

Metro **South Bay Cities** Service Council November 2010 Meeting

Performance Report
for September 2010



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SBC Governance Council November 2010

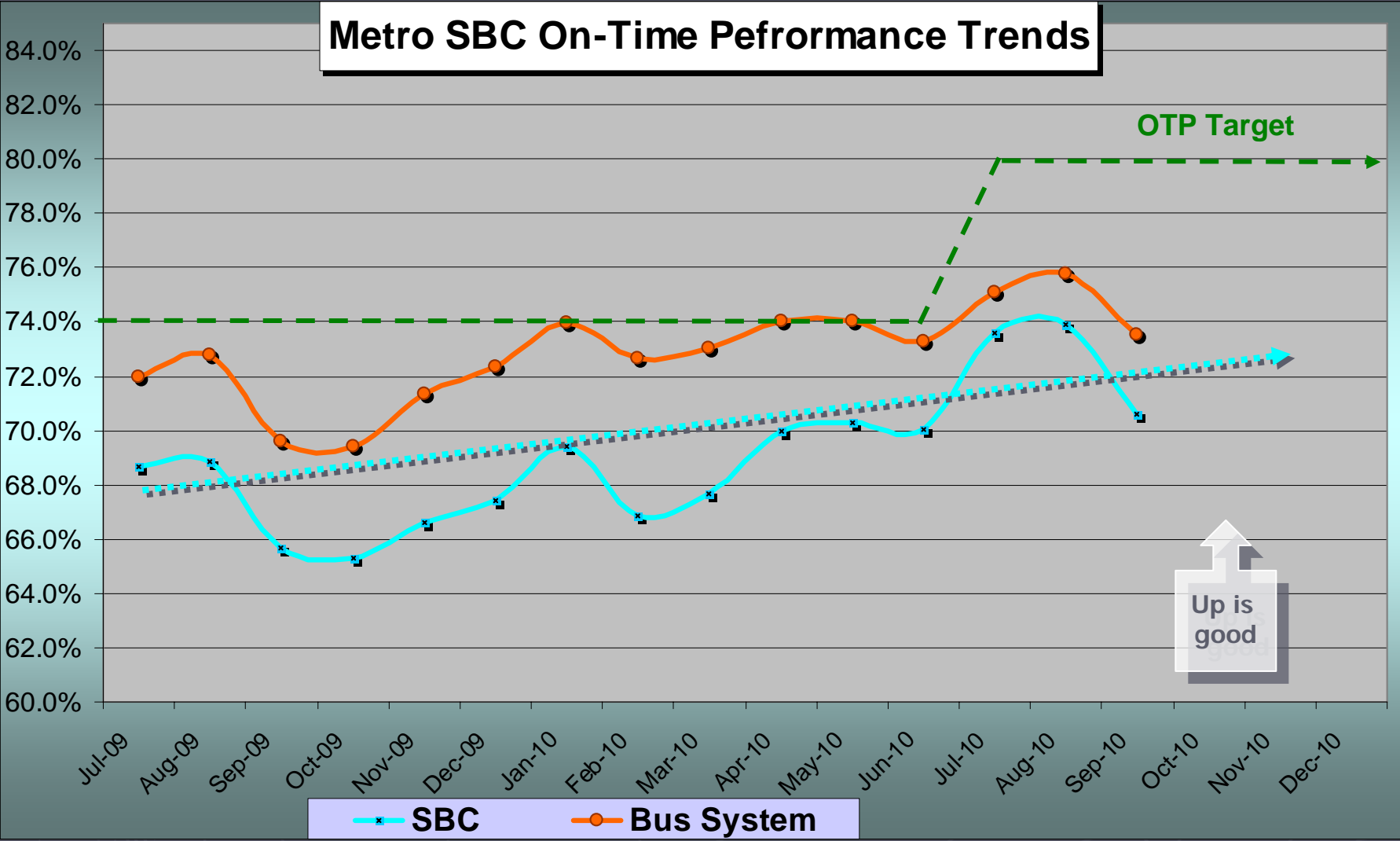
Metro **South Bay Cities** & **Metro Bus System** September 2010

Measurement : *On Time Performance*

	Target	Sept.	YTD
Metro Bus System	80.0%	73.5%	74.7%
South Bay Cities	80.0%	70.6%	73.8%

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Metro SBC On-Time Performance Trends



