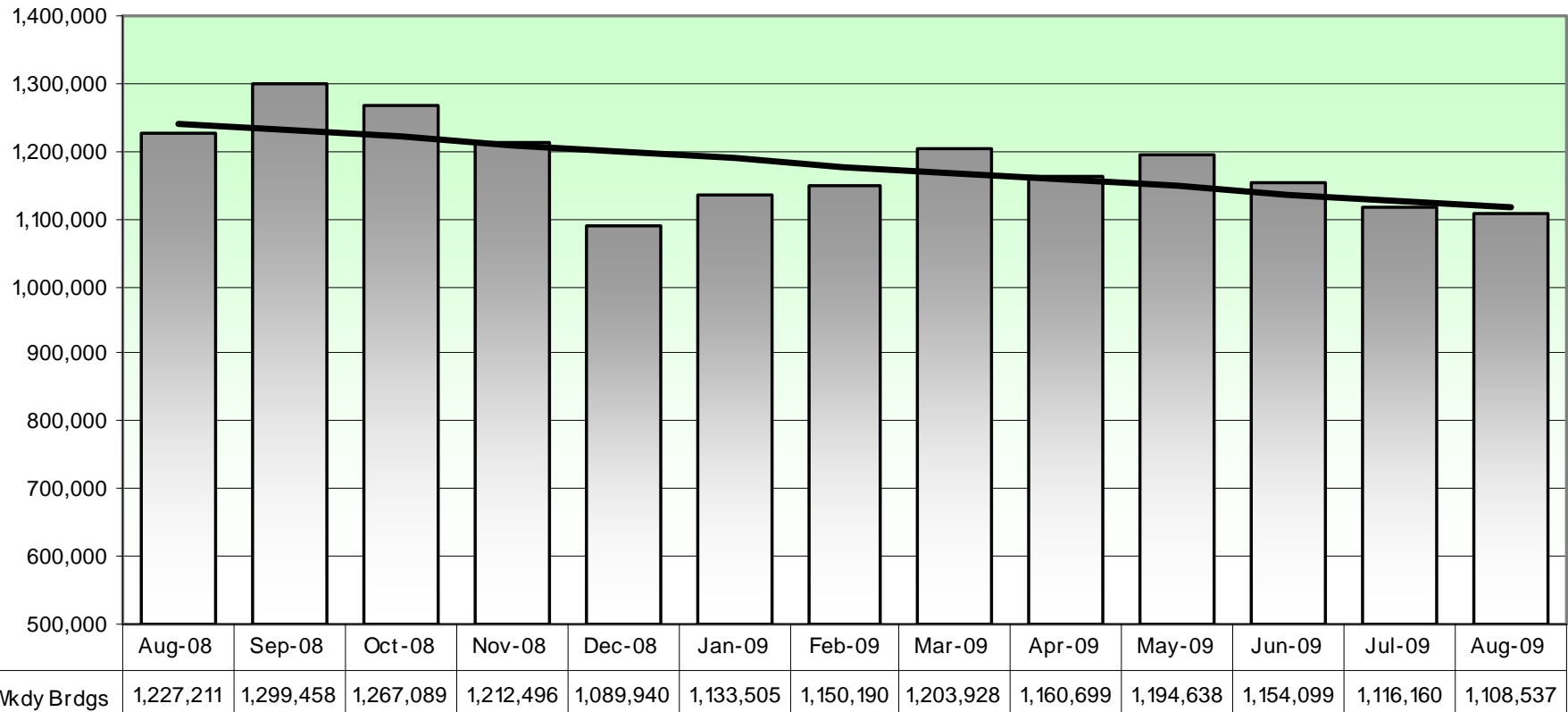


CHIEF OPERATIONS OFFICER'S REPORT METRO OPERATIONS COMMITTEE

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

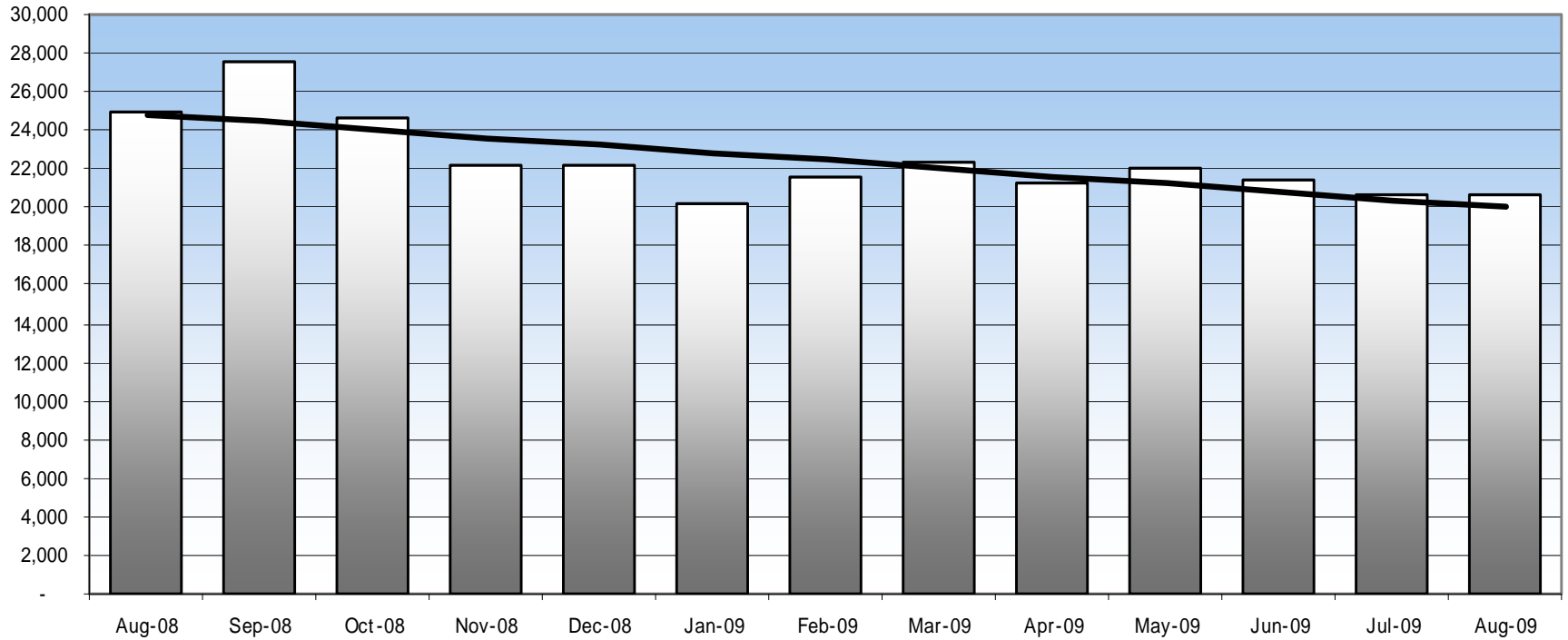
