

***Metro Gateway Cities
Service Council
December 8, 2011 Meeting***

**Performance Report
for *October 2011***

GWC Service Council December 2011 Meeting

Metro Gateway Cities & Metro Bus System

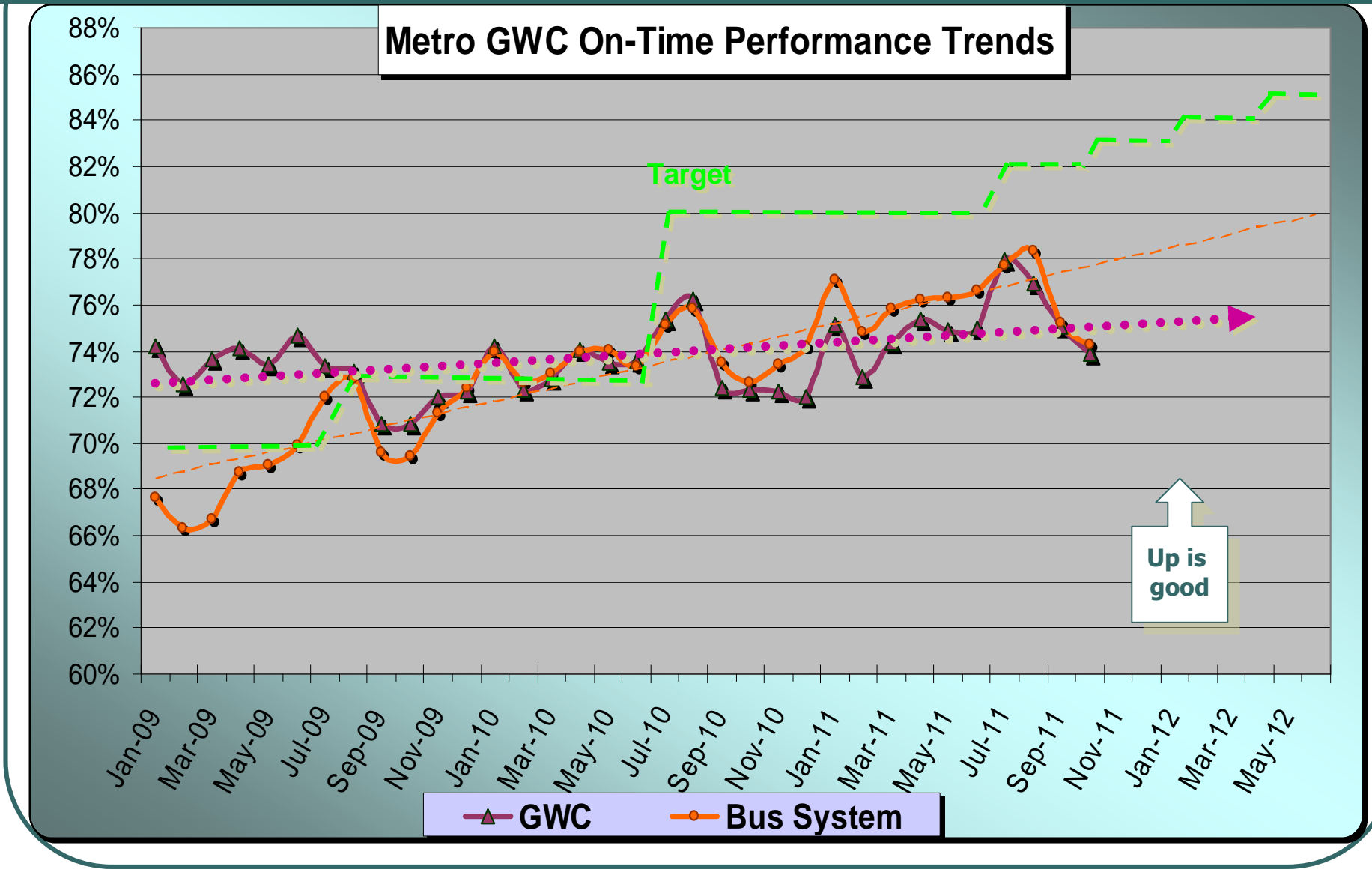
October 2011

Measurement : On Time Performance

	Target	Oct.	YTD
Metro Bus System	82.0%	74.3%	76.4%
Gateway Cities	82.0%	73.9%	76.0%

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Metro Gateway Cities & Metro Bus System

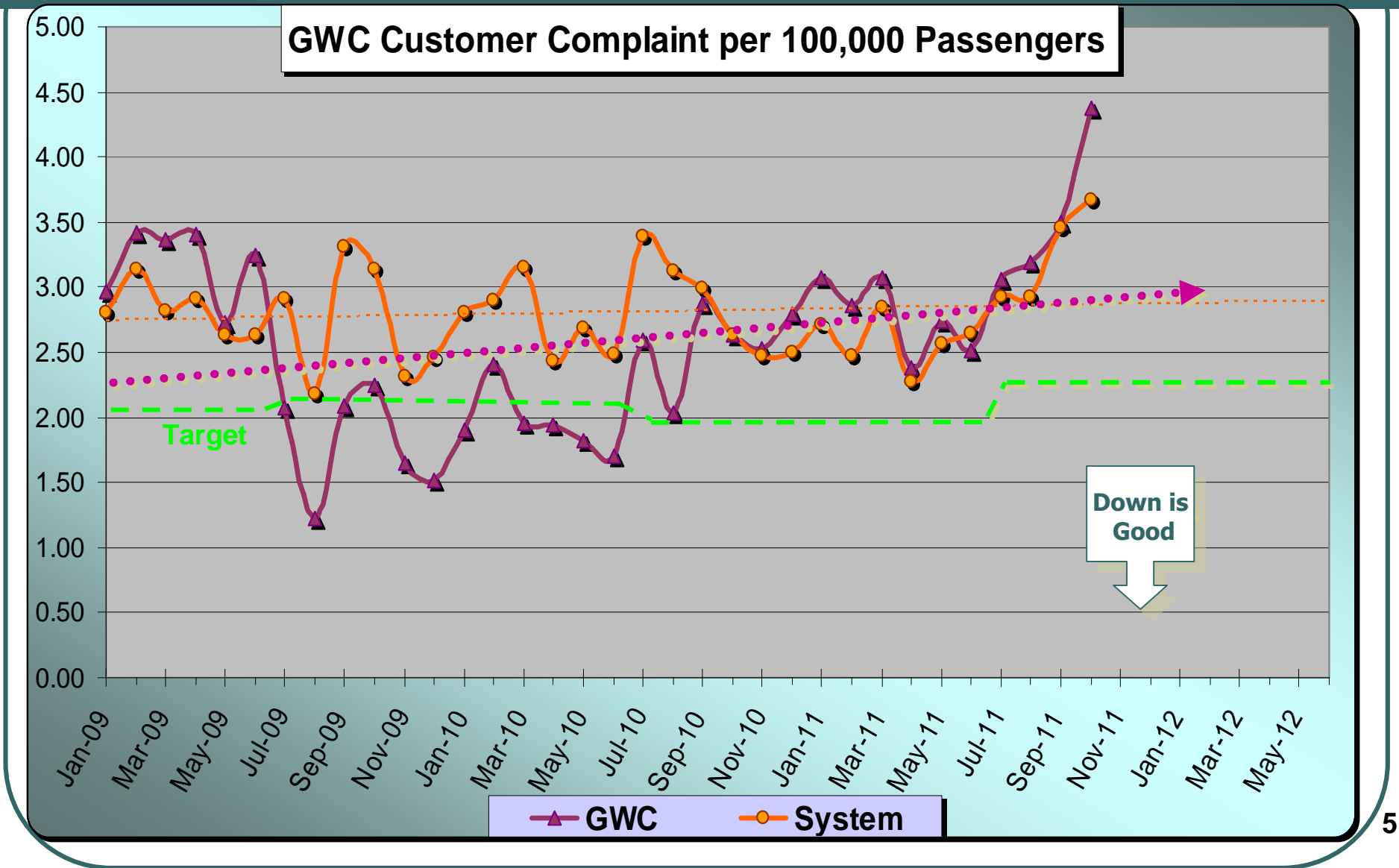
October 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Oct.	YTD
Metro Bus System	2.29	3.66	3.25
Gateway Cities	2.21	4.38	3.54

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Metro Gateway Cities & Metro Bus System

