

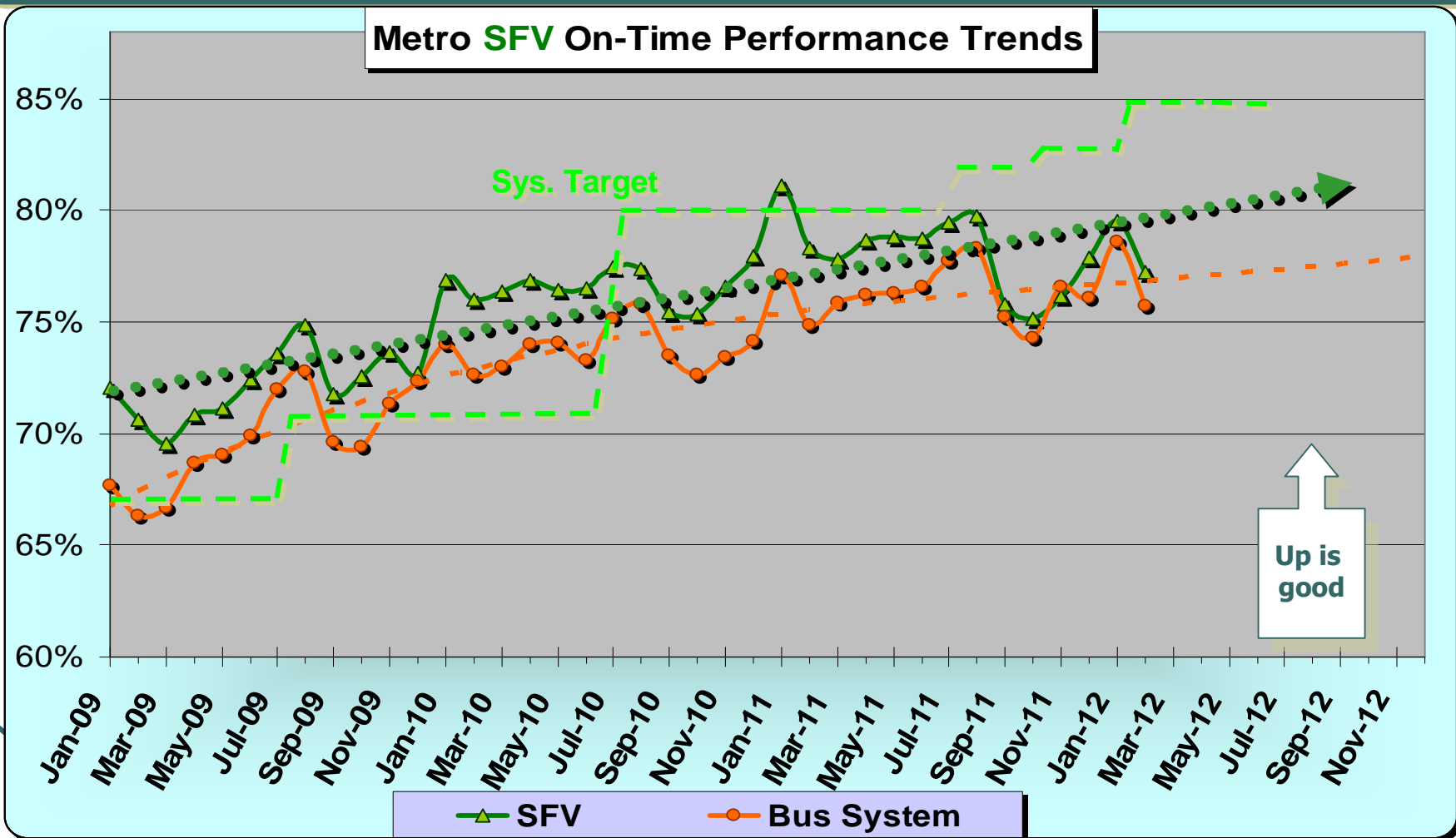
***Metro San Fernando Valley  
Service Council  
April 4, 2012 Meeting***

***Performance Report on  
February 2012 Service***



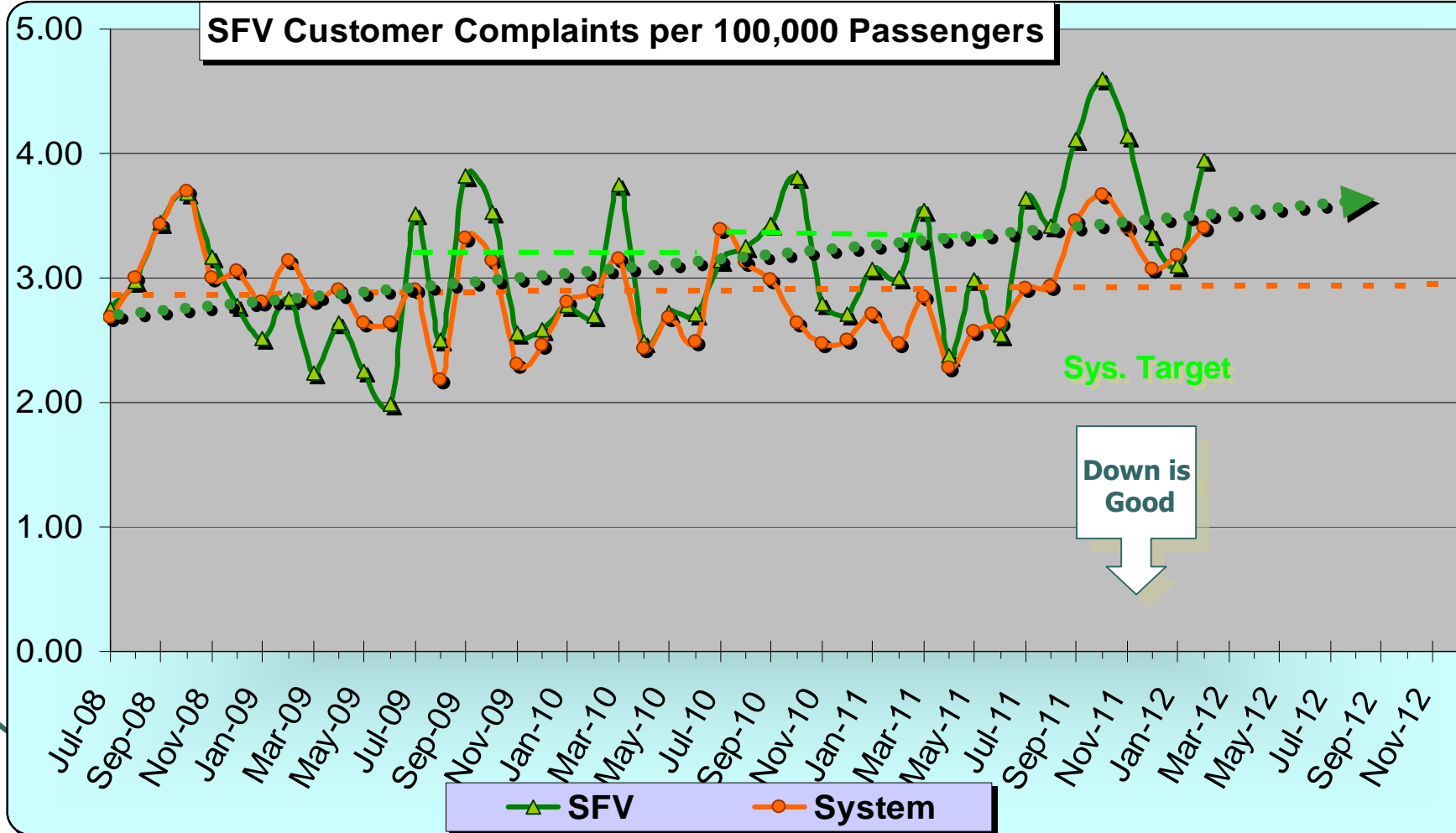
# SFV Service Council April 2012 Meeting

