

***Metro San Fernando Valley
Service Council
October 5, 2011 Meeting***

**Performance Report
During *August 2011***

SFV Service Council September 2011 Meeting

Metro San Fernando Valley & Metro Bus System

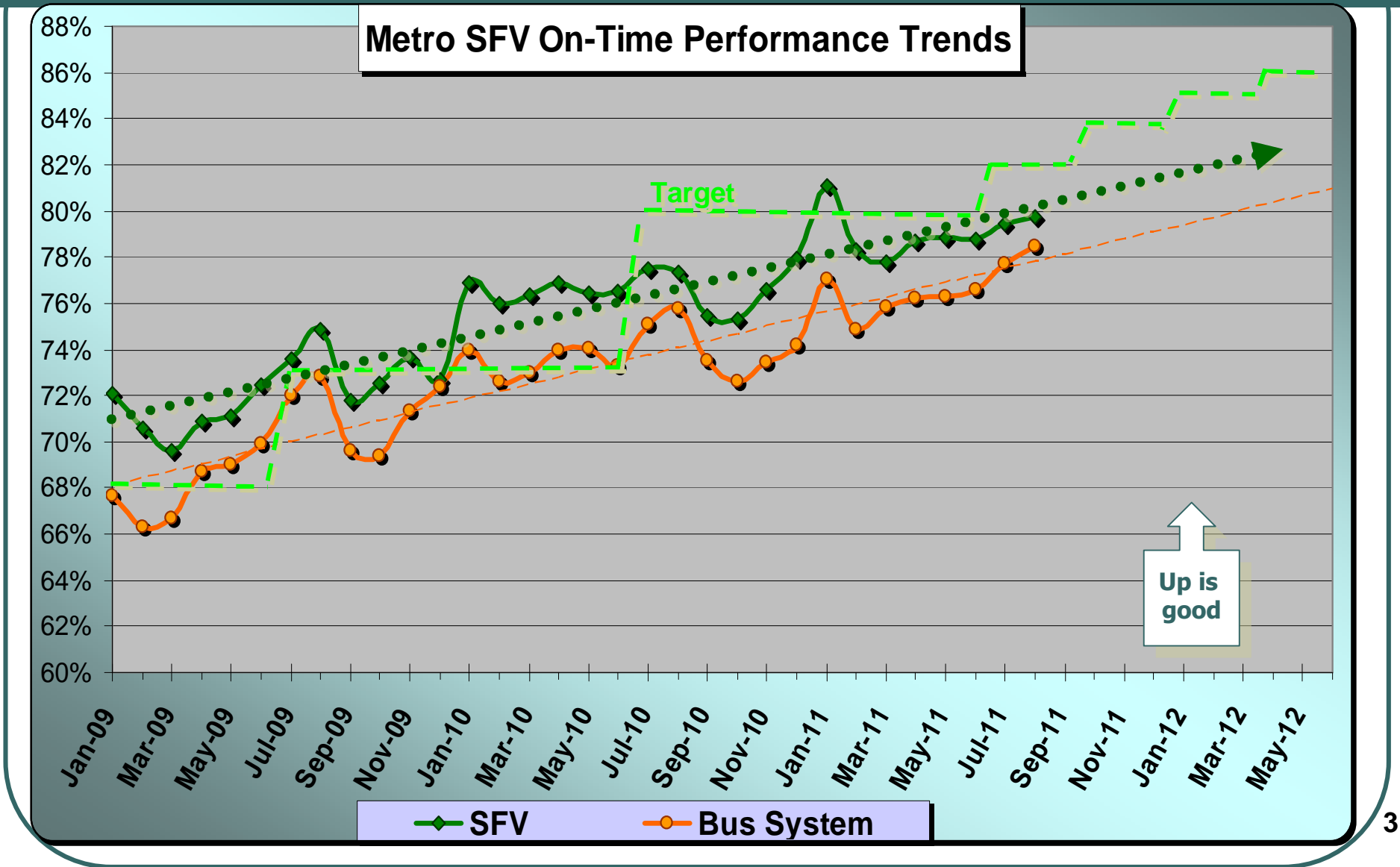
August 2011

Measurement : On Time Performance

	Target	August	YTD
Metro Bus System	82.0%	78.5%	78.0%
San Fernando Valley	82.0%	79.8%	79.6%

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SFV Service Council September 2011 Meeting



