Quarterly Report September, 2012



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**



Overview

Significant Improvements in:

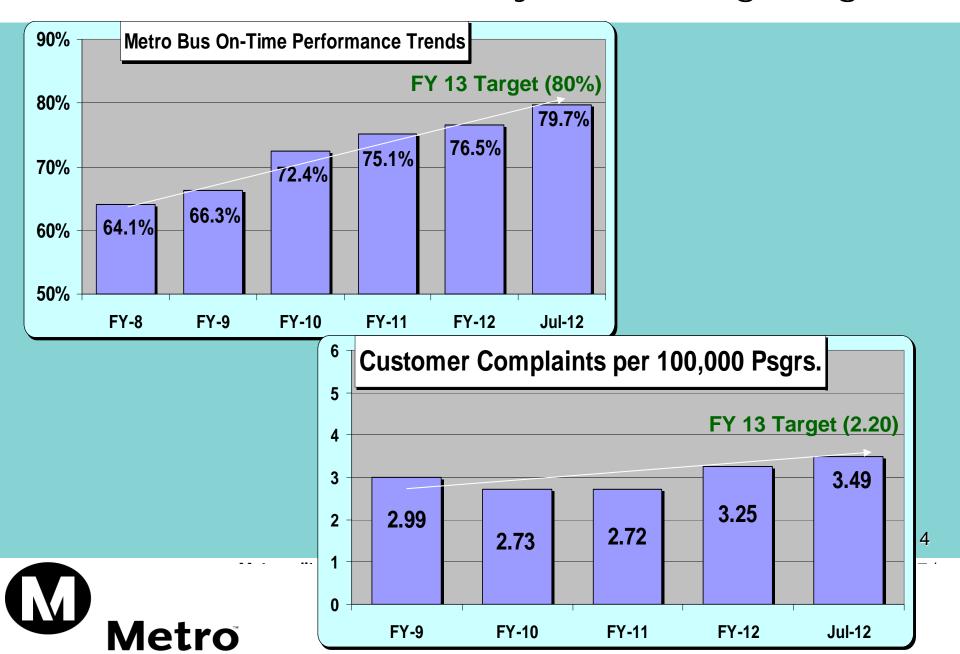
- On-Time Performance
- Bus Mechanical Reliability
- Bus Cleanliness
- Bus Station Cleanliness good improvement in recent months

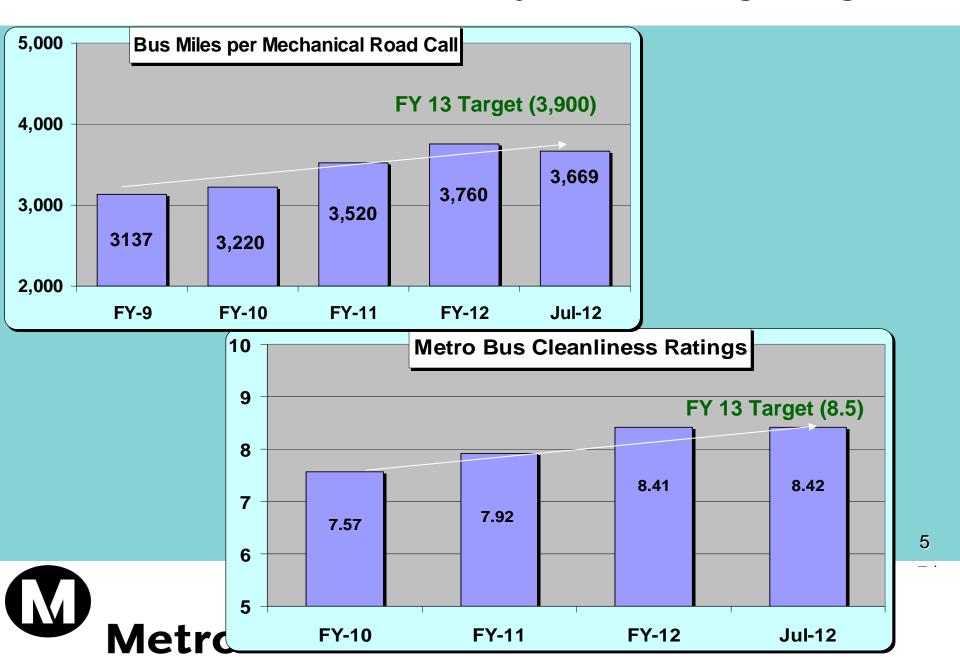
Areas Still With Challenges:

