

*Metro South Bay Cities
Service Council
April 8, 2011 Meeting*

**Performance Report
for *February 2011***

SBC Service Council April 2011

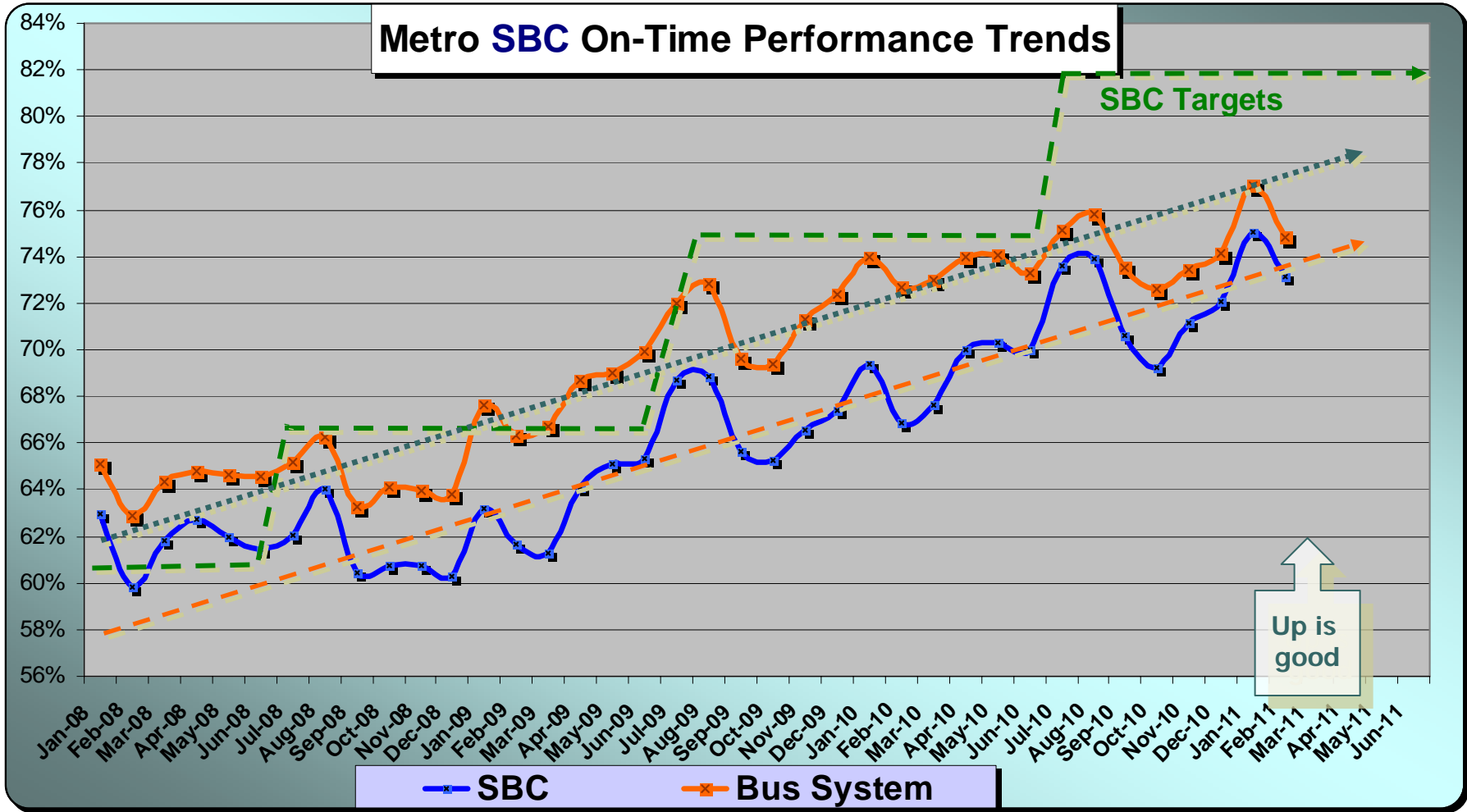
Metro South Bay Cities & Metro Bus System

February 2011

Measurement : *On Time Performance*

	Target	Feb.	YTD
Metro Bus System	80.0%	74.8%	74.6%
South Bay Cities	80.0%	73.1%	72.5%

