

Gateway Cities Service Sector

Governance Council Meeting

August 10, 2006



Metro

Gateway Cities.... Commitment to Safety and Service

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Gateway Cities Service Sector

FY2006 Yearend Budget Variance

**Will be Available for
September Meeting**



GATEWAY CITIES SERVICE SECTOR

KEY PERFORMANCE INDICATORS

FY06

FY05

PERFORMANCE INDICATORS	JUNE	YTD ACTUALS	YTD TARGET
SAFETY			
Workers' Compensation Costs	JUNE 2006 DATA NOT AVAILABLE		
New Workers' Compensation Indemnity Claims Per 200,000 Exposure Hours	14.98	11.40	16.50
Bus Traffic Accidents Per 100,000 Hub Miles	2.76	3.69	3.50
Passenger Accidents Per 100,000 Boardings	0.16	0.22	0.15
BUS OPERATIONS			
Complaints Per 100,000 Boardings	1.60	1.69	2.75
In Service On Time Performance (ISOTP)	69.84%	71.73%	72.00%

PERFORMANCE INDICATORS	JUNE	YTD ACTUALS	YTD TARGET
SAFETY			
Workers' Compensation Costs	\$944,937	\$6,357,553	\$10,341,708
New Workers' Compensation Indemnity Claims Per 200,000 Exposure Hours	13.22	14.11	19.18
Bus Traffic Accidents Per 100,000 Hub Miles	4.54	4.29	3.50
Passenger Accidents Per 100,000 Boardings	0.25	0.22	0.15
BUS OPERATIONS			
Complaints Per 100,000 Boardings	2.29	2.58	3.00
In Service On Time Performance (ISOTP)	73.95%	71.20%	70.00%



