

***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

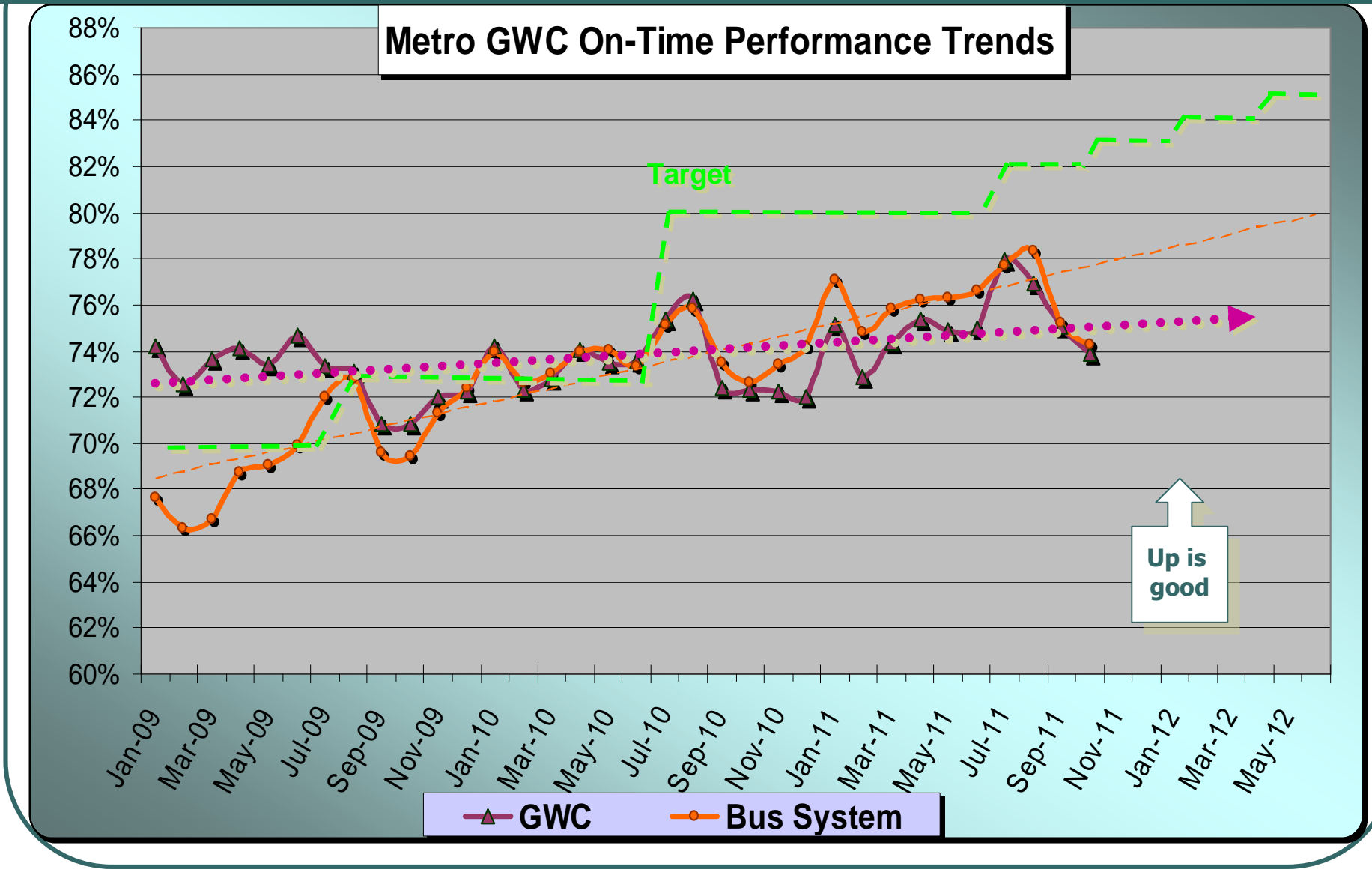
October 2011

Measurement : On Time Performance

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

2

GWC Service Council December 2011 Meeting



GWC Service Council December 2011 Meeting

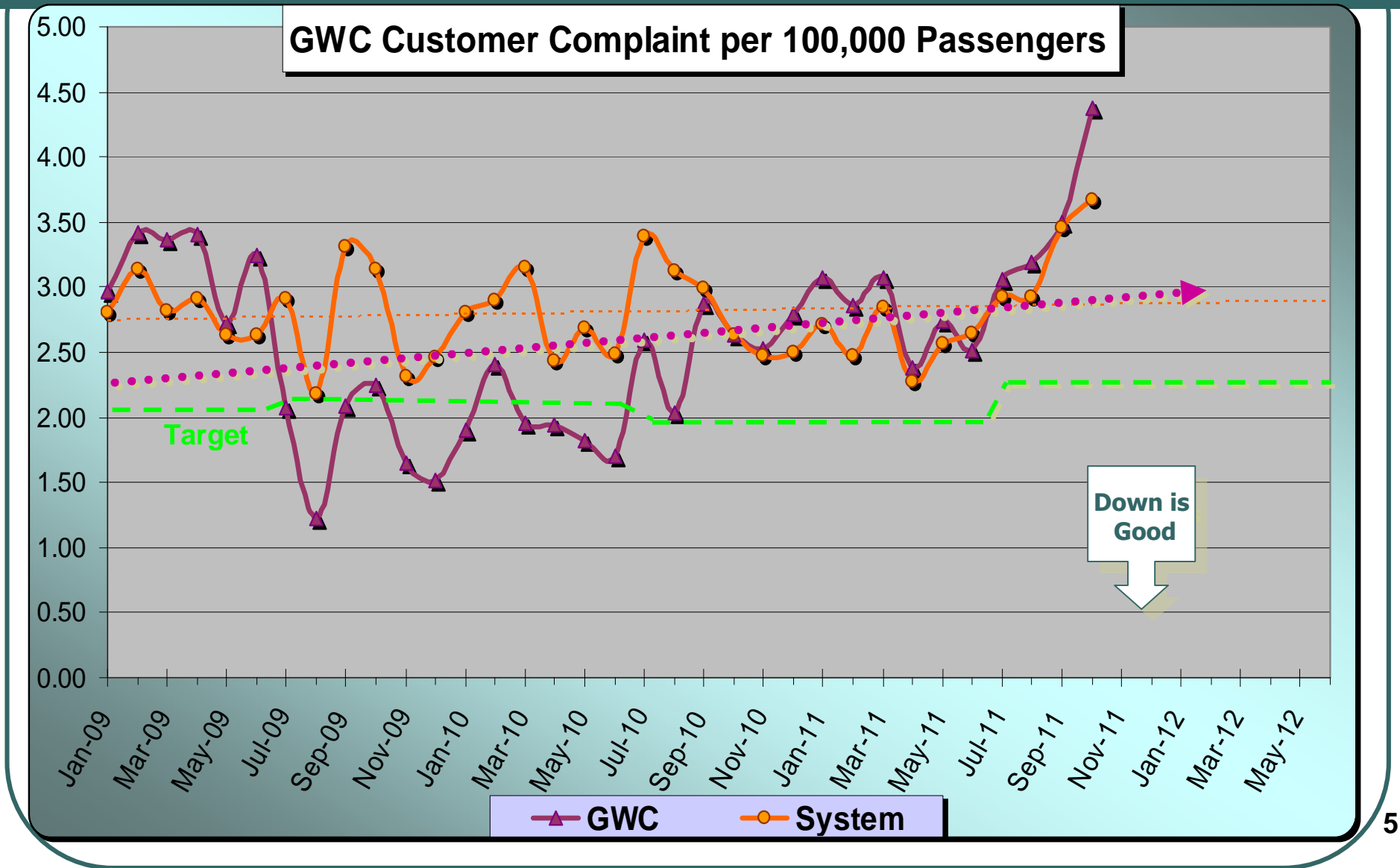
Metro Gateway Cities & Metro Bus System

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

