

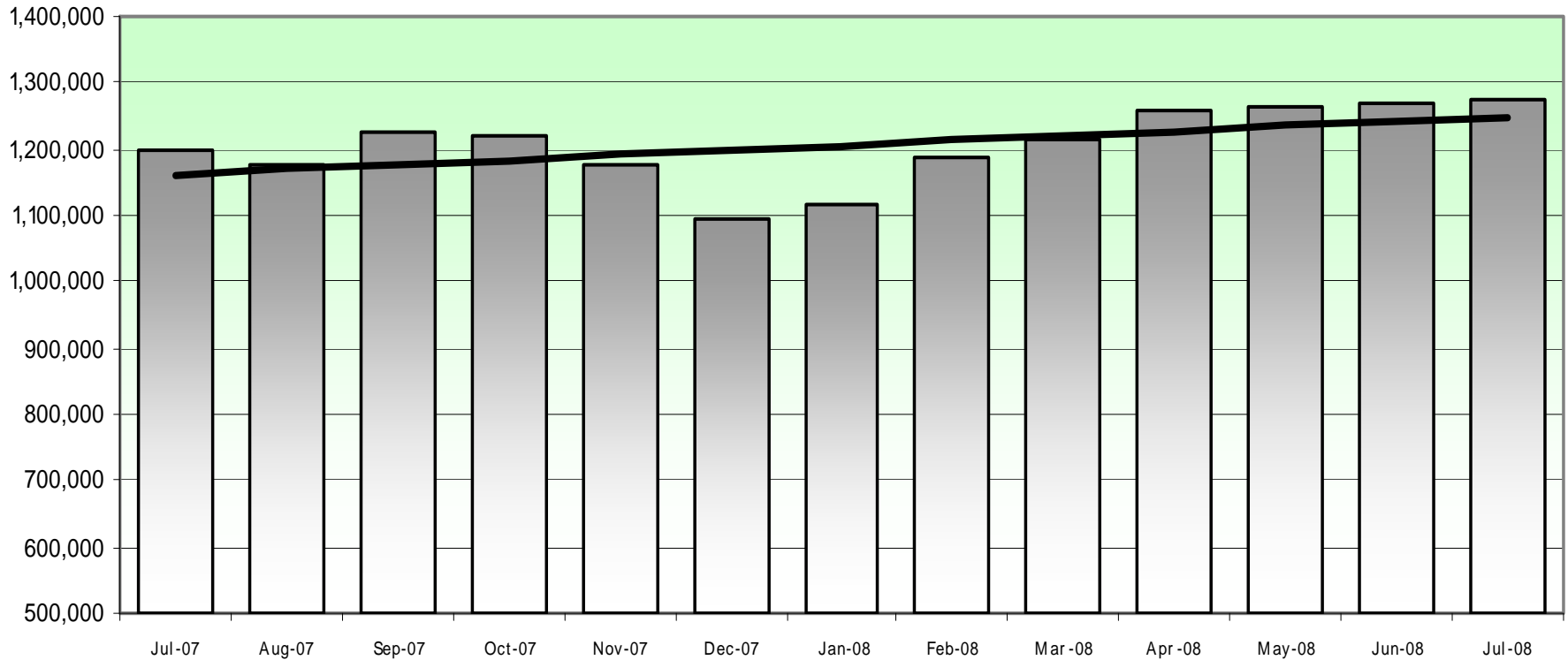
**CHIEF OPERATIONS OFFICER'S REPORT  
METRO OPERATIONS  
COMMITTEE**

**Carolyn Flowers  
Chief Operations Officer  
September 18, 2008**



# Direct and Contracted Bus Ridership

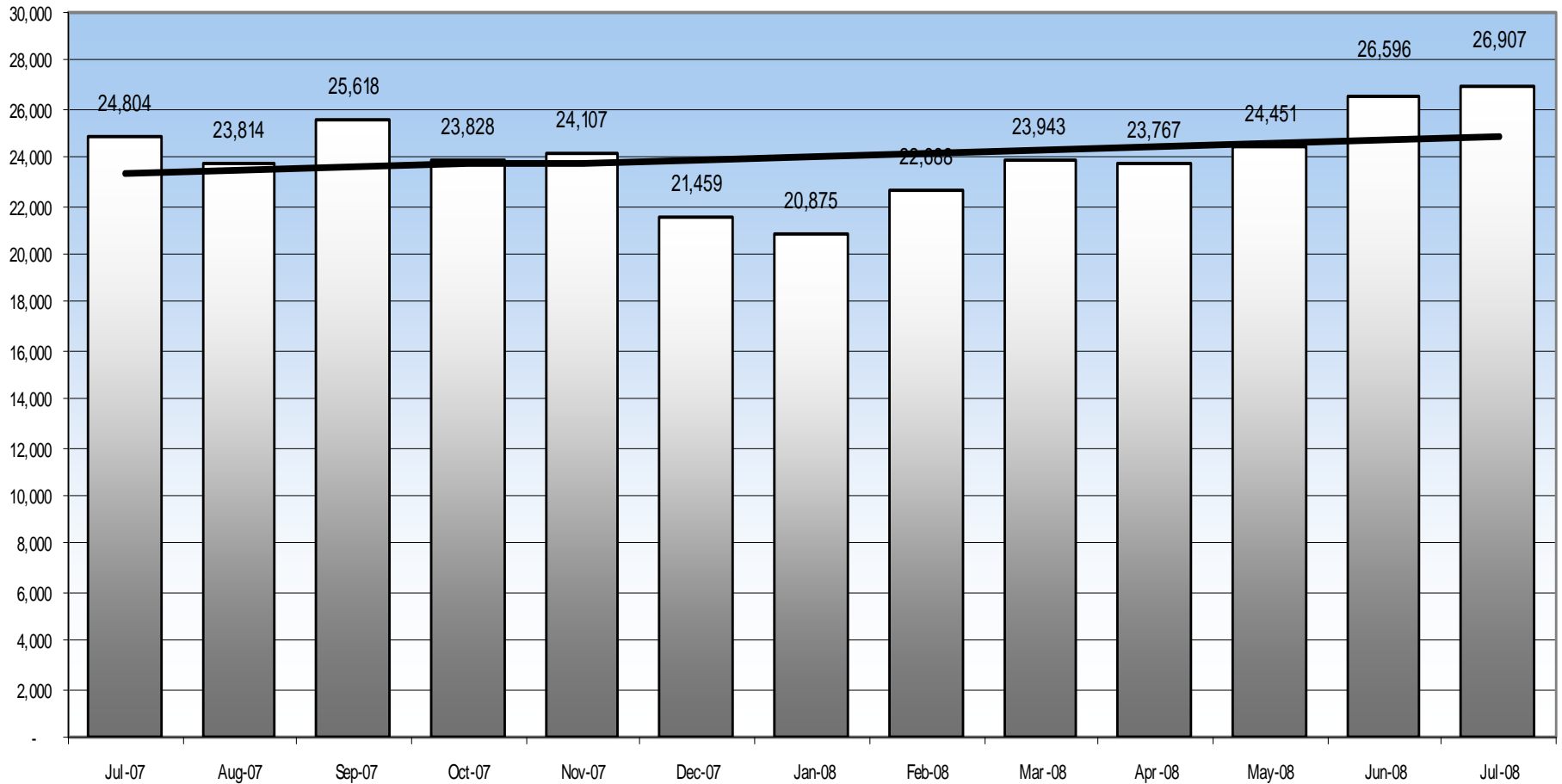
