

***Metro Gateway Cities
Service Council
September 8, 2011 Meeting***

**Performance Report
for *July 2011***

GWC Service Council Sept. 2011 Meeting

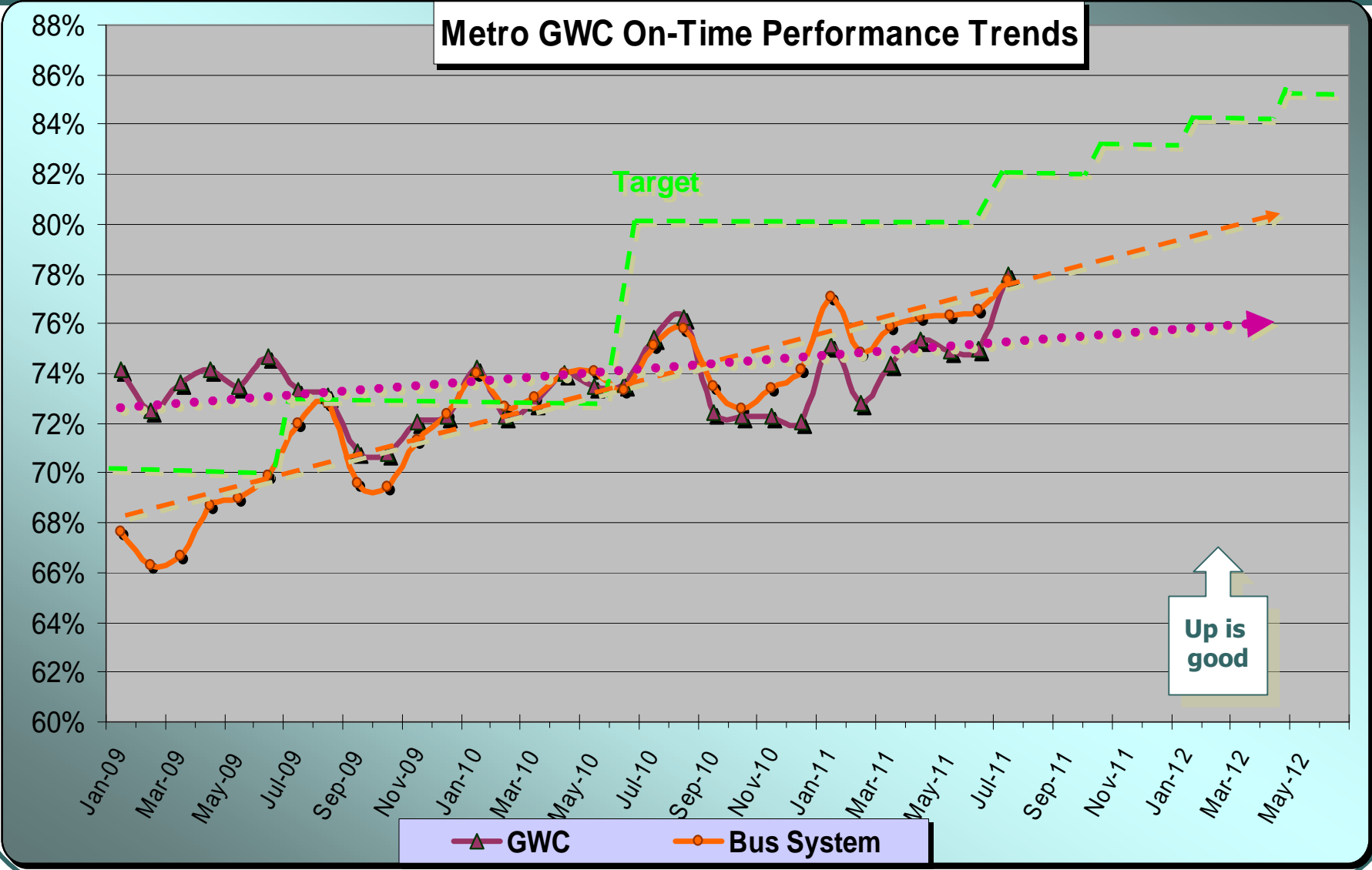
Metro Gateway Cities & Metro Bus System

July 2011

Measurement : On Time Performance

	Target	July	YTD
Metro Bus System	82.0%	77.7%	77.7%
Gateway Cities	82.0%	78.0%	78.0%

