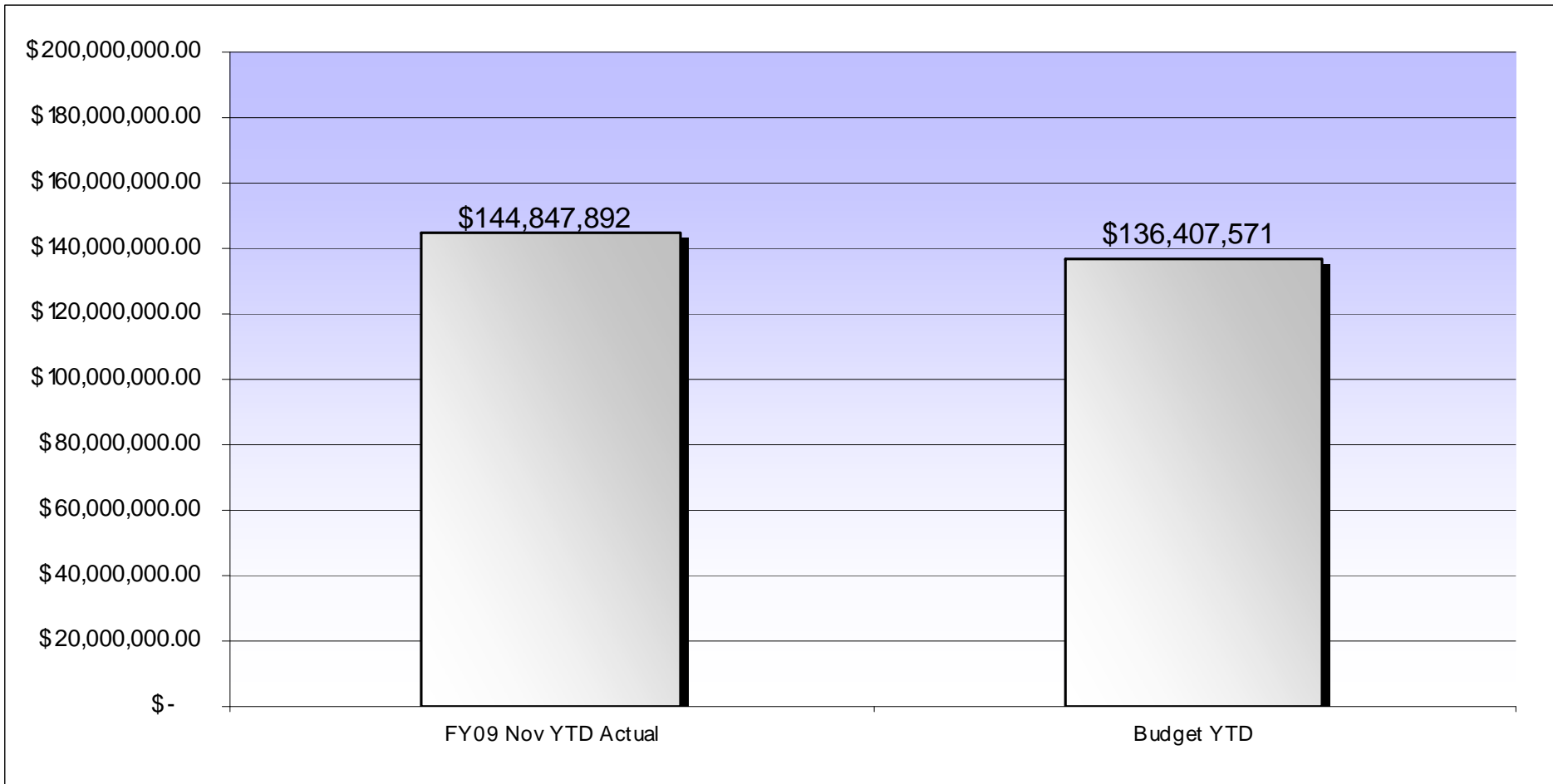


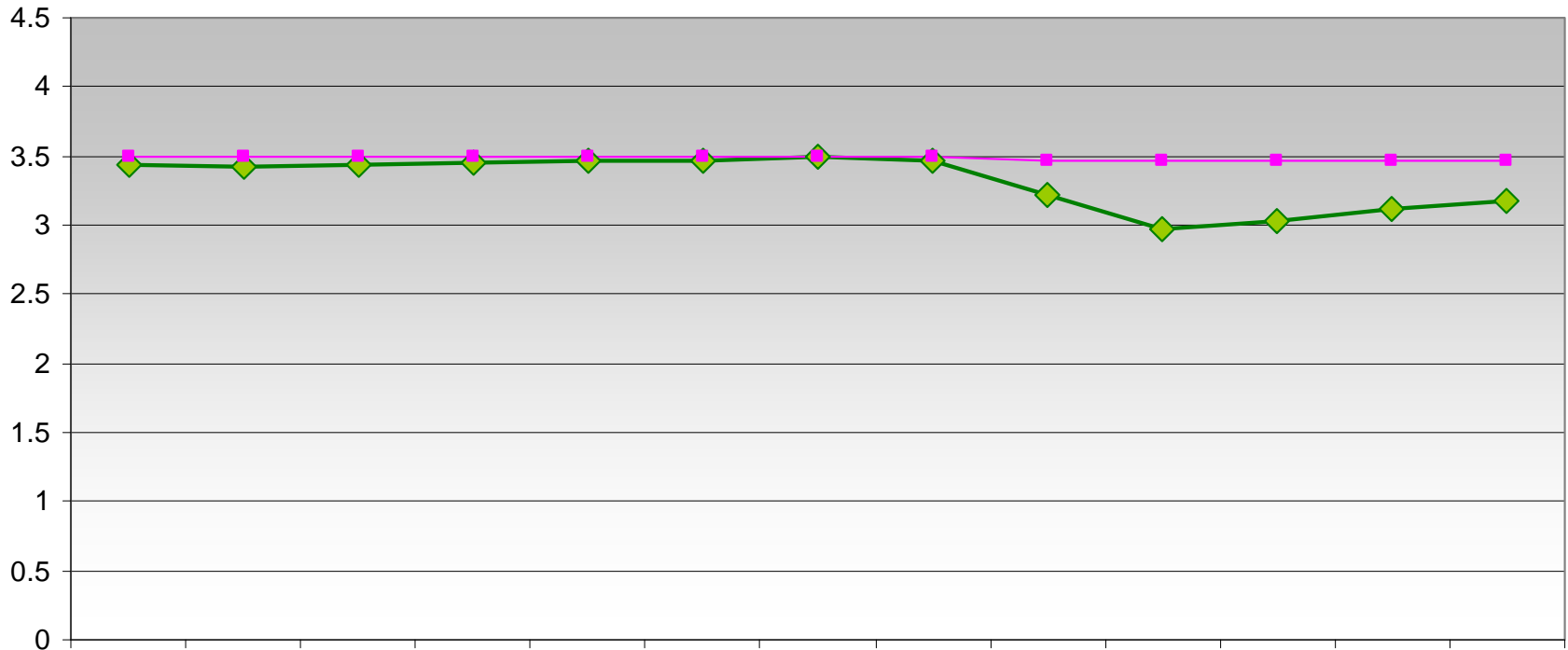
CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

