

CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

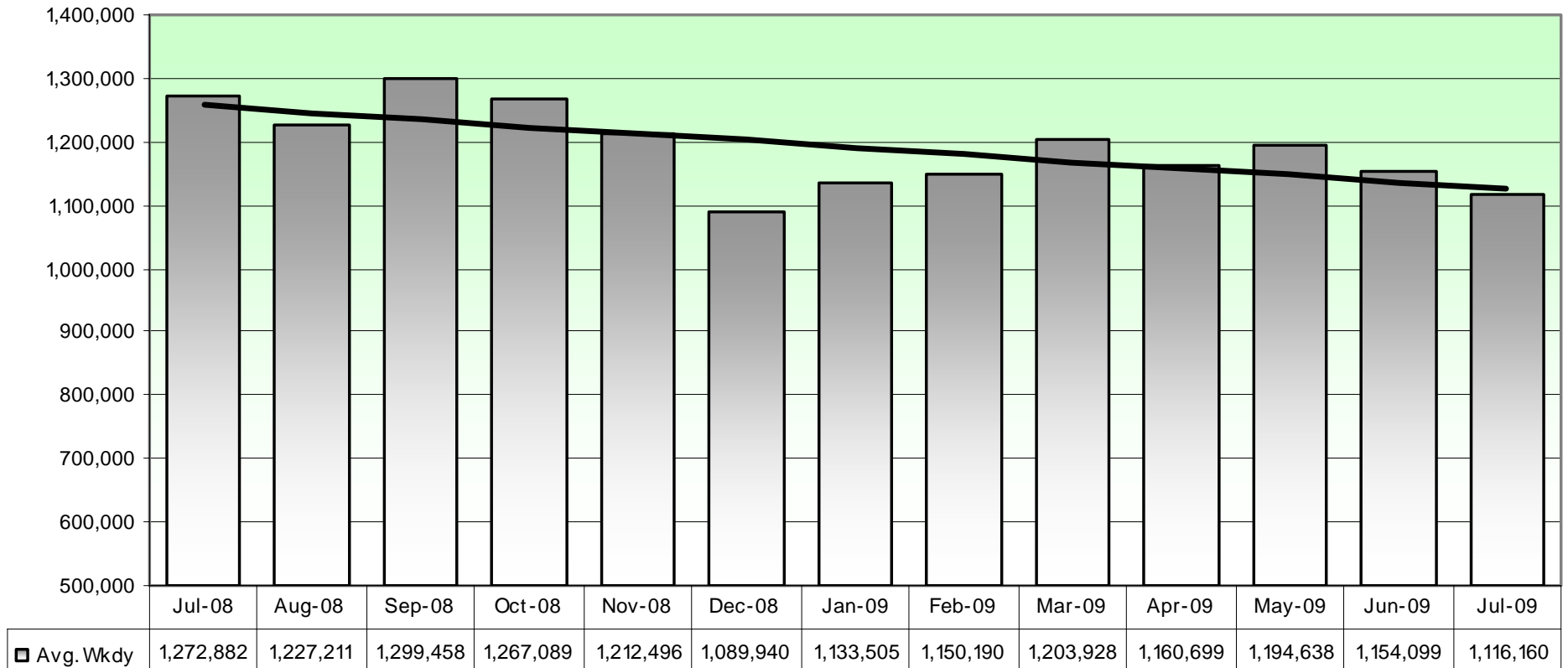
**Carolyn Flowers
Chief Operations Officer
September 17, 2009**