GWC Service Council Sept. 2011 Meeting



GWC Service Council Sept. 2011 Meeting

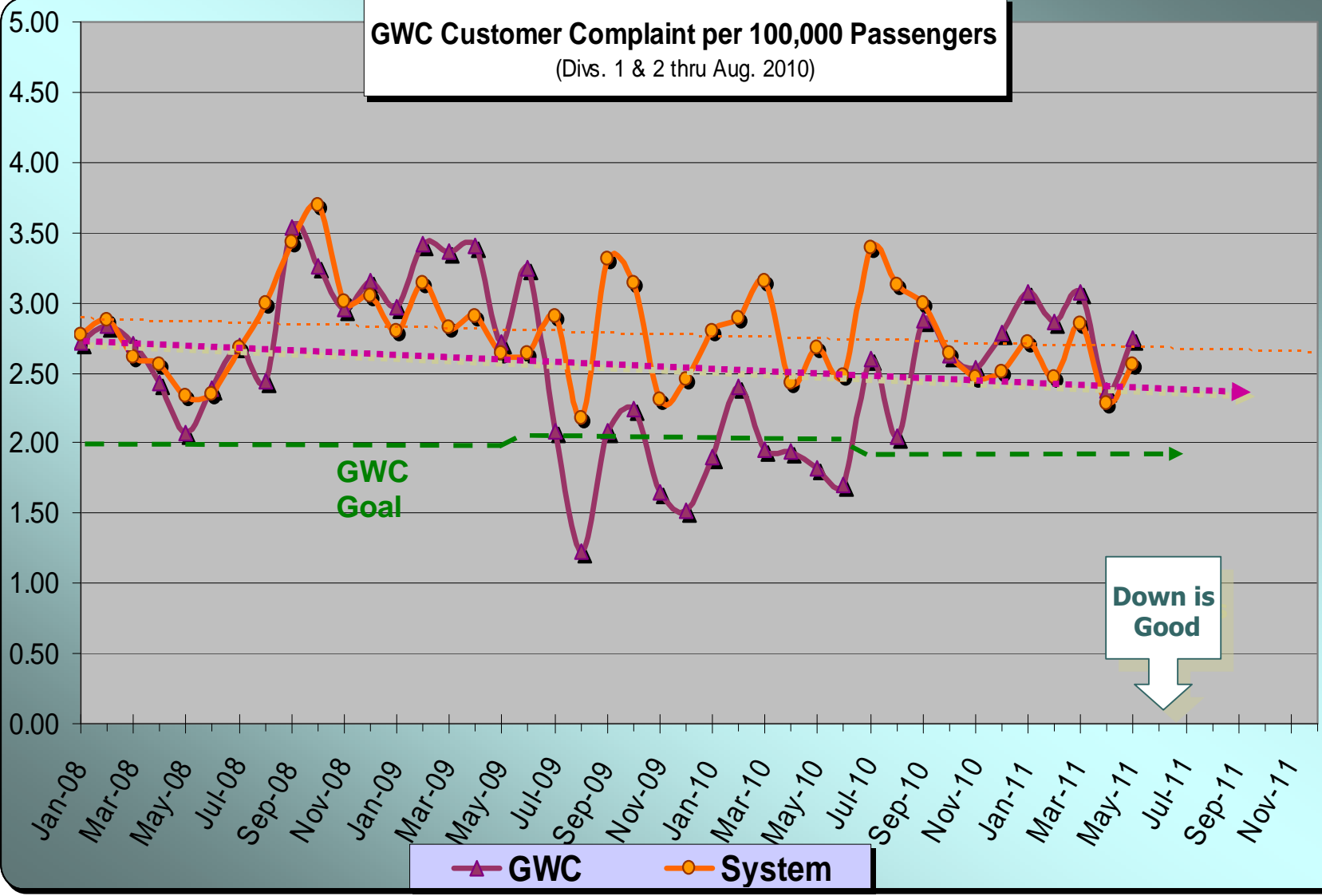
Metro Gateway Cities & Metro Bus System

July 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	June	YTD
Metro Bus System	2.20	2.56	2.73
Gateway Cities	2.20	2.74	2.69

