

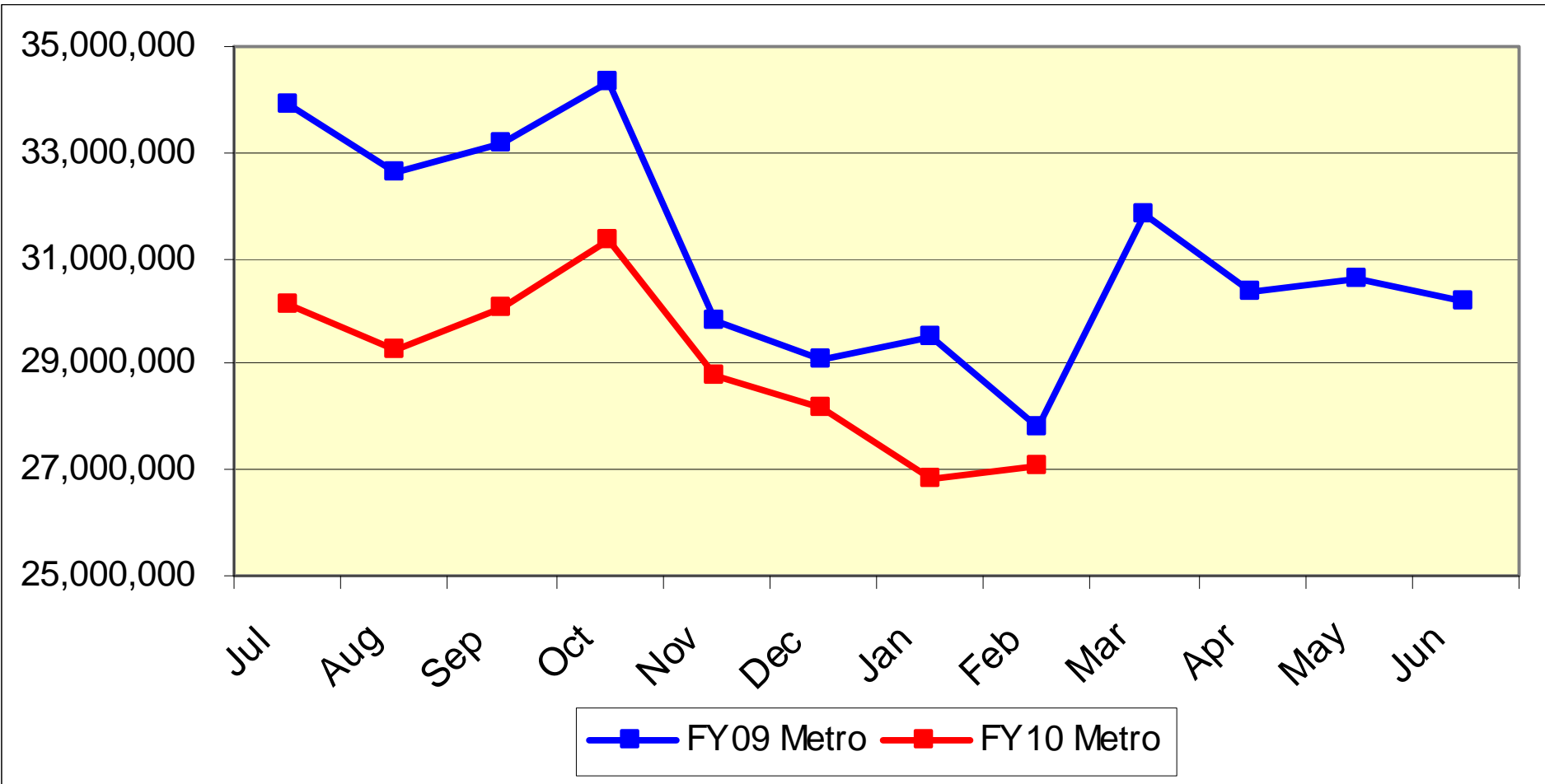
# **South Bay Governance Council Region FY10 YTD Performance Measures**