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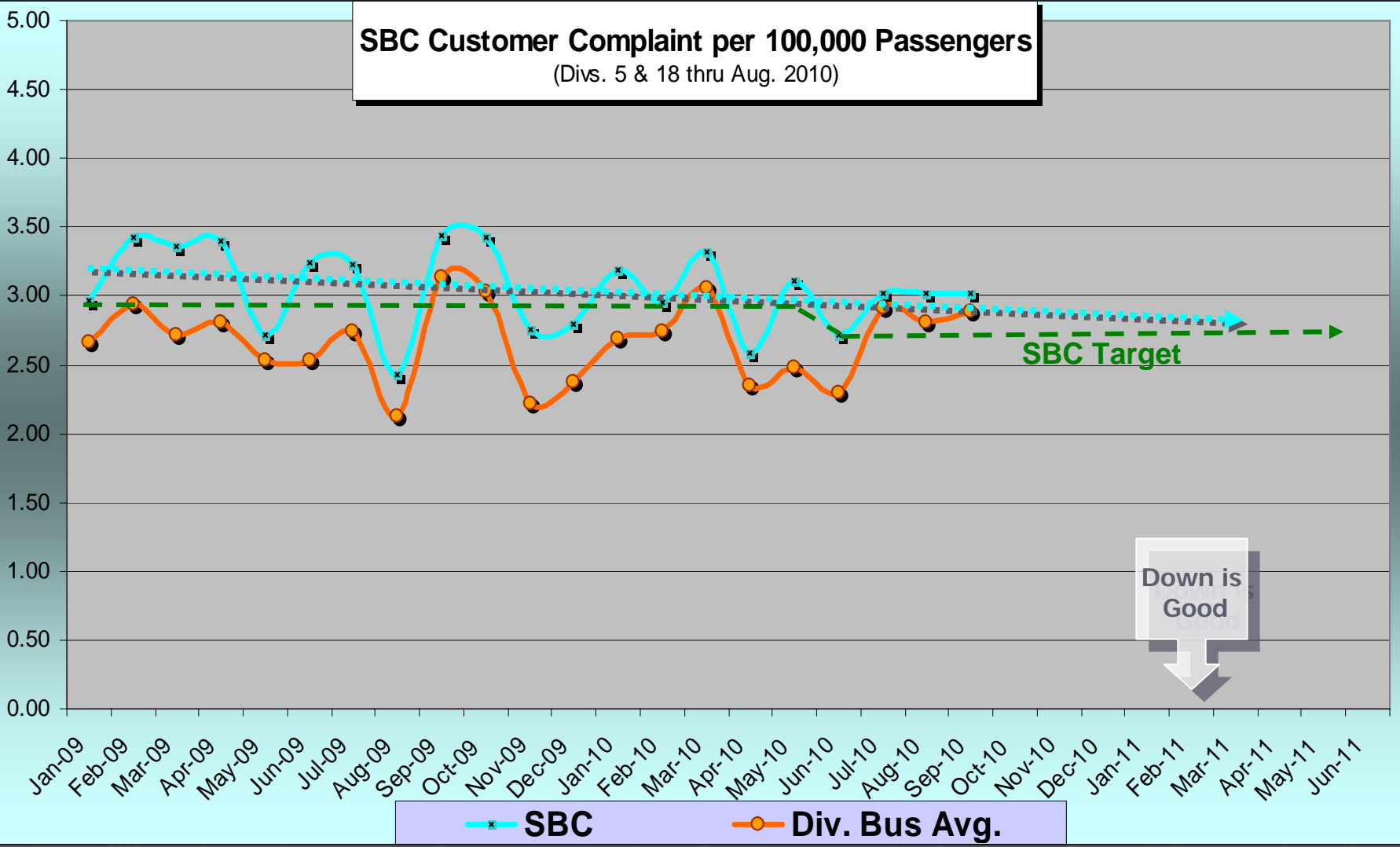
Metro **South Bay Cities** & **Metro Bus System** September 2010

Measurement : Complaints per 100,000 Psgrs.

