

**Metro San Fernando Valley  
Service Council  
August 3, 2011 Meeting**

**Performance Report  
for *June 2011***

# SFV Service Council August 2011 Meeting

## Metro San Fernando Valley & Metro Bus System

June 2011

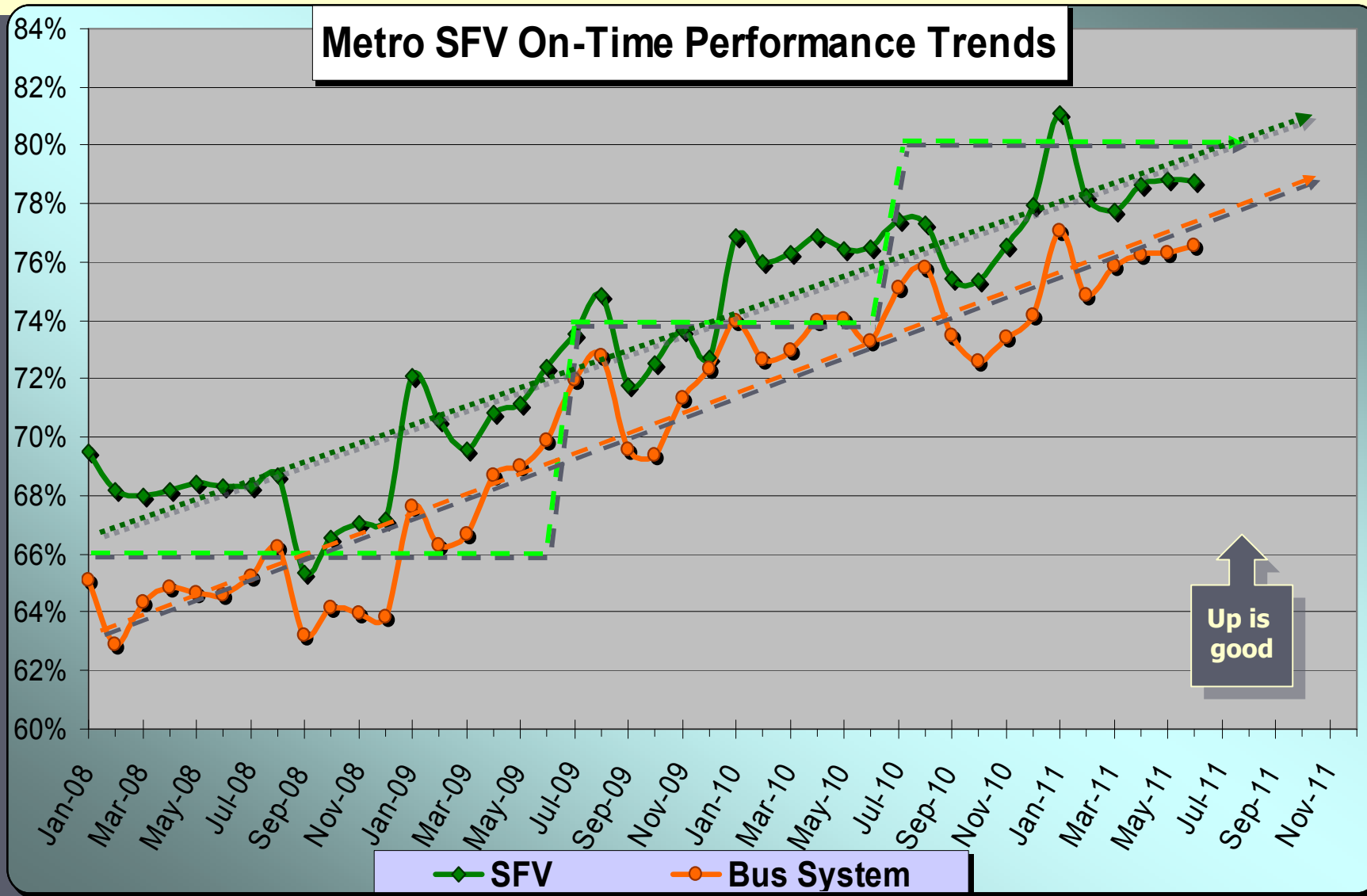
Measurement : On Time Performance

	Target	June	Final YTD
<b>Metro Bus System</b>	<b>80.0%</b>	<b>76.6%</b>	<b>75.2%</b>
<b>San Fernando Valley</b>	<b>80.0%</b>	<b>78.7%</b>	<b>77.8%</b>



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# SFV Service Council August 2011 Meeting



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## Metro San Fernando Valley & Metro Bus System