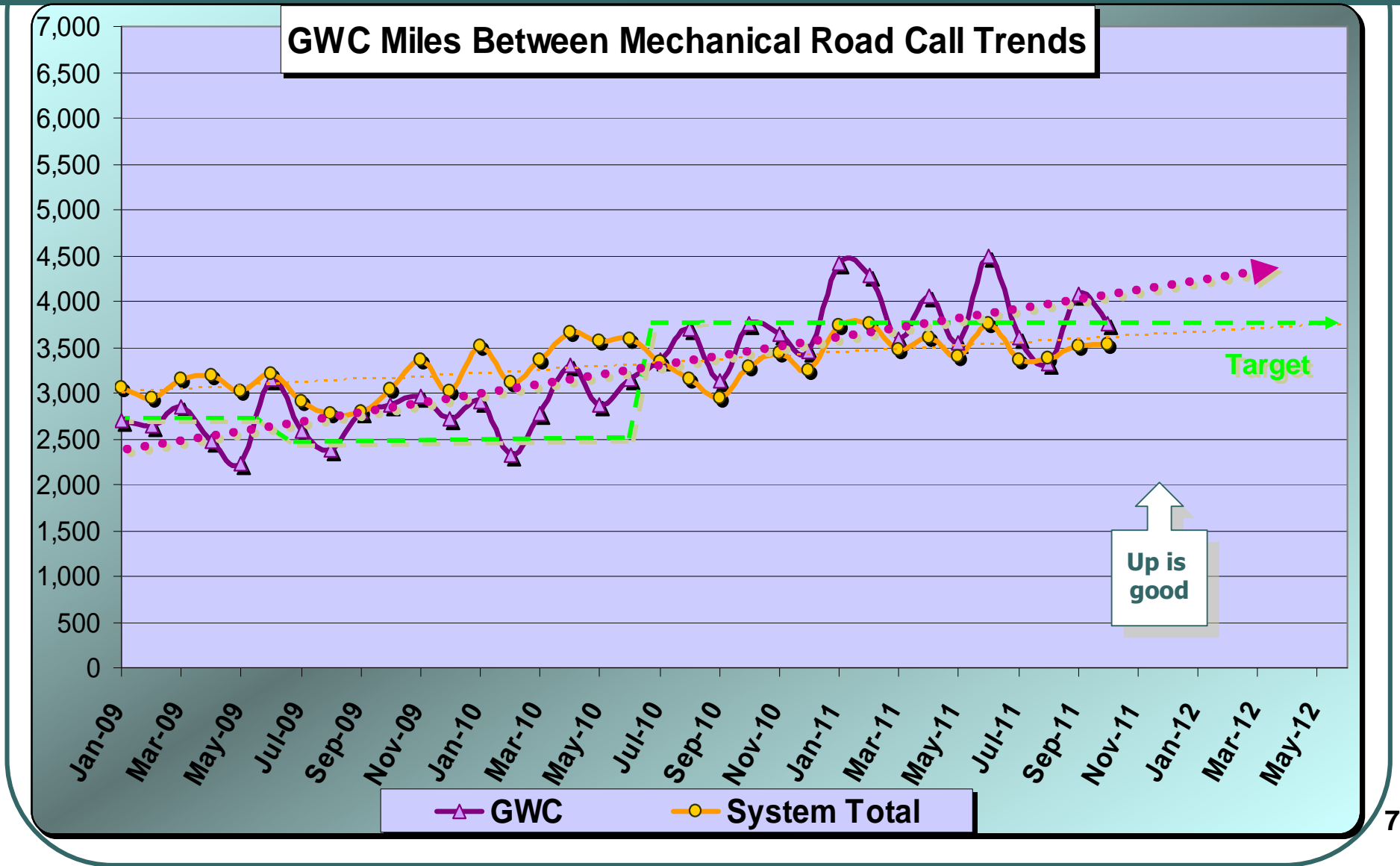
October 2011

Measurement : Miles Between Mechanical Road Call

	Target	Oct.	YTD
Metro Bus System	3,650	3,521	3,434
Gateway Cities	3,650	3,747	3,661

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Metro Gateway Cities & Metro Bus System

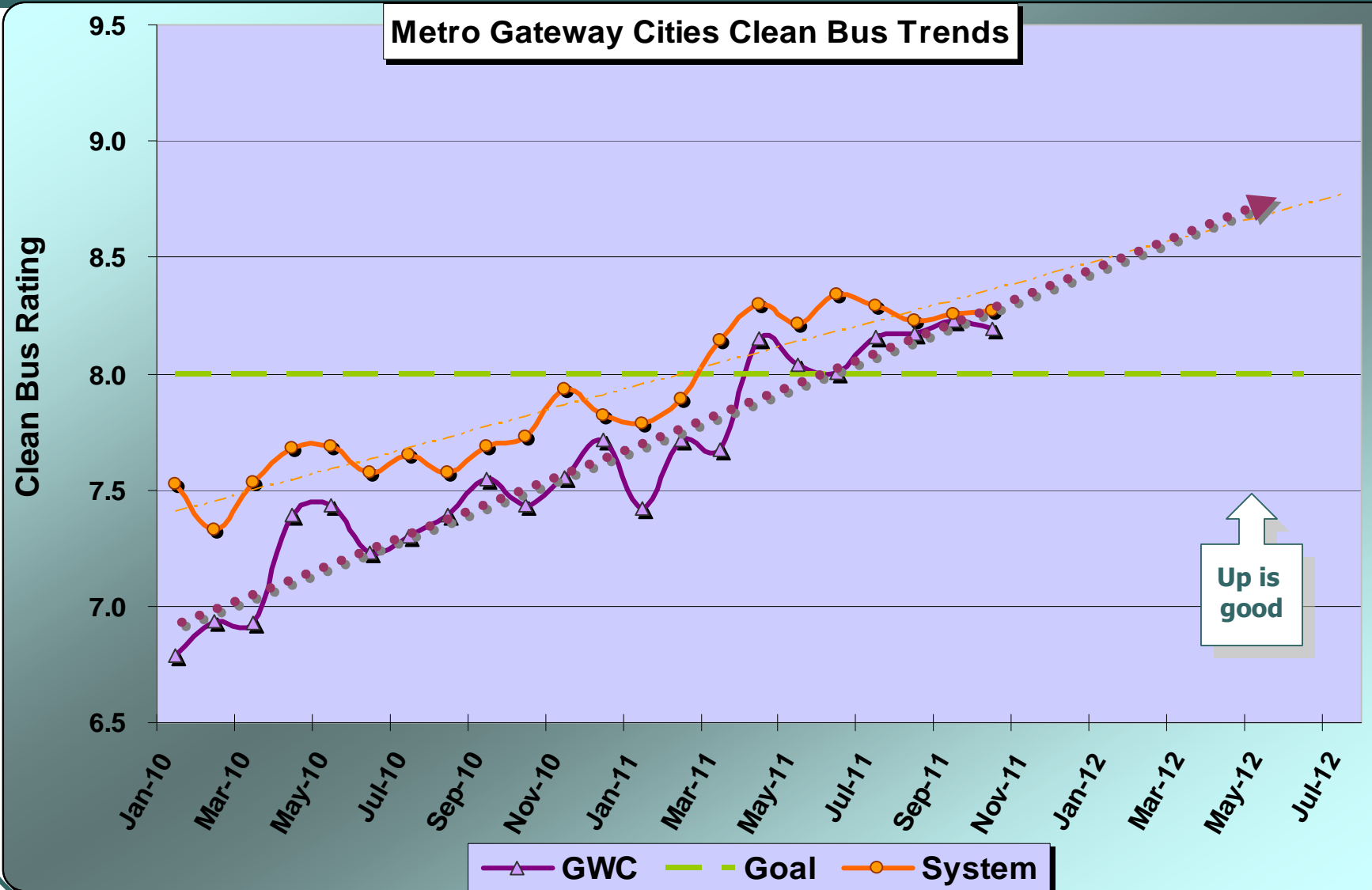
October 2011

Measurement : Clean Bus

	Target	Oct.	YTD
Metro Bus System	8.0	8.27	8.26
Gateway Cities	8.0	8.19	8.19

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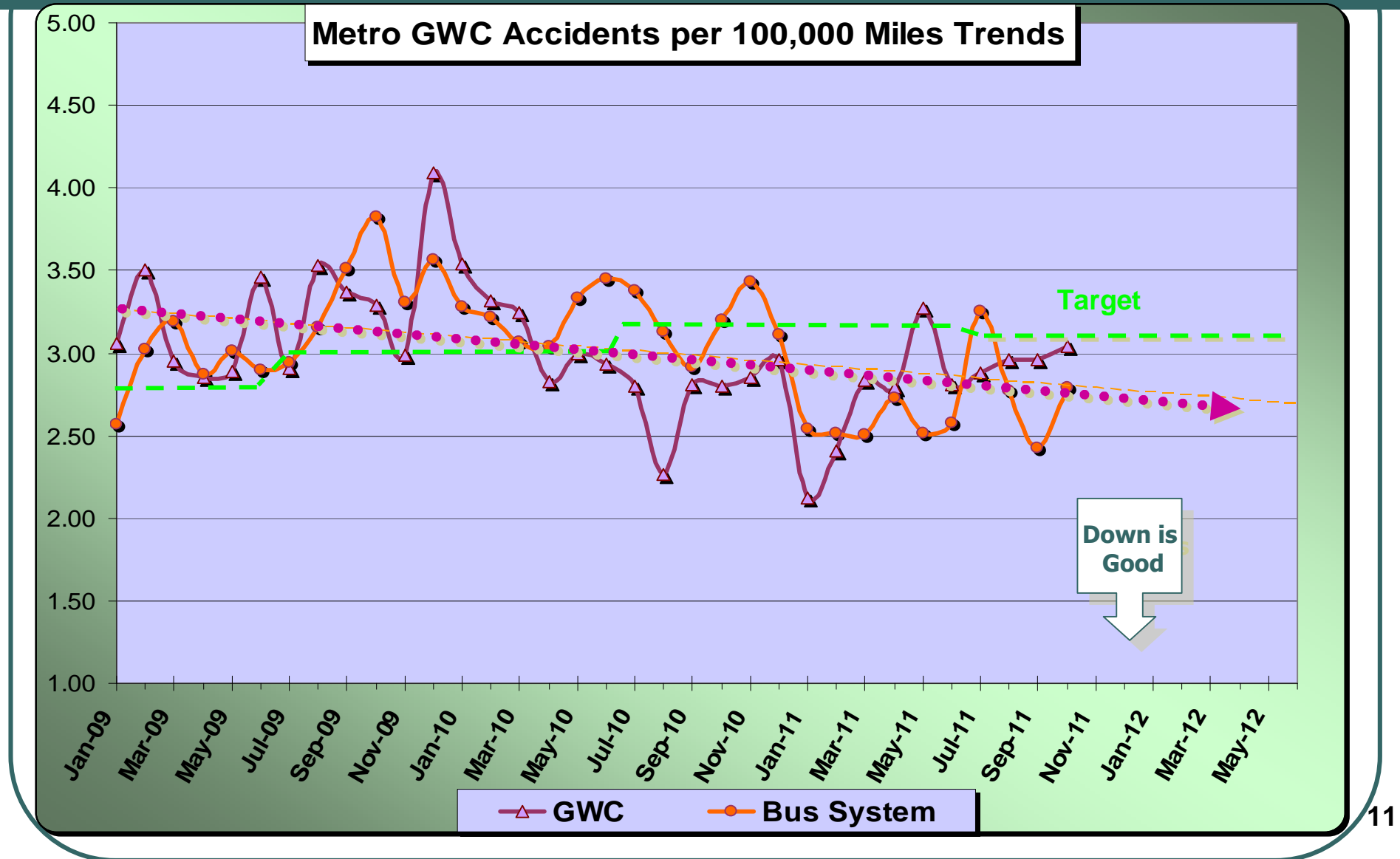
Metro Gateway Cities & Metro Bus System

