

# Operations Performance Update

May 18, 2006 Operations Committee



**Metro**

# RIDERSHIP- BUS & CONTRACTED

BUS (Direct and Contract)	March 2006	February 2006	%	March 2005	%
Average Weekday Boardings	1,282,920	1,250,281	2.6	1,178,688	8.8
Average Saturday Boardings	825,650	844,745	(2.0)	816,923	1.1
Average Sunday and Holiday Boardings	592,484	609,677	(2.0)	612,947	(3.0)
<b>Total Calendar Month Boardings</b>	<b>35,179,697</b>	<b>30,823,310</b>	<b>14.0</b>	<b>32,823,309</b>	<b>7.0</b>

# RIDERSHIP-ORANGE LINE

ORANGE LINE	March 2006	February 2006	%	March 2005
Average Weekday Boardings	18,242	17,636	3.0	N/A
Average Saturday Boardings	10,798	10,576	2.0	N/A
Average Sunday and Holiday Boardings	8,818	8,496	3.8	N/A
<b>Total Calendar Month Boardings</b>	<b>498,023</b>	<b>429,015</b>	<b>16.0</b>	<b>N/A</b>

# RIDERSHIP- RAIL (ALL LINES)

Rail (All Lines)	March 2006	February 2006	%	March 2005	%
Average Weekday Boardings	275,539	260,168	5.9	241,082	14.0
Average Saturday Boardings	179,903	179,930	0	175,638	2.0
Average Sunday and Holiday Boardings	144,974	138,842	4.0	130,693	10
<b>Total Calendar Month Boardings</b>	<b>7,636,901</b>	<b>6,434,443</b>	<b>18.7</b>	<b>6,770,187</b>	<b>12.0</b>

# RIDERSHIP-RED LINE

RED LINE	March 2006	February 2006	%	March 2005	%
Average Weekday Boardings	138,219	128,091	7.9	117,507	17.6
Average Saturday Boardings	89,156	82,890	7.6	86,451	3.1
Average Sunday and Holiday Boardings	71,539	67,910	5.3	67,091	6.6
<b>Total Calendar Month Boardings</b>	<b>3,821,817</b>	<b>3,165,018</b>	<b>20.8</b>	<b>2,734,394</b>	<b>39.7</b>

# RIDERSHIP-BLUE LINE

BLUE LINE	March 2006	February 2006	%	March 2005	%
Average Weekday Boardings	84,078	80,378	4.6	75,122	11.9
Average Saturday Boardings	62,077	57,462	8.0	55,575	11.7
Average Sunday and Holiday Boardings	49,011	47,314	3.6	40,489	21.0
<b>Total Calendar Month Boardings</b>	<b>2,378,147</b>	<b>2,026,660</b>	<b>17.3</b>	<b>2,112,052</b>	<b>12.6</b>

# RIDERSHIP-GREEN LINE

GREEN LINE	March 2006	February 2006	%	March 2005	%
Average Weekday Boardings	37,473	36,374	3.0	33,227	12.8
Average Saturday Boardings	21,498	21,575	0	22,688	-5.2
Average Sunday and Holiday Boardings	17,663	17,019	3.7	14,826	19.1
<b>Total Calendar Month Boardings</b>	<b>1,018,521</b>	<b>881,863</b>	<b>15.5</b>	<b>914,273</b>	<b>11.4</b>

# RIDERSHIP-GOLD LINE

<b>GOLDLINE</b>	<b>March 2006</b>	<b>February 2006</b>	<b>%</b>	<b>March 2005</b>	<b>%</b>
Average Weekday Boardings	15,769	15,325	2.9	15,226	3.6
Average Saturday Boardings	7,172	7,003	0	10,924	-34.0
Average Sunday and Holiday Boardings	6,761	6,599	2.5	8,287	-18.4
<b>Total Calendar Month Boardings</b>	<b>418,416</b>	<b>360,902</b>	<b>15.9</b>	<b>427,031</b>	<b>-2.0</b>