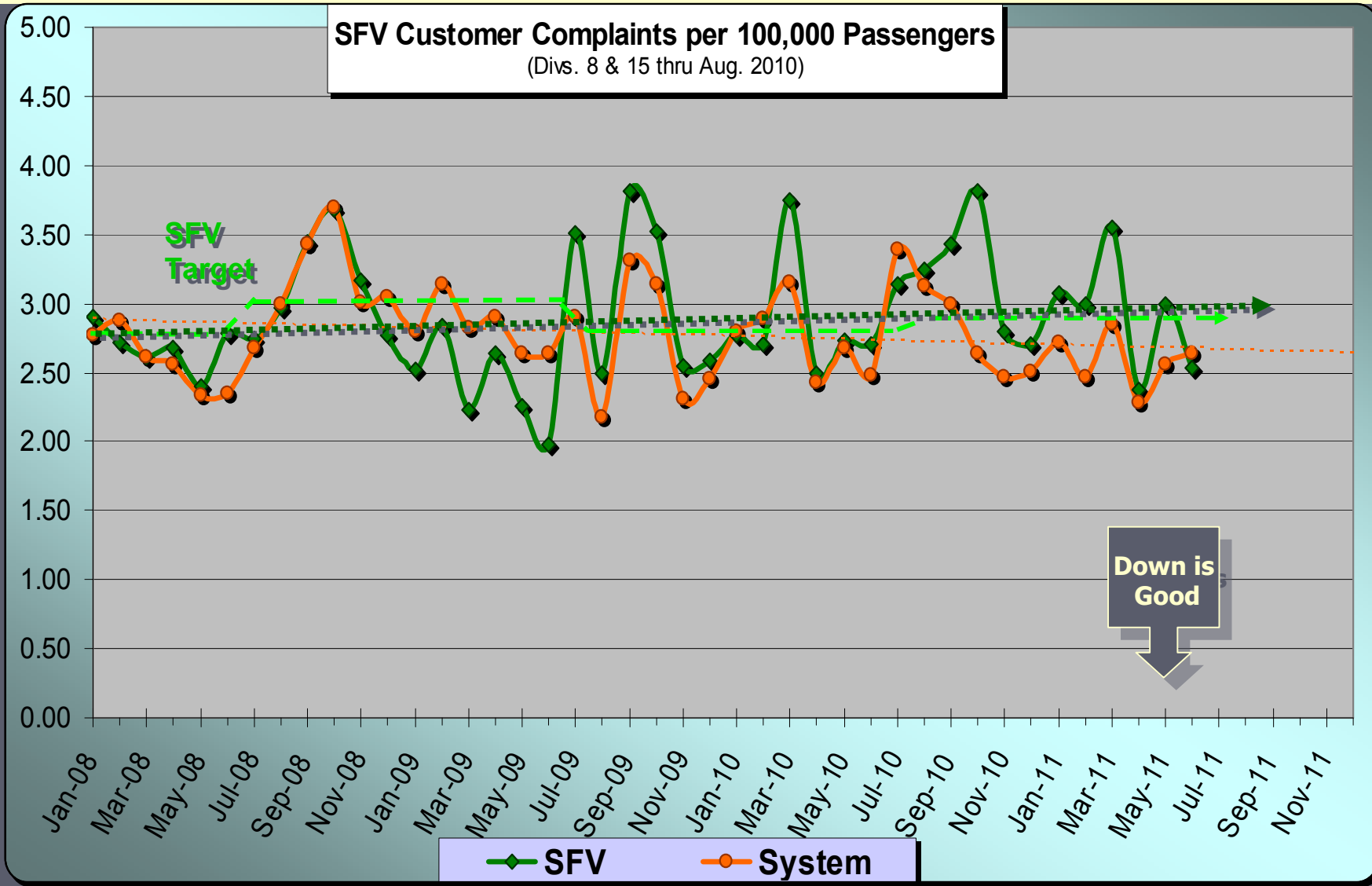
June 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	June	YTD
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.64</b>	<b>2.72</b>
<b>San Fernando Valley</b>	<b>2.94</b>	<b>2.53</b>	<b>3.05</b>



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## Metro San Fernando Valley & Metro Bus System

