

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

**Performance Report  
for *October 2011***

# SGV Service Council December 2011 Meeting

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

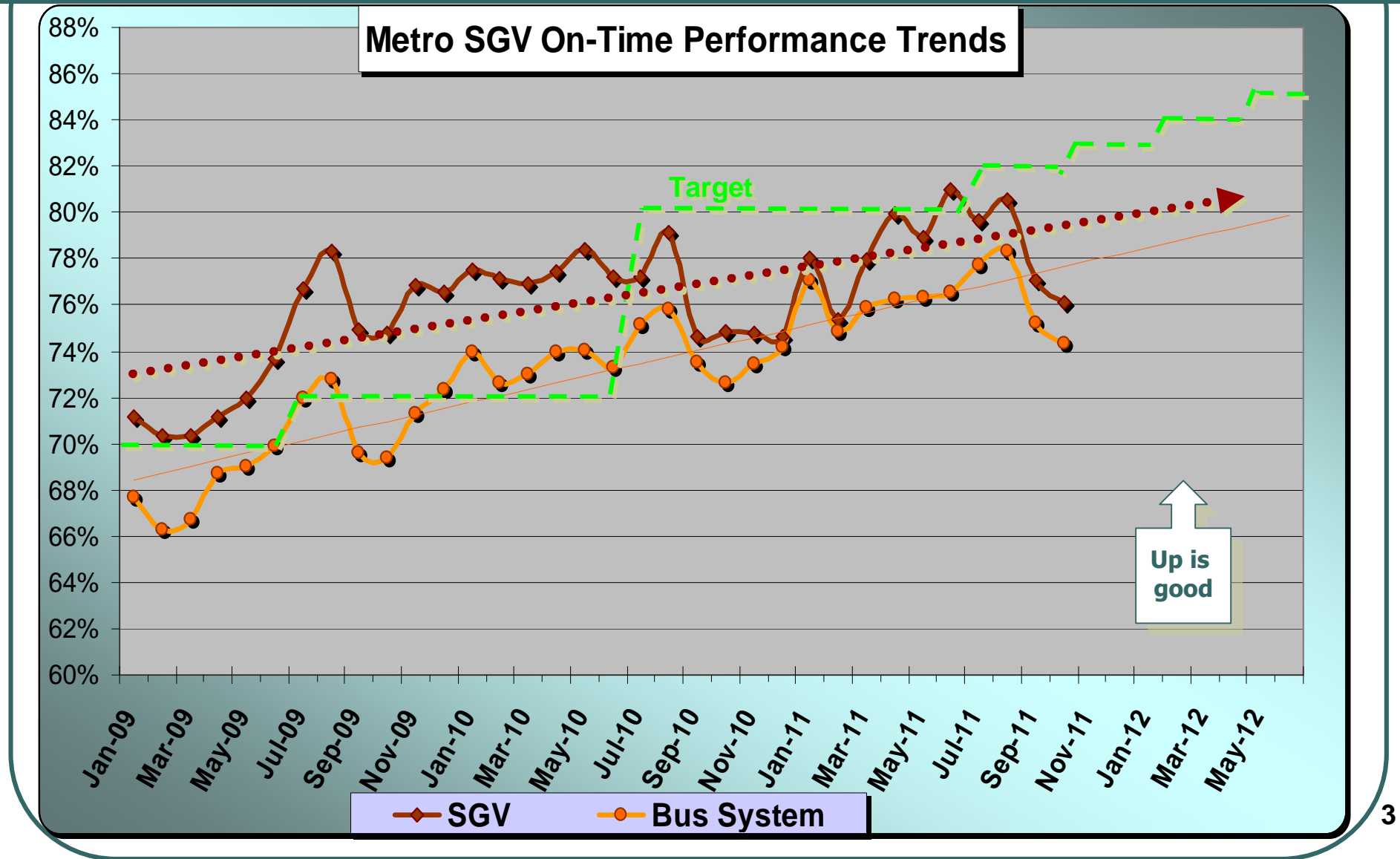
**October 2011**

**Measurement : On Time Performance**

	<b>Target</b>	<b>Oct.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>82.0%</b>	<b>74.3%</b>	<b>76.4%</b>
<b>San Gabriel Valley</b>	<b>82.0%</b>	<b>76.1%</b>	<b>78.3%</b>

