

# Metro Westside Central Governance Council June 2010 Meeting

Metro Bus System  
Key Performance Indicators  
April 2010

# WSC Governance Council June 2010

**Director of Governance Councils**

**Jon Hillmer**

**Vision for Governance Councils**

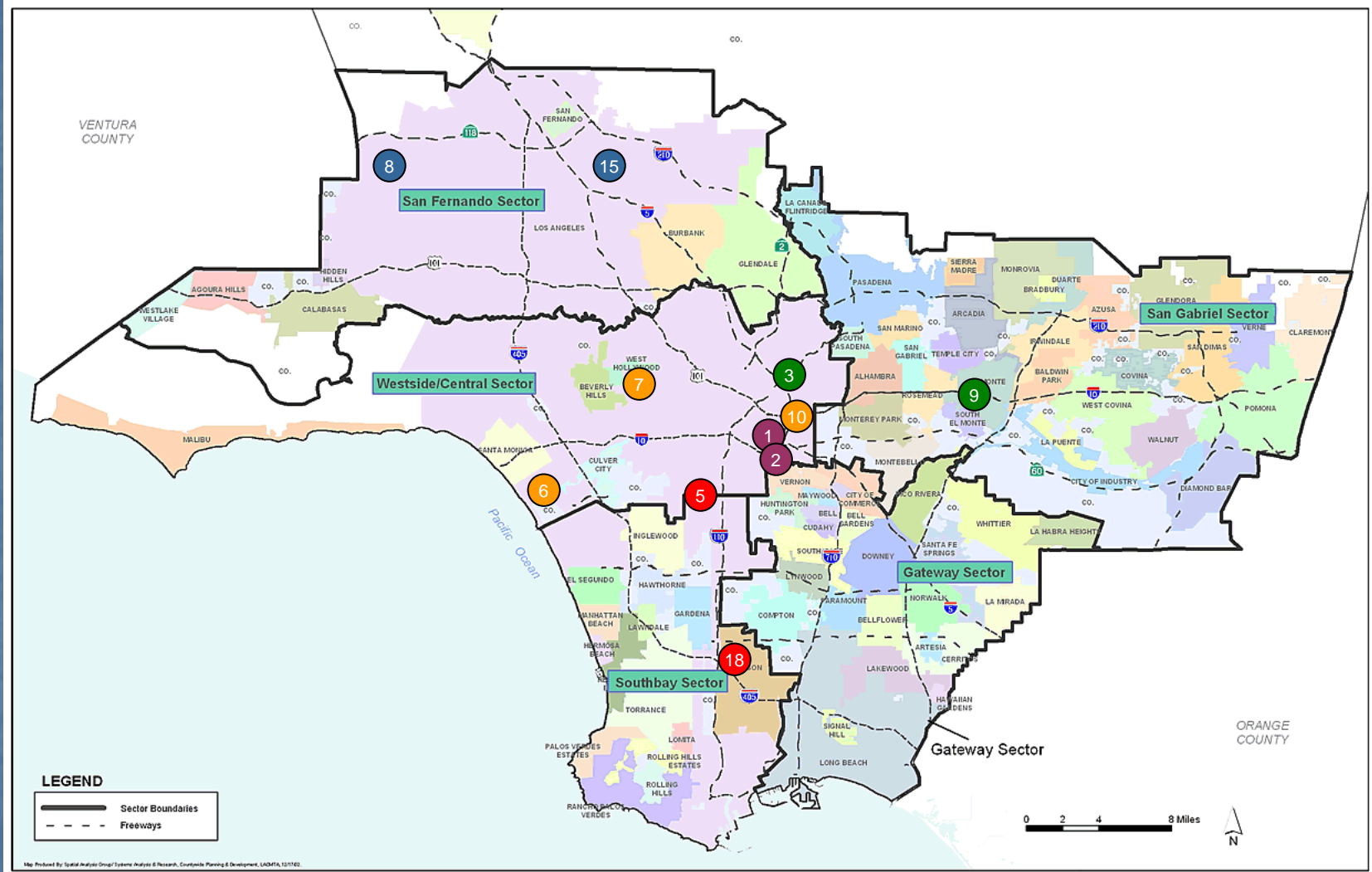
**Governance Council Review**

**Recommended Move to Bus Line from Div.**



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# WSC Governance Council June 2010



