

**Metro San Gabriel Valley
Governance Council
December 2010 Meeting**

Performance Report
for October 2010



Metro[™]

**Metro San Gabriel Valley
& Metro Bus System**

October 2010

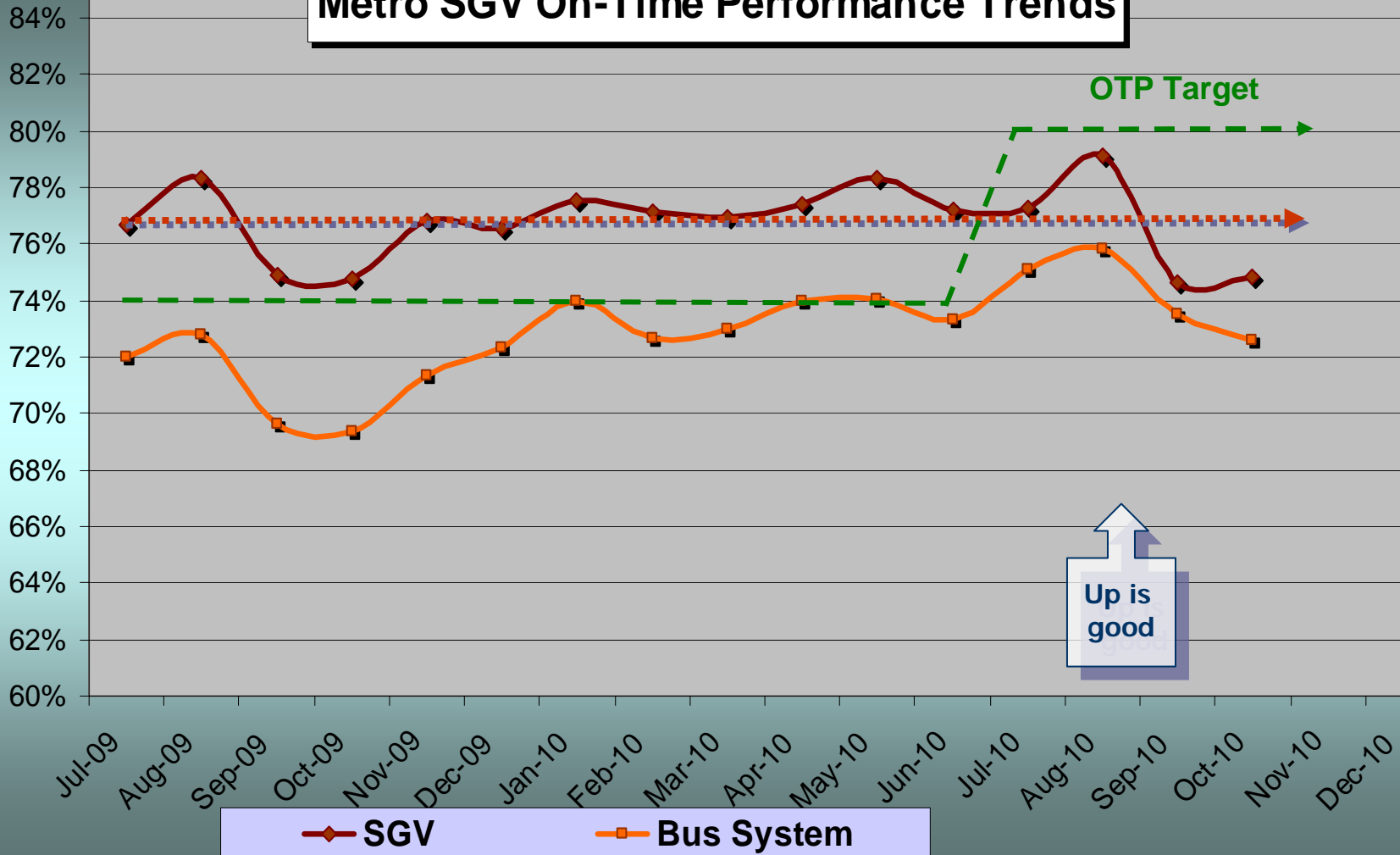
Measurement : *On Time Performance*

	Target	Oct.	YTD
Metro Bus System	80.0%	72.6%	74.7%
San Gabriel Valley	80.0%	74.8%	77.1%



