

San Gabriel Valley Governance Council Region FY10 YTD Performance Measures

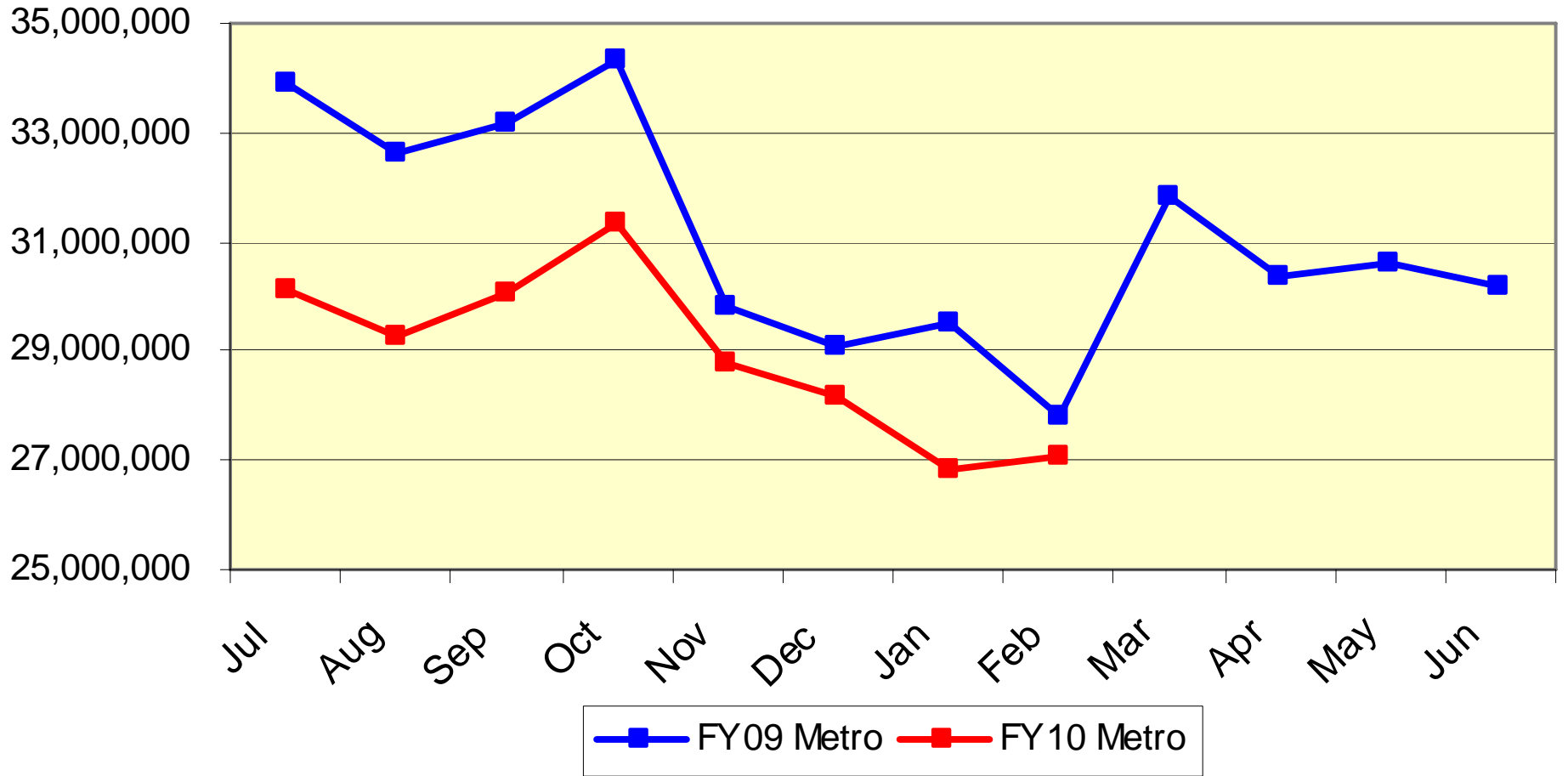
We're building a Tradition of...

