

***Metro Westside/Central
Service Council
September 14, 2011 Meeting***

**Performance Report
for *July 2011***

WSC Service Council Sept. 2011 Meeting

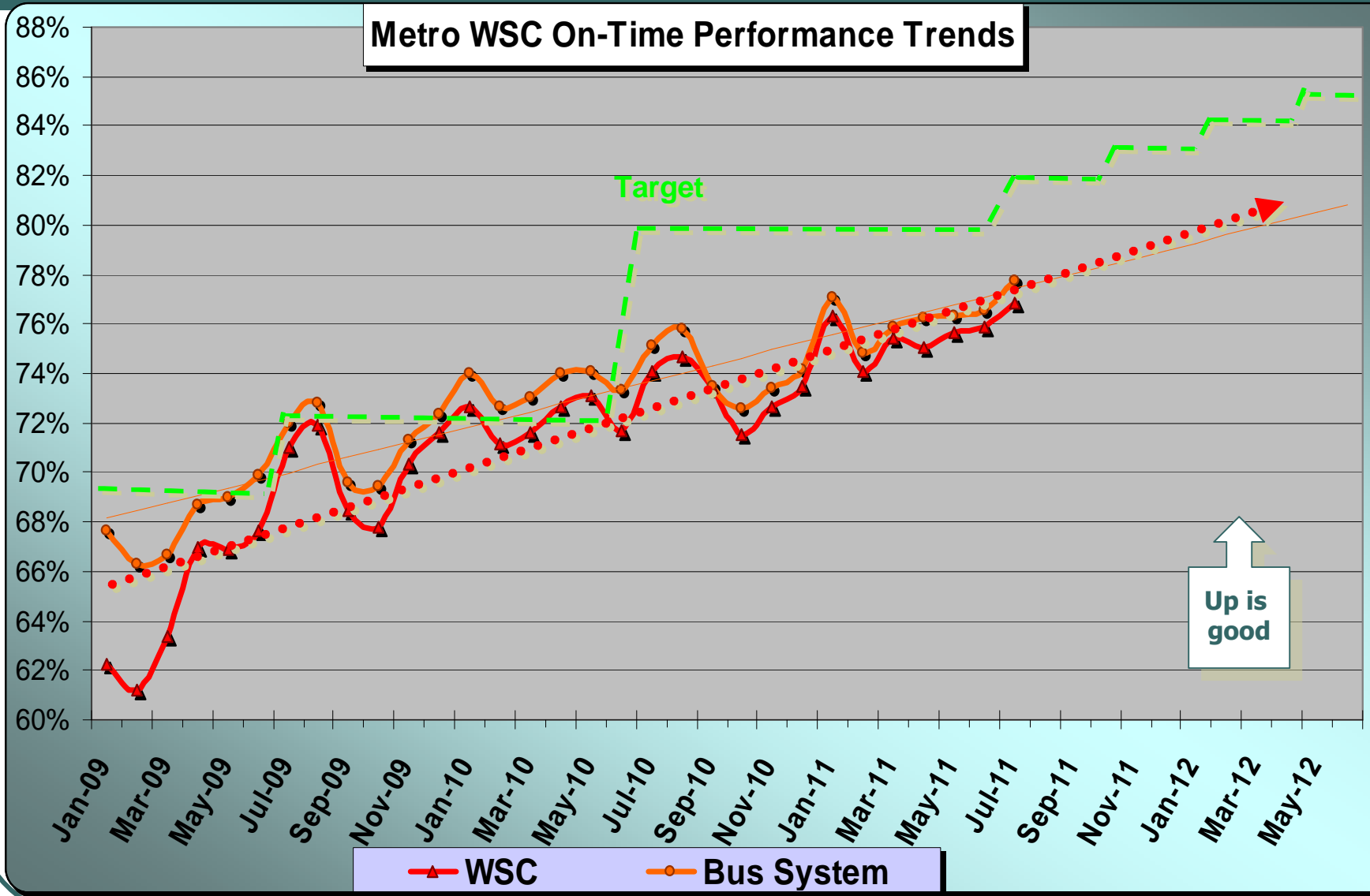
Metro Westside/Central & Metro Bus System

July 2011

Measurement : On Time Performance

	Target	July	YTD
Metro Bus System	82.0%	77.7%	77.7%
Westside/Central	82.0%	76.8%	76.8%

WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting

Metro Westside/Central & Metro Bus System

July 2011

Measurement : Complaints per 100,000 Psgrs.

