

**Metro Gateway Cities  
Service Council  
May 12, 2011 Meeting**

**Performance Report  
for *March 2011***

# GWC Service Council May 2011 Meeting

## Metro Gateway Cities & Metro Bus System

March 2011

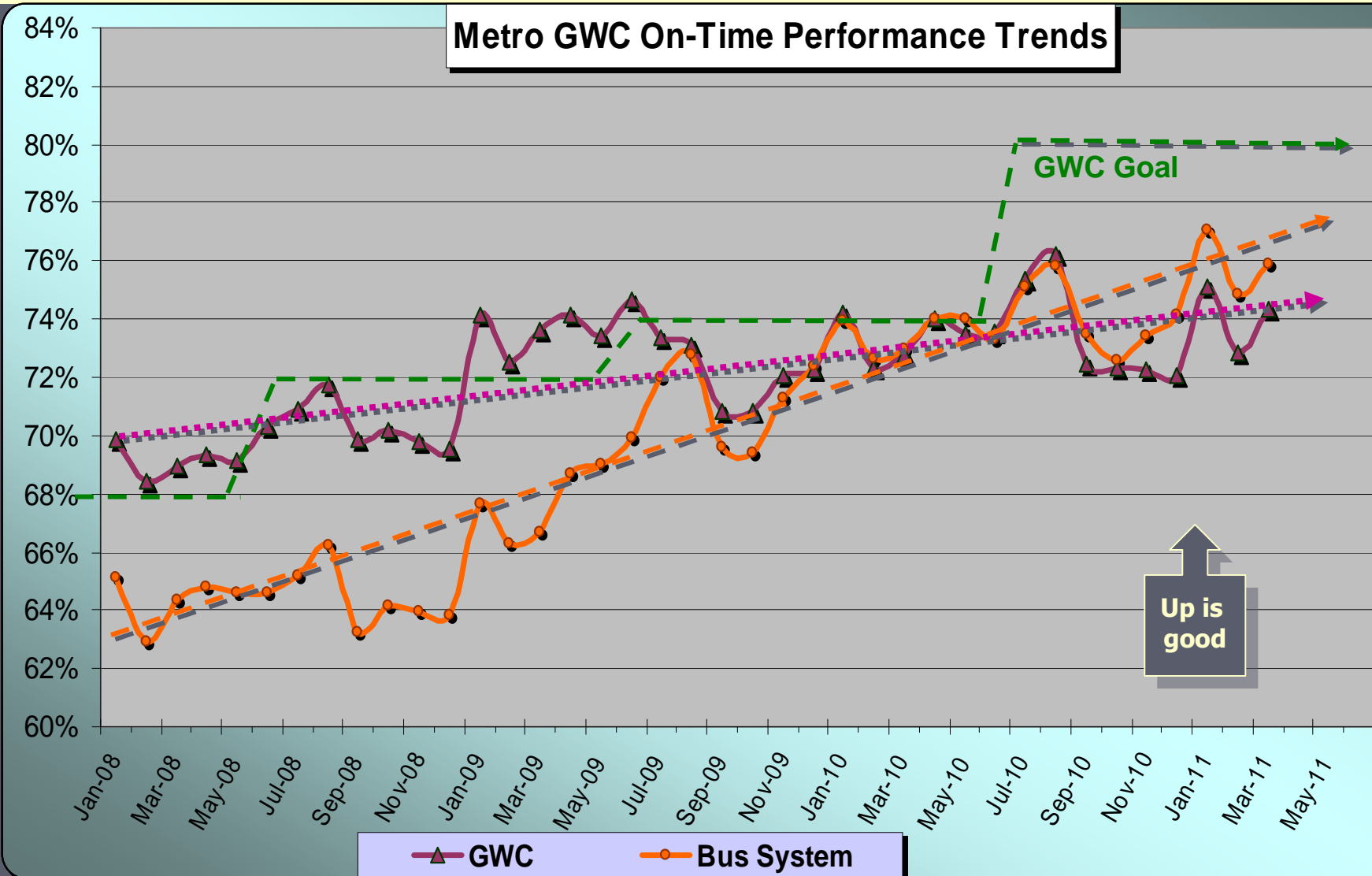
Measurement : On Time Performance

	Target	March	YTD
Metro Bus System	80.0%	75.9%	74.8%
Gateway Cities	80.0%	74.4%	73.7%



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## Metro Gateway Cities - Directly Operated Bus Lines March 2011 - On-Time Performance by Line

Line	Rank	G. C.	G. C.	Total Data Points	% Early	% On Time	% Late	Line	Rank	G. C.	G. C.	Total Data Points	% Early	% On Time	% Late
127	1	GWC		1,470	1.2%	91.4%	7.4%	60	86	GWC		19,854	5.1%	73.0%	21.9%
751	8	WSC	GWC	4,250	4.2%	85.6%	10.2%	117	91	SBC	GWC	14,439	4.7%	72.6%	22.8%
62	15	GWC		11,135	3.1%	82.6%	14.3%	111	93	SBC	GWC	18,899	4.0%	72.4%	23.7%
760	26	GWC		6,727	3.3%	81.2%	15.6%	115	98	SBC	GWC	20,975	3.5%	71.2%	25.2%
110	29	SBC	GWC	16,342	4.7%	80.4%	14.8%	108	102	SBC	GWC	17,820	4.4%	70.4%	25.2%
53	36	GWC		18,646	2.8%	80.0%	17.2%	460	104	GWC		8,221	4.4%	70.2%	25.4%
258	40	SGV	GWC	2,972	7.2%	79.5%	13.3%	260	107	SGV	GWC	11,447	6.04%	69.6%	24.4%
202	58	SBC	GWC	656	5.3%	77.7%	16.9%	612	115	GWC		4,490	4.5%	68.2%	27.3%
265	59	GWC		4,406	3.3%	77.6%	19.1%	762	122	SGV	GWC	1,611	4.2%	65.9%	29.9%
26	77	WSC	GWC	31,082	6.5%	74.8%	18.7%	611	123	GWC		4,659	6.1%	64.8%	29.1%
251	84	WSC	GWC	8,745	3.6%	73.7%	22.7%	102	125	WSC	GWC	3,765	3.6%	63.5%	32.9%
55	85	GWC		16,323	5.7%	73.5%	20.8%						4.6%	74.4%	21.1%

