

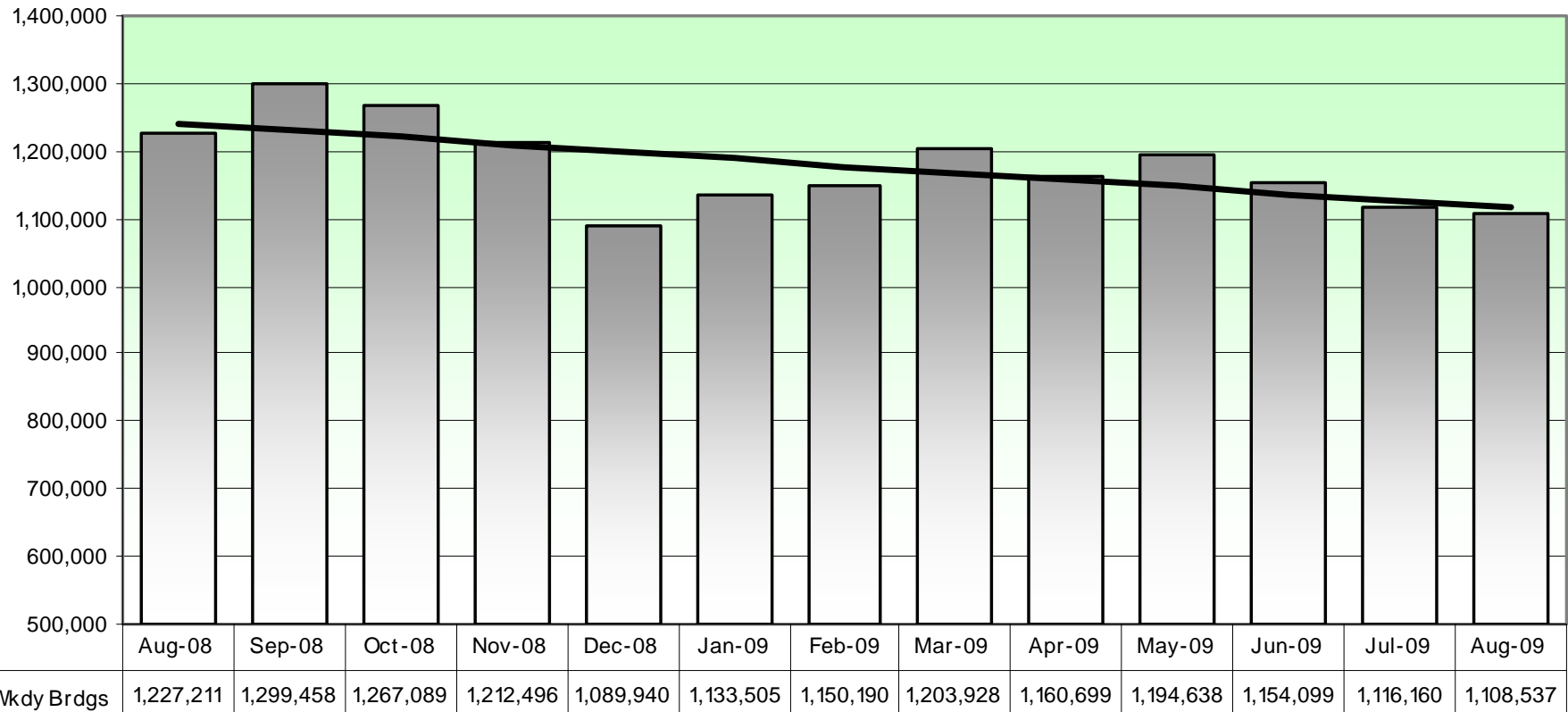
**CHIEF OPERATIONS OFFICER'S REPORT
METRO OPERATIONS
COMMITTEE**

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



