

San Fernando Valley Governance Council Region FY10 YTD Performance Measures

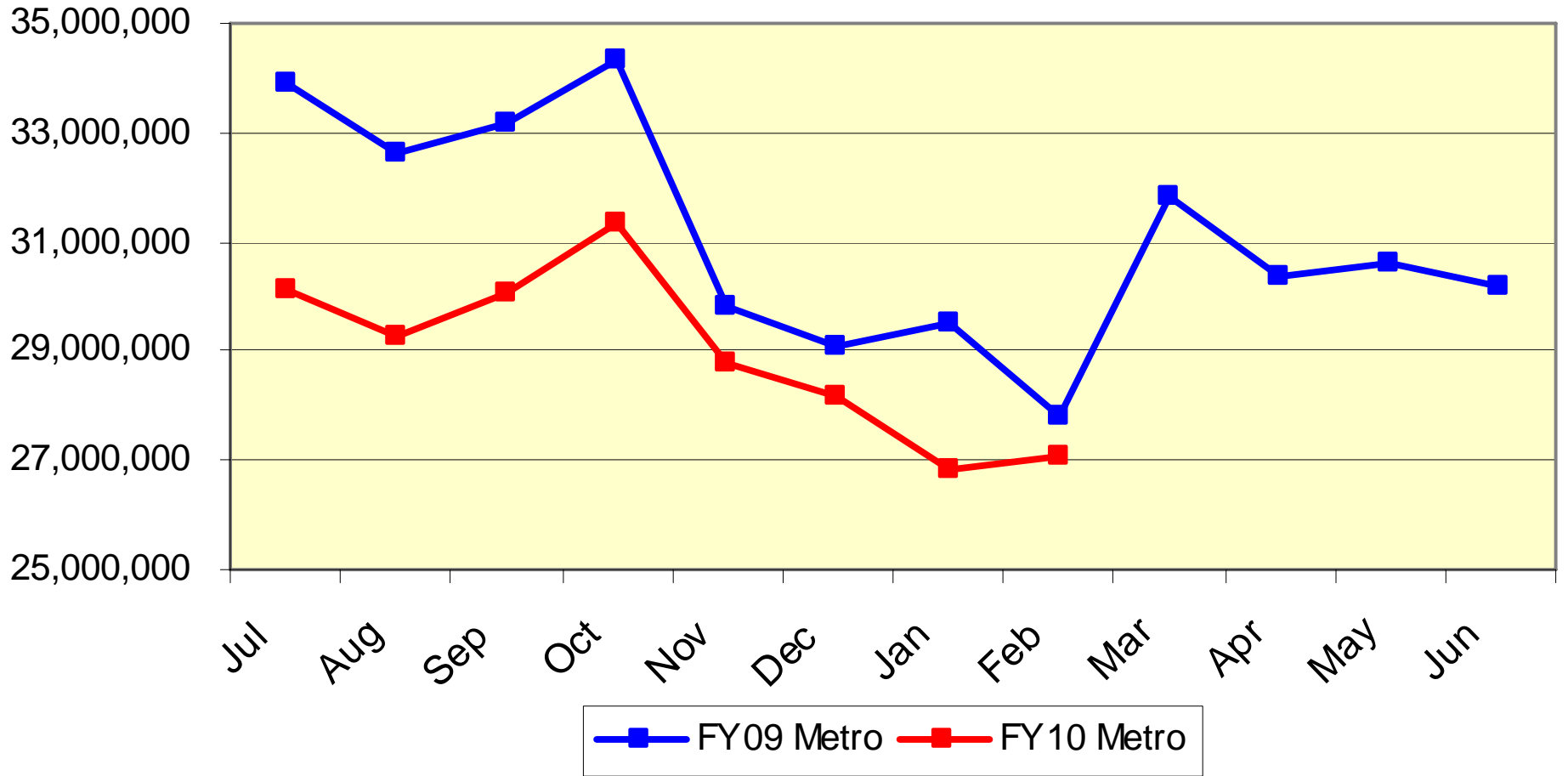
We're building a Tradition of...