Metro

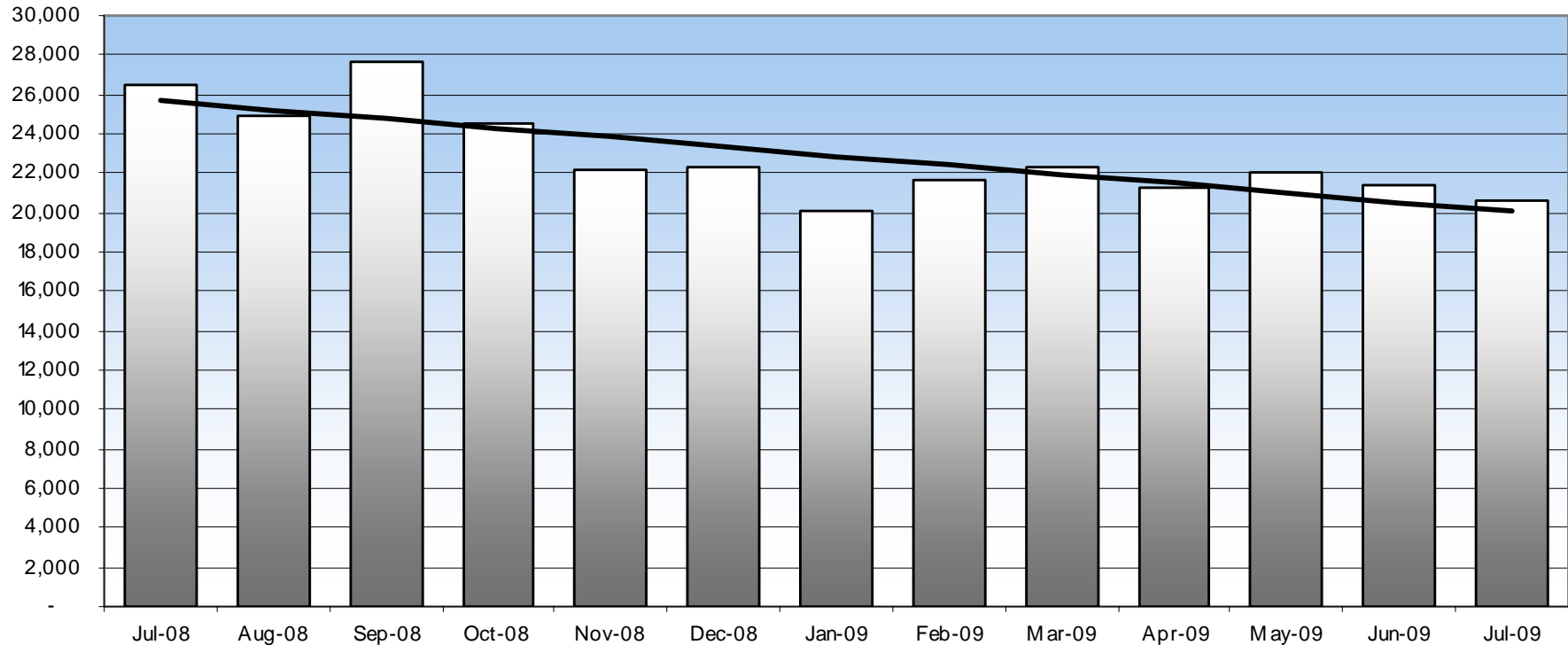
Direct and Contracted Bus Ridership

Average Weekday Boardings



Orange Line Ridership

Average Weekday Boardings

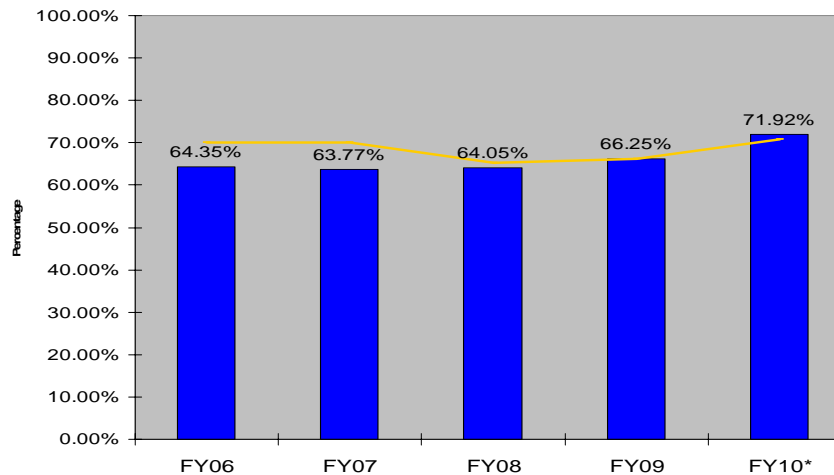
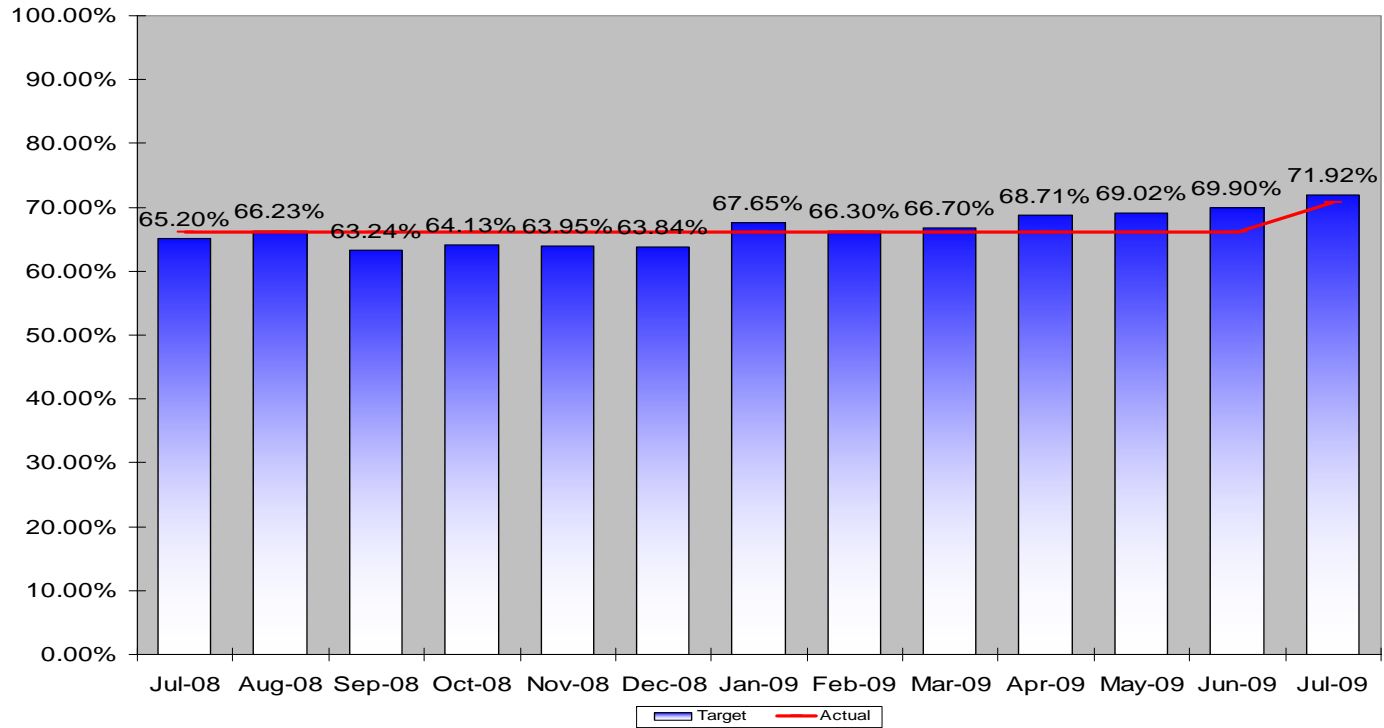


