

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

Performance Report
for September 2010



Metro[™]

SGV Governance Council November 2010

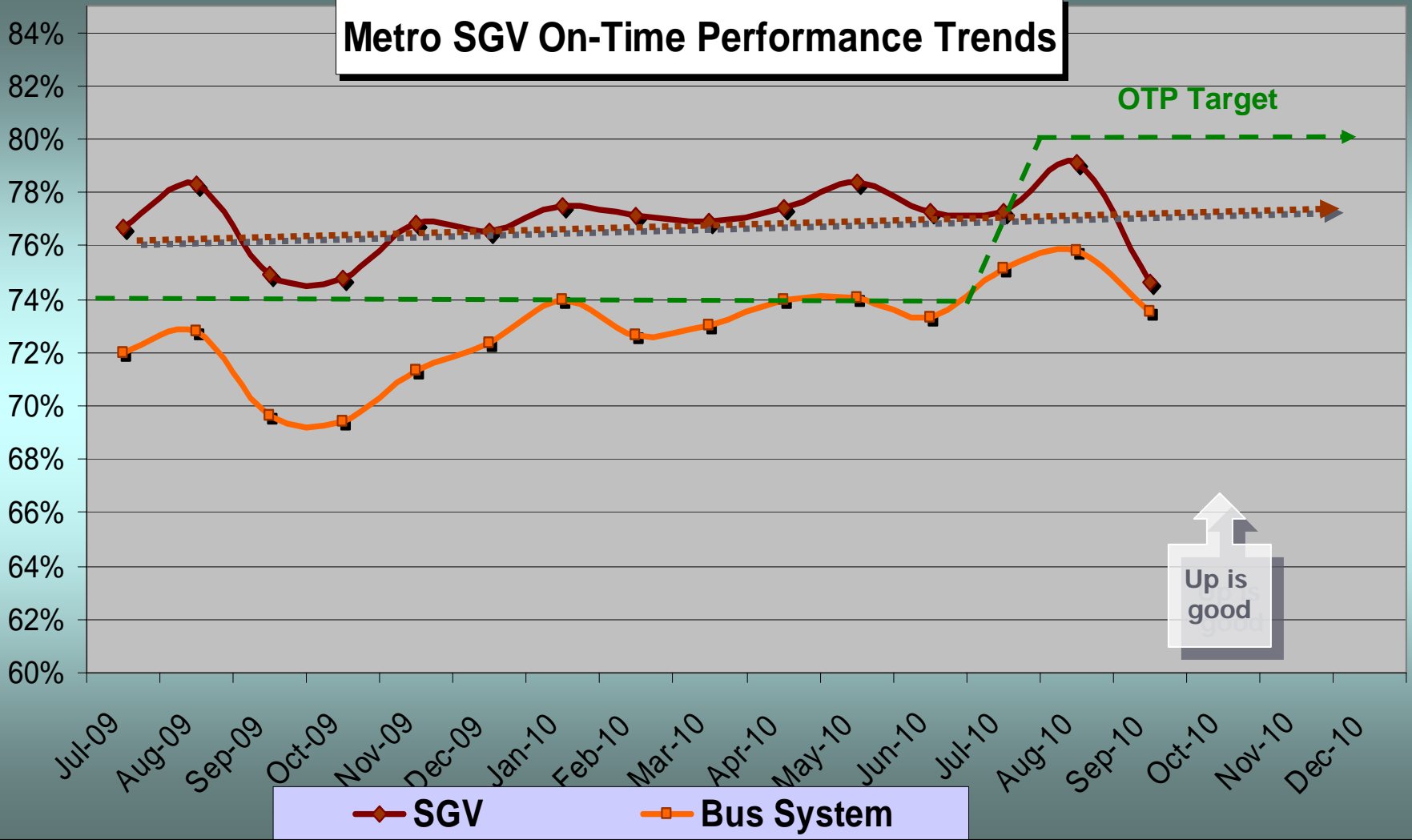
Metro **San Gabriel Valley** & **Metro Bus System** September 2010

Measurement : *On Time Performance*

	Target	Sept.	YTD
Metro Bus System	80.0%	73.5%	74.7%
San Gabriel Valley	80.0%	74.6%	78.2%

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Metro SGV On-Time Performance Trends