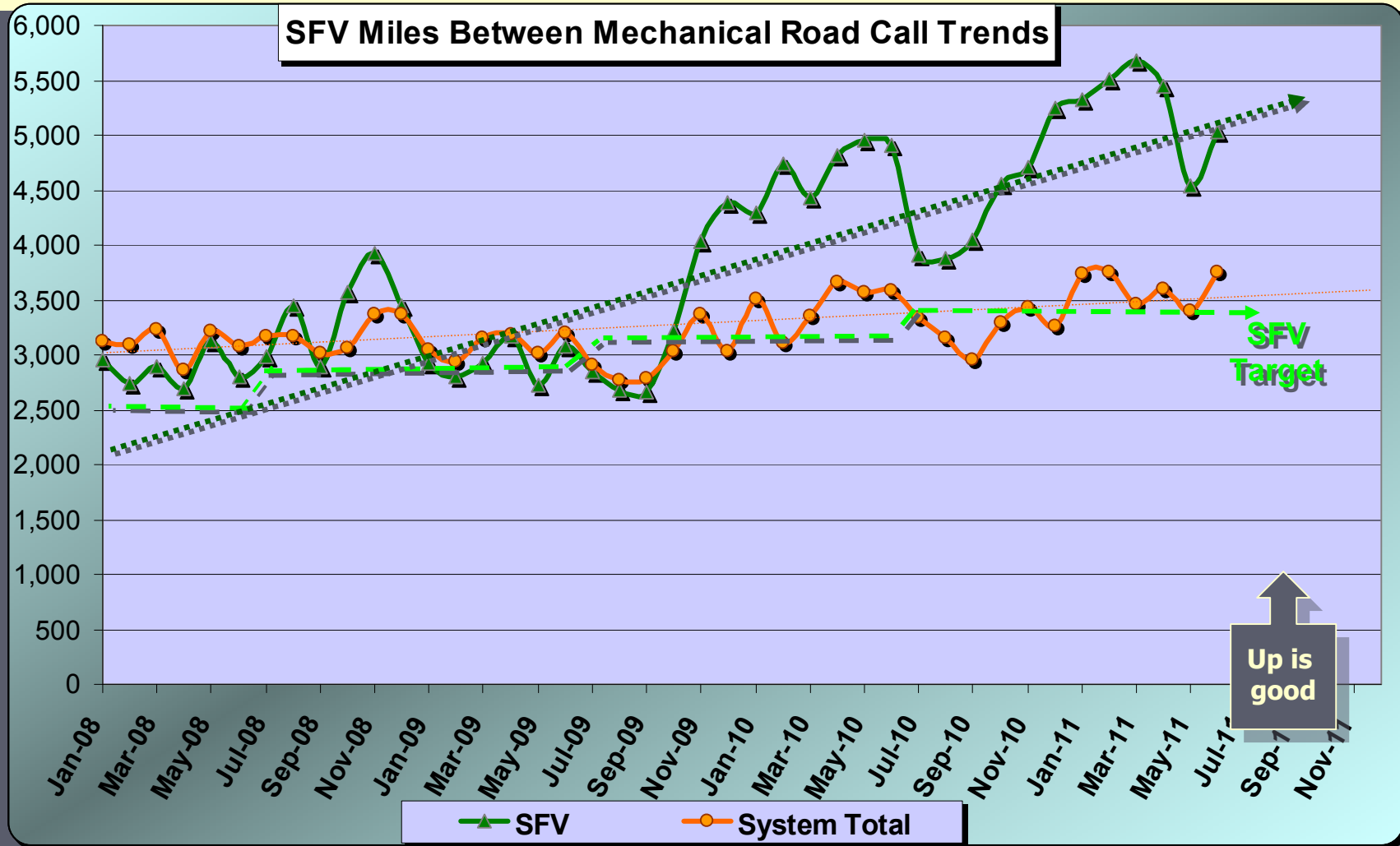
June 2011

Measurement : Miles Between Mechanical Road Call

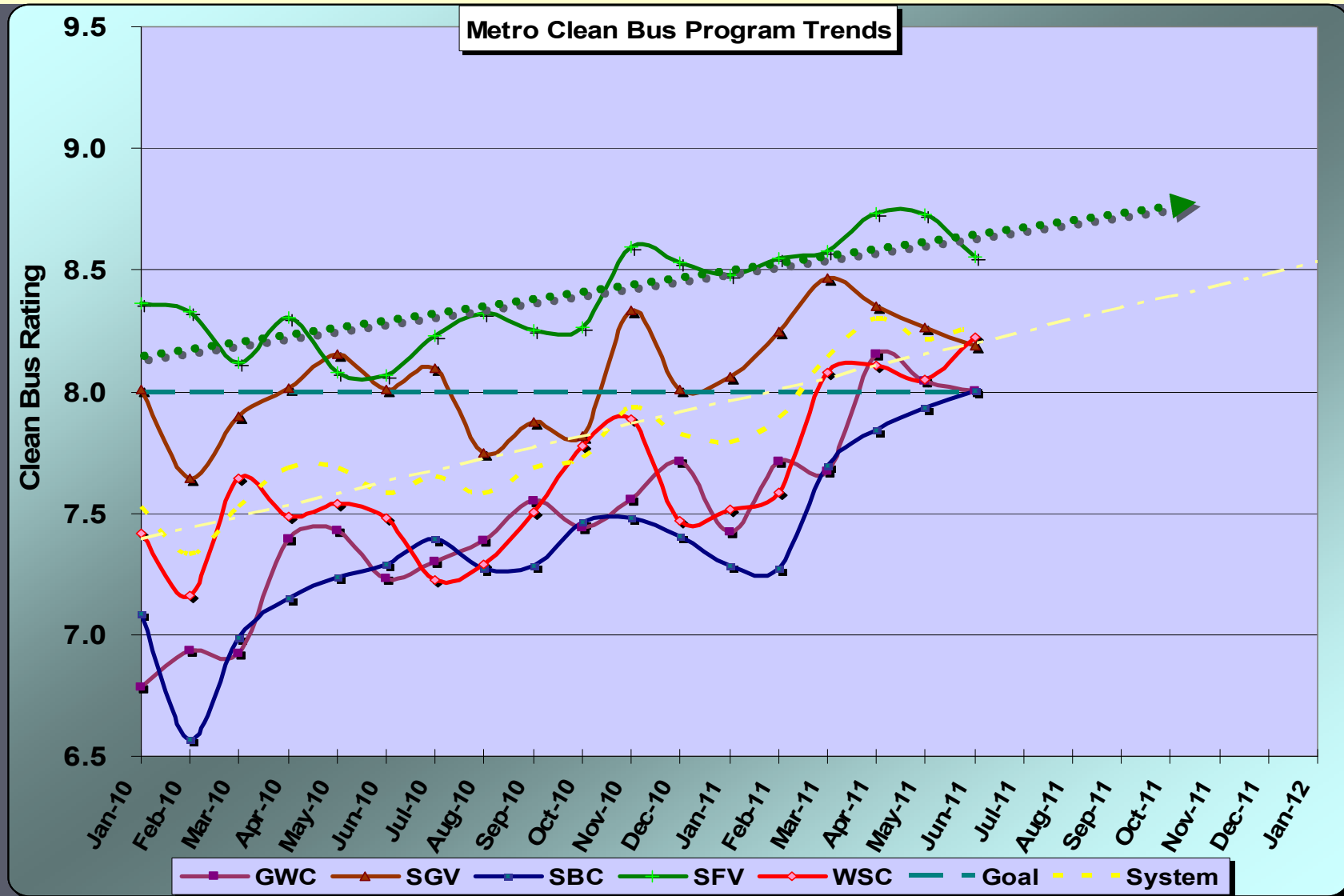
	Target	June	YTD
<b>Metro Bus System</b>	<b>3,664</b>	<b>3,757</b>	<b>3,428</b>
<b>San Fernando Valley</b>	<b>3,635</b>	<b>5,038</b>	<b>4,821</b>