Direct and Contracted Bus Ridership

Average Weekday Boardings



Orange Line Ridership

Average Weekday Boardings

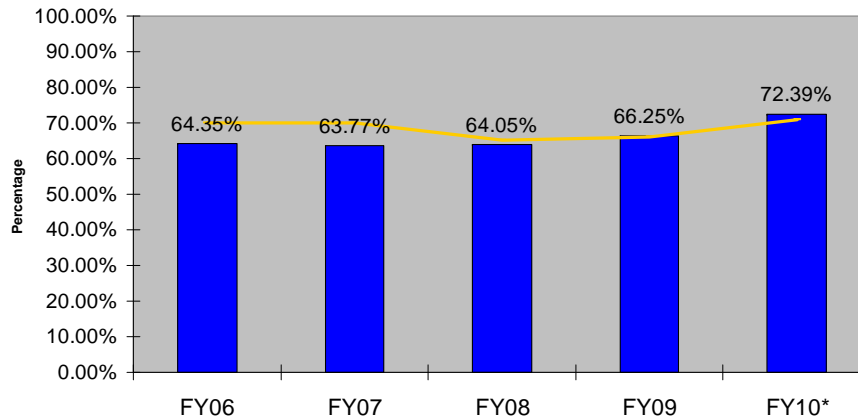