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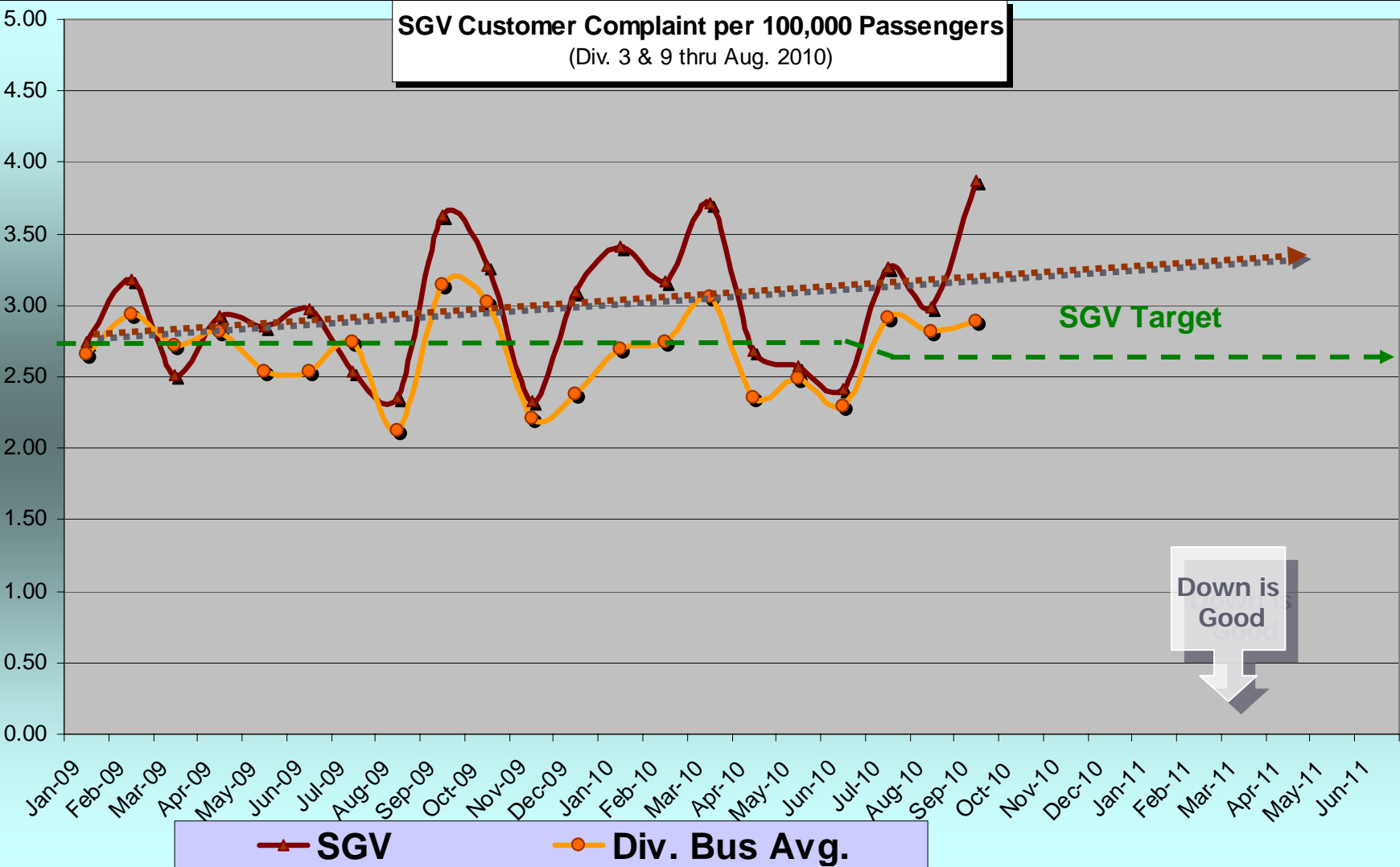
Metro **San Gabriel Valley** & **Metro Bus System** September 2010

Measurement : Complaints per 100,000 Psgrs.

	Target	Sept.	YTD
Metro Bus System	2.52	2.89	2.87
San Gabriel Valley	2.64	3.87	3.36

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SGV Customer Complaint per 100,000 Passengers
(Div. 3 & 9 thru Aug. 2010)



▲ **SGV**
● **Div. Bus Avg.**

Down is Good



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September 2010 Customer Complaints

