

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

**Carolyn Flowers  
Chief Operations Officer  
November 20, 2008**

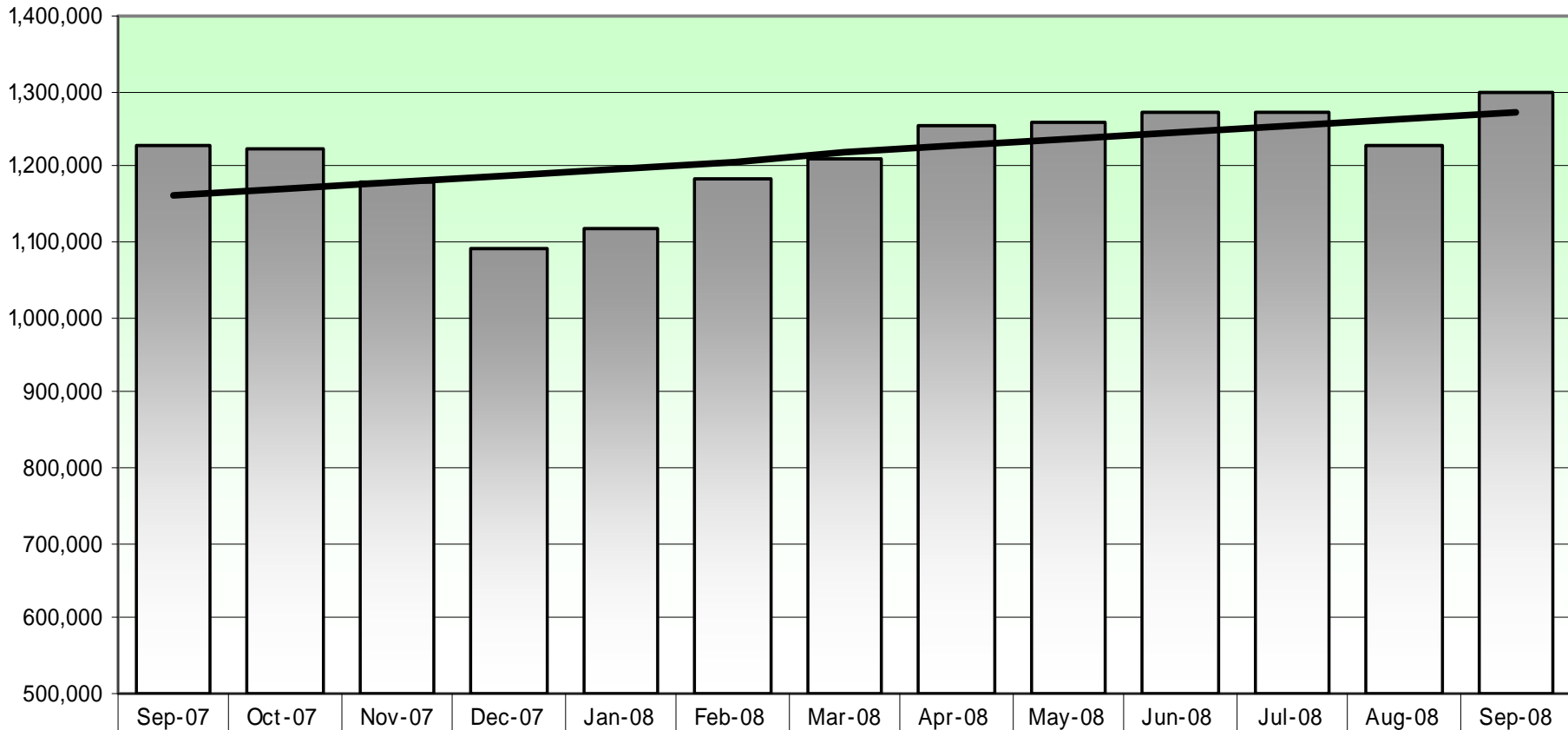


# *With Much Appreciation....*



# Direct and Contracted Bus Ridership

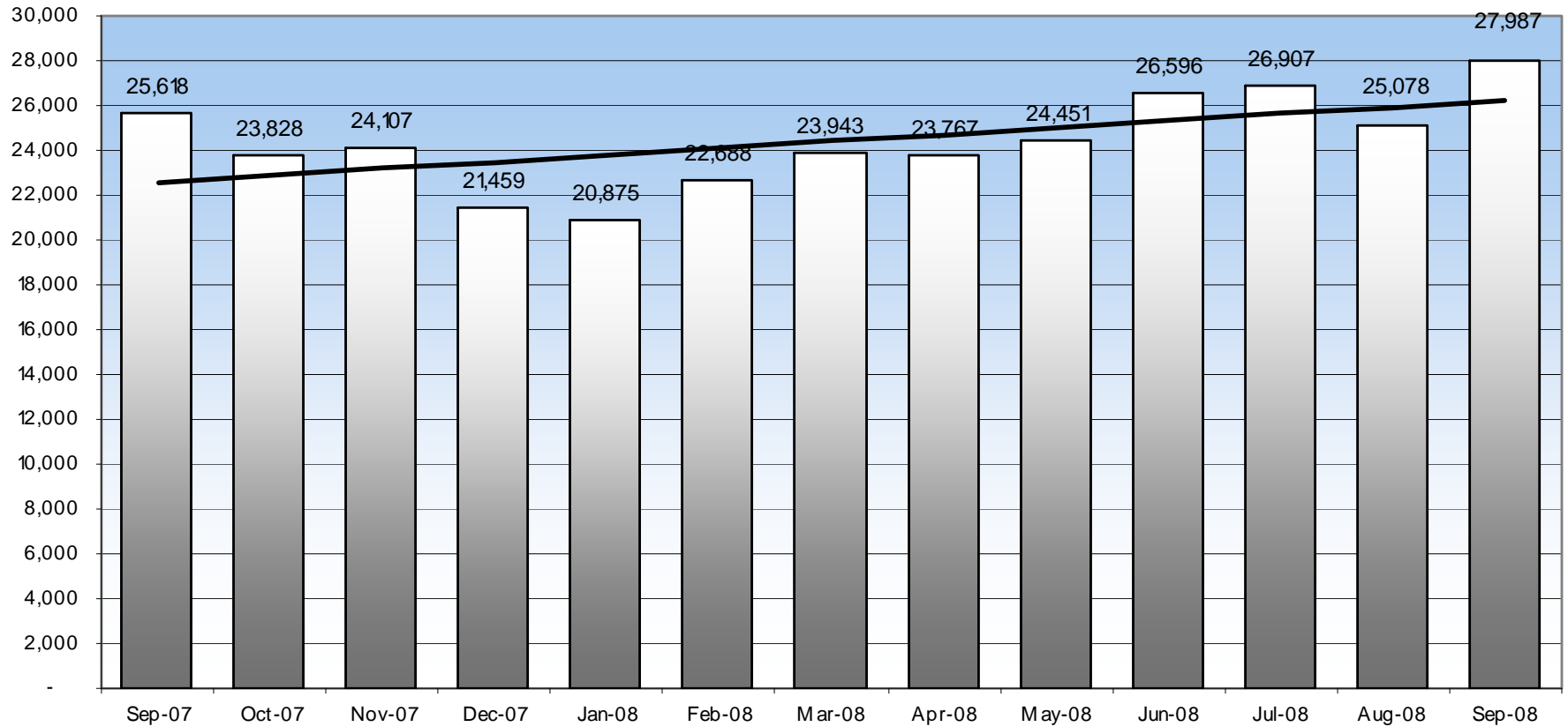
