

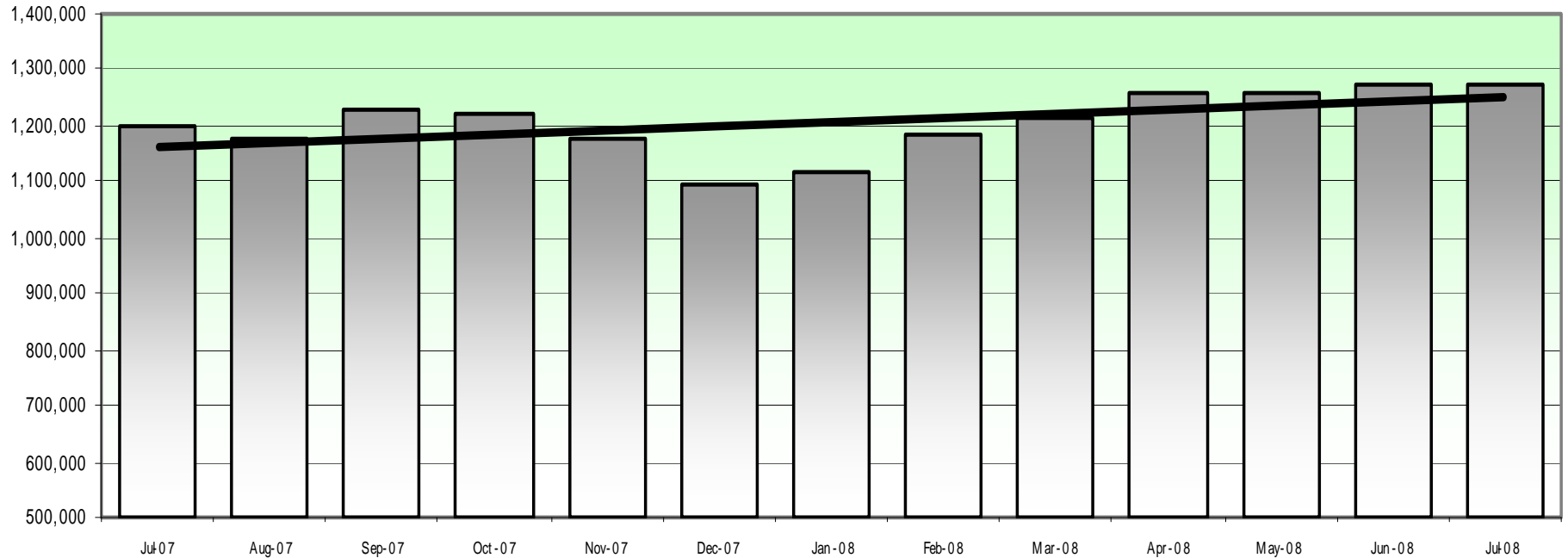
**CHIEF OPERATIONS OFFICER'S REPORT
METRO OPERATIONS
COMMITTEE**

**Carolyn Flowers
Chief Operations Officer
October 16, 2008**



Direct and Contracted Bus Ridership

Average Weekday Boardings



