

**Metro San Fernando Valley
Service Council
May 4, 2011 Meeting**

**Performance Report
for *March 2011***

SFV Service Council May 2011 Meeting

Metro San Fernando Valley

& Metro Bus System

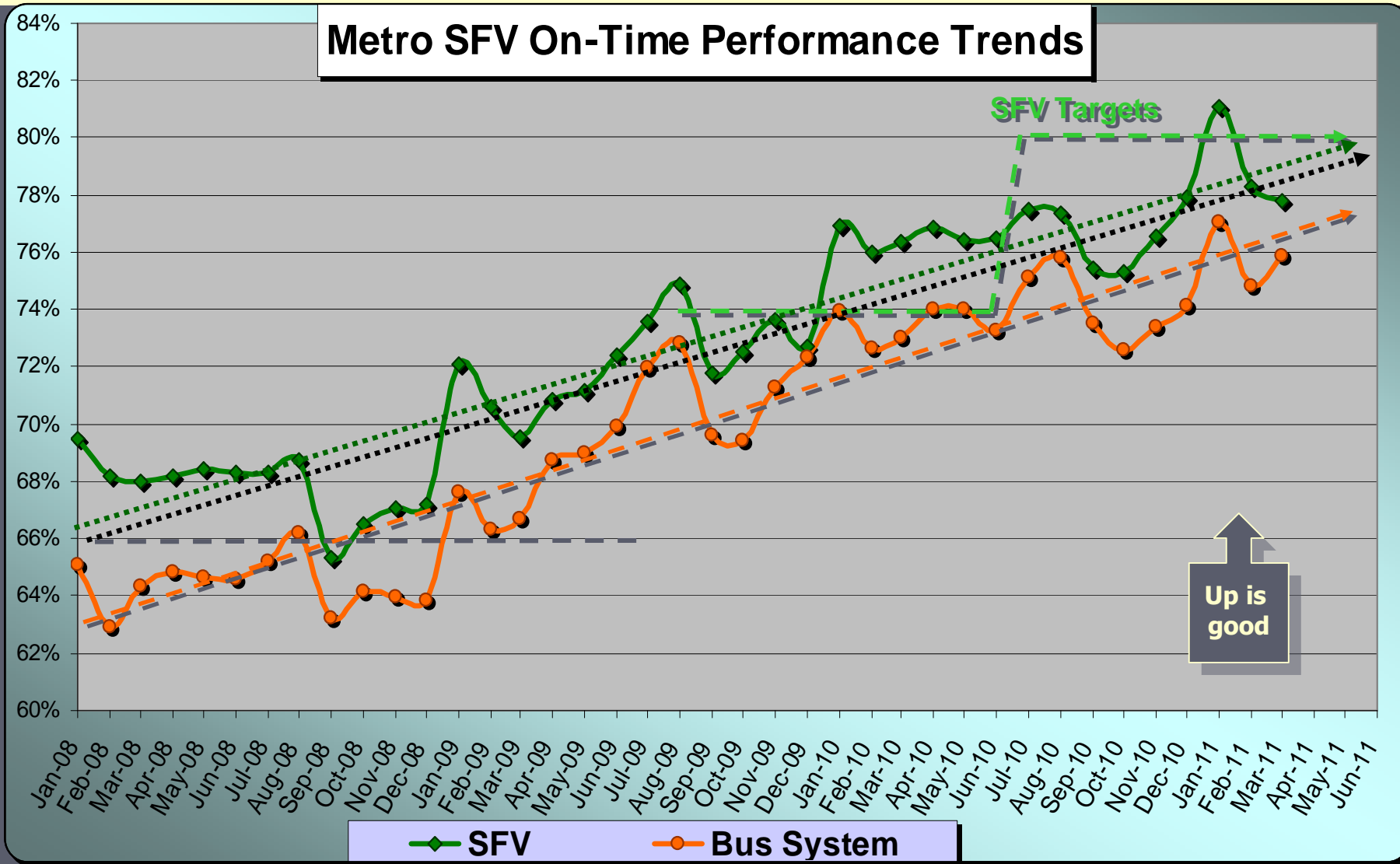
March 2011

Measurement : On Time Performance

	Target	March	YTD
Metro Bus System	80.0%	75.9%	74.8%
San Fernando Valley	80.0%	77.8%	77.5%



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March 2011 - On-Time Performance by Line