*** Pride * Service * Community * Commitment ***
...Enjoy the Ride!

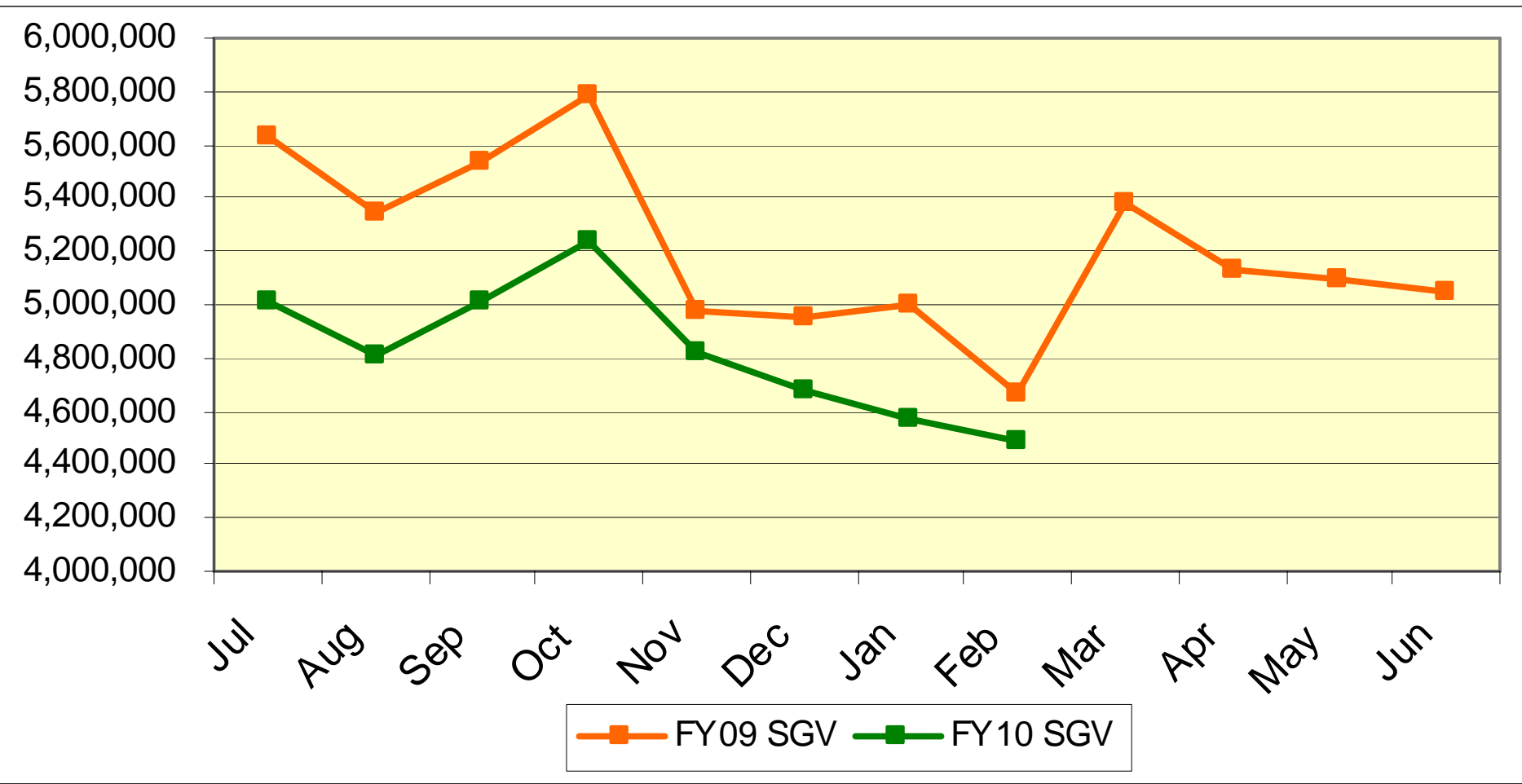


Metro

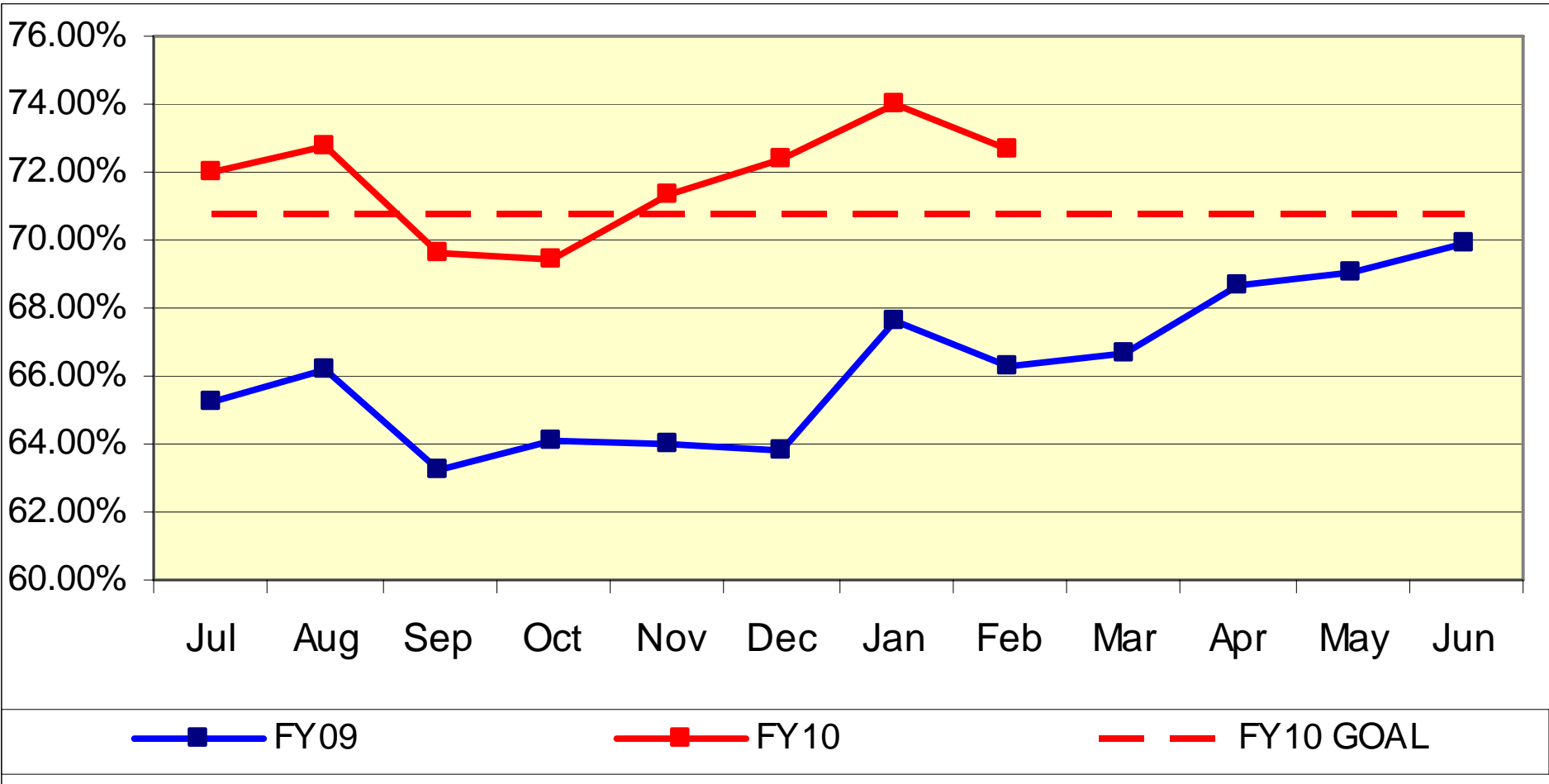
Ridership Per Month (Metro)



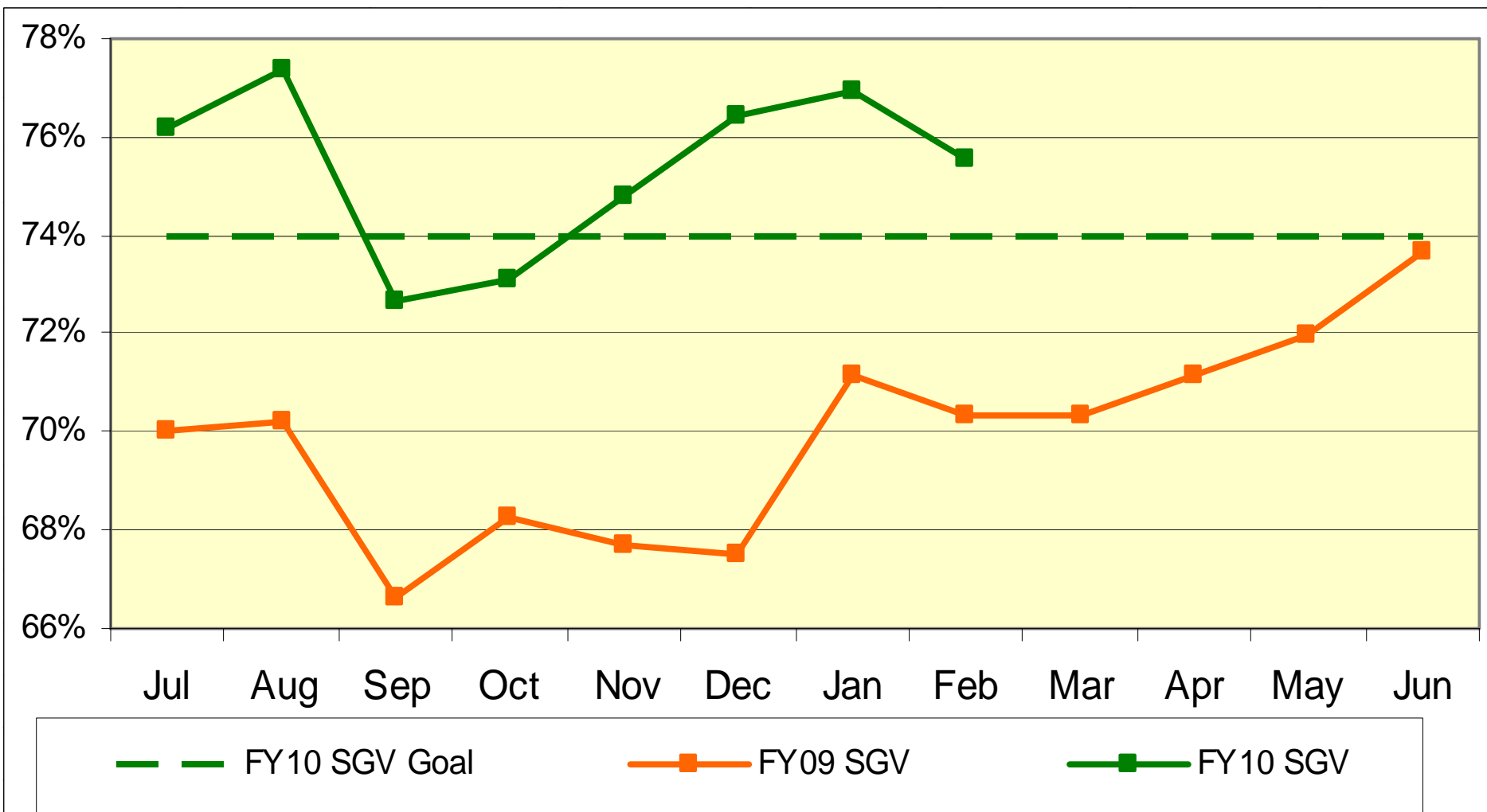
Ridership Per Month (SGV)



