

***Metro San Fernando Valley
Service Council
September 7, 2011 Meeting***

**Performance Report
During *July 2011***

SFV Service Council September 2011 Meeting

Metro San Fernando Valley & Metro Bus System

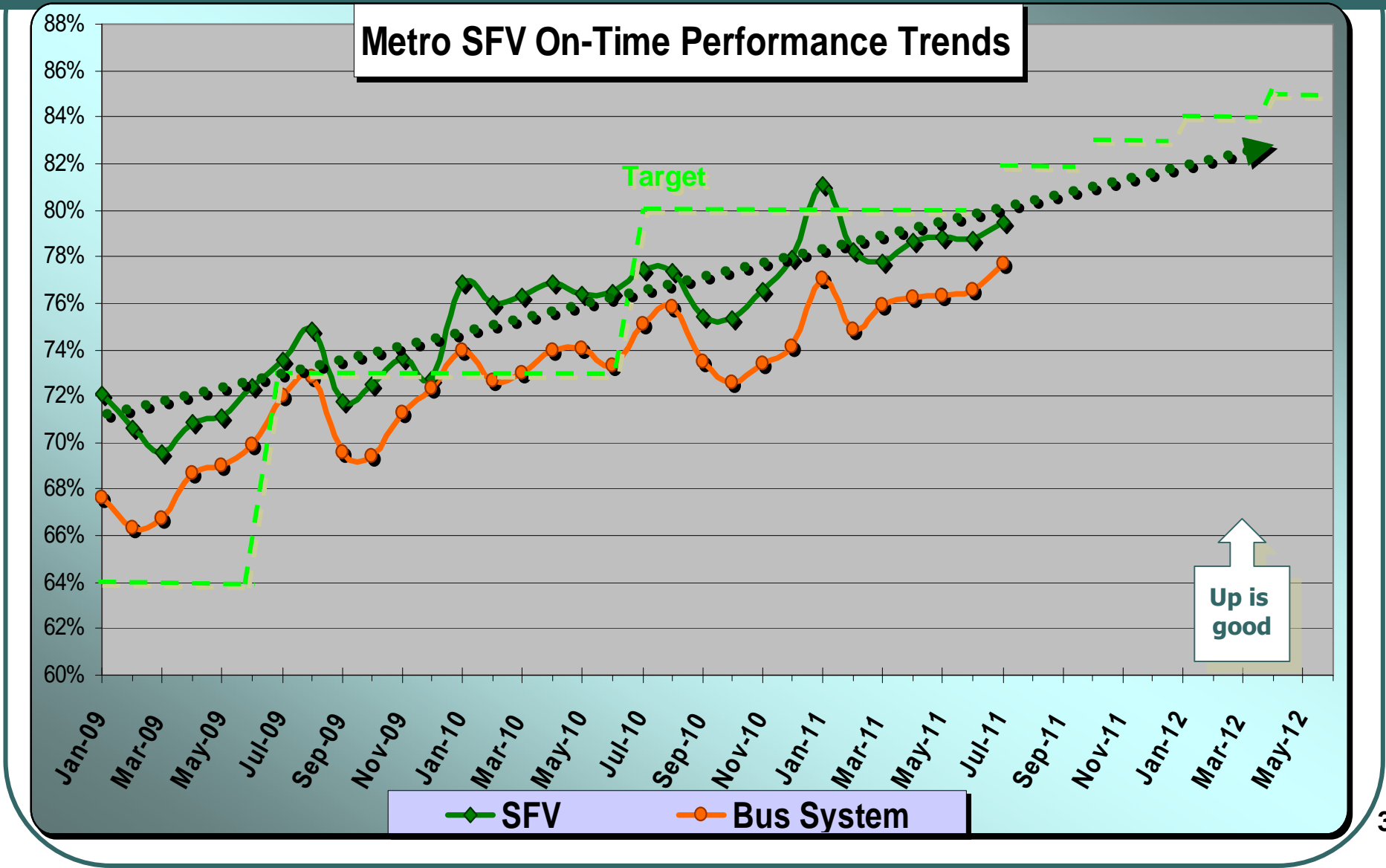
July 2011

Measurement : On Time Performance

	Target	July	YTD
Metro Bus System	82.0%	77.7%	77.7%
San Fernando Valley	82.0%	79.5%	79.5%

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Metro San Fernando Valley & Metro Bus System

