

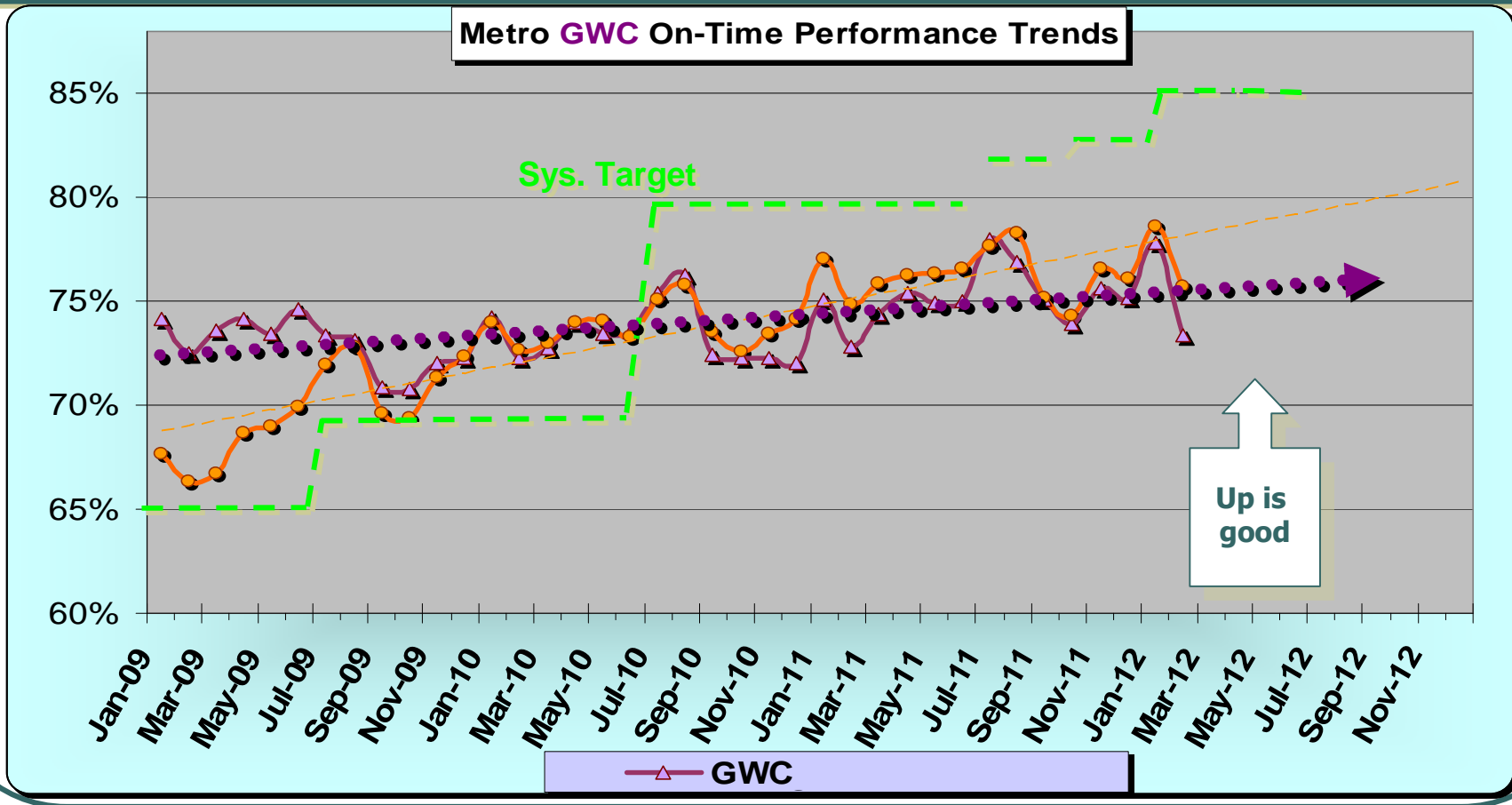
***Metro Gateway Cities
Service Council
April 12, 2012 Meeting***

***Performance Report on
February 2012 Service***



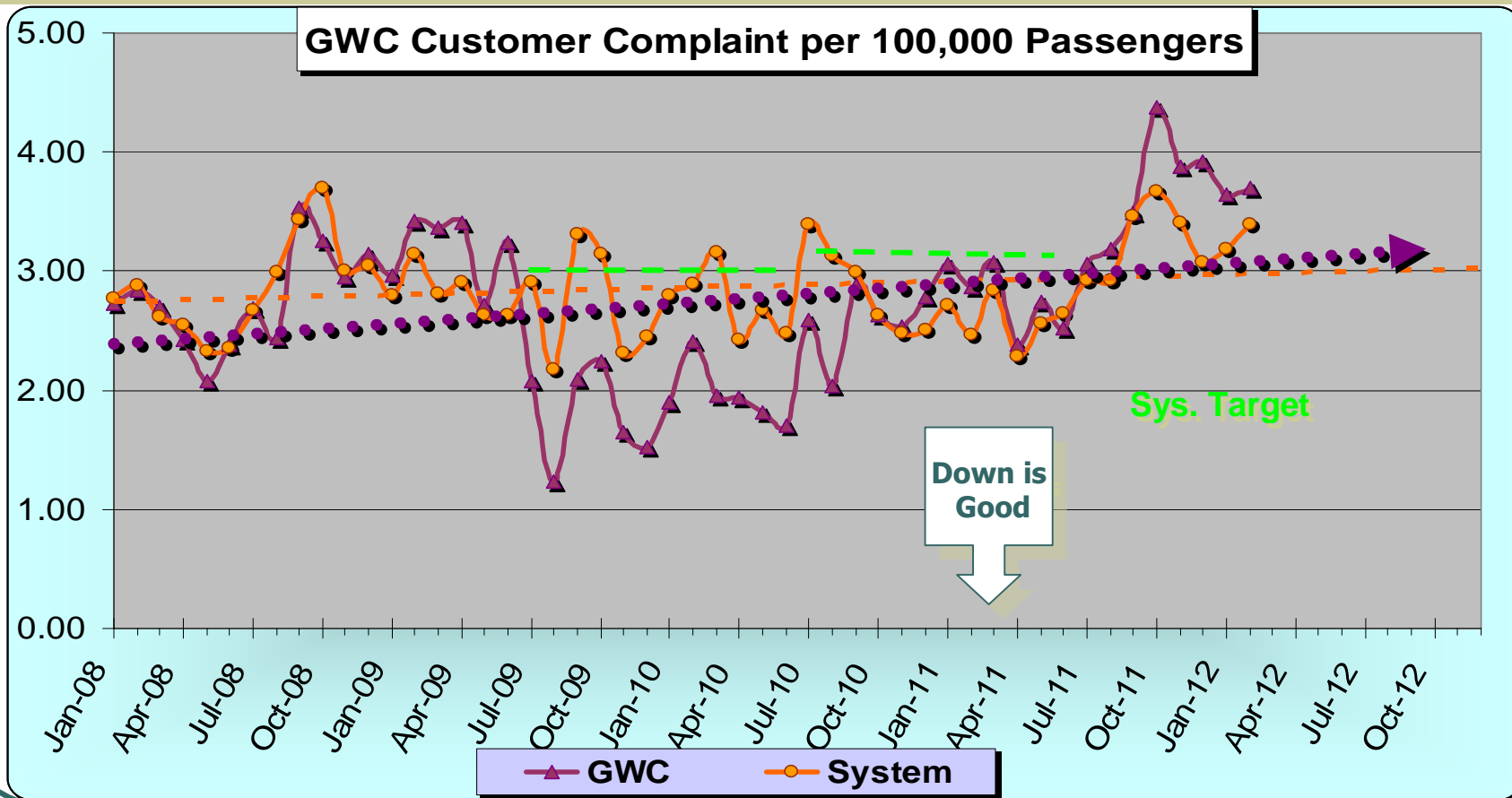
GWC Service Council April 2012 Meeting

<u>On Time Performance</u>		Target	Feb.	YTD
	Metro Bus System	85.0%	75.7%	76.5%
	Gateway Cities	85.0%	73.4%	75.8%



