

Metro San Gabriel Valley Governance Council August 2010 Meeting

Director - Governance Councils

Jon Hillmer

Metro Bus System

Key Performance Indicators

From the Month of June 2010



Metro™

Key Performance Indicators June 2010

- ✓ **On-Time Performance**
- ✓ **Customer Complaints**
- ✓ **Mechanical Road Calls**
- ✓ **Accidents**
- ✓ **Ridership**

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Metro bus system performance June, 2010

Measurement	Target	YTD	June
On-time performance	75%	72.4%	73.30%
Complaints per 100,000 Psgrs.	2.6	2.61	2.29
Miles between Mechanical road calls	3,500	3,190	3,570
Accidents per 100,000 miles	3.2	3.3	3.1
Bus Ridership	33,400,000	30,450,000	30,510,000



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Metro San Gabriel Valley performance

June, 2010 (Div. 3 & 9) *

Measurement	Target	YTD	June
On-time performance	74.0%	72.9%	76.3%
Complaints per 100,000 Psgrs. *	2.62	2.93	2.39
Miles between Mechanical road calls *	3,500	3,695	4,373
Accidents per 100,000 miles	3.2	2.5	3.0
Bus Ridership	5,330,000	4,890,000	4,920,000

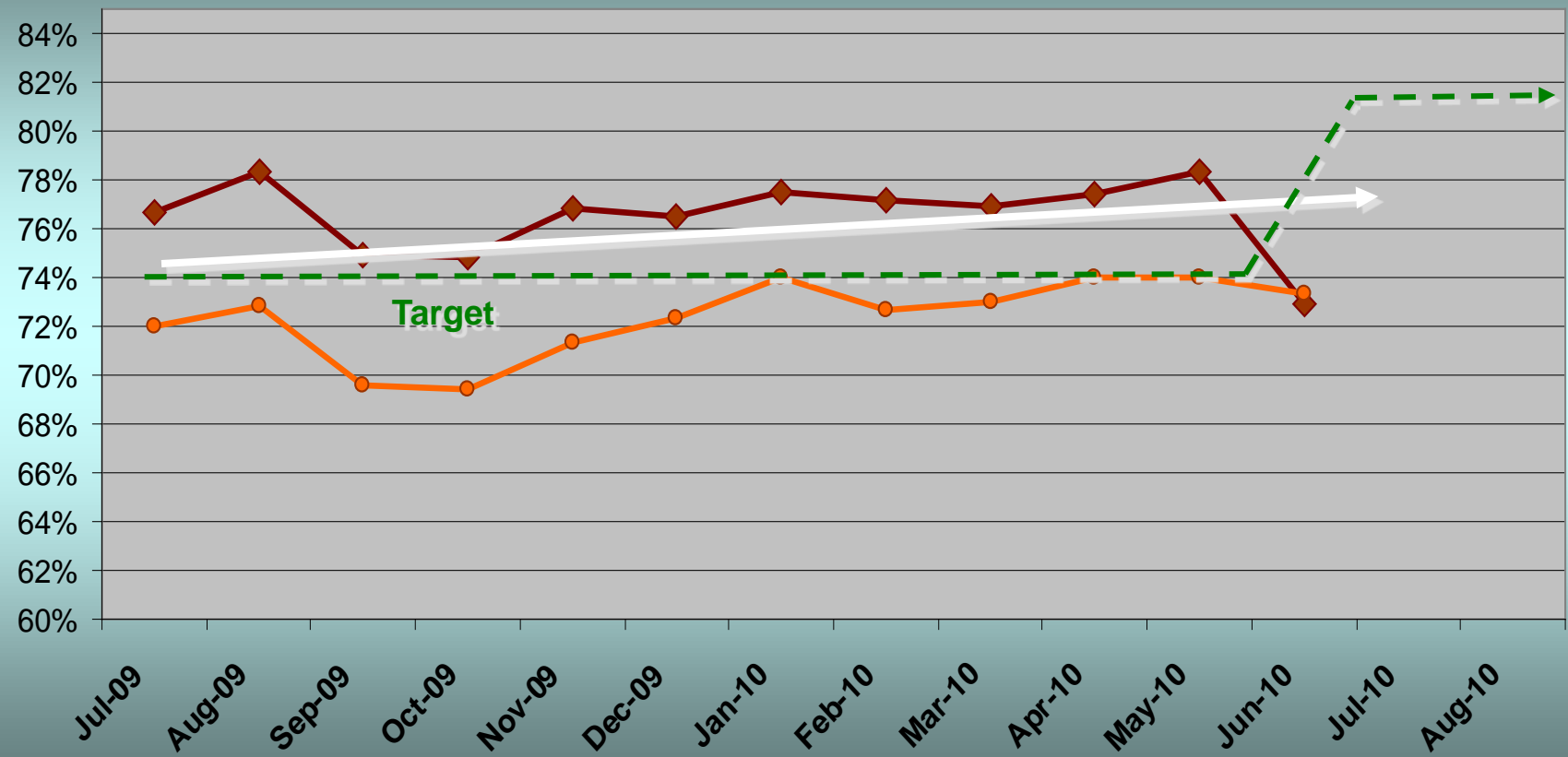
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Metro SGV Bus Lines On-Time Performance Trends