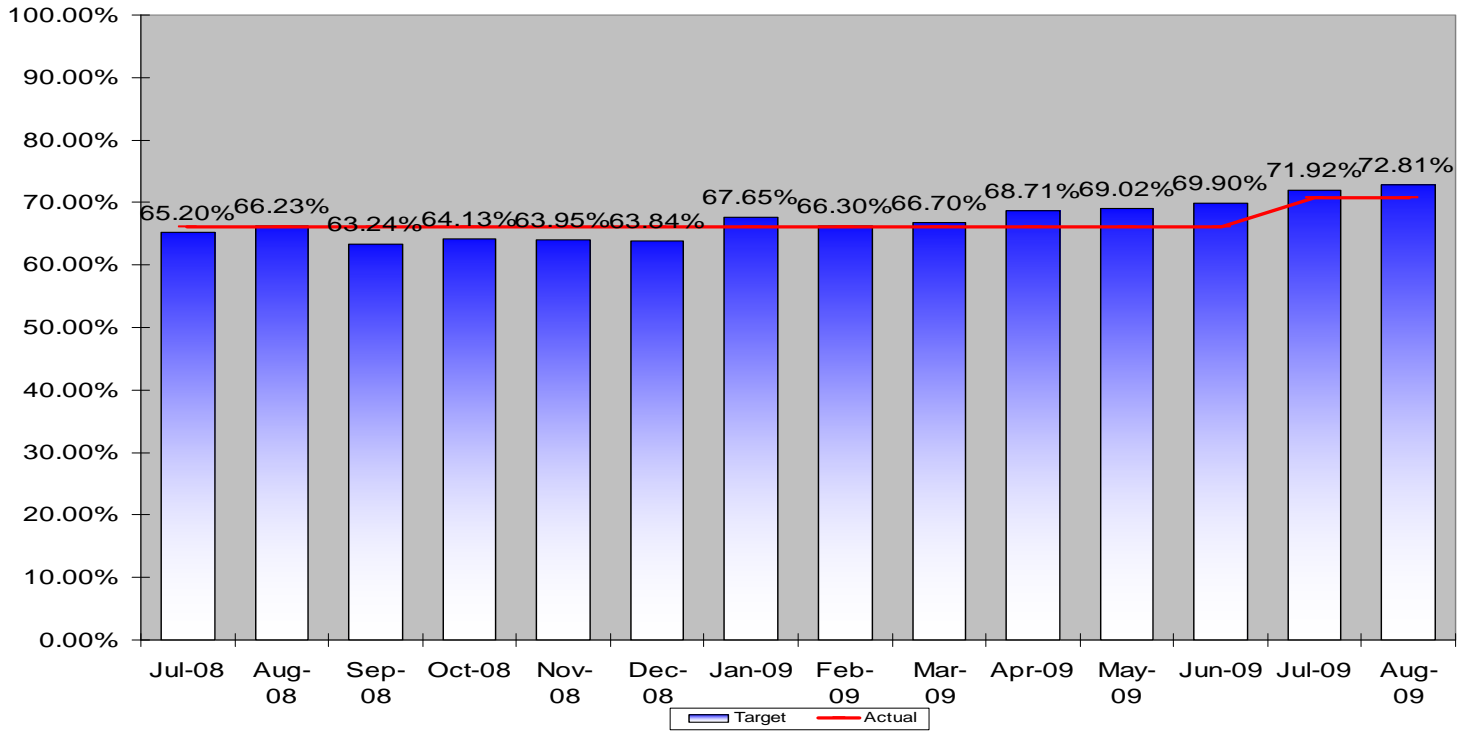


	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
■ Avg. Wkdy Brdgs	24,940	27,596	24,578	22,174	22,255	20,138	21,633	22,334	21,223	22,045	21,412	20,593	20,689



