

# Metro Westside/Central Governance Council Sept. 2010 Meeting

**Metro Bus System  
Performance Report  
from July 2010**

Metro bus system performance July

Measurement	Target	YTD	July
<b>On-time performance</b>	<b>80%</b>	<b>75.1%</b>	<b>75.1%</b>
<b>Complaints per 100,000 Psgrs.</b>	<b>2.52</b>	<b>2.92</b>	<b>2.92</b>
<b>Miles between Mechanical road calls</b>	<b>3,664</b>	<b>3,483</b>	<b>3,483</b>
<b>Accidents per 100,000 miles</b>	<b>3.14</b>	<b>3.08</b>	<b>3.08</b>
<b>Bus Ridership</b>	<b>29,400,000</b>	<b>29,620,000</b>	<b>29,620,000</b>



Westside/Central  
Governance Council Sept. 2010

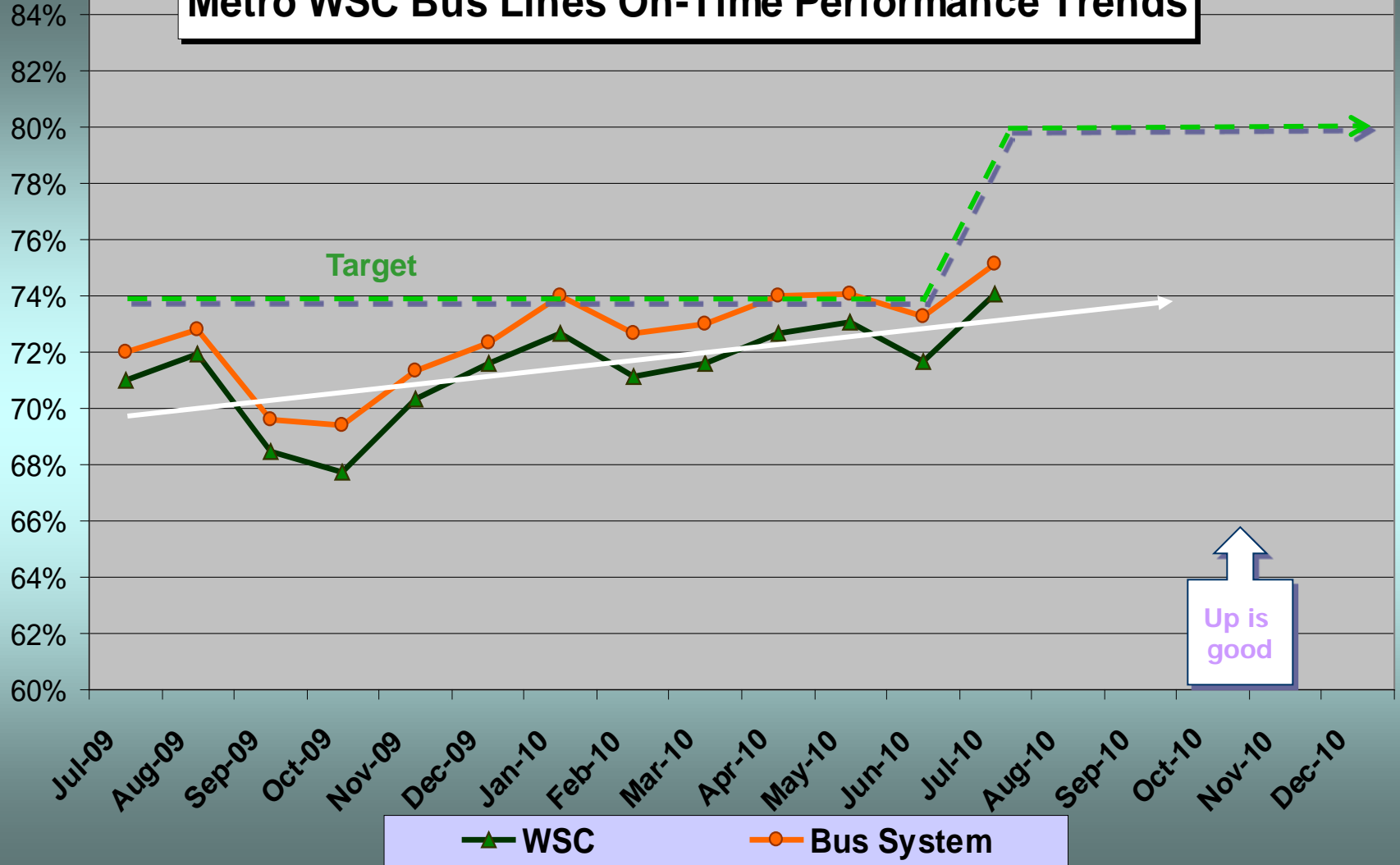
Metro Westside/Central performance  
July, 2010 (Div. 6, 7 & 10) \*