GWC Service Council December 2011 Meeting



GWC Service Council December 2011 Meeting

Metro Gateway Cities & Metro Bus System

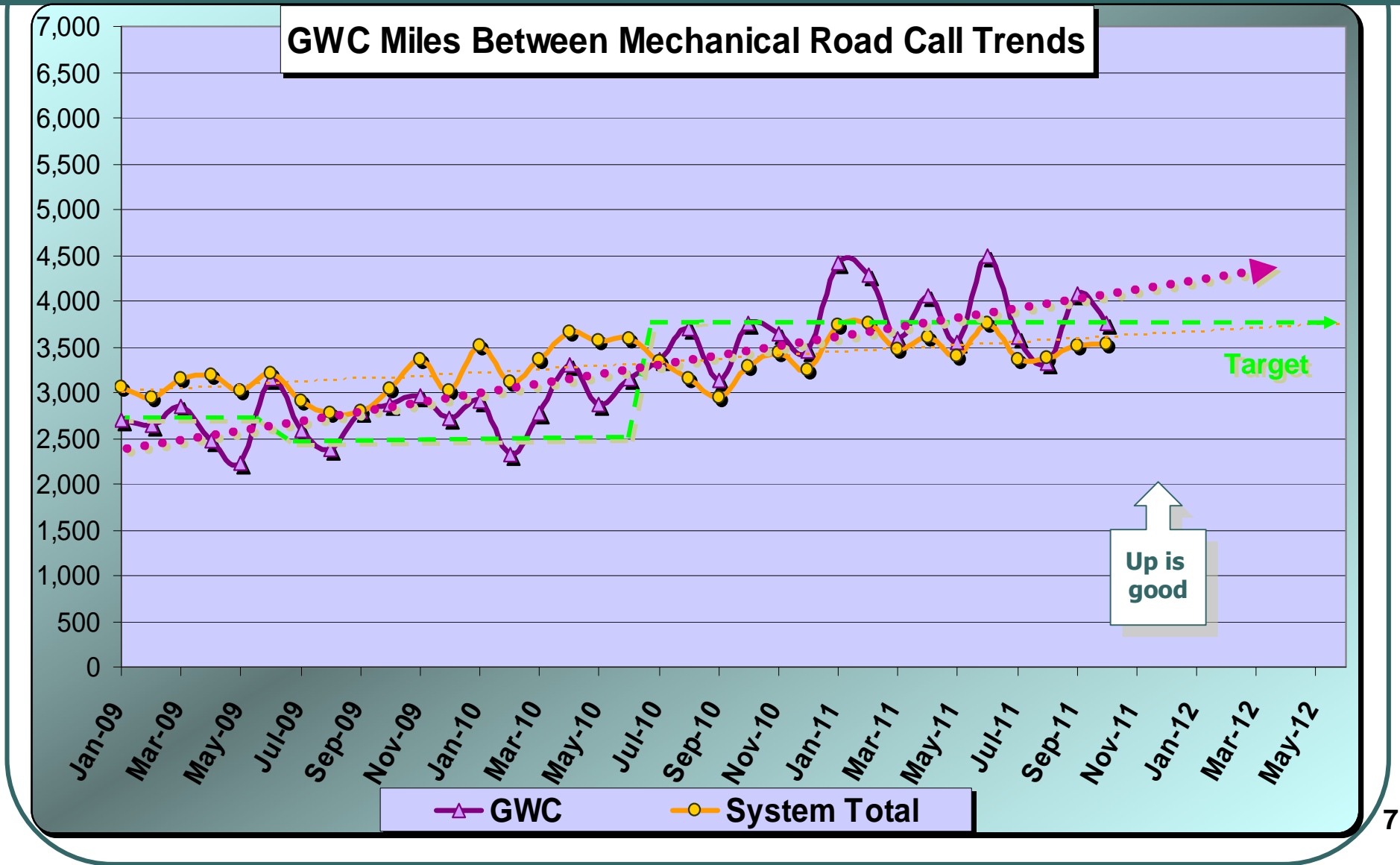
October 2011

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

6

GWC Service Council December 2011 Meeting



GWC Service Council December 2011 Meeting

Metro Gateway Cities & Metro Bus System

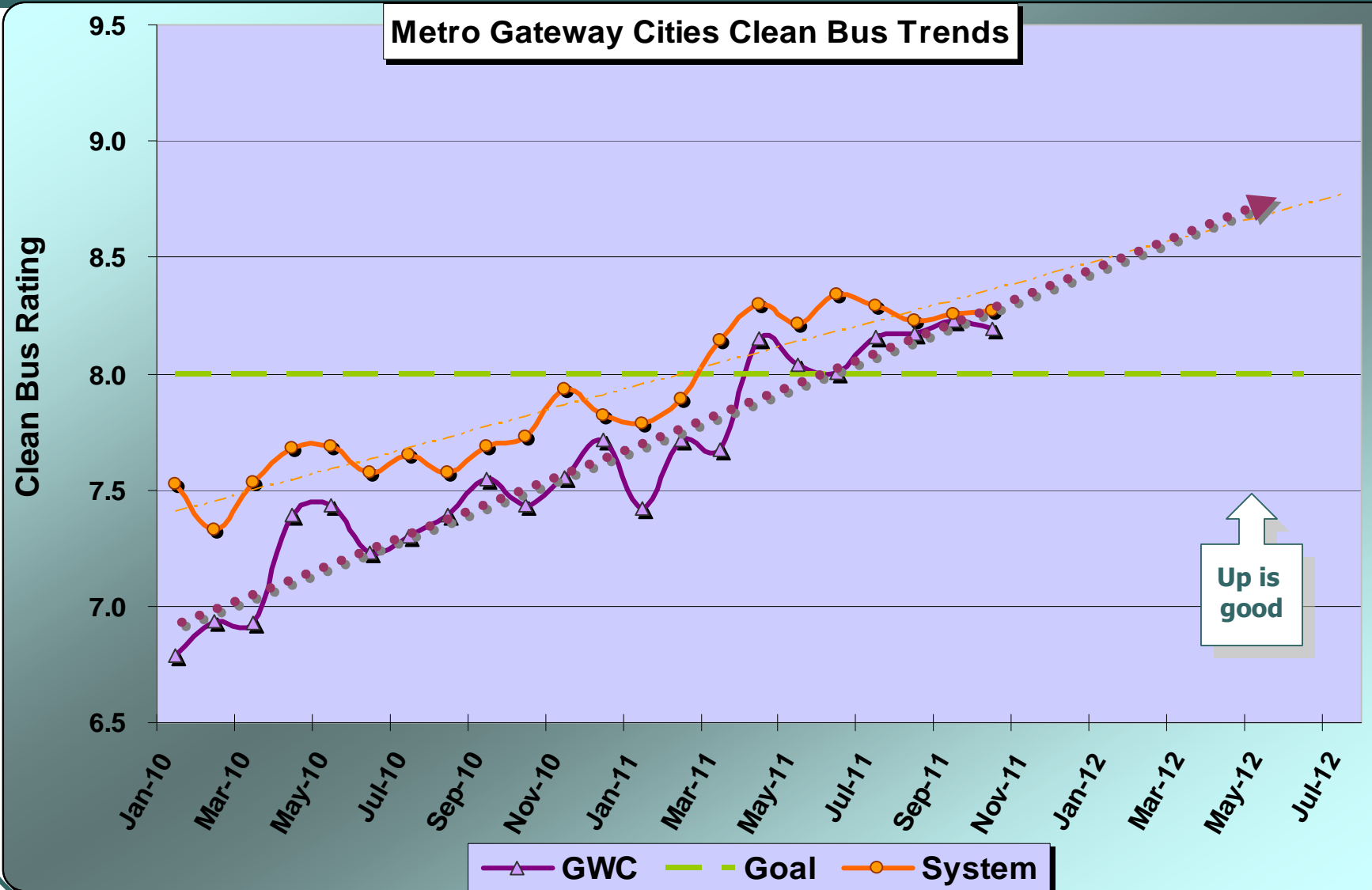
October 2011

