

*Metro Westside/Central
Service Council
April 2011 Meeting*

Performance Report
for *February 2011*

WSC Service Council April 2011

Metro Westside/Central & Metro Bus System

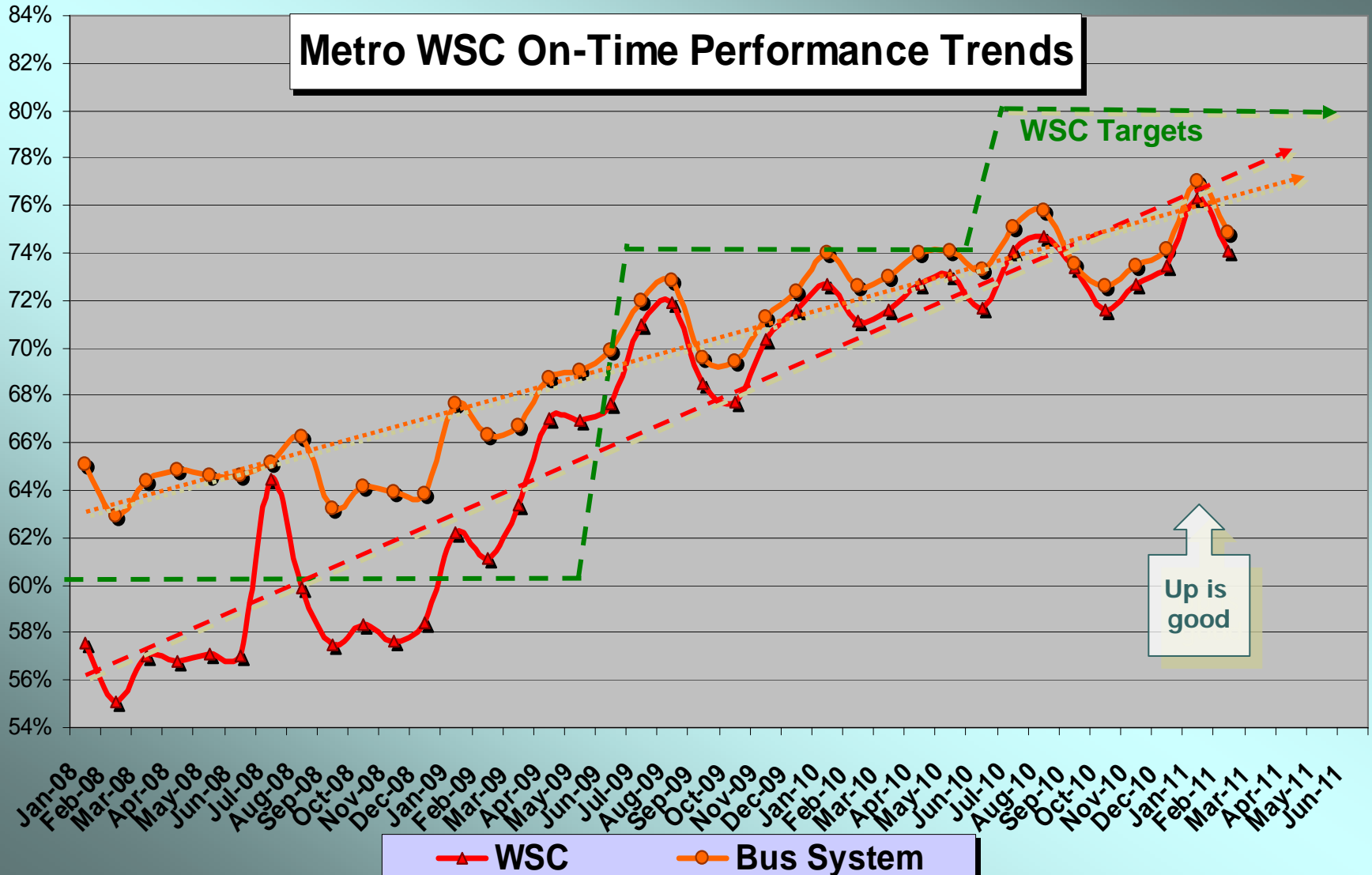
February 2011

Measurement : **On Time Performance**

	Target	Feb.	YTD
Metro Bus System	80.0%	74.8%	74.6%
Westside/Central	80.0%	74.1%	73.8%