**Carolyn Flowers
Chief Operations Officer
January 15, 2009**

Fare Revenue - FY09 November 2008 YTD



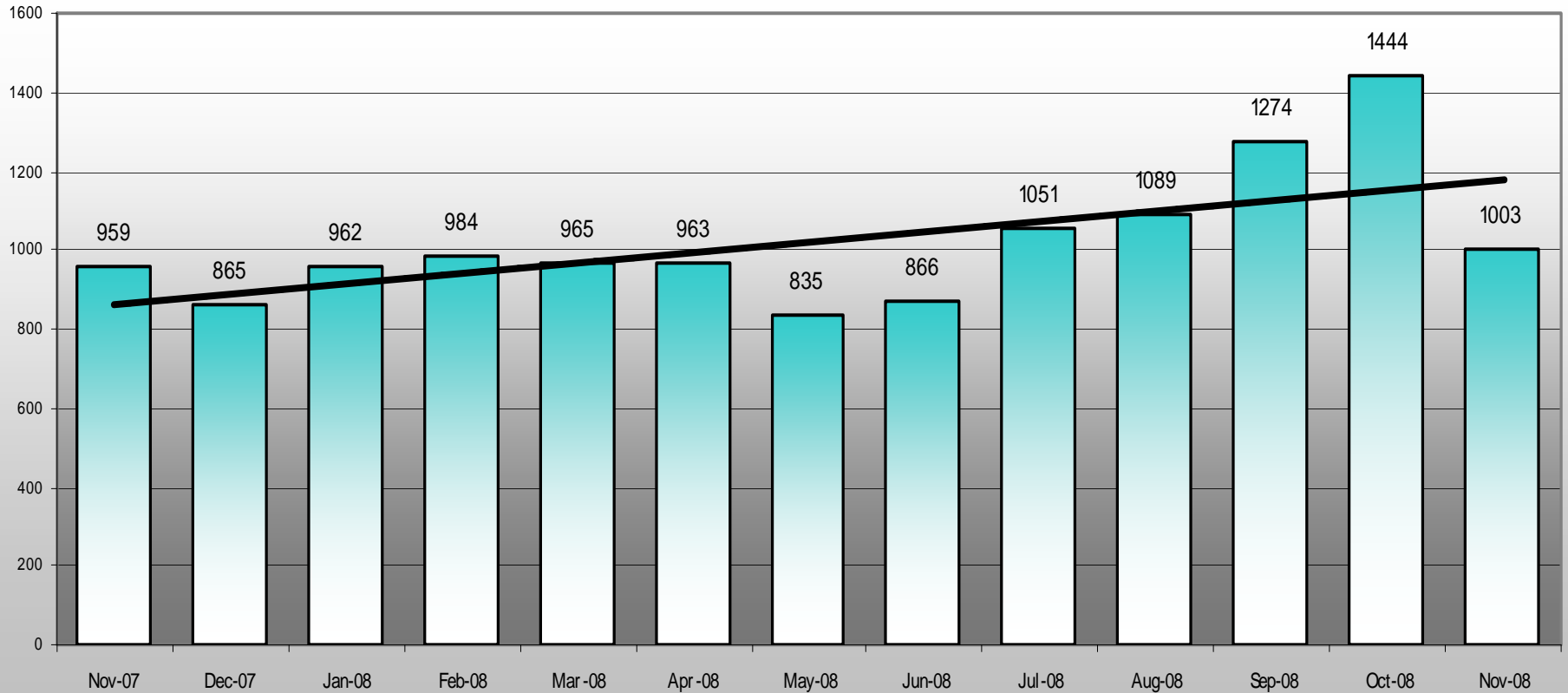
YTD Bus Accidents per 100,000 miles - Systemwide



	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08
Actual	3.44	3.42	3.43	3.45	3.47	3.47	3.49	3.47	3.22	2.97	3.03	3.12	3.17
Target	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.49	3.46	3.46	3.46	3.46	3.46