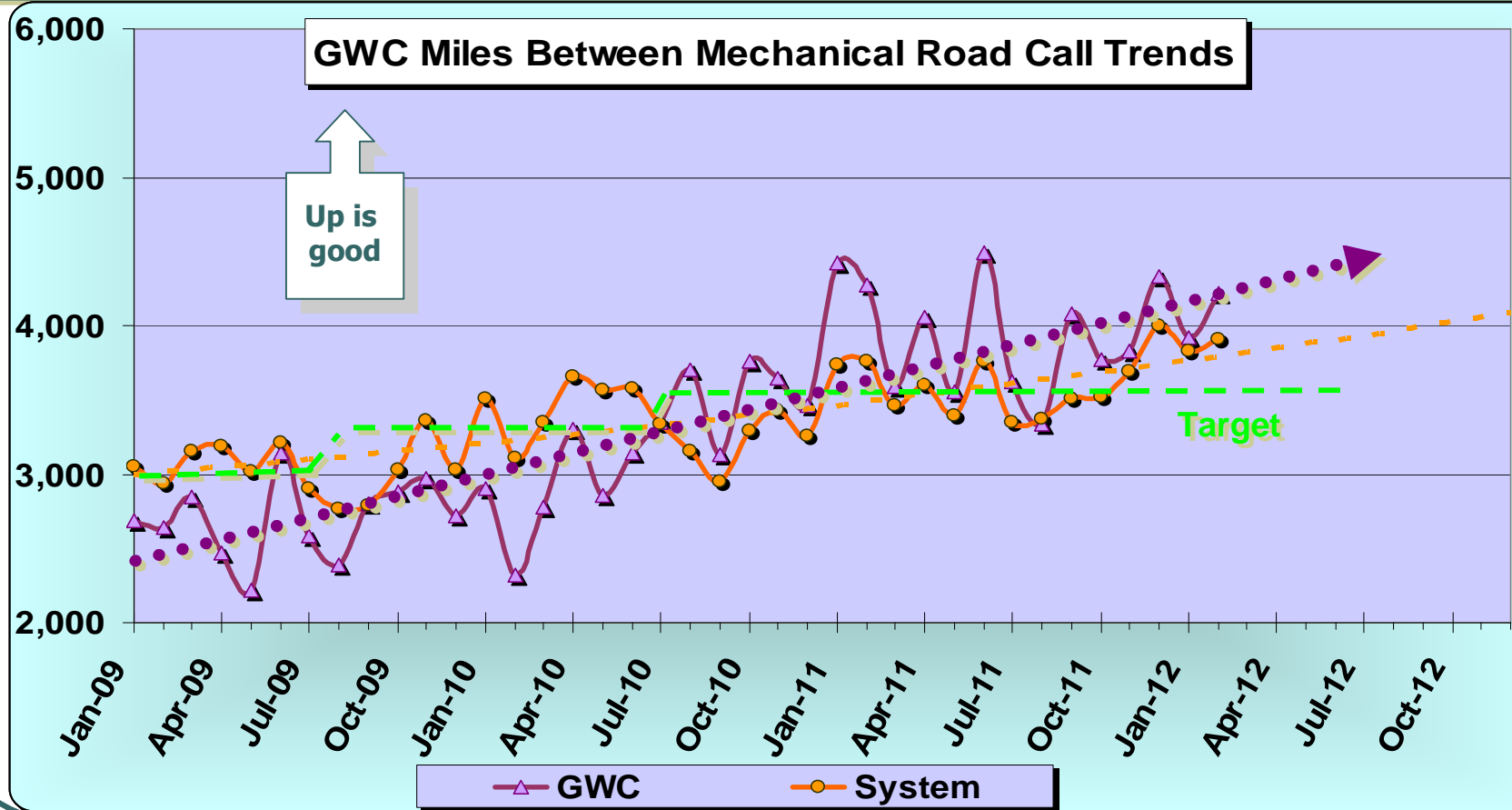
GWC Service Council April 2012 Meeting

<u>Complaints / 100,000 Psgrs.</u>		Target	Feb.	YTD
	Metro Bus System	2.29	3.40	3.26
	Gateway Cities	2.21	3.69	3.66



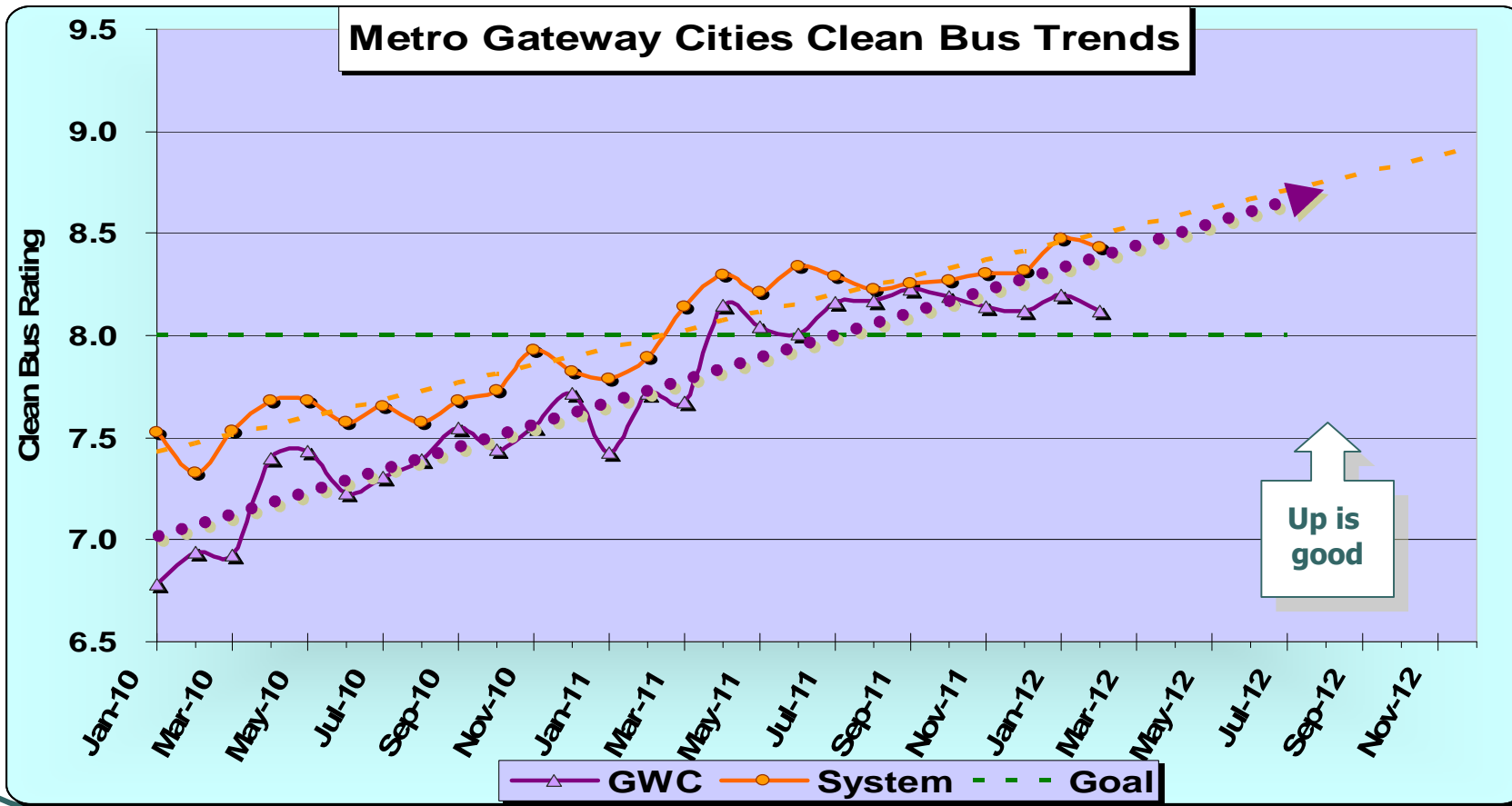
GWC Service Council April 2012 Meeting

<u>Miles / Mech.</u>		Target	Feb.	YTD
<u>Road Call</u>	Metro Bus System	3,650	3,909	3,631
	Gateway Cities	3,650	4,220	3,861



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<u>Clean Bus Rating</u>		Target	Feb.	YTD
	Metro Bus System	8.0	8.43	8.32
	Gateway Cities	8.0	8.12	8.17



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**Accidents /
100,000 Miles**

Metro Bus System
Gateway Cities

Target

3.20

Feb.