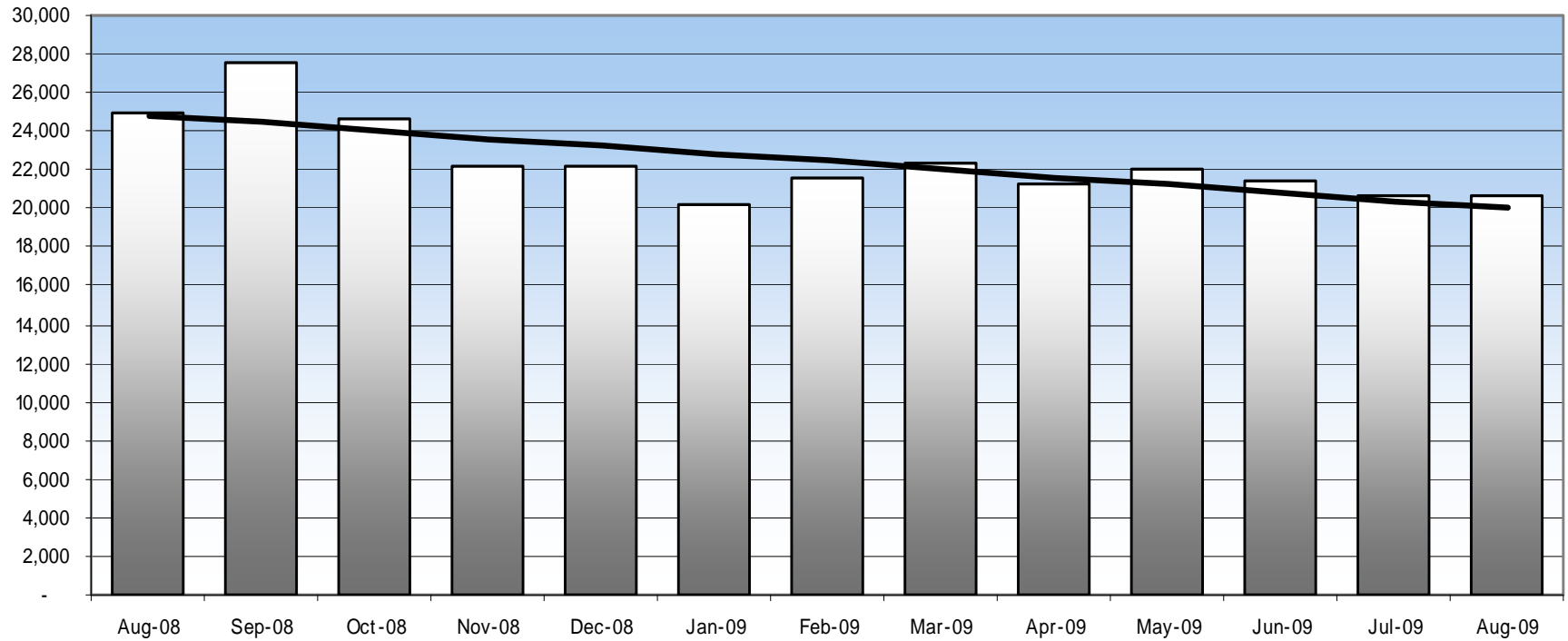
Direct and Contracted Bus Ridership

Average Weekday Boardings