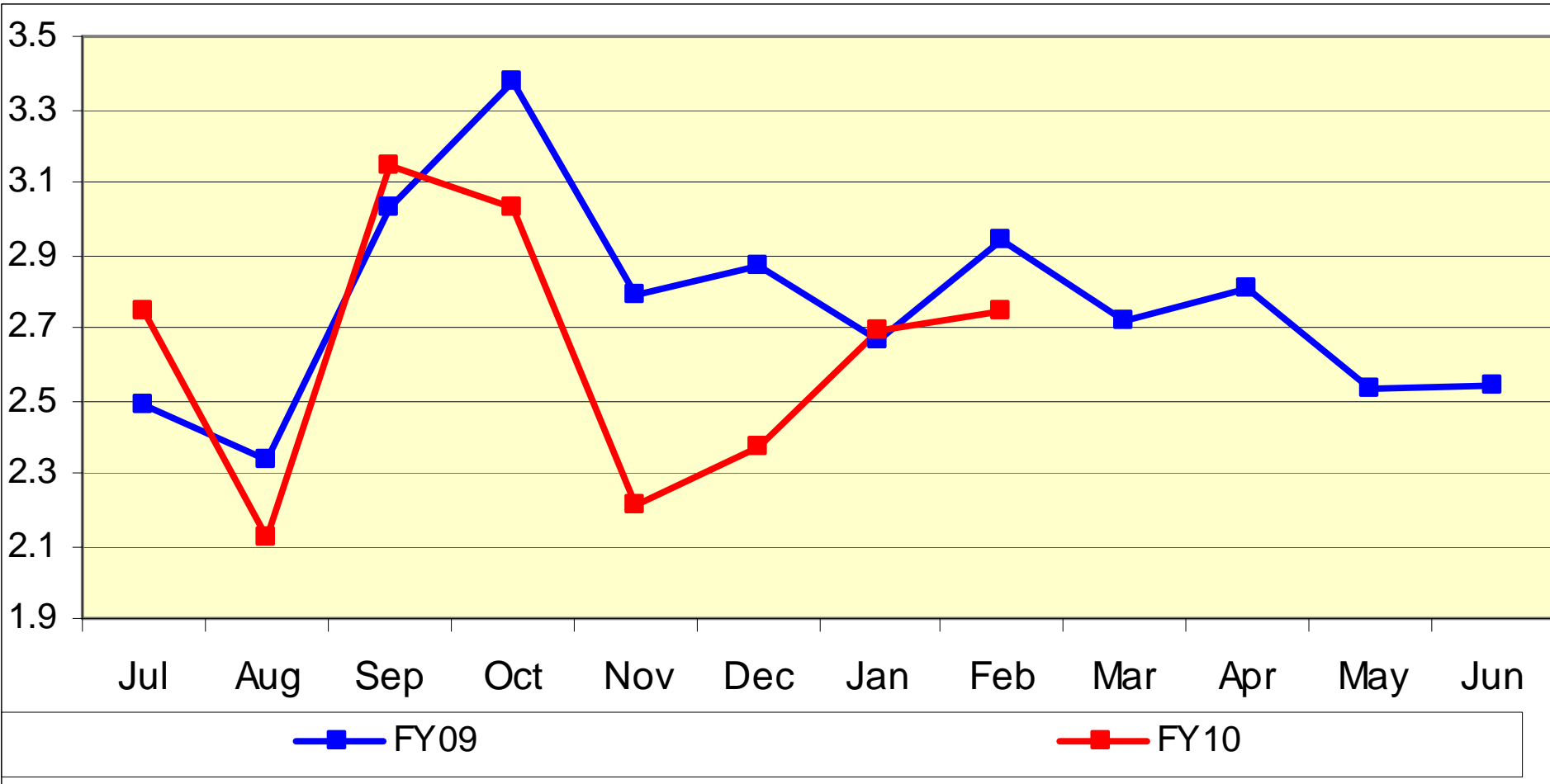
On-Time Performance (Metro)



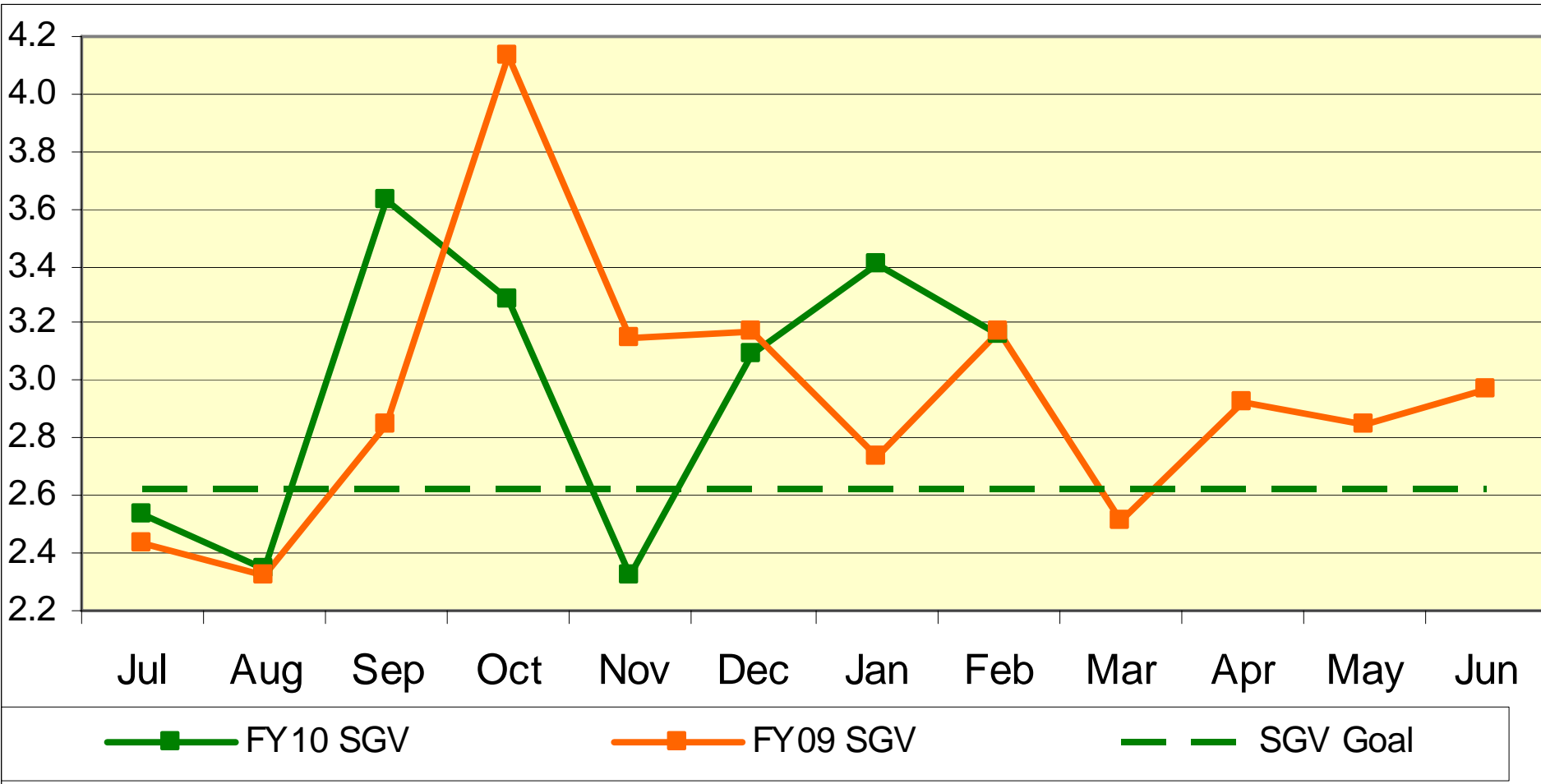
On-Time Performance (SGV)



Customer Complaints/100K Boardings (Metro)