*** Pride * Service * Community * Commitment ***
...Enjoy the Ride!

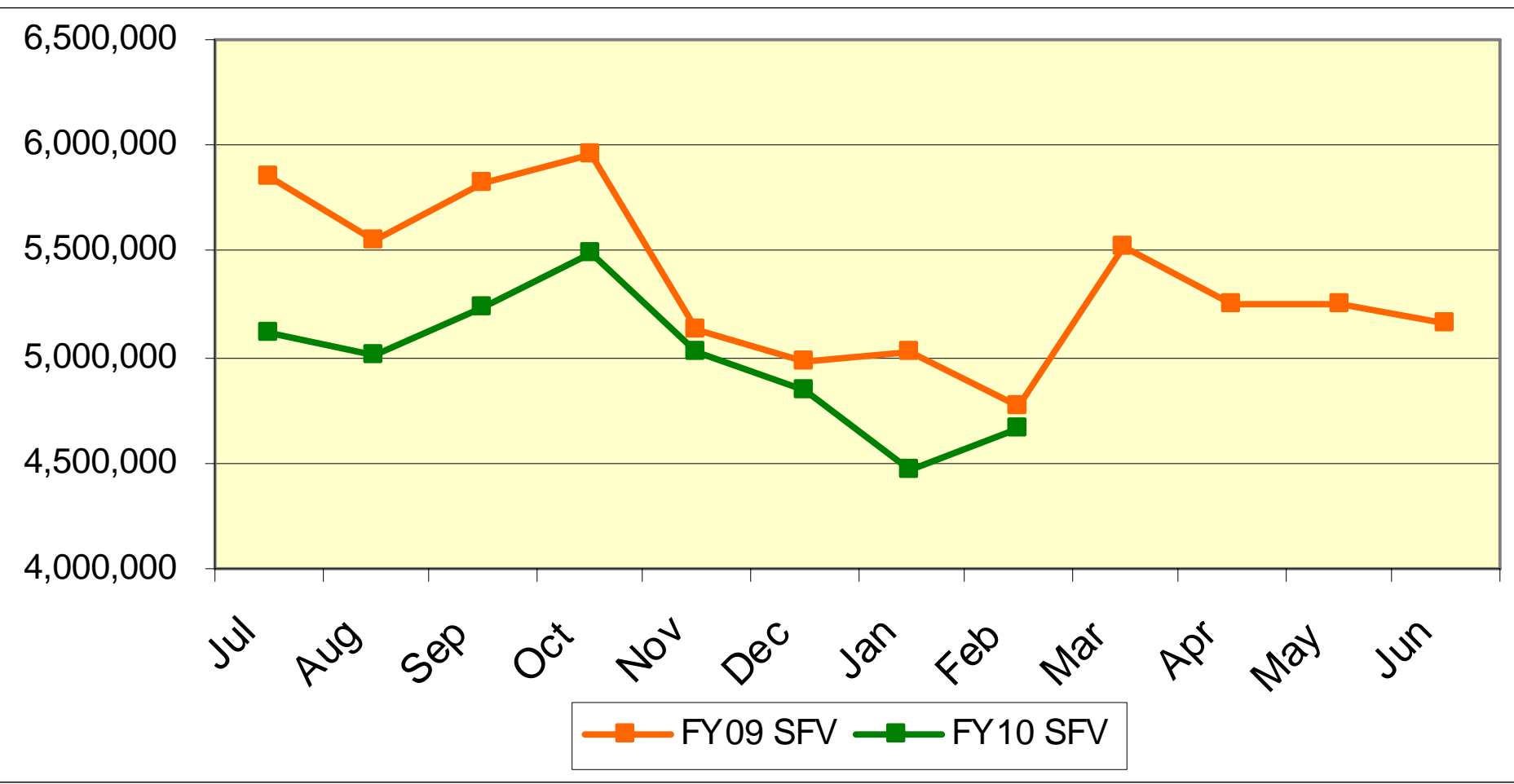


Metro

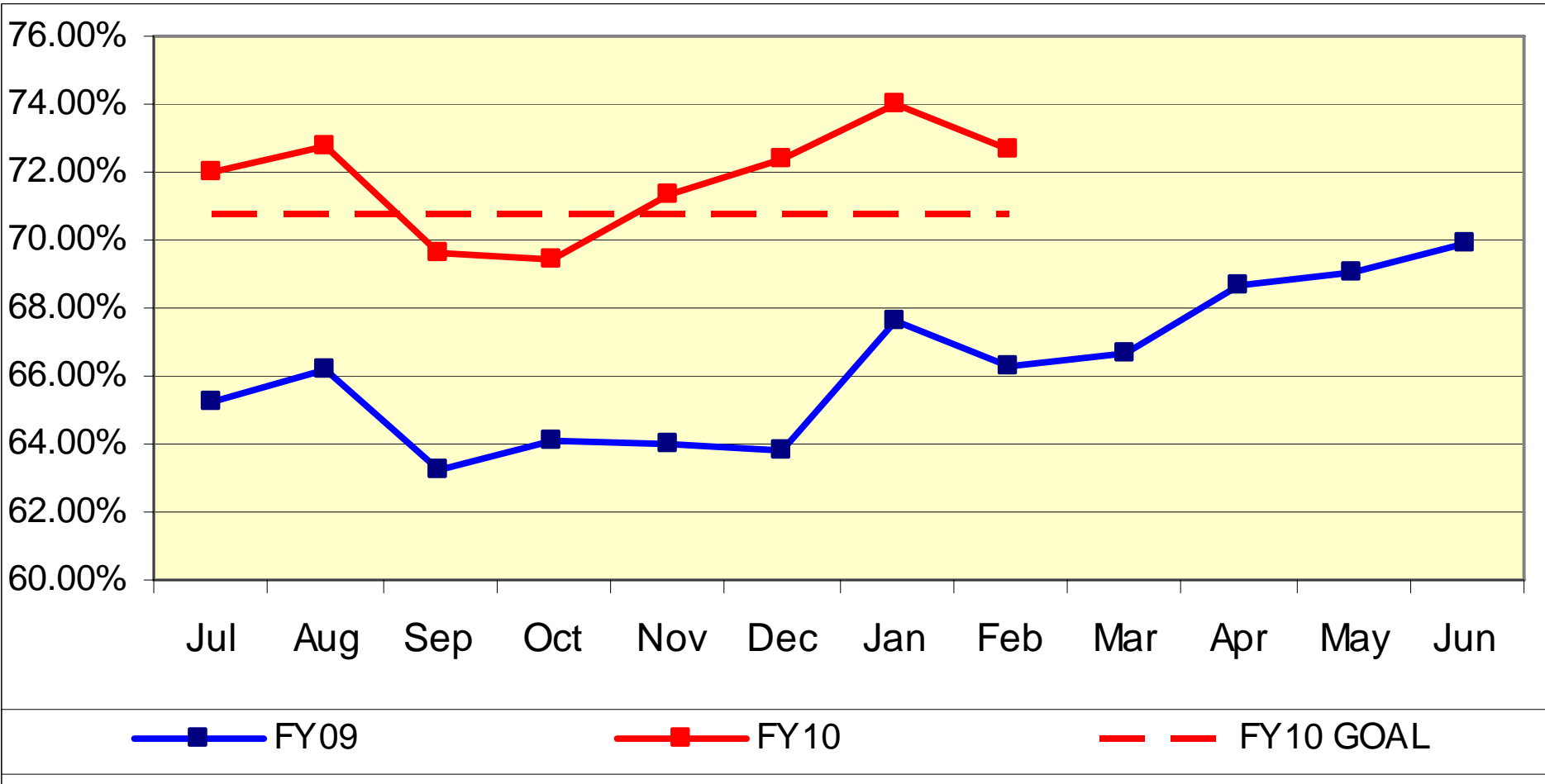
Ridership Per Month (Metro)



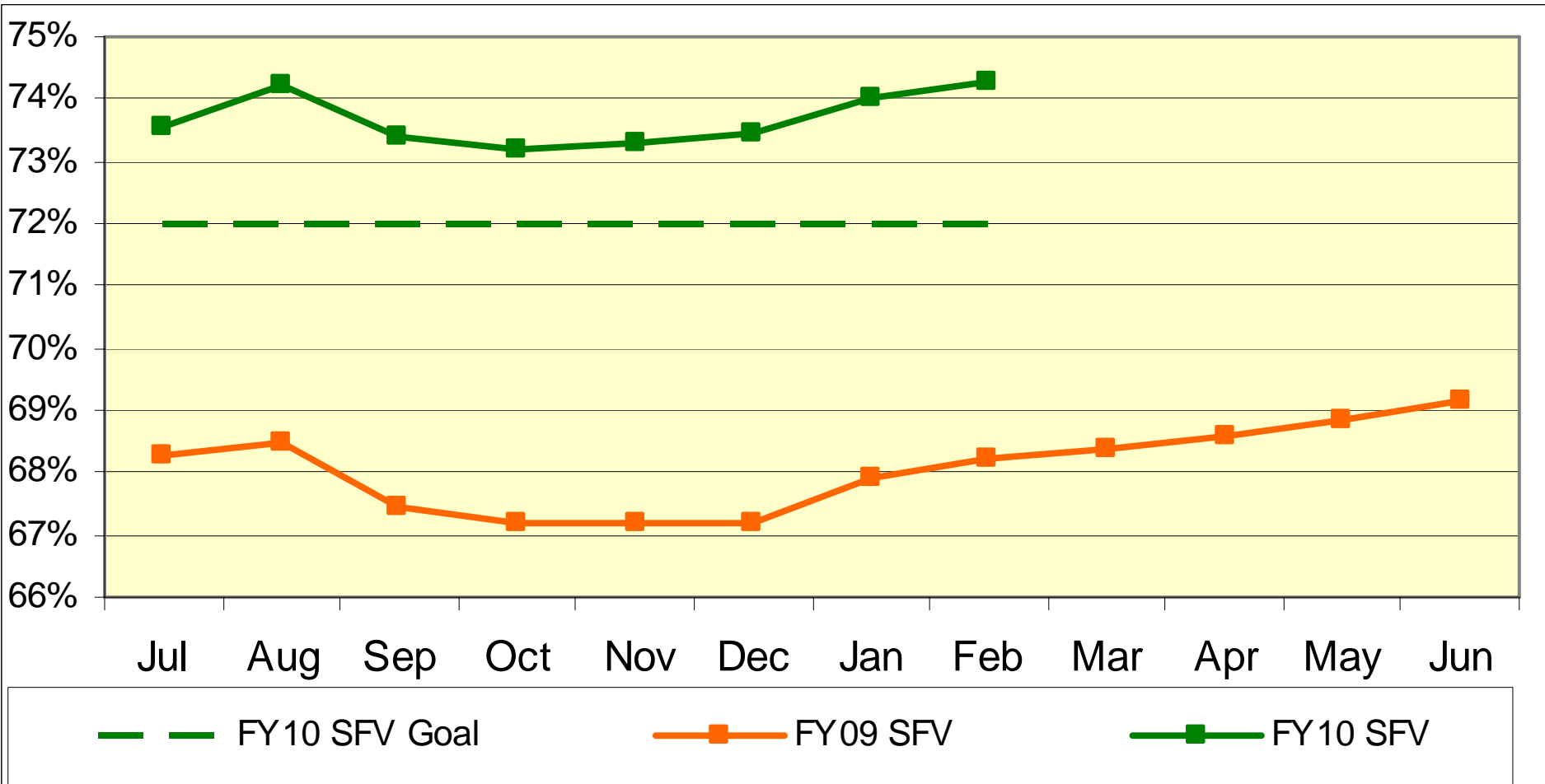
Ridership Per Month (SFV)



