

**Metro San Fernando Valley  
Service Council  
July 6, 2011 Meeting**

**Performance Report  
for *May 2011***

# SFV Service Council July 2011 Meeting

## Metro San Fernando Valley & Metro Bus System

May 2011

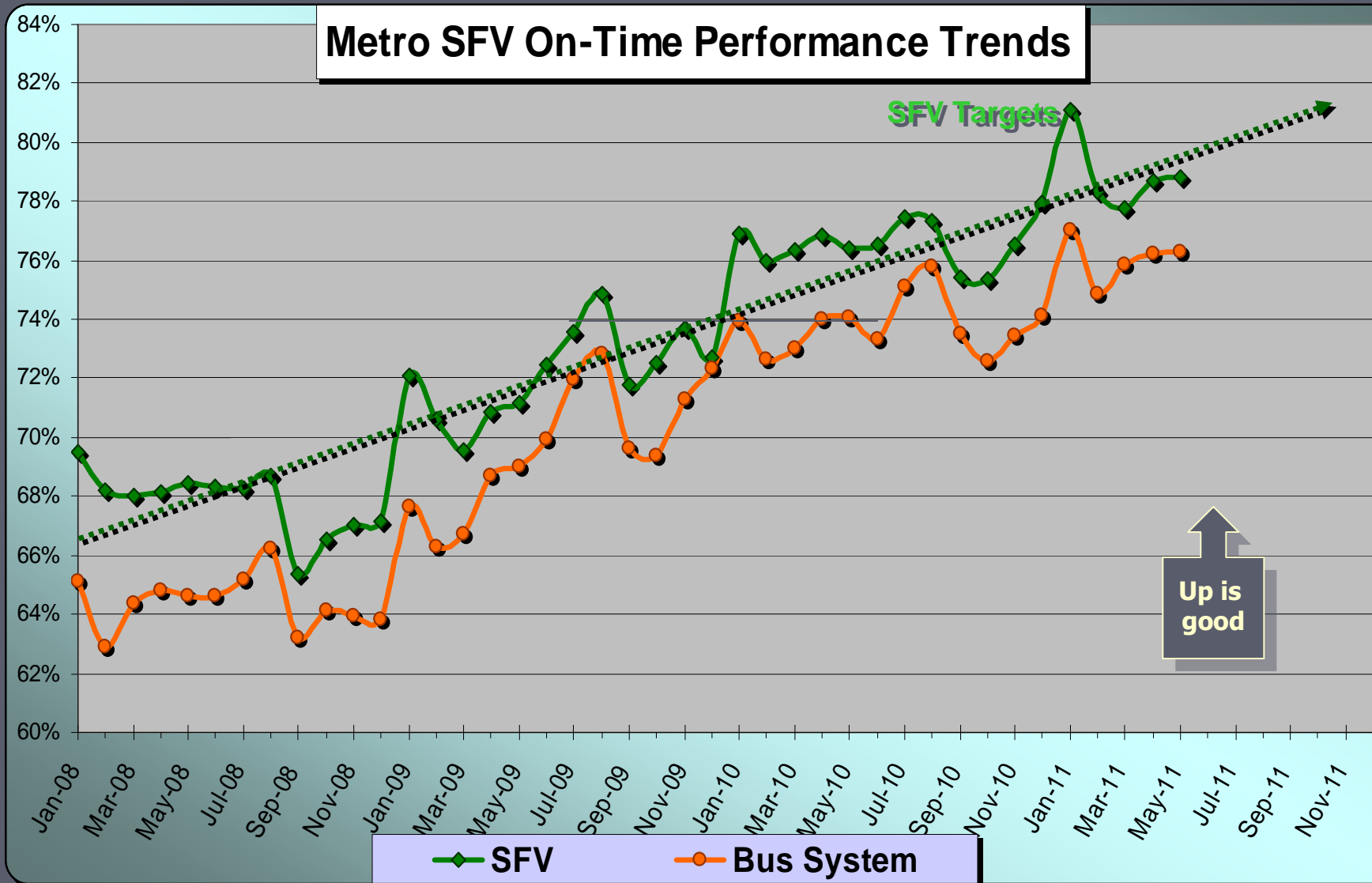
Measurement : On Time Performance

	Target	May	YTD
<b>Metro Bus System</b>	<b>80.0%</b>	<b>76.3%</b>	<b>75.0%</b>
<b>San Fernando Valley</b>	<b>80.0%</b>	<b>78.8%</b>	<b>77.7%</b>