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Metro San Fernando Valley

& Metro Bus System

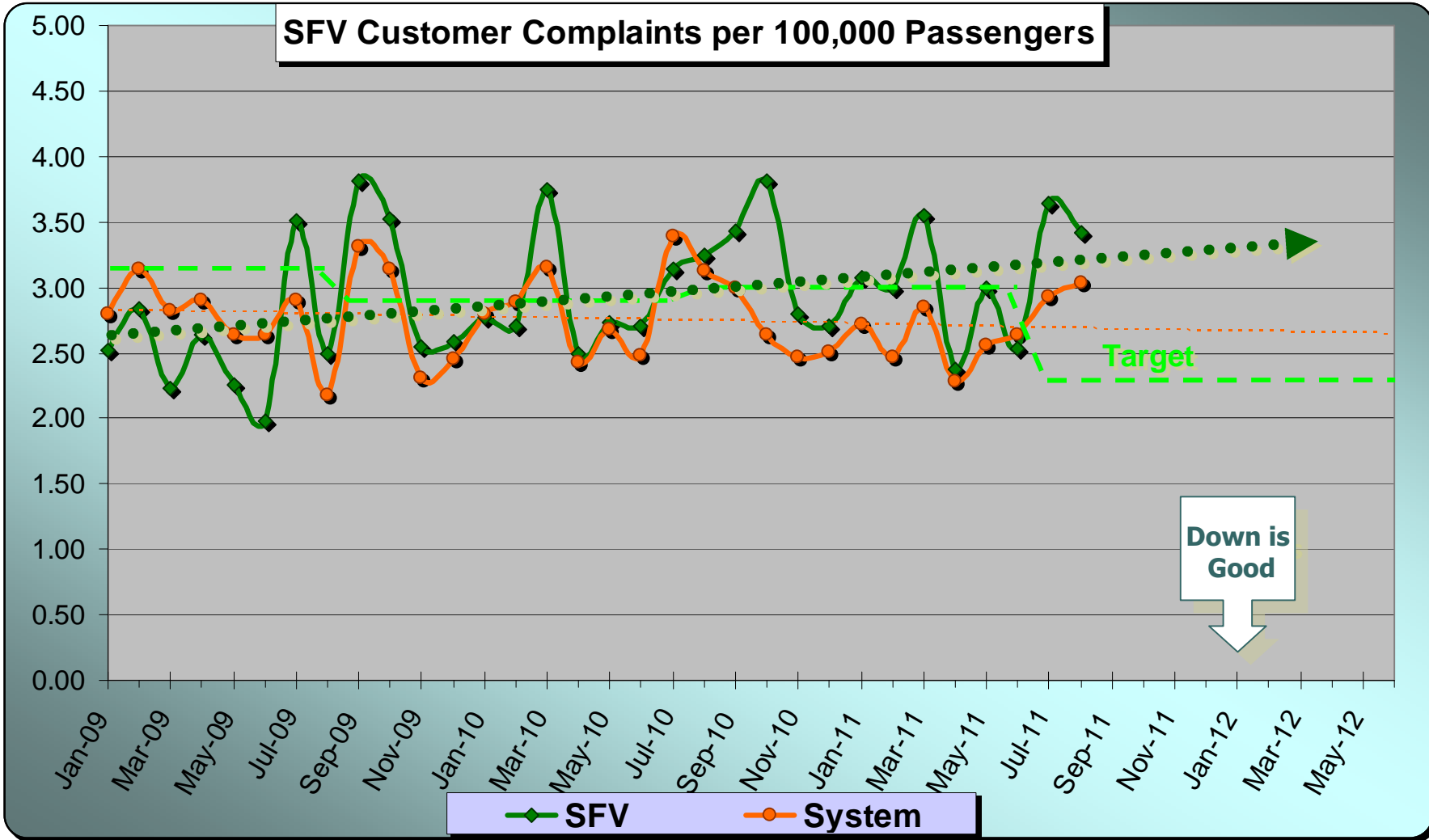
August 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	August	YTD
Metro Bus System	2.29	3.04	2.98
San Fernando Valley	2.57	3.41	3.52

