

***Metro San Gabriel Valley
Service Council
September 12, 2011 Meeting***

**Performance Report
for *July 2011***

SGV Service Council September 2011 Meeting

Metro San Gabriel Valley & Metro Bus System

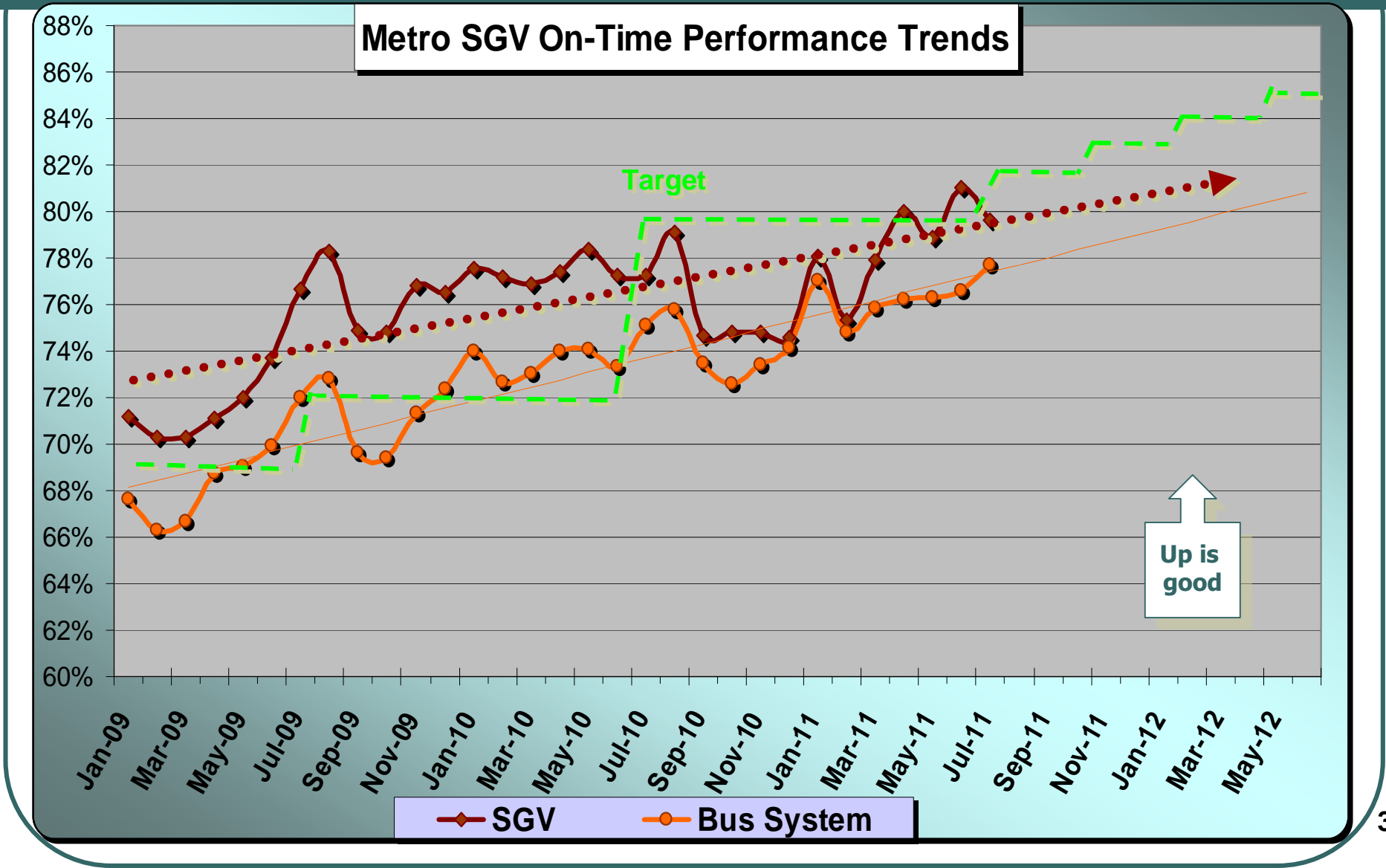
July 2011

Measurement : On Time Performance

	Target	July	YTD
Metro Bus System	82.0%	77.7%	77.7%
San Gabriel Valley	82.0%	79.6%	79.6%

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SGV Service Council September 2011 Meeting