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





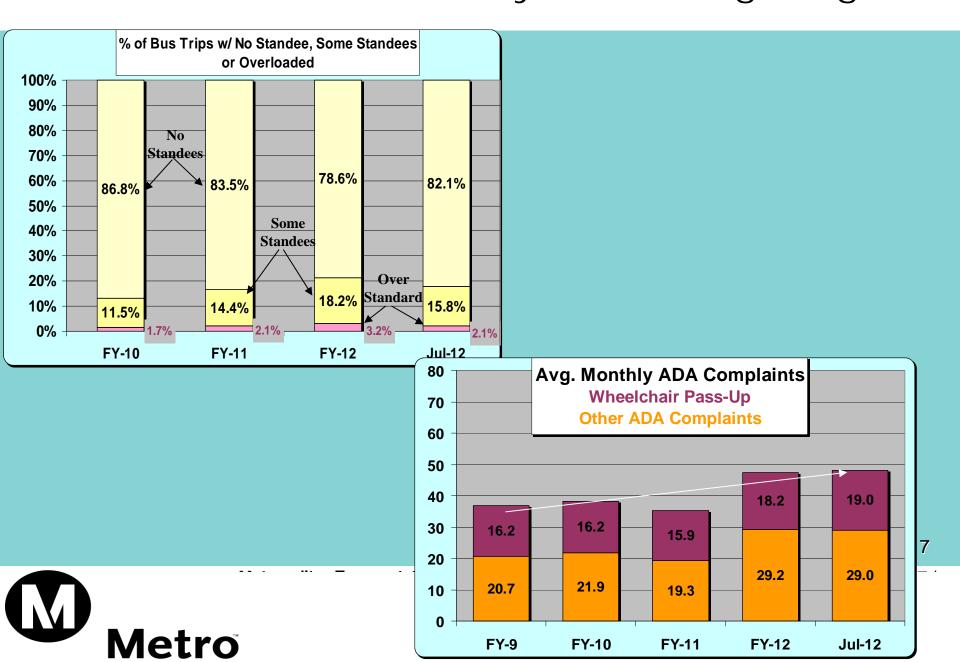




	Dec. 11	Aug. 12	Change		
Bus Stations Evaluated	Score	Score	Latest - Earliest	Grade	Agency
Artesia Blue Line Bus Sta.	7.4	7.4	0.0	С	Metro
Aviation Green Line Bus Sta.	6.1	8.4	2.4	В	Metro
Burbank Metrolink Bus Sta.	8.5	8.4	-0.1	В	Burbank
Culver City Sta.	7.6	7.5	-0.1	С	Culver City
Cal State LA Busway Sta.	7.6	7.4	-0.2	С	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	С	Metro
Inglewood Bus Sta.	8.4	8.1	-0.3	B-	Inglewood
LAX City Bus Sta.	5.3	7.7	2.5	С	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	В	Metro
Patsaouras Bus Plaza	8.2	7.3	-0.9	С	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	В	Metro
Harbor-Century Fwy, Silver Line Sta.	8.2	7.4	-0.8	С	Metro
	7.56	7.86	0.30	C+	AVG.



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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.



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.)
- 83% Felt Bus Operator was Courteous (83% in Jan.)
- 83% Said Bus was Clean 72% Said Bus Stop was Clean (82% 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.)



Next Quarterly Report on Metro Bus Service Quality in January 2013