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## Proposed Bus Line Overview Process

**Metro Operates 159 Bus Lines (22 Contracted & 137 Directly)**

- ✓ **Each Governance Council Responsible for All Metro Bus Lines Operating Predominantly In Their Region**
- ✓ **Lines Operating Significantly in Two GC Regions Would have Shared Responsibility**
- ✓ **Any Differences in GC Decisions to be Resolved Internally First at the Governance Council Level, then by Metro BOD**

# WSC Governance Council June 2010

Gov. Council Regions	Metro Bus Lines			Totals
	Current	Primary	Shared	
• Gateway Cities	28	12	24	36
• South Bay Cities	38	13	28	41
• San Fernando Valley	39	38	1	39
• San Gabriel Valley	33	15	14	29
• Westside Central	<b>21</b>	<b>33</b>	<b>28</b>	<b>61</b>
	159	111	95	206

WSC Governance Council June 2010

Metro Westside Central  
Governance Council

Key Performance Indicators  
April 2010



# WSC Governance Council June 2010

## Metro bus system performance April, 2010

Measurement	Target	YTD	April
On-time performance	75%	72.1%	74.0%
Complaints per 100,000 Psgrs.	2.6	2.7	2.4
Miles between Mechanical road calls	3,500	3,150	3,660
Accidents per 100,000 miles	3.28	3.06	2.97
Bus Ridership	33,400,000	30,380,000	31,100,000



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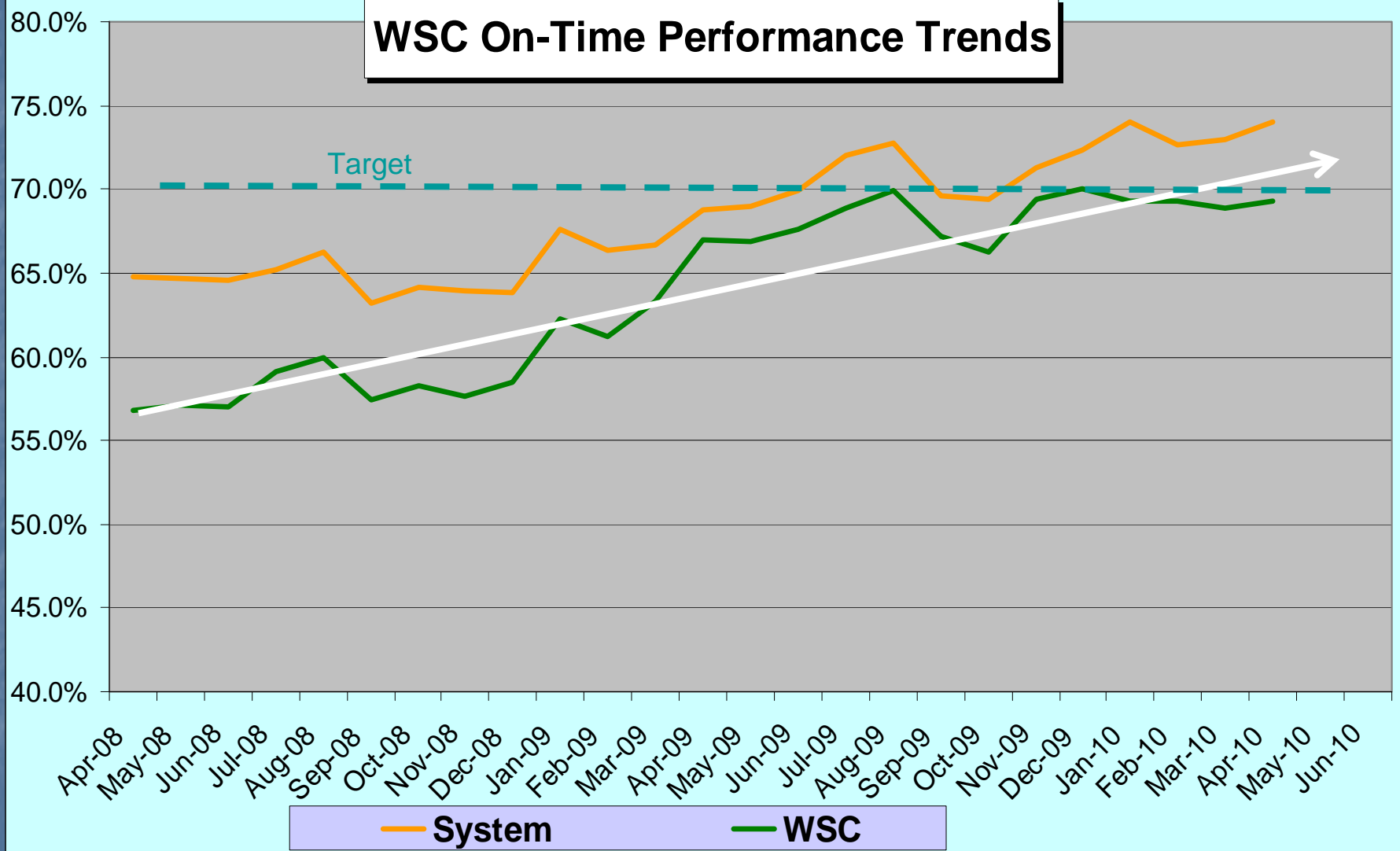
# WSC Governance Council June 2010

