

**Metro San Gabriel Valley
Governance Council
October 2010 Meeting**

**Performance
Report For
August 2010**



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San Gabriel Valley Gov. Council Oct. 2010

Metro Bus System Performance Measurements

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

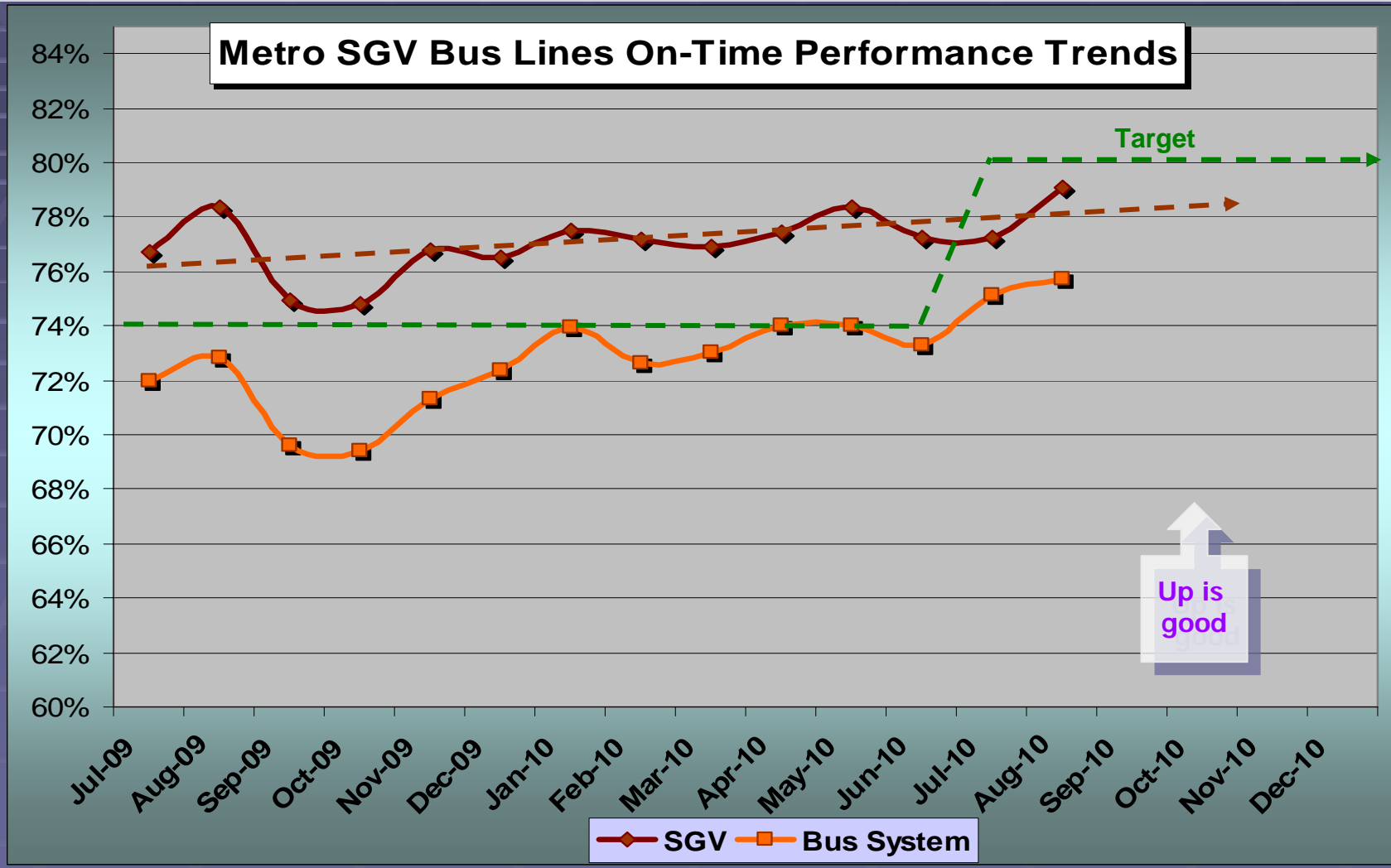
San Gabriel Valley Gov. Council Oct. 2010

