

Metro Gateway Cities Governance
Council
October 2010 Meeting

Performance Report for
August 2010

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

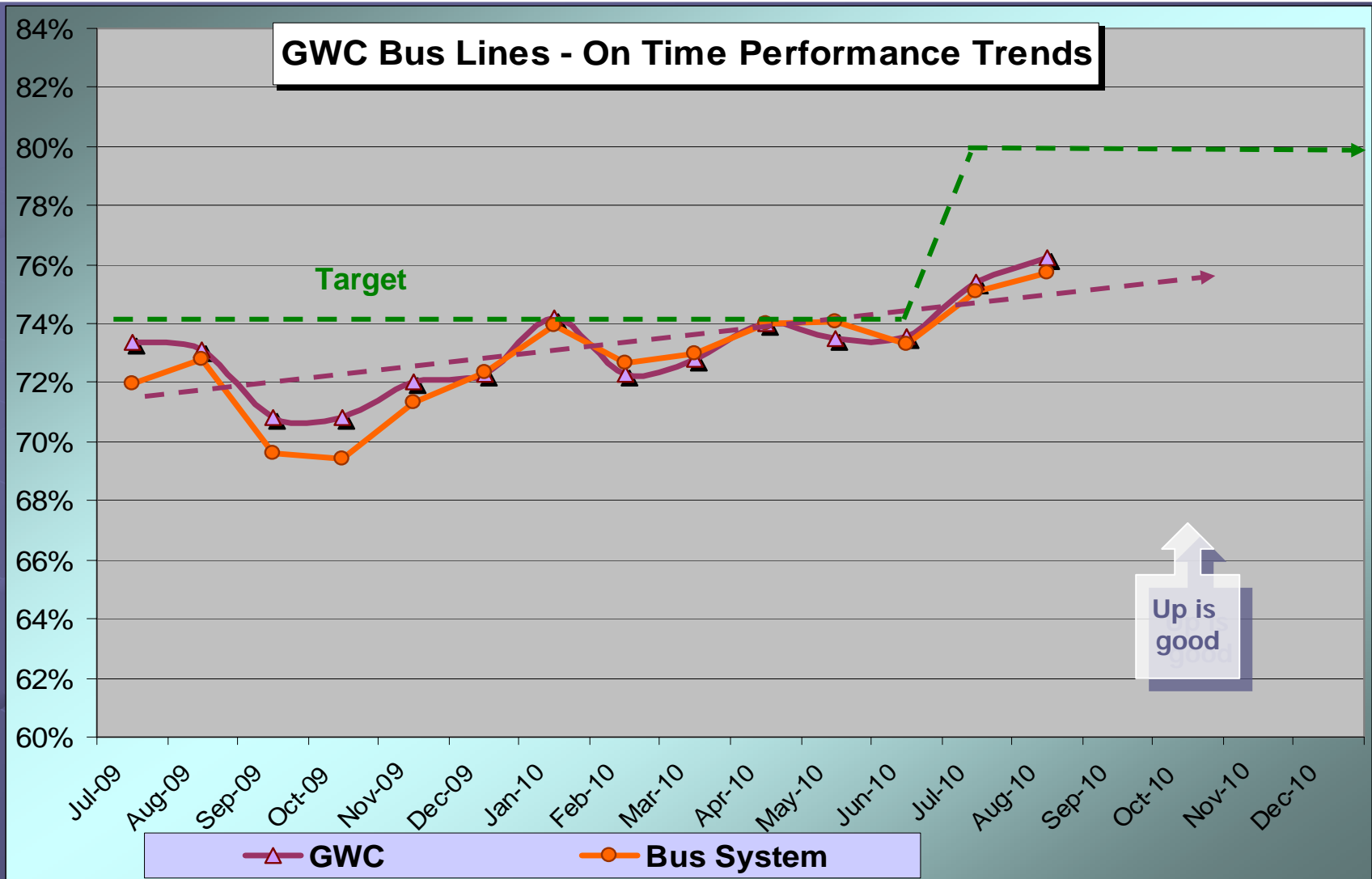
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Metro Gateway Cities & Metro Bus System August 2010

Measurement : On Time Performance

	Target	Aug.	YTD
Metro Bus System	80.0%	75.7%	75.4%
Gateway Cities	80.0%	76.2%	75.8%