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## Metro San Fernando Valley & Metro Bus System

June 2011

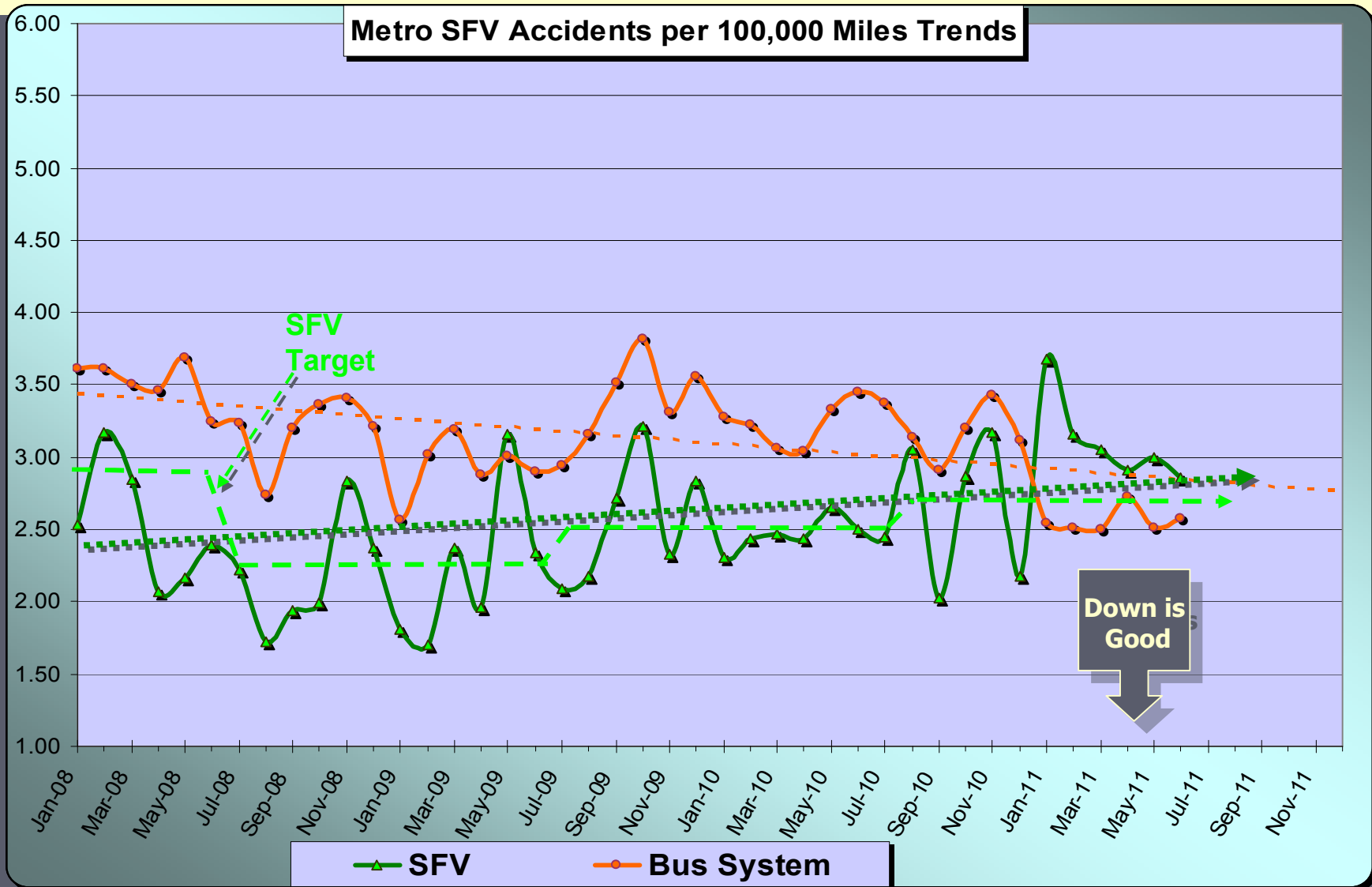
Measurement : Accidents per 100,000 Miles