October 2011

Measurement : Accidents per 100,000 Miles

	Target	Oct.	YTD
Metro Bus System	3.10	2.79	2.81
Gateway Cities	3.13	3.04	2.96

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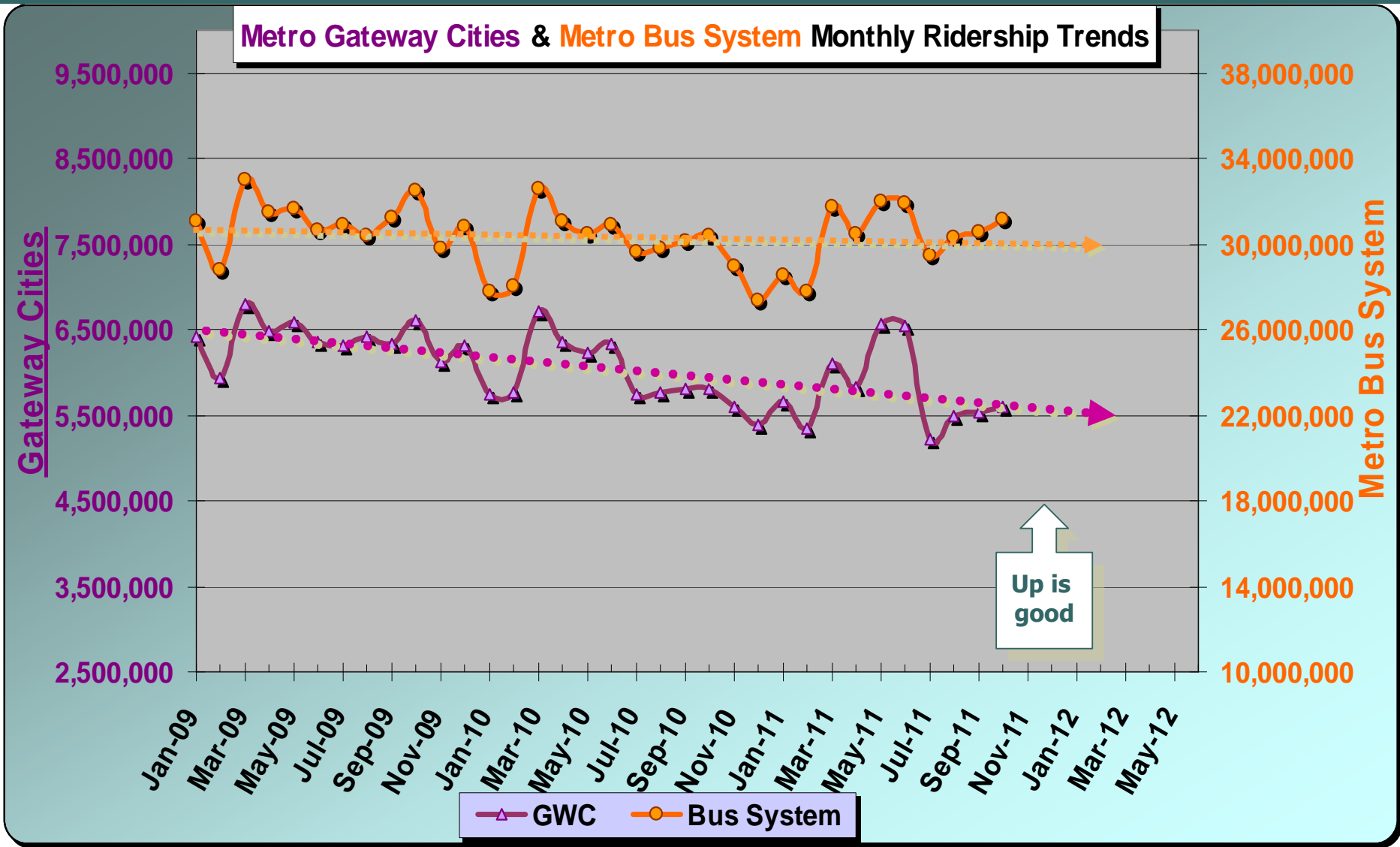
Metro Gateway Cities & Metro Bus System

October 2011

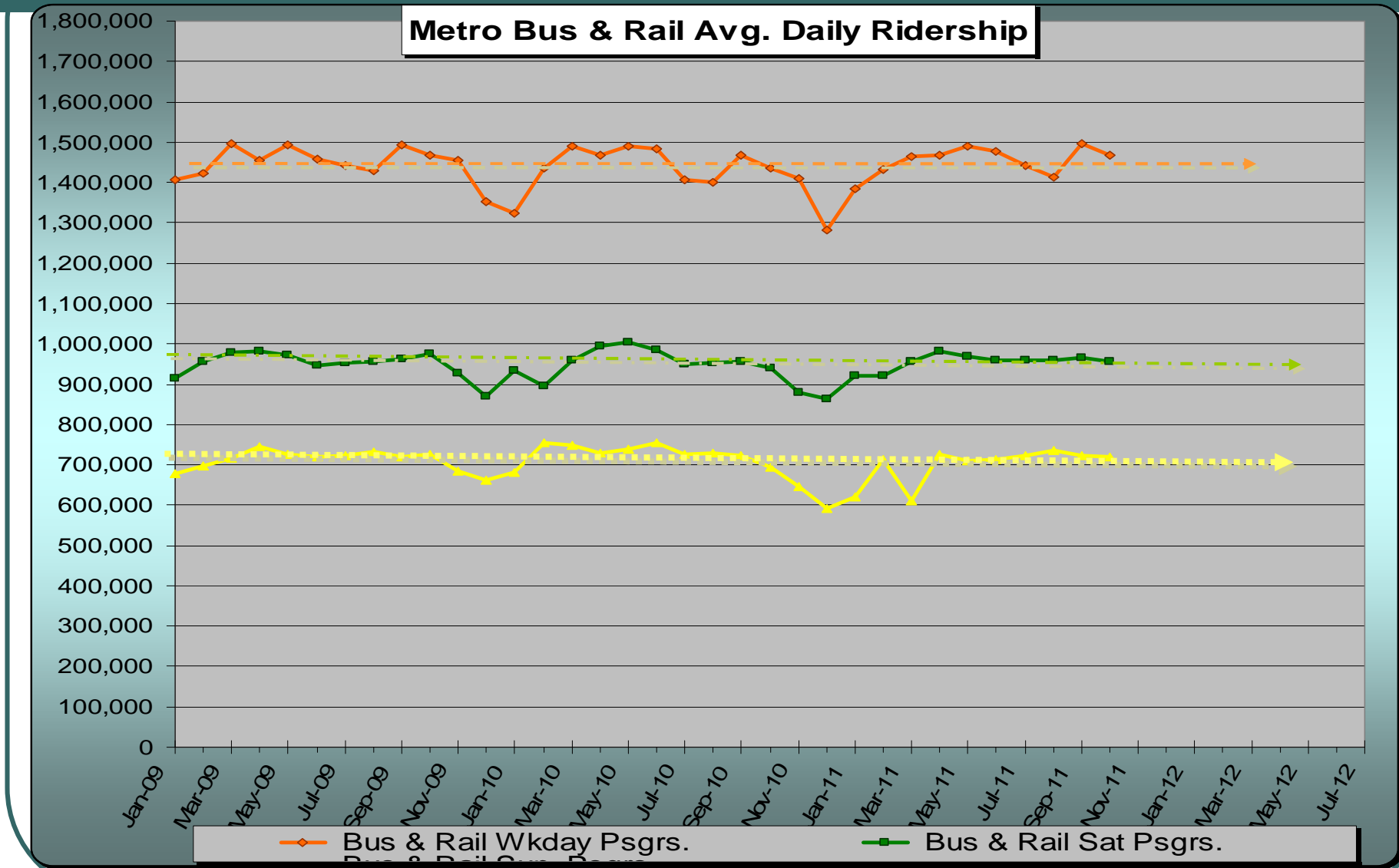
Measurement : Monthly Ridership

	Target	Oct.	YTD
Metro Bus System	29,170,000	31,110,000	30,230,000
Gateway Cities	5,730,000	5,600,000	5,460,000

