

Metro Gateway Cities  
Governance Council  
November 2010 Meeting

Performance Report  
for September 2010



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# GWC Governance Council November 2010

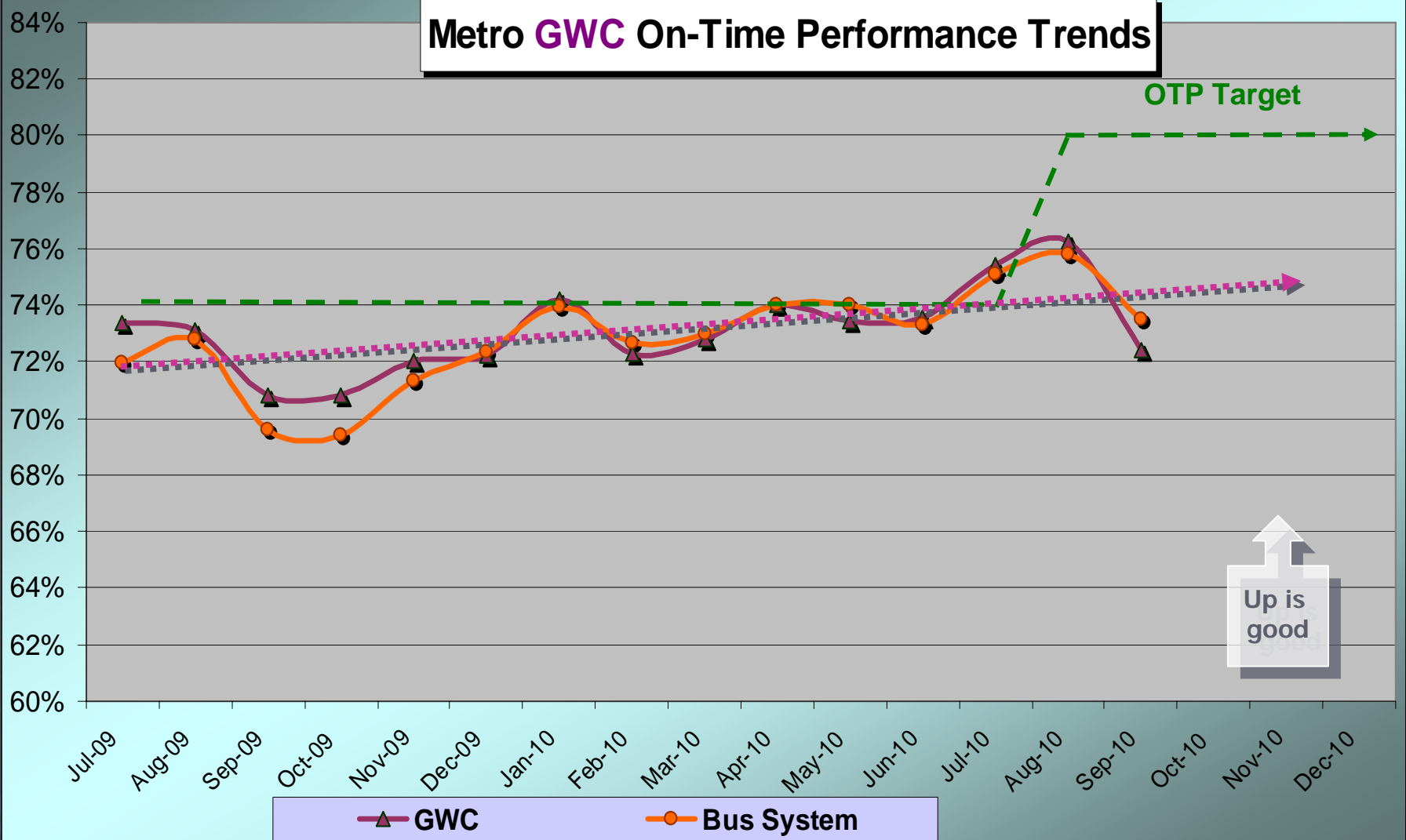
## Metro Gateway Cities & Metro Bus System September 2010

Measurement : On Time Performance

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>80.0%</b>	<b>73.5%</b>	<b>74.7%</b>
<b>Gateway Cities</b>	<b>80.0%</b>	<b>72.4%</b>	<b>75.8%</b>