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## Metro Gateway Cities & Metro Bus System

March 2011

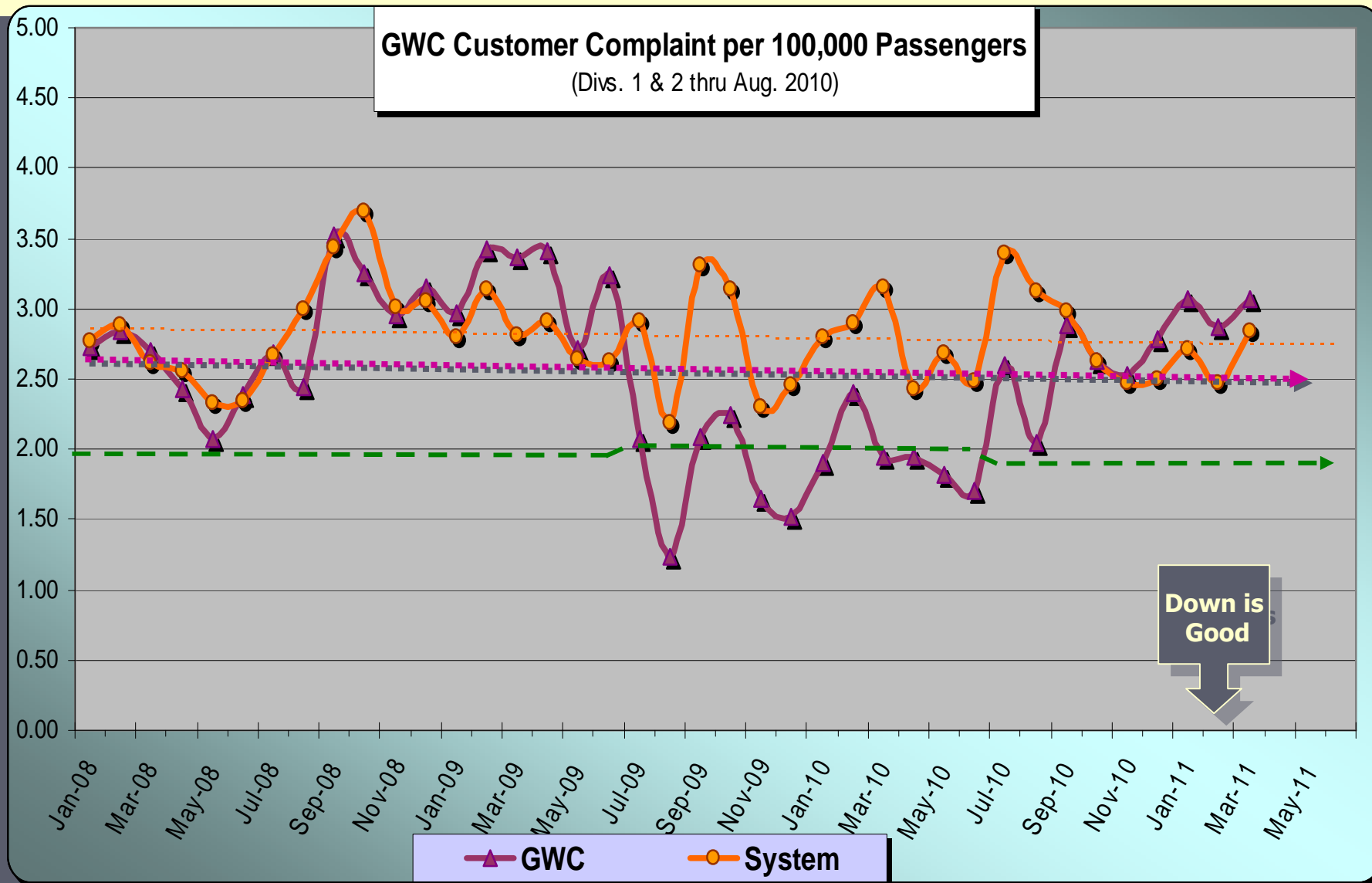
**Measurement :** Complaints per 100,000 Psgrs.

	Target	March	YTD
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.84</b>	<b>2.80</b>
<b>Gateway Cities</b>	<b>1.90</b>	<b>3.07</b>	<b>2.72</b>



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**March 2011**  
**Metro Bus**  
**Customer**  
**Complaints**  
**System**  
**Wide**