SBC Service Council April 2011



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Metro South Bay Cities

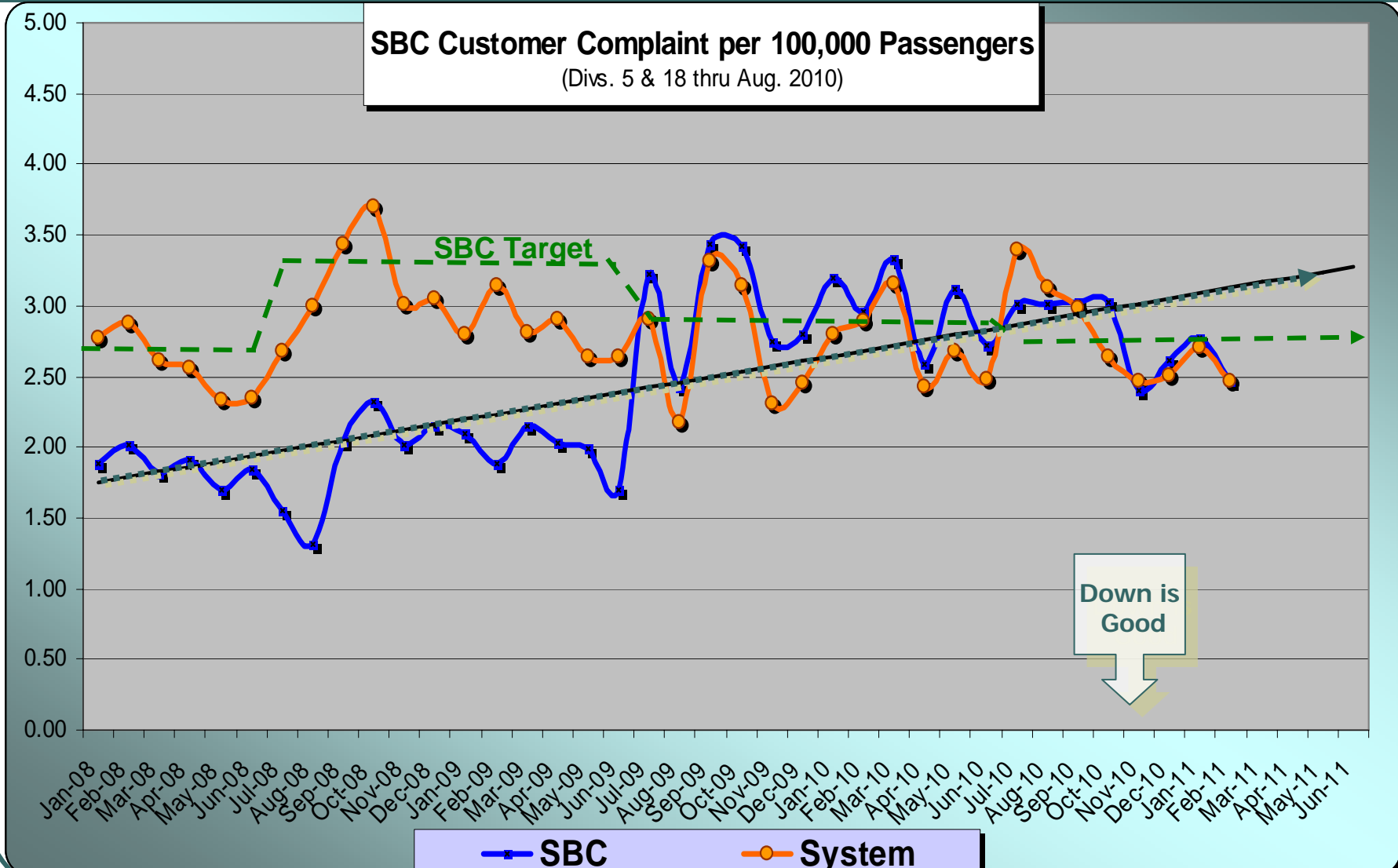
& Metro Bus System

February 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Feb.	YTD
Metro Bus System	2.52	2.47	2.79
South Bay Cities	2.78	2.46	2.79

SBC Service Council April 2011



—■— **SBC**
—●— **System**

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Metro South Bay Cities & Metro Bus System