Measurement : Clean Bus

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

8

GWC Service Council December 2011 Meeting



GWC Service Council December 2011 Meeting

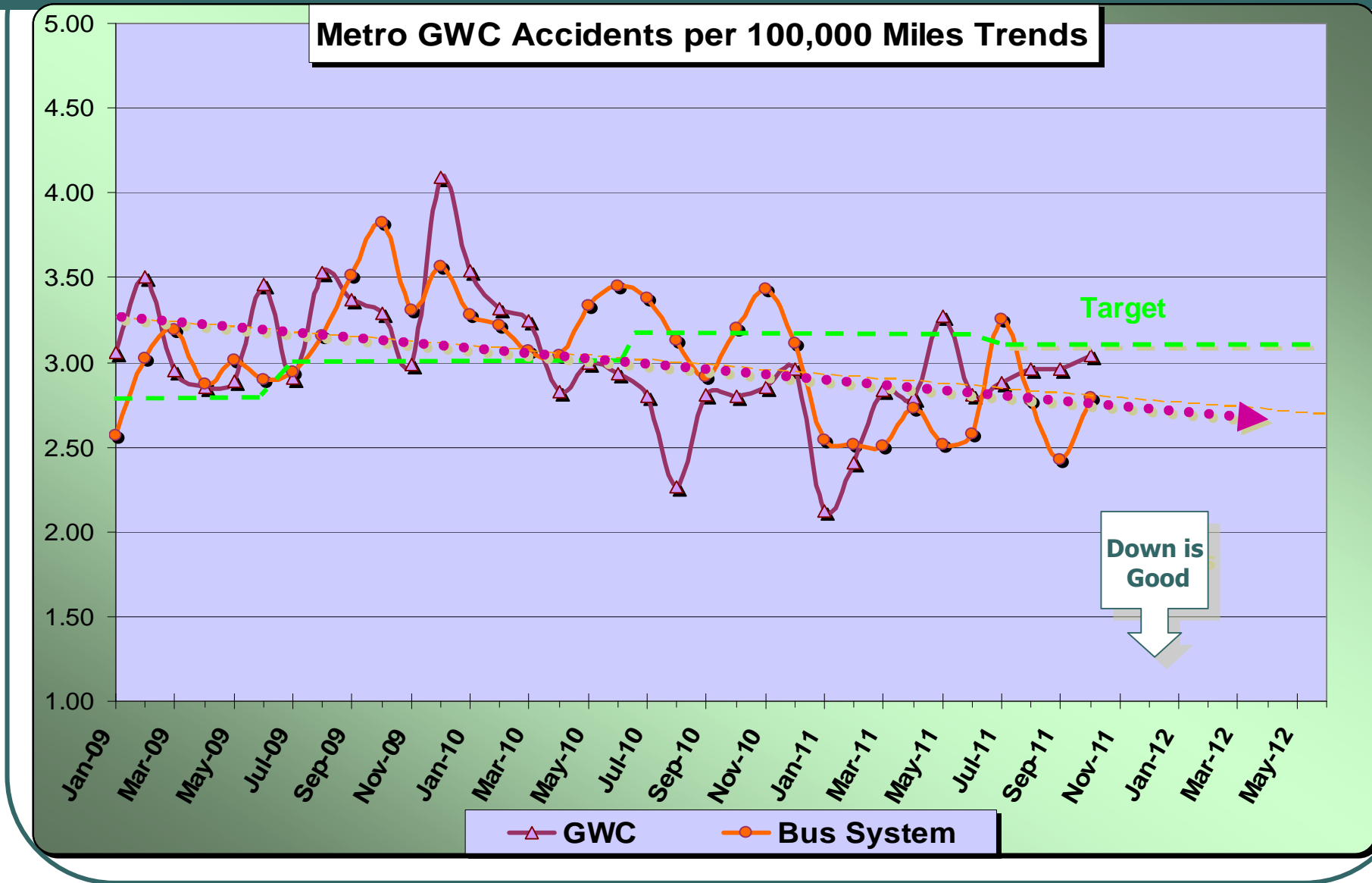
Metro Gateway Cities & Metro Bus System

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

GWC Service Council December 2011 Meeting



GWC Service Council December 2011 Meeting

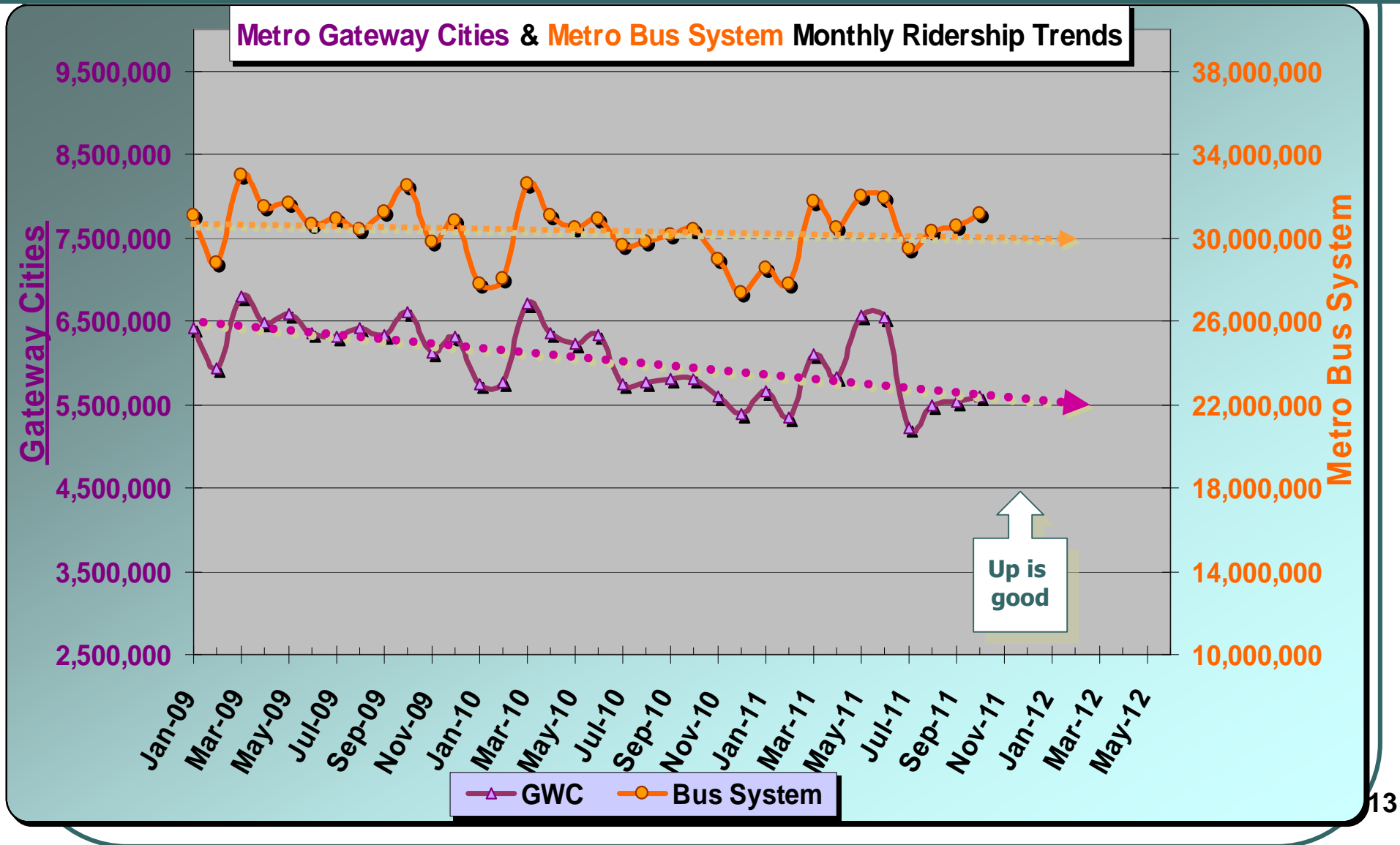
