

**Metro South Bay Cities  
Governance Council  
Sept. 2010 Meeting**

**Performance Report  
Sept. 2010**



**Metro™**

# SBC Governance Council Sept. 2010

## Metro bus system performance July, 2010

Measurement	Target	YTD	July	
On-time performance		80%	75.1%	75.1%
Complaints per 100,000 Psgrs.		2.5	2.9	2.9
Miles between Mechanical road calls		3,664	3,483	3,483
Accidents per 100,000 miles		3.14	3.08	3.08
Bus Ridership		29,400,000	29,620,000	29,620,000



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# SBC Governance Council Sept. 2010

## Metro South Bay Cities

Performance July, 2010 (Div. 5 & 18) \*\*

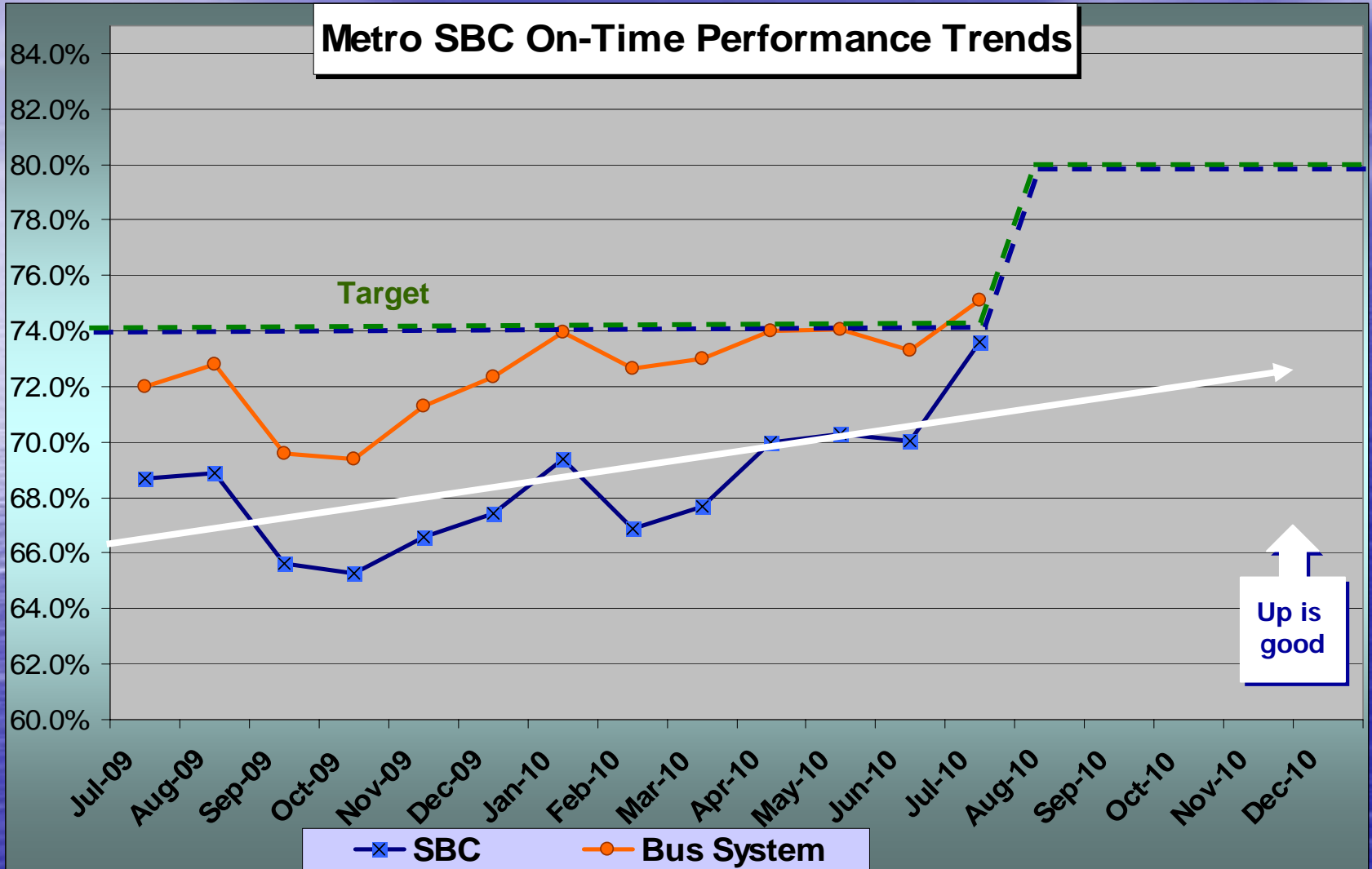
Measurement	Target	YTD	July	
On-time performance	80%	73.6%	73.6%	
Complaints per 100,000 Psgrs. *	2.7	3.01	3.01	
Miles between Mechanical road calls *	3,635	3,912	3,912	
Accidents per 100,000 miles	3.45	2.97	2.97	
Bus Ridership	7,340,000	6,680,000	6,860,000	3