Metro

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May 2011

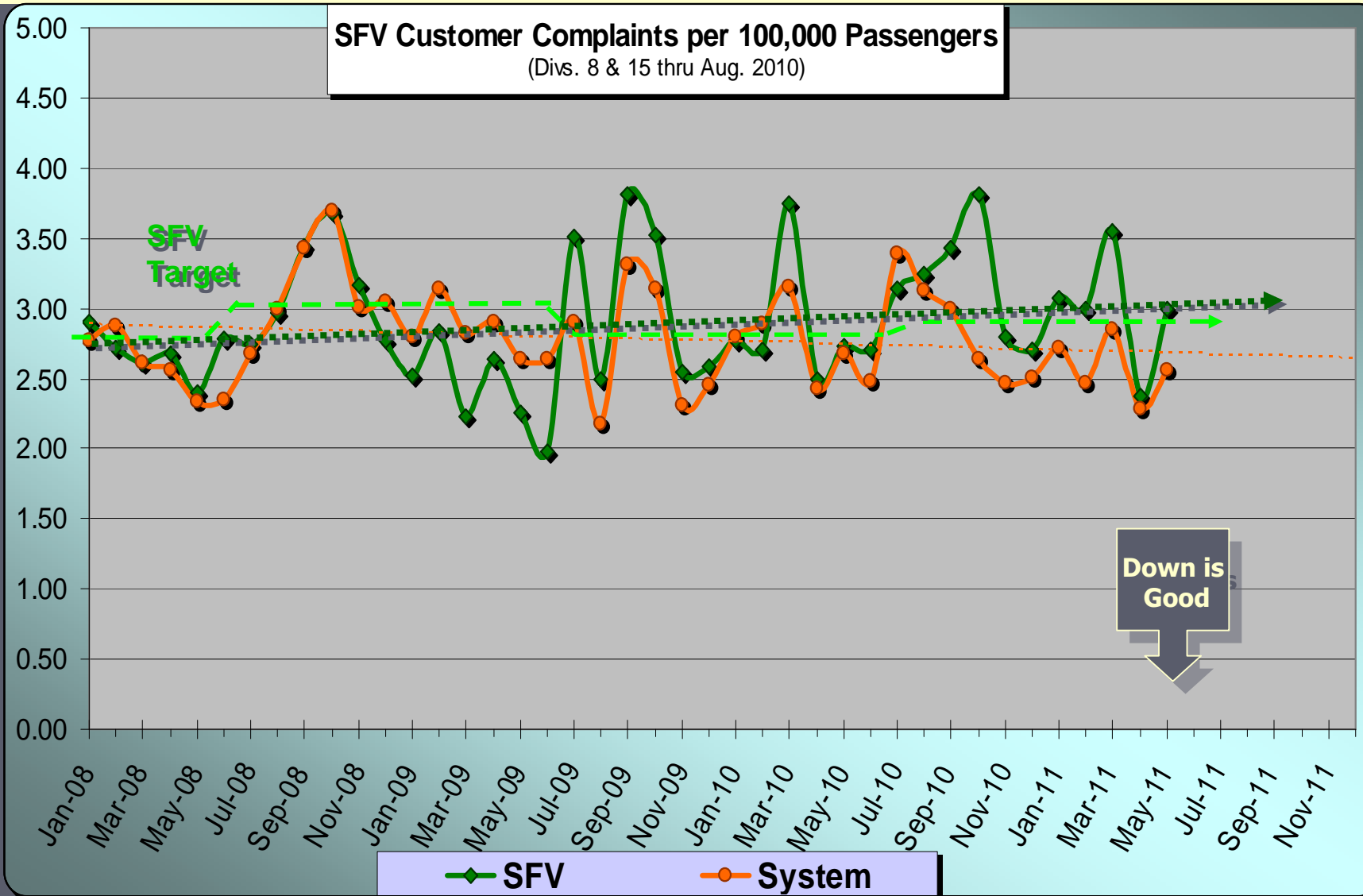
Measurement : Complaints per 100,000 Psgrs.

	Target	May	YTD
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.56</b>	<b>2.73</b>
<b>San Fernando Valley</b>	<b>2.94</b>	<b>2.99</b>	<b>3.10</b>



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May 2011

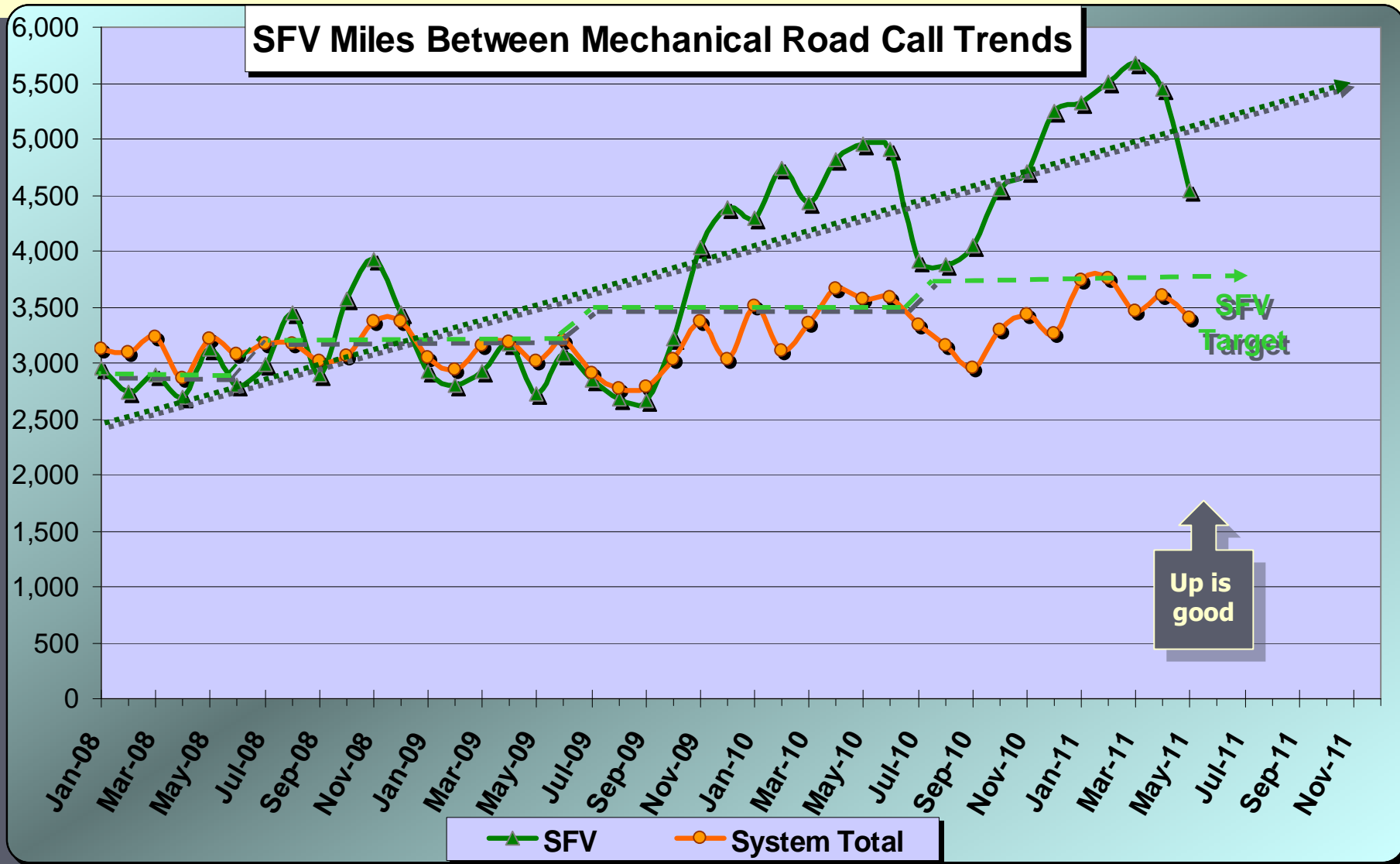
Measurement : Miles Between Mechanical Road Call