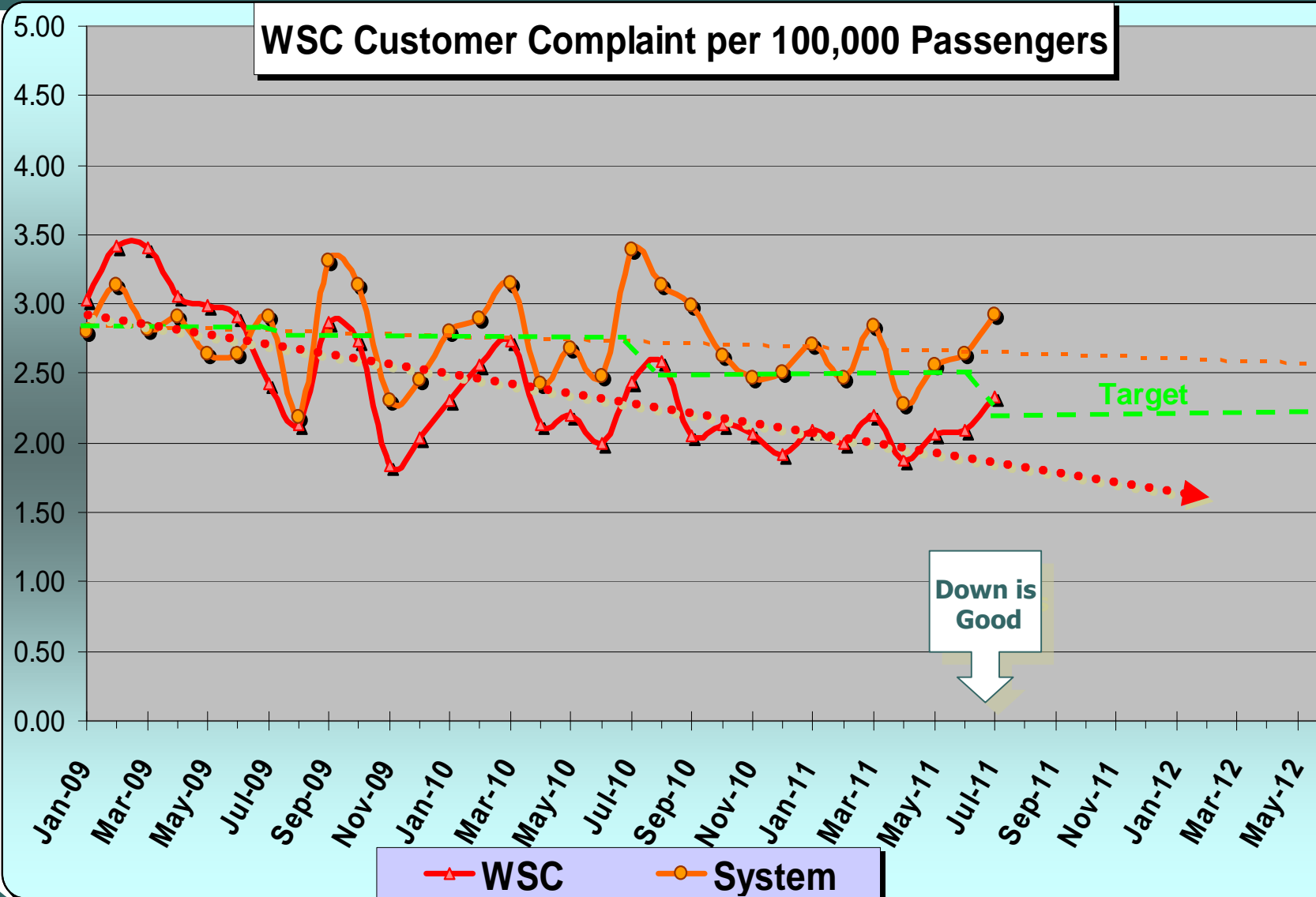
	Target	July	YTD
Metro Bus System	2.20	2.92	2.92
Westside/Central	2.20	2.34	2.34

