

# Metro Bus Service Quality Monitoring Program

Quarterly Report  
September, 2012



**Metro**<sup>™</sup>

# Metro Bus Service Quality Monitoring Program

## Components of Bus Service Quality Rating:

- ✓ **On-Time Performance**
- ✓ **Customer Complaints Rate (per 100,000 Passengers)**
- ✓ **Bus Mechanical Reliability (Mechanical Road Calls per 100,000 Miles)**
- ✓ **Bus Cleanliness**
- ✓ **Bus Accident Rate (Traffic Accidents per 100,000 Bus Miles)**
- ✓ **Bus Station Cleanliness Rating**
- ✓ **Percentage of Buses Over Standard Load**
- ✓ **Number of ADA Service Issues**
- ✓ **Quarterly Customer Surveys**

# Metro Bus Service Quality Monitoring Program

## Overview

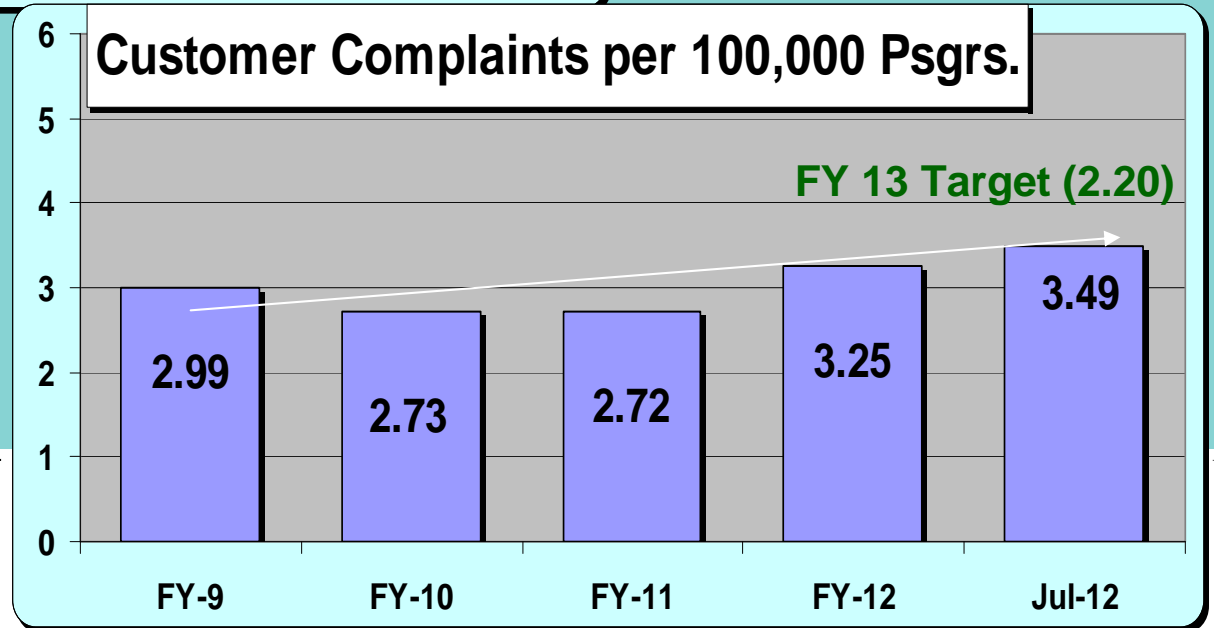
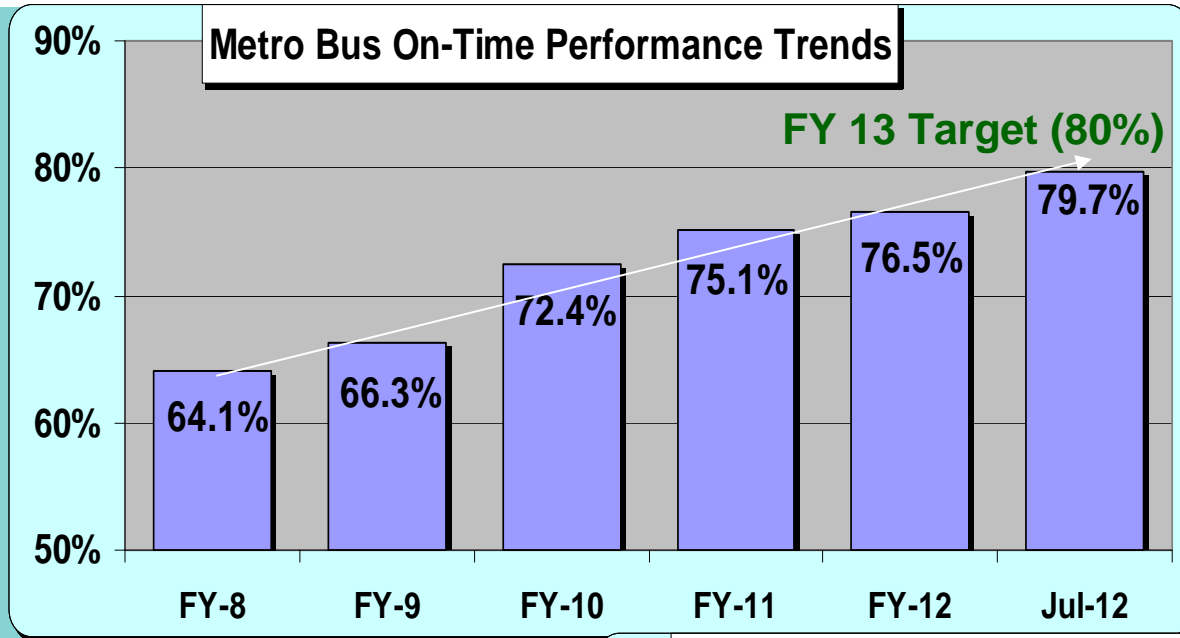
### **Significant Improvements in:**