Line	Rank	G. C.	Total Data Points	% Early	% On Time	% Late	Line	Rank	G. C.	Total Data Points	% Early	% On Time	% Late
290	2	SFV	1,436	3.8%	90.7%	5.6%	155	56	SFV	881	3.1%	78.0%	19.0%
901	3	SFV	16,955	2.6%	90.0%	7.4%	239	60	SFV	1,794	4.8%	77.5%	17.6%
741	4	SFV	2,727	2.8%	89.7%	7.5%	236	62	SFV	7,666	3.0%	77.3%	19.7%
243	10	SFV	5,079	2.1%	83.9%	14.0%	750	63	SFV	3,499	5.7%	77.2%	17.1%
156	19	SFV	4,098	5.6%	82.0%	12.4%	90	65	SFV	10,727	4.5%	77.0%	18.5%
794	22	SFV	4,156	5.8%	81.3%	12.8%	94	66	SFV	9,459	4.6%	76.8%	18.6%
161	23	SFV	2,968	3.8%	81.3%	14.9%	166	68	SFV	16,290	2.2%	76.2%	21.5%
163	24	SFV	15,565	4.3%	81.3%	14.4%	685	69	SFV	1,251	1.7%	75.8%	22.5%
222	25	SFV	3,761	6.5%	81.2%	12.3%	292	71	SFV	4,605	1.5%	75.7%	22.8%
224	33	SFV	11,026	5.4%	80.1%	14.5%	165	72	SFV	11,703	4.5%	75.6%	20.0%
645	38	SFV	951	1.8%	79.7%	18.5%	234	81	SFV	7,294	3.2%	74.3%	22.4%
734	45	SFV	2,539	3.5%	79.2%	17.2%	158	83	SFV	5,713	3.7%	74.2%	22.1%
245	46	SFV	6,500	2.0%	79.0%	19.0%	150	87	SFV	20,916	2.1%	73.0%	24.9%
233	47	SFV	8,962	5.7%	78.8%	15.5%	152	92	SFV	18,751	2.5%	72.5%	25.0%
902	48	SFV	4,385	4.6%	78.7%	16.6%	164	95	SFV	11,637	3.0%	71.7%	25.3%
169	49	SFV	4,952	2.8%	78.4%	18.8%	230	103	SFV	4,819	3.6%	70.2%	26.2%
92	50	SFV	9,813	5.5%	78.3%	16.1%	154	108	SFV	2,484	2.4%	69.3%	28.3%
183	53	SFV	5,281	4.1%	78.1%	17.8%					3.6%	77.8%	18.6%

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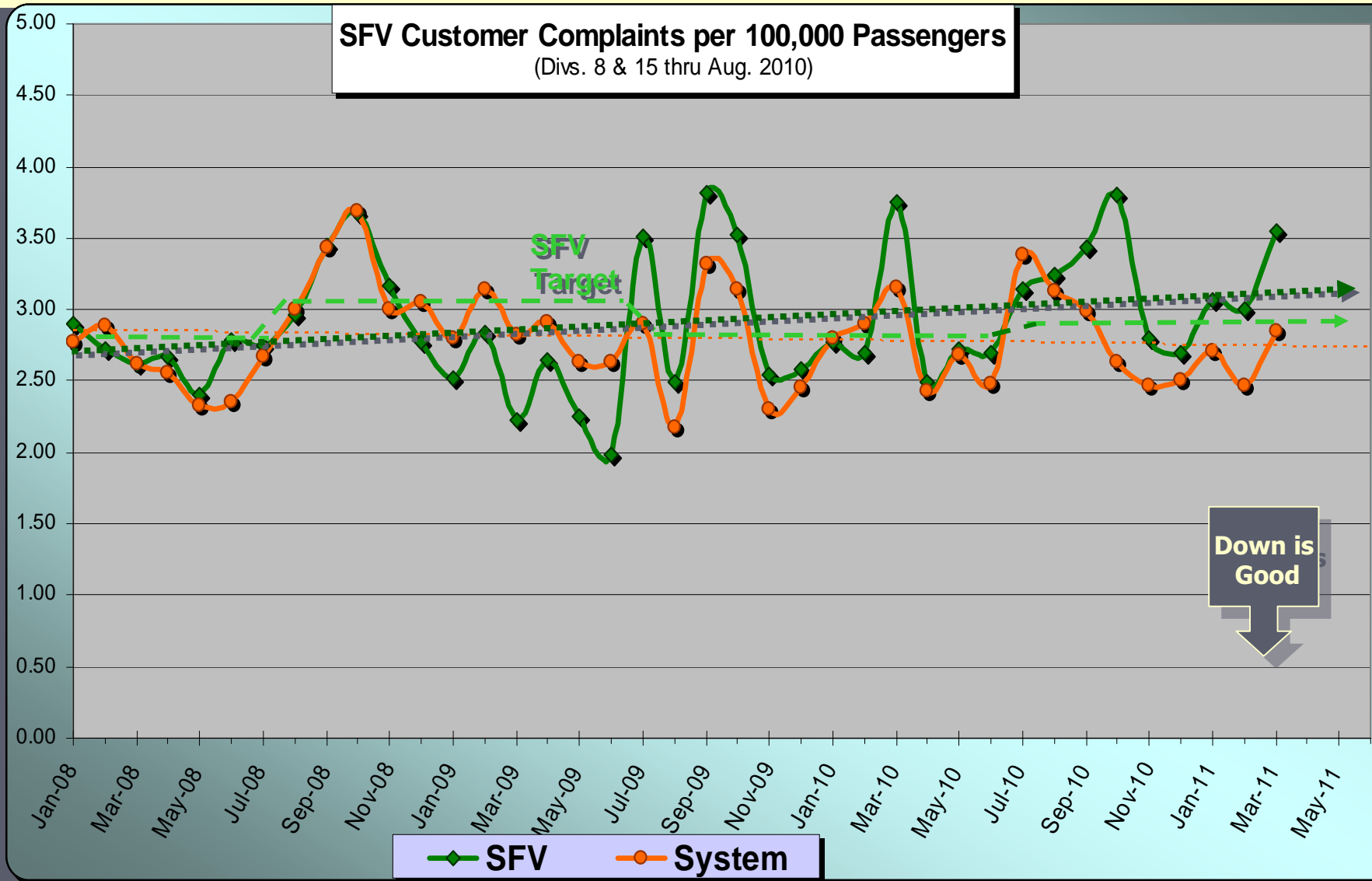
Measurement : Complaints per 100,000 Psgrs.