Average Weekday Boardings



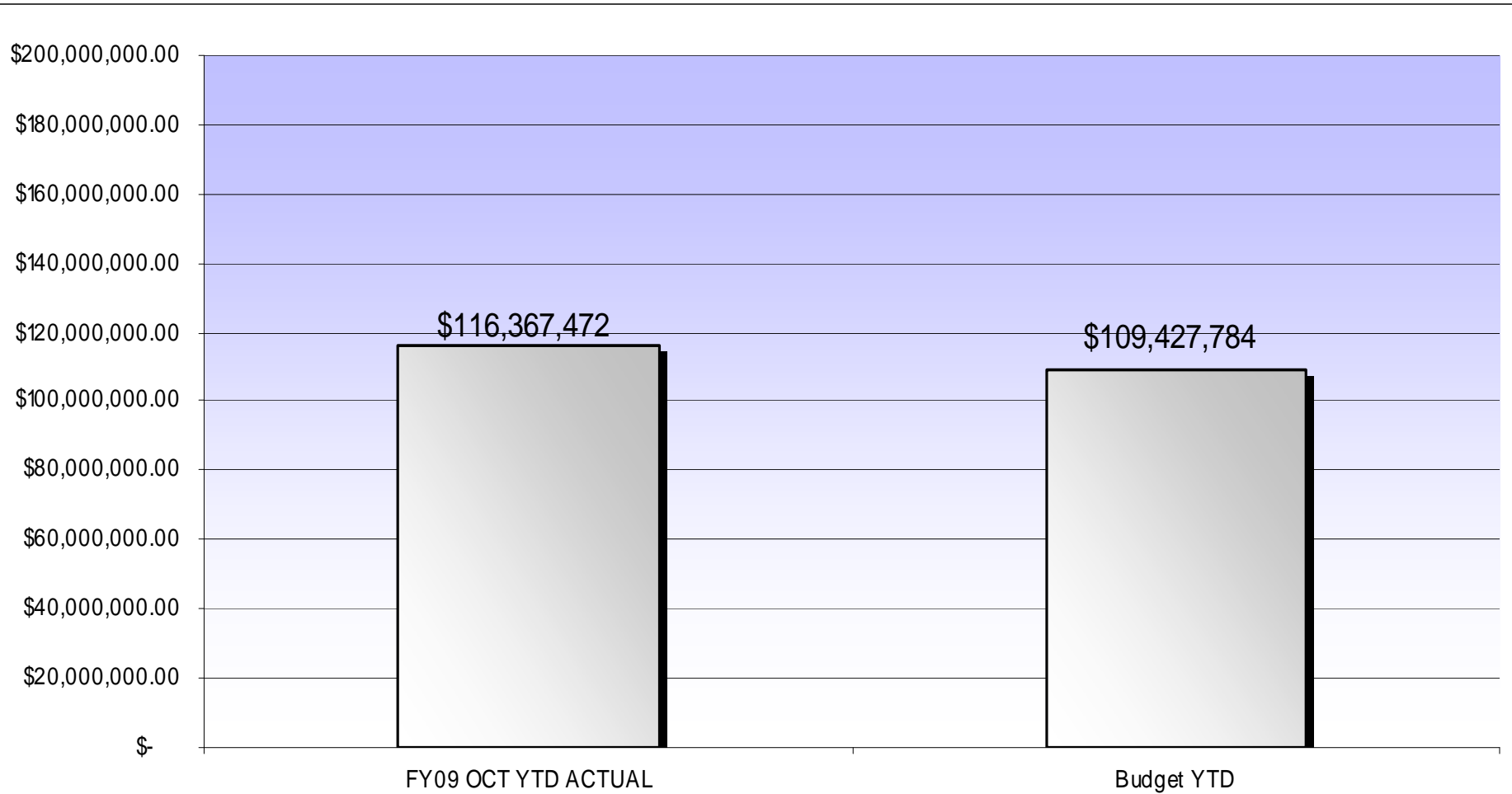
■ Avg. Wkdy	1,226,560	1,222,339	1,178,194	1,093,081	1,116,965	1,184,729	1,212,373	1,256,033	1,260,981	1,270,423	1,273,041	1,227,353	1,299,552
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# Orange Line Ridership