	Target	May	YTD
<b>Metro Bus System</b>	<b>3,664</b>	<b>3,400</b>	<b>3,398</b>
<b>San Fernando Valley</b>	<b>3,635</b>	<b>4,539</b>	<b>4,801</b>

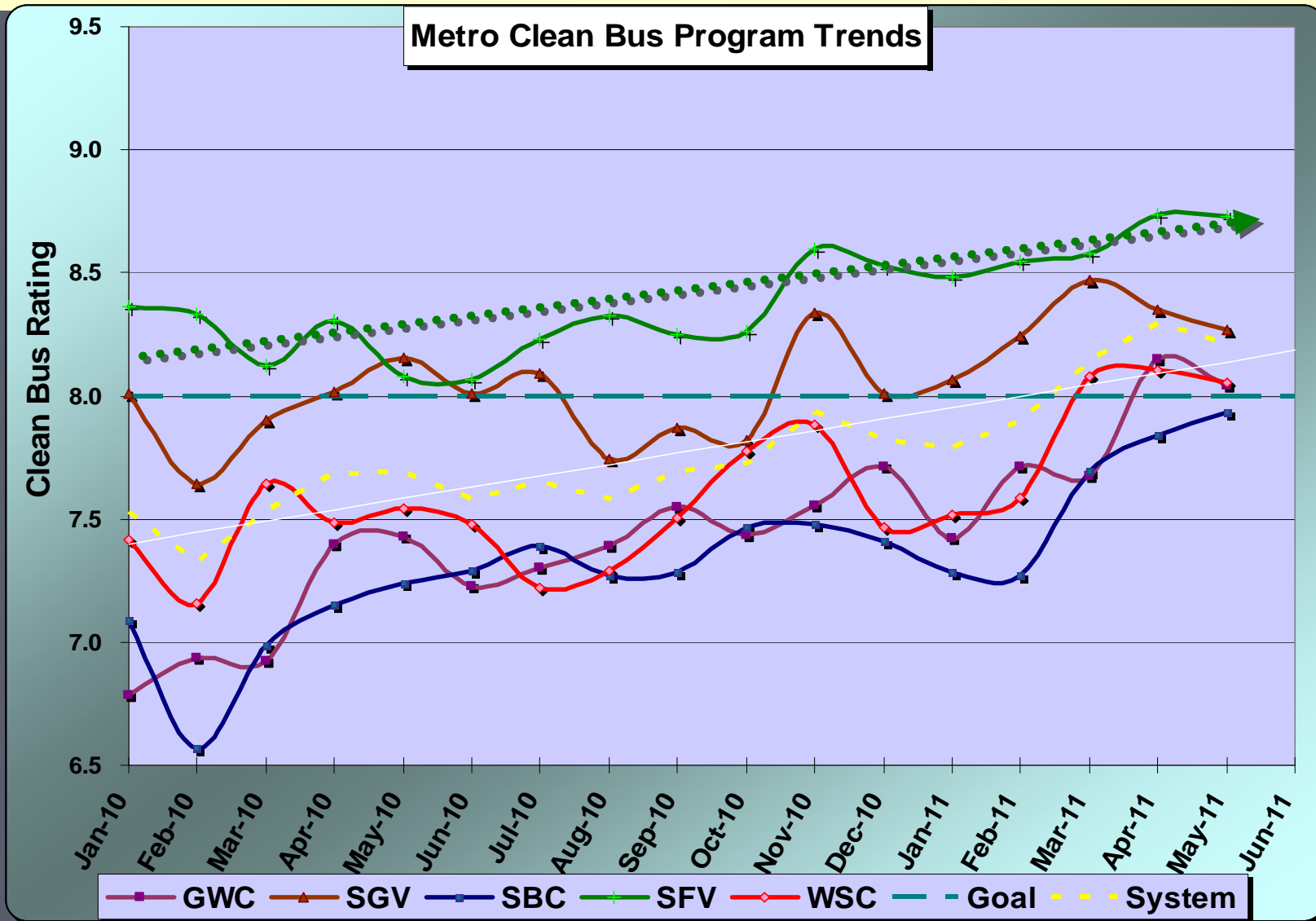


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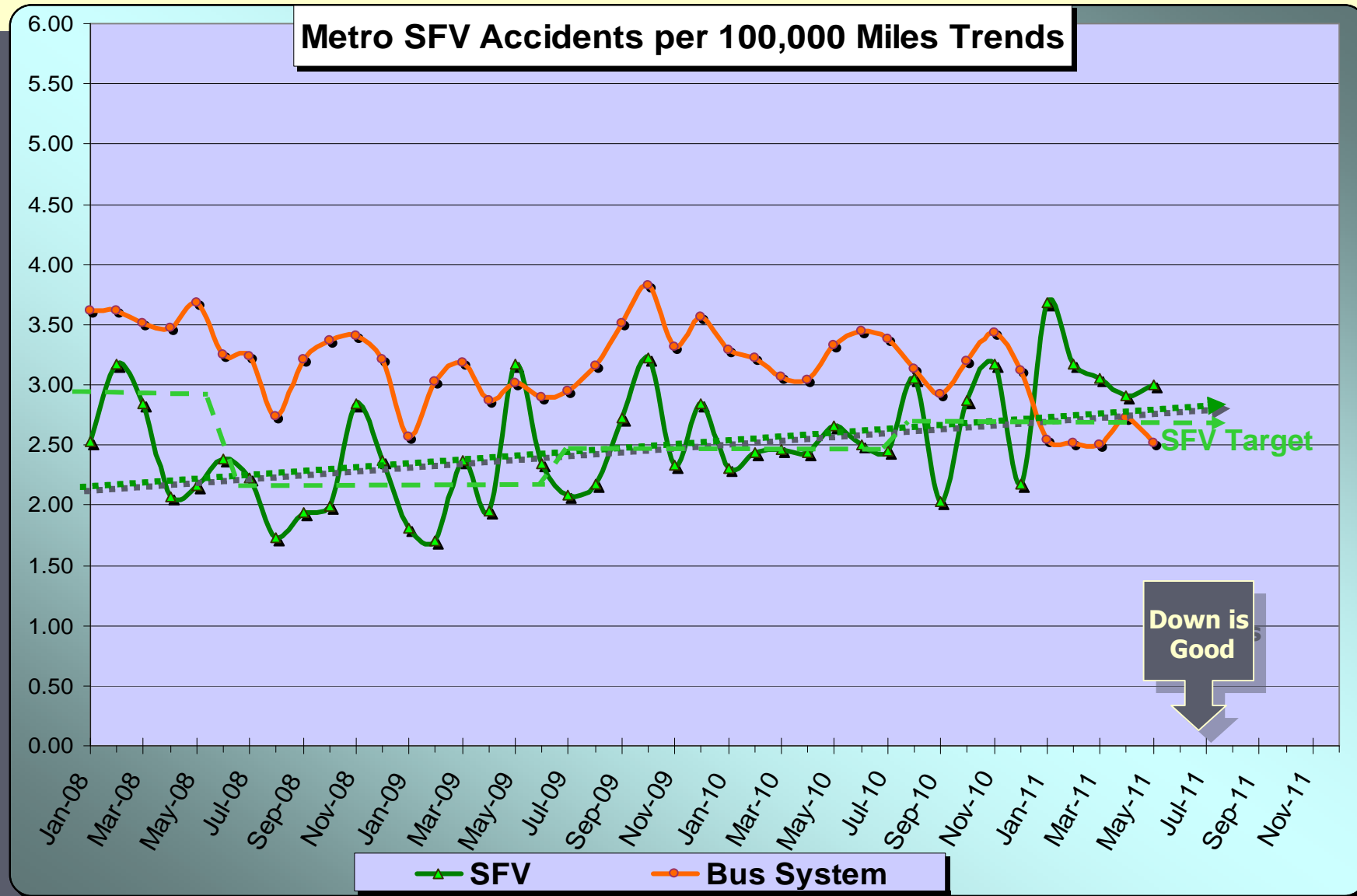
Measurement : Accidents per 100,000 Miles

	Target	May	YTD
<b>Metro Bus System</b>	<b>3.14</b>	<b>2.51</b>	<b>2.91</b>
<b>San Fernando Valley</b>	<b>2.73</b>	<b>3.00</b>	<b>2.87</b>



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## Metro San Fernando Valley & Metro Bus System