3.74

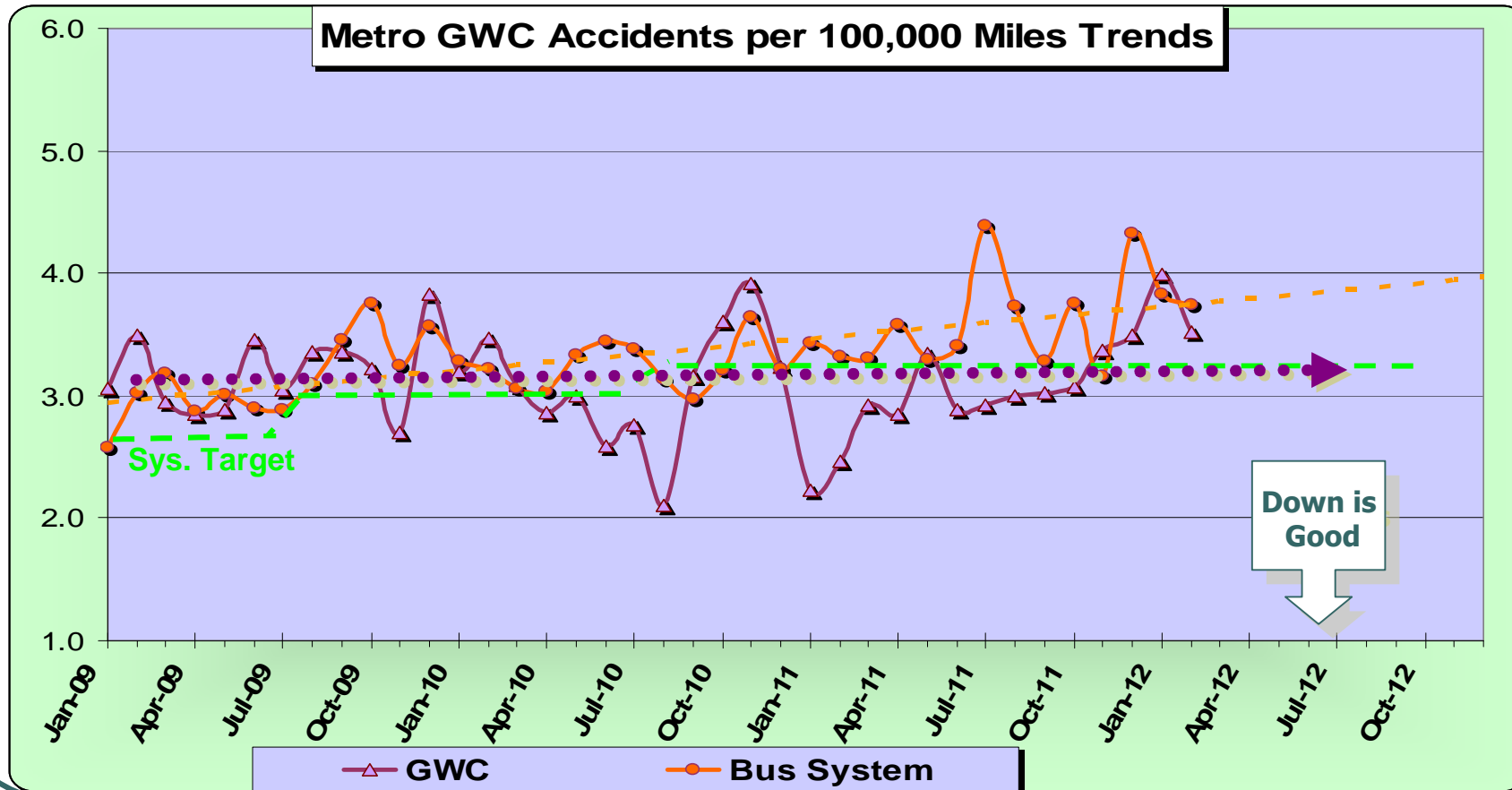
YTD

3.77

3.13

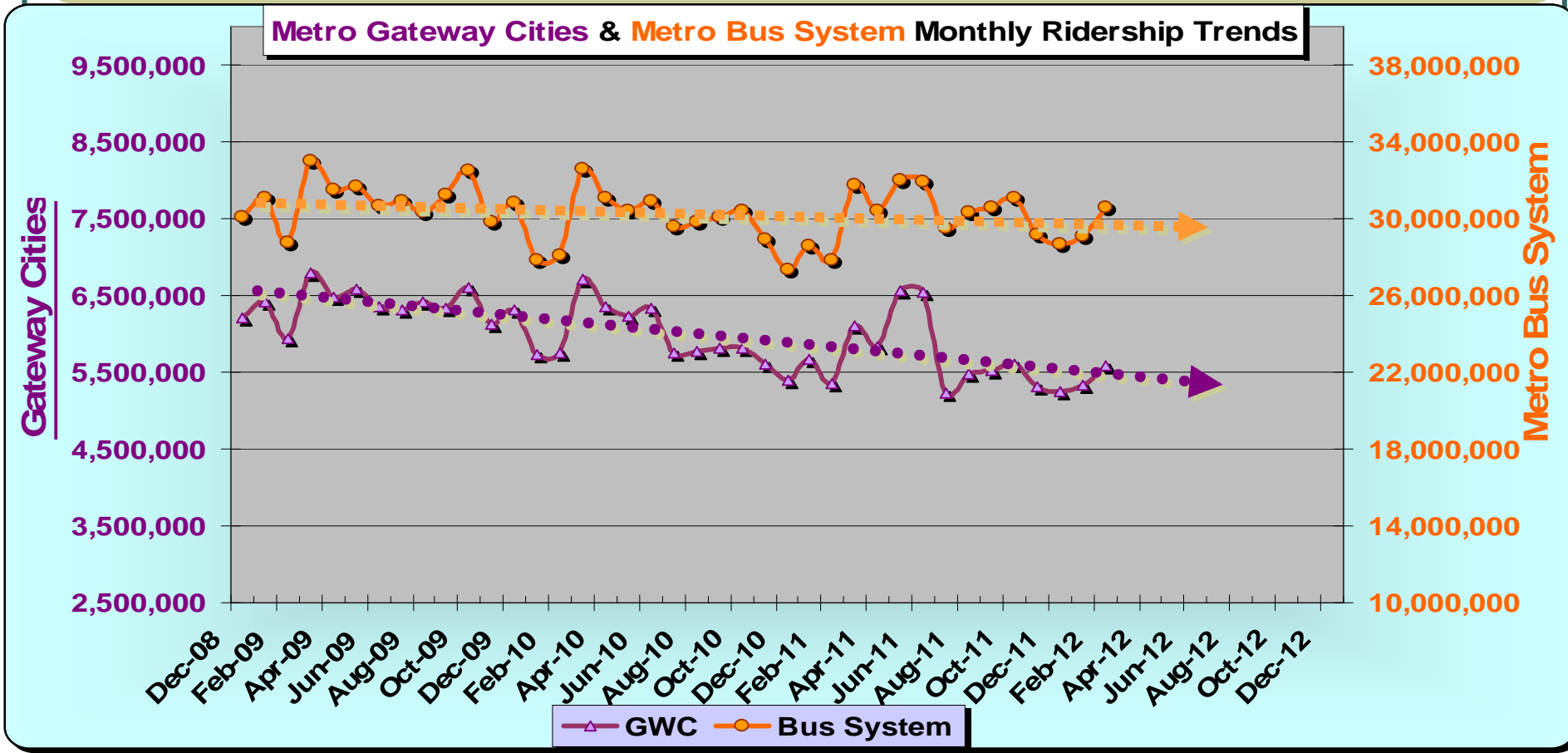
3.52

3.30



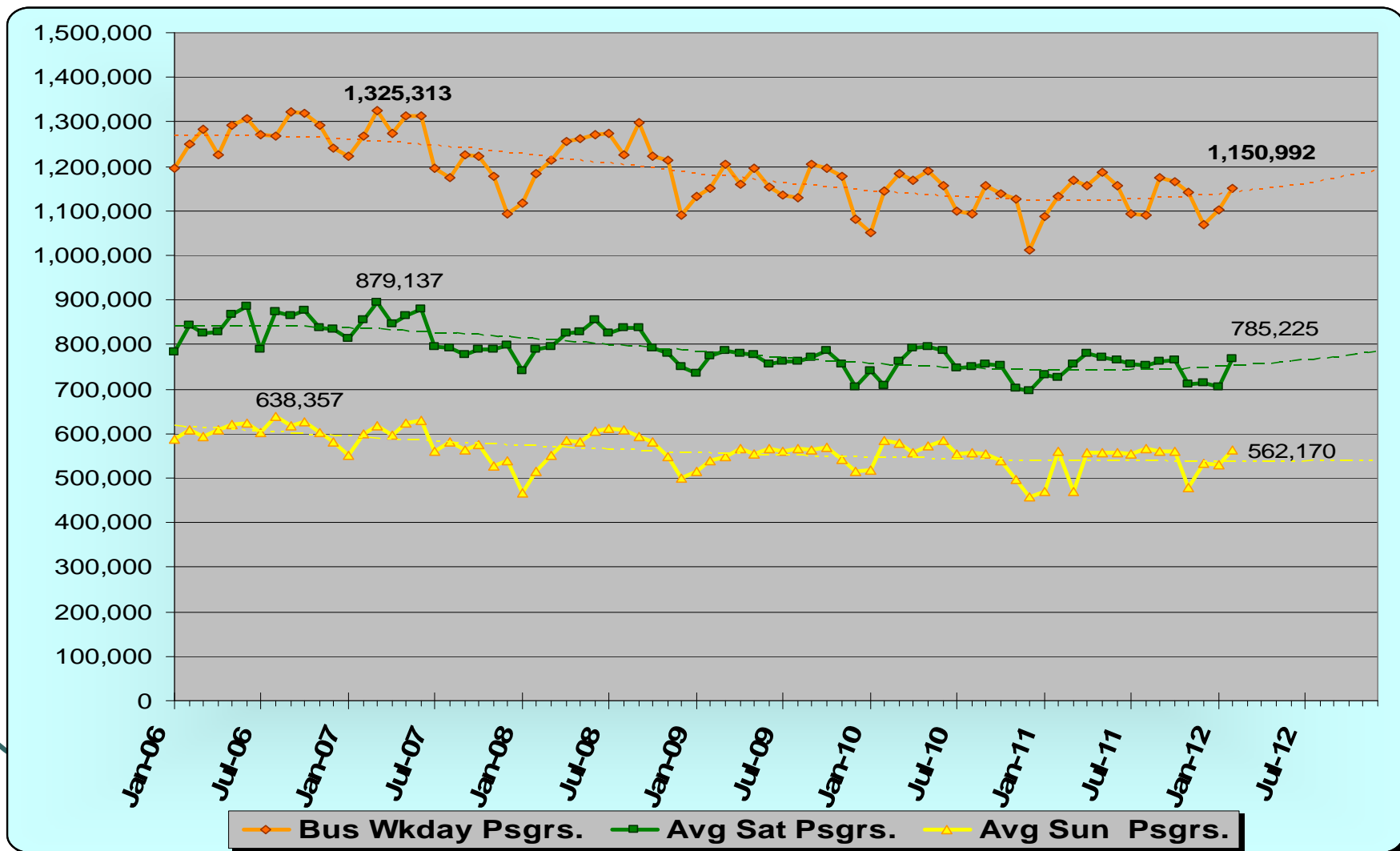
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		Target	Feb.	YTD
Monthly Bus Ridership	Metro Bus System	29,270,000	30,590,000	29,880,000
	Gateway Cities	5,730,000	5,580,000	4,410,000