SGV Regional Council December 2010

Metro SGV On-Time Performance Trends



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Measurement : *Complaints per 100,000 Psgrs.*

Target Oct. YTD

Metro Bus System

2.52

3.65

3.33

San Gabriel Valley

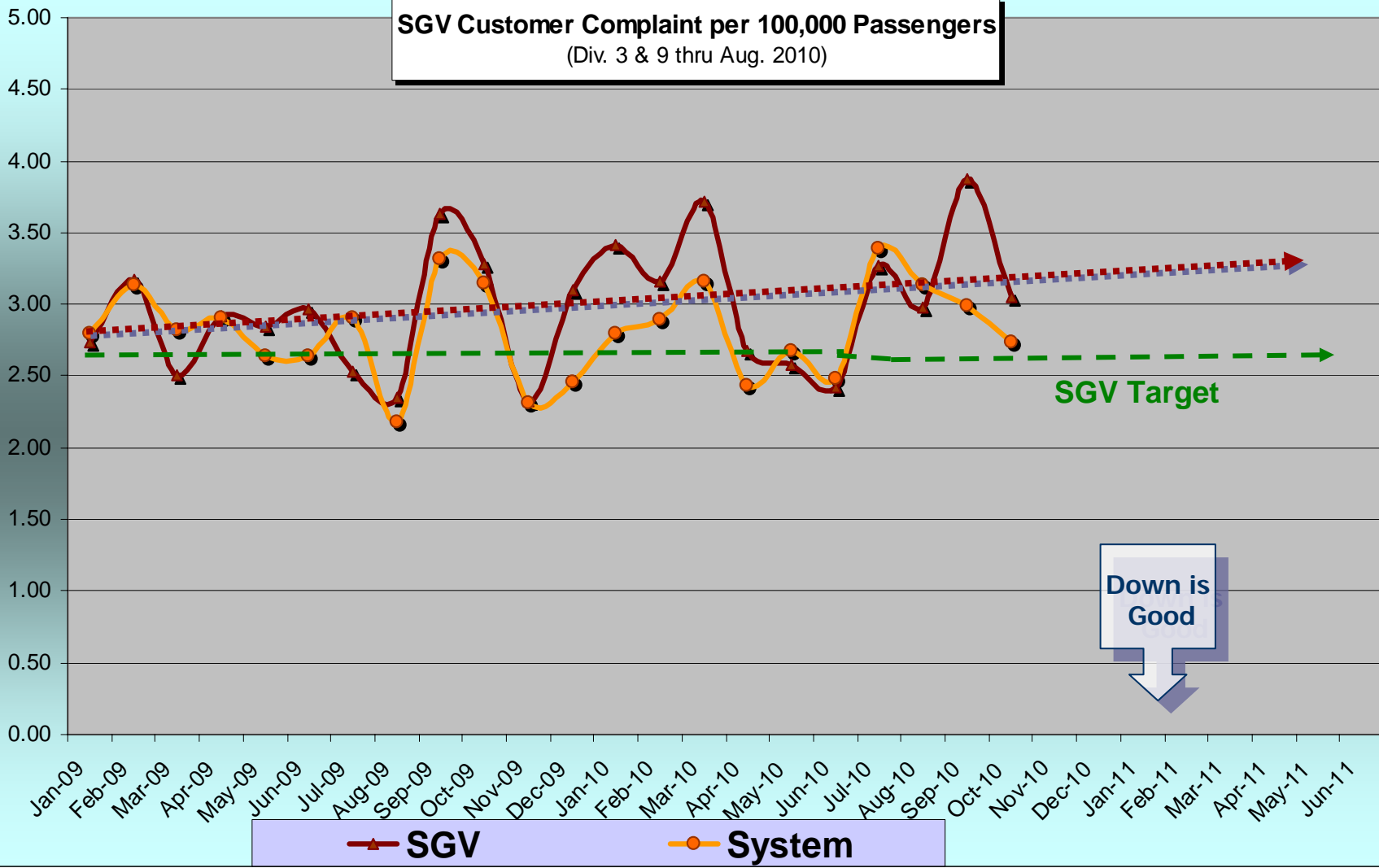
2.64

3.05

3.29



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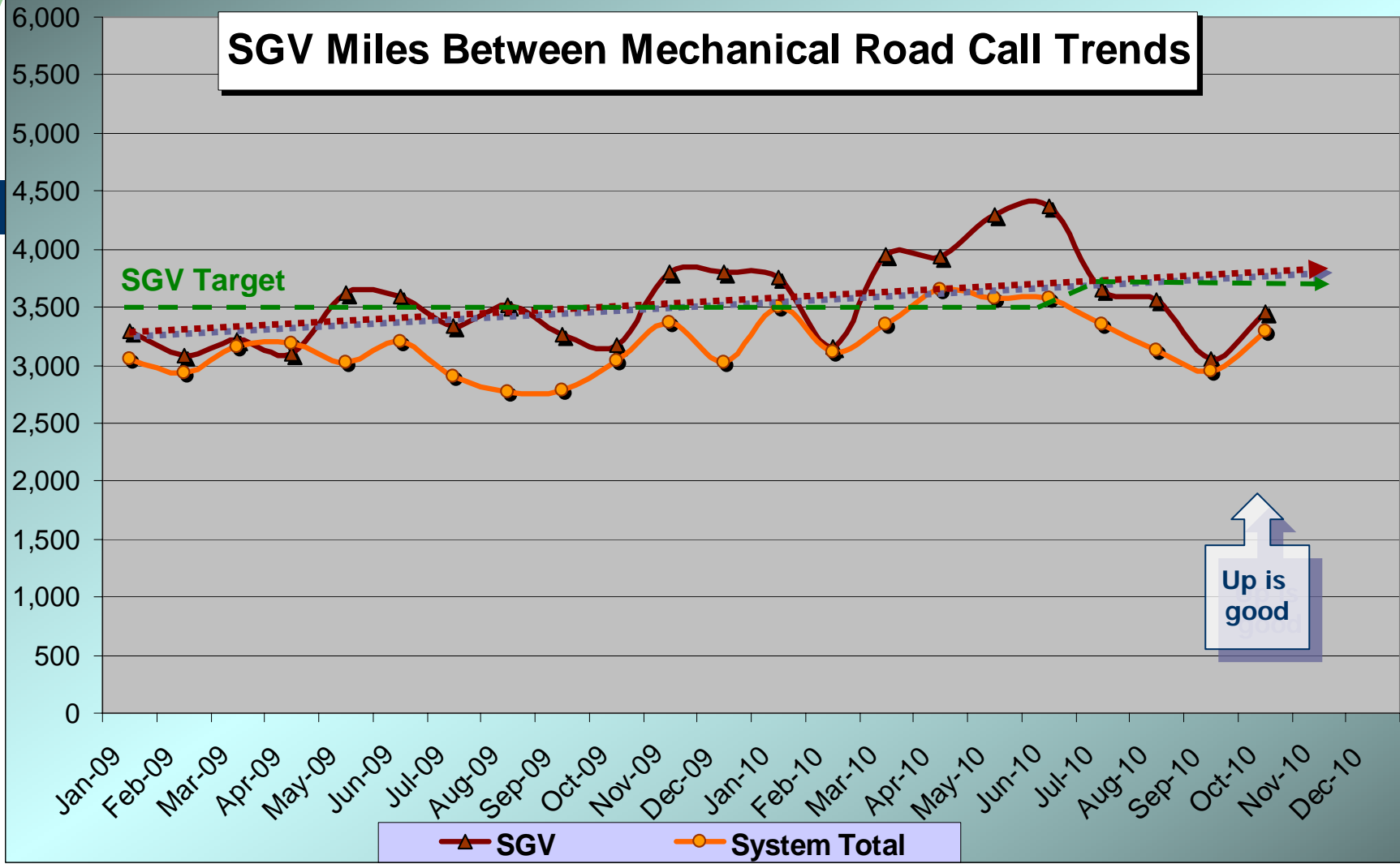
Measurement : Miles Between Mechanical Road Call