May 2011

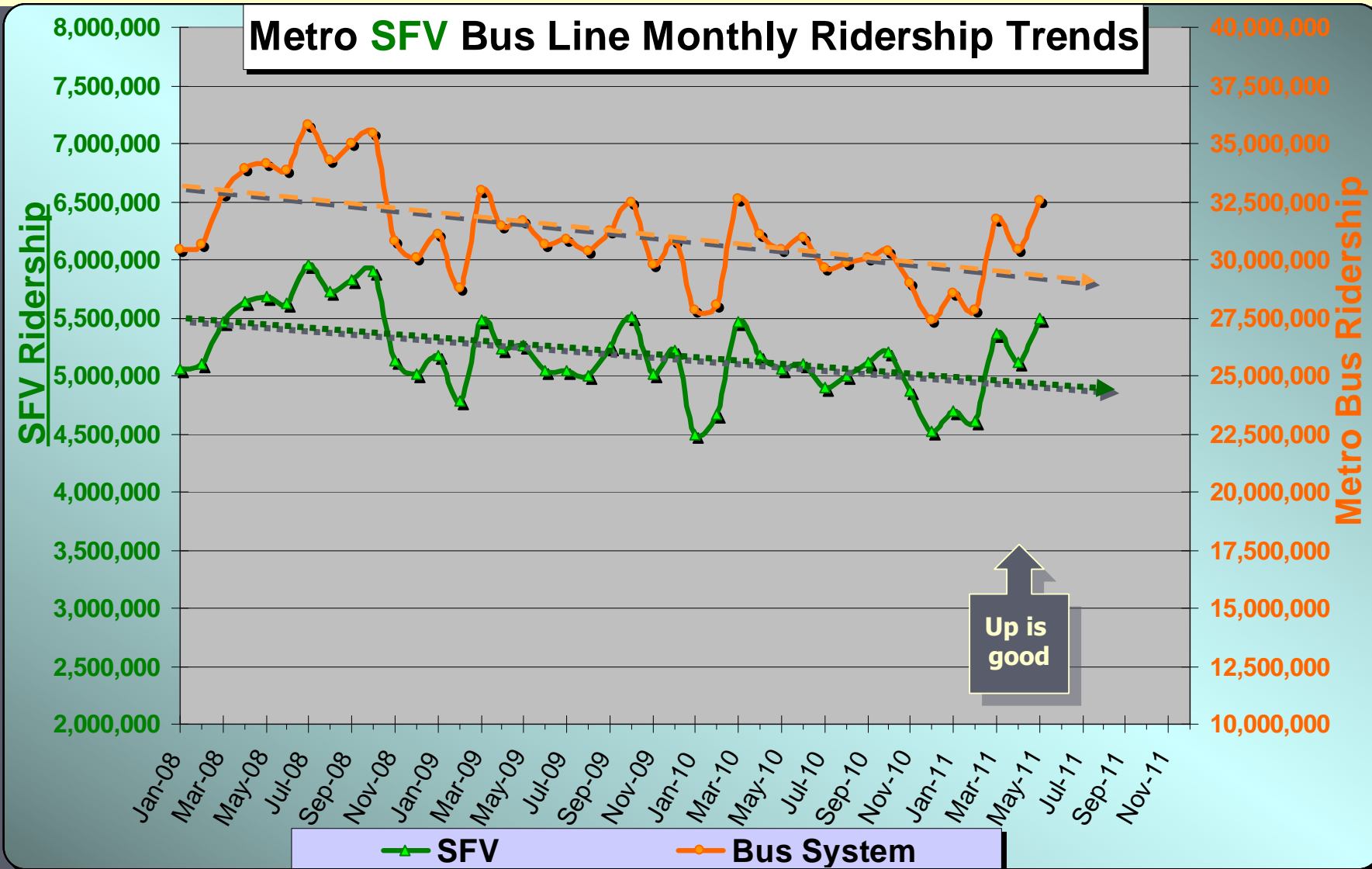
Measurement : Monthly Ridership

	Target	May	YTD
<b>Metro Bus System</b>	<b>29,470,000</b>	<b>32,560,000</b>	<b>29,770,000</b>
<b>San Fernando Valley</b>	<b>4,900,000</b>	<b>5,490,000</b>	<b>4,990,000</b>