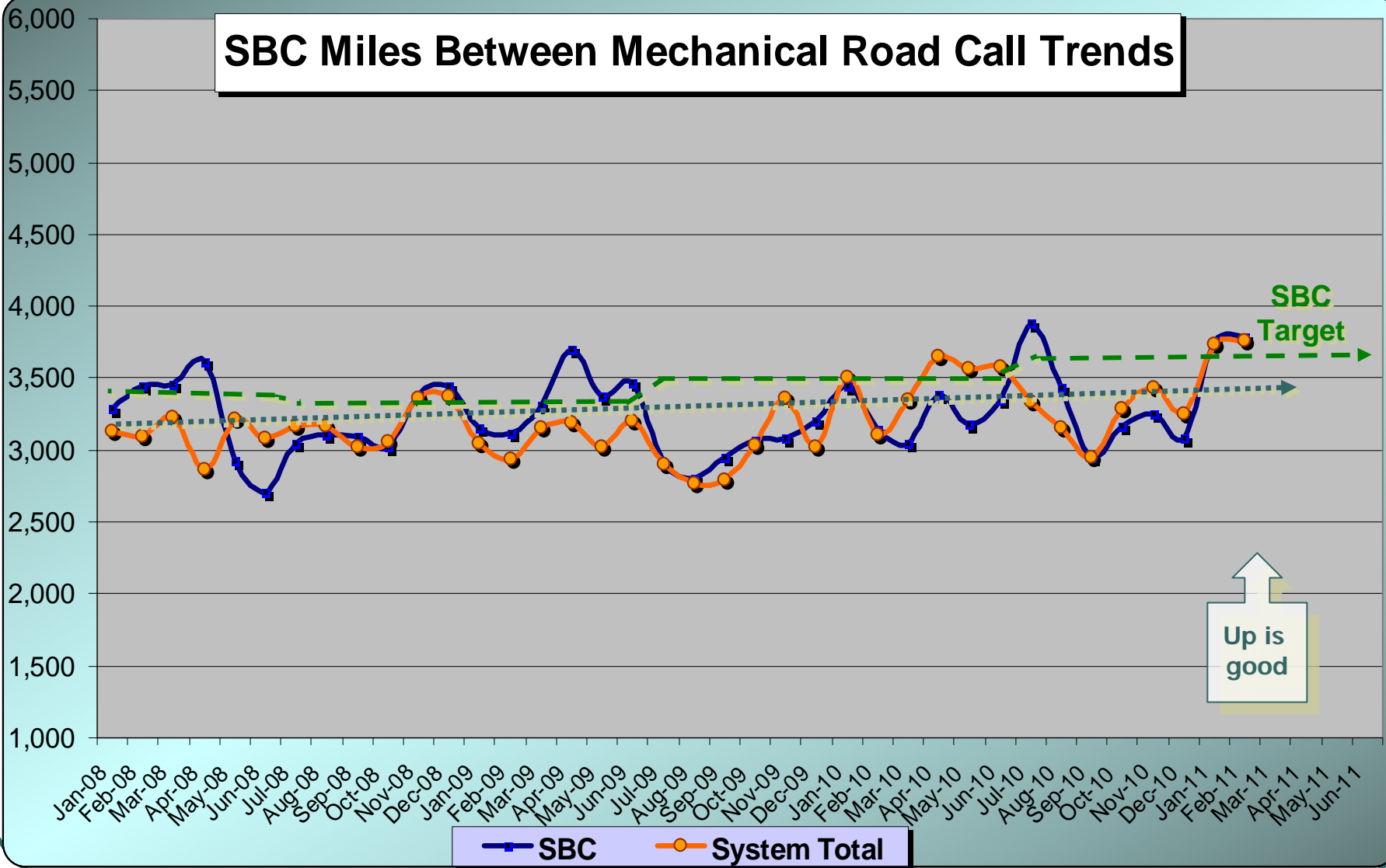
February 2011

Measurement : Miles Between Mechanical Road Call

	Target	Feb.	YTD
Metro Bus System	3,664	3,760	3,365
South Bay Cities	3,635	3,786	3,413

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SBC Miles Between Mechanical Road Call Trends



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Metro South Bay Cities & Metro Bus System