<u>On Time Performance</u>		Target	Feb.	YTD
	Metro Bus System	85.0%	75.7%	76.5%
	San Fernando Valley	85.0%	77.2%	77.6%



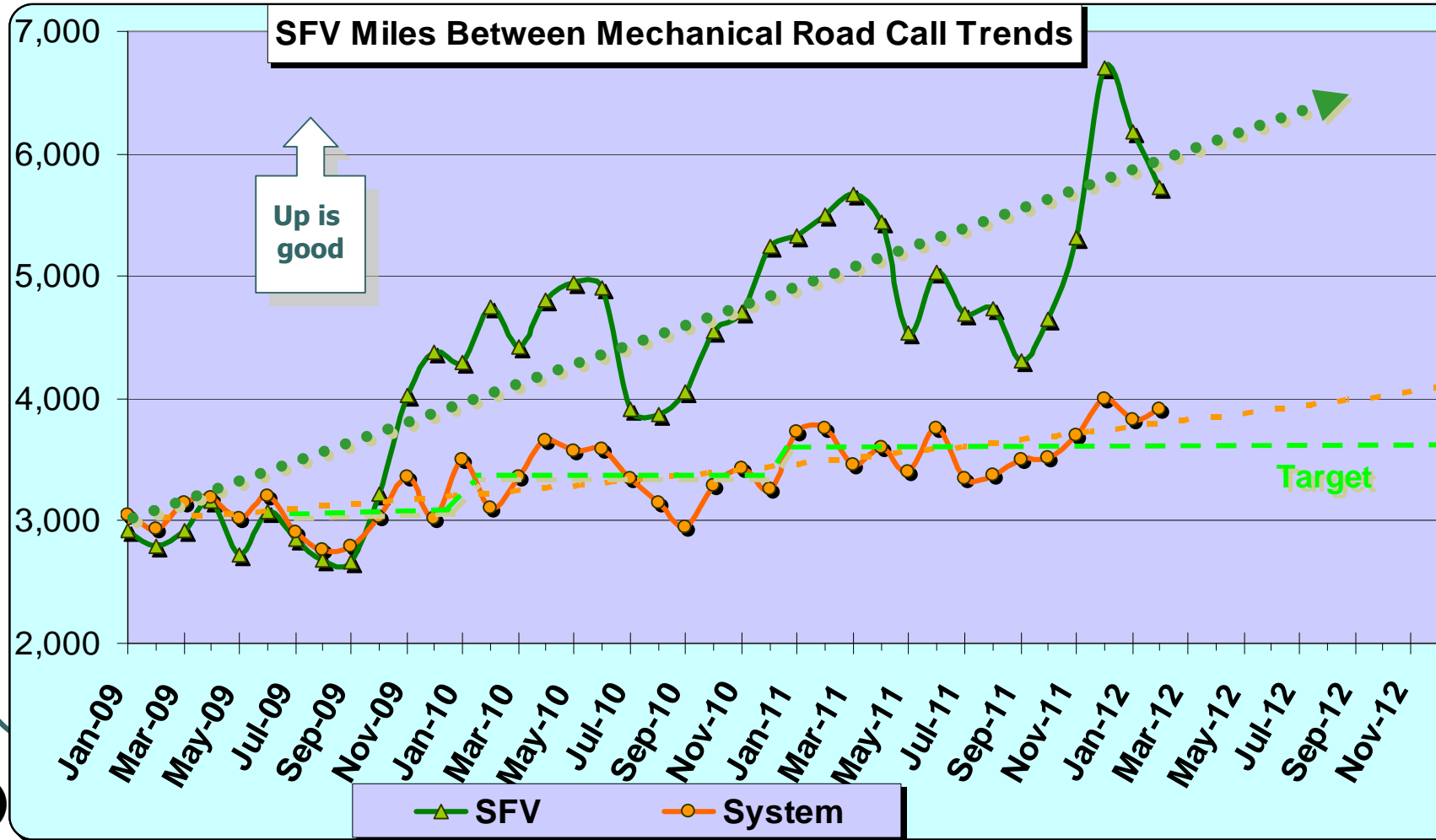
# SFV Service Council April 2012 Meeting

<u>Complaints / 100,000 Psgrs.</u>		Target	Feb.	YTD
	<b>Metro Bus System</b>	<b>2.29</b>	<b>3.40</b>	<b>3.26</b>
	<b>San Fernando Valley</b>	<b>2.88</b>	<b>3.94</b>	<b>3.80</b>



