

*Metro San Gabriel Valley
Service Council
April 11, 2011 Meeting*

**Performance Report
for *February 2011***

SGV Service Council April 2011

Metro San Gabriel Valley & Metro Bus System

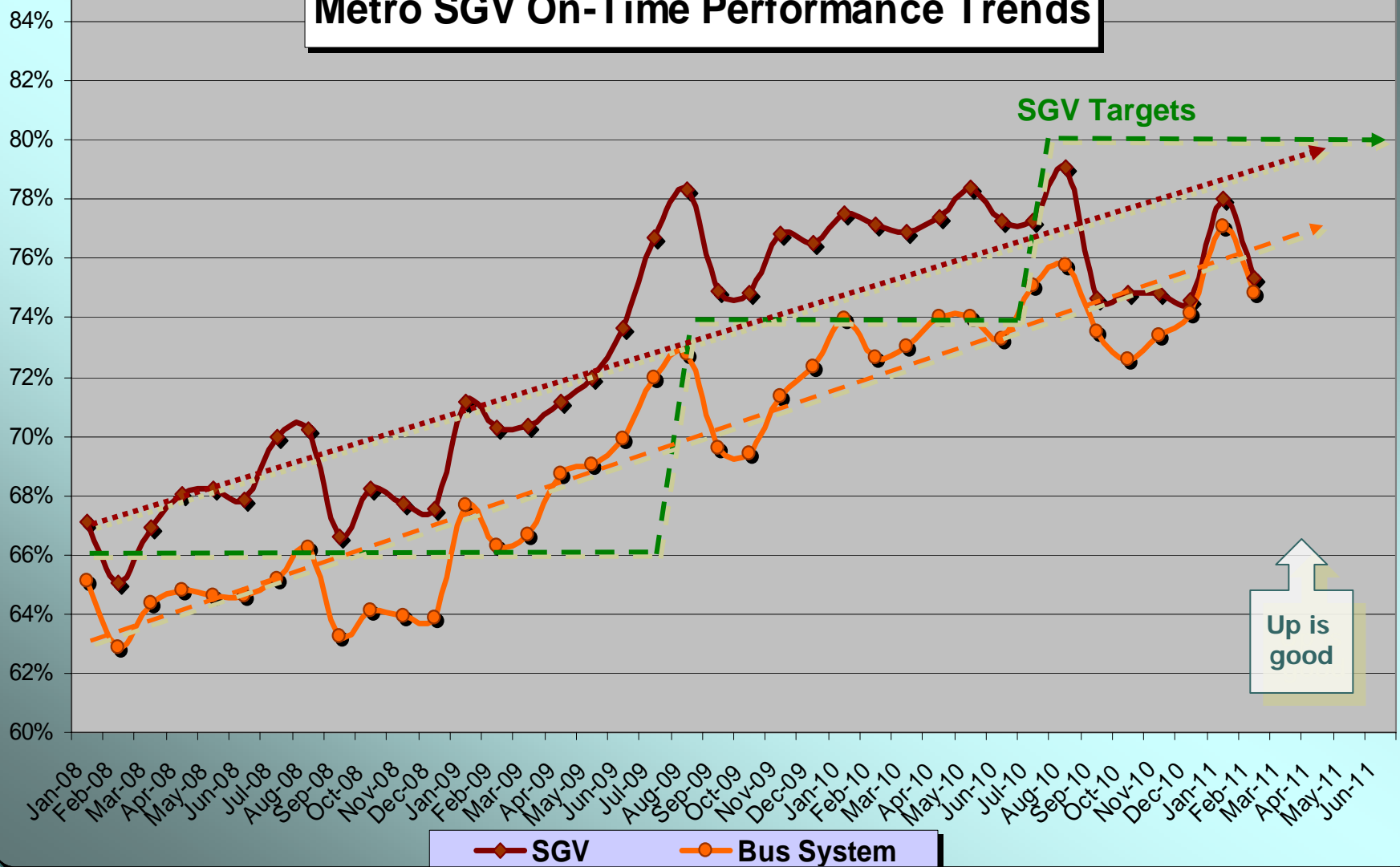
February 2011

Measurement : On Time Performance

	Target	Feb.	YTD
Metro Bus System	80.0%	74.8%	74.6%
San Gabriel Valley	80.0%	75.3%	76.1%