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Metro

WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting

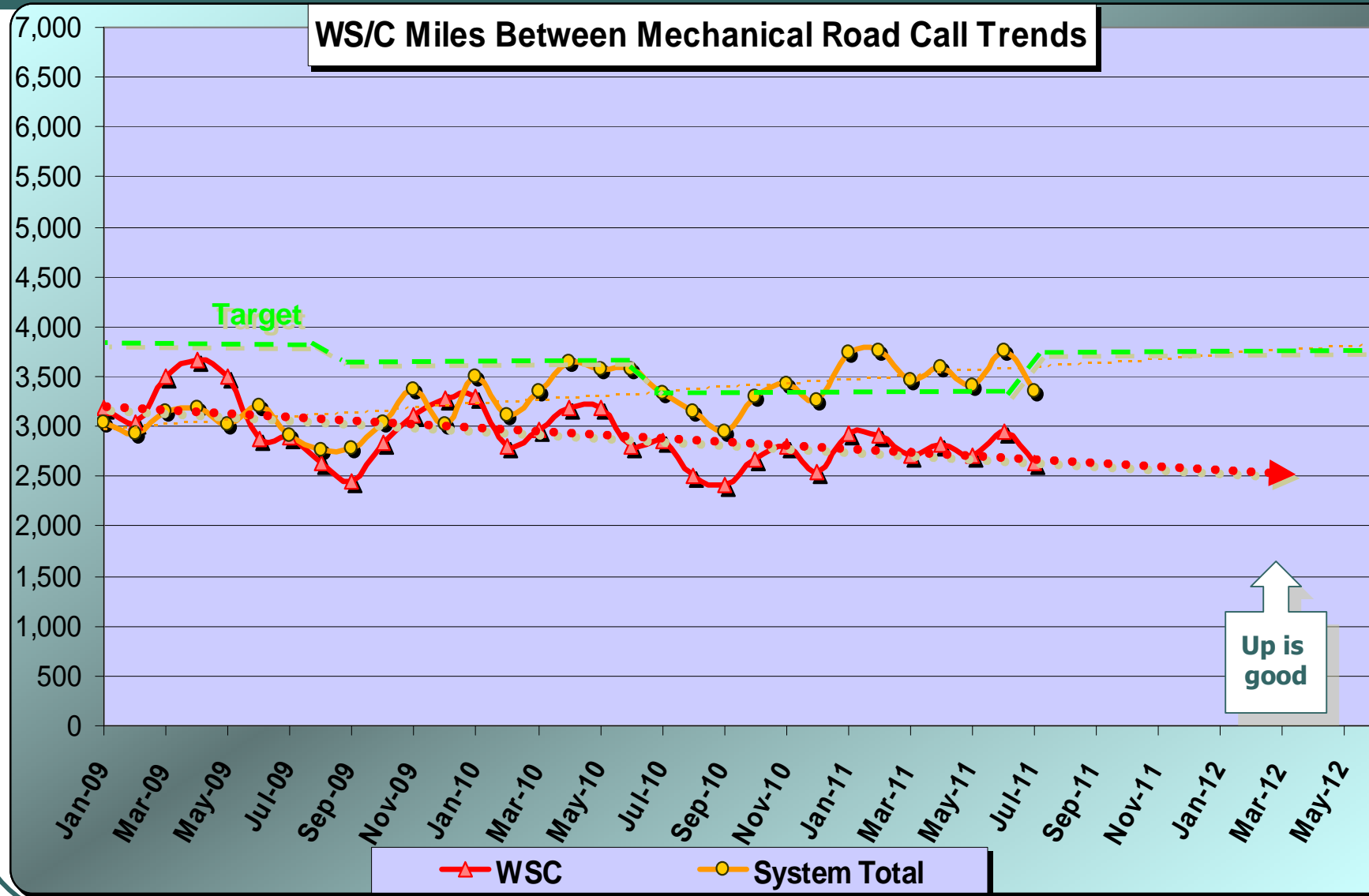
Metro Westside/Central & Metro Bus System

July 2011

Measurement : Miles Between Mechanical Road Call

	Target	July	YTD
Metro Bus System	3,650	3,353	3,353
Westside/Central	3,650	2,630	2,630

WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting

Metro Westside/Central & Metro Bus System

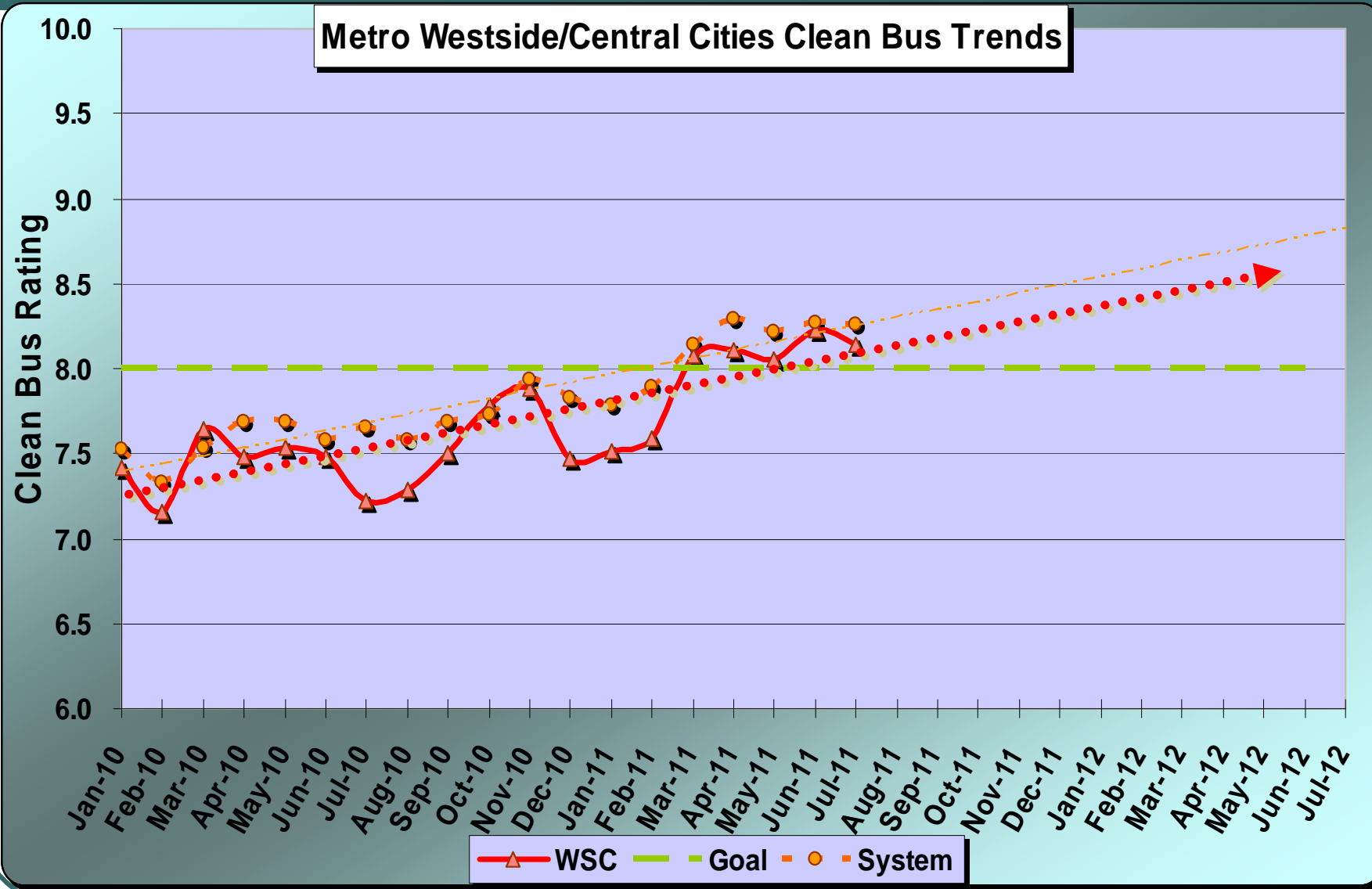
July 2011

Measurement : Clean Bus

	Target	July	YTD
Metro Bus System	8.0	8.26	8.26
Westside/Central	8.0	8.14	8.14

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WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting

Metro Westside/Central & Metro Bus System

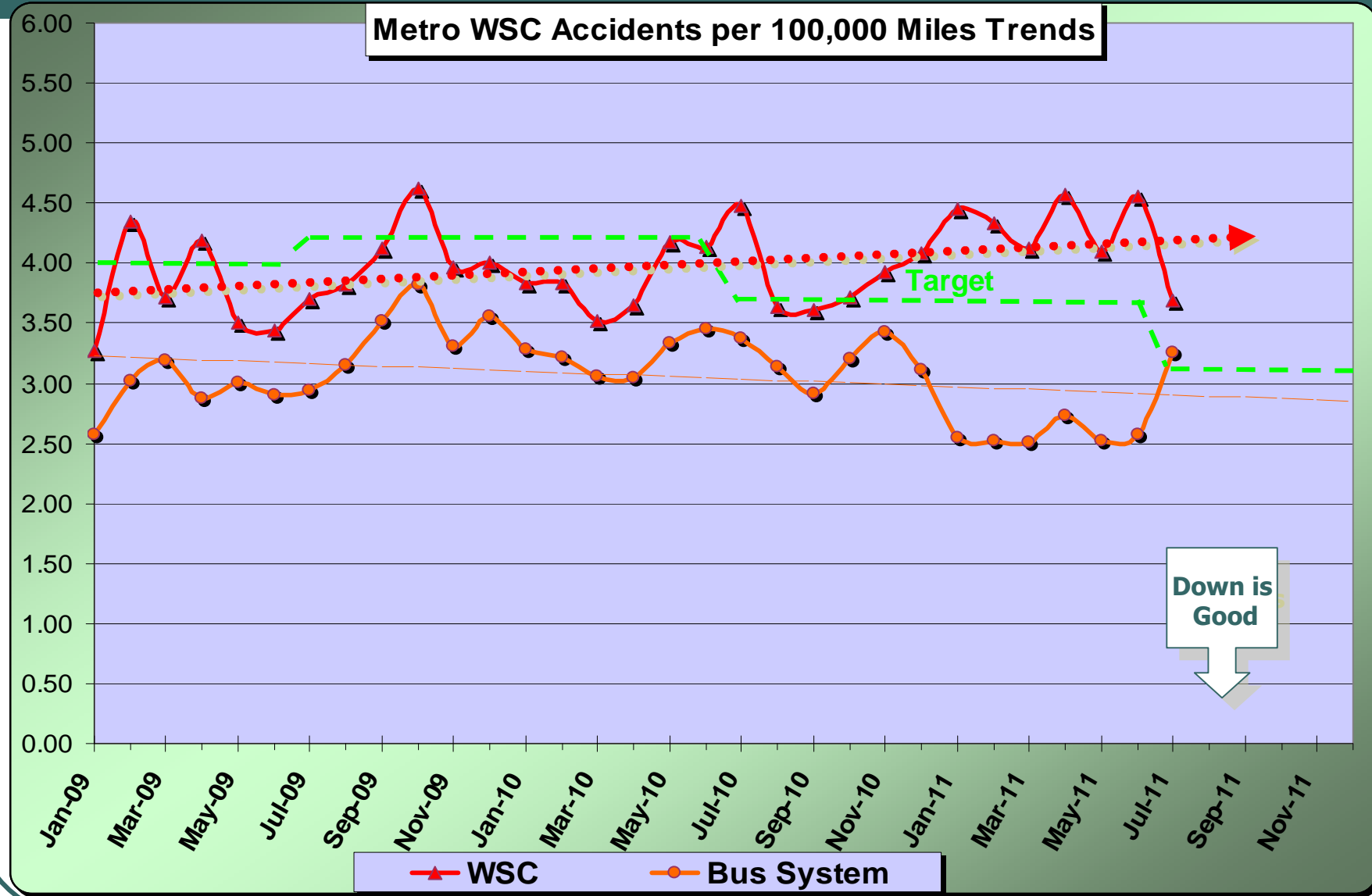
July 2011

Measurement : Accidents per 100,000 Miles

	Target	July	YTD
Metro Bus System	3.10	3.26	3.26