# SFV Service Council April 2012 Meeting

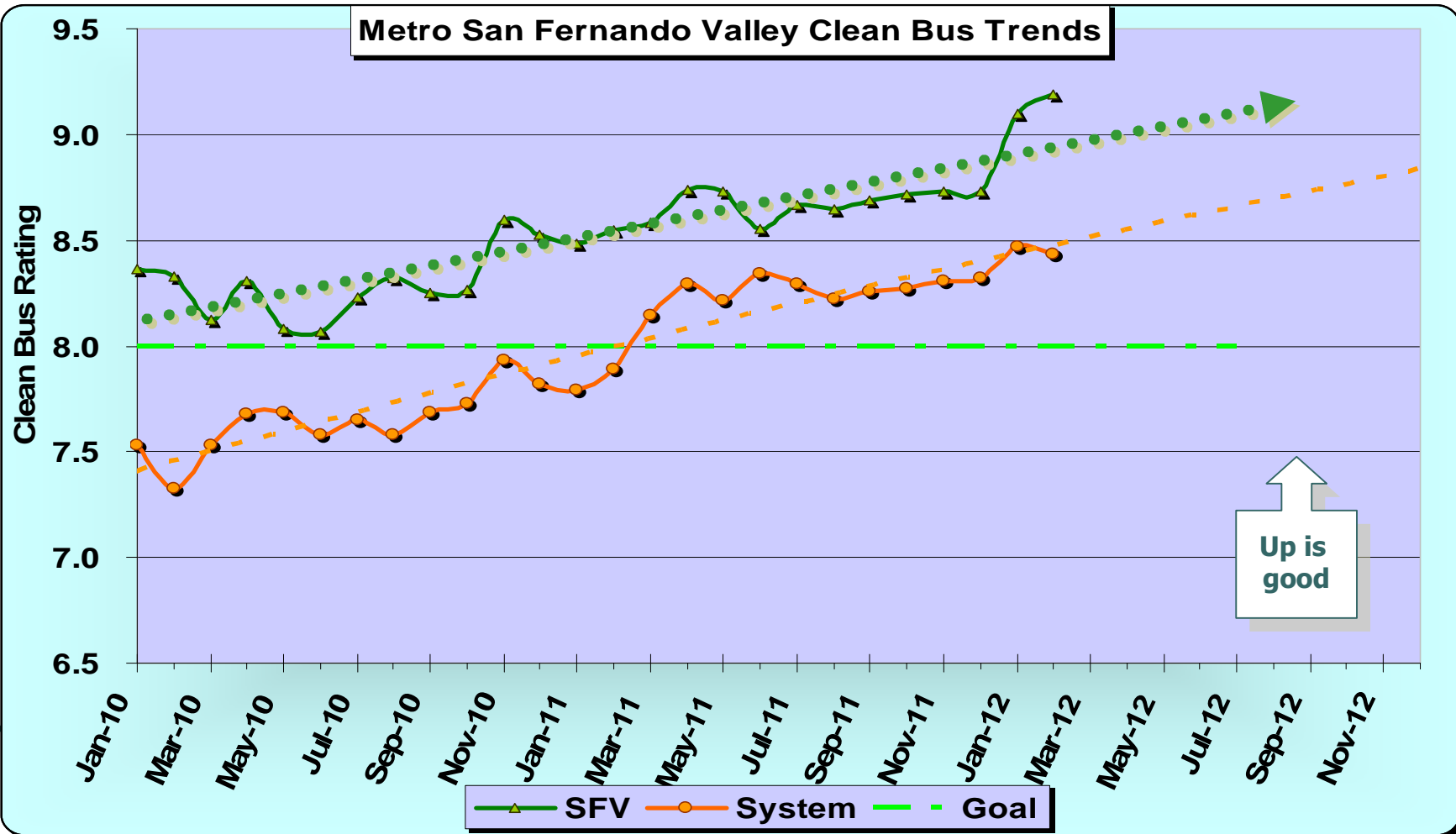
		Target	Feb.	YTD
<b>Miles / Mech.</b>	<b>Metro Bus System</b>	<b>3,650</b>	<b>3,909</b>	<b>3,631</b>
<b>Road Call</b>	<b>San Fernando Valley</b>	<b>3,650</b>	<b>5,724</b>	<b>5,176</b>



# SFV Service Council April 2012 Meeting

## Clean Bus Rating

	Target	Feb.	YTD
<b>Metro Bus System</b>	<b>8.0</b>	<b>8.43</b>	<b>8.32</b>
<b>San Fernando Valley</b>	<b>8.0</b>	<b>9.19</b>	<b>8.81</b>