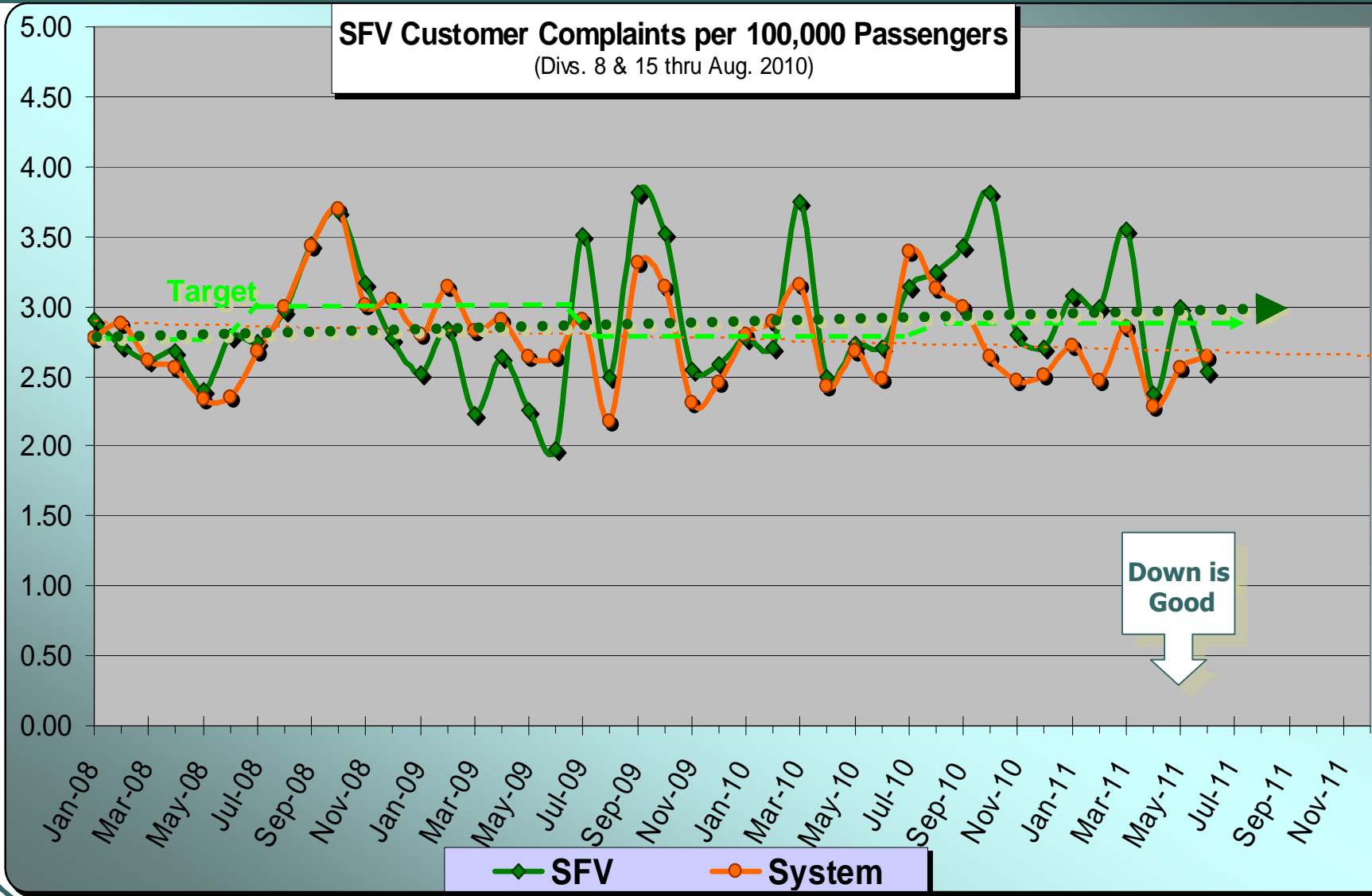
July 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	June	YTD
Metro Bus System	2.52	2.64	2.72
San Fernando Valley	2.94	2.53	3.05