SGV Service Council September 2011 Meeting

Metro San Gabriel Valley & Metro Bus System

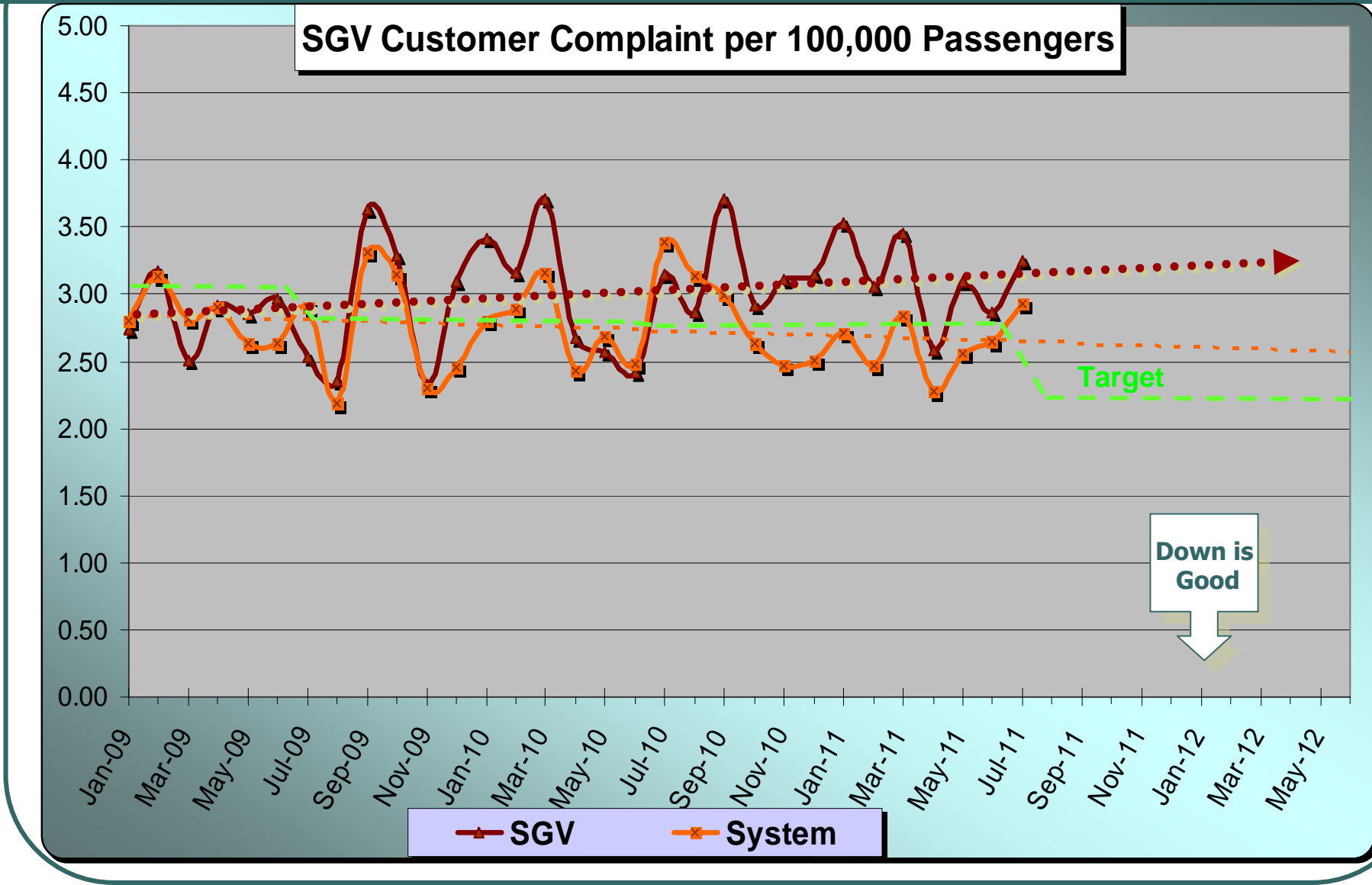
July 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	July	YTD
Metro Bus System	2.20	2.92	2.92
San Gabriel Valley	2.20	3.25	3.25

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Metro San Gabriel Valley & Metro Bus System