# SFV Service Council April 2012 Meeting

**Accidents /  
100,000 Miles**

**Metro Bus System**

**San Fernando Valley**

**Target**

**3.20**

**Feb.**

**3.74**

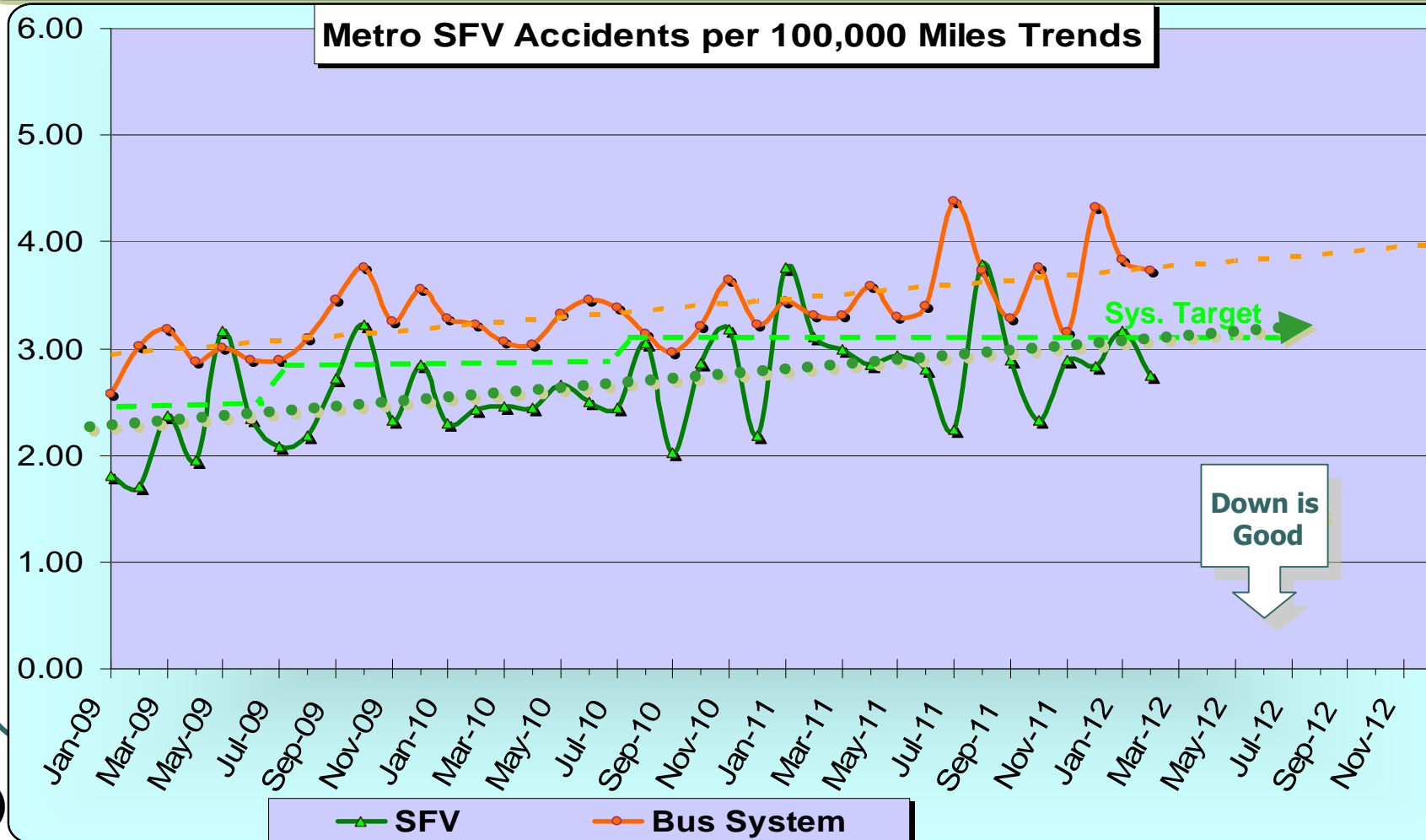
**YTD**

**3.77**

**2.88**

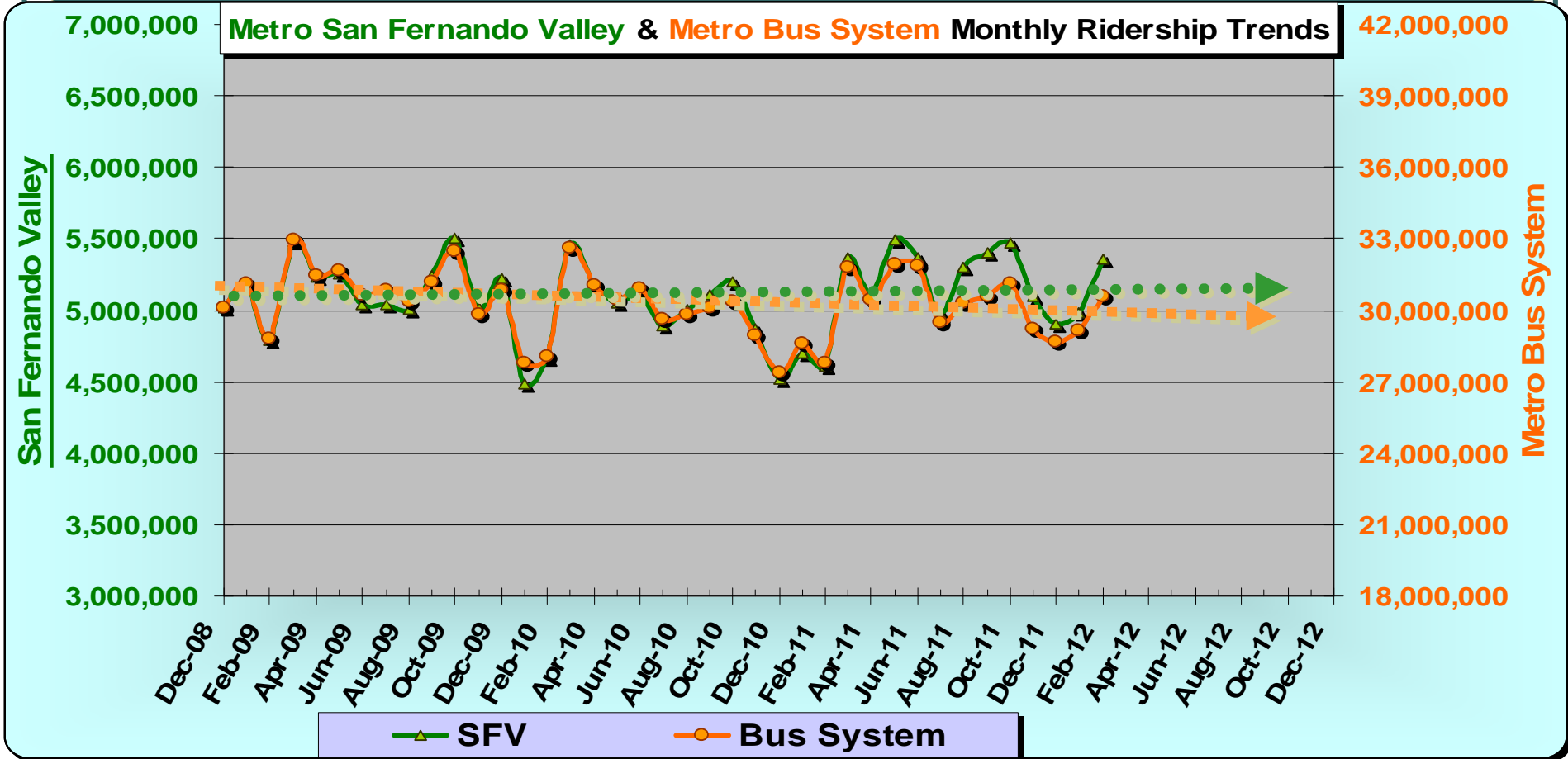
**2.75**

**2.86**



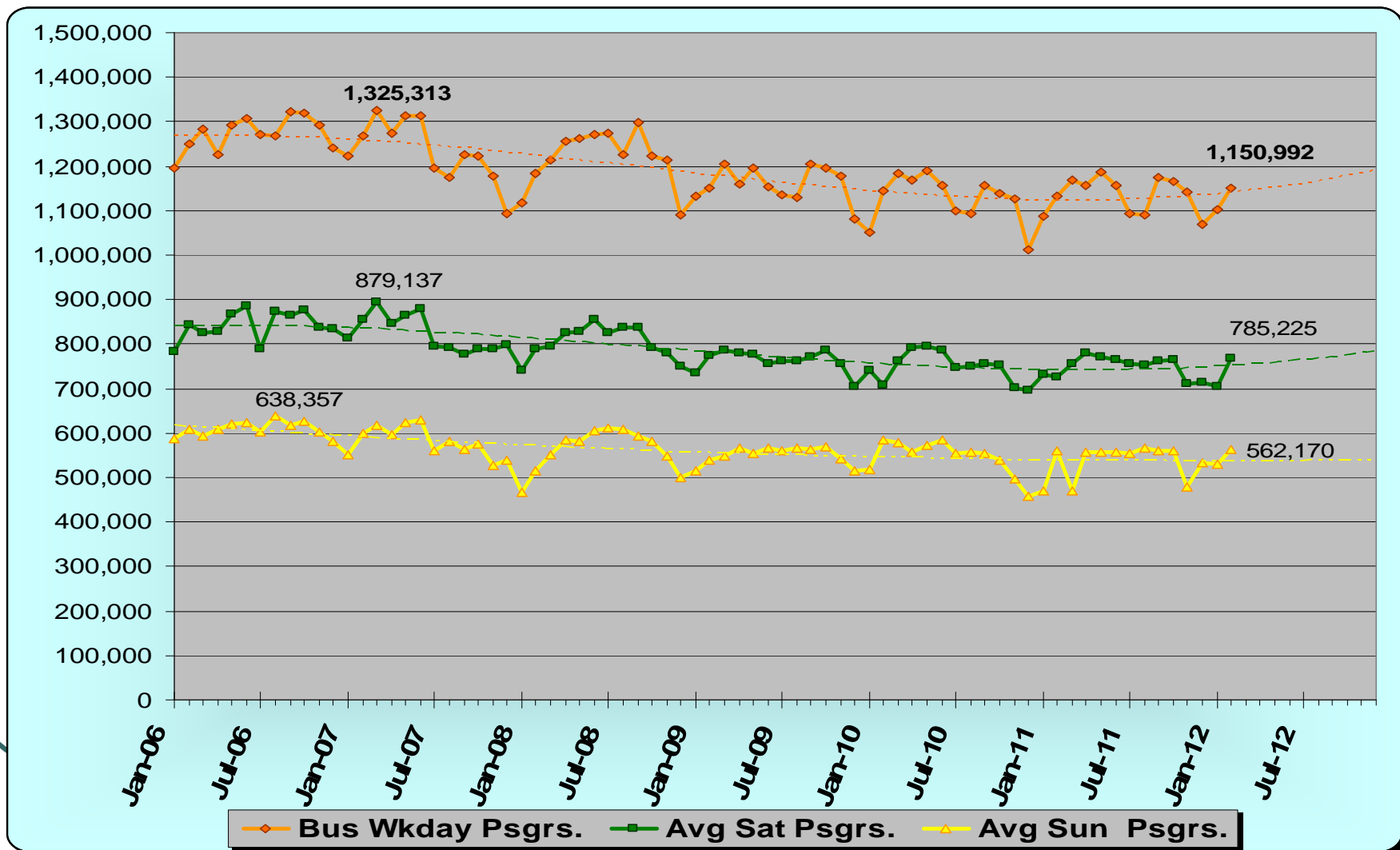
