

# **Metro Bus Service Performance Monitoring Process FY2009 Third Quarter Results**

**San Fernando Valley Service Sector  
Council Meeting  
June 3, 2009**

# ROUTE PERFORMANCE INDEX

LINE	Service Type	Line Name	Index
90	Local	DOWNTOWN LA-SUNLAND VIA FOOTHILL BL. GLENDALE AV	0.85
92	Local	DOWNTOWN LA-BURBANK STA VIA GLENDALE AV. GLENOAKS	0.68
94	Local	DOWNTOWN LA-SUN VLY/SYLMAR STA VIA SAN FERNANDO RD	0.89
96	Local	Contract Downtown LA - Sherman Oaks Via Griffith Pk-Riverside	<b>0.51</b>
150	Local	CANOGA PARK OR NORTHRIDGE-UNIVERSAL CITY	0.70
152	Local	WOODLAND HILLS-N HOLLYWOOD STA VIA ROSCOE BL	1.02
154	Local	TARZANA-BURBANK STA VIA OXNARD ST. BURBANK BL	<b>0.40</b>
155	Local	UNIVERSAL CTY-BURBANK STA VIA RIVERSIDE/ALAMEDA AV	<b>0.54</b>
156	Local	PANORAMANAN NUYS-HOLLYWOOD VIA CHANDLER/CAHUENGA	<b>0.40</b>
158	Local	CHATSWORTH STA-SHERMAN OAKS VIA DEVONSHIRE.WOODMAN	0.67
161	Local	THOUSAND OAKS-AGOURA HILLS-CALABASAS-WARNER CTR	<b>0.46</b>
163	Local	WEST HILLS-HOLLYWOOD/WEST HILLS-N HOLLYWOOD	1.01
164	Local	WEST HILLS-BURBANK VIA VICTORY BL	0.78
165	Local	WEST HILLS-BURBANK VIA VANOWEN ST	0.92
166	Local	CHATSWORTH STA-SUN VALLEY VIA NORDHOFF. OSBORNE ST	0.82
167	Local	Contract Chatsworth Station - Studio City via Plummer-Coldwater	<b>0.54</b>
168	Local	CHATSWORTH STA-SAN FERNANDO VIA LASSEN. PAXTON ST	<b>0.33</b>
169	Local	WEST HILLS-SUNLAND VIA SATICOY ST. SUNLAND BL	0.65
183	Local	SHERMAN OAKS-GLENDALE VIA MAGNOLIA BL	<b>0.55</b>
222	Local	SUN VALLEY - HOLLYWOOD VIA HOLLYWOOD WAY/CAHUENGA	<b>0.41</b>
224	Local	SYLMAR-UNIVERSAL CTY VIA SAN FERNANDO. LANKERSHIM	0.93
230	Local	SYLMAR STA-ENCINO/SYLMAR STA-STUDIO CITY	0.80
233	Local	LAKE VIEW TERR-SHERMAN OAKS VIA VAN NUYS BL	1.28
234	Local	SYLMAR-SHERMAN OAKS VIA SEPULVEDA BL	1.01
236	Local	SYLMAR STA-ENCINO/ENCINO-SHERMAN OAKS	<b>0.58</b>
243	Local	PORTER RNCH-WOODLAND HILS VIA TAMPA AV/WINNETKA AV	<b>0.52</b>
245	Local	CHATSWORTH STA-WOODLND HLS VIA DE SOTO/TOPANGA CYN	0.91
290	Local	SYLMAR-SUNLAND VIA FOOTHILL BL	<b>0.46</b>
292	Local	SYLMAR STA-BURBANK STA VIA GLENOAKS BL	<b>0.56</b>
634	Shuttle	Contract Mission College - Metrolink Sylmar Station via Hubbard St	1.01
645	Shuttle	WEST HILLS-WARNER CTR VIA VALLEY CIR. MULHOLLAND	<b>0.52</b>
724	Rapid	LANKERSHIM - SAN FERNANDO	0.65
734	Rapid	SYLMAR STA-SHERMAN OAKS VIA SEPULVEDA BL	1.02
741	Rapid	NORTHRIDGE-TARZANA VIA RESEDA BL	0.86
750	Rapid	WARNER CTR-UNIVERSAL CITY VIA VENTURA BL	0.67
761	Rapid	PACOIMA-WESTWOOD VIA VAN NUYS BL. SEPULVEDA BL	1.03
794	Rapid	SAN FERNANDO	0.63
901	Metroliner	METRO ORANGE LINE	0.93

- Calculations consists of three variables
  - Boardings per Service Hour
  - Passenger Miles per Seat Mile
  - Subsidy per Passenger
- Lines scoring less than 0.60 are deemed poor performers
- Line level analysis
- Additional measures are necessary to provide a complete view of the contributions of individual routes
- Lines falling below 0.6
  - Lines 96, 154, 155, 156, 161, 167, 168, 183, 222, 236, 243, 290, 292, 645