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\* Data for Divs. 5 & 18

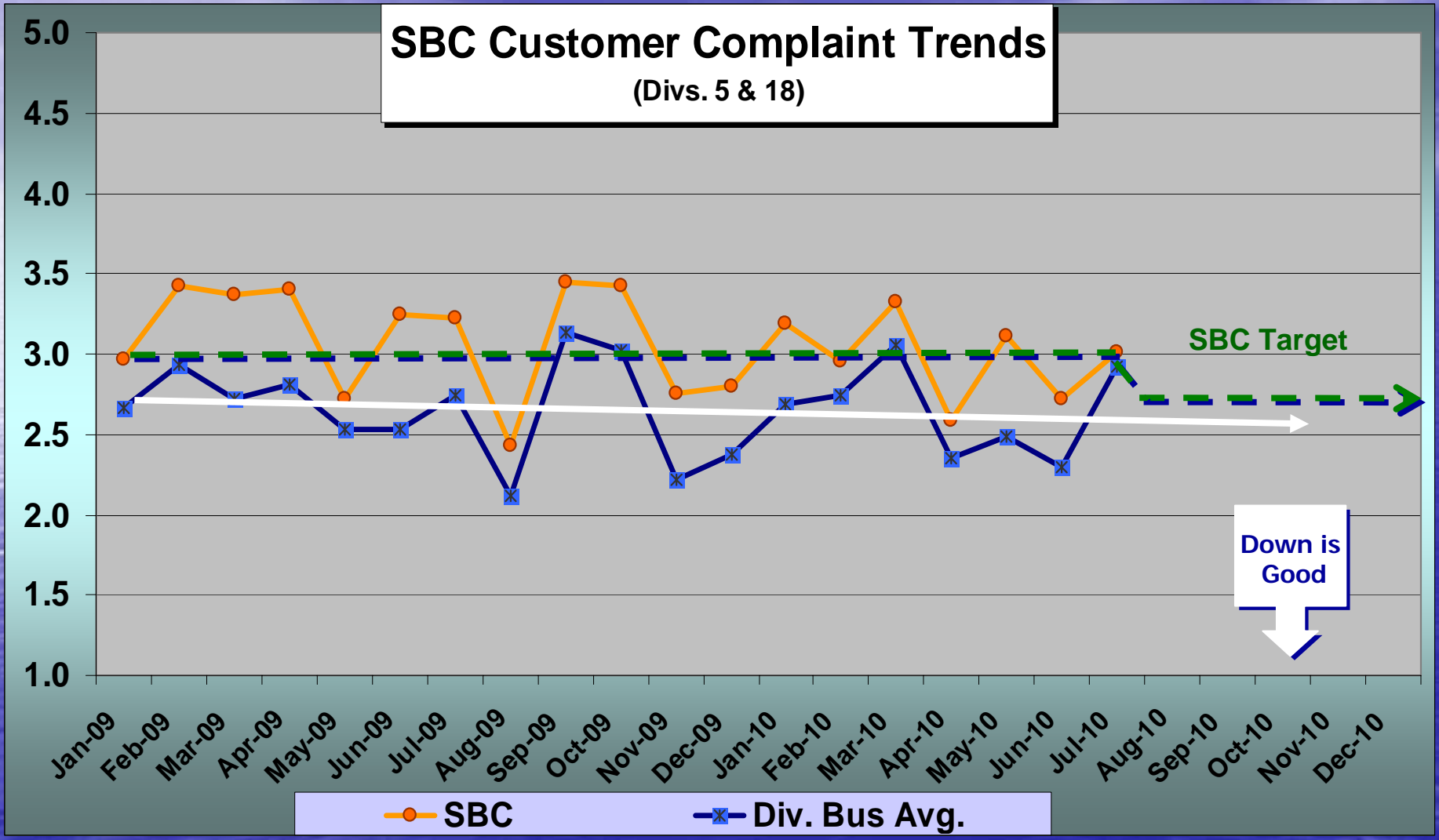
# SBC Governance Council Sept. 2010



