

# Metro San Fernando Valley Governance Council June 2010 Meeting

Metro Bus System  
Key Performance Indicators  
April 2010

# SFV Governance Council June 2010

**Director of Governance Councils**

**Jon Hillmer**

**Vision for Governance Councils**

**Governance Council Review**

# SFV Governance Council June 2010

## Metro bus system performance April, 2010

Measurement	Target	YTD	April
On-time performance	75%	72.1%	74.0%
Complaints per 100,000 Psgrs.	2.6	2.7	2.4
Miles between Mechanical road calls	3,500	3,150	3,660
Accidents per 100,000 miles	3.28	3.06	2.97
Bus Ridership	33,400,000	30,380,000	31,100,000

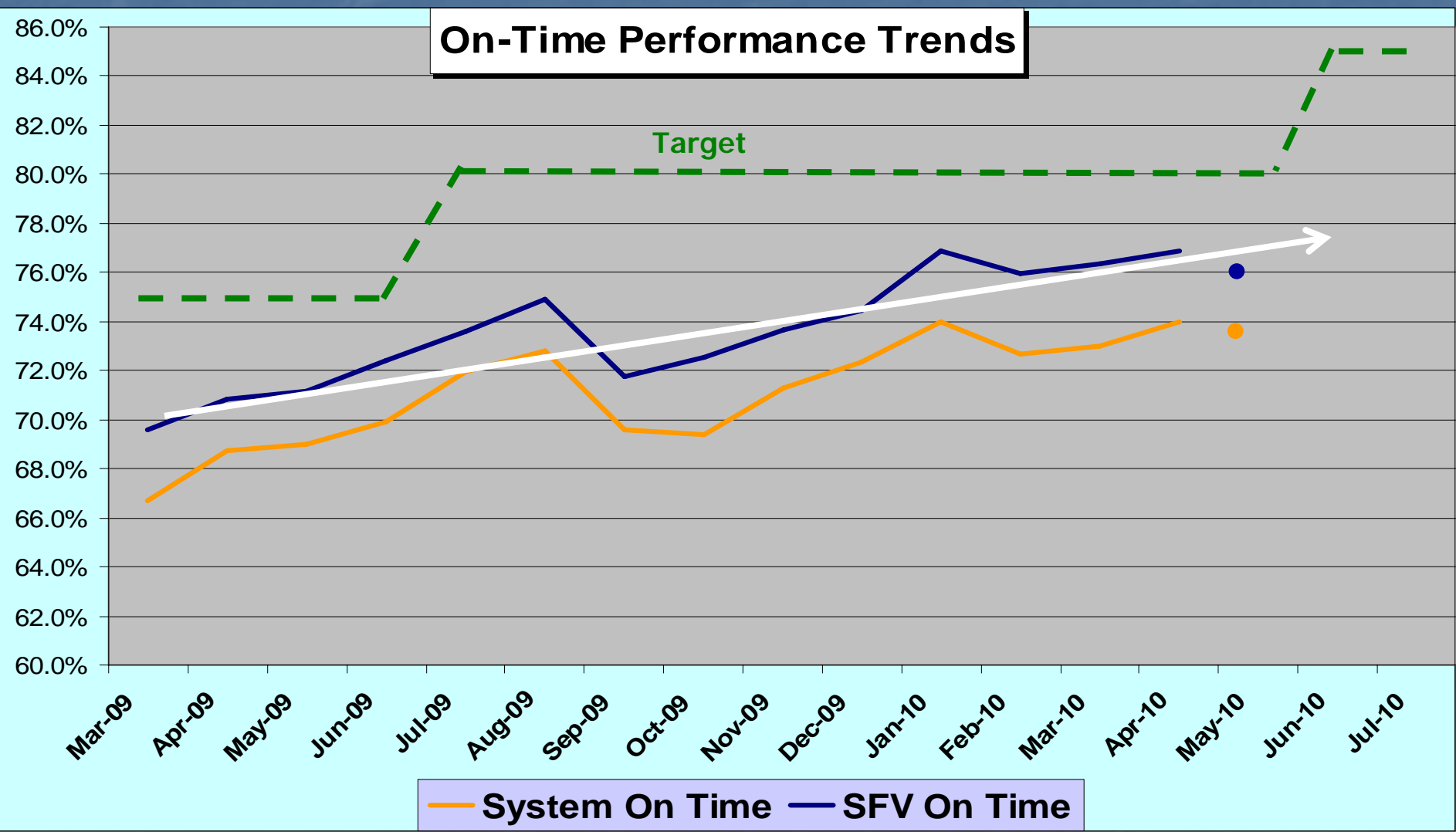
# SFV Governance Council June 2010

## Metro San Fernando Valley performance April, 2010

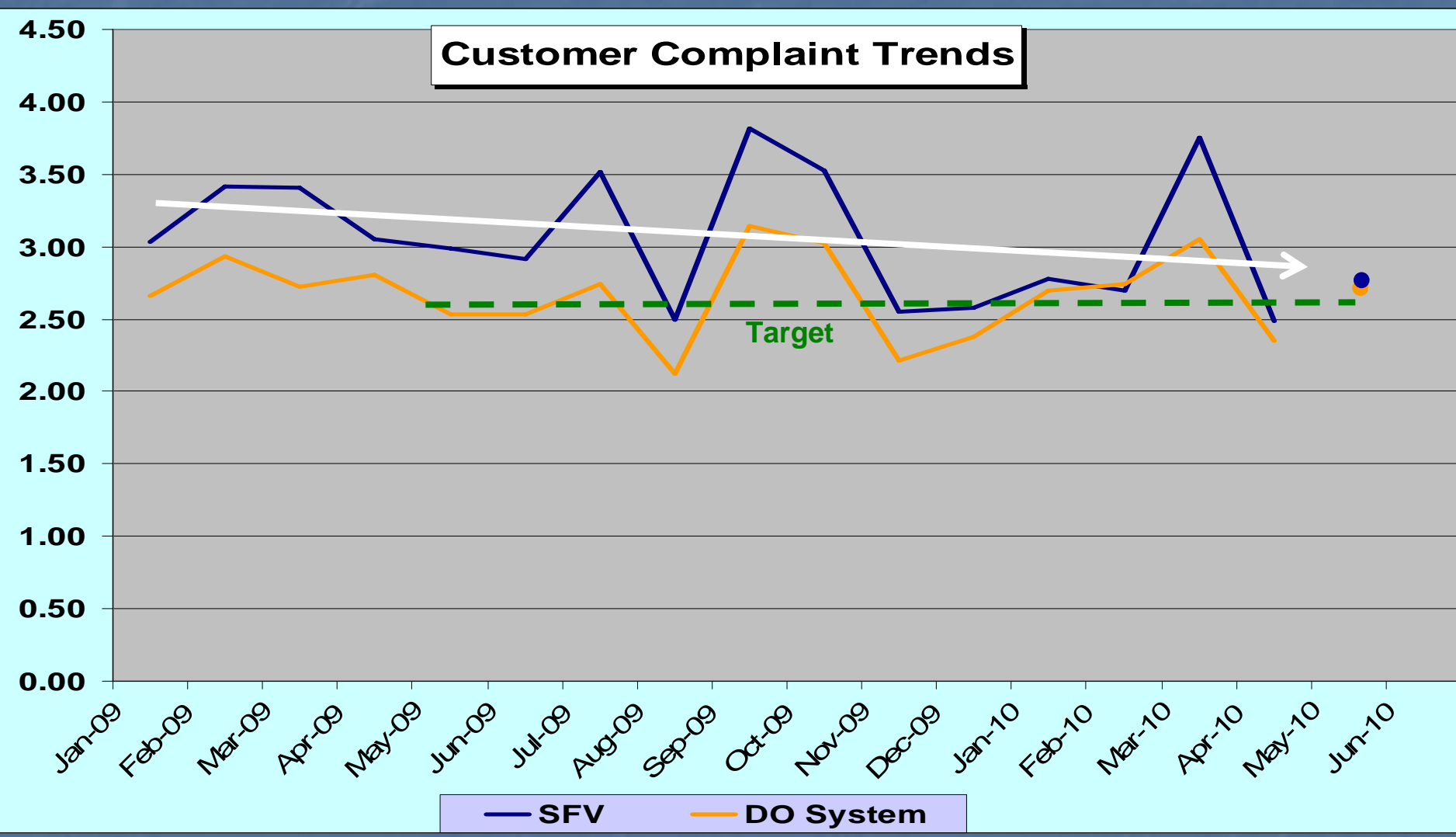
Measurement	Target	YTD	April
On-time performance	80%	74.7%	76.9%
Complaints per 100,000 Psgrs.	2.6	3.0	2.5
Miles between Mechanical road calls	3,500	3,690	4,810
Accidents per 100,000 miles	3.28	2.50	2.44
Bus Ridership	5,710,000	5,010,000	5,180,000



