

***Metro San Gabriel Valley  
Service Council  
August 8, 2011 Meeting***

**Performance Report  
for *June 2011***

# SGV Service Council August 2011 Meeting

## **Metro San Gabriel Valley & Metro Bus System**

**June 2011**

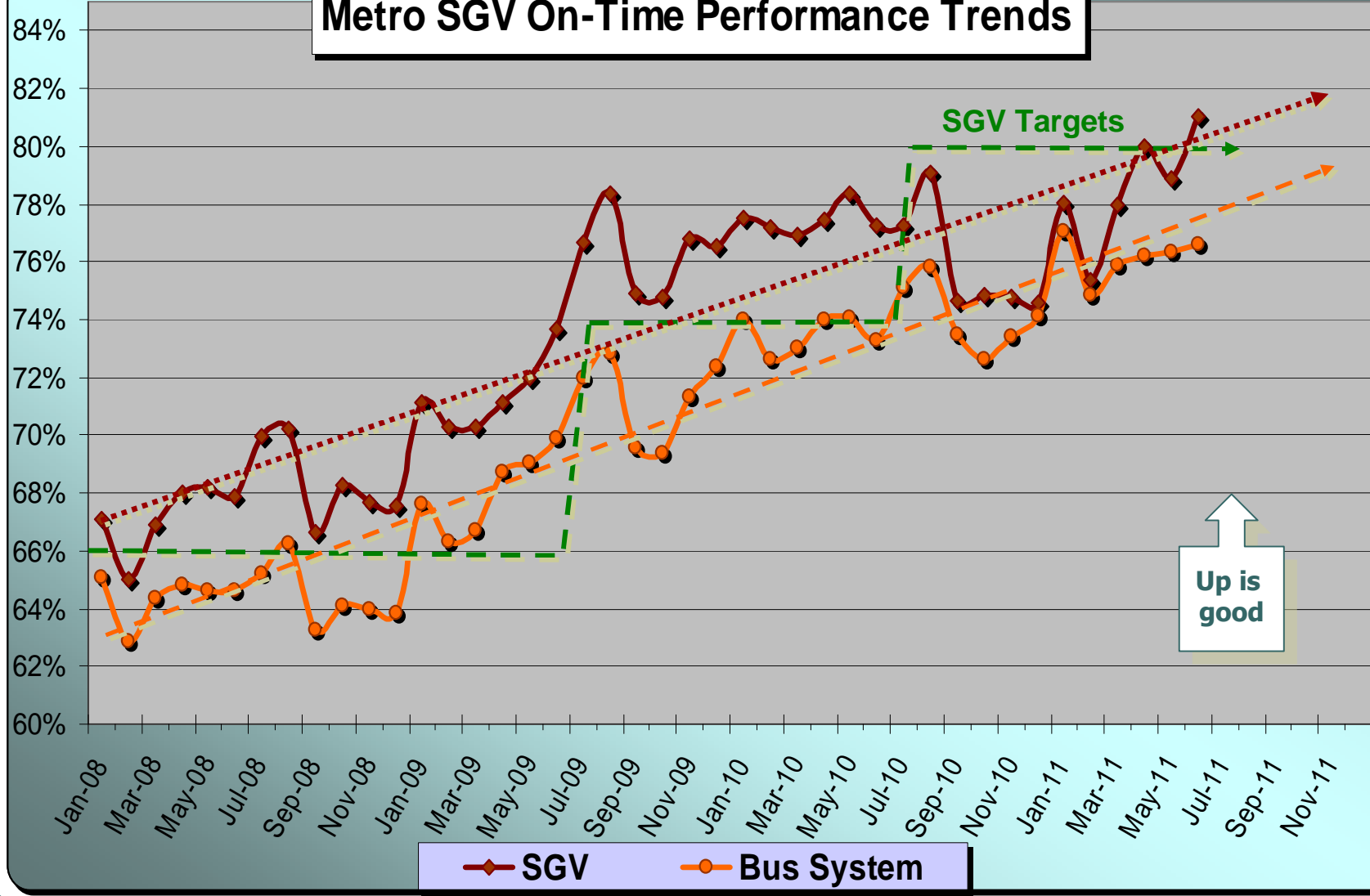
**Measurement : On Time Performance**

	Target	June	YTD
<b>Metro Bus System</b>	<b>80.0%</b>	<b>76.6%</b>	<b>75.2%</b>
<b>San Gabriel Valley</b>	<b>80.0%</b>	<b>81.0%</b>	<b>77.2%</b>