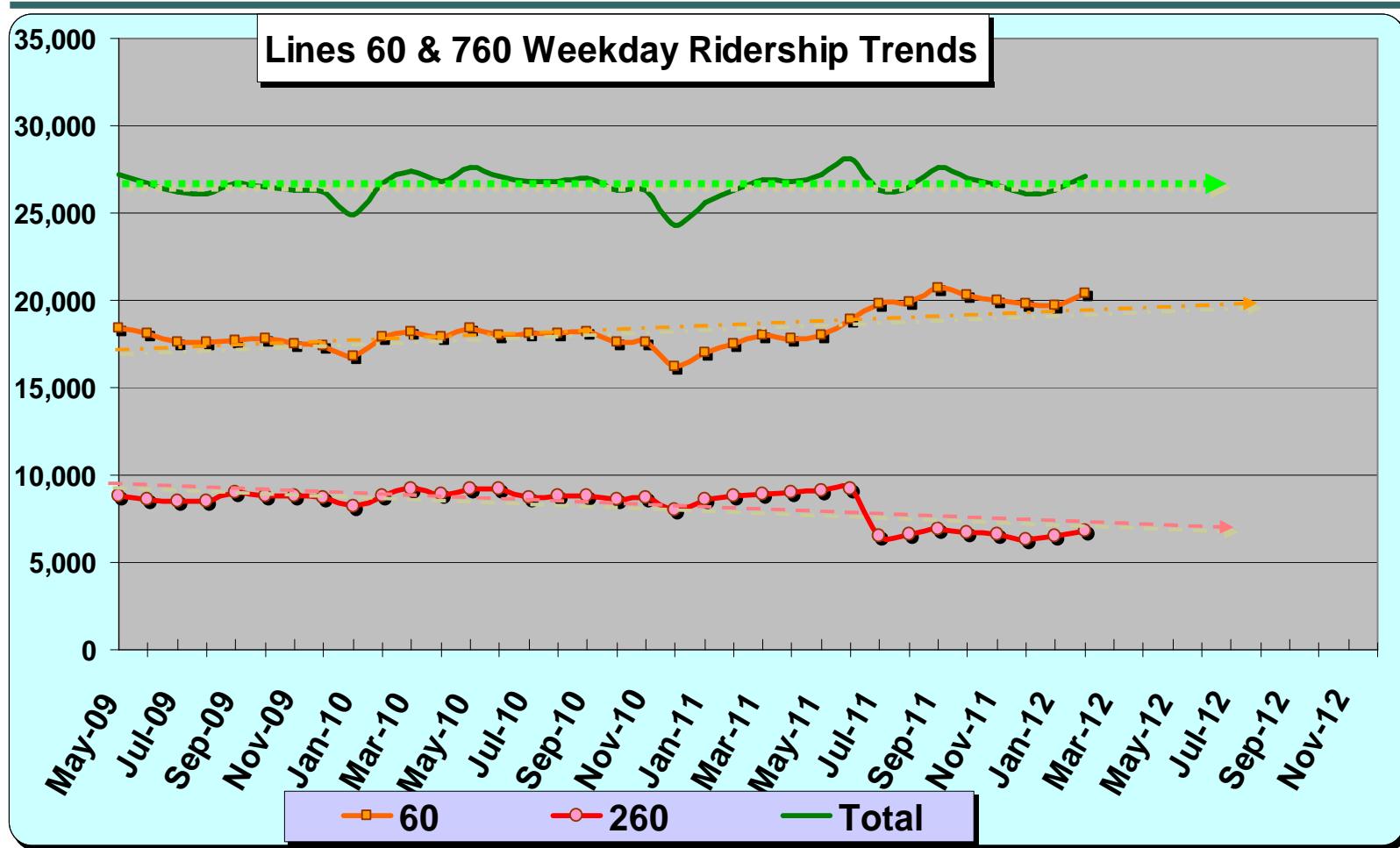
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Avg. Daily Ridership on ALL Metro Bus Lines



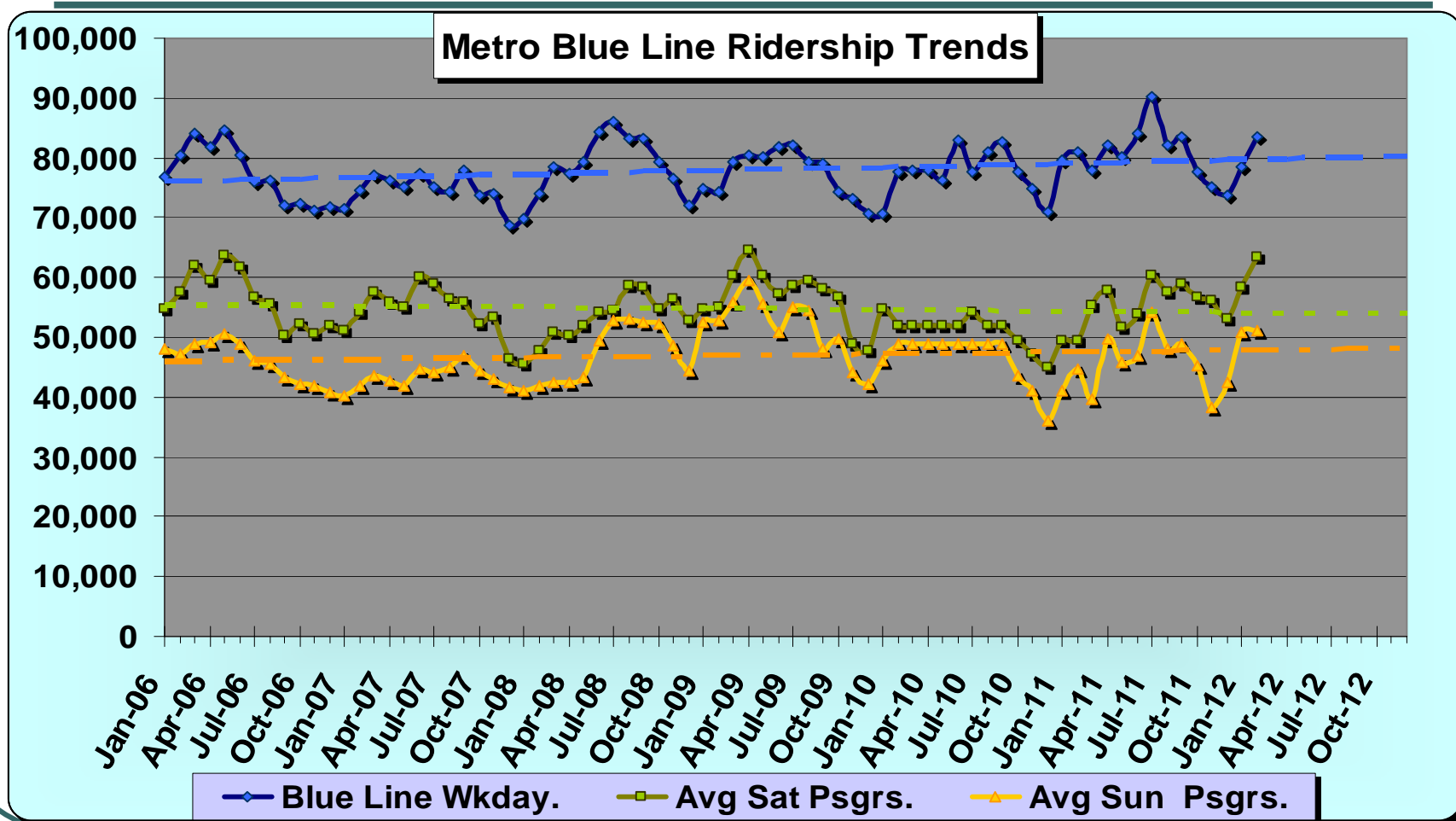
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Metro Lines 60 & 760 Ridership Trends