	Target	June	YTD
<b>Metro Bus System</b>	<b>3.14</b>	<b>2.58</b>	<b>2.88</b>
<b>San Fernando Valley</b>	<b>2.73</b>	<b>3.85</b>	<b>2.87</b>



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## Metro San Fernando Valley & Metro Bus System

June 2011

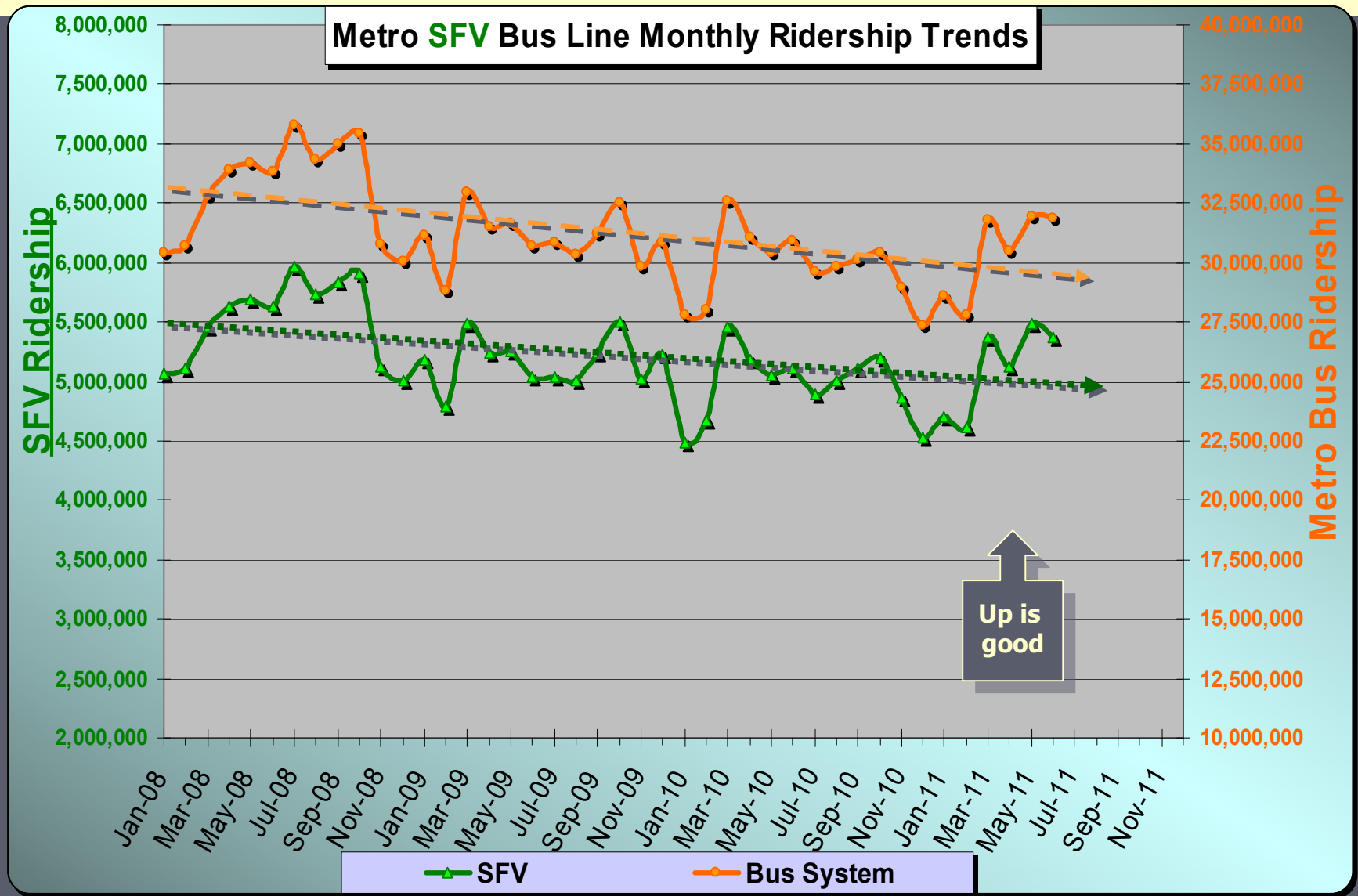
Measurement : Monthly Ridership

	Target	June	YTD
<b>Metro Bus System</b>	<b>29,470,000</b>	<b>31,190,000</b>	<b>29,840,000</b>
<b>San Fernando Valley</b>	<b>4,900,000</b>	<b>5,270,000</b>	<b>5,010,000</b>