GWC Service Council Sept. 2011 Meeting



GWC Service Council Sept. 2011 Meeting

Metro Gateway Cities & Metro Bus System

July 2011

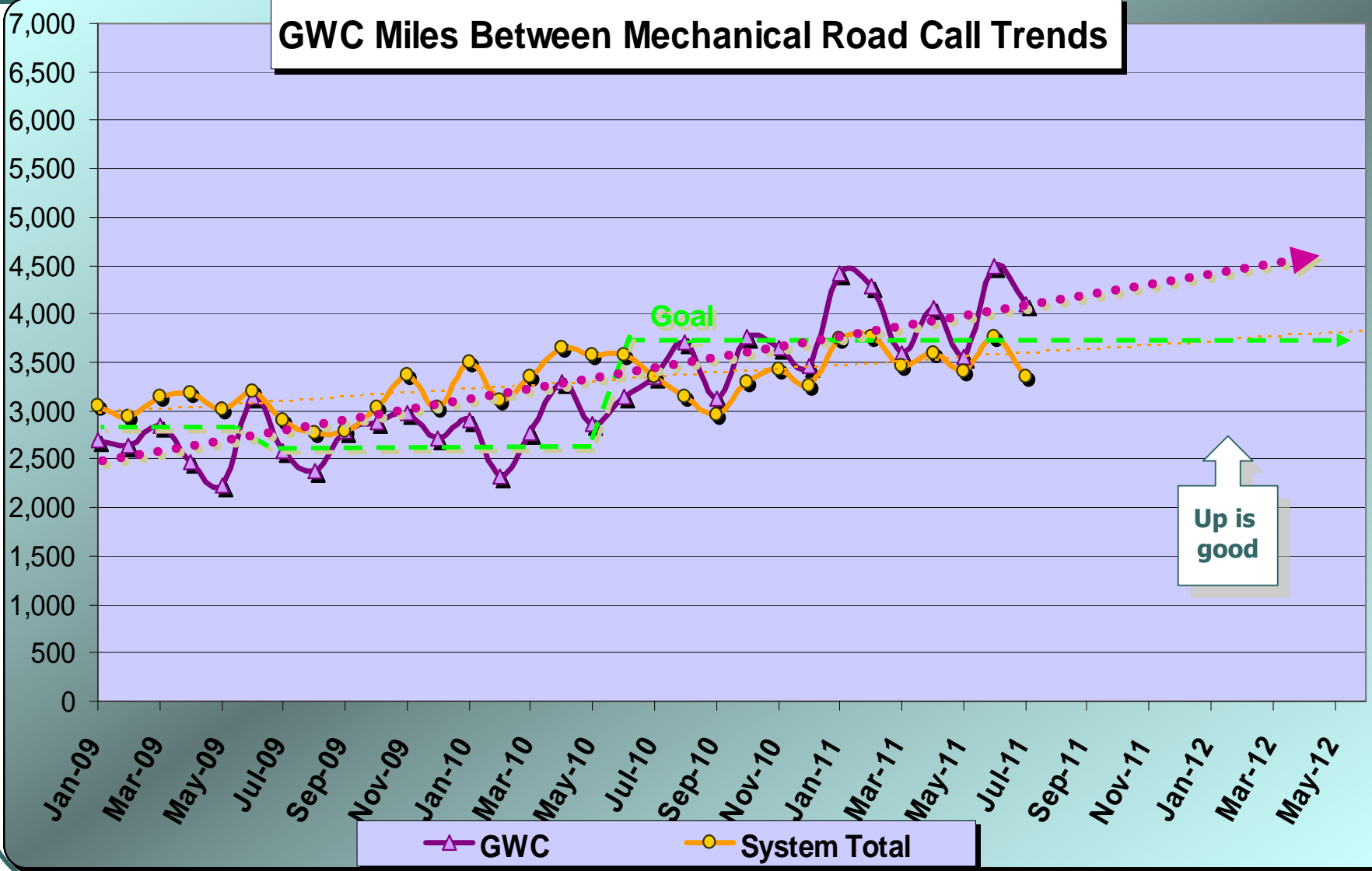
Measurement : Miles Between Mechanical Road Call

	Target	July	YTD
Metro Bus System	3,650	3,353	3,353
Gateway Cities	3,650	4,094	4,094

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GWC Service Council Sept. 2011 Meeting

GWC Miles Between Mechanical Road Call Trends



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Metro Gateway Cities & Metro Bus System