Category	Complaint Type	Rcvd.	Total	Pct.
Acc	AccSvc Operator Behavior	12	<b>36</b>	<b>4%</b>
Acc	Accessible Service - Pass Up	10		
Acc	AccSvc Pass Up (Denied)	5		
Acc	AccSvc Transit Failure (Other)	4		
Acc	AccSvc Pass Up (Advised)	2		
Acc	AccSvc Wchr Securement	2		
Acc	AccSvc Pass-Up (Equipment)	1		
Equip	Layover Zone	7	<b>10</b>	<b>1%</b>
Equip	Audio System Problem	2		
Equip	Dirty Bus	1		
Fare Issue	Disputed/Wrong Fare	24	<b>33</b>	<b>4%</b>
Fare Issue	Transfer Problems	6		
Fare Issue	HC I.D. Card	2		
Fare Issue	Senior I.D. Card	1		
Misc	Misc. Complaint	45	<b>47</b>	<b>5%</b>
Misc	Passenger Conduct	2		
Oper. Issue	Op. Discourtesy	114	<b>175</b>	<b>19%</b>
Oper. Issue	Operator Conduct	28		
Oper. Issue	Carried Past Stop	19		
Oper. Issue	Improper Curb Stop	6		
Oper. Issue	Off Route	5		
Oper. Issue	Failure to Call Stops	1		
Oper. Issue	Gen. Emp. Discourtesy	1		
Oper. Issue	Incorrect Info - Bus Operator	1		
Pass Up	Passed Up	209	<b>209</b>	<b>23%</b>
Sched,	No Show	<b>160</b>	<b>263</b>	<b>29%</b>
Sched,	Late Schedule	93		
Sched,	Early Schedule	9		
Sched,	Crowded Bus (Add'l Svc Rq.)	1		
Unsafe	Unsafe Operation	78	<b>131</b>	<b>15%</b>
Unsafe	Accident	53		
<b>Total</b>		<b>904</b>	<b>904</b>	<b>904</b>

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Complaint Type	System	GWC
Accessible Service Issues	4%	4%
Equipment Issues	1%	1%
Fare Issues	4%	5%
Misc.	5%	7%
Operator Issues	19%	14%
Pass Up	23%	29%
Schedule issues	29%	29%
Unsafe Operation	14%	11%





# Metro Rail Lines Customer Complaint in March 2011

Complaint Type		Blue	Gold	Green	Red	Total	Group Total	% of Rail Total	Bus System
Accessible Service Issues	Acc	0	0	0	0	0	0	0%	4%
Faulty Equip.	Equip	0	1	0	0	1			
Headsign/Dest. Sign	Equip	0	1	0	0	1			
Graffiti	Equip	1	1	0	1	3			
Rail Facility/Park-Ride	Equip	0	0	1	3	4	9	13%	1%
Fare Dispute	Fare Issue	0	0	0	1	1			
Ticket Machine	Fare Issue	6	0	8	16	30	31	46%	4%
Miscellaneous	Misc	1	0	0	0	1			
Passenger Conduct	Misc	2	0	3	1	6	7	10%	5%
Carried Past Station	Oper. Issue	0	1	0	0	1			
Failure to Call Stops	Oper. Issue	0	0	0	1	1			
Improper Stop at Platform	Oper. Issue	1	0	0	0	1			
Gen Employee Discourtesy	Oper. Issue	1	0	0	0	1			
Dwell Time	Oper. Issue	0	1	1	0	2			
Rail Personnel Conduct	Oper. Issue	0	0	1	1	2	8	12%	19%
Train Running Early	Sched,	0	1	0	0	1			
Schedule train - No Show	Sched,	1	0	1	0	2			
Late Train/Delay	Sched,	3	0	0	2	5	8	12%	29%
Pass Up	Pass Up	0	0	0	0	0	0	0%	23%
Unsafe Operations	Unsafe	2	0	0	0	2	2	3%	14%
Rail Signage/Art	Information	0	1	0	0	1			
Fail Info/Announcement	Information	1	1	0	0	2	3	4%	N/A
<b>Total</b>		<b>19</b>	<b>8</b>	<b>15</b>	<b>26</b>	<b>68</b>	<b>68</b>	<b>100%</b>	<b>100%</b>
<b>Complaints per 100,000 Passengers</b>		<b>0.88</b>	<b>0.83</b>	<b>1.45</b>	<b>0.65</b>	<b>0.83</b>			

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## Metro Gateway Cities & Metro Bus System

