

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

**Performance Report
During *October 2011***

SFV Service Council December 2011 Meeting

Metro San Fernando Valley

& Metro Bus System

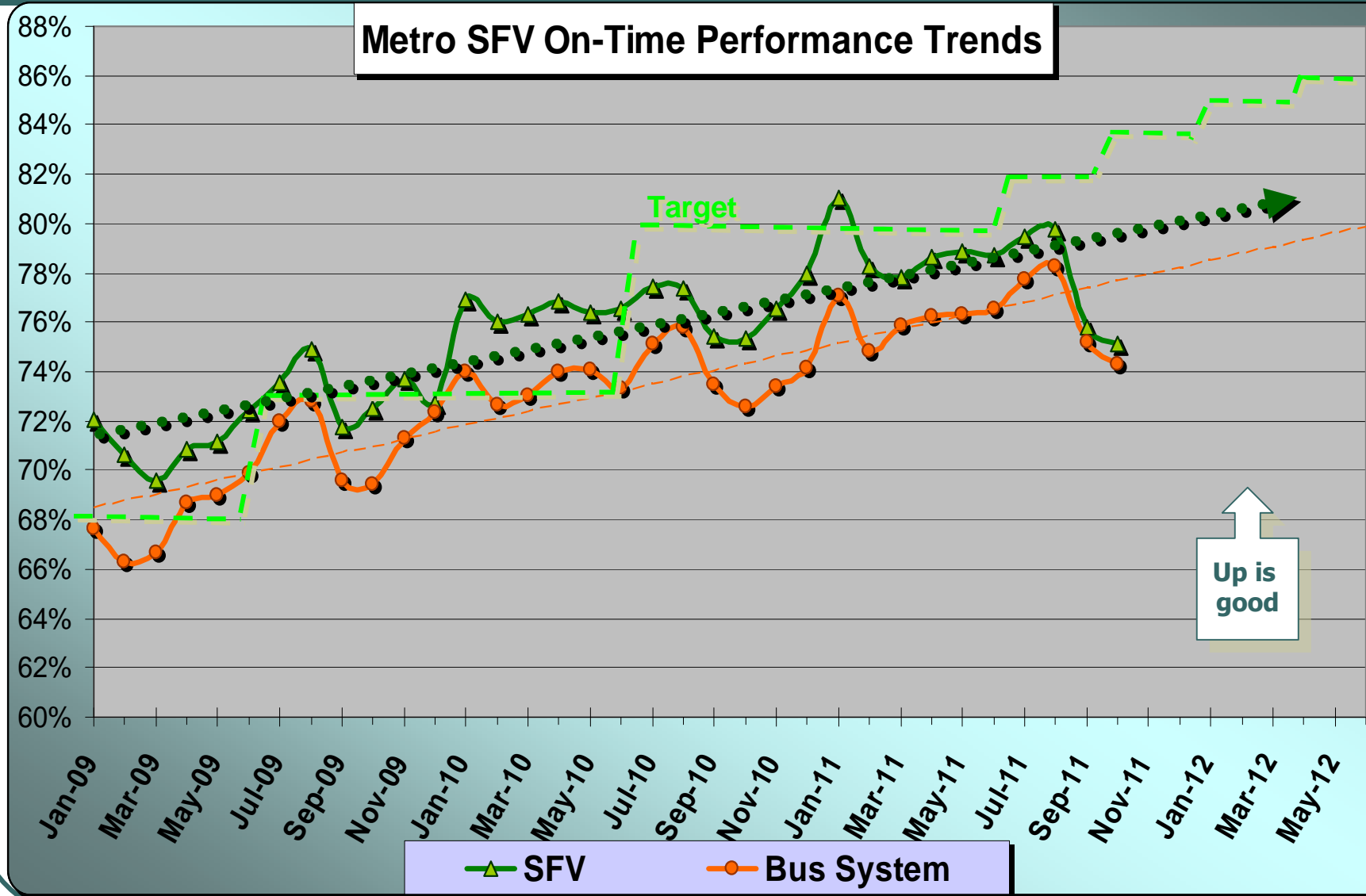
October 2011

Measurement : On Time Performance

	Target	October	YTD
Metro Bus System	83.0%	74.3%	76.4%
San Fernando Valley	83.0%	75.1%	77.6%