# GWC Governance Council November 2010

Metro **GWC** On-Time Performance Trends



Up is good



**Metro**

# GWC Governance Council November 2010

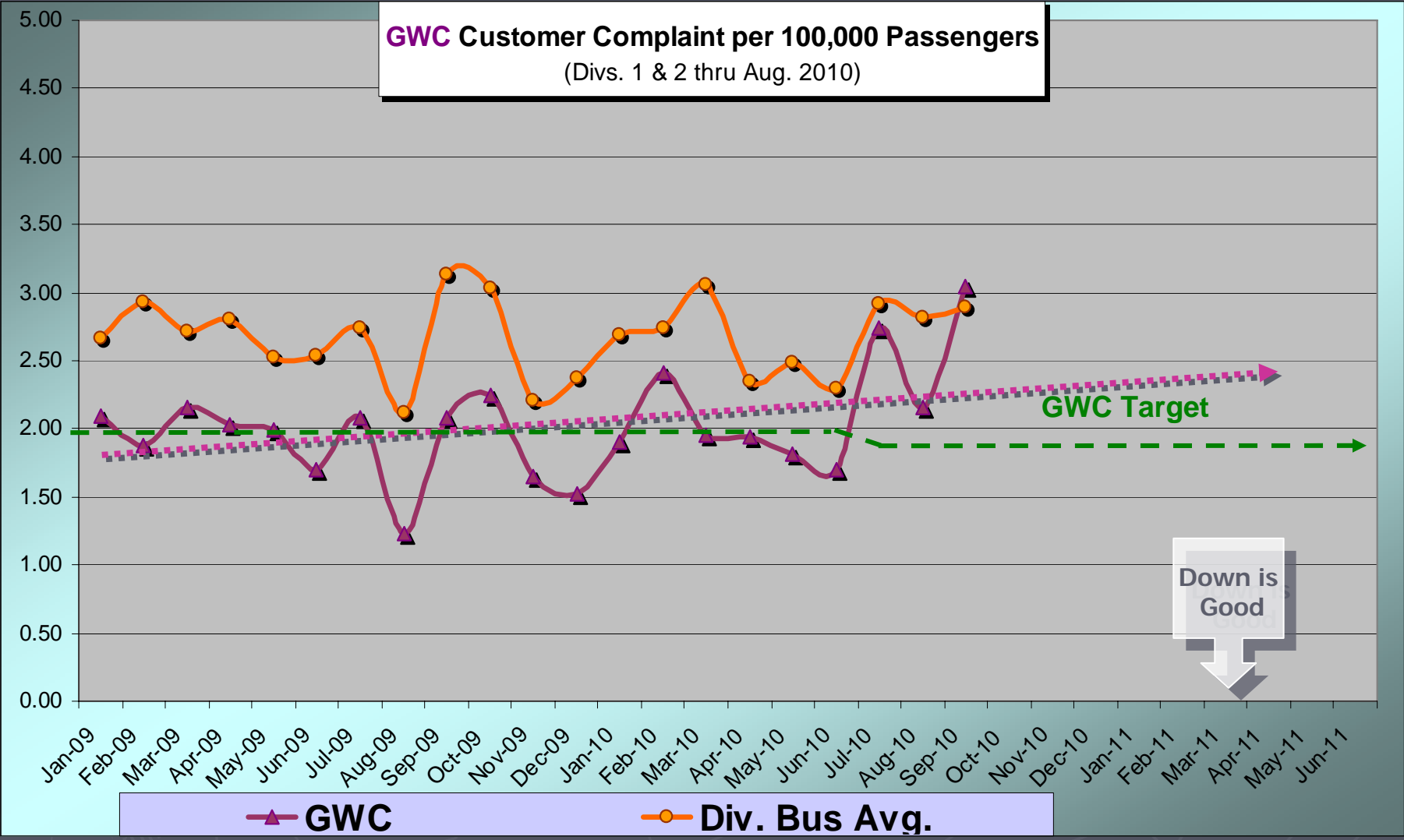
## Metro Gateway Cities & Metro Bus System September 2010

Measurement : Complaints per 100,000 Psgrs.

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.89</b>	<b>2.87</b>
<b>Gateway Cities</b>	<b>1.90</b>	<b>3.05</b>	<b>2.65</b>