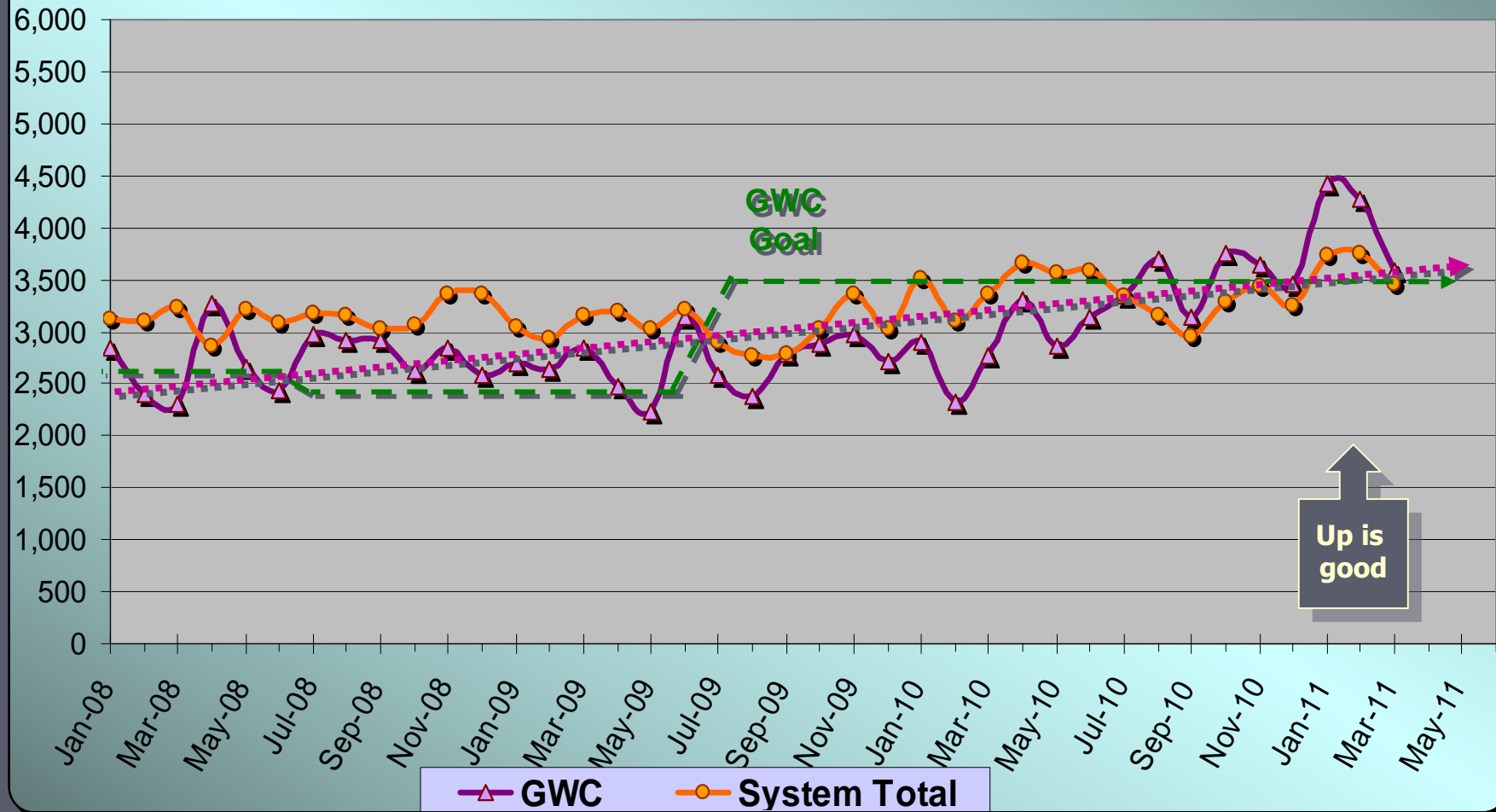
March 2011

**Measurement :** Miles Between Mechanical Road Call

	Target	March	YTD
<b>Metro Bus System</b>	<b>3,664</b>	<b>3,463</b>	<b>3,376</b>
<b>Gateway Cities</b>	<b>3,500</b>	<b>3,590</b>	<b>3,704</b>

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## GWC Miles Between Mechanical Road Call Trends



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Metro Clean Bus Rating System March 2011		
		System
	CATEGORY	Score
1	DASH	8.16
2	DRIVERS AREA	7.89
3	TRANSOM / LEDGES	7.15
4	CEILING / VENTS	7.64
5	SEAT FRAMES	7.34
6	SEAT INSERTS	7.95
7	WINDOWS	7.54
8	SACRAFICIAL WINDOWS	7.95
9	DOORS	7.75
10	FLOORS	7.49
11	GUM	8.00
12	STEPWELLS	7.20
13	INT. GRAFFITI	8.88
14	WINDOW ETCHING	9.75
15	EXT. CLEANLINESS	8.97
16	EXT. GRAFFITI	9.95
17	WHEELS	7.97
18	EXT. BODY CONDITION	8.60
19	FRONT & REAR BUMPER	7.93
	<b>Overall</b>	<b>8.14</b>