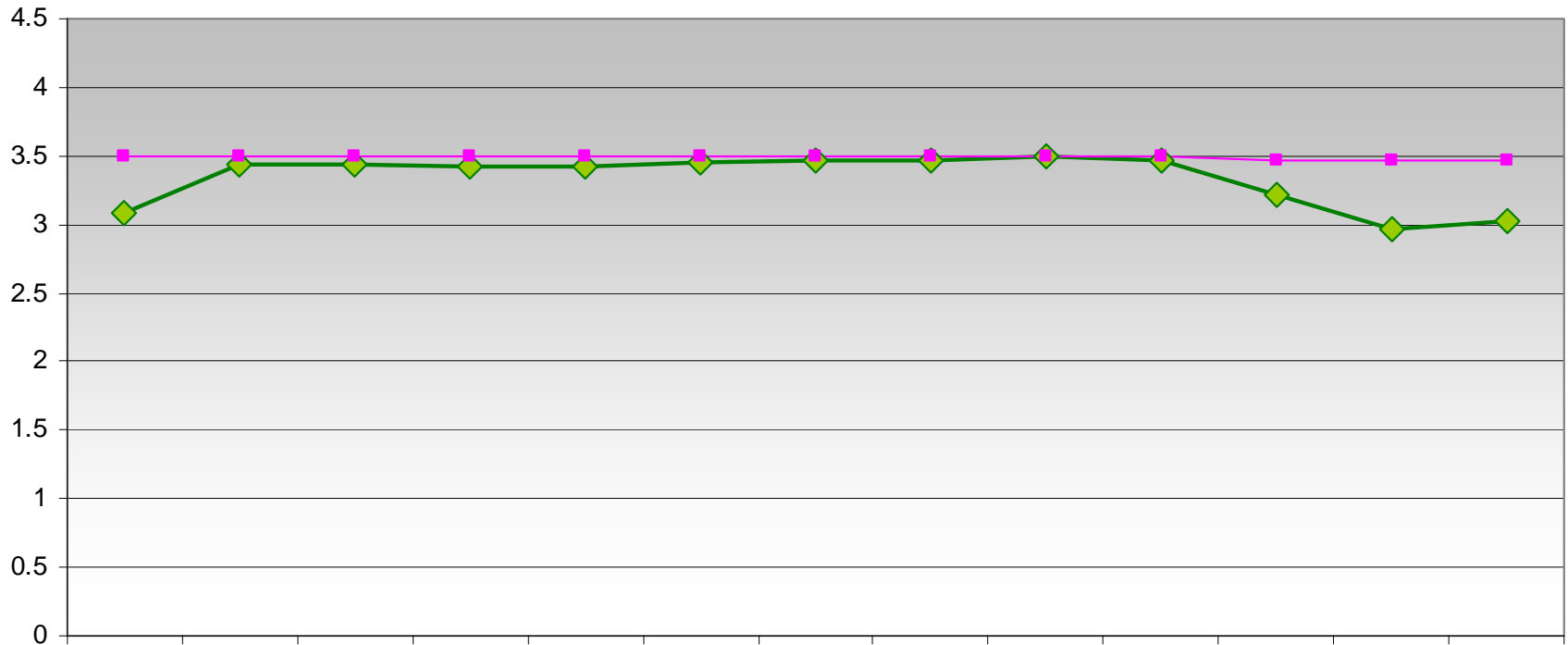
Average Weekday Boardings



# Fare Revenue - FY09 October 2008 