

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

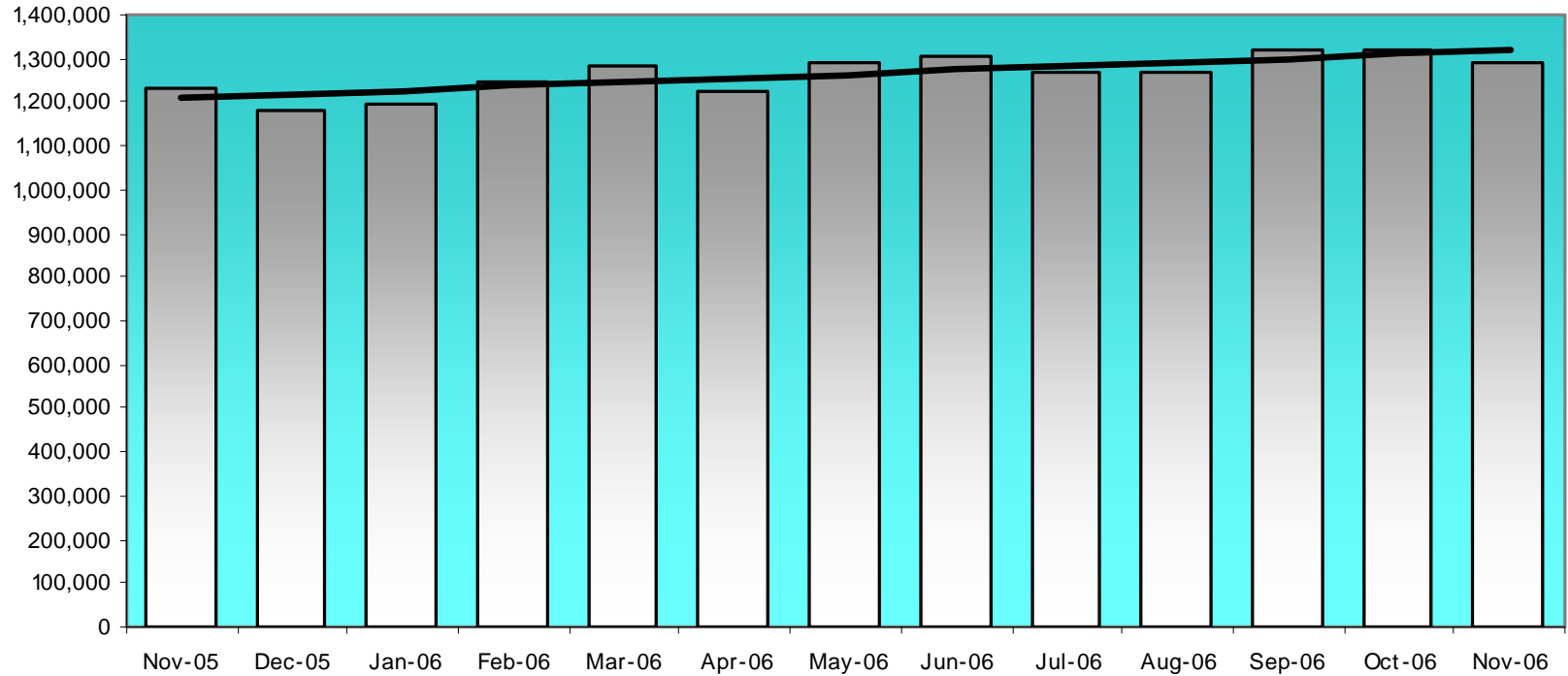
**Carolyn Flowers
Interim Chief Operating Officer
January 18, 2007**



Metro

Direct and Contracted Bus Ridership

Average Weekday Boardings



	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
█ Avg. Weekday Boardings	1,232,984	1,183,408	1,195,799	1,250,281	1,282,920	1,225,387	1,292,282	1,306,486	1,270,607	1,268,617	1,322,530	1,319,398	1,291,341



Customer Service

FREEWAY
SERVICE
PATROL



FSP Assists	
FY06-YTD Compared To FY07-YTD	
FY06- November YTD	FY07- November YTD
135,390	132,760

