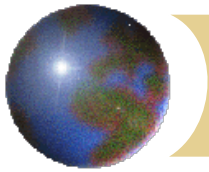


FY08 YTD May Performance

Westside/Central Sector

Mark Maloney, General Manager



The Westside /Central Sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 575 Metro buses and 21 Metro Bus lines carrying nearly 88.8 million boarding passengers each year. This report gives a brief overview of sector operations.

Measurement	Sector FY06 Actual	Sector FY07 Actual	Sector FY08 Target	Sector FY08 YTD	Sector May 2008	Metro May 2008
Mean Miles Between Mechanical Failures	3,499	3,651	3,500	3,222	3,457	3,220
On-Time Performance	60.82%	57.59%	60.00%	56.69%	57.12%	64.63%
Collision Accidents per 100,000 Miles	3.95	4.76	4.00	4.32	4.61	3.64
Complaints per 100,000 Boardings	2.53	2.66	3.00	2.98	2.40	2.07
New WC Claims per 200,000 exposure hours (one month lag)	14.61	12.99	13.40	13.41	11.35	11.35



The “How Are We Doing?” Campaign’s Latest Calls

- 6/9/08 - Bus line 42 and 42A always late in the evening
- 6/9/08 - Bus line 201 always late in the evening
- 6/11/08 - Do not like the TV's & operators are talking to the patrons & not about transit
- 6/12/08 - Great service – thank you
- 6/16/08 - Not complaining – but can we please remind our operators on lines 40, 42, 45, 51, 53, 53, 68 and 35 to stop and pick up customers waiting at bus stops.
- 6/18/08 - Delightful operator, pleasant and courteous
- 6/18/08 - Commend driver friendly courteous and general nice guy - line 2
- 6/19/08 - Bus line 14 did not show at Fairfax during the noon hour.
- 6/20/08 - Line 16 from Century city did not get to Wilshire until 11:18pm schedule shows 1:10p
- 6/21/08 - Venice bus too crowded
- 6/22/08 - 14 bus comes too late should be at stop in BH by 11:10 does not arrive until later
- 6/23/08 - Connections with municipal buses and metro works well
- 6/23/08 - Too many buses at the same time for line 720 and 20
- 6/24/08 - Can we keep the homeless and mentally ill off the buses during the rush hour
- 6/24/08 - Bus operator got up on the wrong side of the bed
- 6/26/08 - Line 33 going too slow – could walk faster than his driving
- 6/26/08 - Line 16 WB at 7th / Broadway did not open door at stop
- 6/26/08 - Doing marvelous
- 6/27/08 - Tired of seeing people not paying
- 6/28/08 - Happy with service
- 6/28/08 - Line 33 patron putting bike on front of bus, operator almost ran over patron. Patron boarded and operator argued with patron.
- 6/30/08 - Waited at San Vicente and Sunset for 40 minutes for the bus in the morning
- 6/30/08 - Line 704 not stopping
- 6/30/08 - Worst service in the US. Operators are rude, buses are not on time, head signs are wrong.
- 6/30/08 - More service on the 720 at night – missing connection to city of commerce and left stranded
- 7/2/08 - We are one of her best friends – thank you.