	Target	Oct.	YTD
Metro Bus System	3,664	3,292	3,181
San Gabriel Valley	3,715	3,462	3,430



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SGV Miles Between Mechanical Road Call Trends



Metro San Gabriel Valley & Metro Bus System

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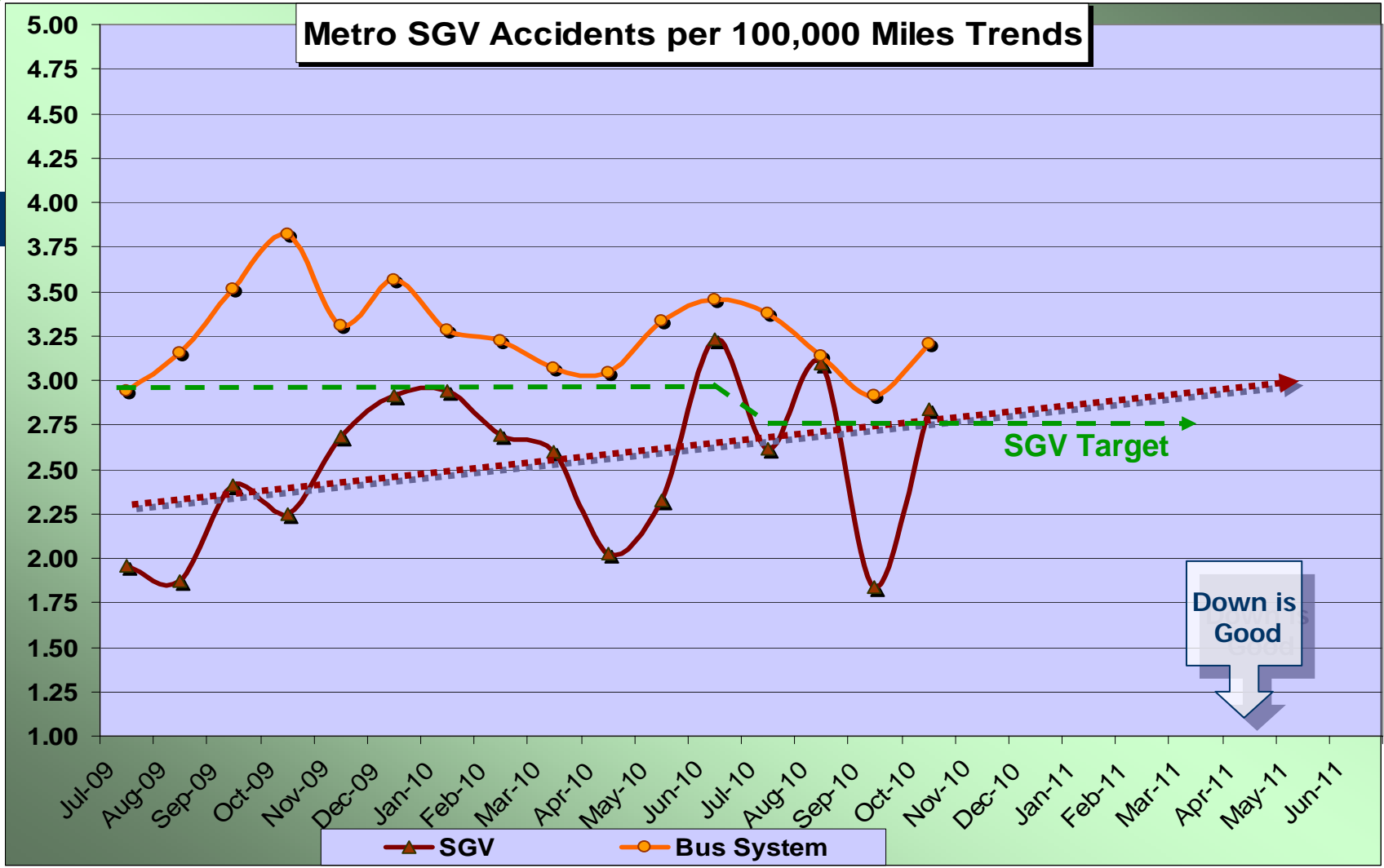
Measurement : Accidents per 100,000 Miles