SERVICE
AUTHORITY
FREEWAY
EMERGENCIES



SAFE Calls Answered	
FY06-YTD Compared To FY07-YTD	
FY06- December YTD	FY07- December YTD
38,479	30,113

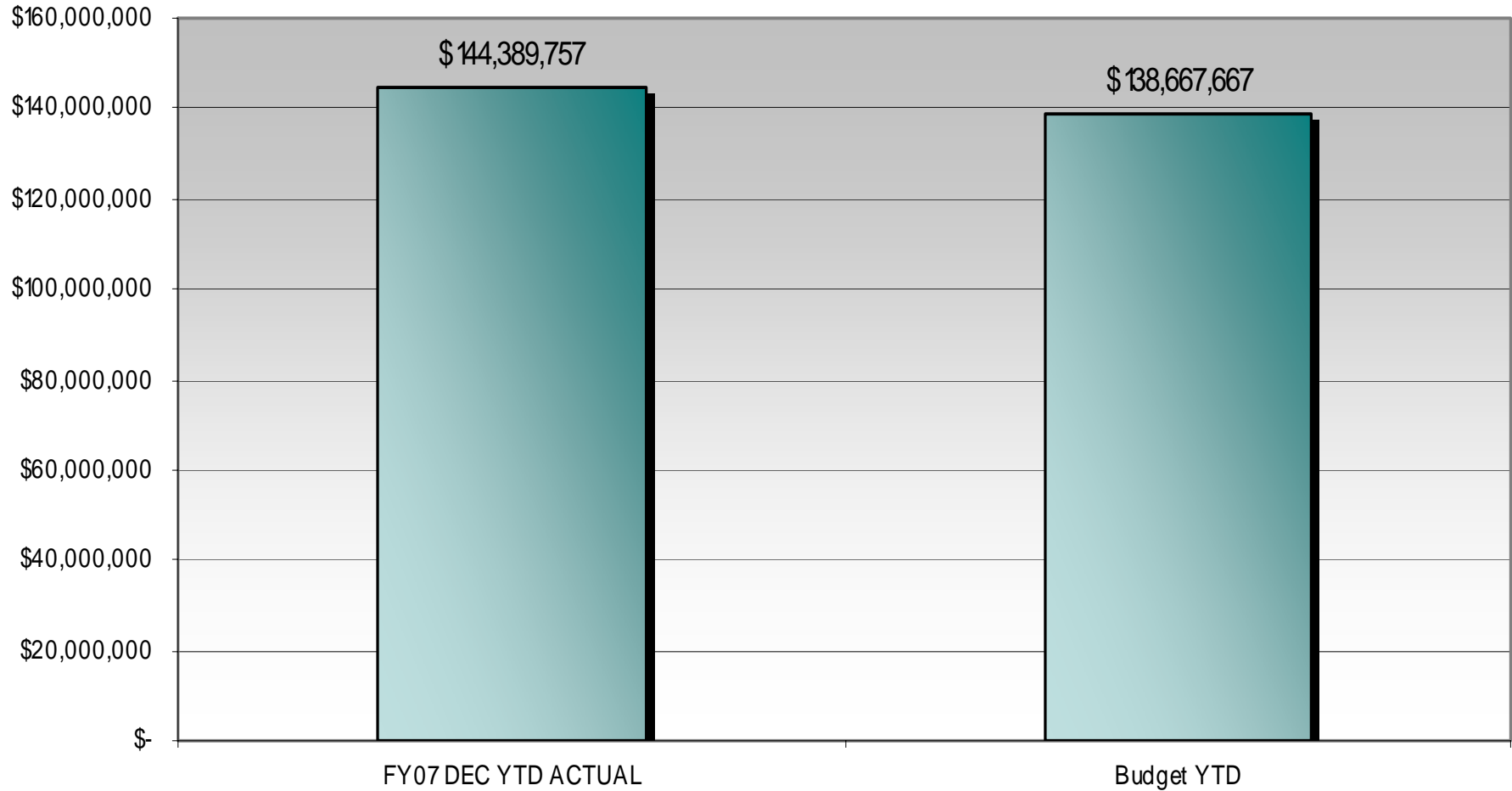
#399 SERVICE