Measurement	Target	YTD	July
<b>On-time performance</b>	<b>80%</b>	<b>74.1%</b>	<b>74.1%</b>
<b>Complaints per 100,000 Psgrs. *</b>	<b>2.50</b>	<b>2.51</b>	<b>2.51</b>
<b>Miles between Mechanical road calls *</b>	<b>3,460</b>	<b>2,740</b>	<b>2,740</b>
<b>Accidents per 100,000 miles</b>	<b>3.58</b>	<b>4.18</b>	<b>4.18</b>
<b>Bus Ridership</b>	<b>16,420,000</b>	<b>16,230,000</b>	<b>16,230,000</b>

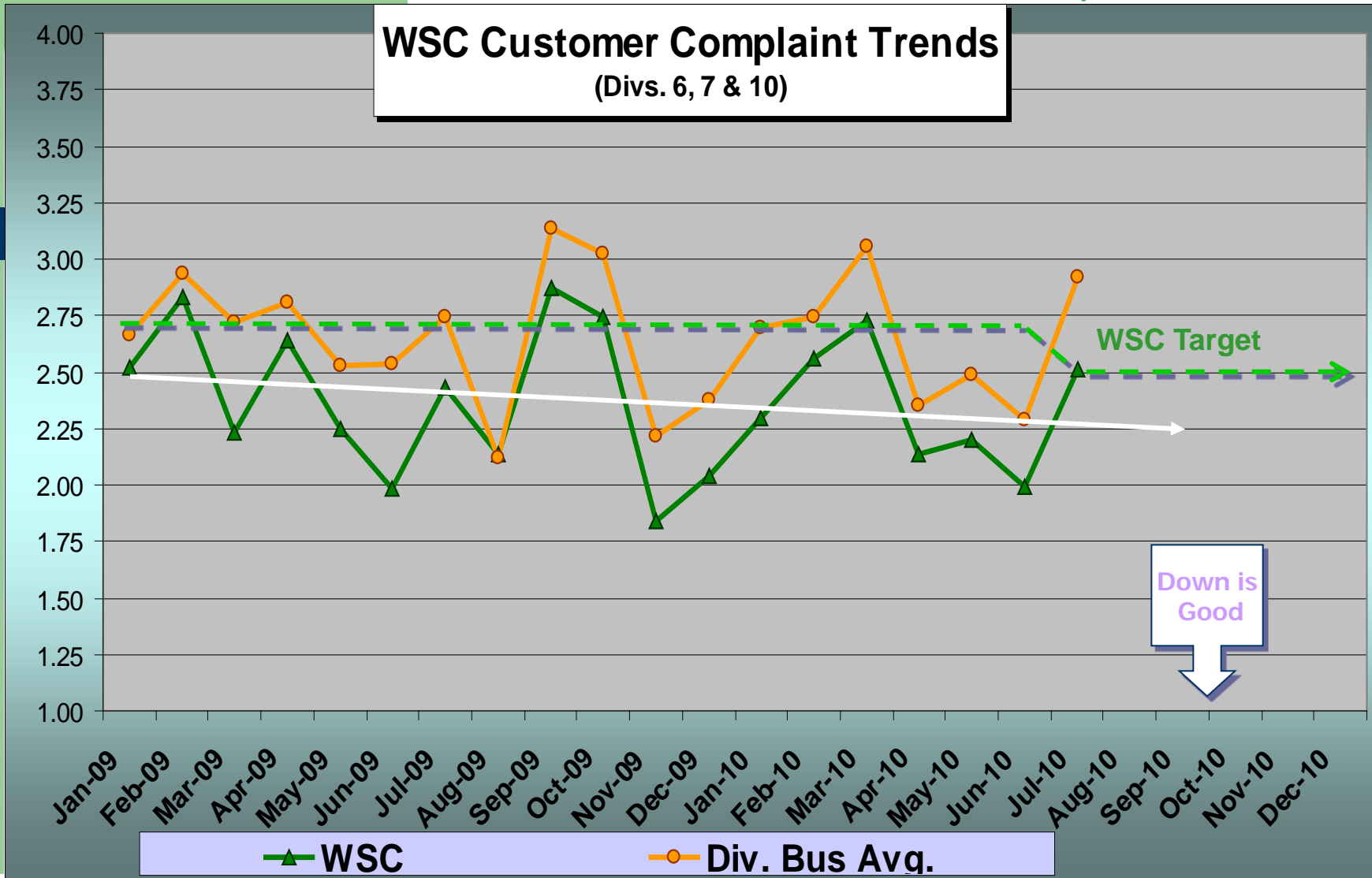


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## Metro WSC Bus Lines On-Time Performance Trends