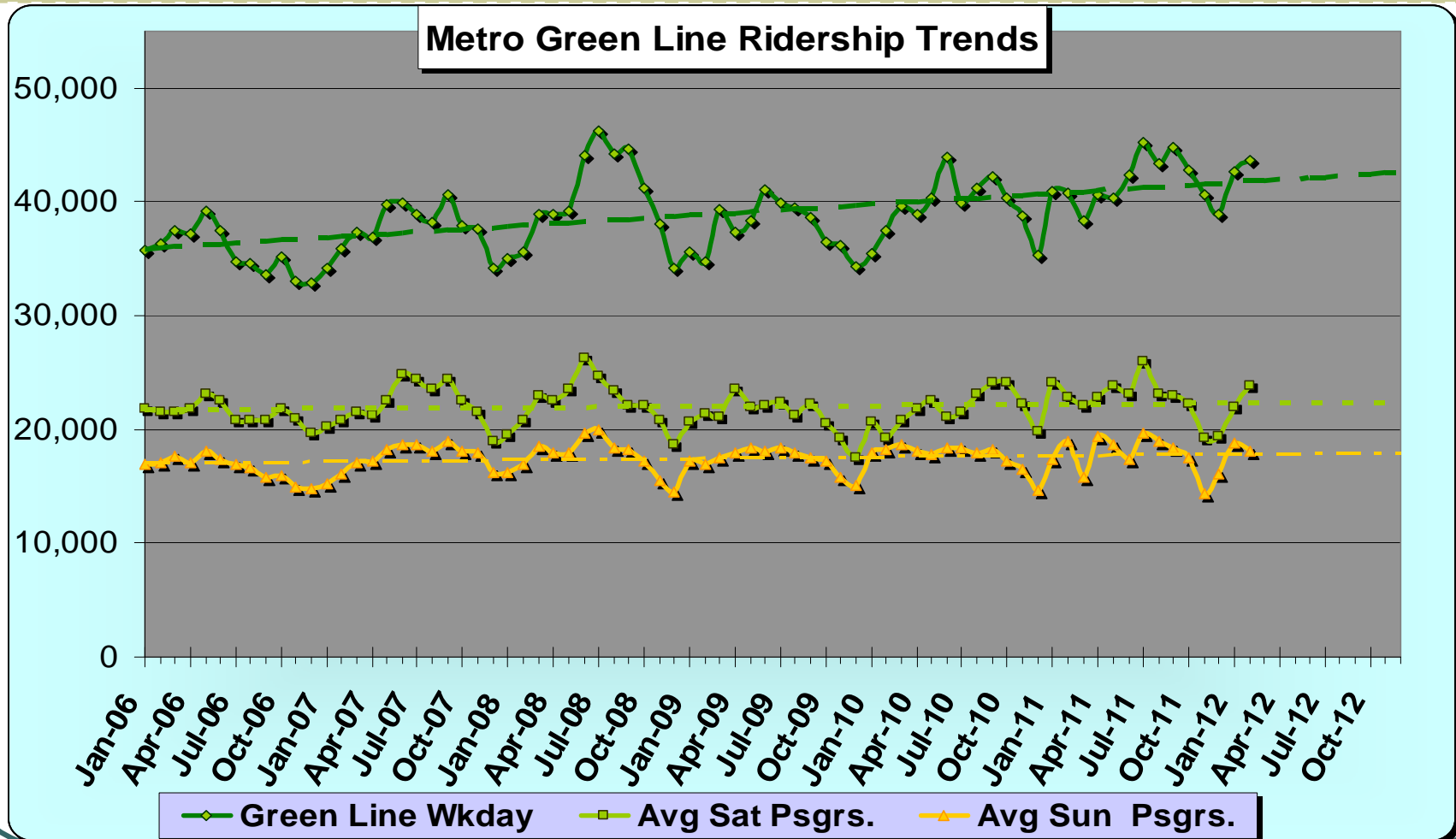
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Metro Blue Line Ridership Trends



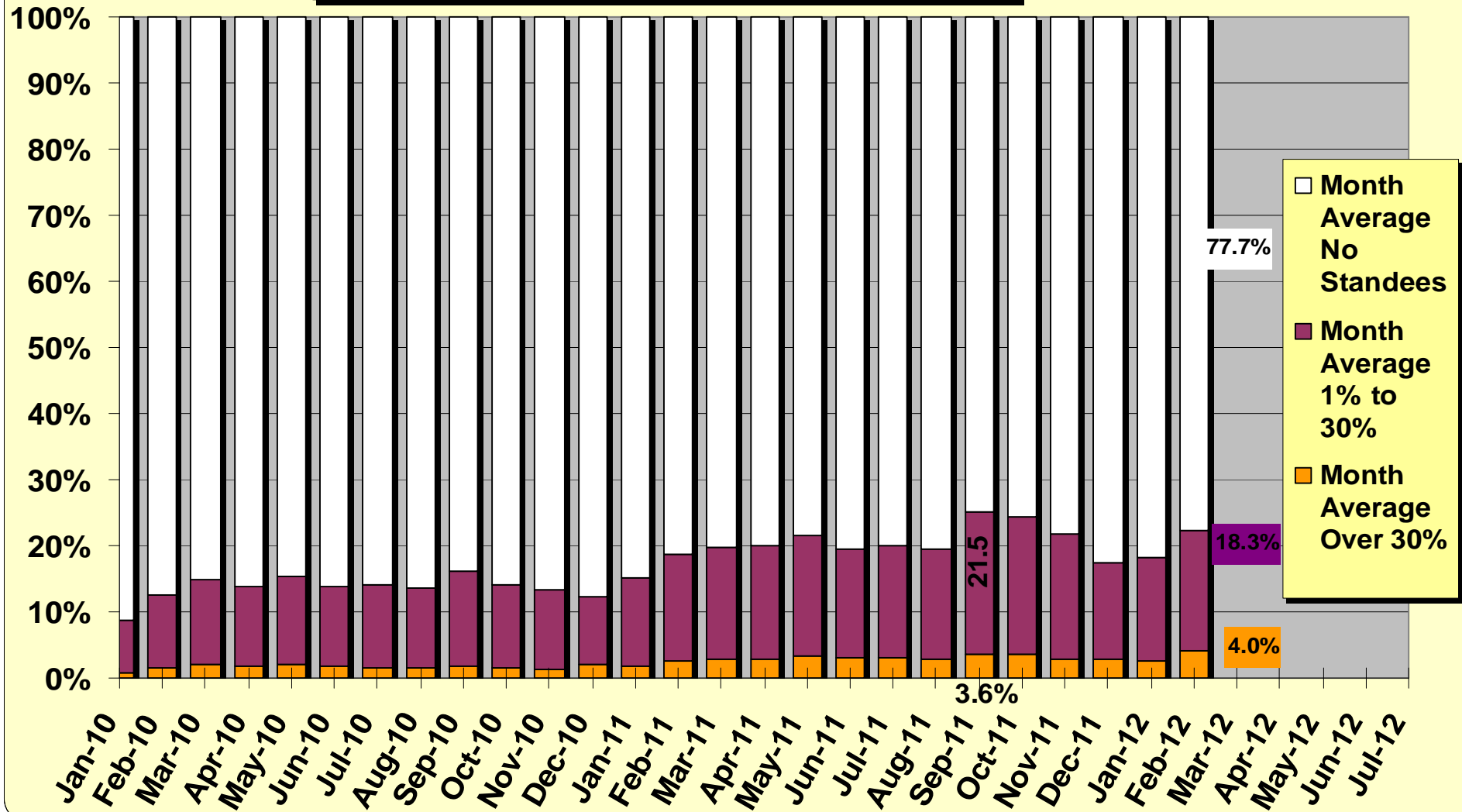
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Metro Green Line Ridership Trends