	Target	Oct.	YTD
Metro Bus System	3.14	3.20	3.16
San Gabriel Valley	2.73	2.84	2.59



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Metro SGV Accidents per 100,000 Miles Trends



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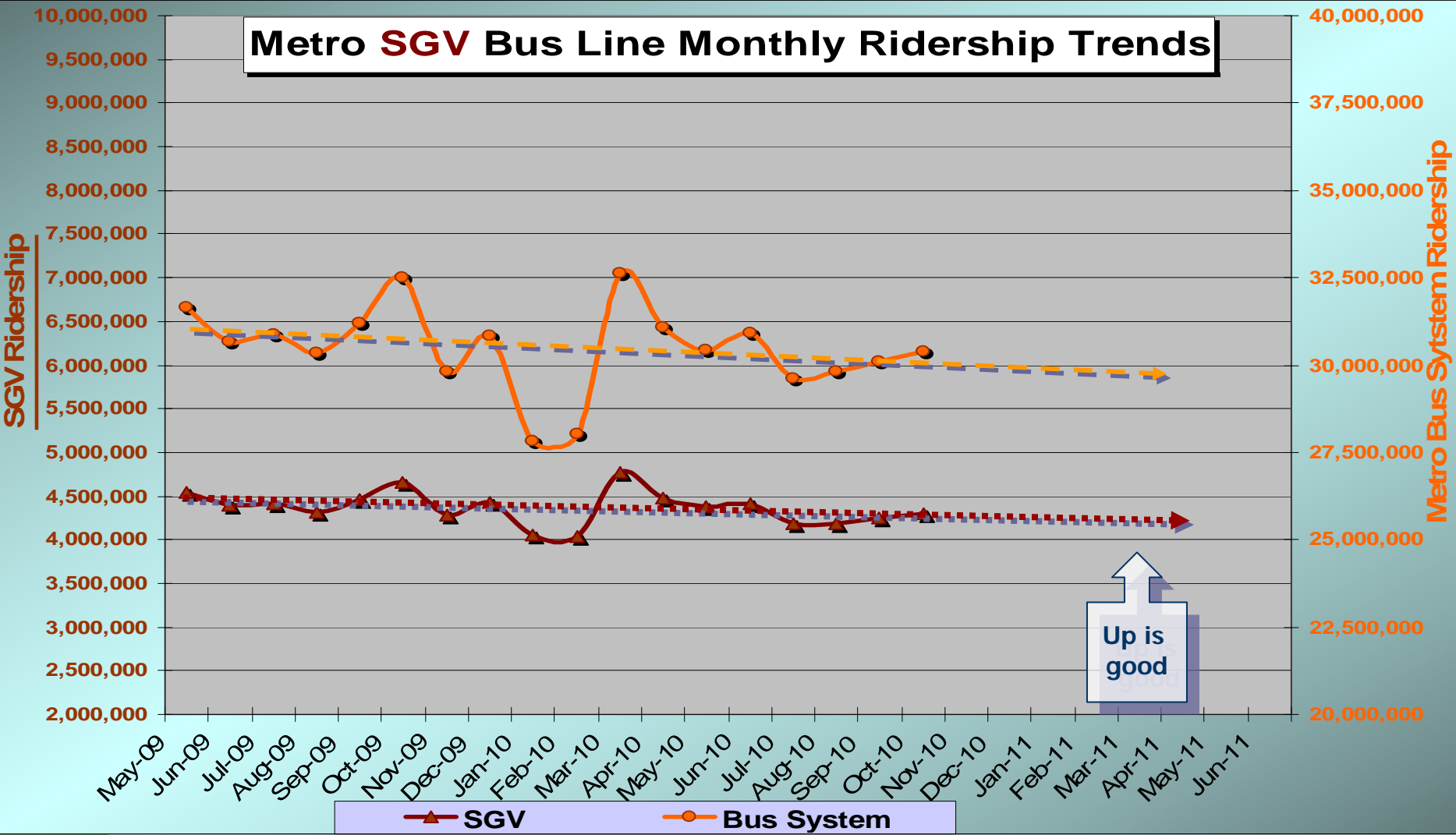
Measurement : Monthly Ridership