Metro San Gabriel Valley & Metro Bus System August 2010

Measurement : On Time Performance

	Target	Aug.	YTD
Metro Bus System	80.0%	75.7%	75.4%
San Gabriel Valley	80.0%	79.1%	78.2%

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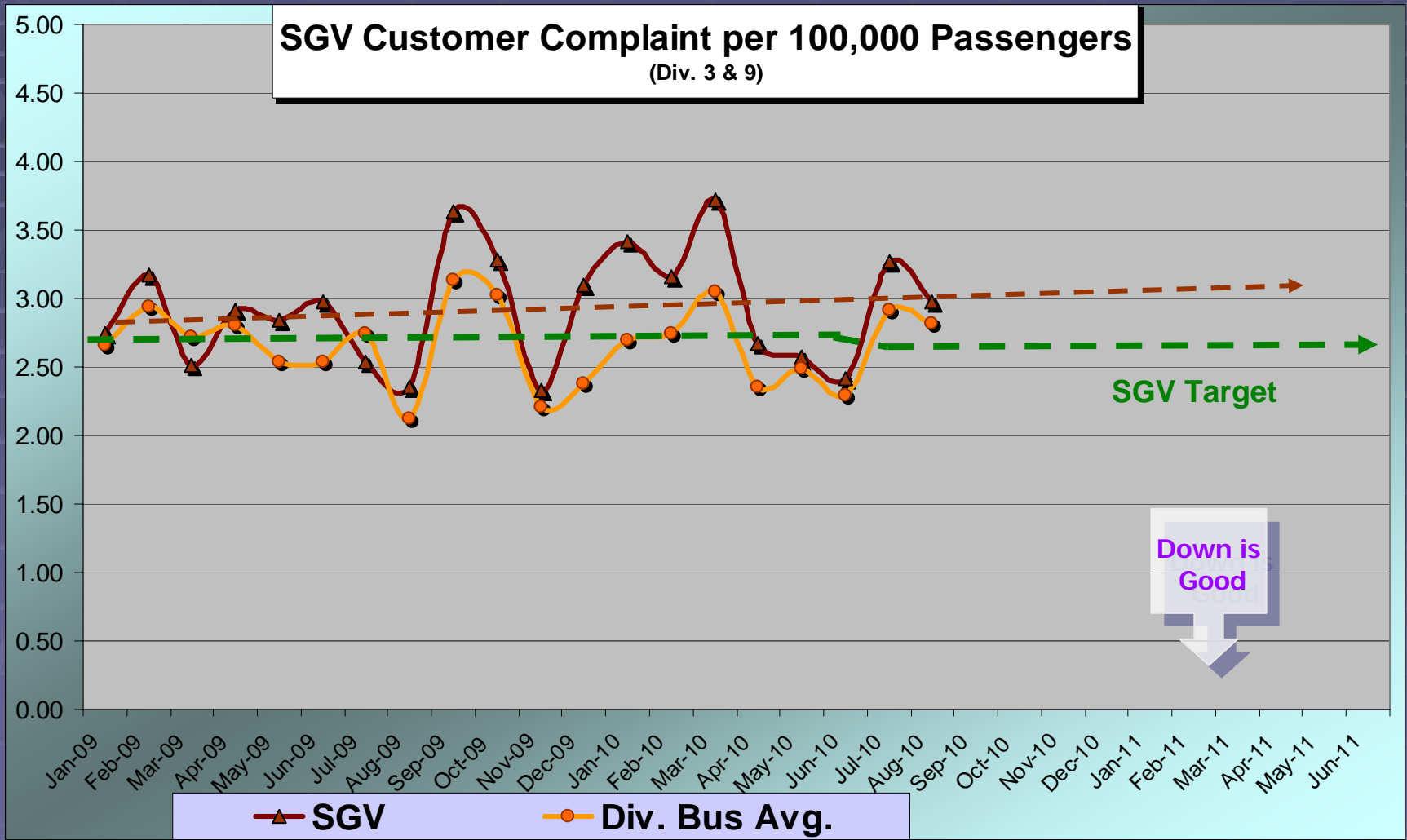
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Metro San Gabriel Valley & Metro Bus System August 2010

Measurement : Complaints per 100,000 Psgrs.