	Target	Sept.	YTD
Metro Bus System	2.52	2.89	2.87
South Bay Cities	2.78	3.02	3.02

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SBC Customer Complaint per 100,000 Passengers
(Divs. 5 & 18 thru Aug. 2010)



Down is Good



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September 2010 Customer Complaints

Includes Directly Operated and Contract Lines

GWC		SBC		SFV		SGV		WSC		Totals		Complaint Type
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
44	25%	46	19%	38	21%	27	16%	66	18%	164	20%	Passed Up
34	19%	57	24%	33	18%	28	16%	62	17%	154	18%	No Show
17	10%	28	12%	25	14%	24	14%	70	19%	130	16%	Op. Discourtesy
20	11%	30	13%	33	18%	39	23%	32	9%	114	14%	Late Schedule
12	7%	13	5%	7	4%	13	8%	28	8%	51	6%	Unsafe Operation
7	4%	7	3%	11	6%	4	2%	22	6%	42	5%	Accident
5	3%	5	2%	2	1%	7	4%	12	3%	24	3%	Operator Conduct
1	1%	4	2%	4	2%	5	3%	11	3%	19	2%	Carried Past Stop
3	2%	4	2%	5	3%	2	1%	6	2%	15	1.8%	Misc. Complaint
4	2%	4	2%	1	1%	3	2%	3	1%	10	1.2%	Disputed/Wrong Fare
3	2%	4	2%	1	1%	1	1%	7	2%	10	1.2%	Improper Curb Stop
1	1%	5	2%	1	1%	0	0%	5	1%	10	1.2%	Off Route
26	15%	31	13%	18	10%	19	11%	36	10%	95	11%	Other
177		238		179		172		360		838		



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September 2010 Customer Complaints Includes Directly Operated and Contract Lines

Complaints Summarized by Type

GWC		SBC		SFV		SGV		WSC		Totals		Comp. Group
No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	No.	Pct.	
91	51%	113	47%	94	53%	85	49%	228	63%	463	55%	Oper. Issues
59	33%	88	37%	68	38%	68	40%	95	26%	276	33%	Sched. Issues
8	5%	10	4%	8	4%	6	3%	13	4%	35	4%	Access Svc.
9	5%	10	4%	3	2%	10	6%	10	3%	31	4%	Fare Issues
7	4%	12	5%	1	1%	1	1%	5	1%	15	2%	Equip. or Bus Stop
3	2%	5	2%	5	3%	2	1%	9	3%	18	2%	Other
177		238		179		172		360		838		



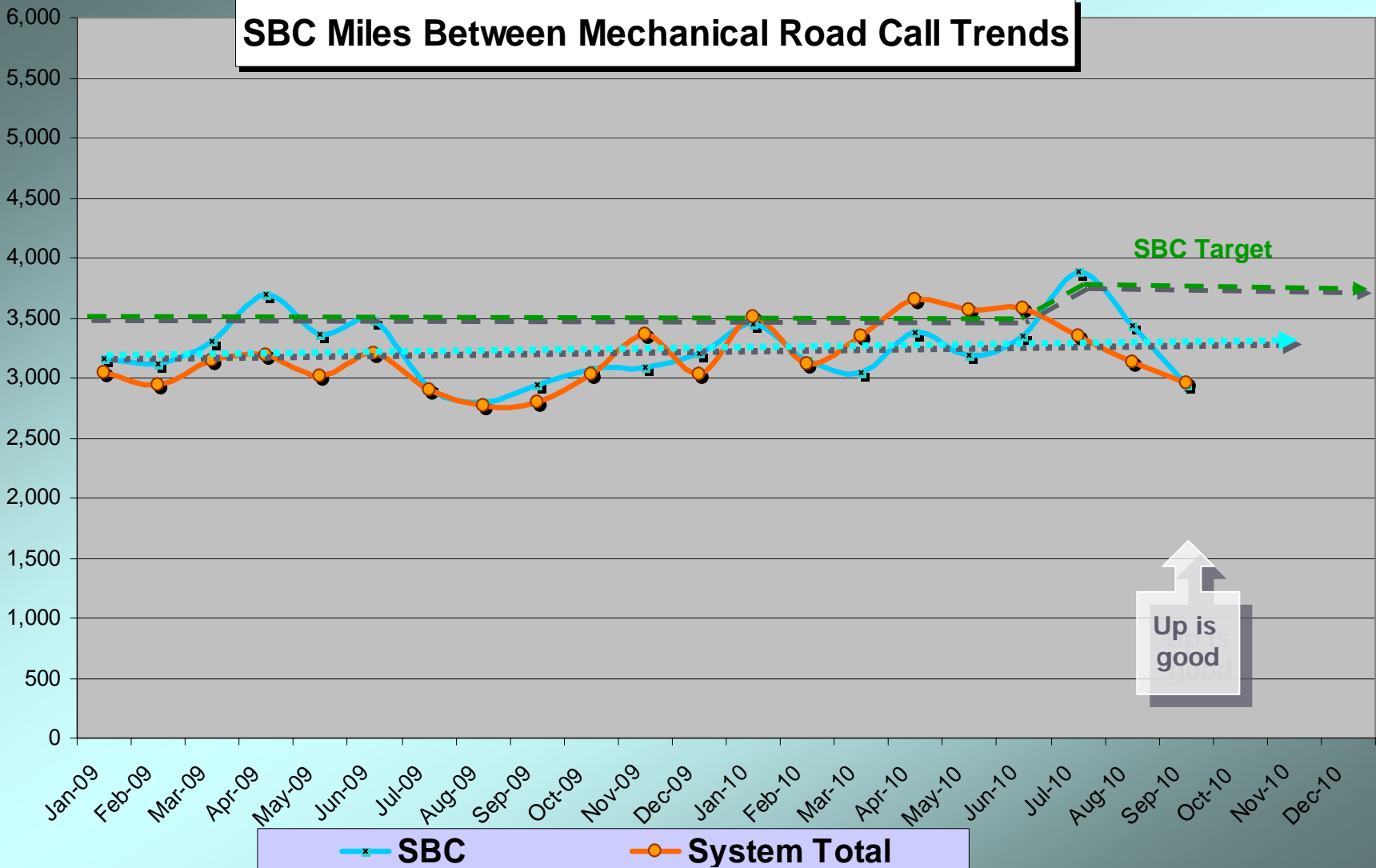
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Metro **South Bay Cities** & **Metro Bus System** September 2010