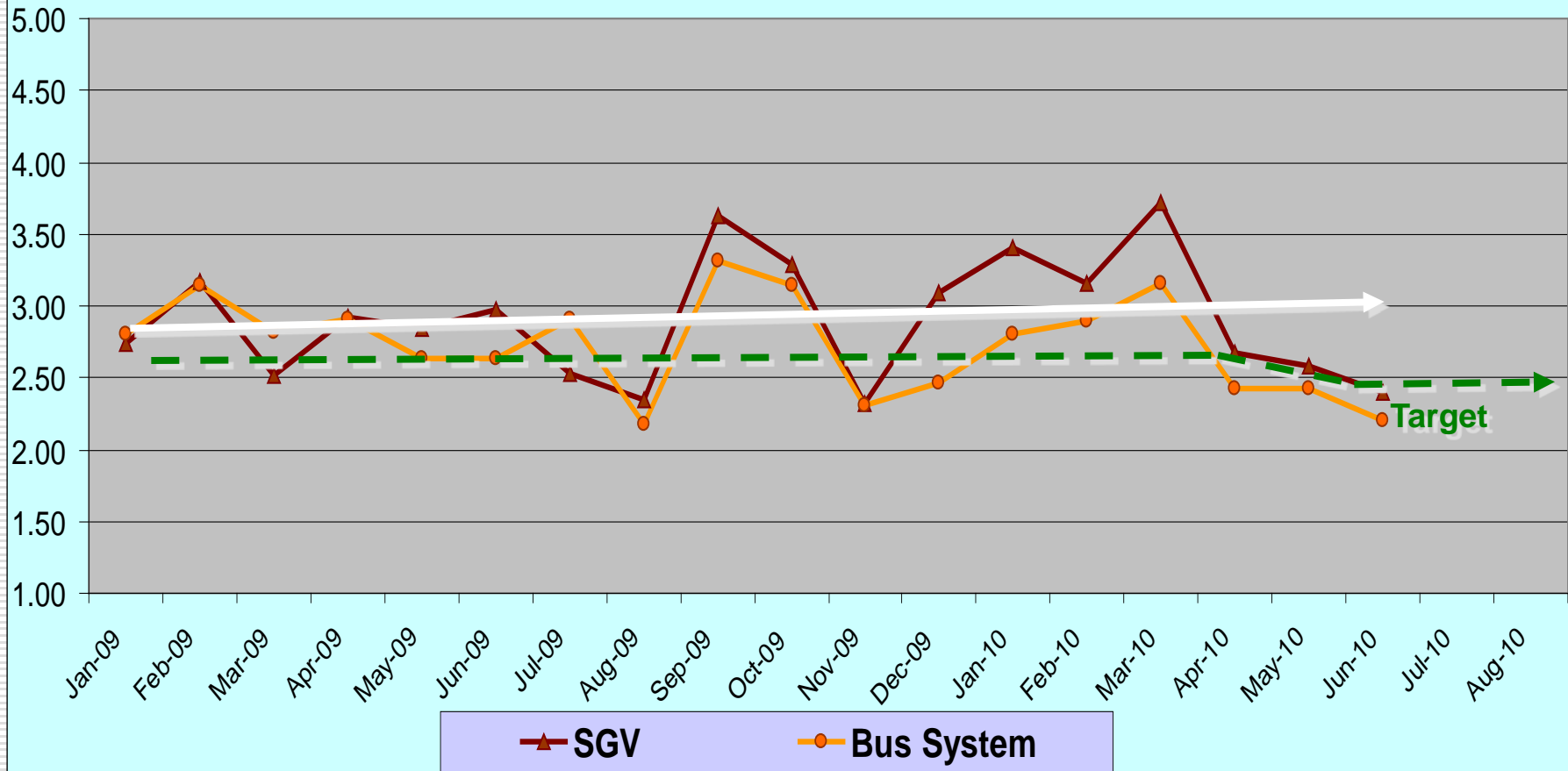


◆ SGV ○ Bus System



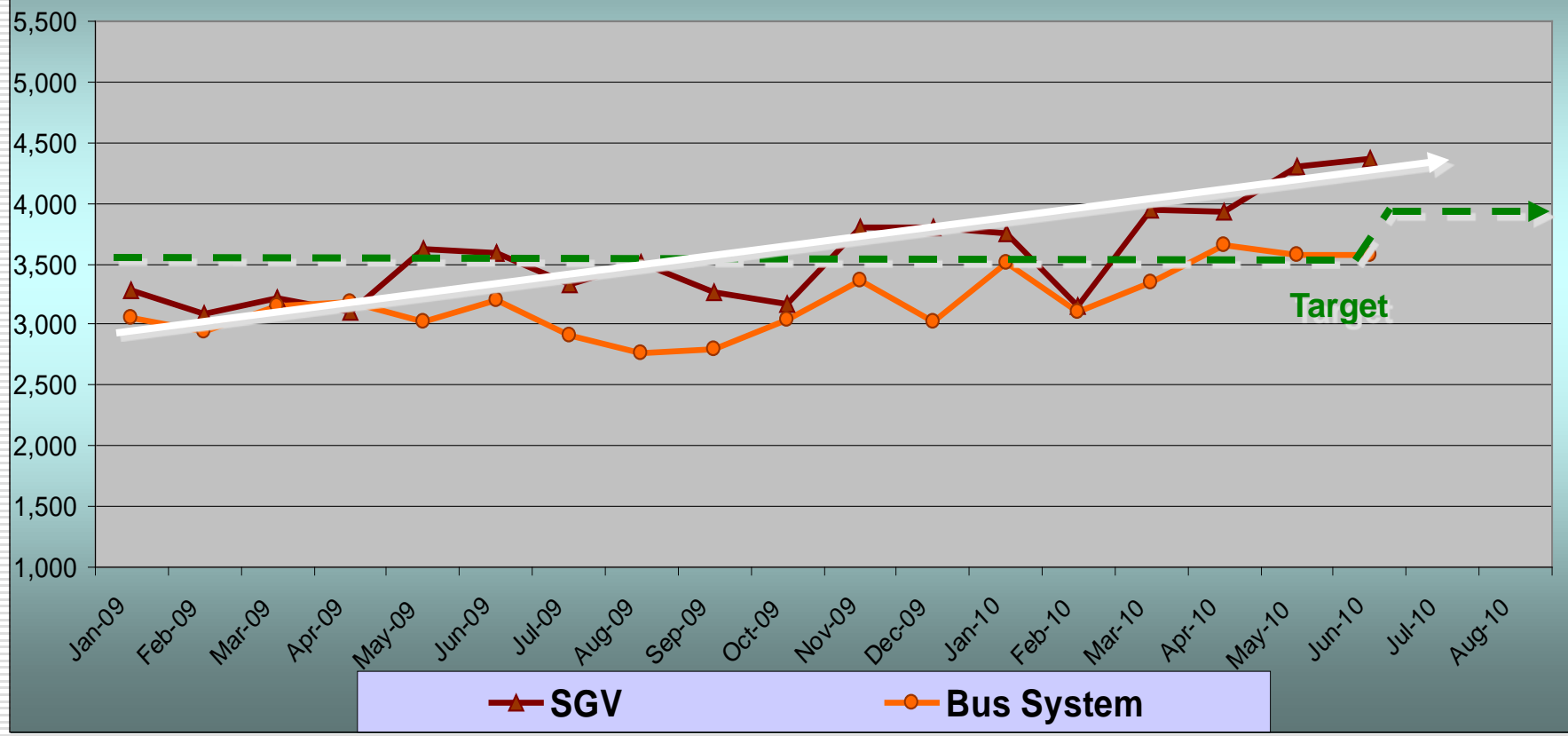
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SGV Monthly Customer Complaint Trends