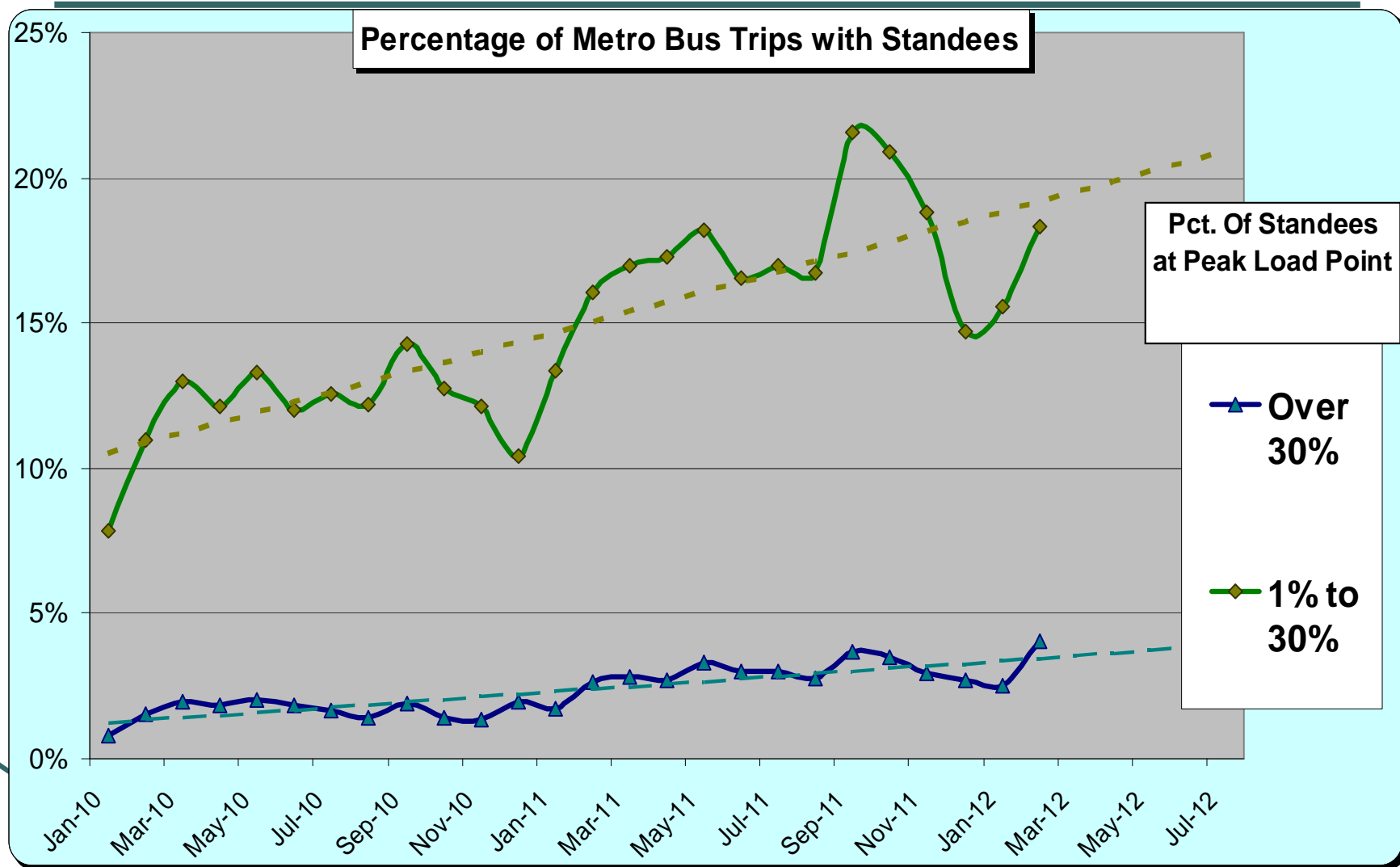
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Metro Bus Service Average Load Factor by Month



























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Metro Bus Trips with Standees



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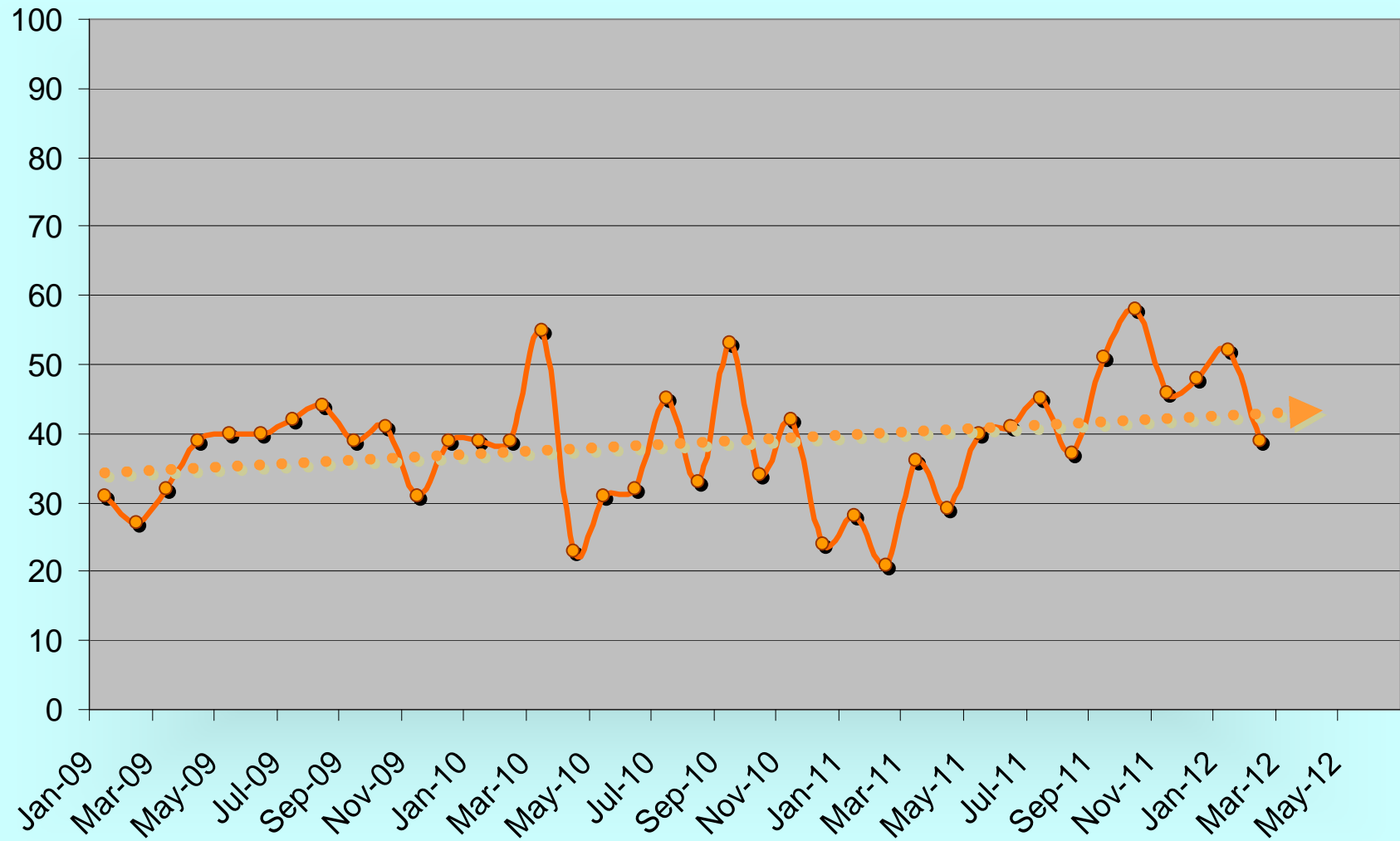
March 2012 Bus Station Cleanliness Eval. Scores

Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	 6.4	Metro	 -1.0
Aviation Green Line Bus Sta.	8.3 	Metro	 +2.2
Burbank Metrolink Bus Sta.	8.5 	Burbank	
Culver City Sta.	7.1	Culver City	 -.4
Cal State LA Busway Sta.	7.8	Metro	
Cal State LA Local Bus Sta.	8.6 	LADOT	 +.4
Del Amo Blue Line Bus Sta.	7.9	Metro	 -.5
El Monte Bus Sta.	7.6	Metro	
Harbor-Gateway Transit Ctr.	8.2 	Metro	
Inglewood Bus Sta.	8.2 	Inglewood	
LAX City Bus Sta.	 6.6	Metro	 +1.3
Norwalk Green Line Bus Sta.	8.3 	Metro	 +1.1
North Hollywood Red Line Bus Sta.	7.4	Metro	
Patsaouras Bus Plaza	7.1	Metro	 -1.1
Pico-Rimpau Bus Ctr.	7.5	Metro	 +.6
Rosa Parks Bus Sta.	8.1 	Metro	
South Bay Galleria Bus Ctr.	 6.5	Redondo Beach	 -1.9
Sierra Madre Gold Line Bus Sta.	8.0 	Metro	 +.8
Universal Red Line Bus Sta.	 6.5	Metro	
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	
Average Rating	7.5		