# SFV Service Council April 2012 Meeting

<u>Monthly Bus Ridership</u>		Target	Feb.	YTD
	Metro Bus System	29,270,000	30,600,000	29,880,000
	San Fernando Valley	4,920,000	5,350,000	5,180,000



# SFV Service Council April 2012 Meeting

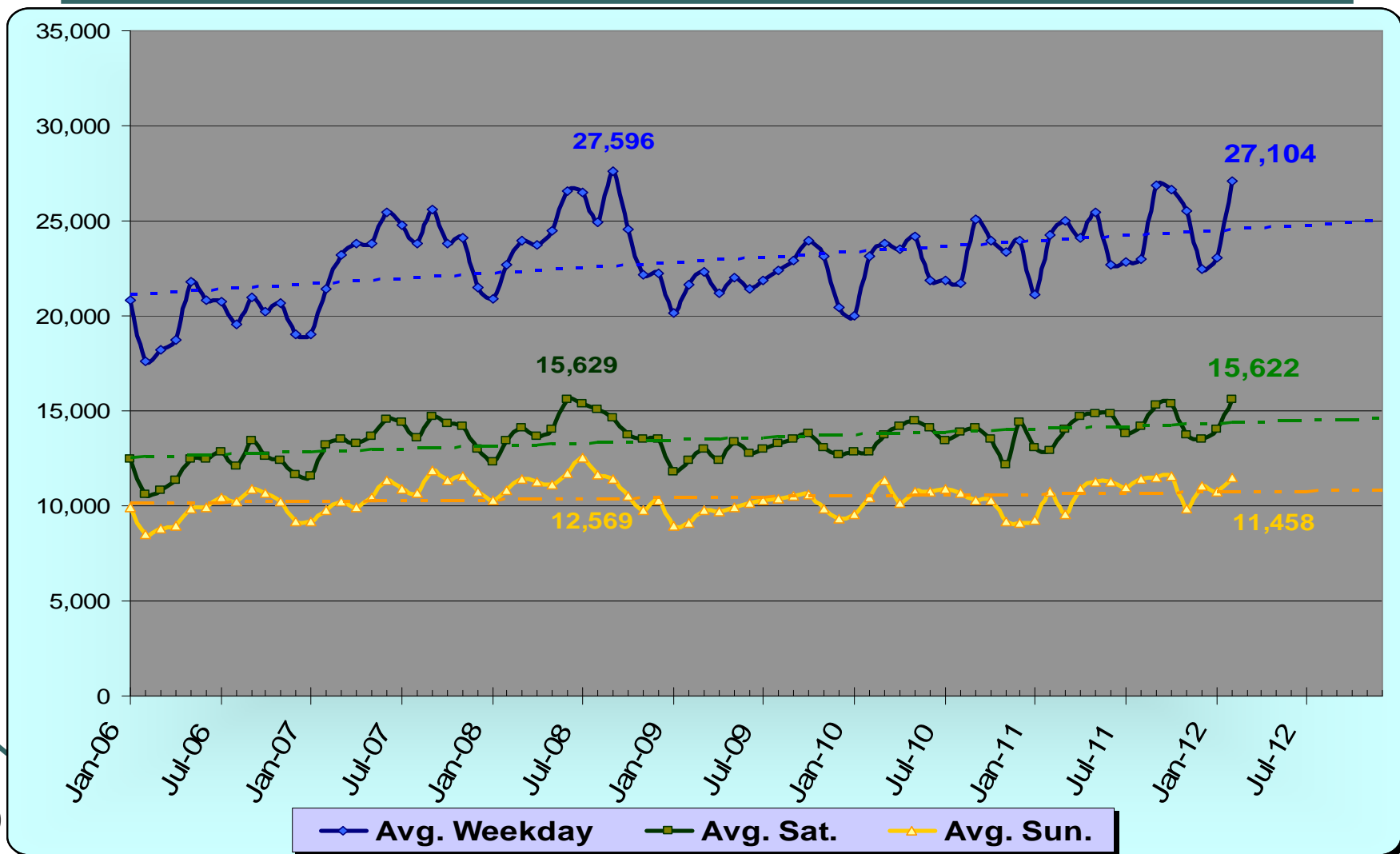
## Avg. Daily Ridership on ALL Metro Bus Lines