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SFV Service Council December 2011 Meeting



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Metro San Fernando Valley

& Metro Bus System

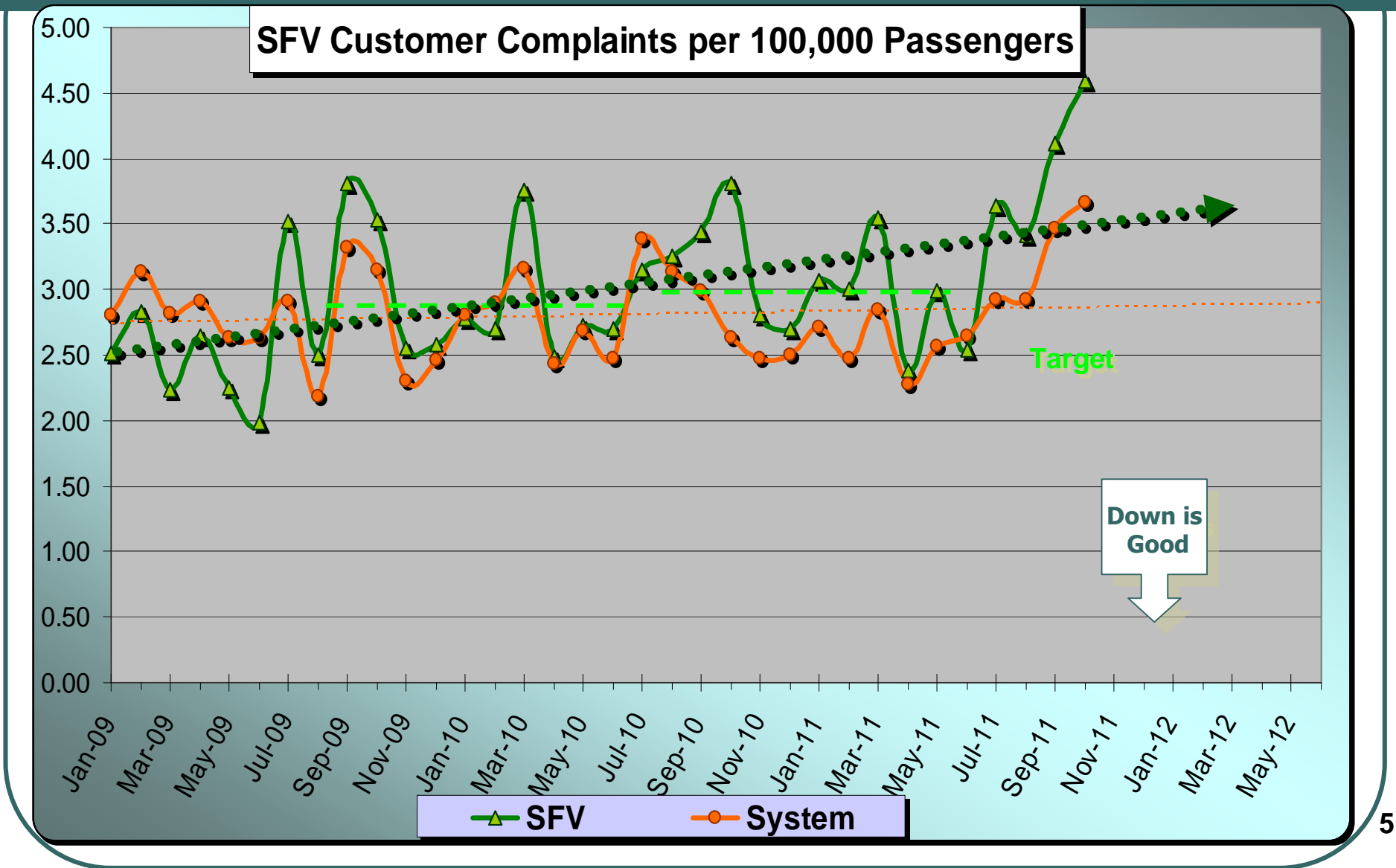
October 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	October	YTD
Metro Bus System	2.29	3.66	3.25
San Fernando Valley	2.57	4.59	3.95