Westside/Central	3.10	3.69	3.69



WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting

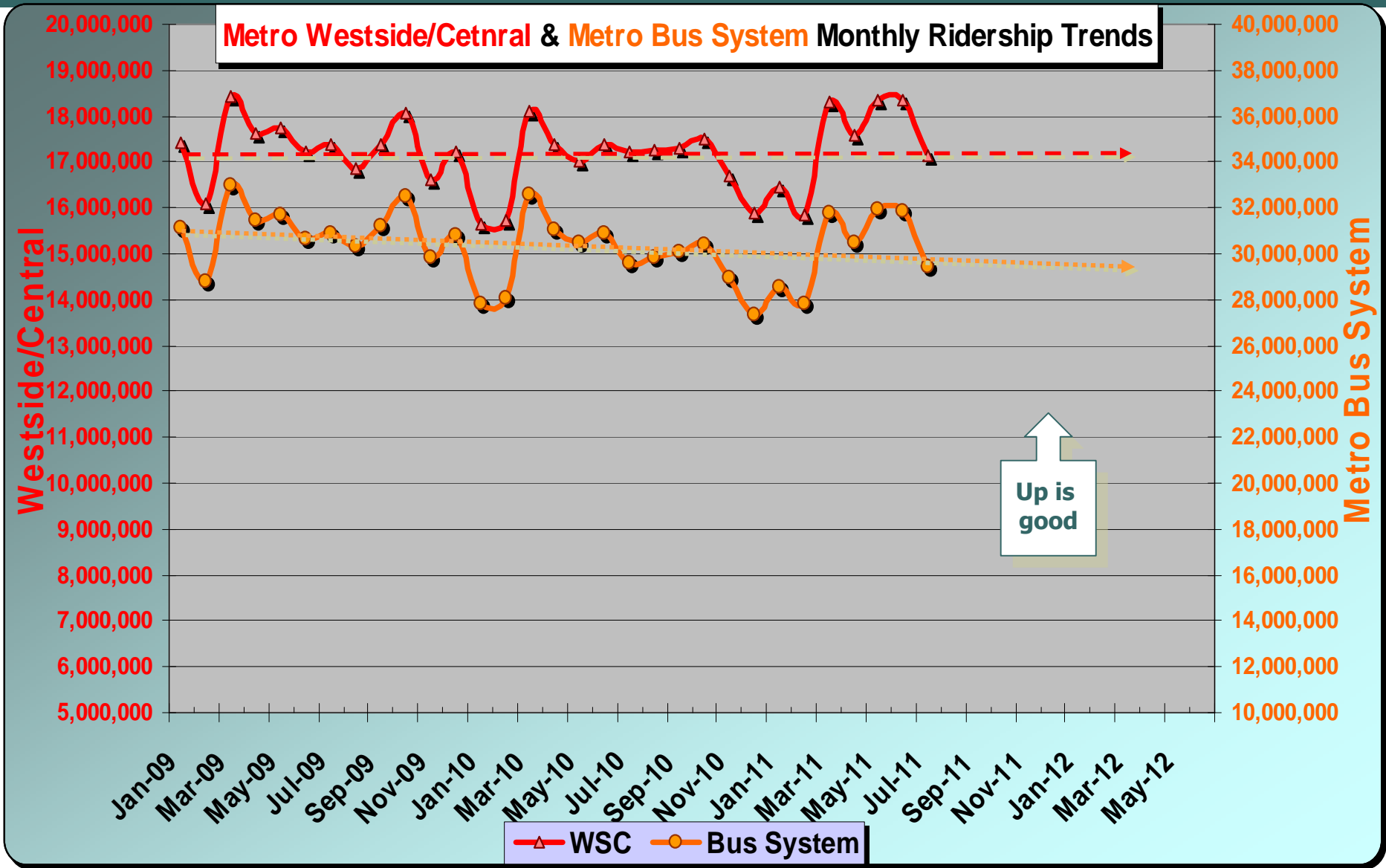
Metro Westside/Central & Metro Bus System