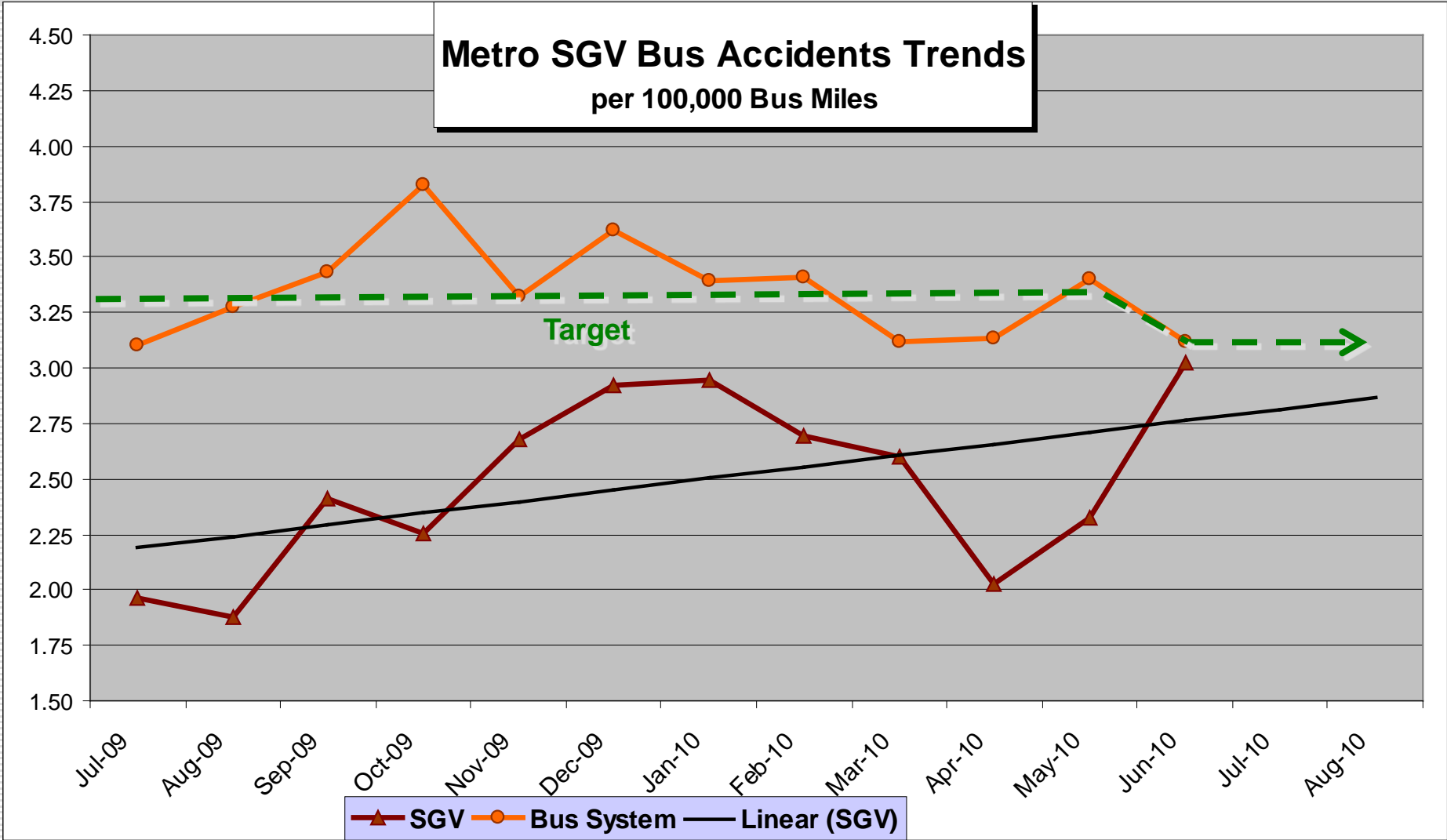


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Metro SGV Miles Between Mechanical Road Call
(Divs. 3 & 9)