# GWC Governance Council November 2010

**GWC Customer Complaint per 100,000 Passengers**  
(Divs. 1 & 2 thru Aug. 2010)



# GWC Governance Council November 2010

## September 2010 Customer Complaints

Includes Directly Operated and Contract Lines

GWC		SBC		SFV		SGV		WSC		Totals		Complaint Type
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
44	25%	46	19%	38	21%	27	16%	66	18%	164	20%	Passed Up
34	19%	57	24%	33	18%	28	16%	62	17%	154	18%	No Show
17	10%	28	12%	25	14%	24	14%	70	19%	130	16%	Op. Discourtesy
20	11%	30	13%	33	18%	39	23%	32	9%	114	14%	Late Schedule
12	7%	13	5%	7	4%	13	8%	28	8%	51	6%	Unsafe Operation
7	4%	7	3%	11	6%	4	2%	22	6%	42	5%	Accident
5	3%	5	2%	2	1%	7	4%	12	3%	24	3%	Operator Conduct
1	1%	4	2%	4	2%	5	3%	11	3%	19	2%	Carried Past Stop
3	2%	4	2%	5	3%	2	1%	6	2%	15	1.8%	Misc. Complaint
4	2%	4	2%	1	1%	3	2%	3	1%	10	1.2%	Disputed/Wrong Fare
3	2%	4	2%	1	1%	1	1%	7	2%	10	1.2%	Improper Curb Stop
1	1%	5	2%	1	1%	0	0%	5	1%	10	1.2%	Off Route
26	15%	31	13%	18	10%	19	11%	36	10%	95	11%	Other
<b>177</b>		<b>238</b>		<b>179</b>		<b>172</b>		<b>360</b>		<b>838</b>		



# GWC Governance Council November 2010

## September 2010 Customer Complaints

Includes Directly Operated and Contract Lines

### Complaints Summarized by Type

GWC		SBC		SFV		SGV		WSC		Totals		Comp. Group
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
91	51%	113	47%	94	53%	85	49%	228	63%	463	55%	Oper. Issues
59	33%	88	37%	68	38%	68	40%	95	26%	276	33%	Sched. Issues
8	5%	10	4%	8	4%	6	3%	13	4%	35	4%	Access Svc.
9	5%	10	4%	3	2%	10	6%	10	3%	31	4%	Fare Issues
7	4%	12	5%	1	1%	1	1%	5	1%	15	2%	Equip. or Bus Stop
3	2%	5	2%	5	3%	2	1%	9	3%	18	2%	Other
177		238		179		172		360		838		



# GWC Governance Council November 2010

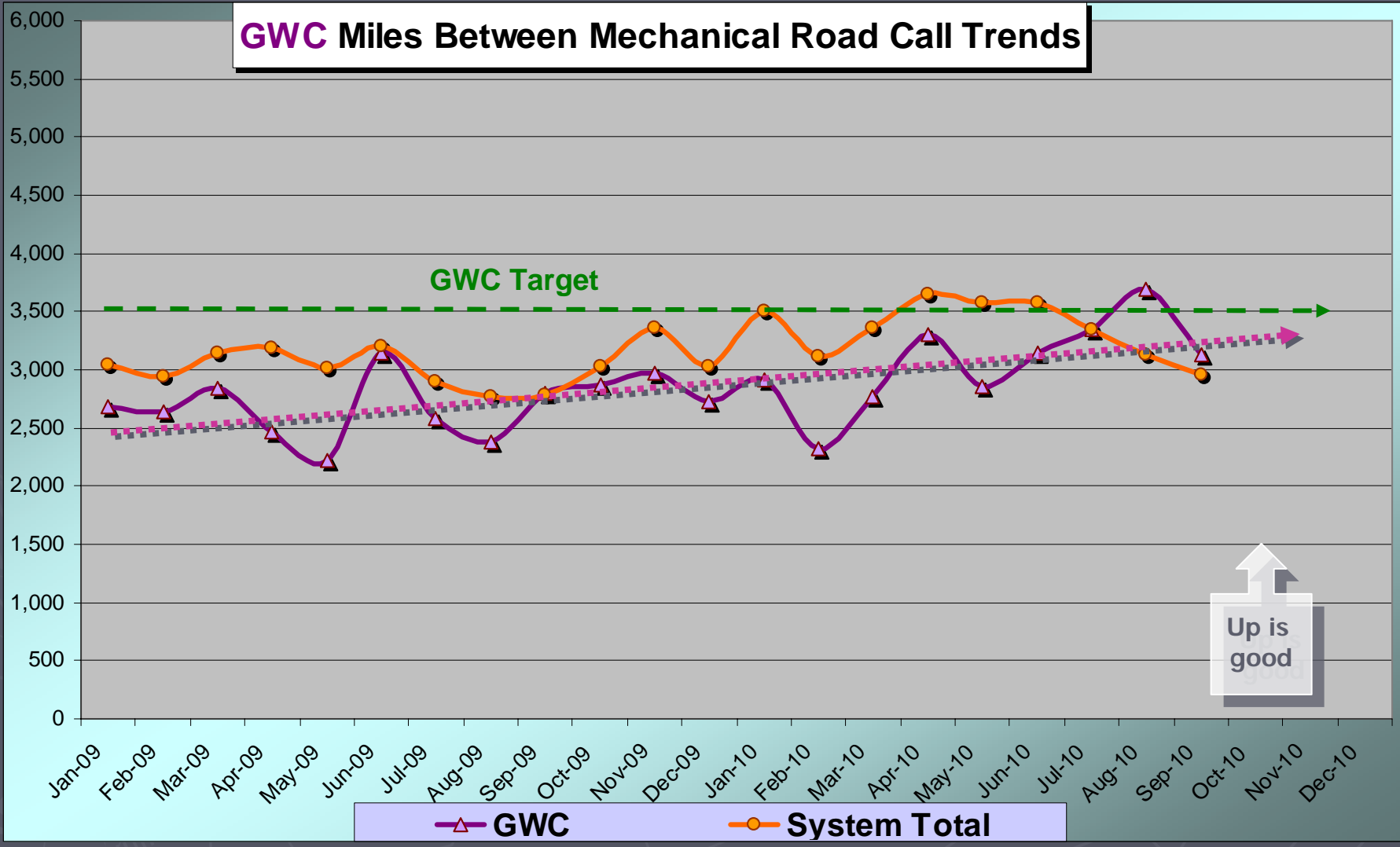
## Metro Gateway Cities & Metro Bus System September 2010

