

# Metro South Bay Cities Governance Council Oct. 2010 Meeting

Performance Report  
from August 2010



**Metro**<sup>™</sup>

## **Metro Bus System Performance Measurements**

- > On-Time Performance**
- > Complaints per 100,000 Psgrs.**
- > Miles Between Mechanical Road Calls**
- > Accidents per 100,000 Miles**
- > Bus Ridership**

# SBC Governance Council Oct. 2010

## Metro South Bay Cities

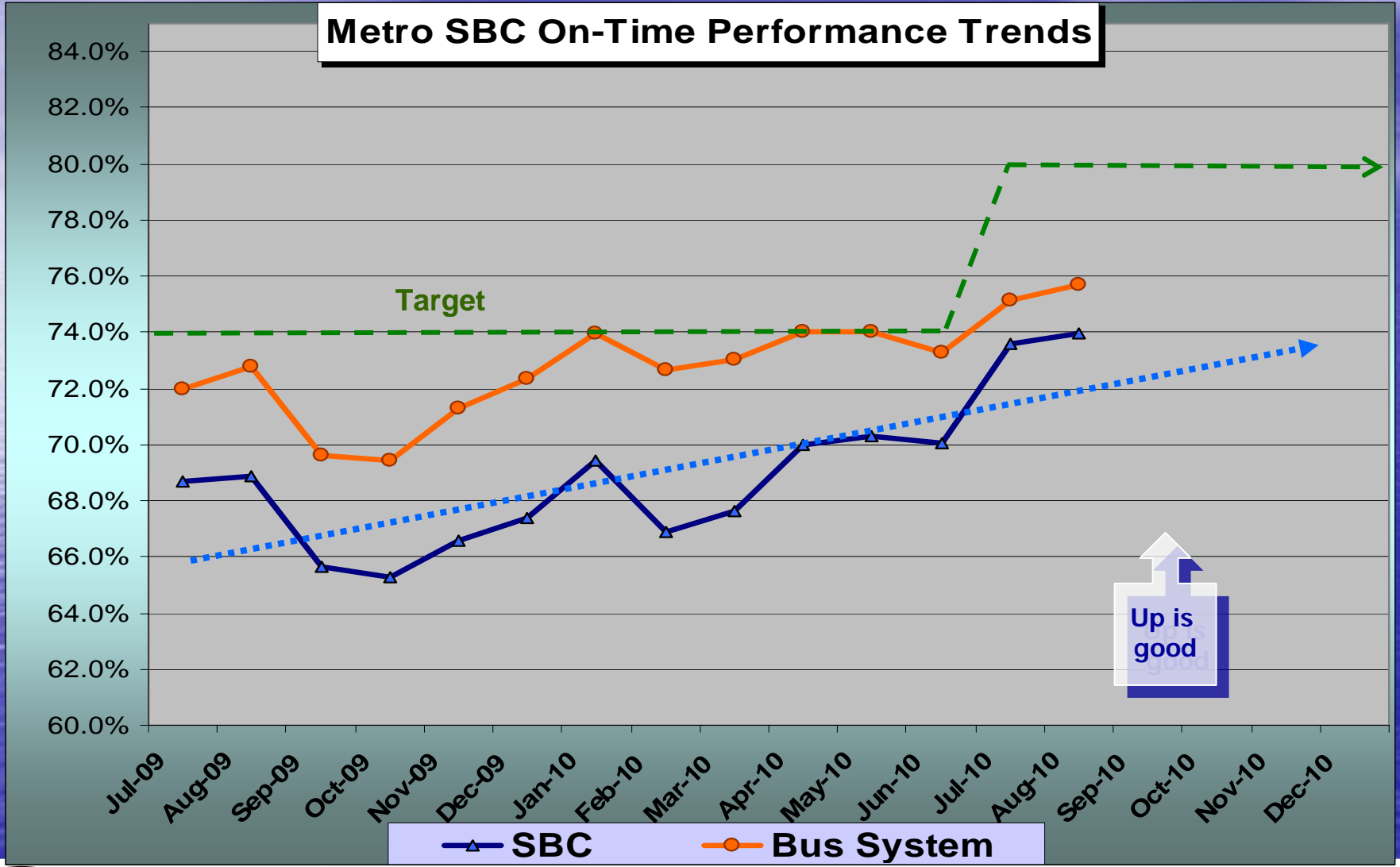