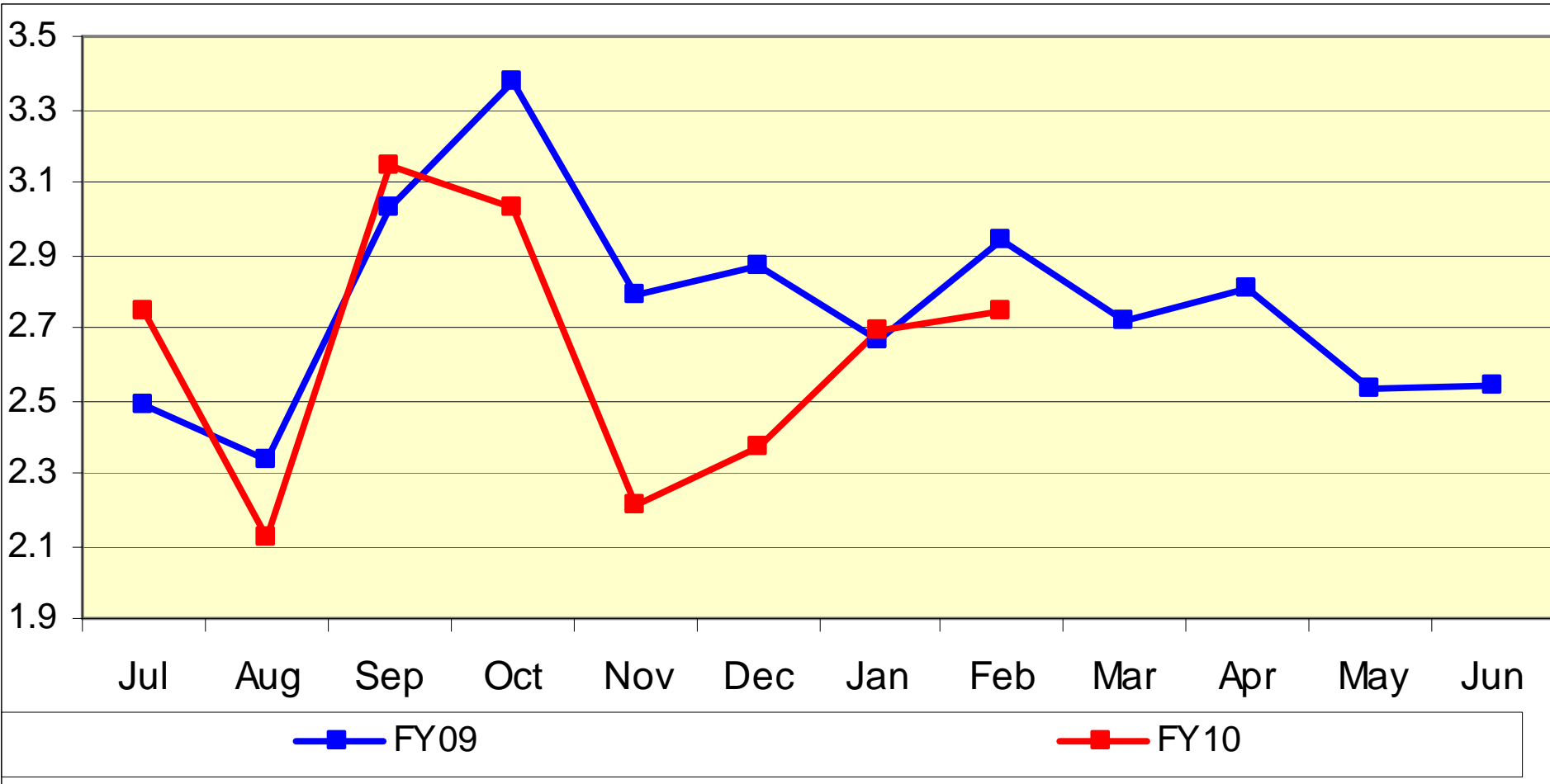
On-Time Performance (Metro)



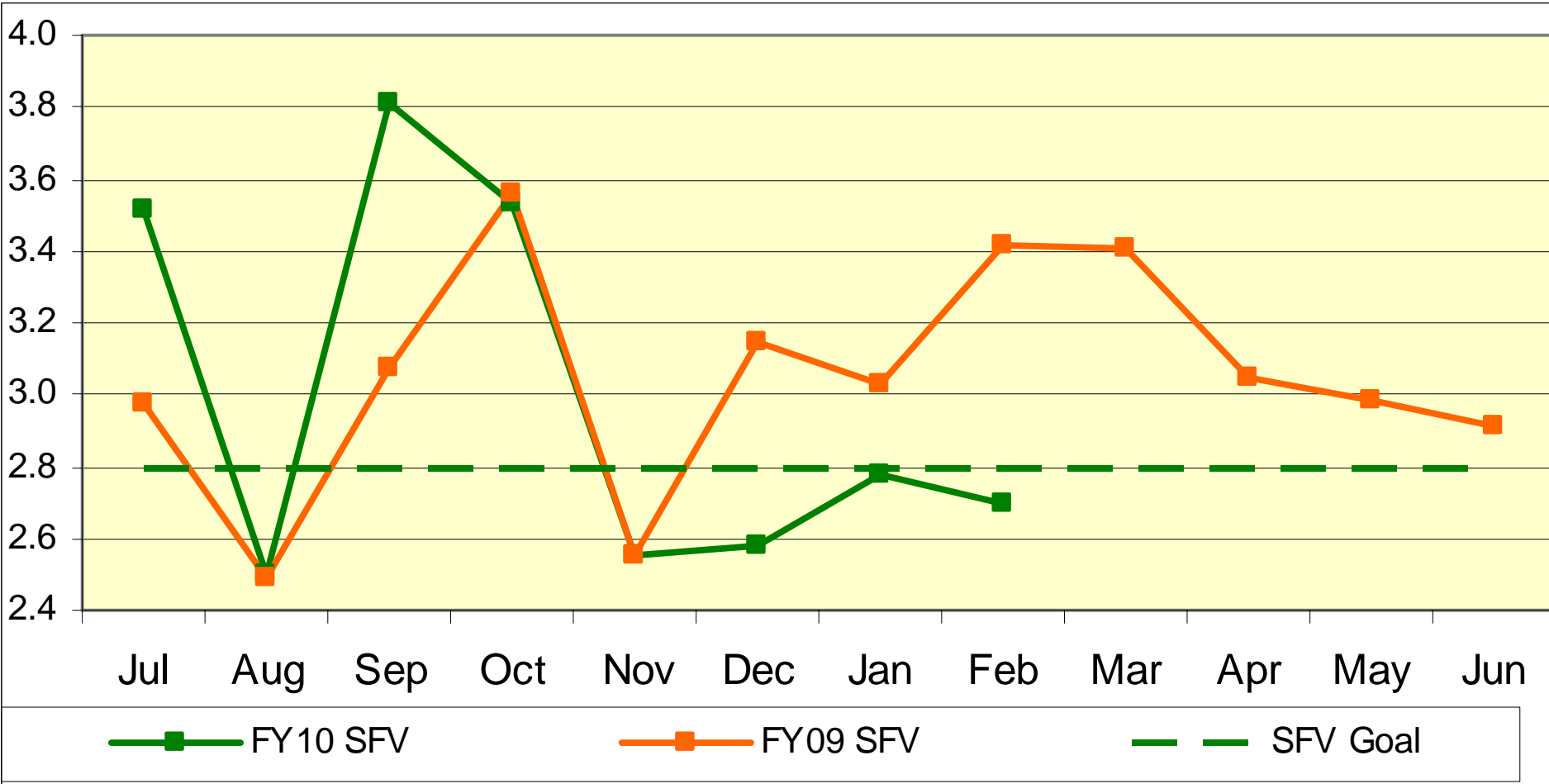
On-Time Performance (SFV)



Customer Complaints/100K Boardings (Metro)