SGV Service Council April 2011

Metro SGV On-Time Performance Trends



SGV Service Council April 2011

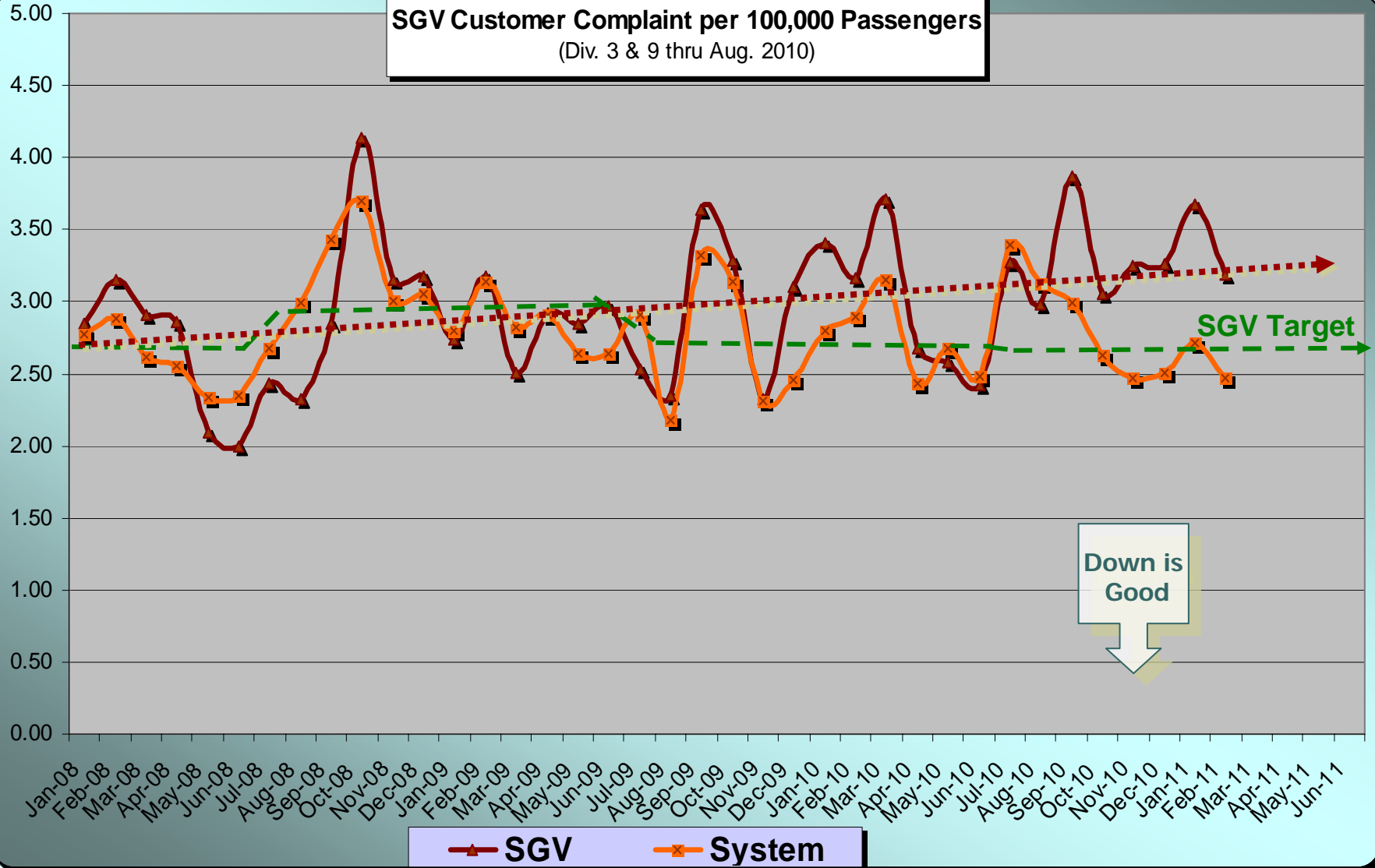
Metro San Gabriel Valley & Metro Bus System

February 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Feb.	YTD
Metro Bus System	2.52	2.47	2.79
San Gabriel Valley	2.64	3.19	3.32

SGV Service Council April 2011



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Metro San Gabriel Valley & Metro Bus System