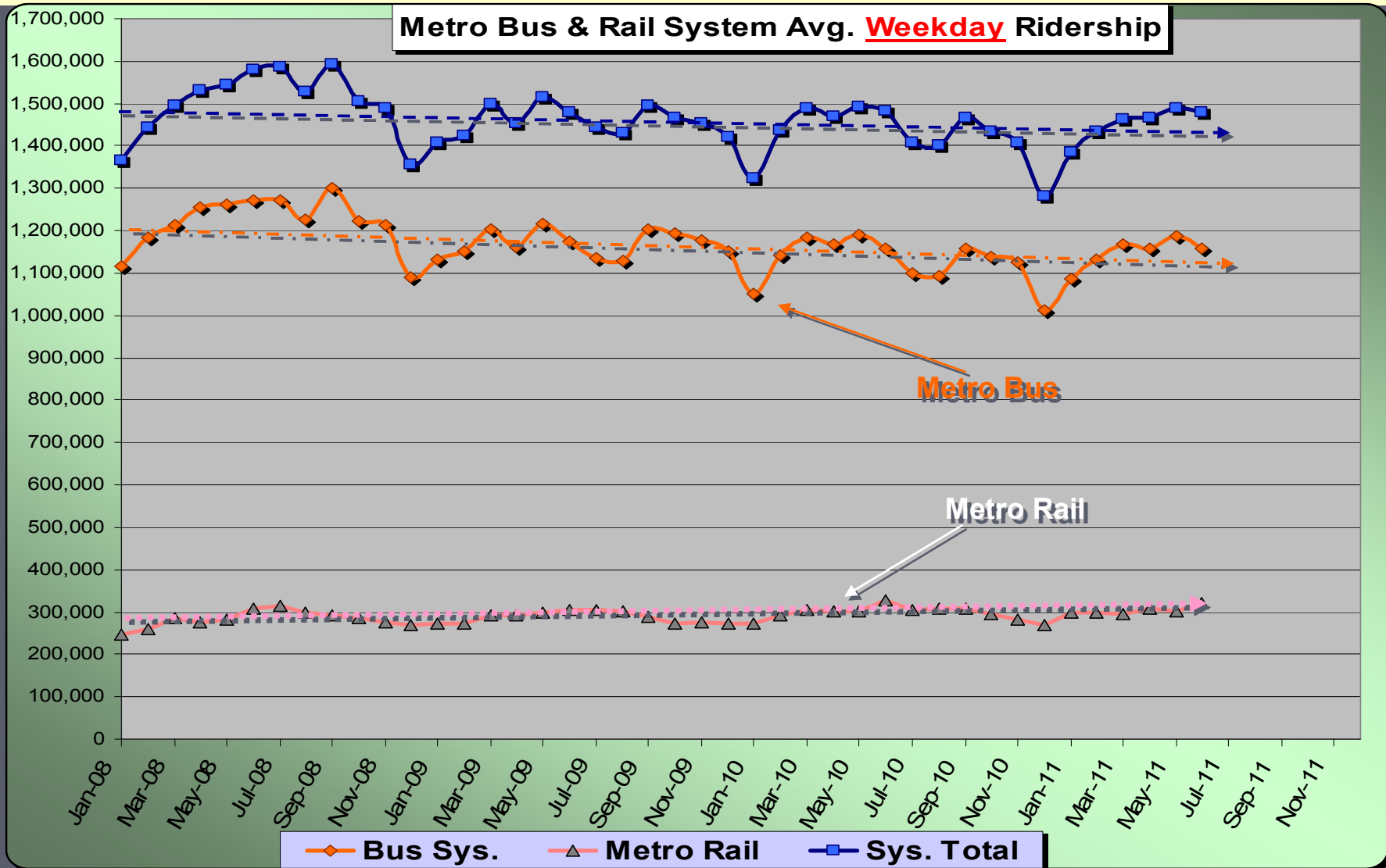


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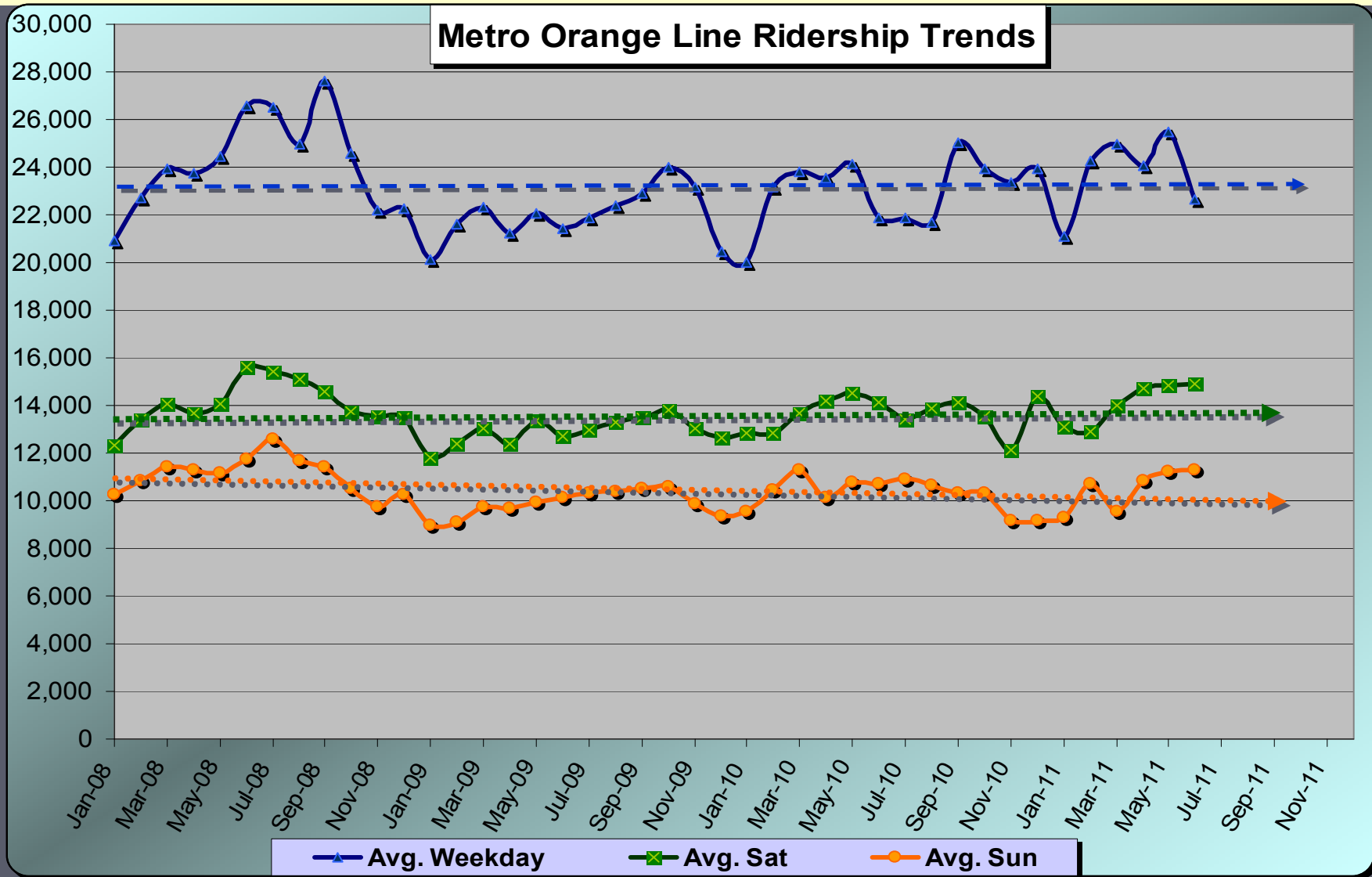
