

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

**Carolyn Flowers
Chief Operations Officer
May 15, 2008**

Bike to Work Week

-May 12th – May 16th Bike to Work Week

-May 12th Kick-off celebration at Red Line Universal Station

-May 15th – Bike to Work Day bicyclists can ride for free on Metro buses and trains

metro.net/biketowork

BIKE TO WORK WEEK

May 12-16

Monday 12	Tuesday 13	Wednesday 14	Thursday 15	Friday 16
9:30am – Kick-off event at the Universal City Metro Red Line Station	8am – Blessing of the Bicycles at Good Samaritan Hospital	Get ready for Bike to Work Day. Check out metro.net/biketowork to pledge and for tips on selecting a route and being safe.	BIKE TO WORK DAY 6-9am – Pit Stops All Day – Free Rides (For pit stop locations and free ride providers visit metro.net/biketowork)	Be sure to get your pledge form in today!

Pledge to get counted and you'll get entered to win fabulous prizes, including a folding bike from REI. For more information go to metro.net/biketowork or call 213.922.2811.

THANK YOU TO OUR PARTNERS AND SPONSORS!

Los Angeles Department of Transportation
Los Angeles County Bicycle Coalition
Caltrans
California Bicycle Coalition

IlluminatLA
Good Samaritan Hospital
City of West Covina
Clif Bar
Fuze Beverages

The Helmet Man
Jax Bicycle Center
Kaiser Permanente
Laugh Factory
REI
24 Hour Fitness