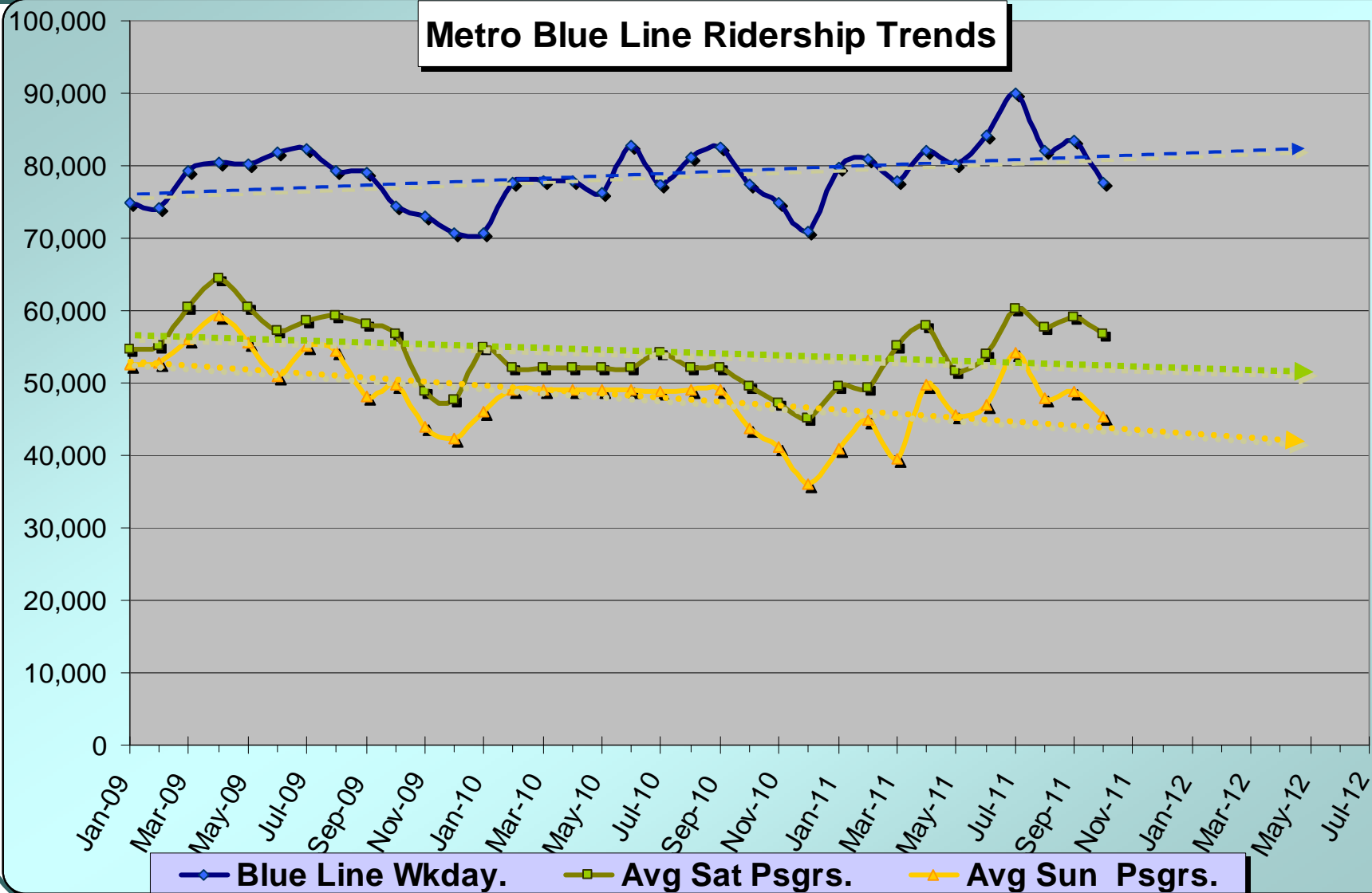
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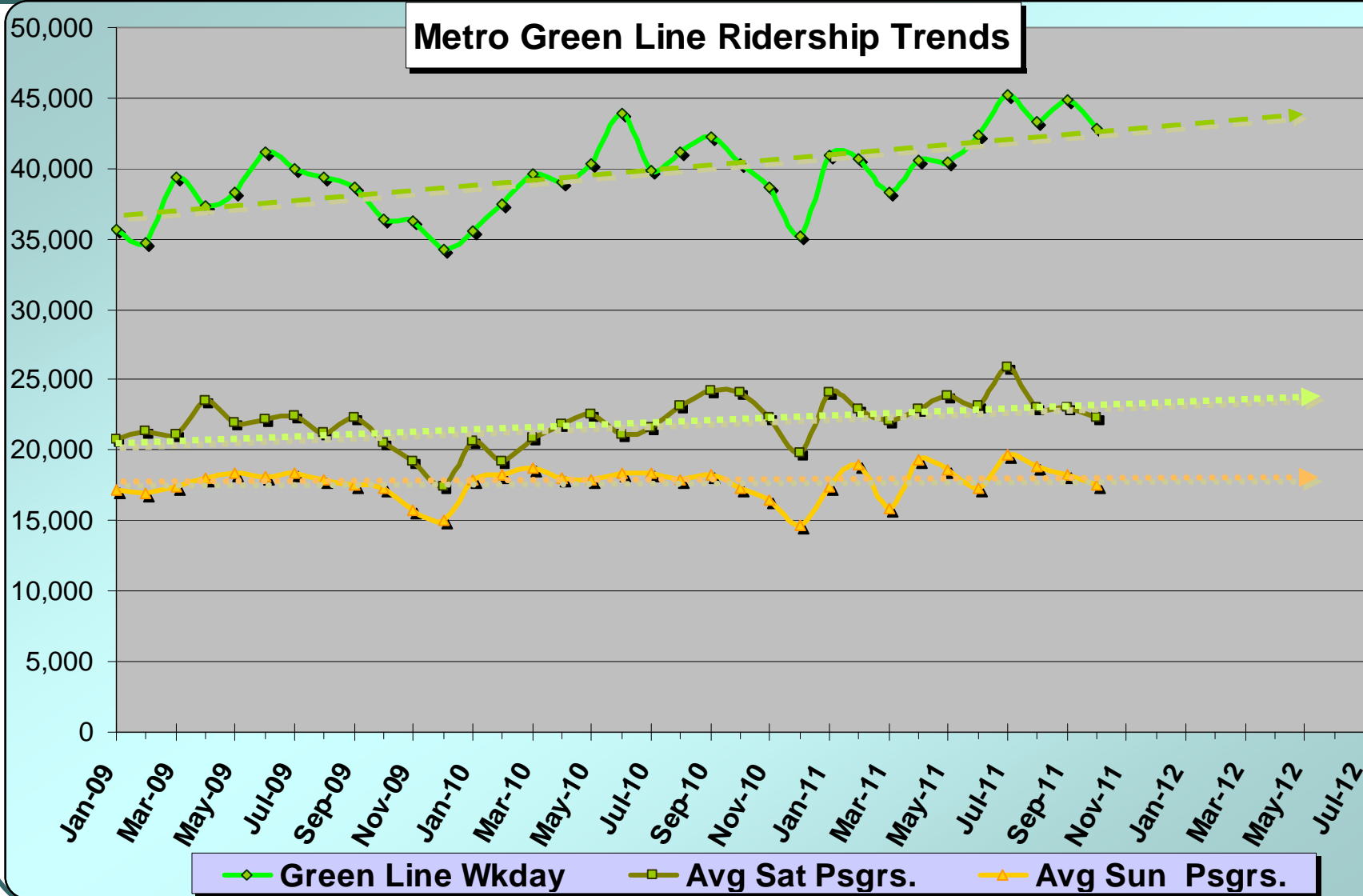
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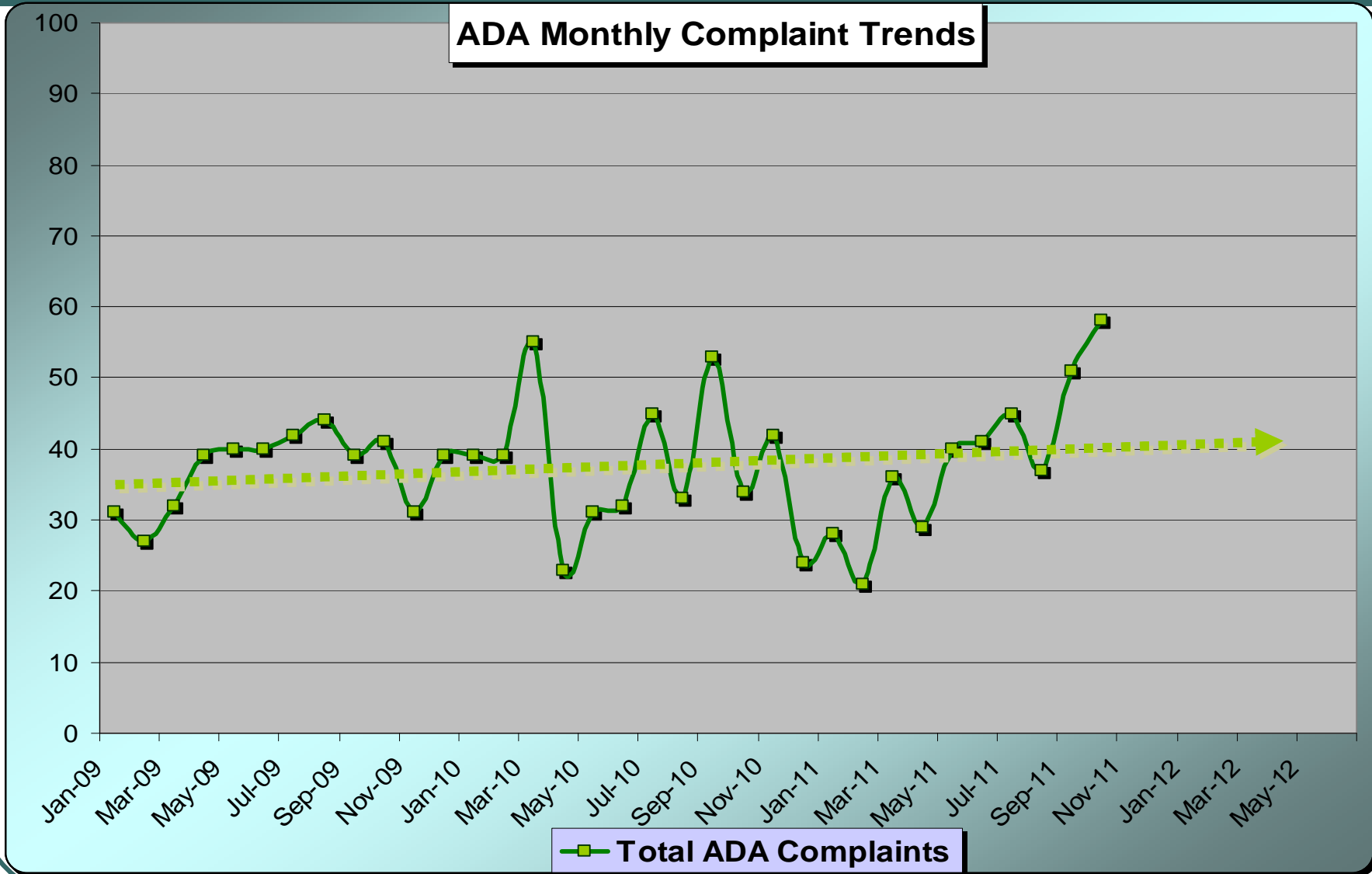
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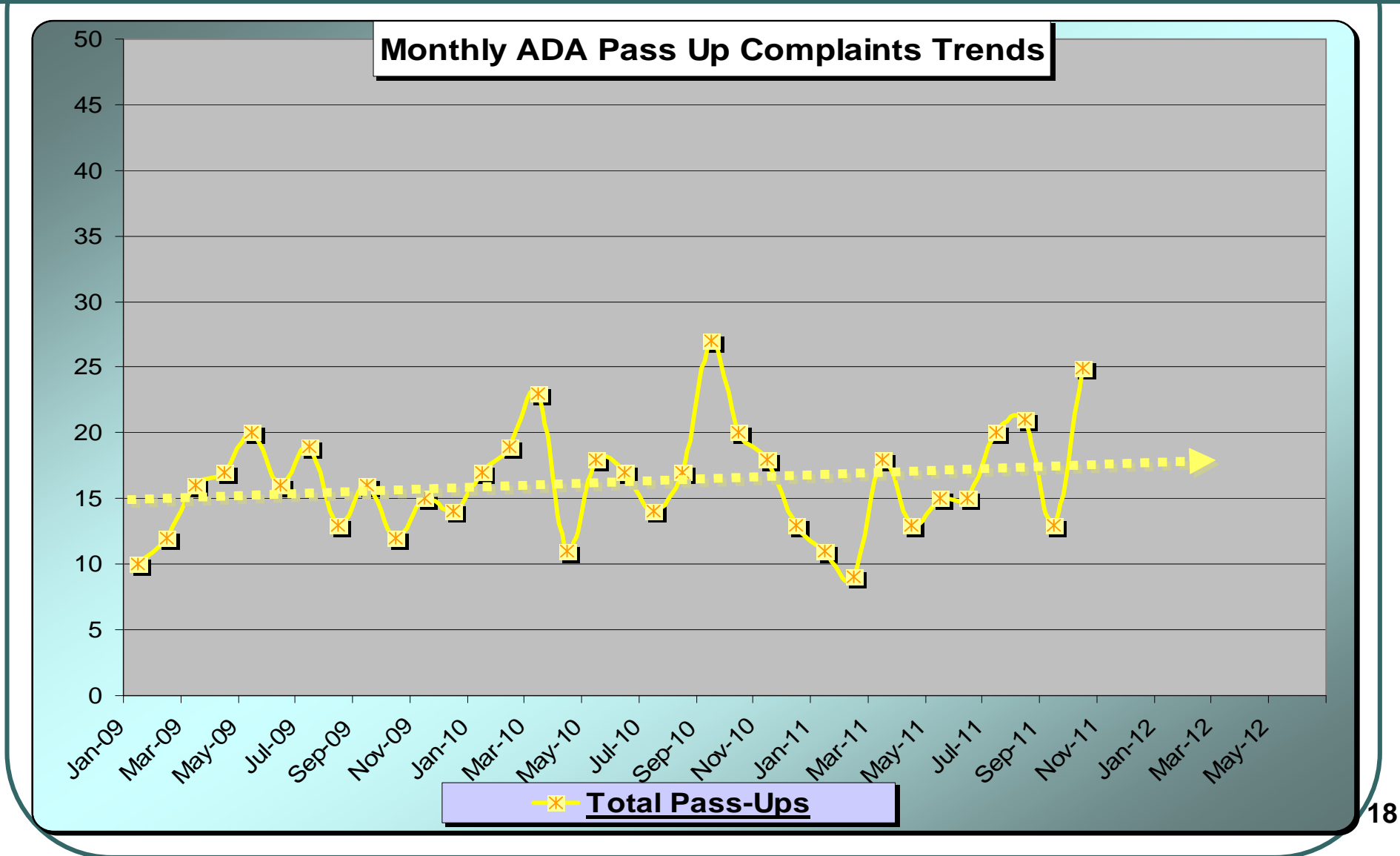
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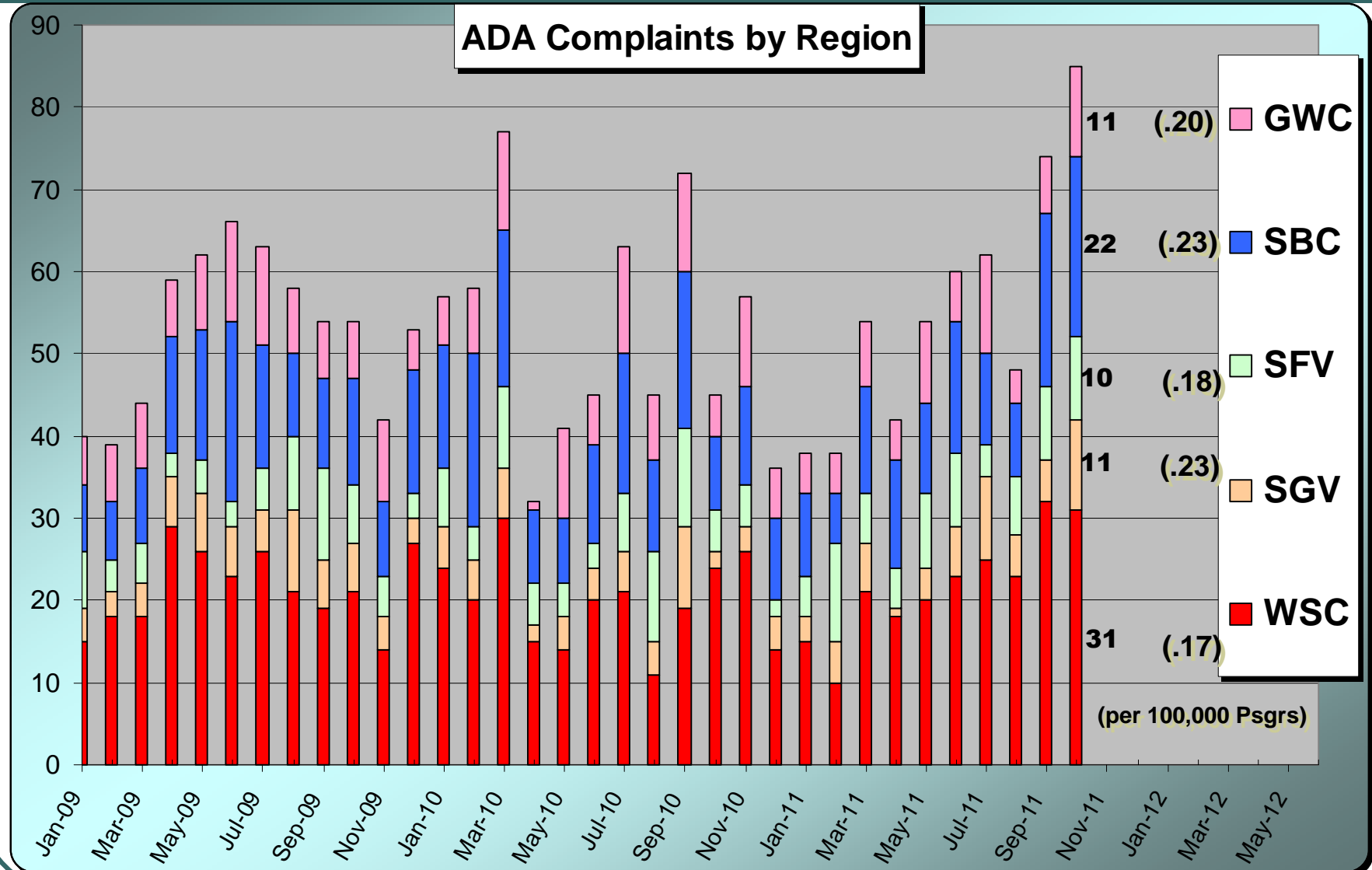
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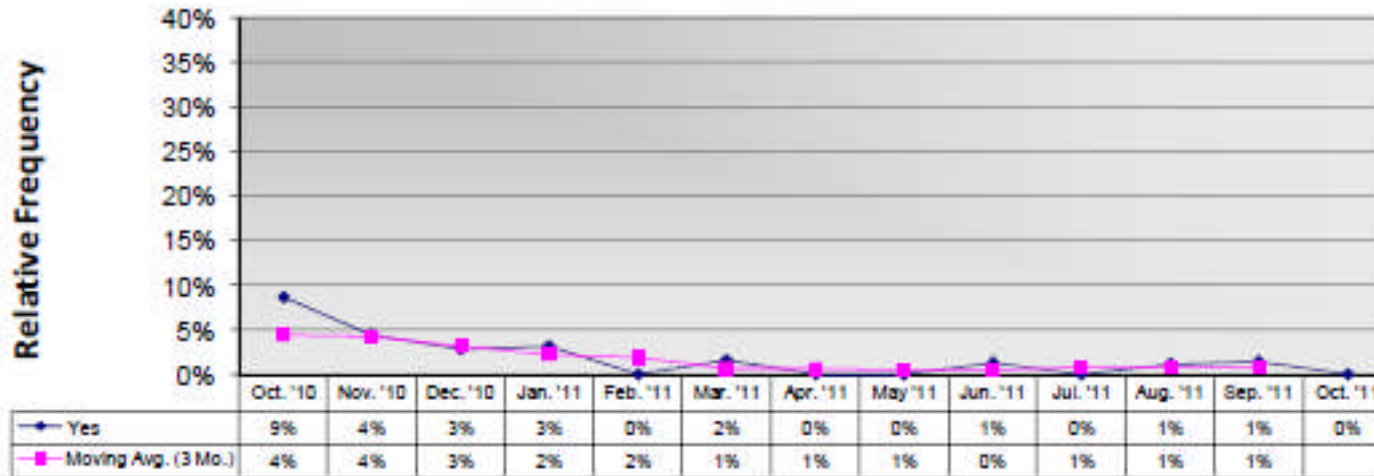