# SFV Governance Council June 2010



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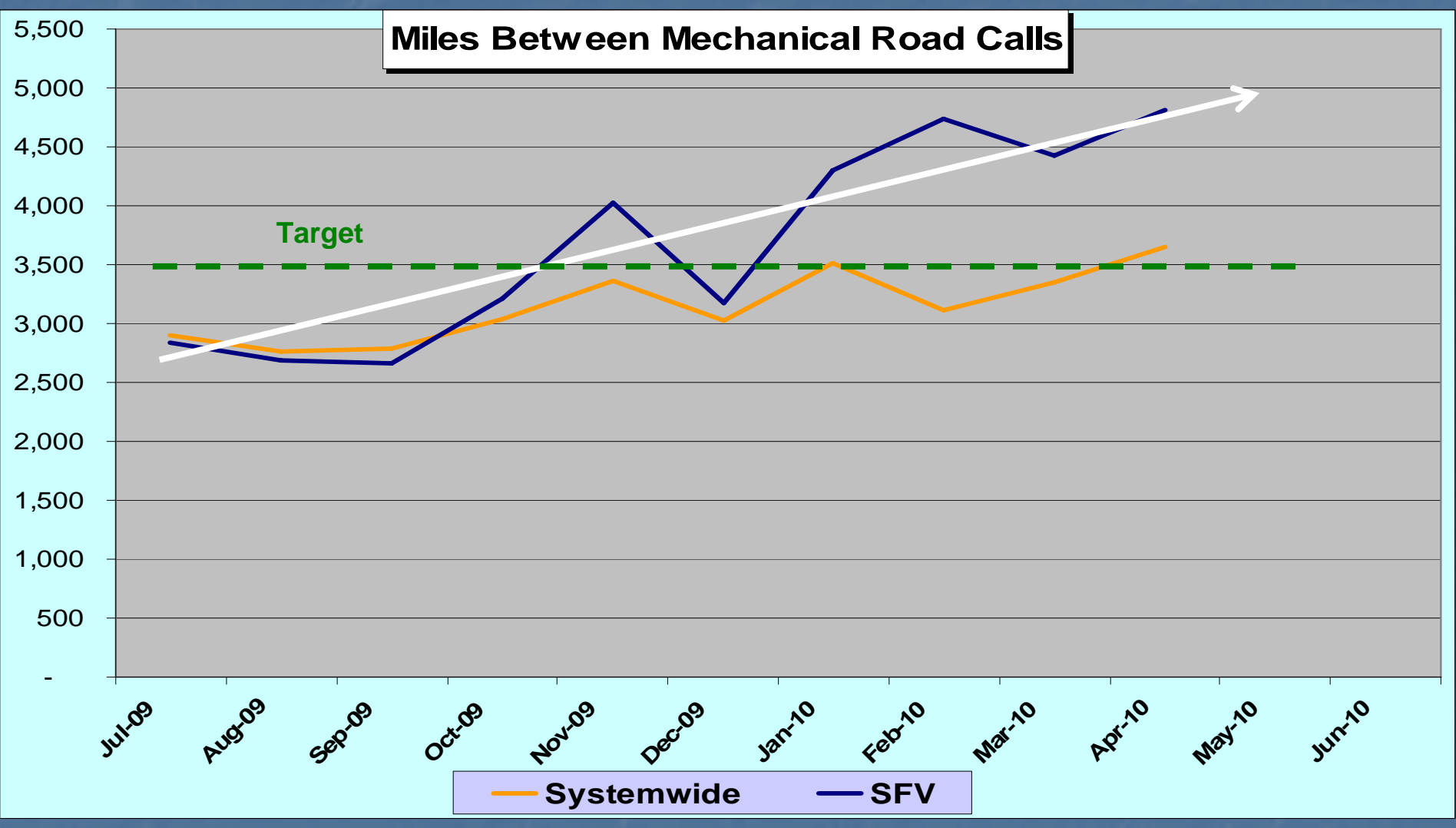