Measurement : *Miles Between Mechanical Road Call*

	Target	Sept.	YTD
Metro Bus System	3,664	2,953	3,144
South Bay Cities	3,635	2,419	2,598

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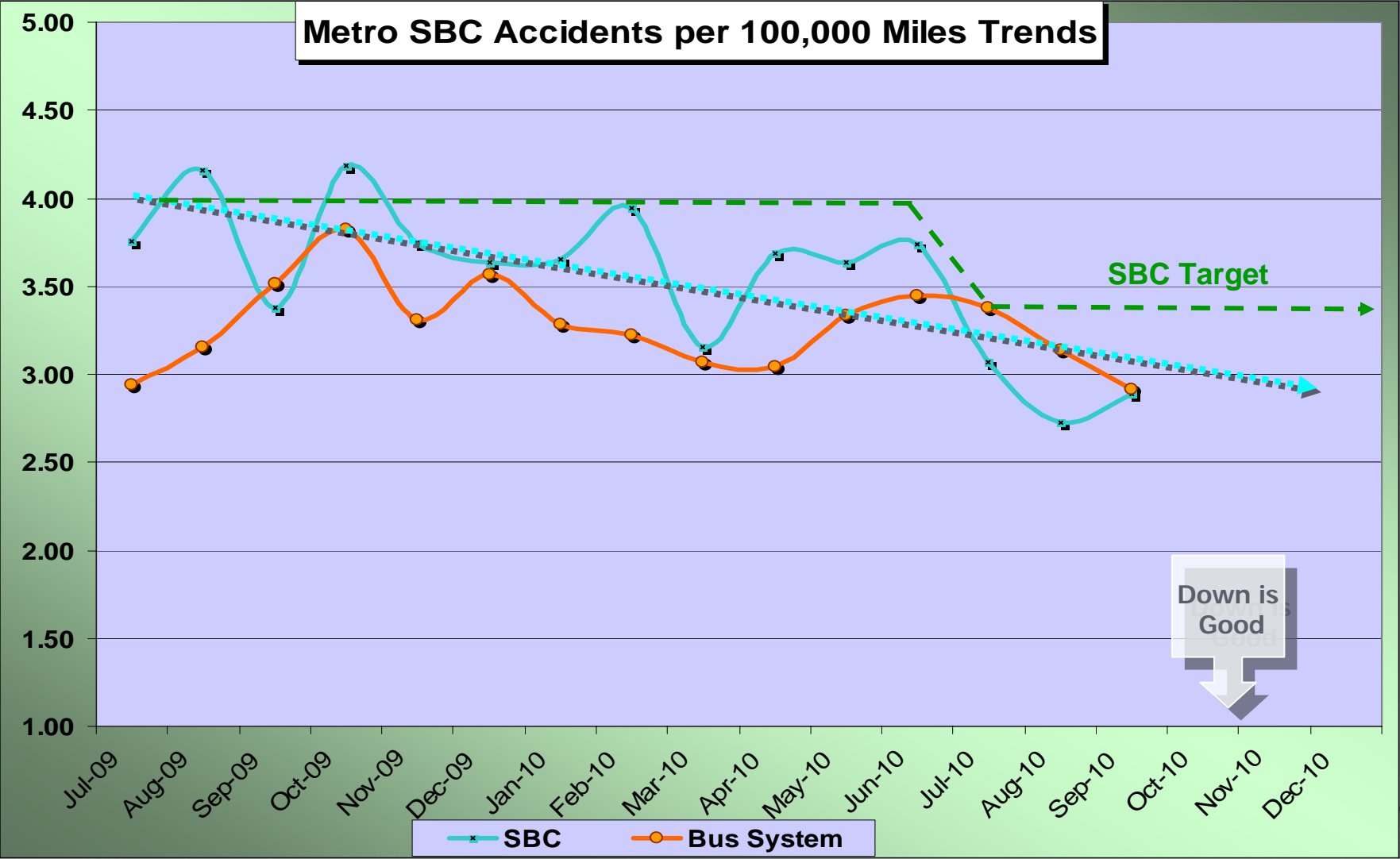
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Metro **South Bay Cities** & **Metro Bus System** September 2010