YTD



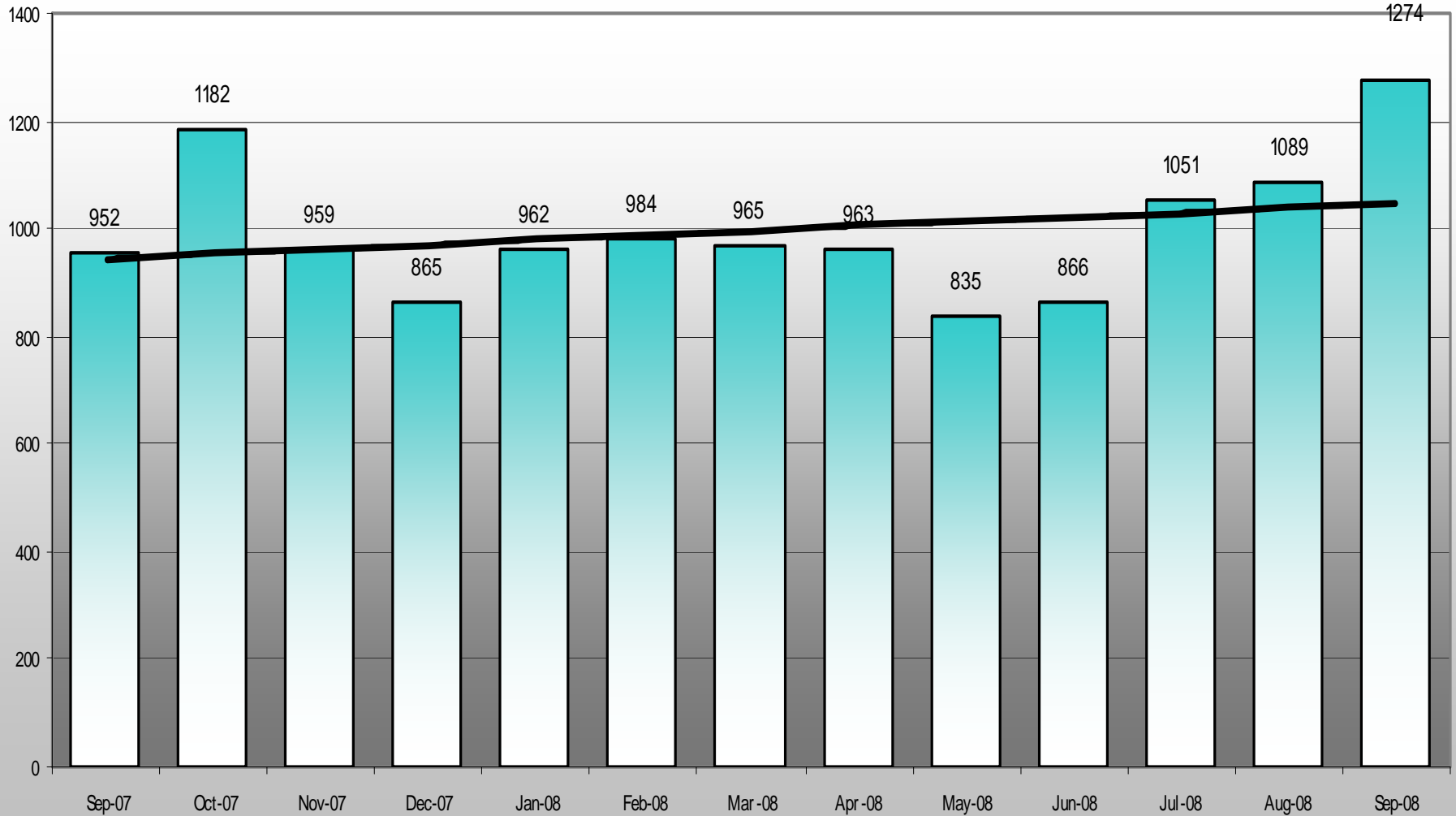
# YTD Bus Accidents per 100,000 miles - Systemwide