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# SGV Service Council August 2011 Meeting

Metro SGV On-Time Performance Trends



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## **Metro San Gabriel Valley & Metro Bus System**

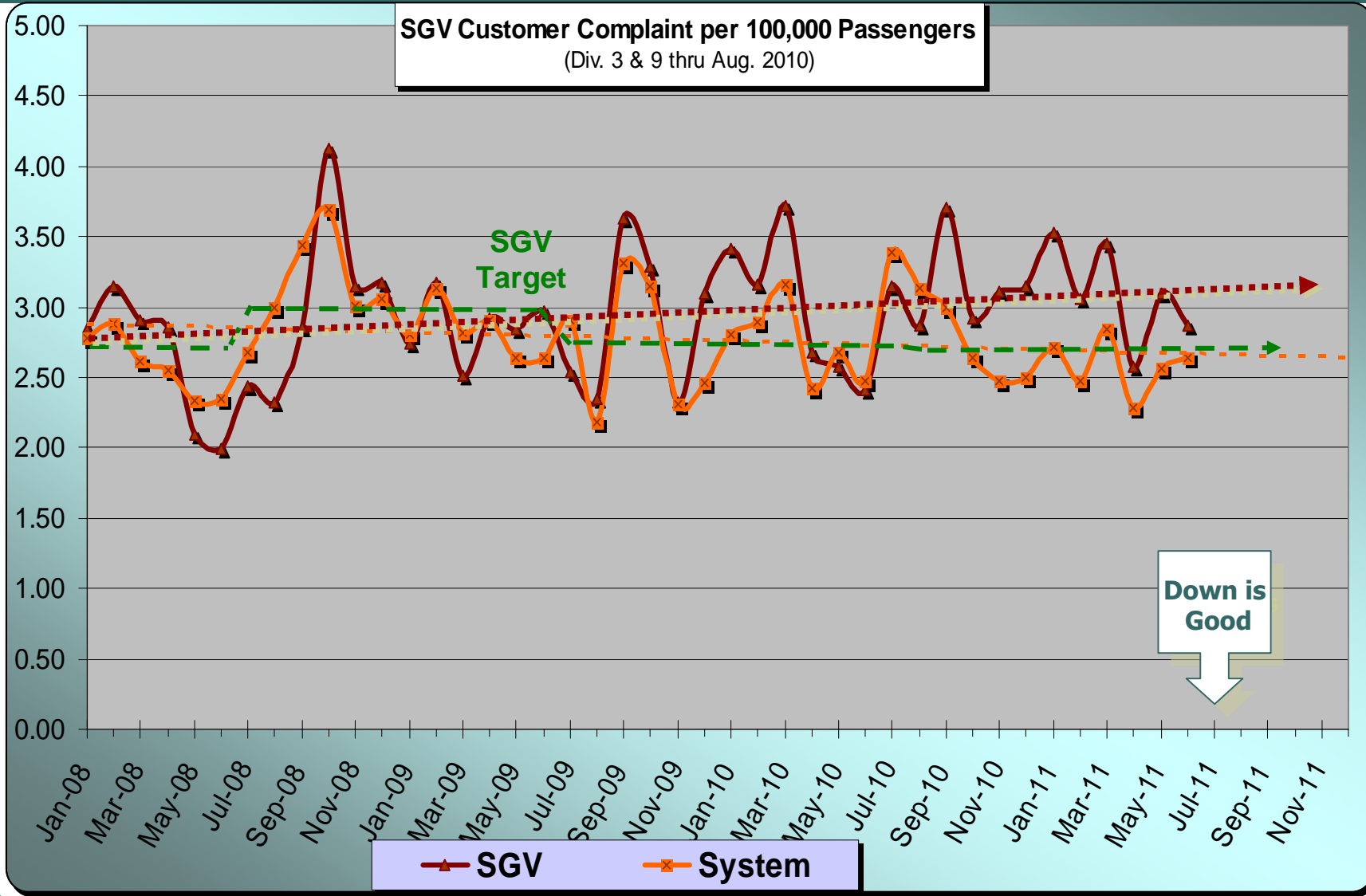
**June 2011**

**Measurement : Complaints per 100,000 Psgrs.**

	<b>Target</b>	<b>June</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.65</b>	<b>2.72</b>
<b>San Gabriel Valley</b>	<b>2.64</b>	<b>2.86</b>	<b>3.12</b>