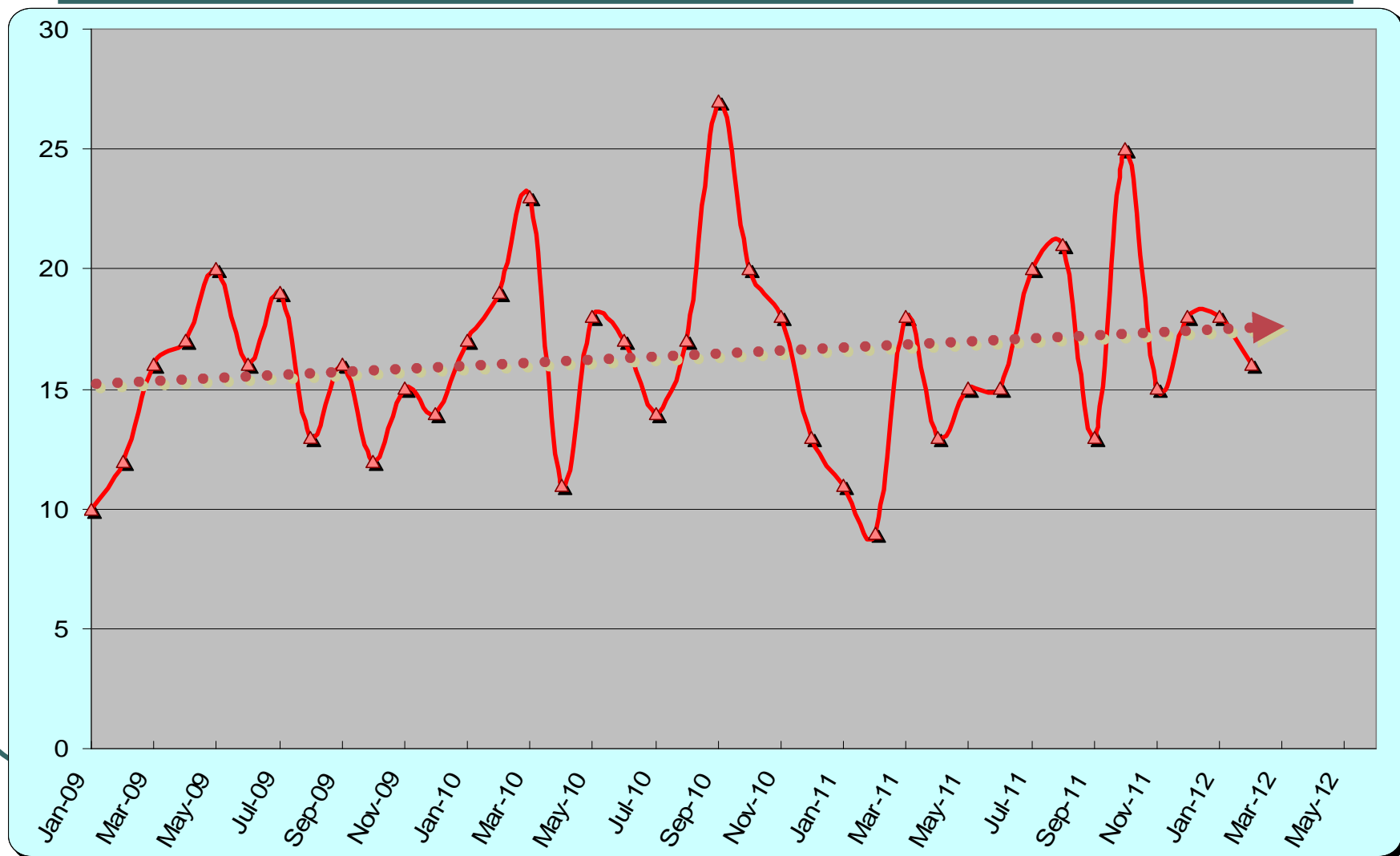
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Monthly ADA Related Complain Trends



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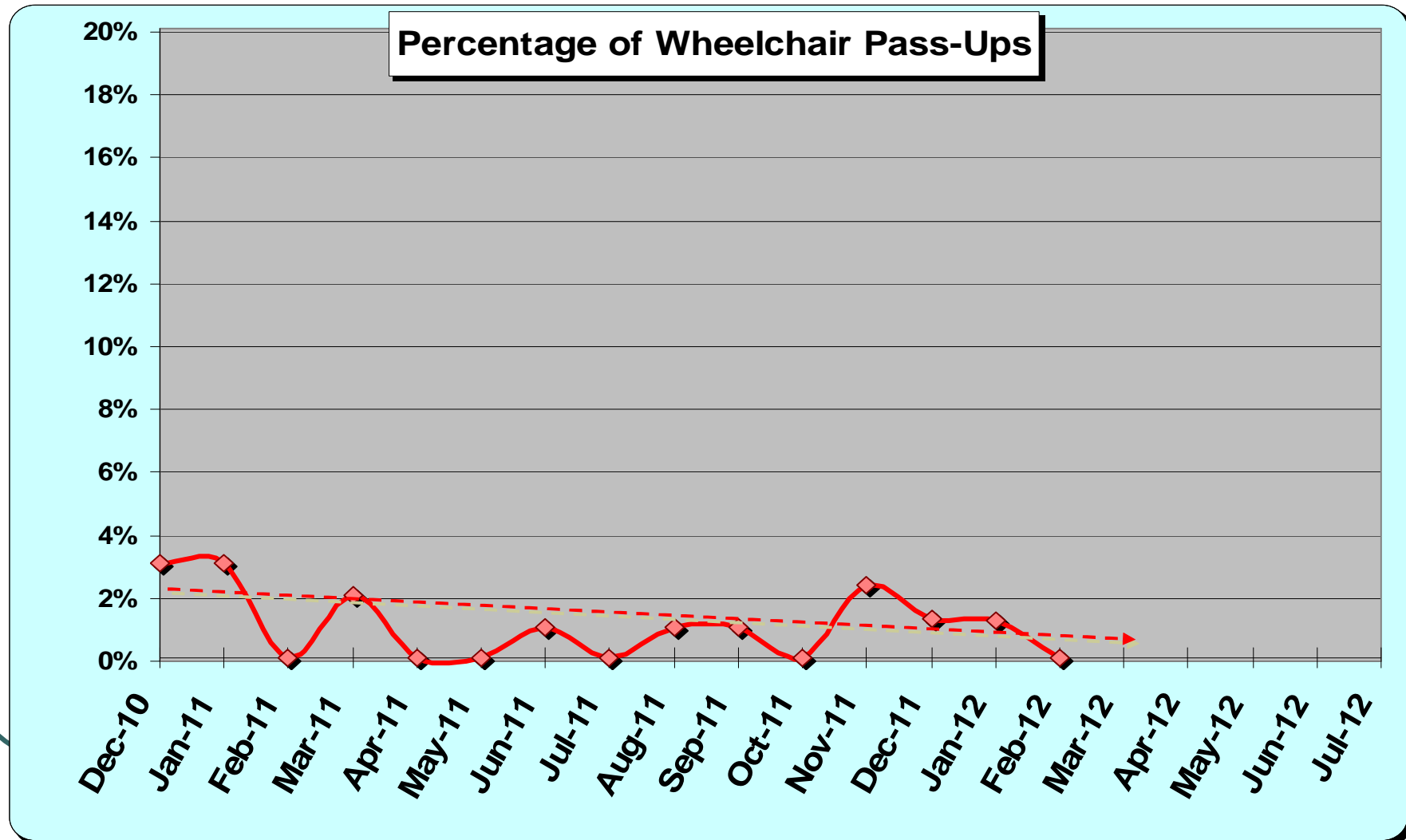
Monthly Wheelchair Pass-Up Complaints



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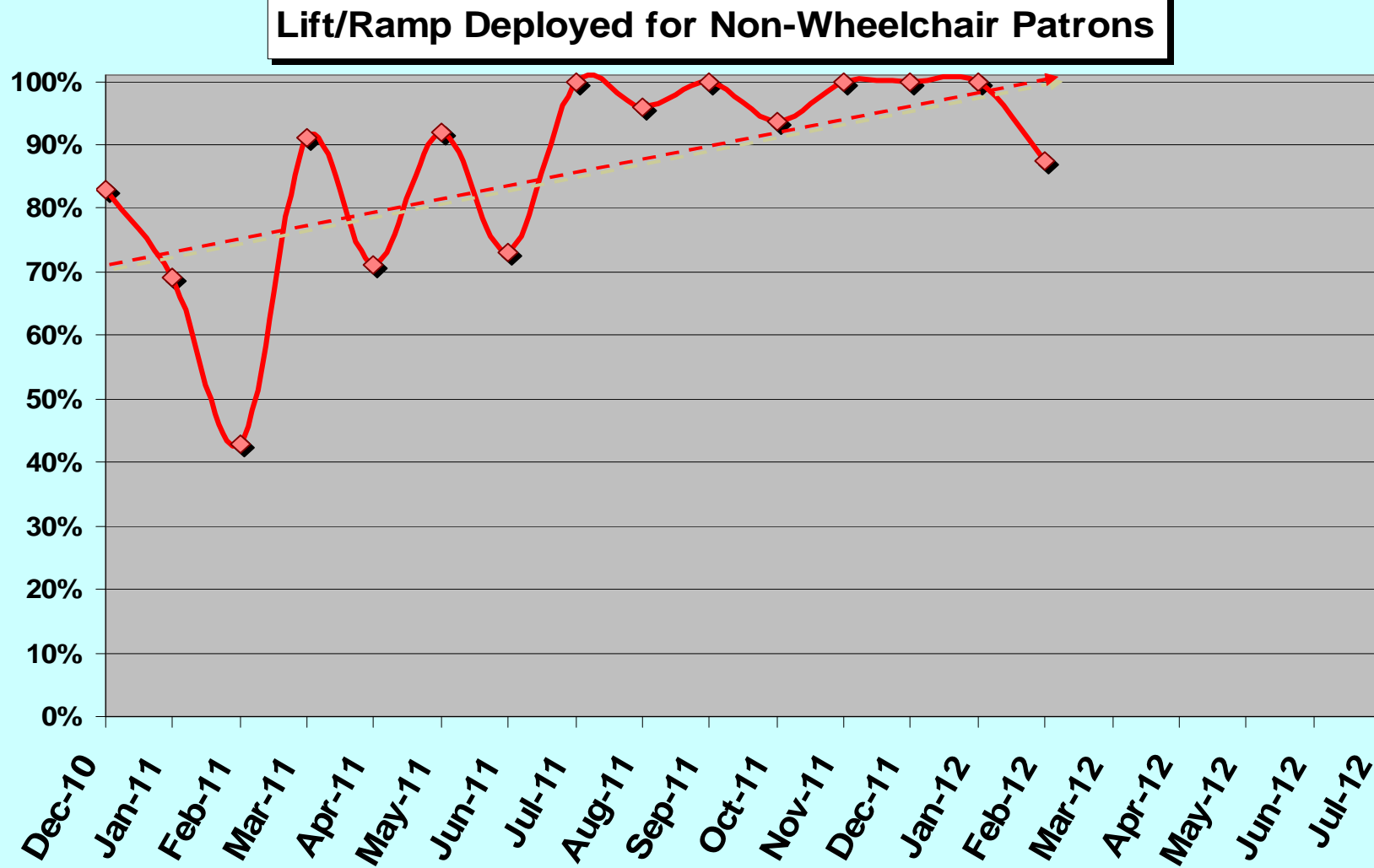
Mystery Riders Observations