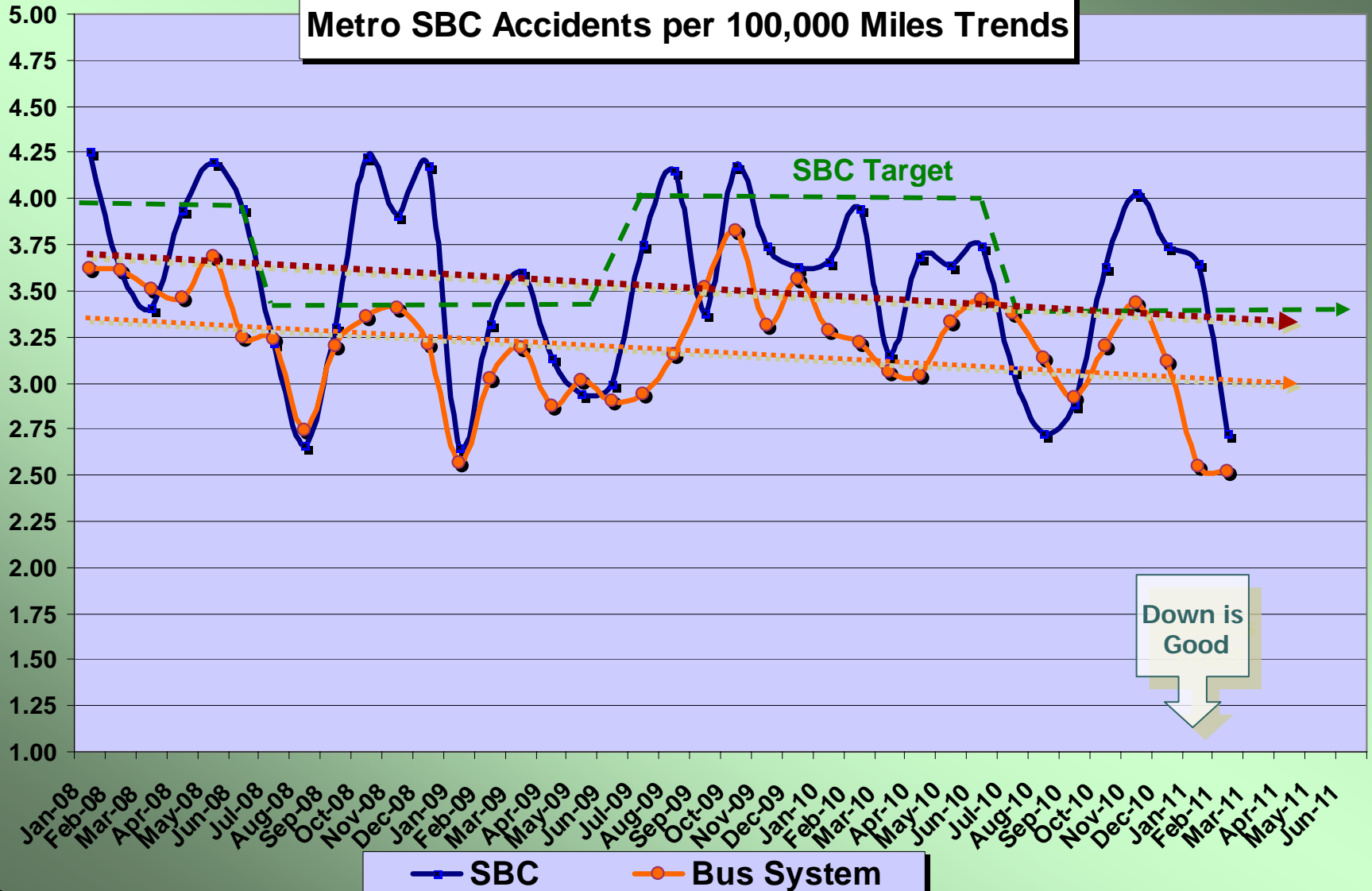
February 2011

Measurement : Accidents per 100,000 Miles

	Target	Feb.	YTD
Metro Bus System	3.14	2.52	3.03
South Bay Cities	3.40	2.72	3.31

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Metro SBC Accidents per 100,000 Miles Trends



Down is Good

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Metro South Bay Cities & Metro Bus System