Service Reliability

On-Time Performance

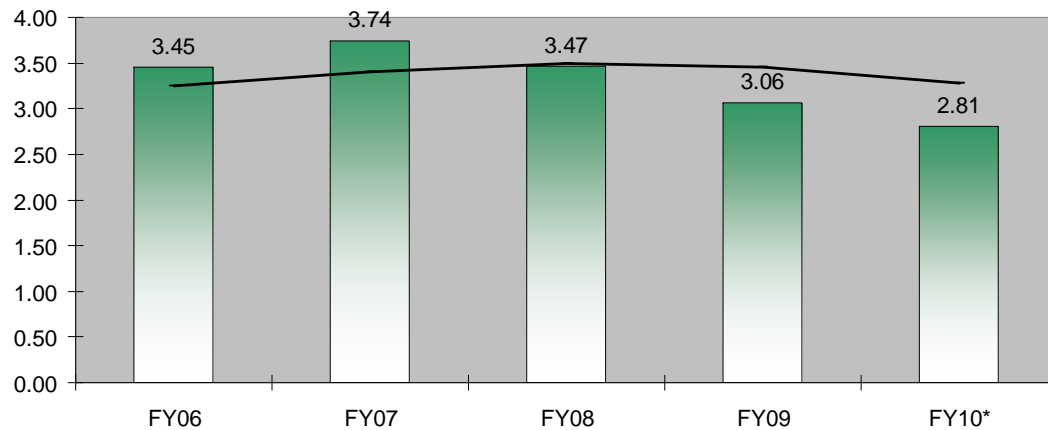
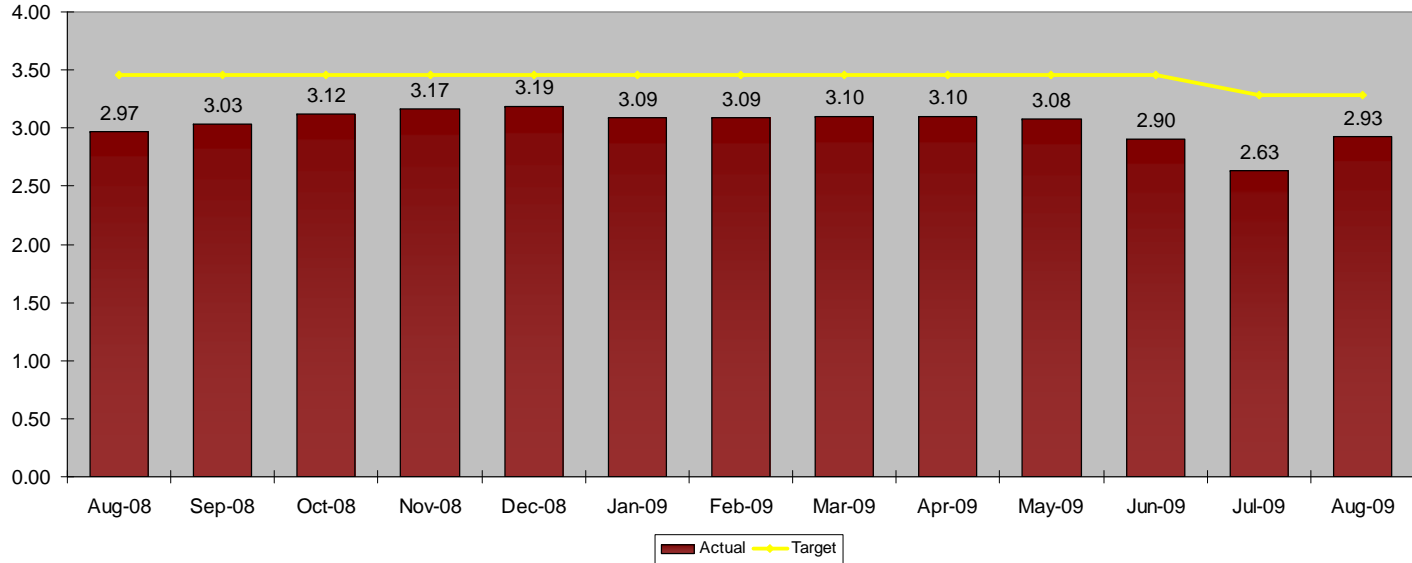


*FY10 YTD (two months data)