**April 9, 2010**

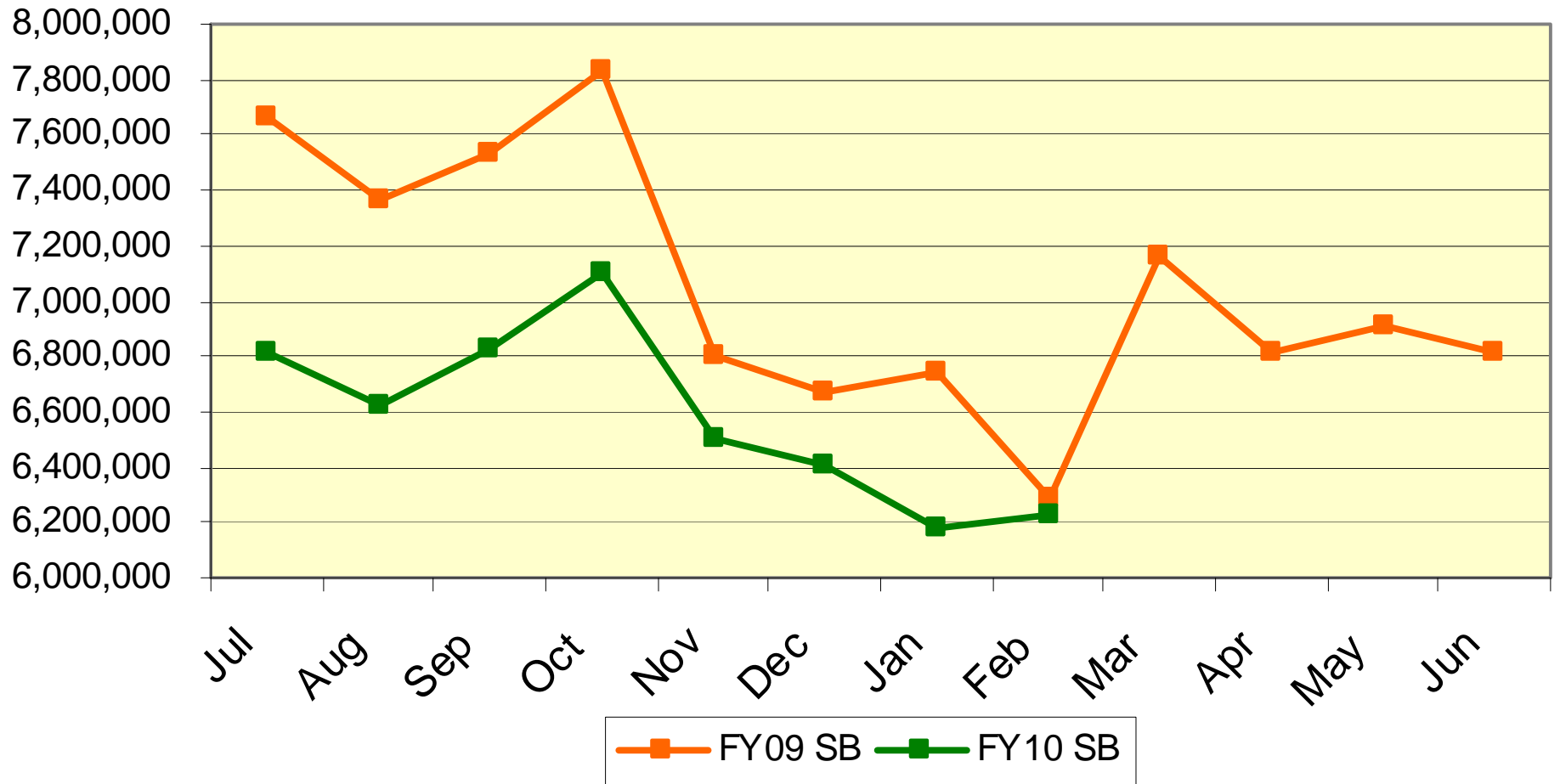


**Metro**

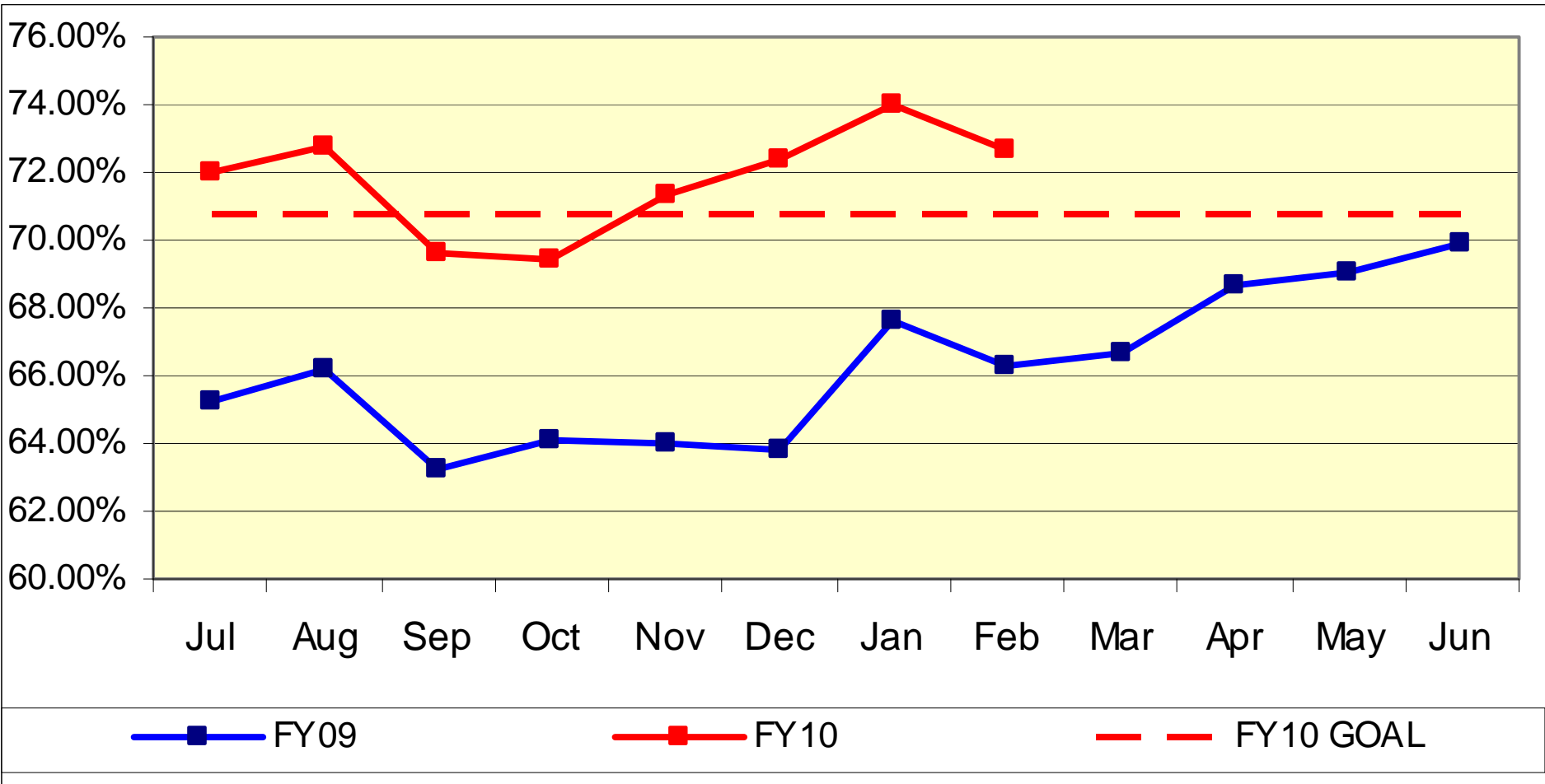
# Ridership Per Month (Metro)



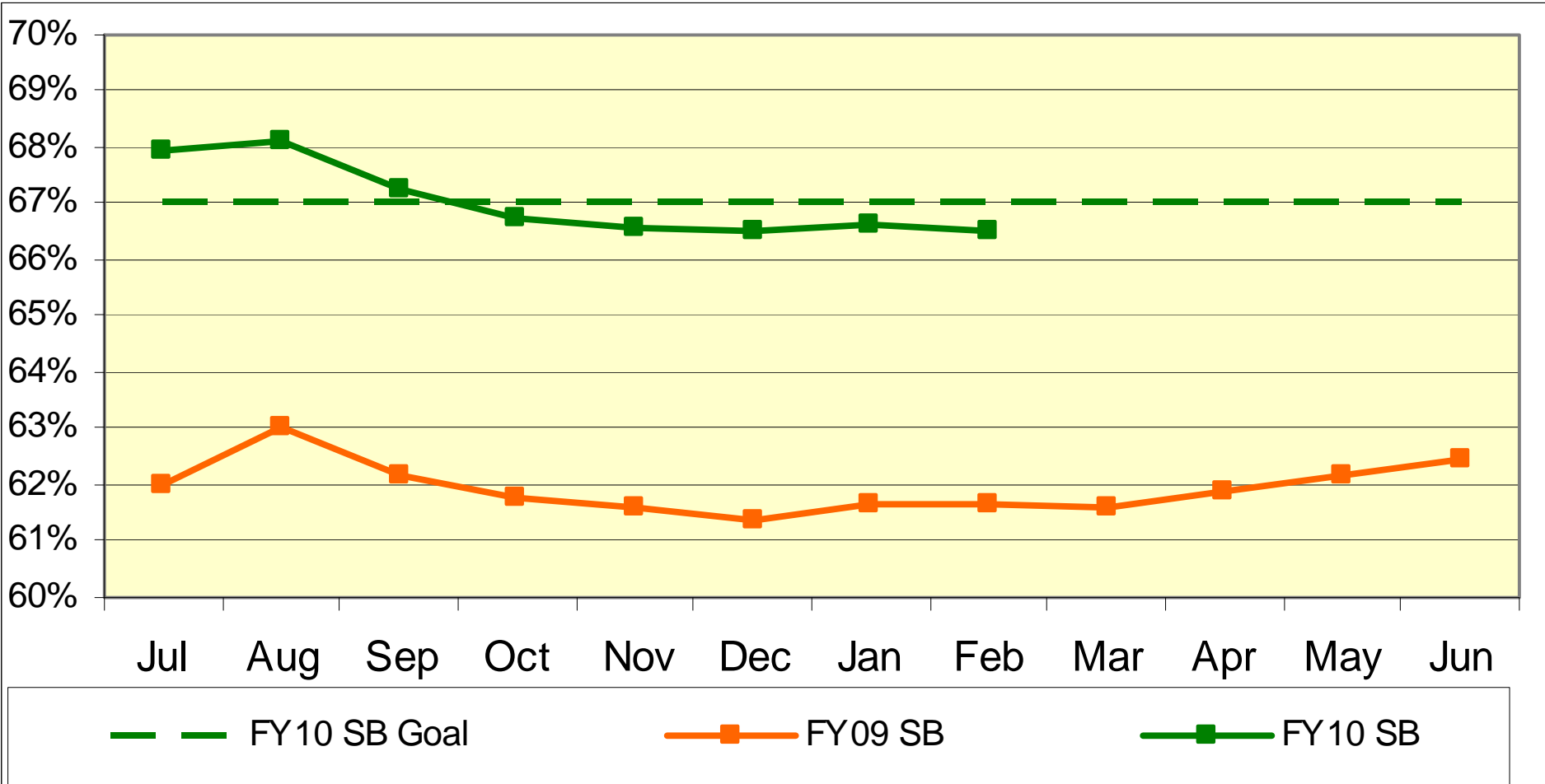
# Ridership Per Month (SB)