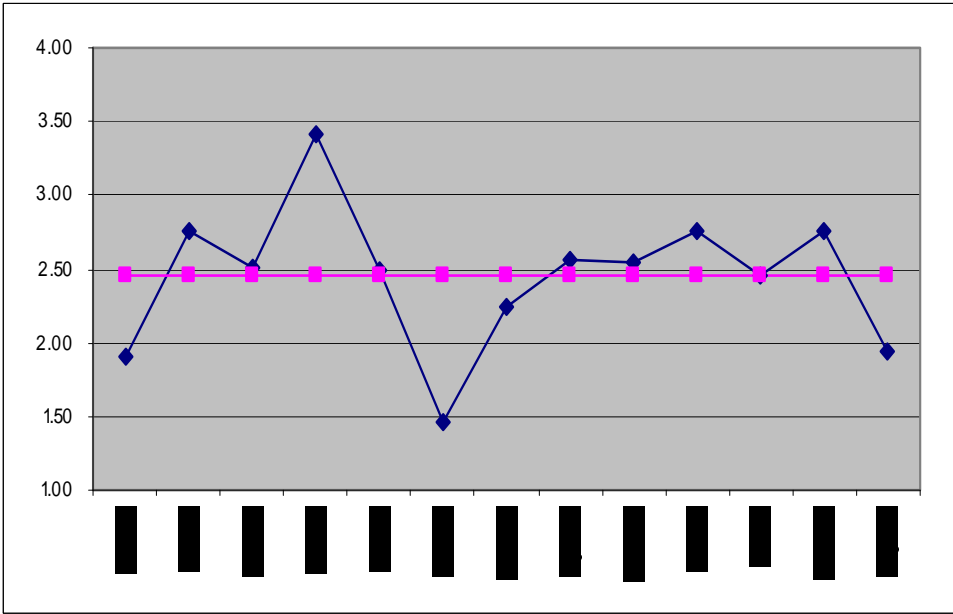
	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
Actual	3.09	3.44	3.44	3.42	3.43	3.45	3.47	3.47	3.49	3.47	3.22	2.97	3.03
Target	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.46	3.46	3.46