Average Weekday Boardings



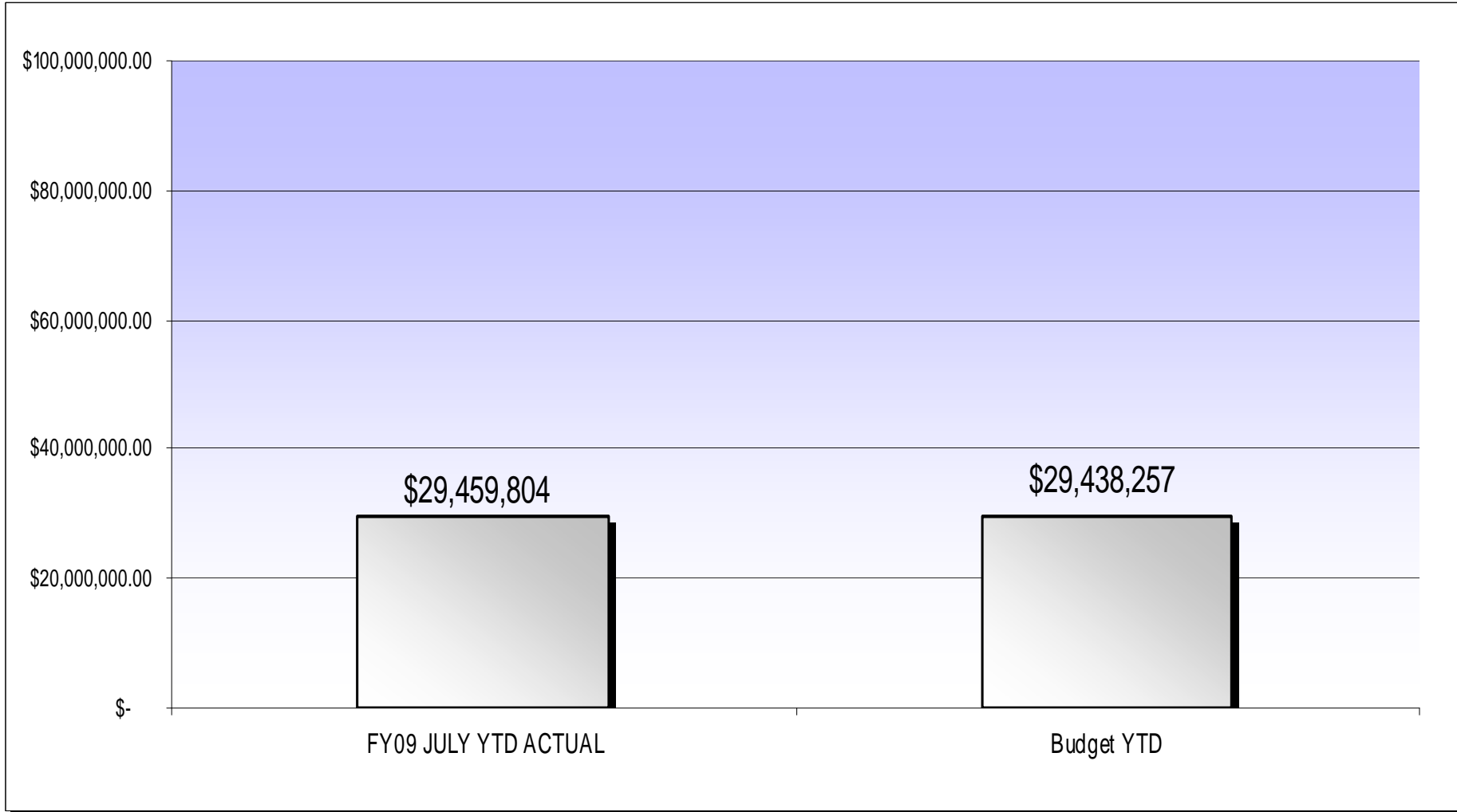
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08
█ Avg. Wkdy	1,197,028	1,174,418	1,226,560	1,222,339	1,178,194	1,093,081	1,116,965	1,184,729	1,212,373	1,256,033	1,260,981	1,270,423	1,273,041