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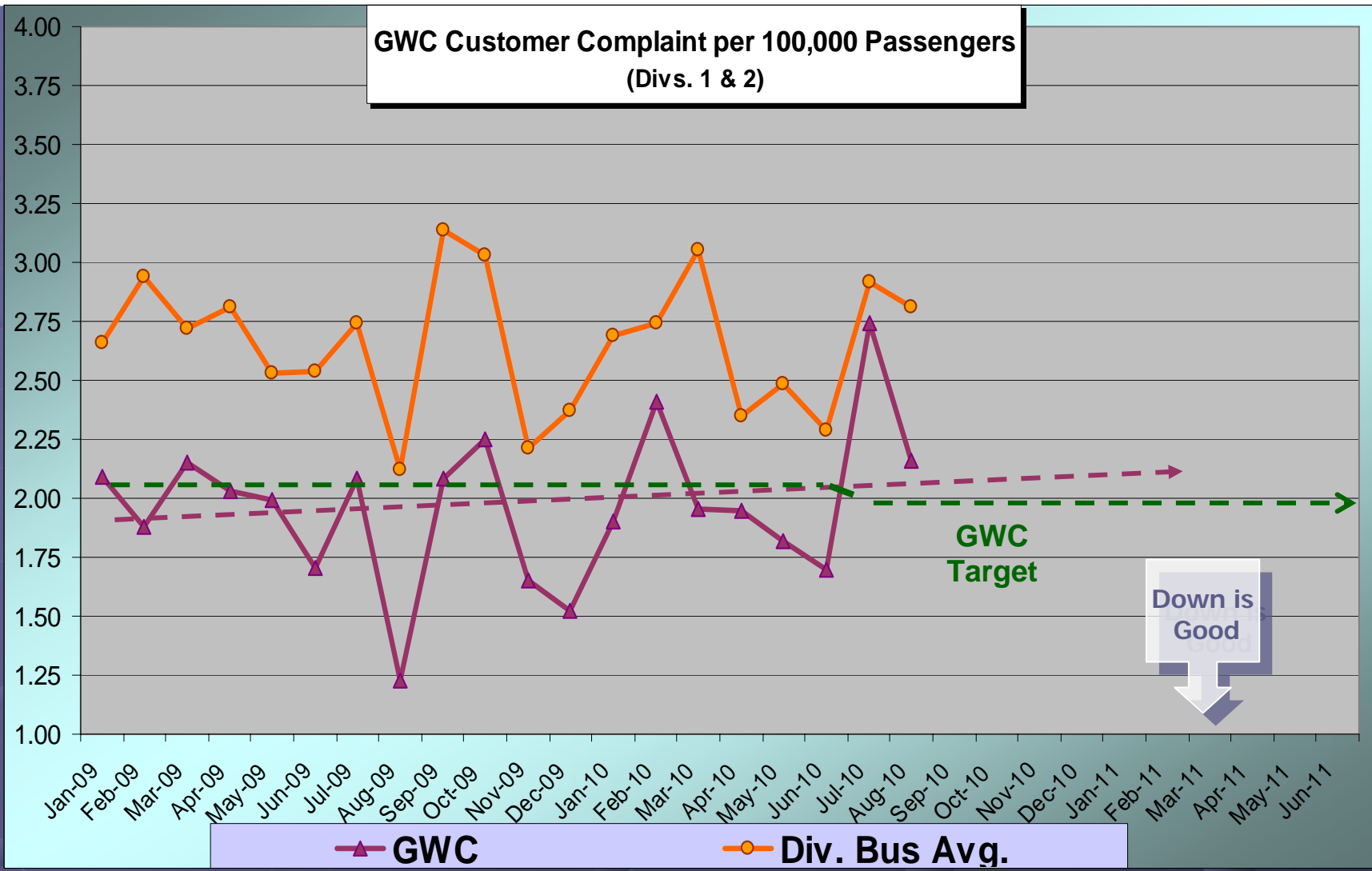
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Metro Gateway Cities & Metro Bus System August 2010

Measurement : Complaints per 100,000 Psqrs.