	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09
■ Avg. Wkdy	26,524	24,940	27,596	24,578	22,174	22,255	20,138	21,633	22,334	21,223	22,045	21,412	20,593



Service Reliability

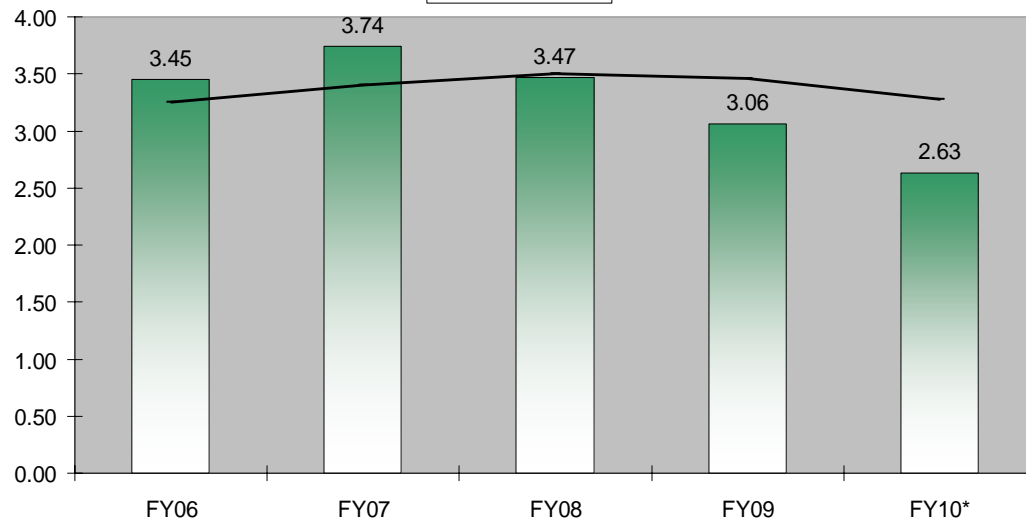
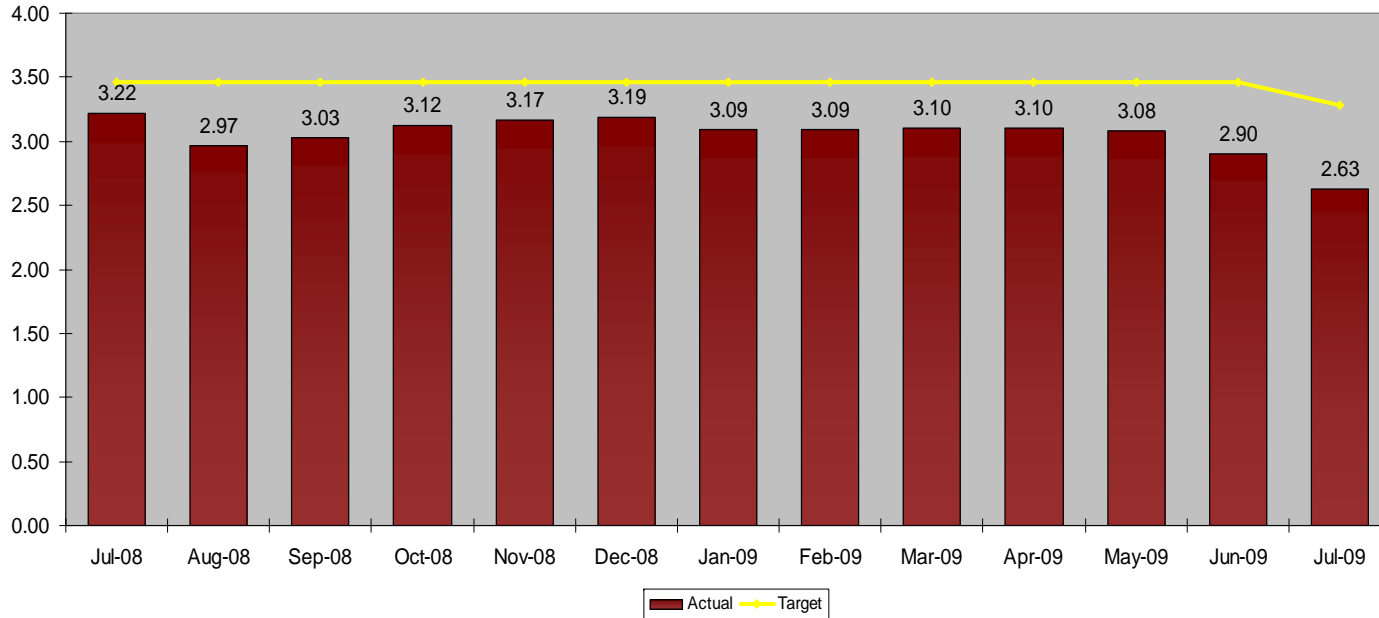
On-Time Performance