Metro Gateway Cities & Metro Bus System

October 2011

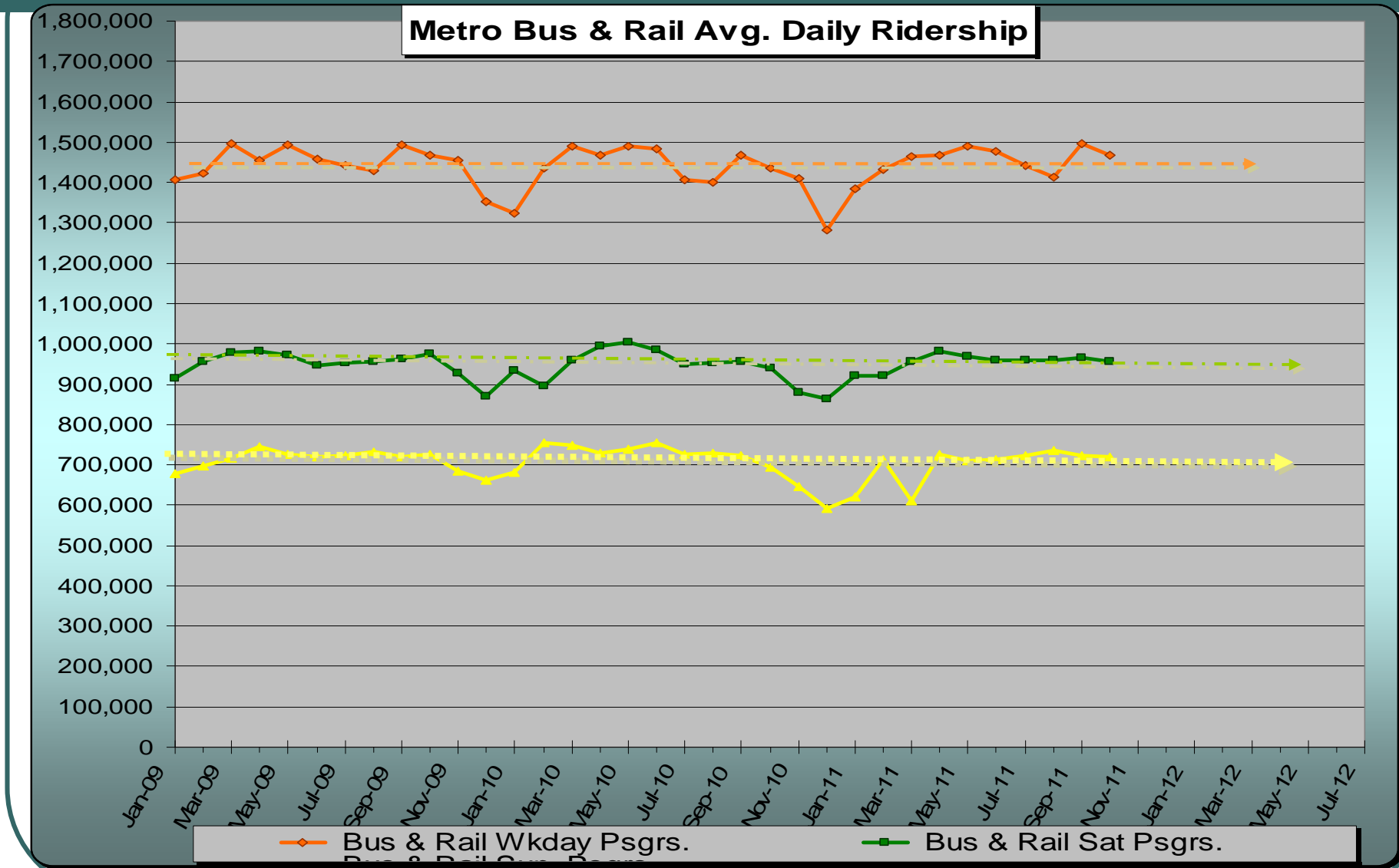
Measurement : Monthly Ridership

	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

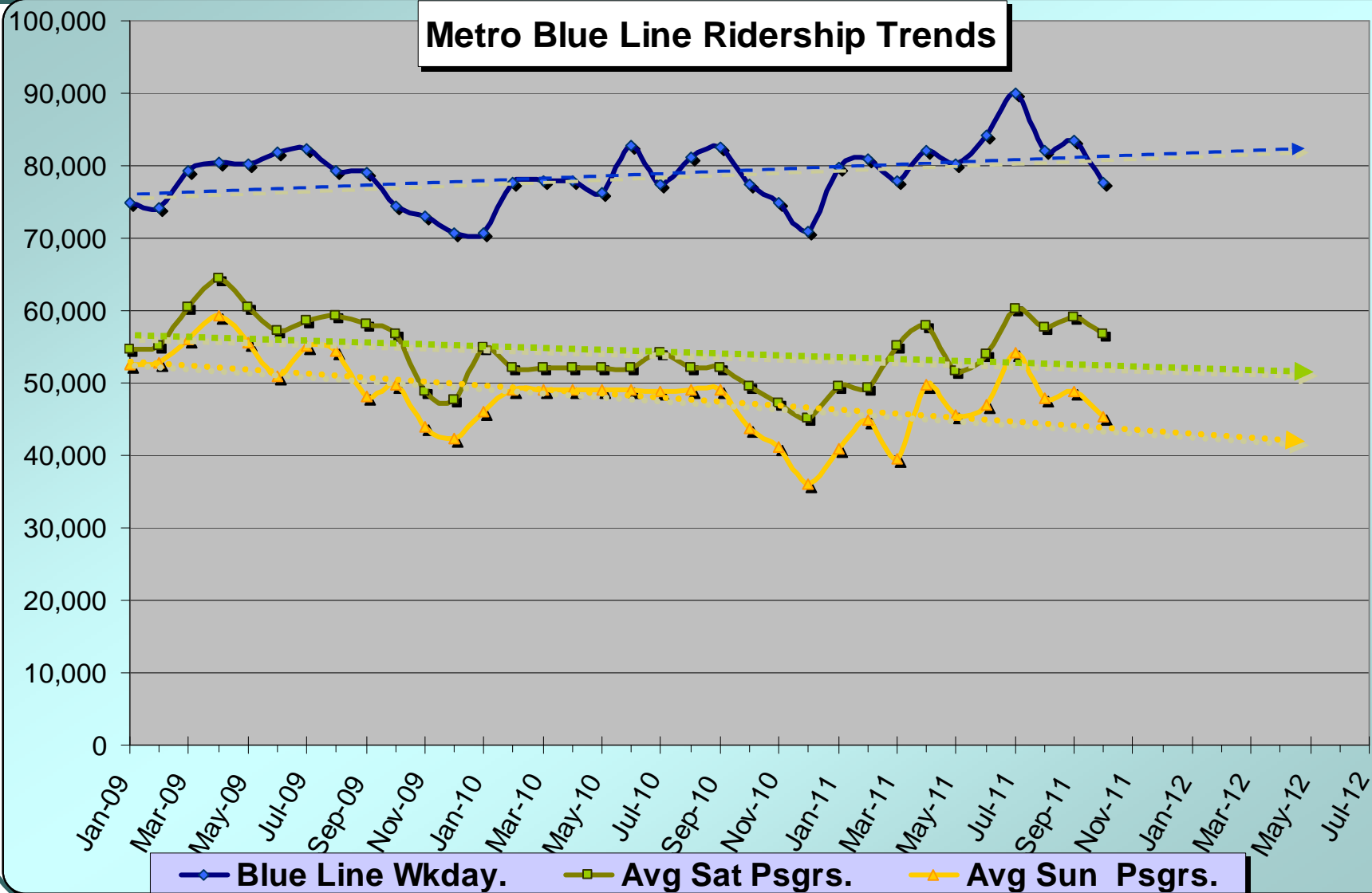
GWC Service Council December 2011 Meeting



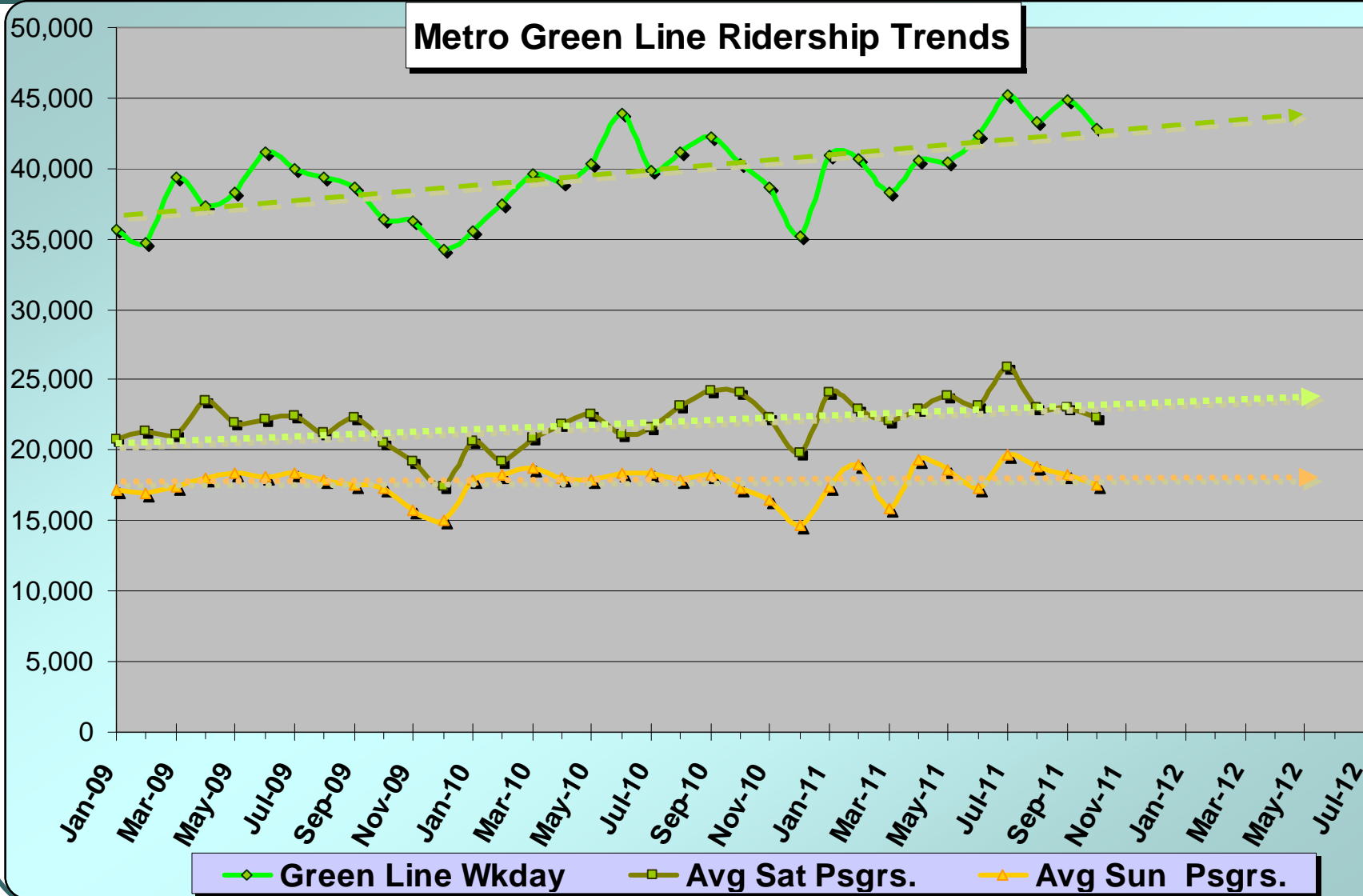
GWC Service Council December 2011 Meeting



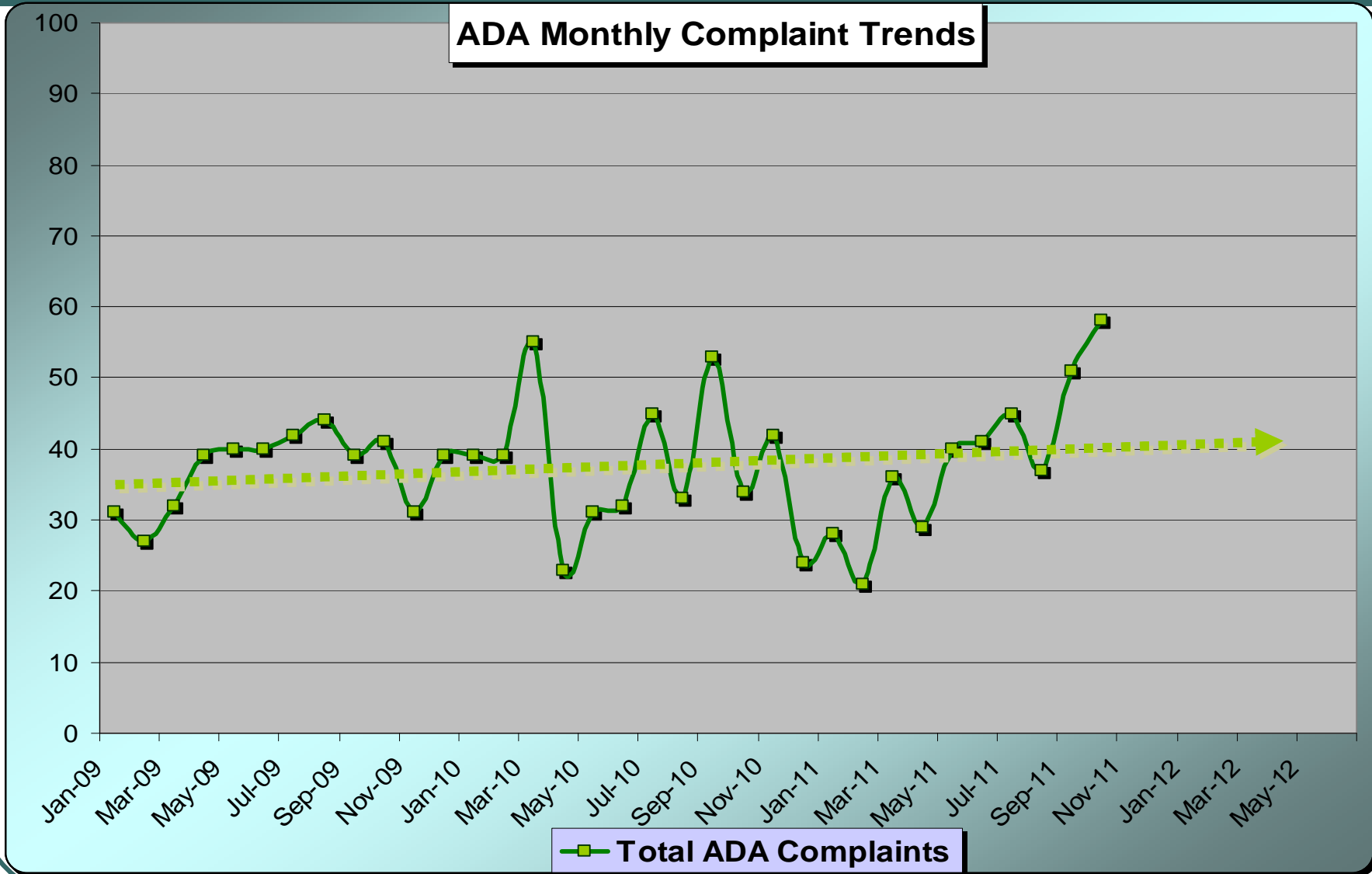
GWC Service Council December 2011 Meeting