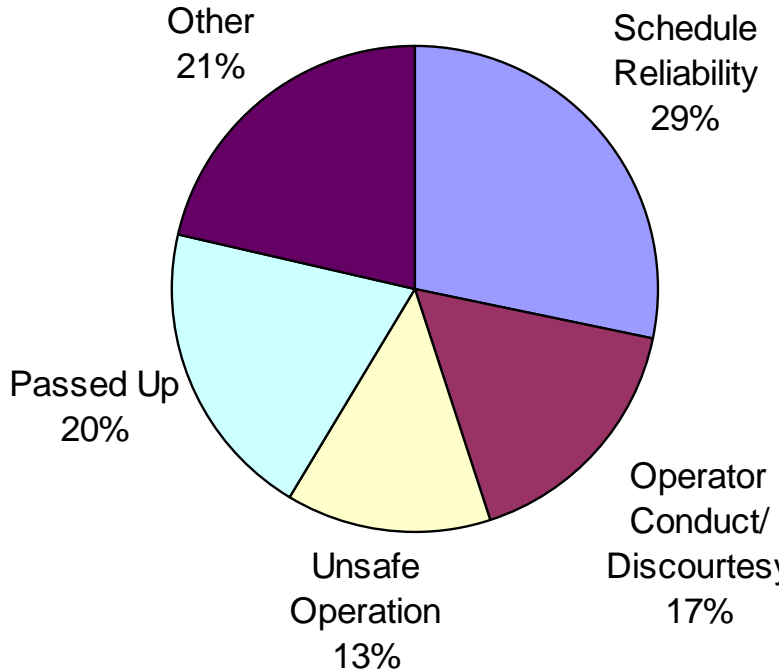


Customer Complaints/100K Boardings (SGV)



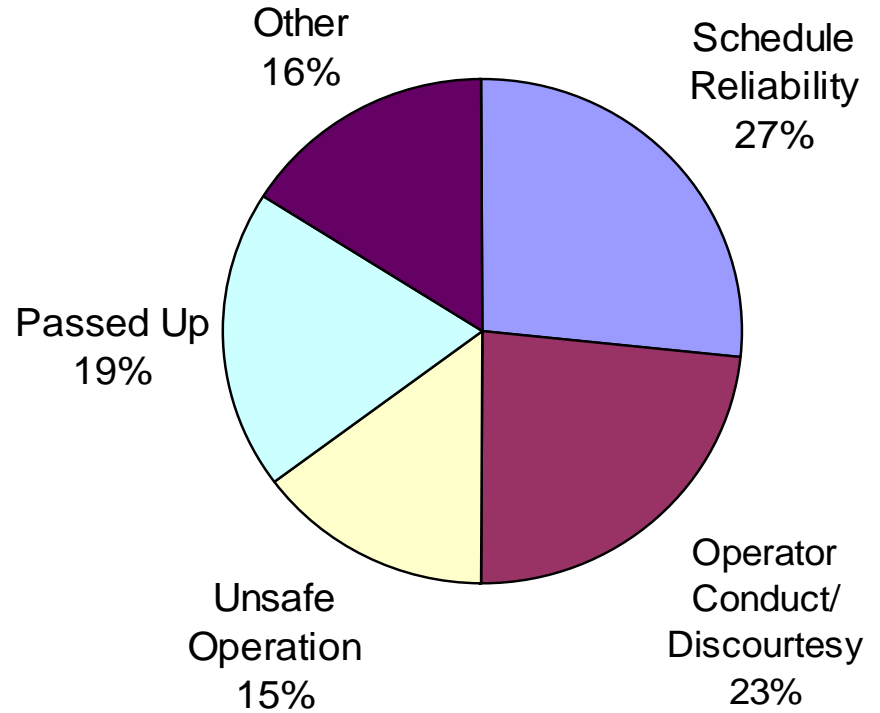
Customer Complaints by Category Feb 2010

Metro



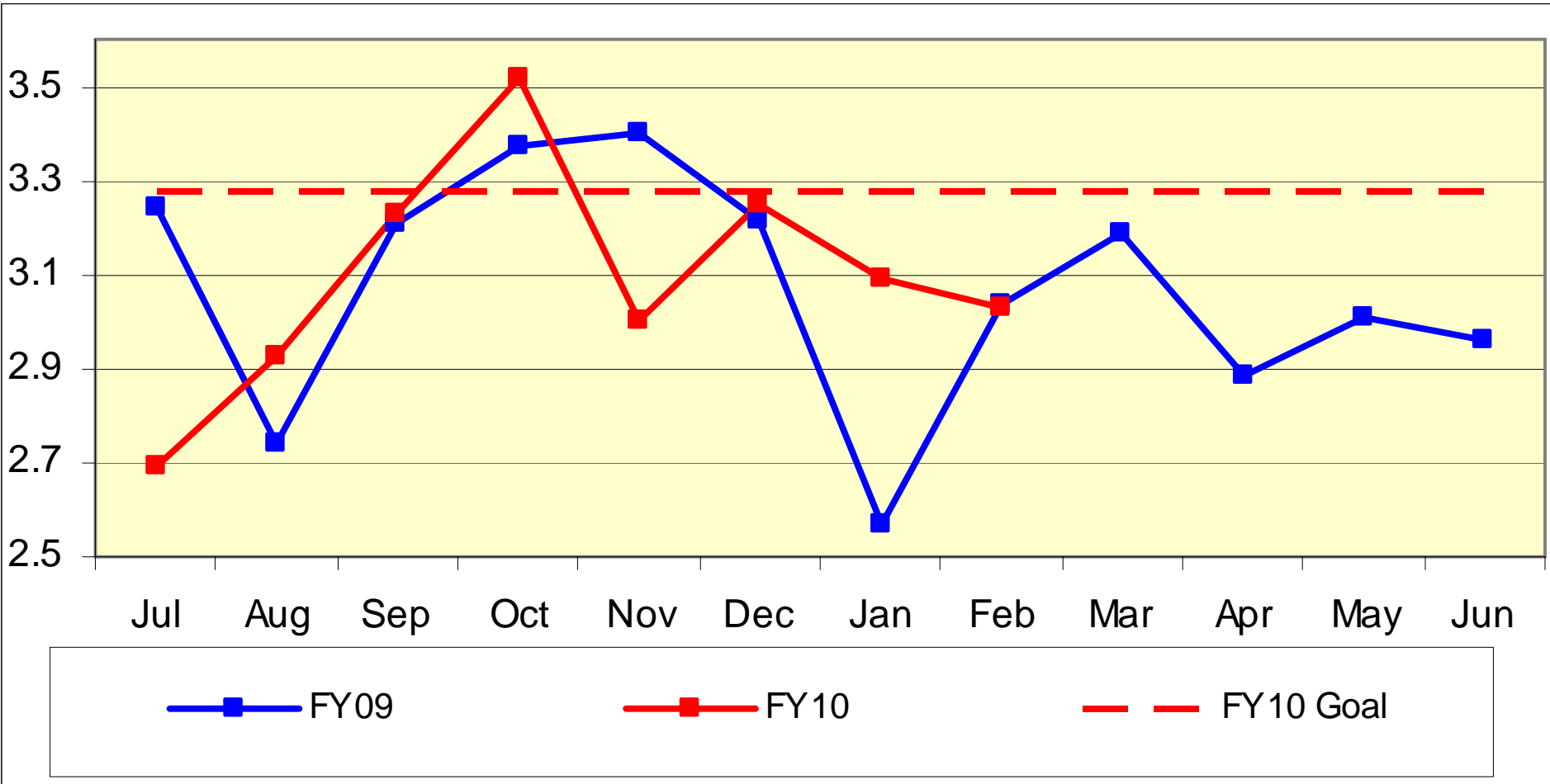
76 Operator Commendations received Feb-10