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## Sample of Operator Commendations

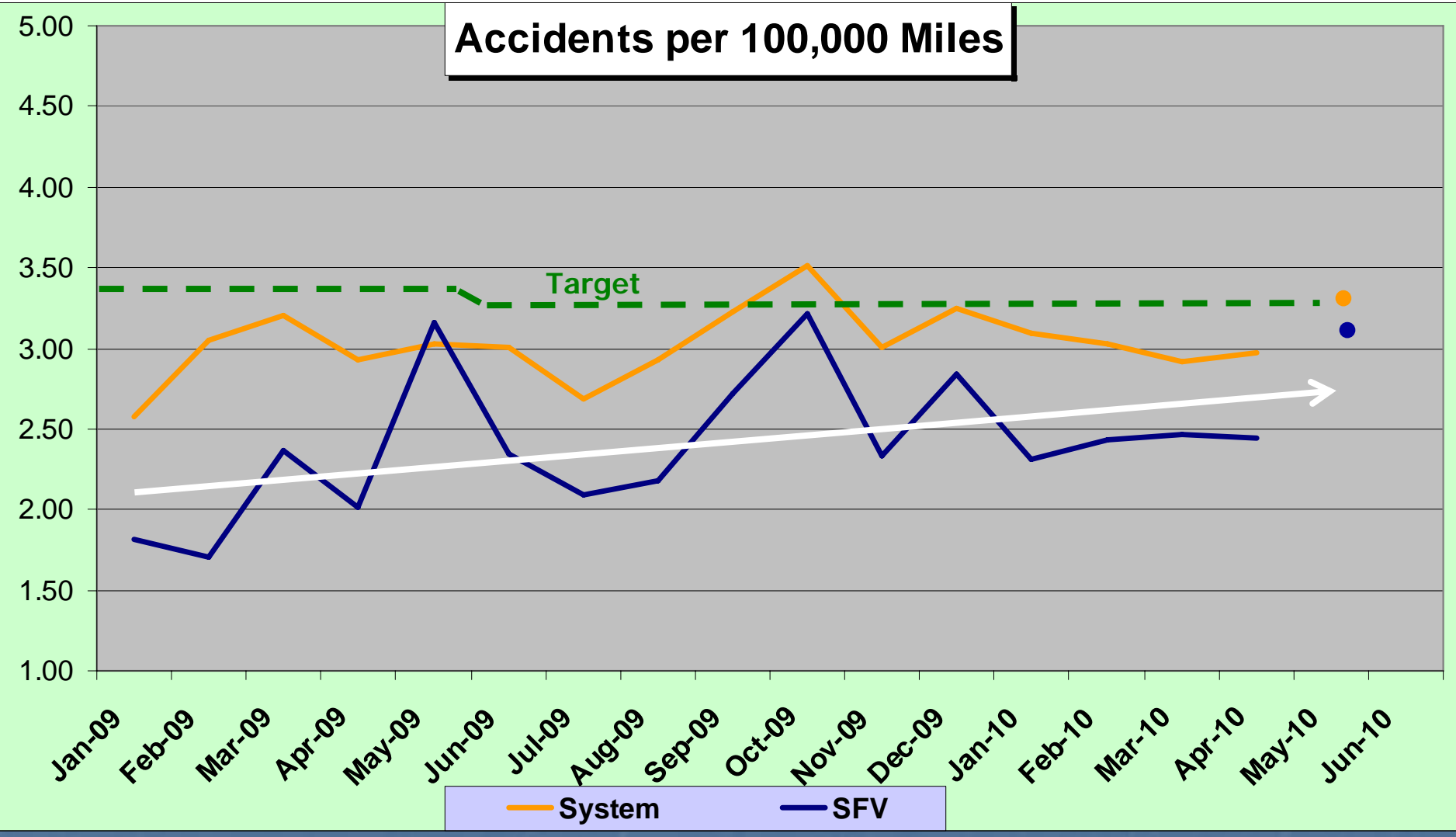
Operator	Div.	Line	Customer Comment
Laura Corley	8	169	Patron Commends Oper. for her outstanding customer service. The Operator was very patient with the elderly & disabled passengers.
Adan Garcia	15	166	Patron Commends Oper. for his excellent customer service. The Operator was very patient, kind and professional with passengers including student and seniors.