*FY10 same as July 09
(one month data)

Safety- Bus Accidents Per 100,000 Hub Miles

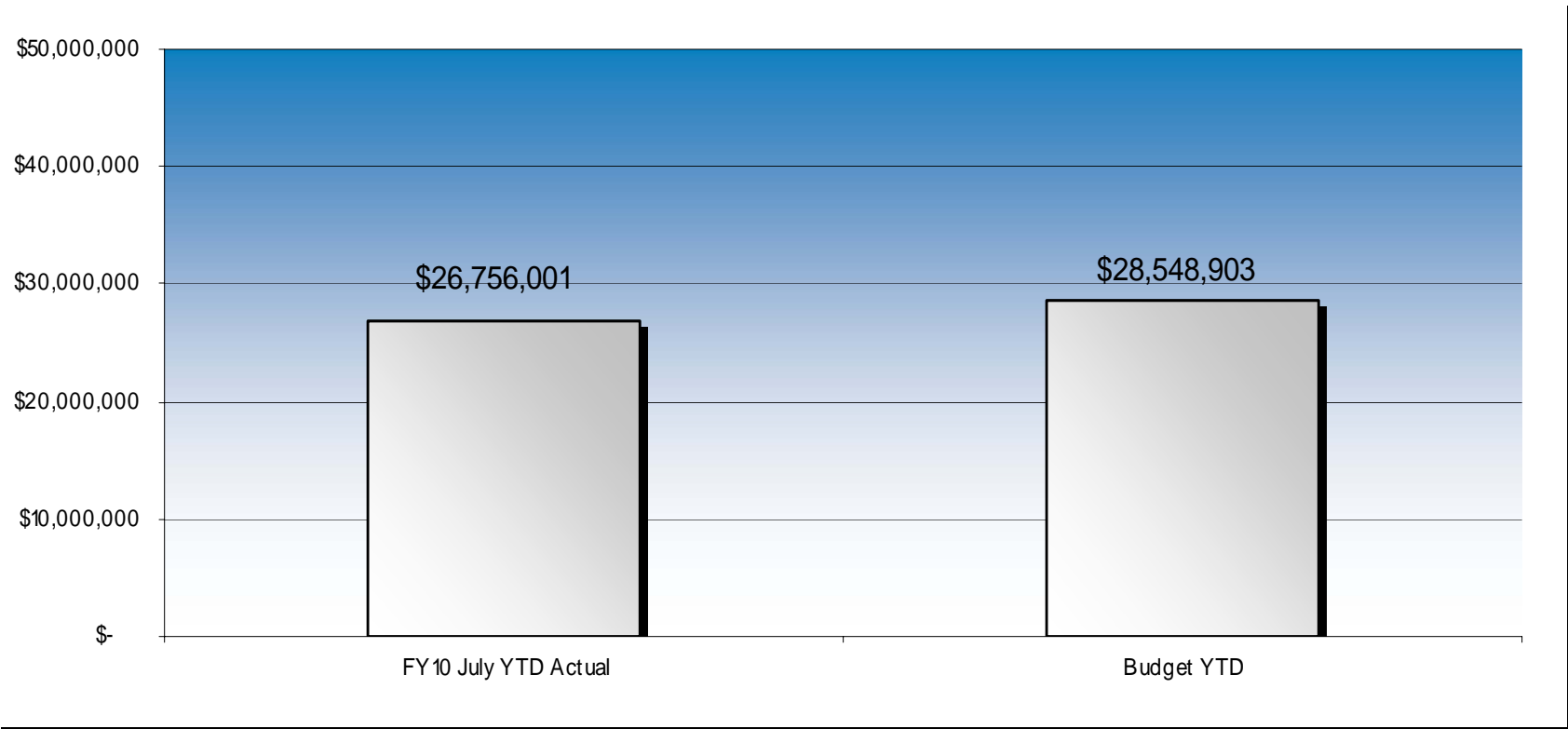
Accidents Per 100,000 Hub Miles- Systemwide by Month



*FY10 same as July 09 (one month data)