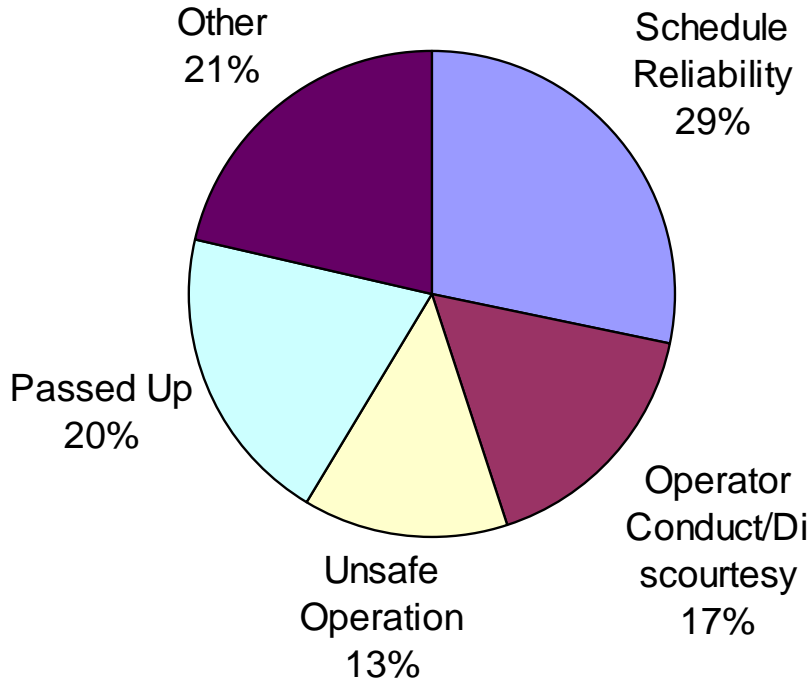


Customer Complaints/100K Boardings (SFV)