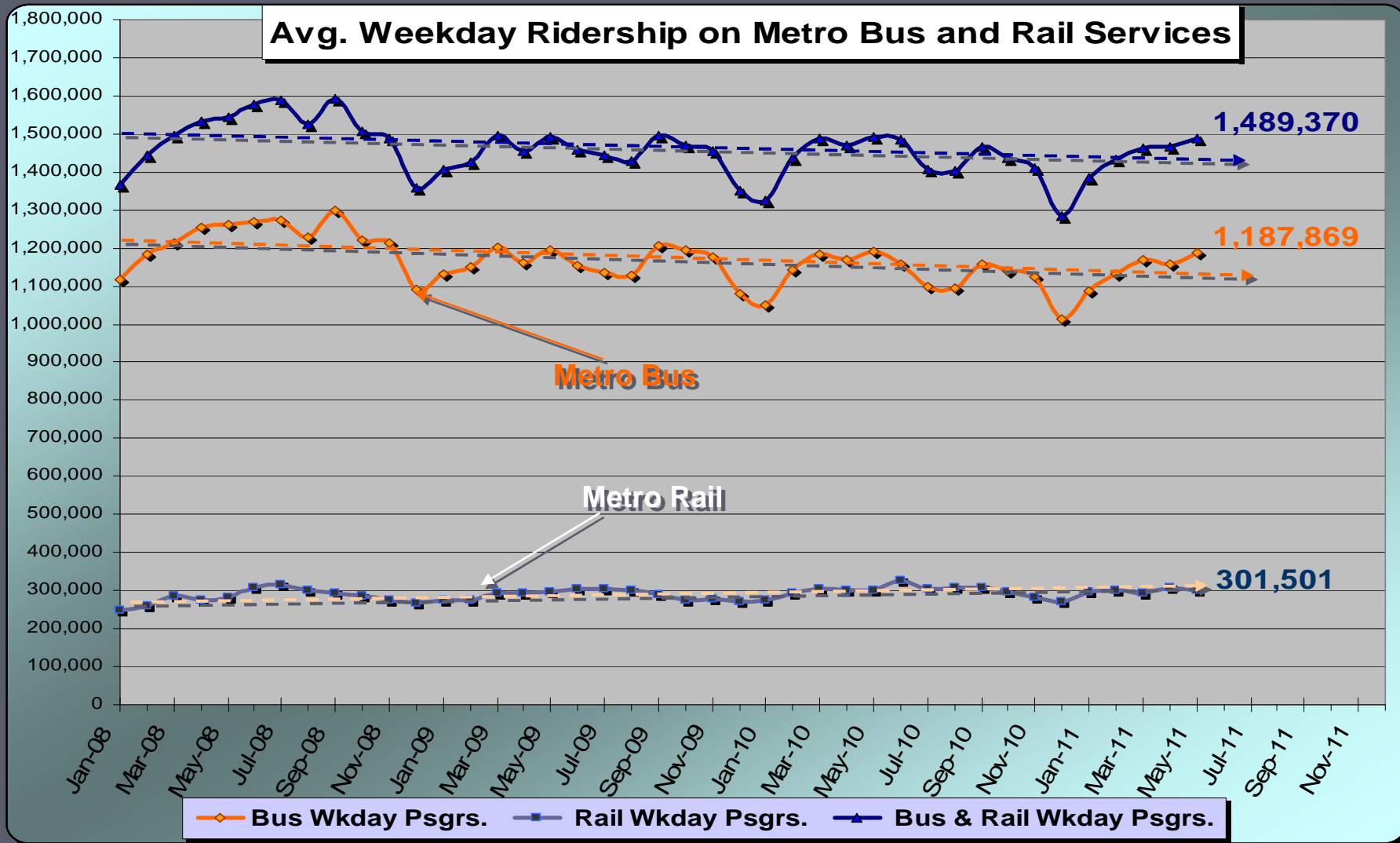
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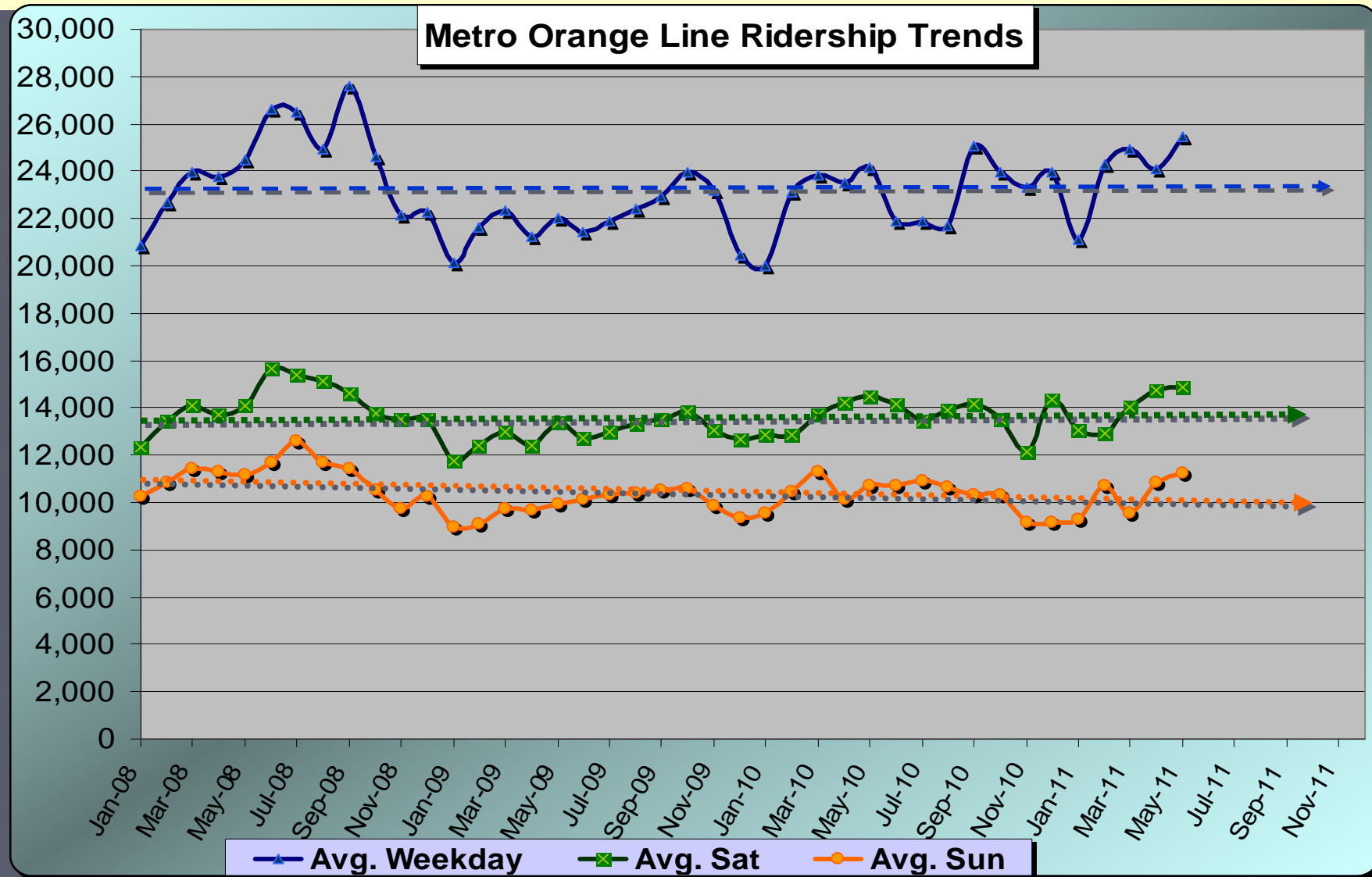