SGV

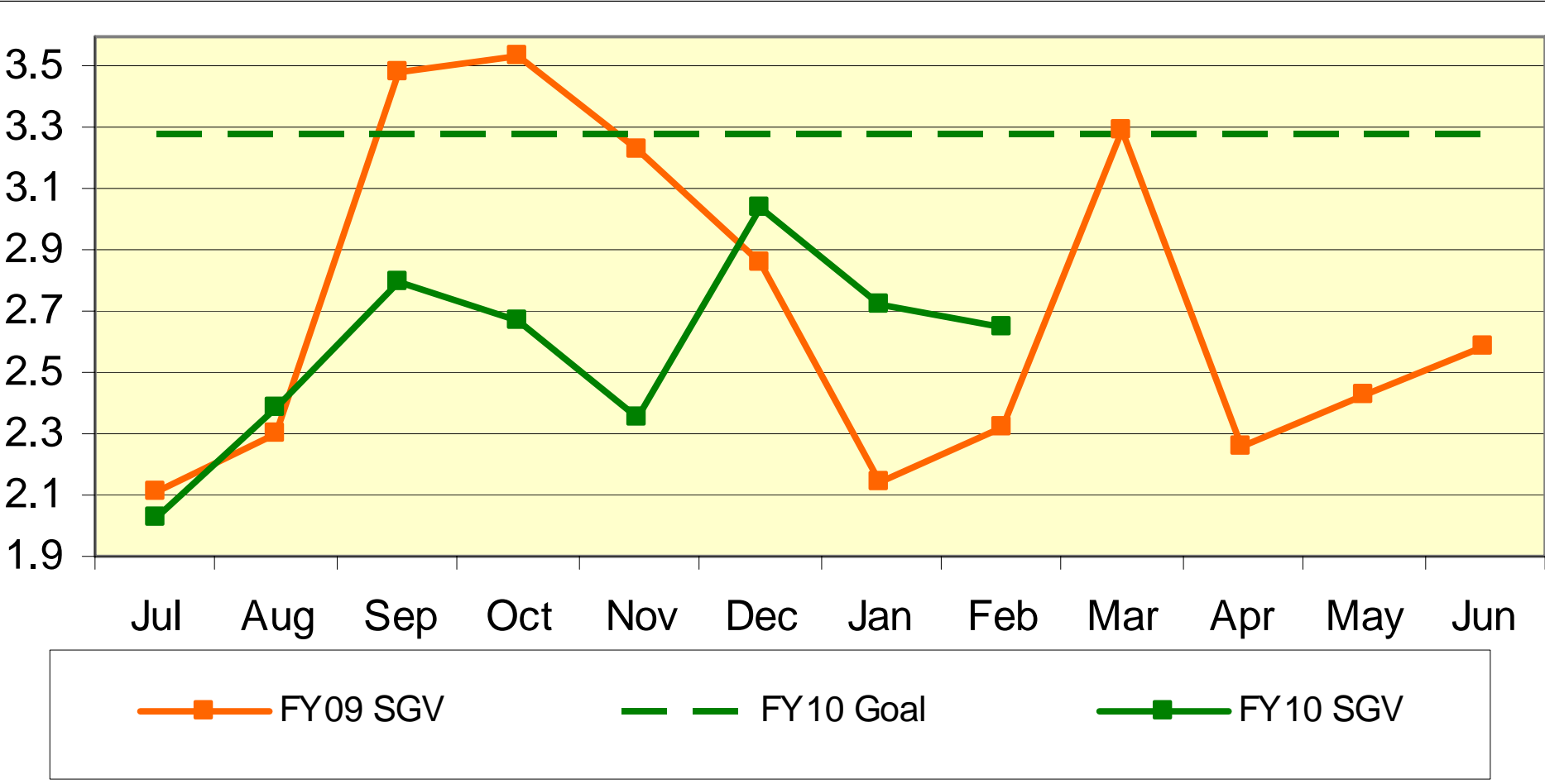


15 Operator Commendations received Feb-10

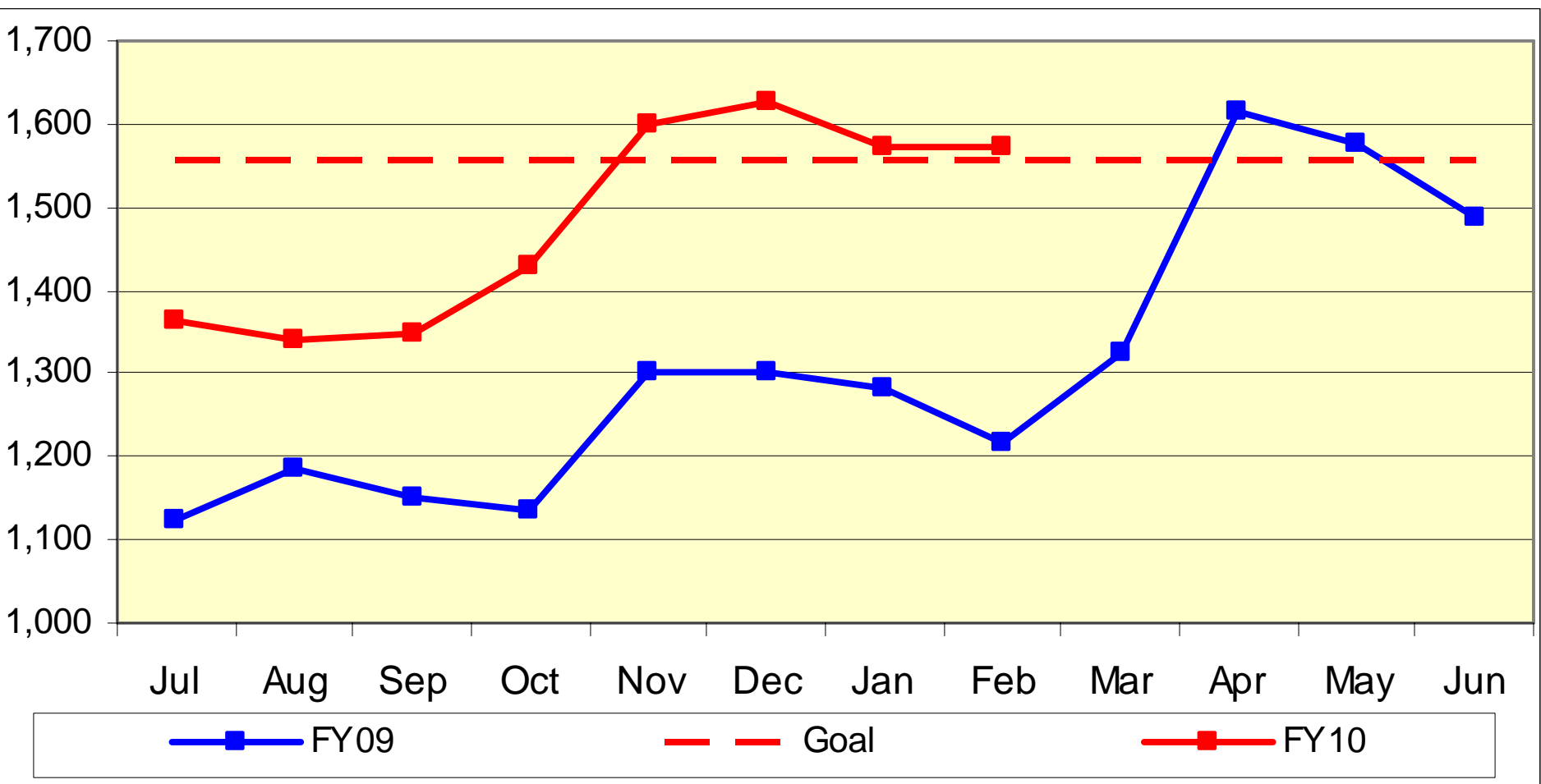
Bus Accident/100K Miles (Metro)