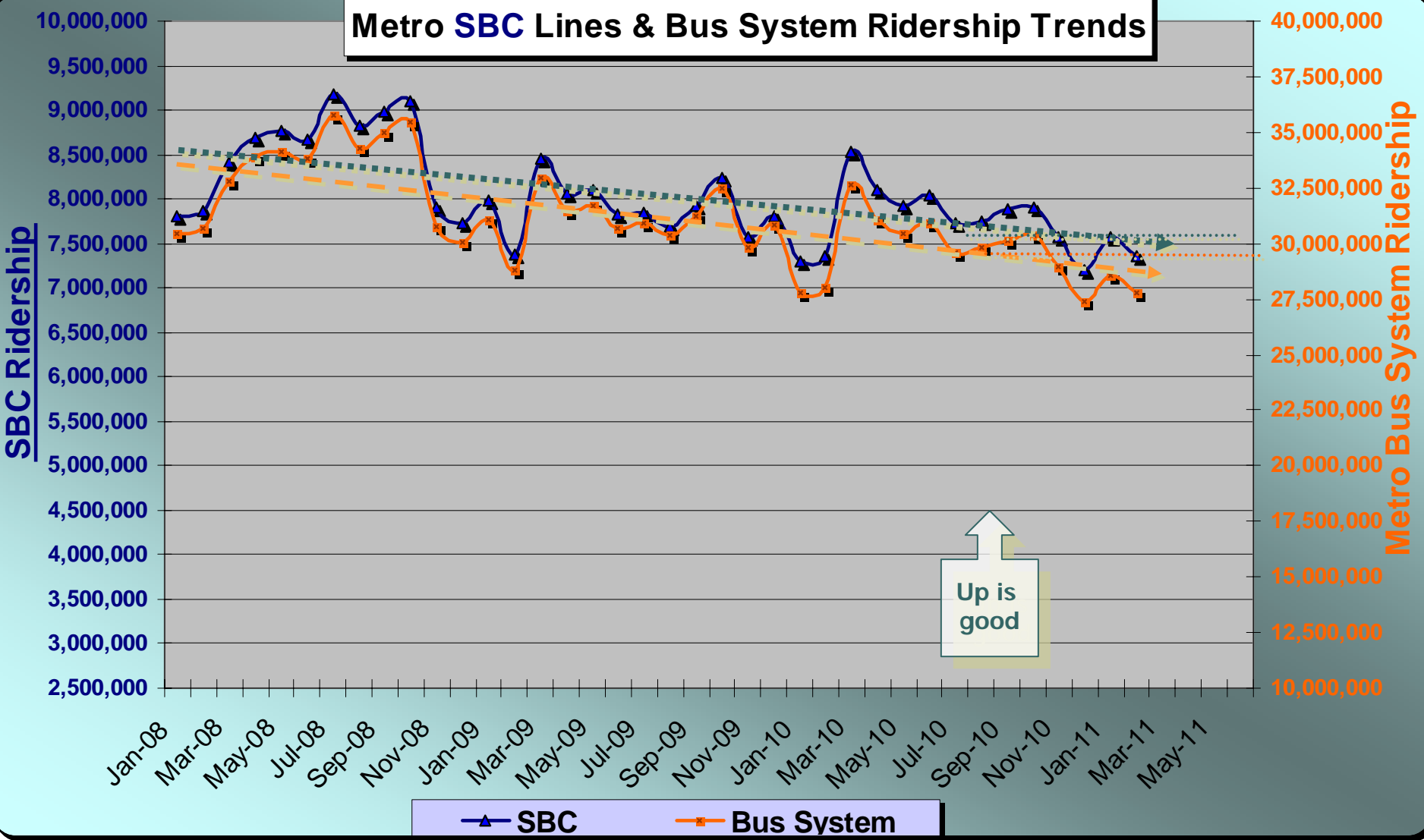
February 2011

Measurement : Monthly Ridership

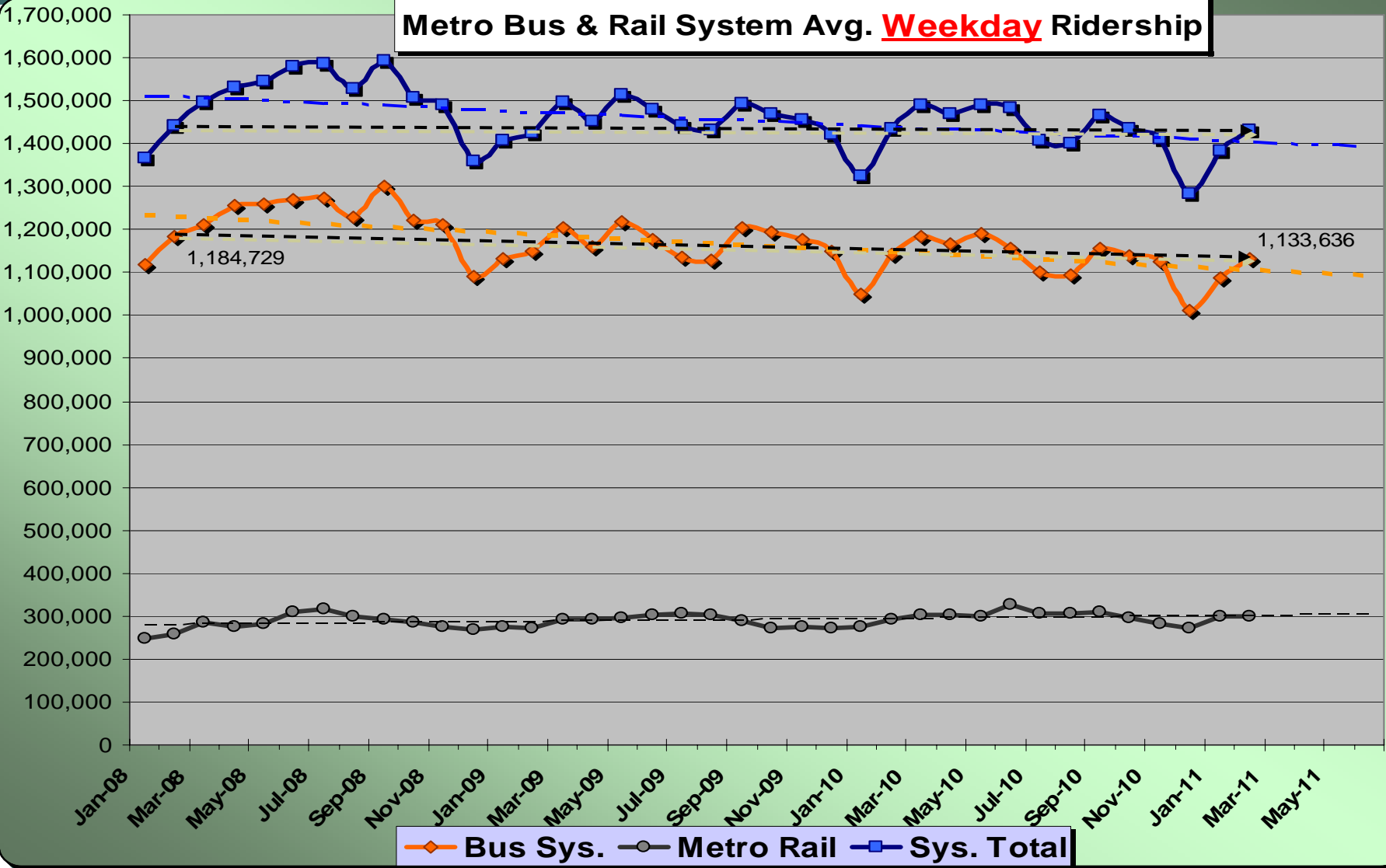
	Target	Feb.	YTD
Metro Bus System	29,470,000	27,800,000	29,080,000
South Bay Cities	7,540,000	7,360,000	7,620,000