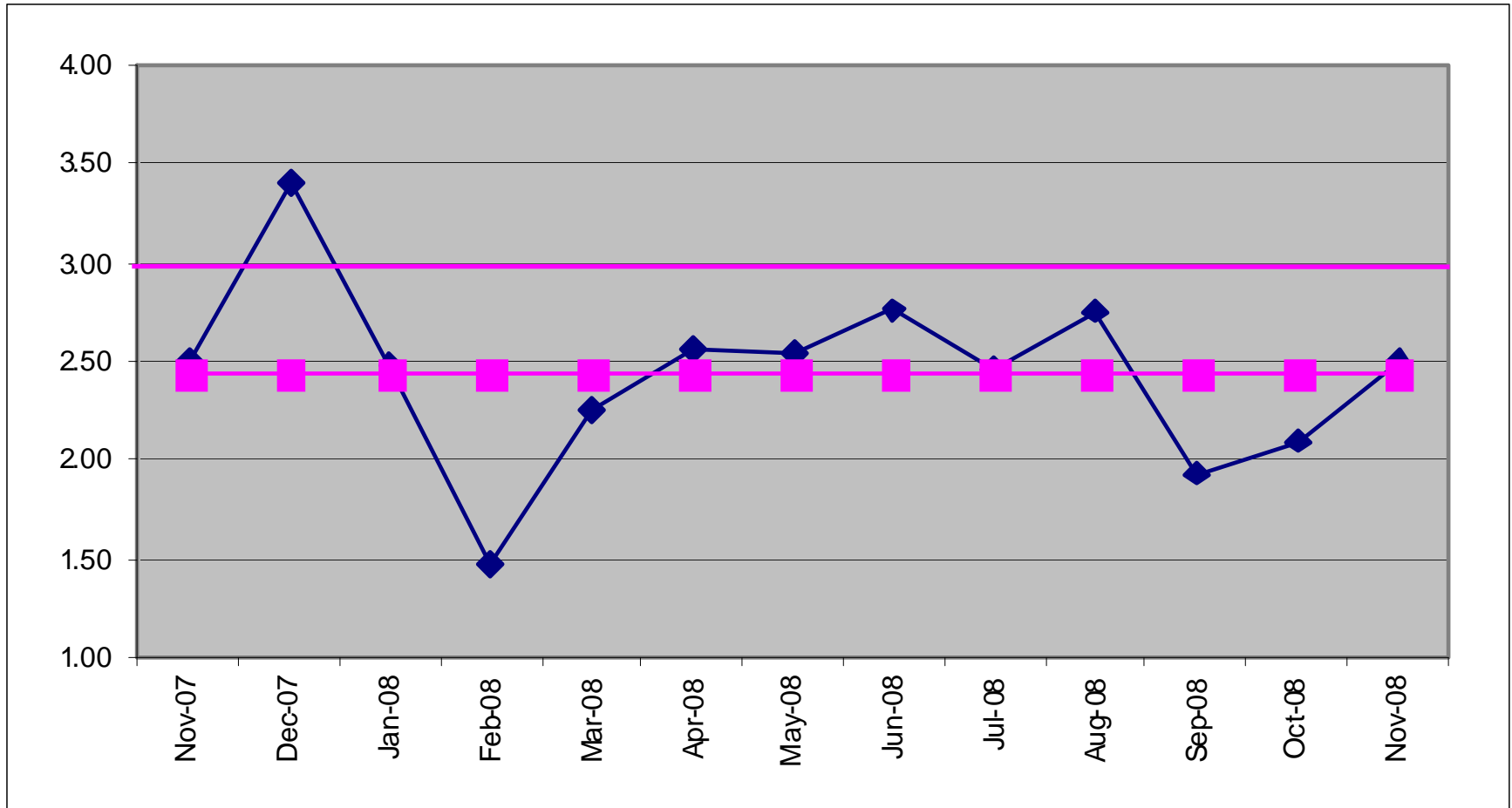
Customer Service Complaints by Month

Customer Service Complaints by Month



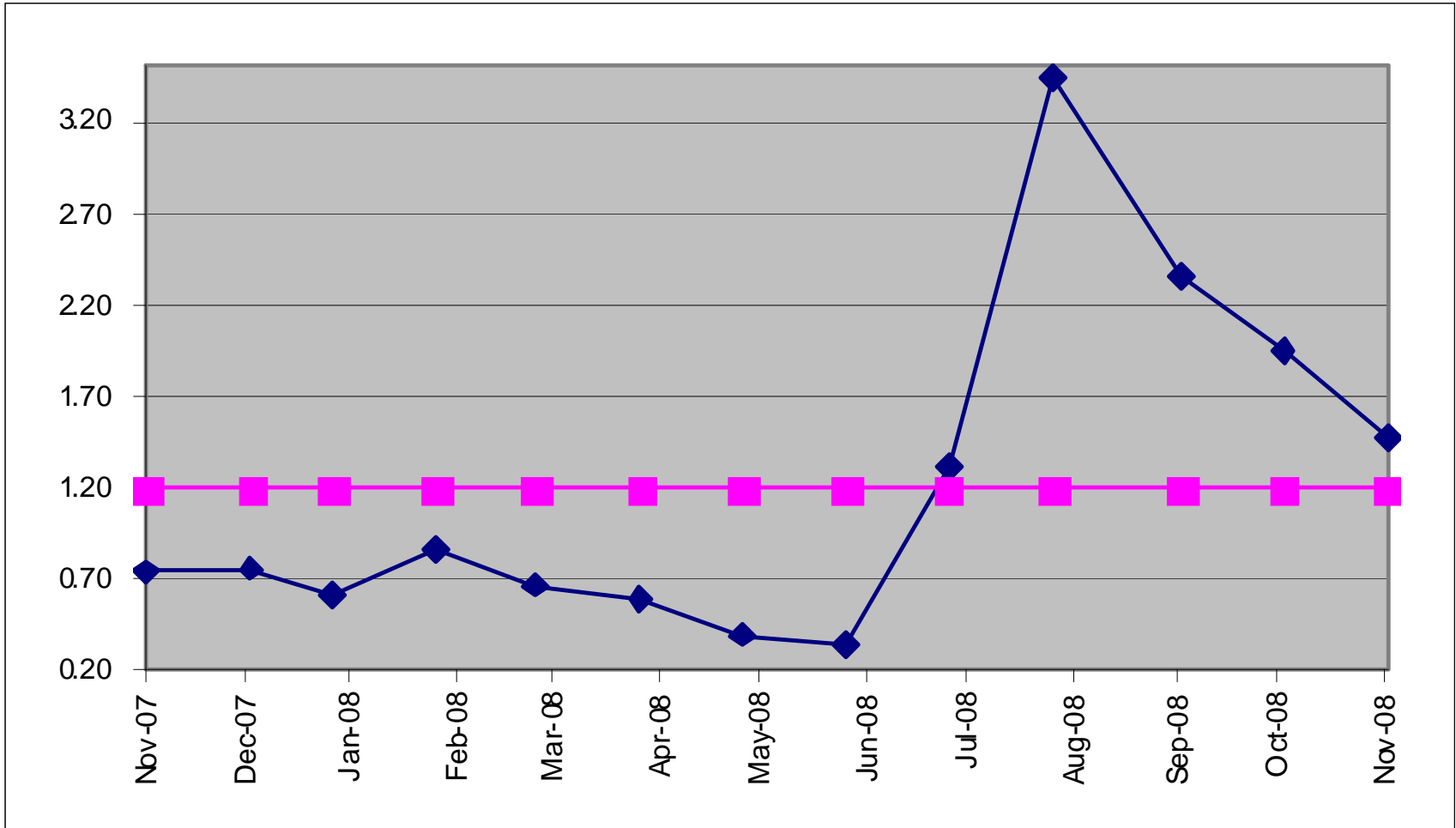
Transportation Contract Services

Accidents Per 100k Hub Miles



Transportation Contract Services

Schedule Performance Complaints – Per 1000 Service Hours



Operations Community Relations

Selected Highlights – 2nd Quarter FY 2009

- Continued implementing sector marketing projects
- December 2008 service change:
 - Coordinated development of printed and online public information
 - Notified local agencies and other key stakeholders about implementation of service changes
 - Coordinated with local agencies as needed to address targeted implementation issues
- Metro Volunteers reached over 40,000 at community events
- Coordinated other key operations messages regarding Orange Line pavement repair, Red Line late night service pilot program, rail service changes for various routine maintenance projects & Gold Line station parking, etc.
- Conducted 4 community meetings for the Wilshire BRT project

Tiger Team Update

ITEM	UPDATE
Bikes, carts, strollers, wheelchair, and suitcase capacity on buses and rail during peak periods	<ul style="list-style-type: none">• A Communication Plan to passengers, as well as an enforcement strategy, is being developed. Once it is approved by Rail Operations, the seat reduction plan to make more standing and storing capacity will be implemented. The Red Line will have a total of 4 seats per car removed (104 cars) and the Gold Line a total of 5 seats per car will be removed (40 cars – includes Eastside Extension allotment).