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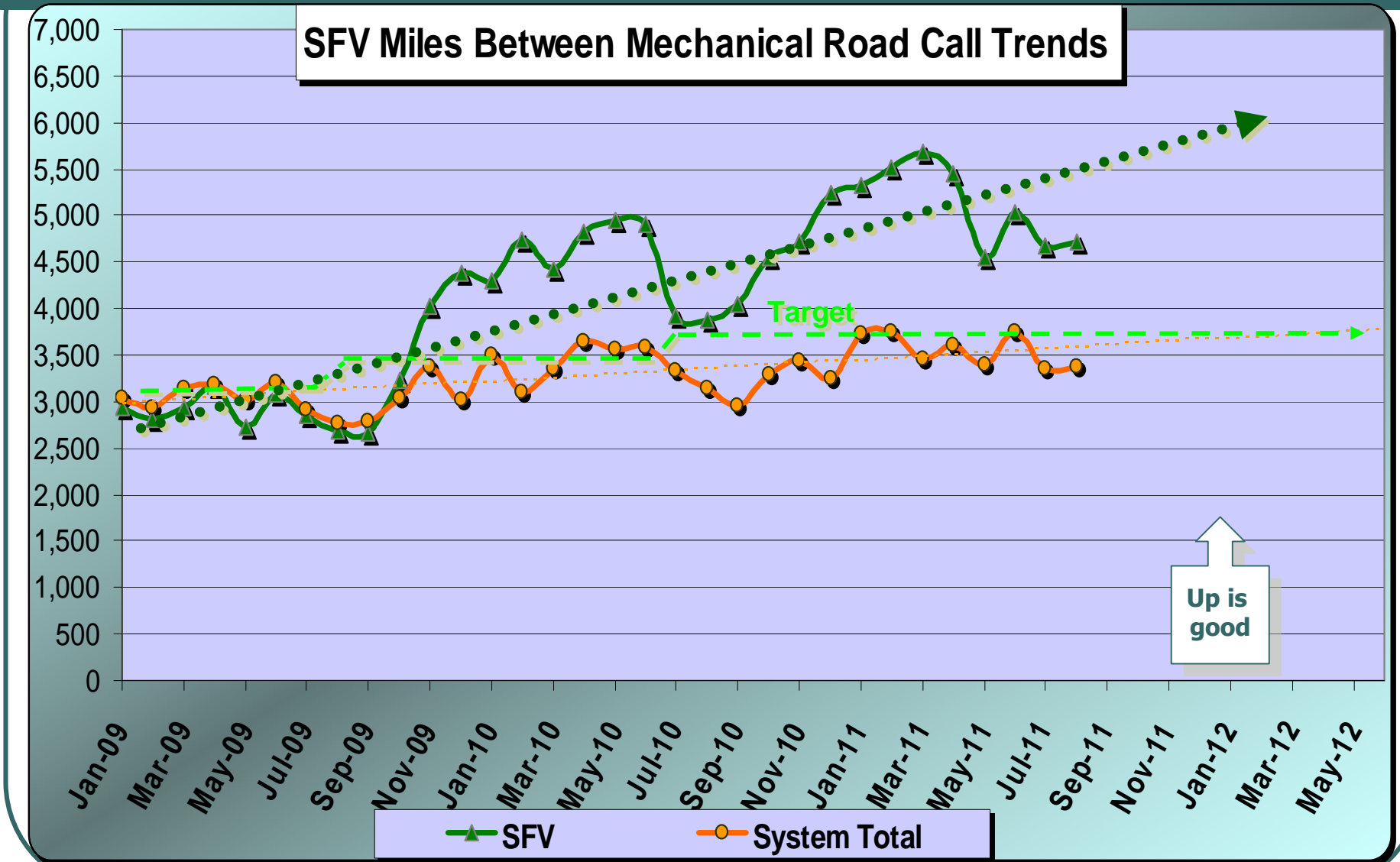
August 2011

Measurement : Miles Between Mechanical Road Call

	Target	August	YTD
Metro Bus System	3,650	3,368	3,361
San Fernando Valley	3,650	4,712	4,712

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Metro San Fernando Valley & Metro Bus System