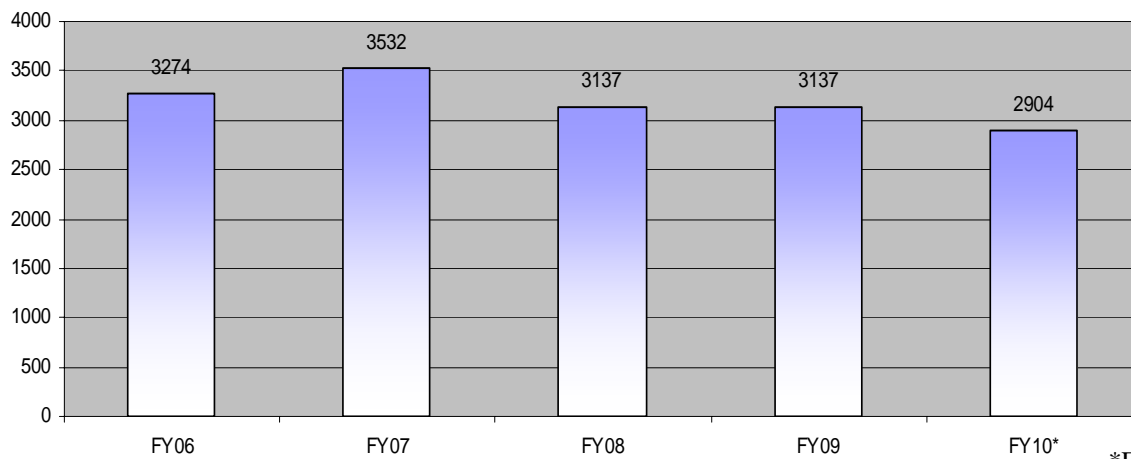
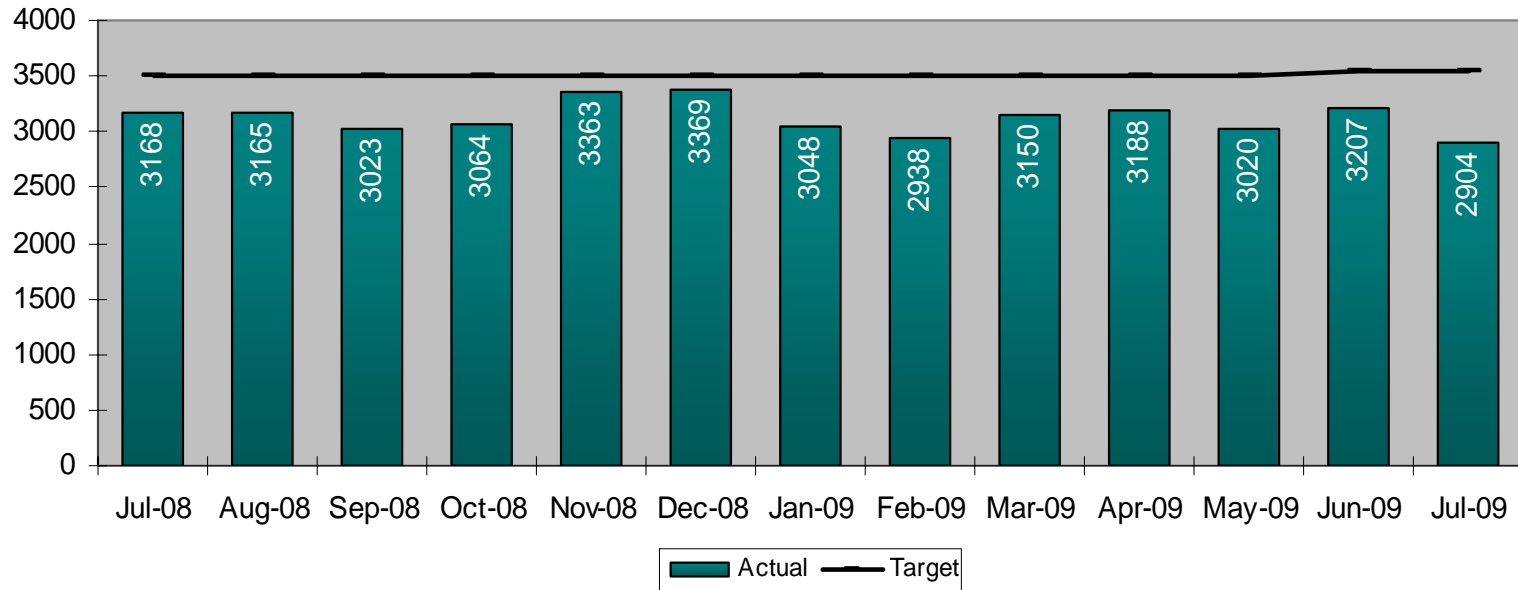


