

Metro San Fernando Valley Governance Council October 2010 Meeting

Performance Report
from August 2010



Metro[™]

Metro Bus System Performance Measurements

- > On-Time Performance
- > Complaints per 100,000 Psgrs.
- > Miles Between Mechanical Road Calls
- > Accidents per 100,000 Miles
- > Bus Ridership

SFV Governance Council October 2010

Metro **San Fernando Valley**

& **Metro Bus System**

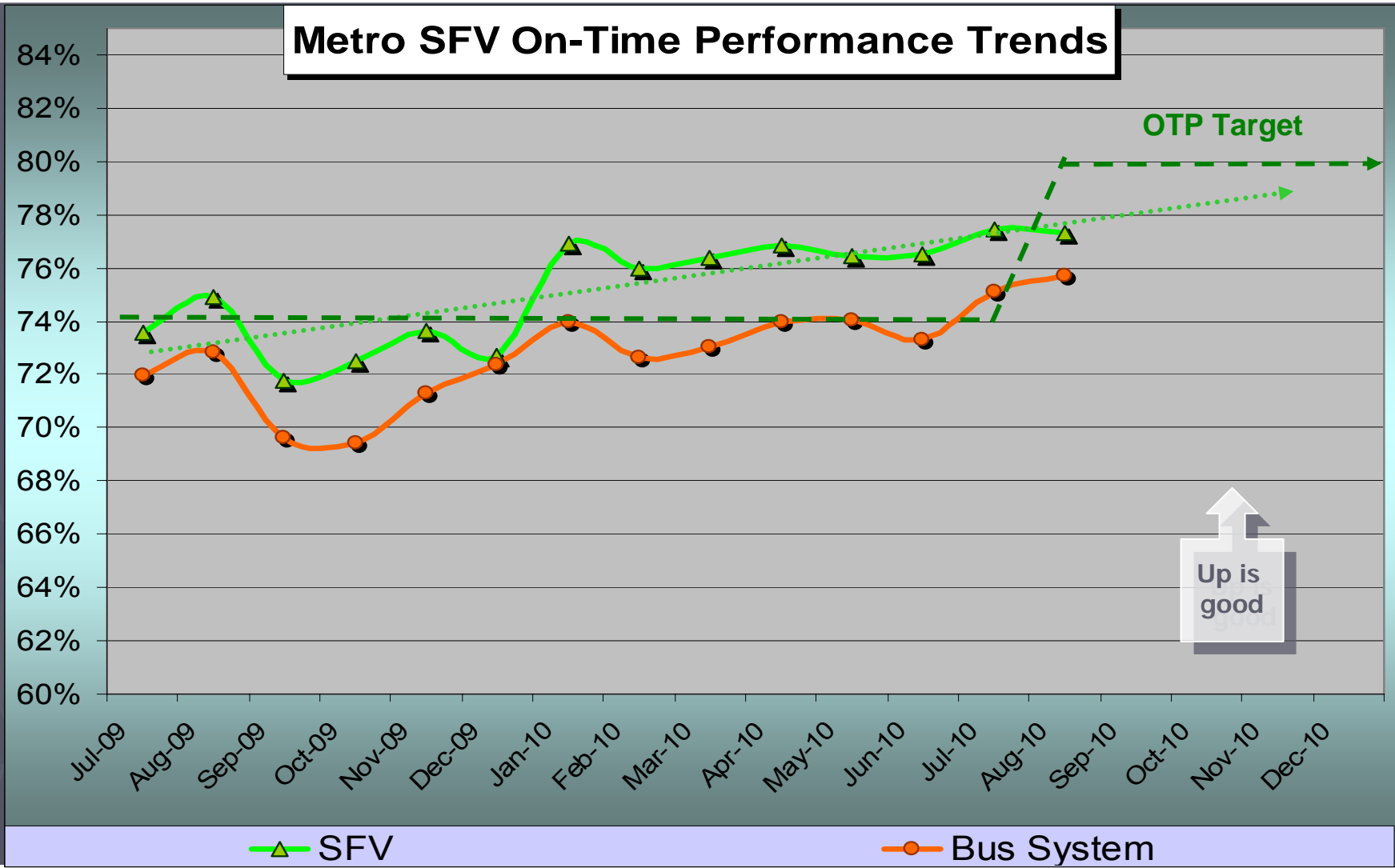
August 2010

Measurement : *On Time Performance*

	Target	Aug.	YTD
Metro Bus System	80.0%	75.7%	75.4%
San Fernando Valley	80.0%	77.4%	77.3%



