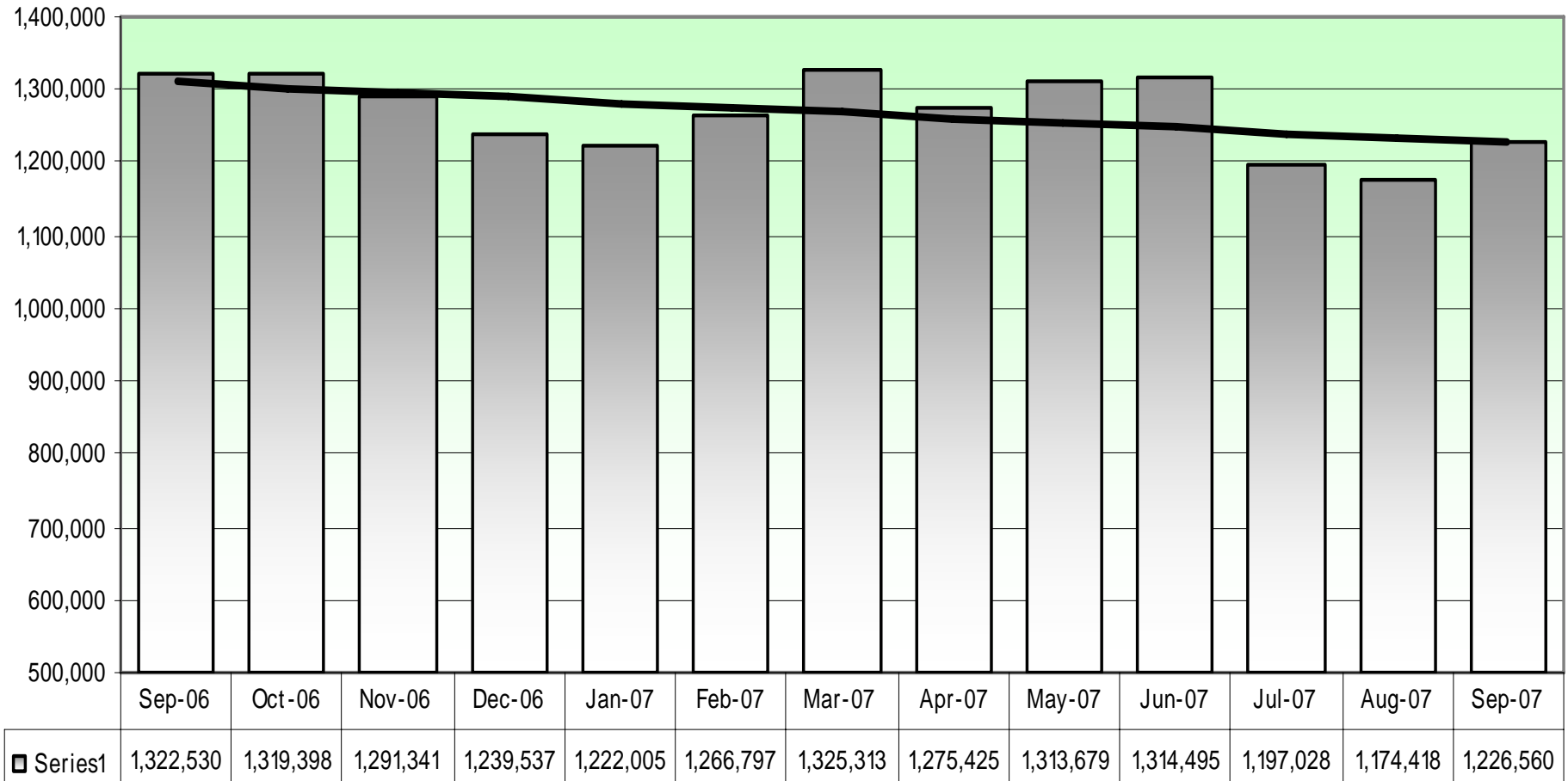


CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

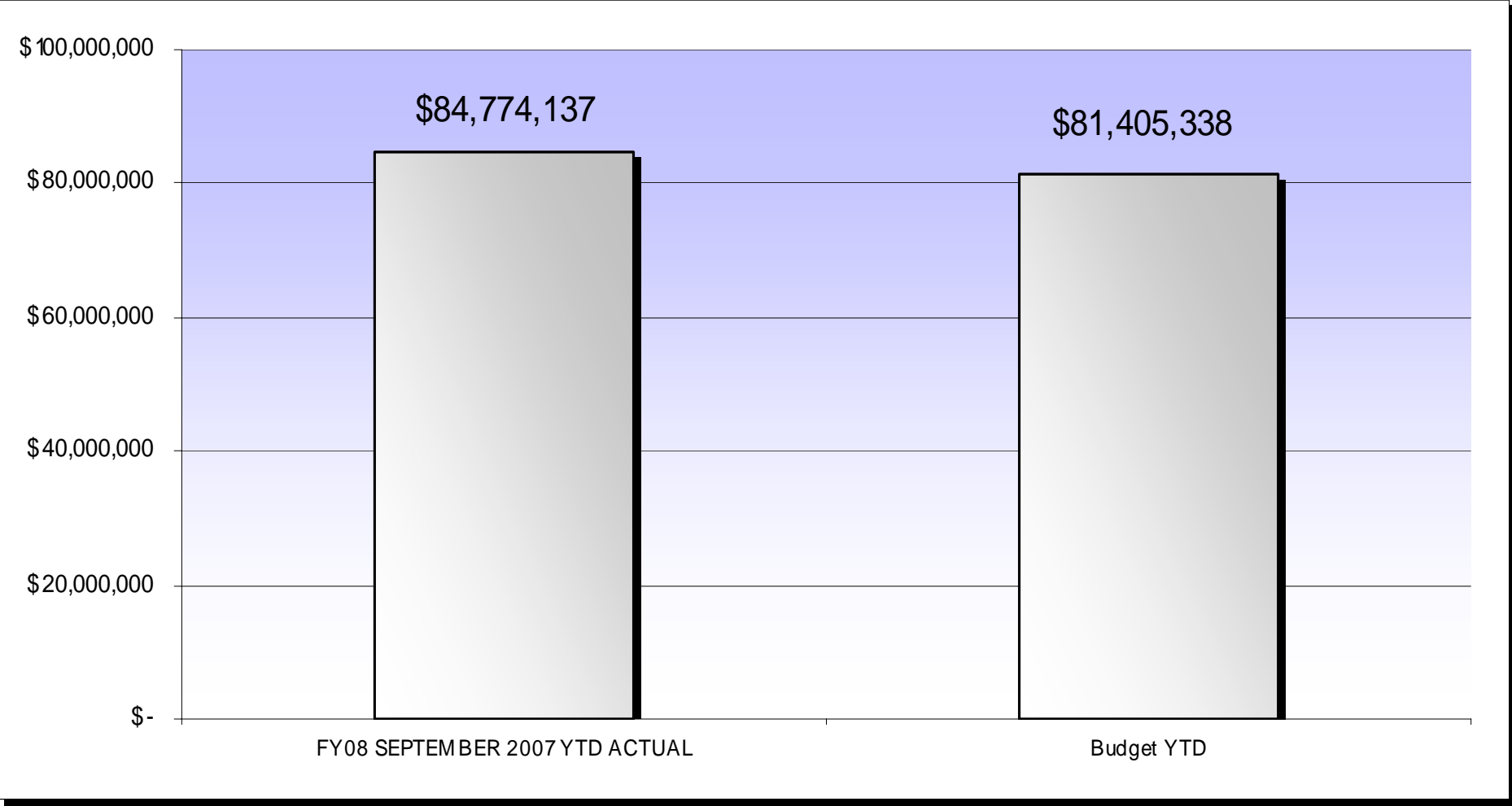
**Carolyn Flowers
Chief Operations Officer
October 18, 2007**

