

Metro San Gabriel Valley Governance Council September 2010 Meeting

Metro Bus System Performance Report for July 2010

SGV Governance Council September 2010

Metro bus system performance July 2010

Measurement	Target	YTD	July
On-time performance	80%	75.1%	75.1%
Complaints per 100,000 Psgrs.	2.52	2.91	2.91
Miles between Mechanical road calls	3,664	3,483	3,483
Accidents per 100,000 miles	3.14	3.08	3.08
Bus Ridership	29,400,000	29,620,000	29,620,000



Metro[™]

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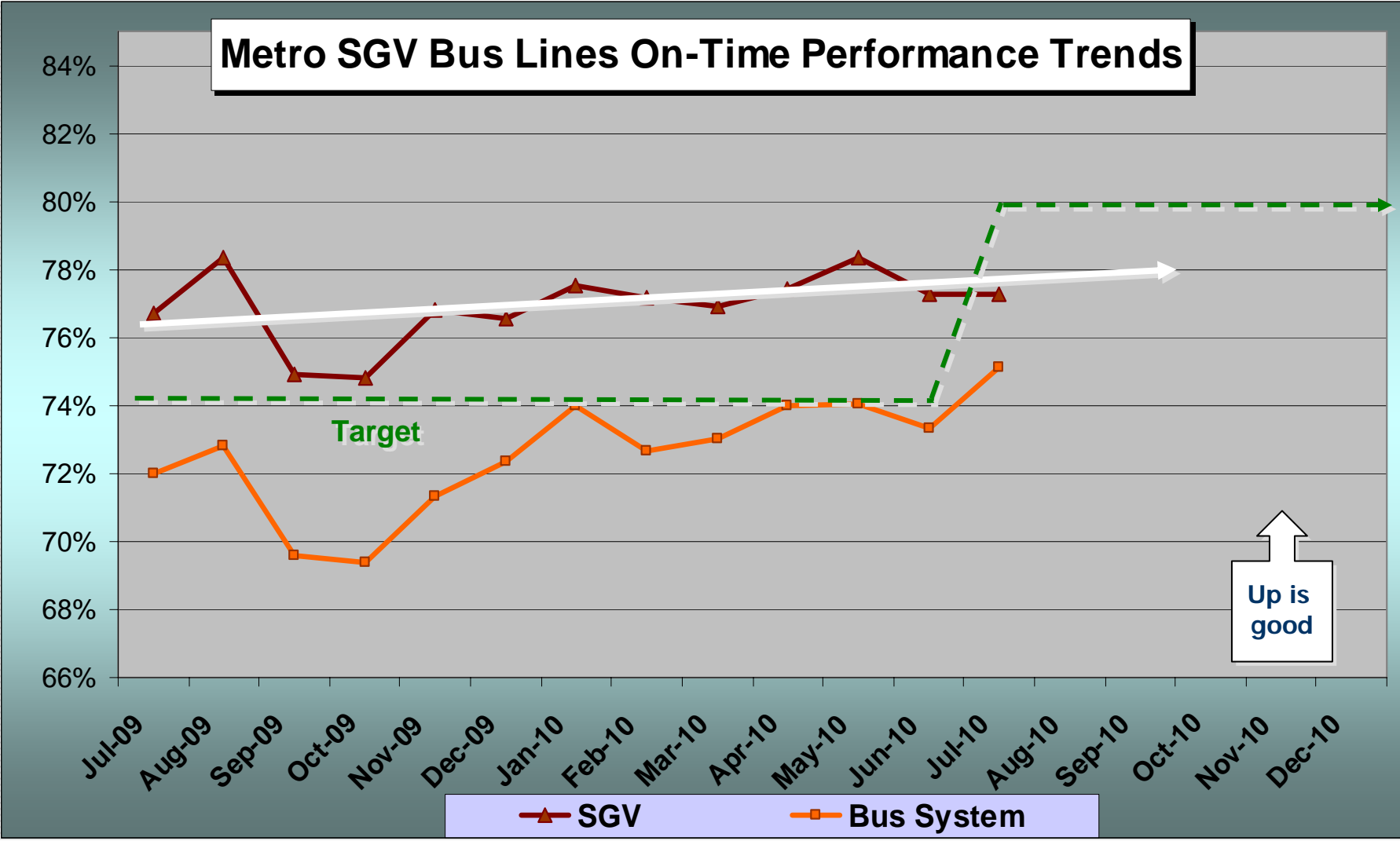
Metro San Gabriel Valley performance