Fare Revenue – FY10 July YTD



Fleet Reliability

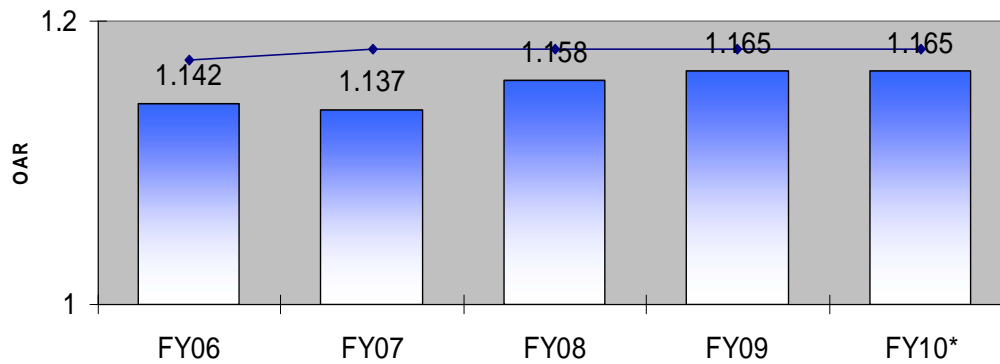
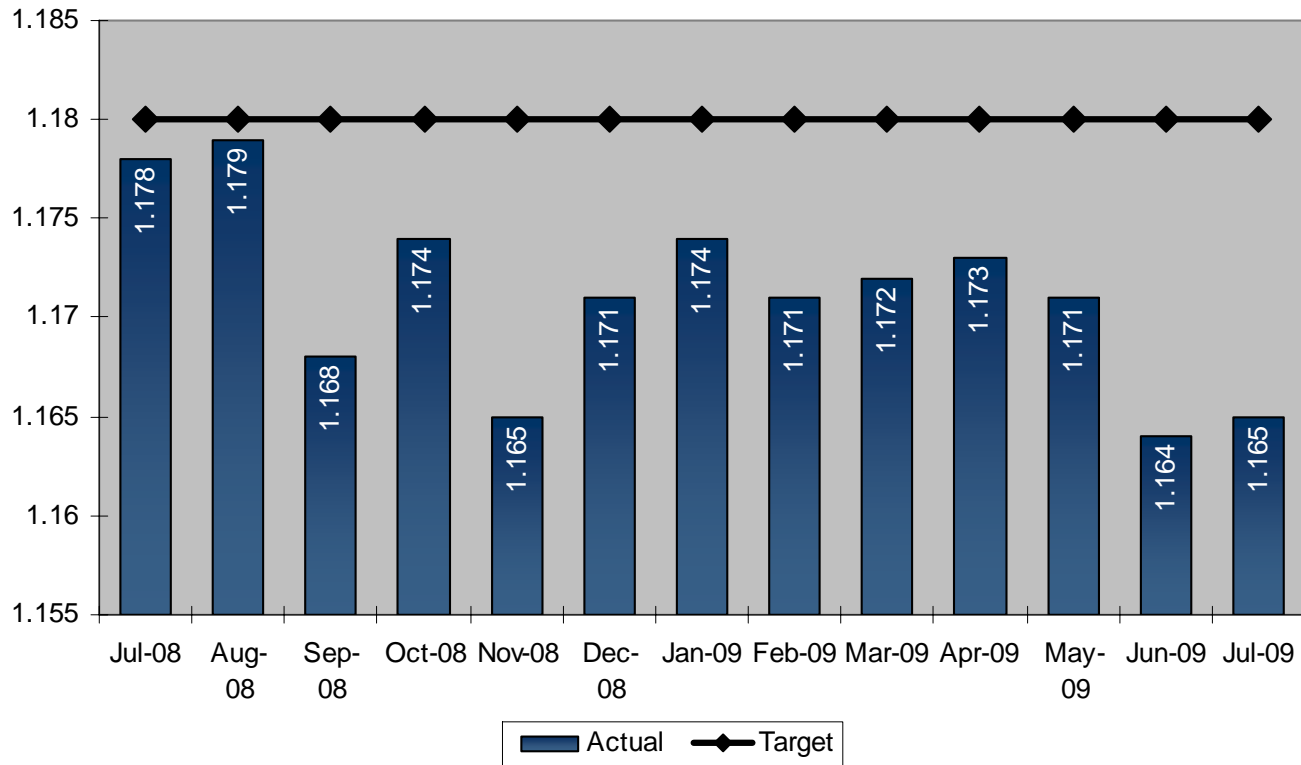
Mean Miles Between Mechanical Failures



*FY10 same as July 09 (one month data)