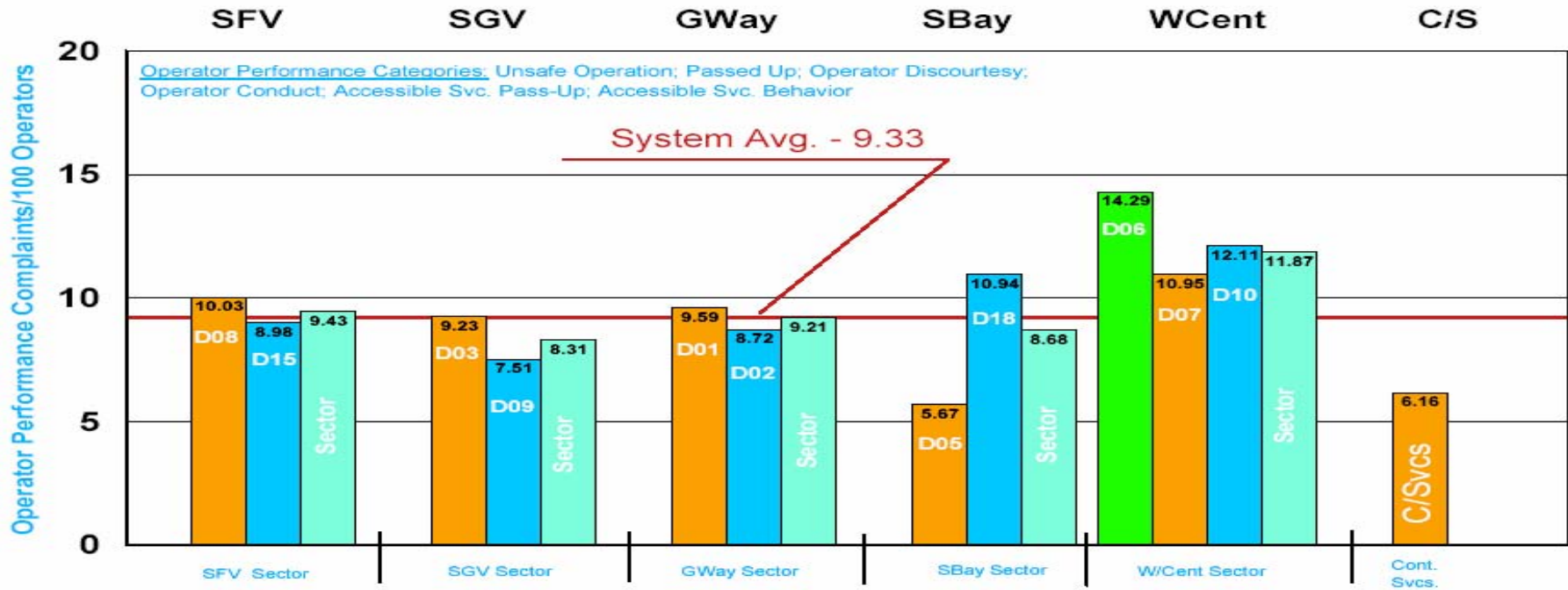
GATEWAY CITIES SERVICE SECTOR CUSTOMER COMPLAINTS

JUNE 2006

Operator Performance Categories

Complaints per 100 Operators

Sector/Division Comparison - June 2006



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Gateway Cities... Commitment to Safety and Service

GATEWAY CITIES SERVICE SECTOR ACCIDENT TYPES

JUNE 2006

Accident Type Description	Jul-05	Aug	Sep	Oct	Nov	Dec	Jan-06	Feb	Mar	Apr	May	Jun	12 Months Total
SIDESWIPE- OTHER VEHICLE PASSING OUR VEHICLE	8	6	10	9	6	11	4	7	10	6	8	6	91
OTHER VEHICLE INVOLVED WITH BUS STANDING IN ZONE	6	8	7	3	1	5	12	8	8	6	15	4	83
COLLISION WITH (FIXED) STATIONARY OBJECT	2	5	2	4	6	3	8	3	8	4	5	3	53
OTHER VEHICLE HIT BUS (INCLUDES DRIFTING BACK)	3	2	8	7	5	3	0	3	2	3	3	1	40
BUS HITS VEHICLE (INCLUDES DRIFTING BACK)	4	0	0	3	0	3	6	2	4	6	4	3	35
STRAIGHT AHEAD-OTHER VEHICLE FROM LEFT	2	2	5	1	1	1	2	5	6	1	7	2	35
SIDESWIPE- WHILE PASSING OTHER VEHICLE	1	0	4	3	2	2	5	5	5	3	1	3	34
ALL OTHER ACCIDENTS BETWEEN INTERSECTIONS	1	2	2	5	2	7	1	0	2	1	6	4	33
COLLISION WITH VEHICLES PARKED AT CURB	5	4	1	2	1	2	5	2	3	4	3	0	32
VEHICLE TURNS RIGHT IN FRONT OF BUS	5	1	1	3	4	4	1	1	3	0	4	0	27
Top Ten Total	37	30	40	40	28	41	44	36	51	34	56	26	463
Total Number of Accidents in the Month	58	41	60	55	43	53	56	54	65	43	71	41	640
Percent of Top Ten to Total No. of Accidents	64%	73%	67%	73%	65%	77%	79%	67%	78%	79%	79%	63%	72%



Gateway Cities Service Sector Customer Commendations

JUNE 2006

1	Division 1	Line 720	6/8/2006	6:25 AM	JOSE M. CASTRO
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Disabled patron offered a commendation on behalf of Operator 16779 on Line #720 W/B. Patron states this operator demonstrates great customer service toward disabled patrons. Patron also states operator is friendly, courteous, helpful, kind, and warm hearted. Possibly #1 operator.

2	Division 1	Line 16	6/16/2006	11:00 AM	DORETHERA L. JOHNSON
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Patron commends the operator for providing excellent service. Patron is an employee of Cedar Sinai Hospital.