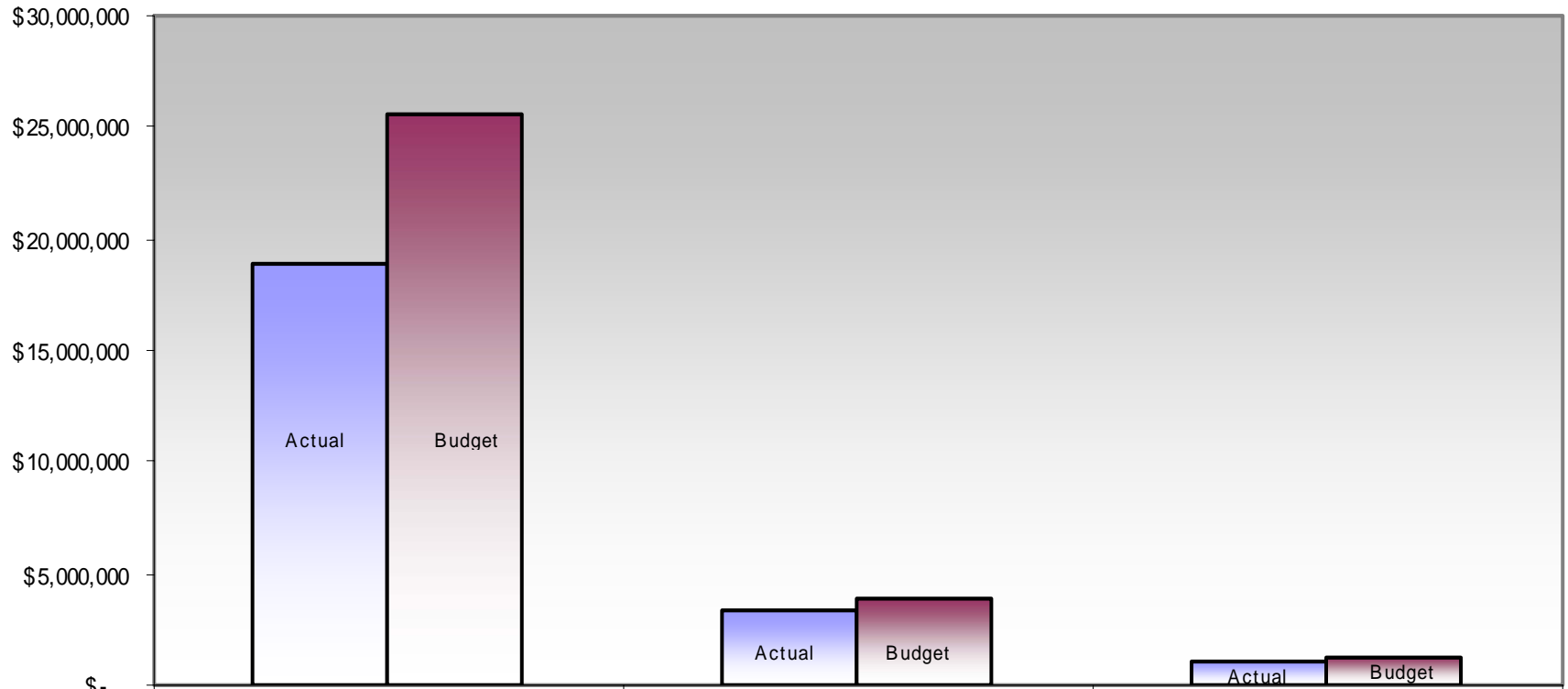
Metro

#399 Calls Received	
FY06- December YTD	FY07- December YTD
10,419	10,467


Fare Revenue- FY07 December YTD



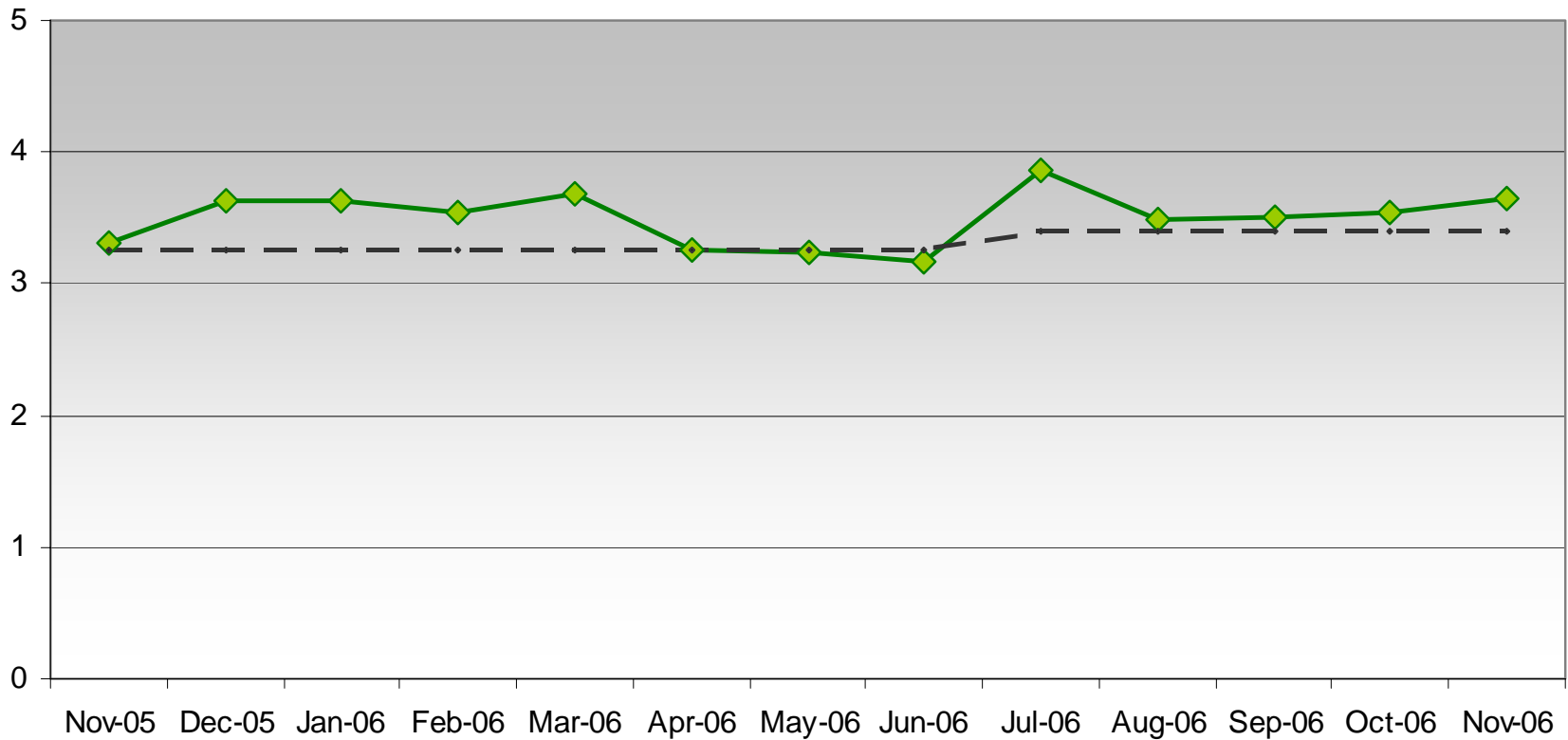
Fuel- FY07 December YTD



	CNG	Diesel	Gasoline
December YTD Actual	\$18,813,882	\$3,361,686	\$1,006,886
YTD Budget	\$25,673,350	\$3,829,698	\$1,155,858

	CNG: Under budget by \$6,869,468	Diesel: Under budget by \$468,012	Gasoline: Under budget by \$148,972