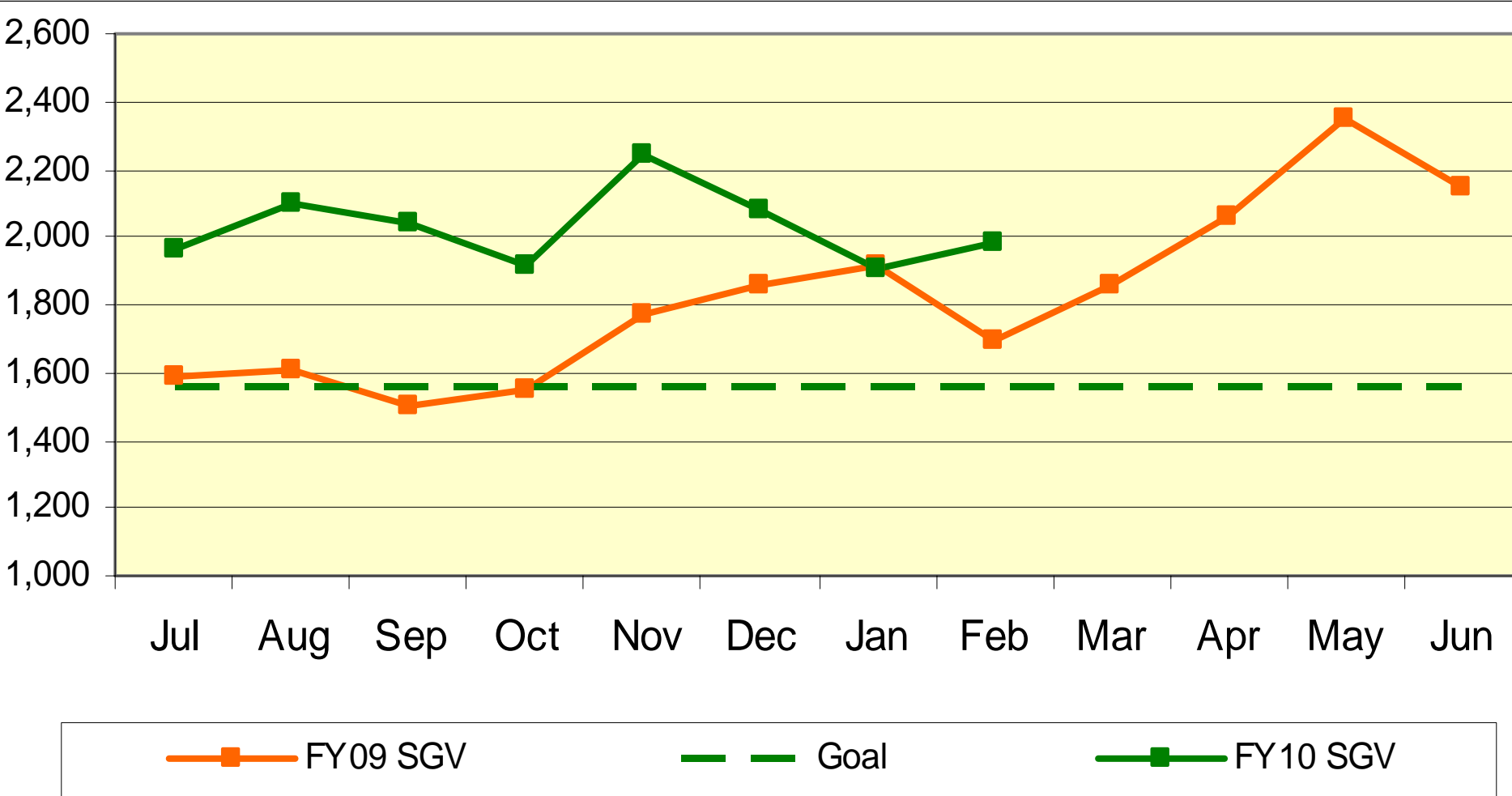
Bus Accident/100K Miles (SGV)



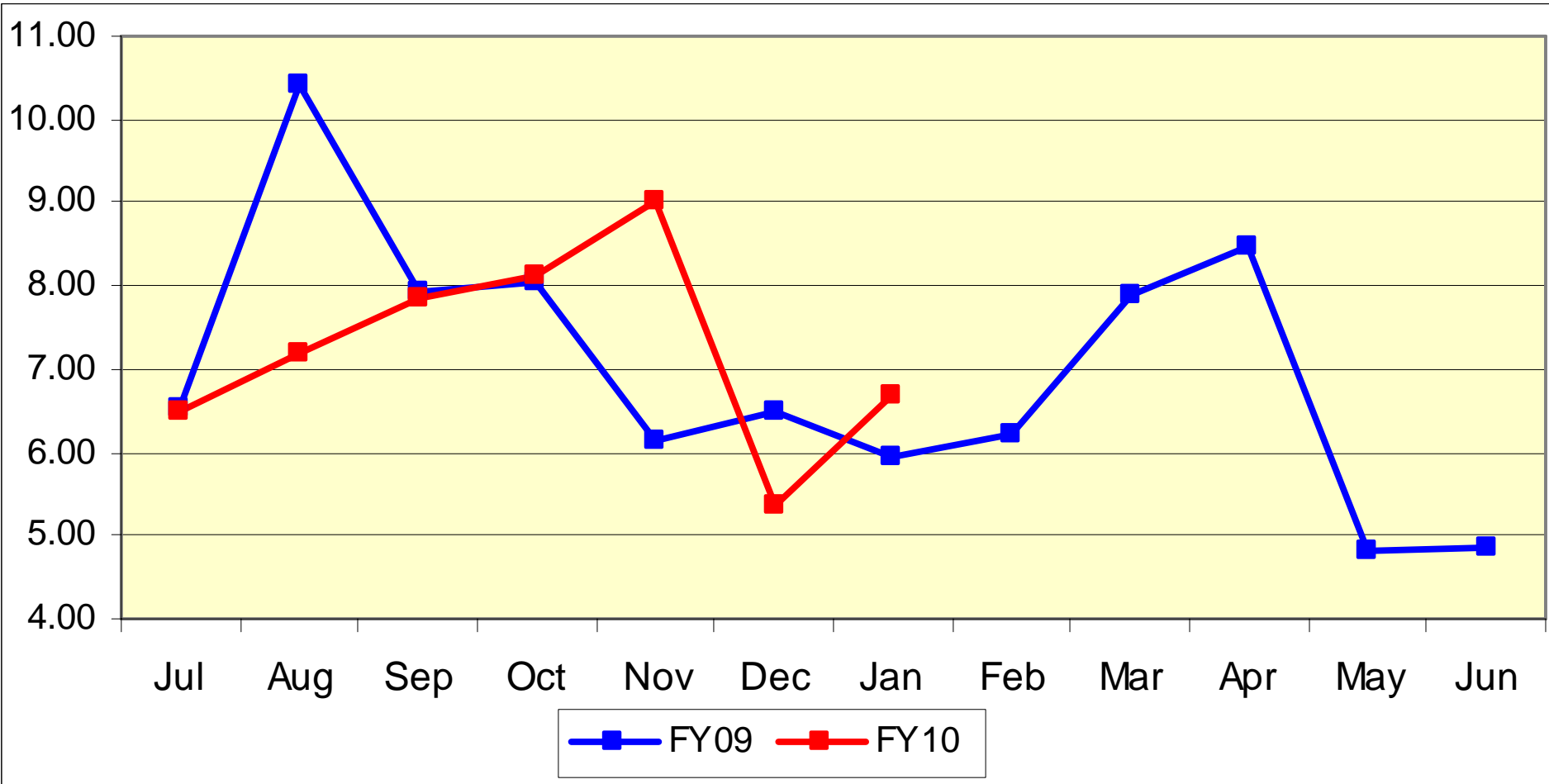
Miles Between Total Road Calls (Metro)



