposed to the weather. They may be running to get out of the rain or their view might be blocked by an umbrella. Their vision could be impaired by bright sun in their eyes or by a scarf when they've bundled up to keep warm.
5. Pedestrians often do not drive and can be unfamiliar with concepts like stopping distance and turning radius. It is more difficult for them to predict vehicle movements.
6. Pedestrians may have physical limitations which prevent them from moving and reacting quickly.
7. Pedestrians can include young children engaged in play or senior citizens, per-



Pedestrians will often behave unexpectedly.

8. Pedestrians are often unable to properly judge speed and distance.
8. Pedestrians use personal music devices and may be unable to hear your vehicle or your horn.
9. Pedestrians consist of flesh and bone, which are clearly no match for sturdy bus bumpers and tires.
10. When a pedestrian is killed in a vehicle incident, everyone is diminished. A family has lost a beloved member and the operator is often haunted by the experience. Public confidence in Metro is eroded and financial losses can impact the agency's ability to achieve its mission.


Posters for Divisions



LET PEDESTRIANS CROSS, THEN
**TAKE YOUR
TURN.**

If you want to turn right and there's a pedestrian in the crosswalk, he has the right of way. Even if he's the world's slowest living human. Even if you can turn in front of him without impeding his progress. Even if you're in a big fat hurry. You shouldn't go until he's back on the curb. So please wait your turn until the crosswalk is clear.

It's the Street Smart thing to do.

Street  Smarts

Safety Messages on Radar Trailers



Public-Patron Safety Awareness Campaign

- Public Safety Announcements- Transit TVs
- Intersection Safety Campaign “Bus Stop Signs”
- Safety Outreach Presentations in Communities
- Local Newspaper Advertising and Metro Briefs



metro.net

Metro Briefs

Miss Traffic. Go Metro.
When you ride with Metro, feel free to smile and wave to all those fuming drivers. After all, avoiding traffic is a beautiful thing. And if you tell us how you miss traffic by going Metro, you might win a t-shirt and become the next “Miss Traffic.” Find out more at metro.net.

LA Marathon On Metro
Use Metro Rail to see all the action at the 23rd Annual LA Marathon on Sunday, March 2. The course starts in Universal City and winds through the heart of LA to finish Downtown. Be sure to check metro.net for information on extensive bus detours prompted by the race.

Street Smarts at Intersections
Most pedestrian and vehicle accidents happen at intersections. Here are a few tips to help keep you safe:

- > Stay alert around traffic and street crossings.
- > When waiting to cross, stay well back away from the curb.
- > Look both ways before stepping into the street; Watch out for vehicles turning right.
- > Cross only on the “Walk” signal – and make sure no vehicles are approaching.
- > Never insist on having the right-of-way by stepping out into traffic.
- > Don’t block out sounds and sights by using earphones, cell phones, hoods or umbrellas.

Discover LA’s Transit Options At metro.net
Study results on mass transit and other transportation options for the Westside, Downtown, Crenshaw/Prairie, Canoga and Eastside corridors are being released in a series of public meetings. Get the latest updates or meeting notices online at metro.net under “Projects & Studies.”



If you’d like to know more, please call us at 1.800.464.2111, or visit metro.net.

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Public-Patron Safety Awareness Campaign

- **Metro Transit Education Program**
 - Presentations to local schools, community groups and at community events
- **Brochures**
 - Bus Safety Checklist
- **Safety DVDs**
 - Metro Orange Line Safety

Westside/Central Sector Presentation



Metro

Transportation Milestones

- **96 days without a lost-time injury – 01/20/08**
 - Employee celebration to be held on 02/22/08
- **Achieved the sector goal of 4.00 accidents per 100,000 miles – FY08 year to date.**
- **Has seen a decline in the Customer Complaints in the past three months**

Maintenance Milestones

- **As of 12/18/07, 555 days without a lost-time injury.**
 - **From 12/19/07 to present, 56 days since our last lost time injury.**
- **Last bus cleanliness rating 7.7 tied for 1st with all transit maintenance divisions.**
- **Returned over \$216,000 in excess parts inventory for the month of January 08.**

Division Current Challenges

- **Sound reduction needed (Huntley Drive Residents) sound wall construction expected spring 2008.**
- **Parking; non-Metro personnel parking on Metro property daily & during the many West Hollywood public functions.**
- **Reduced parking for the bus fleet during division improvements, sound wall, and 3rd Design Center Tower construction.**
- **High employee turnover due to the divisions geographical location.**

Recognition



James Sherman

- **Military Rank – Major (Army Reserve)**
- **Full-Time Operator – 03/28/99**
- **Active Duty approximately four years 10 months. Was stationed in Bagdad, Iraq for one year; returned from Bagdad in November 2006. He guarded detainees during his tour.**
- **Hardest part of service – not being able to see his family. He is glad to be back and ready to work. His last tour was in Texas, which began after his return from Iraq in November 2006.**