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Metro **San Fernando Valley**

& **Metro Bus System**

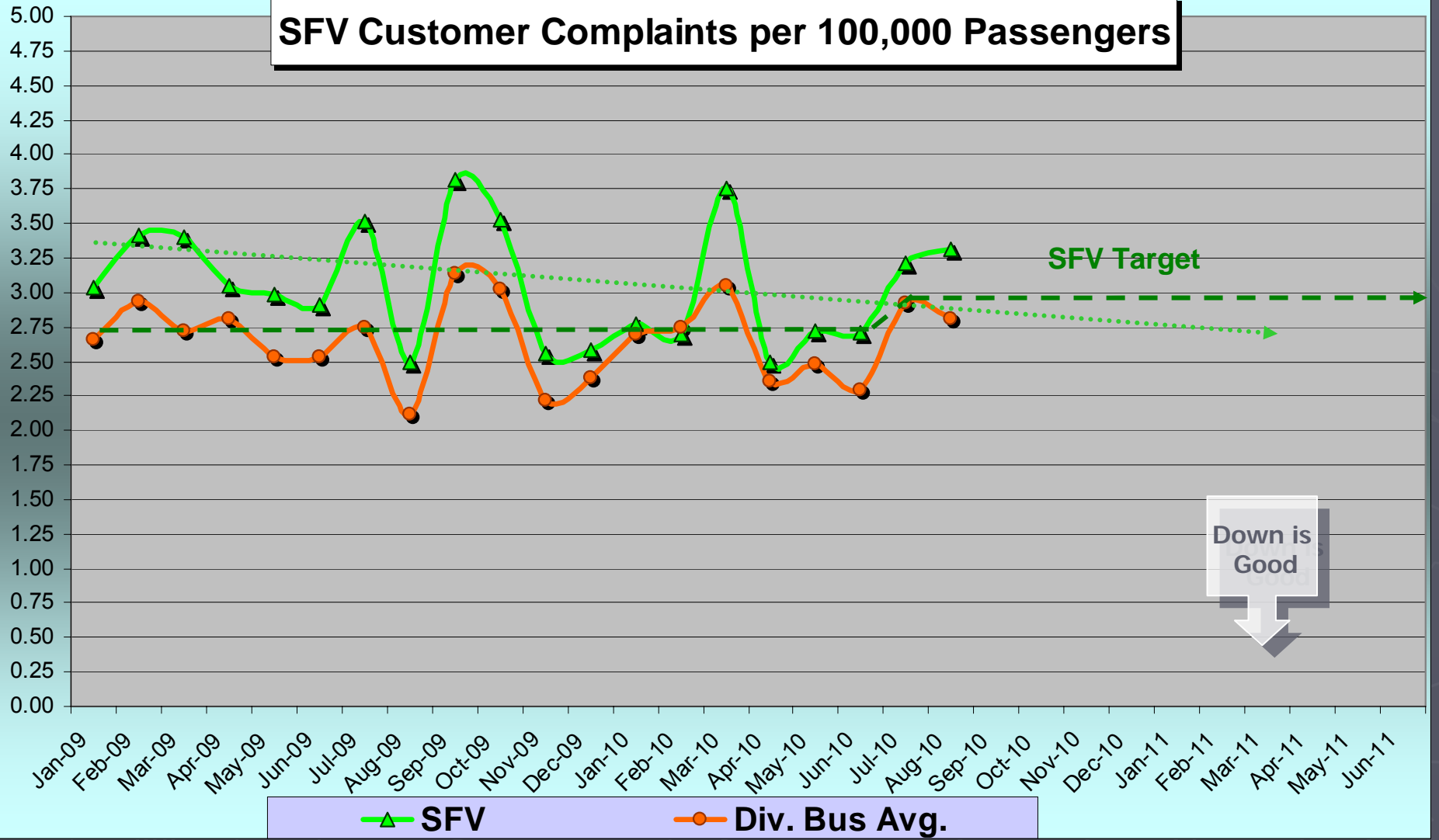
August 2010

Measurement : *Complaints per 100,000 Psgrs.*

	Target	Aug.	YTD
Metro Bus System	2.52	2.81	2.86
San Fernando Valley	2.94	3.32	3.26

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SFV Customer Complaints per 100,000 Passengers