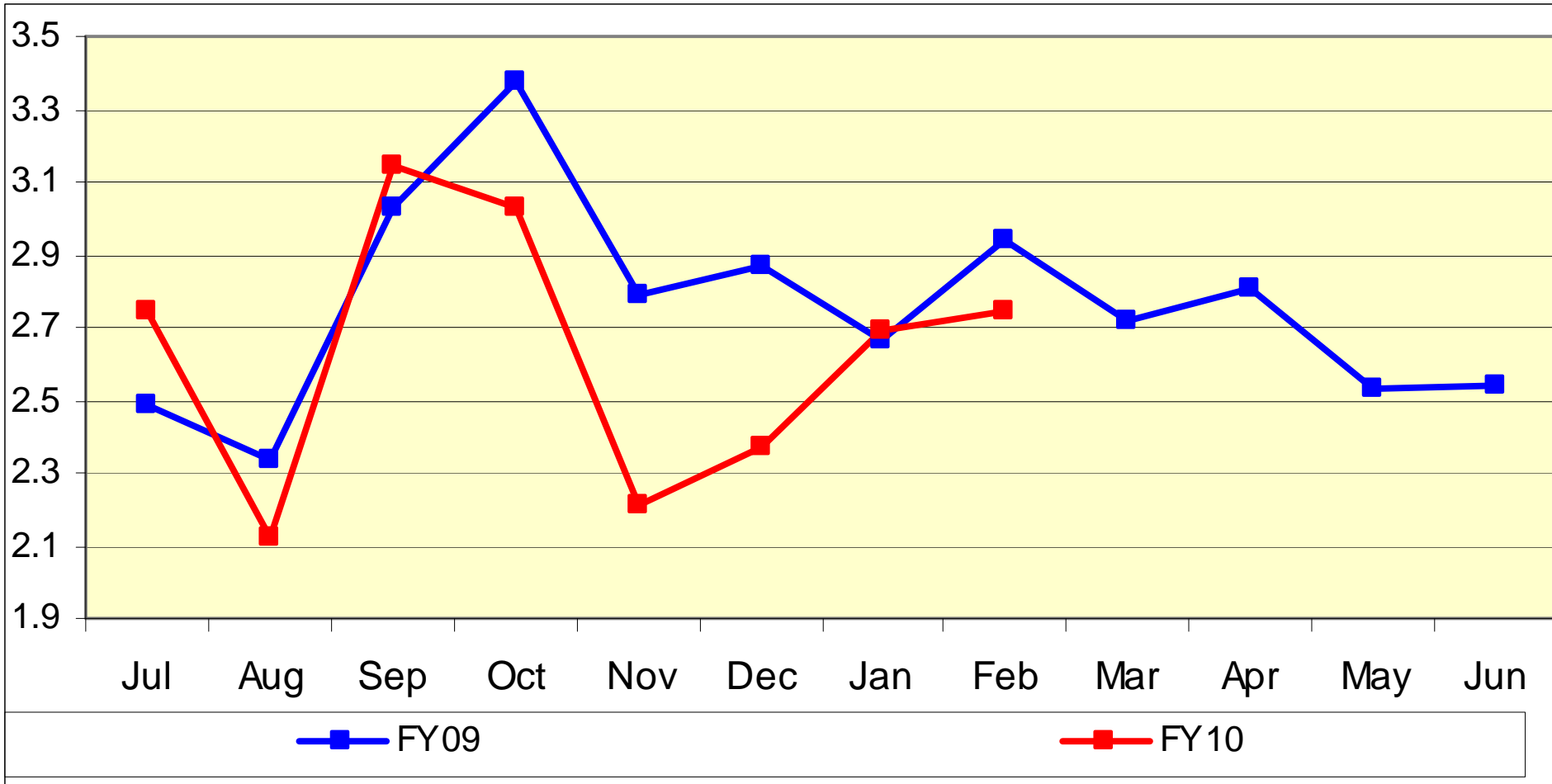
# On-Time Performance (Metro)



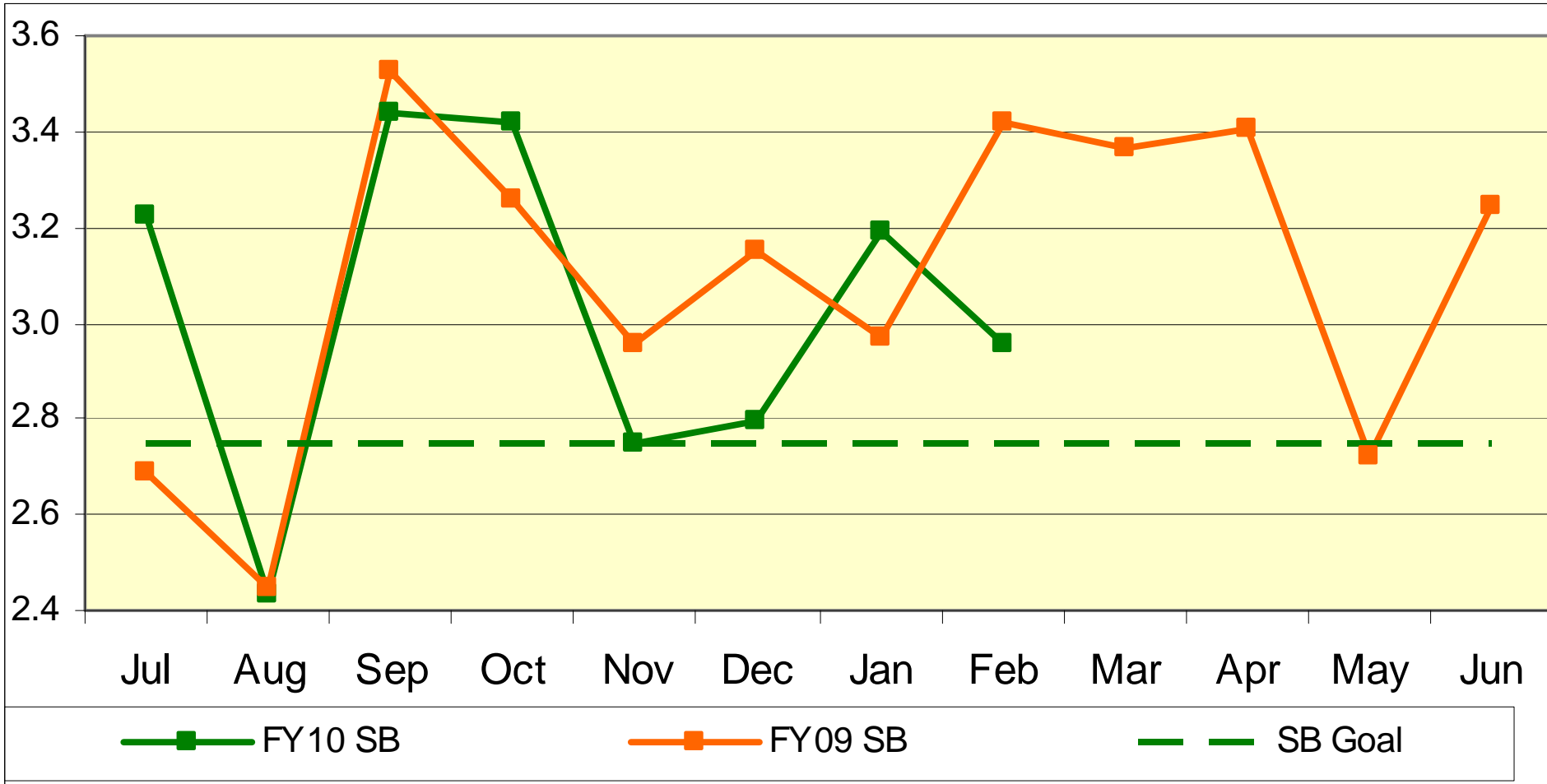
# On-Time Performance (SB)