Measurement : Miles Between Mechanical Road Call

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>3,664</b>	<b>2,953</b>	<b>2,519</b>
<b>Gateway Cities</b>	<b>3,500</b>	<b>3,134</b>	<b>3,395</b>



# GWC Governance Council November 2010



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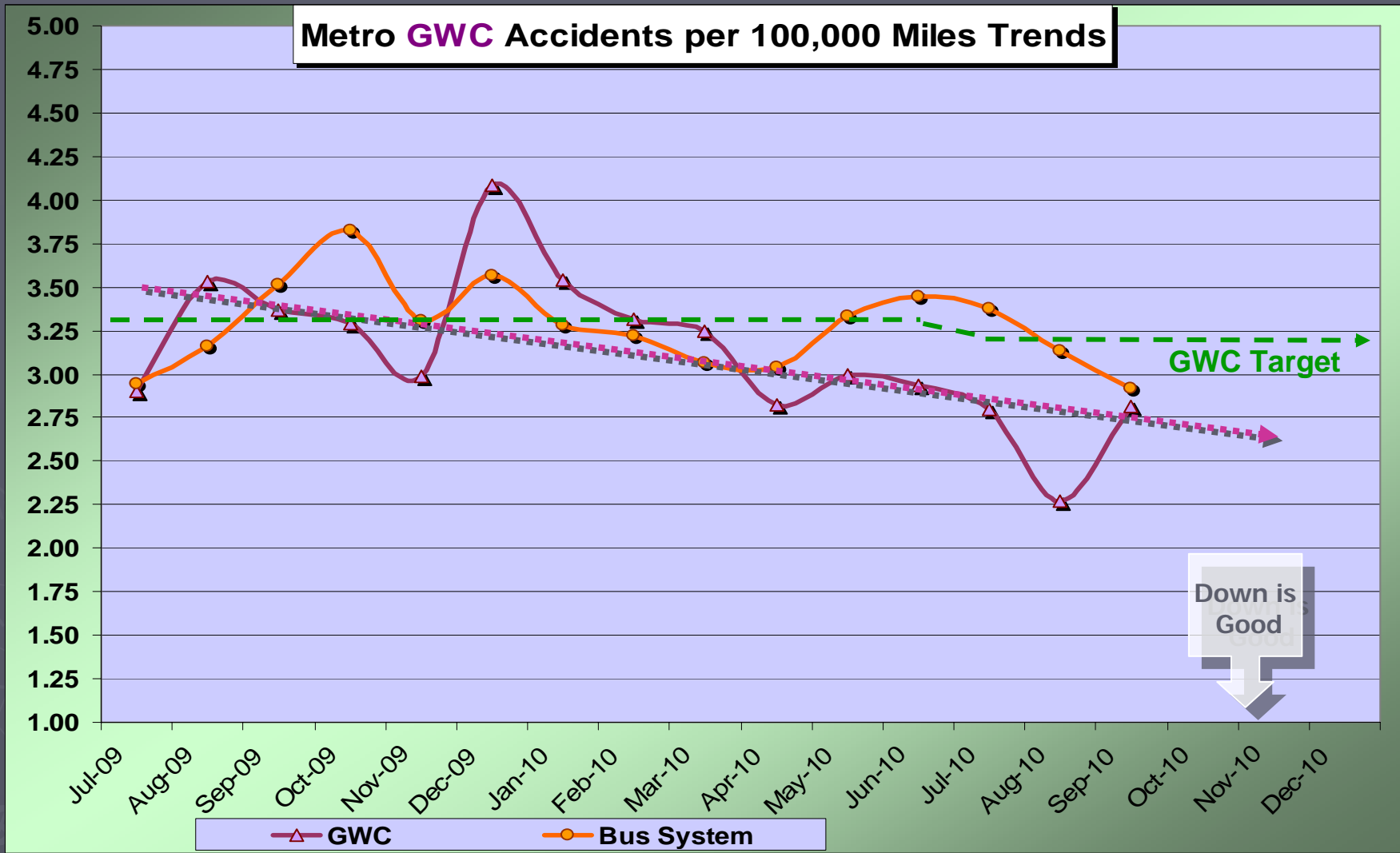
# GWC Governance Council November 2010