### & Metro Bus System

August 2010

Measurement : On Time Performance

	Target	Aug.	YTD
<b>Metro Bus System</b>	<b>80.0%</b>	<b>75.7%</b>	<b>75.4%</b>
<b>South Bay Cities</b>	<b>80.0%</b>	<b>73.9%</b>	<b>73.8%</b>

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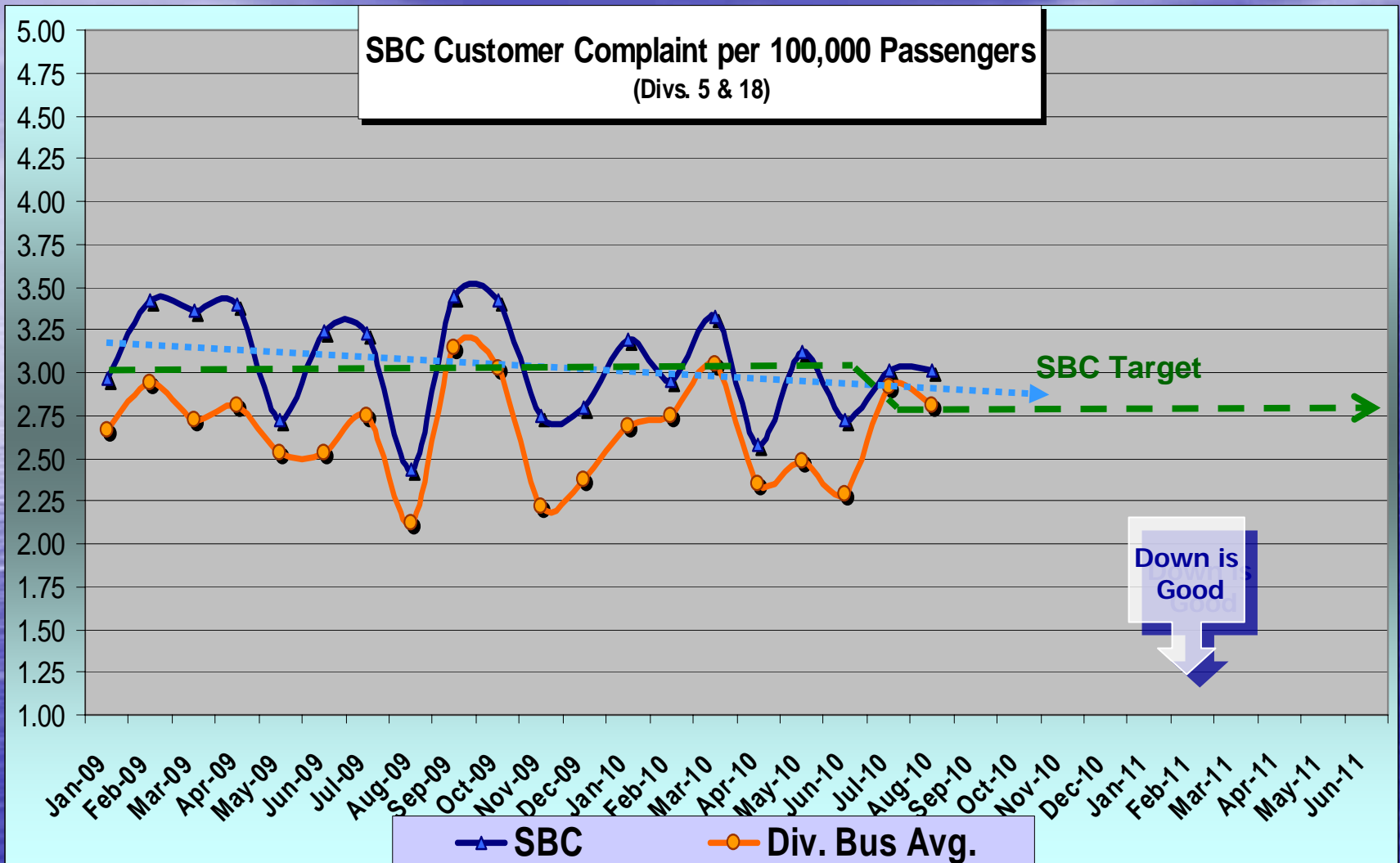
# SBC Governance Council Oct. 2010