	Target	Oct.	YTD
Metro Bus System	29,400,000	30,390,000	29,990,000
San Gabriel Valley	4,240,000	4,290,000	4,230,000

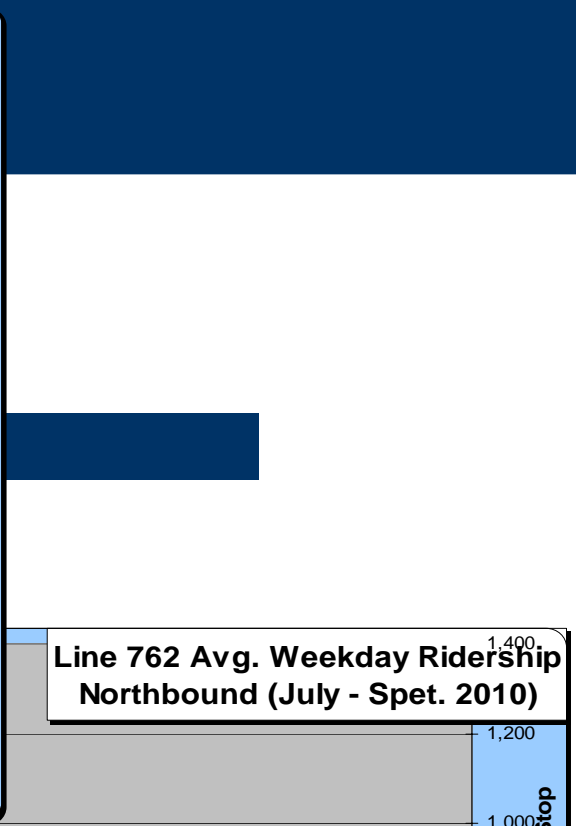
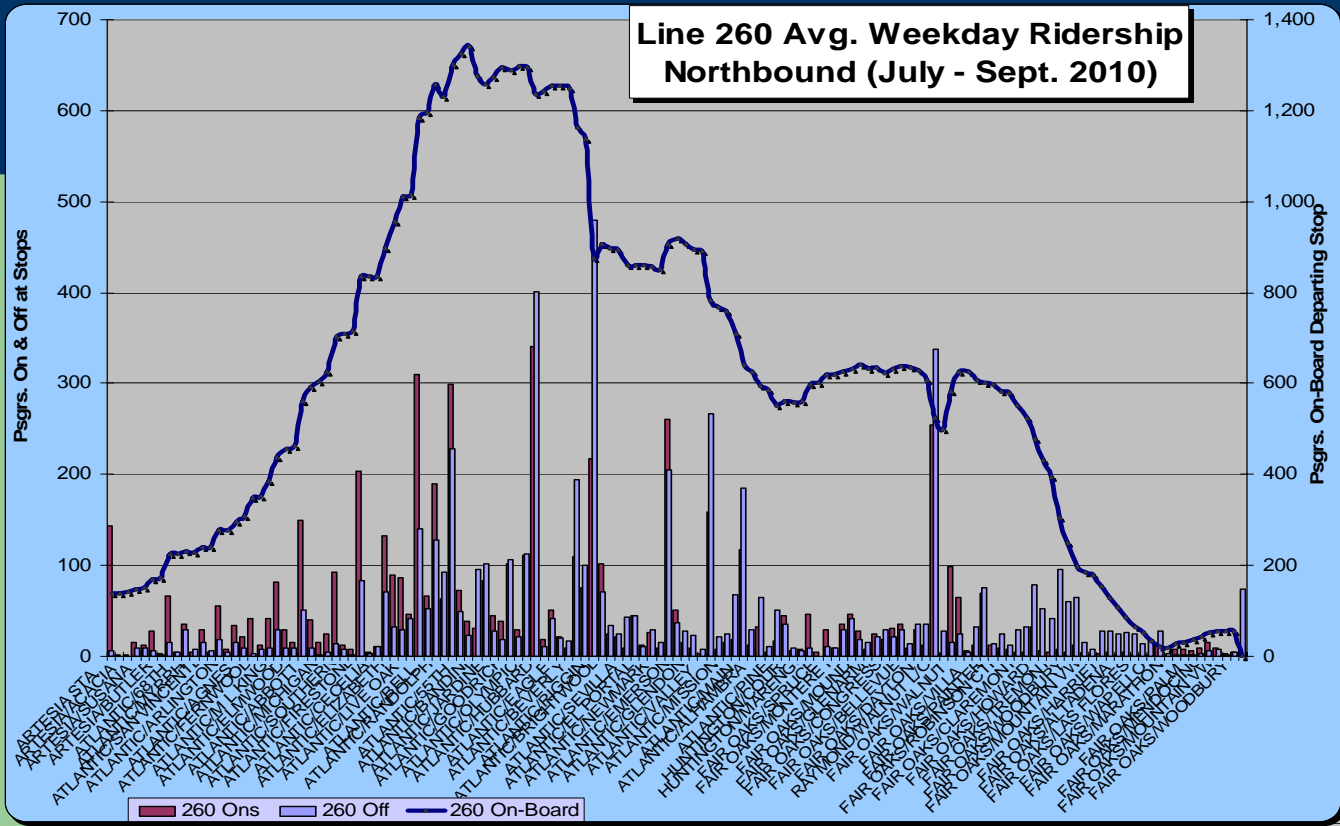