Measurement : *Accidents per 100,000 Miles*

	Target	Sept.	YTD
Metro Bus System	3.14	2.92	3.14
South Bay Cities	3.40	2.89	2.90

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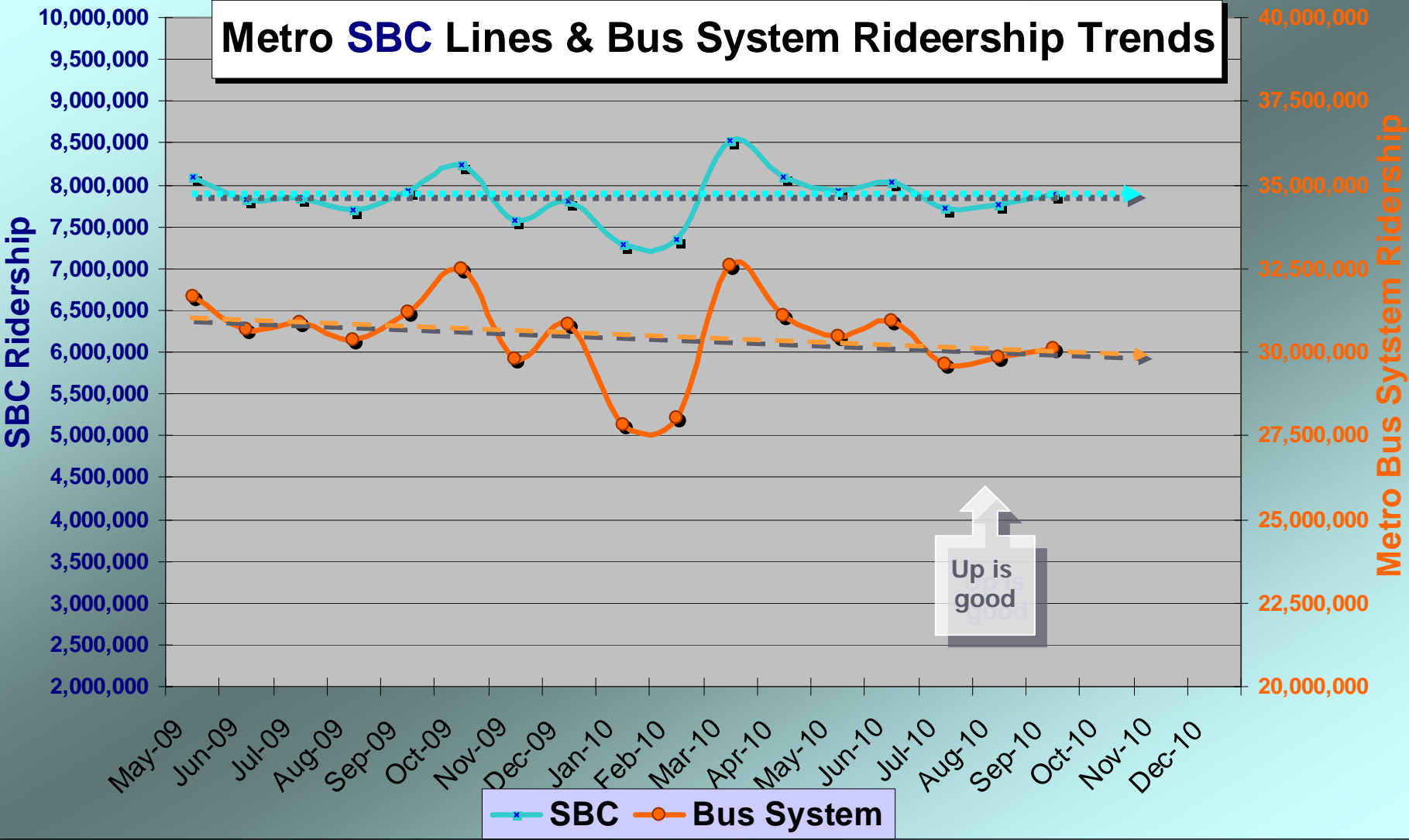
Metro **South Bay Cities** & **Metro Bus System** September 2010