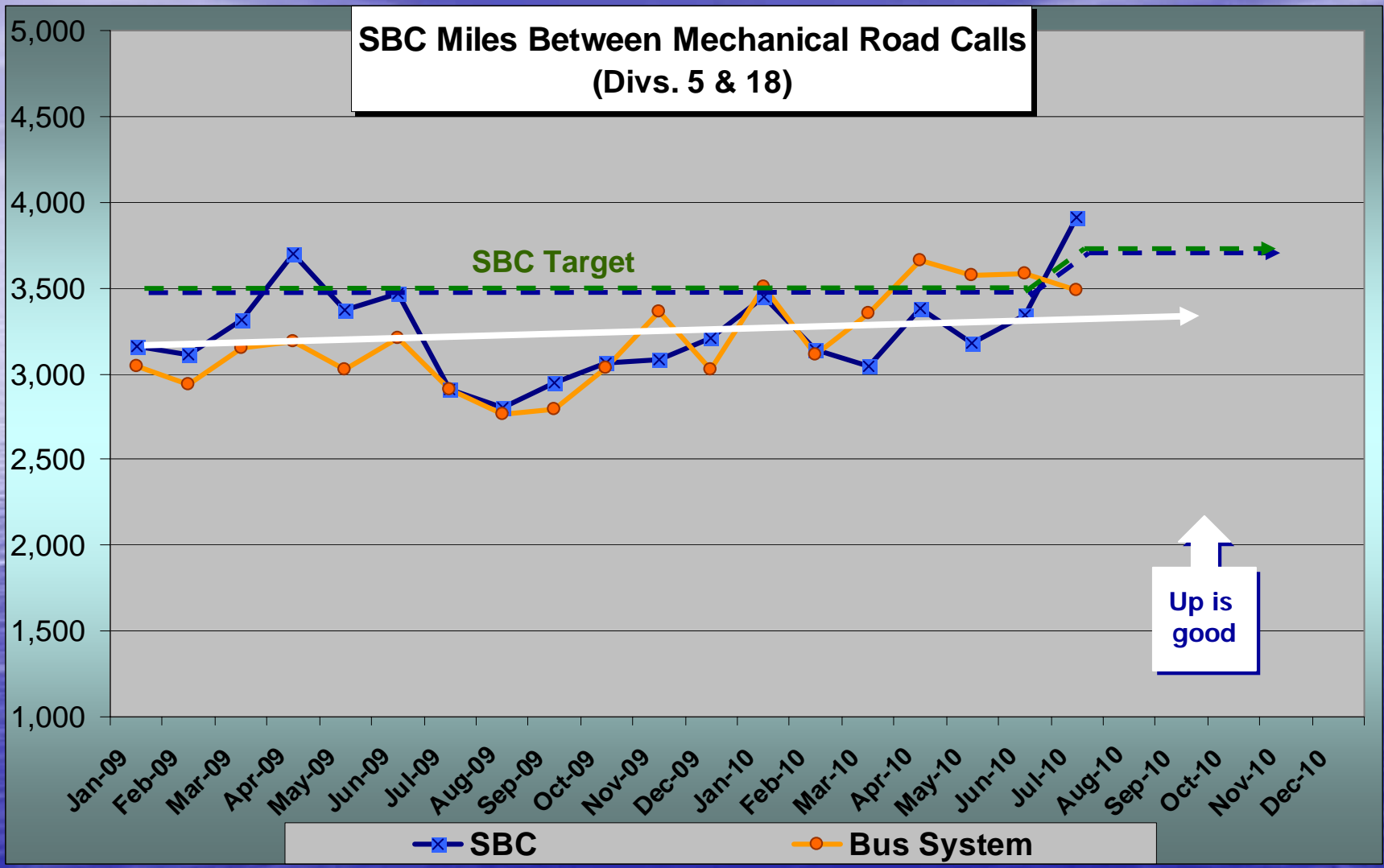


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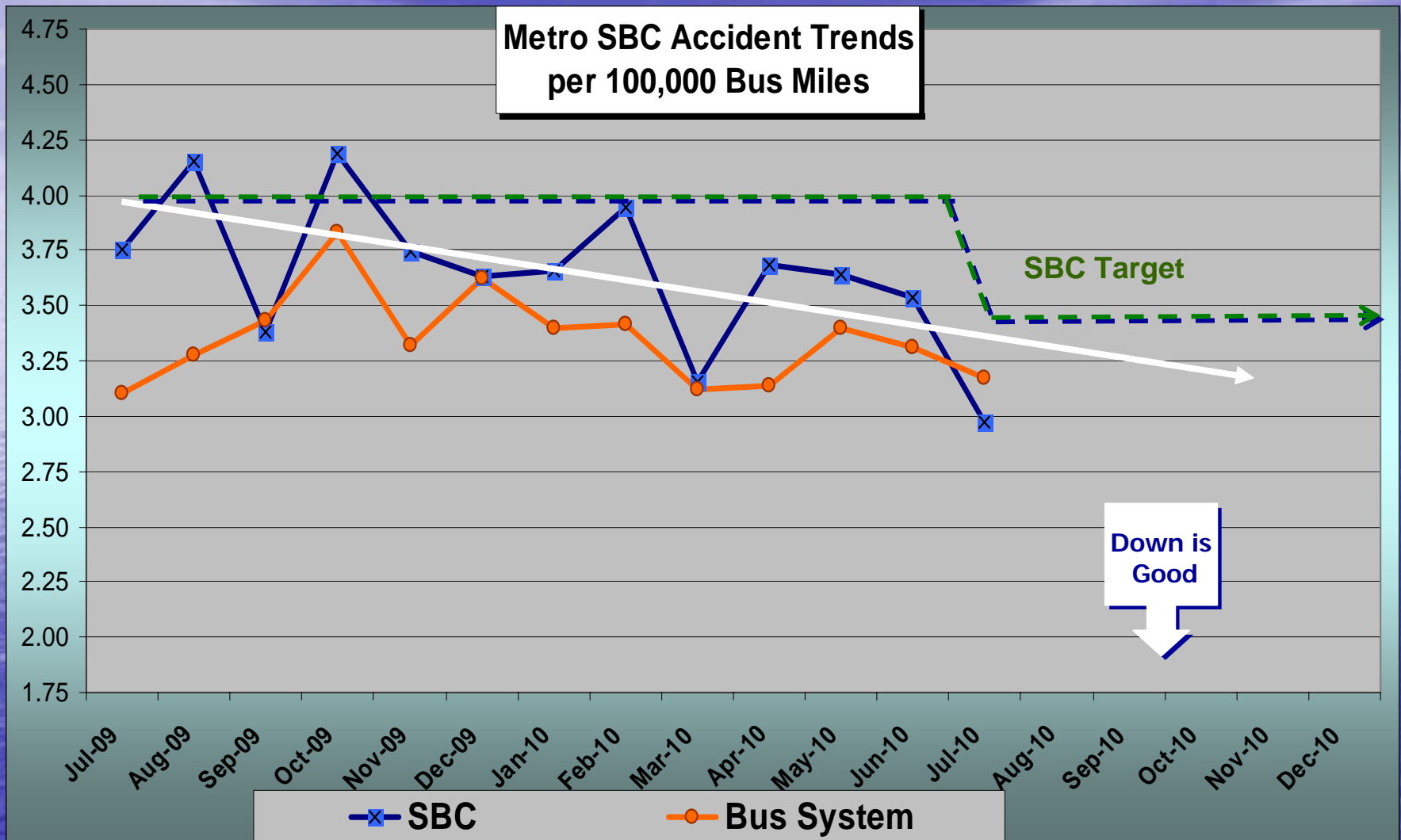
**SBC Customer Complaint Trends**  
(Divs. 5 & 18)



