

Bus Service Performance Monitoring Process FY2009 Fourth Quarter Results

PERFORMANCE MONITORING

Category	Threshold
Availability	<ul style="list-style-type: none">• Maintain service within 1/4 mile of all census tracts having at least 3 persons/acre and/or 4 jobs/acre• Maintain direct transfers between Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local services (1/8 mile)
Quality	<ul style="list-style-type: none">• ISOTP of 60% or better within each time period• Customer complaints better than bottom 15% of FY08 baseline by line type
Quantity	<ul style="list-style-type: none">• Policy headway of 60 min (20 min for Rapids weekdays only)• Max load of 120% seat capacity during any hour at peak load point
Effectiveness	<ul style="list-style-type: none">• Psgr/Rev Hour, Cost/Psgr Mile, Psgr Miles/Seat Mile better than bottom 15% of FY08 baseline by line type and time period• Route Performance Index (RPI) better than a score 0.60 by line type

AVAILABILITY

LINE	AVAILABILITY	
	Accessibility	Connectivity
	System	Line
110		
704		
705		
710		
711		
714		
715		
720		
724		
728		
730		
734		
740		
741		
745		
750		
751		
753		
754		
757		
760		
761		
762		
770		
780		
794		

ACCESSIBILITY

- All Census Tracts within our service area are accessible to transit

CONNECTIVITY

- Instances not meeting the standard:
 - Line 110
 - Rapid lines in downtown Los Angeles

QUALITY

LINE	QUALITY										
	On-Time Performance										Complaints Line
	EA	AM	MID	PM	EE	LE	OW	SA	SU		
2				+				+			
4				+				+			
10			+		+		-	-	+		
14											
16				+							
18											
20			+	+							
26											
28				+				+			
30				+							
33			+							-	
35								-			
38					+						
40								-			
42					+			-			
45								+			
53											
55											
60											
62				+	+						+
66											
70											
76											
78											
81											
83											
84											
90				+							
92											
94											
96'											

ON-TIME PERFORMANCE

- Significant improvement from 3rd Qtr
 - 64 line time periods improved
 - 27 line time periods deteriorated
- On-time performance problems are clustered around:
 - Westside/Central area west of downtown and north of I-10 Freeway
 - Express 400 series service

CUSTOMER COMPLAINTS

- Complaints declined from 3rd Qtr
- The biggest categories include:
 - Operator-related: 1,486 (51%)
 - Schedule-related: 574 (20%)



Improvements "+"
Deterioration "-"

QUANTITY

LINE	QUANTITY																	
	Frequency									Load Factor								
	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU
102																		
105																		
108																		
110																		
111																		
115																		
117																		
120																		
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175																		
176																		
177 ⁺																		
180																		
183																		



Improvements "+"
Deterioration "-"

FREQUENCY

- Performance held the same since the 3rd Qtr
 - 4 of 159 Weekday lines
 - 12 of 122 Saturday line
 - 16 of 112 Sunday Lines
- Incidences tend to occur on:
 - Weekends
 - Early morning periods
 - Late evening periods

LOAD FACTOR

- Performance held the same since the 3rd Qtr
 - 4 of 159 Weekday lines
 - 9 of 122 Saturday Lines
 - 8 of 112 Sunday Lines
- Incidences tend to occur during:
 - PM periods
 - Weekends

EFFECTIVENESS

ROUTE PERFORMANCE INDEX

LINE	Line Name	Subsidy per Boarding	Boardings per Rev. Hr.	Pass. Miles Per Seat Miles	Index
577*	LONG BEACH - EL MONTE EXPRESS	6.53	11	0.22	0.50
201	SILVERLAKE BL.	4.10	27	0.26	0.50
715	LAX - ATLANTIC	3.37	32	0.15	0.49
127	COMPTON STATION - DOWNEY	4.00	28	0.23	0.49
161	THOUSAND OAKS - WARNER CTR.	5.35	22	0.29	0.47
258	GARFIELD AV - EASTERN AV - ARIZONA AV	4.32	26	0.23	0.46
439	LA - LAX - REDONDO BEACH EXPRESS	9.35	13	0.20	0.45
256*	EASTERN AVE.	2.98	22	0.17	0.45
290	SYLMAR - SUNLAND VIA FOOTHILL BL	4.33	26	0.19	0.43
625*	GREEN LINE SHUTTLE	5.73	13	0.09	0.42
254*	BOYLE HEIGHTS SHUTTLE	2.96	22	0.14	0.42
156	PANORAMA/VAN NUYS - HOLLYWOOD	4.59	25	0.19	0.42
287	SIERRA MADRE-EL MONTE-MONTBELLO MALL	4.92	23	0.21	0.41
222	SUN VALLEY - HOLLYWOOD	5.83	20	0.22	0.39
154	TARZANA - BURBANK STATION	4.99	23	0.18	0.39
209	VAN NESS-ARLINGTON AVES.	5.56	21	0.20	0.39
211	PRAIRIE AVE. - INGLEWOOD AVE.	5.04	23	0.14	0.36
214*	SOUTH LA BROADWAY-MAIN ST LOOP	3.66	19	0.10	0.34
168	LASSEN ST.	6.49	18	0.16	0.32
220	ROBERTSON BL	6.74	18	0.14	0.30
607*	NORTH INGLEWOOD SHUTTLE	10.05	8	0.07	0.28
608*	CRENSHAW CONNECTION	10.73	7	0.06	0.25
126	YUKON AV - MANHATTAN BEACH BL	8.49	14	0.10	0.23
177*	PASADENA - JPL	7.21	10	0.12	0.23
202	WILLOWBROOK-COMPTON-WILMINGTON	8.29	14	0.09	0.23

Route Performance Index

- 42 of 158 Weekday lines fall below the 0.6 threshold
- Lines with effectiveness issues tend to occur in suburban areas