Orange Line Ridership

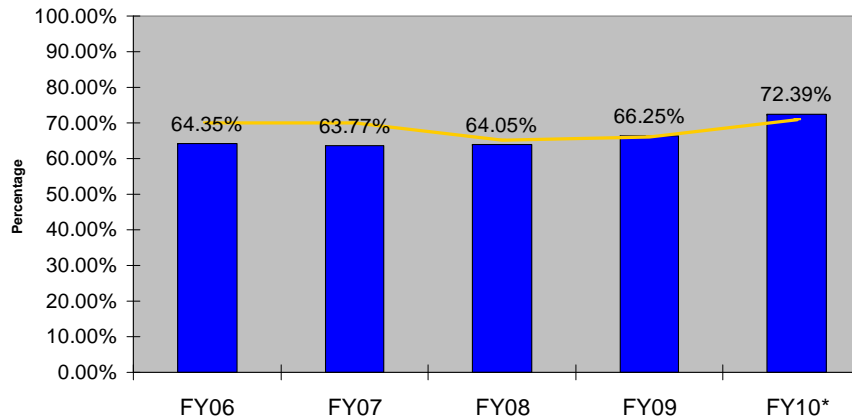
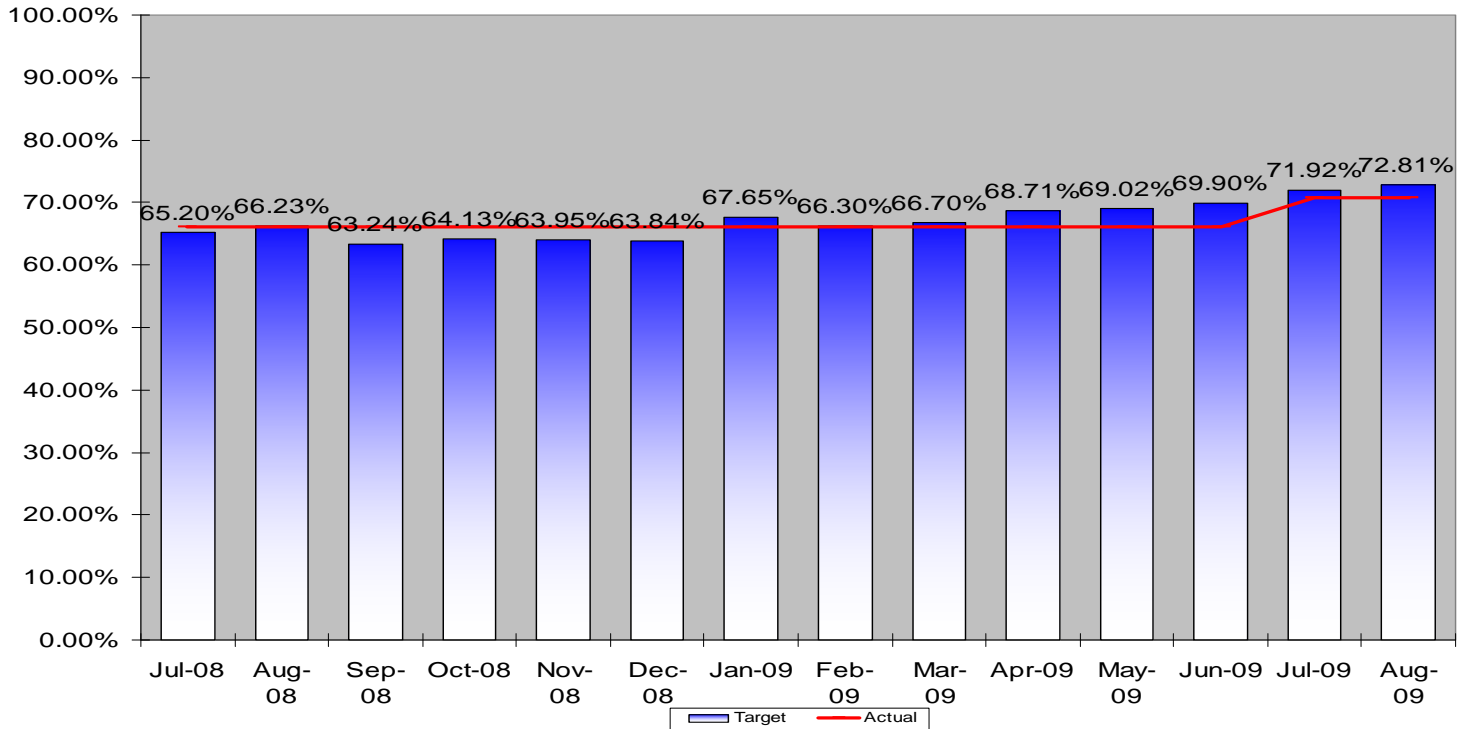
Average Weekday Boardings