July, 2010 (Div. 3 & 9) *

Measurement	Target	YTD	July
On-time performance	80%	73.6%	73.6%
Complaints per 100,000 Psgrs. *	2.64	3.27	3.27
Miles between Mechanical road calls *	3,715	3,992	3,992
Accidents per 100,000 miles	2.73	2.97	2.97
Bus Ridership	4,250,000	4,190,000	4,190,000

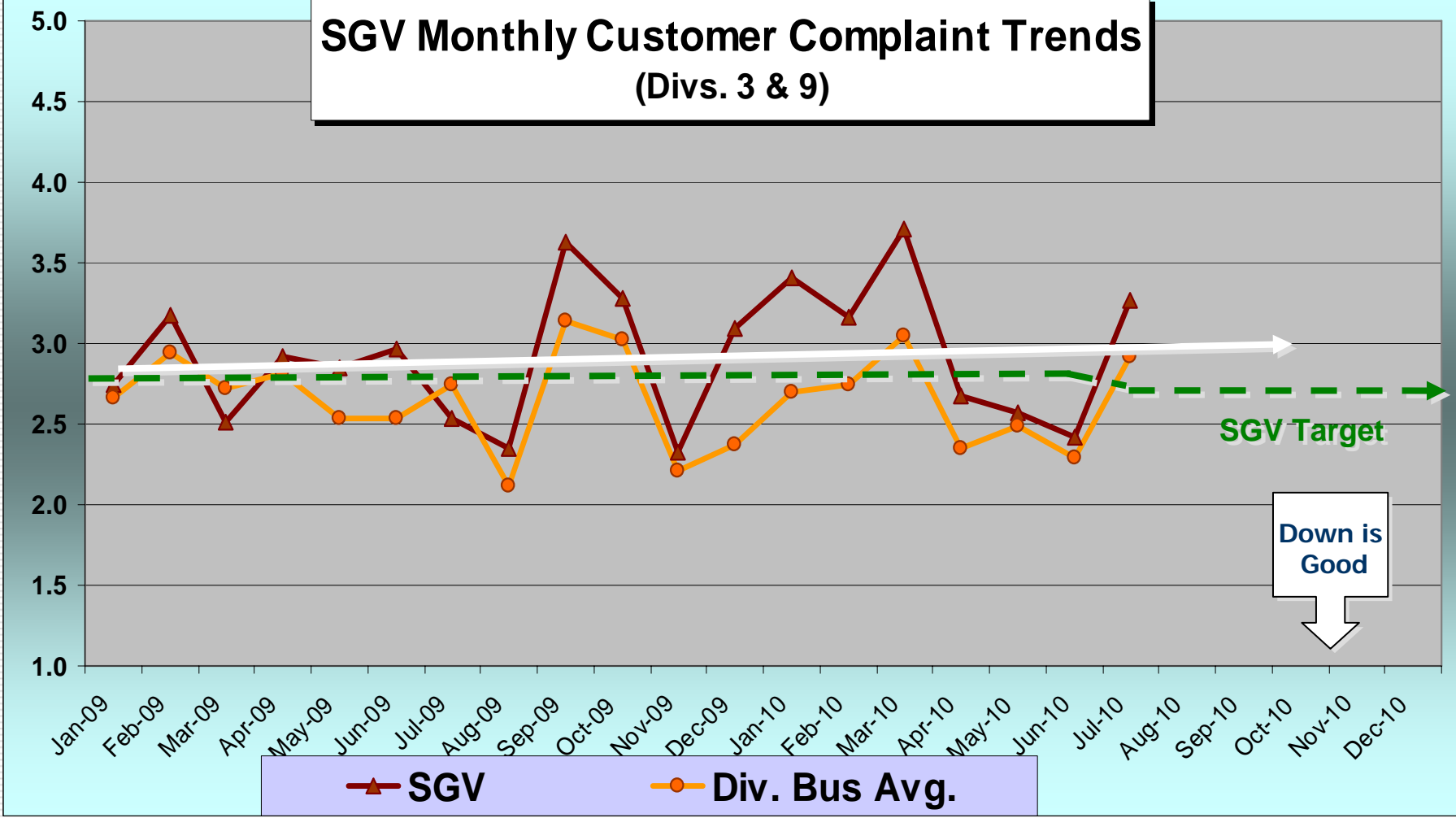
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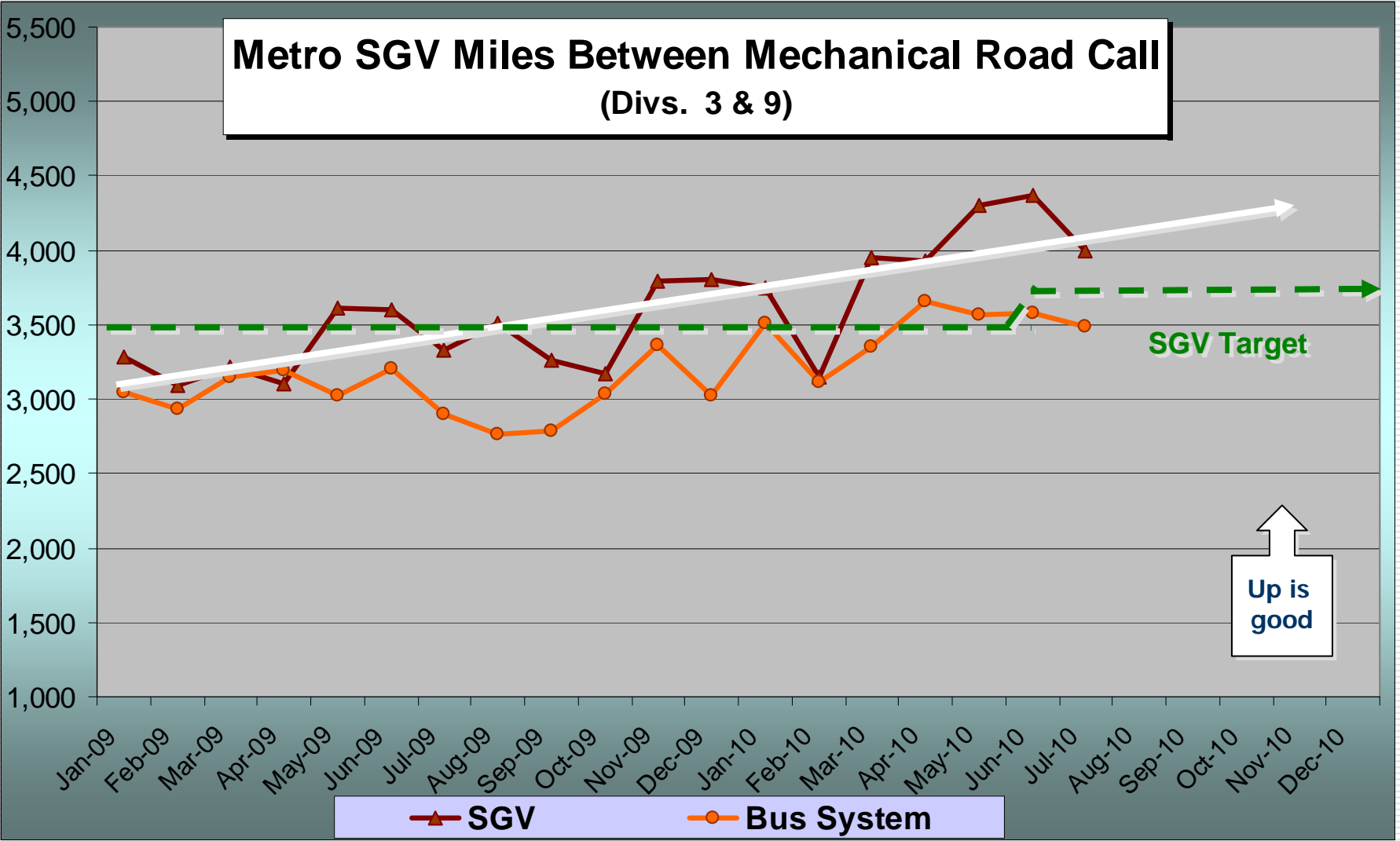