	Target	March	YTD
Metro Bus System	2.52	2.47	2.80
San Fernando Valley	2.94	3.54	3.21



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March 2011

**Metro Bus
Customer
Complaints**

**System
Wide**

Category	Complaint Type	Rcvd.	Total	Pct.
Acc	AccSvc Operator Behavior	12	36	4%
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	10	1%
Equip	Audio System Problem	2		
Equip	Dirty Bus	1		
Fare Issue	Disputed/Wrong Fare	24	33	4%
Fare Issue	Transfer Problems	6		
Fare Issue	HC I.D. Card	2		
Fare Issue	Senior I.D. Card	1		
Misc	Misc. Complaint	45	47	5%
Misc	Passenger Conduct	2		
Oper. Issue	Op. Discourtesy	114	175	19%
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	209	23%
Sched,	No Show	160	263	29%
Sched,	Late Schedule	93		
Sched,	Early Schedule	9		
Sched,	Crowded Bus (Add'l Svc Rq.)	1		
Unsafe	Unsafe Operation	78	131	15%
Unsafe	Accident	53		
Total		904	904	904

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Complaint Type	System	SFV
Accessible Service Issues	4%	3%
Equipment Issues	1%	2%
Fare Issues	4%	3%
Misc.	5%	4%
Operator Issues	19%	19%
Pass Up	23%	18%
Schedule issues	29%	40%
Unsafe Operation	14%	11%



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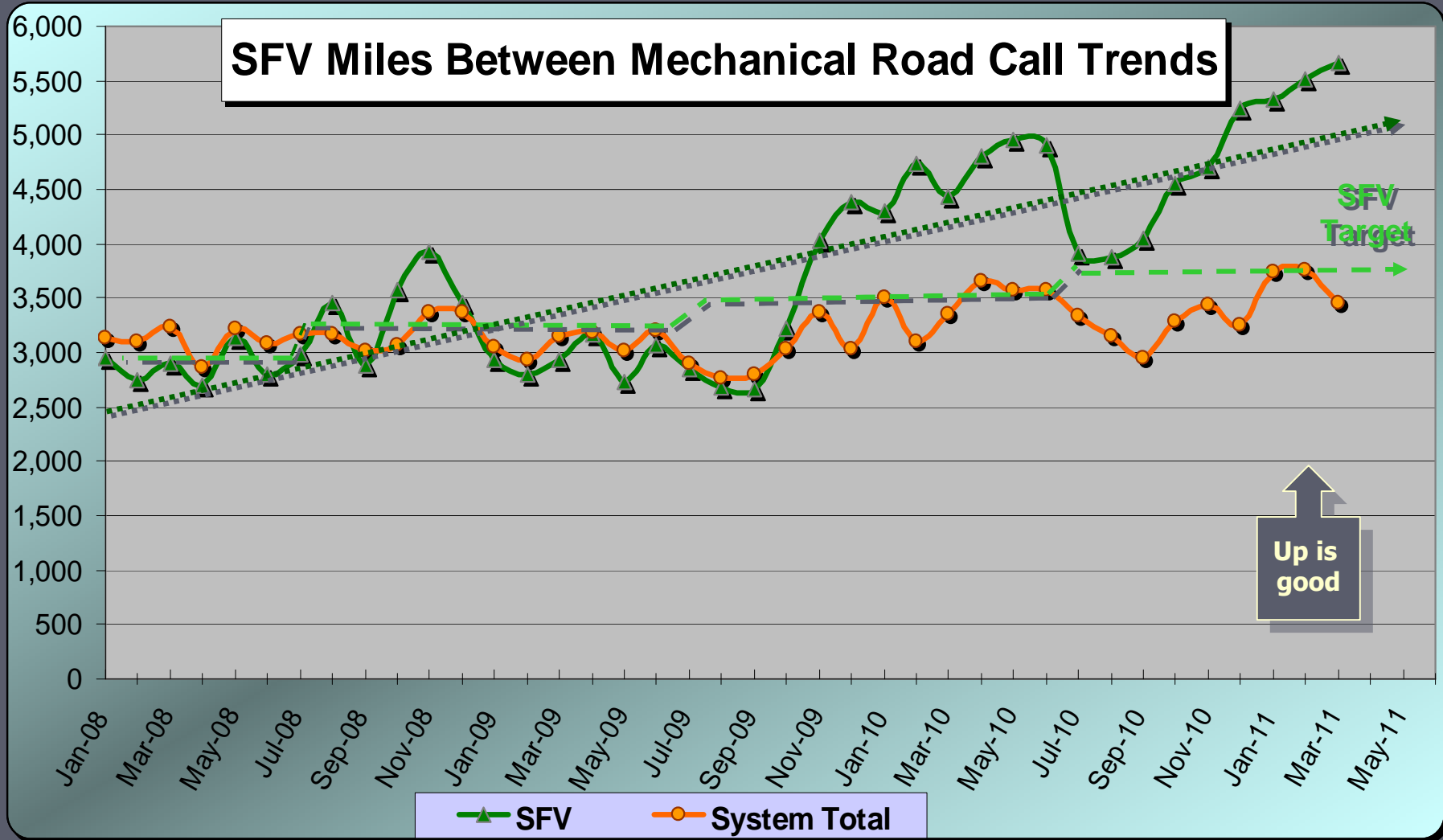
Measurement : Miles Between Mechanical Road Call