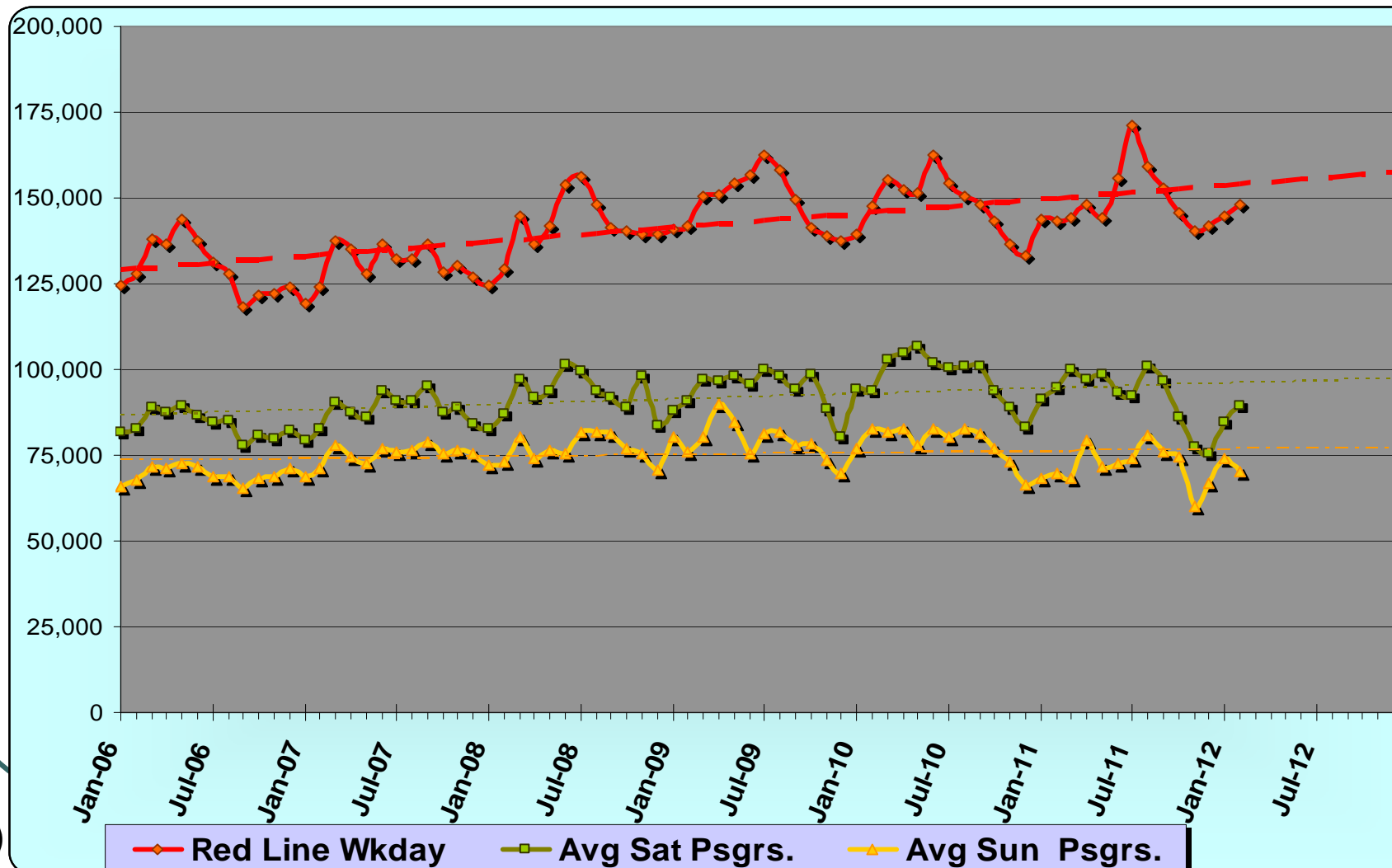
# SFV Service Council April 2012 Meeting