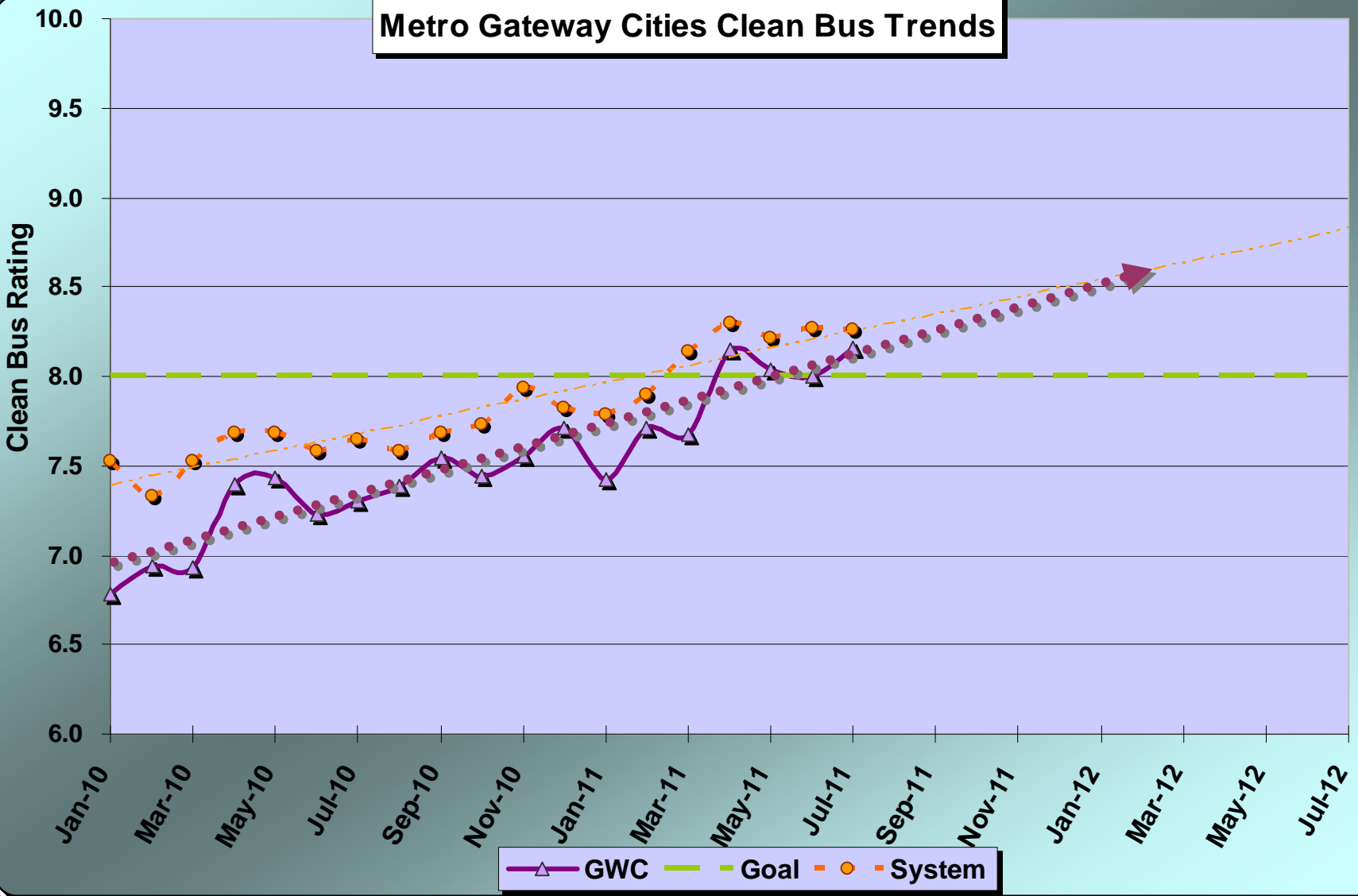
July 2011

Measurement : Clean Bus

	Target	July	YTD
Metro Bus System	8.0	8.26	8.26
Gateway Cities	8.0	8.16	8.16

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GWC Service Council Sept. 2011 Meeting