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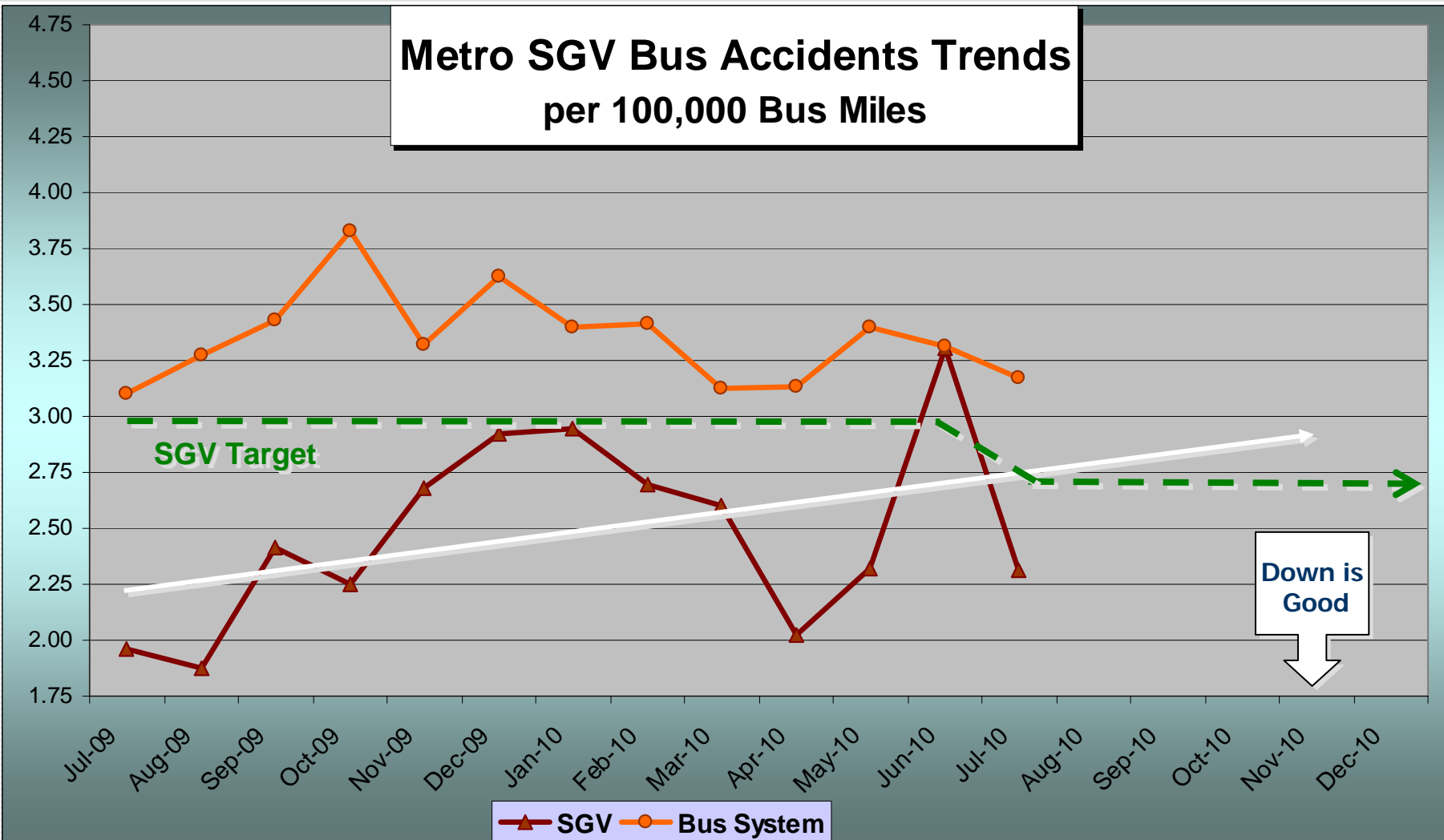
SGV Monthly Customer Complaint Trends
(Divs. 3 & 9)