## Metro Orange Line Ridership Trends



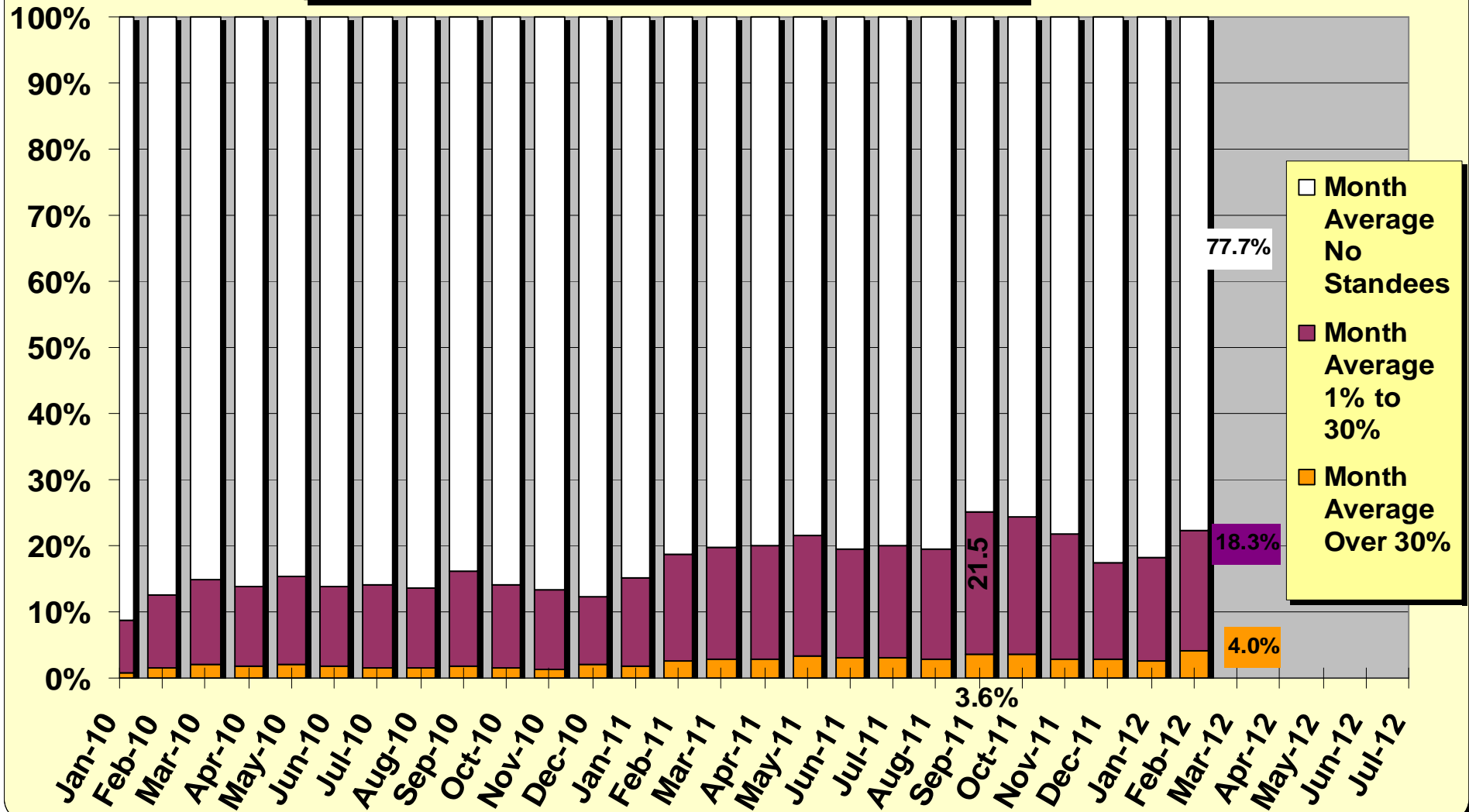
# SFV Service Council April 2012 Meeting

## Metro Red/Purple Line Ridership Trends



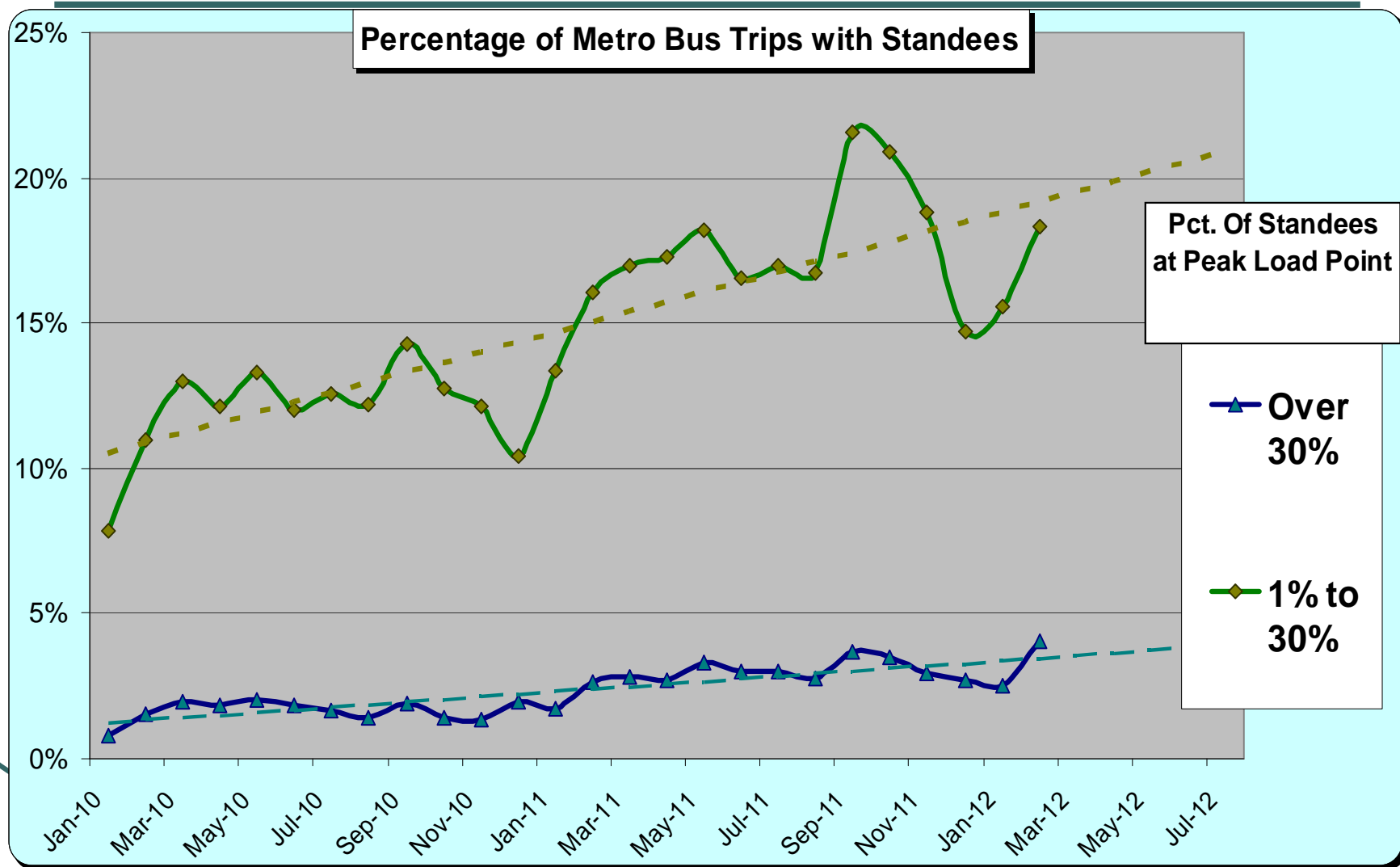
# SFV Service Council April 2012 Meeting