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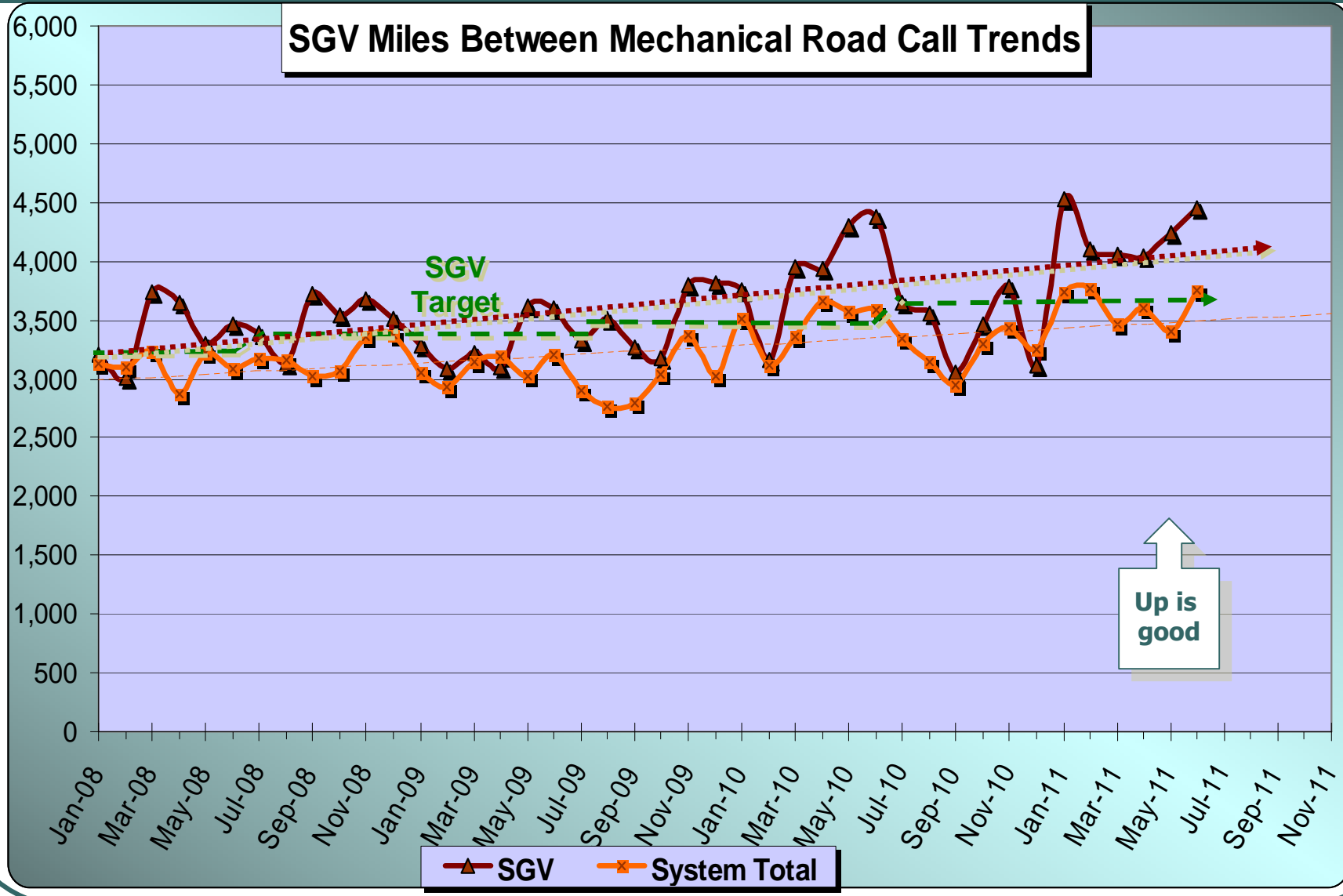
**June 2011**