Down is Good

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Metro **San Fernando Valley**

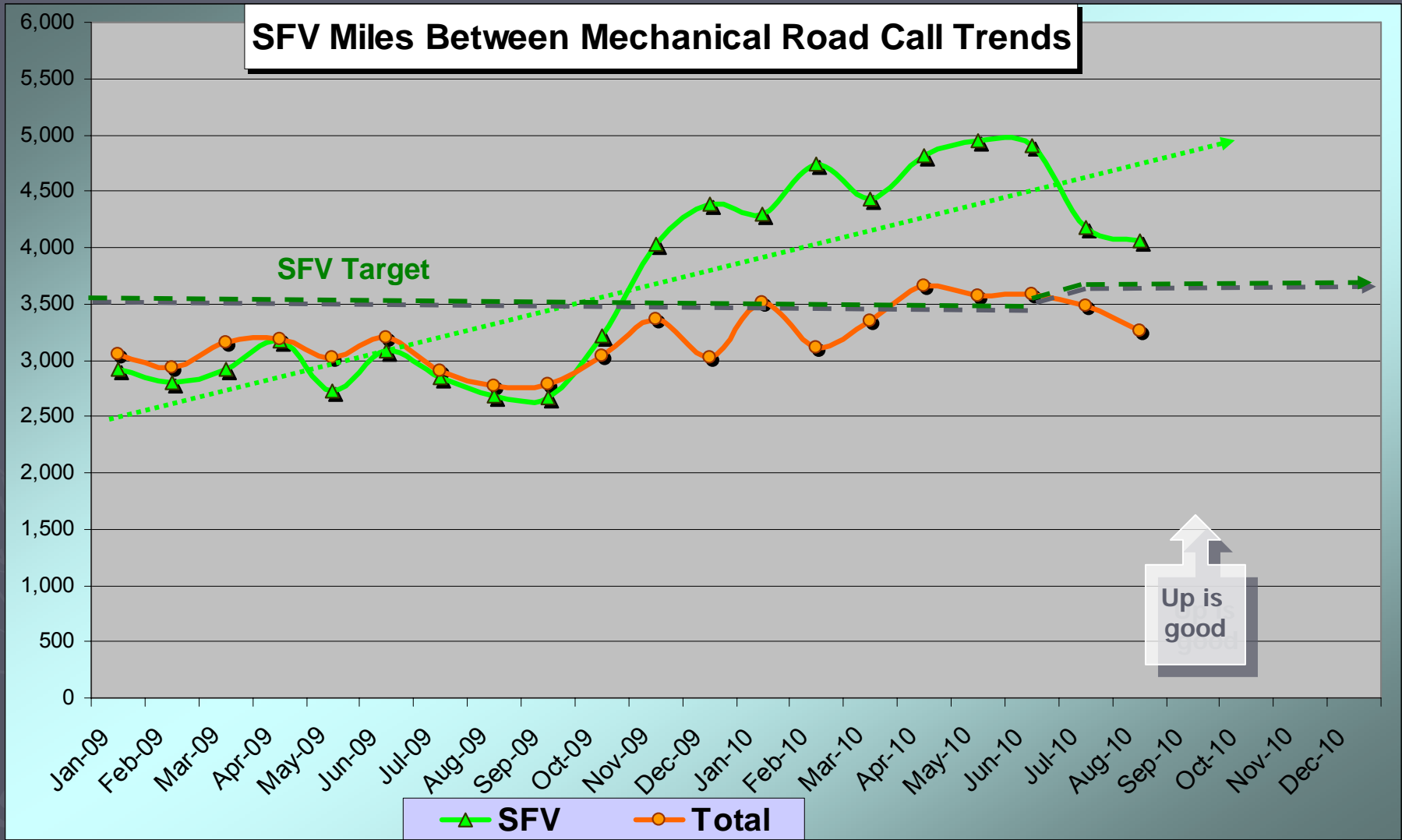
& **Metro Bus System**

August 2010

Measurement : *Miles Between Mechanical Road Call*

	Target	Aug.	YTD
Metro Bus System	3,664	3,263	3,373
San Fernando Valley	3,635	4,058	4,117

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Metro **San Fernando Valley**