July 2011

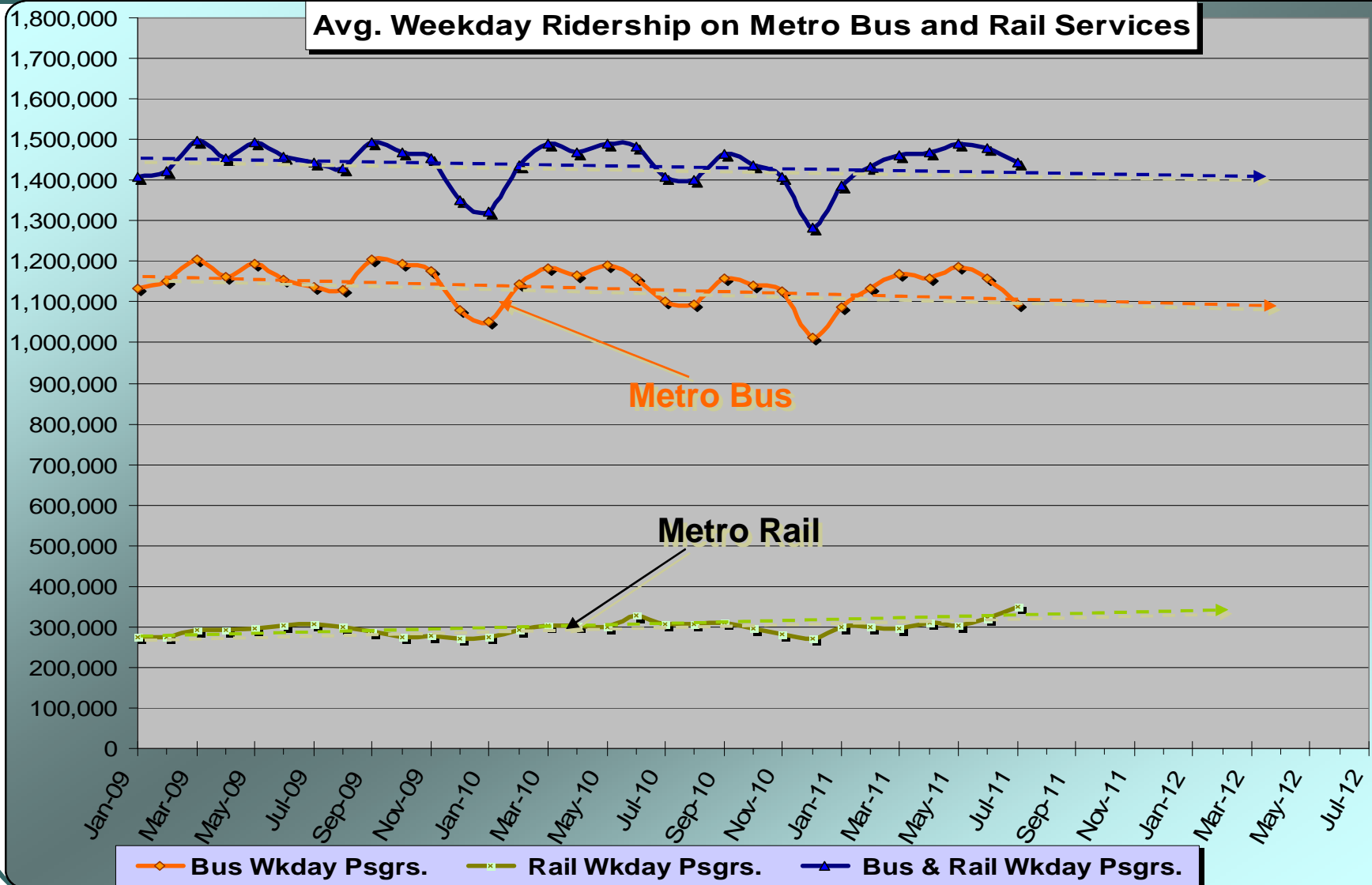
Measurement : Monthly Ridership

	Target	July	YTD
Metro Bus System	28,880,000	29,470,000	29,470,000
Westside/Central	16,140,000	17,130,000	17,130,000