# SFV Service Council August 2011 Meeting



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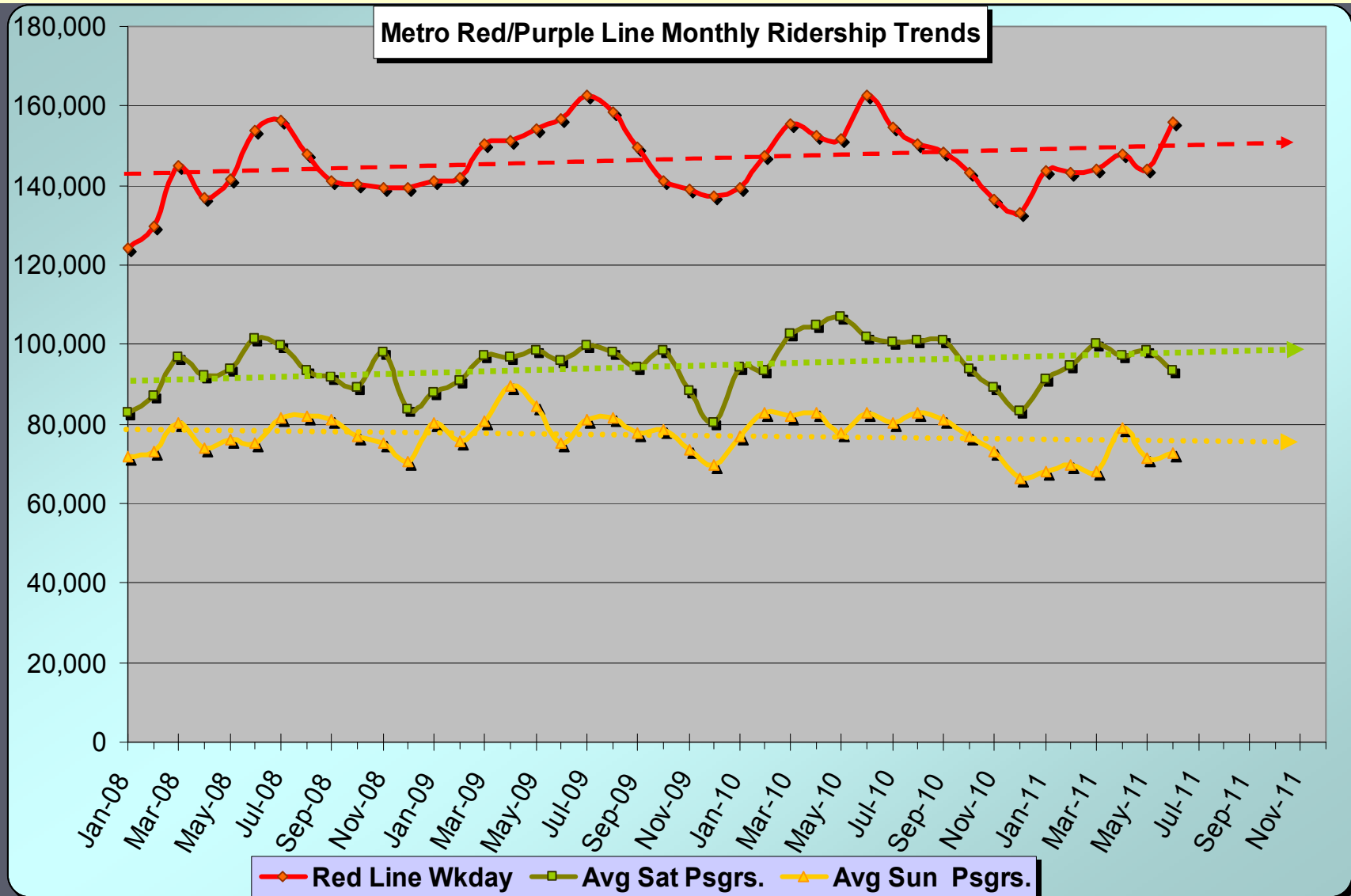