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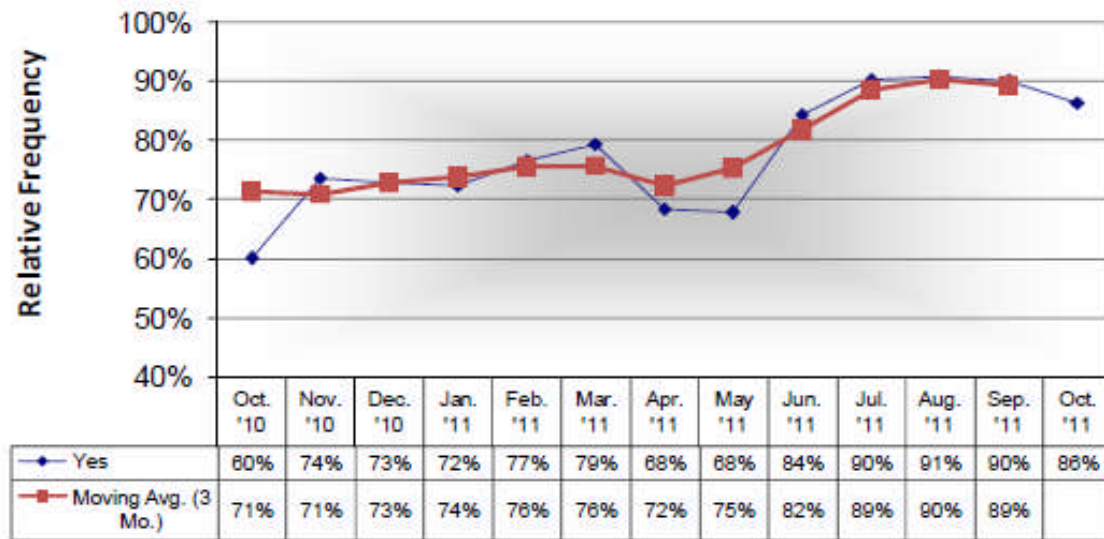