	Target	March	YTD
Metro Bus System	3,664	3,463	3,376
San Fernando Valley	3,635	5,670	4,759



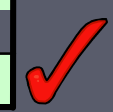
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Metro Clean Bus Rating System March 2011		
		System
	CATEGORY	Score
1	DASH	8.16
2	DRIVERS AREA	7.89
3	TRANSOM / LEDGES	7.15
4	CEILING / VENTS	7.64
5	SEAT FRAMES	7.34
6	SEAT INSERTS	7.95
7	WINDOWS	7.54
8	SACRAFICIAL WINDOWS	7.95
9	DOORS	7.75
10	FLOORS	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
	Overall	8.14



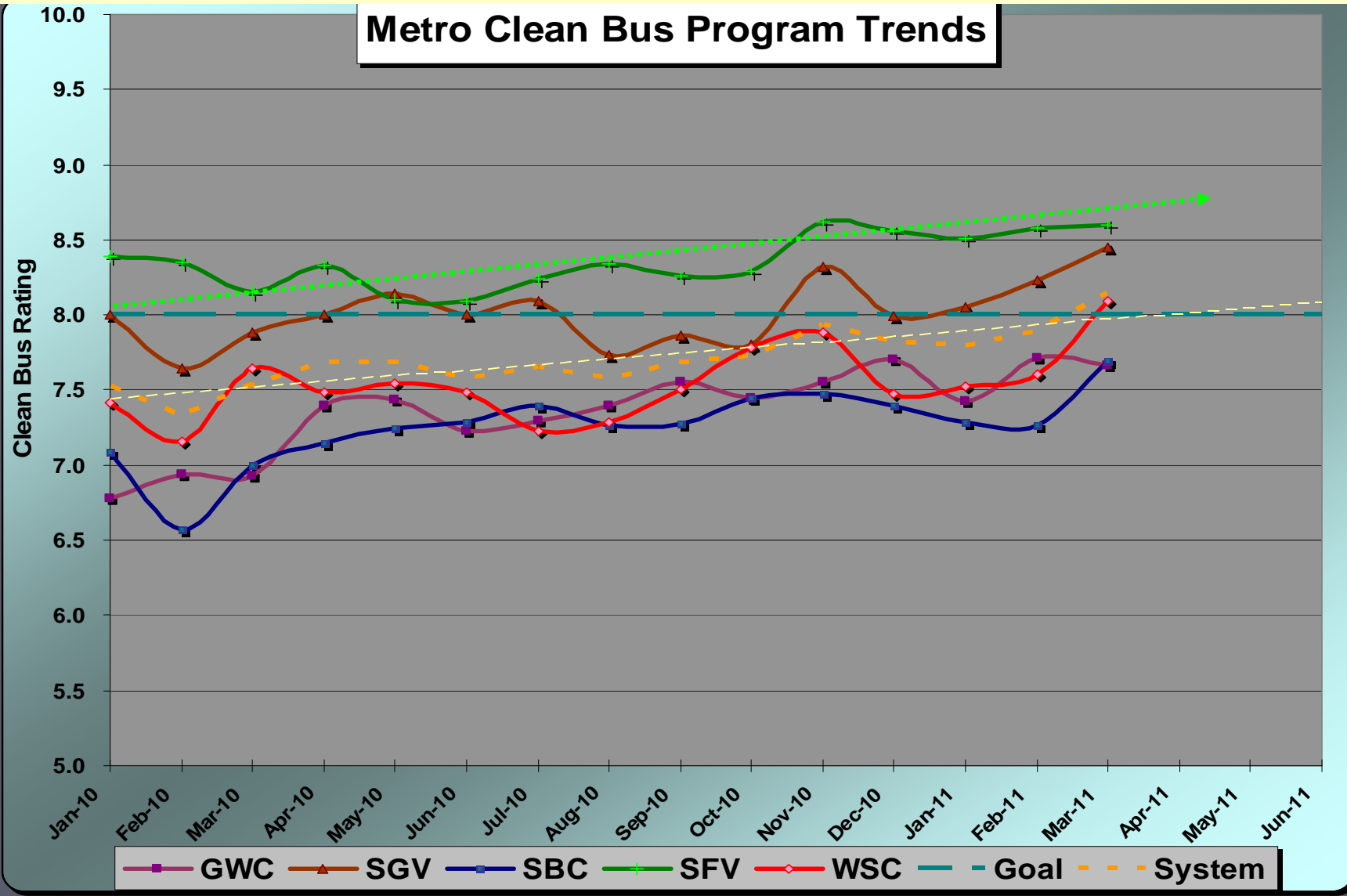
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Month	MONTHLY BUS CLEANLINESS TRENDS											System
	Div. 1	Div. 2	Div. 3	Div. 5	Div. 6	Div. 7	Div. 8	Div. 9	Div. 10	Div. 11	Div. 12	
Jan-10	6.83	6.74	7.90	7.12	7.29	7.36	8.93	8.09	7.51	7.95	7.06	7.53
Feb-10	6.86	7.02	7.46	6.52	7.33	7.32	8.82	7.78	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	8.14
Apr-11												
May-11												
Jun-11												