# SFV Service Council August 2011 Meeting



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## Carma-what?

- ❖ **Region experienced “Best Case Scenario”**
  - ✓ People staid home or staid away
  - ✓ I-405 Opened early
- ❖ **Transit experience no significant problems**
  - ✓ Estimated slight increase in Metro Rail ridership
  - ✓ Metro Bus ridership about average
  - ✓ Cost and lost revenue estimates being developed
- ❖ **Phase II – Spring or Summer 2012**





# SFV Service Council August 2011 Meeting

## Metro Orange Line Signal Priority

- 30 Signalized intersections on this 14.4 mile long BRT line
- Orange Line buses communicate with traffic signals
- Signal priority system designed to give buses more green time
- Issues
  - With buses in both direction some do not get priority
  - Some traffic signal equipment is occasionally not working
- Pedestrian path at NoHo between Red and Orange Lines
  - Will work with LADOT regarding pedestrian walk cycle
  - Existing knock-out panel at Red Line Sta. for ped. tunnel



# SFV Service Council August 2011 Meeting

## Bus Operator SOPs for Over Crowded Buses

### ❖ Scheduling Standard

- ✓ All bus routes planned for 1.30 passengers to seat ratio
  - ✓ 12 standees on a 40 seat bus (52)
  - ✓ 14 standees on a 46 seat bus (60)
  - ✓ 17 standees on a 57 seat bus (74)

### ❖ Operator SOPs

- ✓ If an Operator passes up waiting able bodied psgrs. are to:
  - ✓ Contact BOC
    - ✓ State location & approx. number passed up
- ✓ If an Operator passes up waiting wheel chair psgrs. are to:
  - ✓ Contact BOC and wheelchair psgr.
    - ✓ State location, customer destination, reason for pass up



# SFV Service Council August 2011 Meeting

## Director Wilson's Orange Line Observations

- ❖ **Director road Orange Line on Sunday July 3**
  - ✓ Experienced bus bunching in both directions of his trip
  - ✓ The westbound trip from NoHo was very overcrowded
- ❖ **Metro Orange Line Schedule**
  - ✓ Weekday = 4" peak; 10"/11" mid-day; 20" night from 9:30p-1a
  - ✓ Weekends = 12" all day; 20" night from 9p to 1a
- ❖ **Metro Orange Sunday Psgr. Loads**
  - ✓ Avg. peak load on 177 trips = 36 passengers
  - ✓ 8% of trips have standees & 1% exceed 1.30 load standard
- ❖ **Sunday, July 3 Evening Trip from NoHo**
  - ✓ 9:33pm trip—bus went out of service due to mechanical issue
  - ✓ Causing 9:53 trip to carry 84 psgrs.



# SFV Service Council August 2011 Meeting



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## Planned Service Council Tours

- ROC / BOC – September 2011
- Metro Art Tour – November 2011
- Rail & Bus Division Tour – January 2012
- Orange Line Extension – March 2012
- Gold Line Foothill Extension – May 2012
- CMF Bus Mid-Life Rebuild – July 2012
- Green Line Extension – September 2012



# SFV Service Council August 2011 Meeting

## August Public Hearings Cancellation

- Region has been experiencing a general increase in transit ridership
- The hearings contained service reductions
  - Routes shortened
  - Some stop would not be served
  - Reductions in weekend service
- Metro budget did not require more service reductions
- Determination made to pull back proposals
- Staff to reevaluate service with new ridership and service data



# SFV Service Council August 2011 Meeting

## Potential Metro Board Actions

### Motion by Mayor Antonio R. Villaraigosa

1. Maintain service hours on Metro's Tier 1 and Rapid Bus service for FY12
2. Monitor passenger loads and on-time performance
3. Develop strategy and time line to complete UFS or TAP to Board in Oct. 11
4. Provide an implementation plan for quarterly bus service evaluation program as outlined in June 11 report on bus service modifications to the Operations Committee
5. Appoint an internal compliance manager to report on Metro bus service quality in coordination with the Service Councils on a monthly basis
6. Identify a minimum of five Bus Rapid Transit Corridors in the County