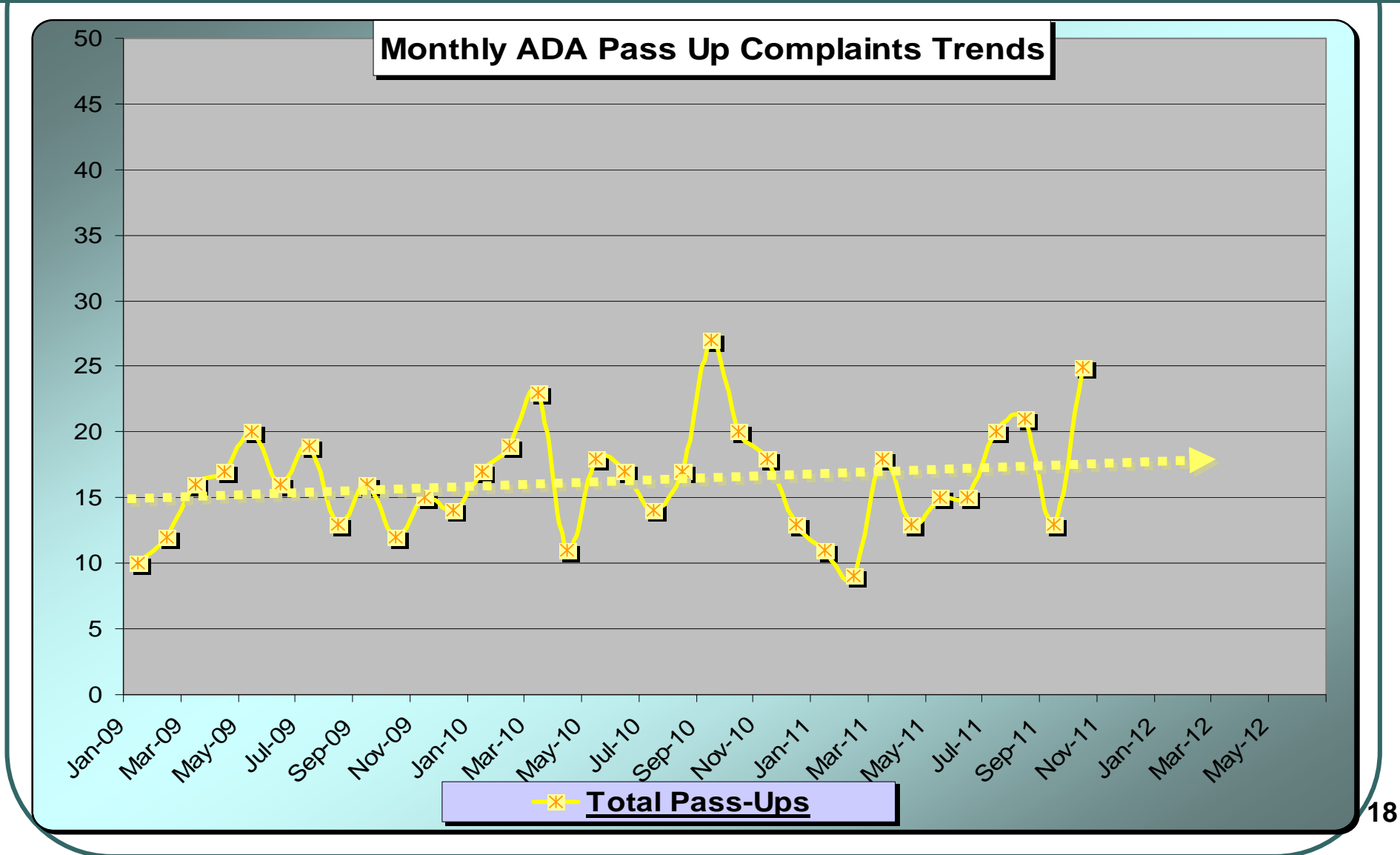
GWC Service Council December 2011 Meeting



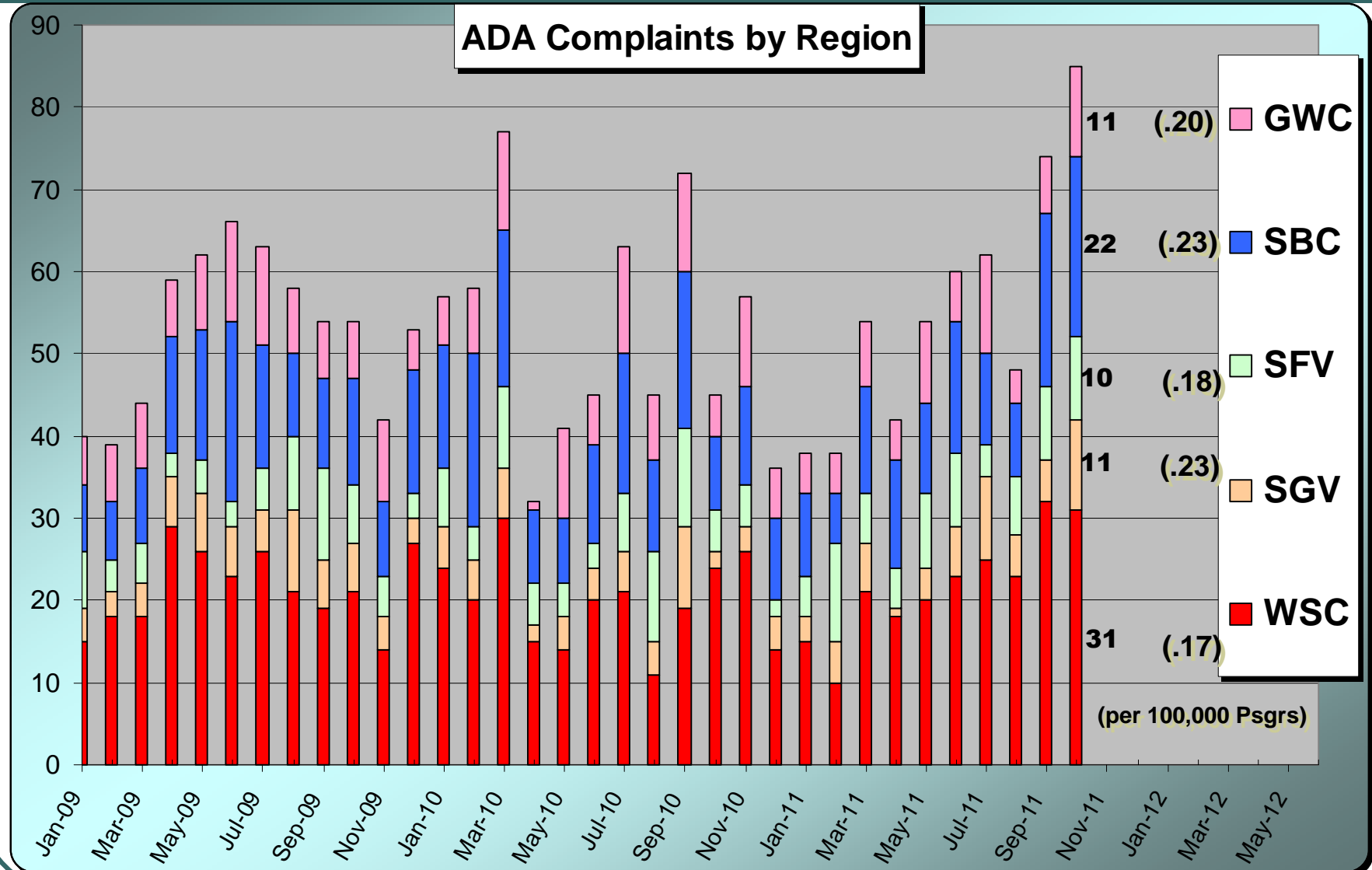
GWC Service Council December 2011 Meeting