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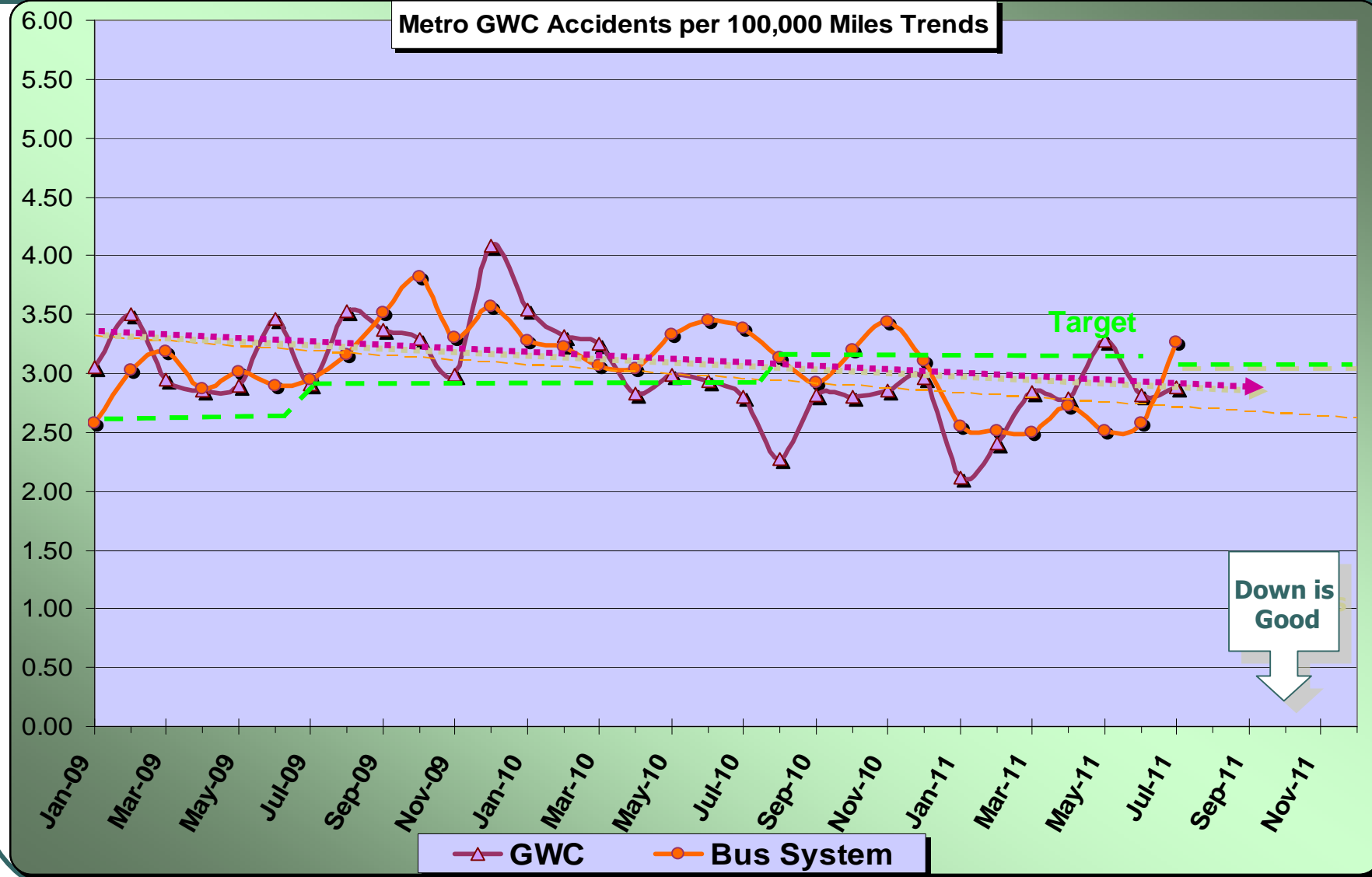
Metro Gateway Cities & Metro Bus System