WSC Service Council April 2011

Metro WSC On-Time Performance Trends



▲ WSC ● Bus System

Up is good

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Metro Westside/Central & Metro Bus System

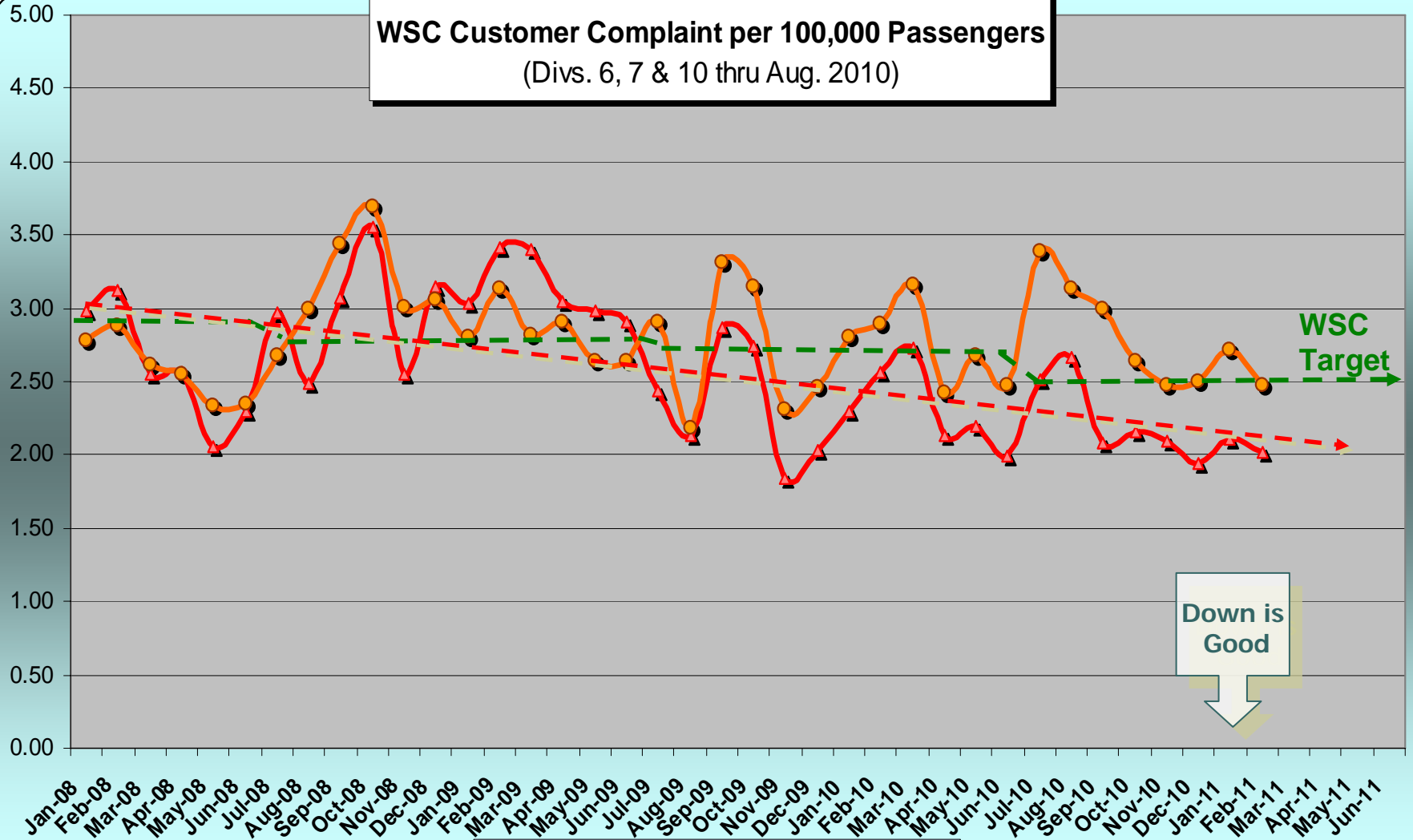
February 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Feb.	YTD
Metro Bus System	2.52	2.47	2.79
Westside/Central	2.50	2.02	2.13