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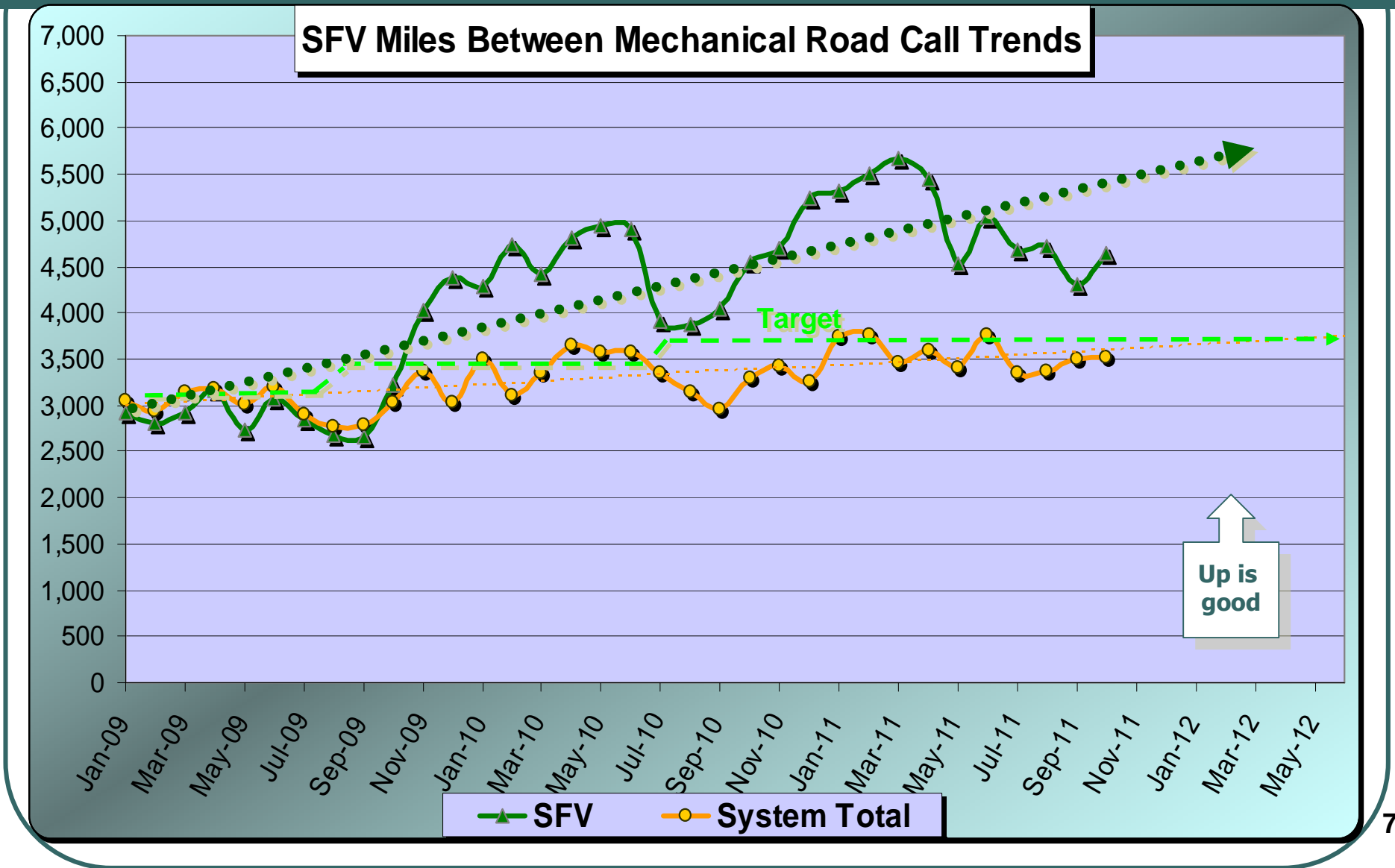
October 2011

Measurement : Miles Between Mechanical Road Call

	Target	October	YTD
Metro Bus System	3,650	3,521	3,434
San Fernando Valley	3,650	4,633	4,578