3	Division 1	Line 745	6/16/2006	6:50 AM	ADRIAN B. PINEDO
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Employee commends the operator for defensive driving. She stated that a motorist ran the traffic signal and nearly caused an accident. Had not the operator been a skillful driver, it would have been a two-bus and one-car collision. She also commends the operator for calling stops and being courteous.

4	Division 1	Line 60	6/13/2006	12:15 AM	MARY ANN COOK
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Blind patron commends the operator for providing excellent service. He stated that the operator is courteous and calls the stops. He stated that the operator was extremely skillful in dealing with a difficult, intoxicated man who rode the bus on 6/12 and 6/13.



Gateway Cities Service Sector Customer Commendations

JUNE 2006

5	Division 1	Line 53	6/9/2006	2:55 PM	MARTHA N. SAMPANG
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Patron commends operator. Patron states he observed operator who appeared to be a student driver offer wheelchair patron to secure his wheelchair. Patron states patron (male in his late 50's) refused operator's assistance. Patron states the wheelchair rolled backwards, causing a little girl (approximately 8 years old) to fall. Patron states the mother of the girl was busy talking on her cell phone. The mother was not taking care of her child. Patron states student operator and line instructor asked the mother if her daughter was ok. Patron states the mother replied, "yes". Patron states he observed a young teenager began to advise the mother to call the police and not to be afraid. Patron states this same young female began to say profanity towards the operator and instructor. Patron states operator asked her to leave the bus. Patron states he strongly believes it was not student operator or line instructor's fault. Patron states they were professional at all times.

6	Division 1	Line 720	6/16/2006	7:35 PM	JOSE M. CASTRO
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Patron commends the operator for providing excellent service.

7	Division 1	Line 720	6/12/2006	12:00 PM	RICHARD RODRIGUEZ
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Patron commends the operator for providing excellent service. She states that the operator's uniform is always sharp and nicely pressed. She states that the operator is professional, drives safely, and interacts well with the passengers.

8	Division 1	Line 53	6/13/2006	11:15 AM	DORETHERA L. JOHNSON
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Patron commends operator. Patron states operator is kind, courteous, polite, timely, respectful, and very professional.



Gateway Cities Service Sector Customer Commendations

JUNE 2006

9	Division 1	Line 45	6/13/2006	9:00 AM	HUGO MERCADO
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My 20 second graders, their parents, and I just returned from a trip via MTA to Chinatown. We had an incredible time, and I wanted to write to especially compliment your driver Hugo (badge 16309), and the dispatch center for going above and beyond the call of duty. He realized midway through our trip that we were on the wrong bus (the shortened 45 line instead of the one that goes all the way to Chinatown). What happened next was truly unbelievable., Dispatch allowed the operator to drop off his other passengers at the last stop at Cesar Chavez and continue onto Chinatown with my students. He dropped us right on the corner of Broadway/Bernard, which is where we had planned to go originally. Honestly, there are so few words that can truly express our gratitude. I am looking so forward to many more field trips using MTA for our transportation.

10	Division 2	Line 200	6/8/2006	4:34 AM	DENNIS L. WINFORD
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Patron commends operator. Patron states operator is excellent, very pleasant, courteous, cordial, punctual, and safe driver.

11	Division 2	Line 52	6/7/2006	10:00 AM	FRANCISCO N. SANDOVAL
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Operator deployed the ramp for an elderly woman with a bad leg. At least 10 times, drivers have not deployed the ramp for me, and I use a walker. It is refreshing to see a driver actually doing his job right, and I think he should be recognized.

12	Division 2	Line 26	6/13/2006	10:00 AM	MOSES GOMEZ
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Patron offered commendation for operator. Patron states operator was great in performance, well groomed, cautious, timely, and made ride joyful.

13	Division 2	Line 105	6/13/2006	10:00 AM	EUGENE PATTERSON
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Patron commends operator. Patron states operator was well groomed, kind, cautious, timely, hospitable, and great in performance.