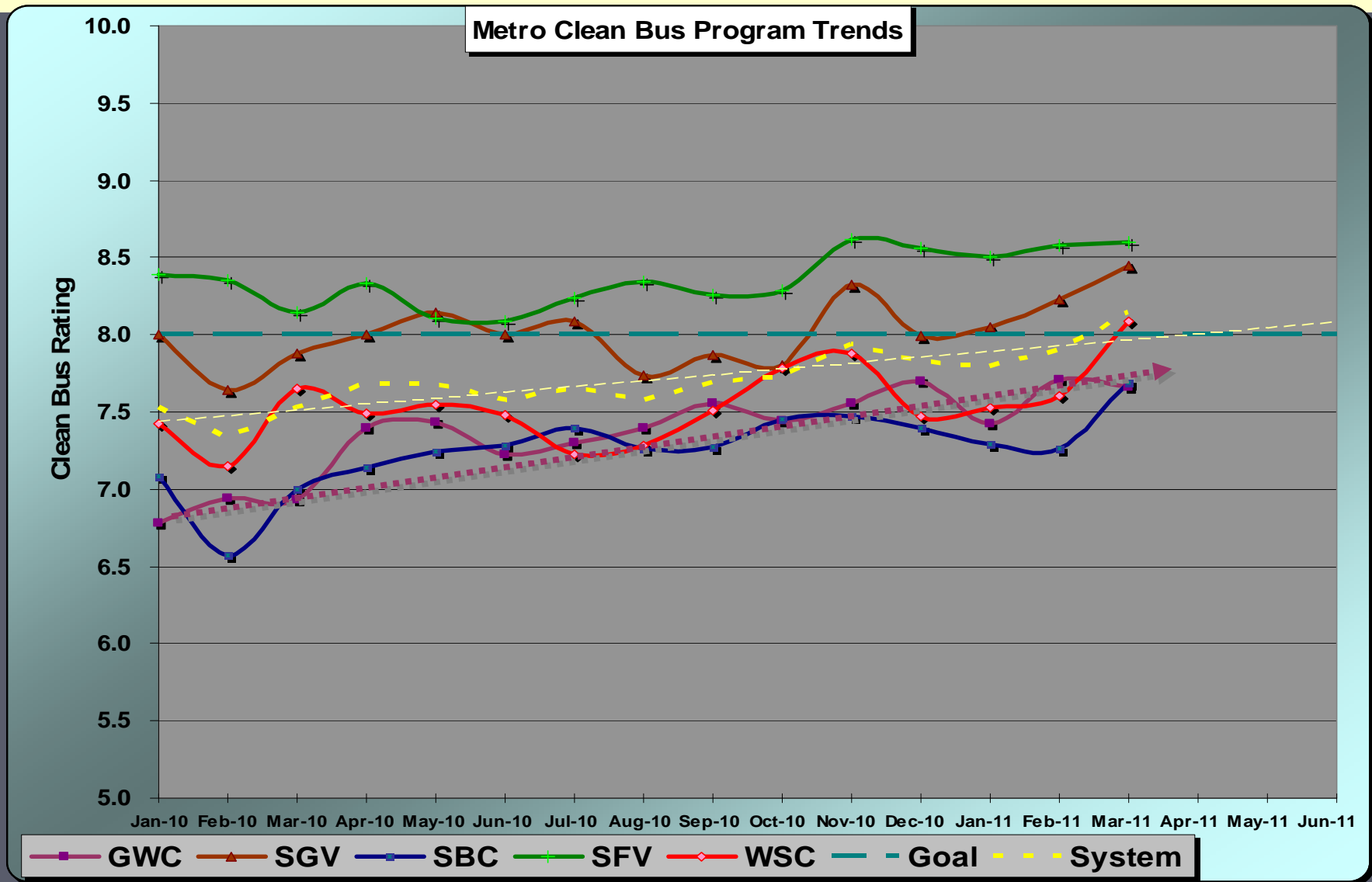


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Month	MONTHLY BUS CLEANLINESS TRENDS											
	Div. 1	Div. 2	Div. 3	Div. 5	Div. 6	Div. 7	Div. 8	Div. 9	Div. 10	Div. 11	Div. 12	System
Jan-10	6.83	6.74	7.90	7.12	7.29	7.36	8.93	8.09	7.51	7.95	7.06	7.53
Feb-10	6.86	7.02	7.46	6.52	7.33	7.32	8.82	7.78	6.95	7.97	6.61	7.33
Mar-10	6.68	7.18	7.36	7.21	7.56	7.55	8.63	8.31	7.76	7.76	6.83	7.53
Apr-10	7.52	7.26	7.77	6.96	7.87	7.37	8.81	8.20	7.53	7.94	7.29	7.68
May-10	7.44	7.42	7.90	7.38	7.51	7.35	8.59	8.34	7.75	7.71	7.13	7.68
Jun-10	7.26	7.20	7.76	7.14	7.04	7.24	8.56	8.20	7.83	7.71	7.41	7.58
Jul-10	7.51	7.09	7.97	7.39	7.78	7.12	8.45	8.19	7.22	8.07	7.39	7.65
Aug-10	7.26	7.53	7.44	7.16	7.36	7.46	8.69	7.97	7.09	8.06	7.35	7.58
Sep-10	7.42	7.69	7.65	7.11	7.78	7.42	8.43	8.04	7.54	8.12	7.42	7.68
Oct-10	7.31	7.57	7.32	7.06	7.59	7.74	8.69	8.19	7.86	7.96	7.77	7.73
Nov-10	7.57	7.54	7.95	7.29	7.54	7.90	9.04	8.62	7.94	8.27	7.62	7.93
Dec-10	8.07	7.34	7.48	7.12	8.11	7.29	9.11	8.40	7.52	8.11	7.62	7.82
Jan-11	7.38	7.47	7.78	7.34	8.29	7.41	9.03	8.28	7.47	8.08	7.25	7.79
Feb-11	7.82	7.60	7.80	7.20	8.31	7.36	9.14	8.58	7.68	8.11	7.32	7.89
Mar-11	8.03	7.29	7.95	7.66	8.87	7.91	8.93	8.86	8.09	8.33	7.72	8.1
Apr-11												
May-11												
Jun-11												

# GWC Service Council May 2011 Meeting



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## Metro Gateway Cities & Metro Bus System

