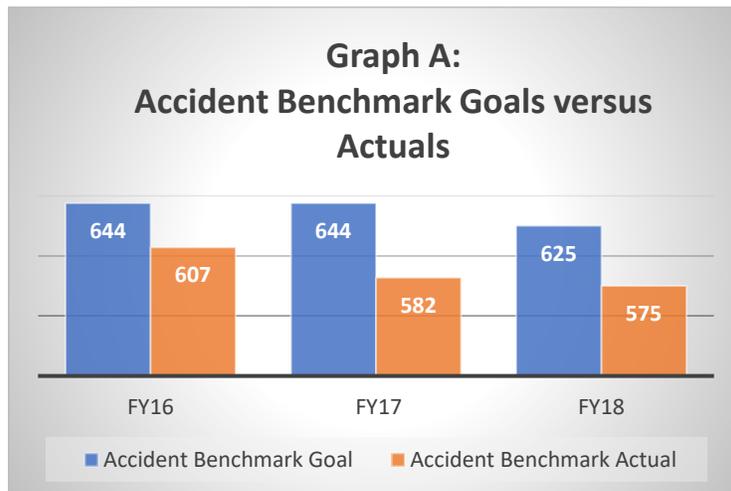


CHARTS GRAPHS & EXHIBITS

CHART A: METRO's Accident Information

Accident Information	FY 2016	FY 2017	FY 2018
Accident Benchmark Goal	644	644	625
Accident Benchmark Actual	607	582	575
Difference	37	62	50
Difference %	5.7%	9.6%	8%
Total Accident Rate per 100,000 miles	0.84	0.80	0.77
Total Accident Rate from Previous Year Percentage Increase / Decrease –		-5%	-4%
Preventable Accident Rate per 100,000 miles	0.33	0.30	0.26
Preventable Accident Rate from Previous Year Percentage Increase / Decrease – Total		-9%	-13%

Graph A:



Graph B:

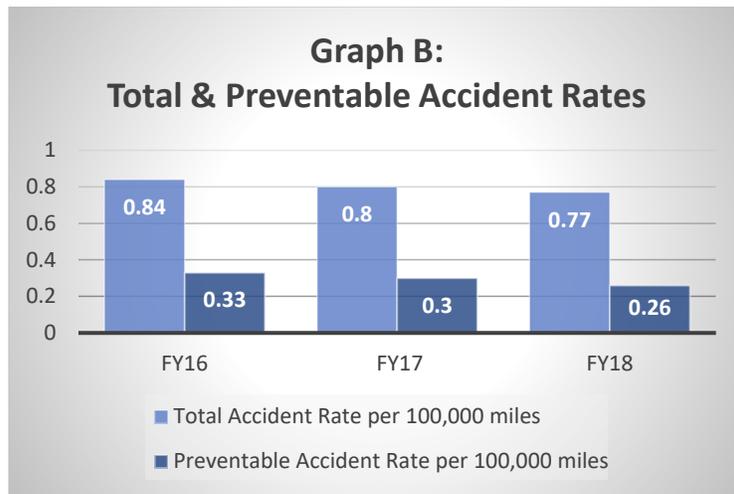


Exhibit I: METRO's Mission Statement



METRO's mission statement –Displayed in Lobby

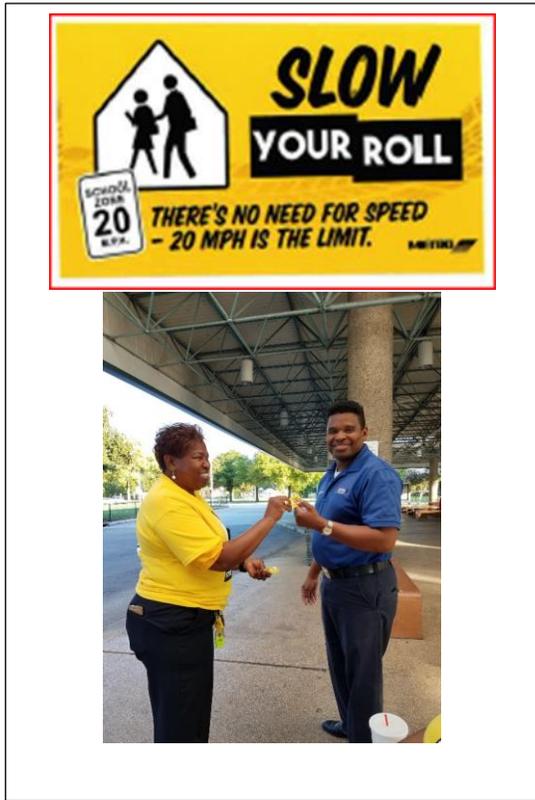
Exhibit II: Safety Awards Recognition



Exhibit III: Safety Messaging Campaigns



No Need For Speed – Speeding, Aggressive Driving Safety Campaign



Slow Your Roll – School Zone Safety Campaign



Intersection Safety Campaign





Safety Messaging

Exhibit IV: Monthly Safety Meetings



Safety Meeting - Bus Operator Shuttle



Exhibit V: “Zero Complaints” Program

How's My Driving?

METRO
ZERO COMPLAINTS
2018

ZERO COMPLAINTS

If you drove hundreds of customers every day to their destination, would any of them complain about you?

METRO is recognizing operators who managed to drive an entire year with zero complaints from customers. Were there any late bus arrivals? Heavy traffic? Construction? Torrential rain and slippery streets? Most likely, yes to all.

But still, these operators kept their riders happy. This is the second part in a series on our Zero Complaints Program. Let's meet three of the 829 bus operators who had no complaints from August 2017 to July 2018. *—*

EDITH GOINES – Fallbrook
Years at METRO: 27
Route she drives: 59 Aldine Mall

Why she became a driver: I moved back to Houston, and I needed a job. I was a mini-bus operator at METRO, then moved up to part-time with a big bus, then full-time.

How she keeps customers happy: I love my job. I have good passengers. I treat people the way I like to be treated, whether they are handicapped, old, young with babies. I had a nephew who became handicapped at age 15 – he was paralyzed and in a wheelchair. I always think about him. And my granny is 101 years old. I wouldn't want anyone not lowering the bus for her.

I got a perfect attendance record. I tell my customers don't call in and say the driver is late. But call in and ask for more frequent service. Go to the public hearings and board meetings.

Exhibit VI: Monthly Safest Bus Operating Facility Breakfast

