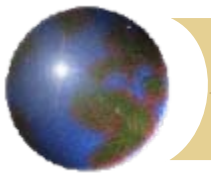




FY10 YTD March KPI Performance

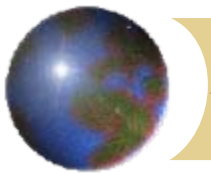
Metro Operations



Bus Systemwide

Metro has eleven Metro operating divisions. Divisions 1 and 2, both operate out of the downtown Los Angeles area. Division 3 in Cypress Park, Arthur Winston Division 5 in South Los Angeles, Division 6 in Venice, Division 7 in West Hollywood, Division 8 in Chatsworth, Division 9 in El Monte, Division 10 in Los Angeles (near the Gateway building), Division 15 in Sun Valley and Carson Division 18 in Carson. The system is responsible for the operation of approximately 2,490 Metro buses and 144 Metro Bus lines carrying nearly 373.1 million boarding passengers each year. Metro bus also operates the successful Orange Line.

Measurement	Bus Systemwide FY10 Target	Bus Systemwide FY10 YTD	Mar-10 Month
In Service On-Time Performance	70.80%	71.58%	73.00%
Complaints per 100,000 Boardings	2.58	2.68	3.05
Mean Miles Between Total Road Calls (MMBTRC)	1,556	1,493	1,695
Bus Traffic Accidents per 100,000 Miles	3.28	3.07	2.91
Passenger Accidents per 100,000 Boardings	0.24	0.35	0.34

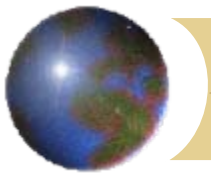


Bus Systemwide

Measurement	FY10 Target	FY10 YTD	Mar-10 Month
Complaints per 100,000 Boardings	2.58	2.68	3.05

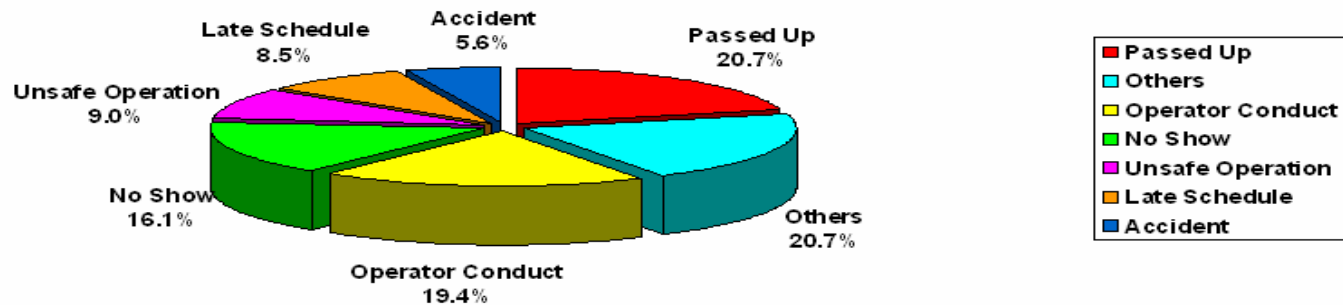
● Complaints are above the FY10 Target in the following Council Areas:

- San Fernando Valley Divisions 8 and 15
- San Gabriel Valley Divisions 3 and 9
- South Bay Division 18



Bus Systemwide Customer Complaints

BUS SYSTEMWIDE - MARCH 2009 TO MARCH 2010 CUSTOMER COMPLAINTS



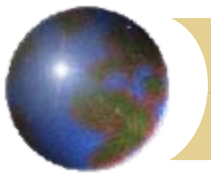
Major Category	FY09				FY10								13-Month Average	% of 13-Month Total	
	Mar 09	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb 10			Mar 10
Passed Up	168	163	151	141	162	129	213	210	142	128	159	159	214	165	20.7%
Others	152	151	145	260	165	137	203	171	118	148	142	138	208	164	20.7%
Operator Conduct	186	241	192	70	173	114	151	170	127	121	144	139	173	154	19.4%
No Show	149	111	95	106	135	103	161	187	117	104	123	131	145	128	16.1%
Unsafe Operation	76	75	76	81	75	58	94	83	50	61	53	66	83	72	9.0%
Late Schedule	91	71	71	64	76	35	85	79	40	60	58	71	74	67	8.5%
Accident	44	42	44	43	41	45	37	49	43	47	44	39	63	45	5.6%
Grand Total	866	854	774	765	827	621	944	949	637	669	723	743	960	795	100%