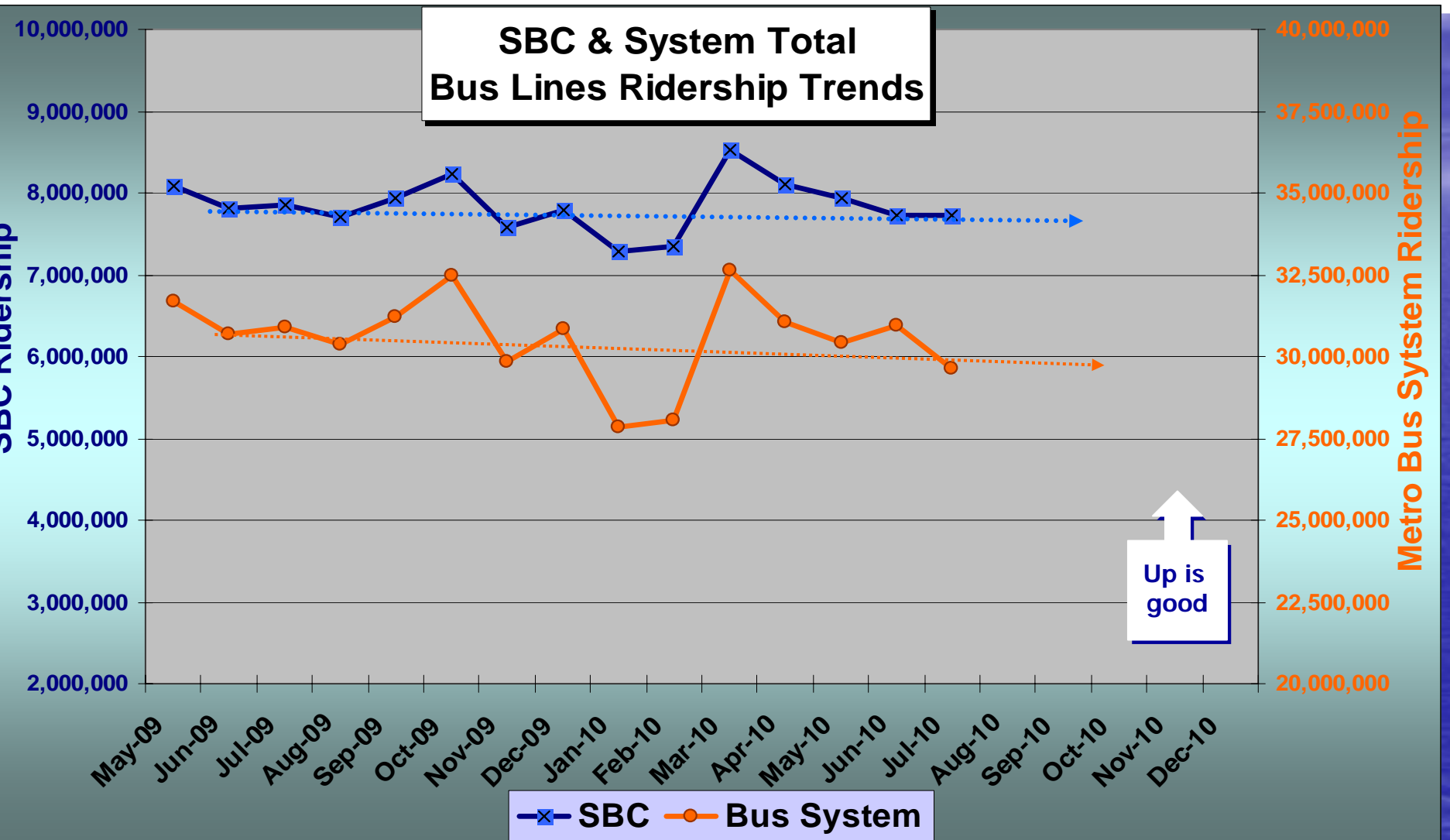
# SBC Governance Council Sept. 2010



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