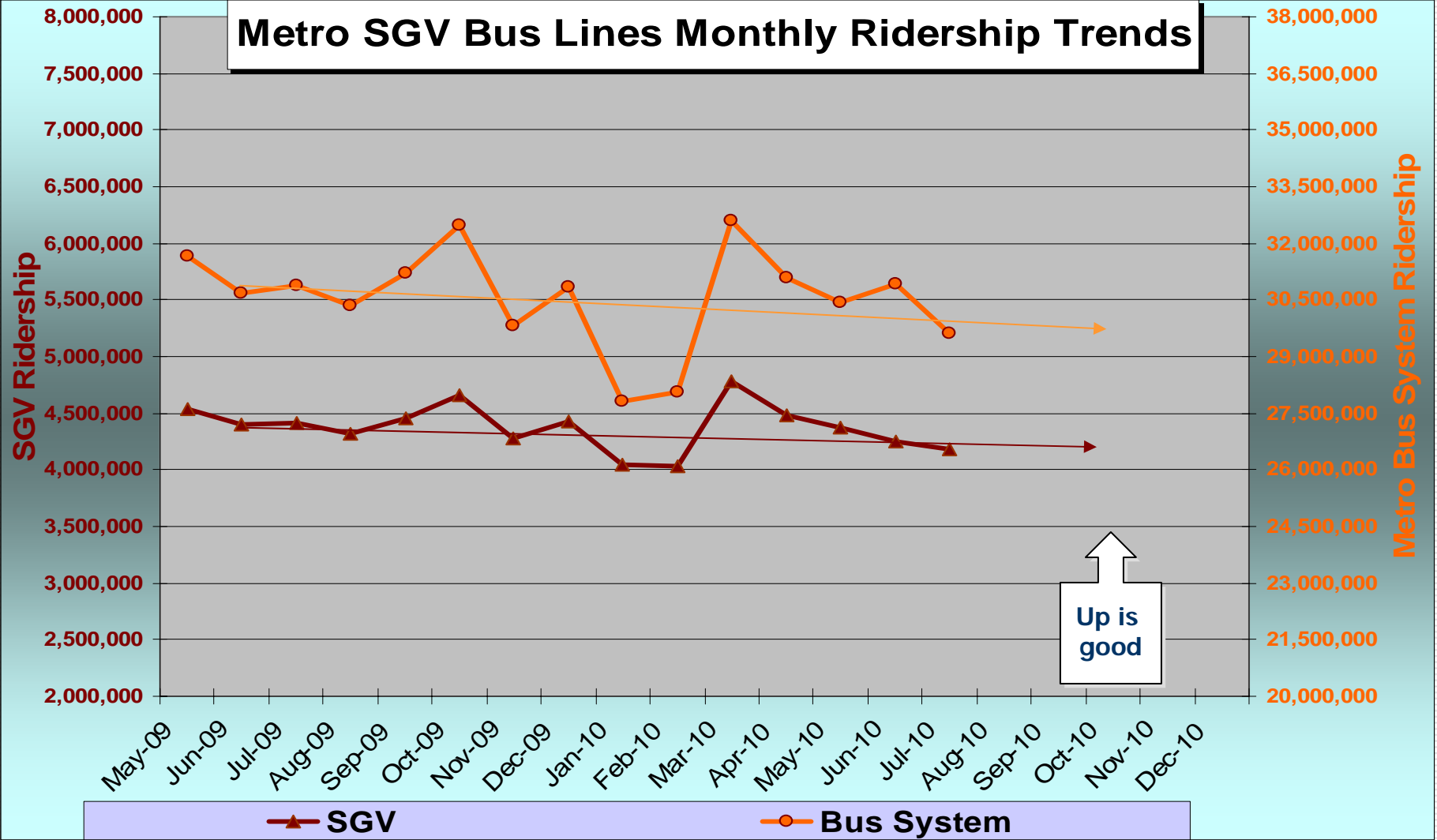
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