## Metro Westside Central performance April, 2010 (Div. 6, 7 & 10)

Measurement	Target	YTD	April
On-time performance	70.0%	68.8%	69.3%
Complaints per 100,000 Psgrs.	2.6	2.4	2.1
Miles between Mechanical road calls	3,500	2,943	3,181
Accidents per 100,000 miles	3.28	3.85	3.64
Bus Ridership	7,400,000	6,880,000	6,940,000

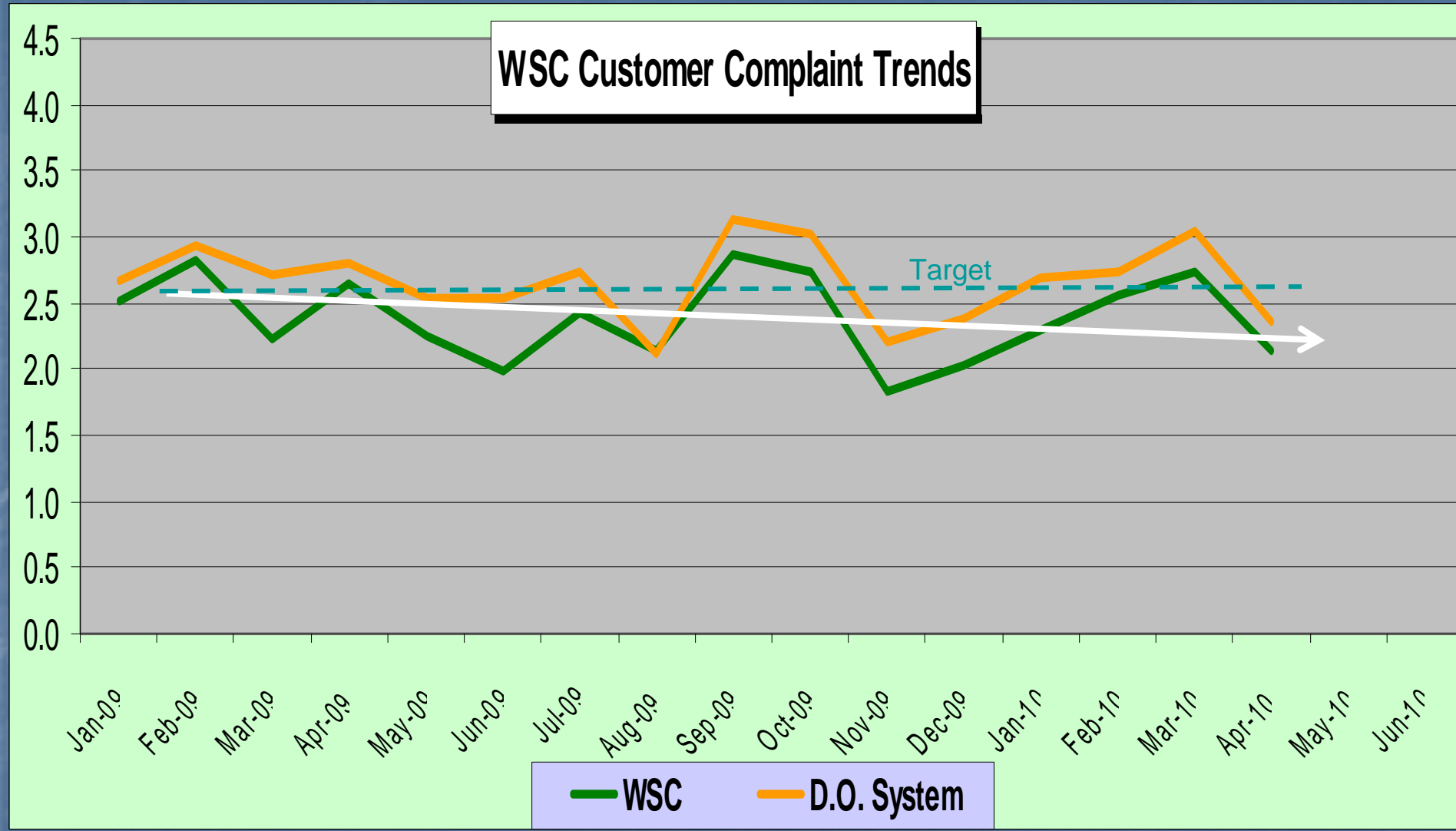


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## Sample of Operator Commendations

Operator      Div. Line      Customer Comment

**Mario Tregueros      6      20      “Very helpful. Oper. made sure that the passengers knew where to go when connecting to other lines. Operator did a fantastic job!”