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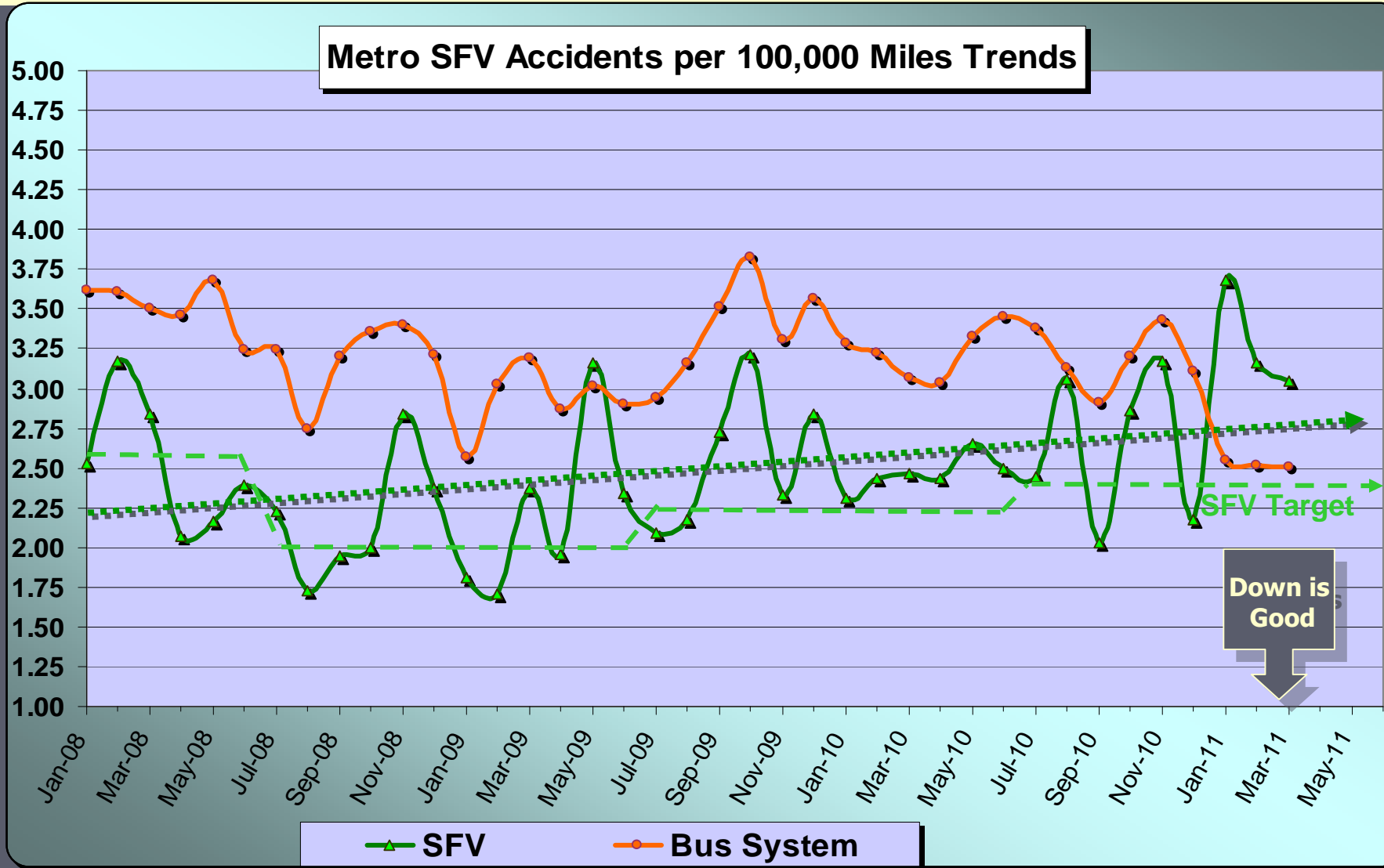
Measurement : Accidents per 100,000 Miles

	Target	March	YTD
Metro Bus System	3.14	2.50	2.97
San Fernando Valley	2.73	3.05	2.85