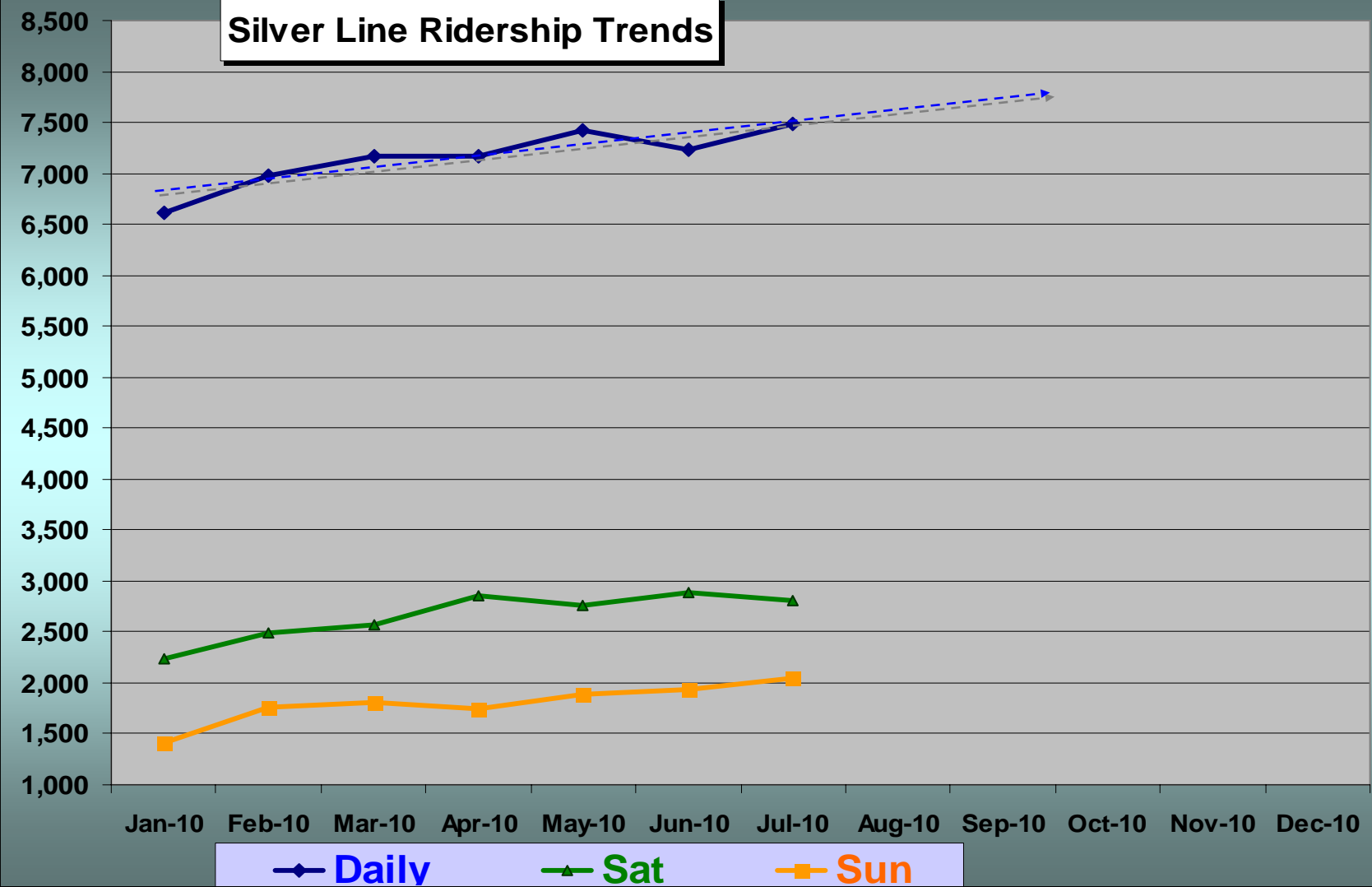
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