# Customer Service Complaints by Month

Customer Service Complaints by Month

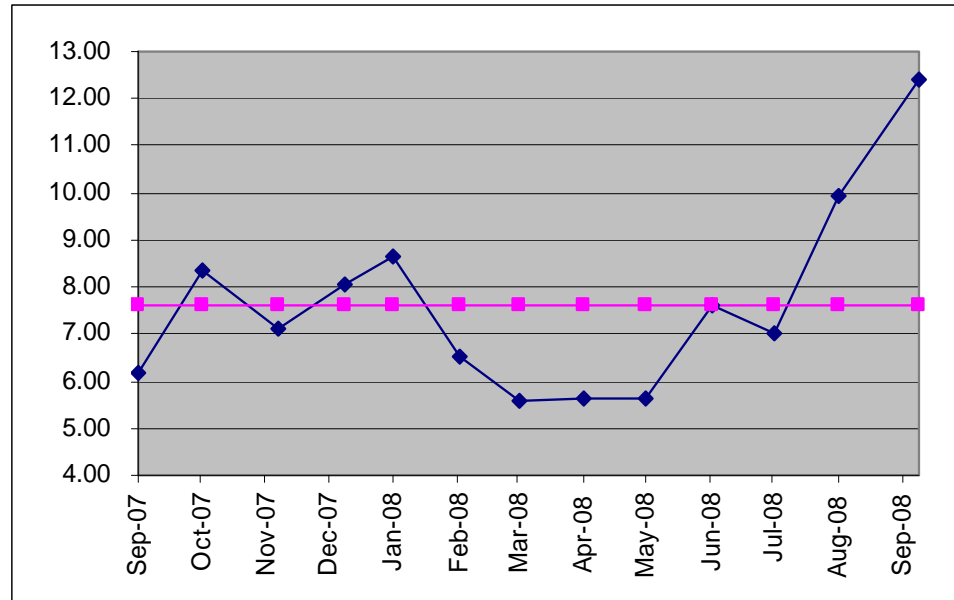


# Transportation Contract Services



Accidents Per 100k  
Hub Miles

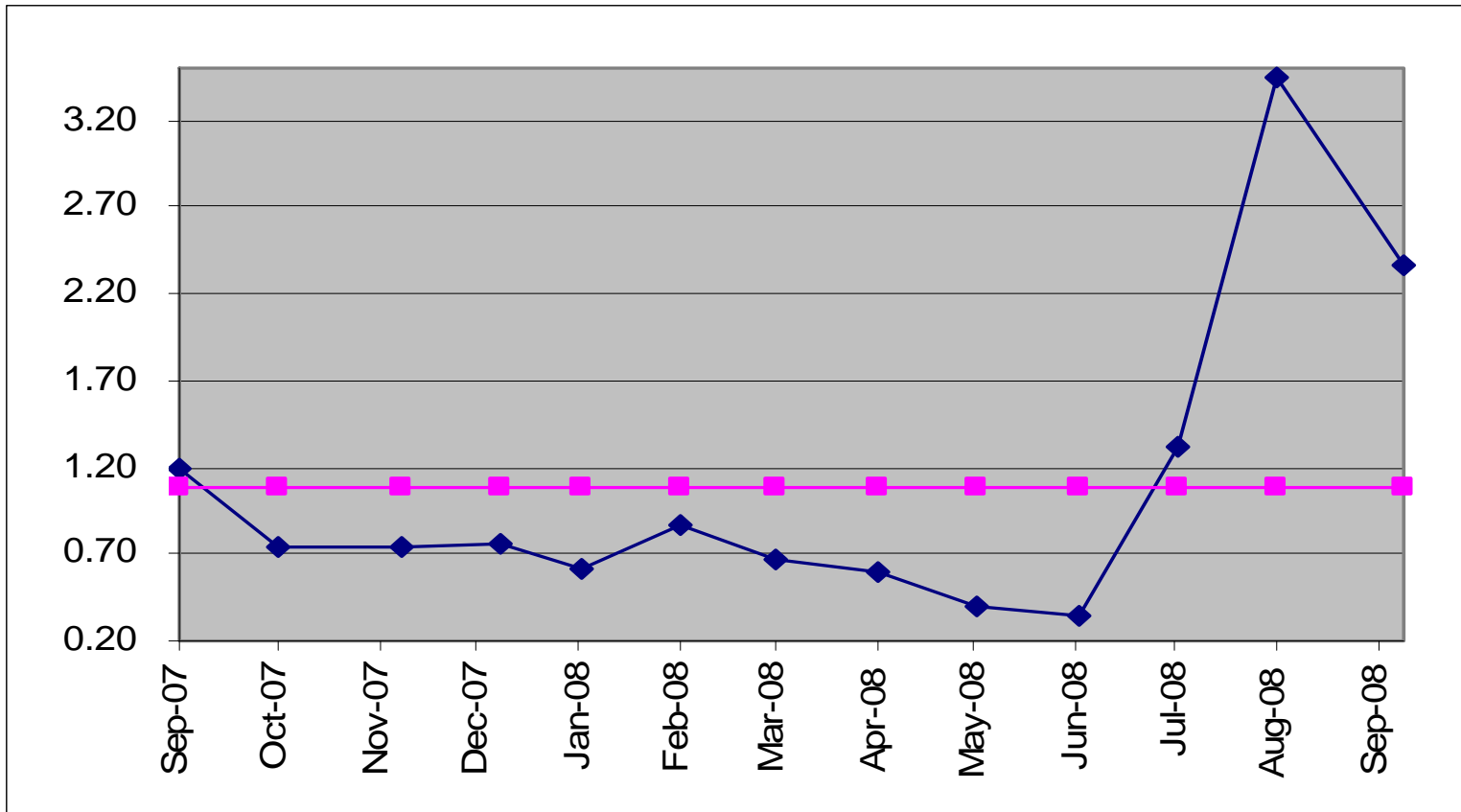
Operator Performance  
Complaints – Per 100  
Operators