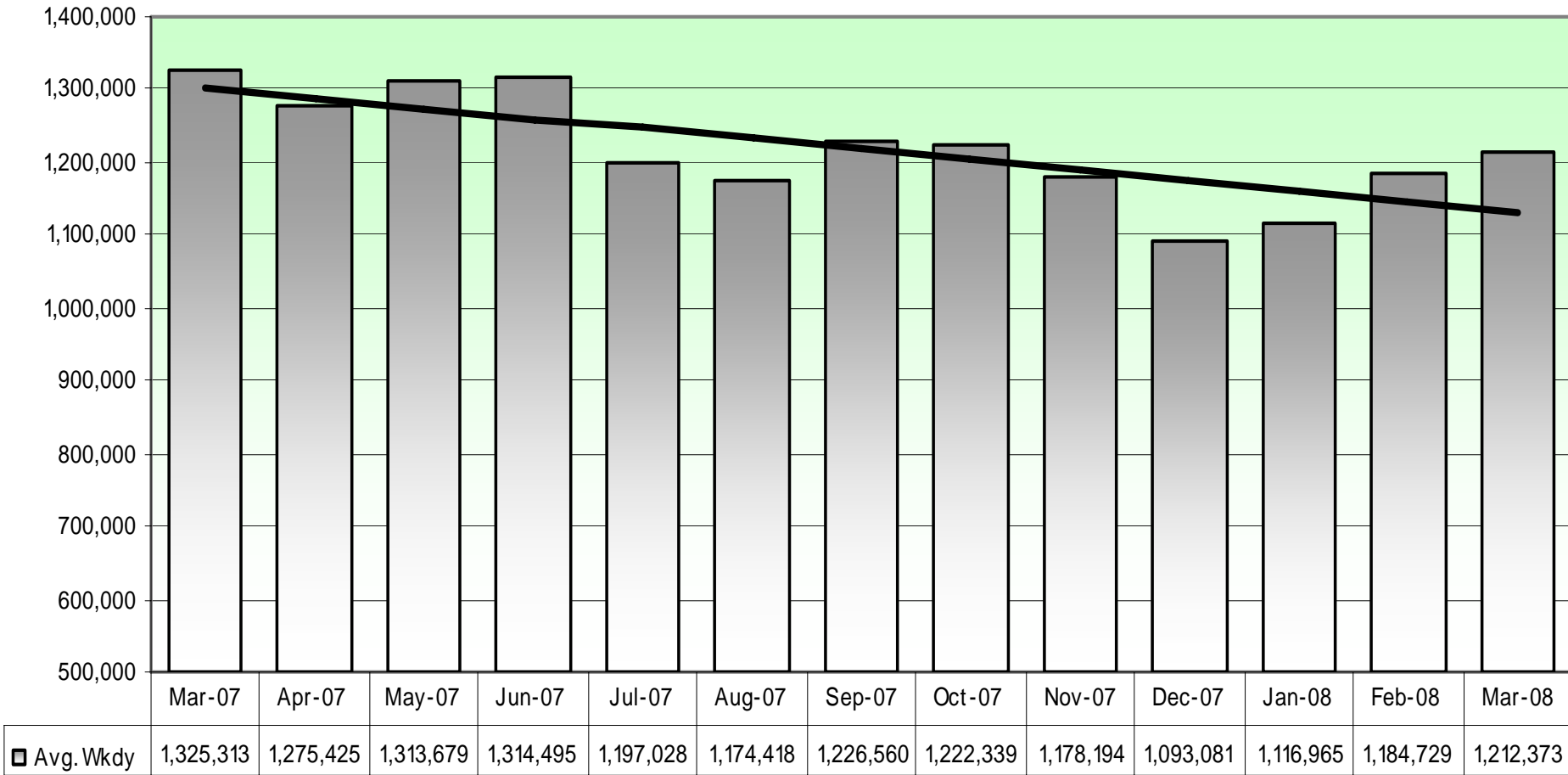
For more information contact: _____

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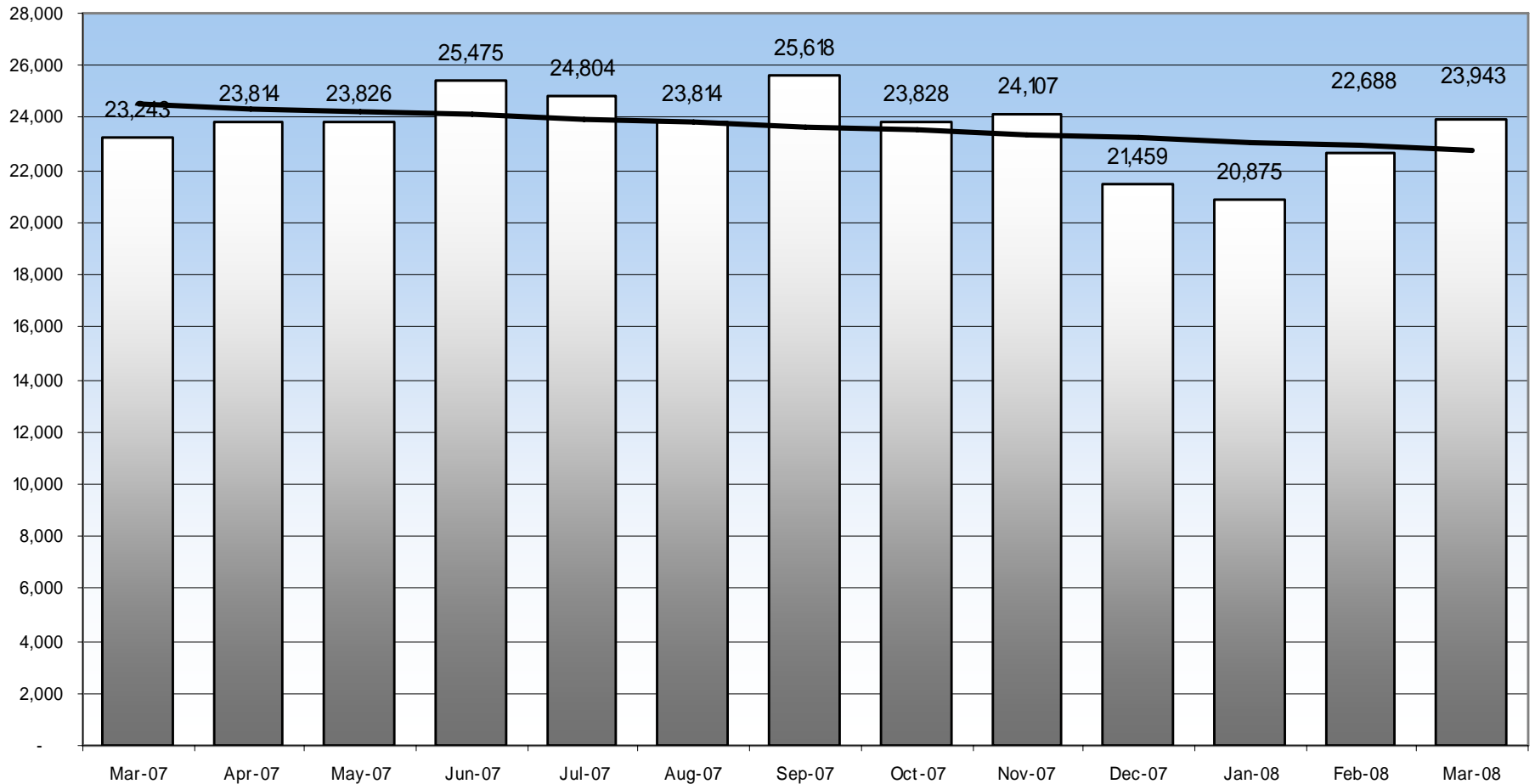
Direct and Contracted Bus Ridership