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# SFV Service Council July 2011 Meeting

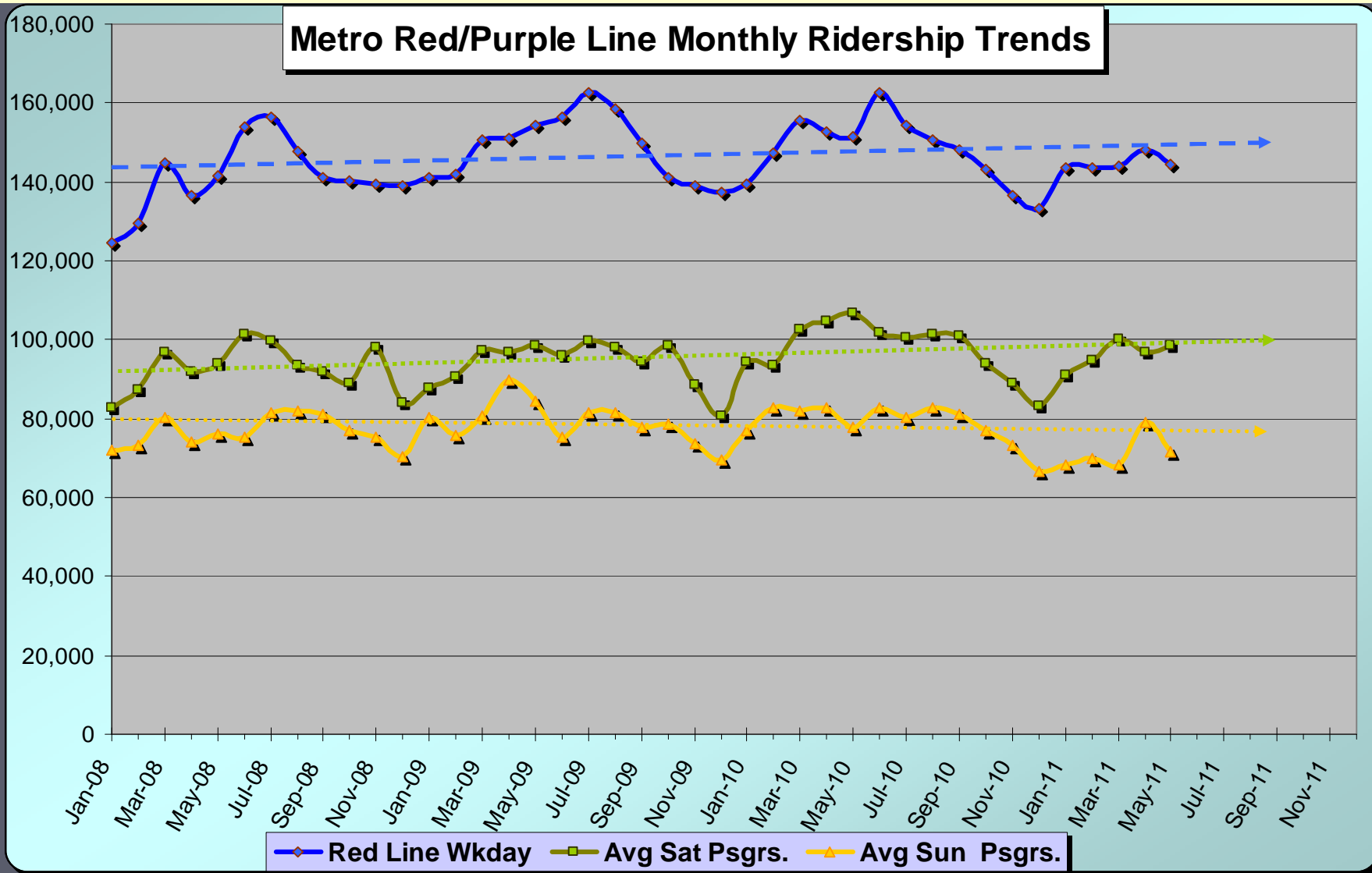


# SFV Service Council July 2011 Meeting



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# SFV Service Council July 2011 Meeting

## I-405 Weekend Closure

### Metro Service Plans

- Metro **Red/Purple** Lines: Operated Peak Weekday Service (10 Min. on Each)
- Metro **Green Line**: Double Service Levels (10 Min.)
- Metro **Orange Line**: Improve Service Levels (6 Min.)
- Double service levels on **Metro Local Lines: 2 and 150**
- Double service levels on **Metro Rapid Lines: 704, 720, 733 & 761 from Ventura south**
- Double service levels on **Metro Express Line 534**
- 16 Buses will be placed on standby-ready to roll at Divs. 7, 8, 10 & 15 (4 per Div.)





# SFV Service Council July 2011 Meeting

## Free Fare Service Plan -- July 16 & 17, 2011

Line	Metro Line Name	Line	Metro Line Name
2	Sunset Bl.	234	Sepulveda Bl
4	Santa Monica Bl.	236	Balboa Bl.
20	Wilshire Bl.	240	Reseda Bl.
33	Venice Bl.	242	Tampa Av.
150	Ventura Bl.	243	Winnetka Av.
152	Fallbrook Av.	244	De Soto Av.
155	Riverside Dr/Olive Av.	245	Topanga Canyon Bl.
156	Burbank Bl.	656	Van Nuys / Hollywood Owl
158	Devonshire St./Woodman Av.	704	Metro Rapid - Santa Monica Bl.
161	Westlake Village	720	Metro Rapid - Wilshire Bl./Whittier Bl.
183	Magnolia Bl.	733	Metro Rapid - Venice Bl.
224	Lankershim Bl.	761	Metro Rapid - Westwood Van Nuys Bl.
230	Laurel Canyon Bl.	901	Orange Line
233	Van Nuys Bl.	802/805	Red/Purple Lines