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WSC Customer Complaint per 100,000 Passengers
(Divs. 6, 7 & 10 thru Aug. 2010)



▲ WSC
 ● System

Down is Good

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Metro Westside/Central & Metro Bus System

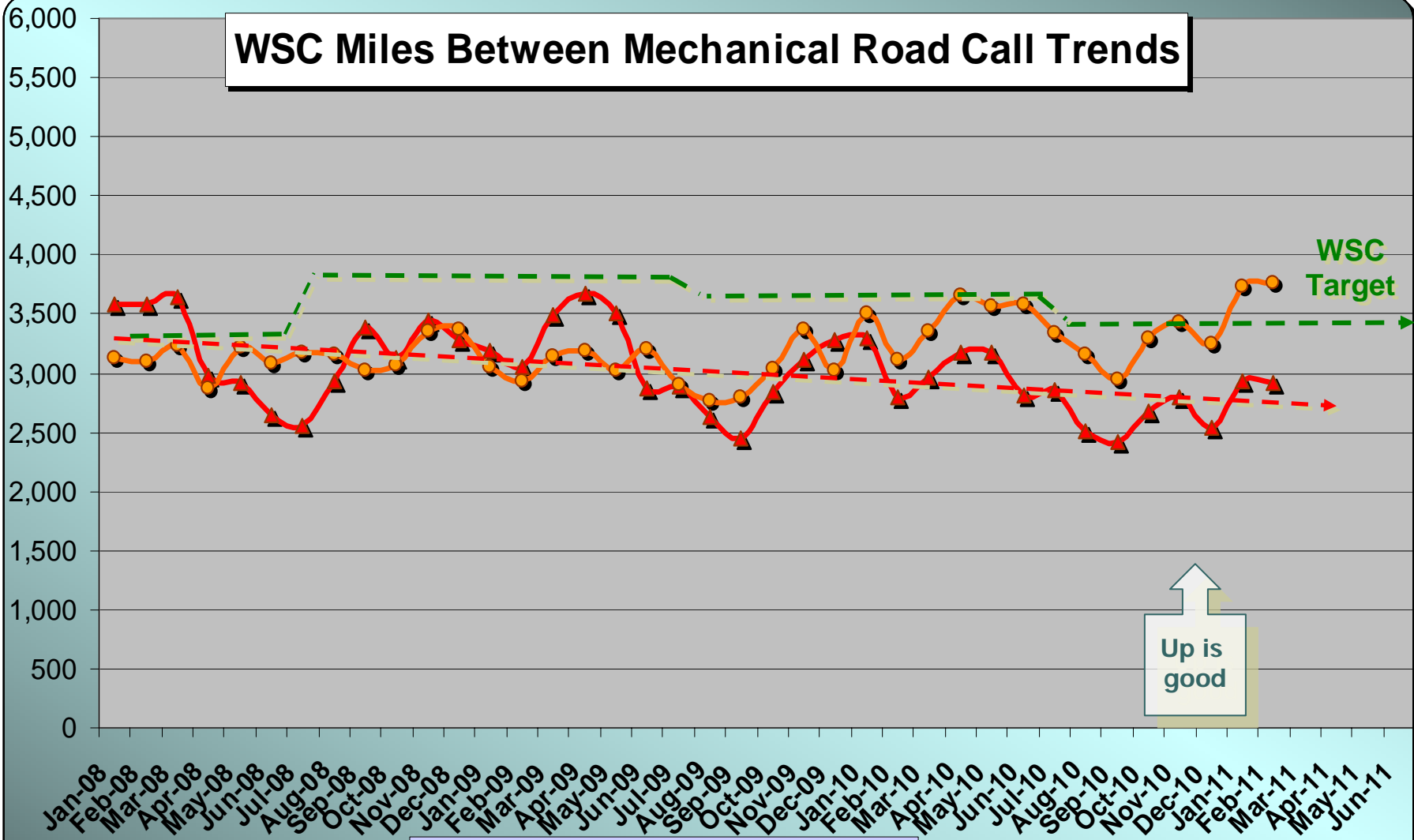
February 2011

Measurement : Miles Between Mechanical Road Call

	Target	Feb.	YTD
Metro Bus System	3,664	3,760	3,365
Westside/Central	3,460	2,910	2,703