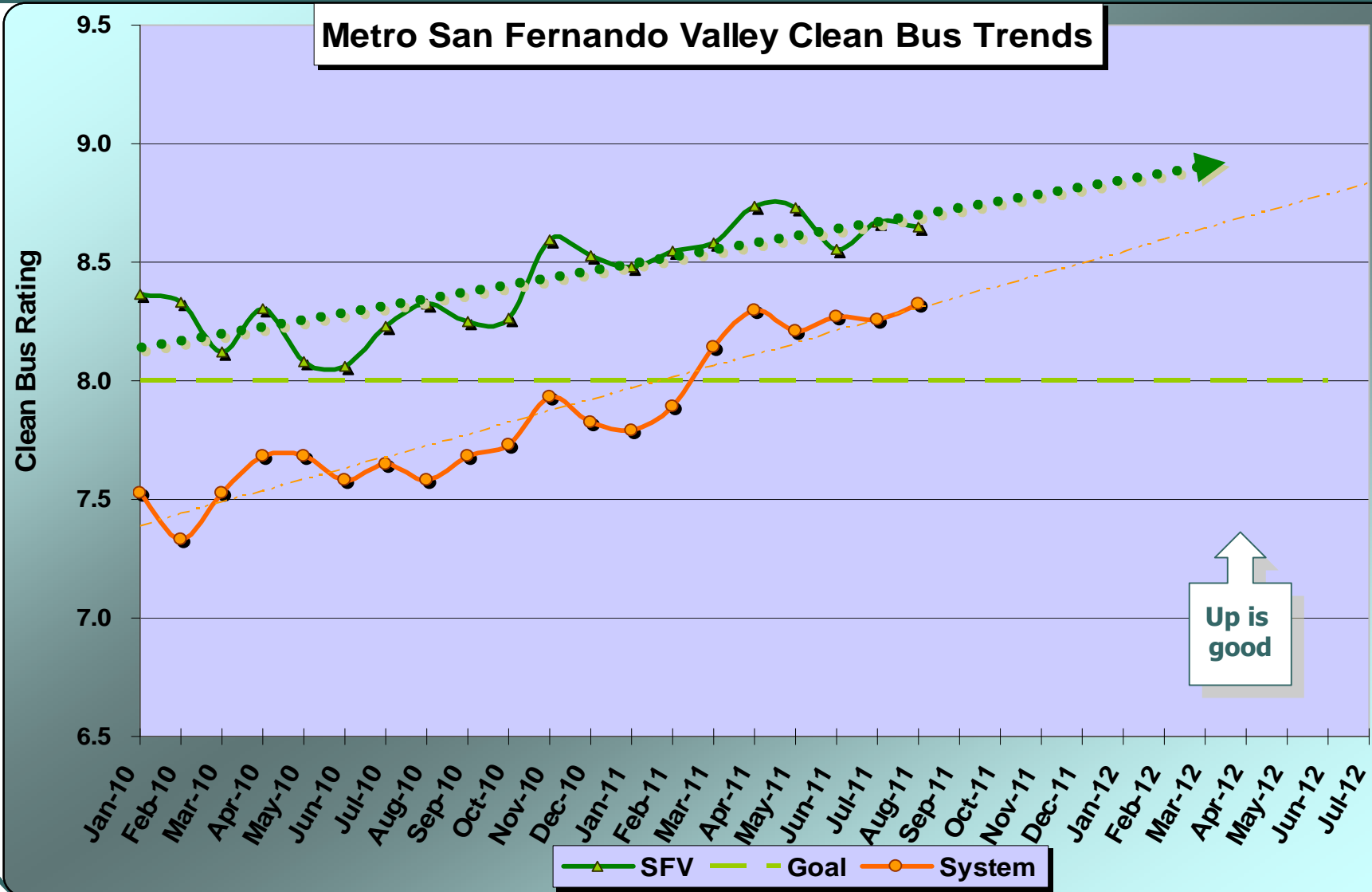
August 2011

Measurement : Clean Bus

	Target	August	YTD
Metro Bus System	8.0	8.26	8.26
San Fernando Valley	8.0	8.67	8.67