Includes Directly Operated and Contract Lines

GWC		SBC		SFV		SGV		WSC		Totals		Complaint Type
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
44	25%	46	19%	38	21%	27	16%	66	18%	164	20%	Passed Up
34	19%	57	24%	33	18%	28	16%	62	17%	154	18%	No Show
17	10%	28	12%	25	14%	24	14%	70	19%	130	16%	Op. Discourtesy
20	11%	30	13%	33	18%	39	23%	32	9%	114	14%	Late Schedule
12	7%	13	5%	7	4%	13	8%	28	8%	51	6%	Unsafe Operation
7	4%	7	3%	11	6%	4	2%	22	6%	42	5%	Accident
5	3%	5	2%	2	1%	7	4%	12	3%	24	3%	Operator Conduct
1	1%	4	2%	4	2%	5	3%	11	3%	19	2%	Carried Past Stop
3	2%	4	2%	5	3%	2	1%	6	2%	15	1.8%	Misc. Complaint
4	2%	4	2%	1	1%	3	2%	3	1%	10	1.2%	Disputed/Wrong Fare
3	2%	4	2%	1	1%	1	1%	7	2%	10	1.2%	Improper Curb Stop
1	1%	5	2%	1	1%	0	0%	5	1%	10	1.2%	Off Route
26	15%	31	13%	18	10%	19	11%	36	10%	95	11%	Other
177		238		179		172		360		838		



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September 2010 Customer Complaints

Includes Directly Operated and Contract Lines

Complaints Summarized by Type

GWC		SBC		SFV		SGV		WSC		Totals		Comp. Group
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
91	51%	113	47%	94	53%	85	49%	228	63%	463	55%	Oper. Issues
59	33%	88	37%	68	38%	68	40%	95	26%	276	33%	Sched. Issues
8	5%	10	4%	8	4%	6	3%	13	4%	35	4%	Access Svc.
9	5%	10	4%	3	2%	10	6%	10	3%	31	4%	Fare Issues
7	4%	12	5%	1	1%	1	1%	5	1%	15	2%	Equip. or Bus Stop
3	2%	5	2%	5	3%	2	1%	9	3%	18	2%	Other
177		238		179		17		360		838		



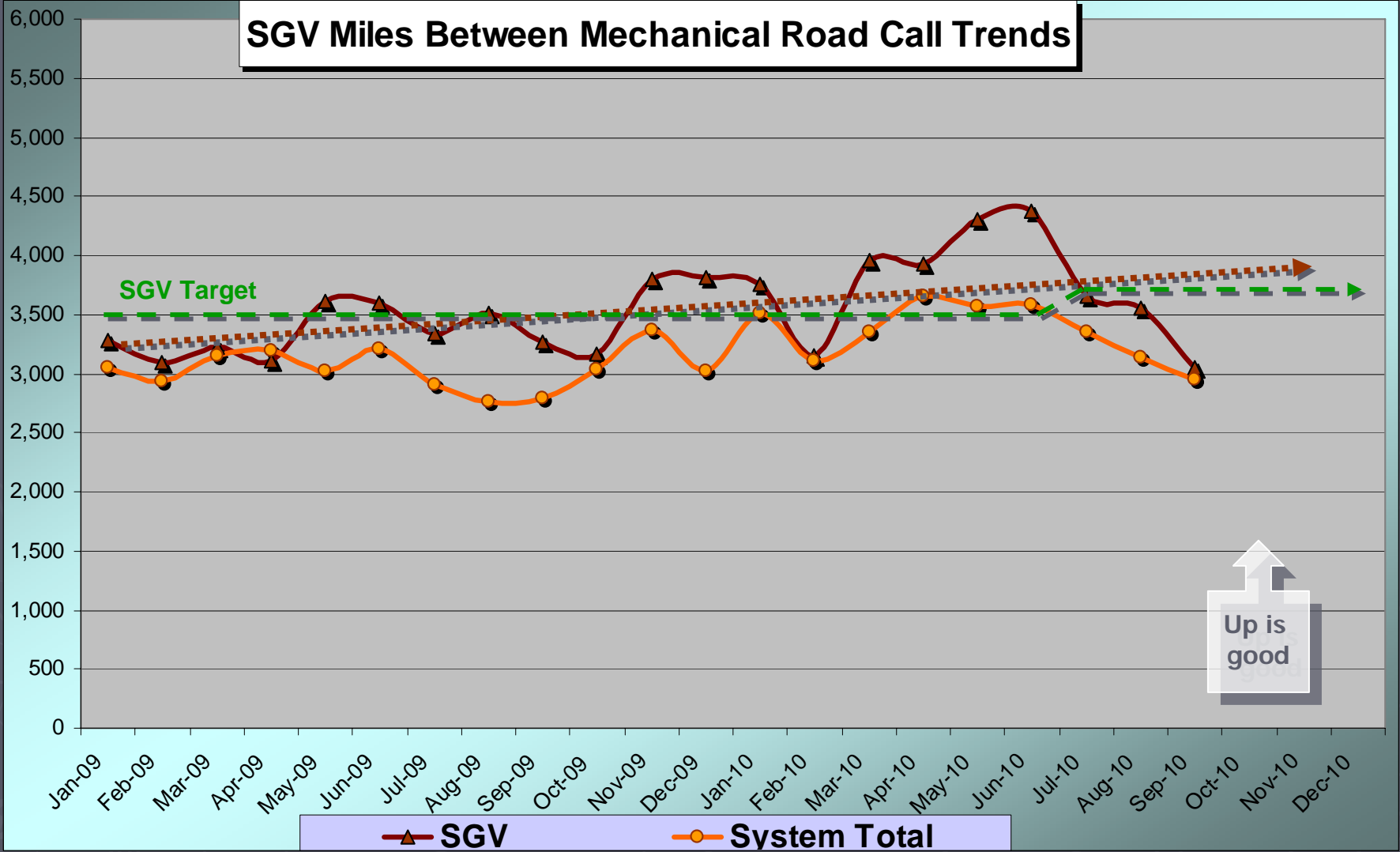
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Metro **San Gabriel Valley** & **Metro Bus System** September 2010