## Metro Gateway Cities & Metro Bus System September 2010

Measurement : Accidents per 100,000 Miles

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>3.14</b>	<b>2.92</b>	<b>3.14</b>
<b>Gateway Cities</b>	<b>3.20</b>	<b>2.81</b>	<b>2.63</b>

# GWC Governance Council November 2010



# GWC Governance Council November 2010

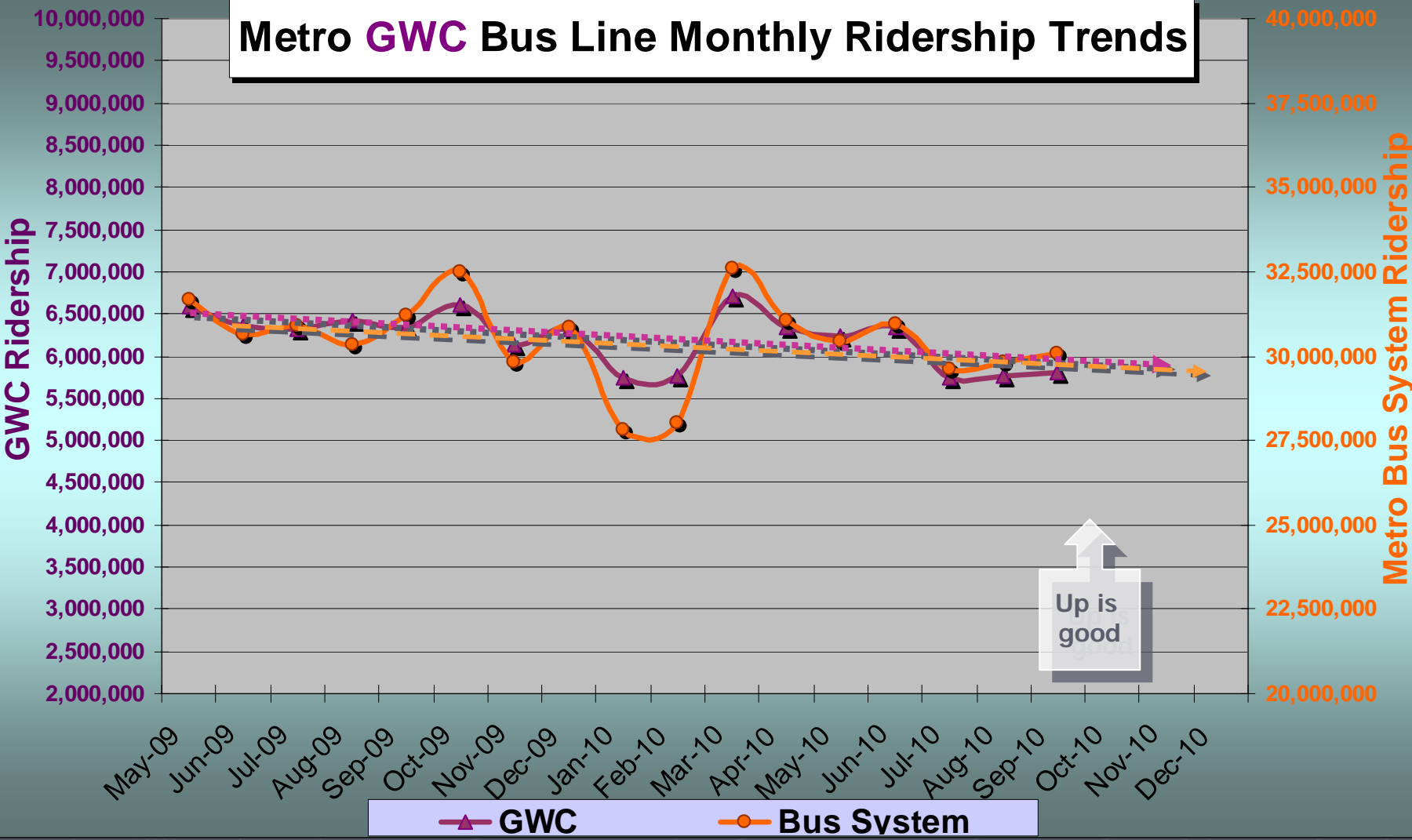
## Metro Gateway Cities & Metro Bus System September 2010