	Target	Aug.	YTD
Metro Bus System	2.52	2.81	2.86
San Gabriel Valley	2.64	2.98	3.13

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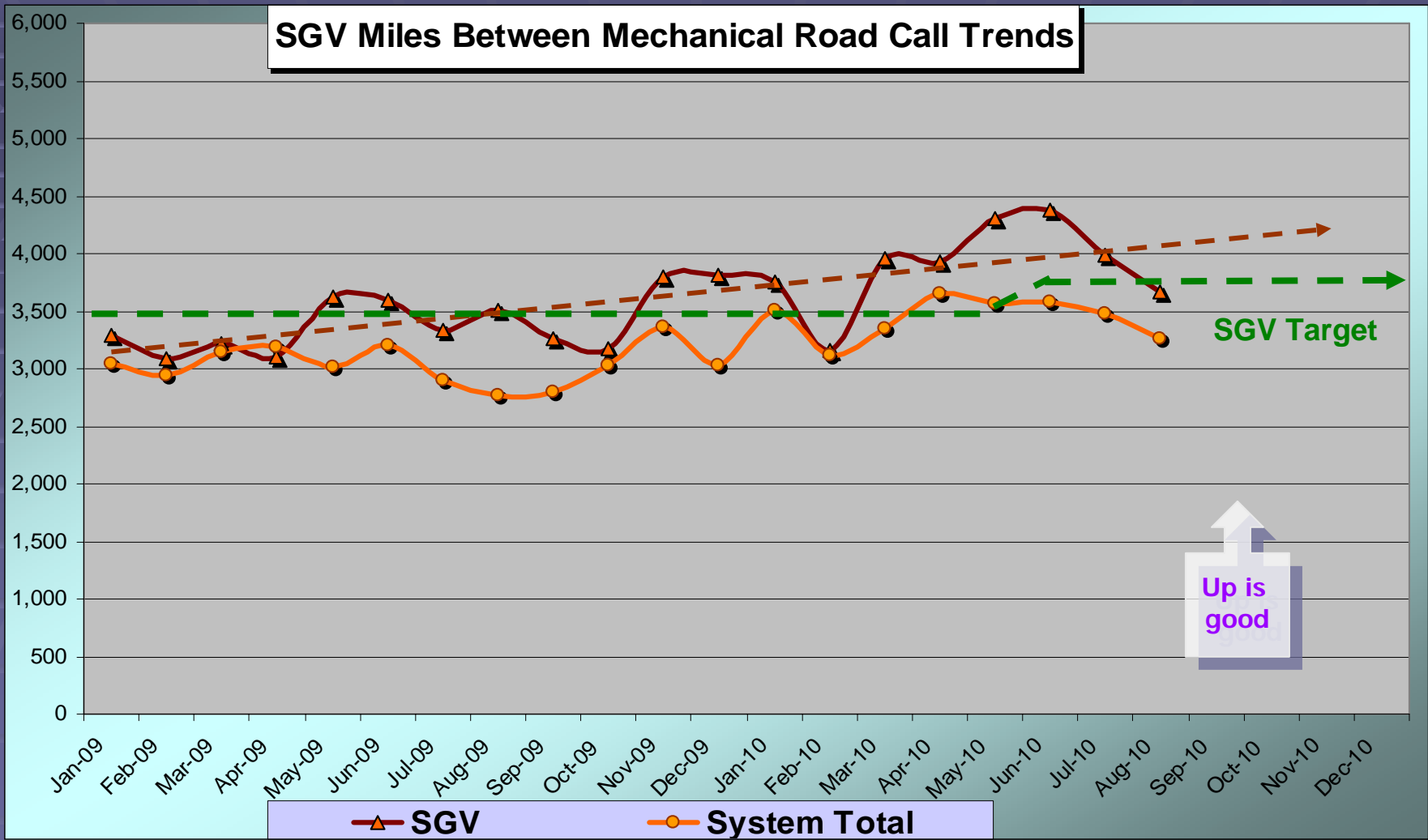
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Metro San Gabriel Valley & Metro Bus System August 2010