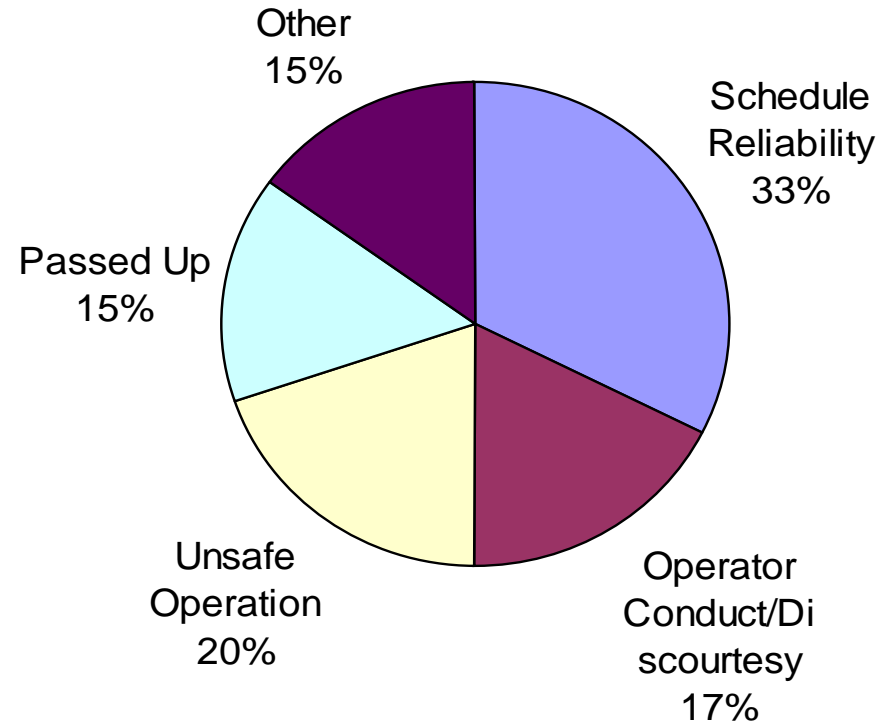
Customer Complaints by Category YTD

Metro



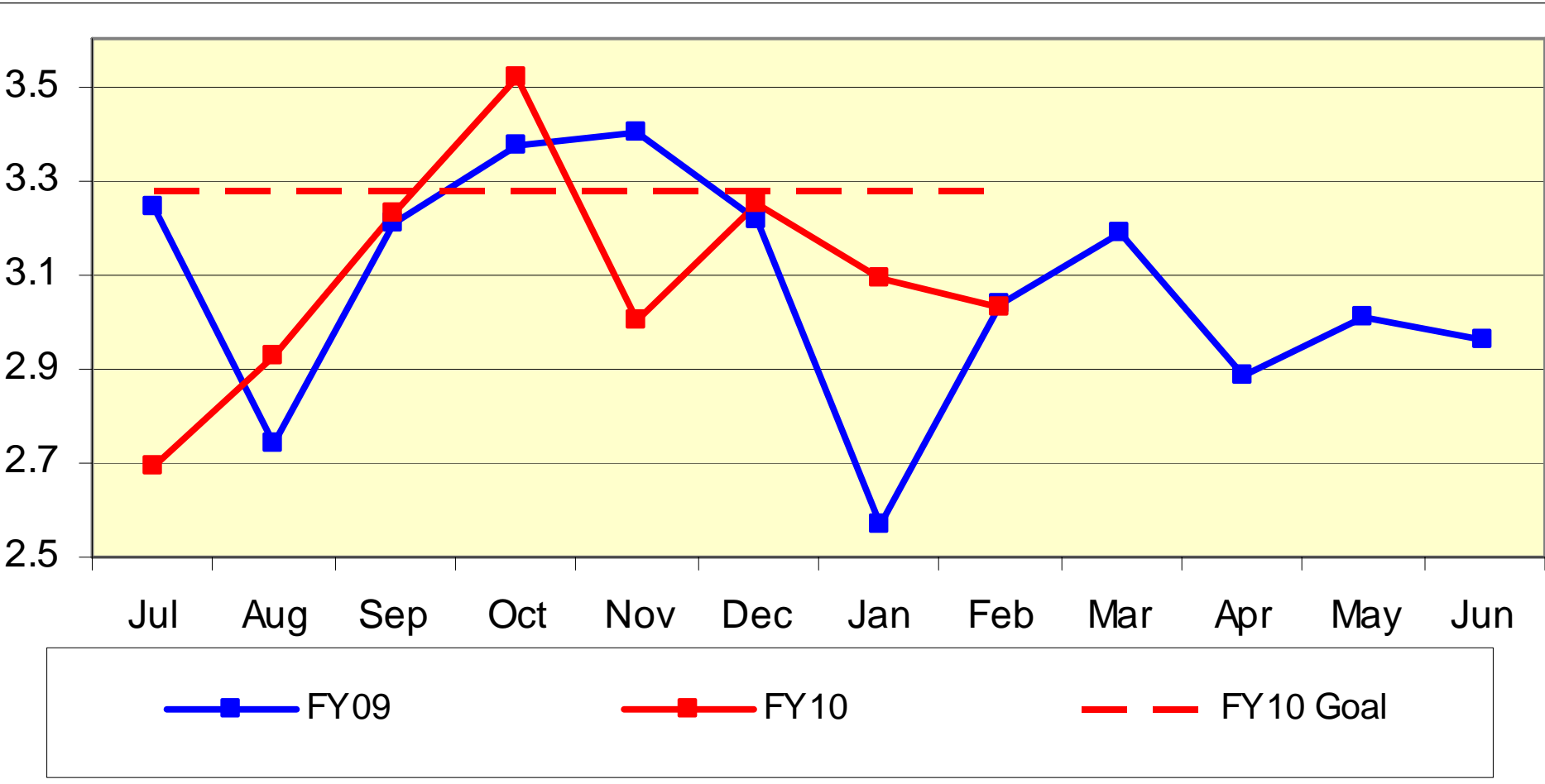
76 Operator Commendations received YTD

SFV

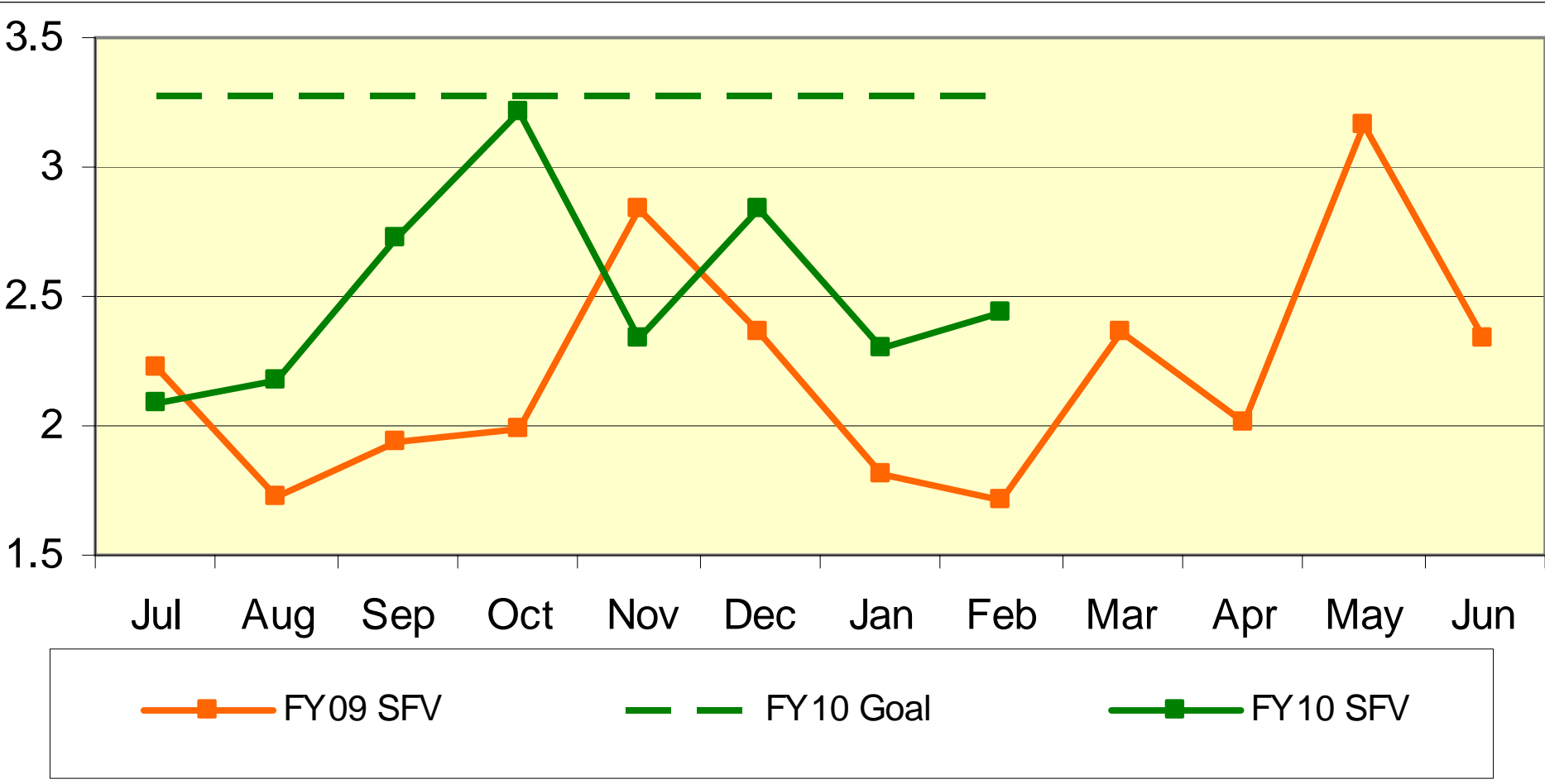


17 Operator Commendations received YTD

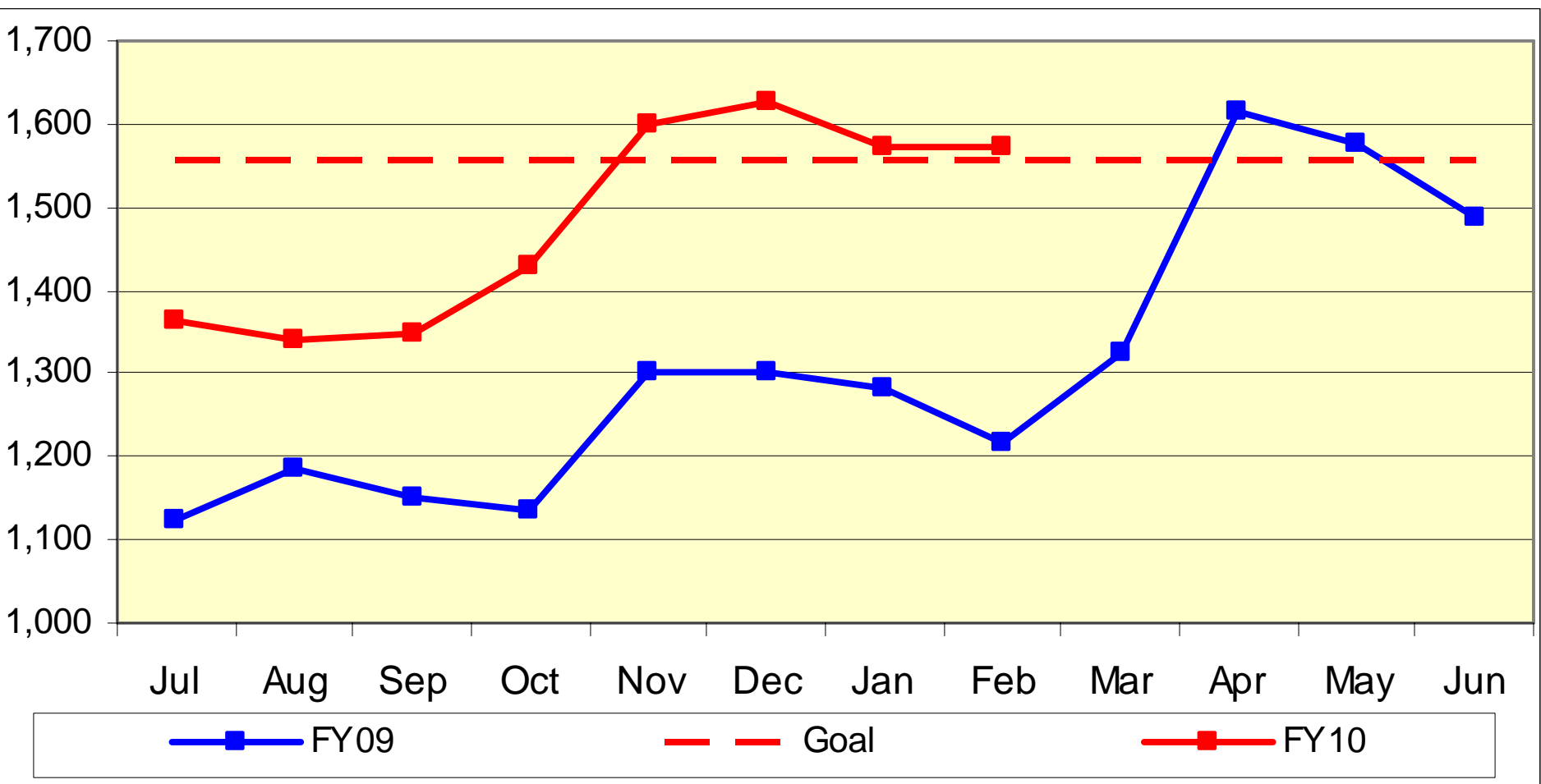
Bus Accident/100K Miles (Metro)