## Metro South Bay Cities & Metro Bus System August 2010

Measurement : Complaints per 100,000 Psgrs.

	Target	Aug.	YTD
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.81</b>	<b>2.86</b>
<b>South Bay Cities</b>	<b>2.78</b>	<b>3.02</b>	<b>3.02</b>

# SBC Governance Council Oct. 2010



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## Metro South Bay Cities

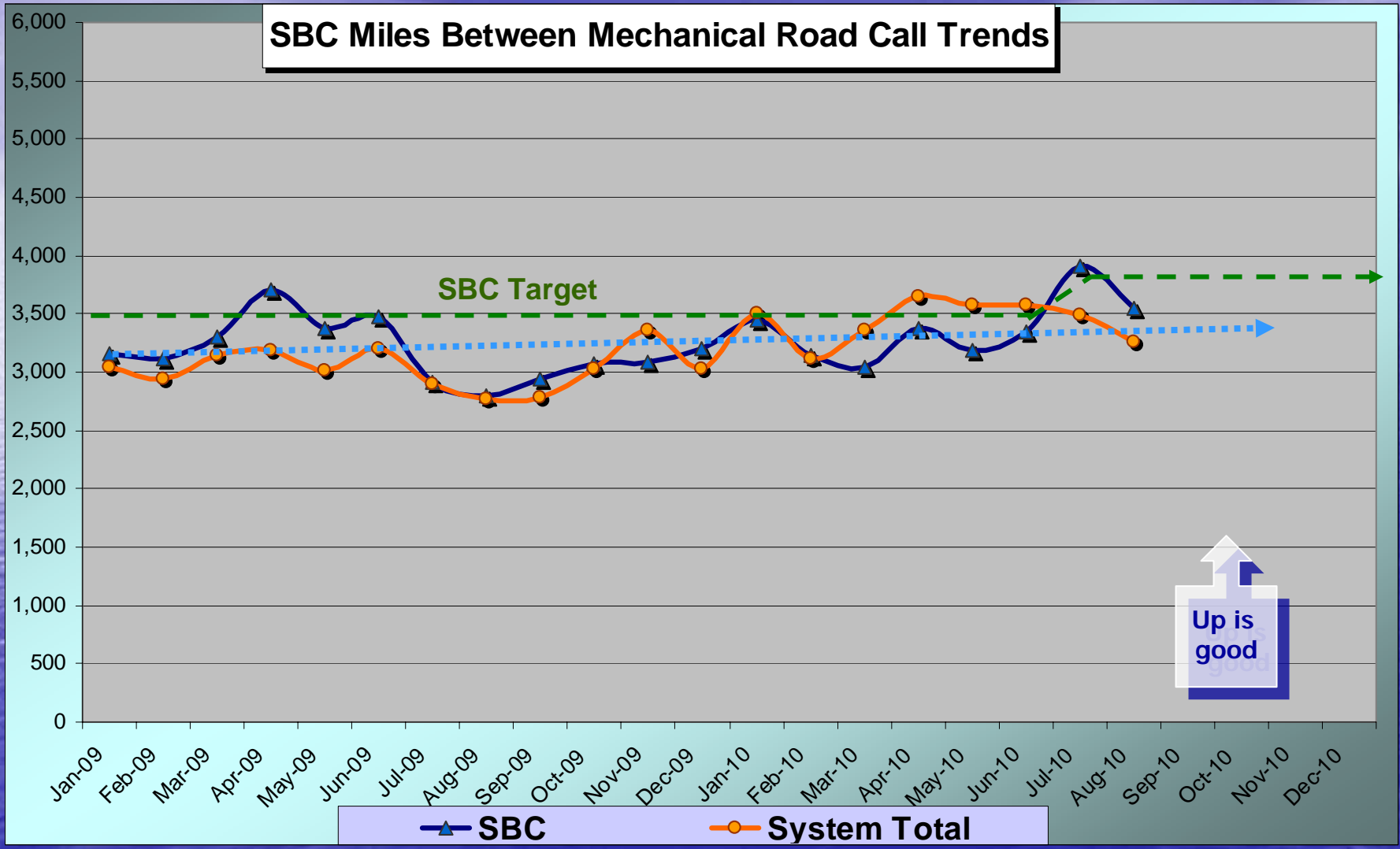
### & Metro Bus System

August 2010

Measurement : Miles Between Mechanical Road Calls

	Target	Aug.	YTD
<b>Metro Bus System</b>	<b>3,664</b>	<b>3,263</b>	<b>3,373</b>
<b>South Bay Cities</b>	<b>3,635</b>	<b>3,545</b>	<b>3,728</b>