	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

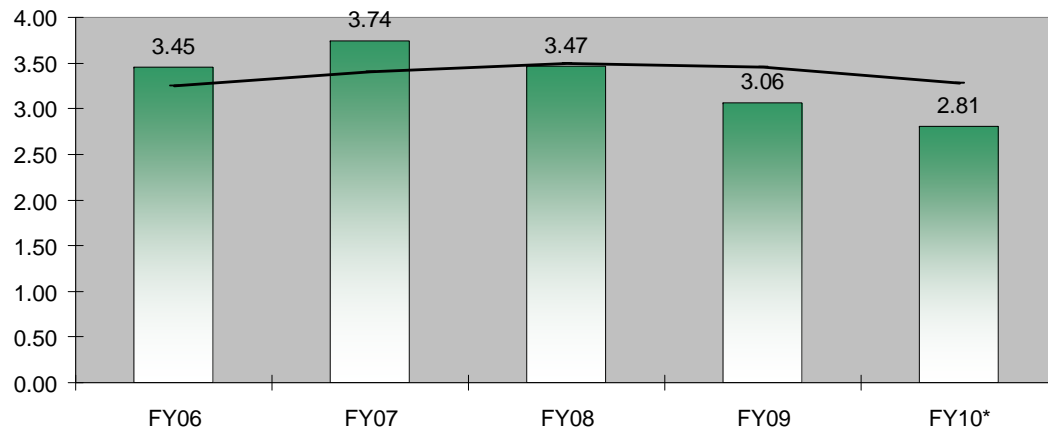
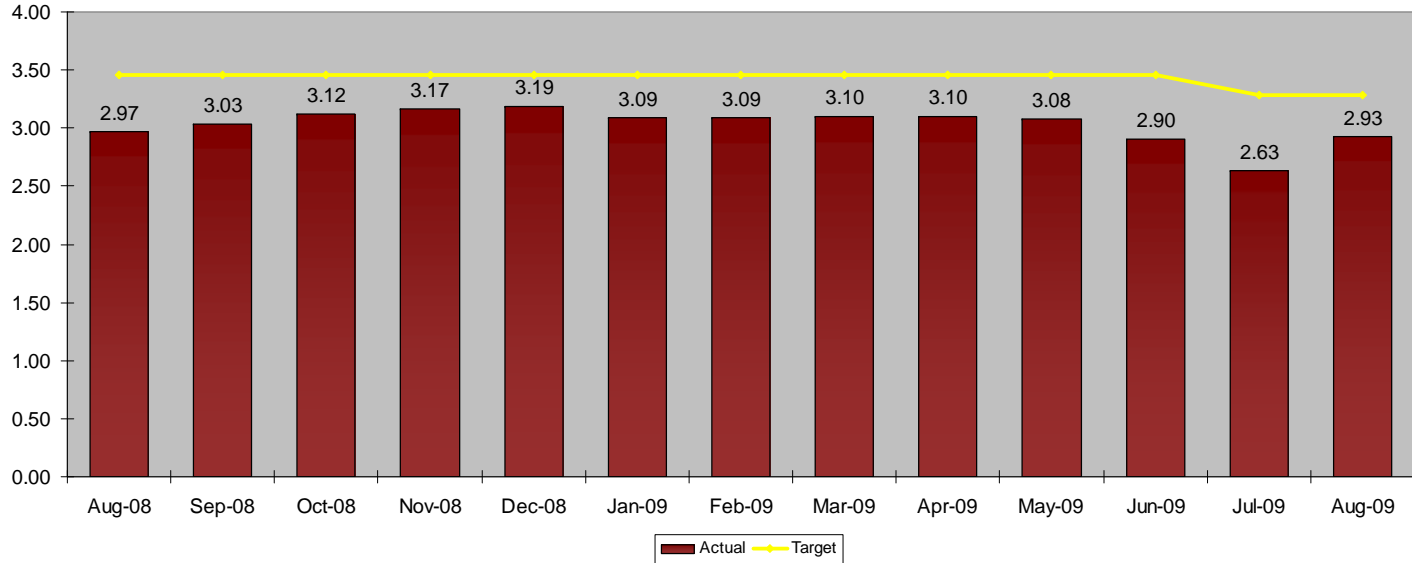


*FY10 YTD (two months data)