	Target	Aug.	YTD
Metro Bus System	2.52	2.81	2.86
Gateway Cities	1.90	2.16	2.45

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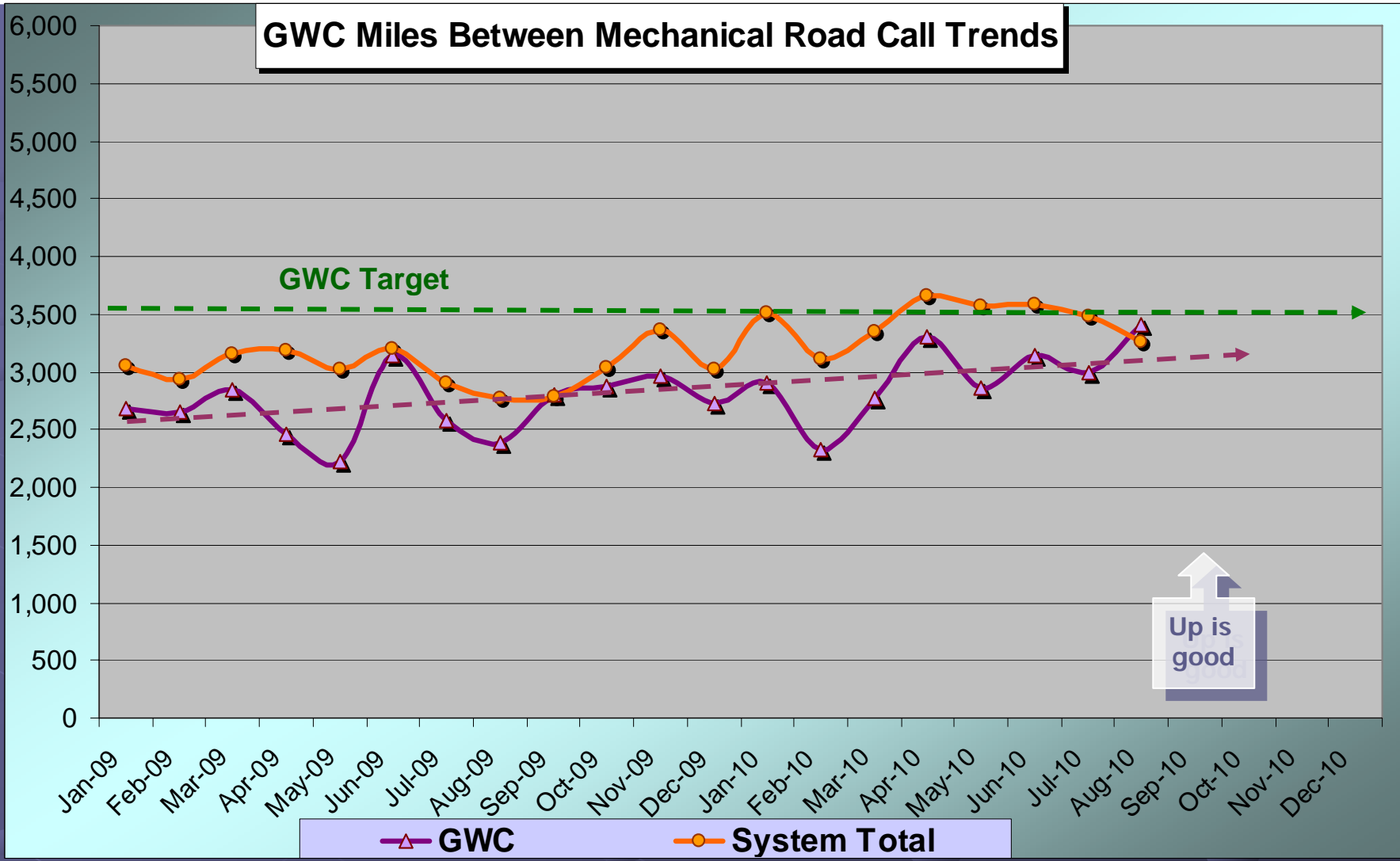
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Metro Gateway Cities & Metro Bus System August 2010

Measurement : Miles Between Mechanical Road Call

	Target	Aug.	YTD
Metro Bus System	3,664	3,263	3,373
Gateway Cities	3,500	3,402	3,197