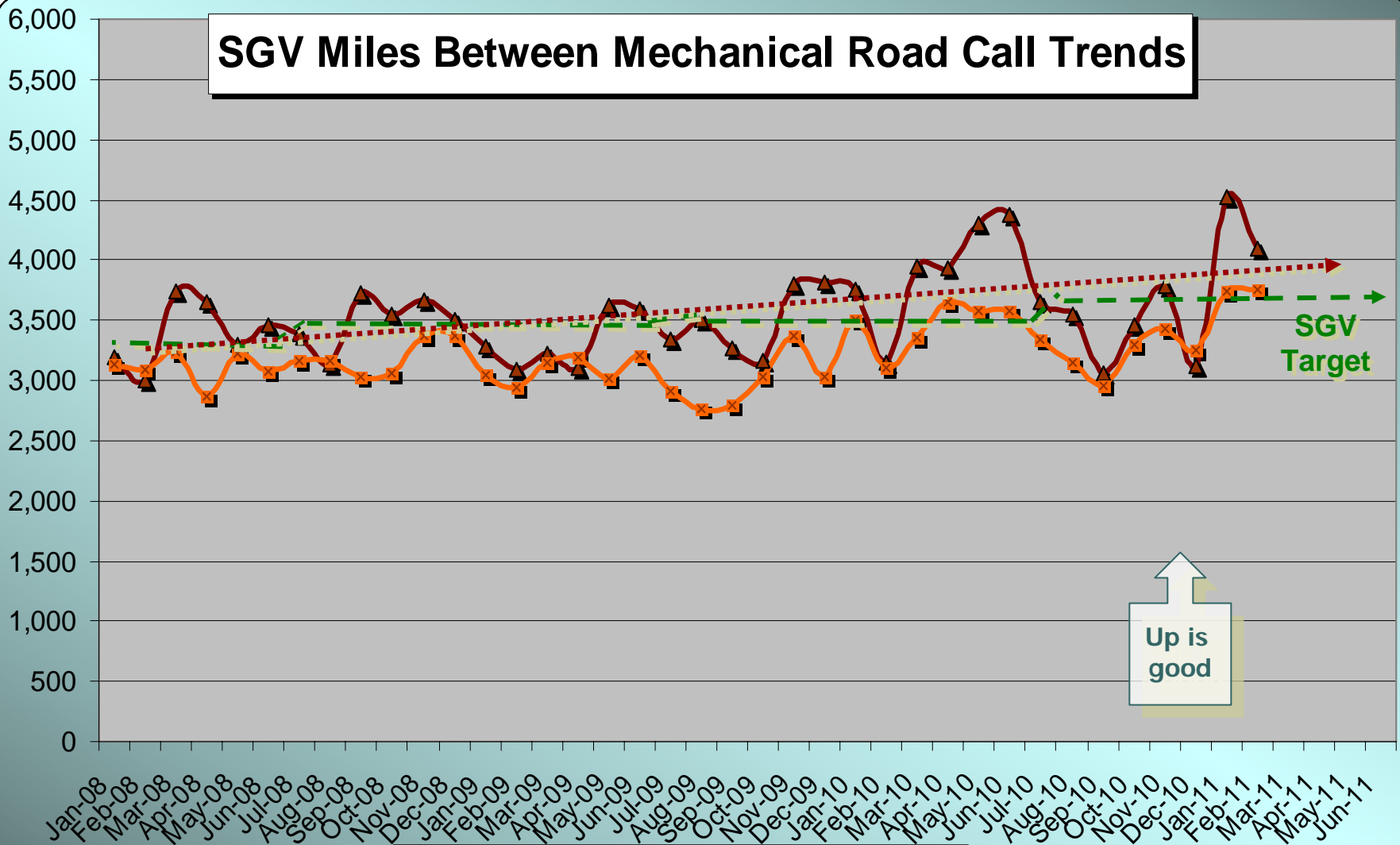
February 2011

Measurement : Miles Between Mechanical Road Call

	Target	Feb.	YTD
Metro Bus System	3,664	3,760	3,365
San Gabriel Valley	3,715	4,099	3,655

SGV Service Council April 2011

SGV Miles Between Mechanical Road Call Trends



Up is good

▲ SGV × System Total

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Metro San Gabriel Valley & Metro Bus System