# SFV Governance Council June 2010

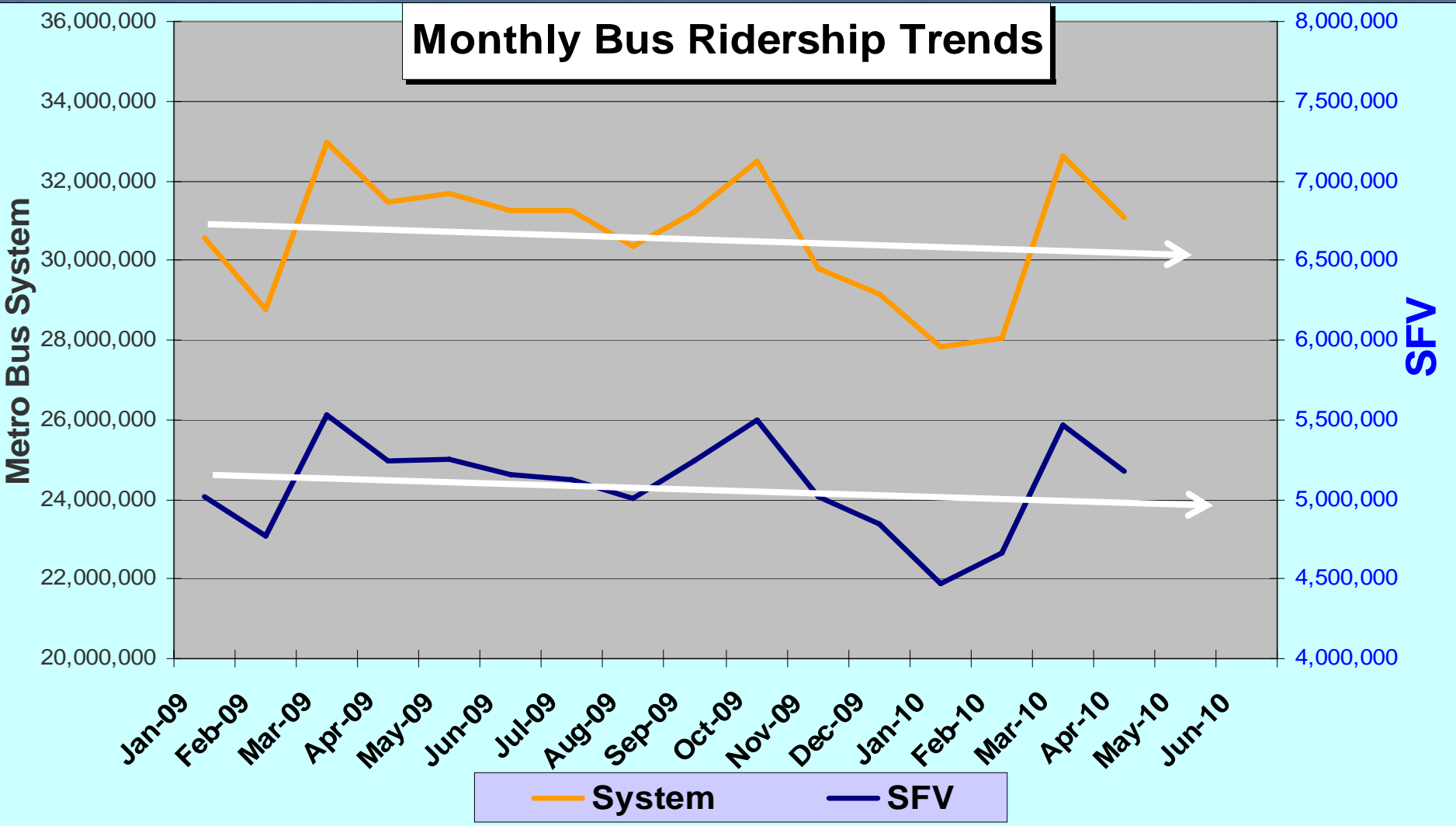




# SFV Governance Council June 2010



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## Metro Bus Service Changes Approved by Metro Board June 2010

### Approved

- Item 46 – I-5/SR-14 Direct Connector Construction Project
- Item 16 – East San Fernando Valley (SFV) North/South Transit Corridor Bus Speed Improvement Project
- Item 17 – Final Geotechnical summary Report for the SR-710 Tunnel Technical Study



**Metro**<sup>™</sup>

# SFV Governance Council June 2010

## Metro Bus Service Changes Approved by Metro Board June 2010 Cont.

### Approved

- Item 45 – Villaraigosa-Robinson Motion as amended by Antonovich to develop a weekly and daily EZ pass usable on all transit services within Los Angeles County
- Item 46 – Nominees for membership on the San Fernando Valley and Westside Central Governance councils

# SFV Governance Council June 2010

## Approved Metro FY 2011 Budget

- ❖ Budget Reduced from \$3.85b to \$3.75b or – 2.6%