Measurement : Miles Between Mechanical Road Call

	Target	Aug.	YTD
Metro Bus System	3,664	3,263	3,373
San Gabriel Valley	3,715	3,669	3,831

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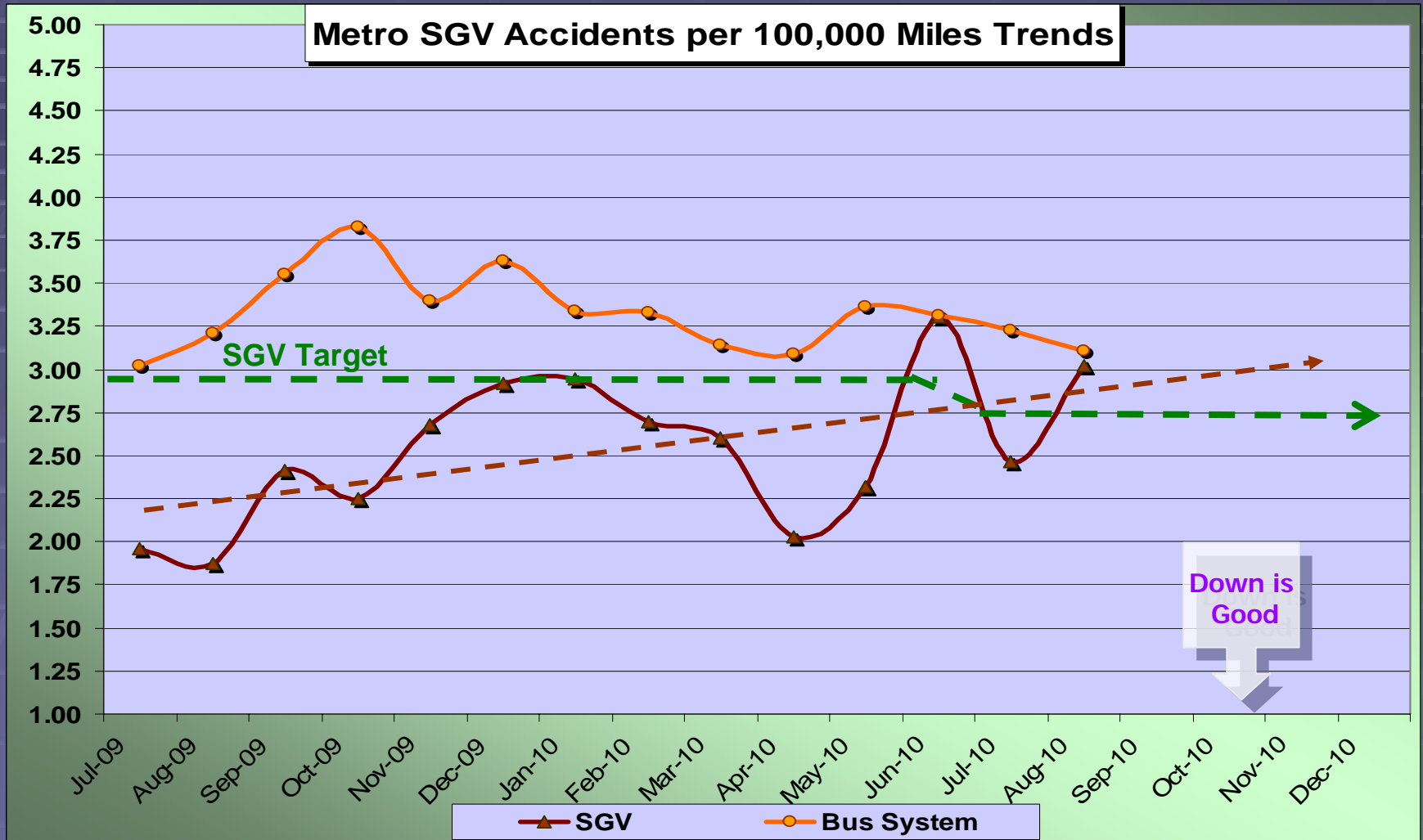
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Metro San Gabriel Valley & Metro Bus System August 2010

Measurement : Accidents per 100,000 Miles

	Target	Aug.	YTD
Metro Bus System	3.14	3.11	3.15
San Gabriel Valley	2.73	3.02	3.74