March 2011

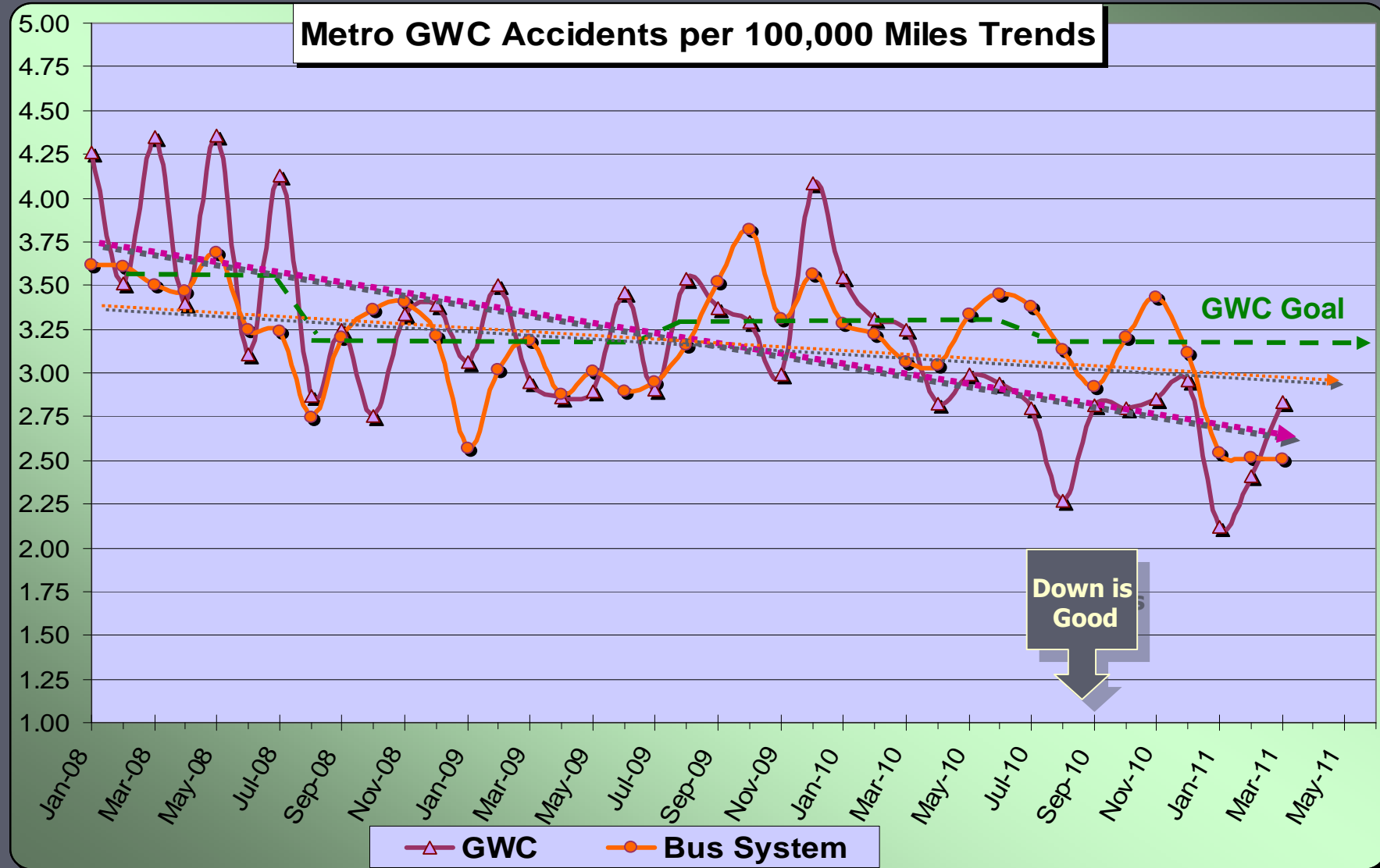
Measurement : Accidents per 100,000 Miles

	Target	March	YTD
Metro Bus System	3.14	2.50	2.97
Gateway Cities	3.20	2.84	2.65



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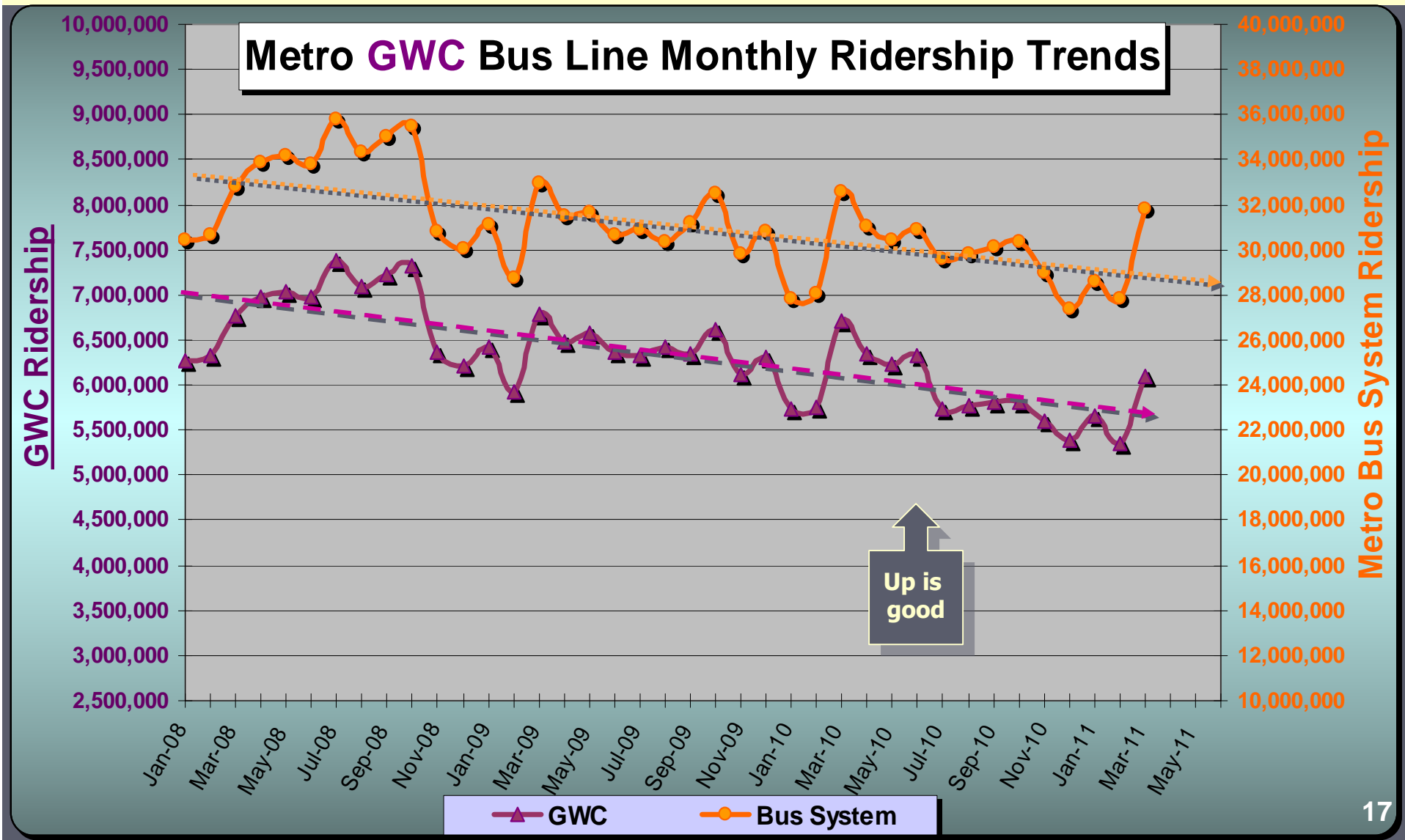
Measurement : Monthly Ridership