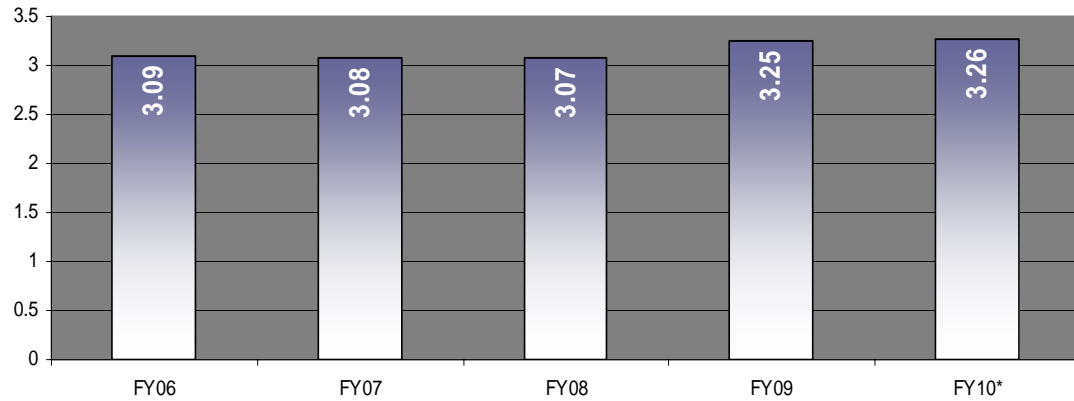
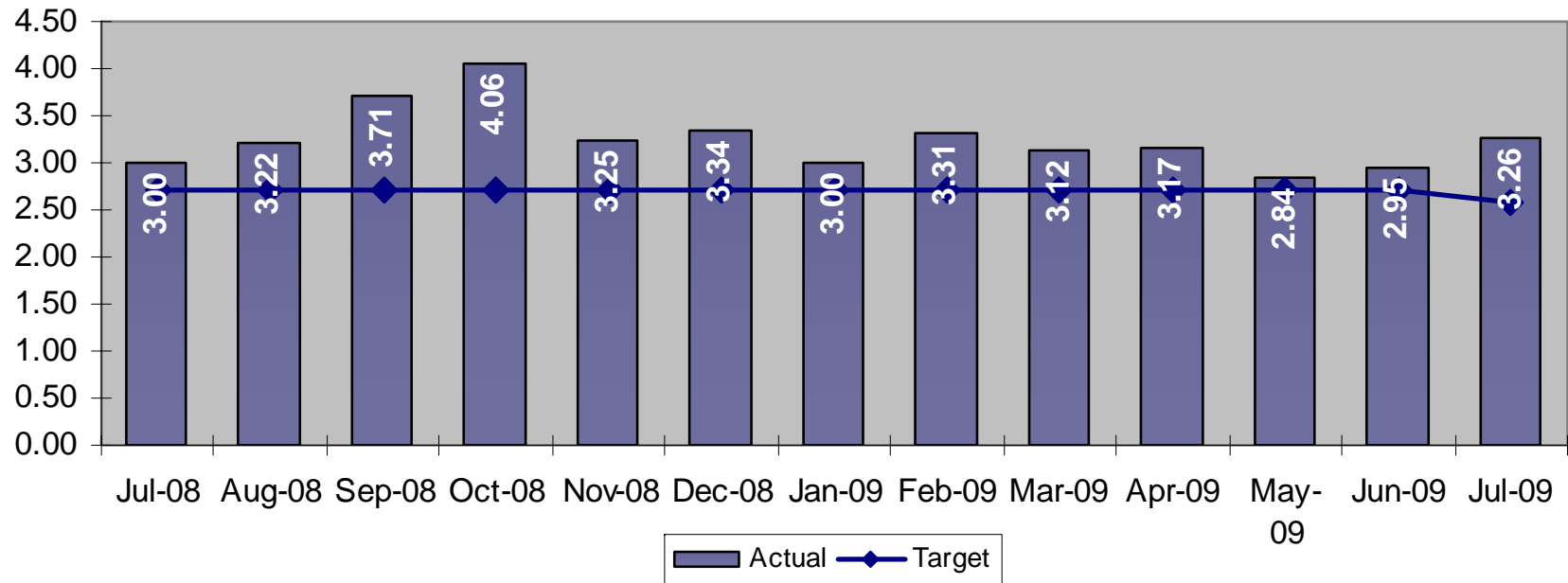


Operator Assignment Ratio



Customer Complaints

Customer Complaints Per 100,000 Boardings



*FY10 same as July 09 (one month data)

ADA Update

1. New Customer Service training module for Bus Operators was started on July 31st. There have been eleven sessions.
2. Tether Strap and wheelchair securement refresher training for all Operators has commenced. Approximately 35% to 40% of the Operators have been trained. The target is to have all operators to go through this training by October 1st.
3. Chip Hazen, ADA Coordinator, has conducted "Rap" sessions with Operators on ADA issues at bus divisions.
4. Mystery Rider program has been funded for three months by augmenting funding on the Contract Services agreement for undercover rides to monitor ADA issues.
5. Yearly contract for the Mystery Rider program is in the procurement process
6. Home visits will be added to program for markings to expand and accelerate Wheelchair Tether Strap program
7. Access Advisory Committee has drafted recommendations for service quality improvements. Operations and Executive Management will review the recommendations upon transmission.
8. Quality Assurance is performing spot audits of ADA equipment on 50% of vehicles
9. Division Managers are monitoring pre-trip inspections by Operators to ensure that straps are being tested and that wheelchairs are being cycled and tested before they leave the yard and that they are being properly maintained.
10. Central Instruction has deployed Instructors to do ride checks to monitor Operators in-service.
11. APTA has been contacted to conduct a peer review of ADA best practices for bus operations