Measurement : *Miles Between Mechanical Road Call*

	Target	Sept.	YTD
Metro Bus System	3,664	2,953	2,519
San Gabriel Valley	3,715	3,055	3,420

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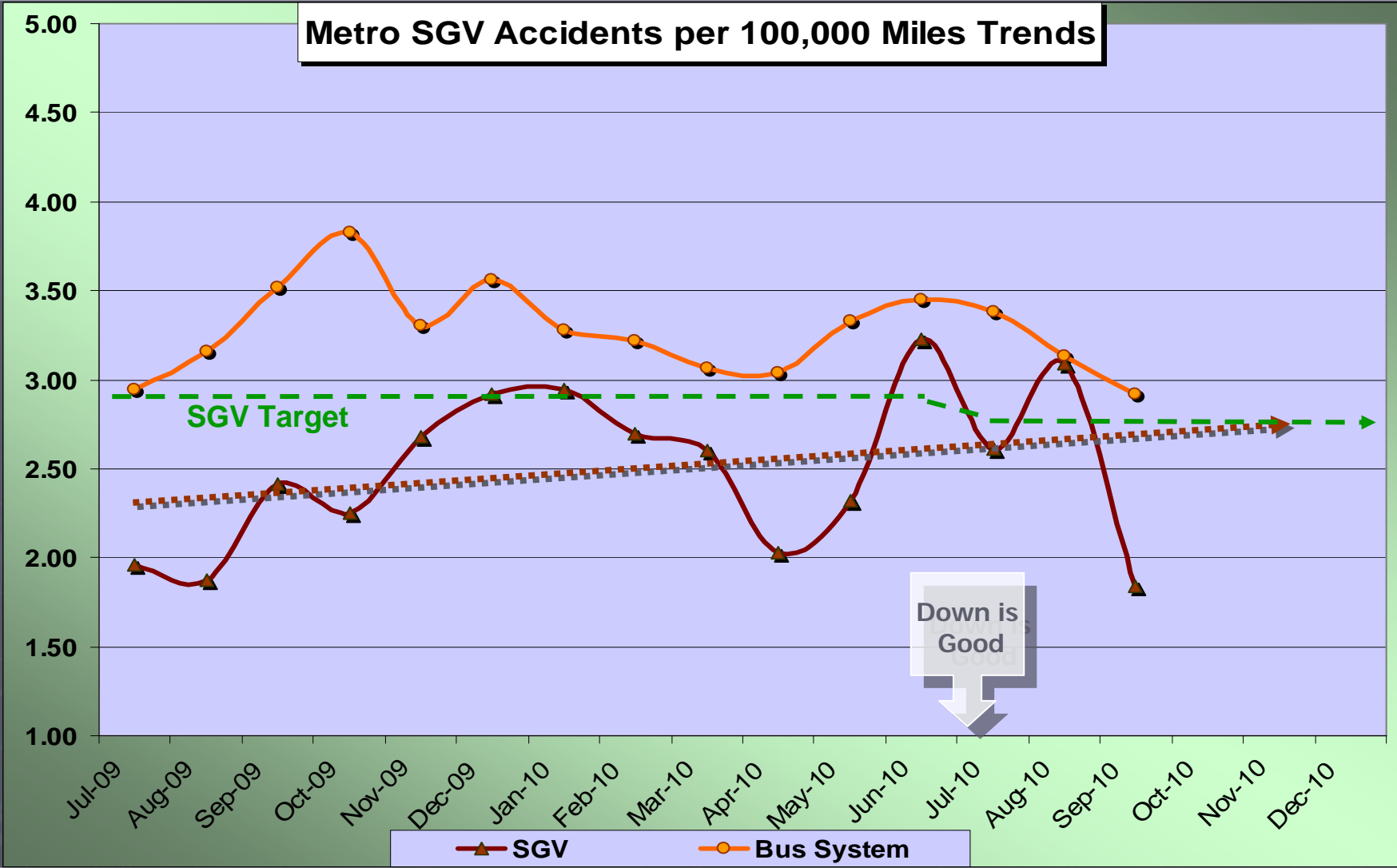
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Metro **San Gabriel Valley** & **Metro Bus System** September 2010