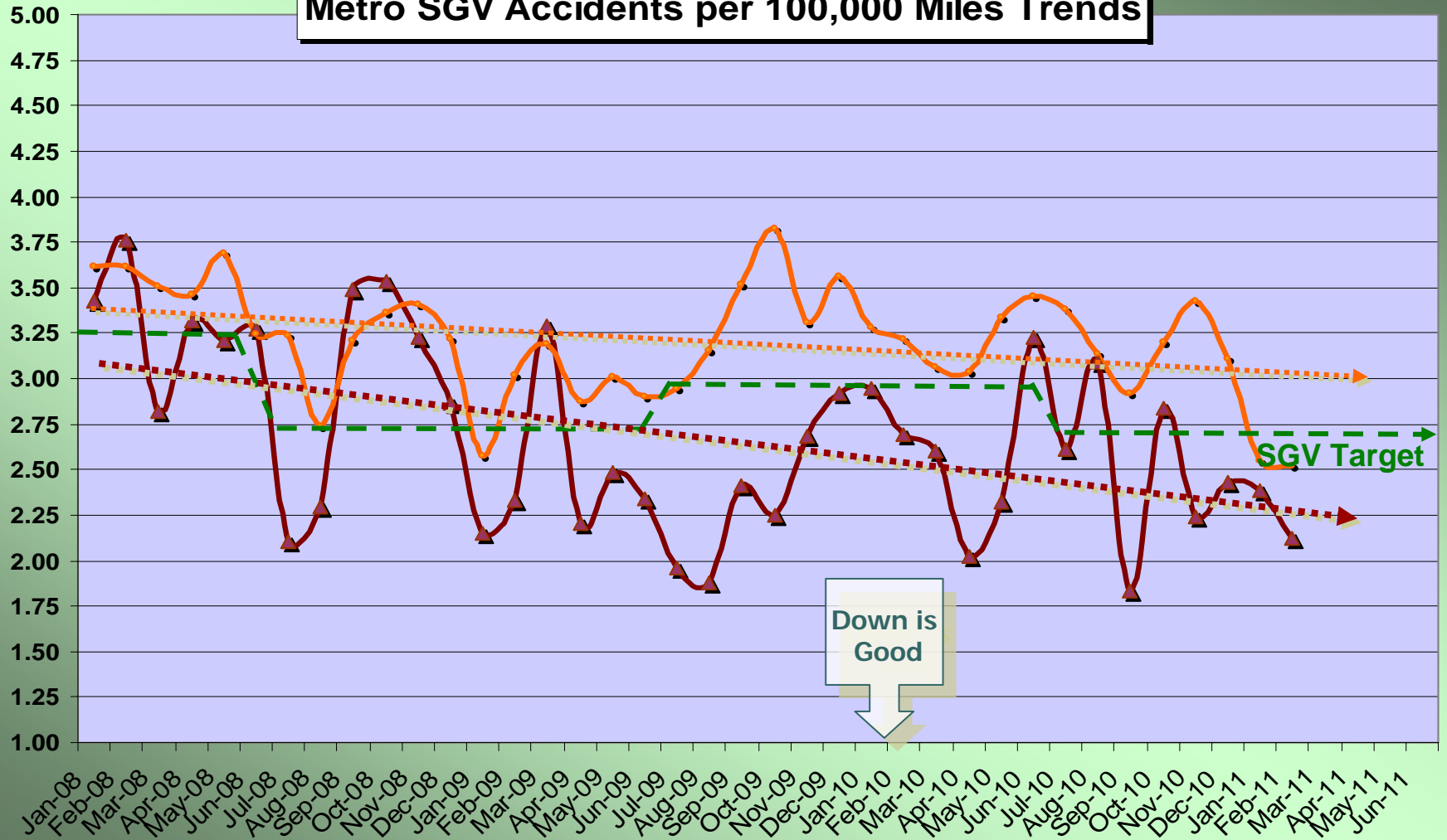
February 2011

Measurement : Accidents per 100,000 Miles

	Target	Feb.	YTD
Metro Bus System	3.14	2.52	3.03
San Gabriel Valley	2.73	2.12	2.44

SGV Service Council April 2011

Metro SGV Accidents per 100,000 Miles Trends



▲ SGV ● Bus System

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Metro San Gabriel Valley & Metro Bus System