- **Bring an item for consideration to extend the term, and/or modify the mission and composition of the Tiger Team in February 2009**

Incident Based Surveillance System and Accident Reduction



Metro

Incident Based Surveillance System and Accident Reduction



Metro



FG +0.0 SG +0.0 Time -10.00
Front View



FG +0.0 SG +0.0 Time -10.00
Rear View



Metro



FG +0.0 SG +0.0 Time -10.00
Front View



FG +0.0 SG +0.0 Time -10.00
Rear View



Metro

South Bay Service Sector

Dana Coffey, Sector General Manager



Metro

Governance Council: Adopt-a-Line Program Five-Year Anniversary

PURPOSE: Learn more about the our bus customer experience and enable the Service Sector Representatives to obtain input from both the bus operator and customer perspectives about commuting on our buses. Service Sector Representatives report back their findings each month in the following areas:

- Schedule Reliability
- Customer Input
- Bus Condition
- Operator Commendations



By obtaining this information, our customers' needs and concerns will be better served.

Ride-Along with General Manager

PURPOSE: Observe bus conditions, operator performance, and provide recommendations for service improvements.

- Conduct quarterly trips following Metro South Bay Council Meetings
- Convene at Artesia Transit Center (ATC) & randomly select a destination
- Return to ATC to conclude trip
- Duration: 1 ½ hrs