# PERFORMANCE INDICATORS

## Availability

- Accessibility
- Connectivity

## Quality

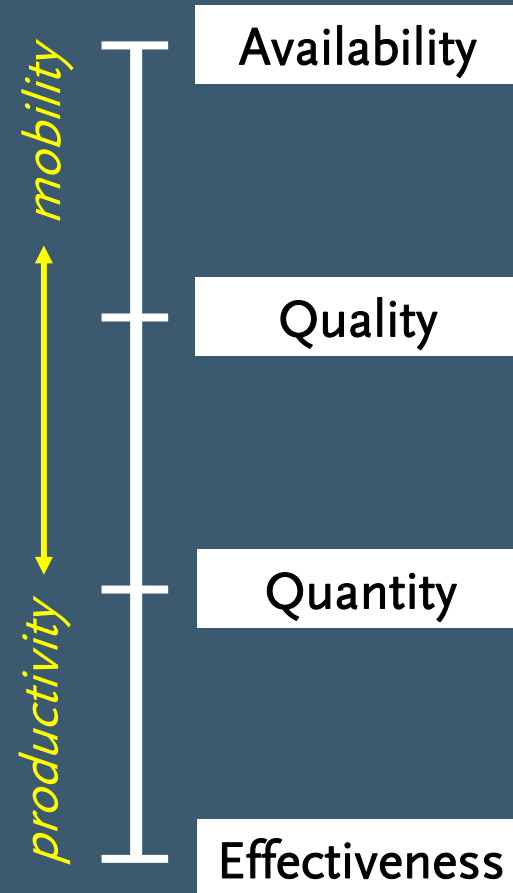
- In-Service On-Time Performance
- Headway Variability
- Customer Complaints

## Quantity

- Frequency
- Load Factor

## Effectiveness

- Boardings per Service Hour
- Cost per Passenger Mile
- Passenger Miles per Seat Mile
- Service Viability



# PERFORMANCE THRESHOLDS

Category	Threshold
Availability	<ul style="list-style-type: none"><li>• Maintain service within 1/4 mile of all census tracts having at least 3 persons/acre and/or 4 jobs/acre</li><li>• Maintain direct transfers between Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local services</li></ul>
Quality	<ul style="list-style-type: none"><li>• ISOTP of 60% or better within each time period</li><li>• less than 30% chance of bus bunching on high frequency routes</li><li>• Customer complaints better than bottom 15% of FY08 baseline by line type</li></ul>
Quantity	<ul style="list-style-type: none"><li>• Policy headway of 60 min (20 min for Rapids weekdays only)</li><li>• Max load of 120% seat capacity during any hour at peak load point</li></ul>
Effectiveness	<ul style="list-style-type: none"><li>• Psgr/Rev Hour, Cost/Psgr Mile, Psgr Mile/Seat Mile better than bottom 15% of FY08 baseline by line type and time period</li><li>• For each time period, service is viable if at least 2 effectiveness indicators are achieved</li></ul>

# AVAILABILTY

LINE	AVAILABILITY	
	Accessibility	Connectivity
	System	Line
90		
92		
94		
96*		
150		
152		
154		
155		
156		
158		
161		
163		
164		
165		
166		
167*		
168		
169		
183		
222		
224		
230		
233		
234		
236		
243		
290		
292		
634*		
645		
724		
734		
741		
750		
761		
794		
901		

## ACCESSIBILITY

- Accessibility is good

## CONNECTIVITY

- Connectivity is good



# QUALITY

LINE	QUALITY																		Customer Complaints Line
	On-Time Performance									Headway Variability									
	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU	
90																			
92																			
94																			
96*																			
150																			
152																			
154																			
155																			
156																			
158																			
161																			
163																			
164																			
165																			
166																			
167*																			
168																			
169																			
183																			
222																			
224																			
230																			
233																			
234																			
236																			
243																			
290																			
292																			
634*																			
645																			
724																			
734																			
741																			
750																			
761																			
794																			
901																			

## ON-TIME PERFORMANCE

- Line 156 exceeds the threshold
- Line 222 exceeds the threshold during the late evening and owl hours

## HEADWAY VARIABILITY

- Overall the Sector is doing pretty good
- Line 150 exceeds the threshold on weekends
- Orange Line exceeds the threshold during the PM peak and early evening hours

## CUSTOMER COMPLAINTS

- There is a serious complaint problem particularly with cross valley east/west routes



# QUANTITY

LINE	QUANTITY																			
	Frequency										Load Factor									
	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU		
90																				
92																				
94																				
96*																				
150																				
152																				
154																				
155																				
156																				
158																				
161																				
163																				
164																				
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167*																				
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634*																				
645																				
724																				
734																				
741																				
750																				
761																				
794																				
901																				

## FREQUENCY

- Line 290 exceeds the threshold during the late evening period
- Line 734 exceeds the threshold during the midday period

## LOAD FACTOR

- Line 224 exceeds the threshold during weekends



# EFFECTIVENESS

LINE	EFFECTIVENESS									
	Service Viability									
	EA	AM	MID	PM	EE	LE	OW	SA	SU	
90										
92										
94										
96*										
150										
152										
154										
155										
156										
158										
161										
163										
164										
165										
166										
167*										
168										
169										
183										
222										
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234										
236										
243										
245										
290										
292										
634*										
645										
724										
734										
741										
750										
761										
794										
901										

## SERVICE VIABILITY

- Line 154 exceeds the threshold
- Lines 243, 245, 290, 292 exceeds the threshold during either the early morning, evening and weekend service periods
- Some of the East/West cross valley weekend service exceeds the threshold
- Some of the early evening rapid bus service exceeds the threshold





# Discussion