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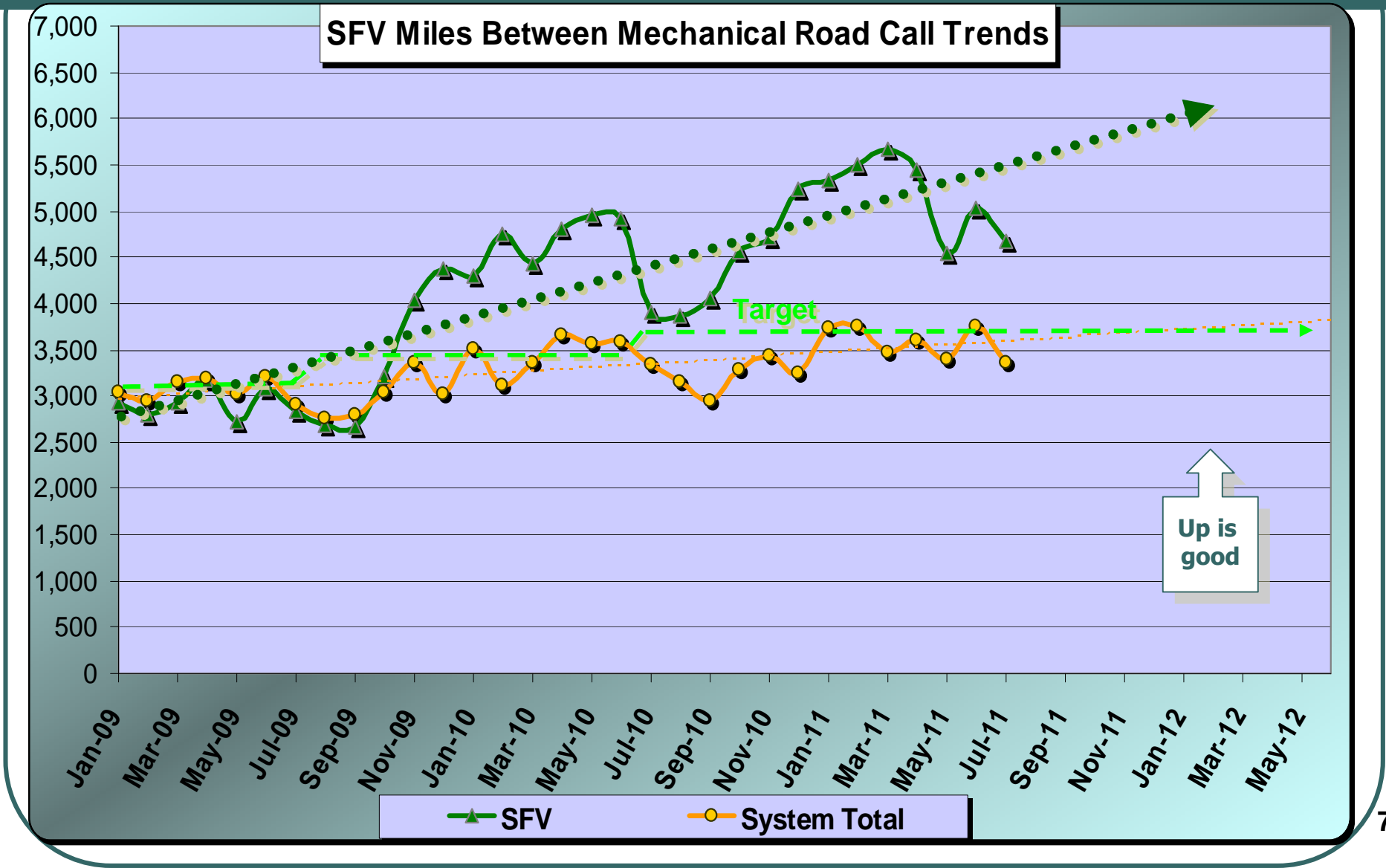
July 2011

Measurement : Miles Between Mechanical Road Call

	Target	July	YTD
Metro Bus System	3,650	3,353	3,353
San Fernando Valley	3,650	4,679	4,679