& **Metro Bus System**

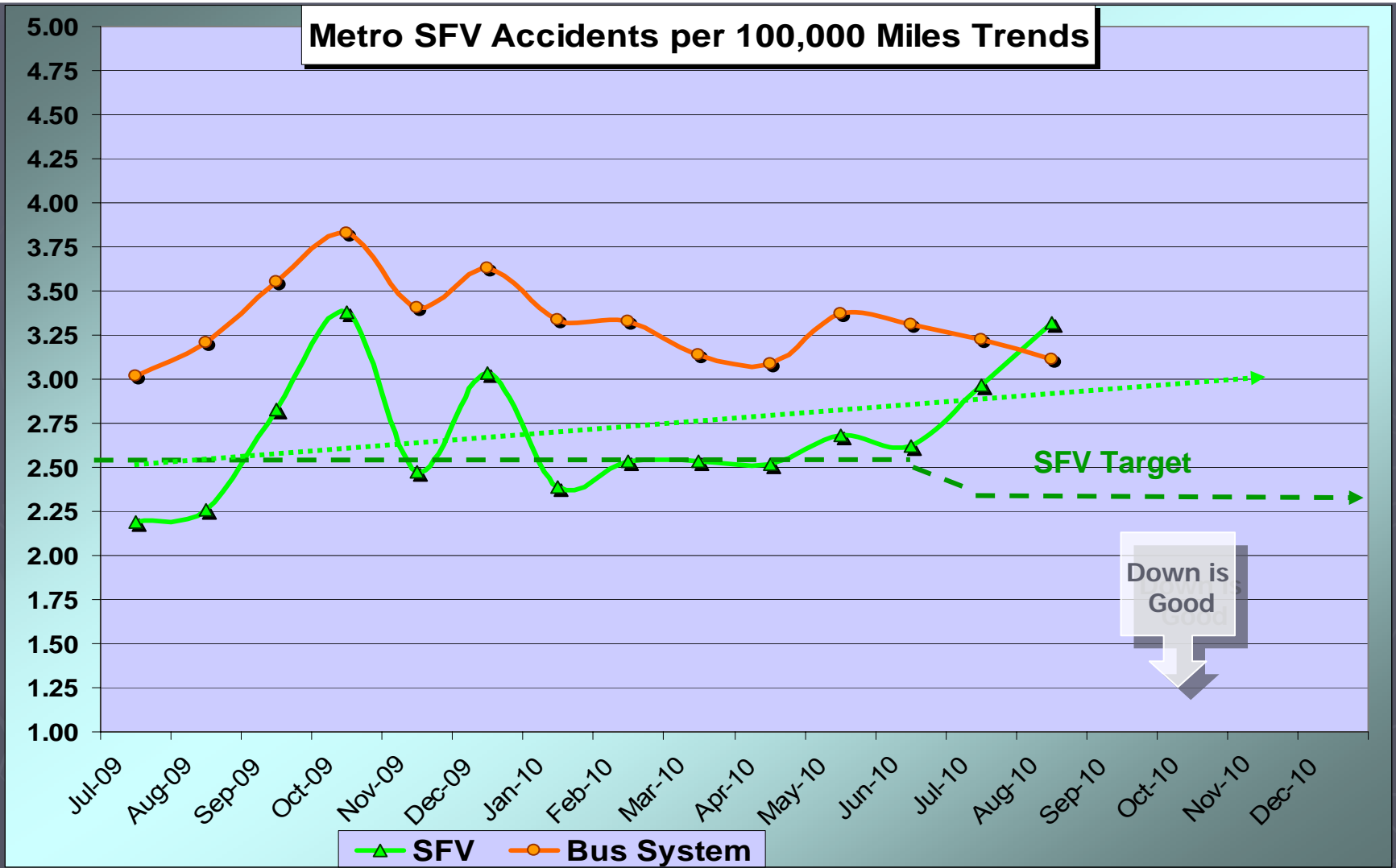
August 2010

Measurement : *Accidents per 100,000 Miles*

	Target	Aug.	YTD
Metro Bus System	3.14	3.11	3.17
San Fernando Valley	2.32	3.32	3.15