Average Weekday Boardings

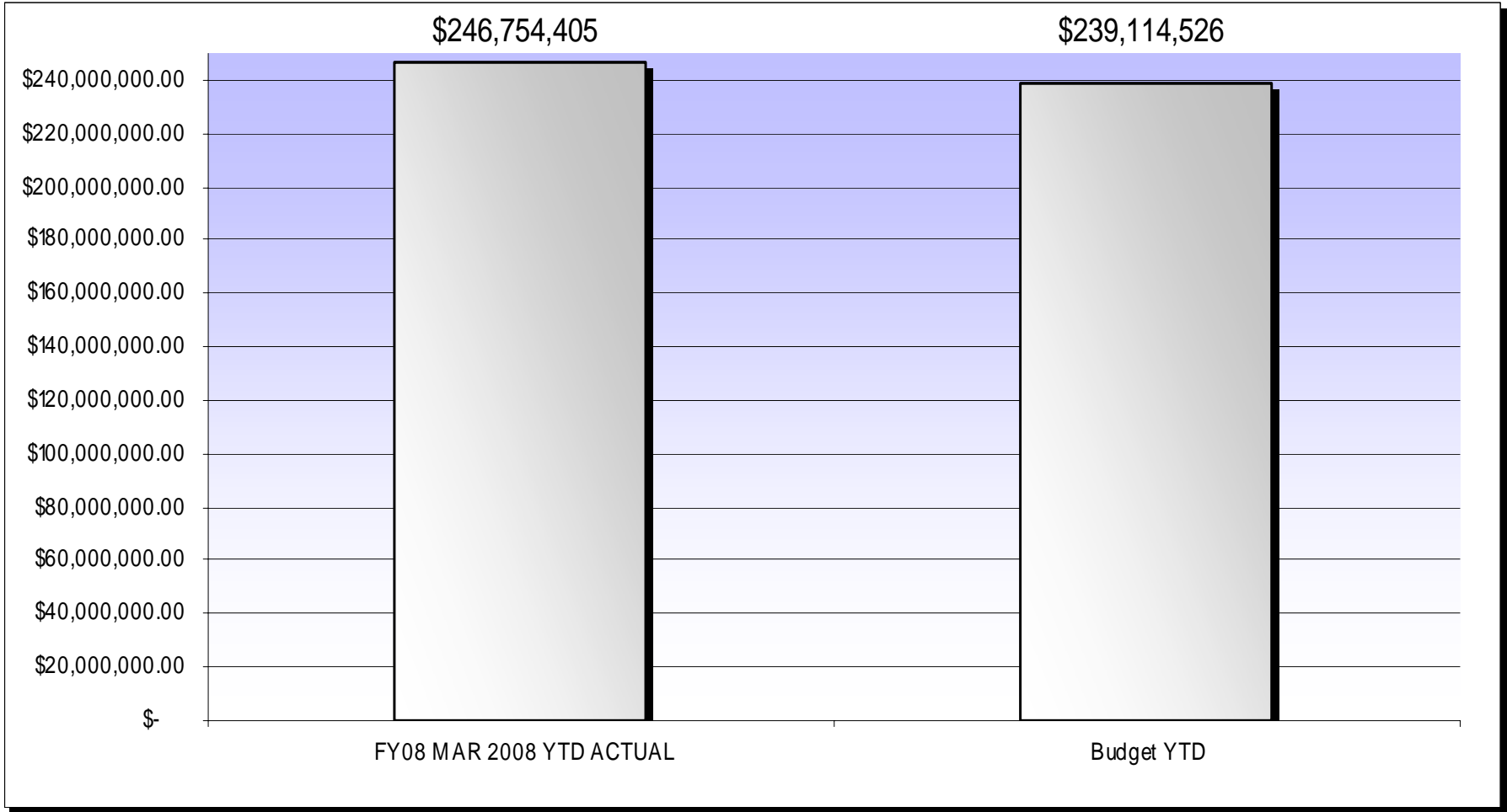


Orange Line Ridership

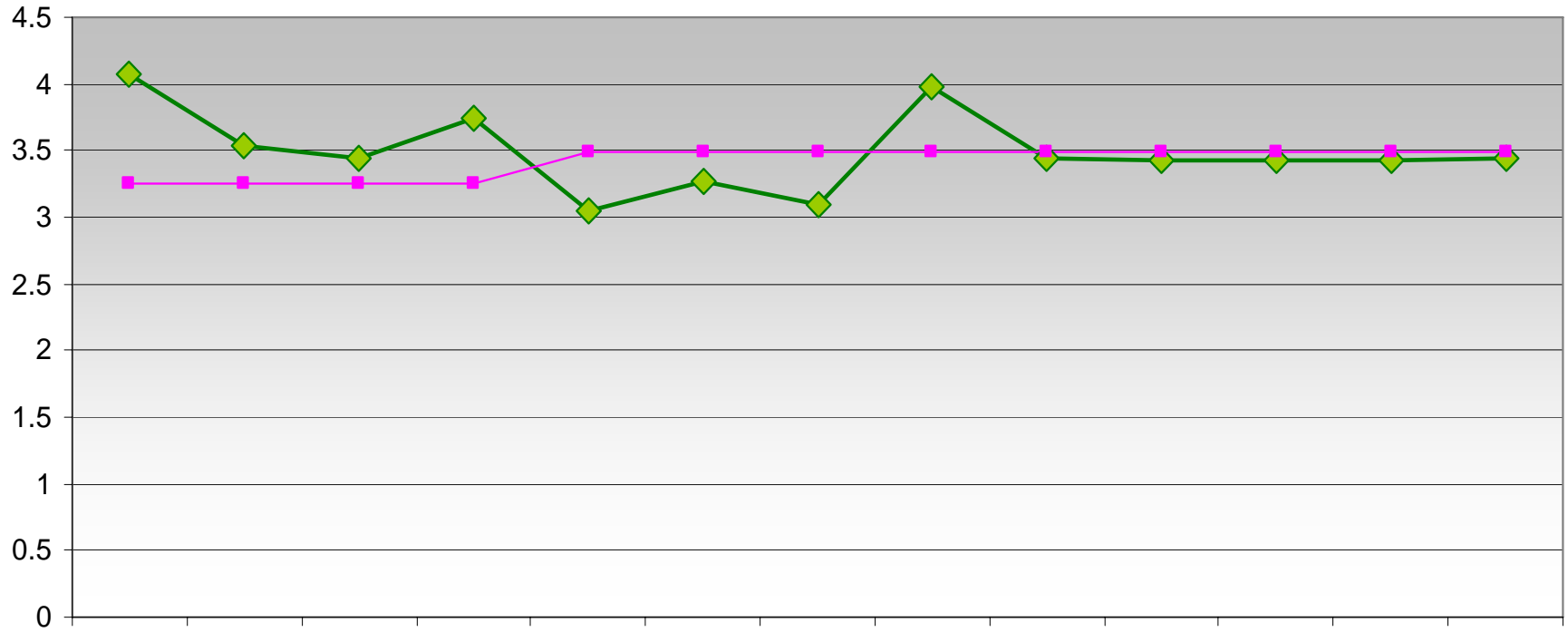
Average Weekday Boardings



Fare Revenue - FY08 March 2008 YTD

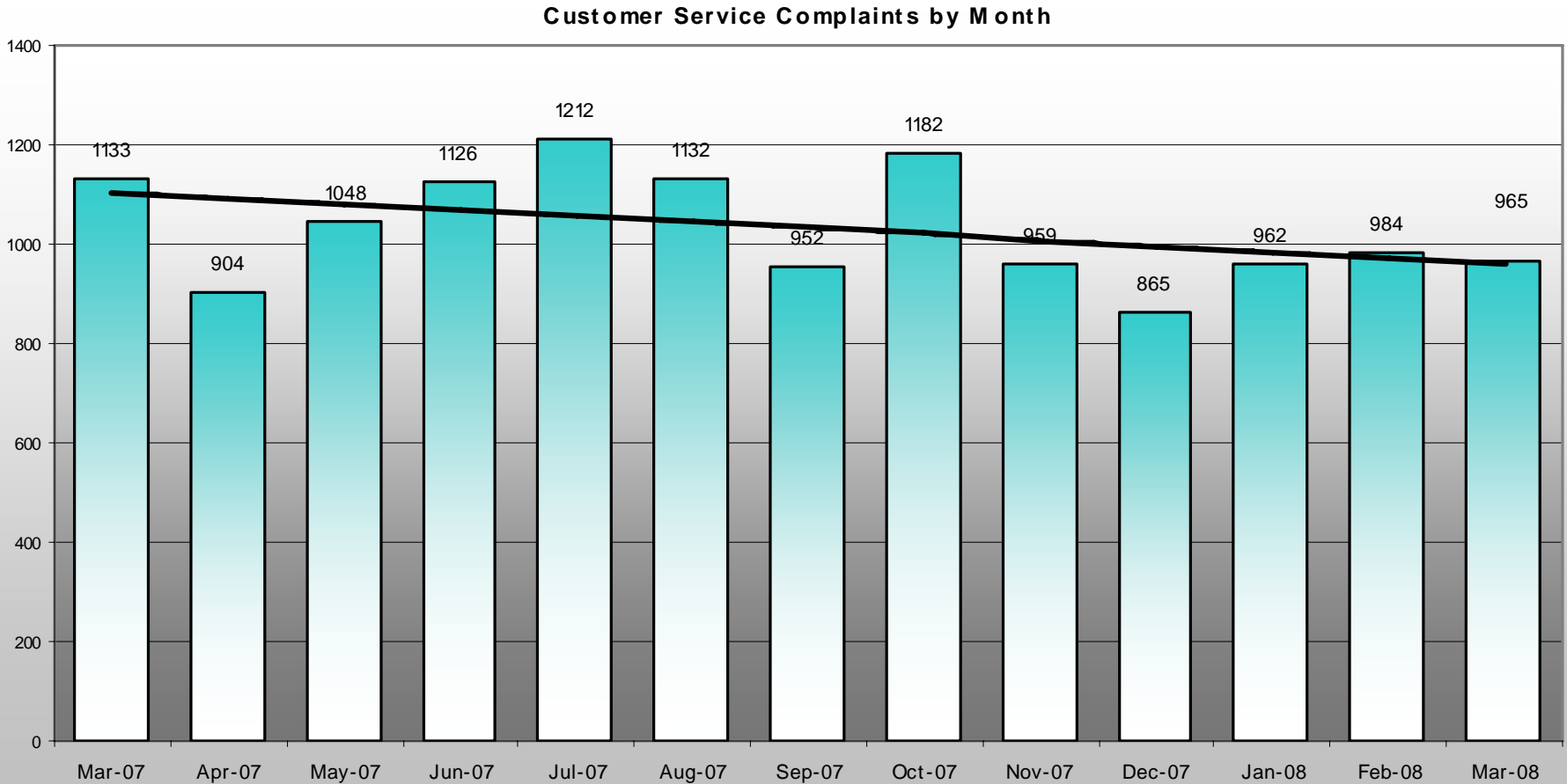


YTD Bus Accidents per 100,000 miles - Systemwide



	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08
Series1	4.08	3.54	3.44	3.74	3.05	3.27	3.09	3.98	3.44	3.42	3.42	3.43	3.44
Series2	3.26	3.26	3.26	3.26	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49