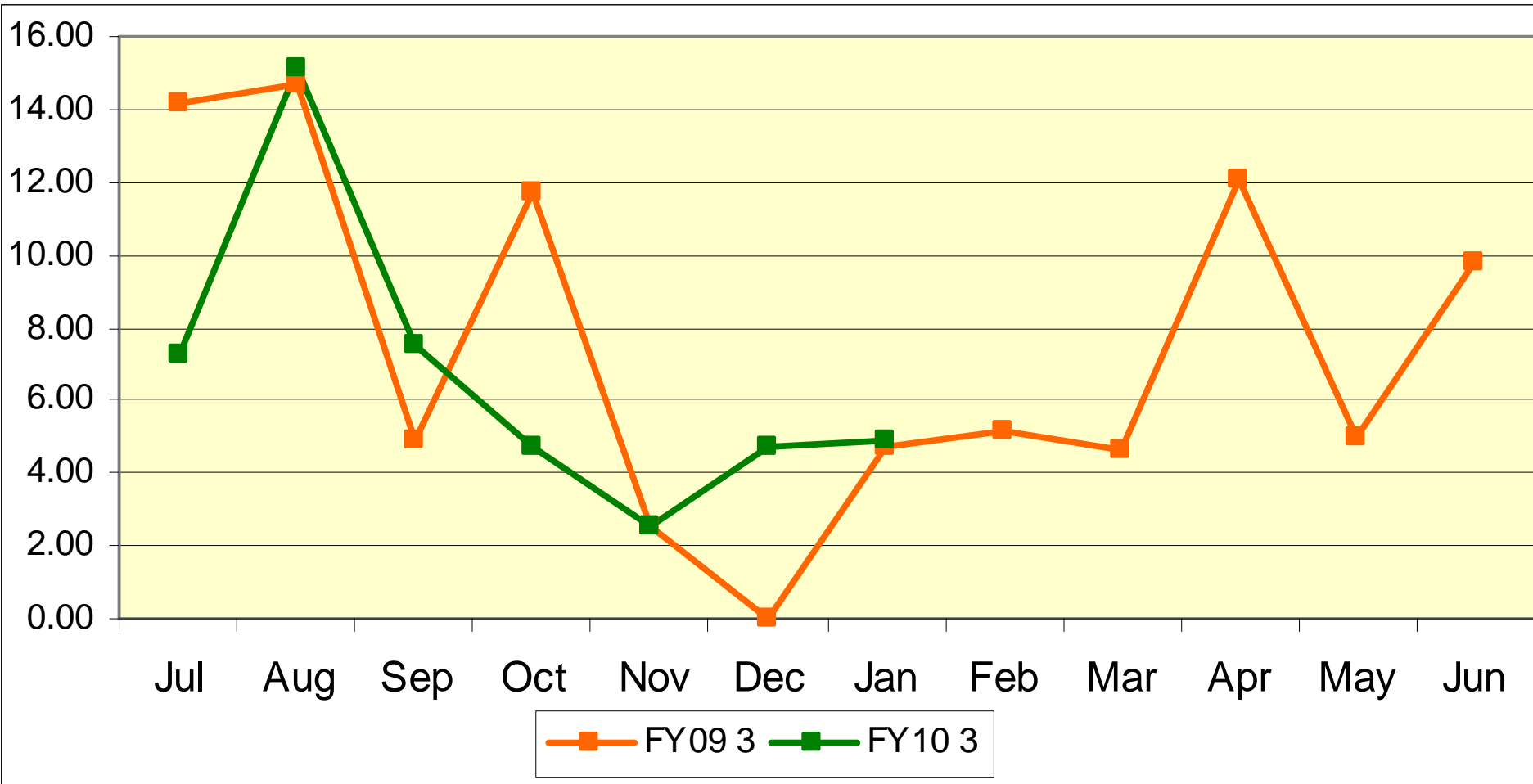
Miles Between Total Road Calls (SGV)



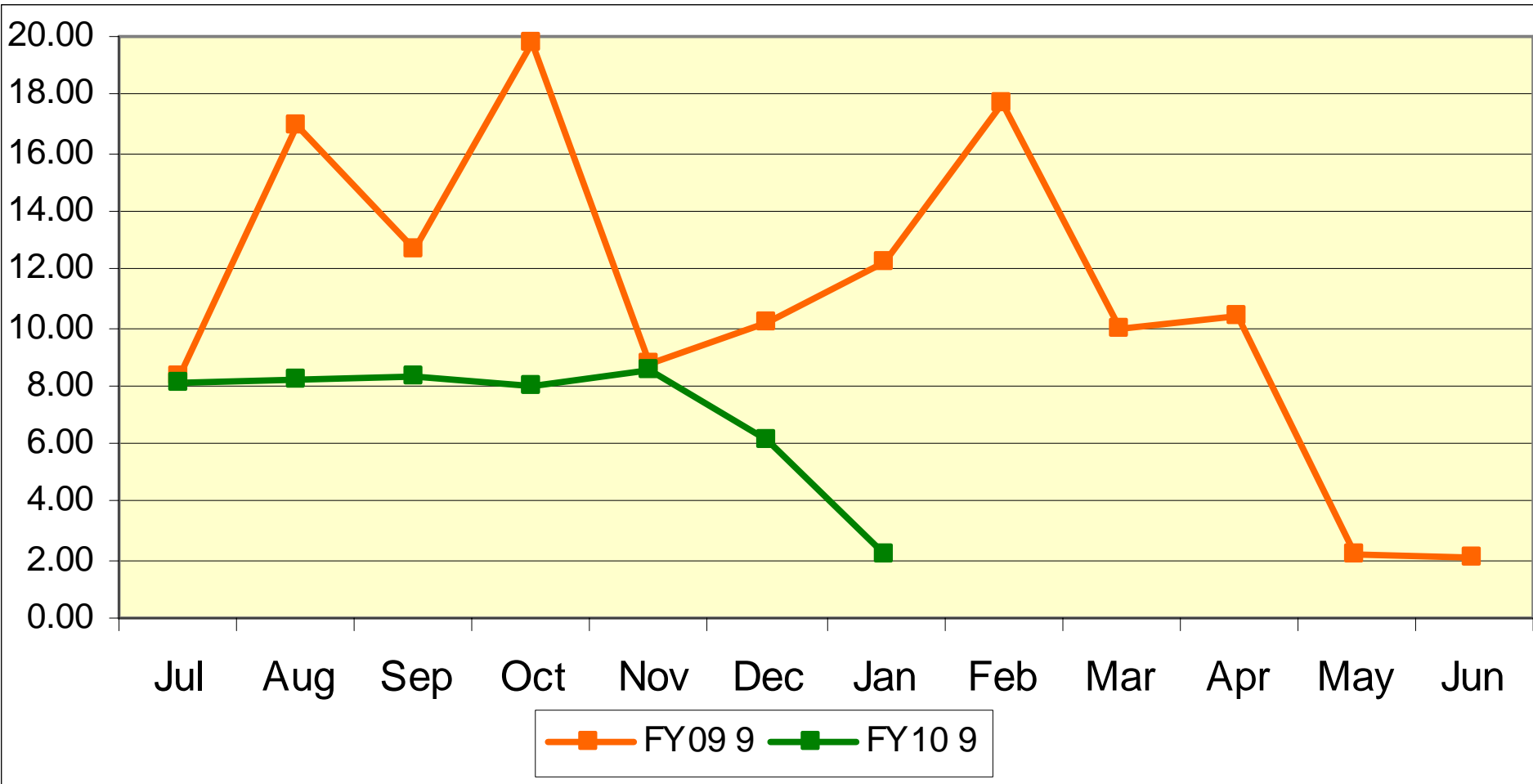
OSHA Recordable Injuries/200k Exp. Hrs. (Metro)



