

**CHIEF OPERATIONS OFFICER'S REPORT
METRO SYSTEM SAFETY AND
OPERATIONS
COMMITTEE**

Frank Alejandro
Chief Operations Officer

May 17, 2012



Metro

Employee of the Month - May

- **Transportation-**
- **Maintenance-**



Service Reliability - March

Bus

Goal 85%

Actual



Rail

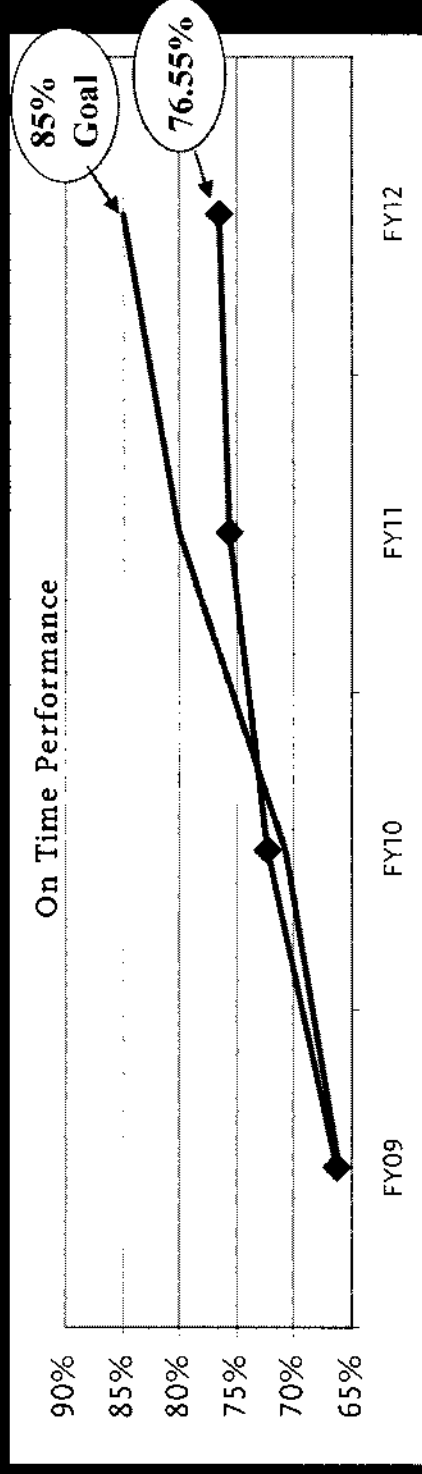
Goal 99%

Actual



Bus Service Reliability YTD-March

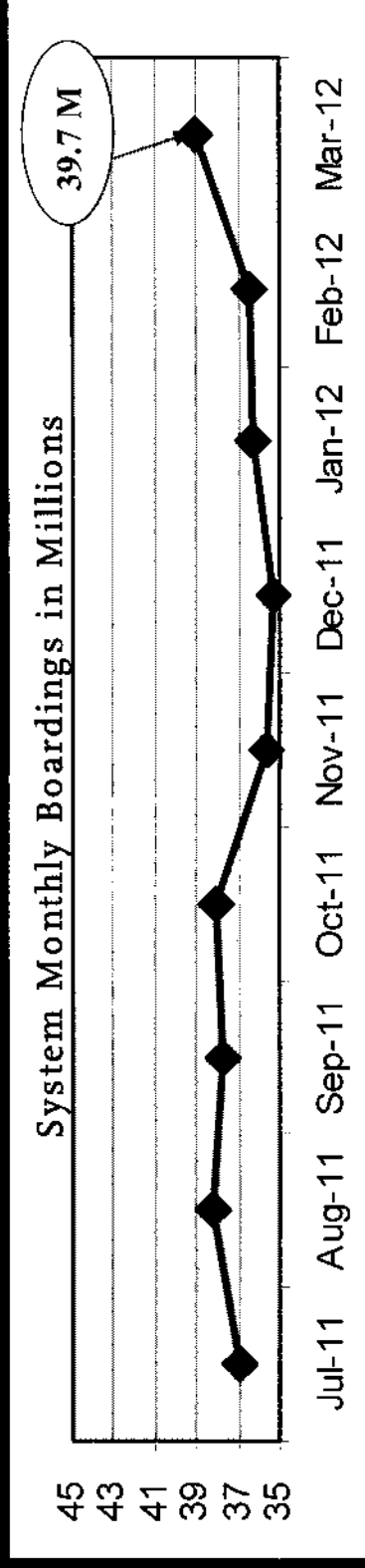
- We have consistently been improving our on-time performance since FY09
- Division Managers have been focusing on Operators who are consistently late and/or early, and educating them on how to resolve these problem areas