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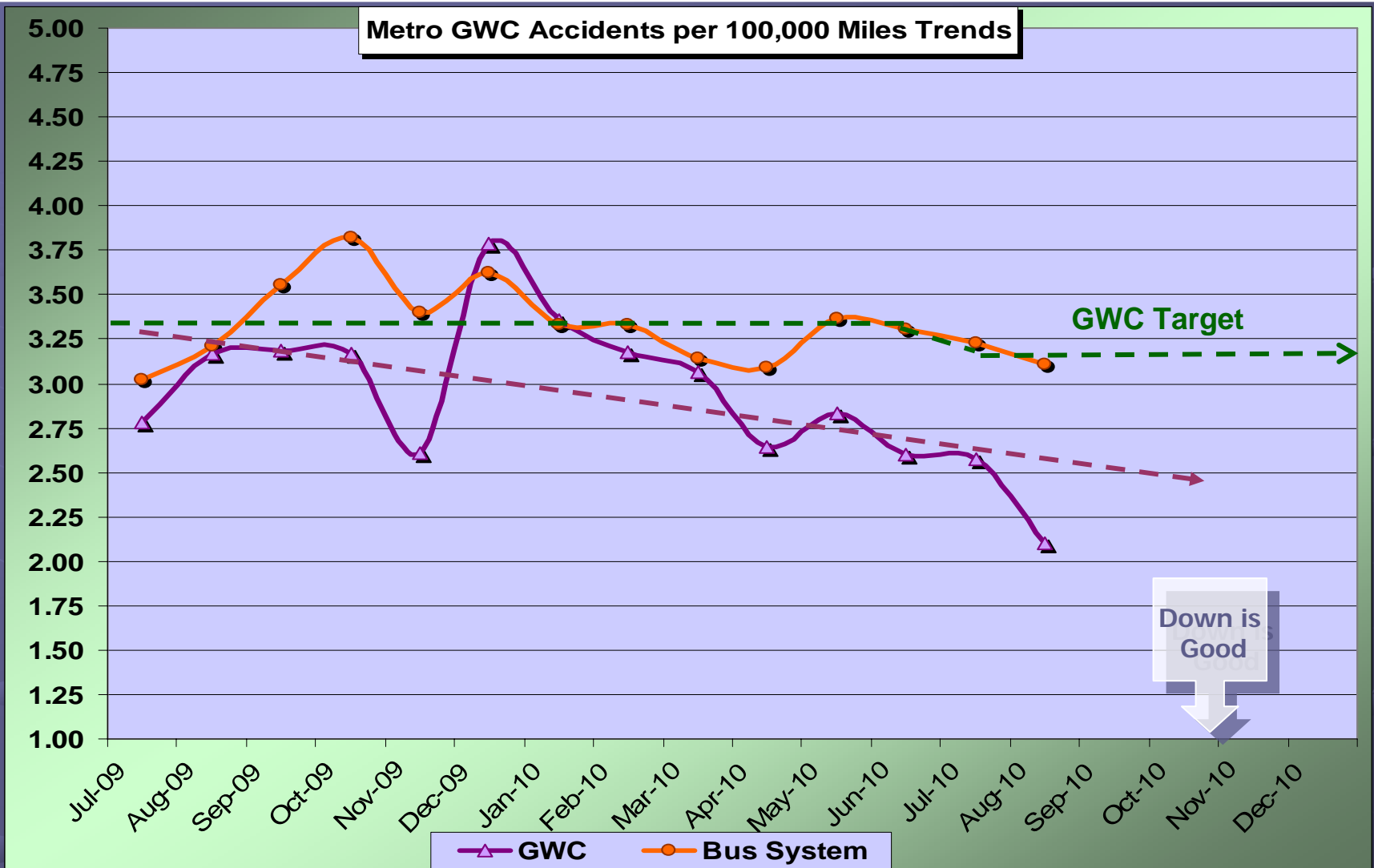
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Metro Gateway Cities & Metro Bus System August 2010