	Target	March	YTD
<b>Metro Bus System</b>	<b>29,470,000</b>	<b>31,770,000</b>	<b>29,380,000</b>
<b>Gateway Cities</b>	<b>6,050,000</b>	<b>6,100,000</b>	<b>5,690,000</b>

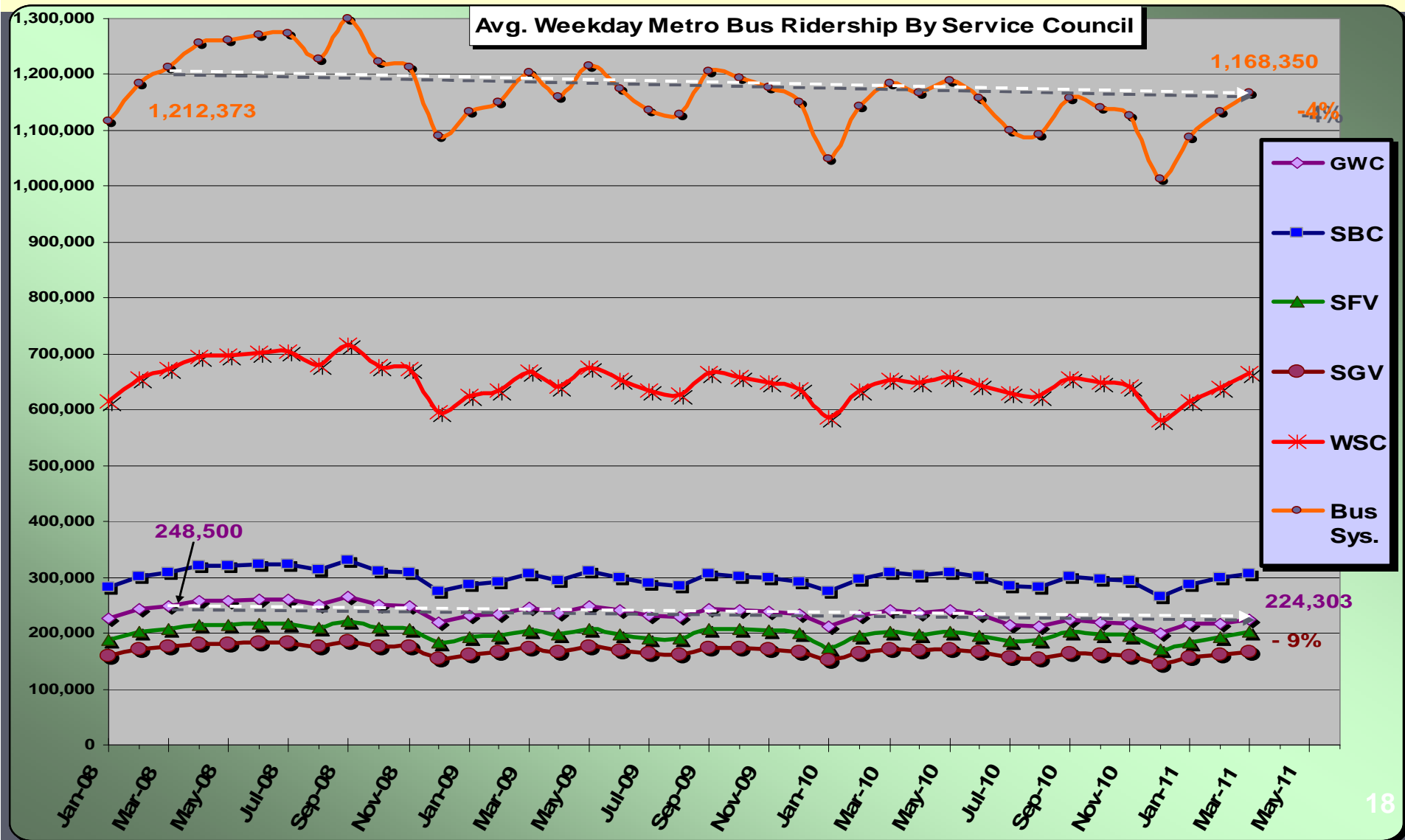


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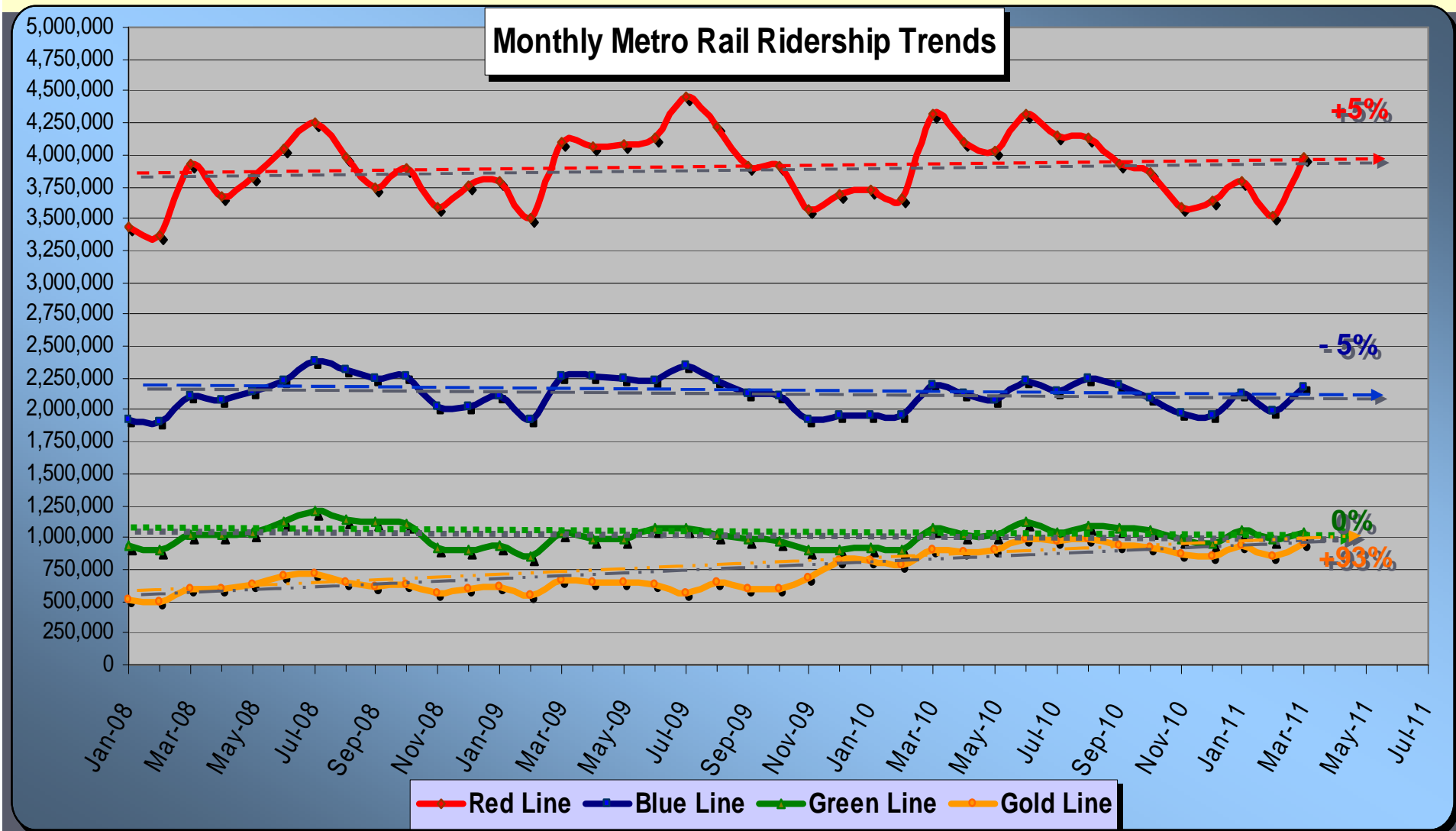
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March 2011 Total Wheelchair Boarding by Region					W/C per Total Psgrs
Region	Weekday	Saturday	Sunday	Total	
<b>GWC</b>	12,945	1,751	1,252	<b>15,948</b>	<b>383</b>
<b>SBC</b>	14,640	1,896	1,358	17,894	<b>468</b>
<b>SFV</b>	10,121	1,261	742	12,124	<b>443</b>
<b>SGV</b>	6,296	776	531	7,603	<b>595</b>
<b>WSC</b>	27,540	3,570	2,594	33,704	<b>543</b>
<b>System</b>	51,013	6,561	4,549	<b>62,123</b>	<b>492</b>

# GWC Service Council May 2011 Meeting



# **GWC Service Council May 2011 Meeting**

## **Selected Metro Board Actions in April**

- **Staff to Develop a Metrolink Antelope Valley Line Infrastructure Improvement Strategic Plan**
- **Awarded contract to complete AA, DEIS/R & CE for Van Nuys Rapidway**
- **Adopt Locally Preferred Alternative maintenance Facility Site for Crenshaw/LAX Transit Corridor**
- **Revised Bike-on-Rail Policy and Implementation Plan**
- **Staff to return to Board with information on**
  - **LRT average standee trip length, time standing and potential impact of fewer seats.**
  - **Plan to mitigate vendors/recycling on Metro Blue Line**
  - **Bicycle demand on each rail line**