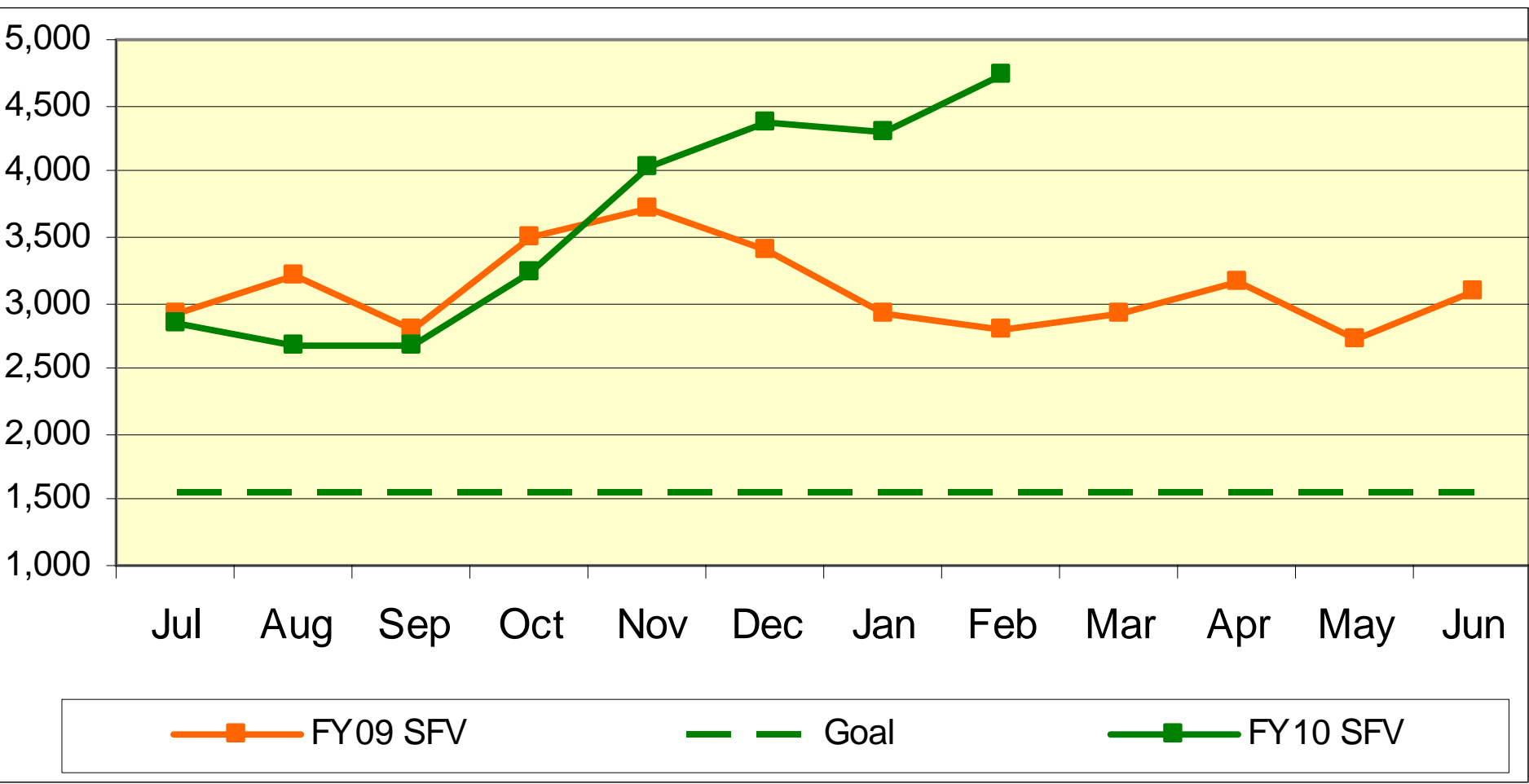
Bus Accident/100K Miles (SFV)



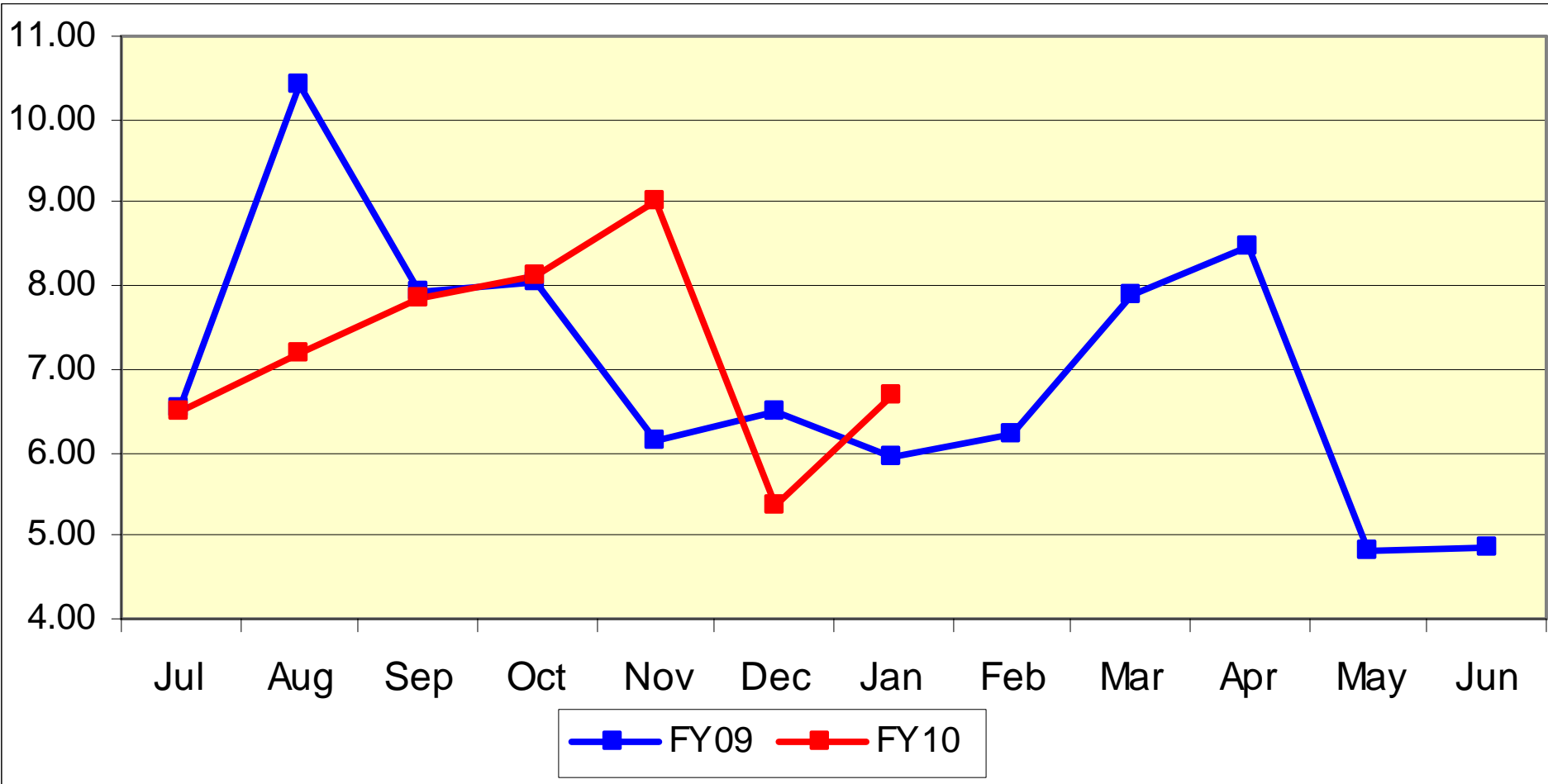
Miles Between Total Road Calls (Metro)