**

**Zerlinda Walters      7      16      I use a wheelchair. I needed to cross street to get to the bus stop. The Oper. could have run thru the yellow light & I would have had to wait for the next bus. But the Oper. stopped, and by the time I crossed the street, she had lowered the ramp and was waiting for me.**

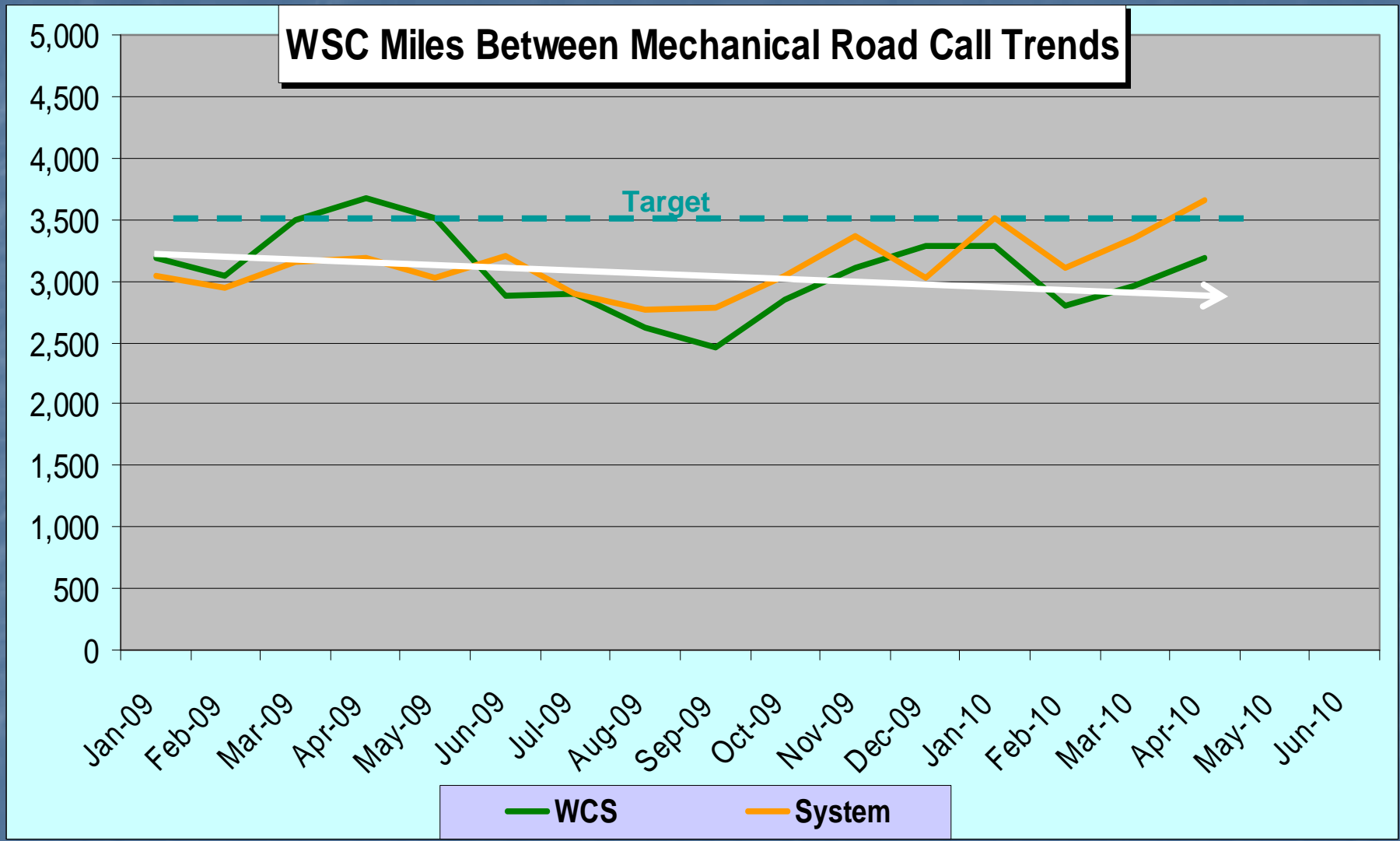
**Catherine McMurray      10      720      “Excellent Oper. She picked up wheelchair patron and went out of her way to make sure the wheelchair patron was secured and felt safe.”**