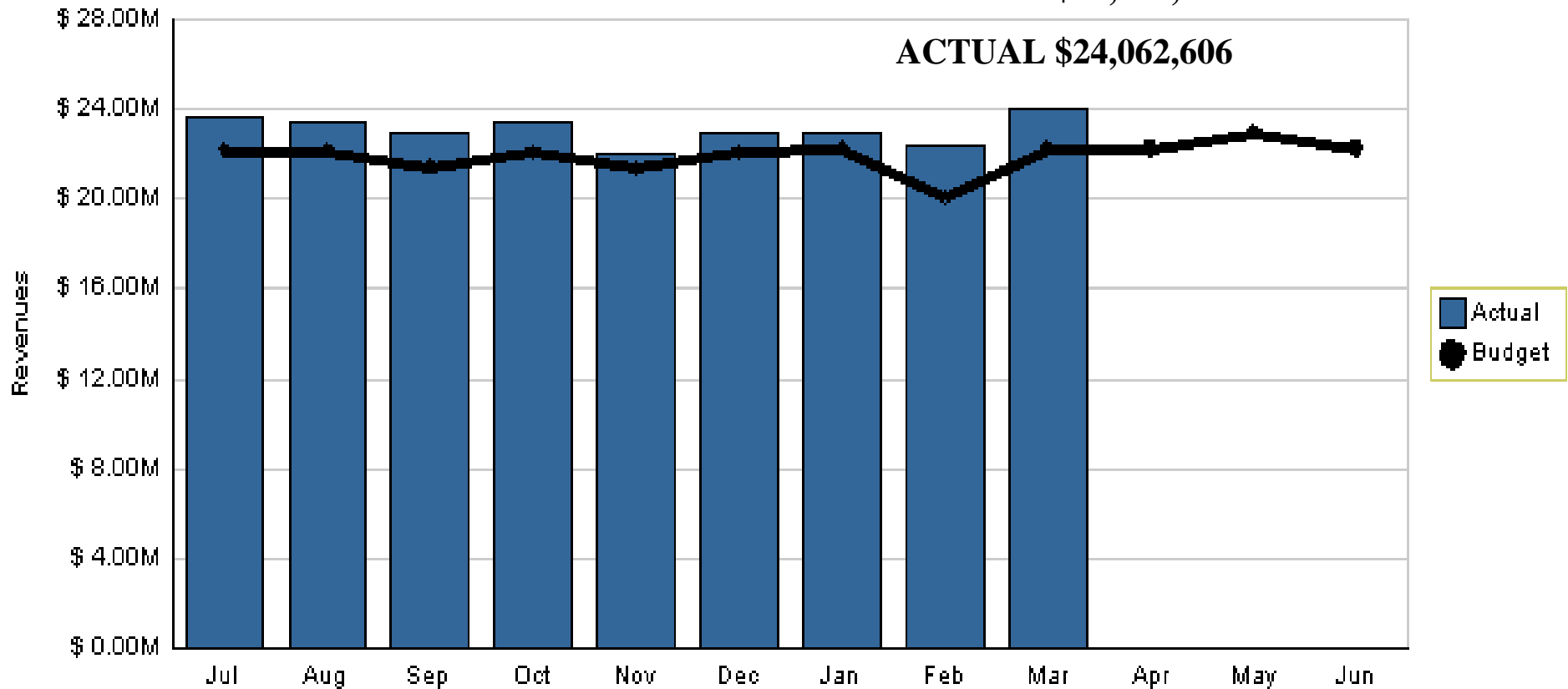


# FARE REVENUE

Total Fare Revenues - 2006

**BUDGET \$22,294,969**

**ACTUAL \$24,062,606**



# FUEL

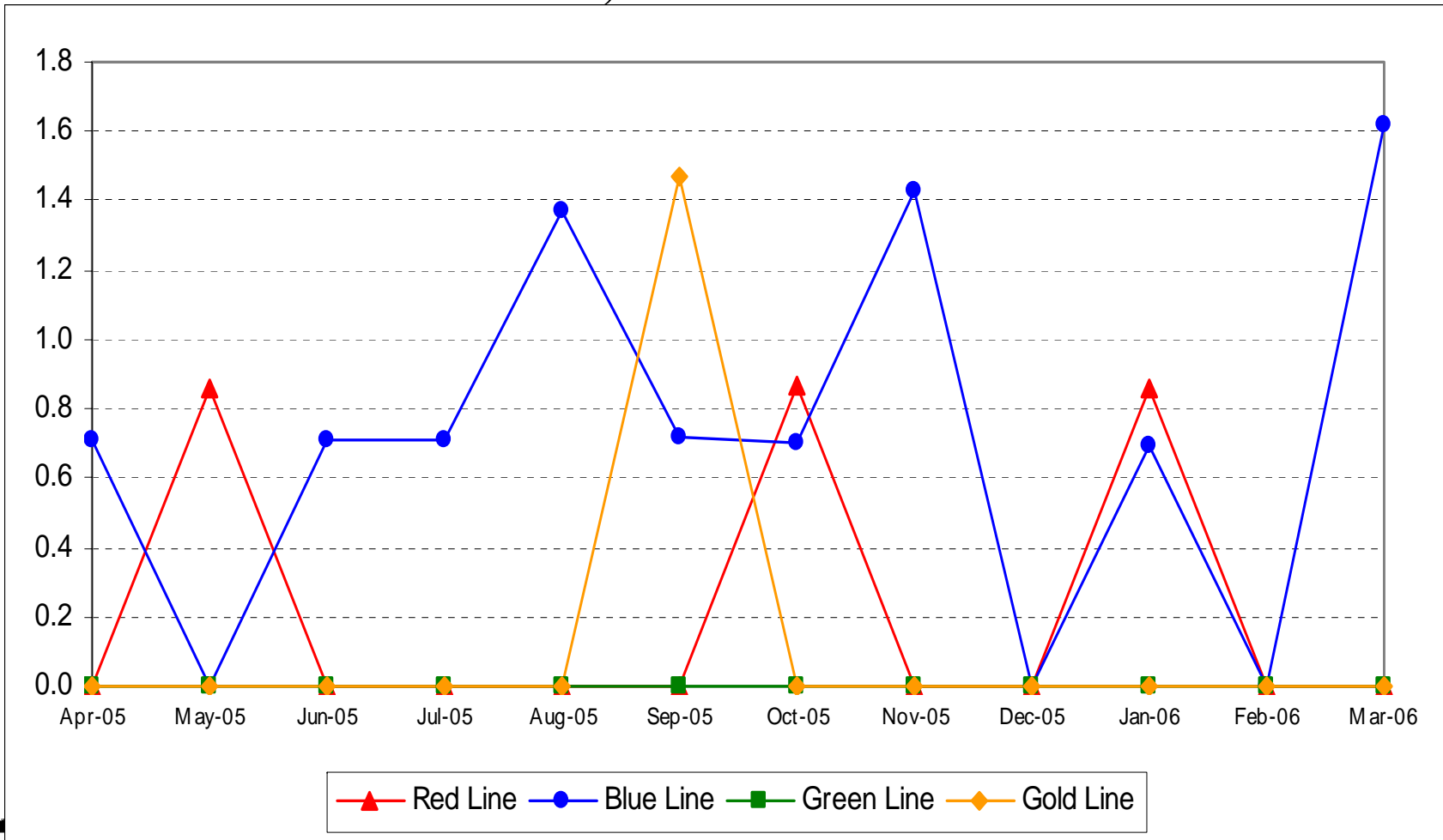
<b>Fuel</b>	<b>FY06 Budget</b>	<b>Actual (March 06 Avg)</b>	<b>%</b>
<b>CNG (per therm)</b>	.80	0.8588	7
<b>Diesel (per gallon)</b>	1.46	2.1875	50
<b>Gasoline (per gallon)</b>	1.93	2.30	19

# ACCIDENTS- BUS

ACCIDENTS PER 100,000 VEHICLE HOURS- MARCH 06	FY06 Budget	Actual	%
Westside/Central	46.47	60.07	-22.6
Gateway Cities	50.67	56.02	-10.6
South Bay	53.44	48.52	9.2
San Fernando	43.34	47.95	-9.6
San Gabriel	37.78	38.14	-1

# ACCIDENTS- RAIL

## RAIL ACCIDENTS PER 100,000 REVENUE TRAIN MILES



# CUSTOMER COMPLAINTS

	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05	Jan-06	Feb-06	Mar-06
Total Complaints	1518	1202	1358	1245	1340	1470	1137	1152	967	883	872	940	1044
12-Month Average	1315	1305	1302	1287	1275	1276	1241	1239	1241	1232	1205	1174	1134
Complaints Per 100K	4.62	3.72	4.10	3.74	4.10	4.39	3.41	3.76	3.00	2.80	2.75	3.05	2.97
Schedule Adherence	496	363	369	342	460	533	414	365	308	268	277	291	257
Passed Up	259	225	228	263	230	205	156	203	136	158	146	137	194
Unsafe Operation	186	149	187	136	135	122	107	101	110	101	98	94	107
Operator Discourtesy	167	163	183	155	148	182	125	114	116	107	115	135	150
Operator Commends	102	57	107	92	128	107	67	82	66	63	53	54	81



**Metro**

# CUSTOMER COMPLAINTS BY SECTOR

## Schedule Performance Categories

Complaints per 1000 Service Hours  
Sector/Division Comparison - March 2006