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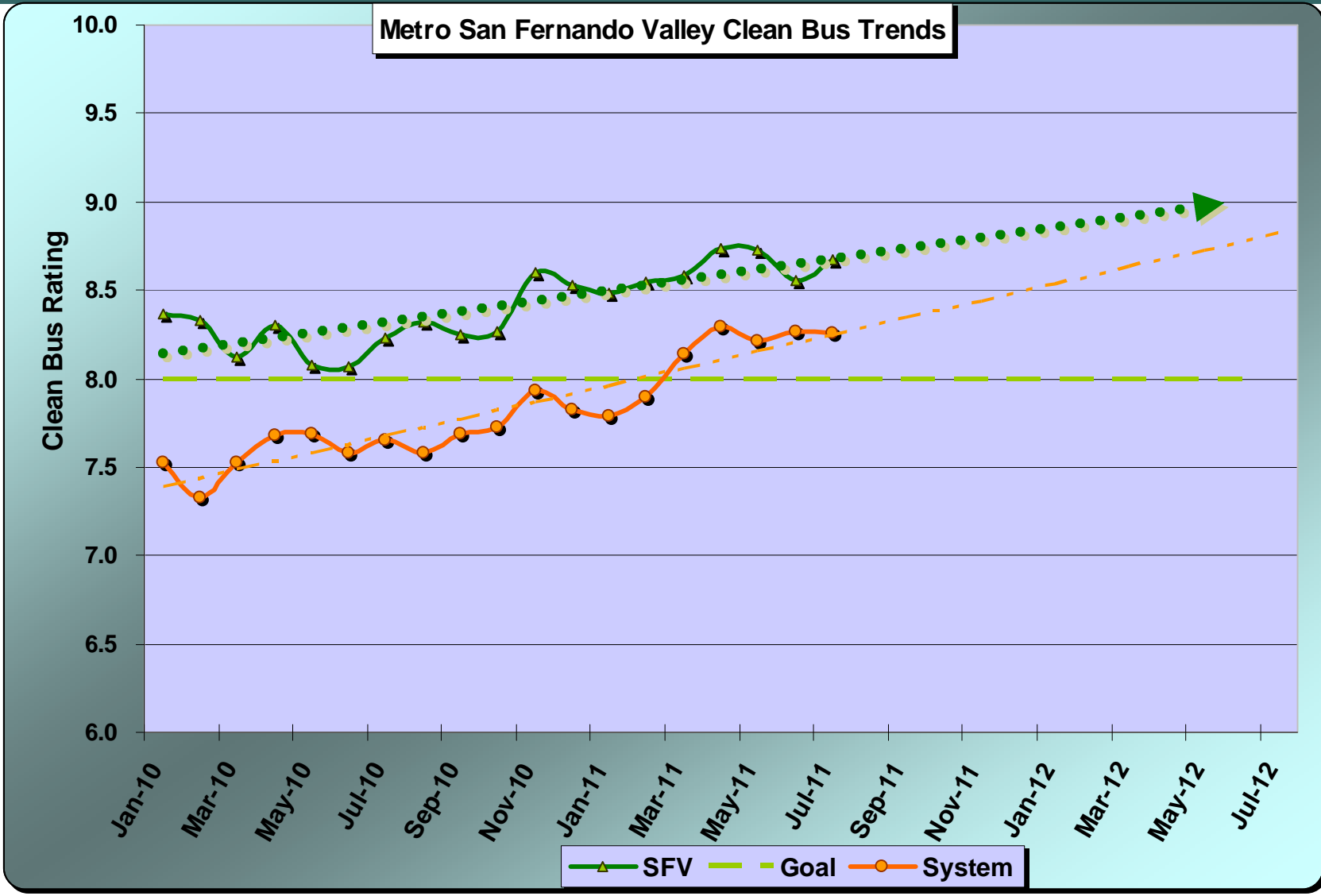
July 2011