Direct and Contracted Bus Ridership

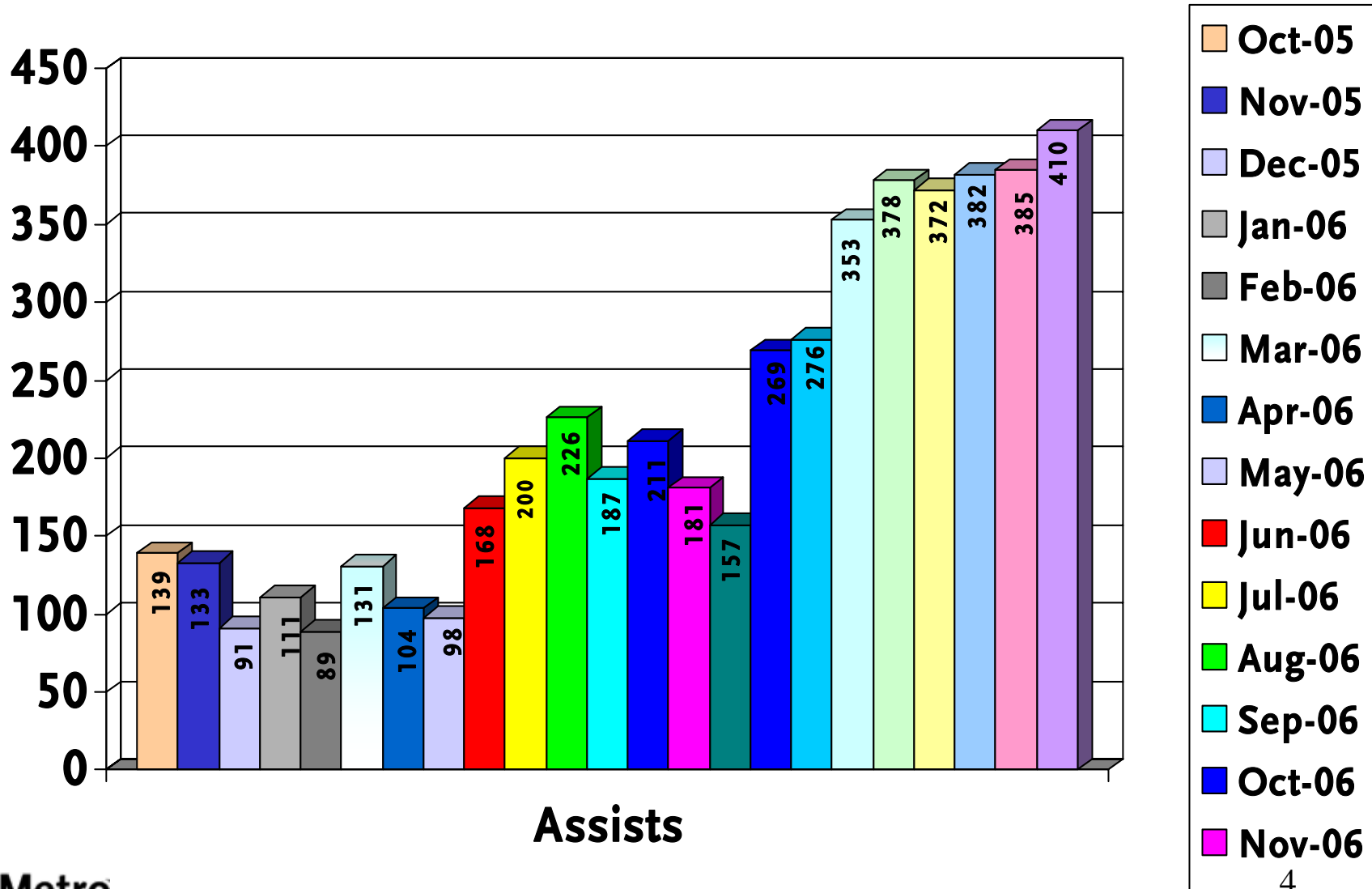
Average Weekday Boardings



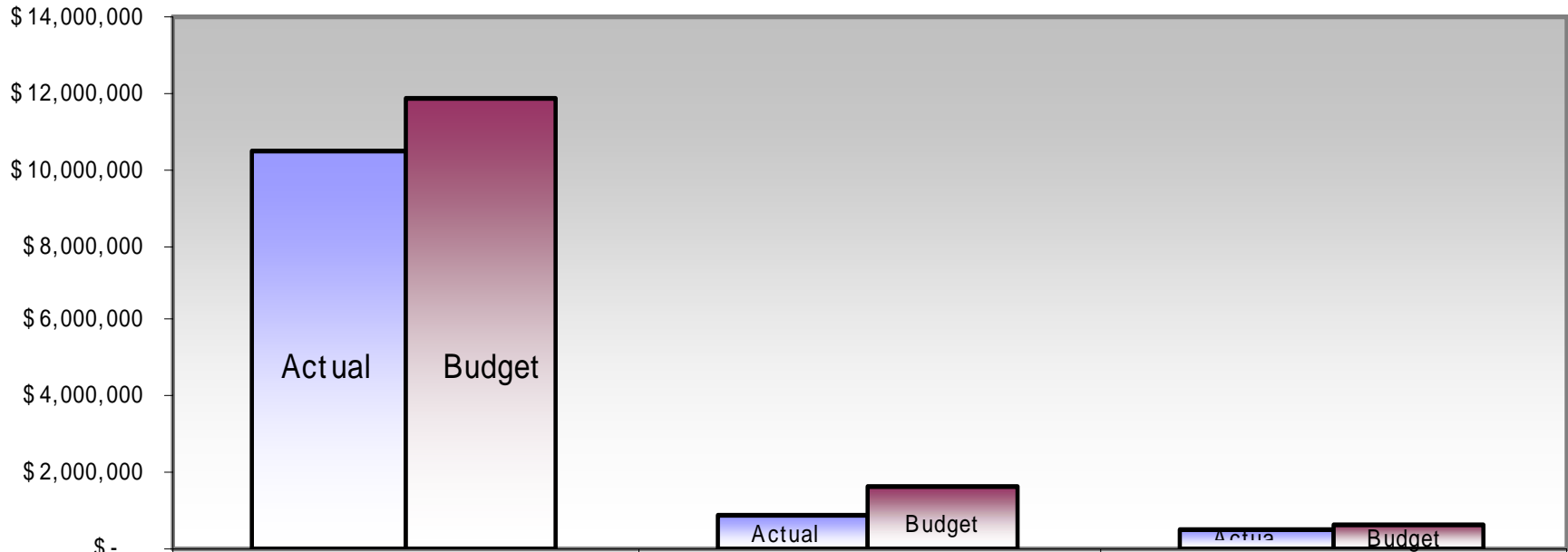
Fare Revenue- FY08 September 2007 YTD




I-710 Big Rig Assists



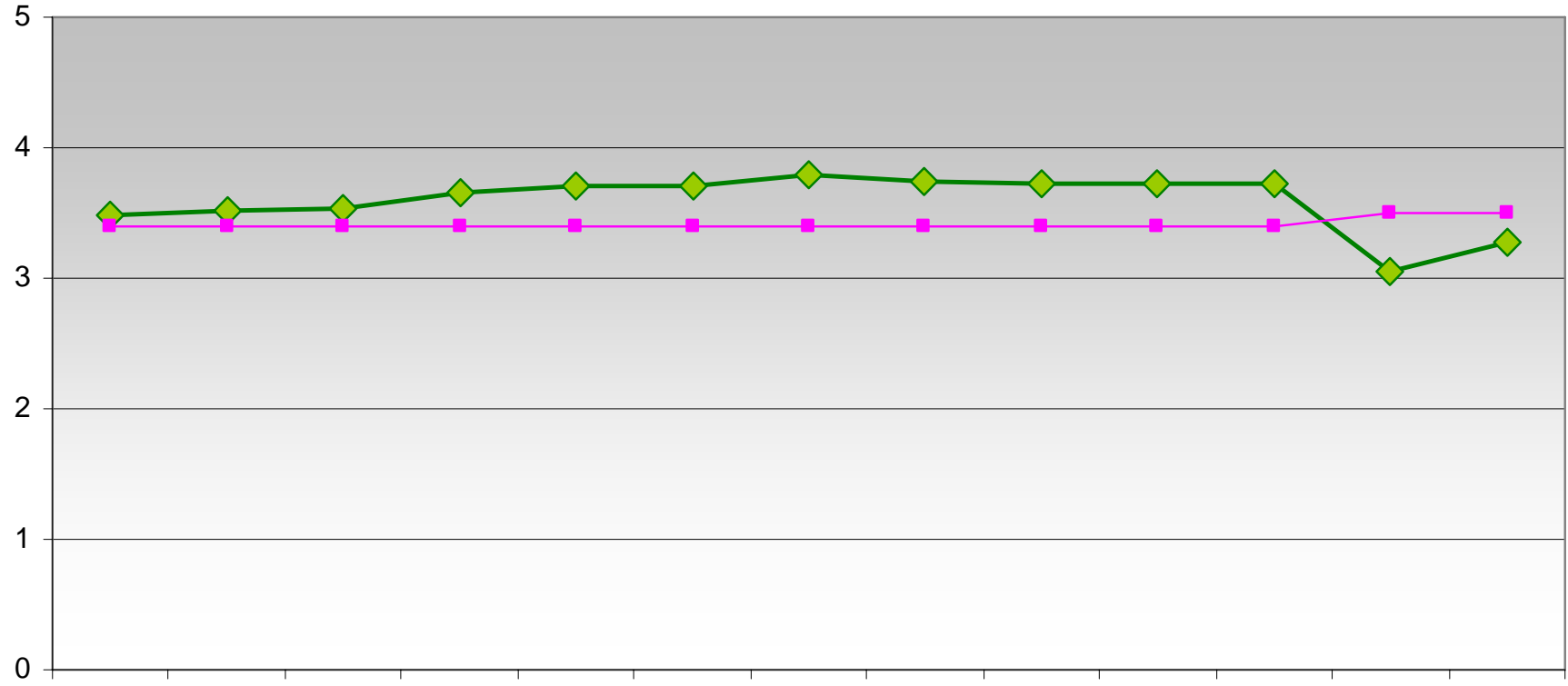
Fuel- FY08 September YTD



	CNG	Diesel	Gasoline
September YTD Actual	\$10,493,120	\$892,247	\$551,267
September YTD Budget	\$11,832,757	\$1,584,695	\$674,988

 Metro	CNG: Under budget by \$1,339,637	Diesel: Under budget by \$692,448	Gasoline: Under budget by \$123,721
	5		