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Metro San Fernando Valley & Metro Bus System

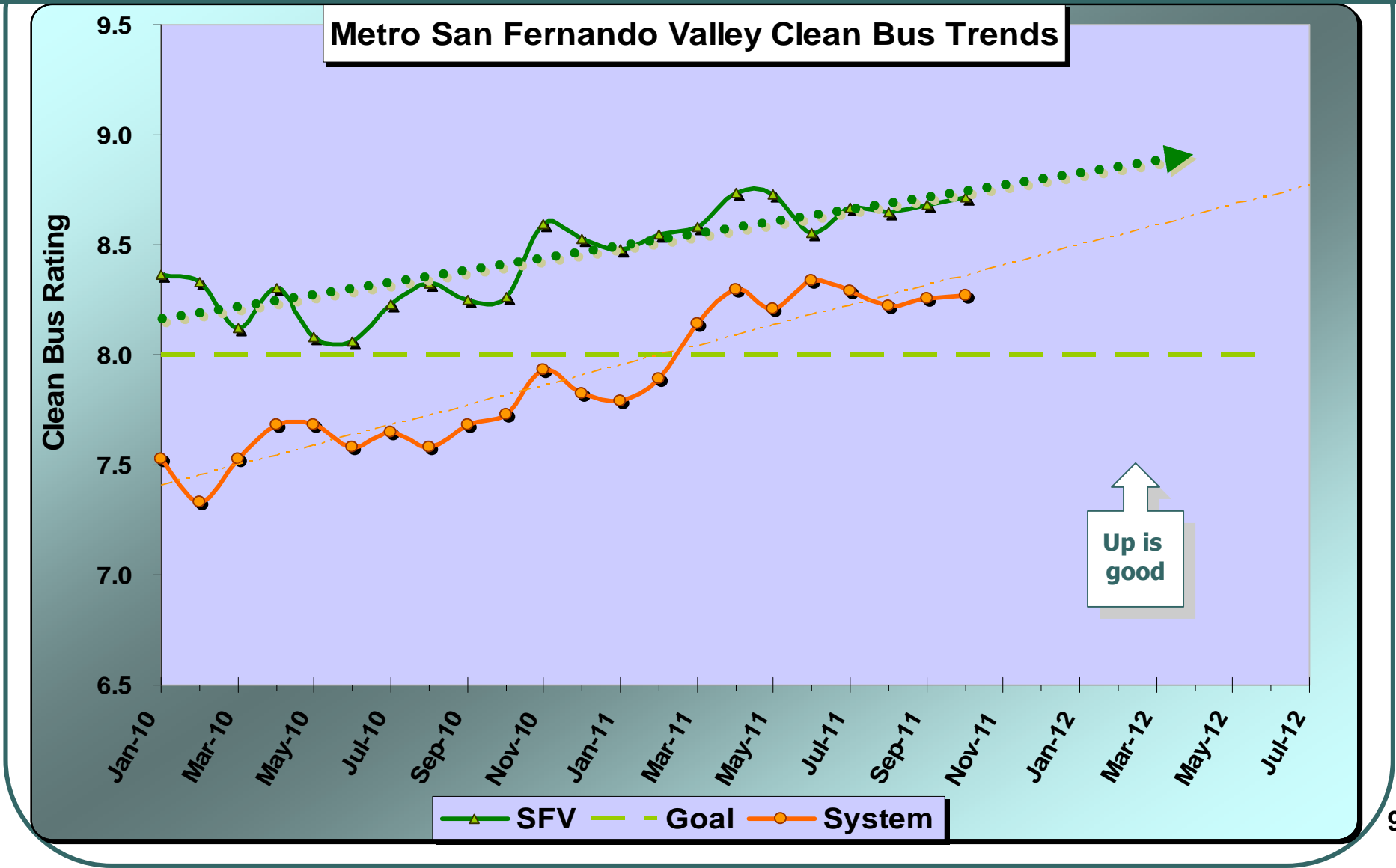
October 2011

Measurement : Clean Bus

	Target	October	YTD
Metro Bus System	8.0	8.27	8.26
San Fernando Valley	8.0	8.71	8.68