  - **Alternative such as “station bikes” and rental & shared use bikes**



# **GWC Service Council May 2011 Meeting**

## **Metro Gateway Cities Service Council Annual Work Program**

- **Adopted Metro Service Council Bylaws**
- **Draft to be presented next month for review and approval**
  - **Expanded public outreach**
  - **Enhanced programs to increase Council understanding**
  - **Increased interaction regarding service development**
  - **Enlarged role in reviewing service quality and safety**
  - **Continued review of Operations performance**



# GWC Service Council May 2011 Meeting

## Item 7. Service Council Representative Terms

Metro Service Council	Council Seat	Appointing Authority	Existing Term End Date	Incumbents as of Feb. 23, 2011	Suggested New Term Start Dates			
					July 1, 2011	July 1, 2012	July 1, 2013	July 1, 2014
Gateway Cities	GWC-1	Gateway Cities COG	Jun-11	Josue Barrios			X	
Gateway Cities	GWC-2	Gateway Cities COG	Jun-11	George Bass	X			
Gateway Cities	GWC-3	Gateway Cities COG	Jun-12	Sergio Infanzon			X	
Gateway Cities	GWC-4	Gateway Cities COG	Jun-12	Jo Ann Eros Delgado		X		
Gateway Cities	GWC-5	Gateway Cities COG	Jun-12	Lillie Dobson		X		
Gateway Cities	GWC-6	Gateway Cities COG	Jun-11	Cheri Kelley	X			
Gateway Cities	GWC-7	Gateway Cities COG	Jun-12	Richard Burnett			X	
Gateway Cities	GWC-8	Gateway Cities COG	Jun-11	Wally G. Shidler		X		
Gateway Cities	GWC-9	Gateway Cities COG	Jun-11	Cynde Soto	X			