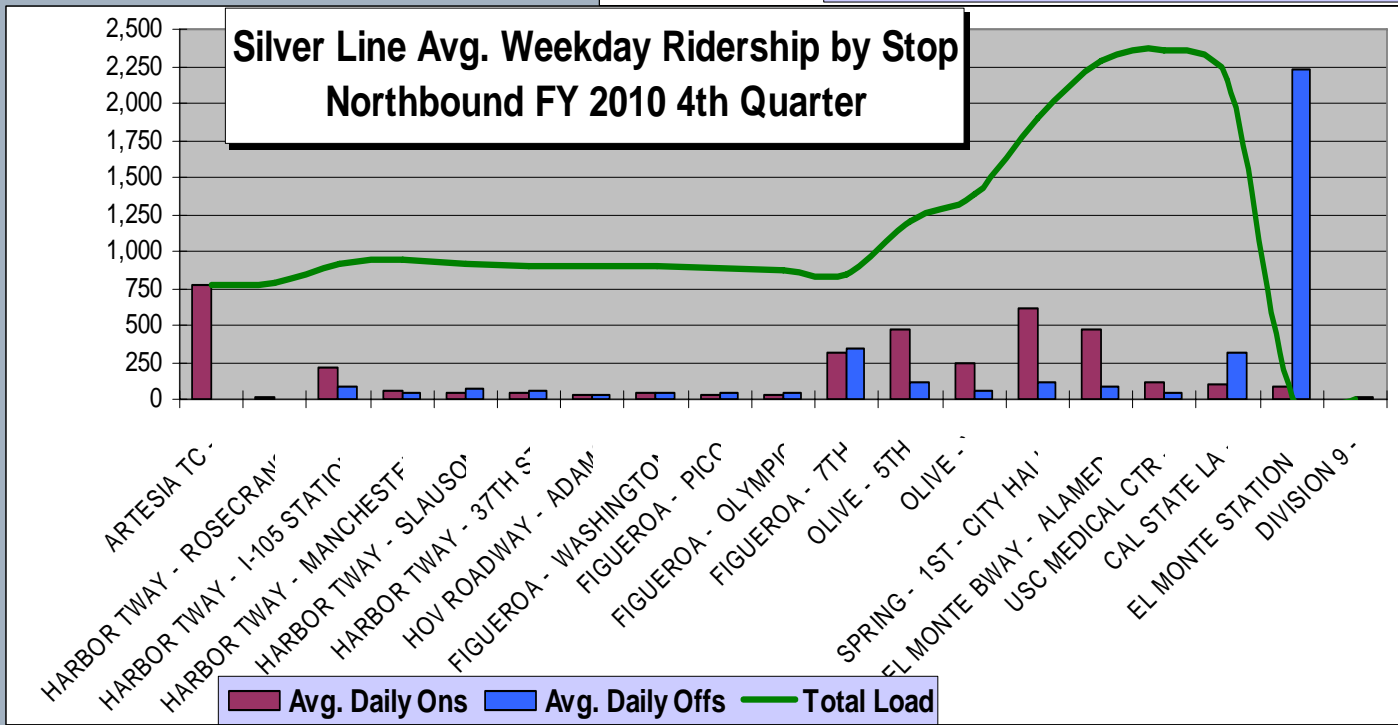
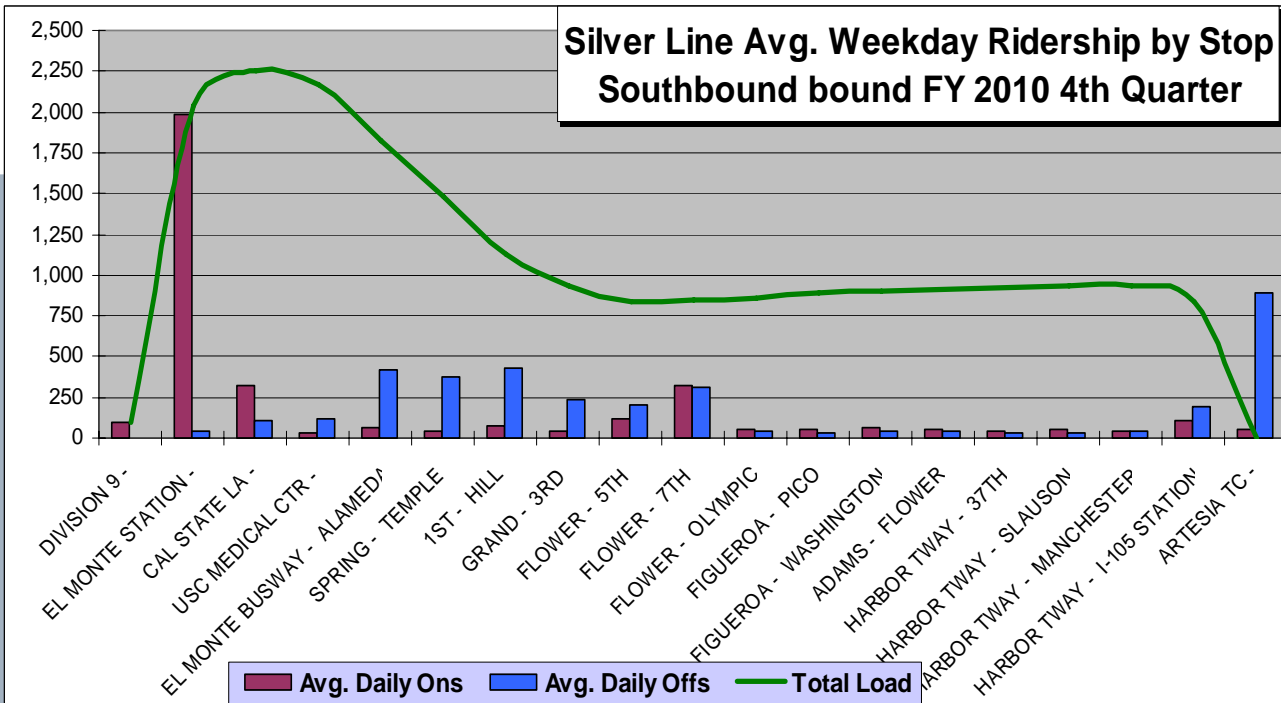