Measurement : *Monthly Ridership*

	Target	Sept.	YTD
Metro Bus System	29,400,000	30,100,000	29,900,000
South Bay Cities	7,340,000	7,890,000	7,780,000

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Metro SBC Lines & Bus System Ridership Trends



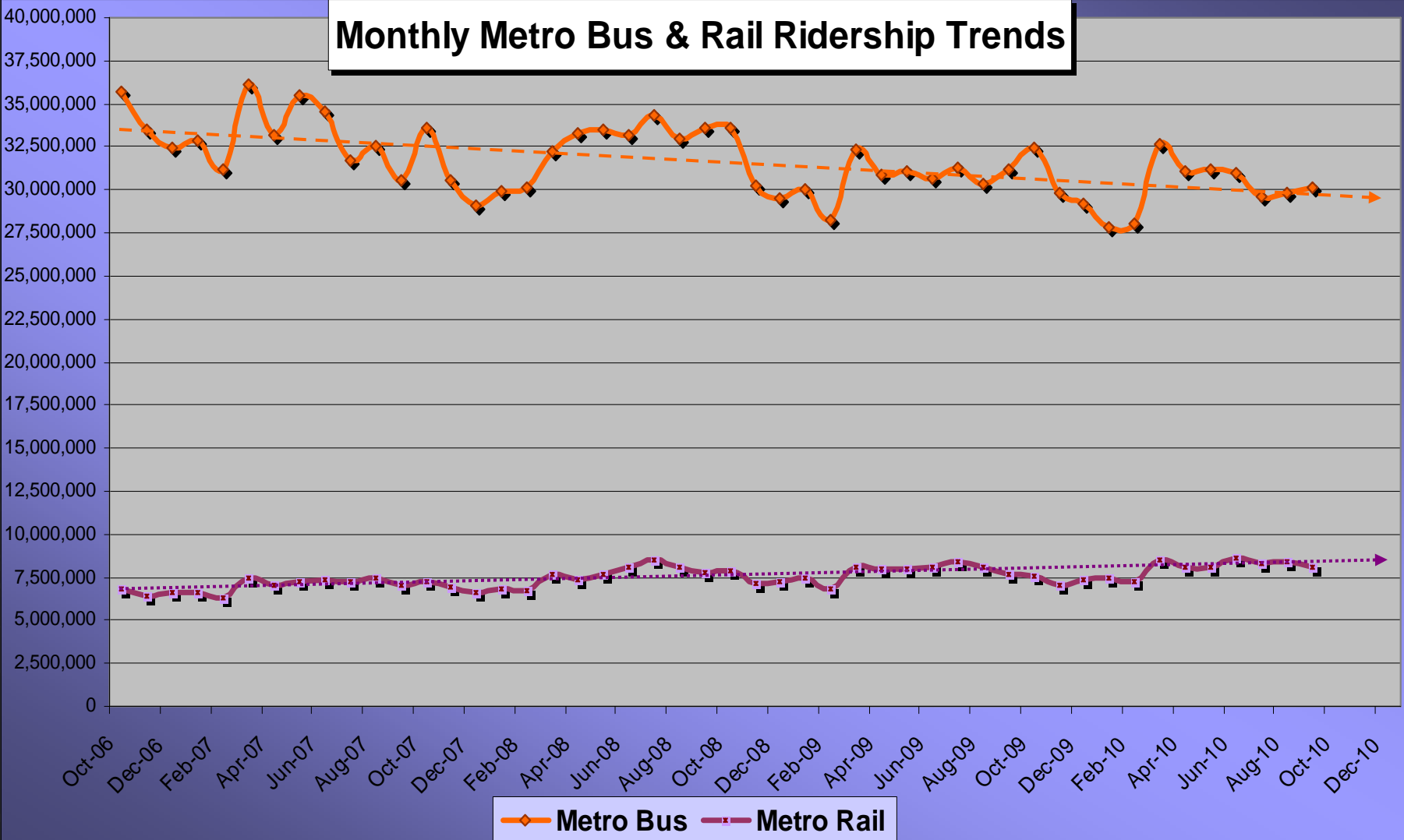
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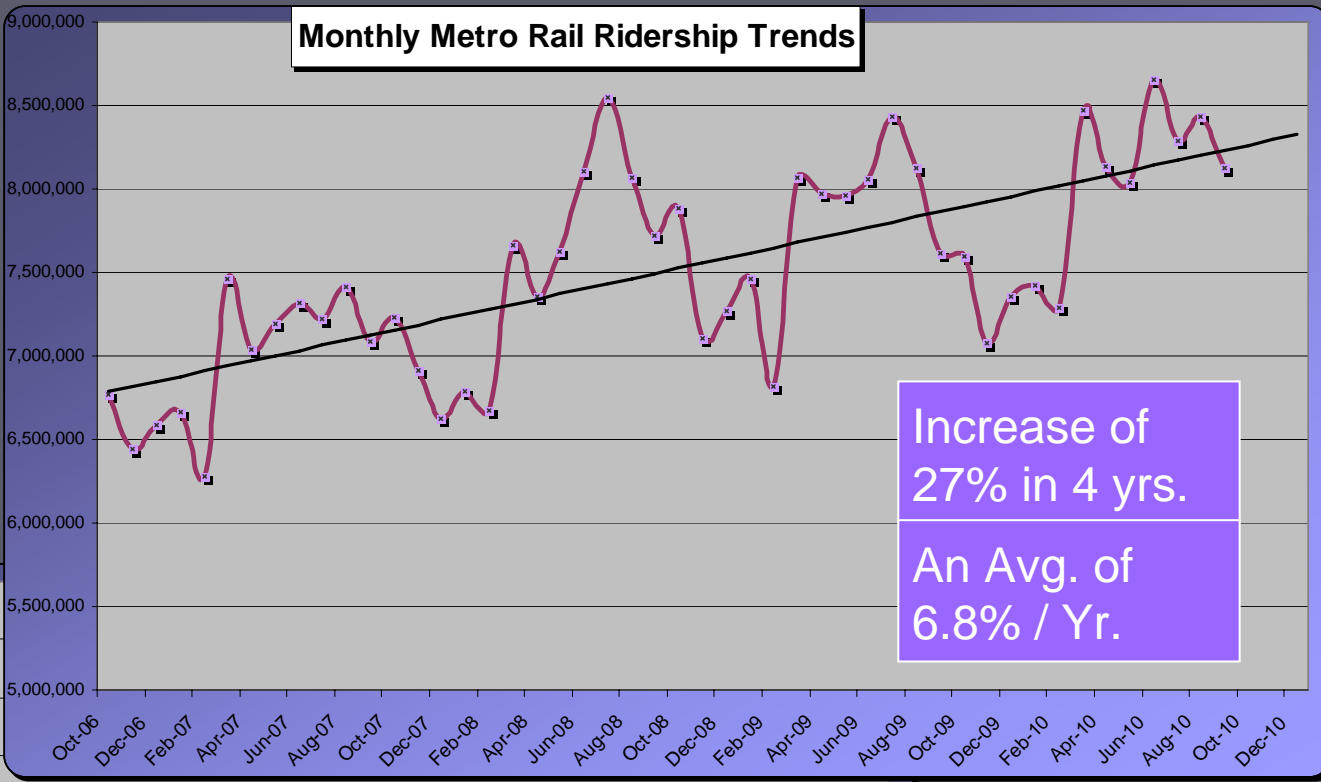
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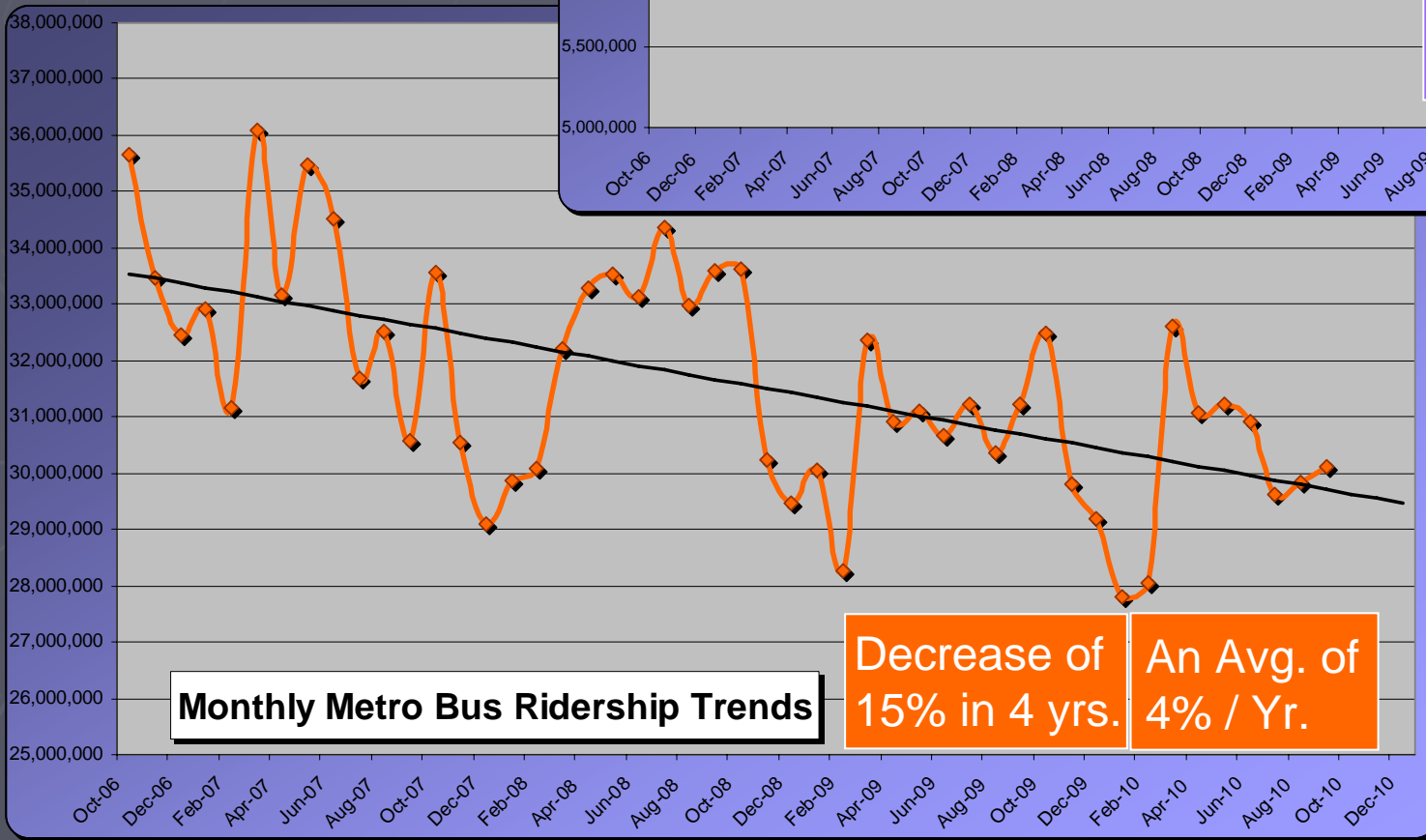
Monthly Metro Bus & Rail Ridership Trends