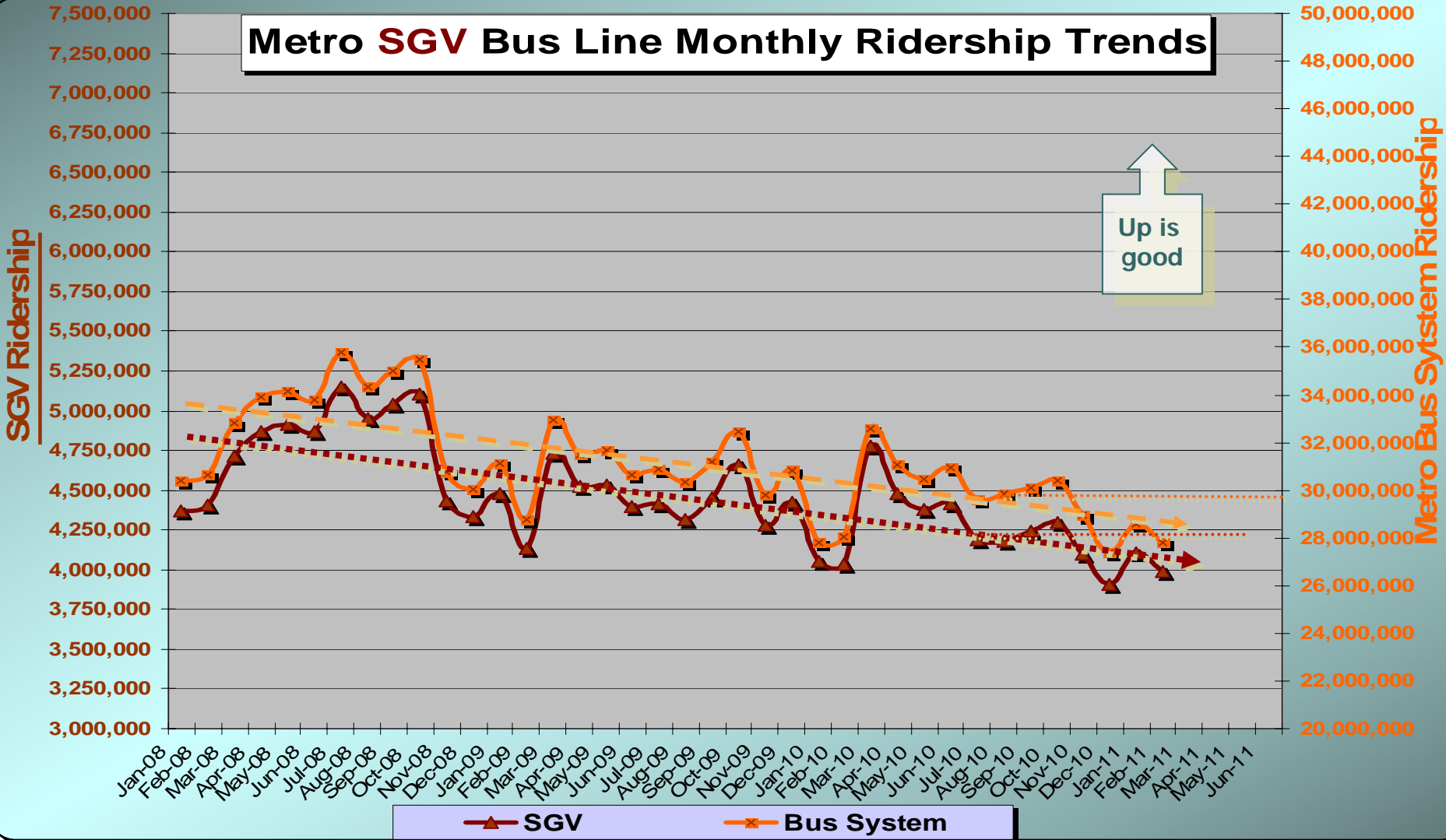
February 2011

Measurement : Monthly Ridership

	Target	Feb.	YTD
Metro Bus System	29,470,000	27,800,000	29,080,000
San Gabriel Valley	4,240,000	3,990,000	4,120,000