# Customer Complaints/100K Boardings (Metro)

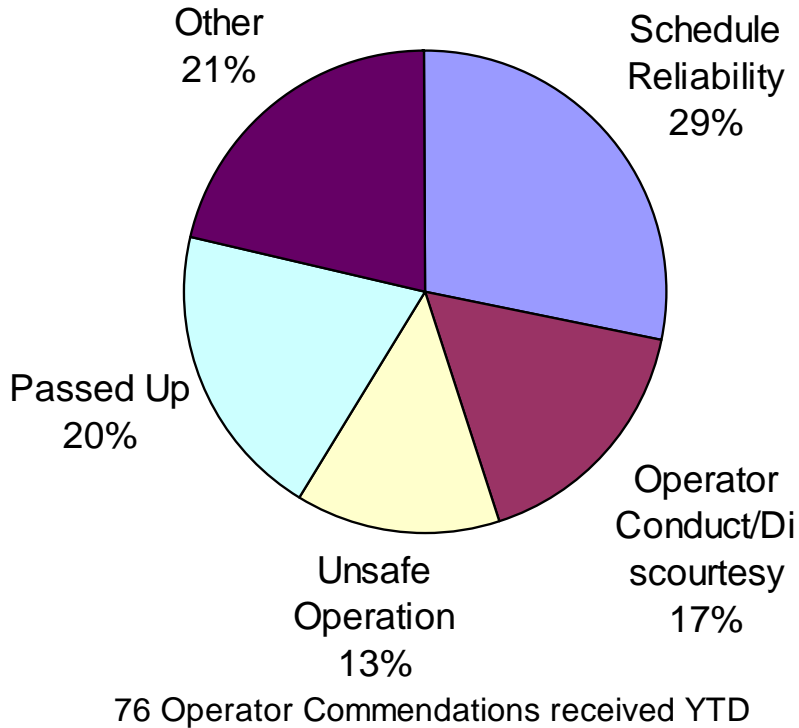


# Customer Complaints/100K Boardings (SB)

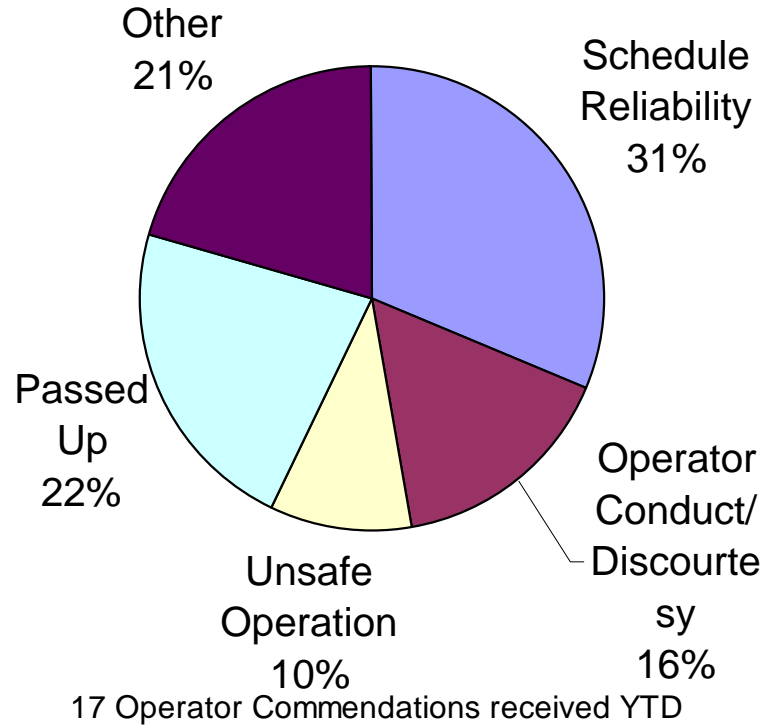