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WSC Miles Between Mechanical Road Call Trends



▲ WSC ● System Total

↑
Up is good

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Metro Westside/Central & Metro Bus System

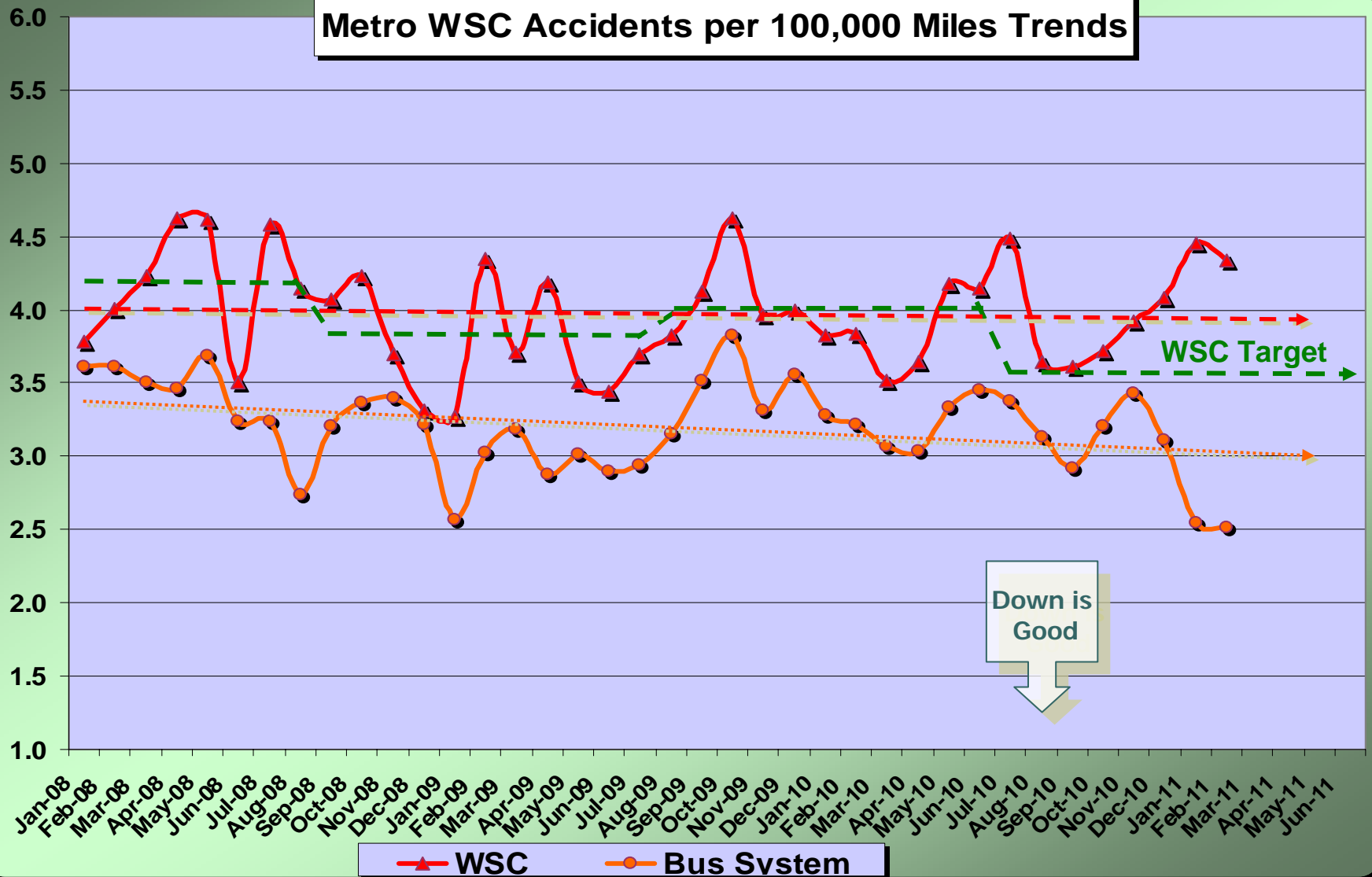
February 2011

Measurement : Accidents per 100,000 Miles

	Target	Feb.	YTD
Metro Bus System	3.14	2.52	3.03
Westside/Central	3.58	4.33	4.03

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Metro WSC Accidents per 100,000 Miles Trends