Measurement : Accidents per 100,000 Miles

	Target	Aug.	YTD
Metro Bus System	3.14	3.11	3.15
Gateway Cities	3.20	2.10	2.34

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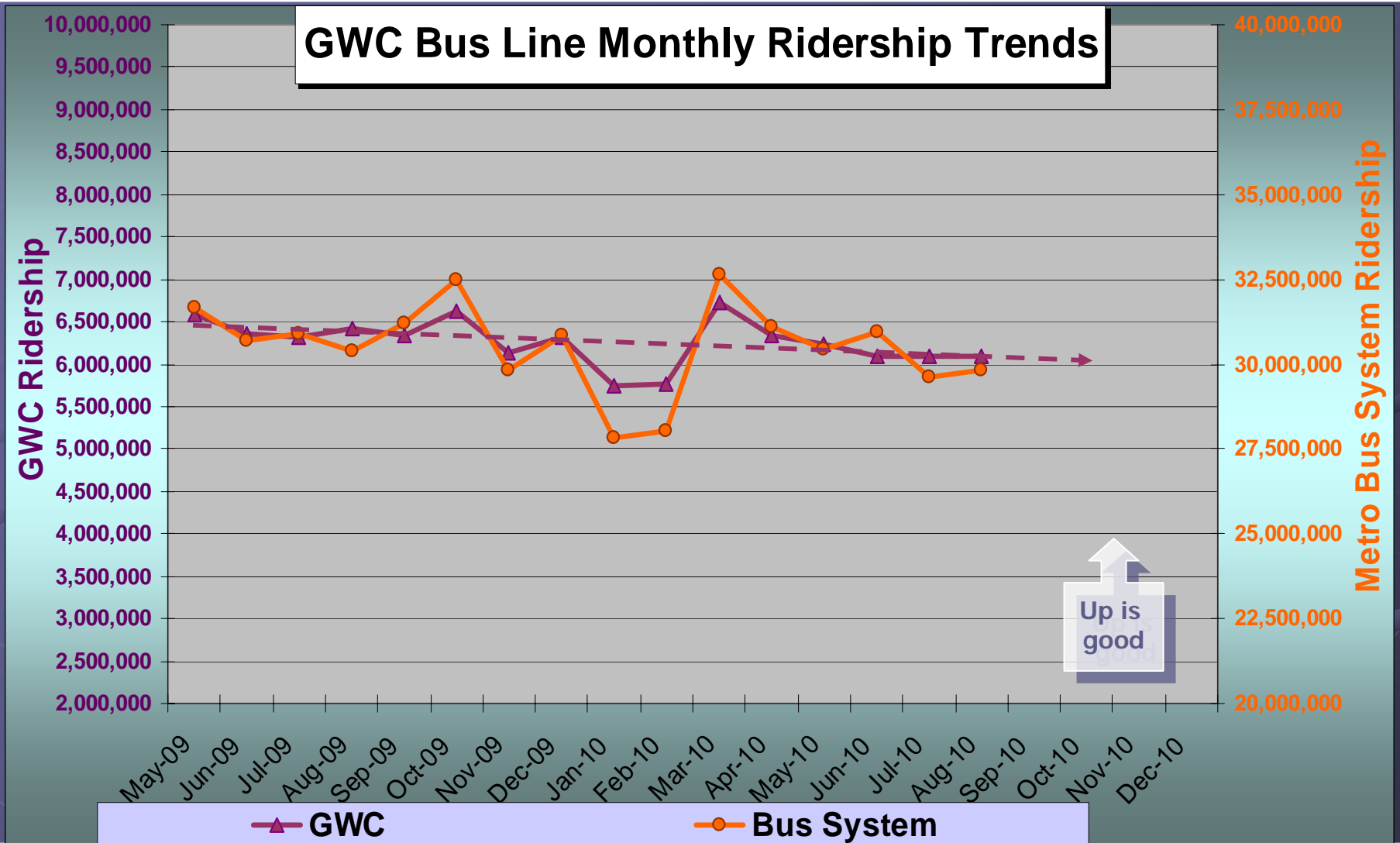
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Metro Gateway Cities & Metro Bus System August 2010

Measurement : Bus Ridership

	Target	Aug.	YTD
Metro Bus System	29,400,000	29,700,000	29,800,000
Gateway Cities	6,033,000	6,085,000	6,087,000