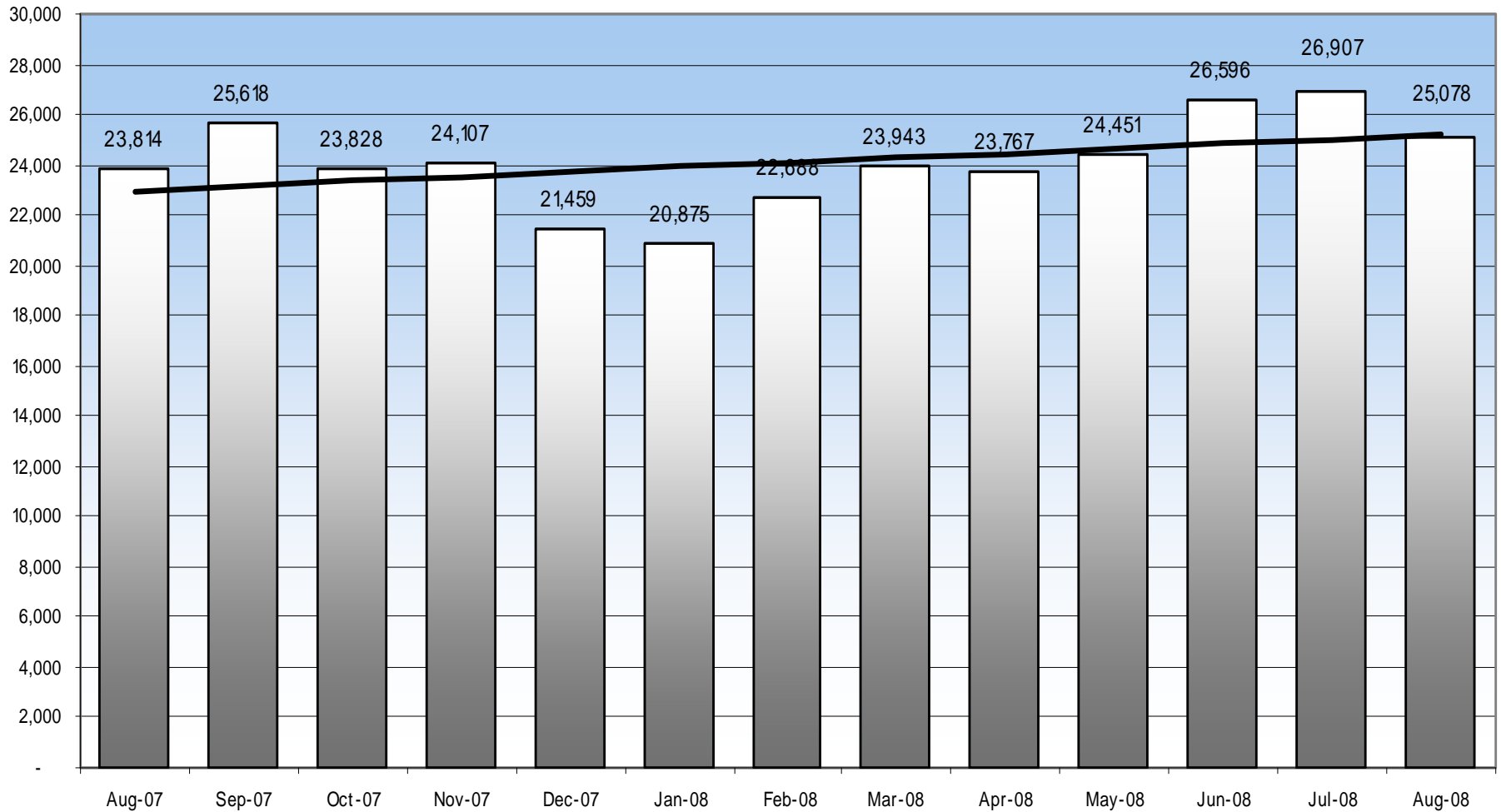
	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08
Series1	1,197,028	1,174,418	1,226,560	1,222,339	1,178,194	1,093,081	1,116,965	1,184,729	1,212,373	1,256,033	1,260,981	1,270,423	1,273,041