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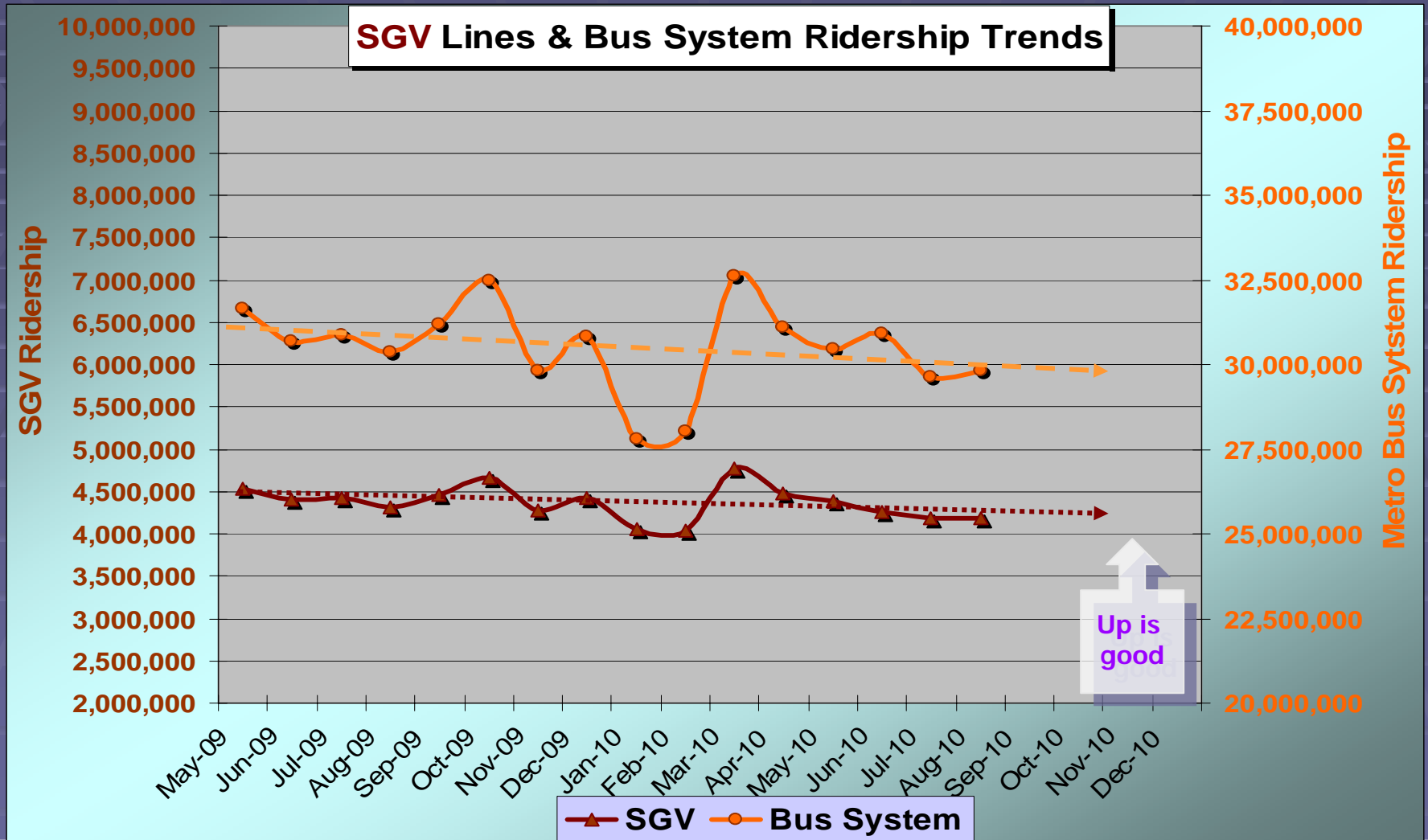
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Metro San Gabriel Valley & Metro Bus System August 2010