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

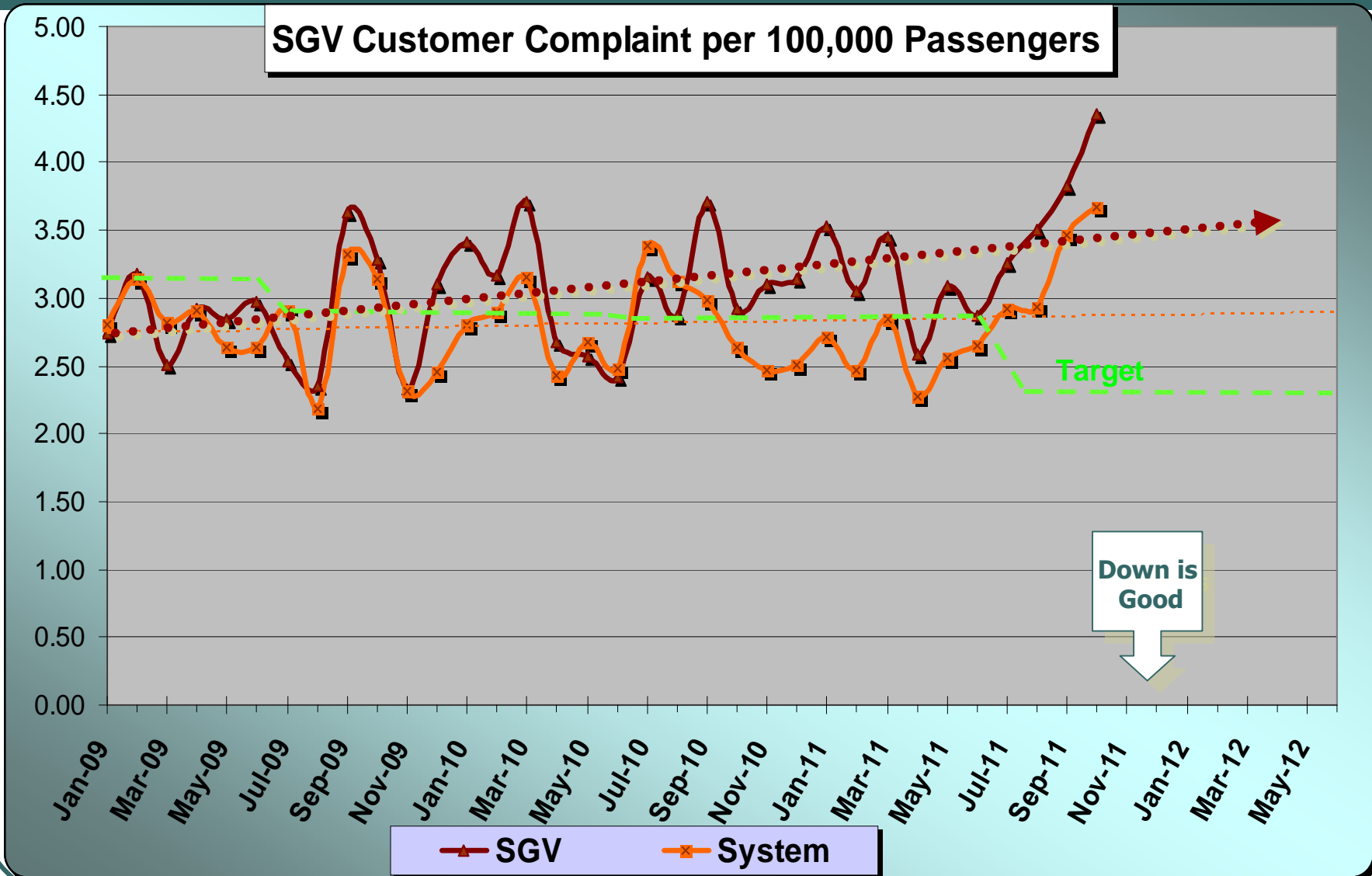
**October 2011**

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

	<b>Target</b>	<b>Oct.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>2.29</b>	<b>3.66</b>	<b>3.25</b>
<b>San Gabriel Valley</b>	<b>2.73</b>	<b>4.36</b>	<b>3.74</b>