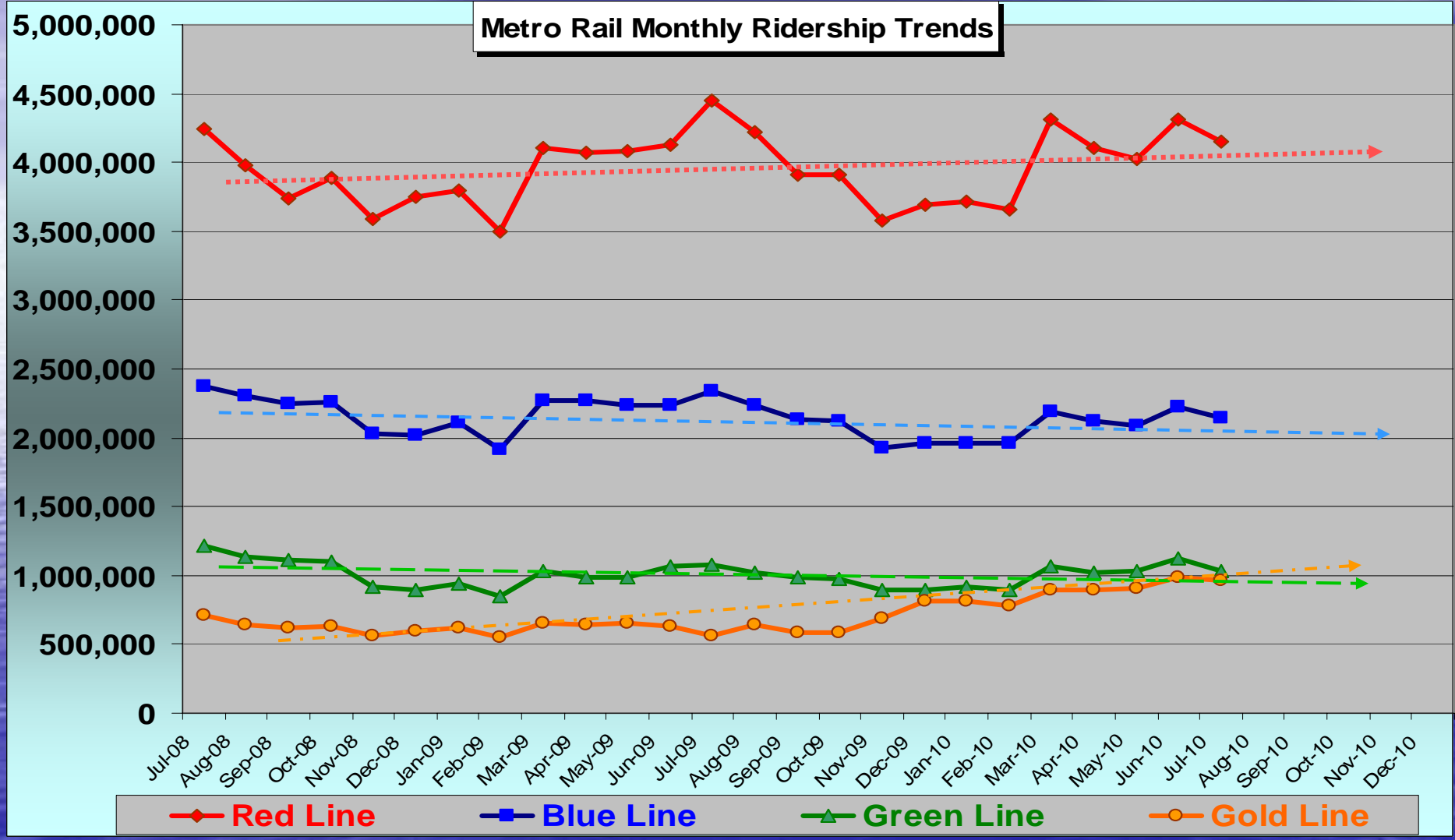
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Metro Rail Monthly Ridership Trends