# Orange Line Ridership

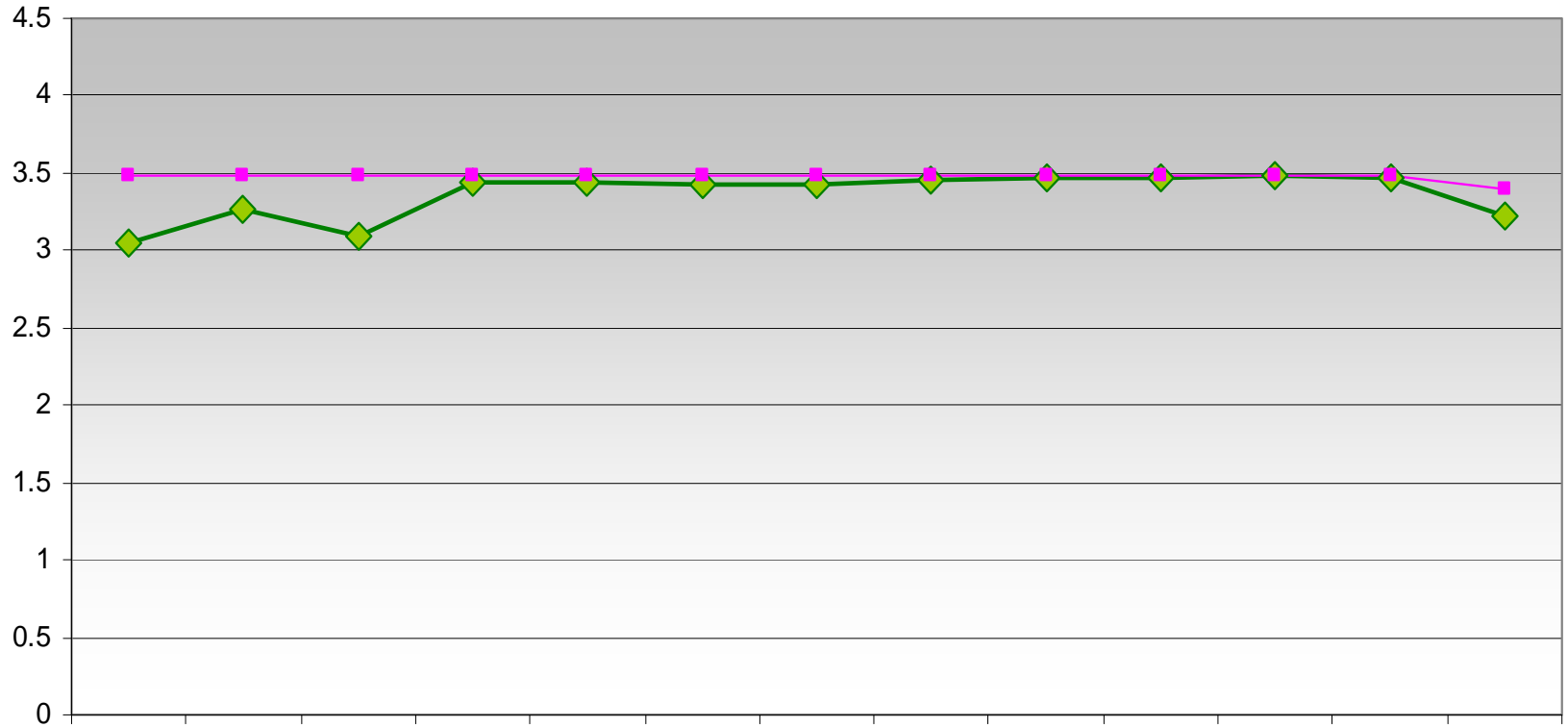
Average Weekday Boardings



# Fare Revenue - FY09 July 2008 YTD

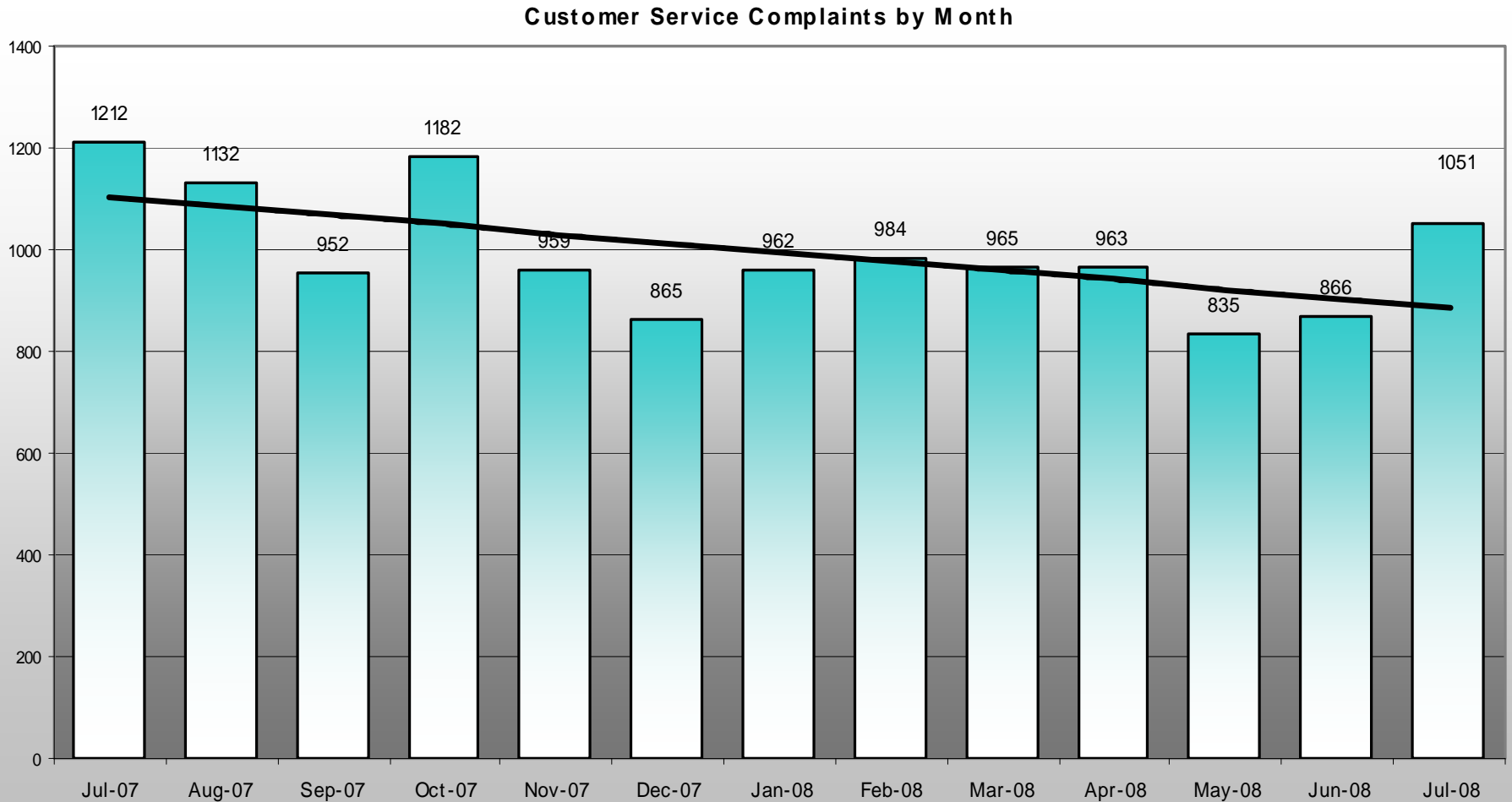