Safety- Bus Accidents Per 100,000 Hub Miles

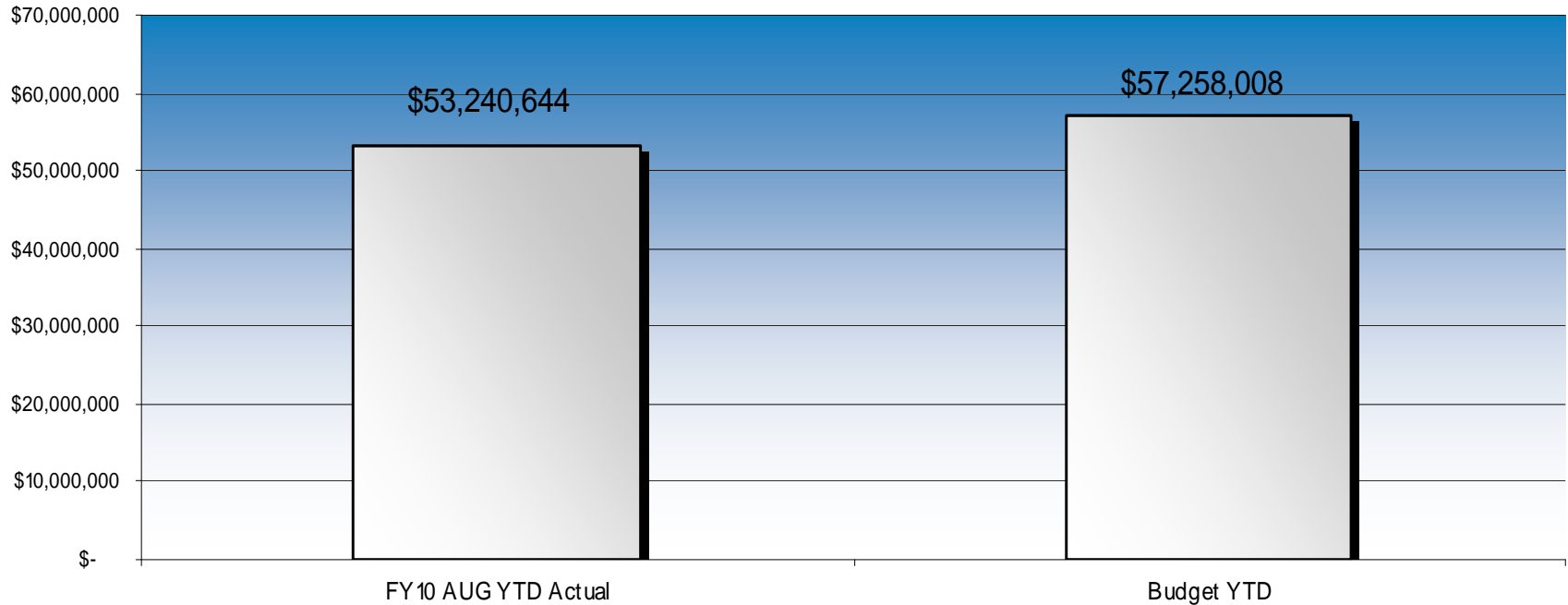
Accidents Per 100,000 Hub Miles- Systemwide by Month



*FY10 YTD (two months data)