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Metro San Fernando Valley

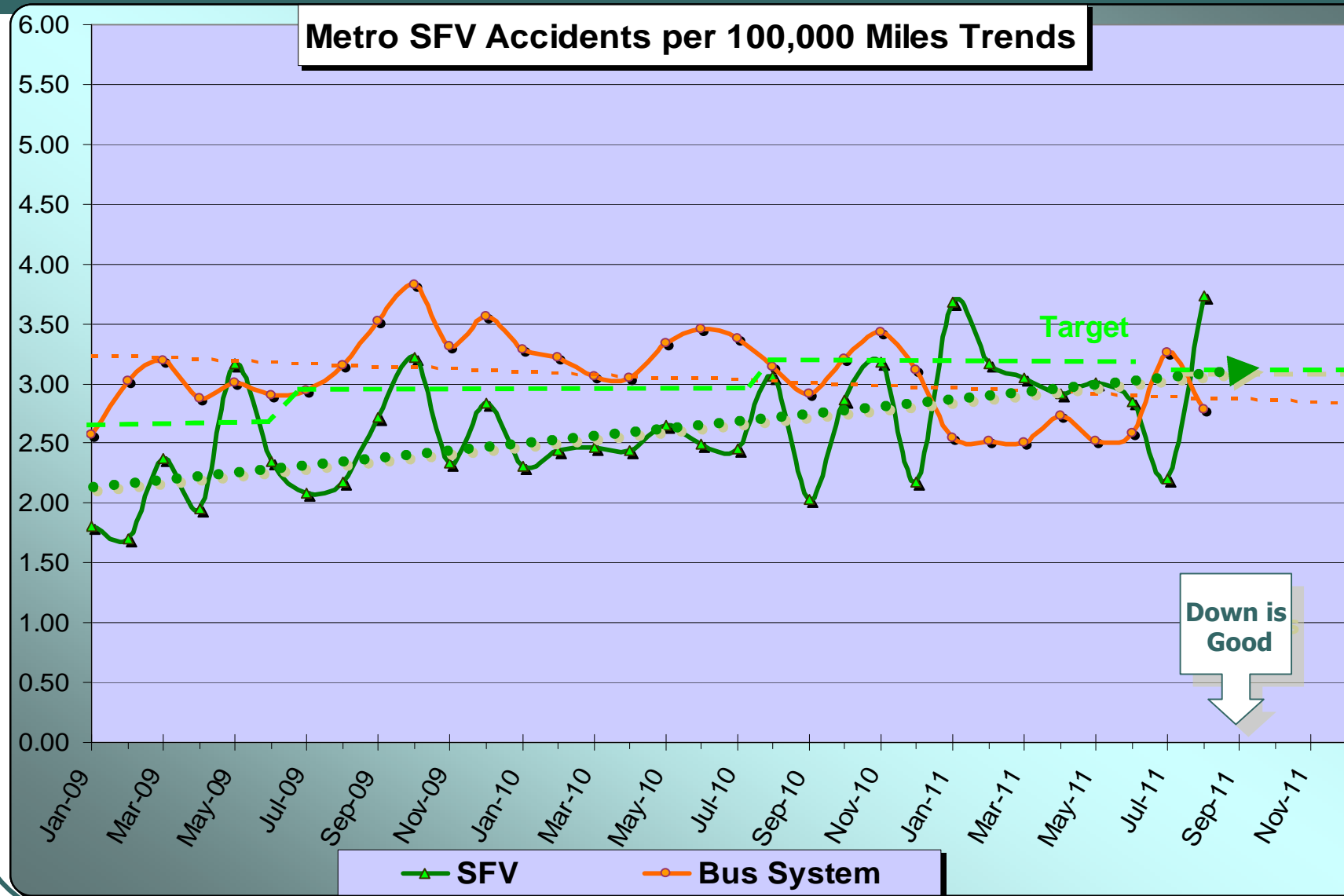
& Metro Bus System

August 2011

Measurement : Accidents per 100,000 Miles

	Target	August	YTD
Metro Bus System	3.20	2.78	3.02
San Fernando Valley	2.88	3.73	2.97

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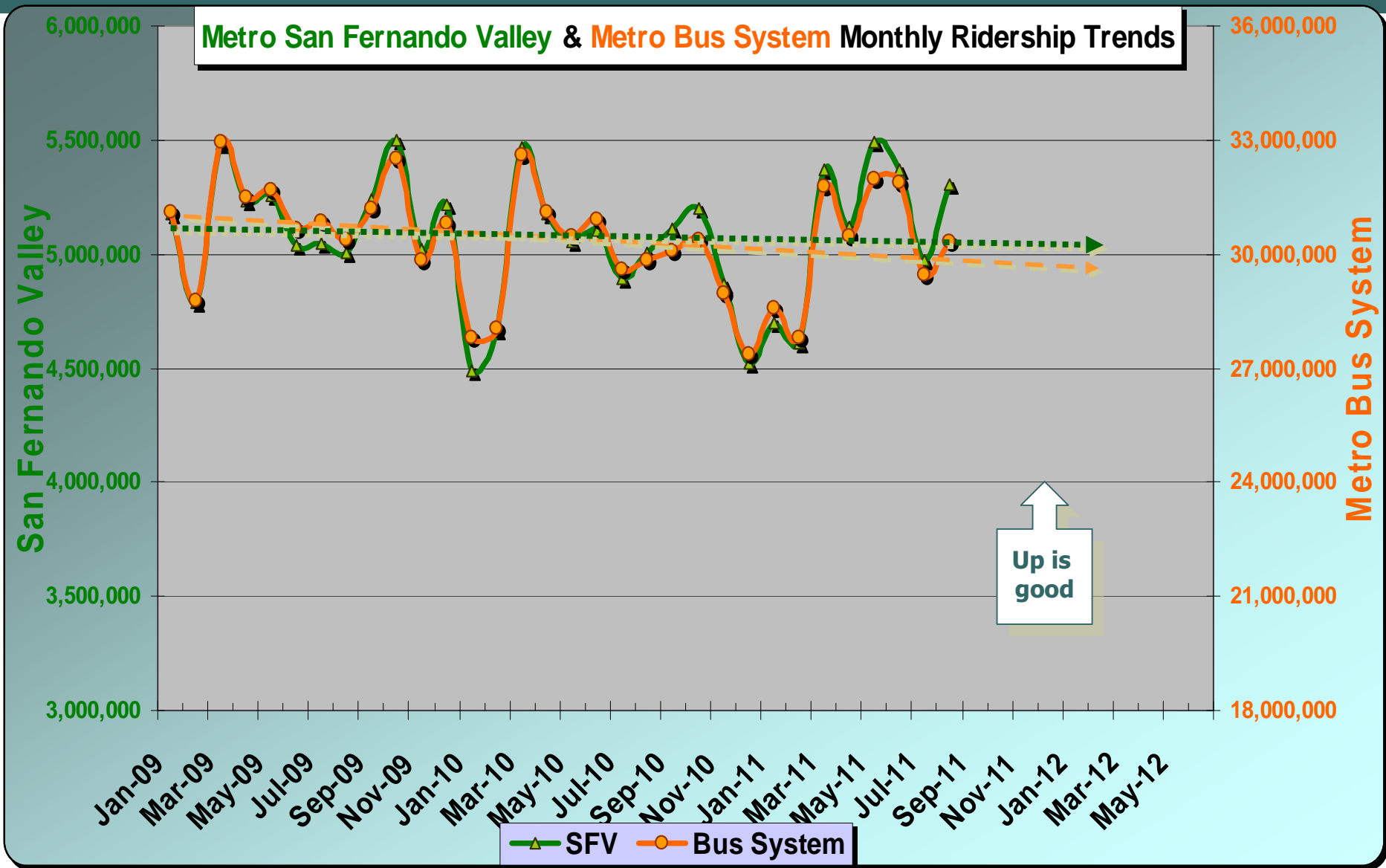
August 2011