# YTD Bus Accidents per 100,000 miles - Systemwide



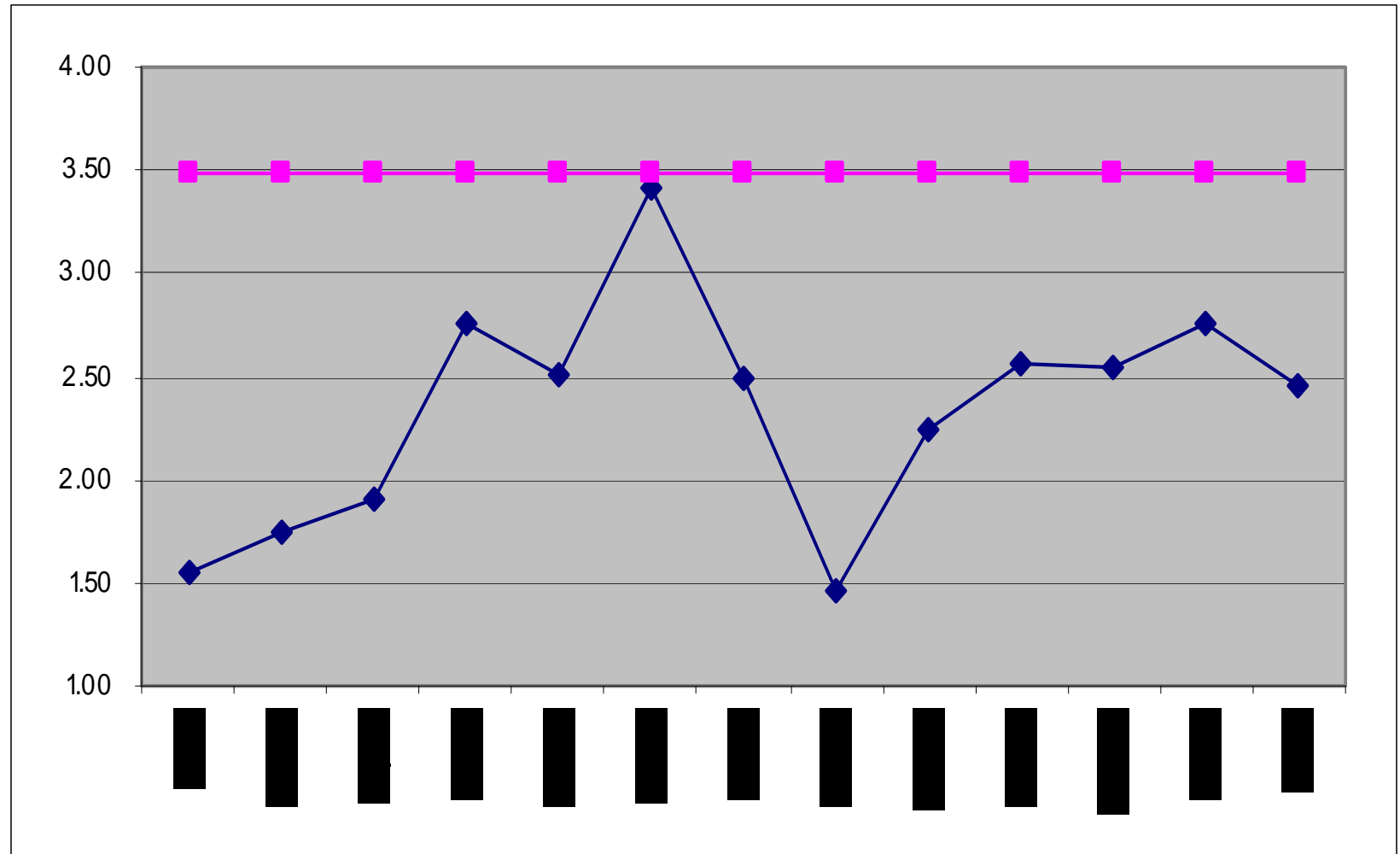
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08
Actual YTD	3.05	3.27	3.09	3.44	3.44	3.42	3.43	3.45	3.47	3.47	3.49	3.47	3.22
Target	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.4