Measurement : *Accidents per 100,000 Miles*

	Target	Sept.	YTD
Metro Bus System	3.14	2.92	3.14
San Gabriel Valley	2.73	1.84	2.51

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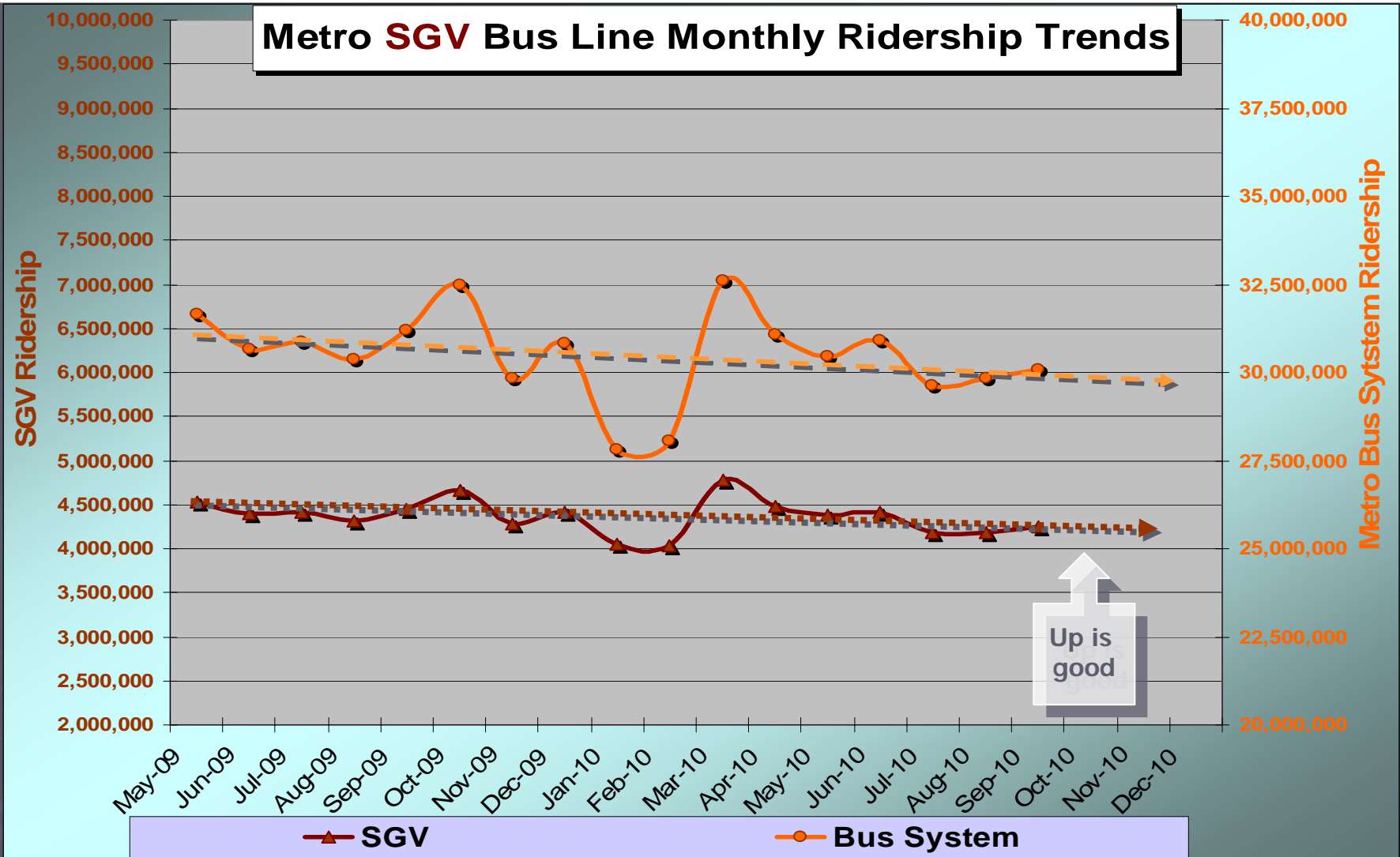
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Metro **San Gabriel Valley** & **Metro Bus System** September 2010