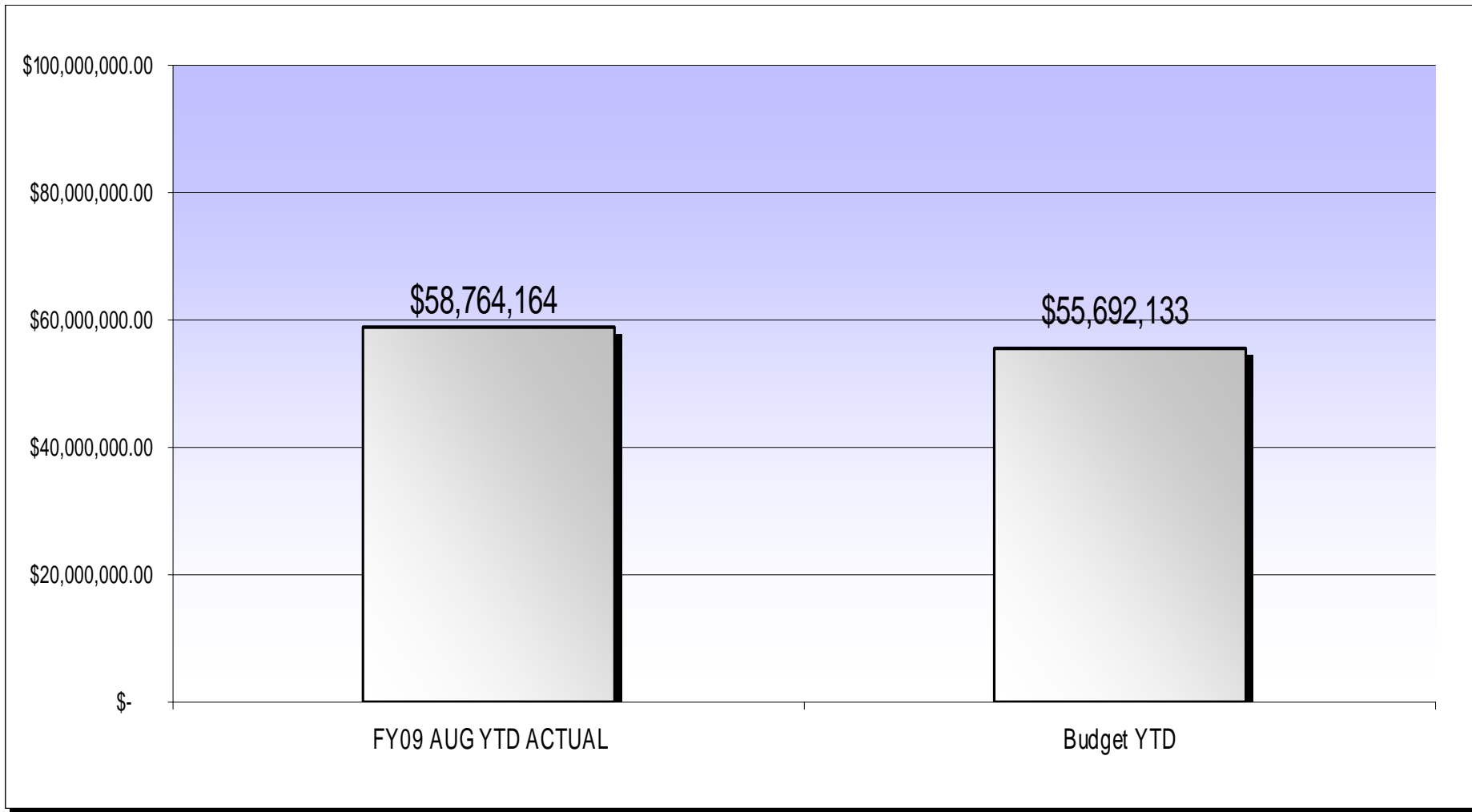
•August 2008 Ridership not yet available