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# SFV Service Council July 2011 Meeting

## Metro San Fernando Valley Service Council Enhanced Customer Communications Plan

### ✓ Metro Council Web Pages

- Photo – Bio – Appointing Authority – Term
- Map of Regions and Metro Bus Lines in SFV
- Meeting Schedule and Agendas
- Customer Comment Link

### ✓ Car Cards and Take-Ones on Buses

- Map of Each Council Area and Meeting Location, Dates & Times
- Quarterly Take-Ones Summarizing Council Actions & Upcoming Events

### ✓ Promotional Programs

- Customer/Operator Appreciation Programs
- “We Couldn’t Go Anywhere Without You”

### ✓ Use of New Media; Twitter, Face Book, Metro Source



## Metro San Fernando Valley

The Metro San Fernando Valley Service Council usually meets the first Wednesday of each month at 6:30 pm at The Marvin Braude Constituent Center in the City of Van Nuys, located at 6262 Van Nuys Blvd [view map](#). The public is invited to attend and encouraged to provide input to assist the Service Council to improve service in their area.

If you would like to comment on topics listed on the Service Council agenda, but cannot attend, you may submit your comment by clicking on the "Contact the Service Council" link at the bottom right of this page.

The [San Fernando Valley region](#) includes the valley area of the City of Los Angeles, and the cities of San Fernando Valley, and some unincorporated areas in Southeast Los Angeles County. A listing of cities in the Service Council's jurisdiction is provided at the bottom of this page.

The council was formed in 2003, and is comprised of members appointed by Los Angeles County Supervisors Zev Yaroslavsky (3<sup>rd</sup> Dist.) and Michael Antonovich (5<sup>th</sup> Dist), the Mayor of Los Angeles (4), and city clusters in the San Fernando Valley. Representatives are listed below, along with their appointee status. You can click on each the name of each Representative to read their bio.



[Kimberleigh Richards](#)  
Chair  
City of Los Angeles  
Mayor Appointee



[Jesus R. Ochoa](#)  
Vice-Chair  
LA County Supervisor,  
3<sup>rd</sup> District Appointee



[Gary Bric](#)  
Representative  
E. Cluster (Burbank,  
Glendale, San Fernando)



[Michael Cano](#)  
Representative  
LA County Supervisor,  
5<sup>th</sup> District Appointee



[Dr. Richard Arvizu](#)  
Representative  
City of Los Angeles  
Mayor Appointee



[Donald Weissman](#)  
Representative  
City of Los Angeles  
Mayor Appointee



[Maribel De La Torre](#)  
Representative  
San Fernando Councilwoman  
E. Cluster (Burbank,  
Glendale, San Fernando)

Vacant  
City of Los Angeles  
Mayor Appointee

Vacant  
Representative  
W. Cluster (Calabasas,  
Agoura Hills, Westlake  
Village)

The San Fernando Valley region includes the following cities: Burbank, Calabasas, Glendale, Hidden Hills, Los Angeles, San Fernando, Westlake Village, ...? – Santa Clarita, Palmdale, Lancaster, ?

### Metro Councils

[Gateway Cities](#)  
[San Fernando Valley](#)  
[San Gabriel Valley](#)  
[South Bay](#)  
[Westside/Central](#)

### Documents

[Code of Conduct](#)  
[Council Bylaws \(PDF\)](#)

### Resources

[Meeting Agendas / Minutes](#)  
[Recent/Proposed Service Changes](#)  
[Lines Operating in the SFV Region](#)  
[Service Advisories](#)  
[Timetables](#)  
[Metro Trip Planner](#)  
[Links to Other Transit Agencies](#)  
Metro Fares and Passes  
[Metro Fare Outlets](#)  
[Metro Passes Online](#)  
[Metro Fares](#)  
[Metro Projects in the SFV Area](#)  
[Measure R Projects / Tracker](#)  
[511 – Real Time Traffic Information](#)  
[Contact the Service Council](#)



[Wilbur Babb](#)  
Community Relations  
San Fernando Valley

# **SFV Service Council July 2011 Meeting**

## **Quarterly Meeting of Transit Service Providers**

**Scheduled For July**

**Meeting Invitees Include: Burbank, Glendale, Antelope Valley, Santa Clarita, LADOT, Metrolink and Metro**

**Topics will Include: Bus/Rail Interface, Service Coordination, Anticipated or Potential Route and Service Changes**



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# **SFV Service Council July 2011 Meeting**

## June 30th Meet and Confer

- **I-405 Closure & Bus/Rail Fares**
- **Future Bus Buys**
- **Redeployment of Resources to address deferred maintenance**
- **Introduction of Roberts & DiNuzzo**
- **Expo Line Update**
- **Emergency Action Plan for Bus or Rail Incidents**



# **SFV Service Council July 2011 Meeting**

## **Selected Metro Board Actions in June**

- ❖ Best Value Request for Proposal for up to 30 Super Low/Zero Emission Buses**
- ❖ Procure 100 45-foot Composite CNG Buses (Staff to return with an analysis of the relationship of bus size to service frequency)**
- ❖ 2011 Countywide Preliminary Project Funding Strategy**
- ❖ SCRRA FY2012 Budget & Metro Annual Work Program Totaling \$51.7 million**