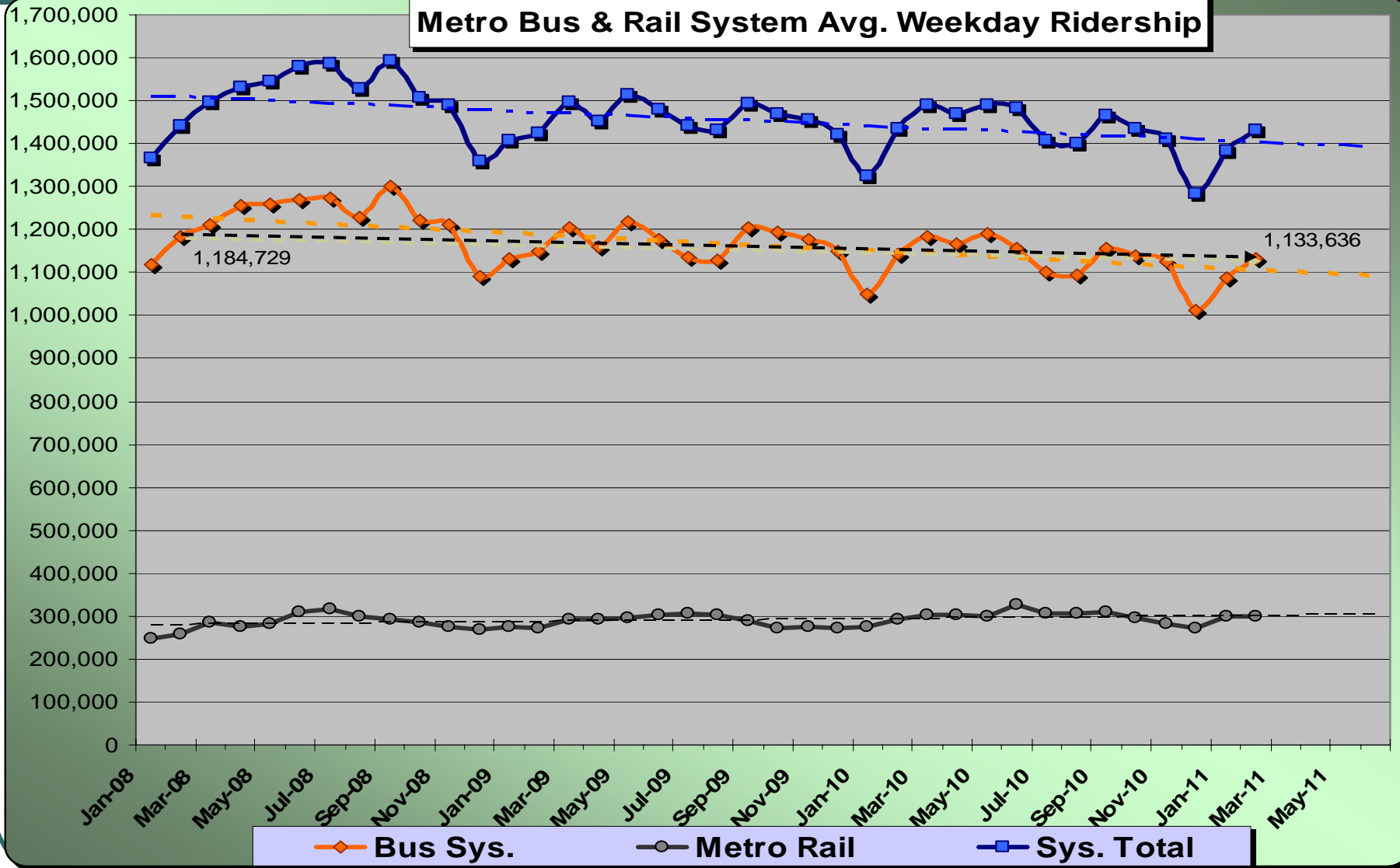
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Metro **SGV Bus Line Monthly Ridership Trends**