**Measurement :** Miles Between Mechanical Road Call

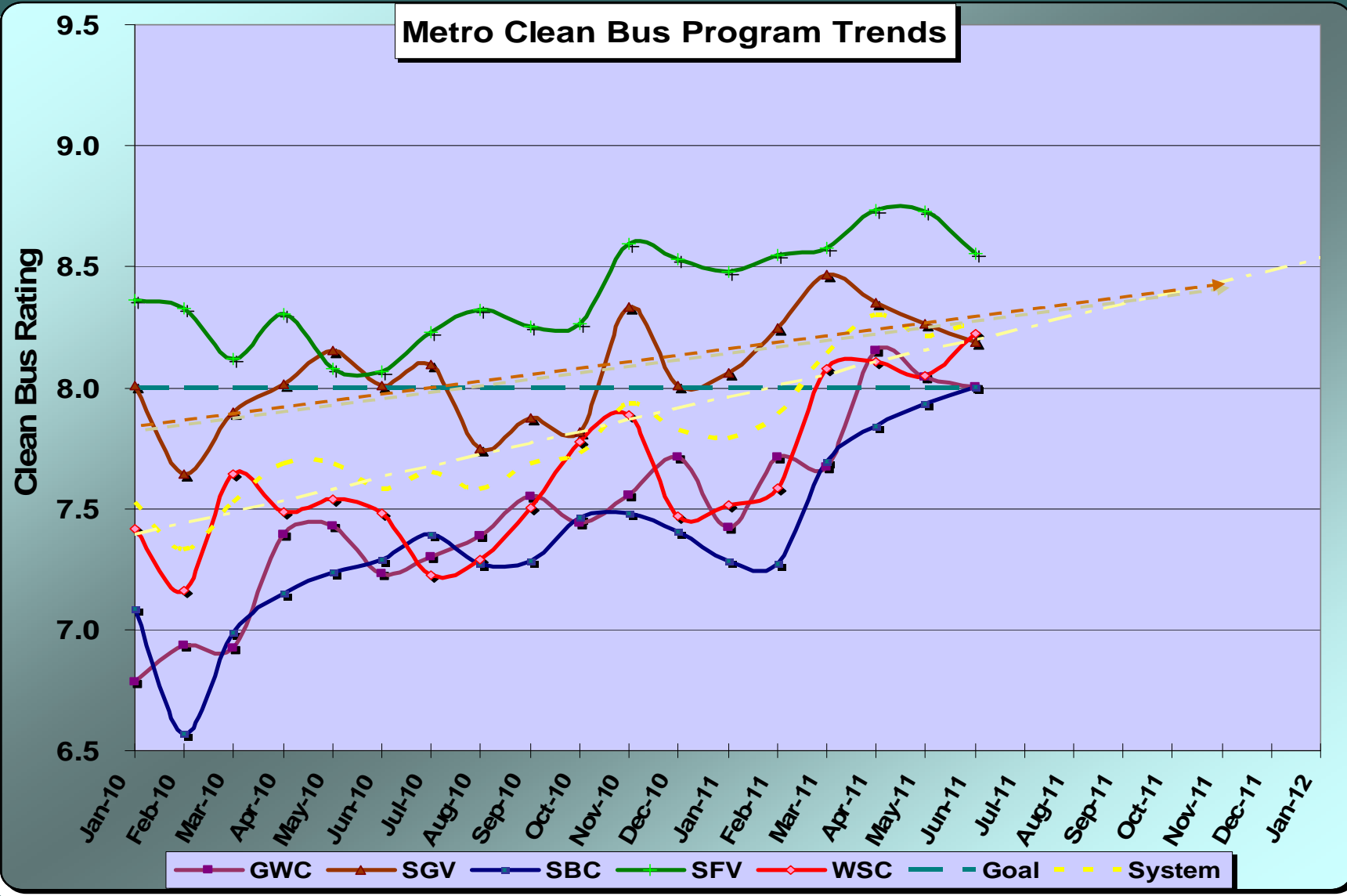
	<b>Target</b>	<b>June</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3,664</b>	<b>3,757</b>	<b>3,428</b>
<b>San Gabriel Valley</b>	<b>3,715</b>	<b>4,446</b>	<b>3,835</b>