- **On-Time Performance**
- **Bus Mechanical Reliability**
- **Bus Cleanliness**
- **Bus Station Cleanliness - good improvement in recent months**

### **Areas Still With Challenges:**

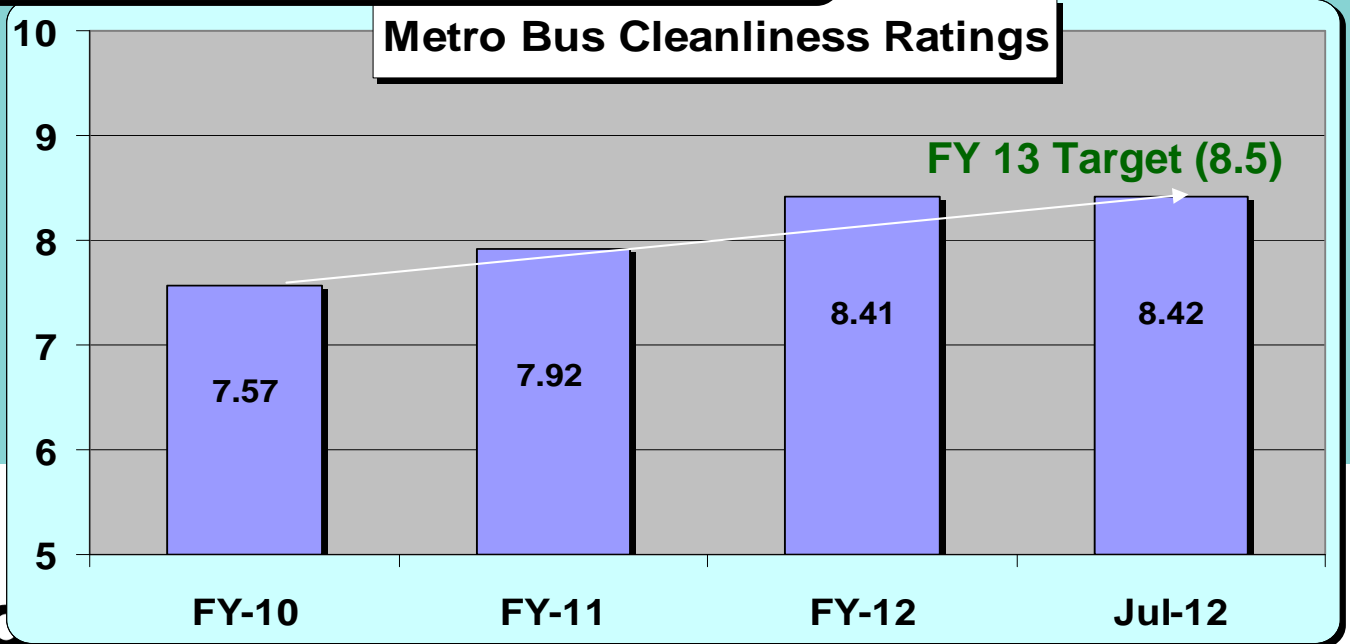
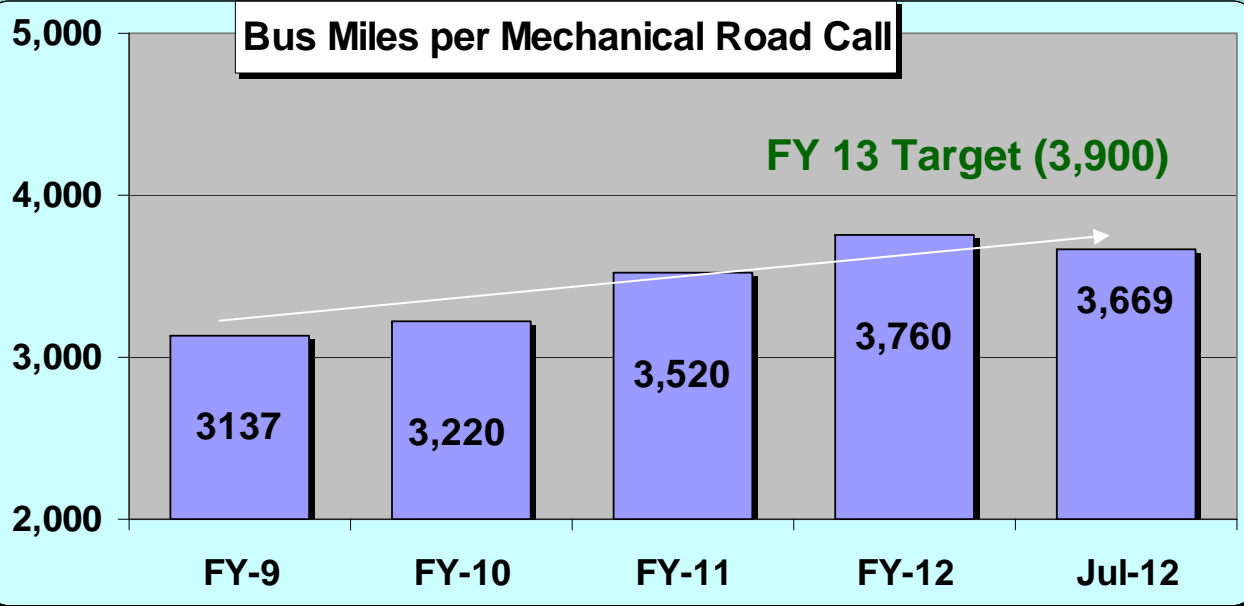
- **Customer Complaint Rate**
- **Traffic Accident Rate**
- **Percentage of Bus Trips with No Standees**
- **ADA Complaint Numbers**