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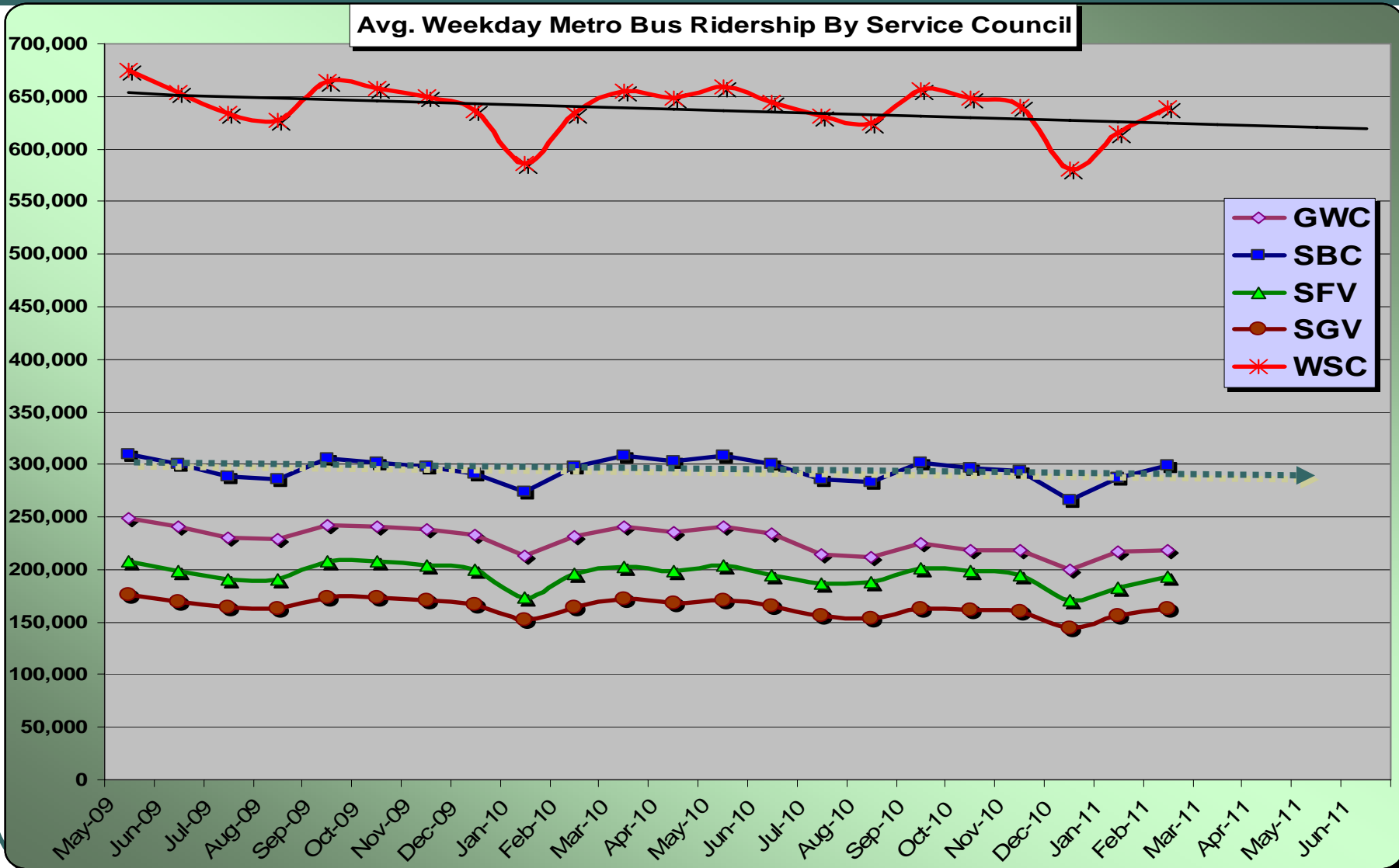
Metro SBC Lines & Bus System Ridership Trends