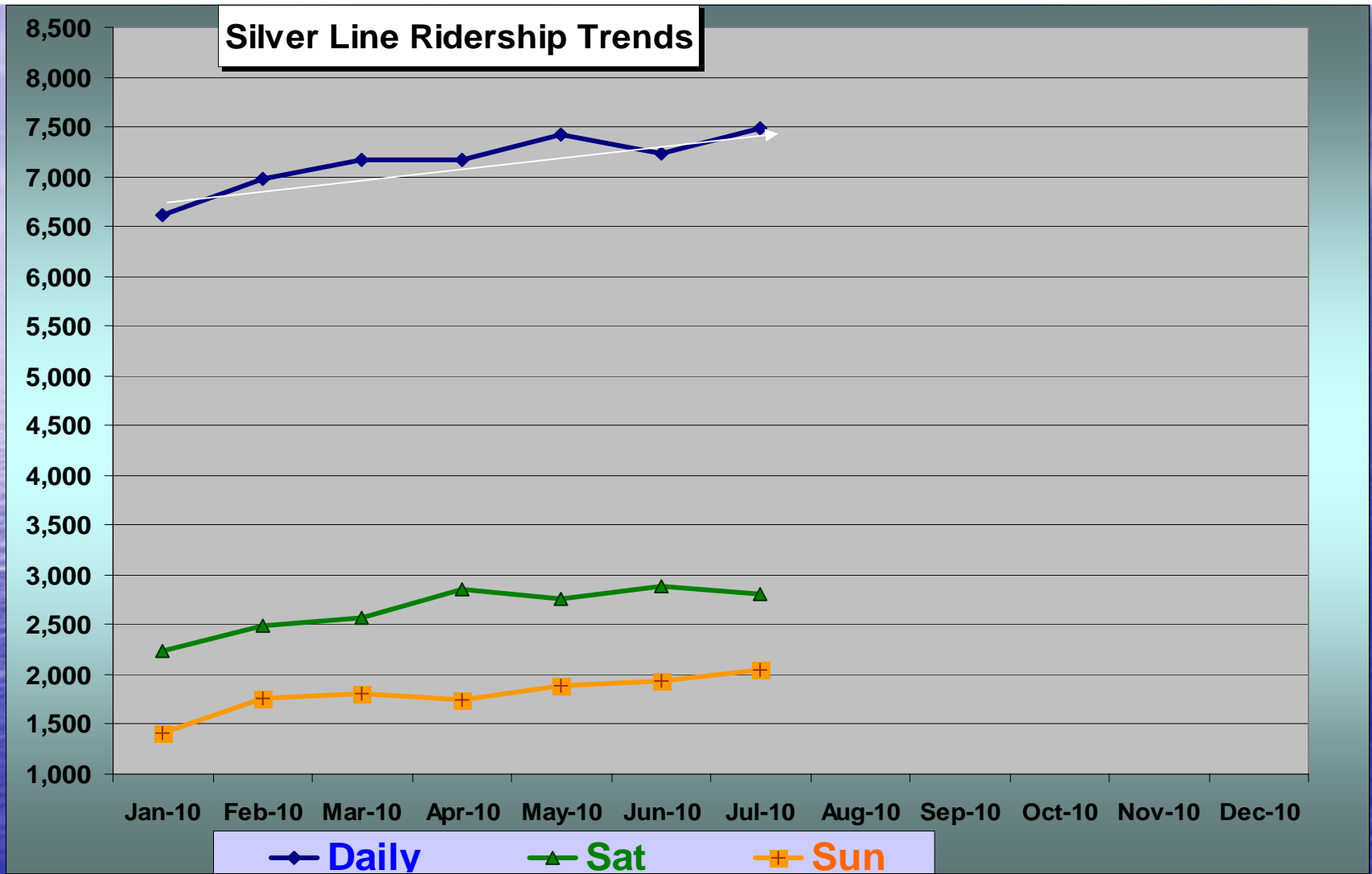


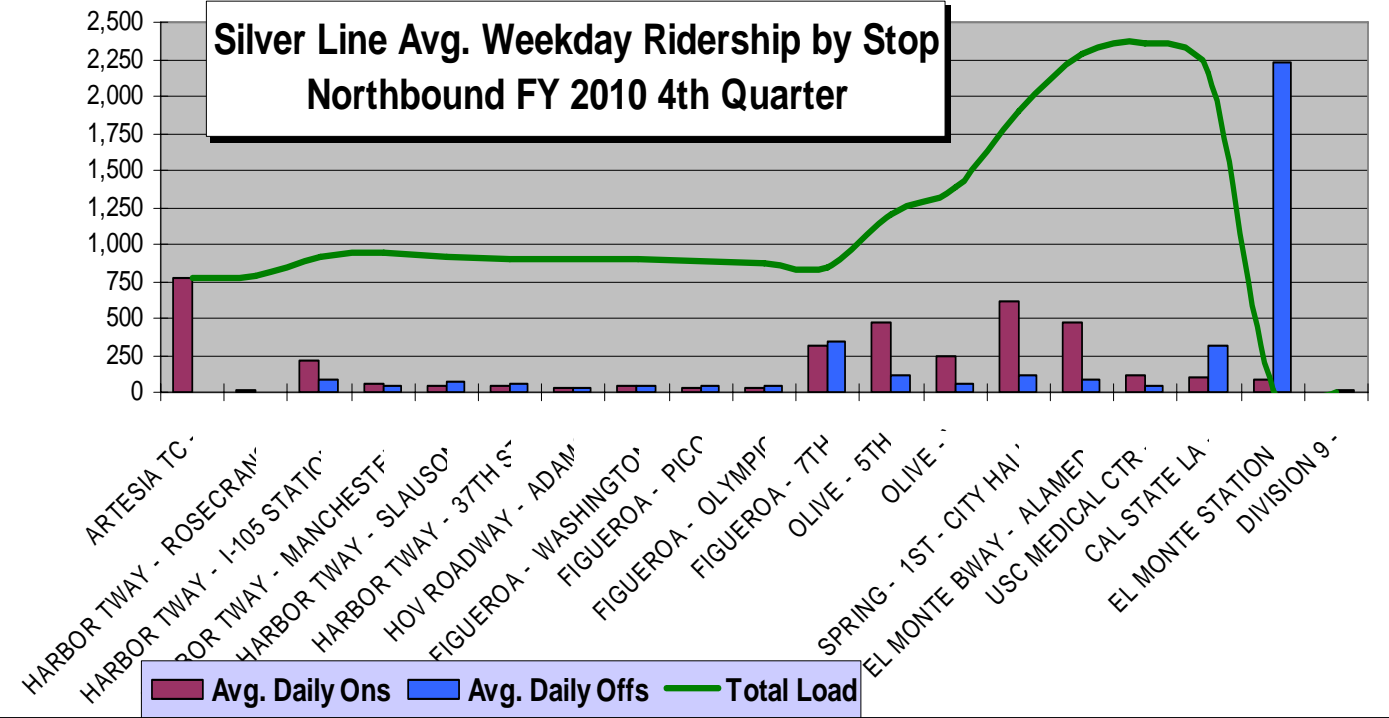
