

Richard Hunt
FY-08 Objectives

“Service Quality and Effectiveness”

Improve bus service in the San Fernando Valley Service Sector

- Reduce passenger complaints per 100,000 boardings by 10% from FY-07.
- Reduced bus accidents per 100,000 miles by 10% from FY-07 levels (see attached)
- Increase rider ship on the SFV provided bus service by 3%.
- Maintain Orange Line rider ship growth.
 - Align service to meet the increased demand.
- Improve road call mileage to 4,000 miles between road calls.
- Continue to improve service quality as measured by the highest bus cleanliness ratings in the system.
- Successful CHP terminal inspections.
- Reduce Workers Comp lost time injuries by 5% from FY-07 levels.