July 2011

Measurement : Miles Between Mechanical Road Call

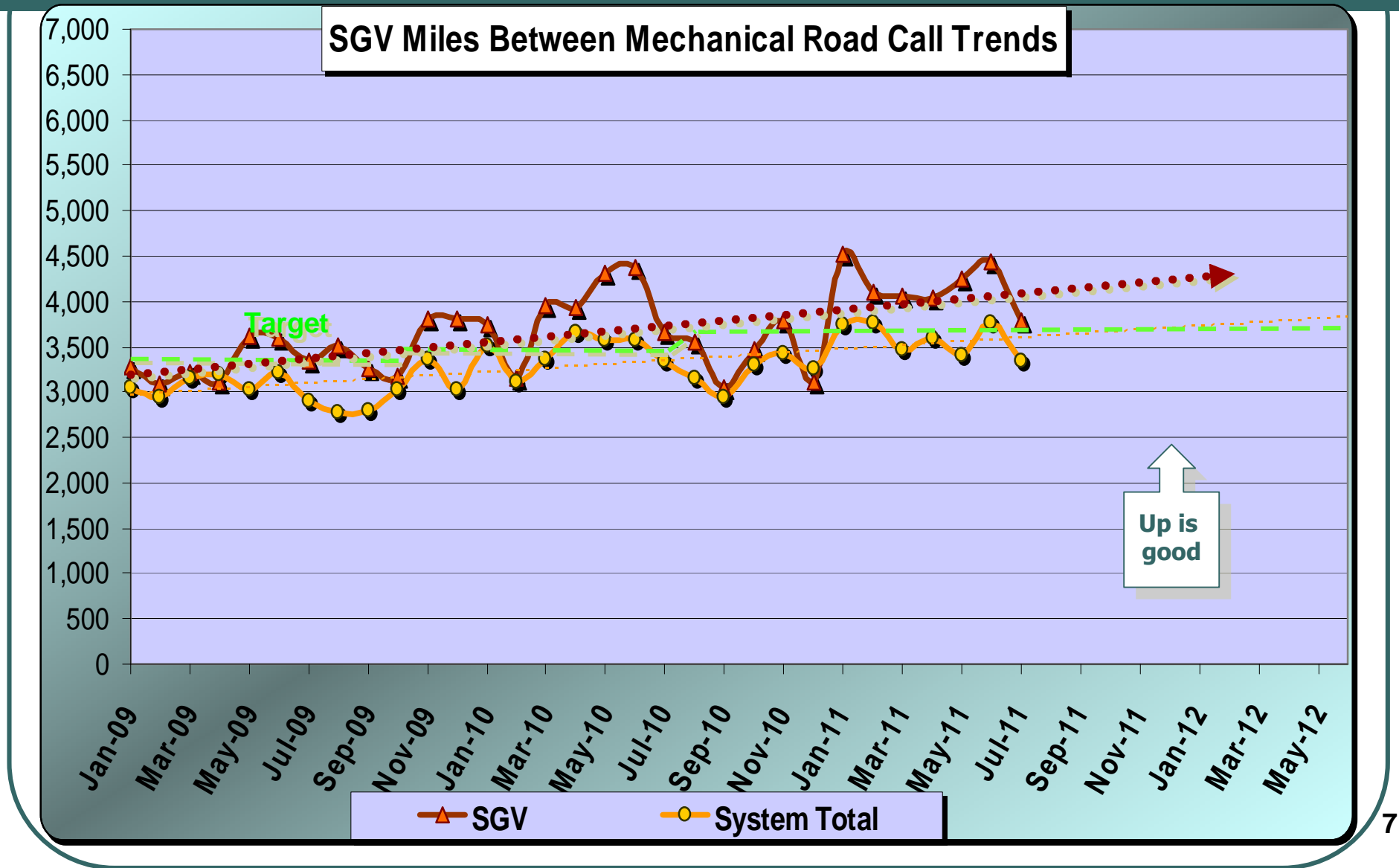
	Target	July	YTD
Metro Bus System	3,650	3,353	3,353
San Gabriel Valley	3,650	3,788	3,788

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Metro

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Metro San Gabriel Valley & Metro Bus System