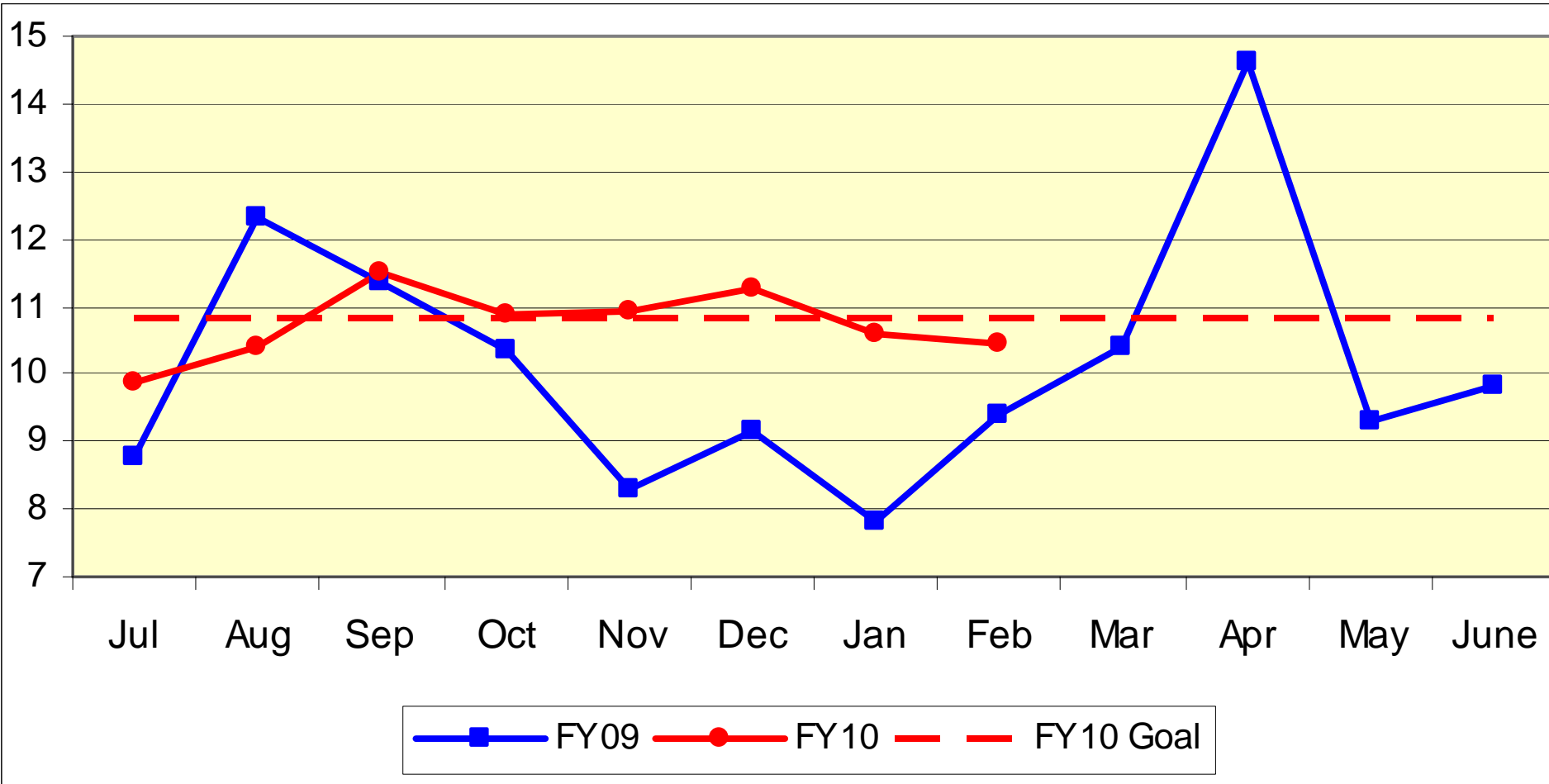
OSHA Recordable Injuries/200k Exp. Hrs. (Div. 3)



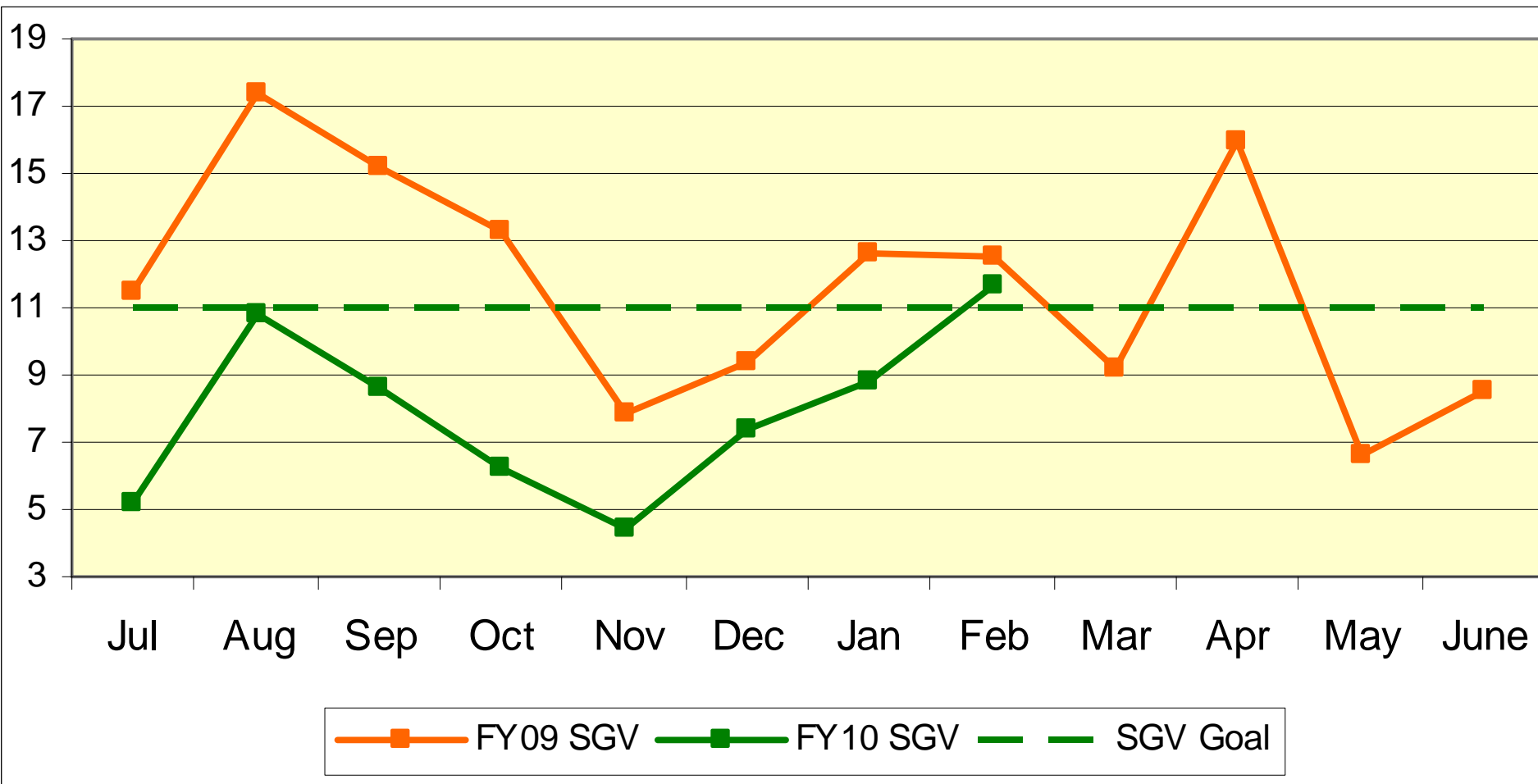
OSHA Recordable Injuries/200k Exp. Hrs. (Div. 9)



W. Comp Indemnity Claims/200K Exp. Hrs. (Metro)

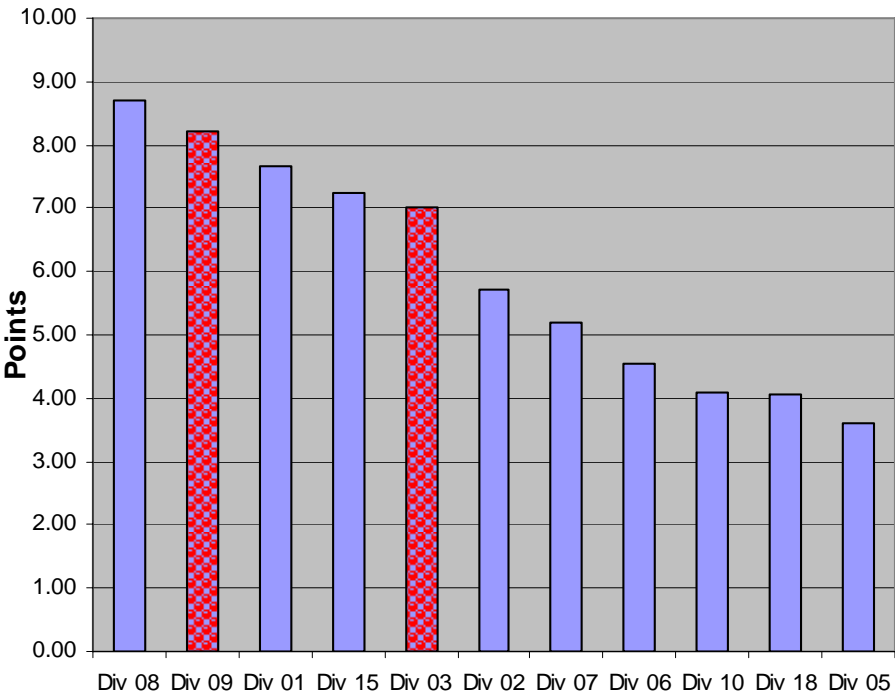


W. Comp Indemnity Claims/200K Exp. Hrs. (SGV)



“How You Doin?” February 2010

Transportation



Maintenance