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Metro Westside/Central & Metro Bus System

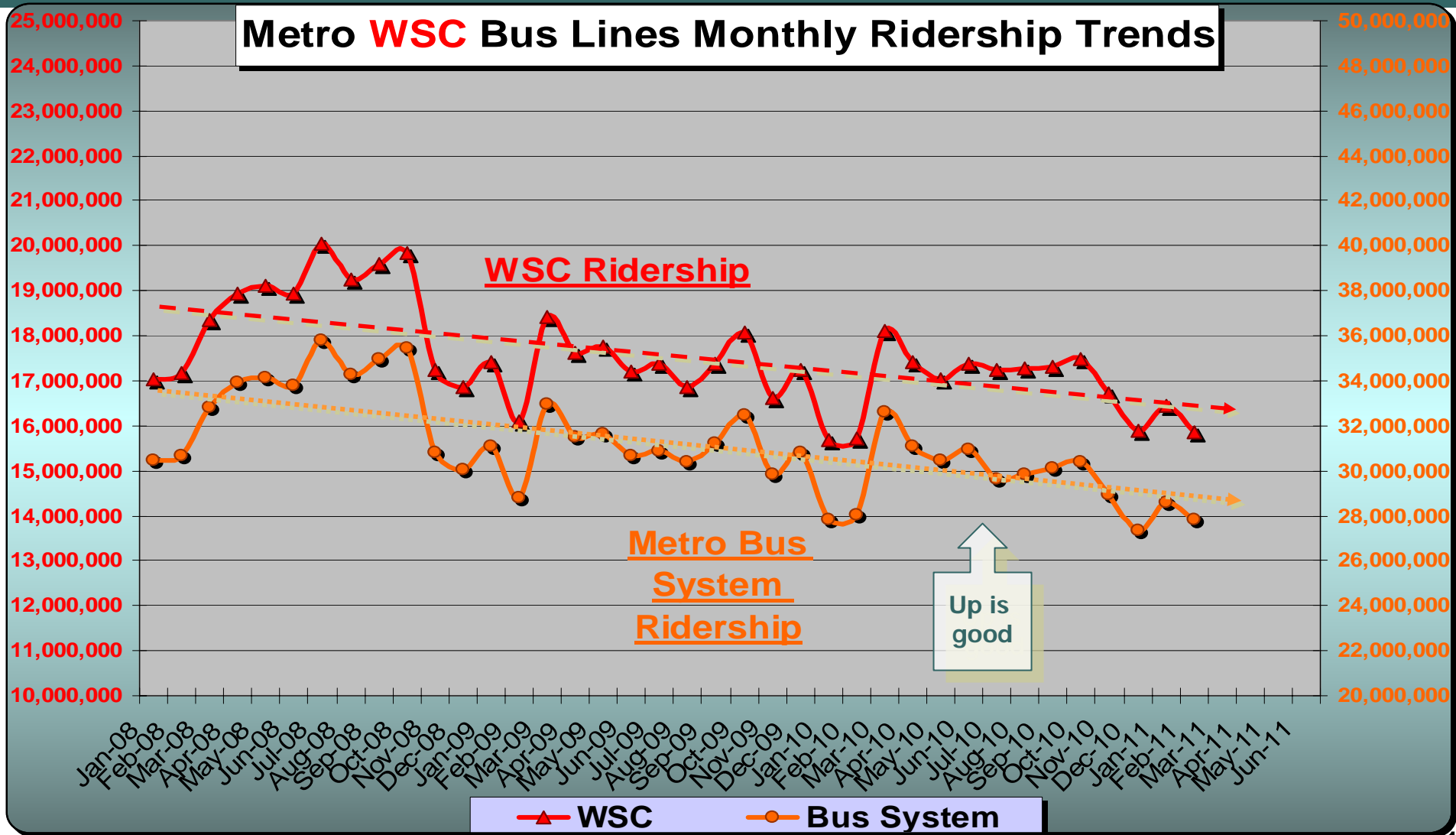
February 2011

Measurement : Monthly Ridership

	Target	Feb.	YTD
Metro Bus System	29,470,000	27,800,000	29,080,000
Westside/Central	16,470,000	15,860,000	16,770,000