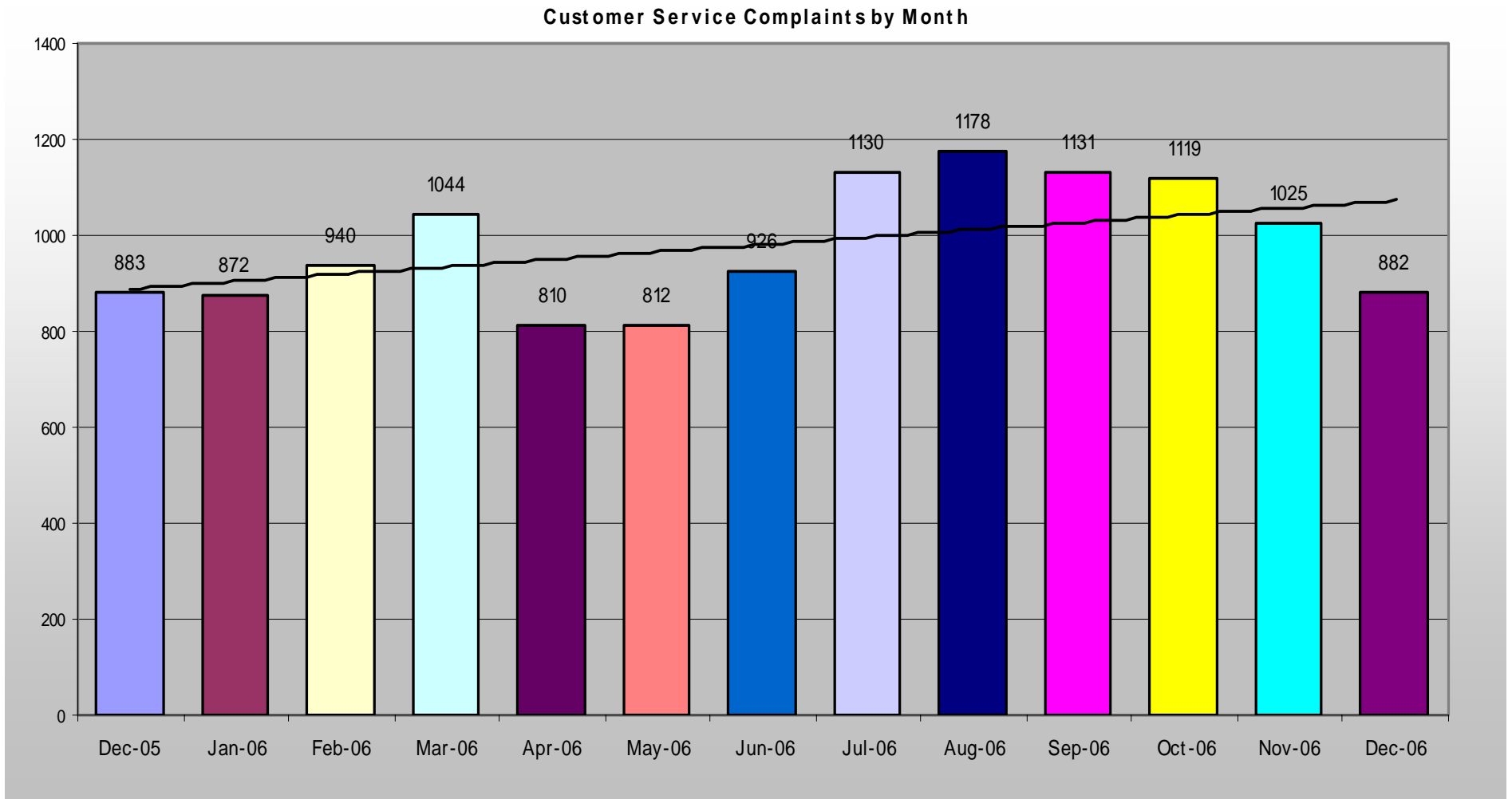
Bus Accidents per 100,000 miles- Systemwide