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## Metro San Gabriel Valley & Metro Bus System

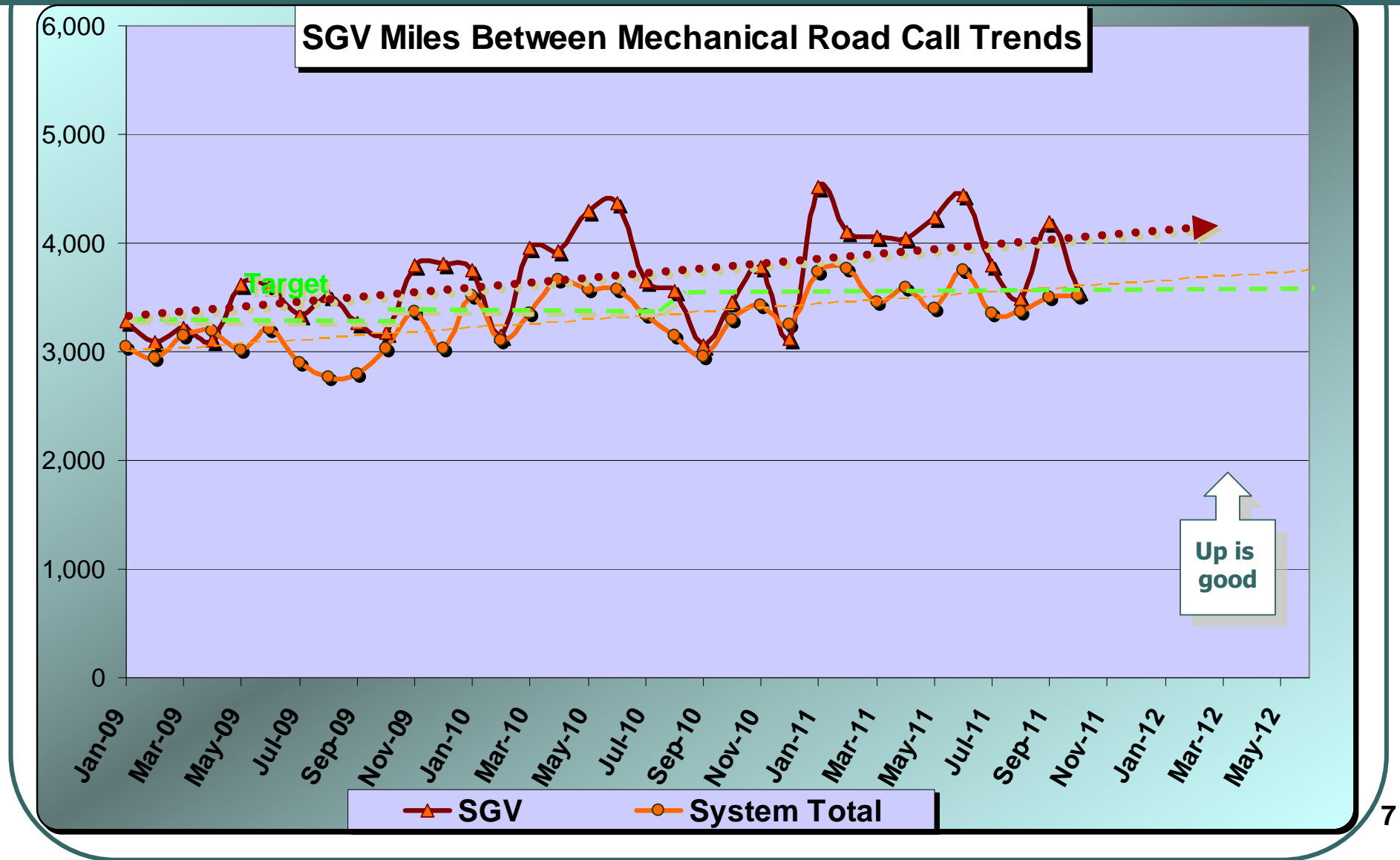
October 2011

**Measurement :** Miles Between Mechanical Road Call

	Target	Oct.	YTD
<b>Metro Bus System</b>	<b>3,650</b>	<b>3,521</b>	<b>3,434</b>
<b>San Gabriel Valley</b>	<b>3,650</b>	<b>3,557</b>	<b>3,734</b>