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## Metro South Bay Cities

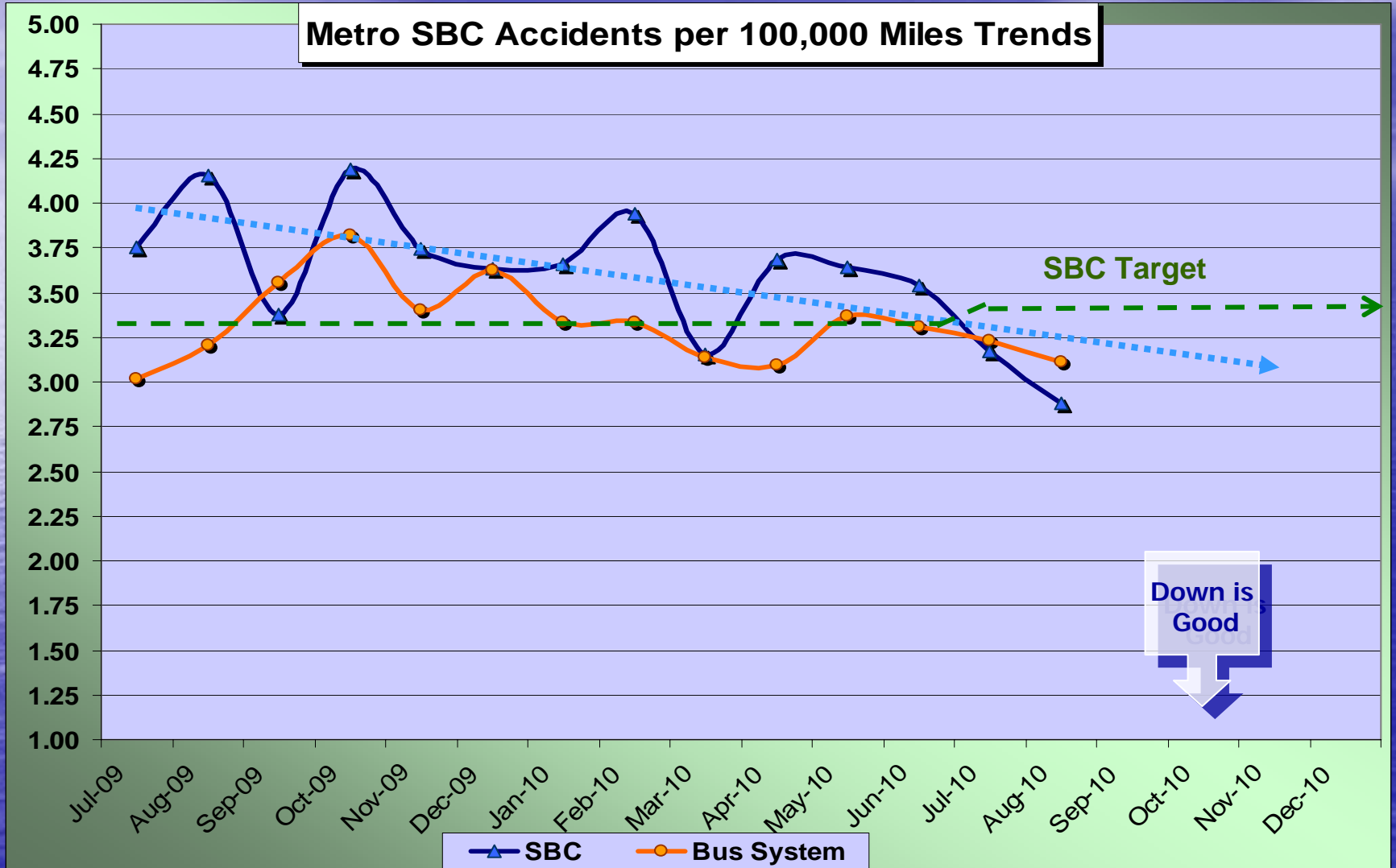
### & Metro Bus System

August 2010

Measurement : Accidents per 100,000 Bus Miles

	Target	Aug.	YTD