Measurement : Clean Bus

	Target	July	YTD
Metro Bus System	8.0	8.26	8.26
San Fernando Valley	8.0	8.67	8.67

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& Metro Bus System

July 2011

Measurement : Accidents per 100,000 Miles

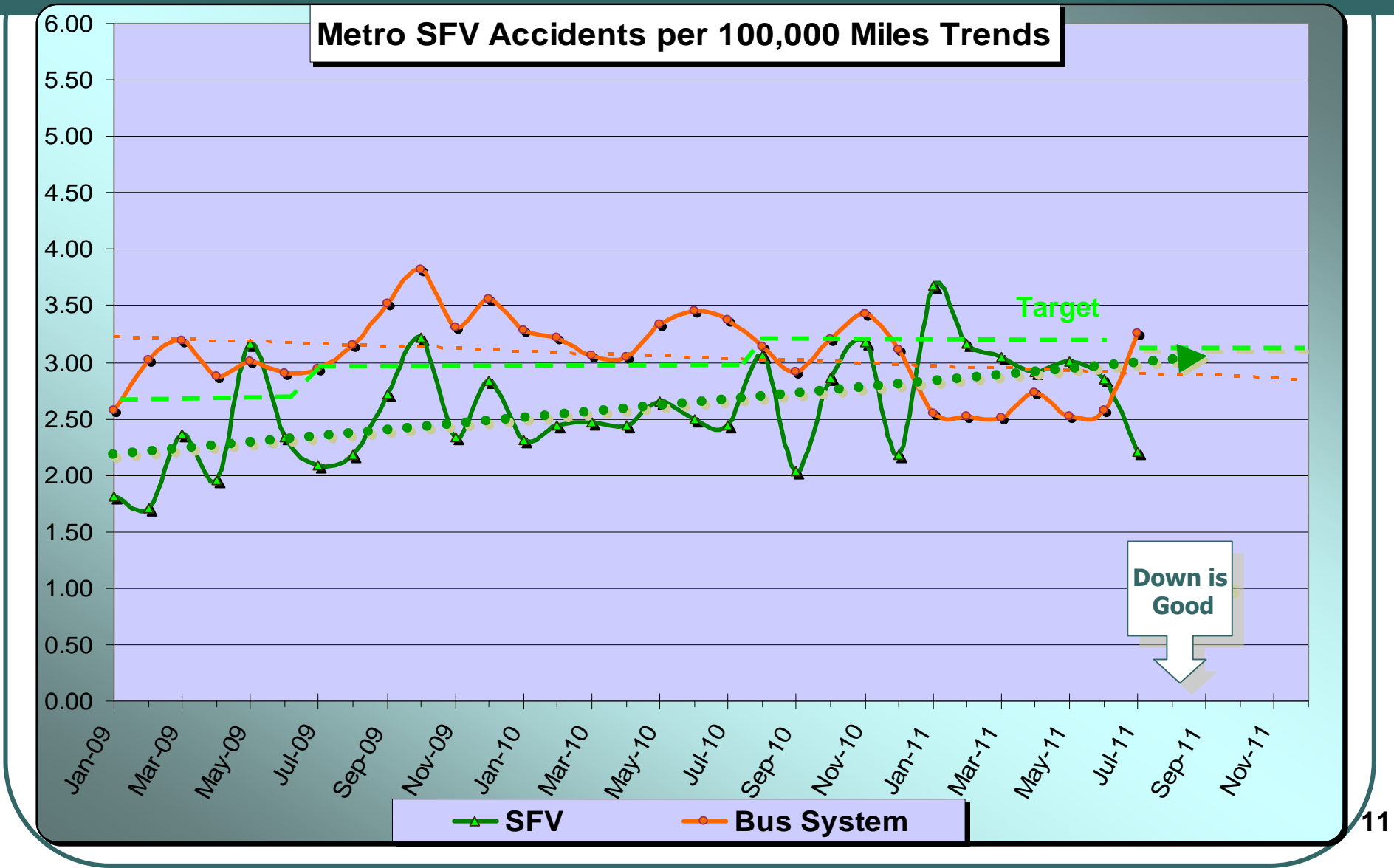
	Target	July	YTD
Metro Bus System	3.10	3.26	3.26
San Fernando Valley	3.10	2.20	2.20

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Metro

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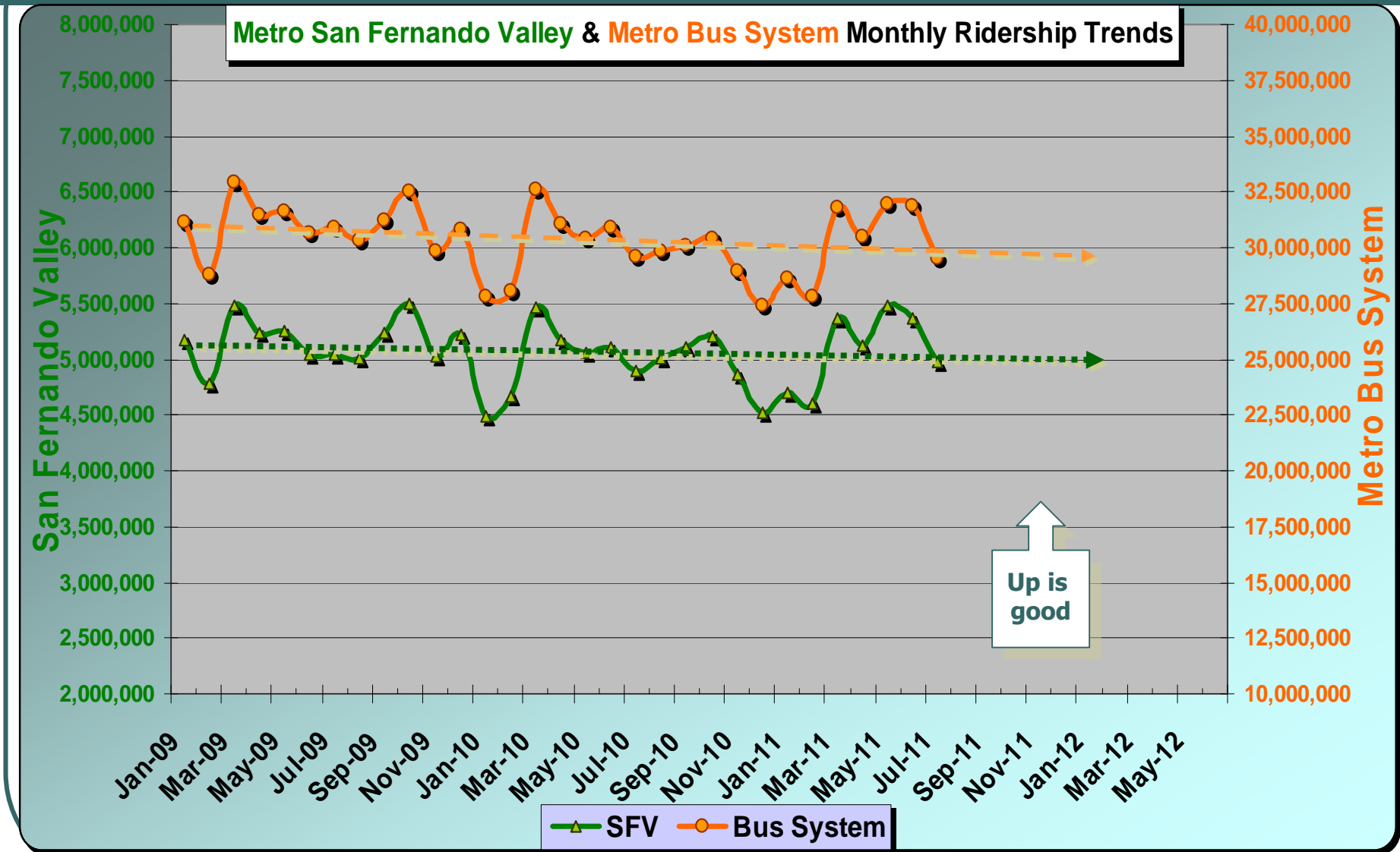
July 2011