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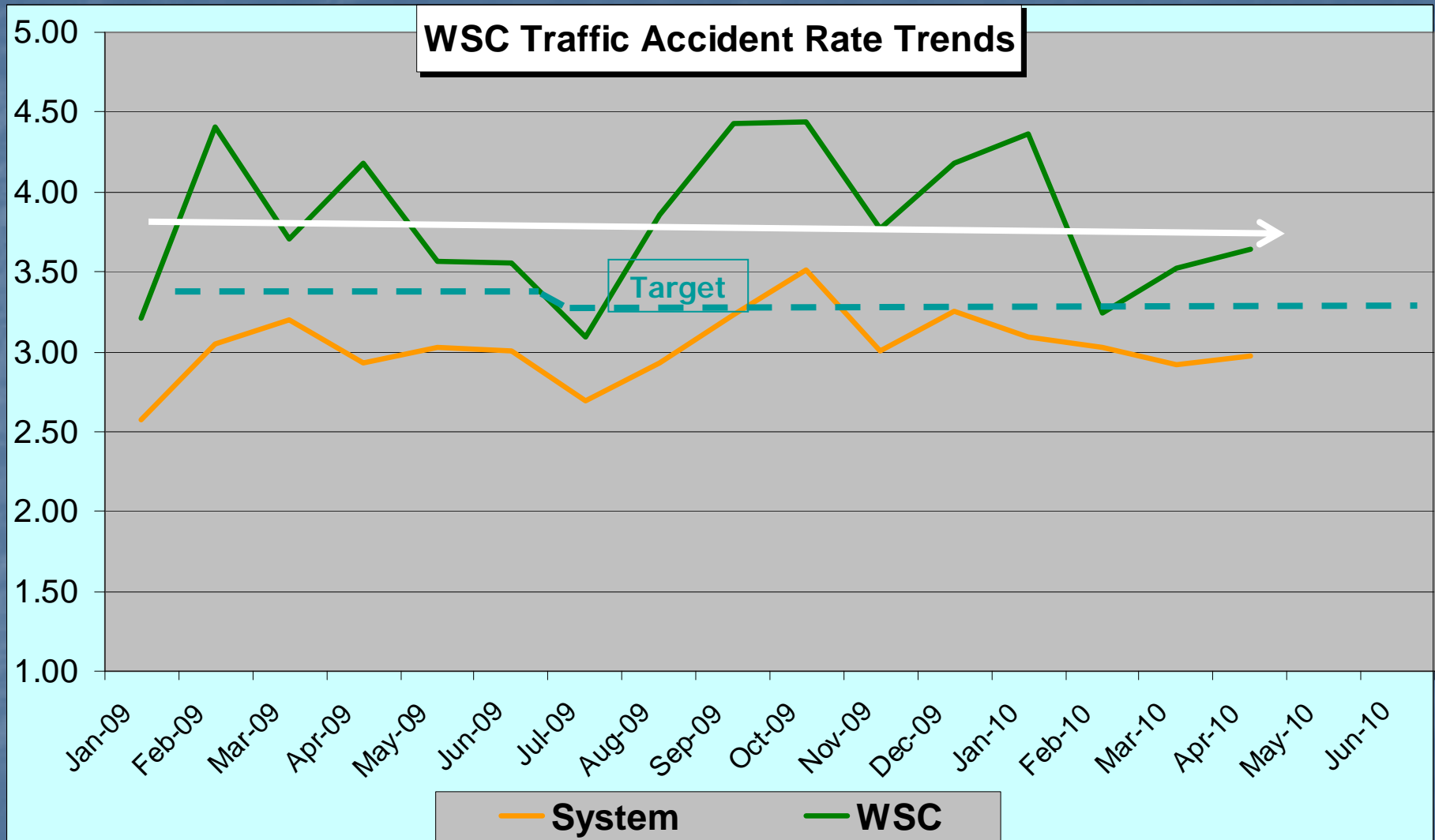