San Gabriel Valley Governance Council

Divisions 3 & 9

Measurement	FY10 Target	FY10 YTD	Mar-10 Month
In Service On-Time Performance	74.00%	75.70%	76.91%
Complaints per 100,000 Boardings	2.62	3.06	3.71
Mean Miles Between Total Road Calls (MMBTRC)	1,556	2,053	2,326
Bus Traffic Accidents per 100,000 Miles	2.85	2.60	2.77
Passenger Accidents per 100,000 Boardings	0.24	0.51	0.59



San Gabriel Valley Governance Council

Divisions 3 & 9

Measurement	FY10 Target	FY10 YTD	Mar-10 Month
Complaints per 100,000 Boardings	2.62	3.06	3.71

● **Division 3**

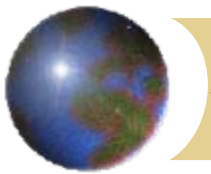
☒ Complaints are 3.20 per 100,000

- Some causes that are specific to the increase from February to March were; Pink Letters issued for spring break, increase of 3 calendar days from Feb., Detours for the L.A. Marathon and poor weather conditions. Categories with the highest number of complaints in March were ‘Pass-up’ and ‘Discourtesy’ with 19 and 14 complaints respectively. The division works to mitigate the complaints through requesting VO to monitor certain areas and Operators, utilizing OCI to provide Operator training when necessary, and by contacting the patrons to explain schedule misunderstandings and procedures in order to prevent repeat complaints.

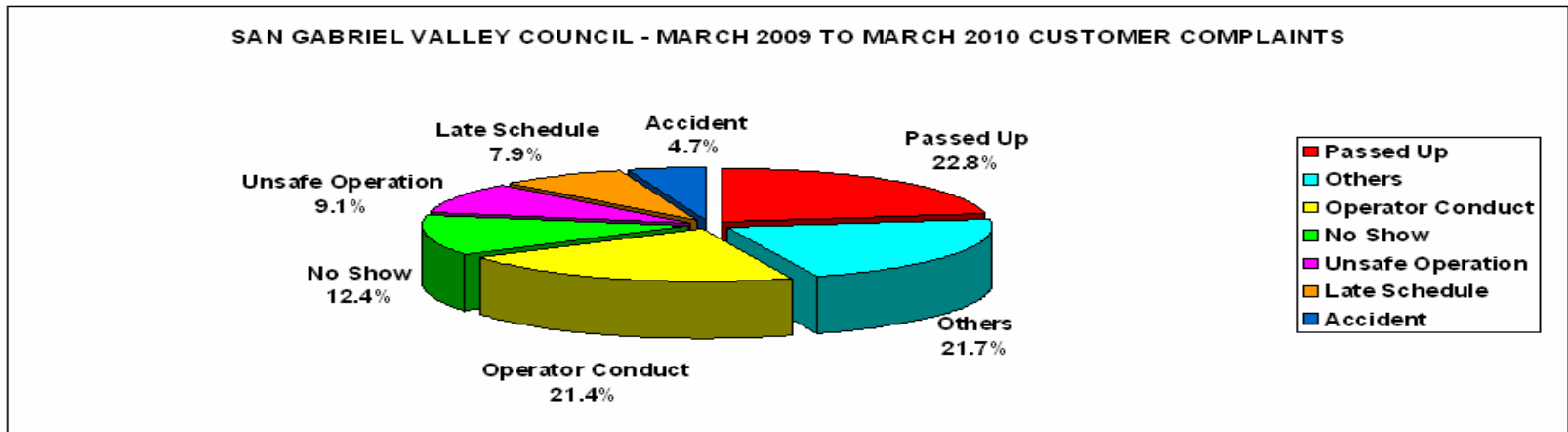
● **Division 9**

☒ Complaints are 4.21 per 100,000

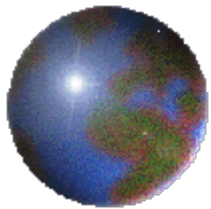
- Pass-ups represent the highest number of complaints with an average of 17.3/month, 23 in March, for which three Operators are responsible for 16% of the category. In order to reduce this type of complaint the Div. has conducted undercover rides, provided division training, OCI training, and Discipline. The second highest complaint type for the Div. in FY10 has been Operator Discourtesy. Five Operators account for ¼ of the complaints with one of the Operators also being responsible for a large number of the pass-up complaints. Each of the Operators has been interviewed and assessed disciplinary actions with the worst Operator being issued a ‘direct order’ regarding poor customer service.