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Metro WSC Bus Lines Monthly Ridership Trends

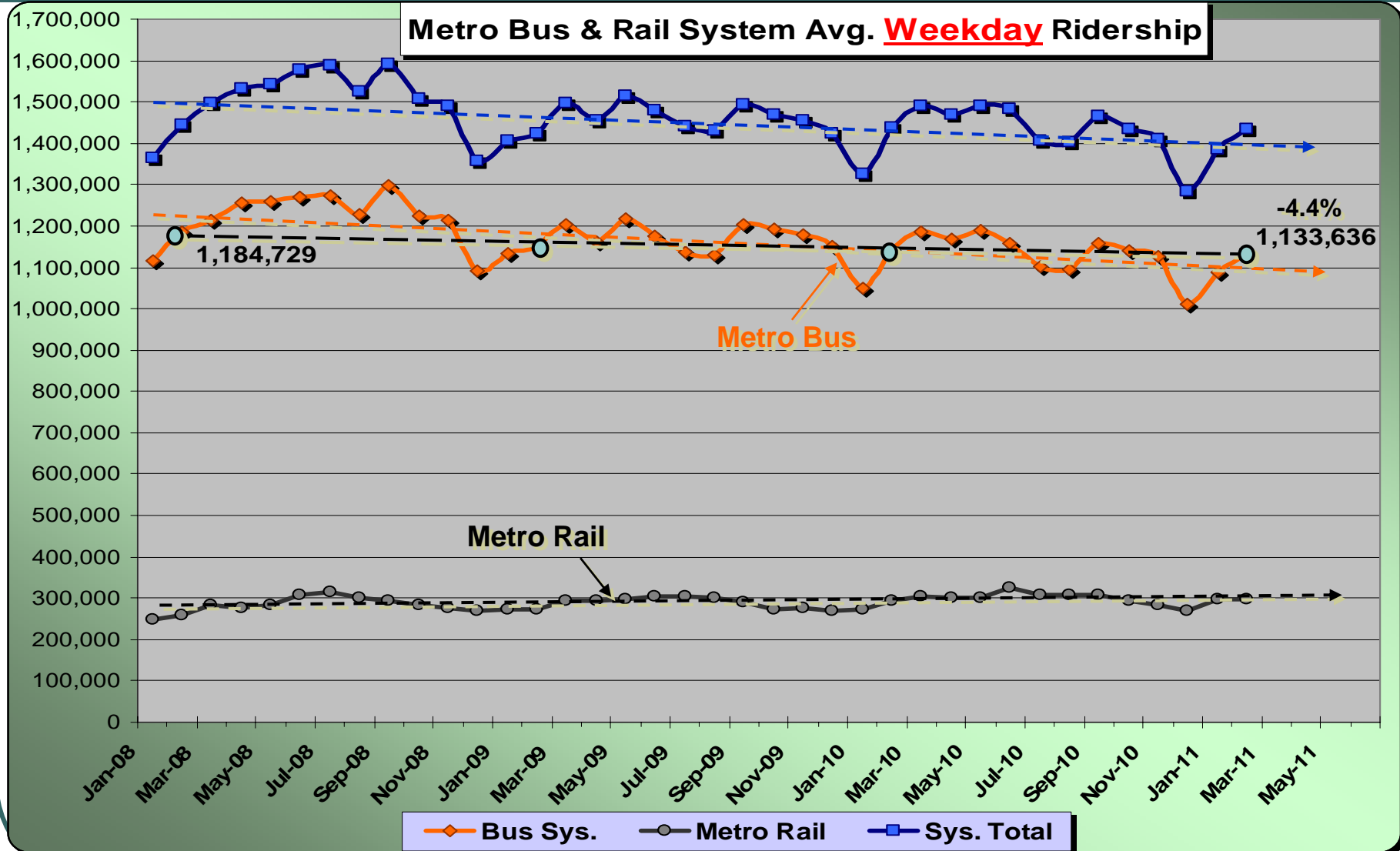


Up is good