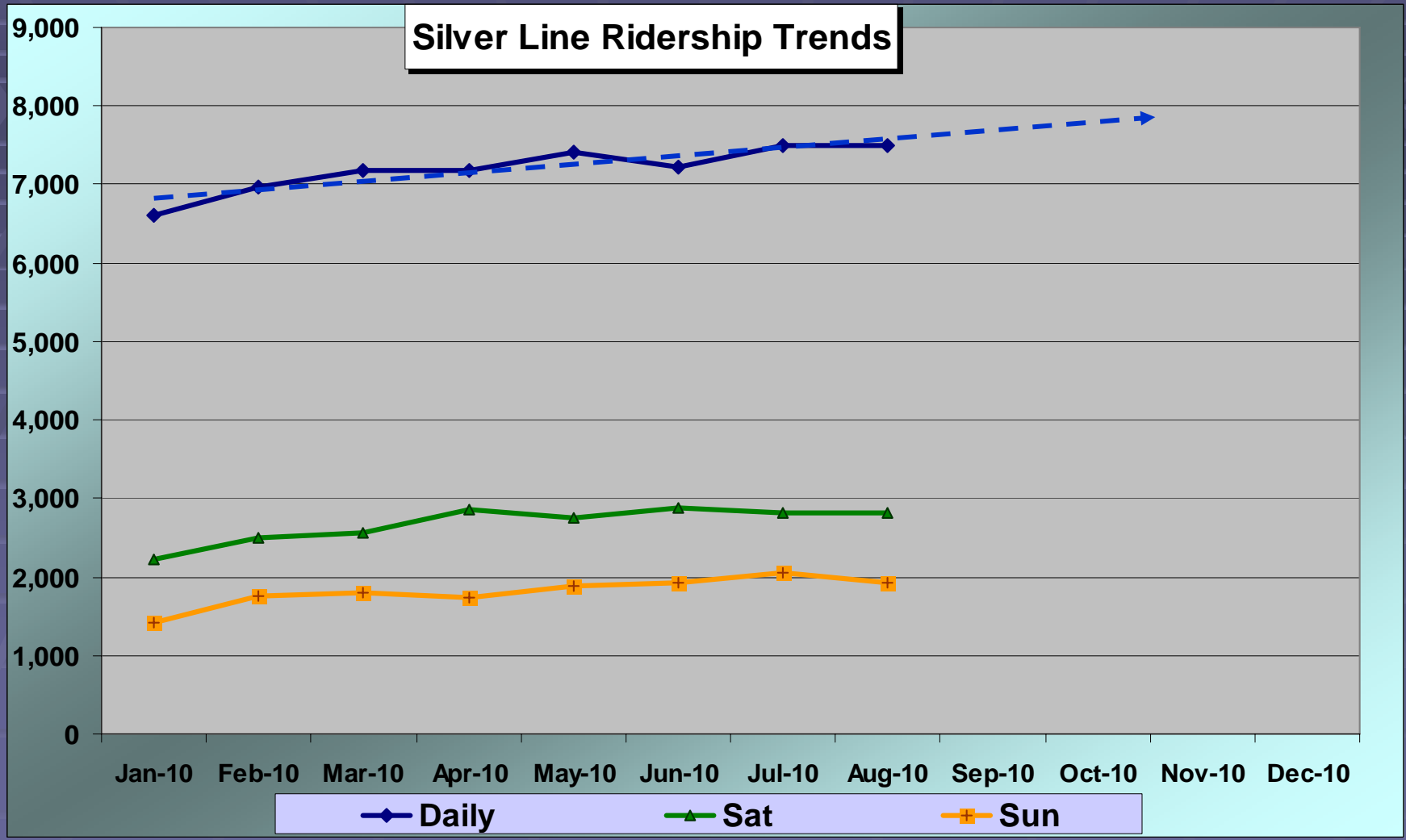
Measurement : *Bus Ridership*

	Target	Aug.	YTD
Metro Bus System	29,400,000	29,700,000	29,800,000
San Gabriel Valley	4,250,000	4,183,000	4,180,000