Orange Line Ridership

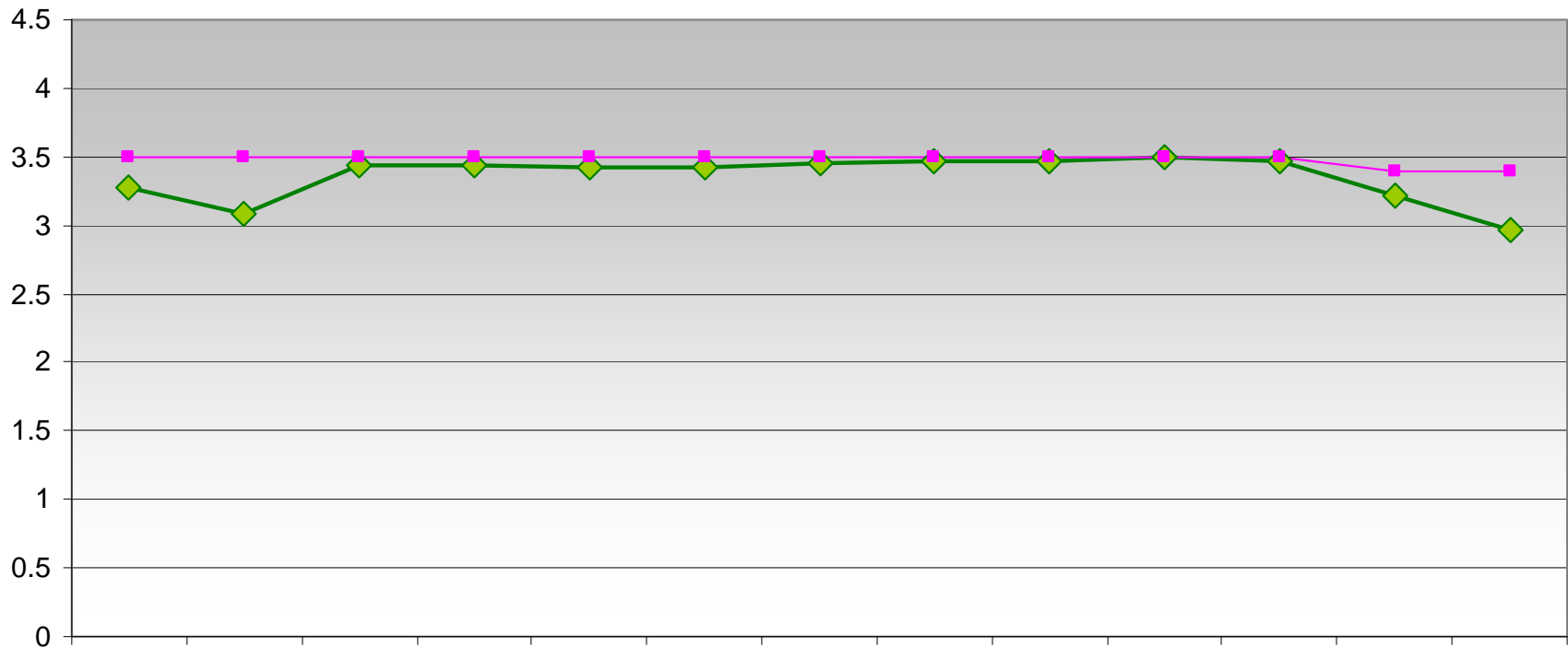
Average Weekday Boardings



Fare Revenue - FY09 August 2008 YTD



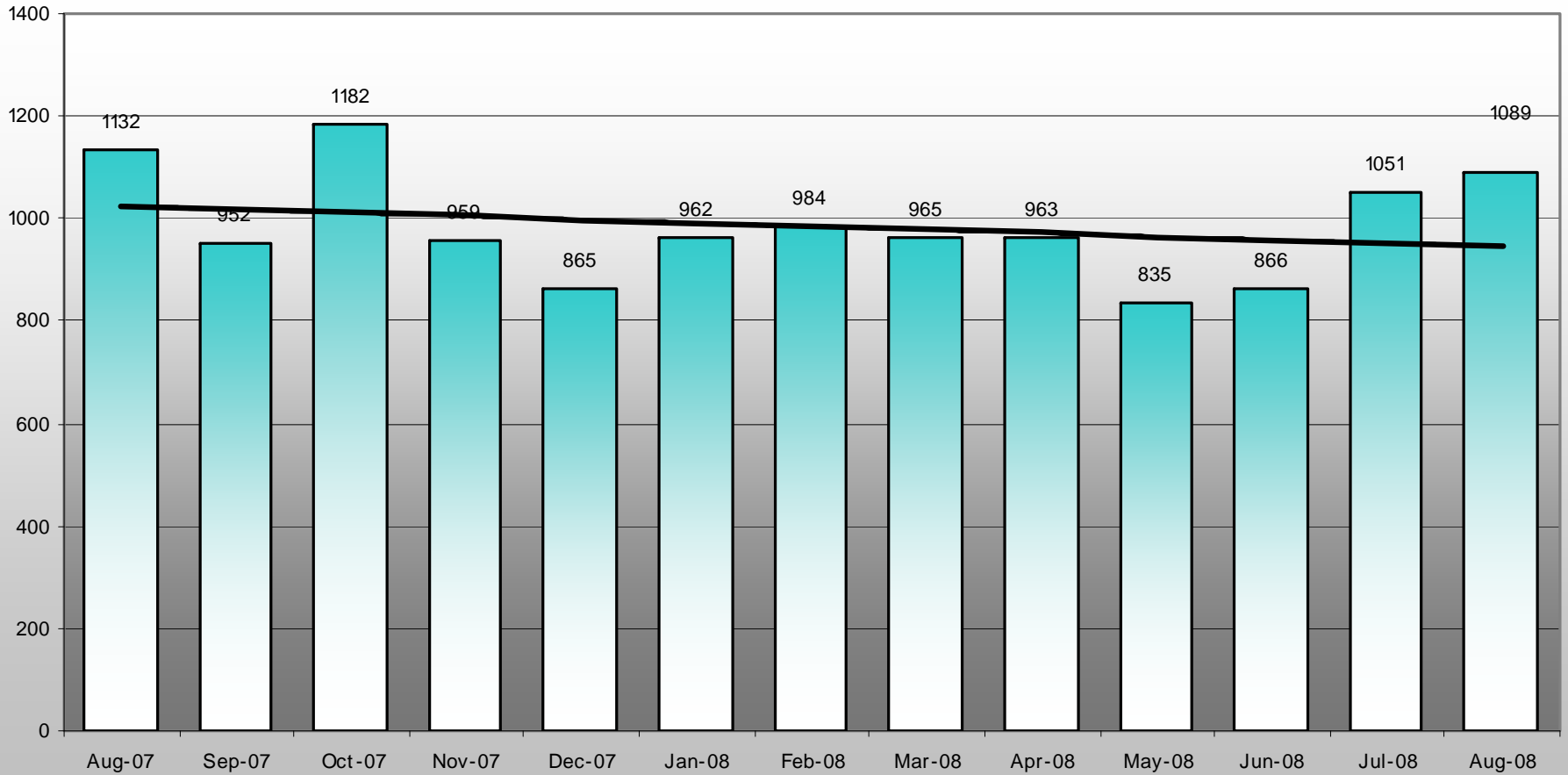
YTD Bus Accidents per 100,000 miles - Systemwide



	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08
Actual	3.27	3.09	3.44	3.44	3.42	3.43	3.45	3.47	3.47	3.49	3.47	3.22	2.97
Target	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.4	3.4

Customer Service Complaints by Month

Customer Service Complaints by Month



Operations Community Relations-1st Quarter FY09

- **Developed & Implemented Sector Marketing Priorities**
- **Provided presentations to groups throughout the County in support of Agency-wide Outreach/Informational Initiatives on Long Range Transportation Plan and Imagine Campaign**
- **Reached over 100,000 at Community Events**
- **Coordinated responses to numerous issues and inquiries such as:**
 - **Parking issues at Norwalk Green Line Station**
 - **Expo Right-of-Way Maintenance**
 - **92nd Street Grade Crossing Project**
- **Provided Outreach Support to Other Departments for:**
 - **I-405 Project**
 - **Harbor Subdivision Study**
- **Organized coordination and planning efforts with transit providers in San Gabriel Valley in preparation for Metro Gold Line Eastside Extension opening**

Tiger Team Update

Parking Structures and Costs	<ul style="list-style-type: none">• Established Parking Task Force• Monitored and will continue to monitor available parking, Park and Ride condition, opportunities for expansion• Began discussions with Caltrans regarding Green Line stations
Bikes/Carts/Strollers/Wheelchairs during peak period	APTA EXPO provides good opportunity to learn about industry best practices and new products
Rail and BRT Stations	Congestion Reduction Program has funding proposed for security and safety enhancements on I-10 and I-110 as well as Ticket Vending Machines and other customer amenities