Measurement : Monthly Ridership

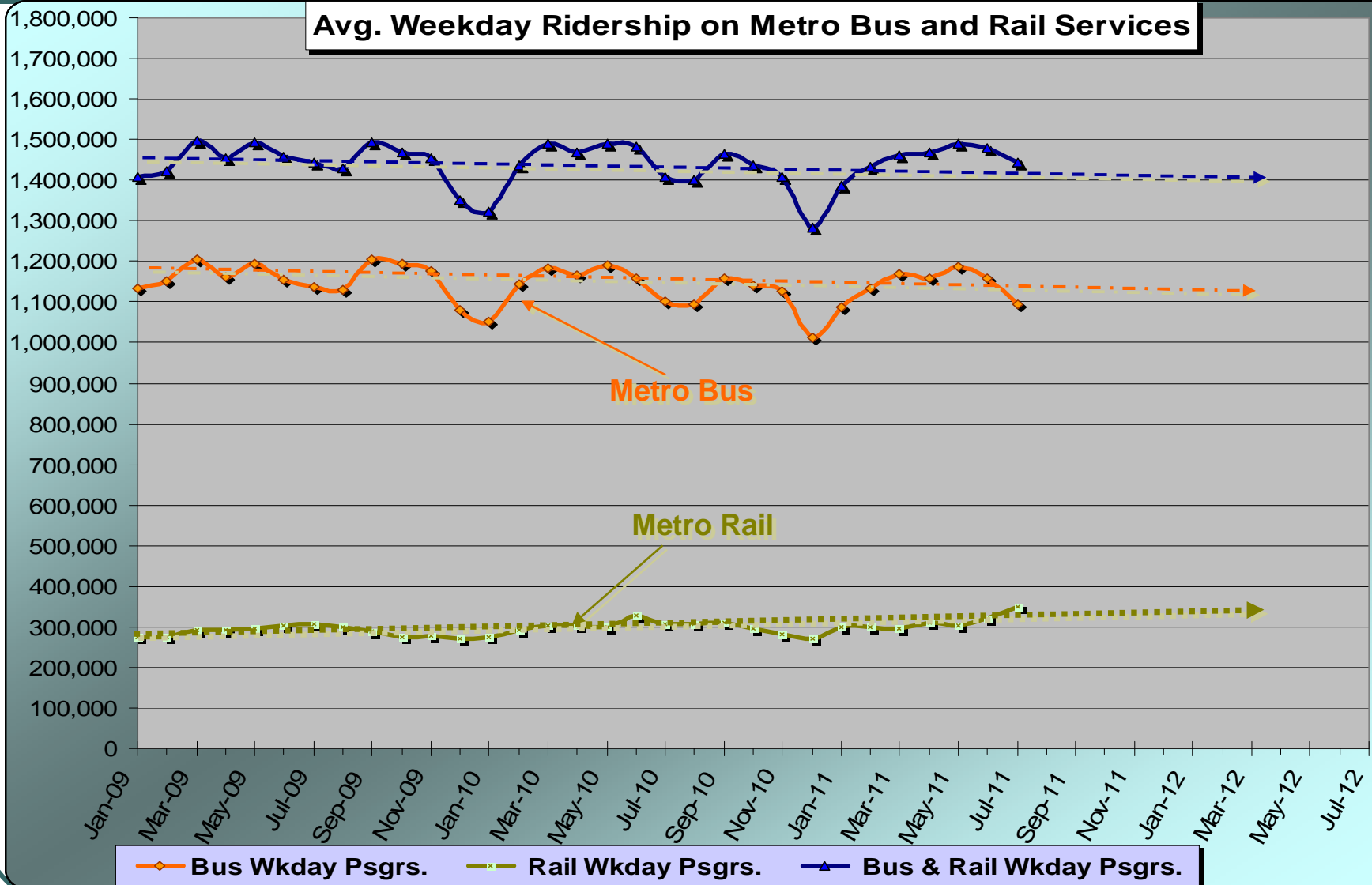
	Target	July	YTD
Metro Bus System	28,880,000	29,470,000	29,470,000
San Fernando Valley	4,800,000	4,970,000	4,970,000