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

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**October 2011**

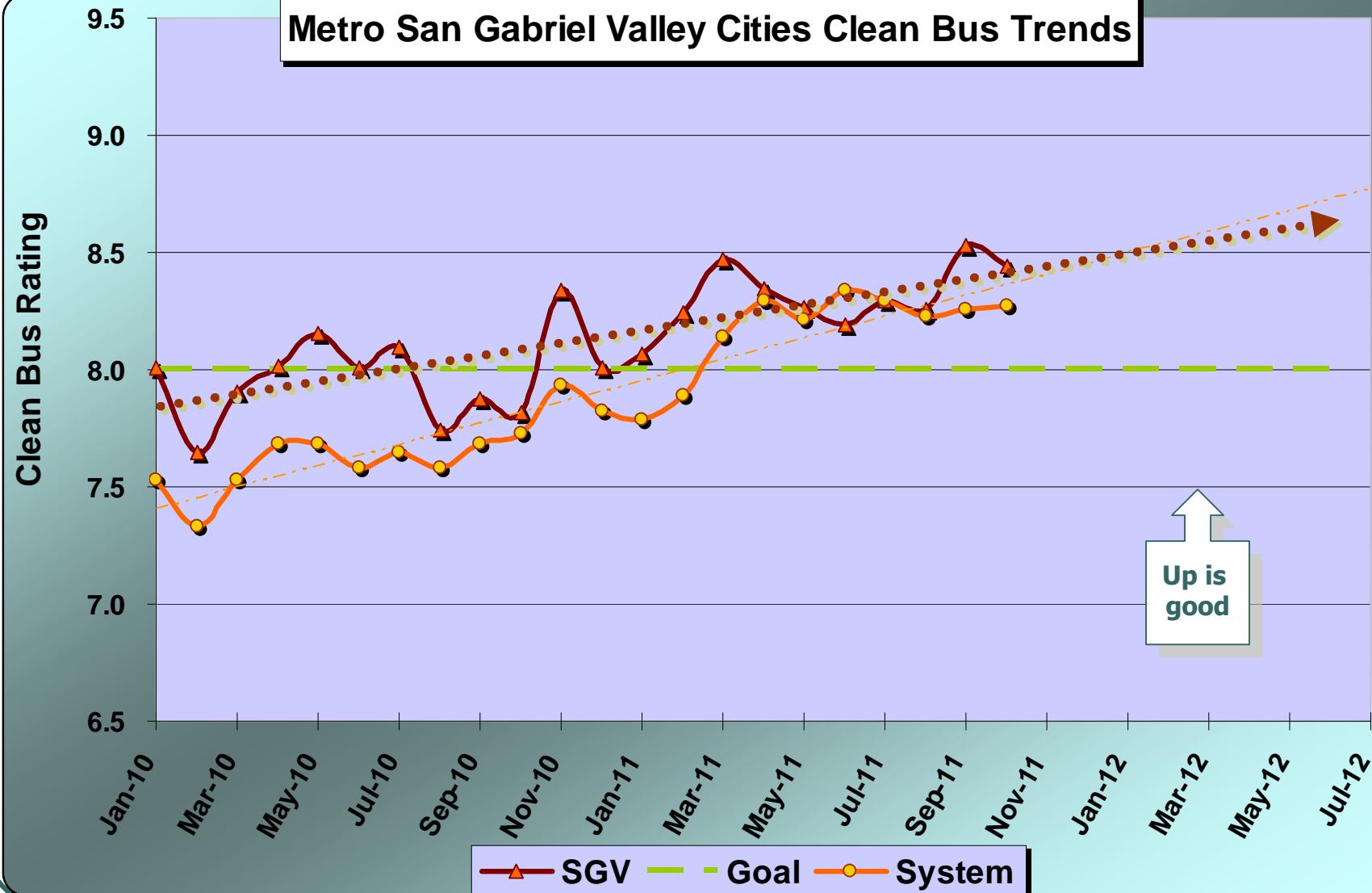
Measurement : **Clean Bus**

	<b>Target</b>	<b>Oct.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>8.0</b>	<b>8.27</b>	<b>8.26</b>
<b>San Gabriel Valley</b>	<b>8.0</b>	<b>8.44</b>	<b>8.38</b>