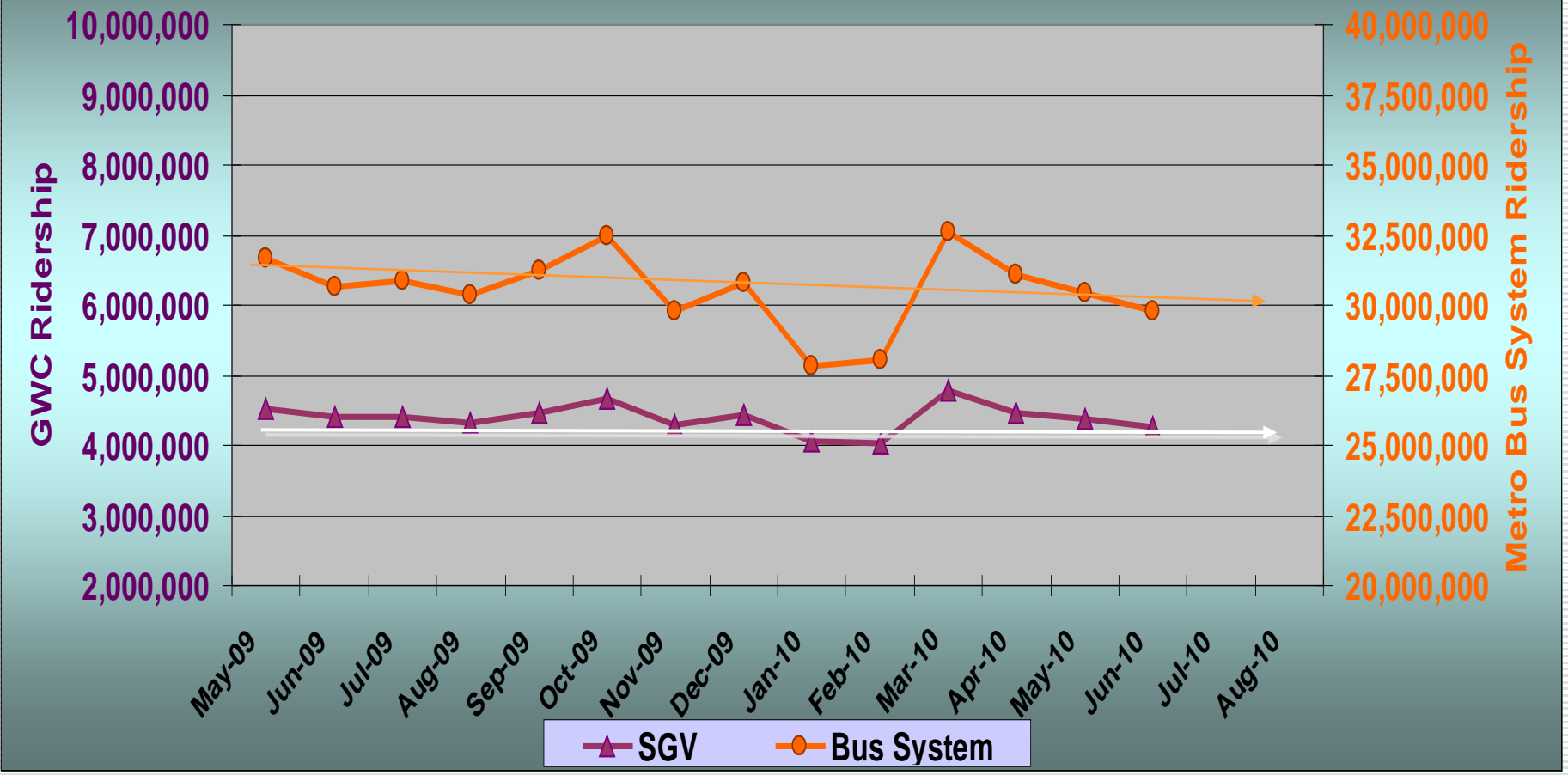


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