(213 Undercover Rides in February 2012 Report)



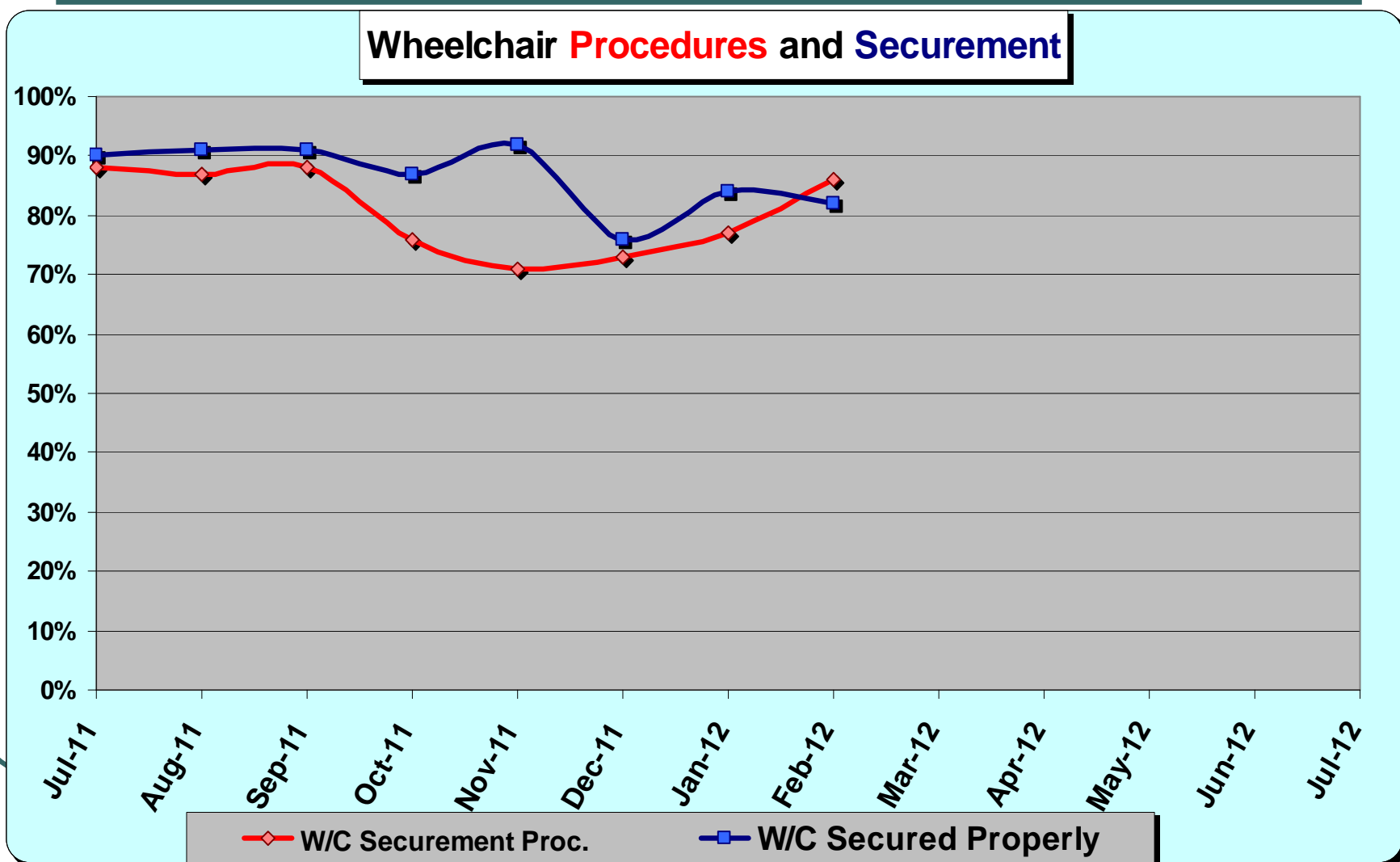
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Mystery Riders Observations



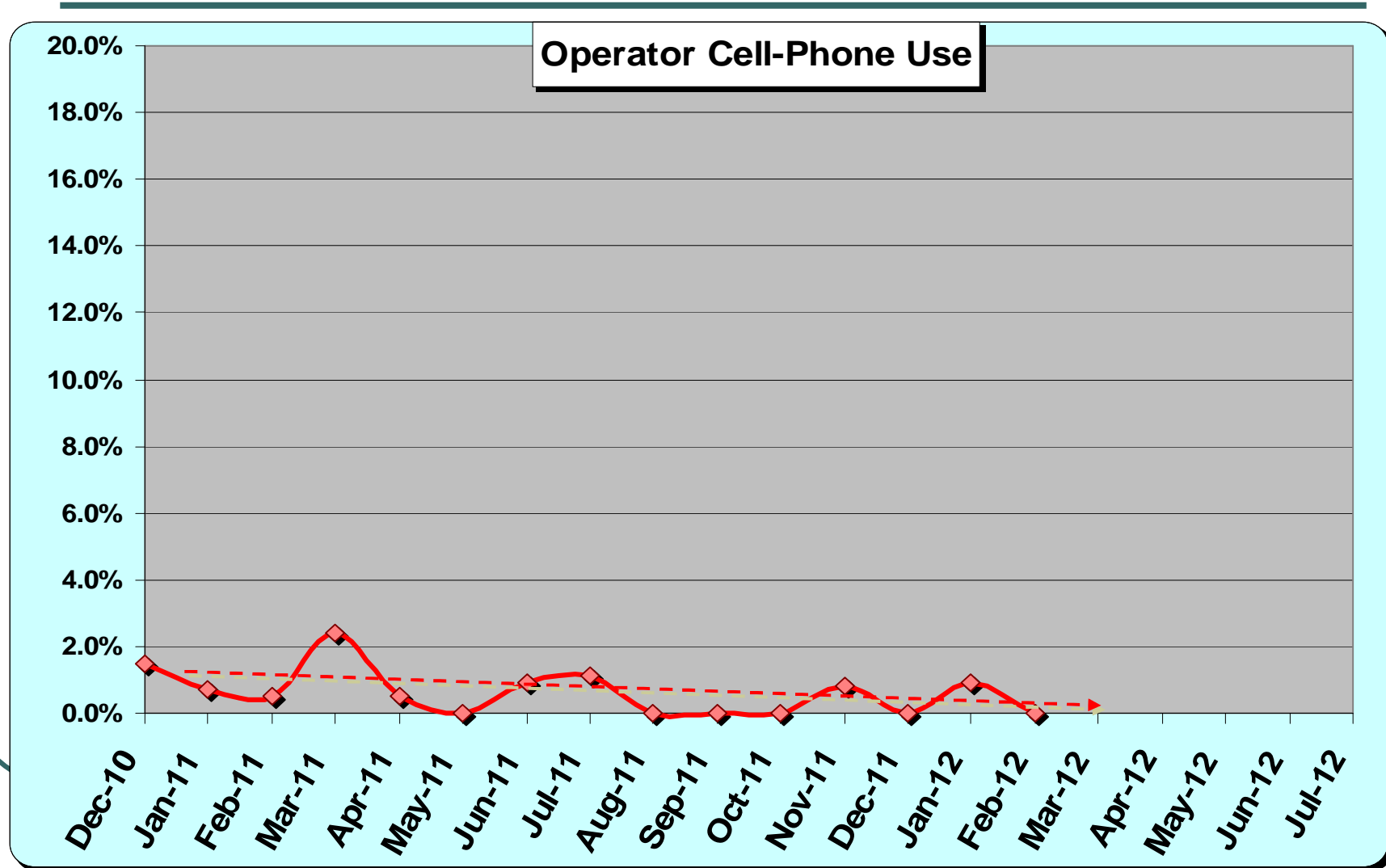
GWC Service Council April 2012 Meeting

Mystery Riders Observations



GWC Service Council April 2012 Meeting

Mystery Riders Observations



Expo Light Rail Line Update

Finally An Opening Date

Service Council Expo Line Tours

Meet and Confer with CEO

- **FY 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 14**
- **Introduction of Frank Alejandro**
- **America Fast Forward**