Monthly Metro Rail Ridership Trends



Monthly Metro Bus Ridership Trends



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1st Quarter Estimate of

Fare Increase Impact on Ridership Levels

Change in Ridership from (July-Sept. 2009) to (July-Sept. 2010)

	Metro Bus	Metro Rail	Bus & Rail
➤ Weekdays	- 3.4%	+ 2.9%	- 2.1%
➤ Saturdays	- 1.8%	+ 4.5%	- 0.6%
➤ Sunday	<u>- 1.6%</u>	<u>+ 5.4%</u>	<u>- 0.0%</u>
➤ Avg.	- 3.1%	+ 3.3%	- 1.8%

Summary of Metro Board Actions

- Appointment of Elliott Petty to vacant WS/C Service Council position
- Approved Regional Connector & Westside Subway Extension Draft EIS/EIR
- Adopted Locally Preferred Alternatives for both projects

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Meet and Confer Meeting December 1, 2010 @ 2:00 PM

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**



September Meet & Confer Unanswered Questions

- PVRTA audit preparations
- 30/10 Update
- Safety at bus stops

Artesia Transit Center Update

- ATC near term improvement time line and funding sources
- Restroom time line
- Sheriff Dept. sub-station and security
- Art work, wind break and shade issues
- Long term improvement status