Safety- Bus Accidents Per 100,000 Hub Miles

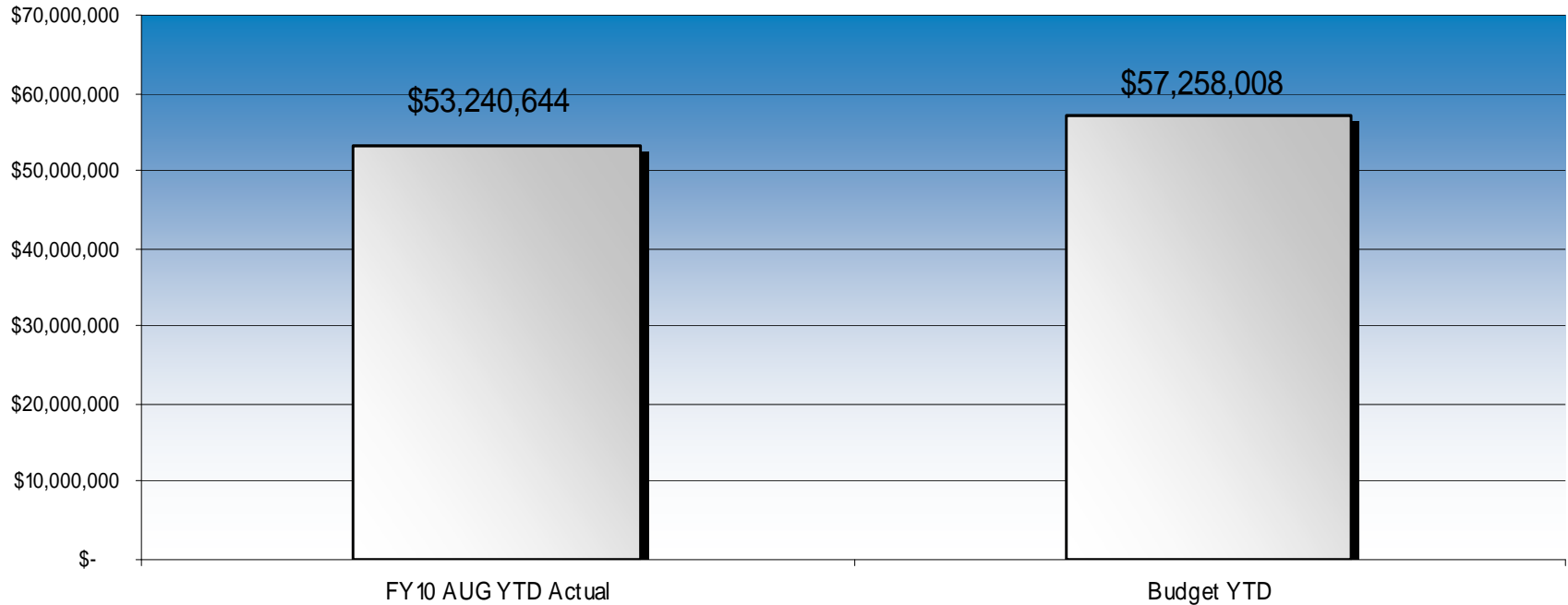
Accidents Per 100,000 Hub Miles- Systemwide by Month



*FY10 YTD (two months data)