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Metro San Fernando Valley

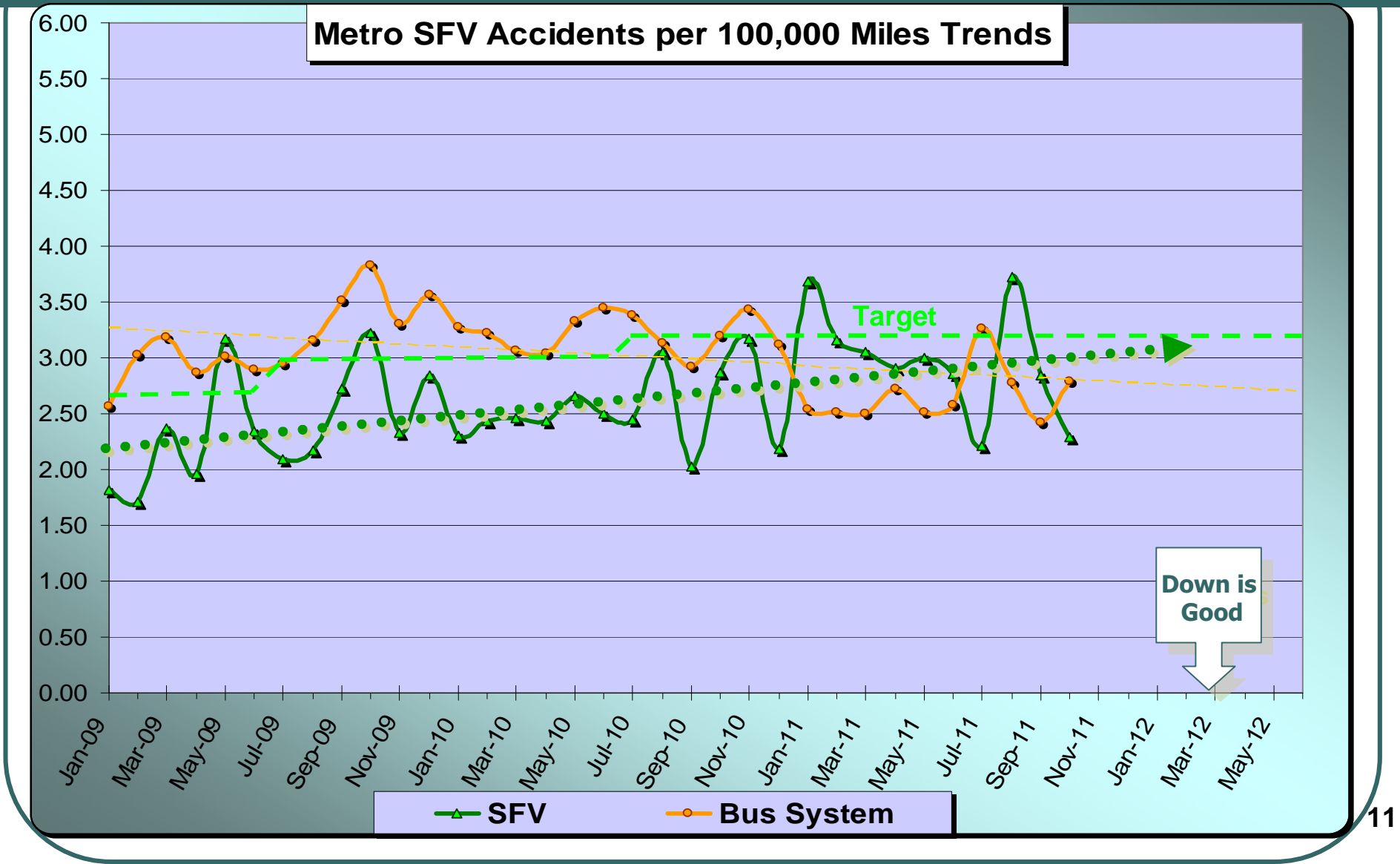
& Metro Bus System

October 2011

Measurement : Accidents per 100,000 Miles

	Target	October	YTD
Metro Bus System	3.20	2.79	2.81
San Fernando Valley	2.88	2.29	2.77