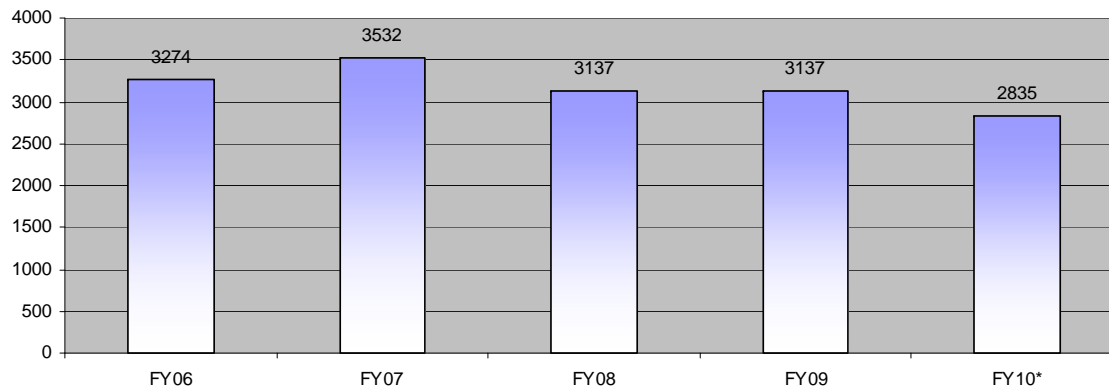
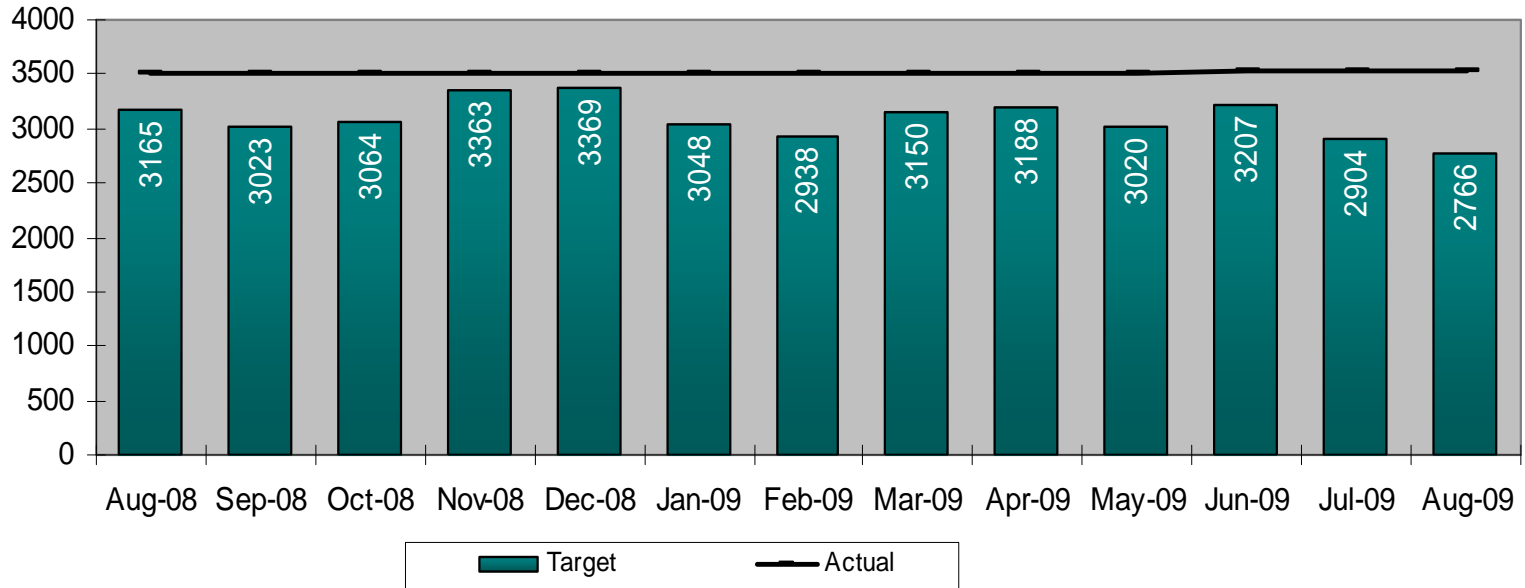