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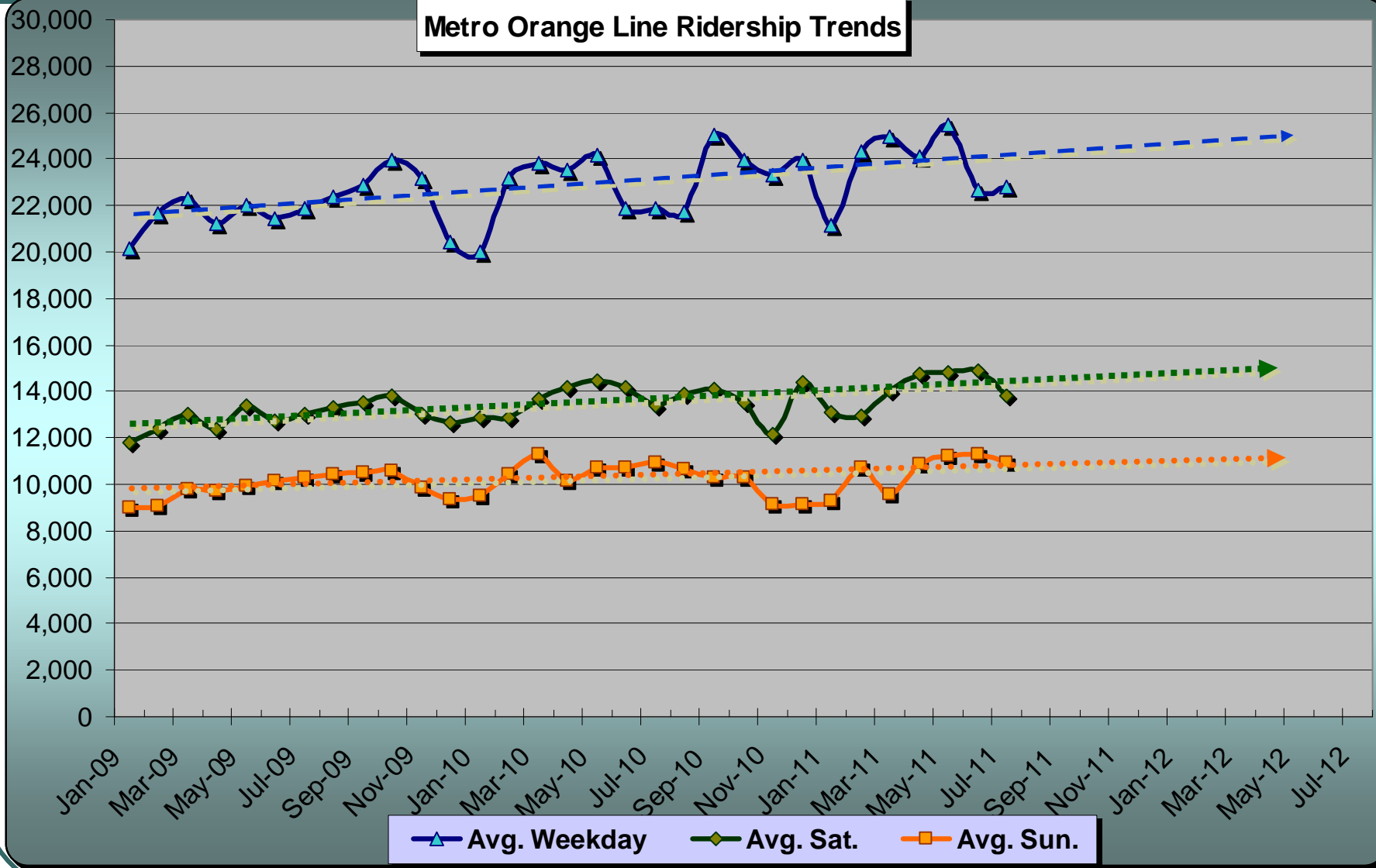