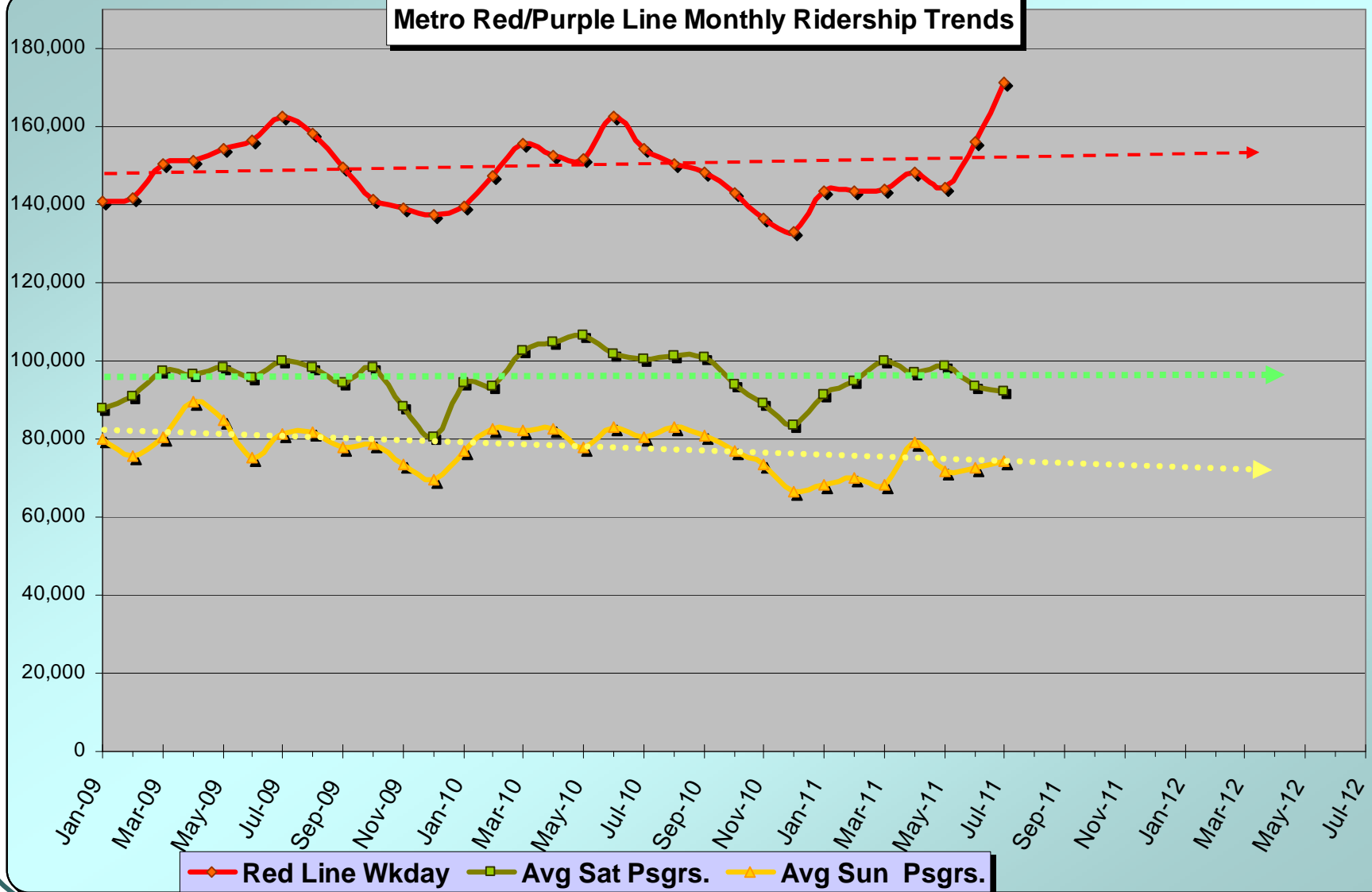
WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting



WSC Service Council Sept. 2011 Meeting

Meet and Confer with Metro CEO

Date: Monday, September 19

Time: 2:30 PM

Location: Metro Board Overflow Room – 3rd Floor

Topics: TBD



WSC Service Council Sept. 2011 Meeting

Metro Service Tour

Date: Friday, September 23

Time: 9:30 AM to 3:00 PM

Meeting: Metro Gateway Building – 13rd Floor

Topics: Bus Operations Control Center
Service Planning and Scheduling
Rail Operations Control Center

New NEXTRIP Bus Stop Signage

- **Unique Bus Stop Numbers**
- **Nextrip Directions:**
 - **Text Directions**
 - **M.Metro.net**
 - **511 voice**
- **Braille**