<b>Metro Bus System</b>	<b>3.14</b>	<b>3.11</b>	<b>3.17</b>
<b>South Bay Cities</b>	<b>3.40</b>	<b>2.88</b>	<b>3.02</b>

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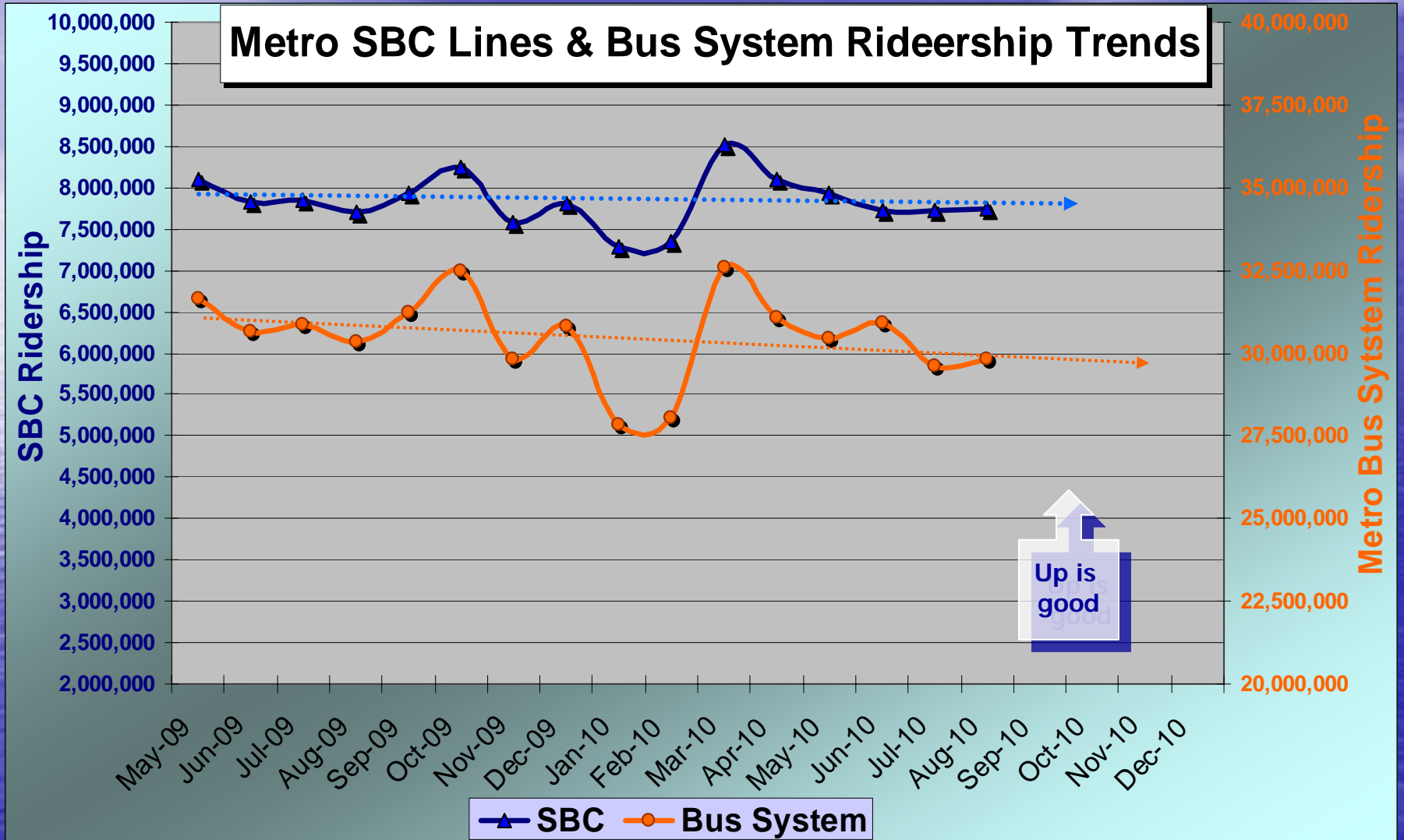
# SBC Governance Council Oct. 2010