# Transportation Contract Services

Schedule Performance Complaints – Per 1000 Service Hours



# Annual California Highway Patrol (CHP) Inspection

- Divisions are inspected by the CHP once every 13 months as required by the California Vehicle Code, Section 1808.1(g). The terminal inspection includes bus maintenance and driver records. A representative sample of 20 buses is inspected for their mechanical condition.
- Out of Service violations preclude the further operation of the bus until related repairs are made. Examples include fuel leak, smooth (bald) tire, defective brake or steering problems.
- Violations, either technical or records/log book related, are cited by the CHP Motor Carrier Inspector. Written Violations do not require buses be held from service. Examples include brake light burned out, loose passenger seat, cracked rear view mirror or engine oil leak.
- Out of Service violations are considered either hard or soft holds.
  - A hard hold is an Out of Service defect/condition that has not been properly repaired, replaced or adjusted.
  - A soft hold is an Out of Service defect/condition that may have recently occurred before the CHP inspection.



# Annual CHP Inspection

## ANNUAL CHP INSPECTION PER DIVISION (Out of Service & Violations)

DIVISION	Out of Service				Total Violations			
	YEAR 2006	YEAR 2007	YEAR 2008		YEAR 2006	YEAR 2007	YEAR 2008	
1	2	3	0		49	46	23	
2	2	4	0		51	43	27	
3	6	2	0		85	35	27	
5	0	2	0		24	19	23	
6	4	2	1		45	25	66	
7	6	1	2		47	30	49	
8	0	3	3		17	33	36	
9	0	3	0		20	19	20	
10	2	3	3		42	29	26	
15	0	1	0		19	62	15	
18	1	2	0		35	36	19	
<b>TOTAL</b>	<b>23</b>	<b>26</b>	<b>9</b>			<b>434</b>	<b>377</b>	<b>331</b>

# Operations Community Relations

## Selected Highlights – October 2008

- **Volunteers reached 20,000 people at eight community events**
- **Provided response/outreach for issues such as:**
  - **Service impacts of Orange Line repairs**
  - **Transit and development plans in the City of South Gate**
  - **Midway Yard Working Group**
  - **Red Line late night service pilot program**
  - **Gold Line Fillmore Station parking**
  - **Service impacts of routine rail system maintenance activities**
- **Provided outreach support to other departments for the Wilshire Bus Rapid Transit Study**
- **Responded to Measure R Information Requests including:**
  - **CEO's presentation to Century City Chamber of Commerce**
  - **Presentations to community and interest groups**
- **Further defined and prioritized sector marketing projects and preparing projects for rollout**



# Emergency Preparedness - Update

The Emergency Preparedness unit facilitates, plans, and prepares for emergencies, as well as works to protect our employees and assets. Additionally, this unit seeks to guide us in complying with Federal and State mandates for emergency and homeland security preparedness

- The Great Southern California Shake-Out
  - We participated in this nationwide exercise November 14, 2008
- Continuity of Operations Plan
  - Plan is being revised into a comprehensive plan for continued daily operations following an emergency
  - Base plan to be completed by December 31, 2008



# Emergency Preparedness - Update

## - Homeland Security Training Program

- Instituted a program of hosting training opportunities in conjunction with industry leaders such as the Department of Homeland Security and Center for Domestic Preparedness
- All Metro Security Lieutenants, Sergeants and patrol personnel have completed training in Incident Command System (ICS) 100, ICS 200 and ICS 700, exceeding mandated Federal Requirements
- In conjunction with Texas Engineering Extension, we hosted a Senior Officials Workshop focusing on transit issues during a major disaster