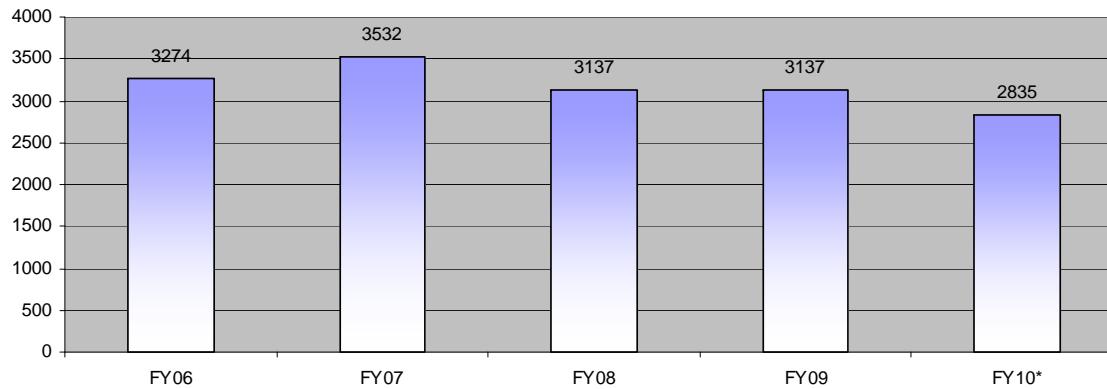
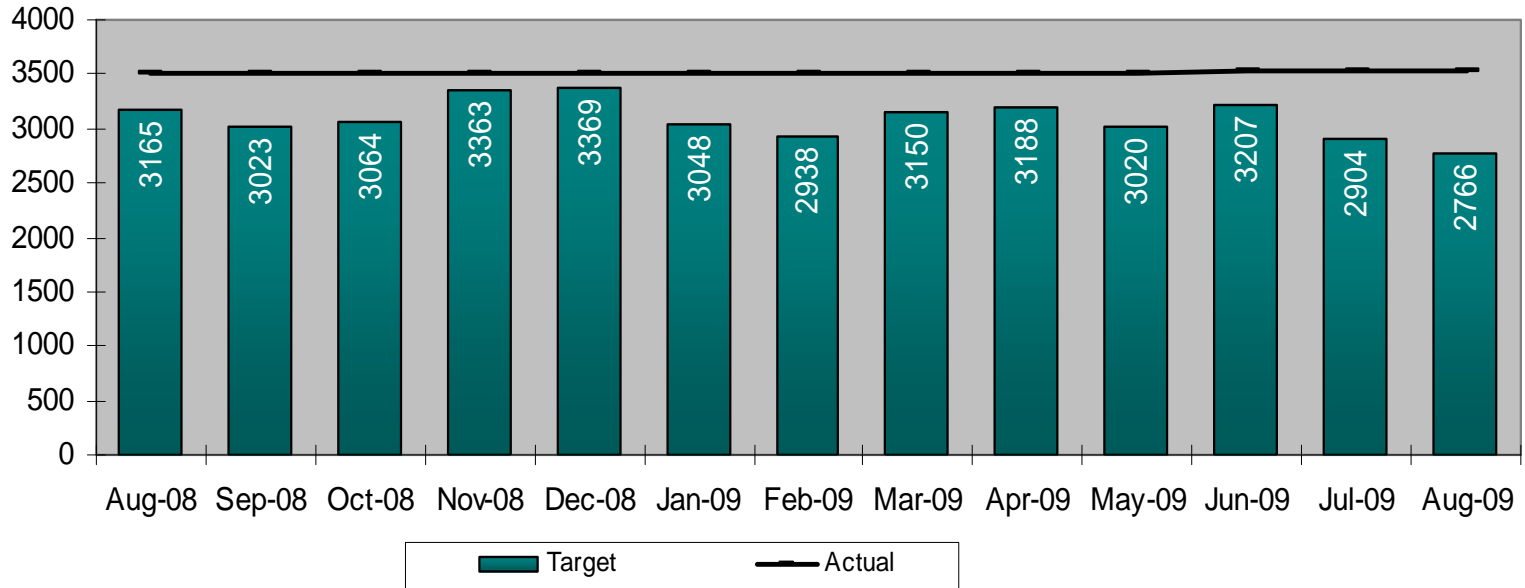