# Customer Complaints by Category YTD

## Metro

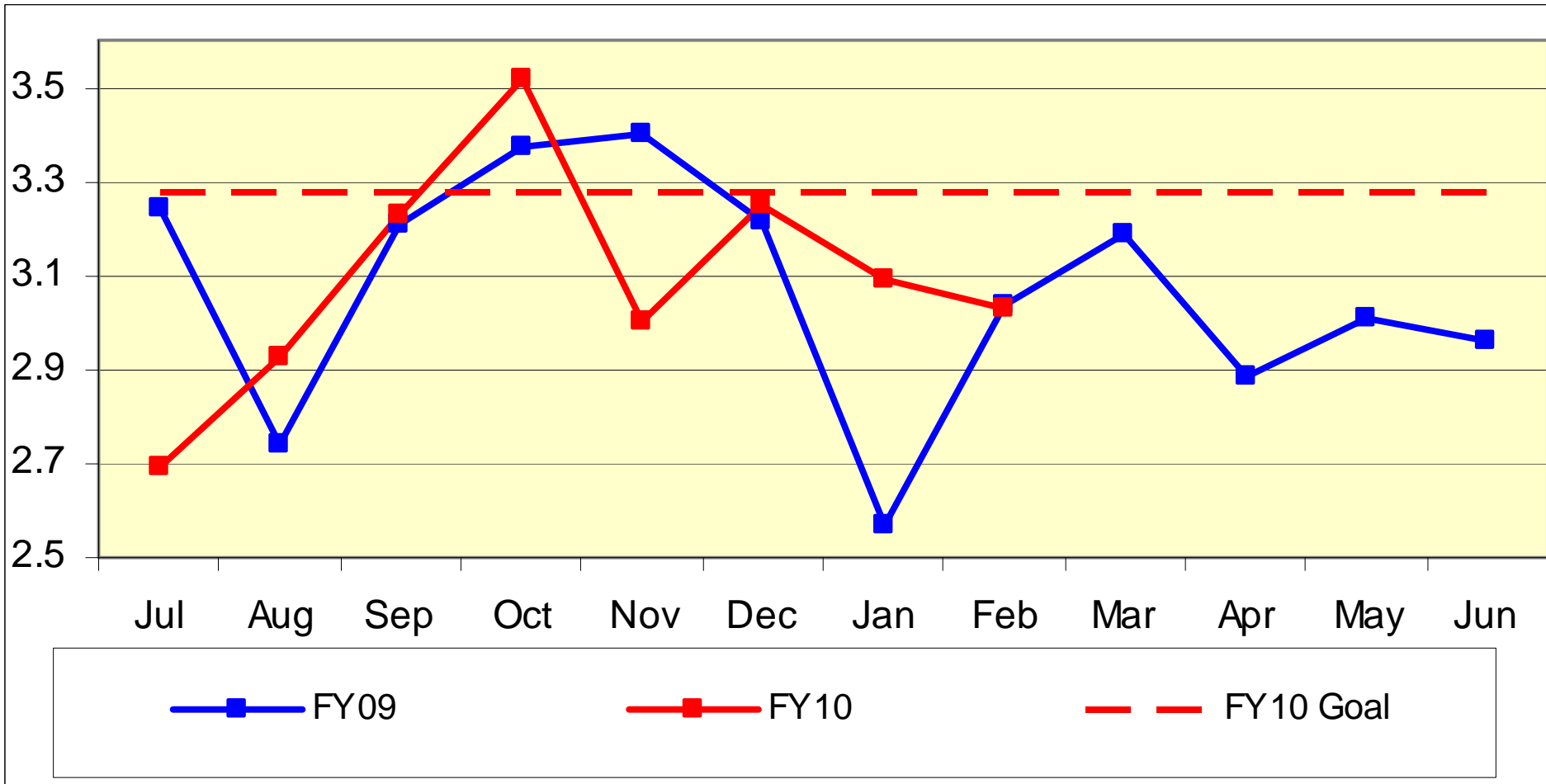


## SB

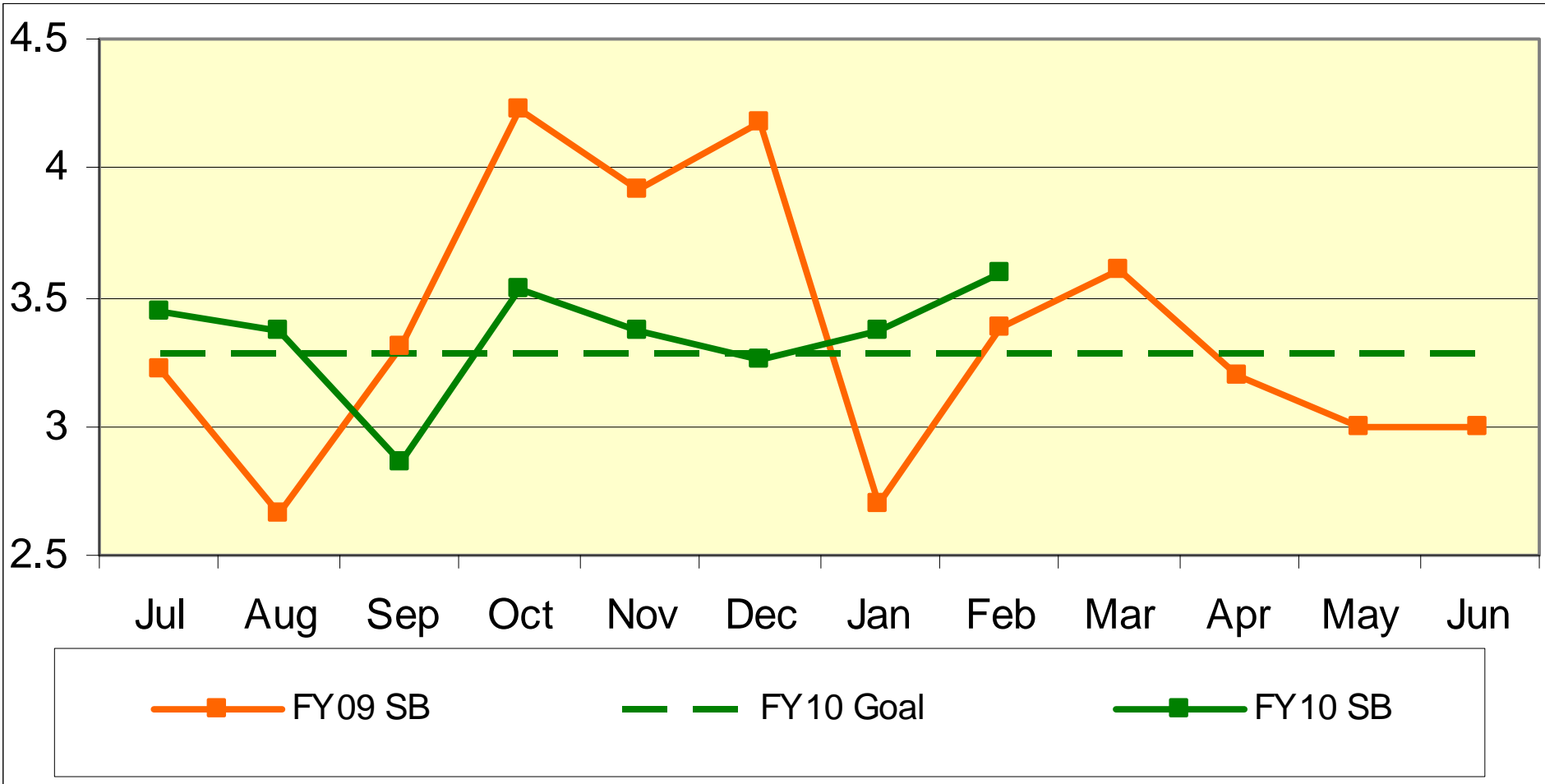




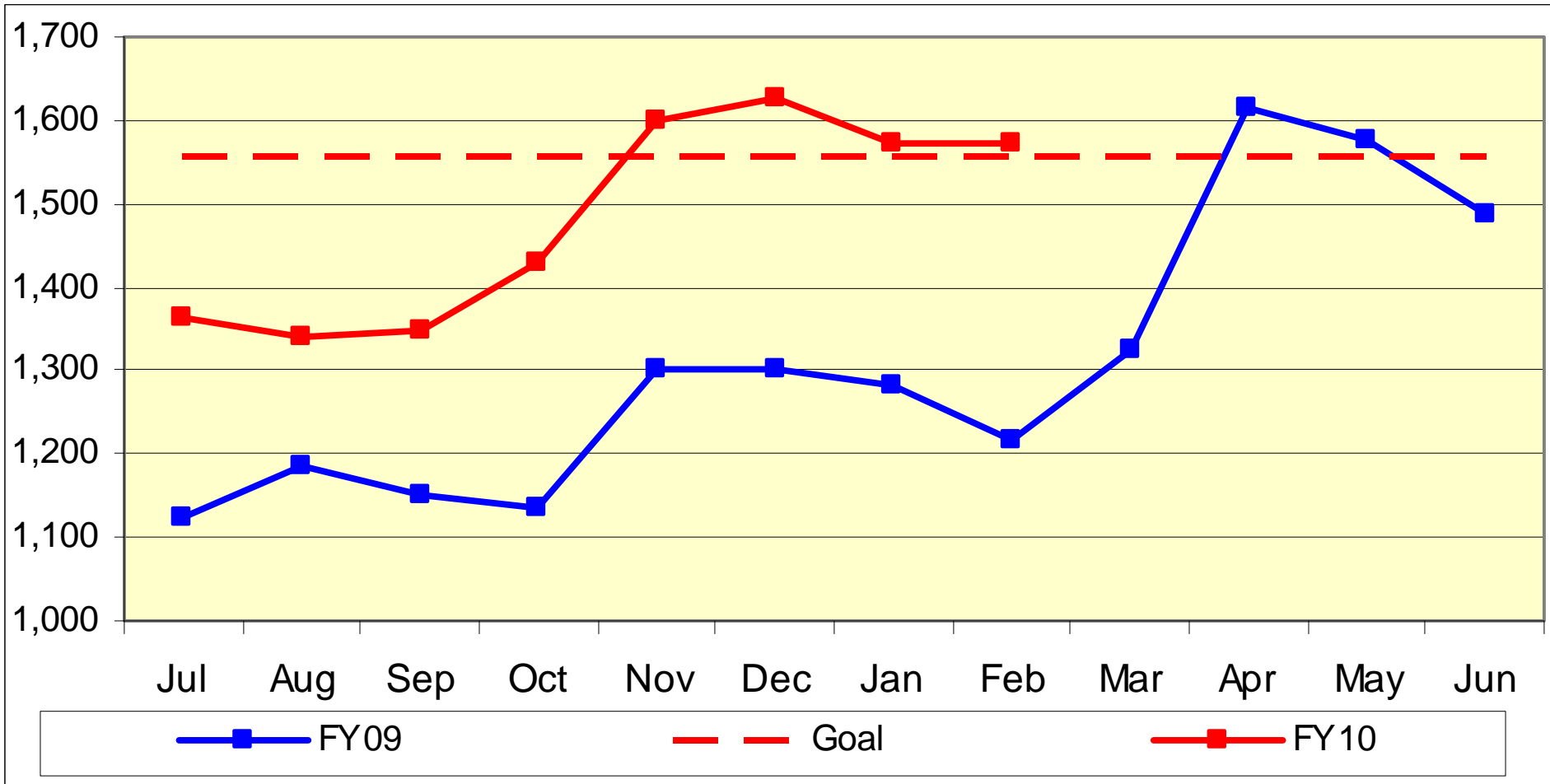
# Bus Accident/100K Miles (Metro)