Customer Service Complaints by Month



June 2008 Service Change Solution

	FY09 Revenue Service Hours	Estimated Marginal Operating Cost	Impact to FY09 Budget
June 2008 Service Reduction			
Trip Thinning	(215,000)	\$80	(\$17,200,000)
Limited Stop Service	(81,000)	\$80	(\$6,480,000)
Duplicate and Under Performing Lines	(148,400)	\$80	(\$11,872,000)
Owl Service	(7,600)	\$80	(\$608,000)
December 2008 Service Reduction	<u>(100,000)</u>	\$80	<u>(\$8,000,000)</u>
Service Reduction Subtotal	<u>(552,000)</u>	\$80	<u>(\$44,160,000)</u>
Six New Rapid Bus Lines	193,000	\$80	\$15,440,000
Conforming Three Existing Rapid Bus Lines	<u>44,000</u>	\$80	<u>\$3,520,000</u>
Service Increase Subtotal	237,000	\$80	\$18,960,000
Total Service Changes (Reduction + Increases)	<u>(315,000)</u>		<u>(25,200,000)</u>
Add			
Duplicate and Under Performing Lines	148,800	\$80	\$11,872,000
Owl Service	7,600	\$80	\$608,000
December Service Changes	<u>100,000</u>	\$80	<u>\$8,000,000</u>
Total Service Added to FY09 Proposed Budget	<u>256,000</u>		<u>\$20,480,000</u>