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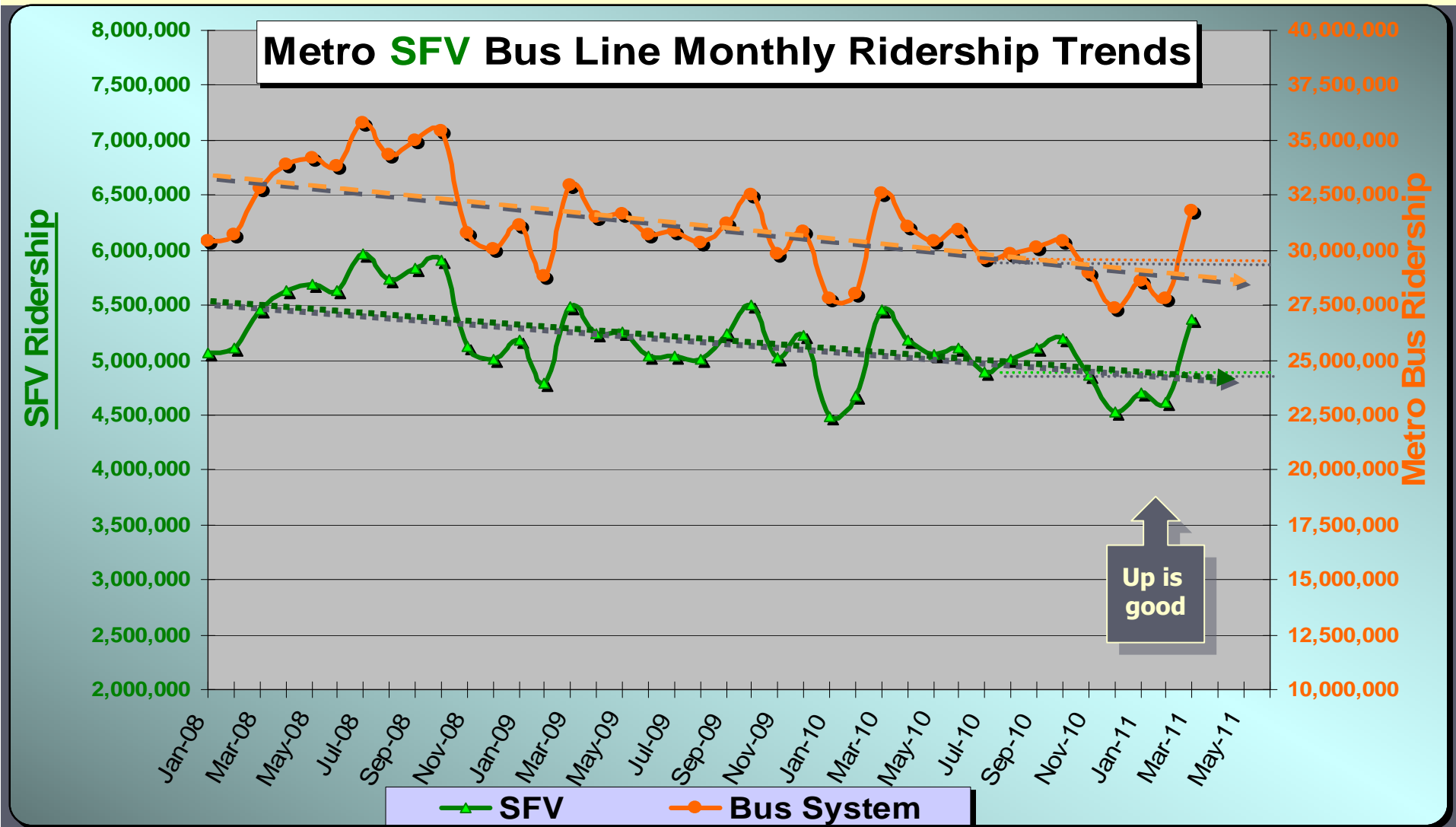
Measurement : Monthly Ridership

	Target	March	YTD
Metro Bus System	29,470,000	31,770,000	29,380,000
San Fernando Valley	4,900,000	5,370,000	4,9200,000