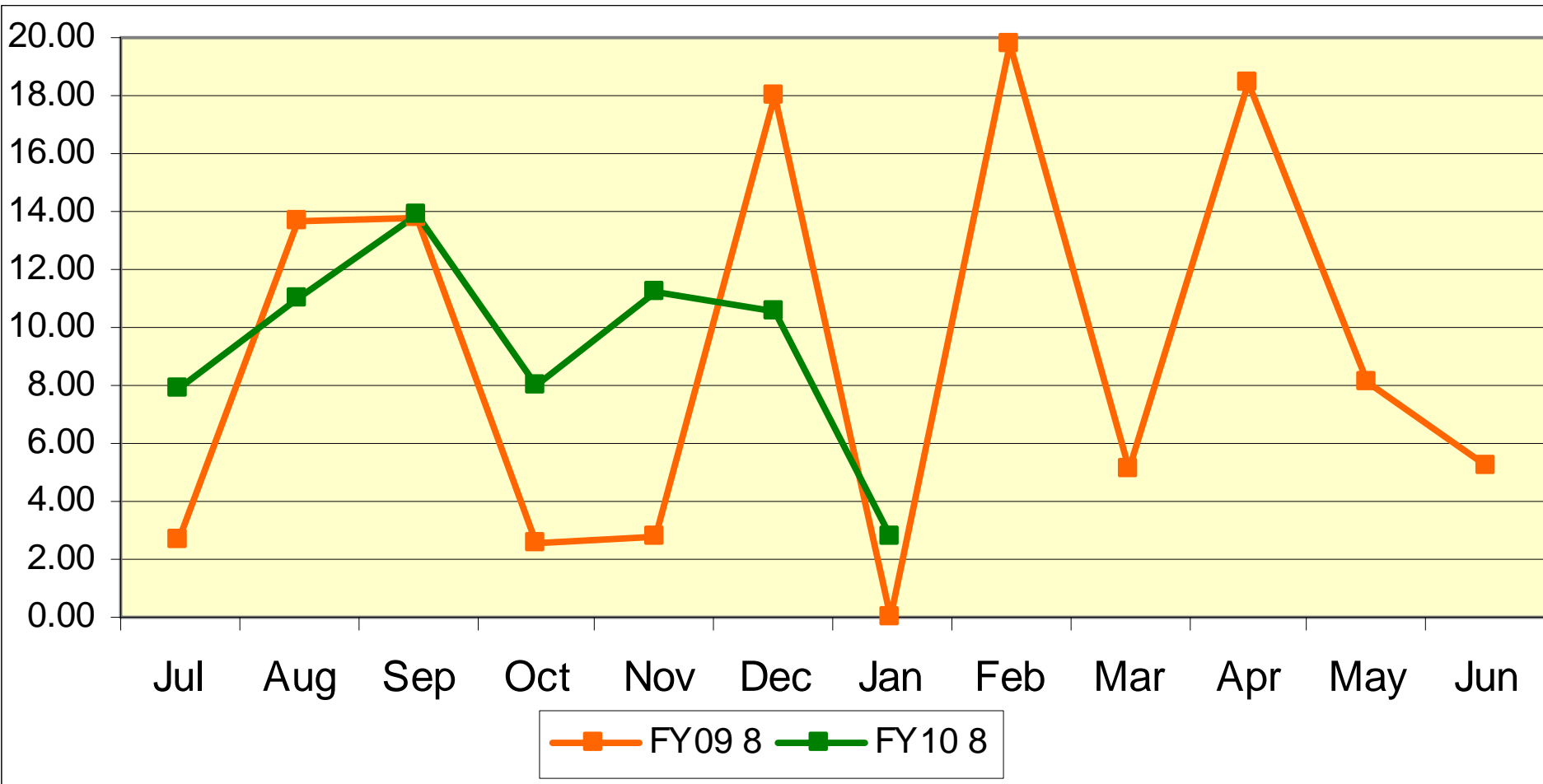
Miles Between Total Road Calls (SFV)



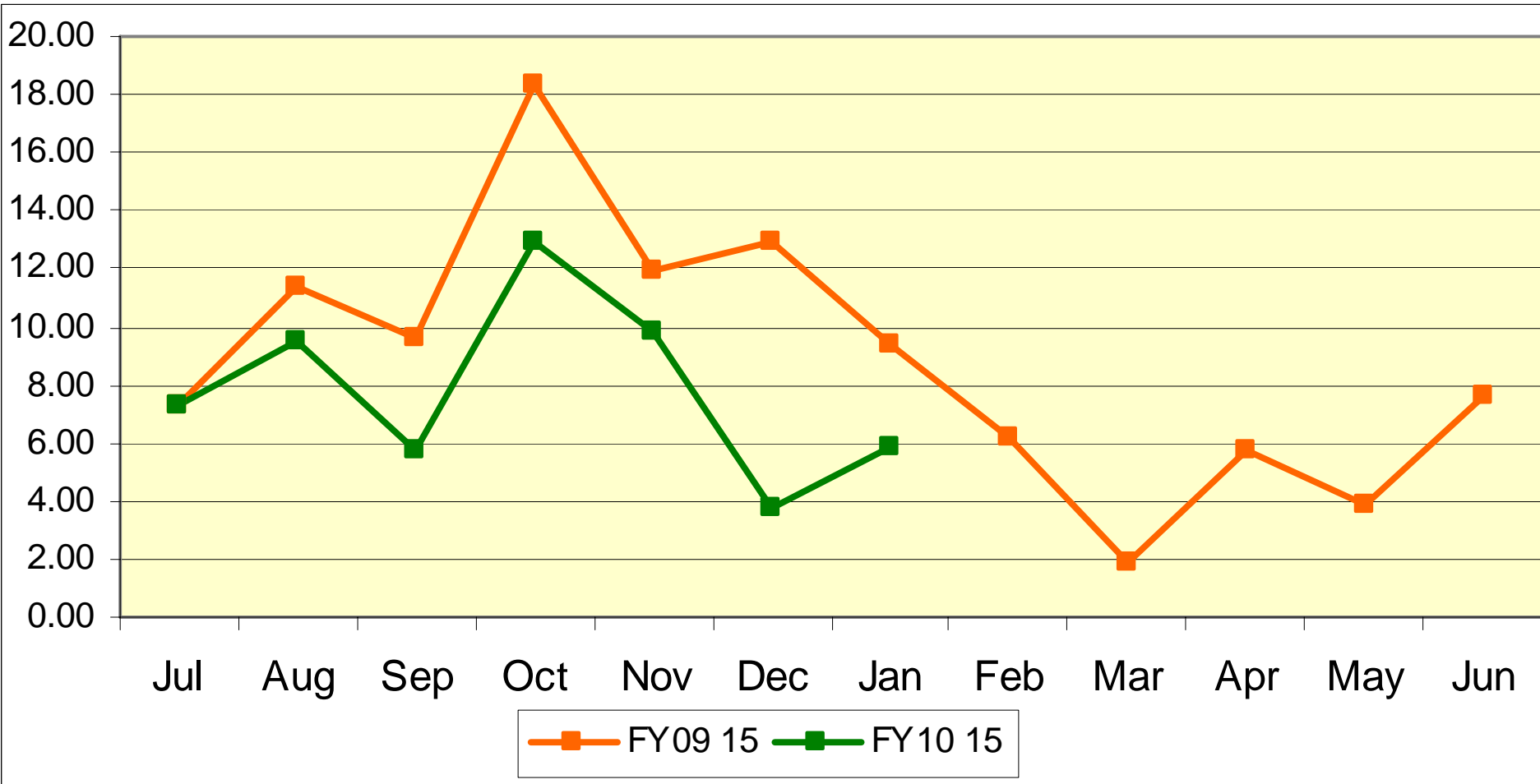
OSHA Recordable Injuries (Metro)