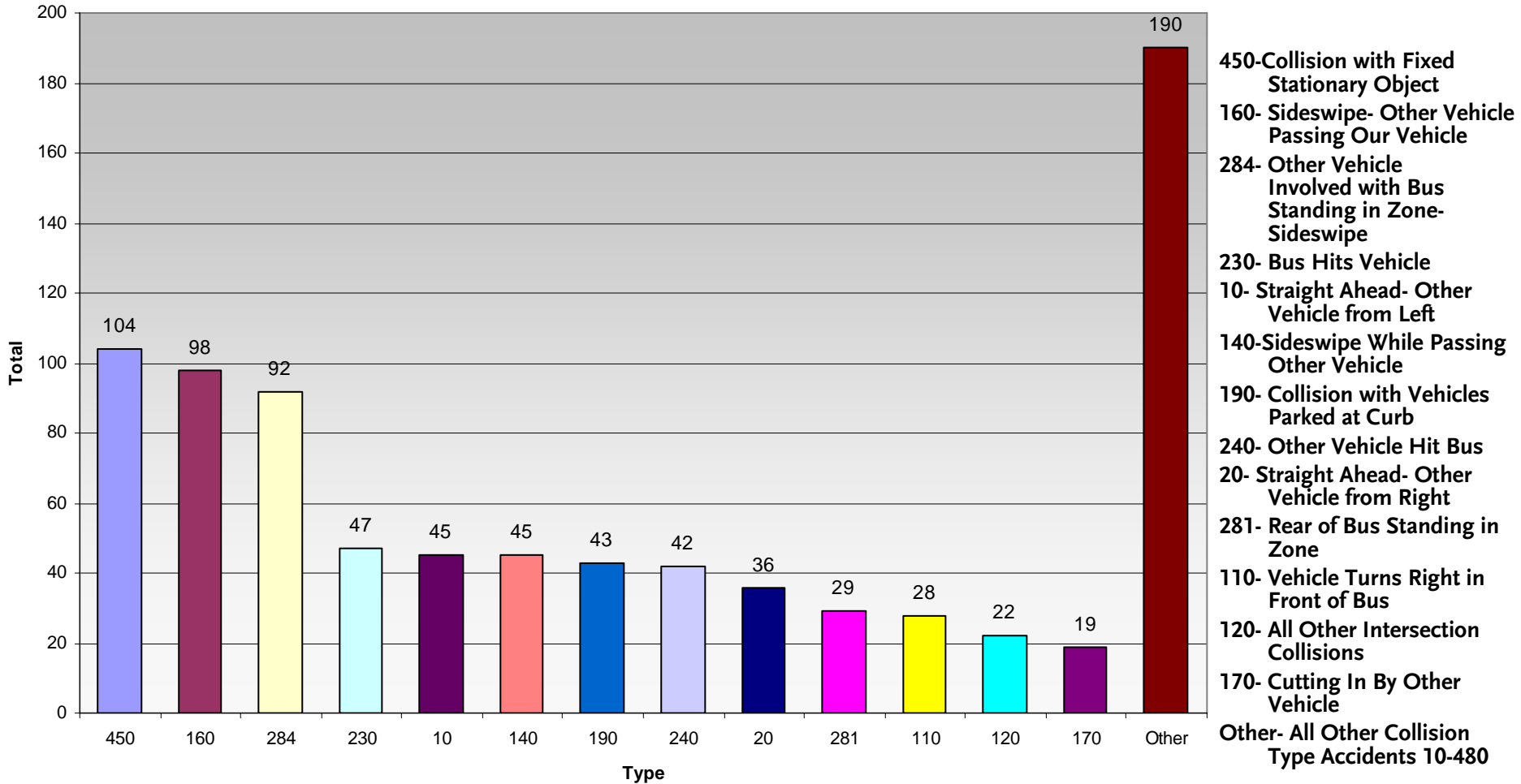
Bus Accidents per 100,000 miles- Systemwide



	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07
Actual	3.48	3.51	3.54	3.65	3.7	3.7	3.79	3.75	3.73	3.73	3.73	3.05	3.27
Target	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.4	3.5	3.5