Measurement : Monthly Ridership

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>29,400,000</b>	<b>30,100,000</b>	<b>29,900,000</b>
<b>Gateway Cities</b>	<b>6,030,000</b>	<b>5,810,000</b>	<b>5,970,000</b>

# GWC Governance Council November 2010

**Metro GWC Bus Line Monthly Ridership Trends**

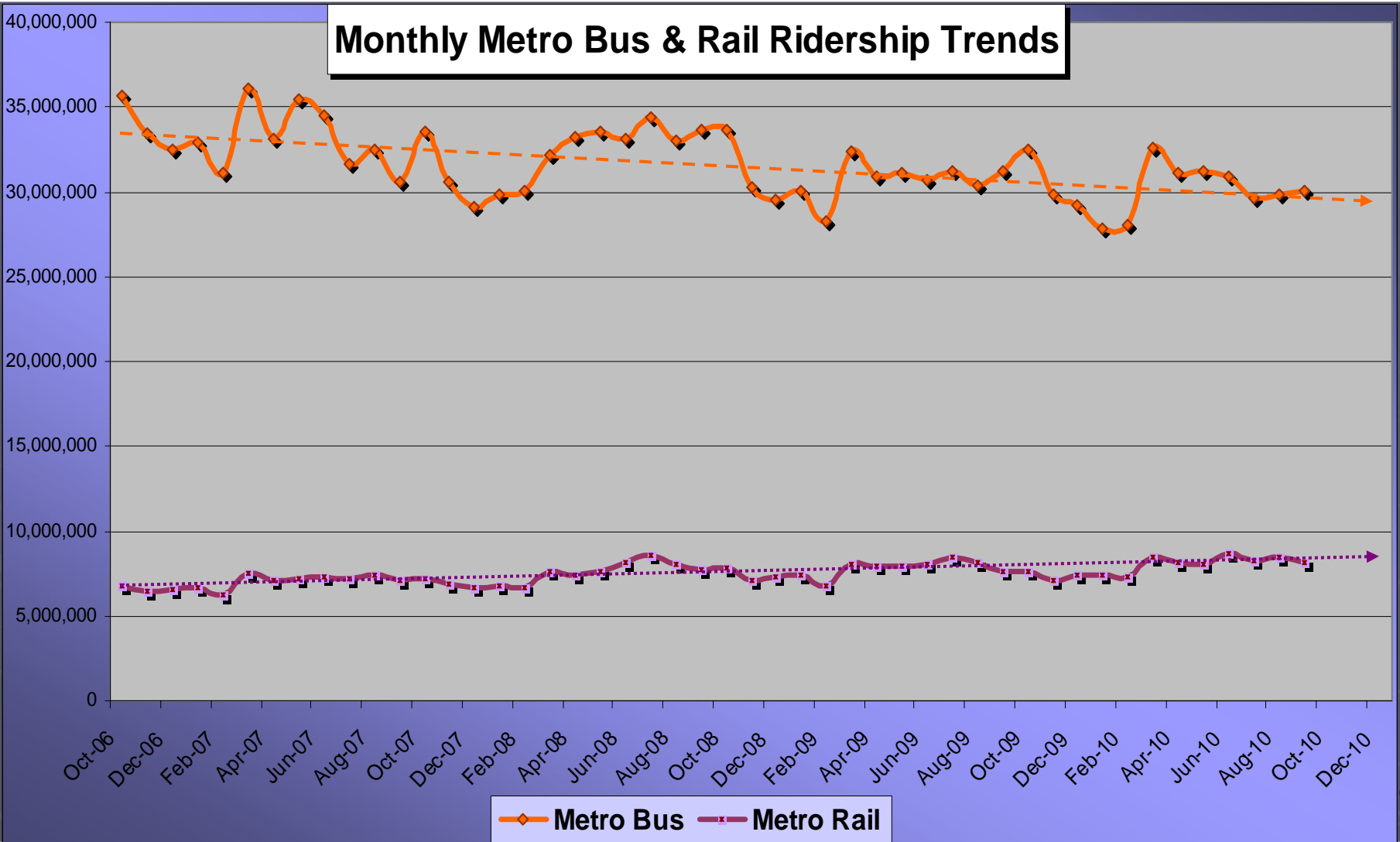


Up is good

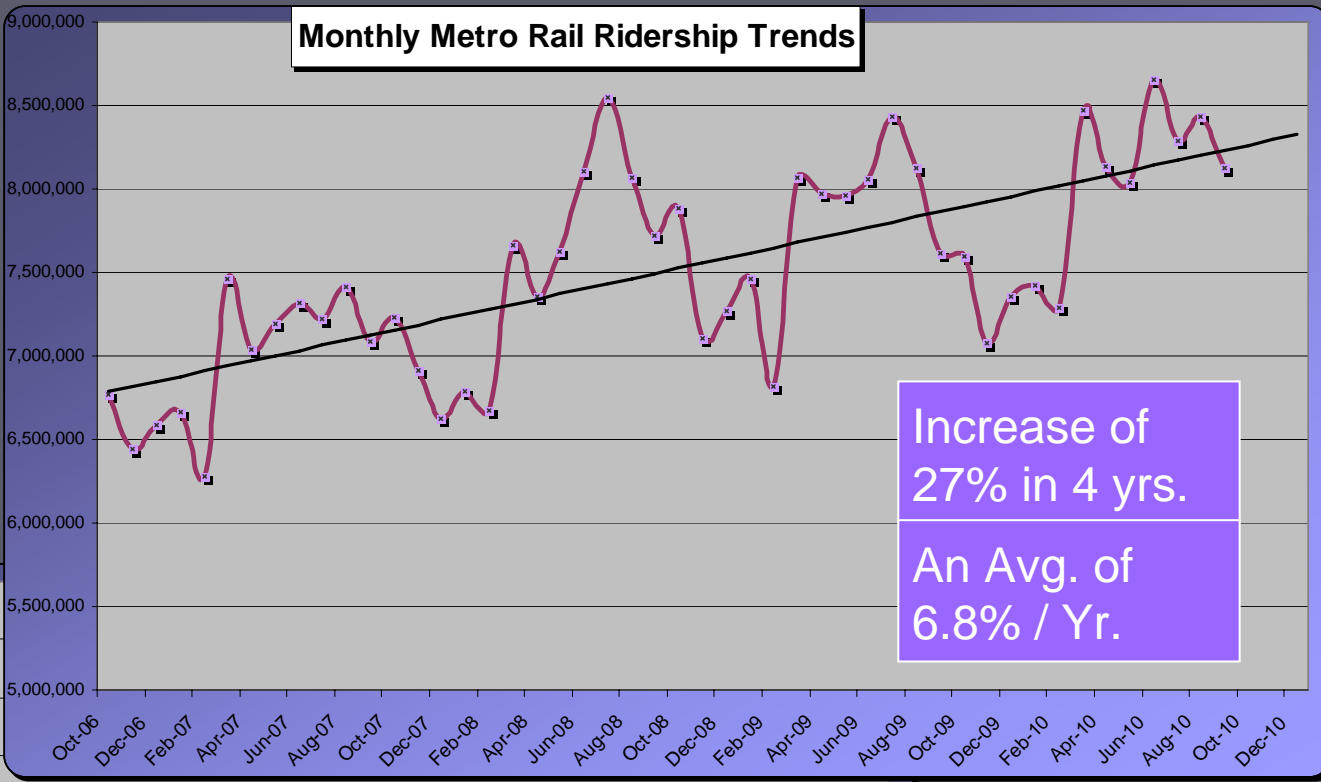


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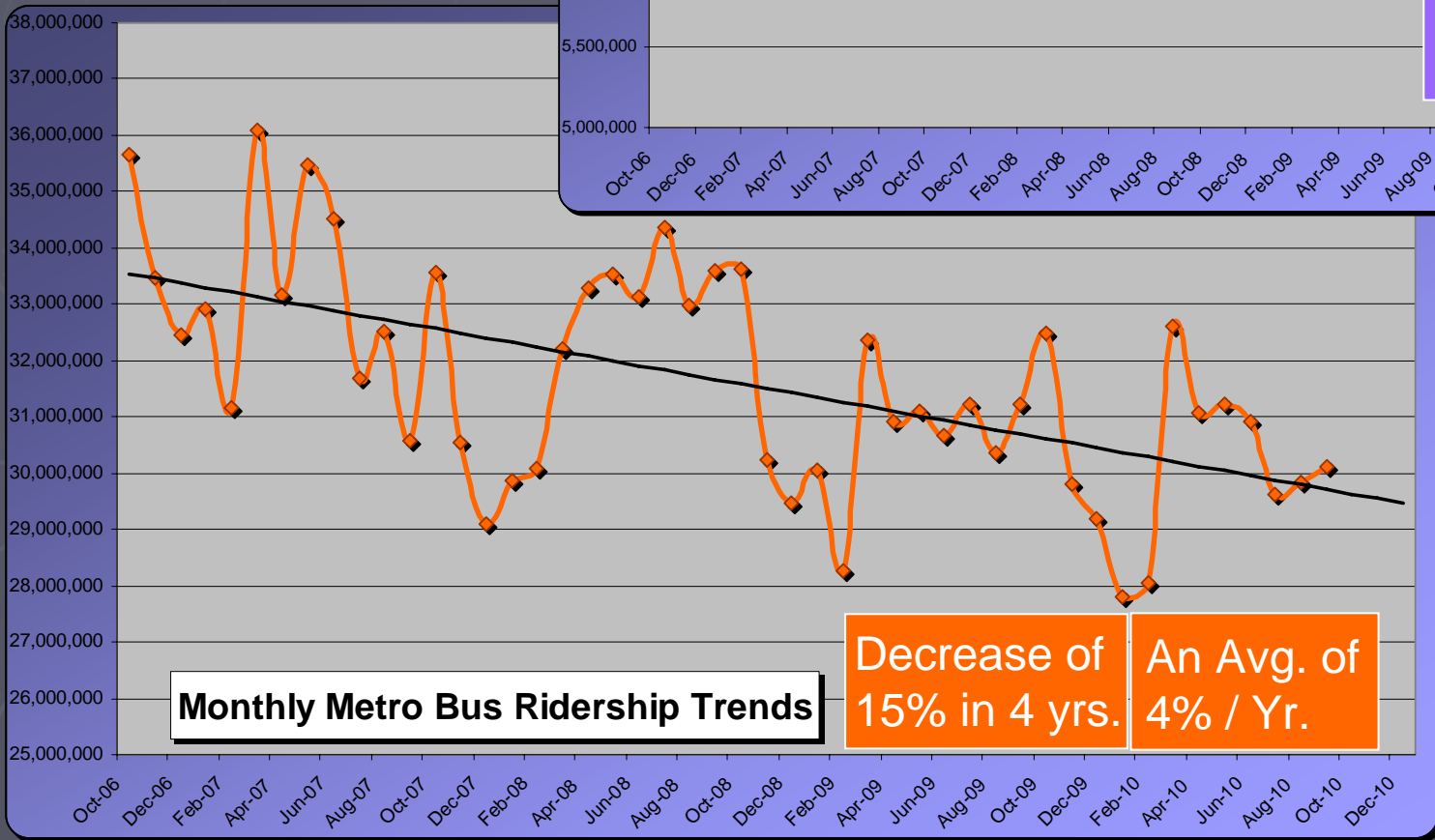


### Monthly Metro Rail Ridership Trends



Increase of  
27% in 4 yrs.  