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Did the Operator Pass-Up Any Patrons in Wheelchairs?

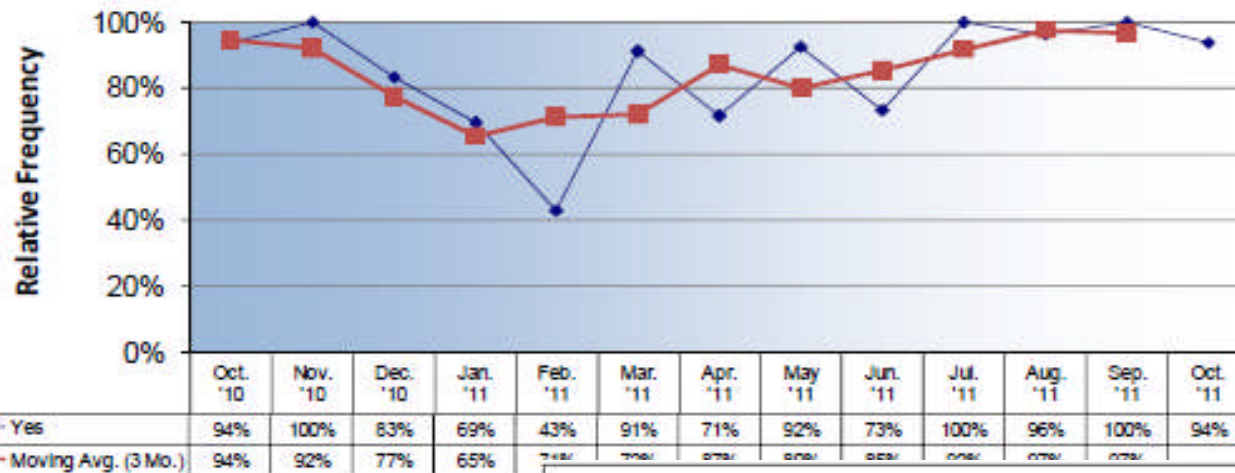


Did the Operator Offer Assistance to Secure the Wheelchair?

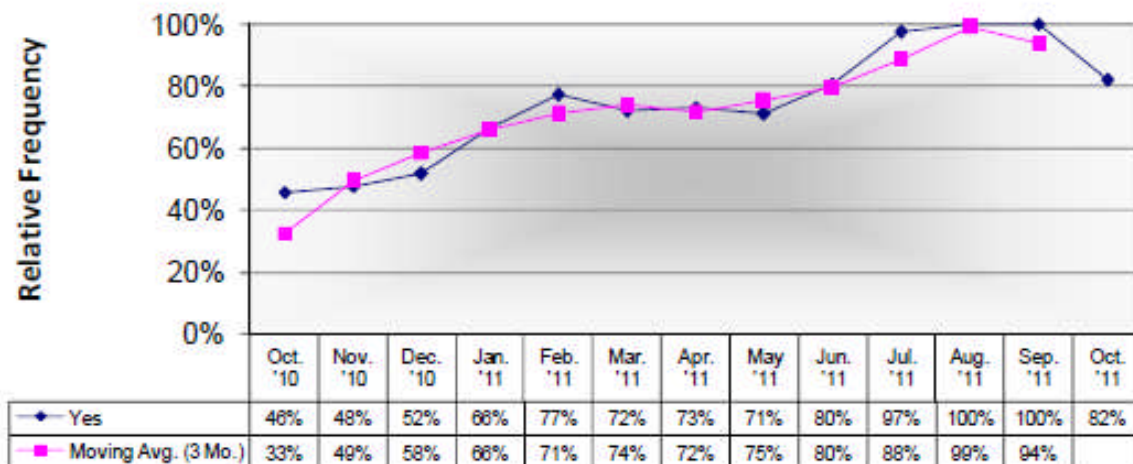


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Did the Operator Deploy Lift or Ramp for Non-Wheelchair Passenger Upon Request?

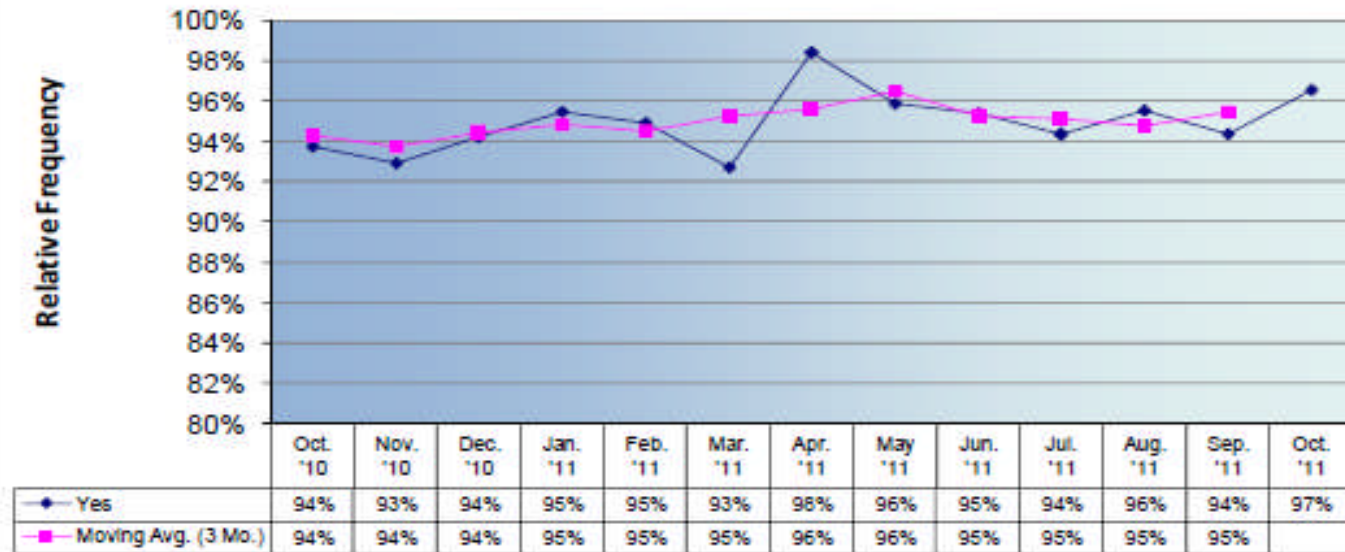


Non-Disabled Requested to Move from Priority Seating when Necessary?