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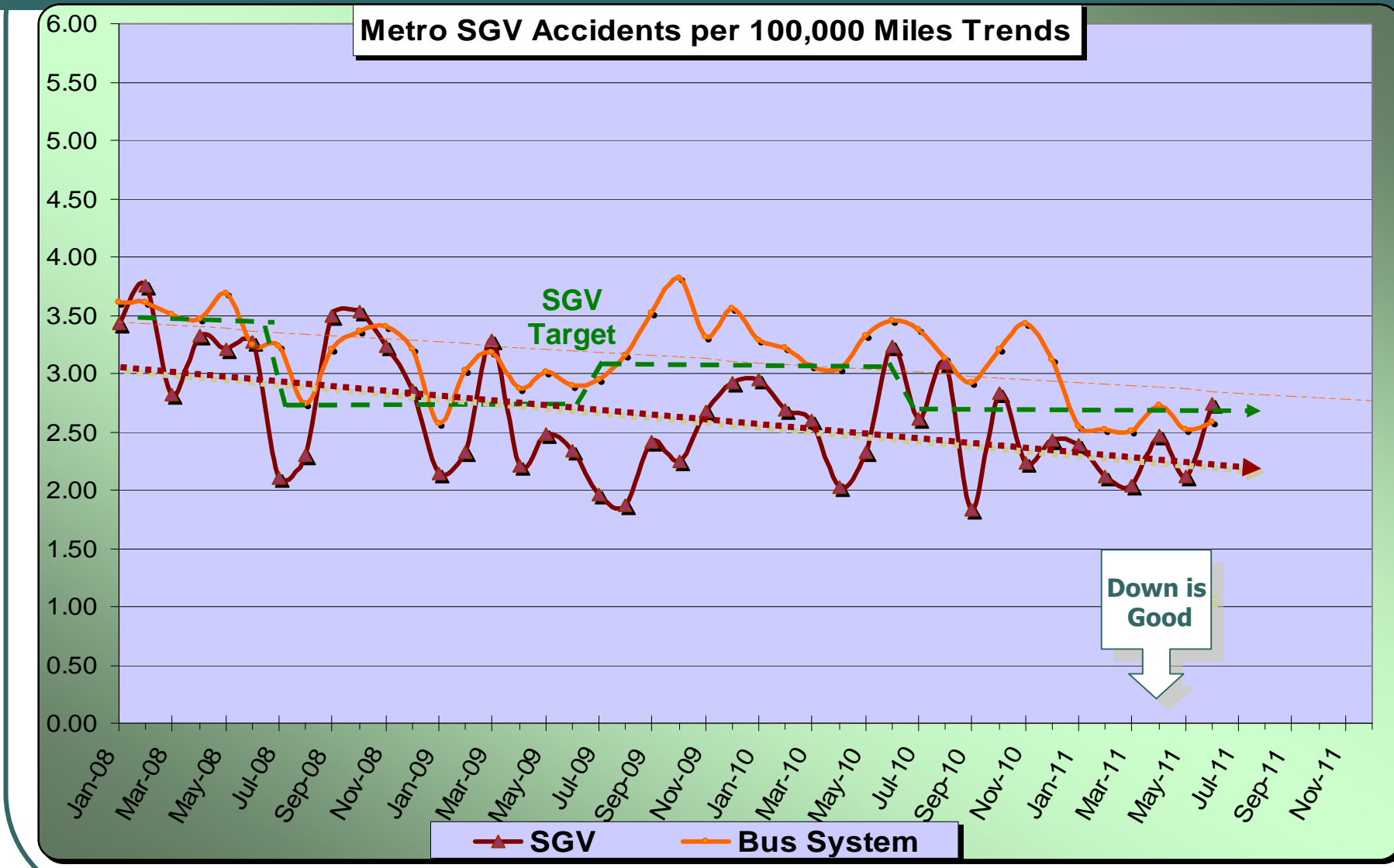
**Measurement : Accidents per 100,000 Miles**