An Avg. of  
6.8% / Yr.

### Monthly Metro Bus Ridership Trends



Decrease of  
15% in 4 yrs.  
An Avg. of  
4% / Yr.

# GWC Governance Council November 2010

## 1<sup>st</sup> Quarter Estimate of

### Fare Increase Impact on Ridership Levels

#### Change in Ridership from (July-Sept. 2009) to (July-Sept. 2010)

	Metro Bus	Metro Rail	Bus & Rail
➤ Weekdays	- 3.4%	+ 2.9%	- 2.1%
➤ Saturdays	- 1.8%	+ 4.5%	- 0.6%
➤ Sunday	<u>- 1.6%</u>	<u>+ 5.4%</u>	<u>- 0.0%</u>
➤ <b>Avg.</b>	<b>- 3.1%</b>	<b>+ 3.3%</b>	<b>- 1.8%</b>



## Summary of Metro Board Actions

- Re-appointment of Kymberleigh Richards to GWC Service Council
- Appointment of Elliott Petty to vacant WS/C Service Council position
- Approve Regional Connector & Westside Subway Extension Draft EIS/EIR
- Adopted Locally Preferred Alternatives for both projects

## Meet and Confer Meeting Tentatively December 1, 2010

### Key Dates for June 2011 Service Changes

- ✓ Council Approves Hearing Date at **December** Meeting
- ✓ Notice of Public Hearing Published in Early **January**
- ✓ Public Hearing in **February**
- ✓ Council Acts on Service Change Proposal in **March**