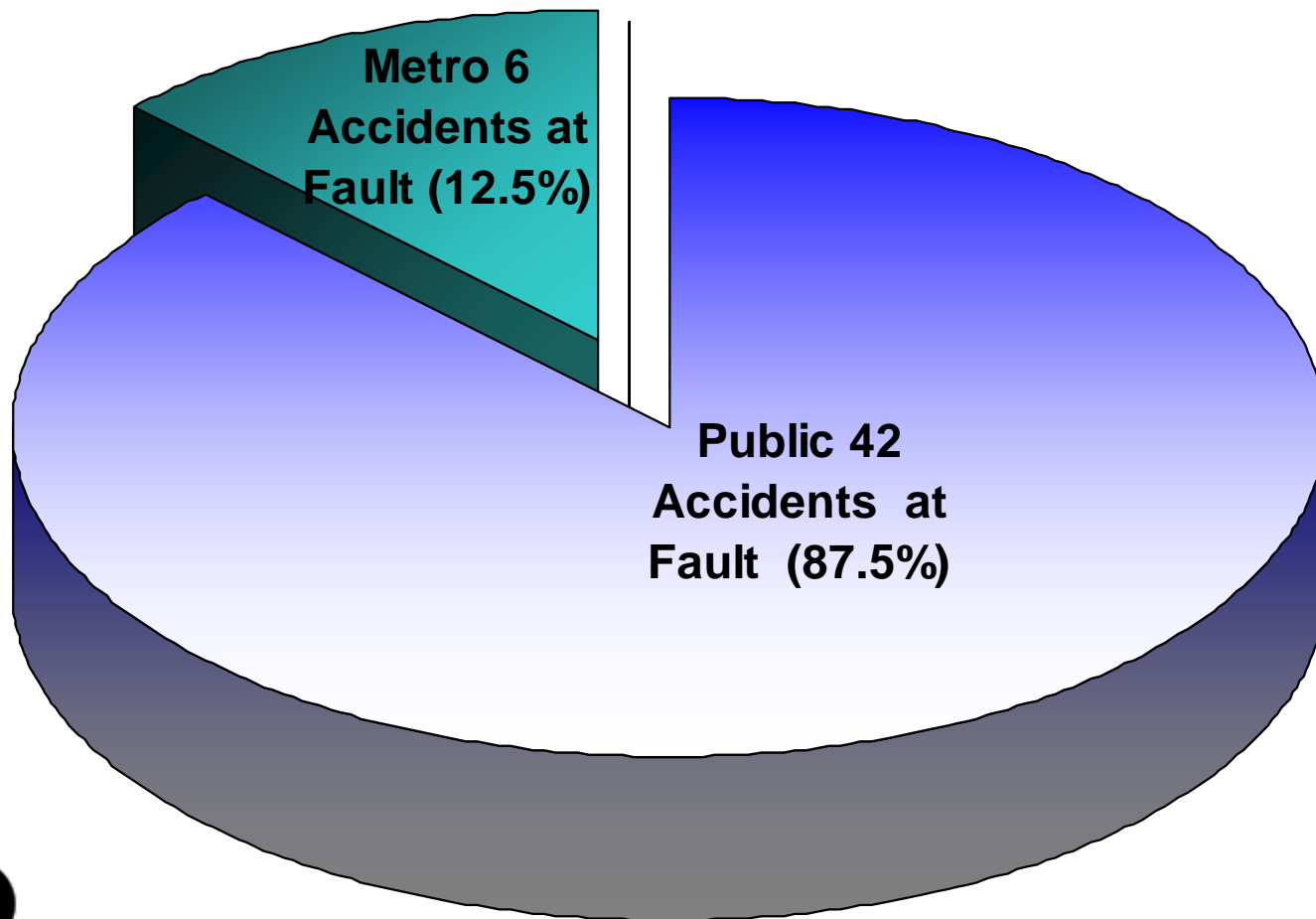
September YTD Collision Type Accidents

Accident by Type



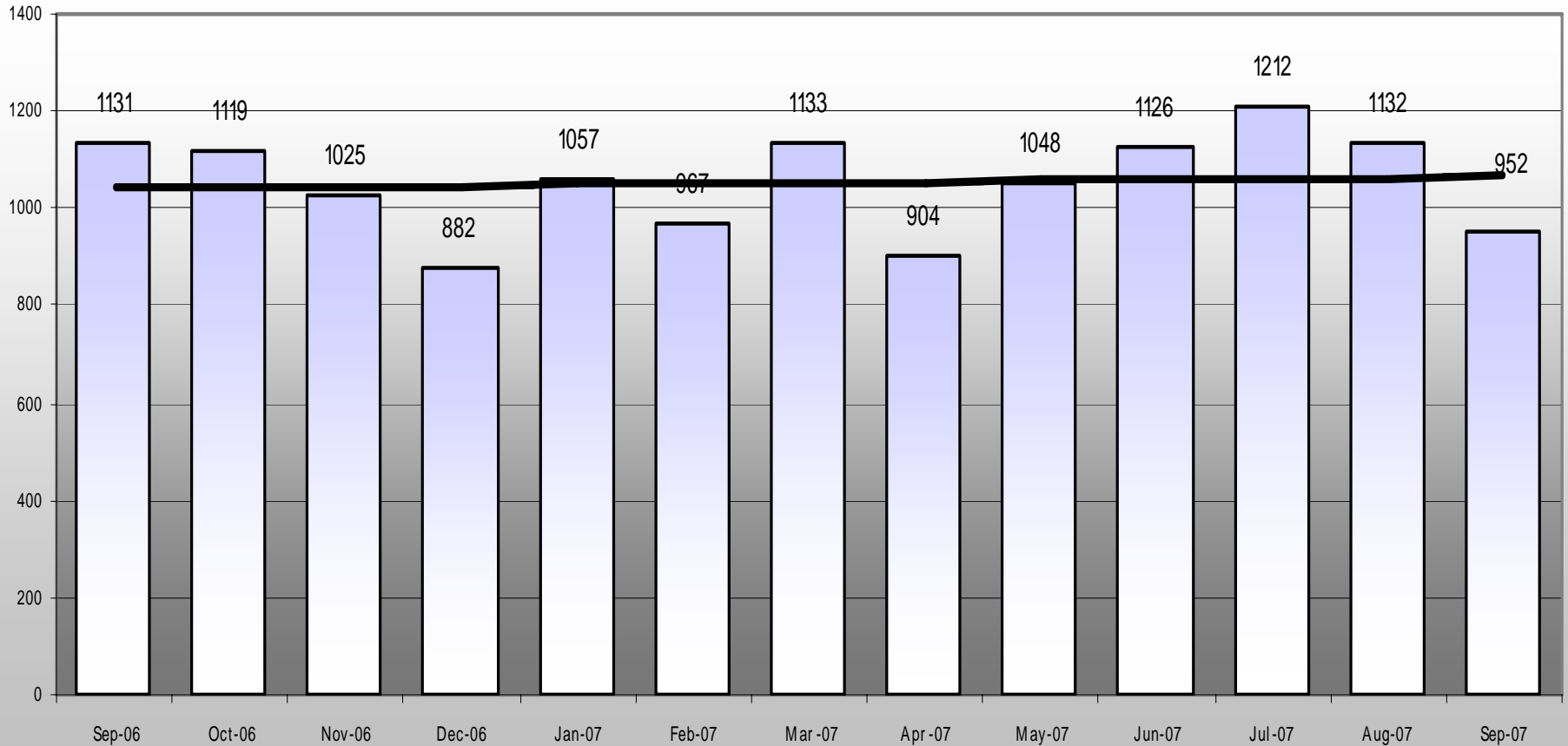
Accidents by Fault- September YTD

Of the 840 Collision type accidents, 48 were classified as Serious Collisions

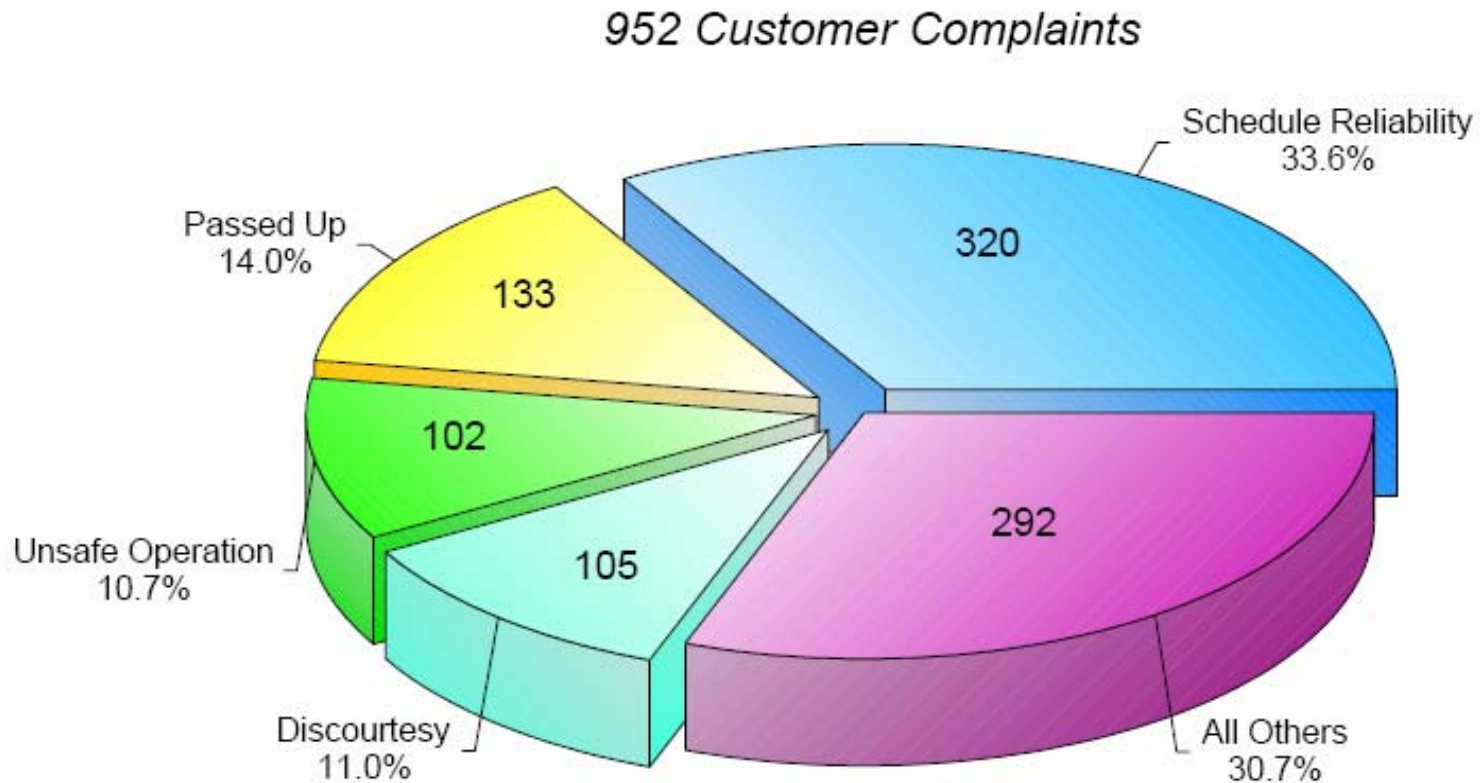


Customer Service Complaints by Month

Customer Service Complaints by Month



Major Complaint Category Distribution- Sept 2007



Anti-Terrorism Drill



Operations Communications

- **Developing Sector Marketing & Outreach Priorities for Remainder of FY08**
- **Developing Protocols for Improved Operations/Marketing Coordination**
- **Metro Volunteers reached 7,000 at September Community Events**

Operations Committee

South Bay Sector

Presented by Dana M. Coffey, General Manager

October 18, 2007



Metro

South Bay Bus Accident Reduction Plan

- **Since September 2005, the South Bay Sector has implemented a Bus Accident Reduction Plan developed by the Bus Accident Reduction Team (BART).**
- **This team is composed of representatives from both the Arthur Winston and Carson Transportation Divisions and chaired by the Sector Senior Safety Specialist, including Operators, Assistant Managers, and Instruction Transit Operations Supervisors.**
- **This selected group is responsible for developing an on-going action plan in the following categories:**
 - **On-Street Activities**
 - **Incident investigation**
 - **Training**
 - **Communications**
 - **Networking**



South Bay Bus Accident Reduction Plan

Sub-category of On-Street Activities:

- **Methods Used for Safety Awareness**
 - **Line Sweeps**
 - **Division Information Flyer**
 - **Message Board**
 - **Silent Radio**
 - **Photo Board**
 - **Flat screen Messages**
 - **Monthly Newsletter**