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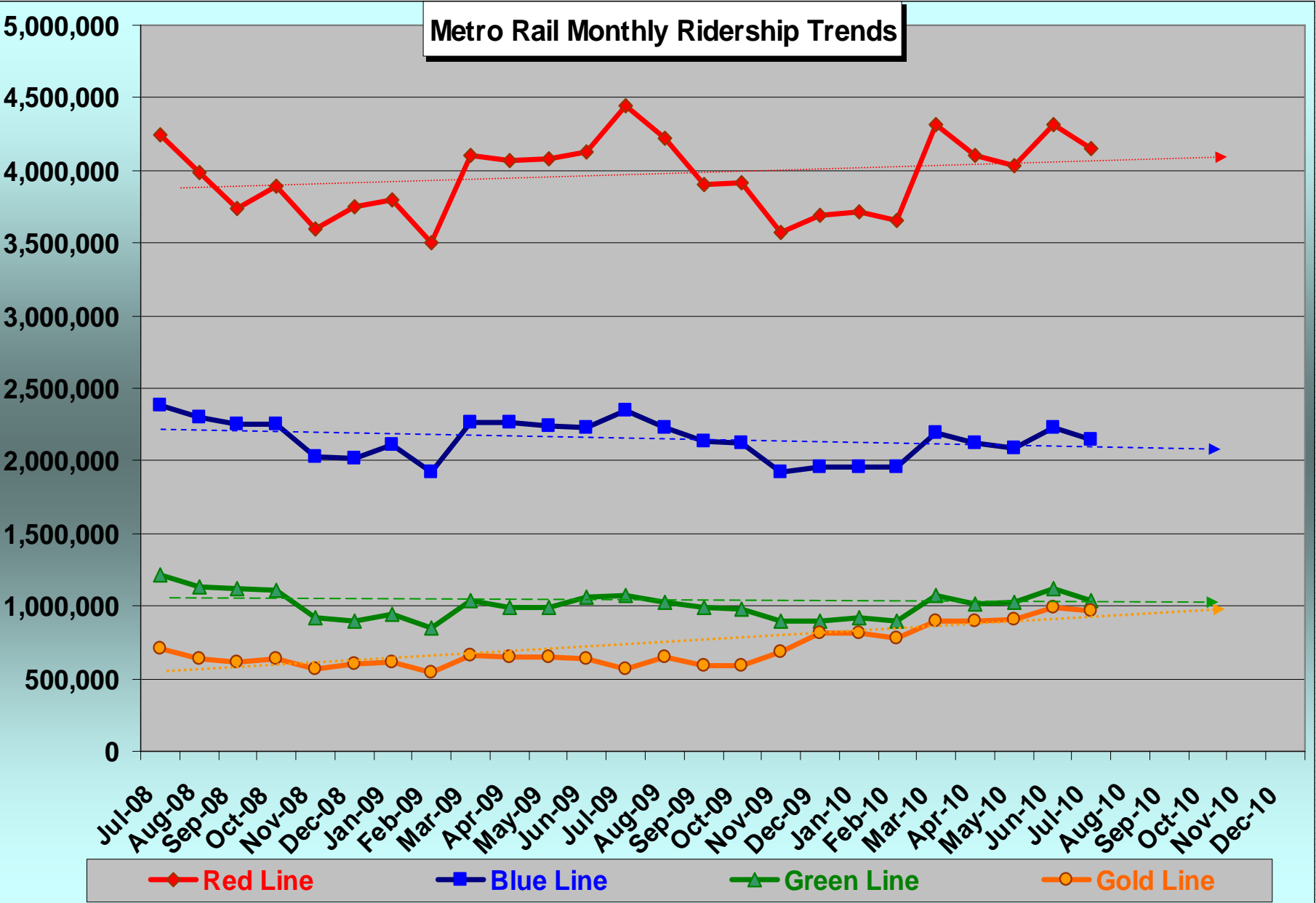


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VERY Preliminary Estimate of

Fare Increase Impact on Ridership Levels

Change in Ridership from July 2009 to July 2010

	Metro Bus	Metro Rail
➤ Weekdays	- 3.2%	+ 0.1%
➤ Saturdays	- 1.9%	+ 5.1%
➤ Sunday	- 0.9%	+ 4.3%

Meet & Confer with CEO Art Leahy

- ✓ Thursday, September 30
- ✓ Metro Headquarters
- ✓ Wilshire Conf. Room (4th Floor)
- ✓ 10:00 AM

New Format for Questions

Tour of Facilities following Meet & Confer

- ☀ Designed for New Council Representatives
- ☀ Tour to Include Bus Operations Control, Customer Relations, Regional Rebuild Center, and Bus Div. 10
- ☀ Tour will begin at about 11:30 AM and end around 2:00 PM