▲ WSC ● Bus System

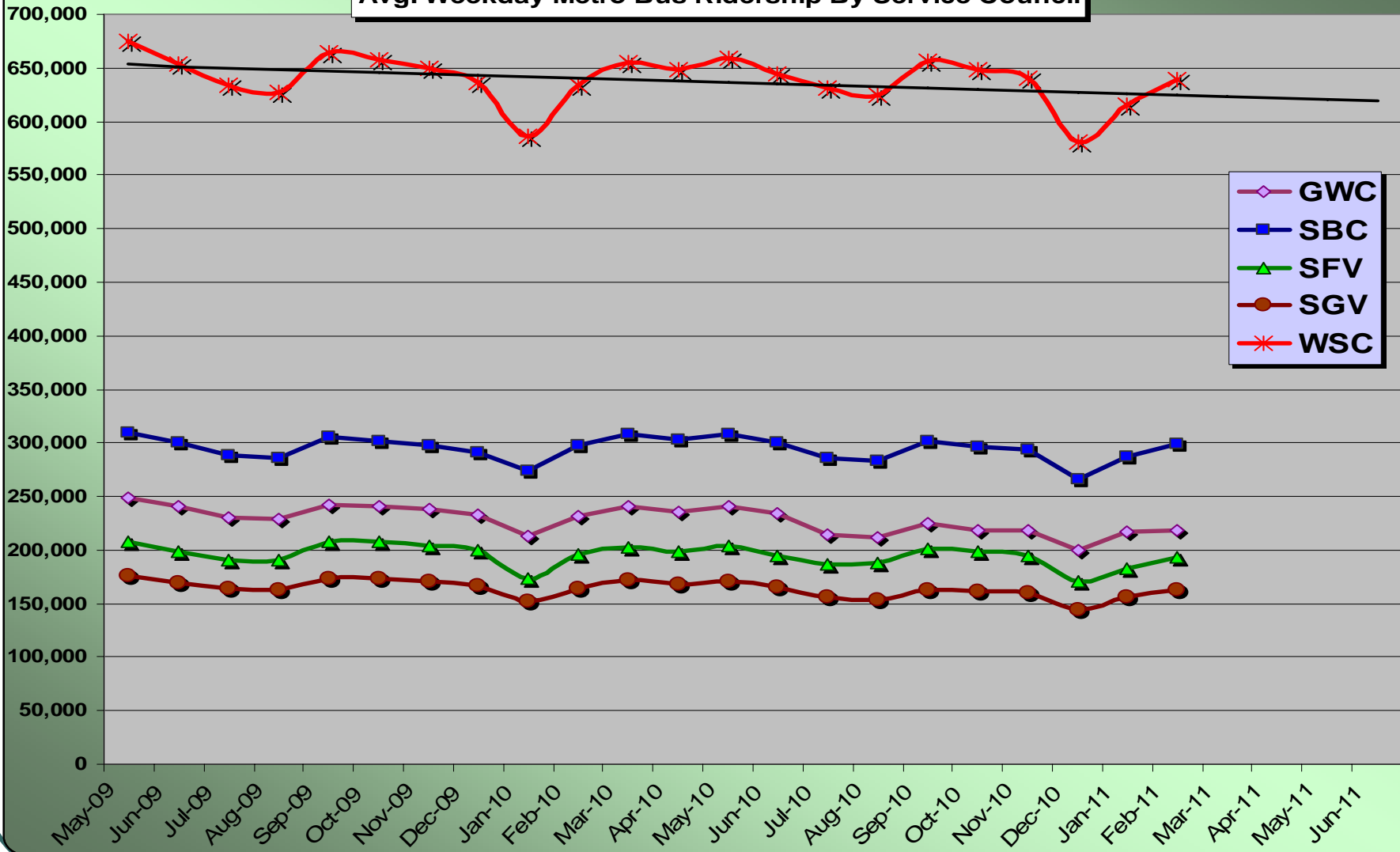
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Metro Bus & Rail System Avg. **Weekday** Ridership