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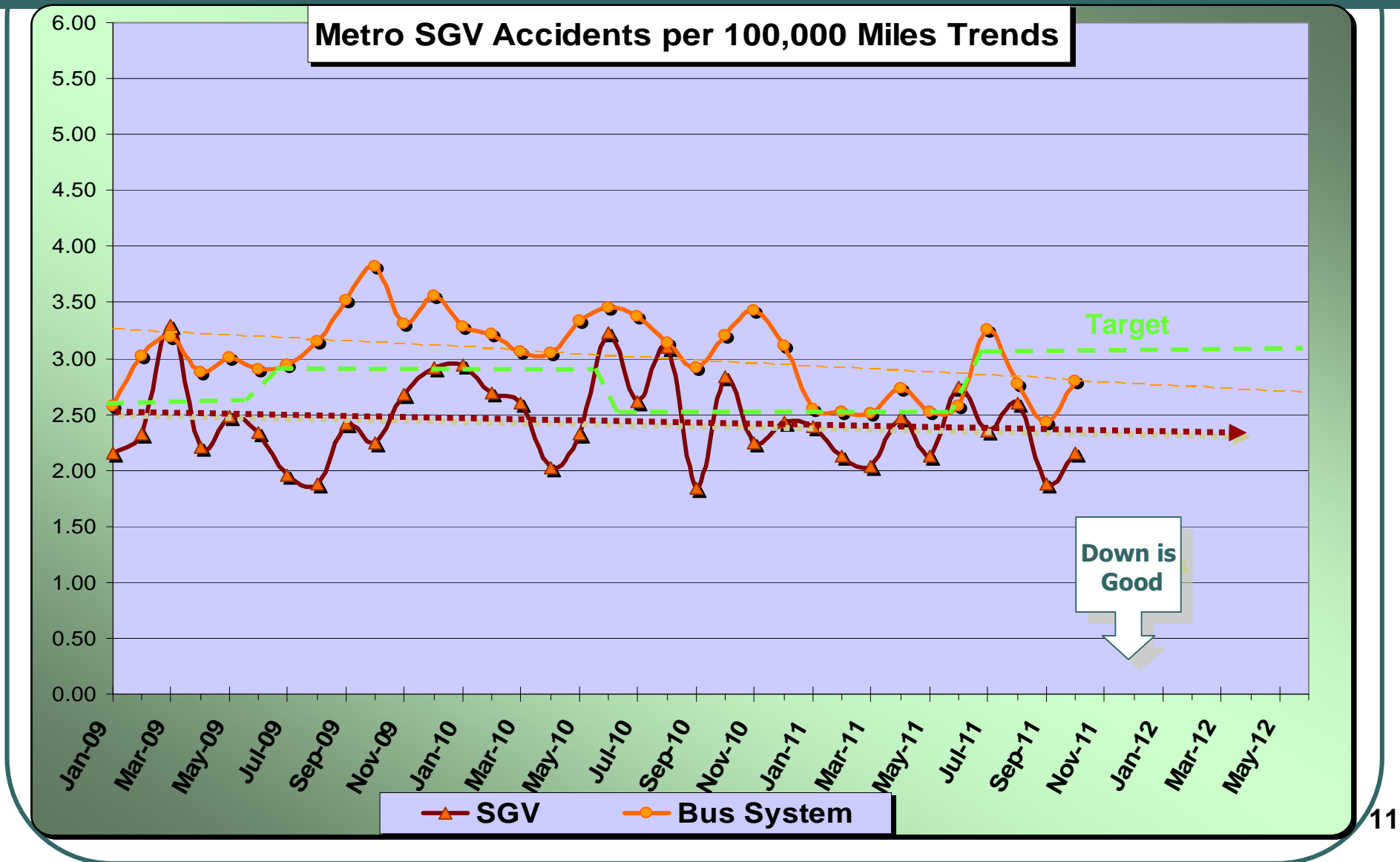
## **Metro San Gabriel Valley & Metro Bus System**

**October 2011**

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

	<b>Target</b>	<b>Oct.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3.10</b>	<b>2.79</b>	<b>2.81</b>
<b>San Gabriel Valley</b>	<b>2.46</b>	<b>2.15</b>	<b>2.24</b>