Bus Rodeo

- The maintenance champs from Arthur Winston Division 5 – Andrew Warren, Frank Forde and Rommel Vargas – placed third in a field of 47 competitors from around the U.S. and Canada at the 2008 APTA International Bus Rodeo in Austin, TX.
- Overall, we placed in the top 20 among the 88 transit properties who competed for bragging rights as "Best Overall Transit Property."



Operations Communications

- **Continued coordination and roll-out of all sector-focused marketing campaigns**
 - Line 577X
 - San Gabriel Valley Sector Customer Appreciation Program
- **Provided significant support on Long Range Transportation Plan outreach including promotion of meetings and meeting support**
- **Metro Volunteers reached 30,000 people at community events**

San Fernando Valley Service Sector

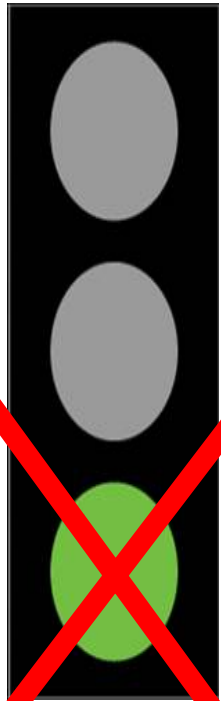
Richard Hunt, Sector General Manager

Safety 1st at SFV

- Collision Reduction Trend
- 7 Consecutive Collision Free Days ending 4/18/08 at Division 8
- Operator Training and Counseling Program

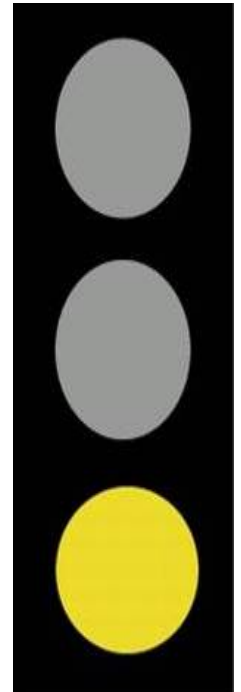
	Collision Rate per 100,000 Miles	
	SFV	Metro
Fiscal Year 2006	3.03	3.45
Fiscal Year 2007	2.78	3.74
Fiscal YTD 2008	2.66	3.47

ORANGE LINE SAFETY ENHANCEMENTS



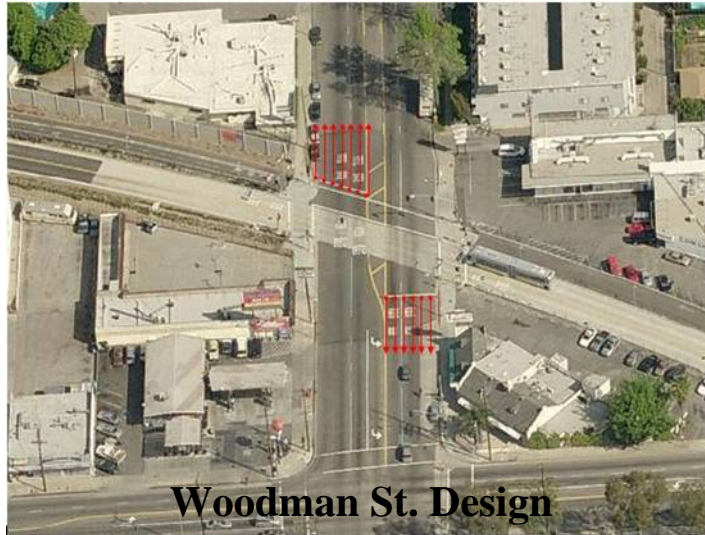
OLD

- Replacing green signals with flashing yellow lights
- Flashing yellow promotes extra caution
- Maintaining solid yellow and red signals



NEW

ORANGE LINE SAFETY ENHANCEMENTS



- **Embedded Street Signals Program**
 - Pilot Test at 13 intersections
 - Reduced number of red light violations



Metro

Embedded lights – Houston, Texas

Questions