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Metro San Fernando Valley

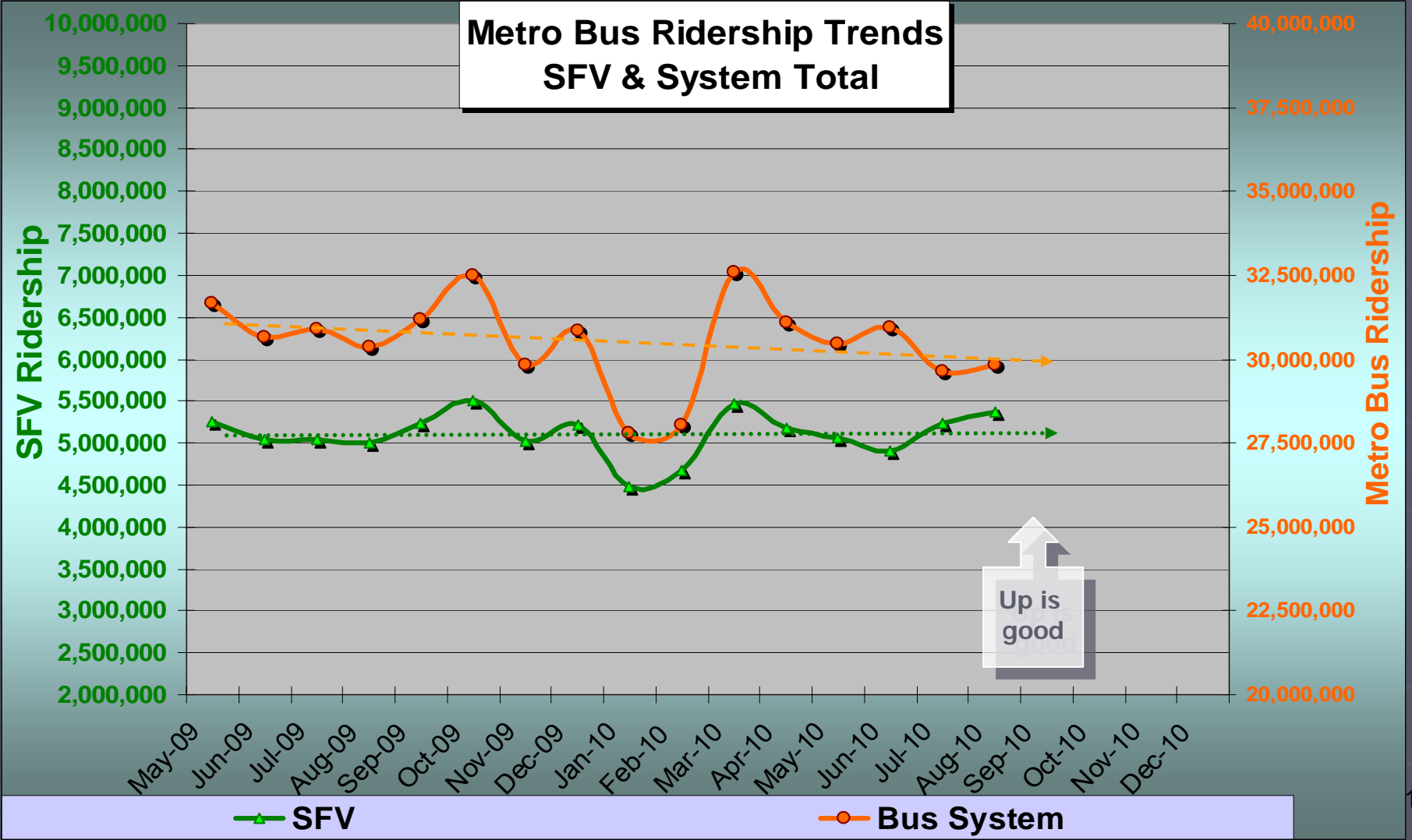
& Metro Bus System

August 2010

Measurement : Monthly Ridership

	Target	Aug.	YTD
Metro Bus System	29,400,000	29,800,000	29,700,000
San Fernando Valley	4,890,000	5,360,000	5,300,000