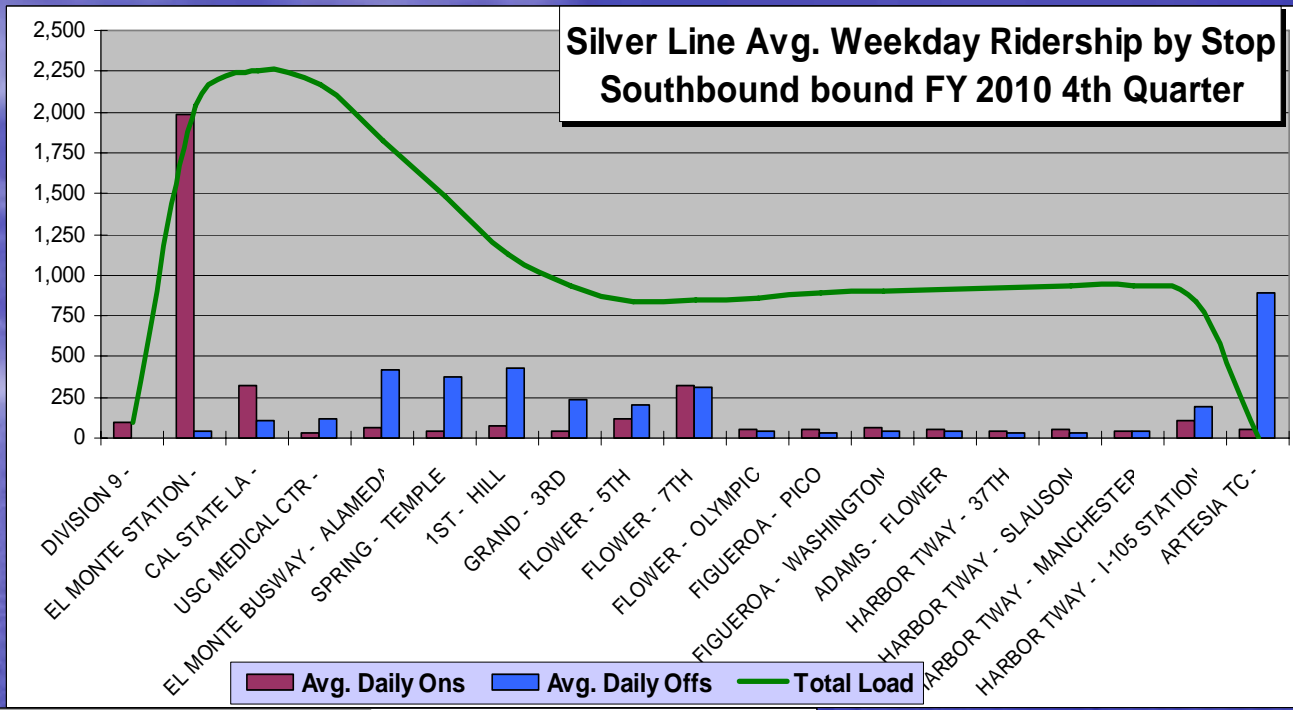
◆ Red Line     
 ■ Blue Line     
 ▲ Green Line     
 ● Gold Line