# WSC Governance Council June 2010



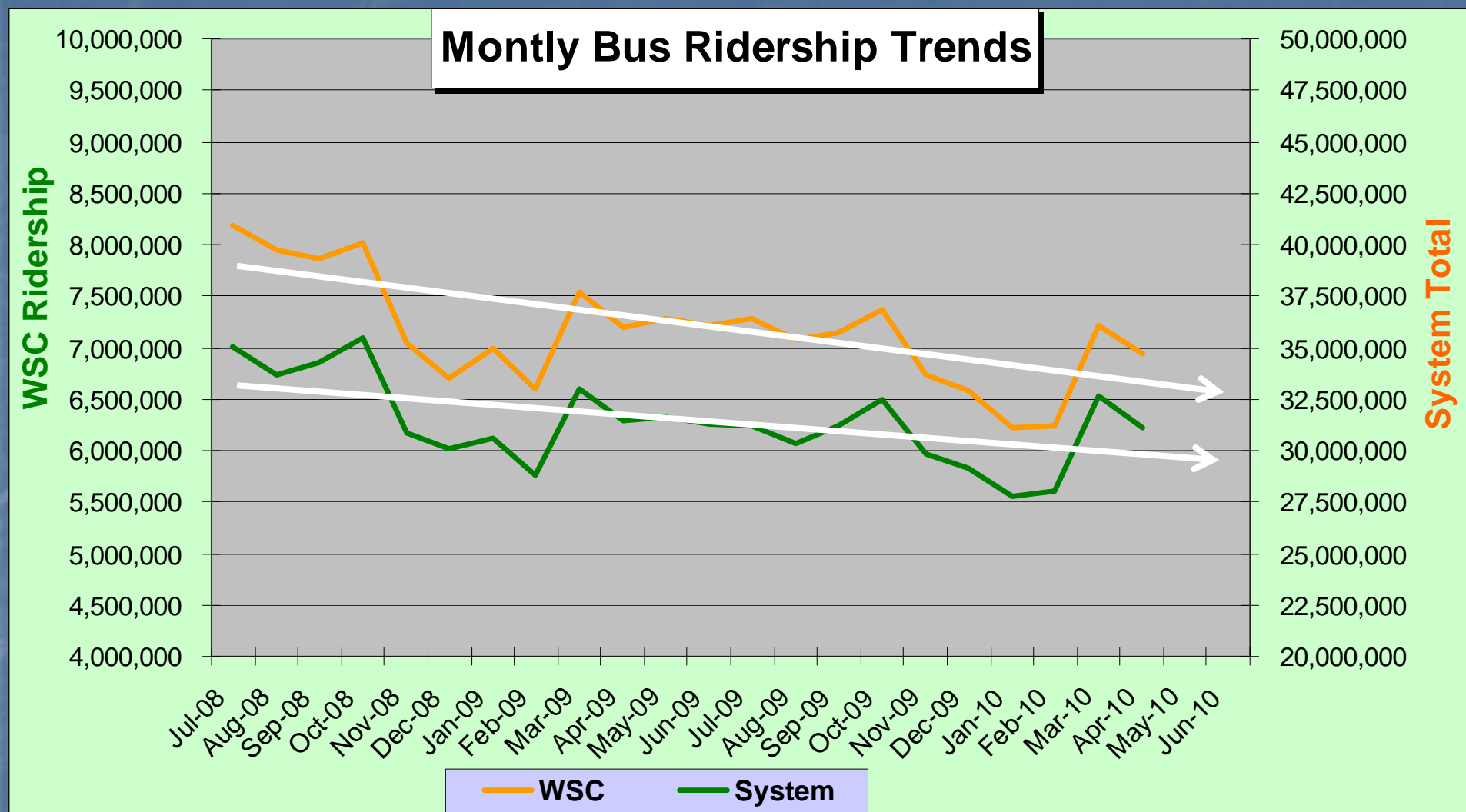
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## Metro Bus Service Changes Approved by Metro Board May 2010