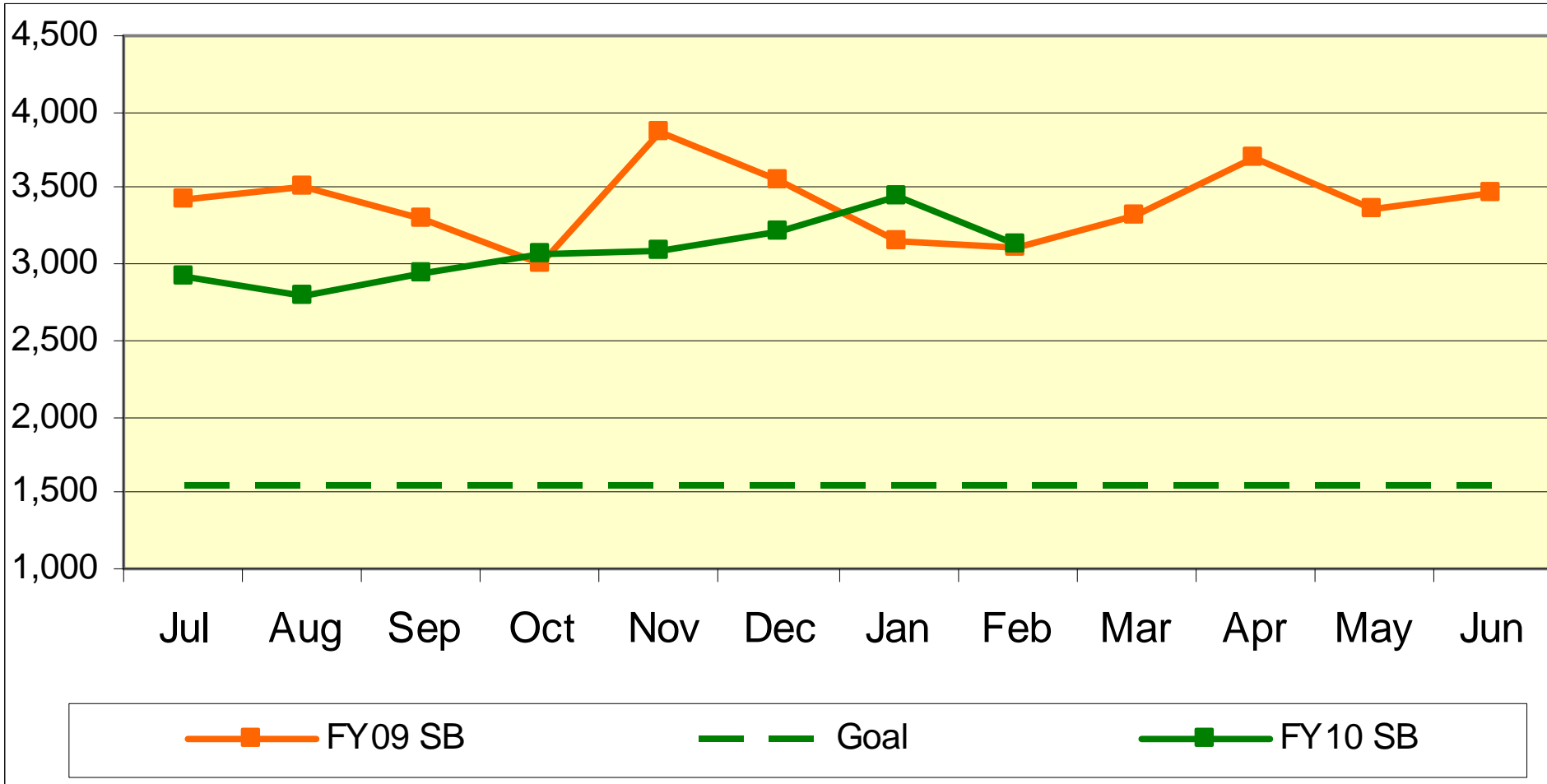
# Bus Accident/100K Miles (SB)



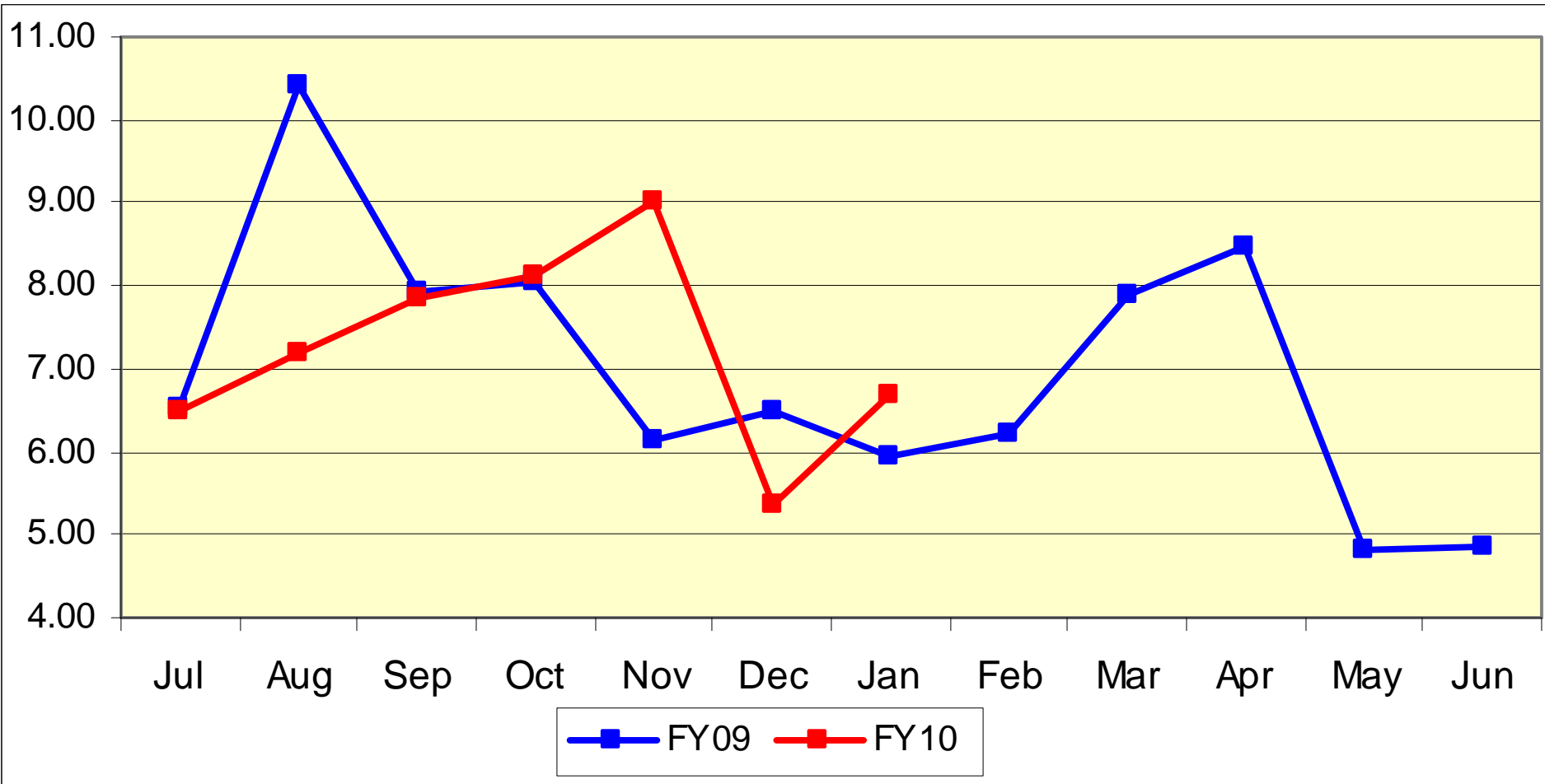
# Miles Between Total Road Calls (Metro)