**Metro**<sup>™</sup>

# SBC Governance Council Sept. 2010





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

### Change in Ridership from July 2009 to July 2010

	Metro Bus	Metro Rail
➤ Weekdays	- 3.2%	+ 0.1%
➤ Saturdays	- 1.9%	+ 5.1%
➤ Sunday	- 0.9%	+ 4.3%

# SBC Governance Council Sept. 2010

## Metro Advertising Revenue

<b>Fiscal Year</b>	<b><u>FY 09</u></b>	<b><u>FY 10</u></b>	<b><u>FY 11 Budget</u></b>
<b>Millions</b>	<b>\$23.6</b>	<b>\$25.6</b>	<b>\$28.0</b>
<b>Pct. of Budget</b>	<b>0.8%</b>	<b>0.7%</b>	<b>0.7%</b>



# SBC Governance Council Sept. 2010

## Meet & Confer with Metro CEO Art Leahy

- ✓ Thursday, September 30
- ✓ Metro Headquarters
- ✓ Wilshire Conf. Room (4<sup>th</sup> Floor)
- ✓ 10:00 AM

New Format for Questions

## Tour of Facilities following Meet & Confer

- ☀ Designed for New Council Representatives
- ☀ Tour to Include Bus Operations Control, Customer Relations, Regional Rebuild Center, and Bus Div. 10
- ☀ Tour will begin at about 11:30 AM and end around 2:00 PM

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