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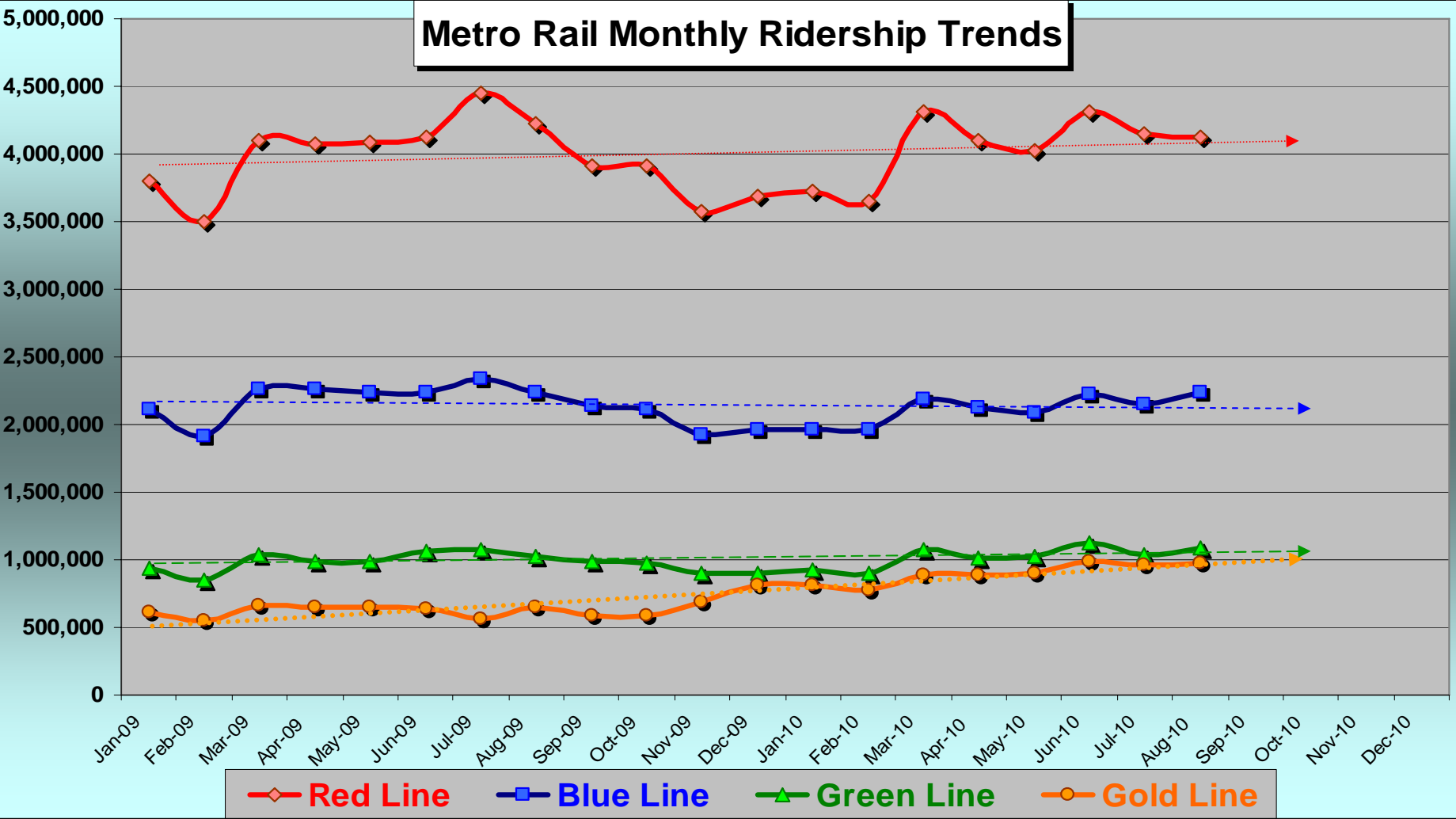


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Metro Rail Monthly Ridership Trends



◆ Red Line
 ■ Blue Line
 ▲ Green Line
 ● Gold Line



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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

	<u>Metro Bus</u>	<u>Metro Rail</u>	<u>Bus & Rail</u>
➤ 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%	- 2.1%

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San Gabriel Valley Gov. Council Oct. 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

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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** back 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. and Sun. but retain peak weekday service between downtown LA and Fox Hills Mall
 - **Line 711** – Cancel Line and replace with limited stop Line 311

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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**

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