July 2011

Measurement : **Clean Bus**

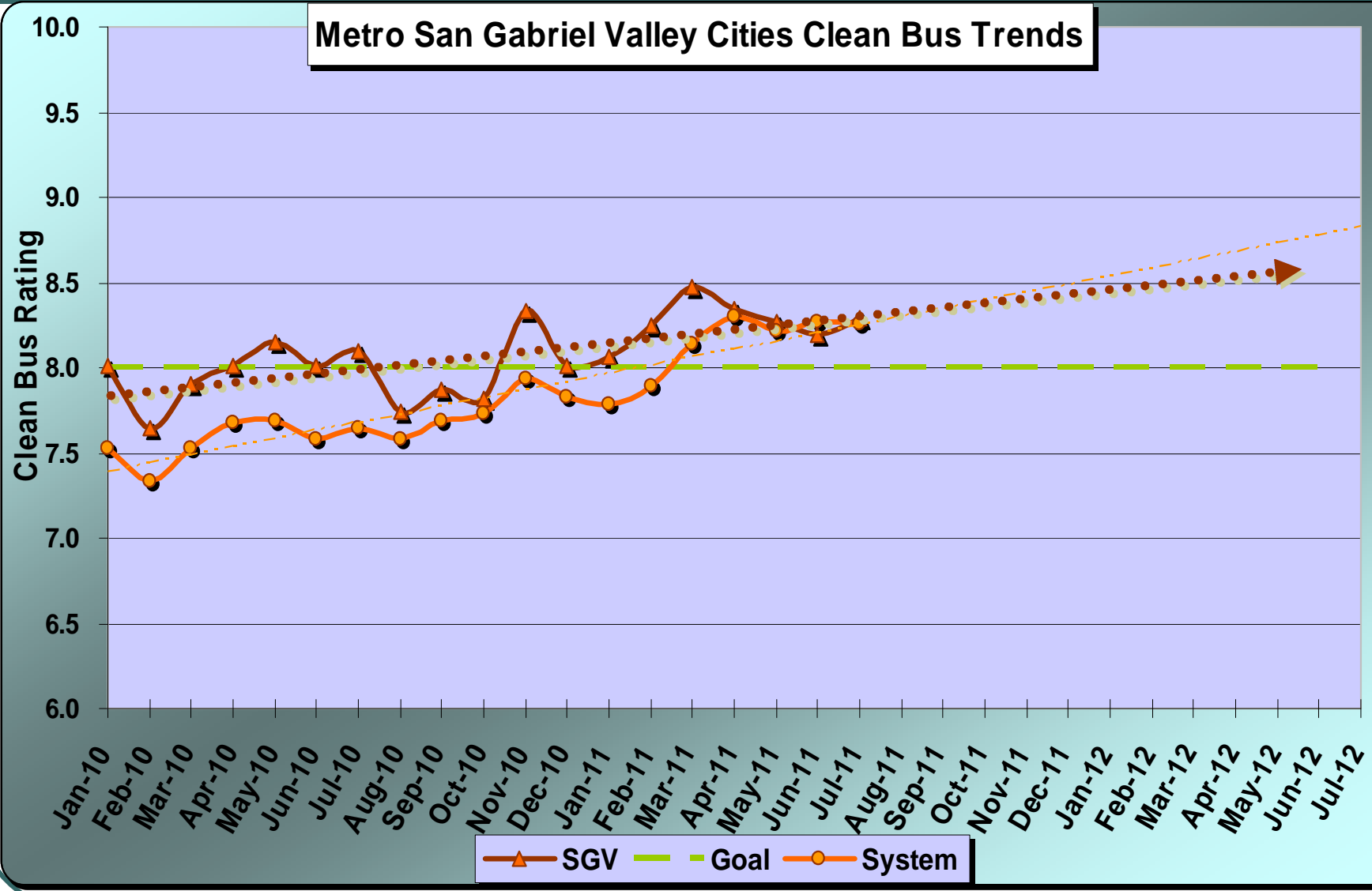
	Target	July	YTD
Metro Bus System	8.0	8.26	8.26
San Gabriel Valley	8.0	8.29	8.29

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Metro

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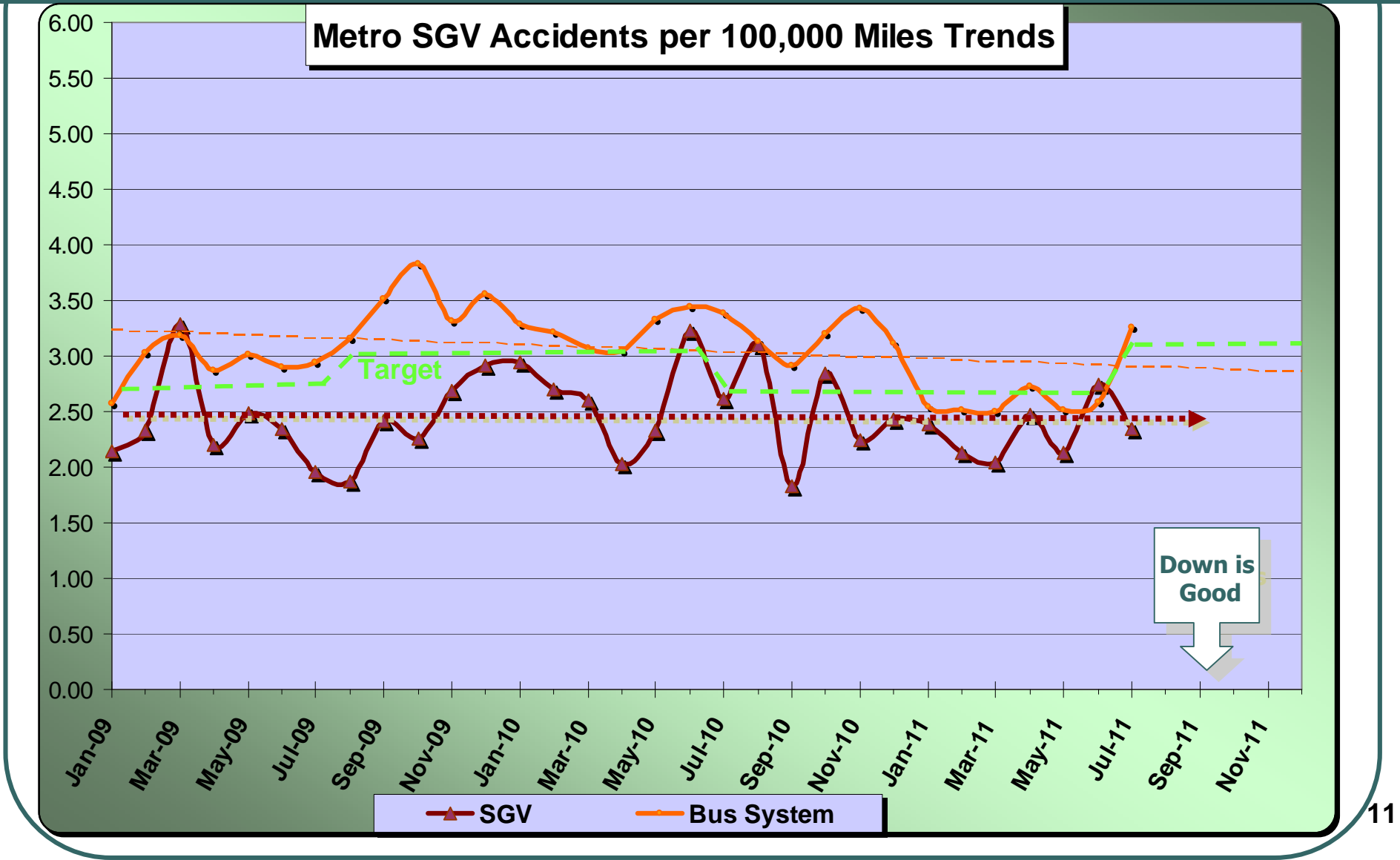
Metro San Gabriel Valley & Metro Bus System