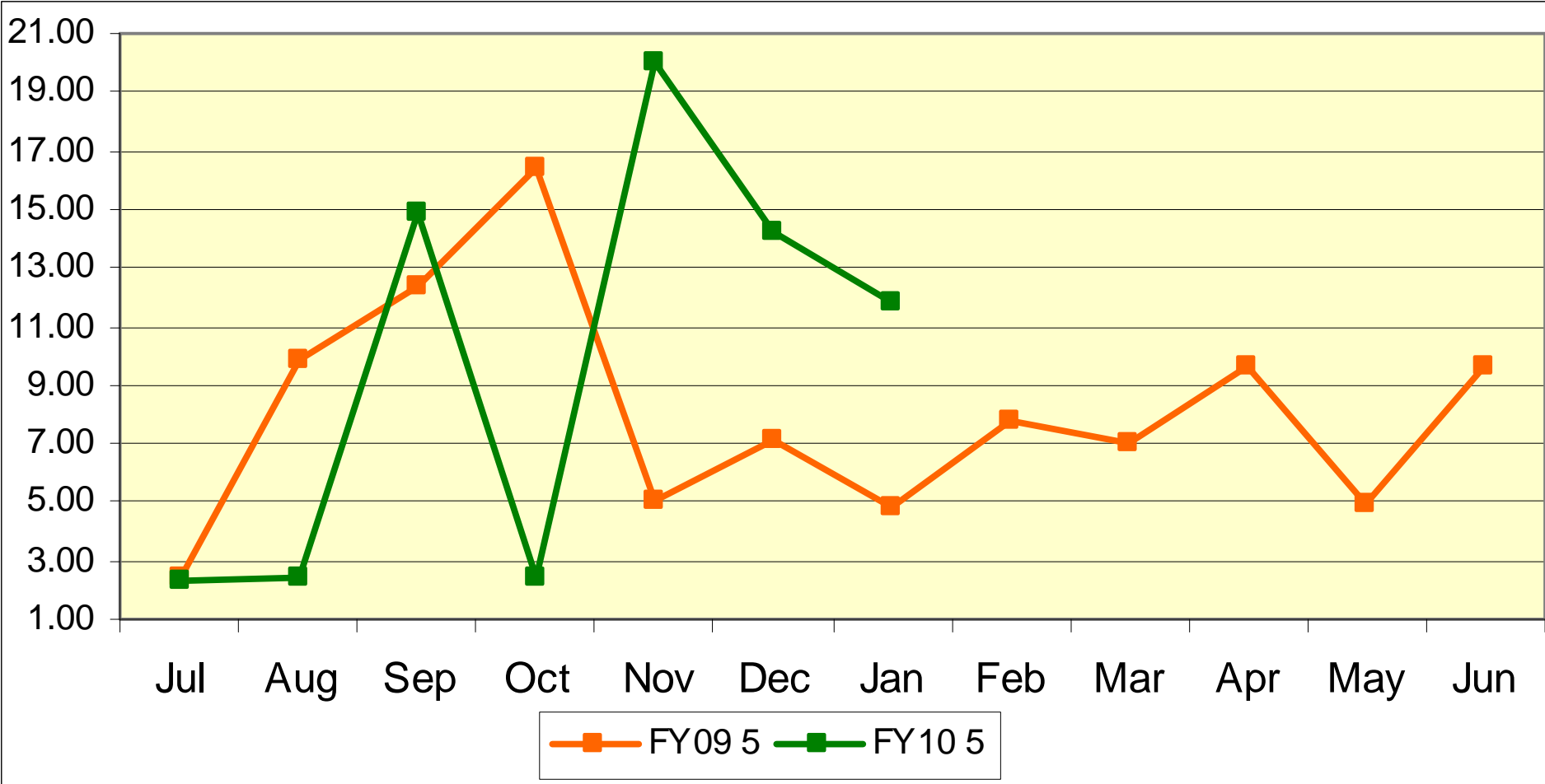
# Miles Between Total Road Calls (SB)



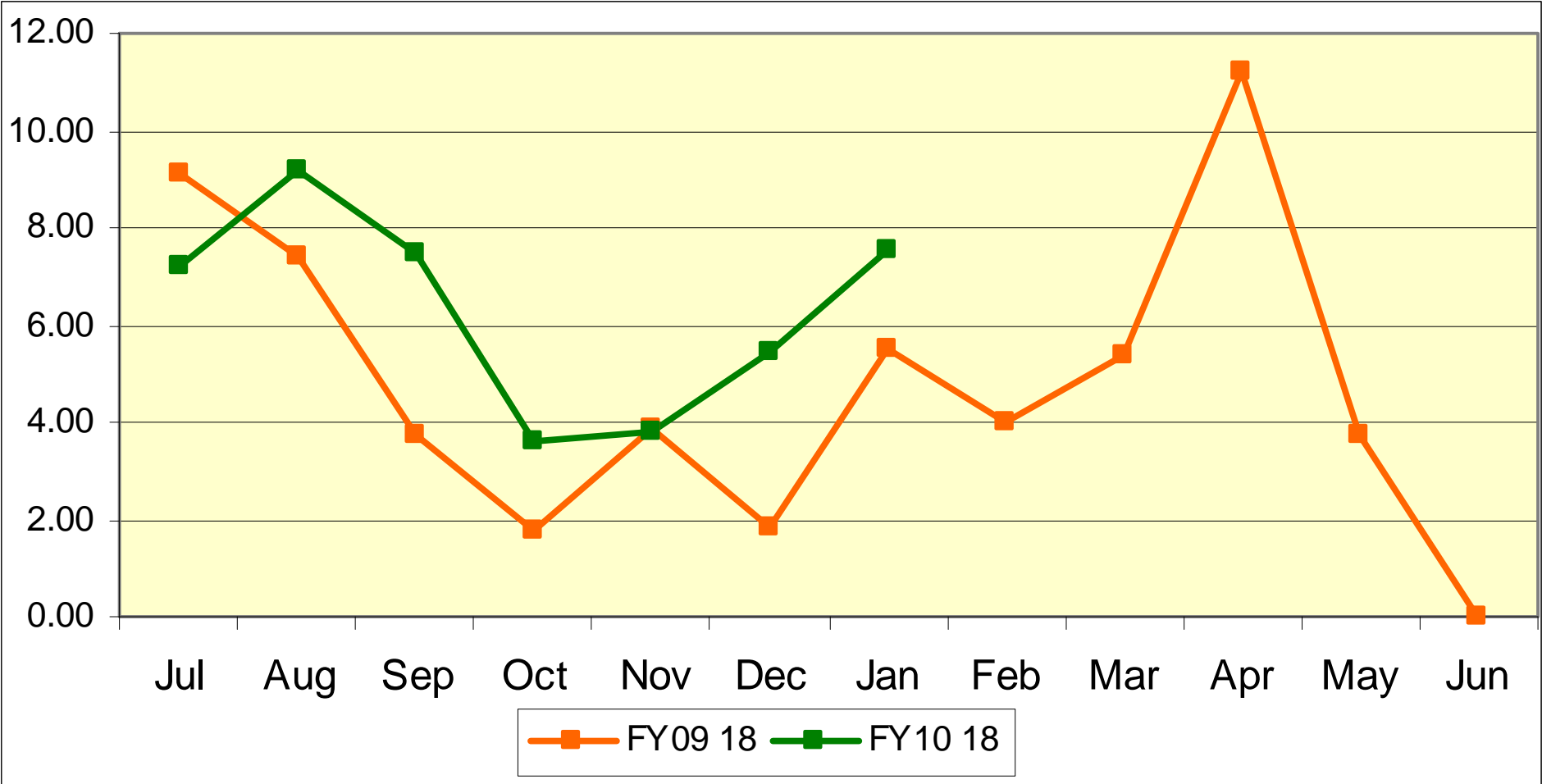
# OSHA Recordable Injuries (Metro)



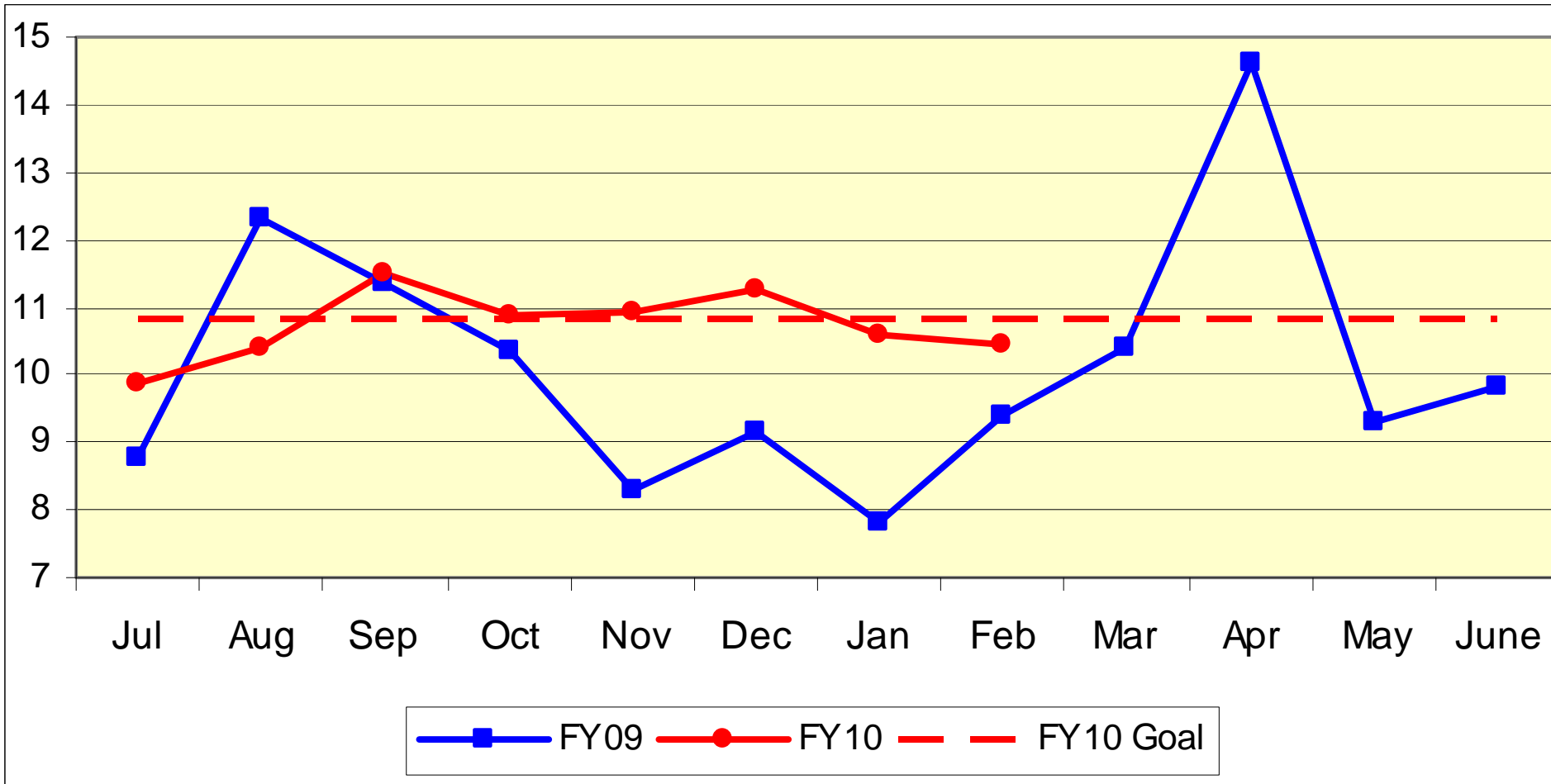
# OSHA Recordable Injuries (Div. 5)