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Metro **SGV** Bus Line Monthly Ridership Trends



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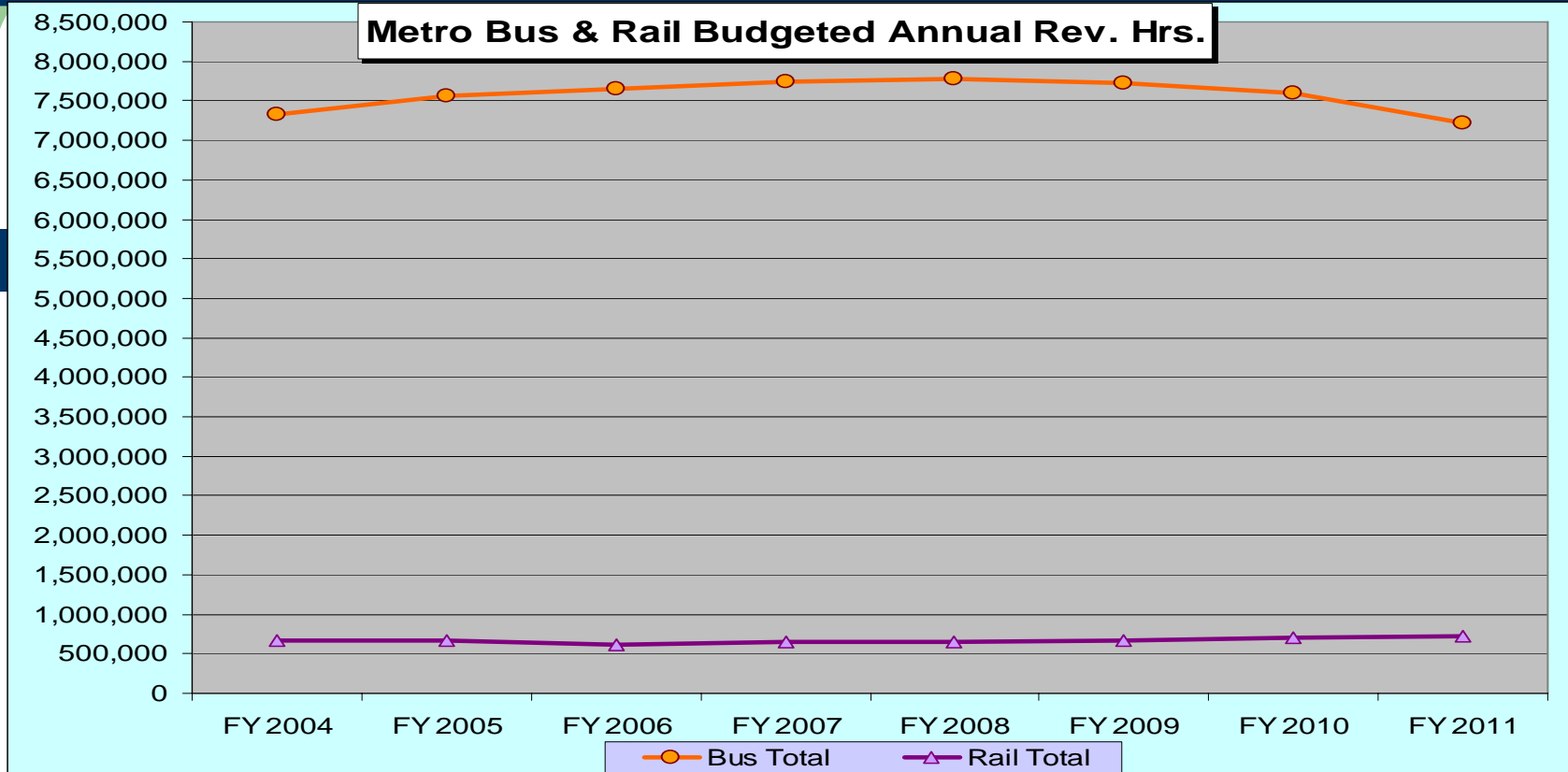


SGV Regional Council December 2010

October 2010 Mechanical Road Calls by Type of Bus Issue													
Rank	Type	System		GWC		SBC		SFV		SGV		WCS	
1	Engine	816	34%	166	35%	198	32%	127	34%	147	38%	410	33%
2	Doors	258	11%	33	7%	58	9%	53	14%	41	11%	142	11%
3	Transmission	163	7%	34	7%	36	6%	27	7%	27	7%	78	6%
4	Electrical Sys.	153	6%	30	6%	34	5%	29	8%	23	6%	84	7%
5	Suspension	123	5%	13	3%	38	6%	20	5%	12	3%	81	6%
6	Brake Systems	94	4%	19	4%	26	4%	15	4%	8	2%	51	4%
7	Tires	92	4%	24	5%	29	5%	7	2%	19	5%	46	4%
8	Windows	85	4%	14	3%	27	4%	13	3%	10	3%	47	4%
9	Coolant	83	3%	28	6%	17	3%	8	2%	9	2%	51	4%
10	Wheel Chair Sys.	80	3%	24	5%	37	6%	5	1%	8	2%	47	4%
11-20	Others	453	19%	91	19%	127	20%	73	19%	83	21%	221	18%
		2,400		476		627		377		387		1,258	



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	FY 2004	FY 2005	FY 2006	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011
Metro Bus	7,326,700	7,567,100	7,645,400	7,749,400	7,774,600	7,717,500	7,599,700	7,212,100
% Cng. from 04		3%	4%	6%	6%	5%	4%	-2%
Metro Rail	676,300	659,200	618,900	655,500	650,600	663,700	706,000	715,500
% Cng. from 04		-3%	-9%	-3%	-4%	-2%	4%	6%