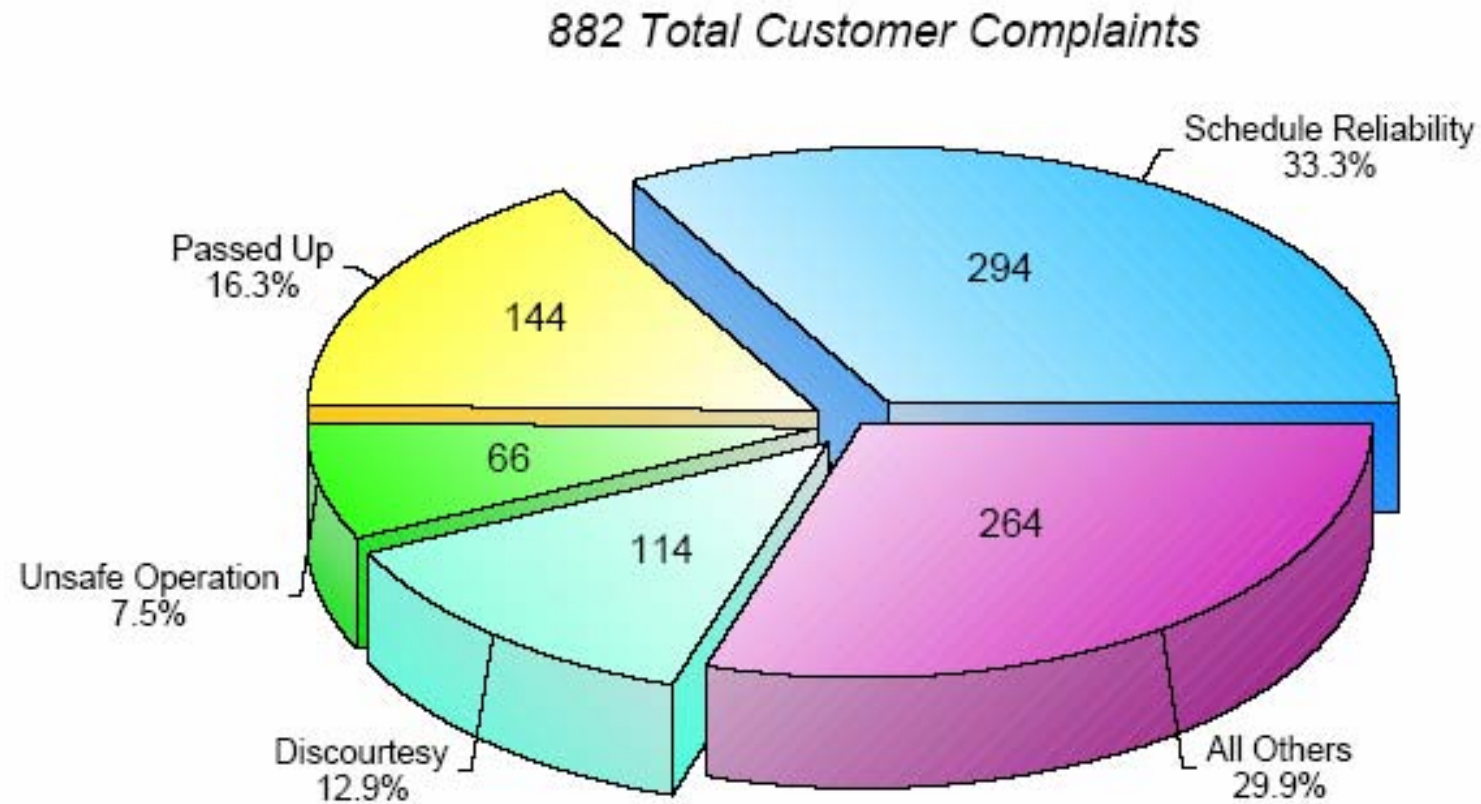
	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06
Actual	3.314	3.6299	3.6277	3.5328	3.6843	3.2587	3.2424	3.16	3.86	3.48	3.51	3.54	3.65
Target	3.25	3.25	3.25	3.25	3.25	3.25	3.25	3.25	3.4	3.4	3.4	3.4	3.4



Customer Service Complaints by Month



Customer Service/Complaints- December 2006



Elevator & Escalator Performance Update

Positive Results Since February 2006

Monthly Averages	2005	2006	Percentage Difference
Customer Complaints	6.25	3.8	-39%
Trouble Calls to Contract Services	108	54	-50%
Repair Hours	718	458	-36%
Preventative Maintenance Hours	1337	3032	227%

- Liquidated Damages Applied Exceed \$186,000 (Feb-Nov)
- Parts Inventory Increased to \$1.6 million
- Step Chain Campaign: 16 Units Since March
 - \$574,000 in Parts and All Labor at Contractor's Expense
 - Average Downtime Reduced: < 3 Days Compared to 36 Days
- Contractor's Weekly On-Site Hours Increased by 75 Percent



METRO EFFORTS WITH FORD'S FUNERAL