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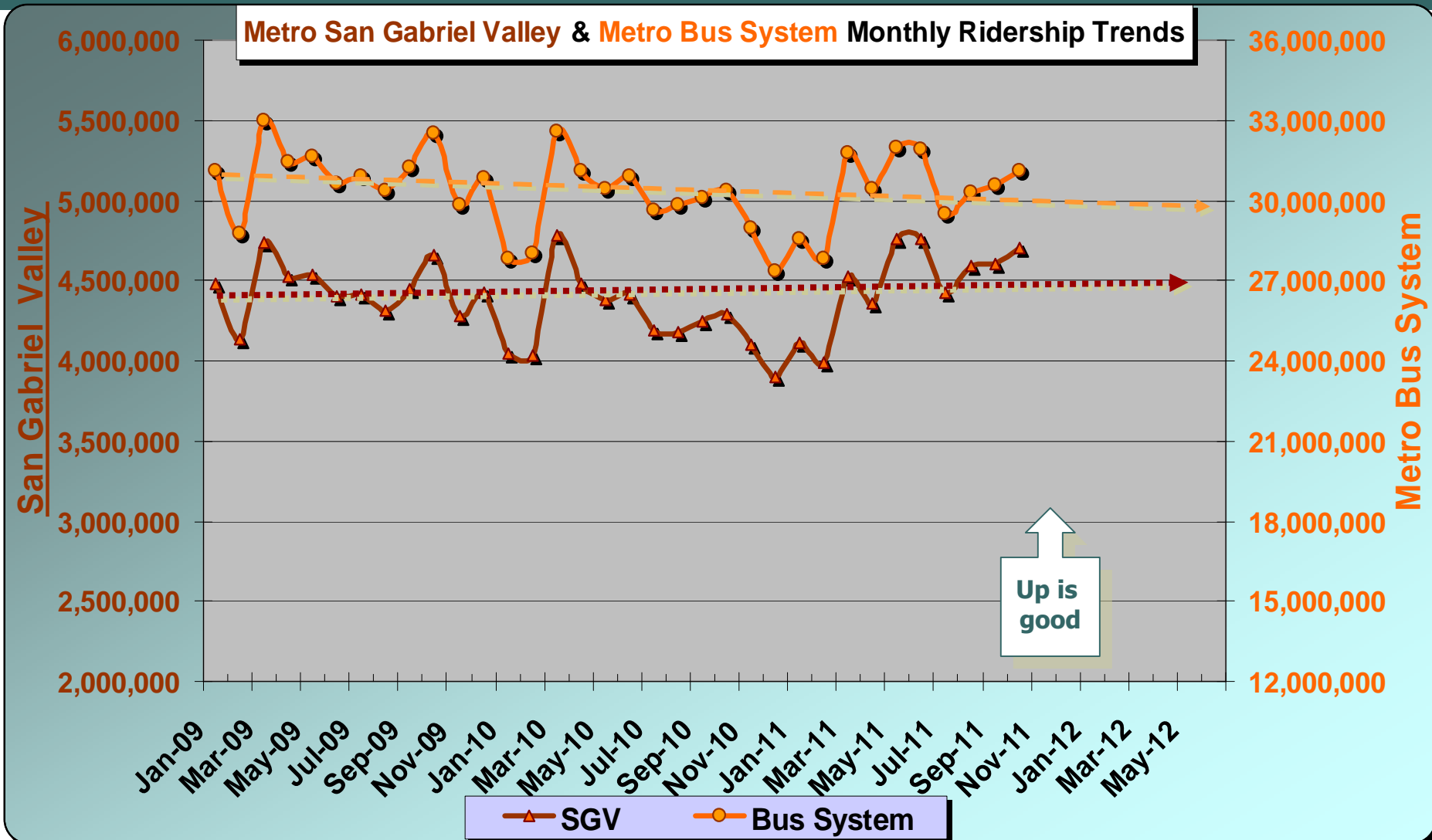
## **Metro San Gabriel Valley & Metro Bus System**

**October 2011**

**Measurement : Monthly Ridership**

	<b>Target</b>	<b>Oct.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>29,170,000</b>	<b>31,110,000</b>	<b>30,240,000</b>
<b>San Gabriel Valley</b>	<b>4,190,000</b>	<b>4,710,000</b>	<b>4,580,000</b>

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