 - **Safety Announcements**
 - **Hot Spots Report**

South Bay Bus Accident Reduction Plan

Carson Division 3218
 "Providing the Best... Producing the Best"
 DIVISION INFORMATION UPDATE
 OCTOBER 2006

Congratulations to all who have or will celebrate special events during the month of OCTOBER 2006.

HIGHLIGHTS:

- MANAGERS COMMENT/CORNER
- CONGRATULATION AND SALUTATIONS
- SAFETY FIRST
- SOMETHING TO THINK ABOUT
- FITNESS AND HEALTH
- NOTABLE QUOTIS

Transportation and Maintenance Division Managers - Cindy Karpman and Ken Matsuno

Metro receive's APFA's 2006 "Outstanding Transportation System Achievement Award" in San Jose, October 10, 2006.

But, the real celebration was held at Central City Division 1, on Thursday, October 12, 2006. All employees were invited, for the local presentation of the APFA award were: APFA's President William Miller, MTA's Board Chair Gloria Molina and MTA's CEO Roger Soobie. Additionally Deputy CEO John Cates, Sector General Managers, Board members and other VIP's were on hand to help mark the occasion.

The celebration included expressions of congratulations from public officials,

patrons and other transit agencies. Also, the surfaring of the "America's Best" banner.

CEO Roger Soobie, thanked everyone within the Authority, for their contribution in achieving this award. Deputy CEO John Cates, gave recognition and thanks to our customers. Chair Gloria Molina echoed the same accolades to all.

Inclusion, a Tina Turner look-alike, performed a moving rendition of "Simply the Best", "You're simply the best, better than all the rest, better than anyone, anyone I've every met..." and, in the end, it was no doubt that she was singing about the people of METRO.

This will be displayed proudly on our buses.