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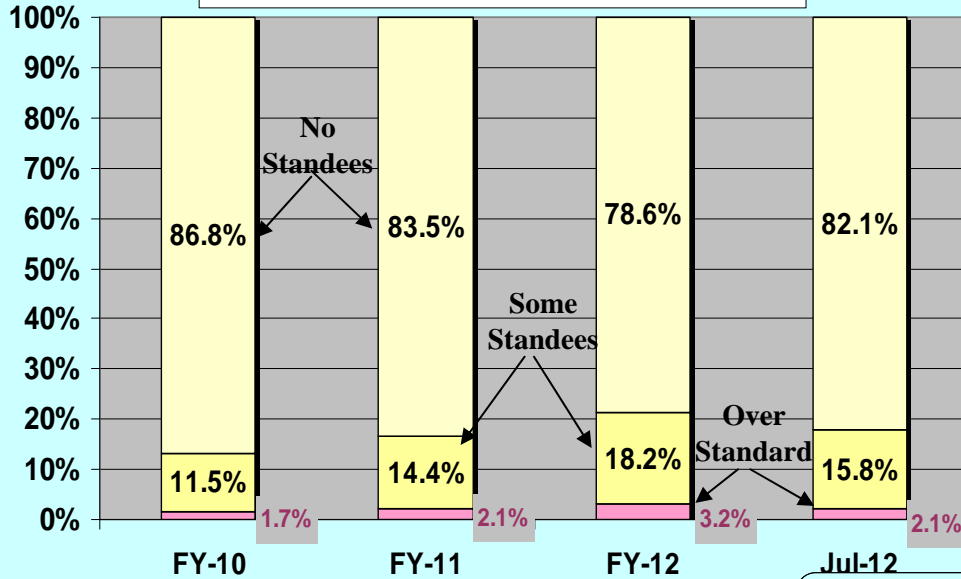
# Metro Bus Service Quality Monitoring Program

| Bus Stations Evaluated               | Dec. 11     | Aug. 12     | Change            | Grade | Agency        |
|--------------------------------------|-------------|-------------|-------------------|-------|---------------|
|                                      | Score       | Score       | Latest - Earliest |       |               |
| Artesia Blue Line Bus Sta.           | 7.4         | 7.4         | 0.0               | C     | Metro         |
| Aviation Green Line Bus Sta.         | 6.1         | 8.4         | 2.4               | B     | Metro         |
| Burbank Metrolink Bus Sta.           | 8.5         | 8.4         | -0.1              | B     | Burbank       |
| Culver City Sta.                     | 7.6         | 7.5         | -0.1              | C     | Culver City   |
| Cal State LA Busway Sta.             | 7.6         | 7.4         | -0.2              | C     | Metro         |
| Cal State LA Local Bus Sta.          | 8.3         | 8.2         | -0.1              | B-    | LADOT         |
| Del Amo Blue Line Bus Sta.           | 8.4         | 8.7         | 0.3               | B+    | Metro         |
| El Monte Bus Sta.                    | 7.5         | 7.1         | -0.4              | C-    | Metro         |
| Harbor-Gateway Transit Ctr.          | 8.1         | 7.3         | -0.8              | C     | Metro         |
| Inglewood Bus Sta.                   | 8.4         | 8.1         | -0.3              | B-    | Inglewood     |
| LAX City Bus Sta.                    | 5.3         | 7.7         | 2.5               | C     | Metro         |
| Norwalk Green Line Bus Sta.          | 7.2         | 7.8         | 0.6               | C+    | Metro         |
| North Hollywood Red Line Bus Sta.    | 7.1         | 8.6         | 1.5               | B     | Metro         |
| Patsaouras Bus Plaza                 | 8.2         | 7.3         | -0.9              | C     | Metro         |
| Pico-Rimpau Bus Ctr.                 | 7.7         | 7.9         | 0.2               | C+    | Metro         |
| Rosa Parks Bus Sta.                  | 7.8         | 8.1         | 0.3               | B-    | Metro         |
| South Bay Galleria Bus Ctr.          | 8.4         | 7.2         | -1.1              | C-    | Redondo Beach |
| Sierra Madre Gold Line Bus Sta.      | 7.2         | 8.0         | 0.8               | B-    | Metro         |
| Universal Red Line Bus Sta.          | 6.5         | 8.7         | 2.2               | B     | Metro         |
| Harbor-Century Fwy, Silver Line Sta. | 8.2         | 7.4         | -0.8              | C     | Metro         |
|                                      | <b>7.56</b> | <b>7.86</b> | 0.30              | C+    | <b>AVG.</b>   |