Fare Revenue – FY10 AUG YTD



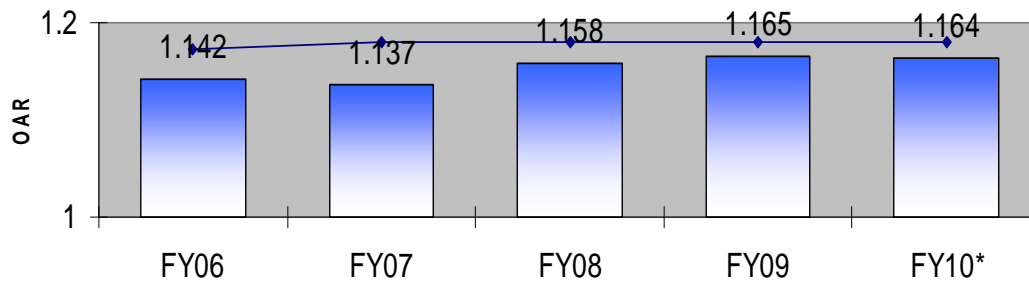
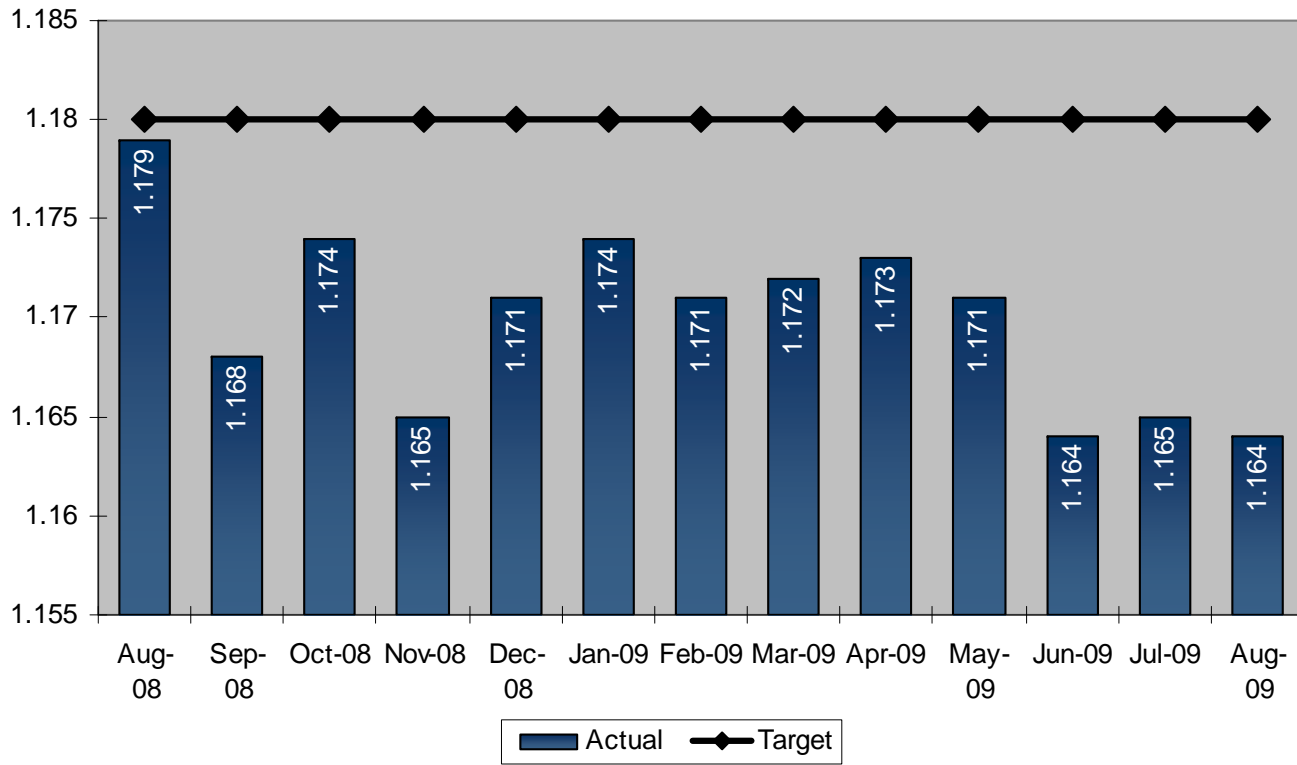
Fleet Reliability

Mean Miles Between Mechanical Failures



*FY10 YTD (two months data)