GWC Service Council December 2011 Meeting

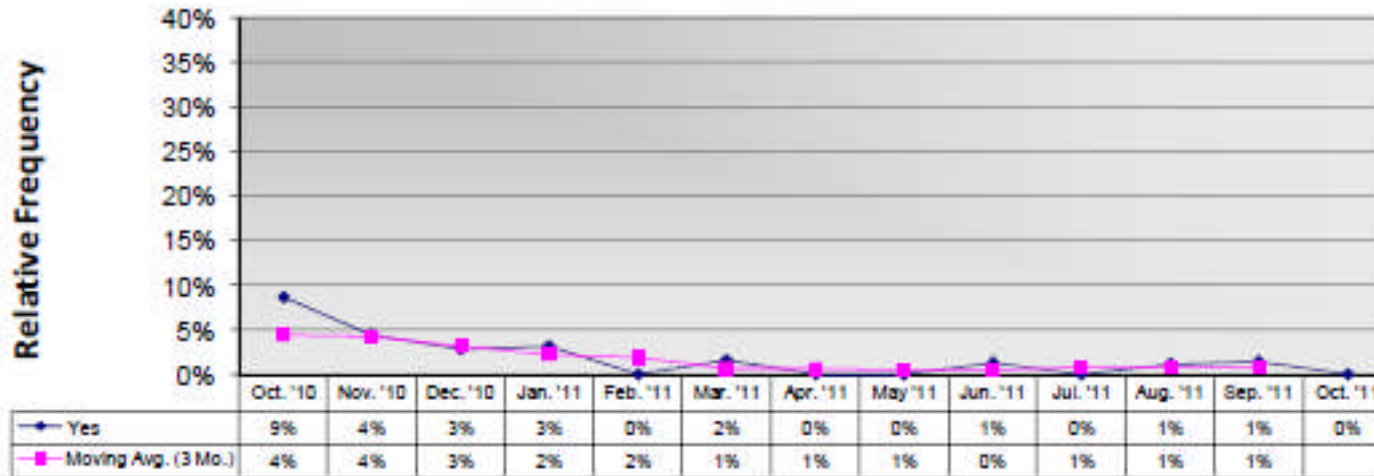


GWC Service Council December 2011 Meeting

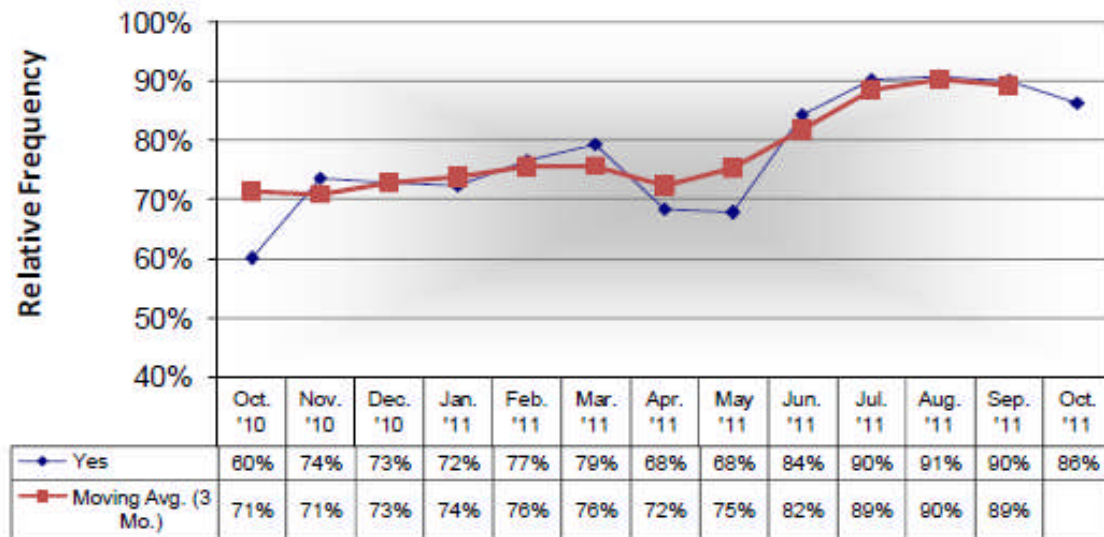


GWC Service Council December 2011 Meeting

Did the Operator Pass-Up Any Patrons in Wheelchairs?

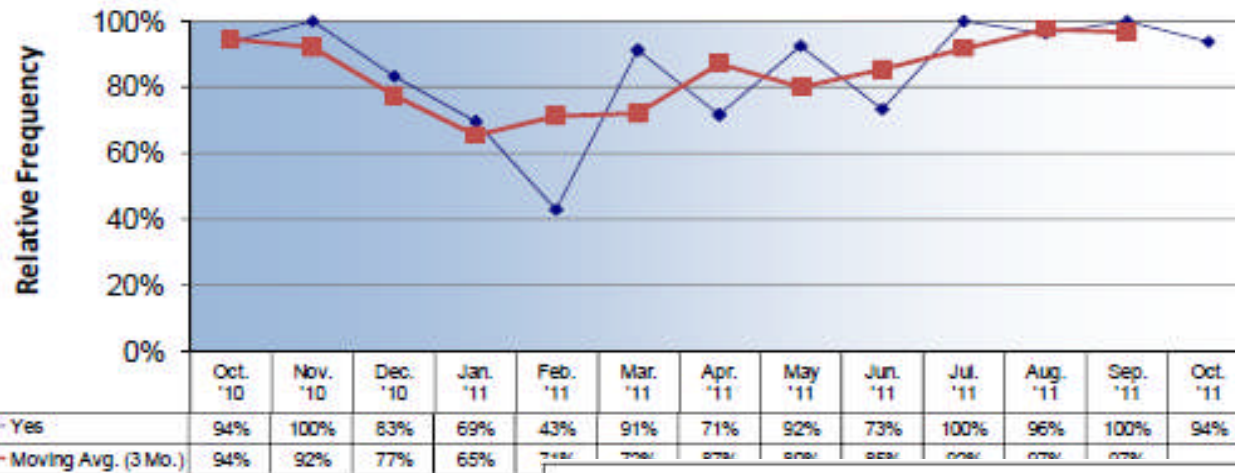


Did the Operator Offer Assistance to Secure the Wheelchair?

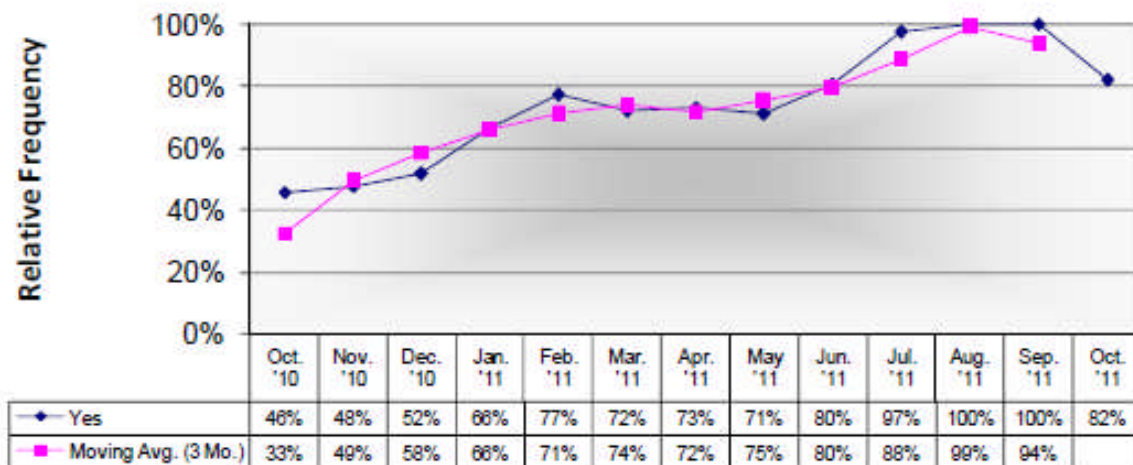


GWC Service Council December 2011 Meeting

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

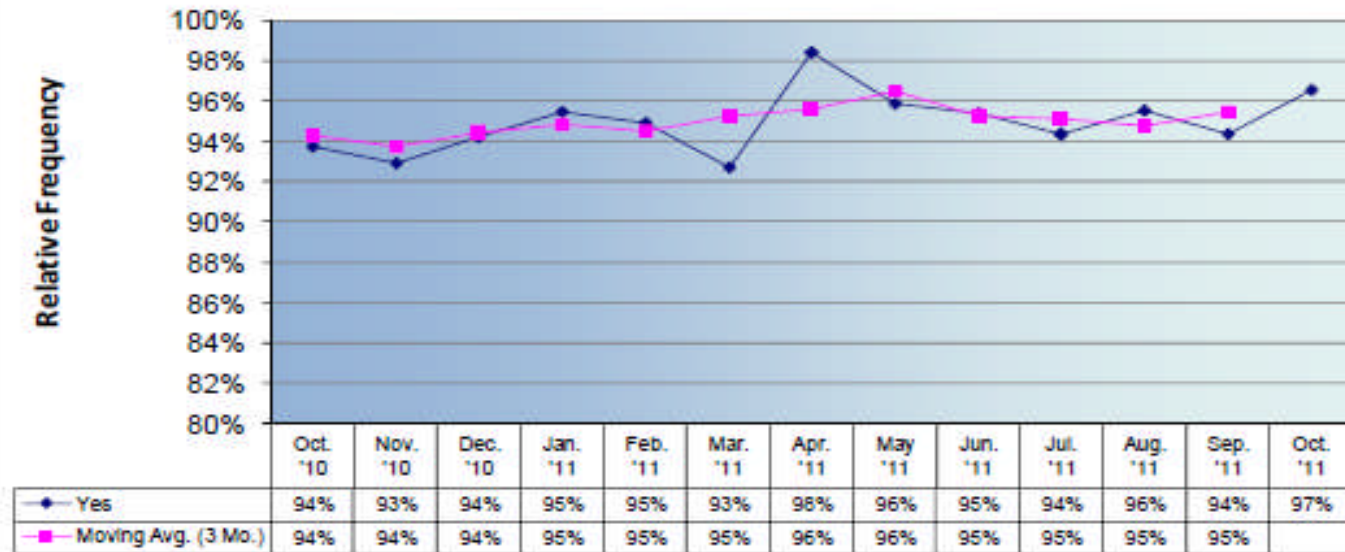


Non-Disabled Requested to Move from Priority Seating when Necessary?