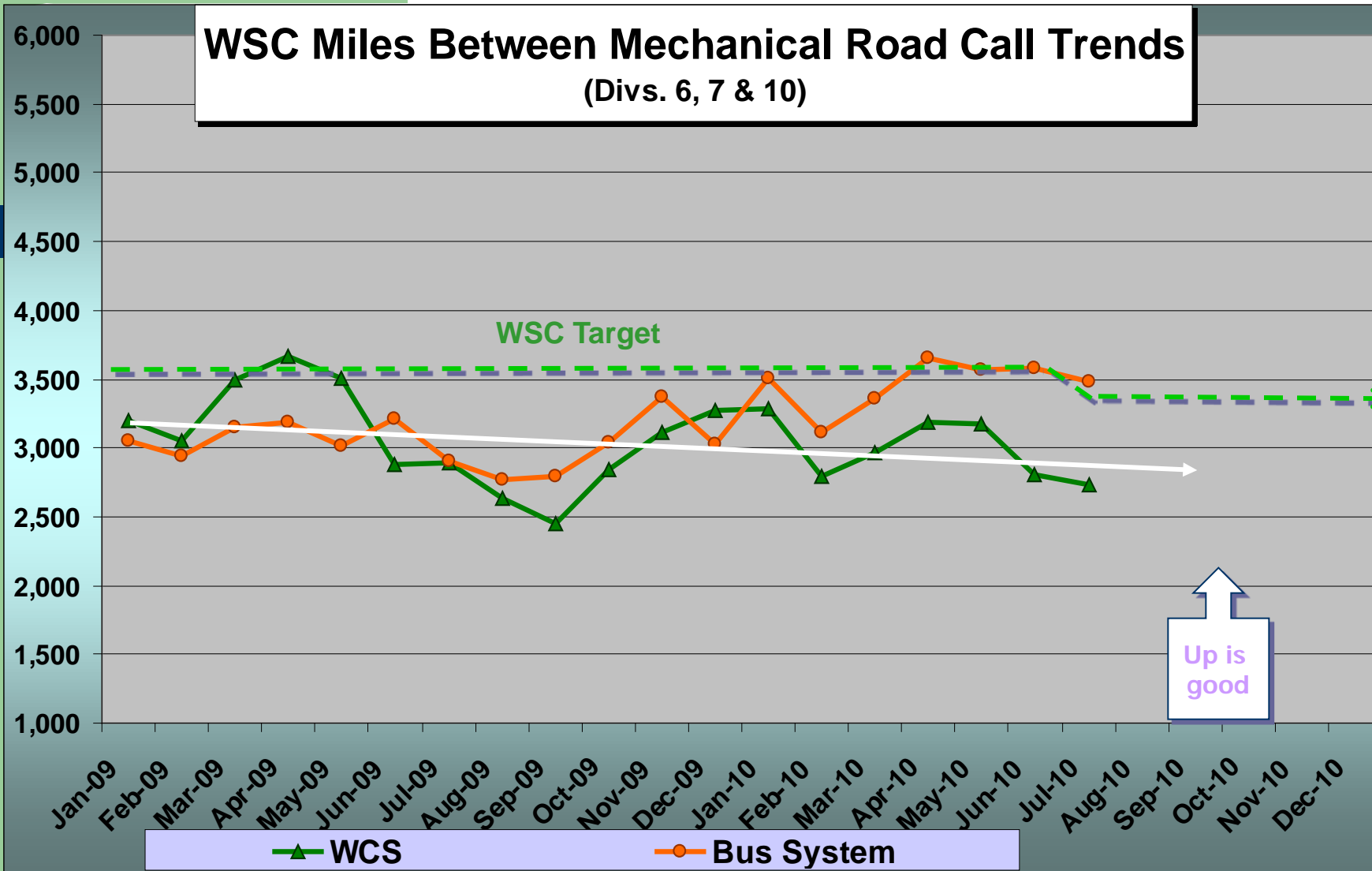


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