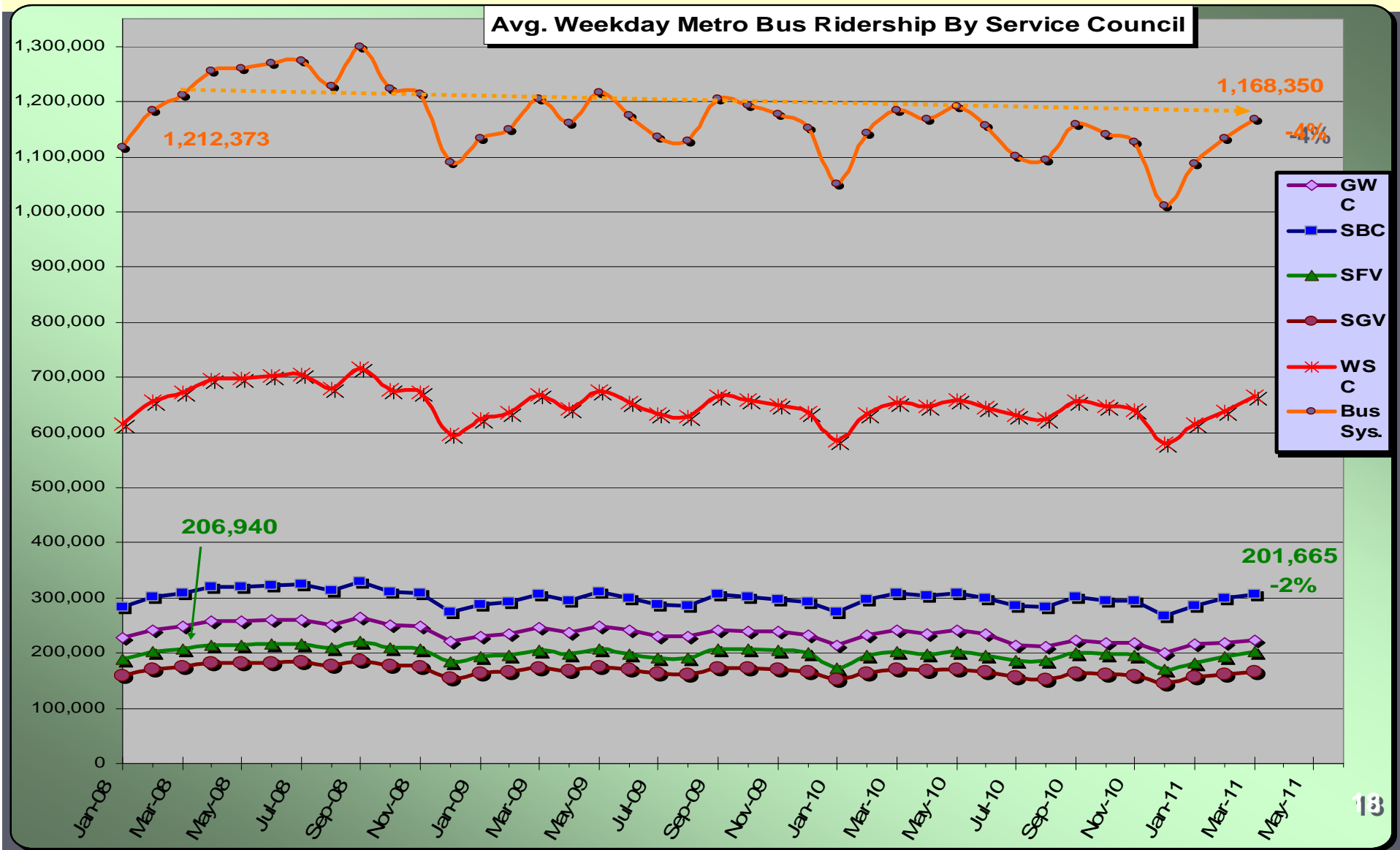


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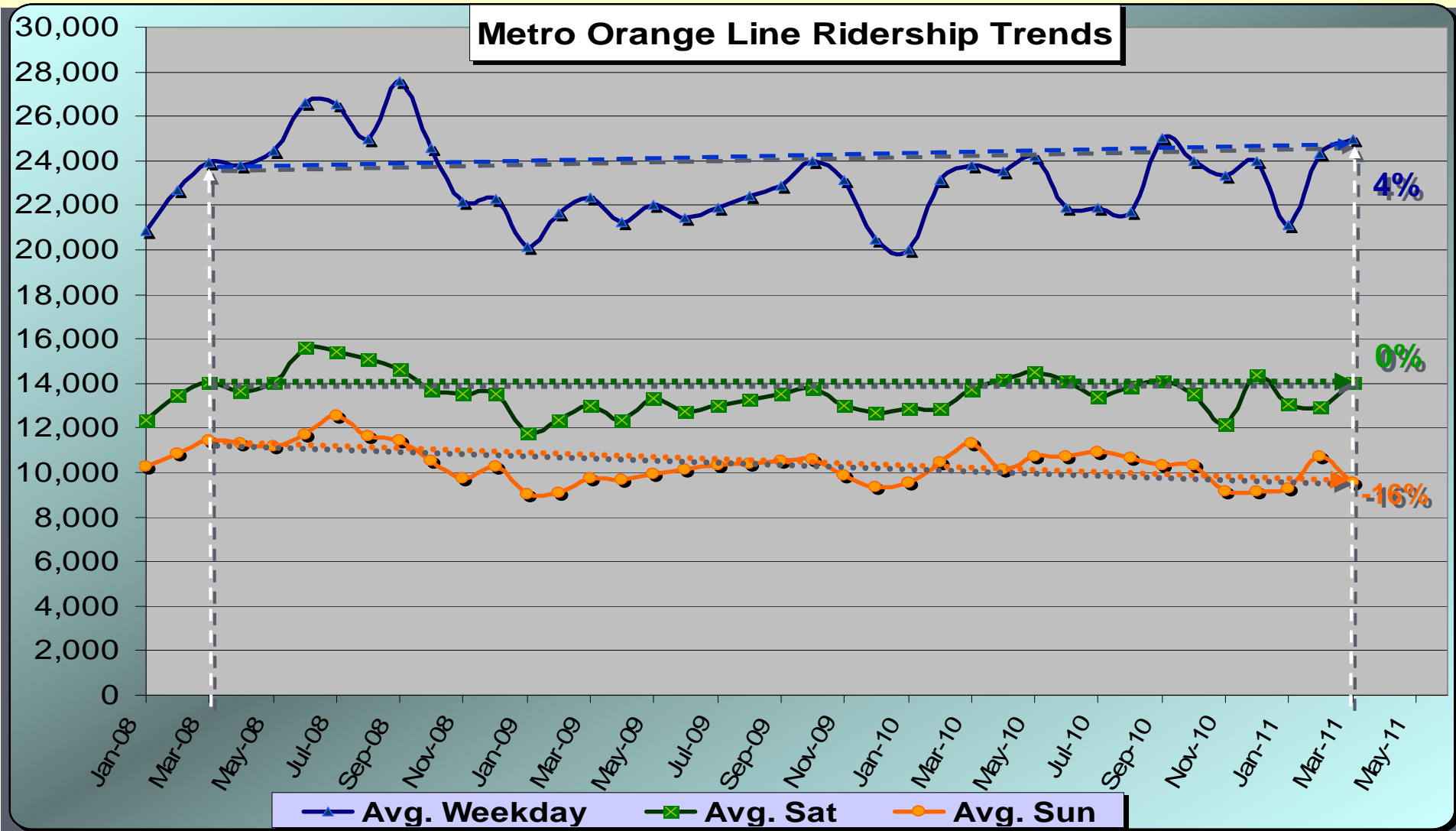
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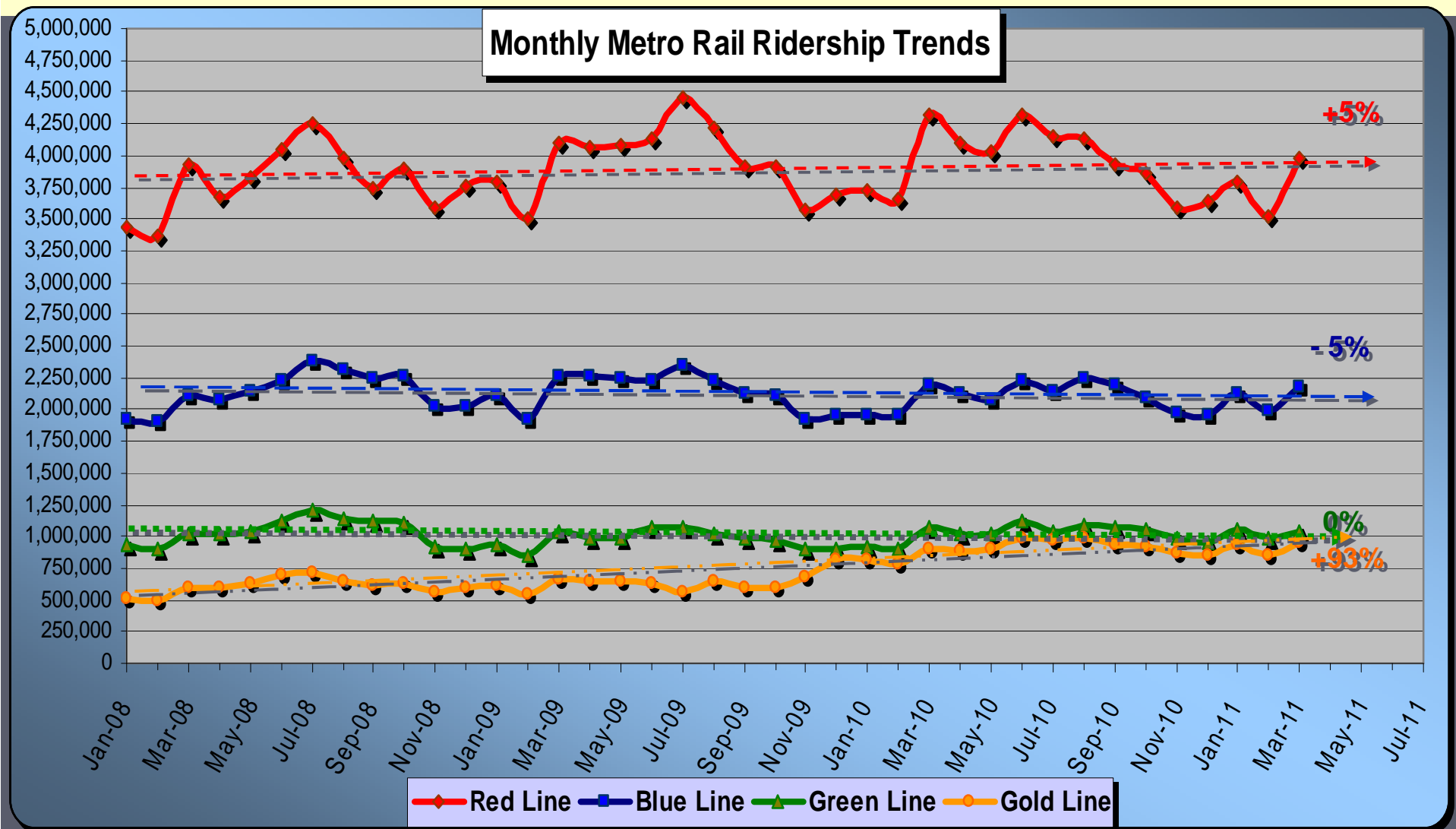
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March 2011 Total Wheelchair Boarding by Region