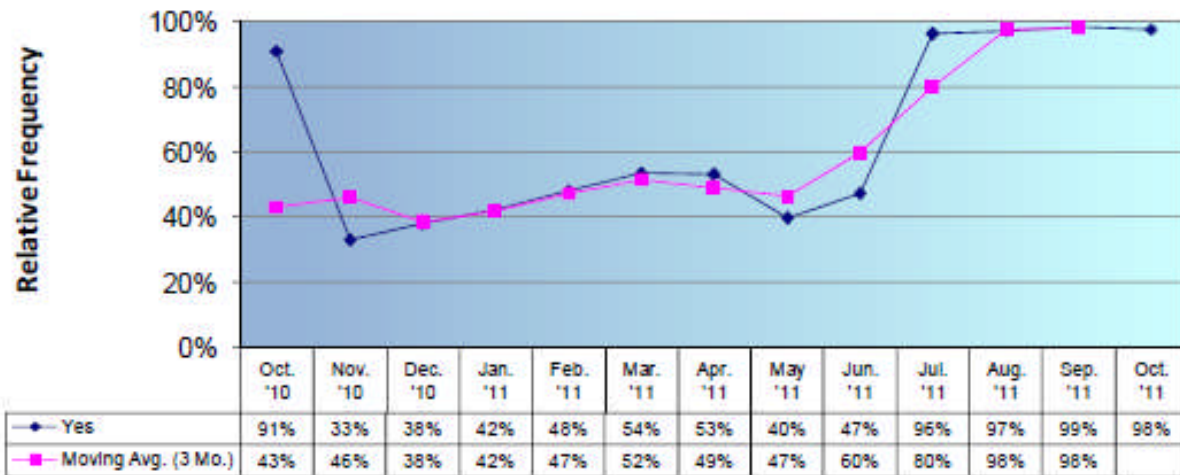


GWC Service Council December 2011 Meeting

Interior AVA Used or Voice Announcements Made?

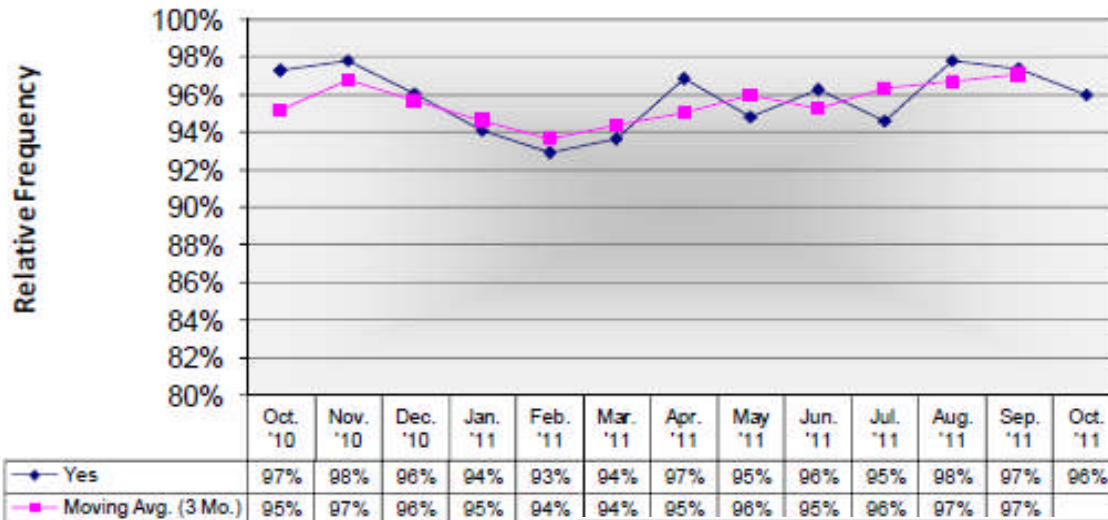


Were All Passengers Behind the Safety Line Before the Bus Was Moved?

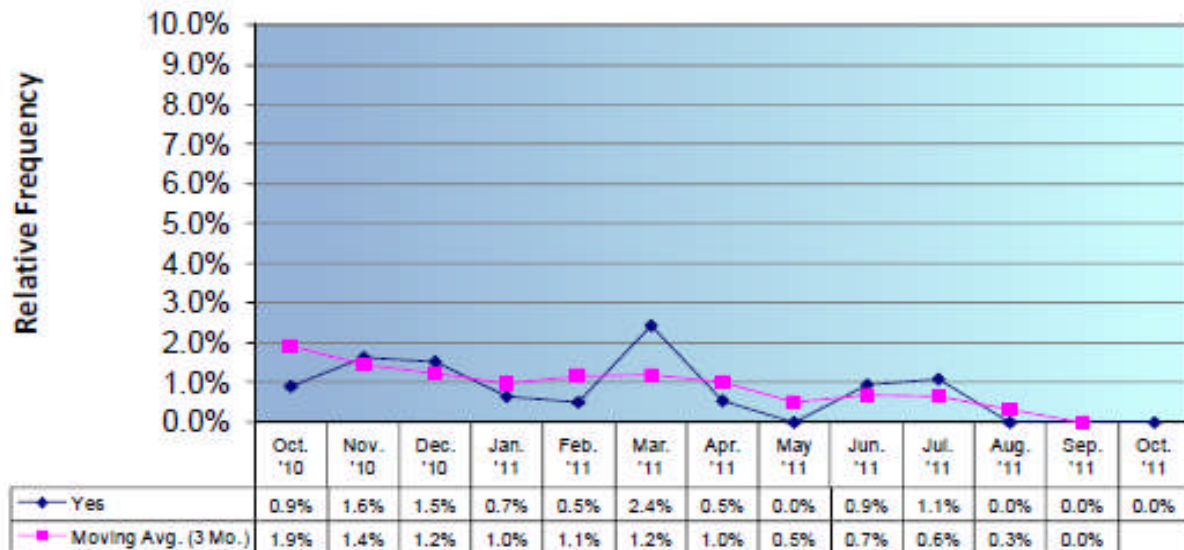


GWC Service Council December 2011 Meeting

Did the Operator Wear Seat Belt?

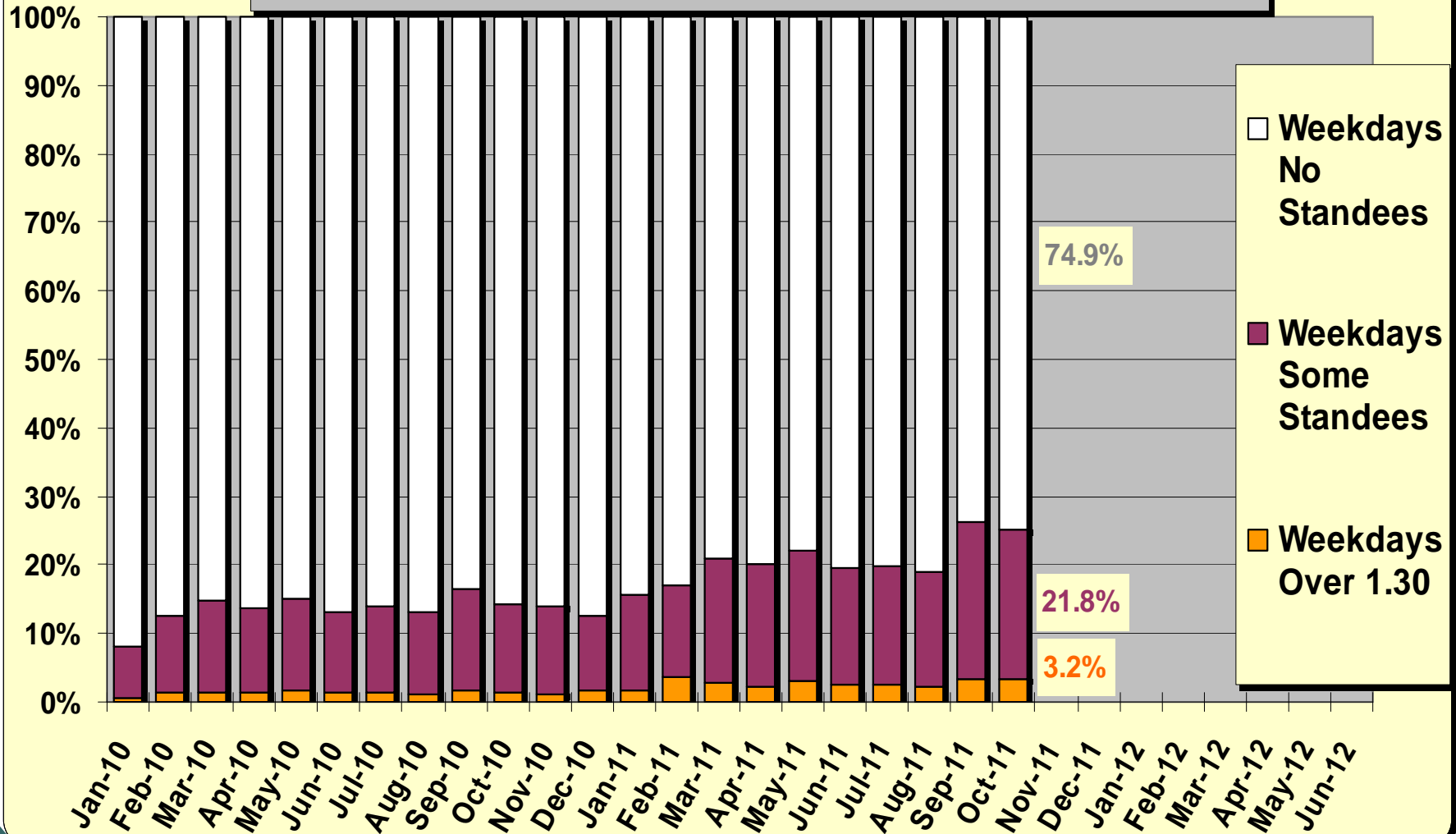


Cell Phone/Electronic Device Used?