## Metro South Bay Cities & Metro Bus System August 2010

Measurement : Monthly Ridership

	Target	Aug.	YTD
<b>Metro Bus System</b>	<b>29,400,000</b>	<b>29,840,000</b>	<b>29,730,000</b>
<b>South Bay Cities</b>	<b>7,340,000</b>	<b>7,750,000</b>	<b>7,730,000</b>

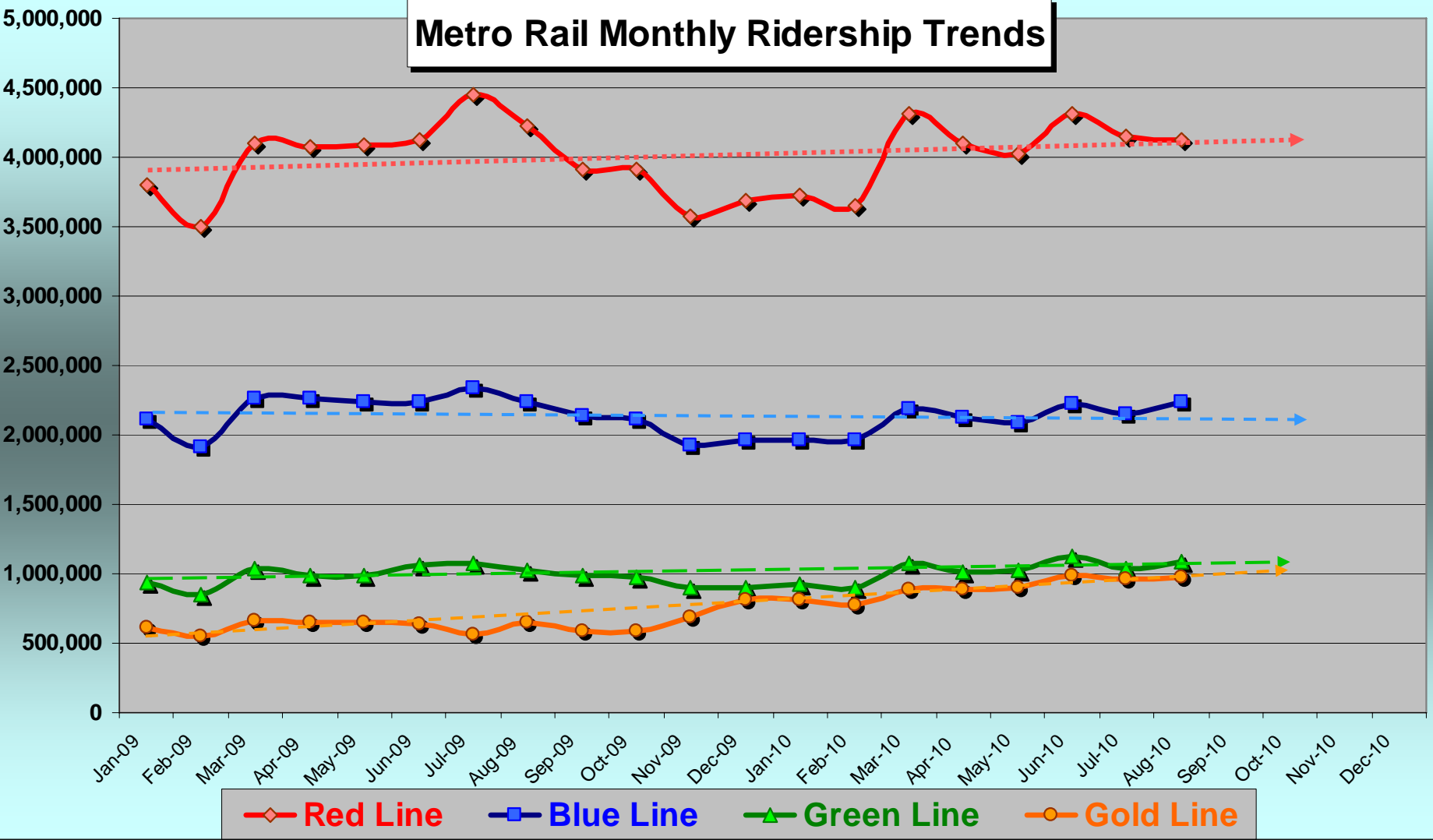
# SBC Governance Council Oct. 2010





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**Metro Rail Monthly Ridership Trends**



◆ Red Line   
 ■ Blue Line   
 ▲ Green Line   
 ● Gold Line



**Metro™**

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## Still Preliminary Estimate of Fare Increase Impact on Ridership Levels

### Change in Ridership from July/Aug. 2009 to July/Aug. 2010

	Metro Bus	Metro Rail	Bus & Rail
➤ Weekdays	- 3.2%	+ 1.2%	- 2.3%
➤ Saturdays	- 1.7%	+ 4.1%	- 0.5%
➤ Sunday	<u>- 1.4%</u>	<u>+ 3.7%</u>	<u>- 0.2%</u>
➤ <b>Avg.</b>	<b>- 2.9%</b>	<b>+ 1.7%</b>	<b>- 2.1%</b>

# **SBC Governance Council Oct. 2010**

September 30, Meet and Confer

**19 Council Representative Attended**

**Presentations by:**

- **Matt Raymond, Chief Communications Officer re**
- **Tim Lindholm, Director of Capital Projects**

**Facility Tour by 10 Council Representatives**

- **BOC, Customer Relations, RRC & Div. 10**
- **Future Tours will Include Rail Control Center**

# SBC Governance Council Oct. 2010

## Summary of Metro Board Actions

- **Item 9** – Approved Villaraigosa Bike Motion
- **Item 19** – Approved 5-1/2 yr. NextBus Contract for real time bus info
- **Item 8** – Service Changes to Tier 1 Bus Lines with following changes
  - **Line 168** - Bring back to Board with more information
  - **Line 177** - Retain peak period service until March 2011
  - **Line 220** - Cancel Sat. and retain weekday service until Expo Line
  - **Line 620** – Retain hourly service
  - **Line 439** – Cancel Sat. but retain peak weekday service between downtown LA and Fox Hills Mall
  - **Line 711** – Cancel Line and replace with limited stop Line 311



# SBC Governance Council Oct. 2010

## November 2010 Meeting

Workshop with Operations Planning

Focus on Potential FY 2012 Service Changes

### Key Dates for June 2011 Service Changes

- ✓ Council Approves Hearing Date at **December** Meeting
- ✓ Notice of Public Hearing Published in Early **January**
- ✓ Public Hearing in **February**
- ✓ Council Acts on Service Change Proposal in **March**