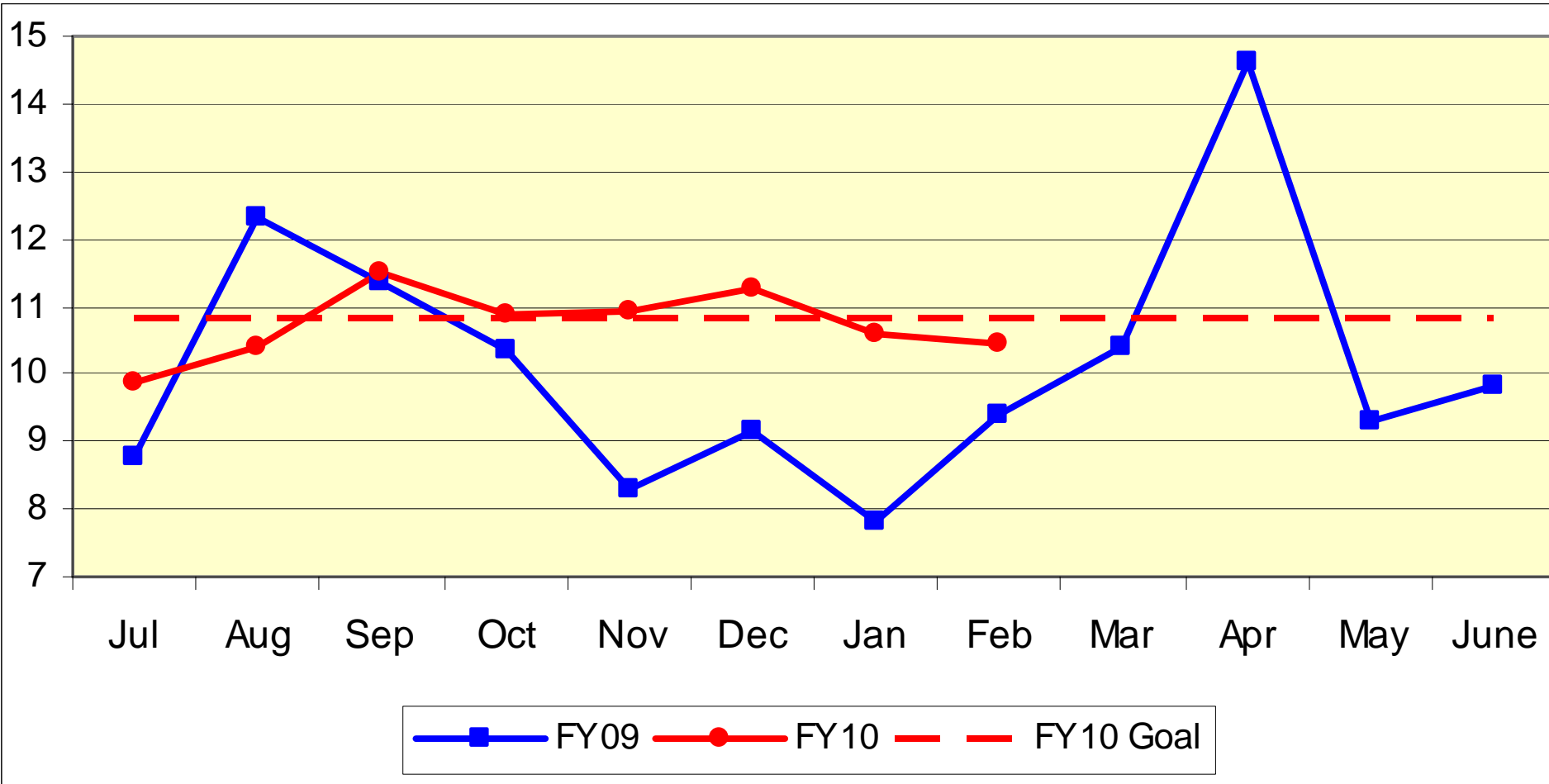
OSHA Recordable Injuries (Div. 8)



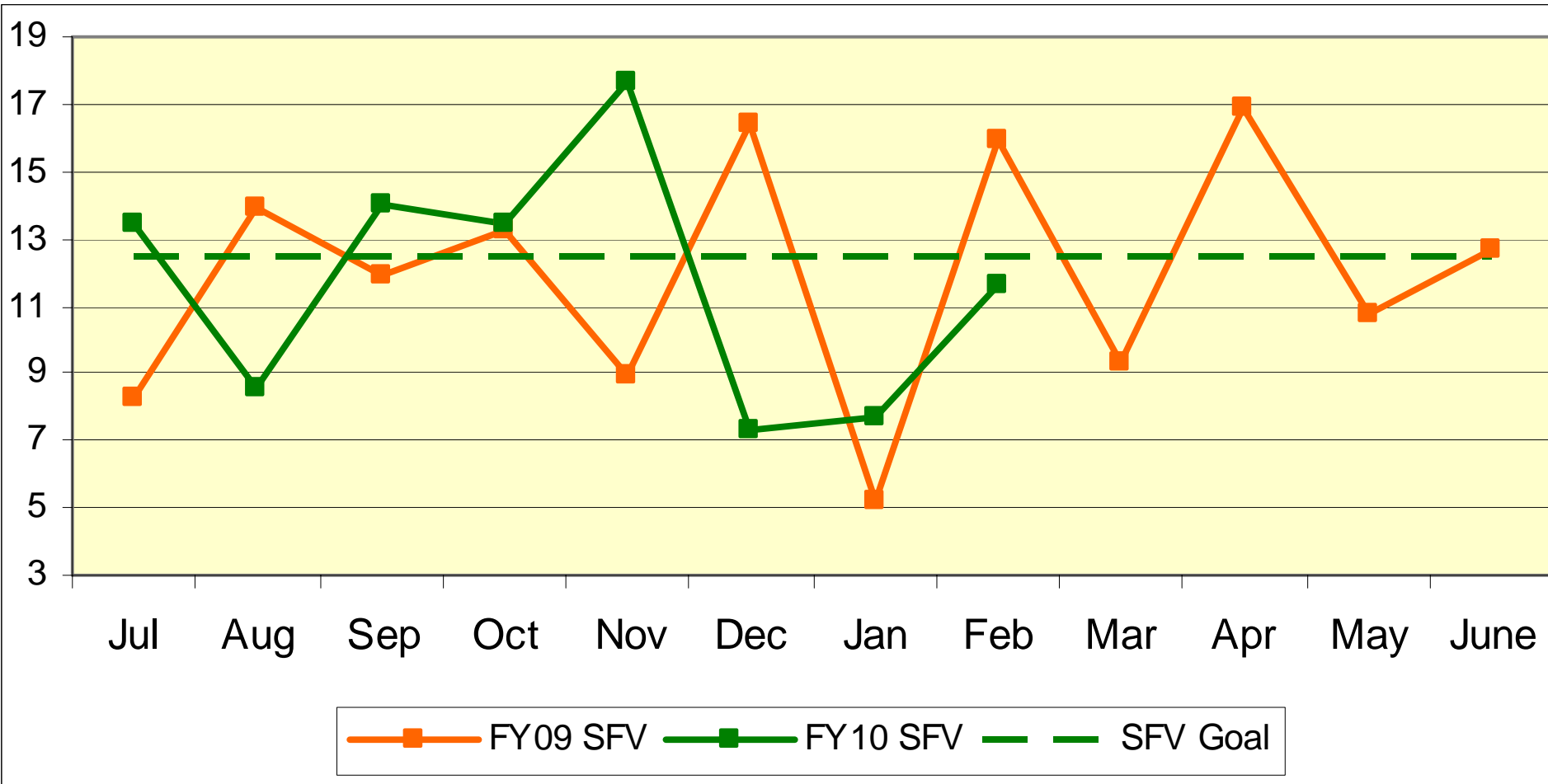
OSHA Recordable Injuries (Div. 15)



W. Comp Indemnity Claims/200K Exp. Hrs. (Metro)

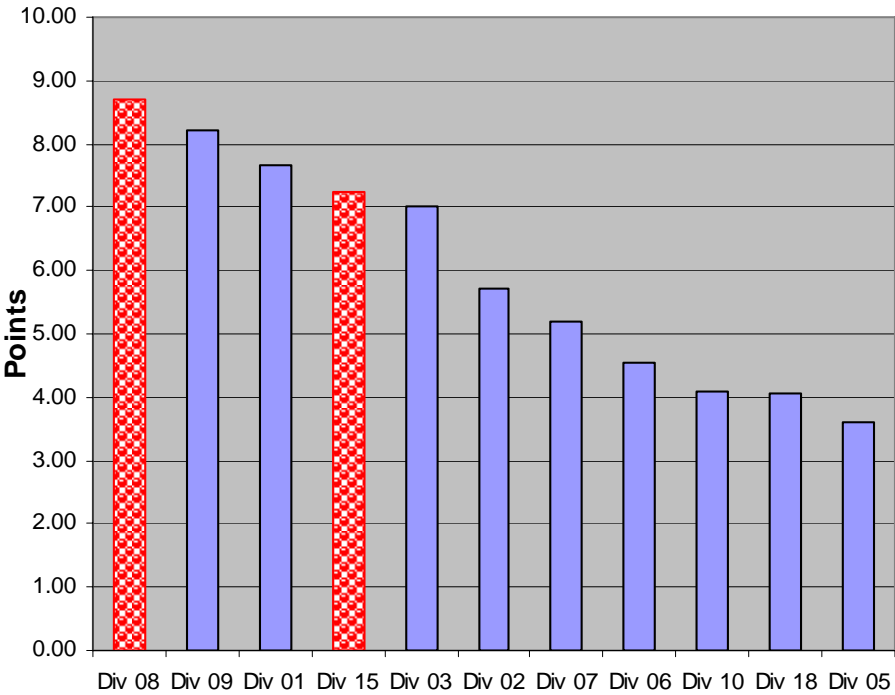


W. Comp Indemnity Claims/200K Exp. Hrs. (SFV)



“How You Doin?” 2nd Quarter FY10

Transportation



Maintenance