## - Emergency Preparedness

- We are working closely with LASD on project ALLIANCE, a plan for mass evacuation within Los Angeles County
- In conjunction with the Southern California Transit Safety and Security Forum, we are investigating the establishment of a sub-committee to establish a regional mutual support and aid plan
- We participated in a County Department of Health Pandemic Flu table top exercise involving Southern California Edison, The Gas Company, Los Angeles City Department of Water and Power and the Los Angeles County Health Department

# Tiger Team Update

ITEM	UPDATE
<p><b>Parking structures and parking costs</b></p>	<ul style="list-style-type: none"> <li>• The Gateway Cities Sector is looking into opportunities to lease parking spaces from the church adjacent to the Artesia Blue Line Station.</li> <li>• Consultant services will be retained to assist in evaluating alternatives for additional parking at the Metro Green Line Norwalk Station.</li> <li>• The Gateway Cities Sector will be conducting a parking survey of the Metro Green Line Lakewood Station to better understand the parking needs and use by patrons.</li> <li>• Staff is working to identify additional opportunities where parking facilities might be expanded in connection with planned or potential joint development projects.</li> <li>• A new parking garage opened on November 1st at the Metro Gold Line Filmore Station which includes 160 new spaces for our patrons.</li> </ul>
<p><b>Evaluate new rail and bus service plans and the equipment and operating resources to meet them</b></p>	<ul style="list-style-type: none"> <li>• Artesia Transit Center to El Monte Bus Station (Dual Hub) BRT Plan will be presented to Operations Committee in November 2008</li> </ul>
<p><b>Metro and non-Metro feeder systems into rail and bus rapid lines</b></p>	<ul style="list-style-type: none"> <li>• Eastside Gold Line Bus/Rail Interface Plan will be presented to Operations Committee in November 2008</li> </ul>

# Tiger Team Update

Table 2-2. Stations with High Parking Usage

Line	Station	Total No. of Spaces	Parking Usage	No. of Spaces in Reserved Paid Parking Program	Parking Usage	Recommendation
Blue	Florence	115	100%	0	NA	Initiate reserved paid parking program
	Artesia	272	100%	0	NA	Initiate reserved paid parking program
	Del Amo	366	99%	15	80%	Increase number of spaces in paid parking program
	Wardlow	92	99%	0	NA	Initiate reserved paid parking program
	Willow	899	99%	15	73%	Increase number of spaces in reserved paid parking program
Green	Norwalk <sup>a</sup>	1,502	100%	0	NA	Initiate reserved paid parking program
	Lakewood <sup>a</sup>	414	100%	0	NA	Initiate reserved paid parking program
	Aviation <sup>a</sup>	390	100%	0	NA	Initiate reserved paid parking program
Red	Universal City	899	94%	96	100%	Increase number of spaces in reserved paid parking program
	North Hollywood	951	92%	218	74%	Increase number of spaces in reserved paid parking program
Gold	Lincoln Heights/ Cypress Park	94	94%	5	40%	Initiate reserved paid parking program
	Heritage Square/ Arroyo	129	97%	0	NA	Initiate reserved paid parking program
	Lake	20	100%	20	100%	Increase number of spaces in reserved paid parking program
	Sierra Madre	927	98%	62	100%	Increase number of spaces in reserved paid parking program

<sup>a</sup> Park and ride facilities owned by Caltrans.



# San Fernando Valley Service Sector

**Richard Hunt, Sector General Manager**



# North County Coordination Work Group

- **Purpose – improve connectivity in North Los Angeles County inside and outside our service area**
- **Members – San Fernando Valley Service Sector (SFV), Santa Clarita Transit, Antelope Valley Transit Authority (AVTA), Metrolink, Access Services, and the 5th Supervisorial District of Los Angeles County**
- **Accomplishments to-date – proposed AVTA route modifications to better integrate with Metro service**
  - **Line 785 – terminate at Union Station**
  - **Line 786 – terminate at Westwood & Santa Monica Boulevards**
  - **Line 787 - terminate at Chatsworth Metrolink Station**

# SFV Emergency Response

## September 12, 2008 Metrolink Train Crash

- Operated bus bridge to transport Metrolink passengers from Van Nuys, Chatsworth, Simi Valley and Moorpark Stations
- Provided buses for the command post and triage at Chatsworth High School



# SFV Emergency Response (cont'd)



## San Fernando Valley Wildfires

- Evacuation buses to Los Angeles Police Department & Los Angeles Sheriff's Department
- Bus bridge for Metrolink passengers
- Constant update of bus detour routes

# Questions