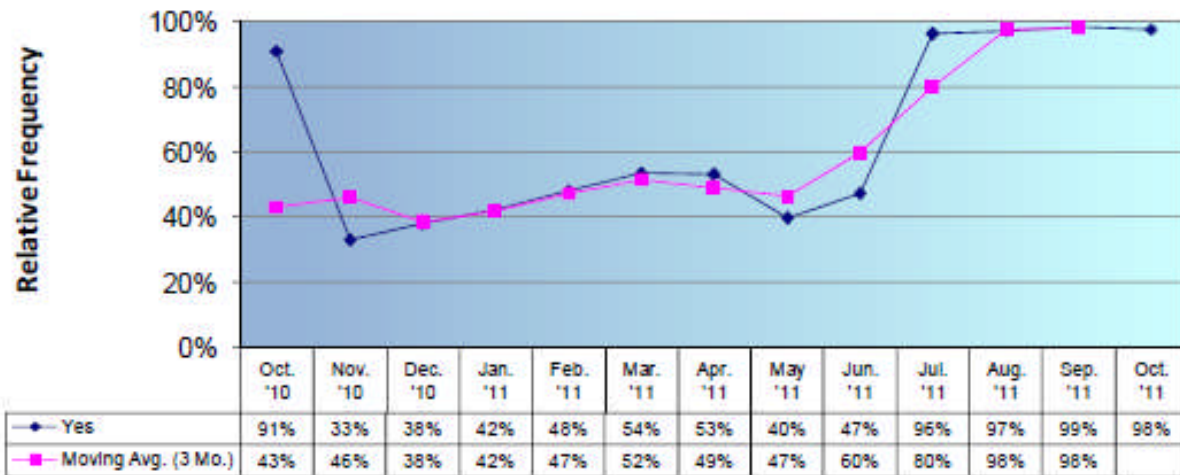


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Interior AVA Used or Voice Announcements Made?

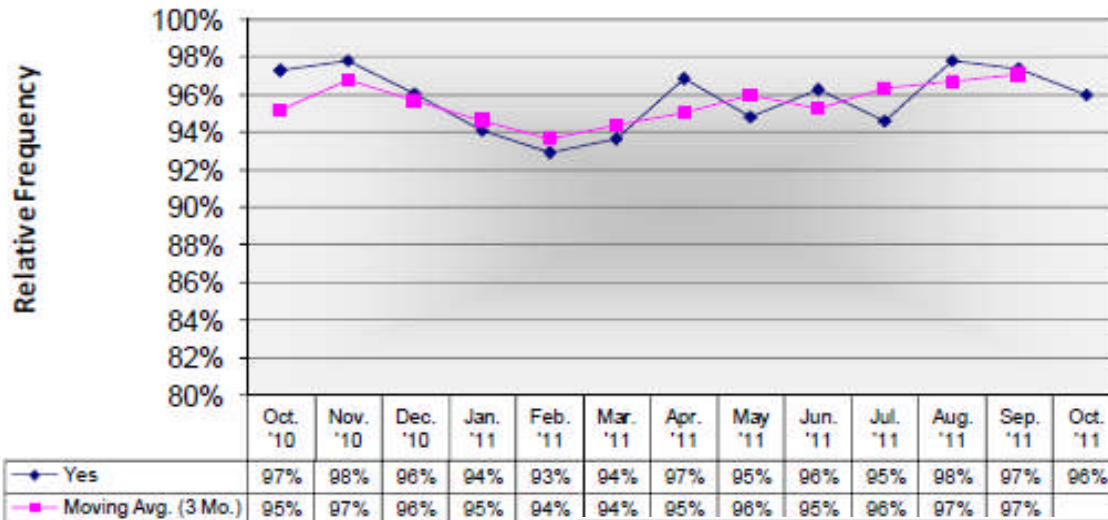


Were All Passengers Behind the Safety Line Before the Bus Was Moved?

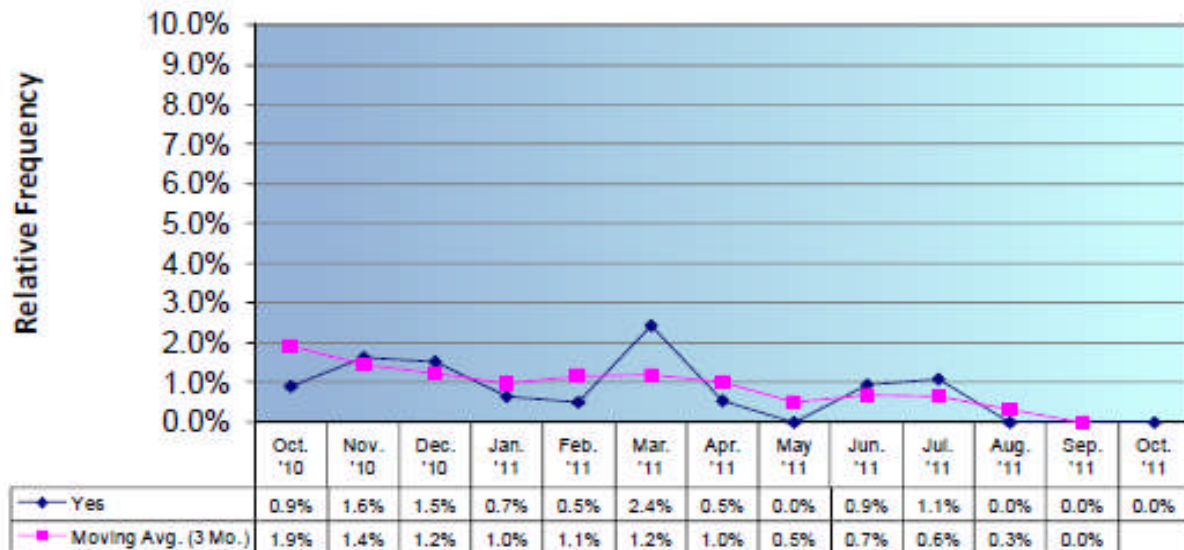


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Did the Operator Wear Seat Belt?

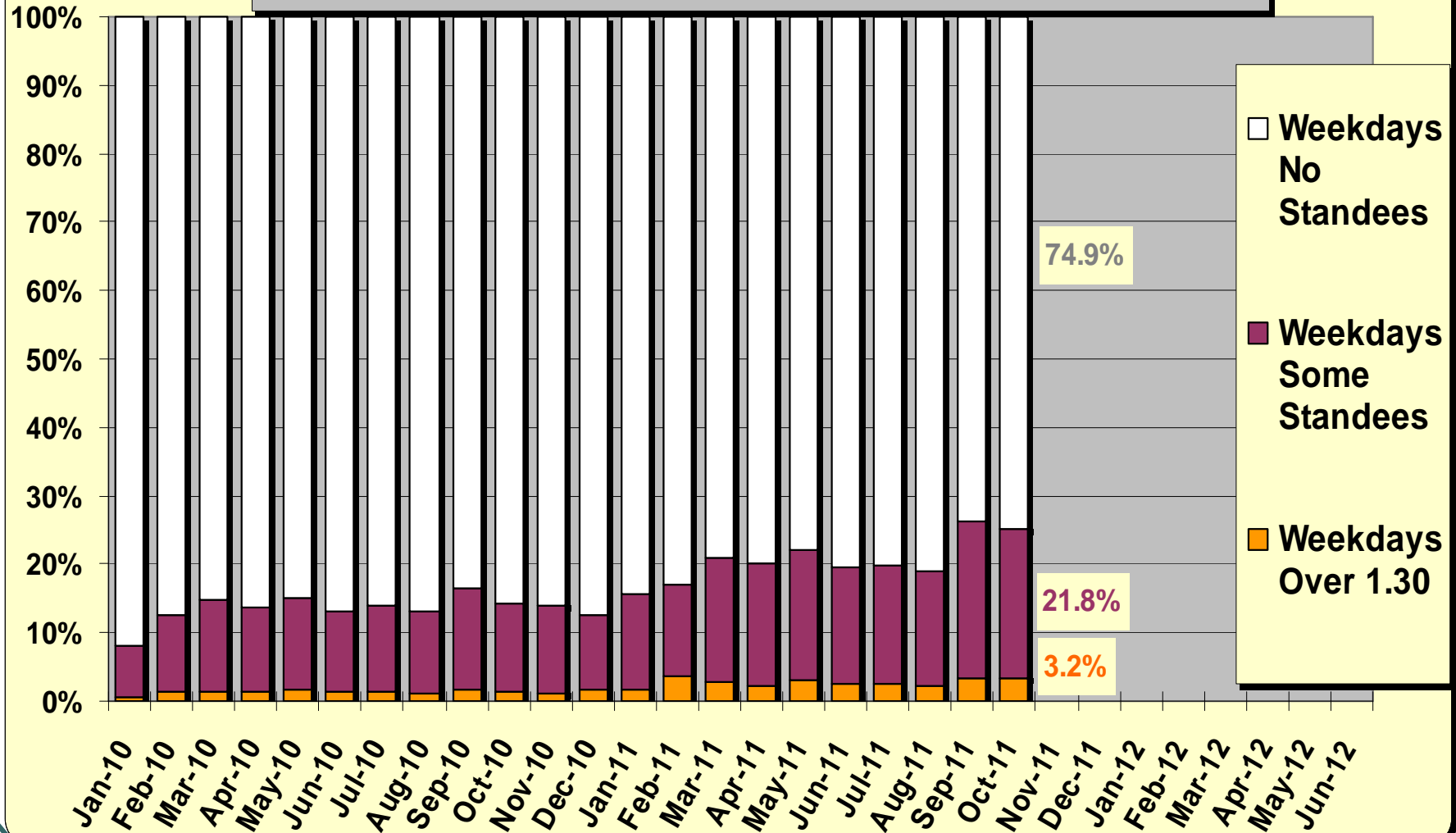


Cell Phone/Electronic Device Used?