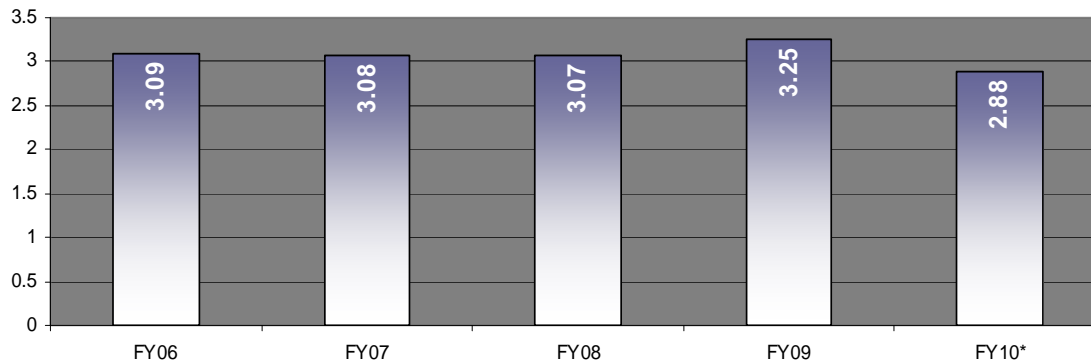
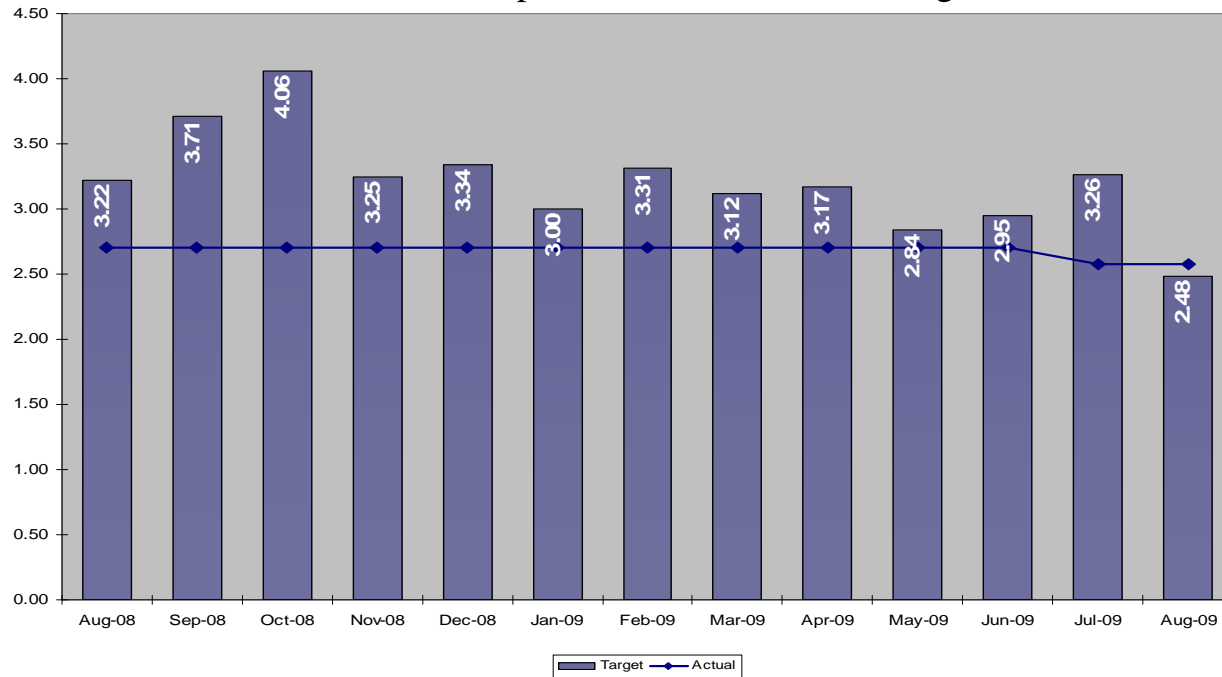
Operator Assignment Ratio



*FY10 YTD (two months data)

Customer Complaints

Customer Complaints Per 100,000 Boardings



*FY10 YTD (two months data)

School Trippers

Banning High School	King Middle School	Paul Revere
Birmingham	Leuzinger High School	Peninsula High School
Burroughs Middle School	Lincoln High School	Polytech High School
Chatsworth High School	Los Angeles High Adult School	San Fernando High School
Cleveland High School	Los Angeles High School	Santee High School
Crenshaw High School	Manual Arts High School	South Gate Middle School
Eagle Rock High School	Marshall High School	Sylmar High School
El Camino Real High School	Marshall High School AM	Taft High School
Fairfax High School	Monroe High School	Van Nuys High School
Foshay Middle School	Mt. Gleason Middle School	Verdugo Hills High School
Fulton Middle School	Muir High School	Washington Prep
Hawthorne High School	Mulholland	Westchester High School
Hollenbeck Middle School	Nightingale Middle School	Woodland Hills Academy
Hollywood High School	Pasadena High School	
Kennedy High School	Pasadena High School AM	

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)

- Employees are recognized monthly, quarterly and yearly for achieving ISOTP goals
 - Gateway Cities Key Performance Indicator Goal is 74%
 - Year to Date ISOTP is 77%
- Status Report of Sector ISOTP performance posted at each Division.

Metro Gateway Cities Employee Incentive Programs

Recognition for In-Service On-Time Performance (ISOTP)

- Quarterly, our most improved operators are recognized, with a certificate and a luncheon for Operators achieving goals with the GM and manager. Operators meeting/exceeding goal also receive patches.
- Annually, sector divisions are recognized for meeting/exceeding ISOTP goal.



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 five 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 three years
 - Medical Absences
- Employees participate in acknowledging their peers when they are observed working safely.
- The Division Manager presents the ‘Silver Pin’ to each employee during monthly ceremonies for working safely