- ❖ Total FTEs Reduced from 9,201 to 8,786 or – 4.5%
  - ❖ Non-Contract staff reduced by 132 or – 10.1%
  - ❖ Represented workforce reduced by 283 or – 3.6% thru attrition
- ❖ Service Reduced
  - ❖ Bus - from 7.60m hrs. to 7.21m hrs. or – 5.5%
  - ❖ Rail – total service of .706m hrs. to remain unchanged
- ❖ Ridership Reduction from 498.5m to 446.0m or – 7.4%

# SFV Governance Council June 2010

## June 21, 2010 Governance Council Meet & Confer

### Metro Bus & Rail Fare Increase Effective July 1, 2010

<b>• Regular</b>	<b><u>Current</u></b>	<b><u>July 1, 2010</u></b>
– Cash	\$1.25	\$1.50
– Day Pass	\$5.00	\$6.00
– Weekly Pass	\$17.00	\$20.00
– Monthly Pass	\$62.00	\$75.00
– EZ Pass	\$70.00	\$84.00
– Cash per Zone	\$0.60	\$0.70
– Monthly Zone Premium	\$18.00	\$22.00
– Metro to Muni Transfer	\$0.30	\$0.35

- Elderly
  - Disabled
  - Student (K-12)
  - Student (College/Vocational)
- No Change  
No Change  
No Change  
No Change
- } 50% of customers



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