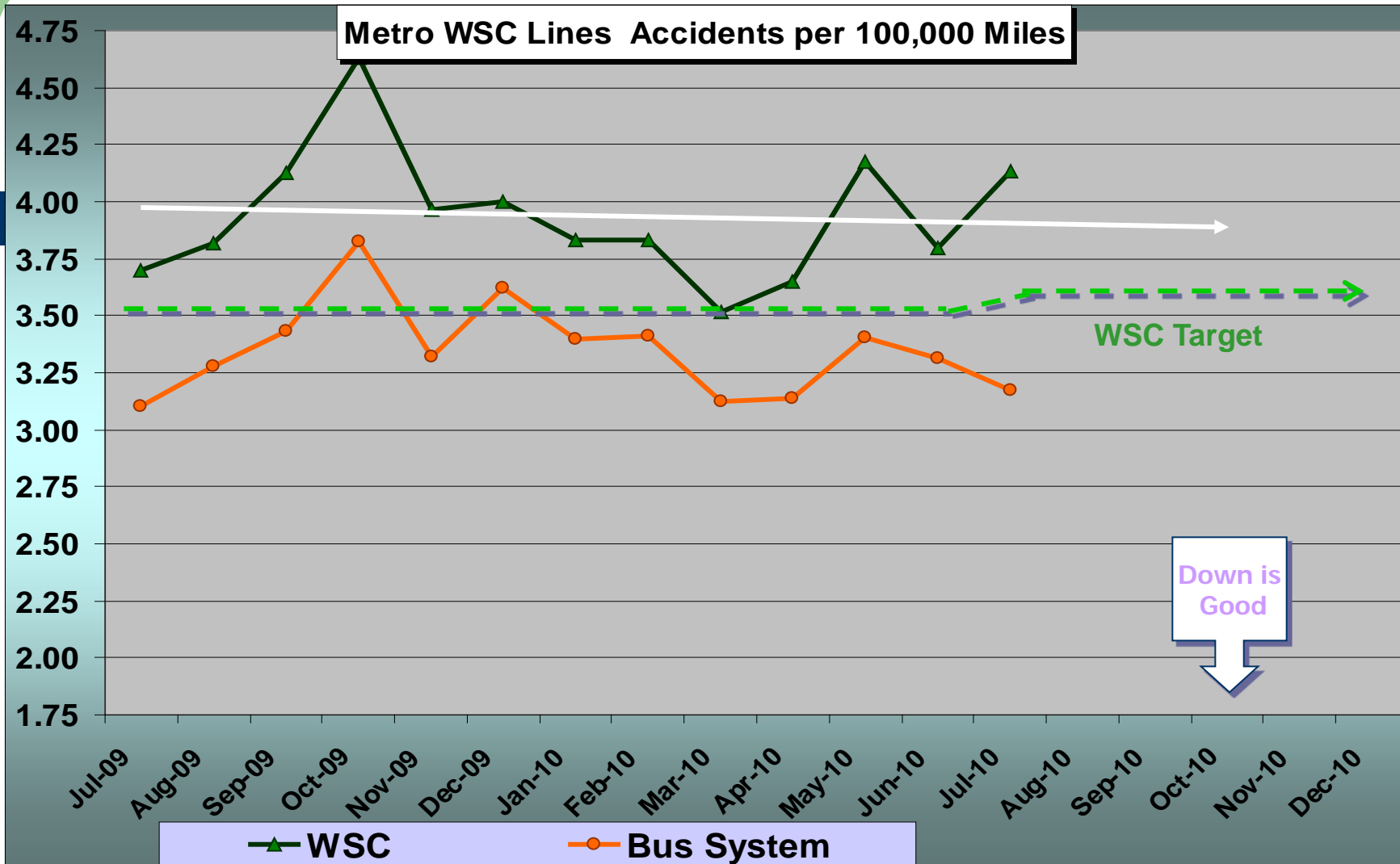