July 2011

Measurement : Accidents per 100,000 Miles

	Target	July	YTD
Metro Bus System	3.10	3.26	3.26
Gateway Cities	3.10	2.88	2.88

GWC Service Council Sept. 2011 Meeting



GWC Service Council Sept. 2011 Meeting

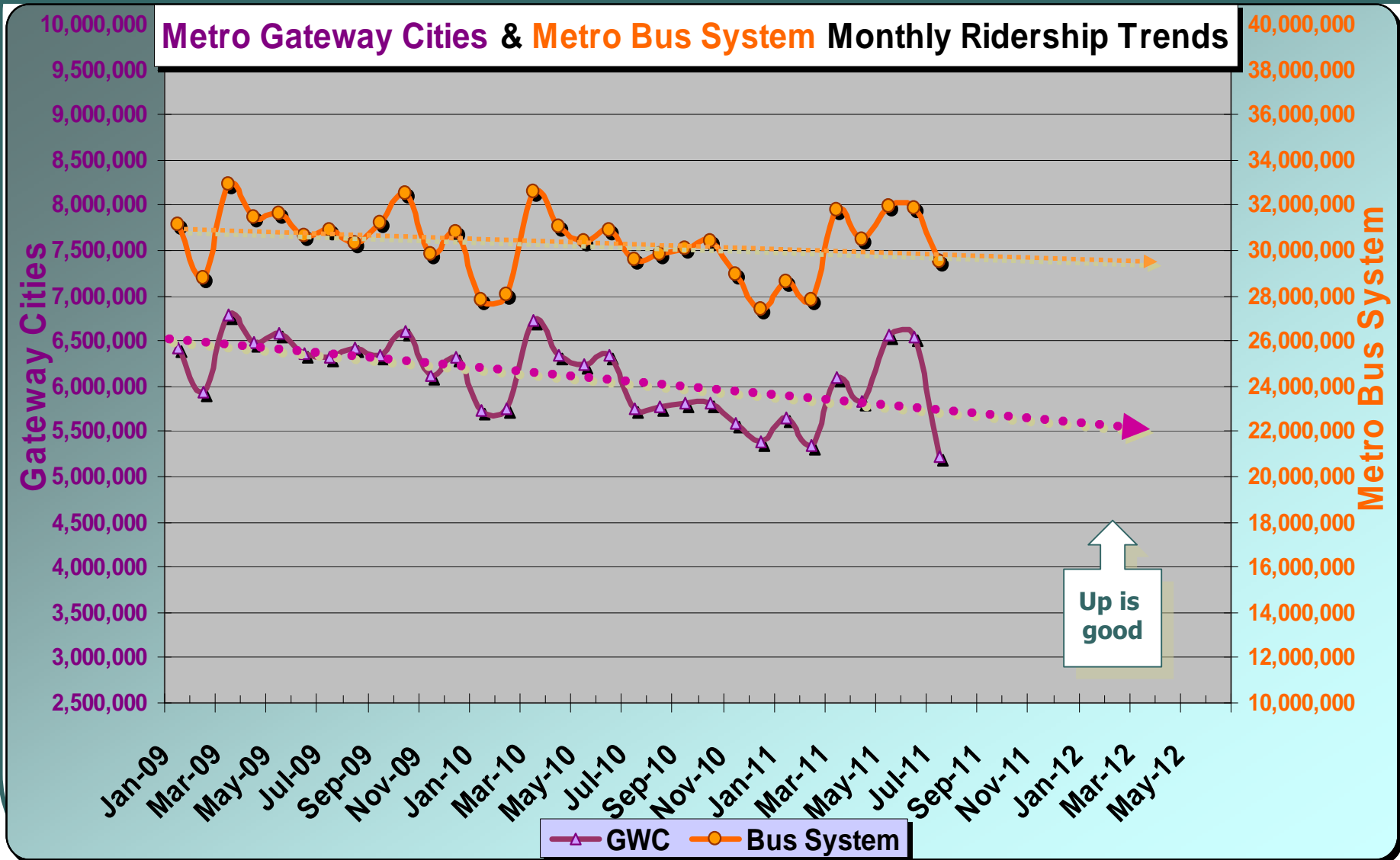
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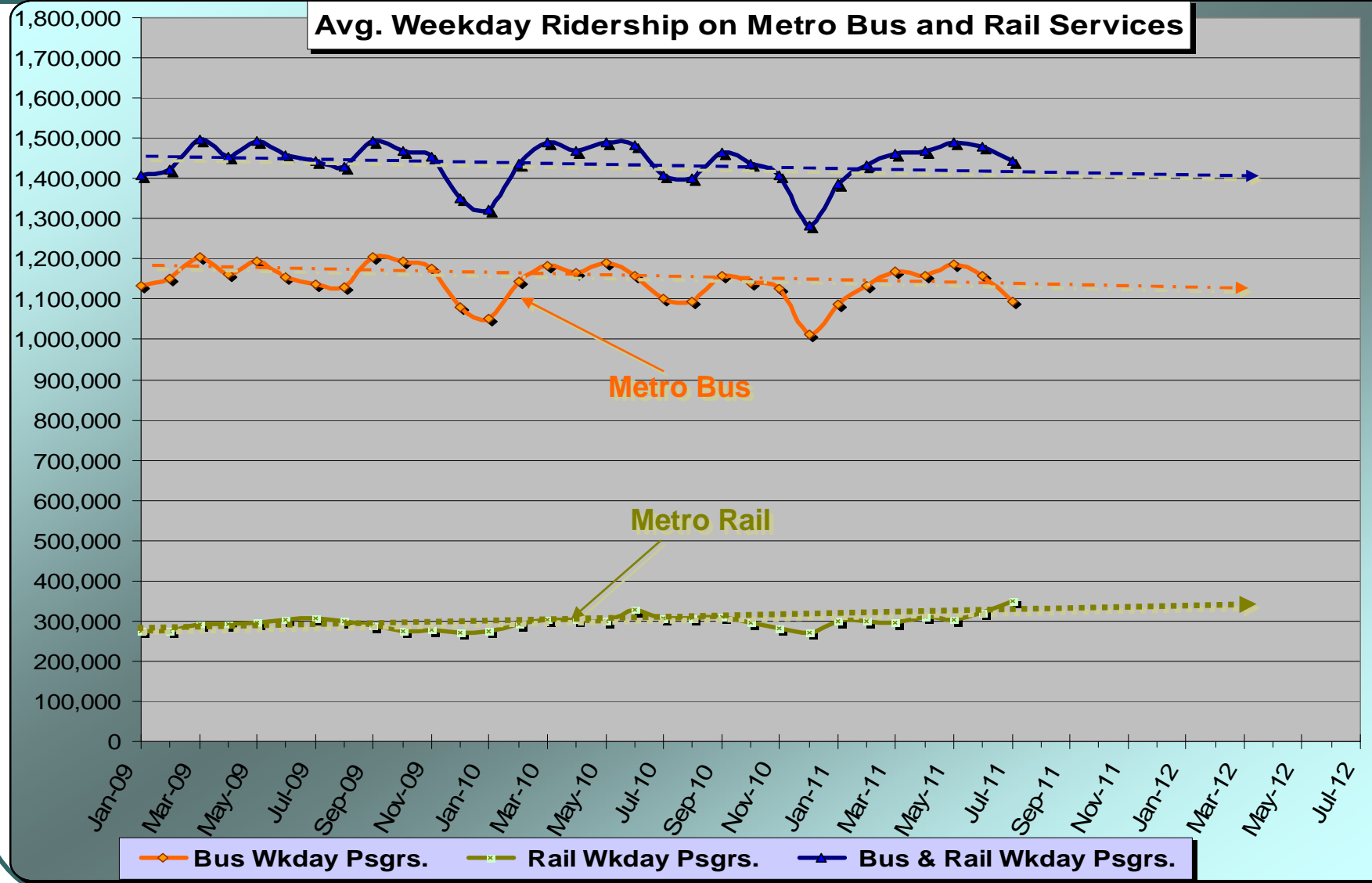
Measurement : Monthly Ridership