Fare Revenue – FY10 AUG YTD

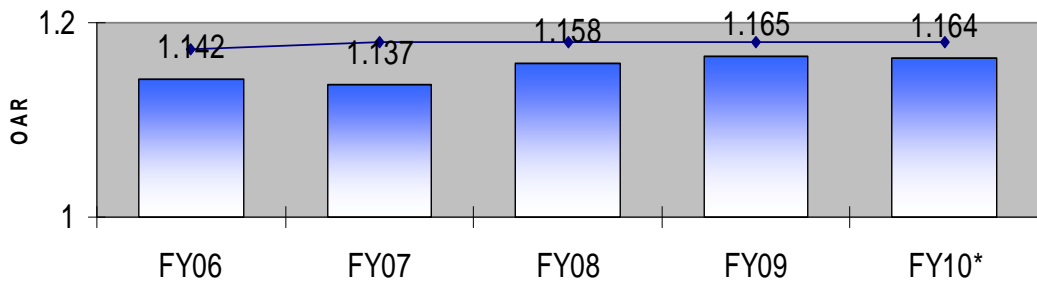
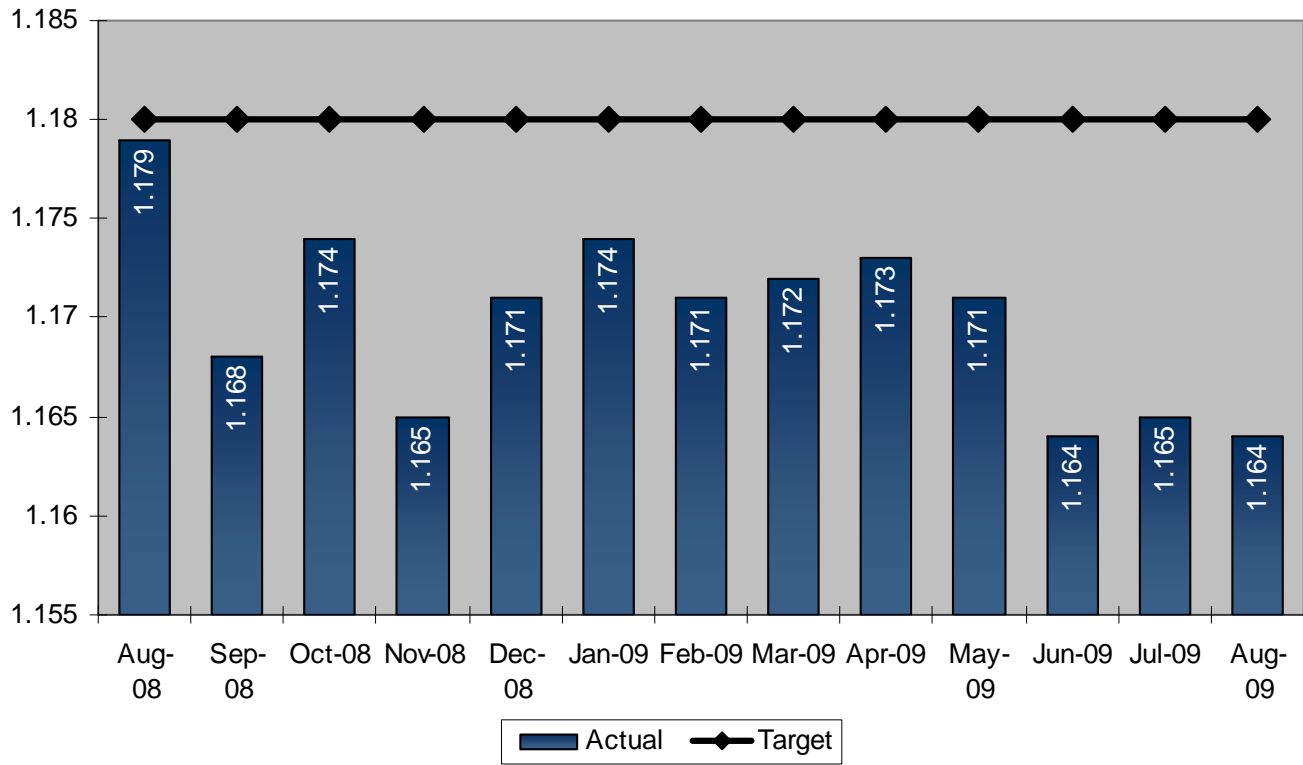