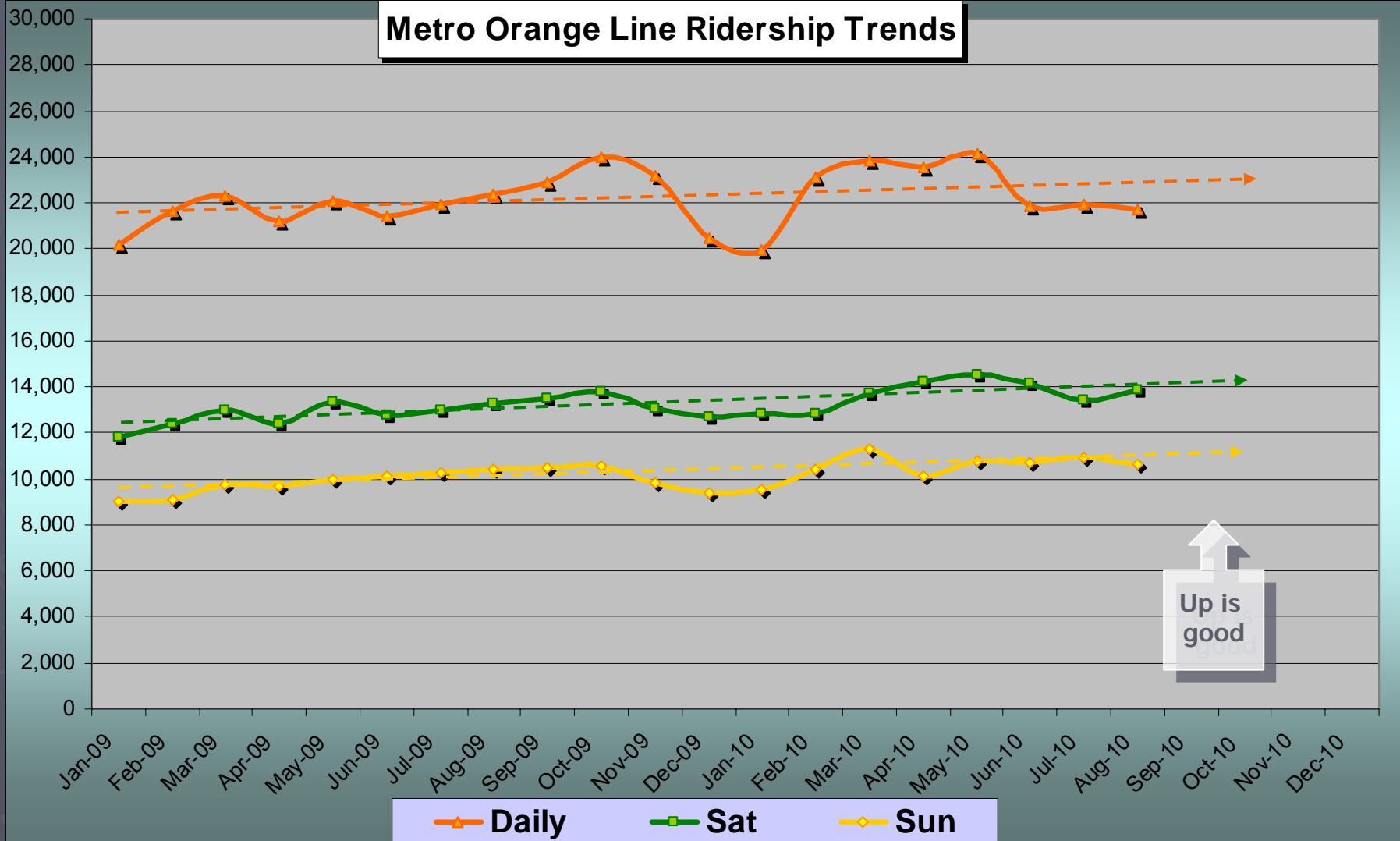
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Metro Orange Line Ridership Trends