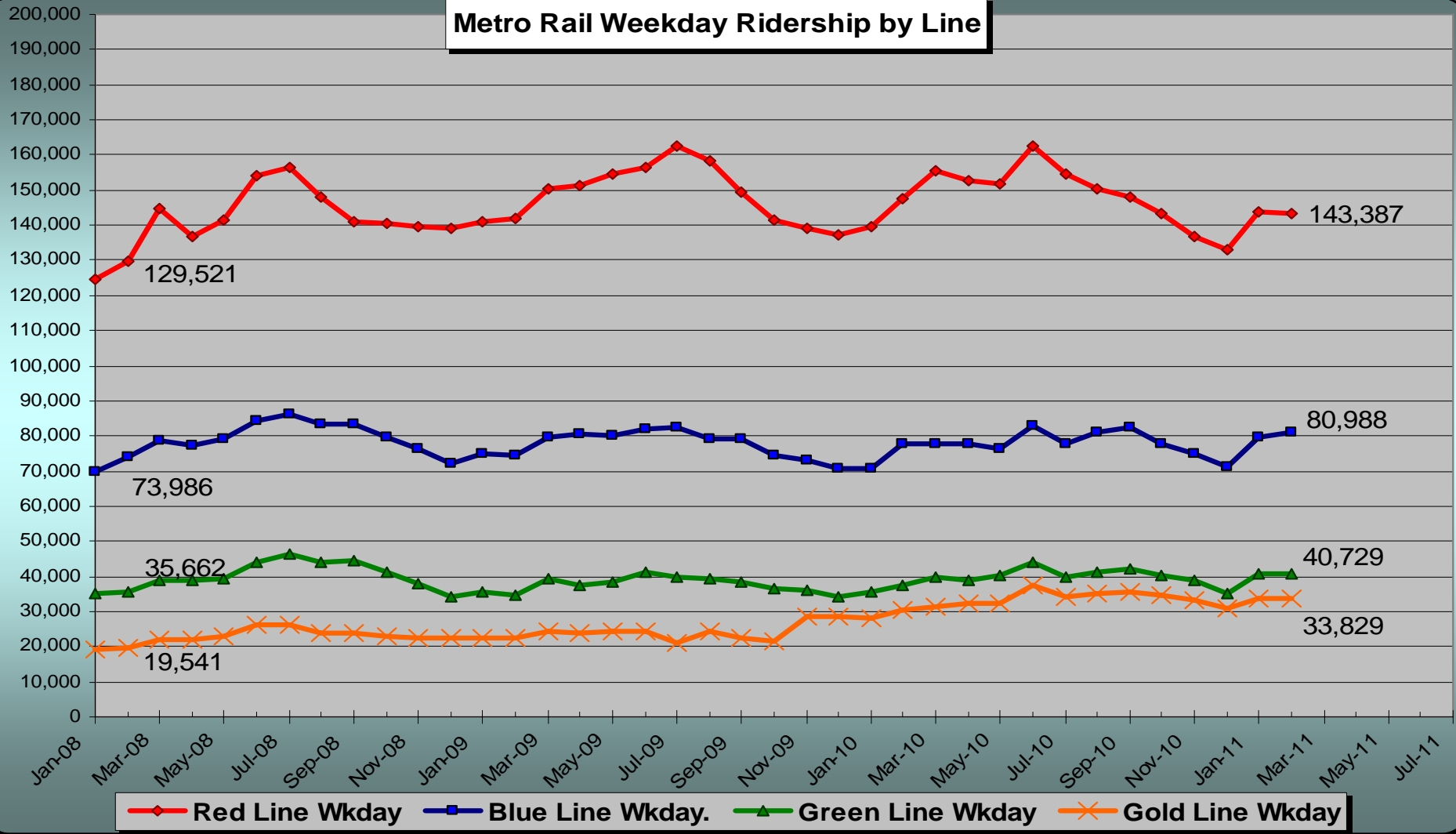
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Avg. Weekday Metro Bus Ridership By Service Council



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Metro Rail Weekday Ridership by Line



WSC 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**