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## WSC Miles Between Mechanical Road Call Trends (Divs. 6, 7 & 10)

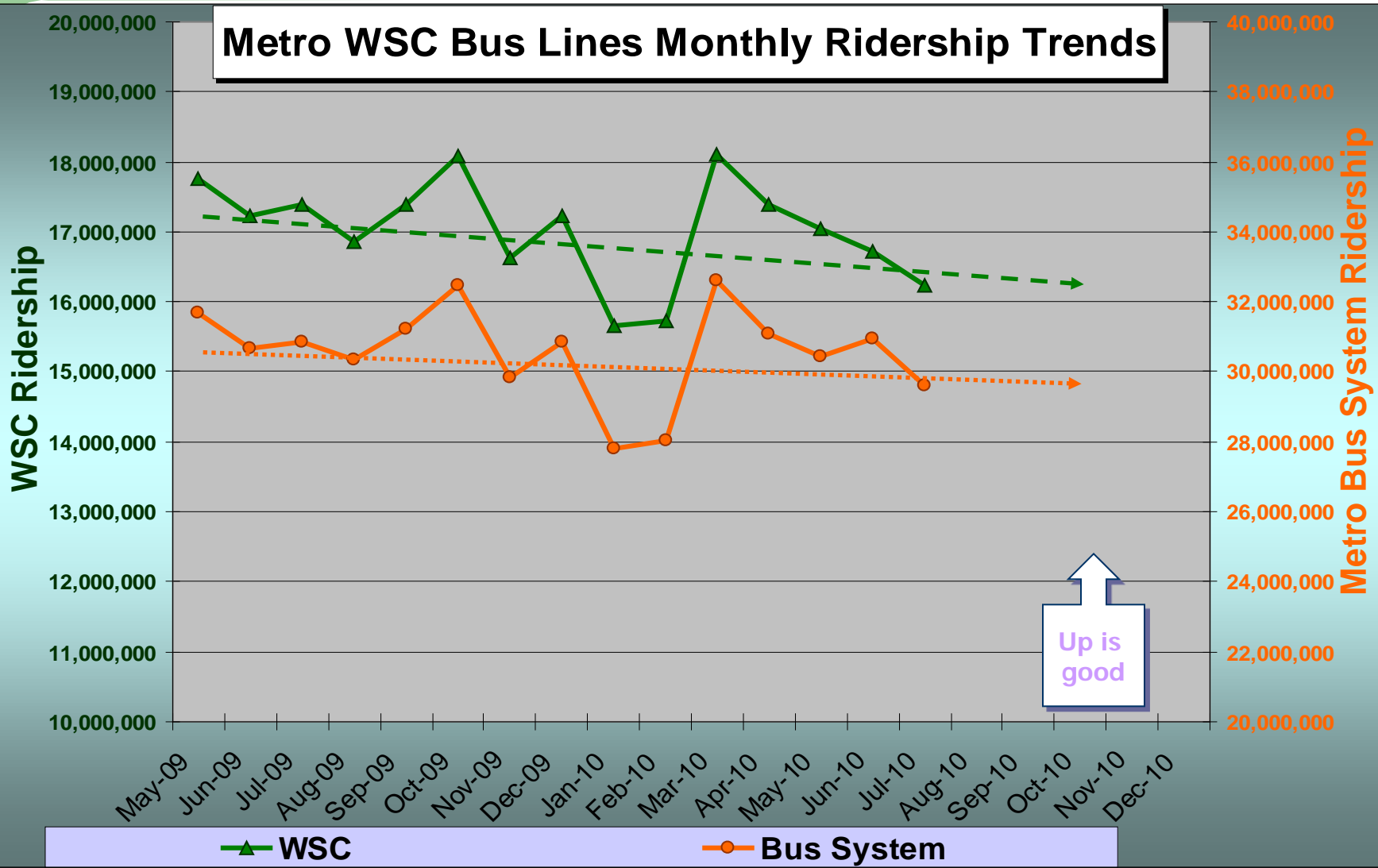


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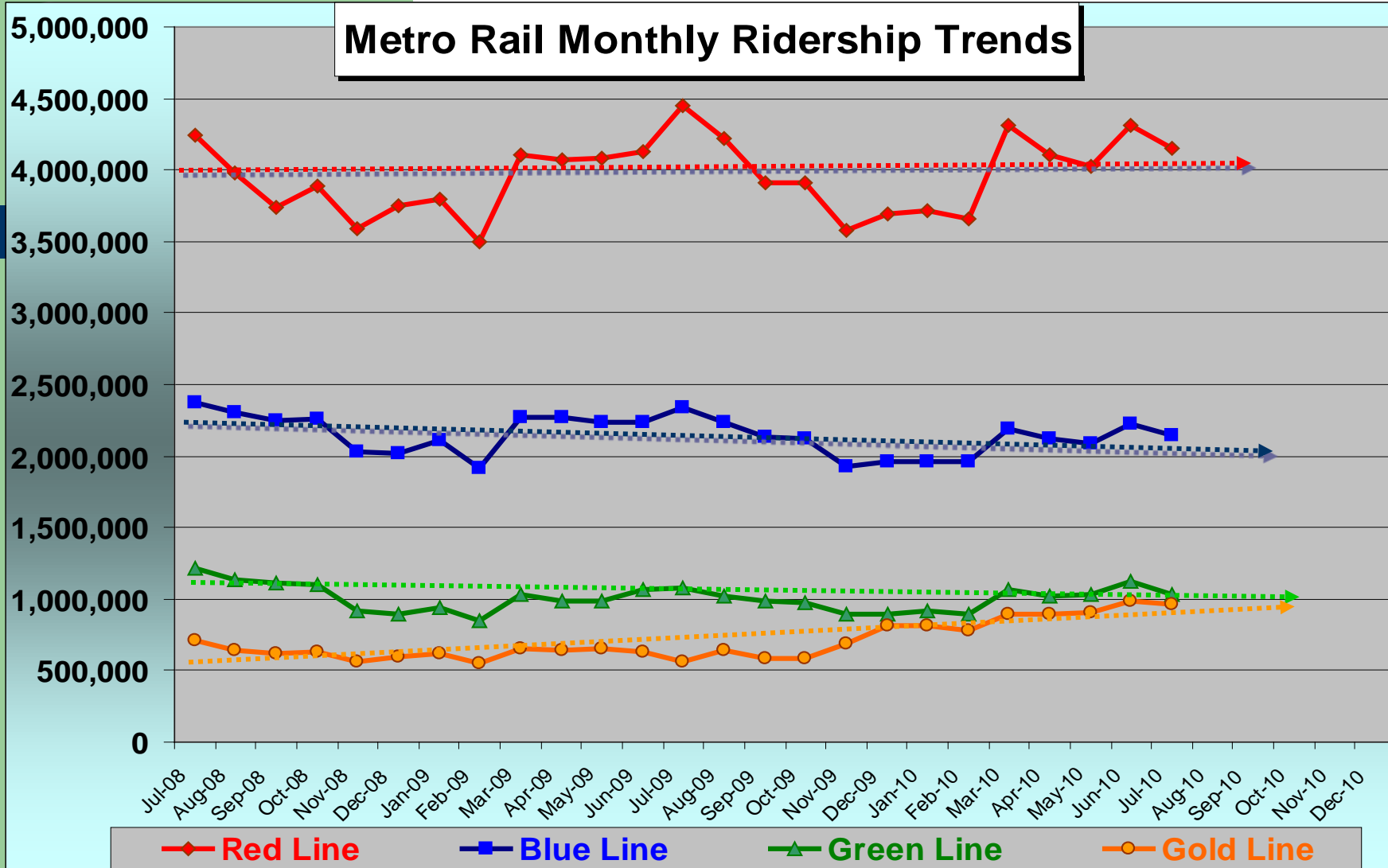
**Metro WSC Bus Lines Monthly Ridership Trends**





# Westside/Central Governance Council Sept. 2010

## Metro Rail Monthly Ridership Trends



VERY Preliminary Estimate of  
Fare Increase Impact on Ridership Levels

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

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

# 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