Metro

Bus and Rail Boarding's-March

- March boarding's continue to increase from February
- This is typical after the holiday months and people are returning to work and school
- We expect the boarding's in April to continue to increase



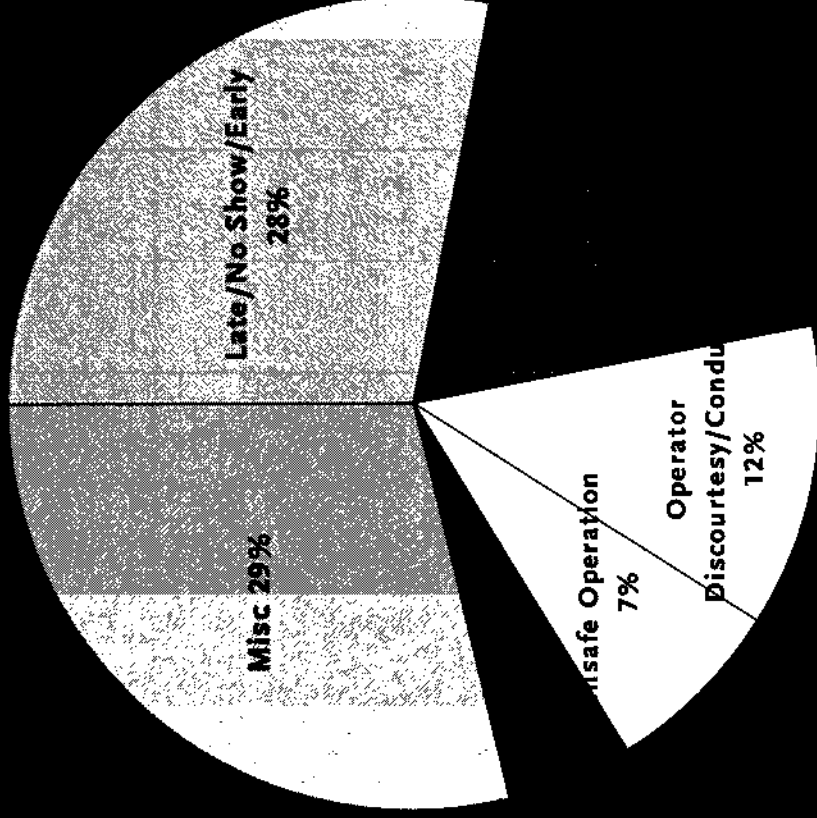
Customer Satisfaction - March

Customer Complaints per
100,000 Boarding's

BUS

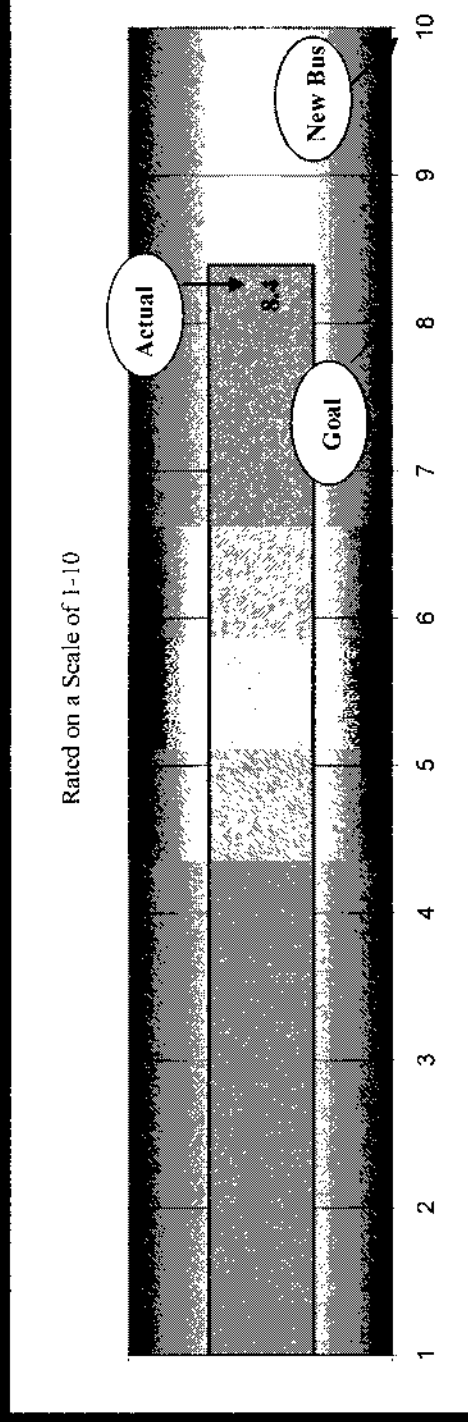
Goal 2.20

Actual



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Systemwide Bus Cleanliness-March