# OSHA Recordable Injuries (Div. 18)

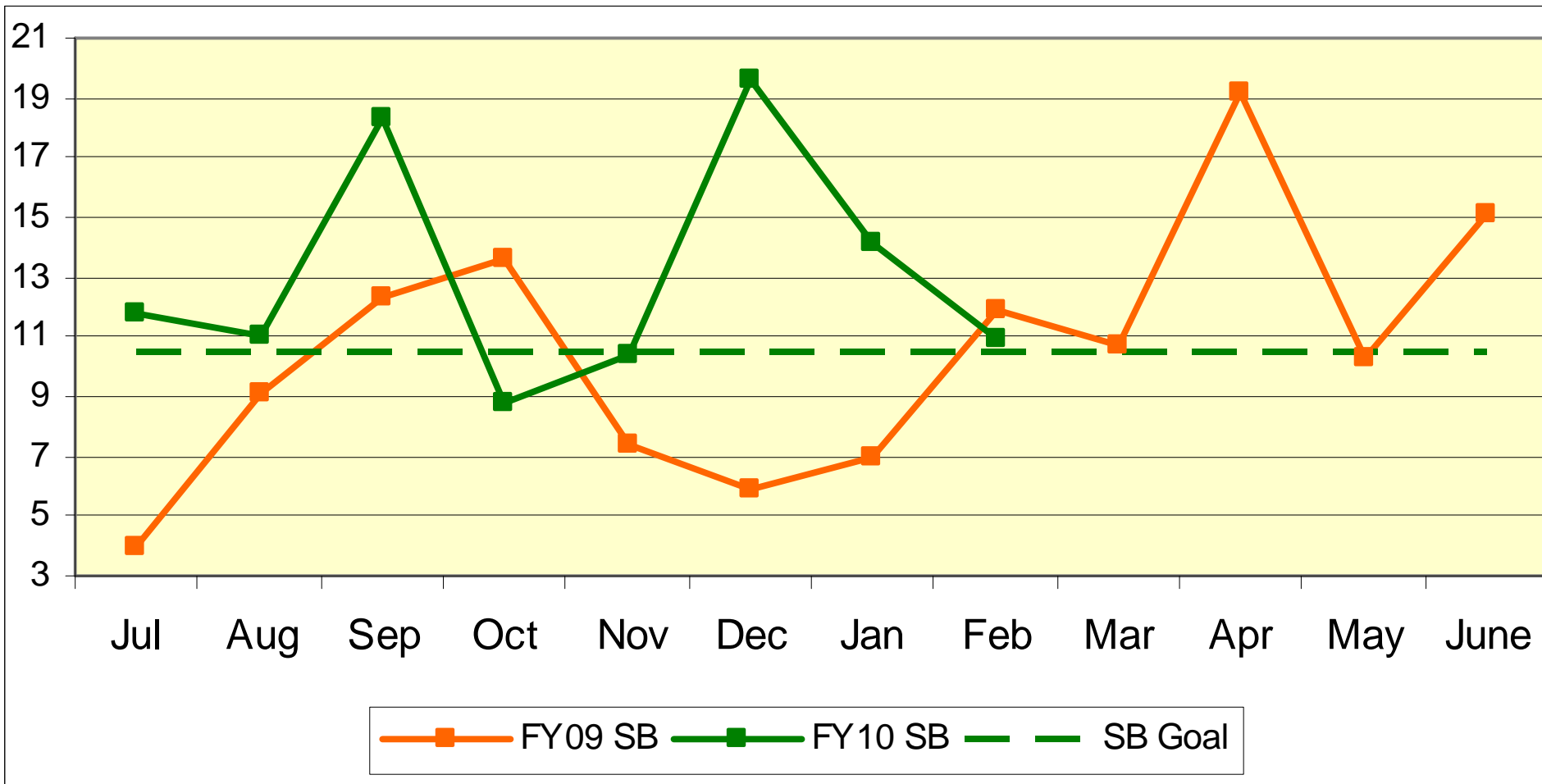


# W. Comp Indemnity Claims/200K Exp. Hrs. (Metro)



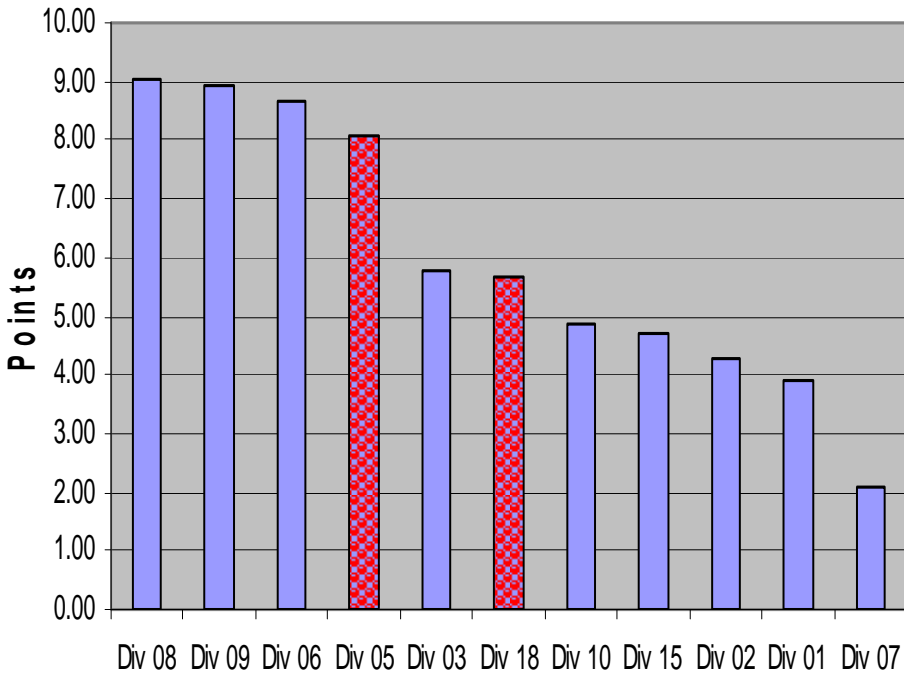


# W. Comp Indemnity Claims/200K Exp. Hrs. (SB)



# “How You Doin?” 2<sup>nd</sup> Quarter FY10

## Maintenance



## Transportation