### Approved

- **Item 45 – Villaraigosa-Robinson Motion as amended by Antonovich to develop a weekly and daily EZ pass usable on all transit services within Los Angeles County**

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## Metro Bus Service Changes Approved by Metro Board May 2010

### Approved

#### Item 46 & 49 – Nominees for membership on Westside Central Governance Council

- **Jeffrey M. Jacobberger** - New Appointment City of LA - Term ending: June 30, 2012
- **Catherine Bator** - Transit User Reappointment City of LA - Term ending: June 30, 2013
- **Peter Capone-Newton** - Transit User Reappointment City of LA - Term ending: June 30, 2012
- **Jerard Wright** - Transit User Reappointment City of LA - Term ending: June 30, 2012
- **Art Ida** - Reappointment City of Culver City - Term ending: June 30, 2013
- **Terri Slimmer** - Reappointment City of West Hollywood - Term ending: June 30, 2013
- **Joseph Stitcher** - Reappointment City of Santa Monica - Term Ending: June 30, 2013



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# WSC Governance Council June 2010

## Approved Metro FY 2011 Budget

- ❖ Budget Reduced from \$3.85b to \$3.75b or – 2.6%
- ❖ Total FTEs Reduced from 9,201 to 8,786 or – 4.5%
  - ❖ Non-Contract staff reduced by 132 or – 10.1%
  - ❖ Represented workforce reduced by 283 or – 3.6% thru attrition
- ❖ Service Reduced
  - ❖ Bus - from 7.60m hrs. to 7.21m hrs. or – 5.5%
  - ❖ Rail – total service of .706m hrs. to remain unchanged
- ❖ Ridership Reduction from 498.5m to 446.0m or – 7.4%



# WSC Governance Council June 2010

## June 21, 2010 Governance Council Meet & Confer

### Metro Bus & Rail Fare Increase Effective July 1, 2010

<b>• Regular</b>	<b><u>Current</u></b>	<b><u>July 1, 2010</u></b>
– Cash	\$1.25	\$1.50
– Day Pass	\$5.00	\$6.00
– Weekly Pass	\$17.00	\$20.00
– Monthly Pass	\$62.00	\$75.00
– EZ Pass	\$70.00	\$84.00
– Cash per Zone	\$0.60	\$0.70
– Monthly Zone Premium	\$18.00	\$22.00
– Metro to Muni Transfer	\$0.30	\$0.35

<b>• Elderly</b>	<b>No Change</b>	} 50% of customers
<b>• Disabled</b>	<b>No Change</b>	
<b>• Student (K-12)</b>	<b>No Change</b>	
<b>• Student (College/Vocational)</b>	<b>No Change</b>	



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