# Customer Service Complaints by Month



# Transportation Contract Services

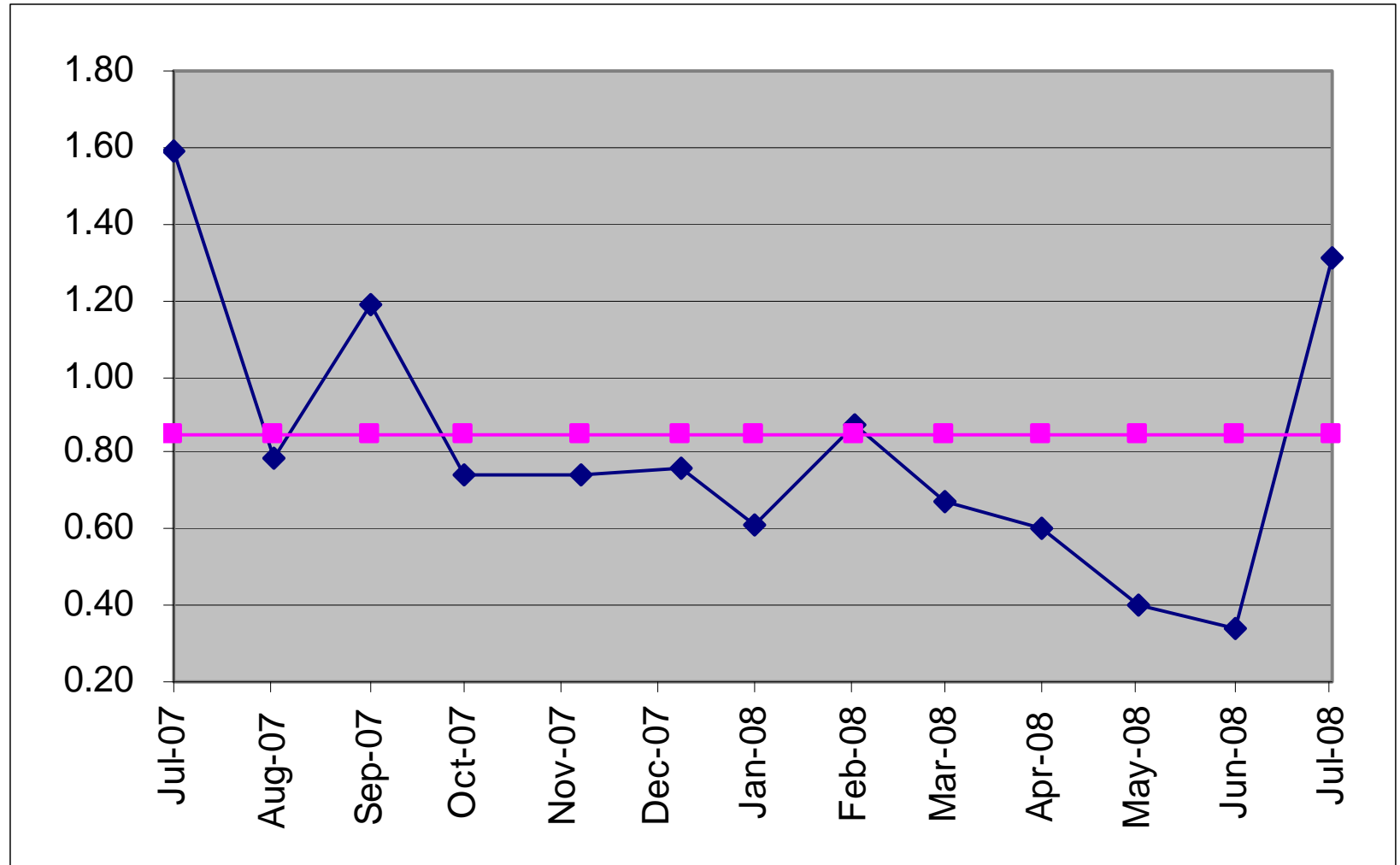
## Accidents Per 100k Hub Miles



Metro

# Transportation Contract Services

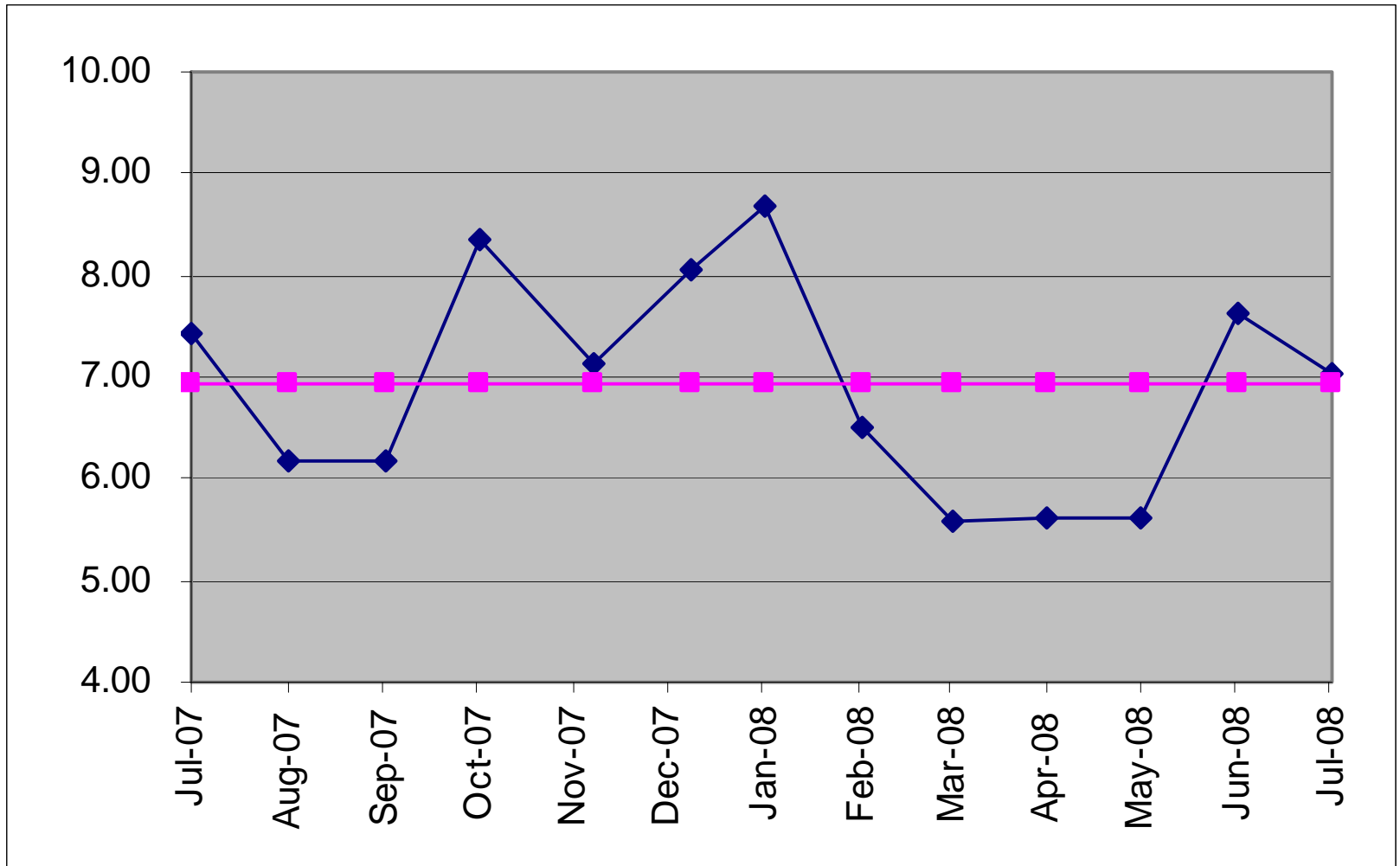
## Schedule Performance Complaints – Per 1,000 Service Hours





# Transportation Contract Services

## Operator Performance Complaints – Per 100 Operators



# Westside/Central Sector- Division 10



Mark Maloney – General Manager

Alva Carrasco – Transp. Manager | Frank Lonyai – Maint. Manager

# Div. 10 Transportation

- **About us..**
  - 450 employees
  - 10 routes, including the 720/920 Rapid Lines
  - Heavy lines, heavy ridership (account for approx. 25% of bus ridership)
- **About our challenges..**
  - Working under tough conditions (traffic congestion, road conditions, heavy passenger loads, crime)
  - Reducing accidents and injuries in FY09
  - Improving on-time performance