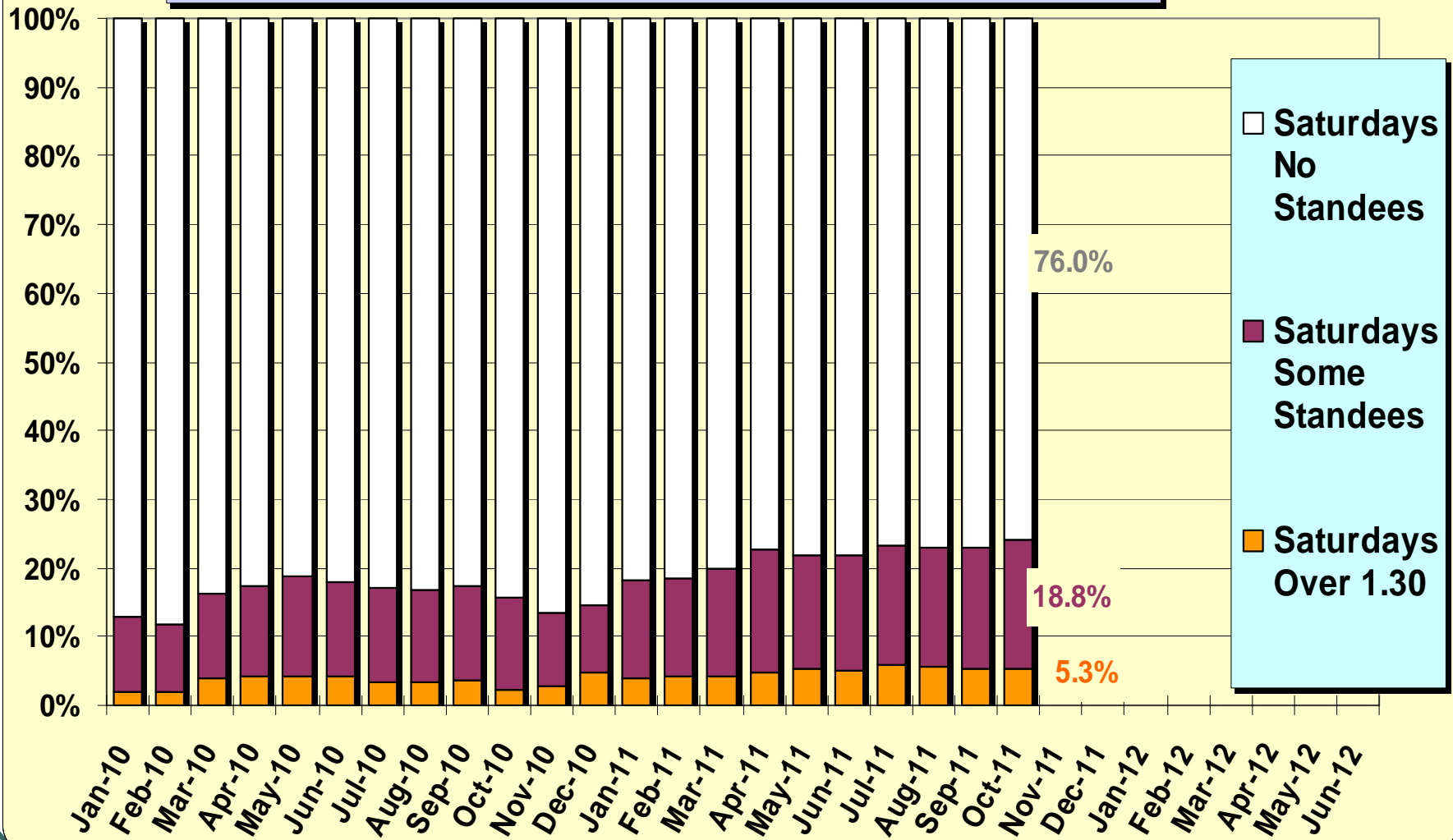
GWC Service Council December 2011 Meeting

Weekday Percentage of Metro Bus Trips in Load Categories



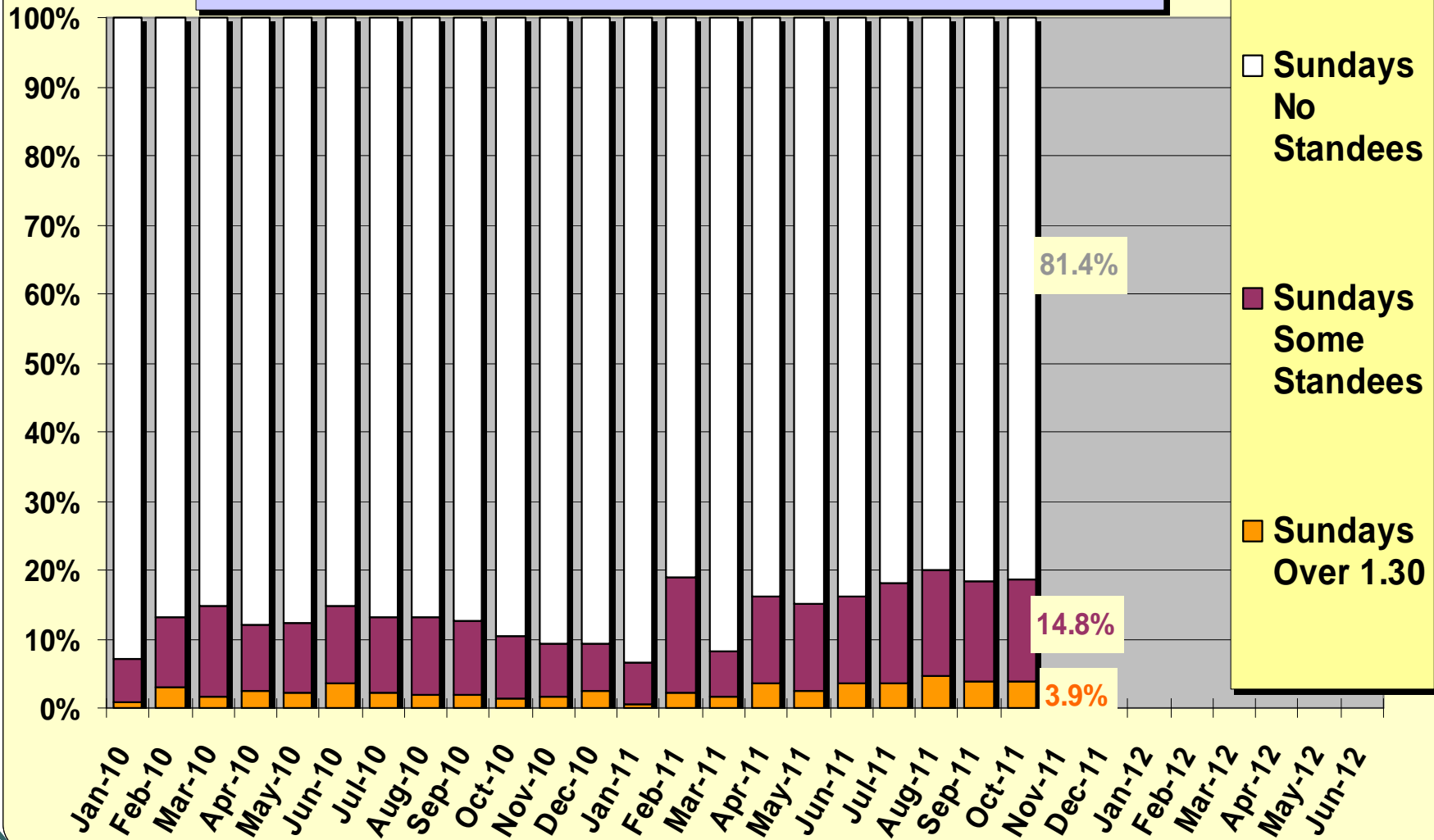
GWC Service Council December 2011 Meeting

Saturday Percentage of Metro Bus Trips In Load Categories



GWC Service Council December 2011 Meeting

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

GWC Service Council December 2011 Meeting

Service Council Web Page Update

It's Alive... Alive

GWC Service Council December 2011 Meeting

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**

GWC Service Council December 2011 Meeting

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)

30

GWC Service Council December 2011 Meeting

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	

31

Quarterly Meet and Confer

Tuesday, January 10, 2011

2:00 PM to 4:00 PM

Metro Gateway Building

Topics: To Be Determined