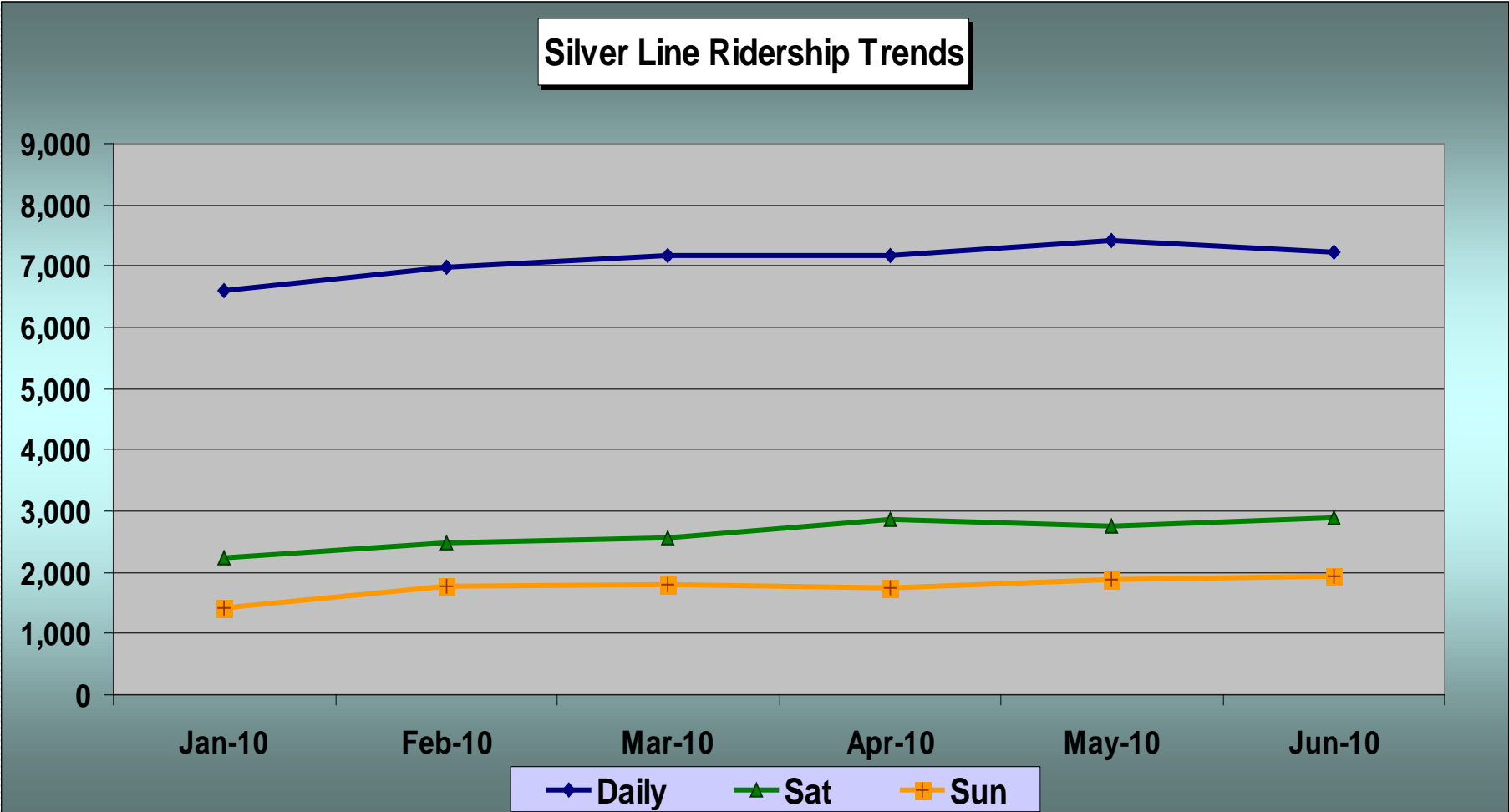