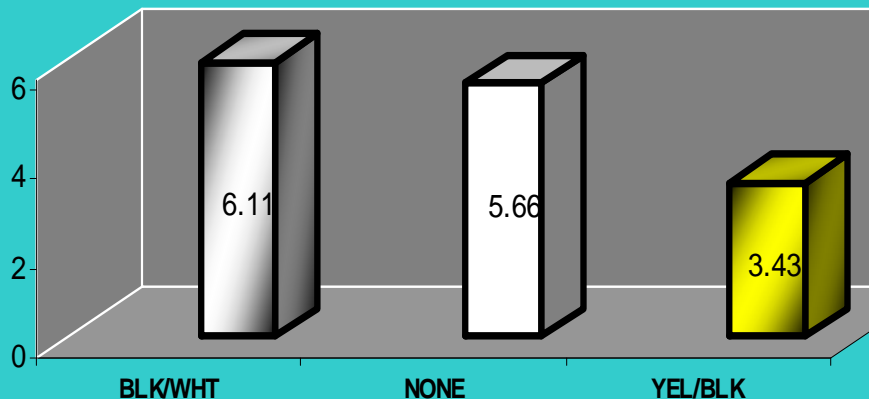


# Transportation Highlights

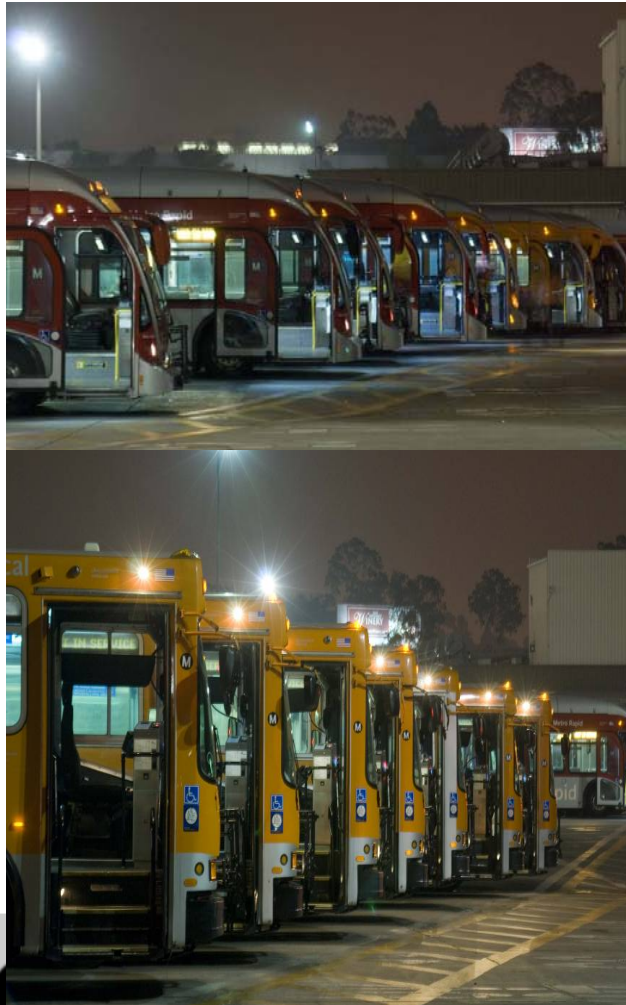
- “In the Zone” – Accident & Injury Reduction Recognition Program
- Line 720/Type 160 Accident Reduction Strategies
  - Extra emphasis on ARTIC Safety Training
  - 100% VO Supervisor Accident Response
  - Mirror Safety Decal Program



**LINE 720 DECAL PILOT PROGRAM**  
Dec 07 thru June 08



# Div. 10 Maintenance



- One of the largest bus divisions: 300 bus equivalents (100 articulated buses)
- Challenging work environment: space, resources
- Completed over \$5 million in upgrades
  - Major elements: new bus wash; blowers; brake tester; bus dyno refurbished, 4 additional bays with canopies
- Promoting technology to support quality service: disc brake lathe (only one in the country for h/d buses); brake tester
- Major infrastructural effort to remove water spotting
- Pilot projects: many projects are deployed first at Div. 10, first composite 45' fleet; first 2010 compliance engine; brake pad test; ongoing Cummins engine upgrades; ATMS upgrade tests; A/C filter test; A/C cradle; sustainable Division



**Metro**

# Div. 10 Maintenance



**Challenges ahead of us:**

- **Improve quality service**
- **Maintain safety record (multiple-time SHARP Audit winner)**
- **Maintain cleaner buses (line 720 major challenge)**
- **Reduce Graffiti/vandalism**
- **Work with limited resources to meet challenges (supervisors/mechanics)**