Fleet Reliability

Mean Miles Between Mechanical Failures



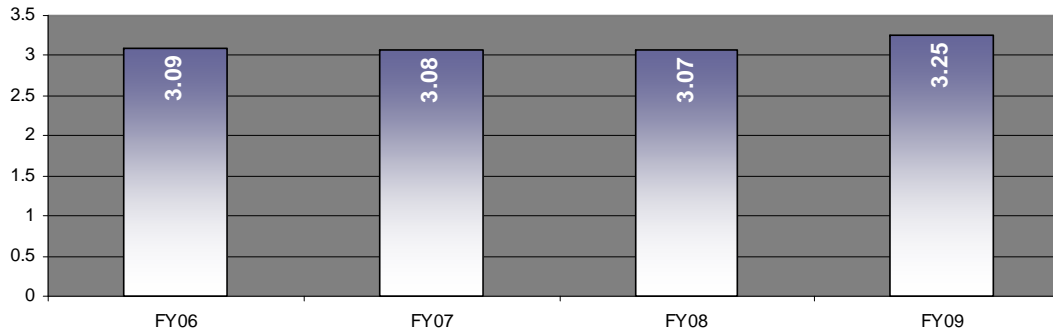
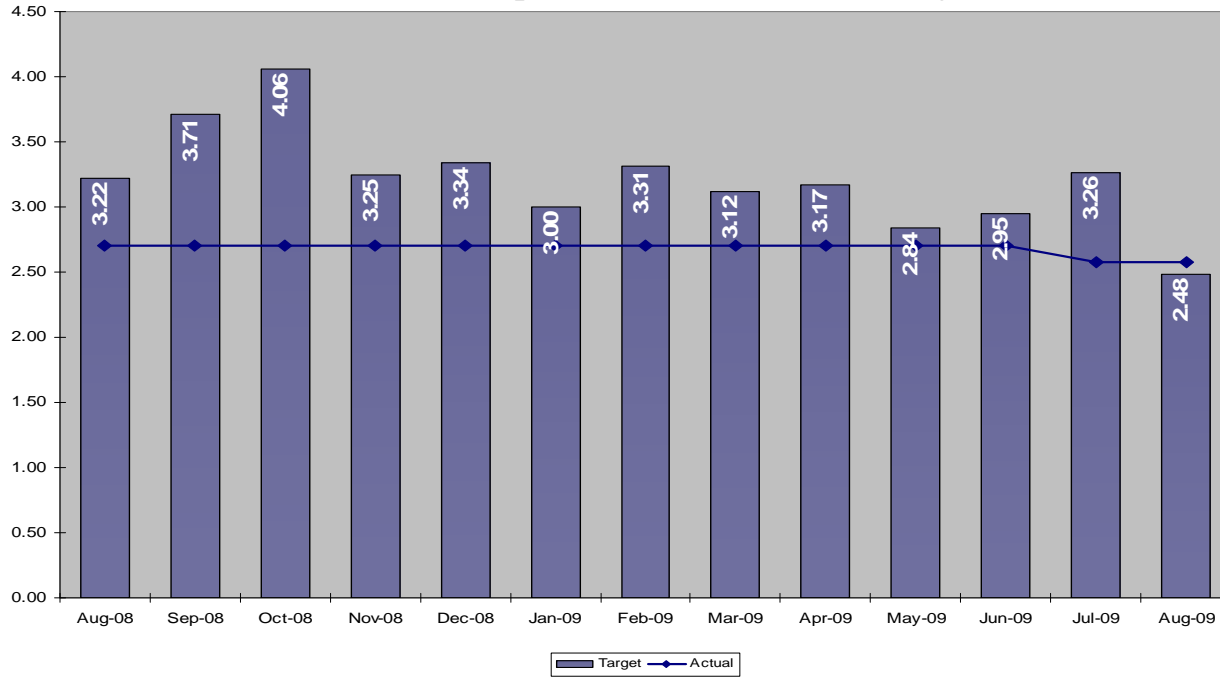
Operator Assignment Ratio



*FY10 YTD (two months data)

Customer Complaints

Customer Complaints Per 100,000 Boardings



Recognition

Recognition of Heroic Act

Metro Gateway Cities Service Sector

Presented By
Dana M. Coffey, General Manager

Metro Gateway Cities Employee Incentive Programs

Recognition for In Service On Time Performance (ISOTP)

- Monthly, quarterly and yearly ISOTP goals (Gateway Cities Key Performance Indicator Goal = 74%)
- Monthly Status Report posted – Divisions reaching goal receive \$100
- Quarterly - Most Improved Operator recognized, drawing for gift card and luncheon for Operators meeting goals
- Annual - \$500 for Sector Divisions if Sector meets/exceeds ISOTP goal.
- Operators meeting/exceeding goal receive patches



Metro Gateway Cities Employee Incentive Programs

Employee of the Month (EOM) Programs

- Transportation Operation Supervisors submit nominees for outstanding Operators. Division Managers select winners
- Award ceremony for winners honoring ‘Best of the Best’
- Reserved parking space for winners



Metro Gateway Cities Employee Incentive Programs

Safety Programs (Transportation)

Safety Buck Program

- Employee rewards for working 5 days without accidents (juice, fruit, candy, etc.)



Personalized Safety Messages

- Safety Messages handed out to Operators daily
- Operators sign slip and are eligible for prizes each month



NEW RULE – CYCLISTS

Use caution and observe the right side mirror carefully for the cyclist

HAVE A SAFE DAY!

Rule: 3.63

We careGateway Cities Sector

Metro Gateway Cities Employee Incentive Programs

Safety Programs (Maintenance)

- Division 1 and 2 Maintenance recognize employees that have gone over and above their job duties to improve safety awareness without:
 - Workers Compensation Claims
 - Accidents / Injury Free for 3 years
 - Medical Absences
- Employees (all Maintenance employees) are eligible to win prizes (such as a gift certificates, gift cards), which can be awarded on the spot or during monthly ceremonies.
- Safety Board, which includes criteria, winners, safety messages and training materials