	<b>Target</b>	<b>June</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3.14</b>	<b>2.58</b>	<b>2.88</b>
<b>San Gabriel Valley</b>	<b>2.73</b>	<b>2.74</b>	<b>2.41</b>

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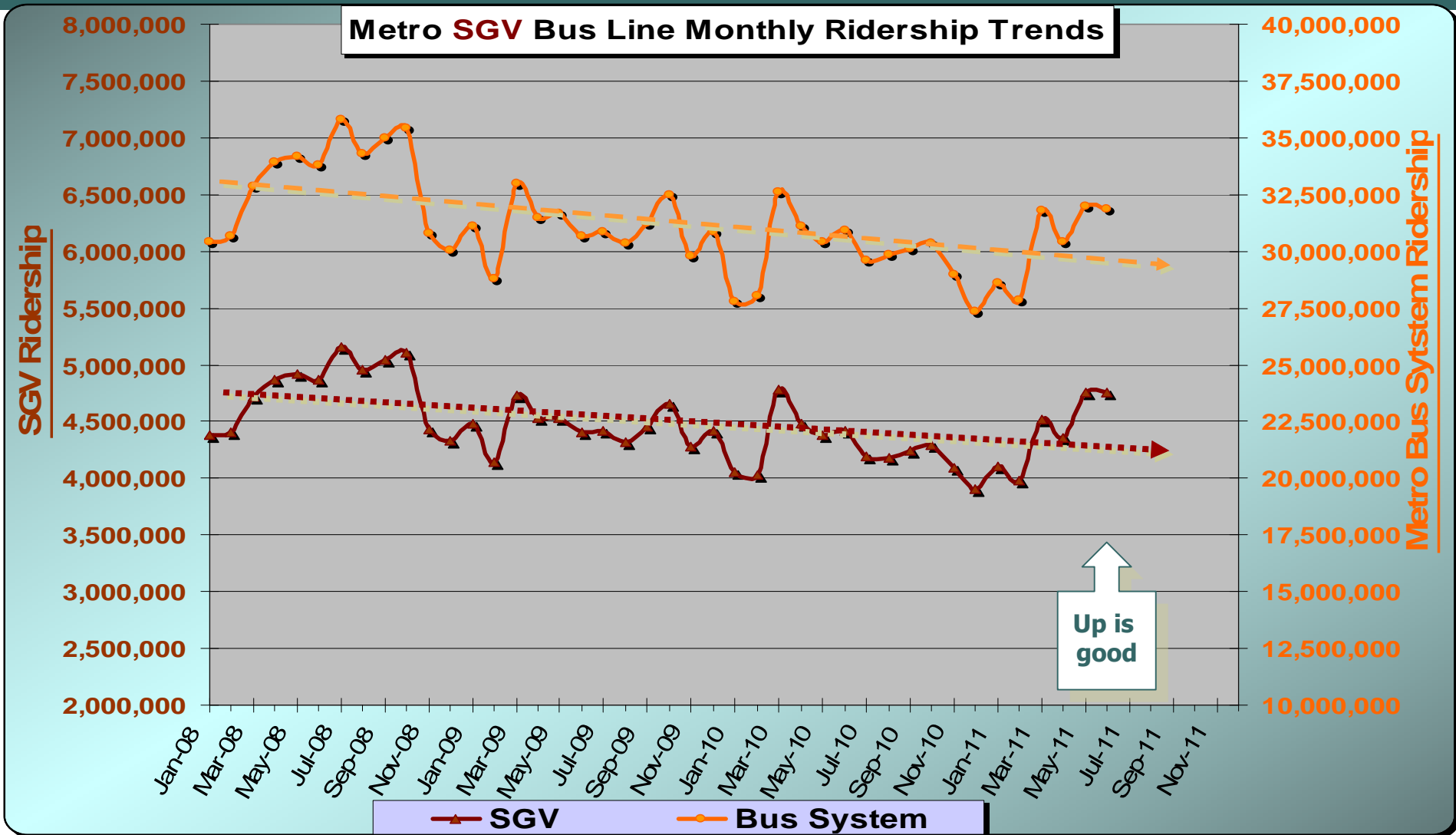
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**June 2011**