Improvements

- Increased frequency of interior deep cleans
- All vacancies at Bus divisions are filled. We are 100% fully staffed with Mechanics and Service Attendants
- Cut down on ATU overtime significantly



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Operations Staffing

Bus

- For Maintenance, we are at a level of staffing that has not been achieved within the last 5 years
- We reached our Operator Assignment Ratio goal of 1.20 mid April and operator classes will now start every other week

Rail

- Operators will graduate and be ready June 2012



Metro

Current Programs

Wheelchair Ramp Refurbishment

- Ramps are removed, cleaned, inspected, re-built and re-installed during the Bus Midlife Program
- Components known to be a problem have been identified and replaced with improved materials such as steel trim which rusts quickly being replaced with stainless steel trim

6yr old wheelchair ramp



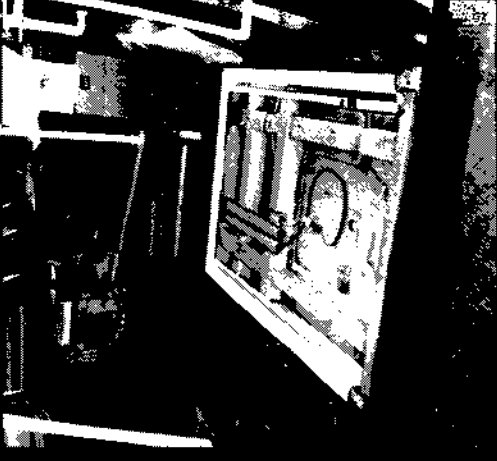
Reconditioned Ramp



Wheelchair Ramp System removed



Area cleaned and waiting for ramp

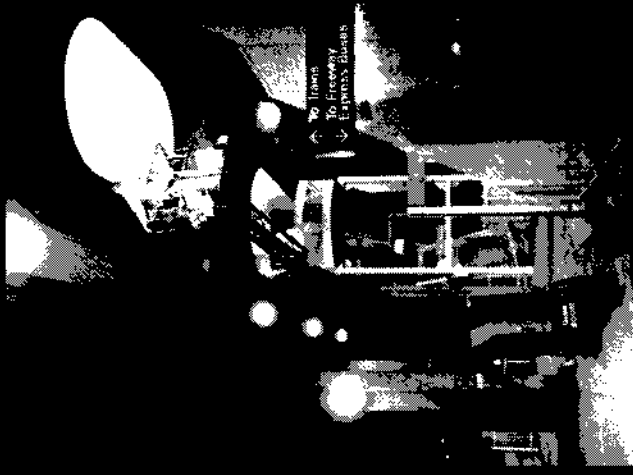
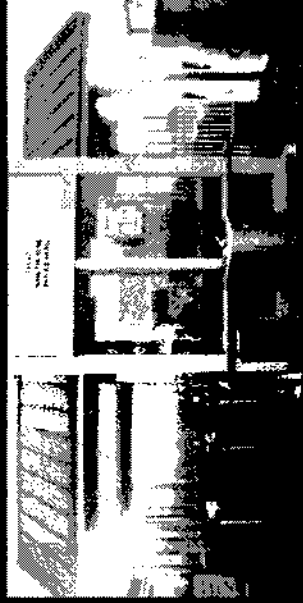


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New Programs

Rail Station Cleanliness-Tiger Teams

- Consists of 3 teams aimed at 3 areas: Cleaning, Painting and landscaping
- Ongoing campaign
- Using the Golden Gate concept, move from point A to Z, upon completion, it will start at point A again



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EXPO Line Opening Weekend

- Trains ran Saturday and Sunday from 5am to 7 pm
- Estimated xxxx patrons came out to ride the line
- Activities at 4 stations; 7th St/Metro, USC/Expo, Crenshaw and La Cienega
- Over 500 volunteers from Metro



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