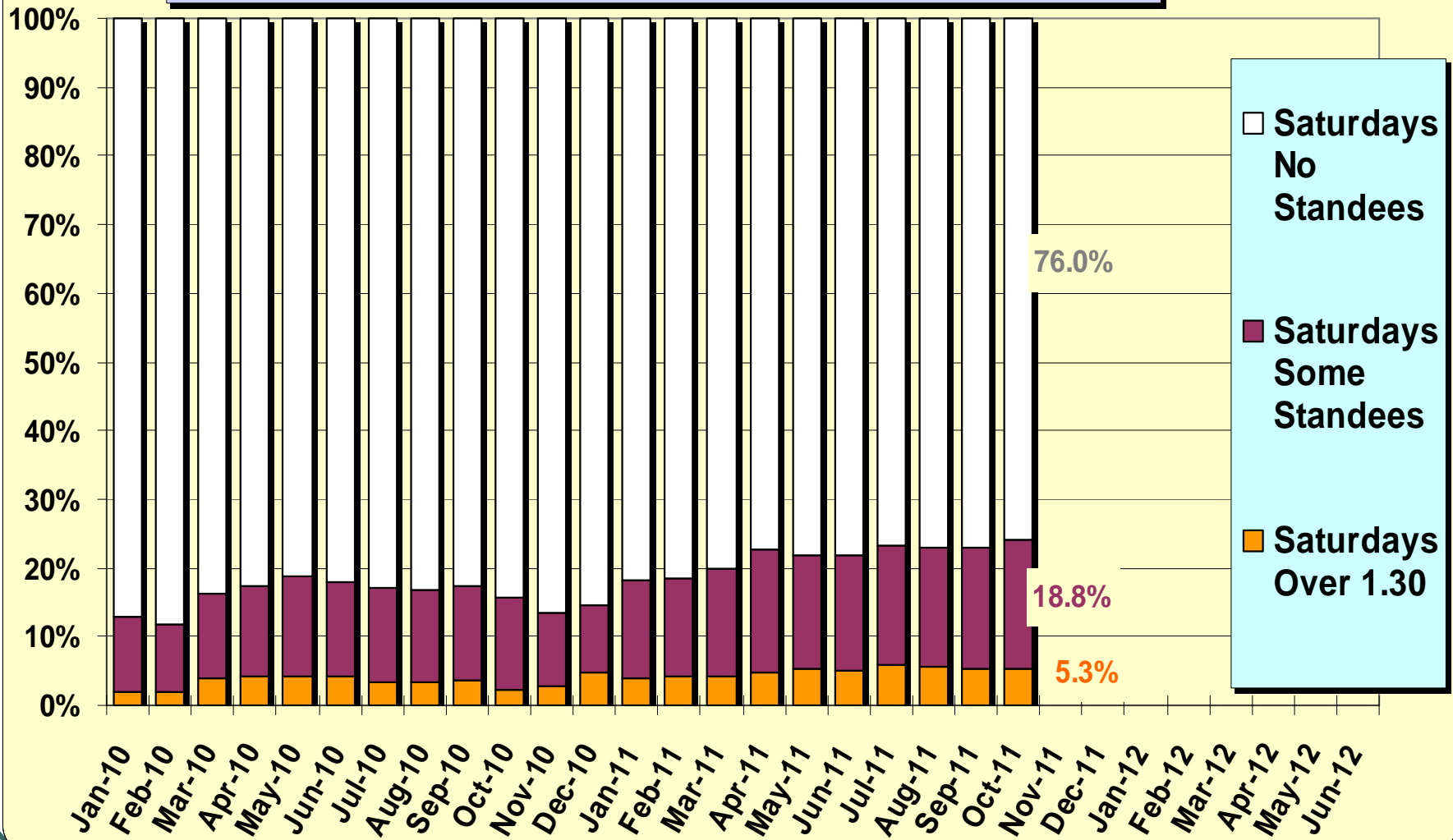
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Weekday Percentage of Metro Bus Trips in Load Categories



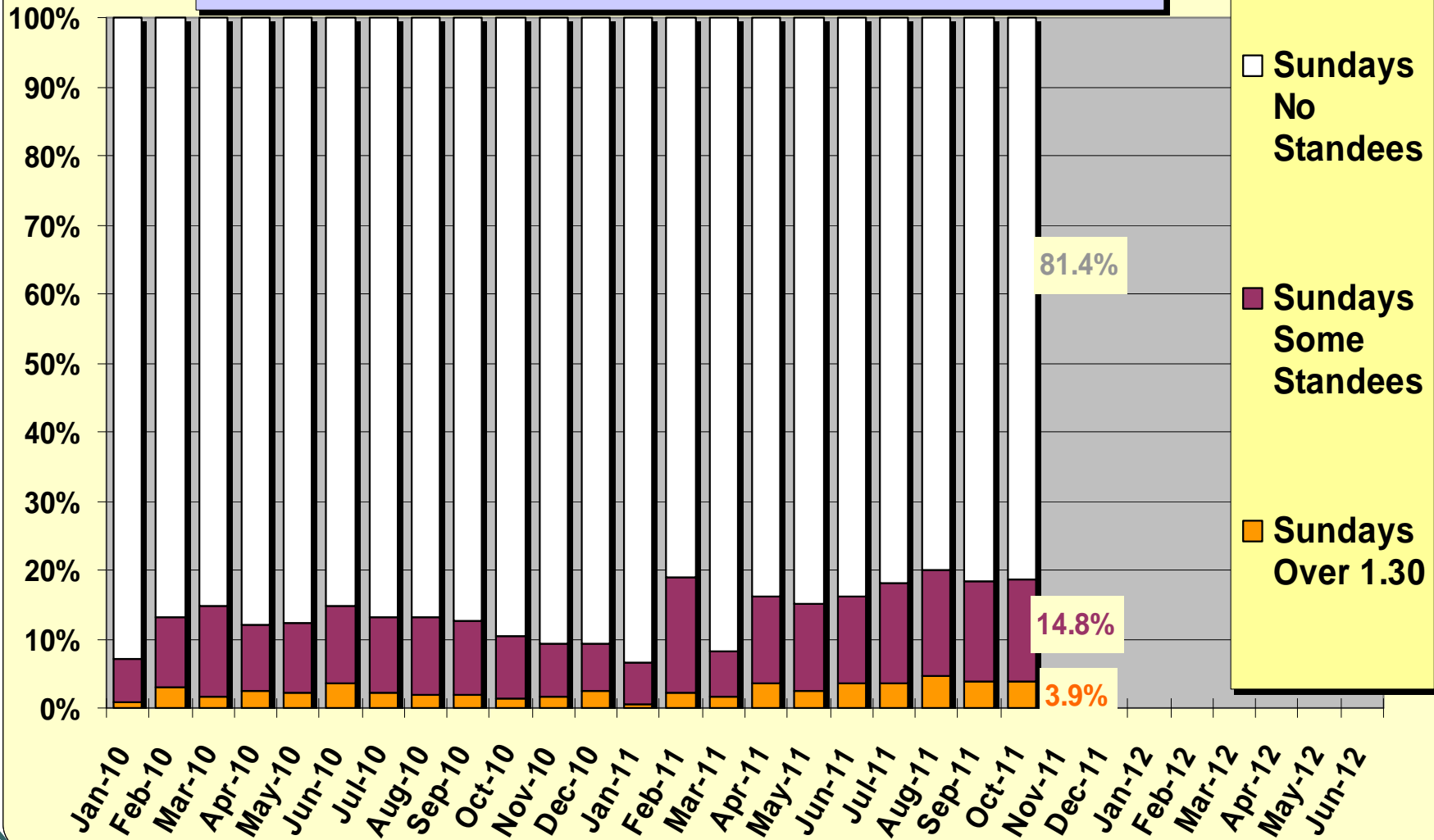
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Saturday Percentage of Metro Bus Trips In Load Categories



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Sunday Percentage of Metro Bus Trips In Load Categories



Expo Light Rail Line Update

Pre-Revenue Service Start and Estimated Duration

Service Council Expo Line Tour

Bus Service Changes Related to Expo Line

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Service Council Web Page Update

It's Alive... Alive

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Bus Station Cleanliness Evaluation Program

Metro Staff Trained on December 2

**Training of Service Council Representatives
In Progress or Being Scheduled**

**Expectations of Evaluating 12 Stations in
December**

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February Public Hearings for Proposed June 2010 Service Changes

- **San Fernando Valley** - Extension of Orange Line
- **Gateway Cities** - Minor route change Line 202 (Willowbrook – Wilmington)
- **South Bay Cities** - Minor service change Line 607 (Inglewood Shuttle)
 - Bus type and frequency changes
 - Line 40 (Downtown LA – So Bay Galleria via Hawthorne)
 - Line 710 (Hawthorne Rapid Bus)
 - Line 740 (Crenshaw Rapid Bus)
 - All three also in WSC public hearing
- **Westside/Central** - Minor route change Line 620 (Boyle Heights Shuttle)
- **San Gabriel Valley** - Route and service change Line 177 (JPL – Cal Tech)

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Public Workshop on Improving Service

Line	Name	Riders	Sub/Rider	Riders/Hr	Service
126	Manhattan Beach BI	240	\$6.85	17	Peaks only
177	JPL – Cal Tech	356	\$4.57	16	Peaks only
202	Willowbrook-Wilmington	298	\$9.67	11	Peaks only
442	Manchester/Hawthorne	263	\$5.47	21	Peaks only
607	Winsor Hills-Inglewood	73	\$9.07	9	1-Way Loop Peaks only
620	Boyle Heights	302	\$5.60	20	1-Way Loop
System Average		8,300	\$1.66	54	

Quarterly Meet and Confer

Tuesday, January 10, 2011

2:00 PM to 4:00 PM

Metro Gateway Building

Topics: To Be Determined