Measurement : Monthly Ridership

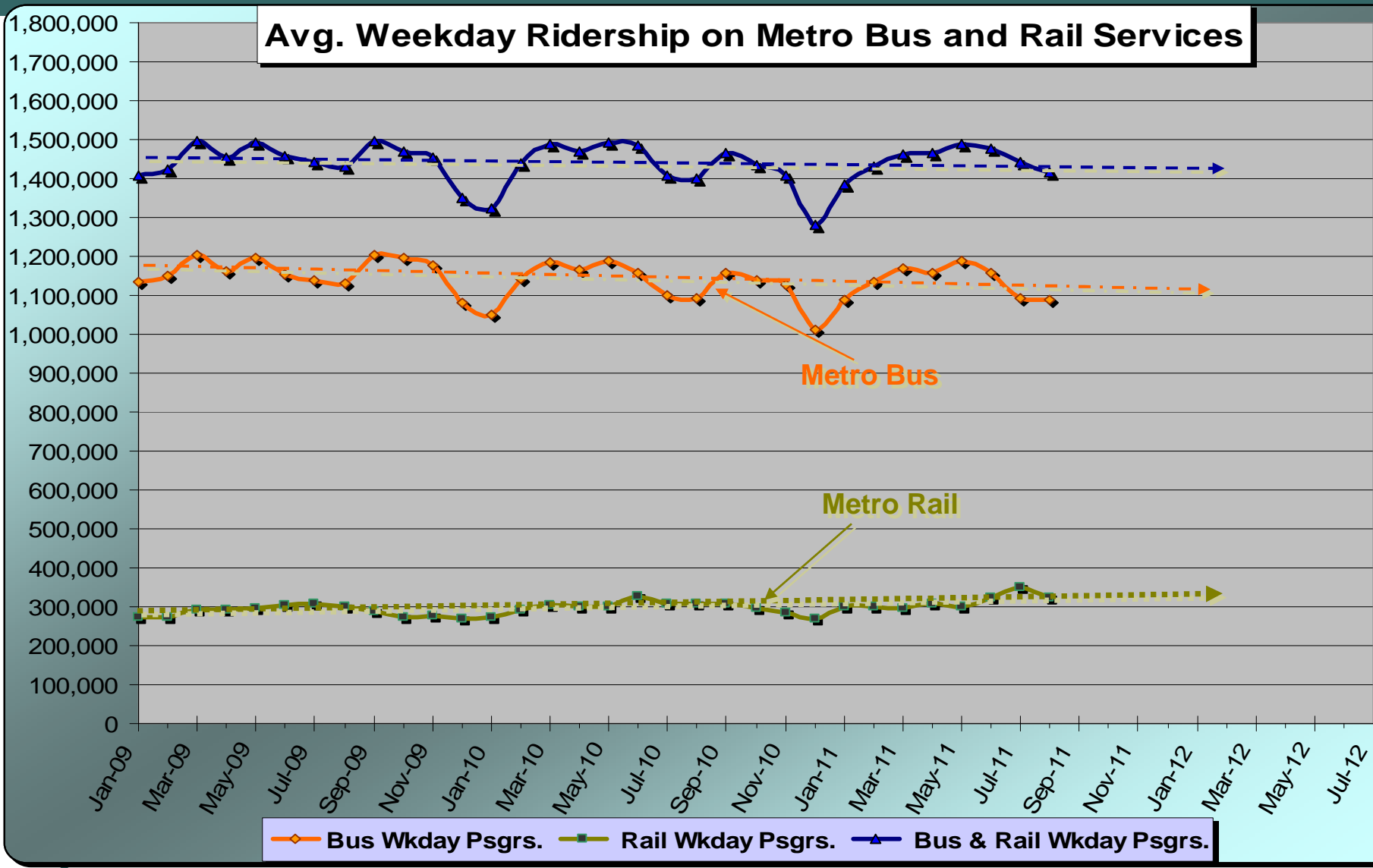
	Target	August	YTD
Metro Bus System	29,170,000	30,320,000	29,900,000
San Fernando Valley	4,920,000	5,300,000	5,140,000