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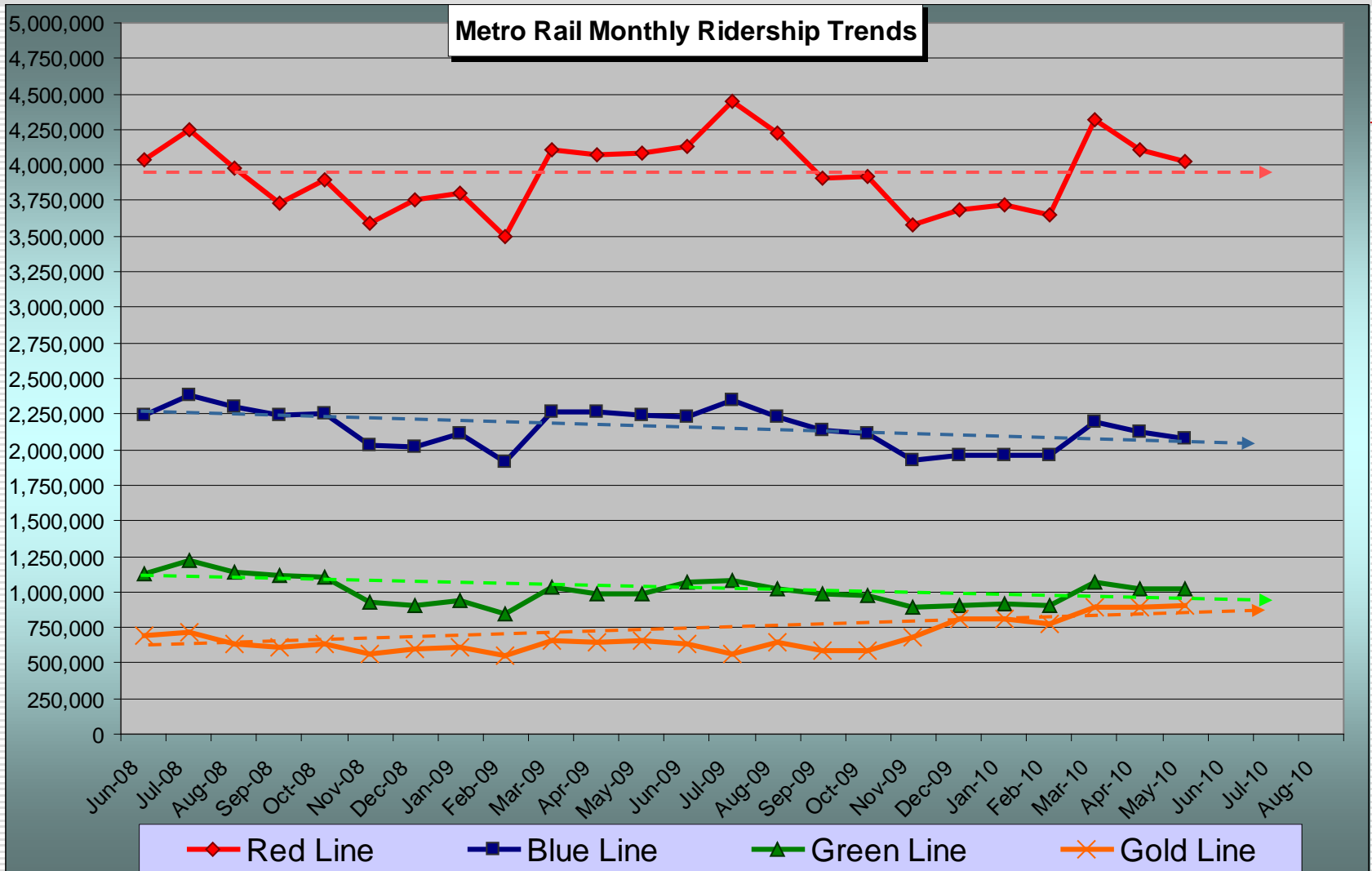
SGV Bus Line Monthly Ridership Trends



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Metro SGV Line Rides

- **177 JPL – Sierra Madre Villa Gold Line Sta.**
- **620 Boyle Heights via Chavez Av. & State St.**

SGV Governance Council Meeting Locations During the El Monte Sta. Construction Project