Metro

Recognition

Recognition of Heroic Act

Metro South Bay Service Sector

Dana M. Coffey, General Manager

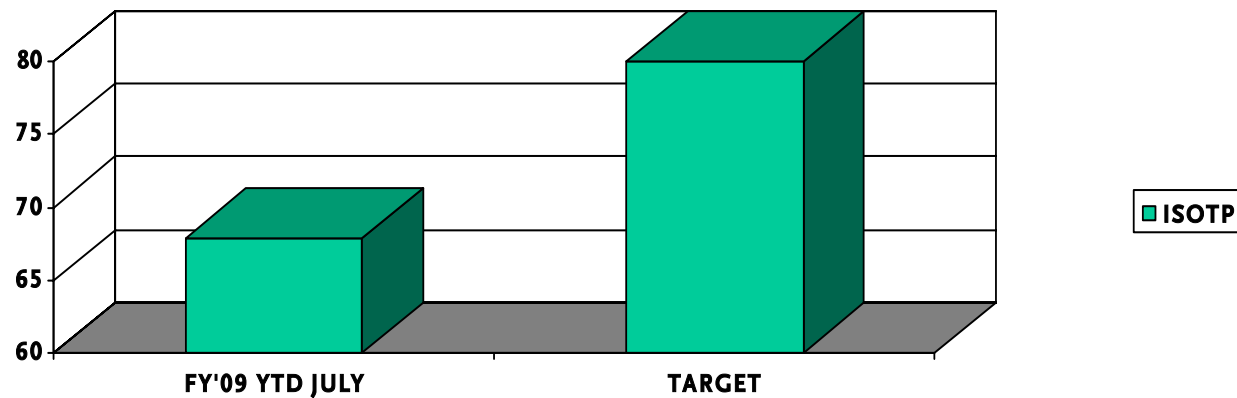


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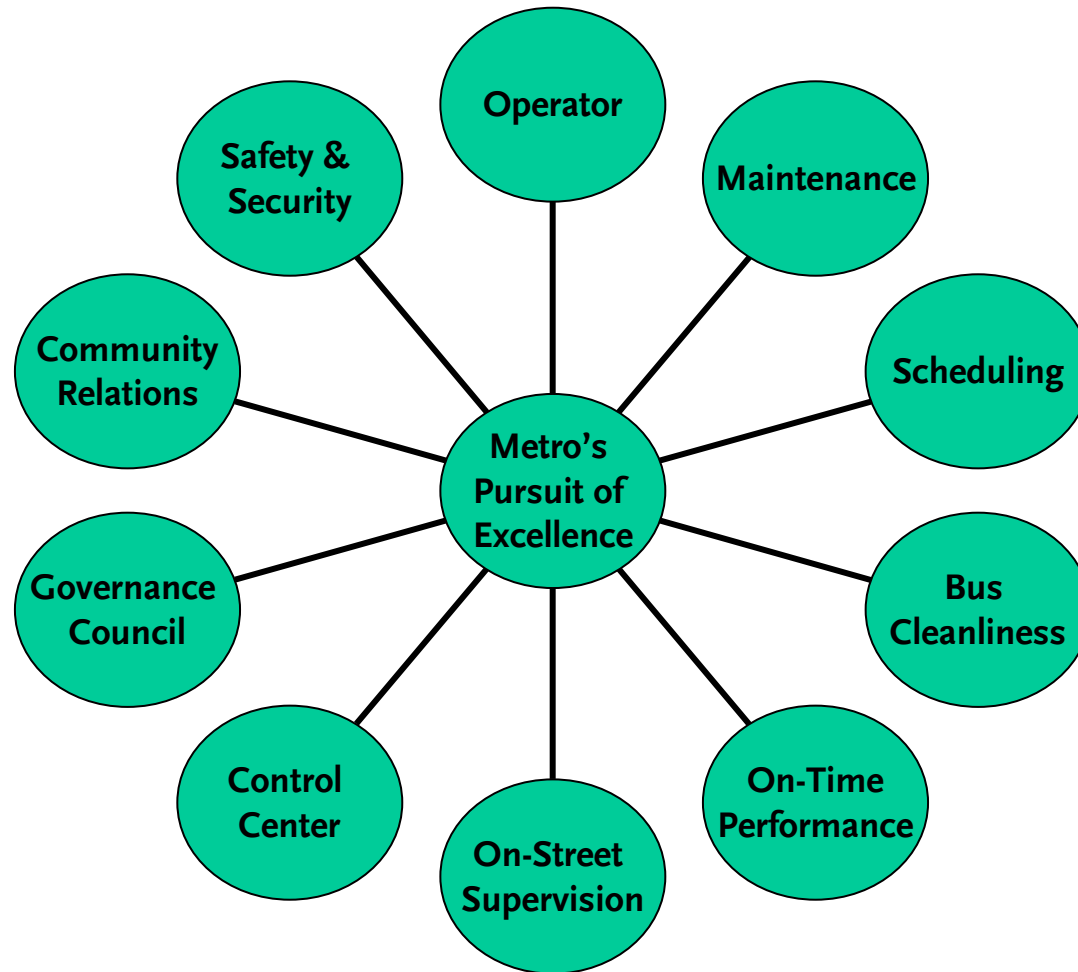
Metro South Bay – ISOTP Update

Key Performance Indicator (KPI)

KPI	FY09 YTD July	Target
In Service On-Time Performance (ISOTP)	67.83%	80%



Service Quality



PROVIDE SAFE, CLEAN, RELIABLE, ON-TIME & COURTEOUS
CUSTOMER SERVICE IN AS EFFICIENT AND EFFECTIVE
MANNER AS POSSIBLE

Our Goal is a Graffiti-Free Clean Bus



Using The Tools We Have

- **Work with the Sheriff's Department and their Tracking & Automated Graffiti Reporting System (TAGRS) Program**
- **Use the Bus Cameras to identify habitual taggers**
- **Increase use of the Graffiti Habitual Offender Suppression Team (GHOST)**
- **Seat and Window Inserts Replacement Campaign**
- **Requesting assistance from Postal Service to restrict the use of slap stickers**

2009 Bus Roadeo



Practice

September 10 – 15, 2009
7 a.m. – 5 p.m.

Preliminaries

September 16 – 19, 2009

Finals

10 a.m. Saturday
September 26, 2009
Santa Anita Race Track