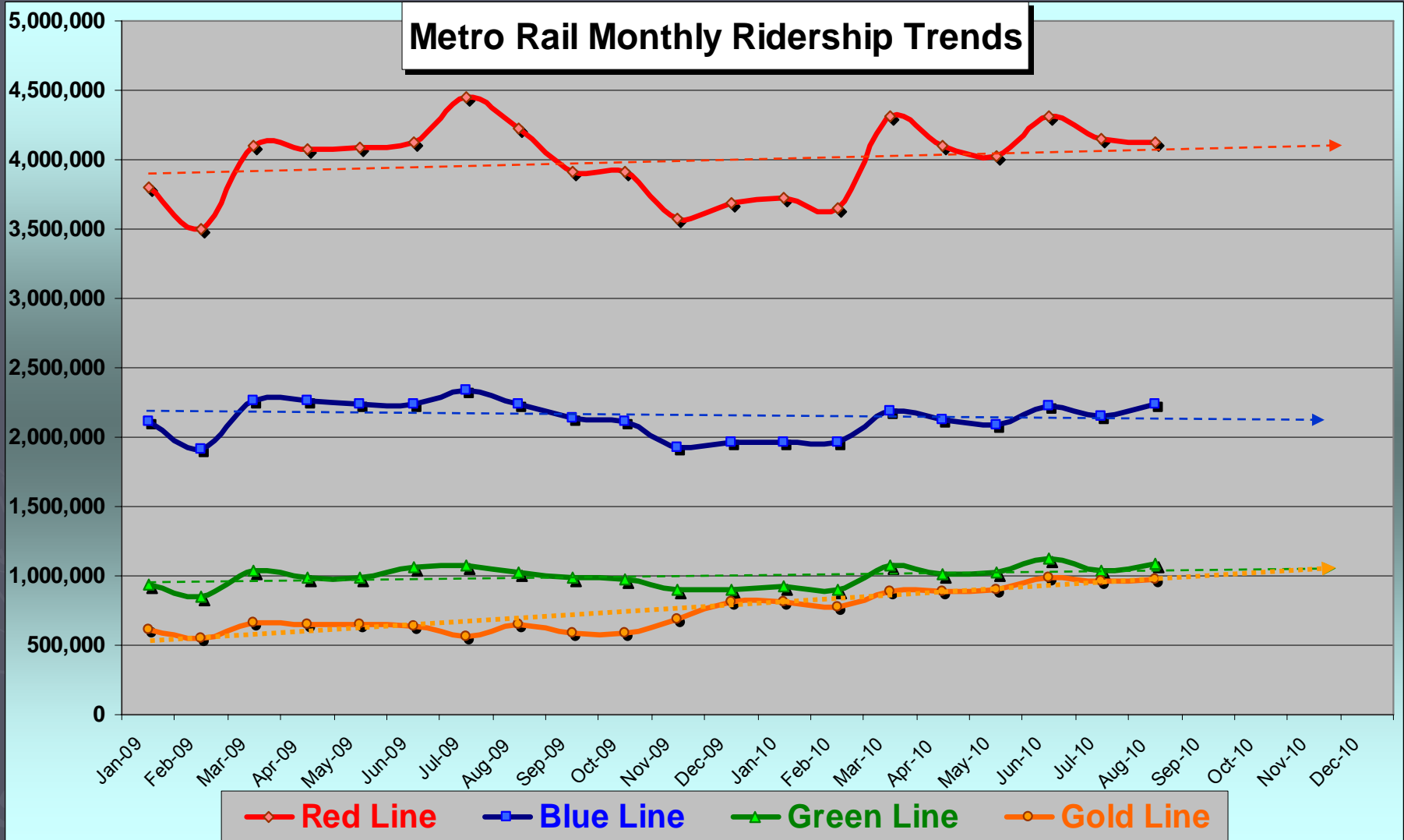


Up is good



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Still Preliminary Estimate of Fare Increase Impact on Ridership Levels

Change in Ridership from July/Aug. 2009 to July/Aug. 2010

	Metro Bus	Metro Rail	Bus & Rail
➤ Weekdays	- 3.2%	+ 1.2%	- 2.3%
➤ Saturdays	- 1.7%	+ 4.1%	- 0.5%
➤ Sunday	<u>- 1.4%</u>	<u>+ 3.7%</u>	<u>- 0.2%</u>
➤ Avg.	- 2.9%	+ 1.7%	- 1.9%

SFV Governance Council October 2010

September 30, Meet and Confer

19 Council Representative Attended

Presentations by:

- **Matt Raymond, Chief Communications Officer re**
- **Tim Lindholm, Director of Capital Projects**

Facility Tour by 10 Council Representatives

- **BOC, Customer Relations, RRC & Div. 10**
- **Future Tours will Include Rail Control Center**

Summary of Metro Board Actions

- ▶ Item 9 – Approved Villaraigosa Bike Motion
- ▶ Item 19 – Approved 5-1/2 yr. NextBus Contract for real time bus info
- ▶ Item 8 – Service Changes to Tier 1 Bus Lines with following changes
 - Bring back more information on **Line 168** to Board
 - **Line 177** - Retain peak period service until March 2011
 - **Line 220** - Cancel Sat. and retain weekday service until Expo Line
 - **Line 620** – Retain hourly service
 - **Line 439** – Cancel Sat. but retain peak weekday service between downtown LA and Fox Hills Mall
 - **Line 711** – Cancel Line and replace with limited stop Line 311



November 2010 Meeting

Workshop with Operations Planning

Focus on Potential FY 2012 Service Changes

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**