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Metro San Fernando Valley

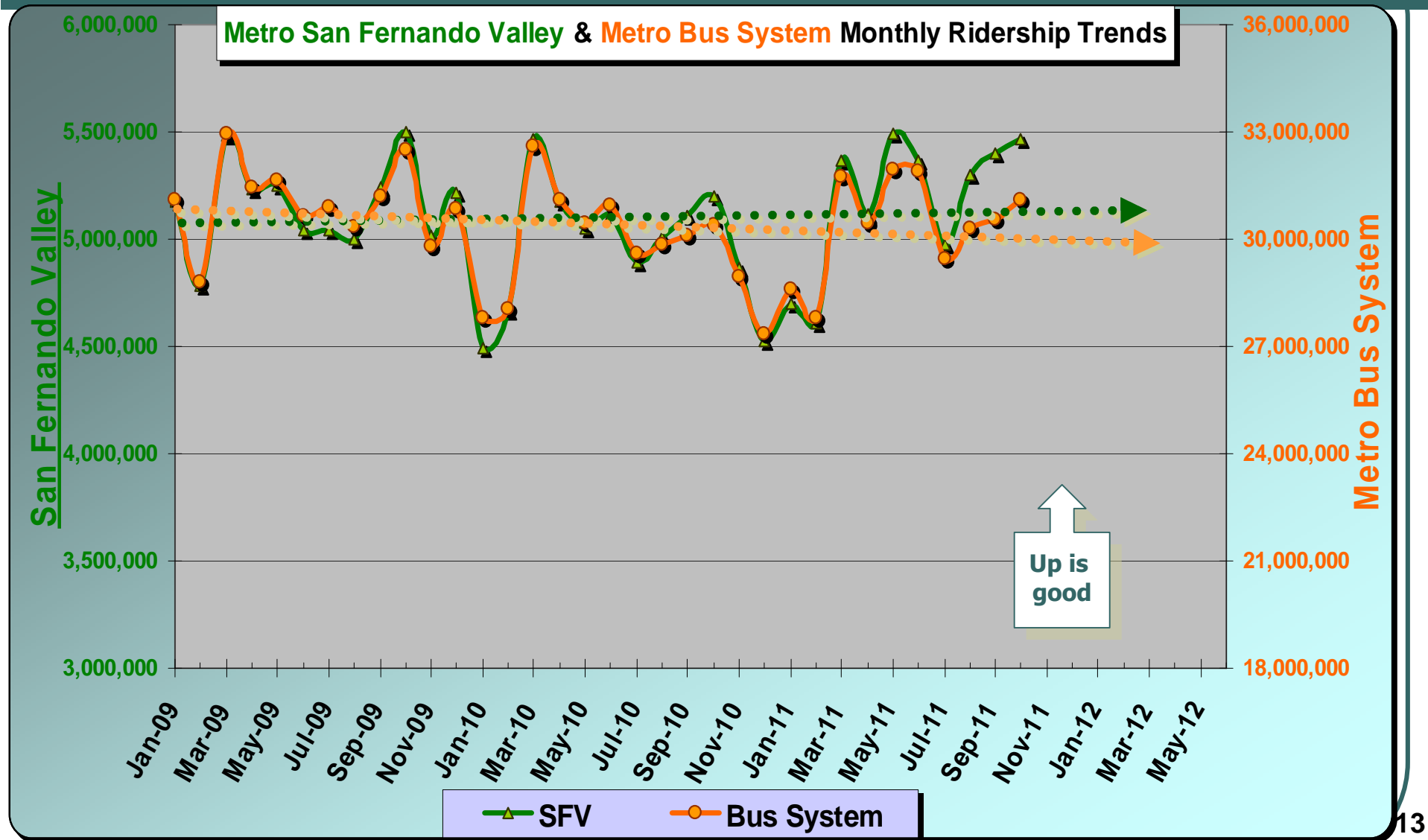
& Metro Bus System

October 2011

Measurement : Monthly Ridership

	Target	October	YTD
Metro Bus System	29,170,000	31,110,000	30,360,000
San Fernando Valley	4,920,000	5,460,000	5,280,000

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Metro Bus & Rail Avg. Daily Ridership