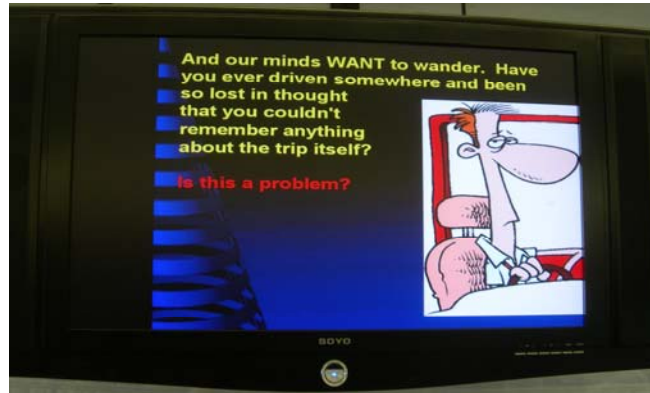
DIVISION NEWS—
 The Authority recently hired 26 Transit Operation Supervisors. Three of newly hired TOS's joining Carson Division-18 Transportation are:
 • Jacqueline Davidson
 • Sonja Jones
 • Rely Rodriguez

Monthly Newsletter

Hotspots Systemwide*
 August 2006 through August 2007

Street On	Cross Street(s)	# of Accidents at Hotspot
VERMONT	WILSHIRE BLVD	31
VAN NUYS BLVD	CHASE	20
BROADWAY	7TH ST	20
HILL ST	7TH ST	17
SOTO ST	OLYMPIC BLVD	17
LYONS AV	CESAR E CHAVEZ AV	15
BROADWAY	6TH ST	14
BROADWAY AV	1ST ST	14
WILSHIRE BLVD	LA CIENEGA BLVD	13
BROADWAY AV	6TH & 7TH	13
FLORENCE AV	PACIFIC BLVD	13
WILSHIRE BLVD	BEVERLEY DR	12
WILSHIRE BLVD	ROBERTSON RD	12
LA BREA ST	WILSHIRE BLVD	12
WESTERN AV	SANTA MONICA BLVD	12

Hot Spots Report



Flat screen Messages

Seat
 Belt
 Requirements

Message
 Board



Safety
 Announcements



Photo Board

ARTHUR WINSTON DIVISION



VERMONT AVENUE
 LINE 204/754

MAY 2007

URNS

NARROWING OF STREET

HAZARDS

HEAVY PASSENGER LOAD
 AREAS

FOR YOUR INFORMATION

Division Information Flyer



Silent Radio

South Bay Bus Accident Reduction Plan

Recognition for Operators With Zero Accidents

- Certificate of Achievement
- Recognition in Front of Peers
- Special Bus Assignment
- Article in Monthly Newsletter



Operator Ignacio Arellano

Metro Rail Operations Report

Operations Committee

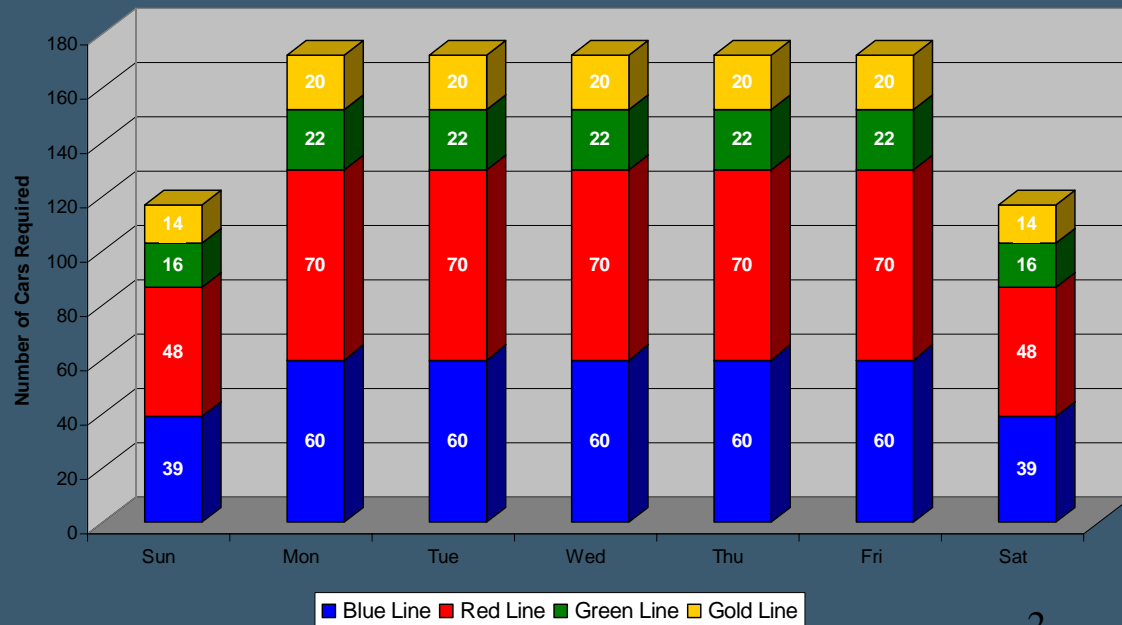
October 18, 2007

Service Delivery – AM/PM Pull-Outs

- September 2006 to August 2007 – 100% Pull-Out Achieved on all Lines
- AM/PM Pull-Out Requirements