July 2011

Measurement : Accidents per 100,000 Miles

	Target	July	YTD
Metro Bus System	3.10	3.26	3.26
San Gabriel Valley	3.10	2.34	2.34

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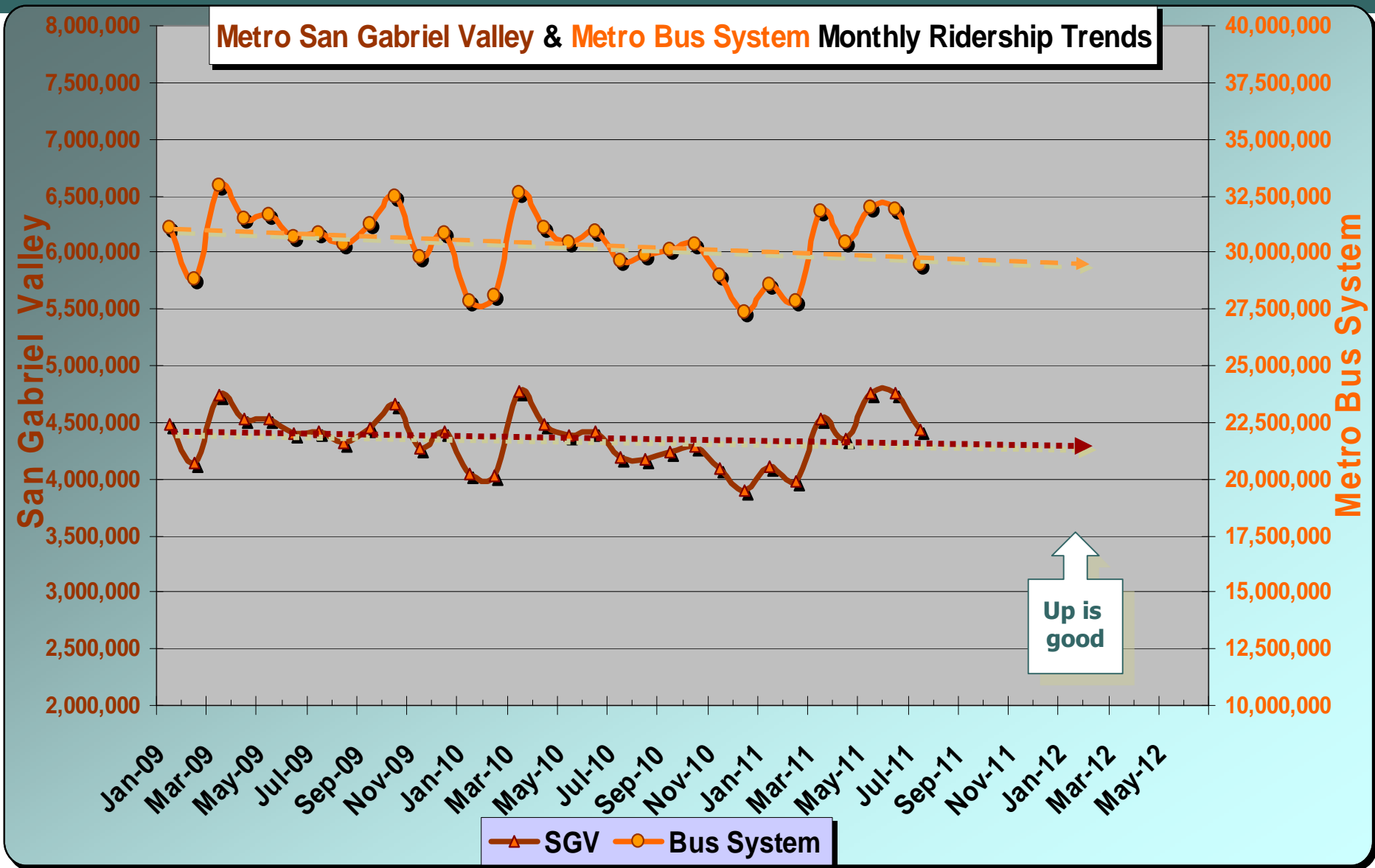
Metro San Gabriel Valley & Metro Bus System