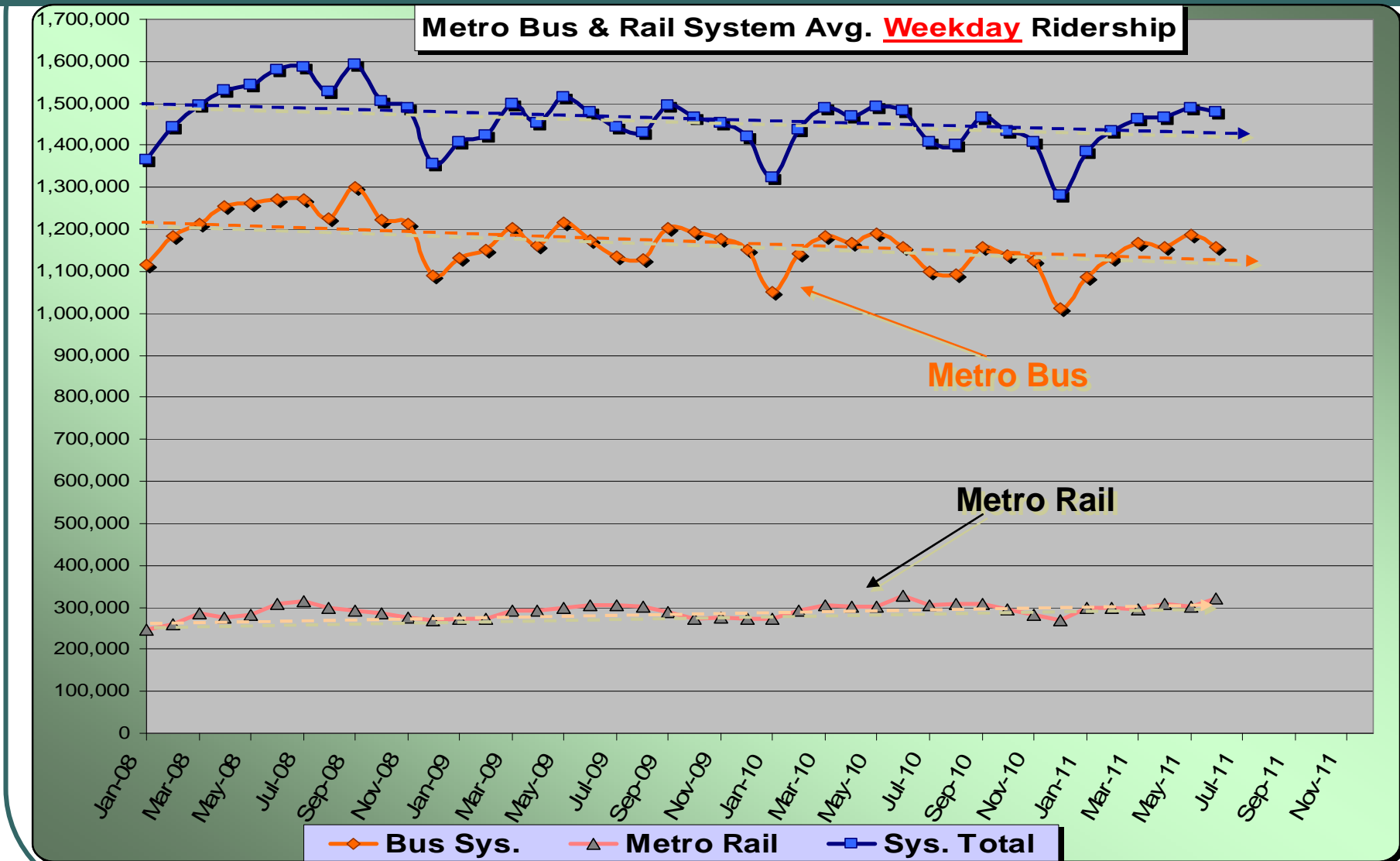
**Measurement : Monthly Ridership**

	<b>Target</b>	<b>June</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>29,470,000</b>	<b>31,890,000</b>	<b>29,890,000</b>
<b>San Gabriel Valley</b>	<b>4,240,000</b>	<b>4,760,000</b>	<b>4,280,000</b>

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