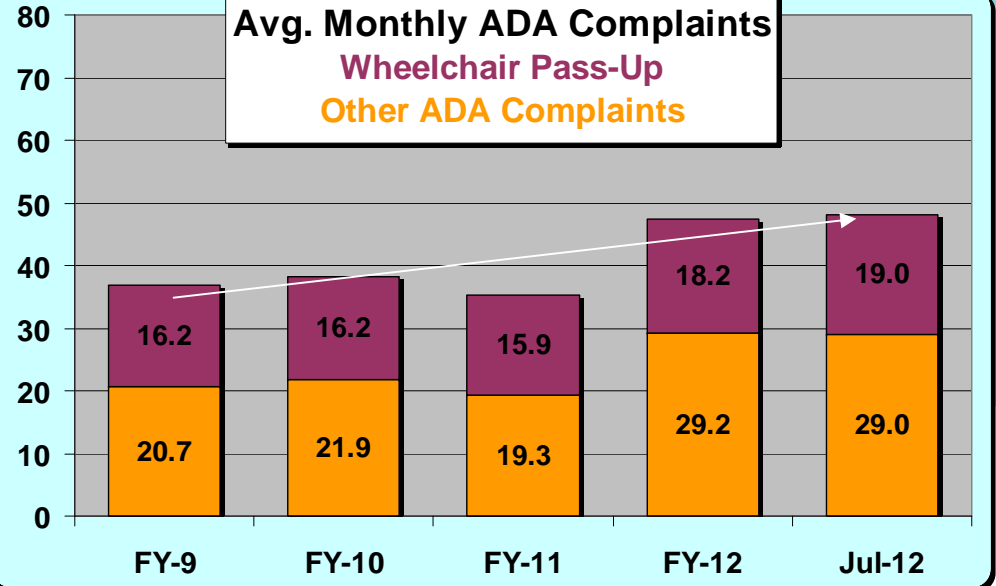
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**% of Bus Trips w/ No Standee, Some Standees or Overloaded**



**Avg. Monthly ADA Complaints**

Wheelchair Pass-Up  
Other ADA Complaints



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# Metro Bus Service Quality Monitoring Program

## Mystery Rider Program:

**July 2012 – of 200 Bus Operators observed  
99.5% treated all customers with courtesy & respect**

**July 2012 – 87 Wheelchair passengers were picked up.  
Five were passed up.**

**Bus Operator stopped to explain reason for pass-up and  
followed authorized procedures for three of these passengers.**



# Metro Bus Service Quality Monitoring Program

## Aug. 2012 Quarterly Passenger Survey

- **84% Satisfied with Metro Bus Service (83% in Jan.)**
- **87% Felt Safe on Bus - 82% Felt Safe at Bus Stop**  
(88% in Jan.                      82% in Jan.)
- **83% Felt Bus Operator was Courteous (83% in Jan.)**
- **83% Said Bus was Clean - 72% Said Bus Stop was Clean**  
(82% in Jan.                      74% in Jan.)
- **10.9 Minute Average Time Waiting for Bus (11.4 Min. in Jan.)**
- **82% of Psgrs. have Cell Phone - 55% have Smart Phone**  
(77% Cell Phone in Jan.)                      46% Smart Phone in Jan.)

# Metro Bus Service Quality Monitoring Program

## Next Quarterly Report on Metro Bus Service Quality in January 2013