	Target	July	YTD
Metro Bus System	28,880,000	29,470,000	29,470,000
Gateway Cities	5,930,000	5,220,000	5,220,000

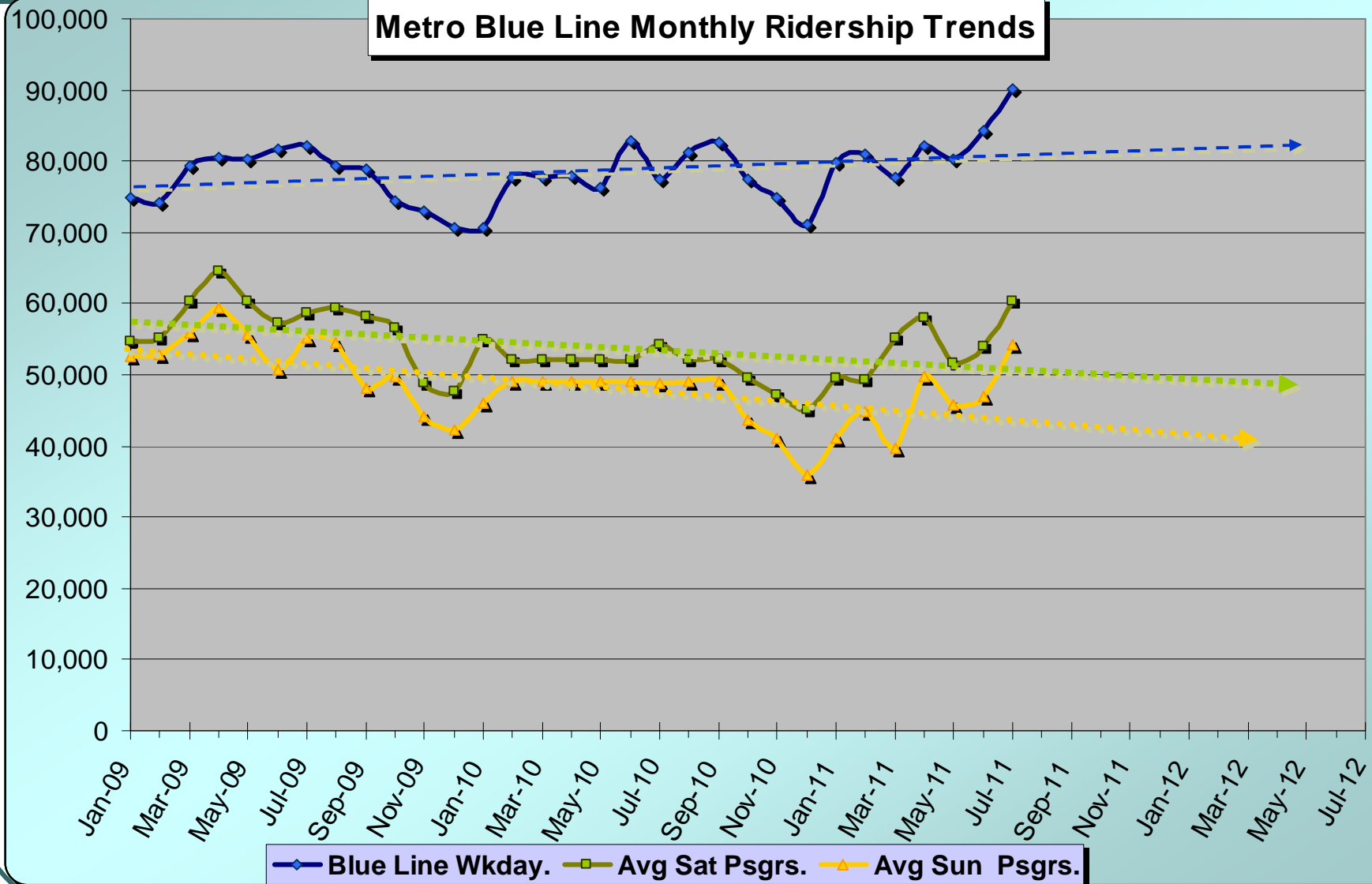
GWC Service Council Sept. 2011 Meeting



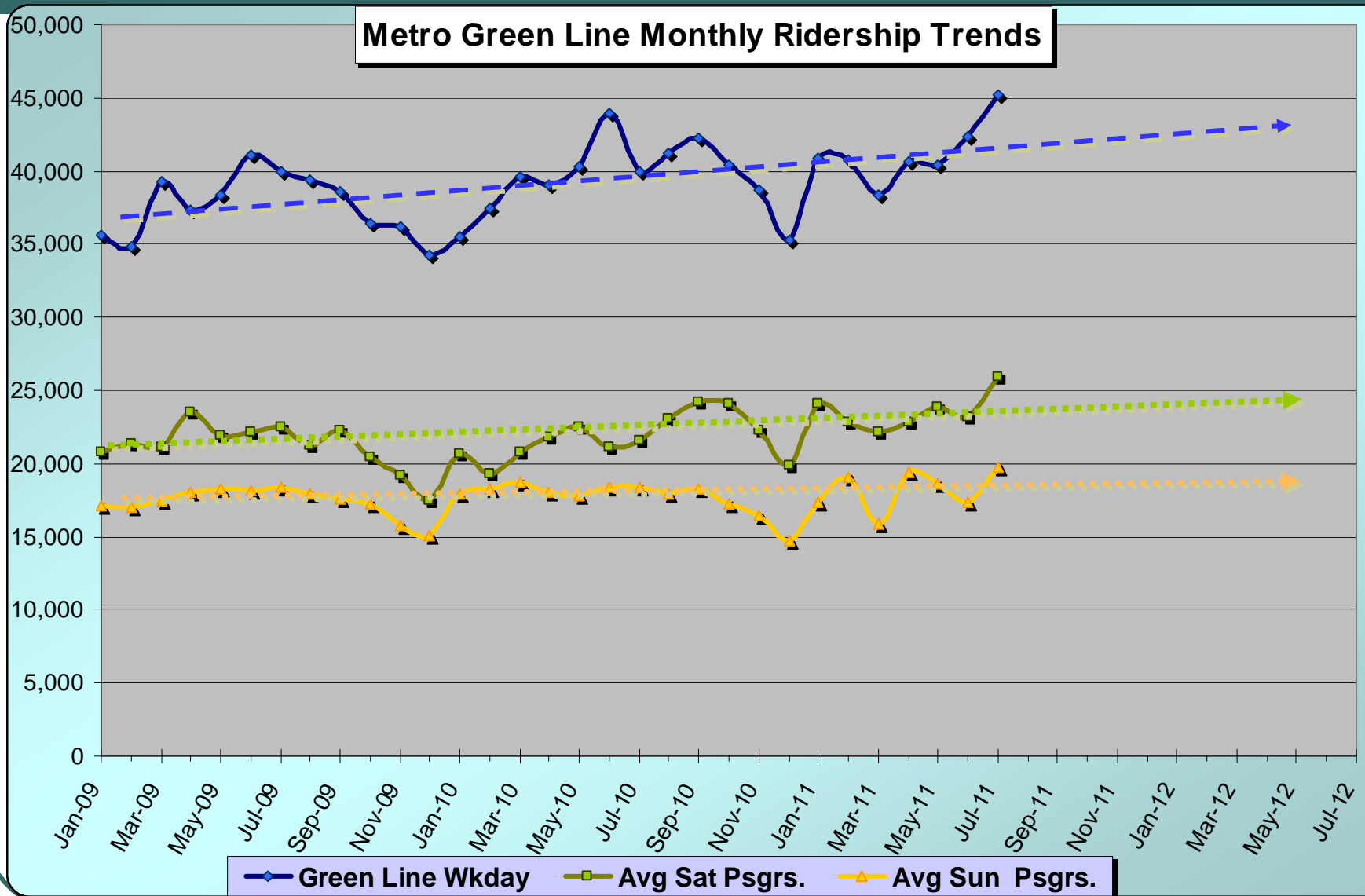
GWC Service Council Sept. 2011 Meeting



GWC Service Council Sept. 2011 Meeting



GWC Service Council Sept. 2011 Meeting



GWC Service Council Sept. 2011 Meeting

Meet and Confer with Metro CEO

Date: Monday, September 19

Time: 2:30 PM

Location: Henry Huntington Conference Room
– 3rd Floor

Topics: TBD

Metro Service Tour

Date: Friday, September 23

Time: 9:30 PM to 3:00PM

Meeting: Metro Gateway Building – 13th Floor

Topics: Bus Operations Control Center
Service Planning and Scheduling
Rail Operations Control Center



New Metro Bus Stop Signage