Measurement : *Monthly Ridership*

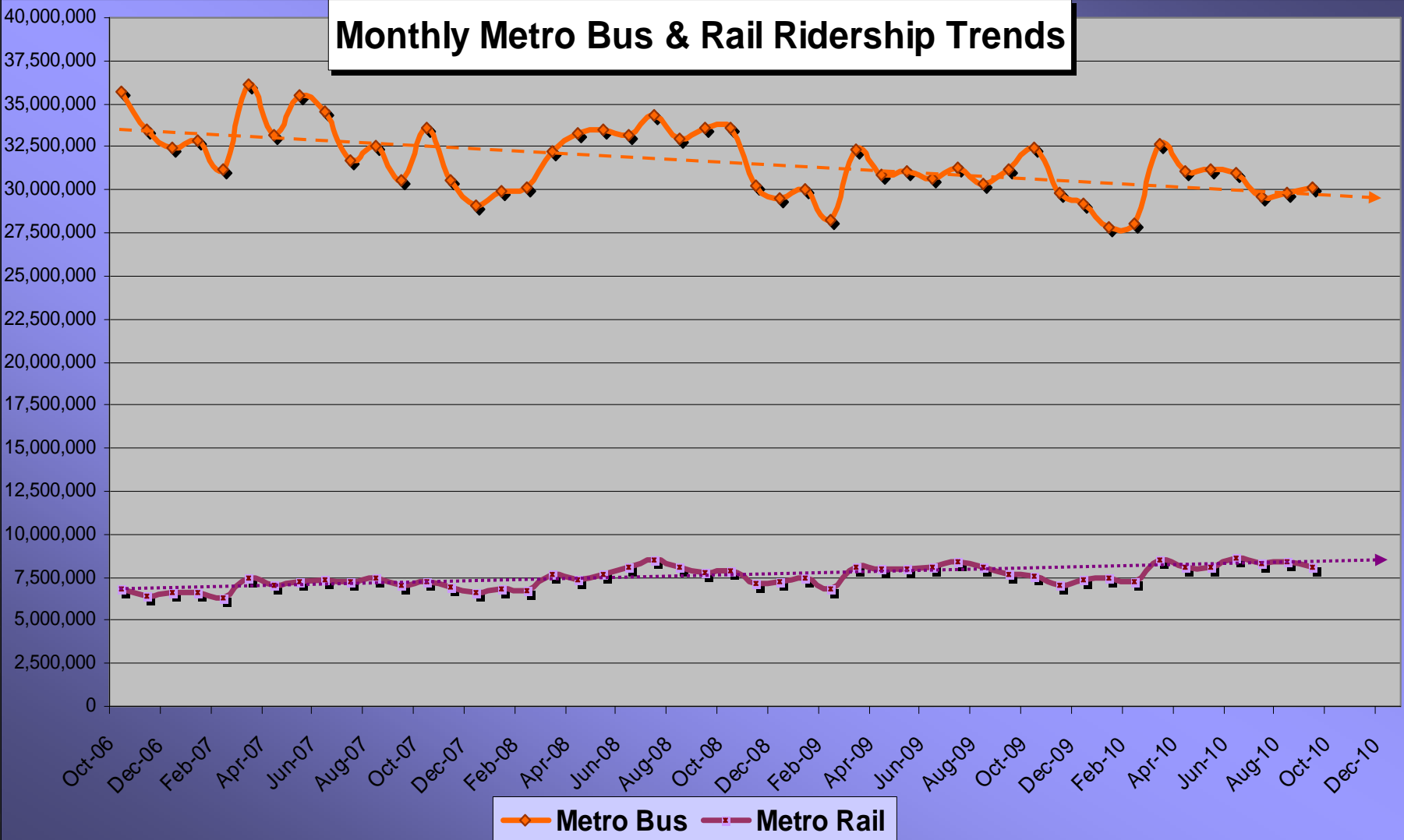
	Target	Sept.	YTD
Metro Bus System	29,400,000	30,100,000	29,900,000
San Gabriel Valley	4,250,000	4,240,000	4,200,000