Tiger Team Update

New Rail and Bus Service Plans	<ul style="list-style-type: none">• Eastside Gold Line Bus/Rail Interface (November Board)• Dual Hub Bus Rapid Transit (November Board)• Countywide planning efforts
Economic Opportunities from Ridership Growth (Advertising, Vending, Outreach, etc.)	<ul style="list-style-type: none">• Rail Tunnel Animation• Transit Television Network
Operations Efficiency and Effectiveness	<ul style="list-style-type: none">• Service optimization as standard goal for service changes• New performance monitoring program to flag problems in efficiency and effectiveness (October Board)
Feeder Service for Rail and Bus Rapid Transit	Eastside Extension Bus/Rail Interface Plan (November Board)

Recognition

We would like to recognize

Ramon Gutierrez

for his act of heroism

San Gabriel Valley Service Sector

Customer Appreciation Campaign

“We Can’t Go Anywhere Without You!”

Jack Gabig, General Manager

October 16, 2008



Metro

We Can't Go Anywhere Without You!



Operators nominate patrons they believe to be the “best” customers.

Awards are given to winning Customers and Nominating Operators.



Campaign Materials – Car Cards and Newspaper Ads

metro.net


We can't go anywhere without you.

"I never rode a bus until three years ago, but once I tried Metro I never wanted to drive to work again. It's helped me beat traffic problems and save money on gas."

—Steve Burns

Metro

Metro's San Gabriel Valley Sector salutes rider Steve Burns (right), nominee for recognition by operator Ray Quinn.



metro.net

We can't go anywhere without you.

"Without Metro I couldn't get to work, or do my grocery shopping. Metro takes me where I need to go."

—Janice Ortiz

Metro

Metro's San Gabriel Valley Sector salutes rider Janice Ortiz (right), nominee for recognition by operator Jack Barman.



metro.net


We can't go anywhere without you.

"I never have to depend on anyone to get me where I need to go, because Metro always gets me there."

—Robert Ramos

Metro

Metro's San Gabriel Valley Sector salutes rider Robert Ramos (right), nominee for recognition by operator Richard Lopez.



metro.net

We can't go anywhere without you.

With over one million boardings a day, Metro moves a lot of people. Including Janice Ortiz. A working widow, Janice depends on Metro daily to get to her job in Temple City.

San Gabriel Valley Operator Jack Barman, who nominated Janice for recognition, said, "Janice has ridden with me almost daily for nearly ten years. She is always cheerful and helpful to new passengers, especially the elderly."

Metro San Gabriel Valley salutes Janice and all of our valued customers.

"Without Metro I couldn't get to work, or do my grocery shopping. Metro takes me where I need to go."

—Janice Ortiz

Metro



metro.net

We can't go anywhere without you.

With over one million boardings a day, Metro moves a lot of people, including Robert Ramos. Seven years ago, Robert suffered a spinal injury. Since then, Metro has been his sole source of transportation. The father of two is enrolled in college and rides Metro to school.

San Gabriel Valley Operator Richard Lopez, who nominated Robert for recognition, said, "Robert has a great sense of humor. He's always happy and is one of my favorite riders."

Metro San Gabriel Valley salutes Robert and all of our valued customers.

"I never have to depend on anyone to get me where I need to go, because Metro always gets me there."

—Robert Ramos

Metro



metro.net

We can't go anywhere without you.

With over one million boardings a day, Metro moves a lot of people. Including Steve Burns. Steve commutes every day from his home in West Covina to his job at an auto body shop in Alhambra.

San Gabriel Valley Operator Ray Quinn, who nominated Steve for recognition, said, "Steve is an exemplary Metro customer. He's quick to help his fellow passengers when they have questions about our service."

Metro San Gabriel Valley salutes Steve and all of our valued customers.

"I never rode a bus until three years ago, but once I tried Metro I never wanted to drive to work again. It's helped me beat traffic and save money on gas."

—Steve Burns

Metro