July 2011

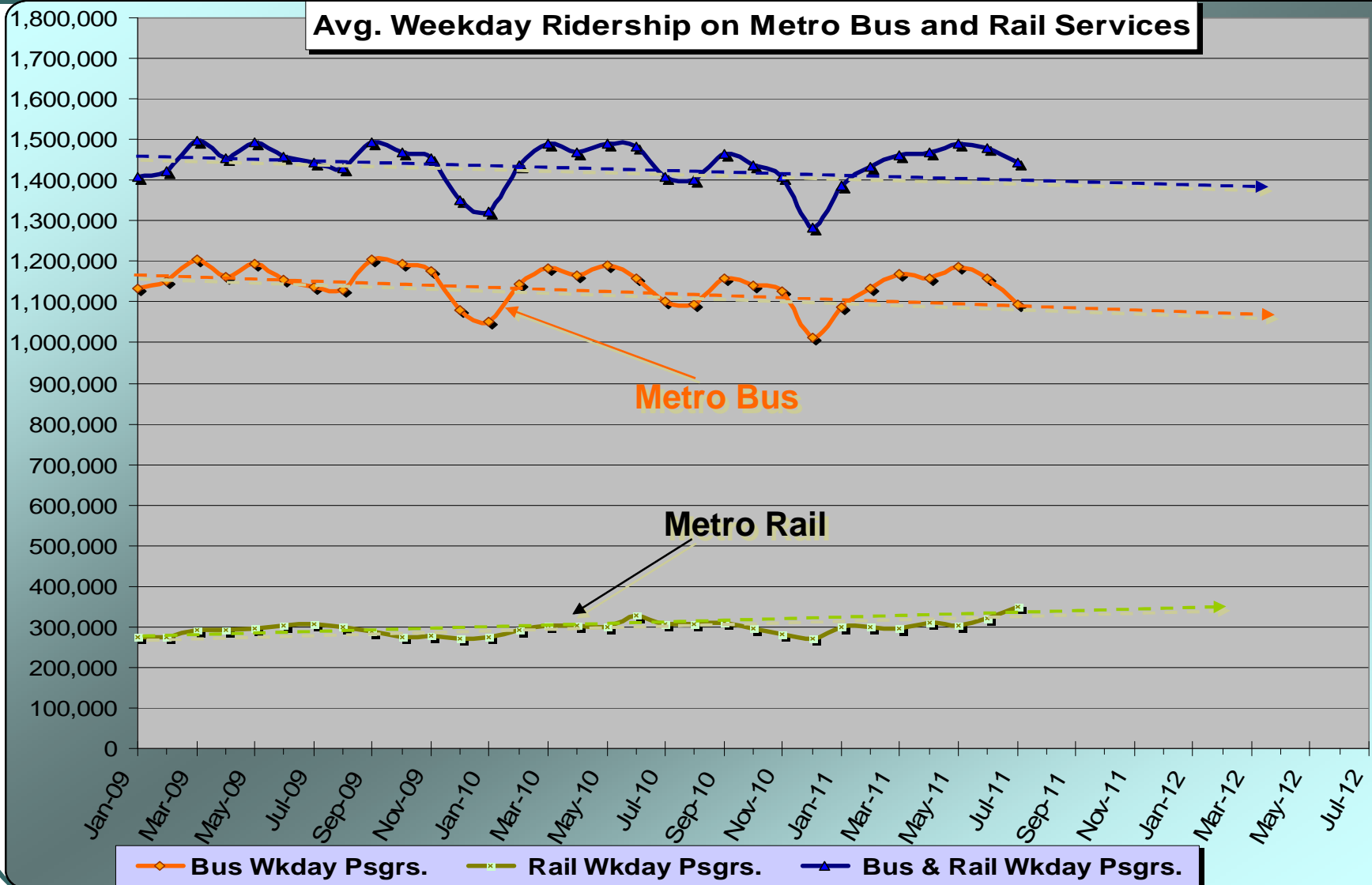
Measurement : Monthly Ridership

	Target	July	YTD
Metro Bus System	28,880,000	29,470,000	29,470,000
San Gabriel Valley	4,160,000	4,420,000	4,420,000

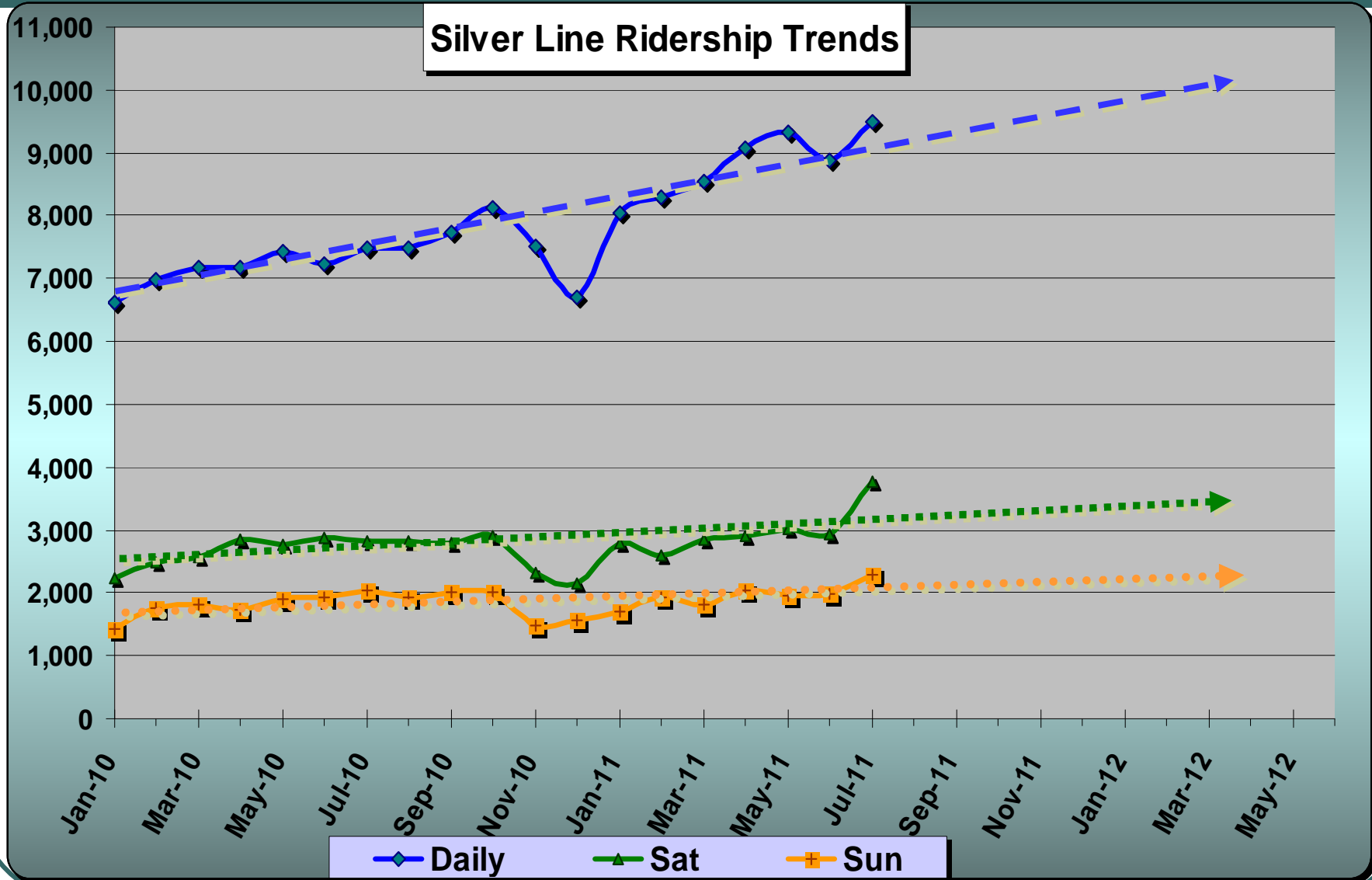
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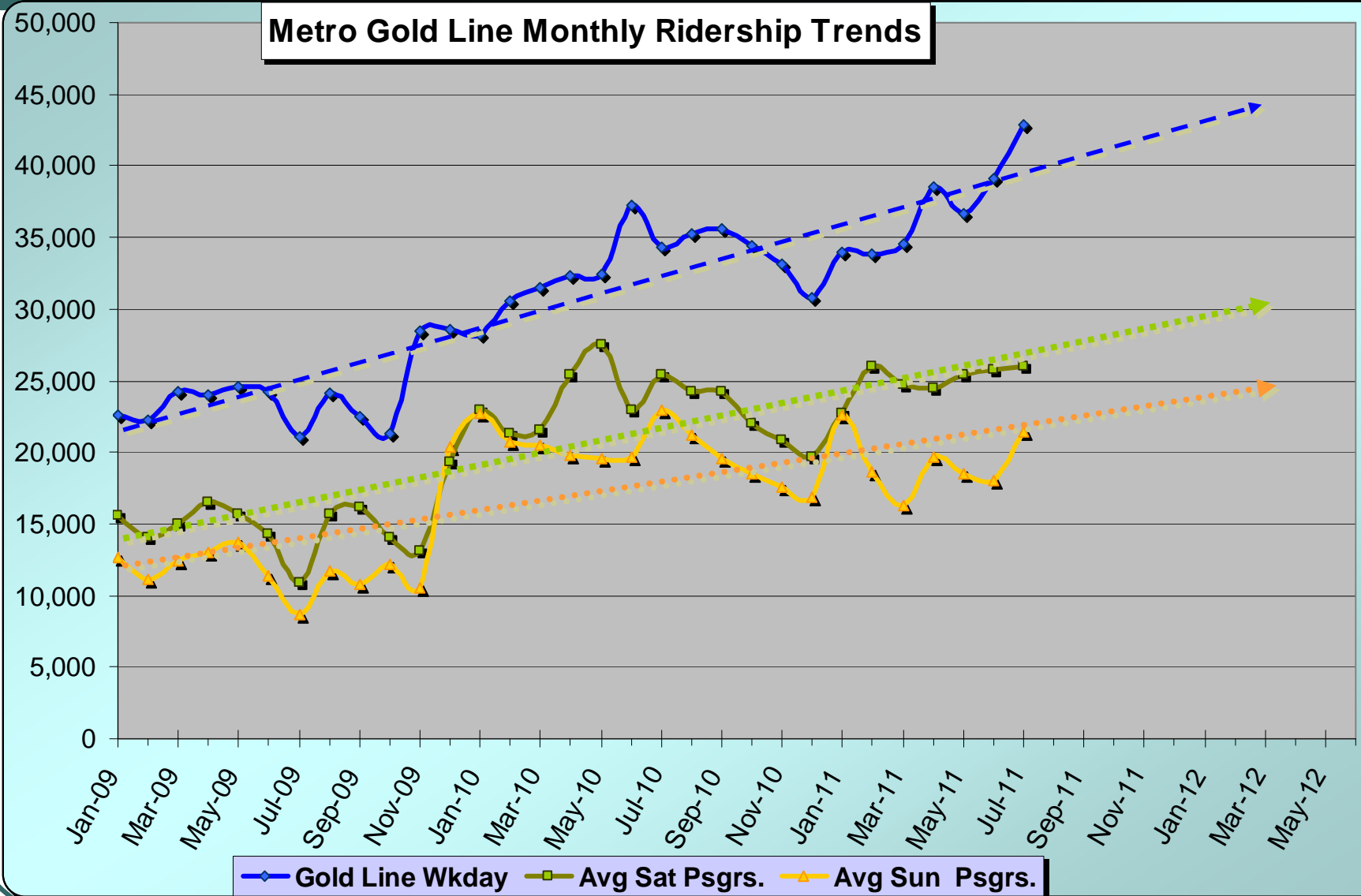
SGV Service Council September 2011 Meeting



SGV Service Council September 2011 Meeting



SGV Service Council September 2011 Meeting



SBC Service Council September 2011 Meeting

Meet and Confer with Metro CEO

Date: Monday, September 19

Time: 2:30 PM

Location: Metro Board Overflow Room – 3rd Floor

Topics: TBD

Metro Service Tour

Date: Friday, September 23

Time: 9:30 PM to 3:00PM

Meeting: Metro Gateway Building – 13rd Floor

Topics: Bus Operations Control Center
Service Planning and Scheduling
Rail Operations Control Center

New NEXTRIP Bus Stop Signage

- **Unique Bus Stop Numbers**
- **Nextrip Directions:**
 - **Text Directions**
 - **M.Metro.net**
 - **511 voice**
- **Braille**