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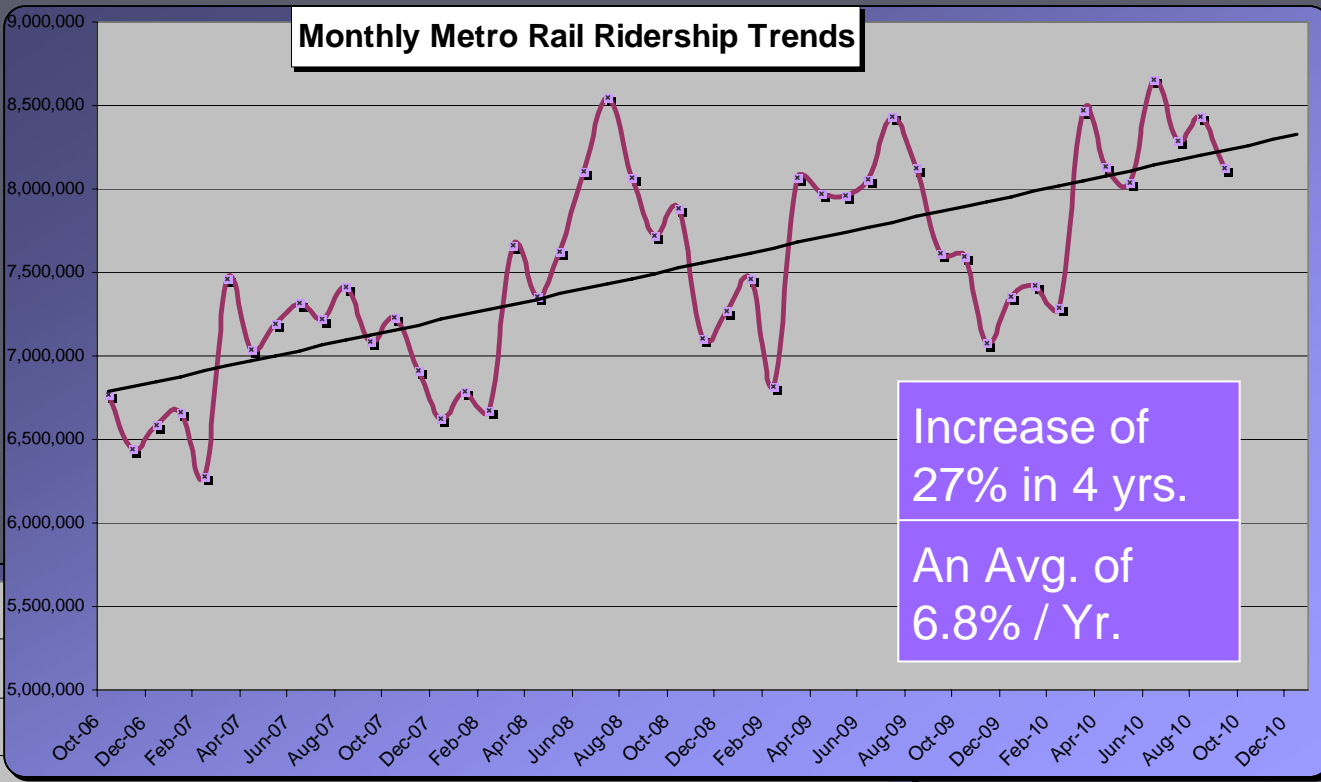


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Monthly Metro Bus & Rail Ridership Trends