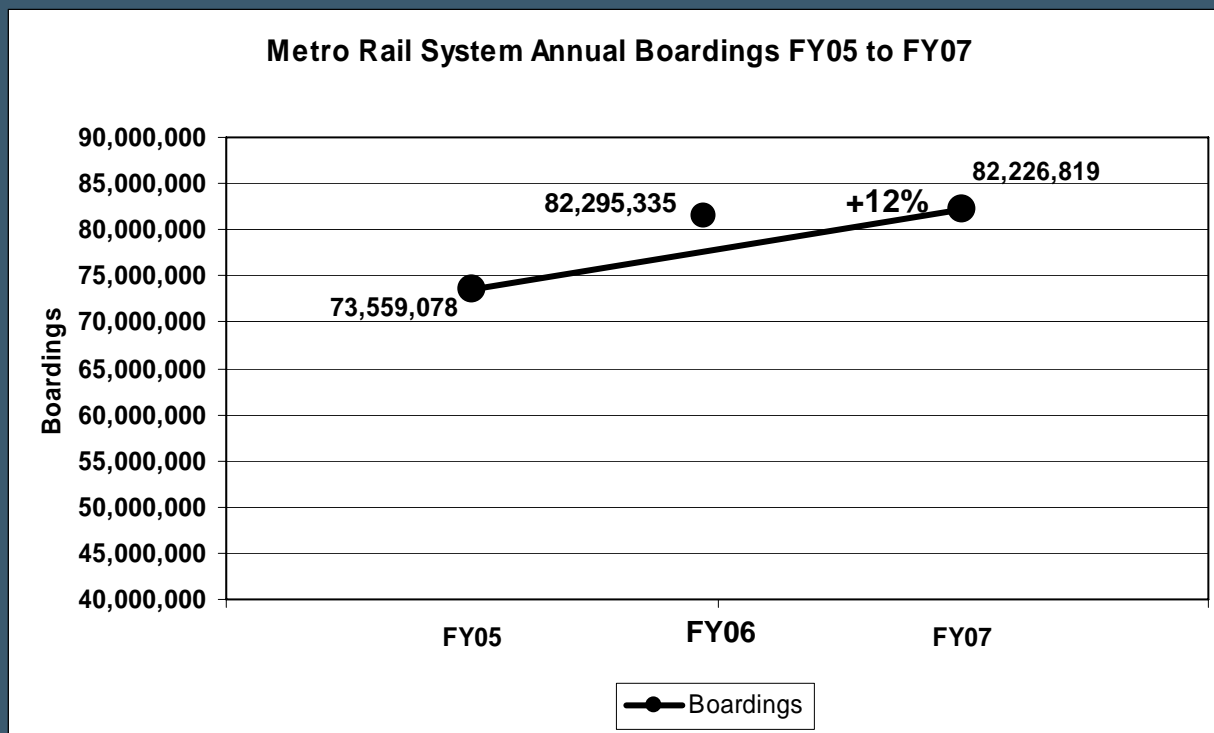
- **Blue Line – Fleet Size 69 cars**
 - Weekday pull-out: 60 cars
 - Weekend pull-out: 39 cars
 - **Monthly Mileage: 402,676 miles**
- **Red Line - Fleet Size 104 cars**
 - Weekday pull-out: 70 cars
 - Weekend pull-out: 48 cars
 - **Monthly Mileage: 547,630 miles**
- **Gold Line – Fleet Size 24 cars**
 - Weekday pull-out: 20 cars
 - Weekend pull-out: 14 cars
 - **Monthly Mileage: 132,087 miles**
- **Green Line – Fleet Size 28 cars**
 - Weekday pull-out: 22 cars
 - Weekend pull-out: 16 cars
 - **Monthly Mileage: 216,980 miles**

AM/PM Pull-Out Requirements



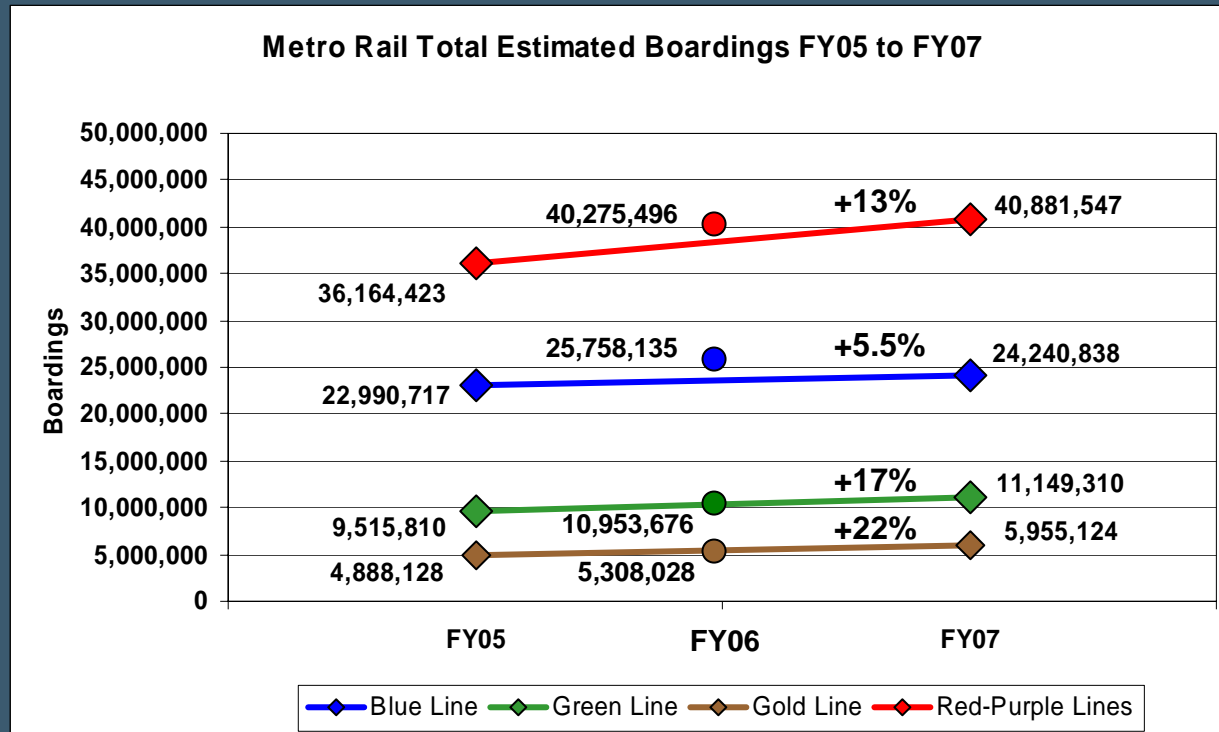
Metro Rail Ridership over the Last 2 Years is Increasing Approximately 6% Per Year

Metro Rail System Annual Boardings



Metro Rail – Every Rail Line is Experiencing Growth

Metro Rail System



Metro Rail – Ridership Will Continue to Rise with Added Service

Ridership Will Increase With Eastside & Expo and Improved Service Plans

Metro Rail System - FY 2008 to FY 2012					
Weekday Peak Schedule Requirement					
	Blue & Expo	Green	Gold & Eastside	Total LRVs	
Current	Headway	5.5 & 11	7.5	7.5	
	Revenue Trains	69	28	24	121
FY 2012	Headway	6	6	7.5	
	Revenue Trains	97	32	42	171
	Increase	41%	14%	75%	41%

An Aging System To Support New Service Demands

- **Blue Line Restoration**
 - 69 LRVs are being planned for mid-life restoration
 - Overhead Catenary System will need to be replaced in the next few years
 - Signalling System is limited to a 5 minute headway and improvements may be necessary
 - 25 Grade Crossings between Washington and Del Amo Stations are in the process of being upgraded over the next few years
 - Deteriorated wood tie replacement program
- **Other Aging Issues**
 - Red Line 104 Vehicles are due for mid-life restoration
 - Green Line will need OCS replacement within 5 years