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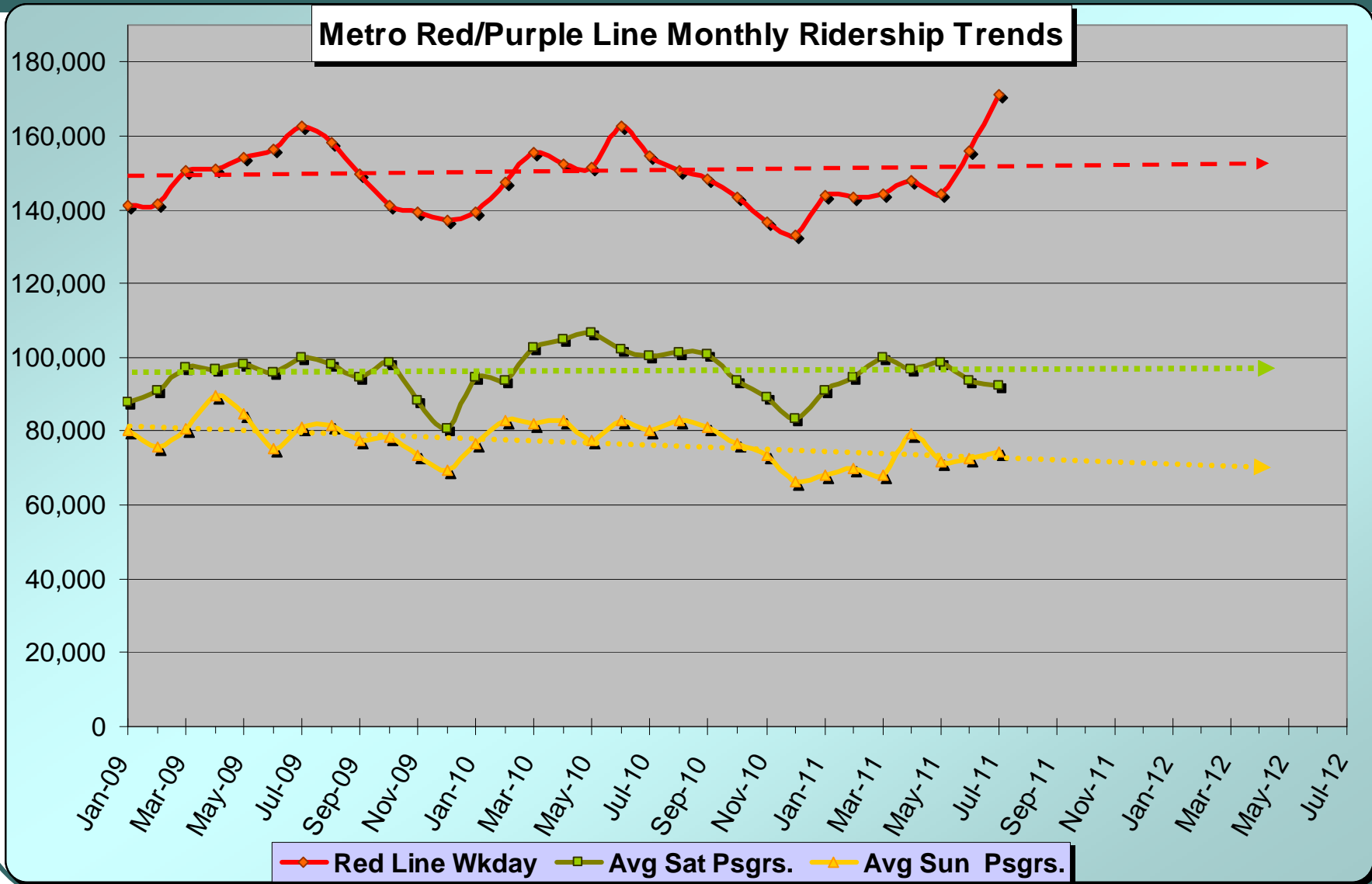


SFV Service Council September 2011 Meeting

Metro Orange Line Ridership Trends



SFV Service Council September 2011 Meeting



SFV Service Council September 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

SFV Service Council September 2011 Meeting

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