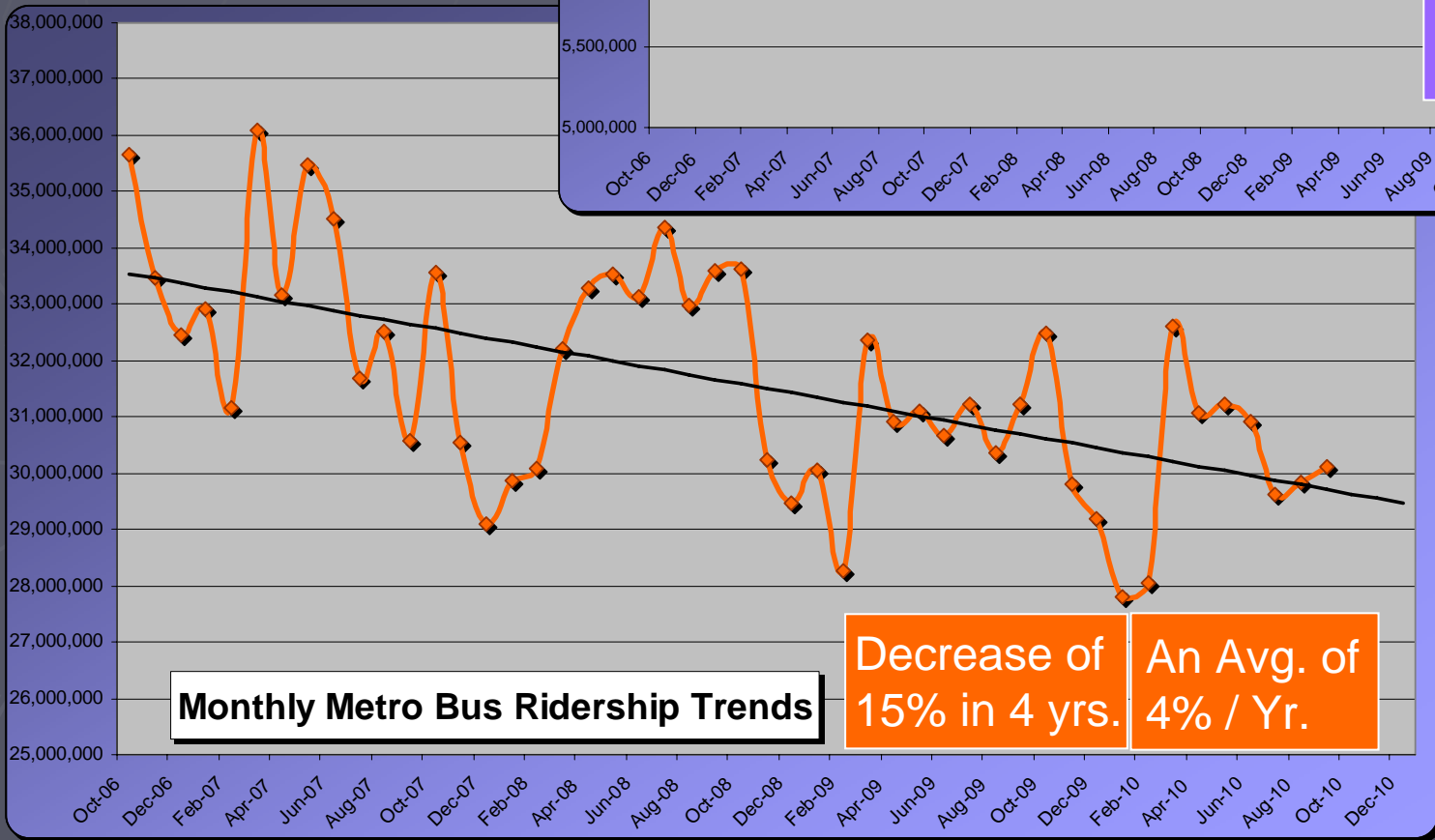


Monthly Metro Rail Ridership Trends



Increase of
27% in 4 yrs.
An Avg. of
6.8% / Yr.

Monthly Metro Bus Ridership Trends



Decrease of
15% in 4 yrs.
An Avg. of
4% / Yr.

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1st Quarter Estimate of

Fare Increase Impact on Ridership Levels

Change in Ridership from (July-Sept. 2009) to (July-Sept. 2010)

	Metro Bus	Metro Rail	Bus & Rail
➤ Weekdays	- 3.4%	+ 2.9%	- 2.1%
➤ Saturdays	- 1.8%	+ 4.5%	- 0.6%
➤ Sunday	<u>- 1.6%</u>	<u>+ 5.4%</u>	<u>- 0.0%</u>
➤ Avg.	- 3.1%	+ 3.3%	- 1.8%

Summary of Metro Board Actions

- Re-appointment of Kymberleigh Richards to SGV Service Council
- Appointment of Elliott Petty to vacant WS/C Service Council position
- Approved Regional Connector & Westside Subway Extension Draft EIS/EIR
- Adopted Locally Preferred Alternatives for both projects

SGV Governance Council November 2010

Meet and Confer Meeting December 1, 2010 @ 2:00 PM

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**