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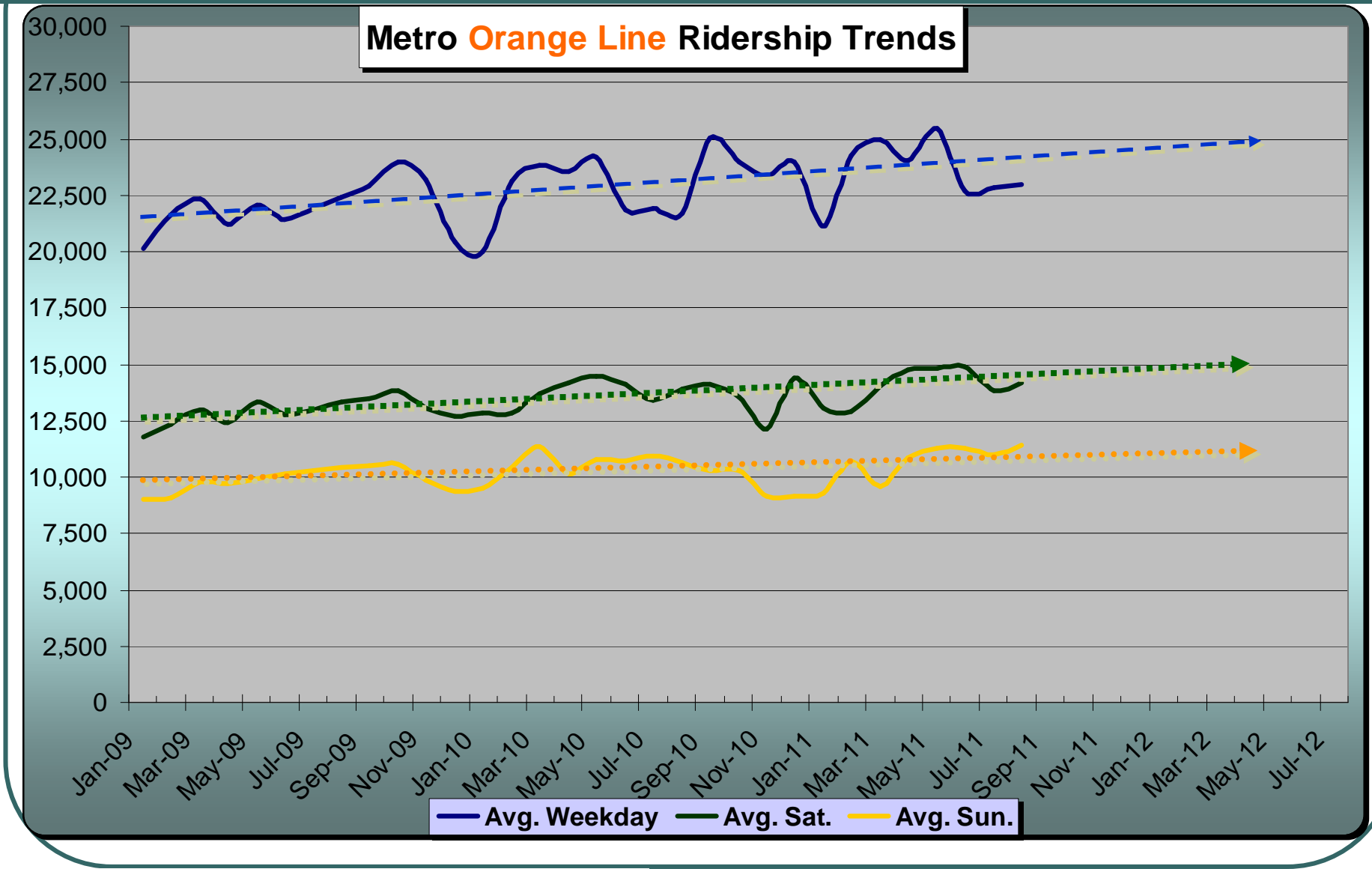
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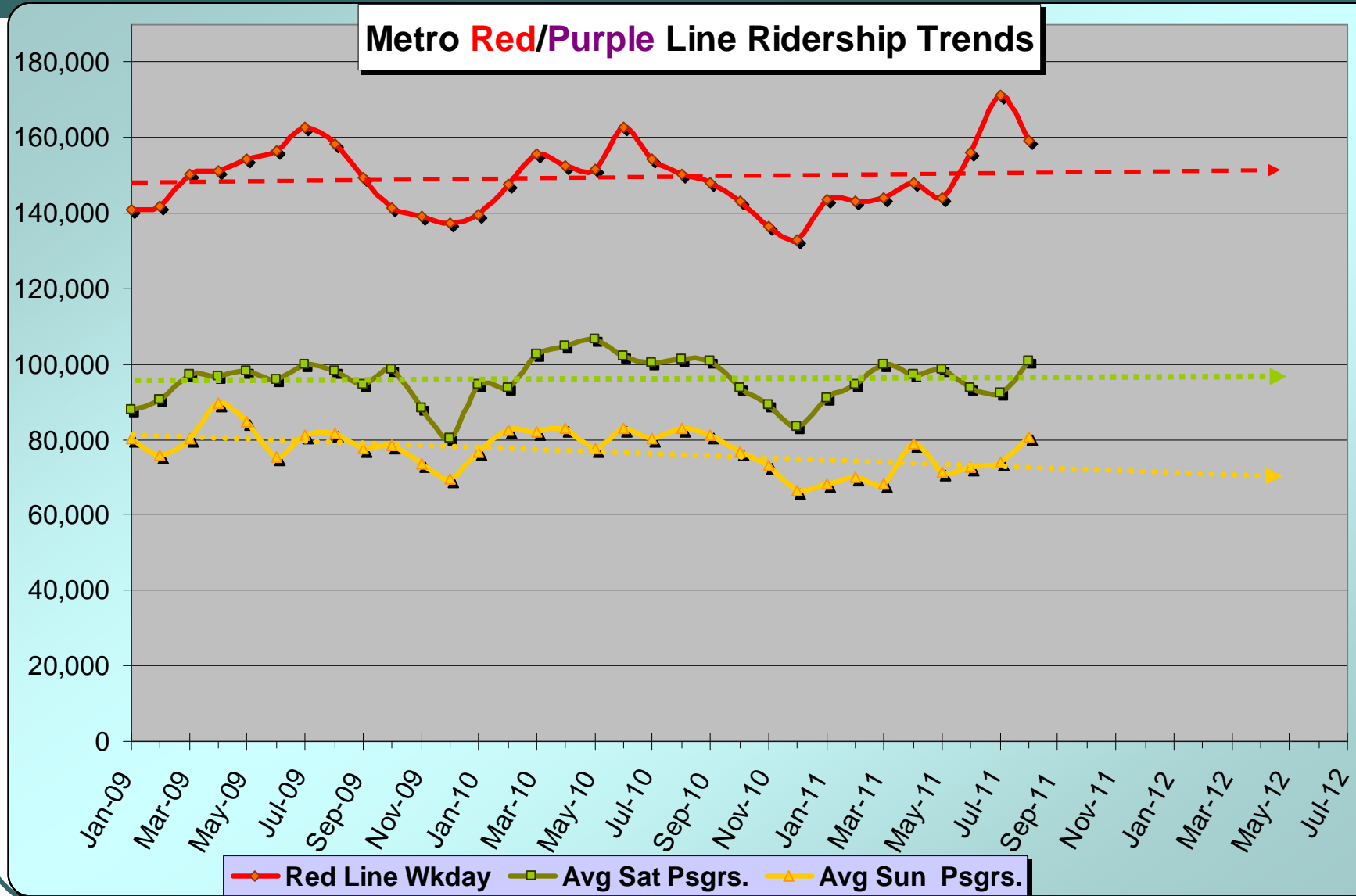
SFV Service Council September 2011 Meeting