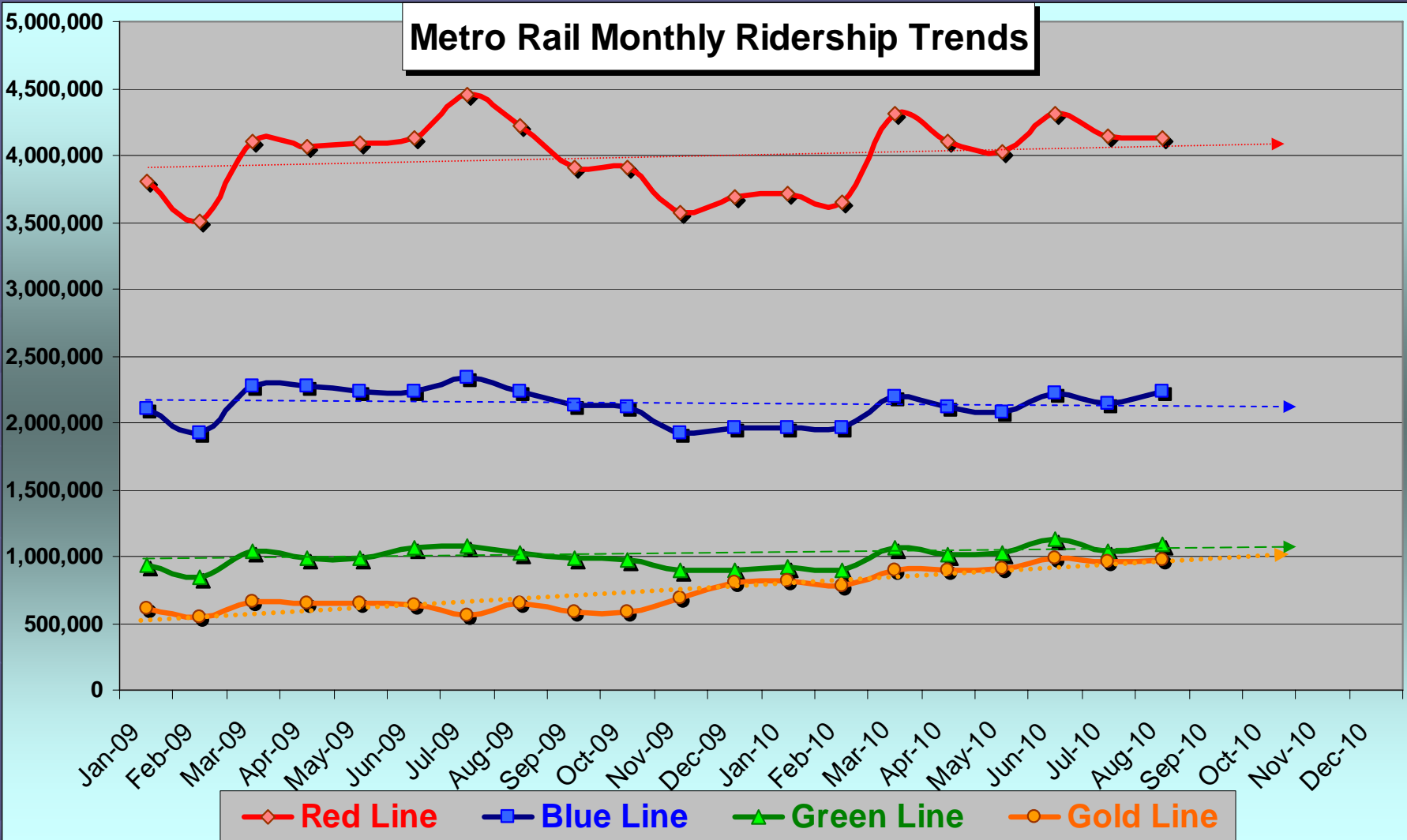
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Metro Rail Monthly Ridership Trends



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



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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

	<u>Metro Bus</u>	<u>Metro Rail</u>	<u>Bus & Rail</u>
➤ 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>
➤ Avg.	- 2.9%	+ 1.7%	- 2.1%

GWC Governance Council October 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**

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. and Sun. but retain peak weekday service between downtown LA and Fox Hills Mall
- **Line 711** – Cancel Line and replace with limited stop Line 311

November 11, 2010 GWC Gov. Council Meeting Alternatives

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