Region	Weekday	Saturday	Sunday	Total
GWC	12,945	1,751	1,252	15,948
SBC	14,640	1,896	1,358	17,894
SFV	10,121	1,261	742	12,124
SGV	6,296	776	531	7,603
WSC	27,540	3,570	2,594	33,704
System	51,013	6,561	4,549	62,123



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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



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Metro San Fernando Valley 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**



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Item 6. Service Council Representative Terms

Metro Service Council	Council Seat	Appointing Authority	Existing 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
San Fernando Valley	SFV-1	City of LA Mayor	Apr-11	Dr. Richard O. Arvizu	X			
San Fernando Valley	SFV-2	City of LA Mayor	Jun-12	Vacant		X		
San Fernando Valley	SFV-3	City of LA Mayor	Oct-13	Kymerleigh Richards	X			X
San Fernando Valley	SFV-4	City of LA Mayor	May-13	Donald Weissman			X	
San Fernando Valley	SFV-5	E. Cluster (Burbank, Glendale, San Fernando)	Sep-12	Gary Bric		X		
San Fernando Valley	SFV-6	E. Cluster (Burbank, Glendale, San Fernando)	Sep-12	Vacant			X	
San Fernando Valley	SFV-9	W. Cluster (Calabasas, Agoura Hills, Westlake Village)	Apr-12	Vacant	X			
San Fernando Valley	SFV-7	LA County 3rd Dist.	Apr-13	Jesus Ochoa			X	
San Fernando Valley	SFV-8	LA County 5th Dist.	Jun-11	Michael Cano		X		