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SFV Service Council September 2011 Meeting



September Meet and Confer

Topics:

- Update on Union Station Master Plan
- LOSSAN
- Exposition Line Update
- Late Night Rail Service
- TAP Program Update
- Station Name Changes

SFV Service Council September 2011 Meeting

Report on Tour of BOC, Service Planning/Scheduling & ROC

➤ Four Service Council Reps. Participated

- ✓ Open discussions with John Roberts, Bruce Shelburne, Conan Cheung, Dan Nguyen
- ✓ Tour of BOC - Nadine Triche-Williams
- ✓ Tour of Service Planning - Scott Page
- ✓ Tour of ROC - Bruce Shelburne

SFV Service Council September 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Mayor's Motion Approved at August Board Meeting

Elements Include:

❖ Existing Performance Measures to Service Councils:

- ✓ On-Time Performance
- ✓ Customer Complaint Rate
- ✓ Clean Bus Ratings
- ✓ Bus Accident Rate
- ✓ Bus Mechanical Reliability Rate
- ✓ Monthly Ridership Levels

SFV Service Council September 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Additional Performance Measures to Service Councils:

- ✓ Number of ADA Complaints
- ✓ Bus Station Cleanliness
- ✓ Pct. of Passengers Standee Miles
- ✓ Pct. Of Bus Trips Over Loading Standard
- ✓ Customer Survey to Estimate
 - Avg. walking distance to bus stop
 - Avg. customer wait time at bus stop
 - Customer perception of Metro Bus Service Quality

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Metro Bus Service Quality Monitoring Program Bus Stations to be Monitored

Bus Transit Center		GWC	SBC	SFV	SGV	WSC
1	Artesia Blue Line Bus Ctr.	X				
2	Aviation Green Line Bus Station		X			
3	Burbank Metrolink Bus Sta.			X		
4	Cal State Univ. LA Bus Center				X	
5	Chatsworth Metrolink Bus Sta.			X		
6	Compton MLK Bus Station	X				
7	County/USC Busway Station				X	
8	CSULA Busway Station				X	
9	Culver City Transit Center					X
10	Del Amo Blue Line Bus Station	X				
11	El Monte Bus Station				X	
12	Harbor Fwy./Green Line Bus Station		X			
13	Harbor/Gateway Transit Center		X			
14	I-110 Florence Transitway Station					X
15	I-110 Manchester Transitway Station					X
16	Inglewood Transit Center		X			
17	LAX City Bus Center					X
18	North Hollywood Bus Station			X		
19	Norwalk Green Line Bus Station	X				
20	Patsaouras Transit Plaza					X
21	Pico/Rimpau				X	
22	Sierra Madre Villa Gold Line Bus Station				X	
23	South Bay Galleria		X			
24	Sylmar/San Fernando Metrolink Bus Sta.			X		
25	Universal City Bus Station			X		

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