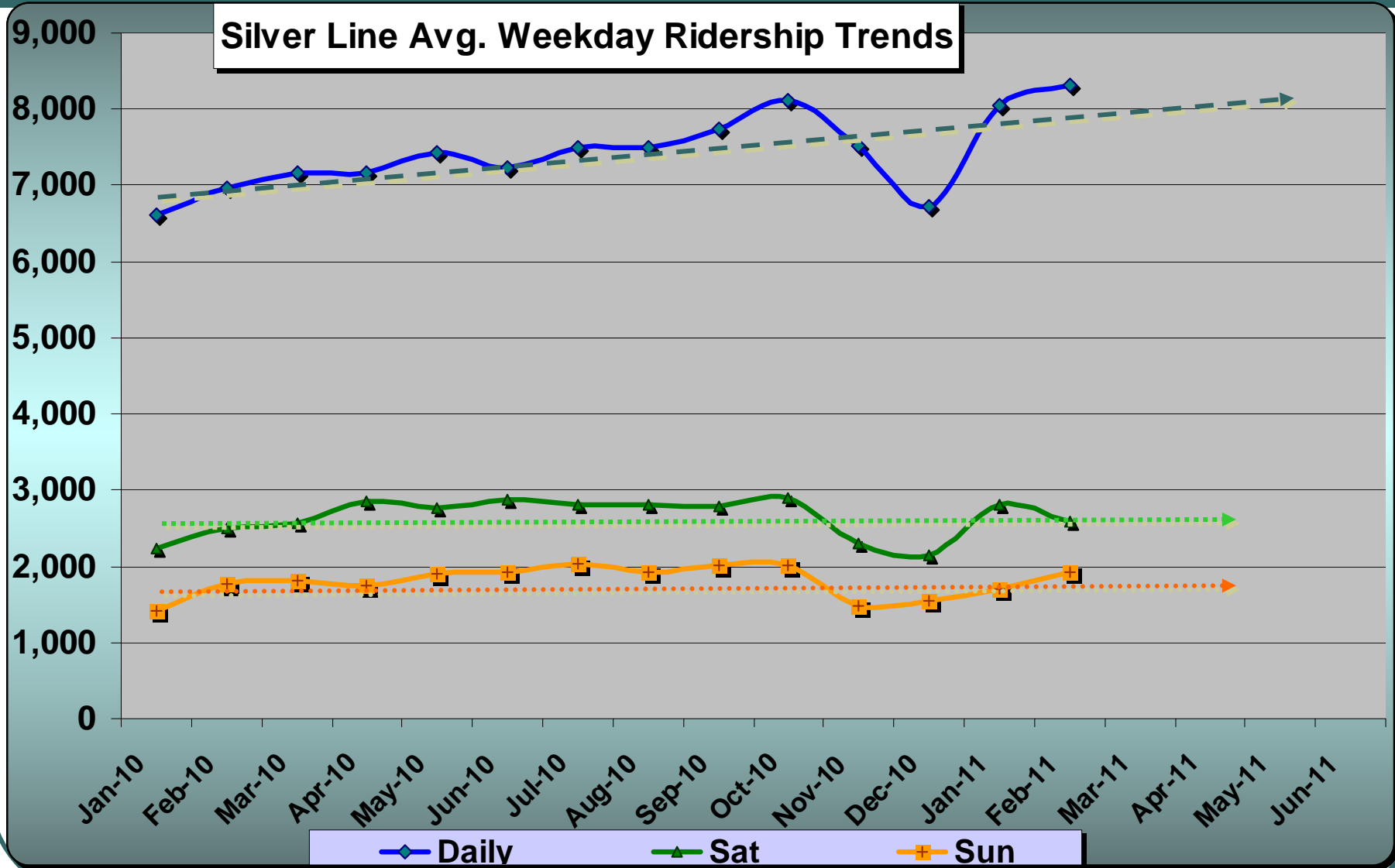
SBC Service Council April 2011



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SBC Service Council April 2011



SBC Service Council April 2011

Selected Metro Board Actions in February

- **Revised Metro Service Council Bylaws**
- **Changes to Tier I Bus Service for June 2011**
- **Design Build Approach for Crenshaw/LAX Corridor Project**
- **Authorize CEO to Negotiate & Execute AA, DEIS/R & CE for Green Line to LAX Project**
- **Preliminary Funding Marks for 2011 Call for Projects**
- **FY-2012 Budget Planning Parameters**
 - **Sales Tax and TDA** +2.6% (\$605m & \$303m)
 - **STA with no change** (\$96m)
 - **Passenger Revenue** +4.0% (\$349m)
 - **Bus Service** - 8% (-582,000 RSH)
 - **Rail Service** +15% (+111,000 RSH)

CEO Meet and Confer Quarterly Meeting

March 31 Meet & Confer with CEO

- **Contingency Plan for Potential Ridership Increase**
- **Status – Transit Operations**
- **Metro Budget for FY-2012**
- **Ethics Presentation by Karen Gorman**
- **Real Time Bus Information**