SGV Service Council April 2011

Metro Bus & Rail System Avg. Weekday Ridership

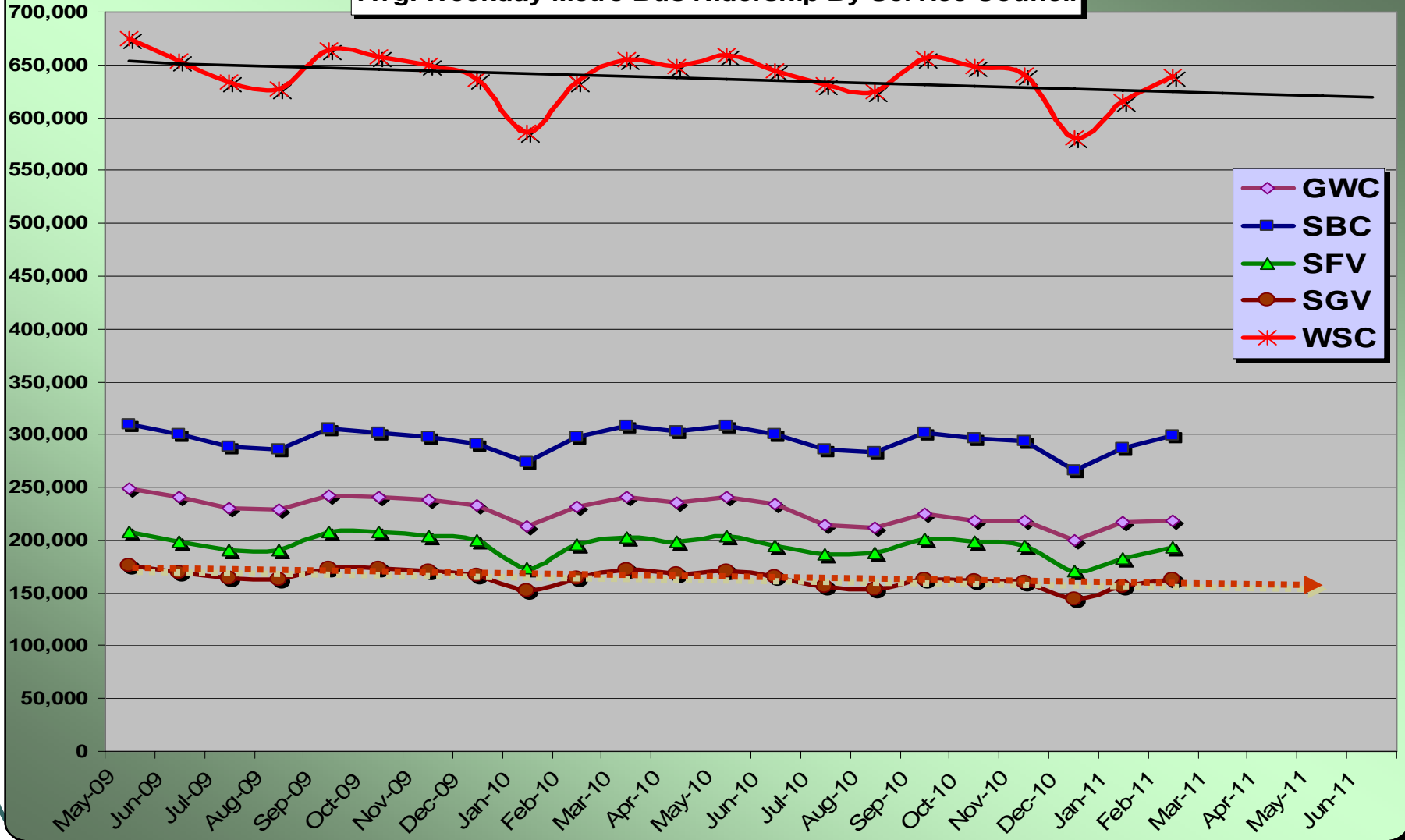


◆ Bus Sys.
 ● Metro Rail
 ■ Sys. Total

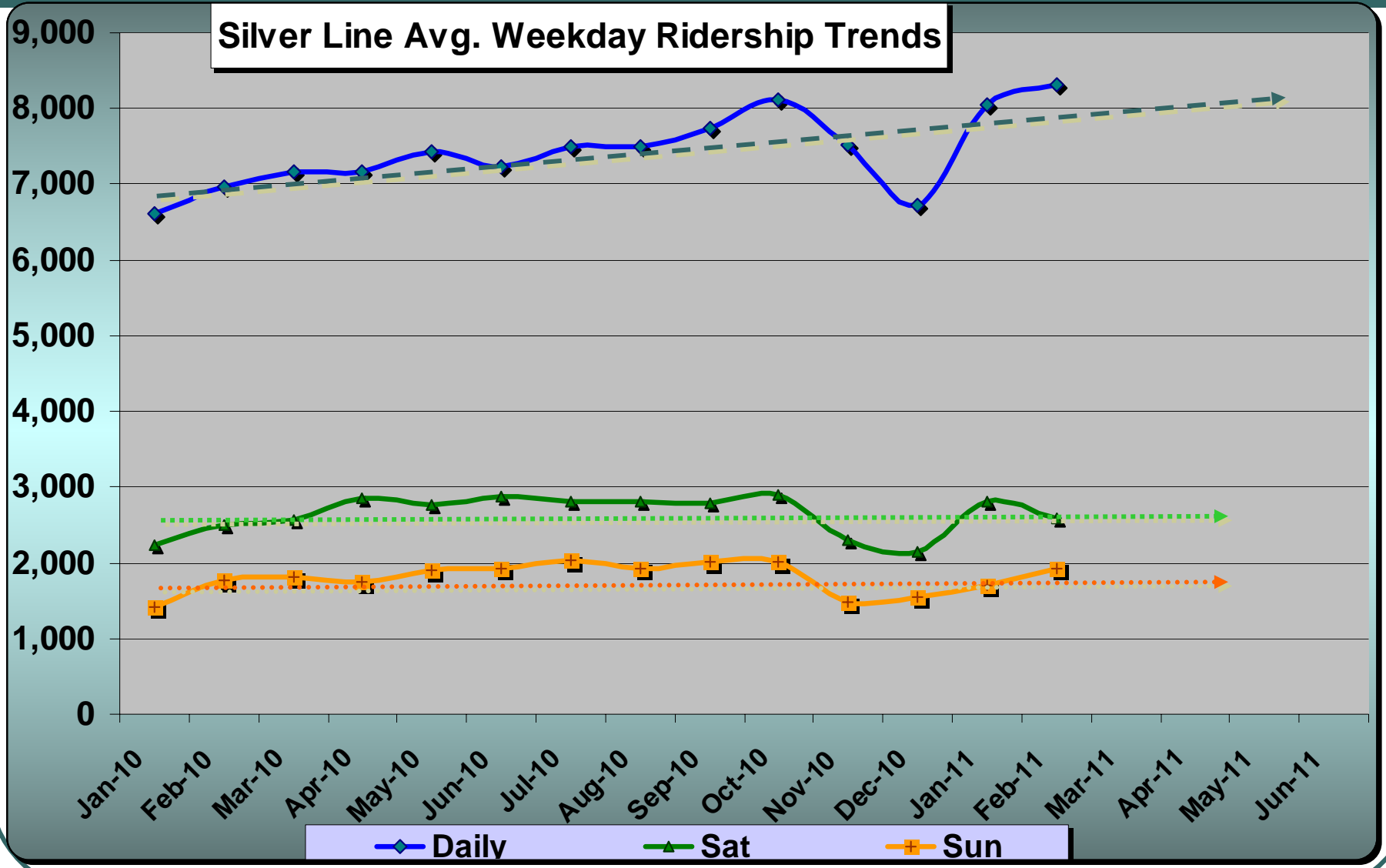


SGV Service Council April 2011

Avg. Weekday Metro Bus Ridership By Service Council



SGV Service Council April 2011



El Monte Station Up-Date



El Monte Station Parking Capacity Issue

Metro Facebook Posting

Additional Parking

Metro is aware of the parking shortage at El Monte Station, and apologizes for the inconvenience to our customers. We are continuing to work on securing additional parking as soon as possible, and have been advised of some overflow parking lots that the City of El Monte has made available for immediate use. Please [view map](#) for locations of the overflow parking lots that can be used now.



Metro



City of El Monte

El Monte Station Parking
Estacionamiento en la estacion El Monte

Lots A-D: Customer Parking / Estacionamiento de clientes
 Lots 1-6: Overflow Parking / Desbordamiento de estacionamiento
 * Restricted Hours / Horas Restringidas



SGV Service Council April 2011

Selected Metro Board Actions in February

- **Revised Metro Service Council Bylaws**
- **Changes to Tier I Bus Service for June 2011**
- **Design Build Approach for Crenshaw/LAX Corridor Project**
- **Authorize CEO to Negotiate & Execute AA, DEIS/R & CE for Green Line to LAX Project**
- **Preliminary Funding Marks for 2011 Call for Projects**
- **FY-2012 Budget Planning Parameters**
 - **Sales Tax and TDA** +2.6% (\$605m & \$303m)
 - **STA with no change** (\$96m)
 - **Passenger Revenue** +4.0% (\$349m)
 - **Bus Service** - 8% (-582,000 RSH)
 - **Rail Service** +15% (+111,000 RSH)

CEO Meet and Confer Quarterly Meeting

March 31 Meet & Confer with CEO

- **Contingency Plan for Potential Ridership Increase**
- **Status – Transit Operations**
- **Metro Budget for FY-2012**
- **Ethics Presentation by Karen Gorman**
- **Real Time Bus Information**