San Gabriel Valley Governance Council Customer Complaints



Major Category	FY09				FY10								13-Month Average	% of 13-Month Total	
	Mar 09	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb 10			Mar 10
Passed Up	39	37	35	37	30	21	45	32	24	33	37	27	42	34	22.8%
Others	22	28	26	28	27	36	41	41	23	38	35	25	47	32	21.7%
Operator Conduct	29	48	36	36	32	18	24	40	24	22	35	33	34	32	21.4%
No Show	16	12	12	16	15	17	28	24	16	20	21	21	21	18	12.4%
Unsafe Operation	11	17	15	19	11	7	21	16	11	12	8	14	14	14	9.1%
Late Schedule	15	7	15	9	6	10	17	10	7	12	11	15	18	12	7.9%
Accident	3	1	6	5	6	4	6	9	7	8	9	7	19	7	4.7%
Grand Total	135	150	145	150	127	113	182	172	112	145	156	142	195	148	100%



Operator Commendations

March 2010



San Gabriel Valley Council Customer Commendations

March 2010

1	Division 3	Line 180	3:48 PM	2/28/2010	SUSAN GIANELLI
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Patron commends Operator badge #72101. Operator was kind, friendly and timely.

2	Division 3	Line 485	5:50 PM	3/3/2010	STEVE M. QUIROGA
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Comment 6665: This is meant to express a general positive review towards the operator of the 5:50 bus - Steve (badge #75470). Since my incident, I would rather wait a half-hour after work to catch the 5:50 bus where I am more comfortable riding with this operator. Steve is very friendly and conducts a safe & consistently smooth ride for my trips home from work. I wish more operators could be like Steve.

3	Division 3	Line 84	1:15 PM	3/3/2010	FRANK M. CORONADO
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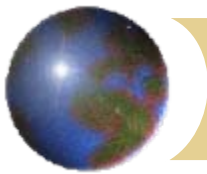
Patron would like to commend operator 16942. Patron stated that the operator did an AWESOME job! Patron commends the operator for his dedication to Metro and it's passengers. Note: Patron called in a "Batch" of commendations. The Date/Time entered into PCMS is the Date/Time the reports were received.

4	Division 3	Line 201	5:00 PM	3/4/2010	MARGARITO VILLA-ALCALA
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Patron commends Operator badge #70148. Patron was not at the bus stop and the operator waited for her to reach the stop. Patron thanks operator.

5	Division 3	Line 780	5:30 PM	3/5/2010	VRANESZOE WILSON
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heading East=I got on at Fairfax and 3rd at approximately 5.30 pm on Friday. The traffic was fierce and then horrific as we got to Sunset, as Hollywood Blvd is blocked off and she had to navigate along Sunset until Highland, up Highland etc. I got off at Normandie and told her how skillfully I thought she had handled the traffic, the people on the bus, the whole scene-AND WE wondered why a "more efficient" route isn't designed for the buses. This blockage and stoppage goes on EVERY YEAR and is a real nightmare for those of us who use public transportation.



Continued...

San Gabriel Valley Council Customer Commendations

March 2010

6	Division 3	Line 180	5:30 PM	3/22/2010	OPERATOR UNDETERMINED
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Comment 6794: We commend the driver of this trip because he was very polite, courteous and caring to his passengers. Here are some of the remarks that I appreciated hearing from him: -"Hi good evening". He greets his passengers upon boarding. That makes us feel welcomed. -" Please watch your steps. Take care and have a good evening." This makes us feel that our driver is concerned for our safety. Please extend our appreciations to this driver and encourage all your drivers to do the same. Boarding Location:Colorado (in front of Eagle Rock Plaza), LA 90041 Destination:Broadway Av & Glendale Av

7	Division 9	Line	10:05 AM	2/23/2010	ROSELYN A. DAVIS
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Patron emailed commendation: Recently I have a new driver who brightens every passenger. She greets everybody with her big smile and cares for all riders. I am so impressed by her and happy to see her every morning. I know my word is not enough, but I would like to ask you to acknowledge the driver of bus line 489 scheduled at 7:08 on Huntington/Rosemead February 23, 2010 10:05 AM.

8	Division 9	Line 79	2:44 PM	3/1/2010	HARRY G. DOWNS-CHRISTIAN
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Patron commends operator on being kind, friendly, and very helpful. Patron states operator badge # 18670.

9	Division 9	Line 79	11:00 AM	3/17/2010	LORENA SERANO
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Patron states the operator was very patient to all his passengers, he is an excellent representation of Metro. Coach #9485 Badge #28499