Metro Bus Service Average Load Factor by Month





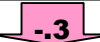















# SFV Service Council April 2012 Meeting

## Metro Bus Trips with Standees



# SFV Service Council April 2012 Meeting

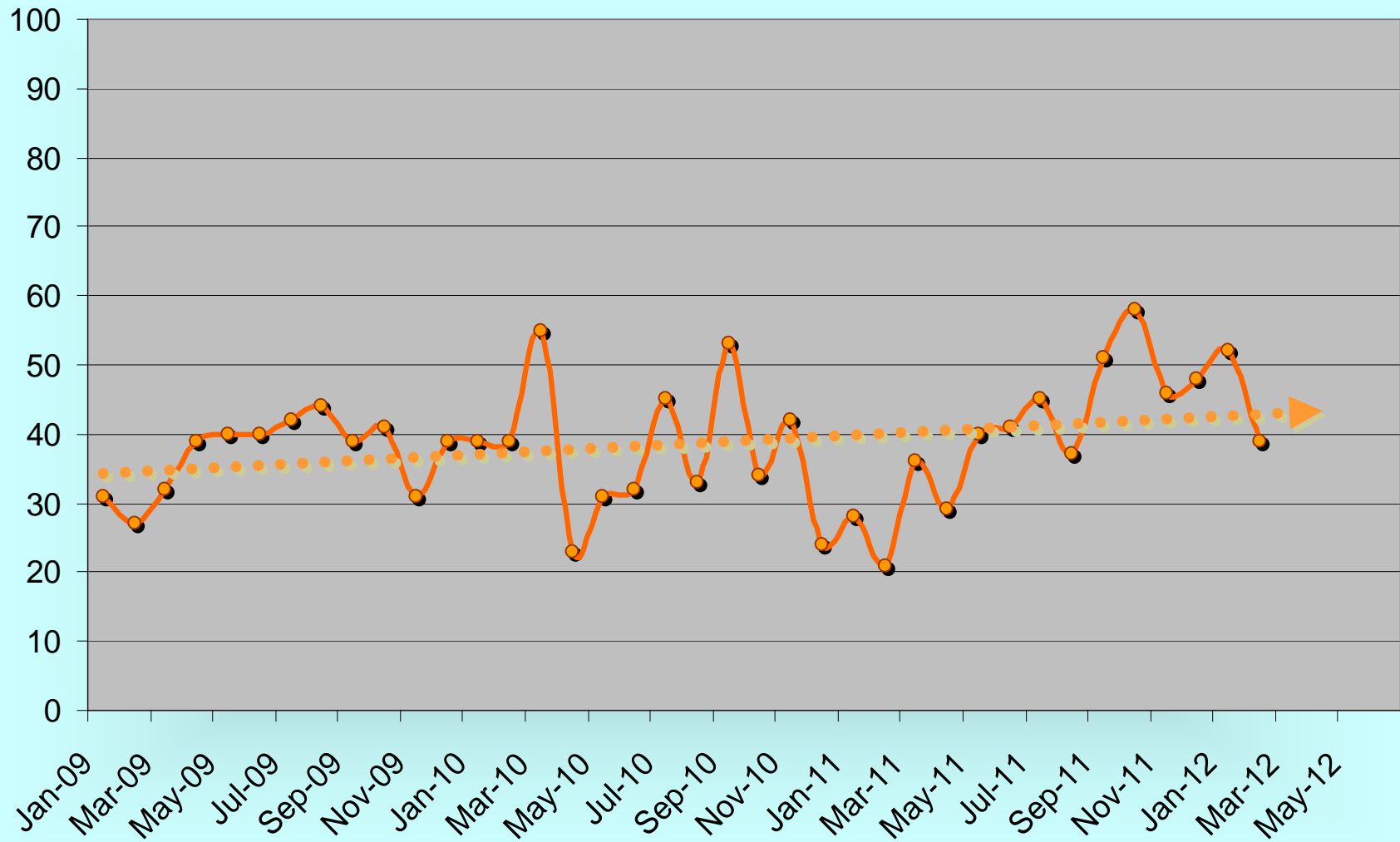
## Bus Station Cleanliness Evaluation Scores

Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	7.4	Metro	—
Aviation Green Line Bus Sta. 	6.6	Metro	—
Burbank Metrolink Bus Sta.	8.2 	Burbank	
Culver City Sta.	7.9	Culver City	
Cal State LA Busway Sta.	7.7	Metro	—
Cal State LA Local Bus Sta.	8.5 	LADOT	
Del Amo Blue Line Bus Sta.	8.4 	Metro	—
El Monte Bus Sta.	7.3	Metro	
Harbor-Gateway Transit Ctr.	8.1 	Metro	—
Inglewood Bus Sta.	8.4 	Inglewood	—
LAX City Bus Sta. 	6.4	Metro	—
Norwalk Green Line Bus Sta.	7.4	Metro	—
North Hollywood Red Line Bus Sta.	7.2	Metro	
Patsaouras Bus Plaza	7.7	Metro	—
Pico-Rimpau Bus Ctr.	7.6	Metro	
Rosa Parks Bus Sta.	7.8	Metro	—
South Bay Galleria Bus Ctr.	8.4 	Redondo Beach	—
Sierra Madre Gold Line Bus Sta.	7.6	Metro	
Universal Red Line Bus Sta. 	6.5	Metro	
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	—
<b>Average Rating</b>	<b>7.6</b>		—



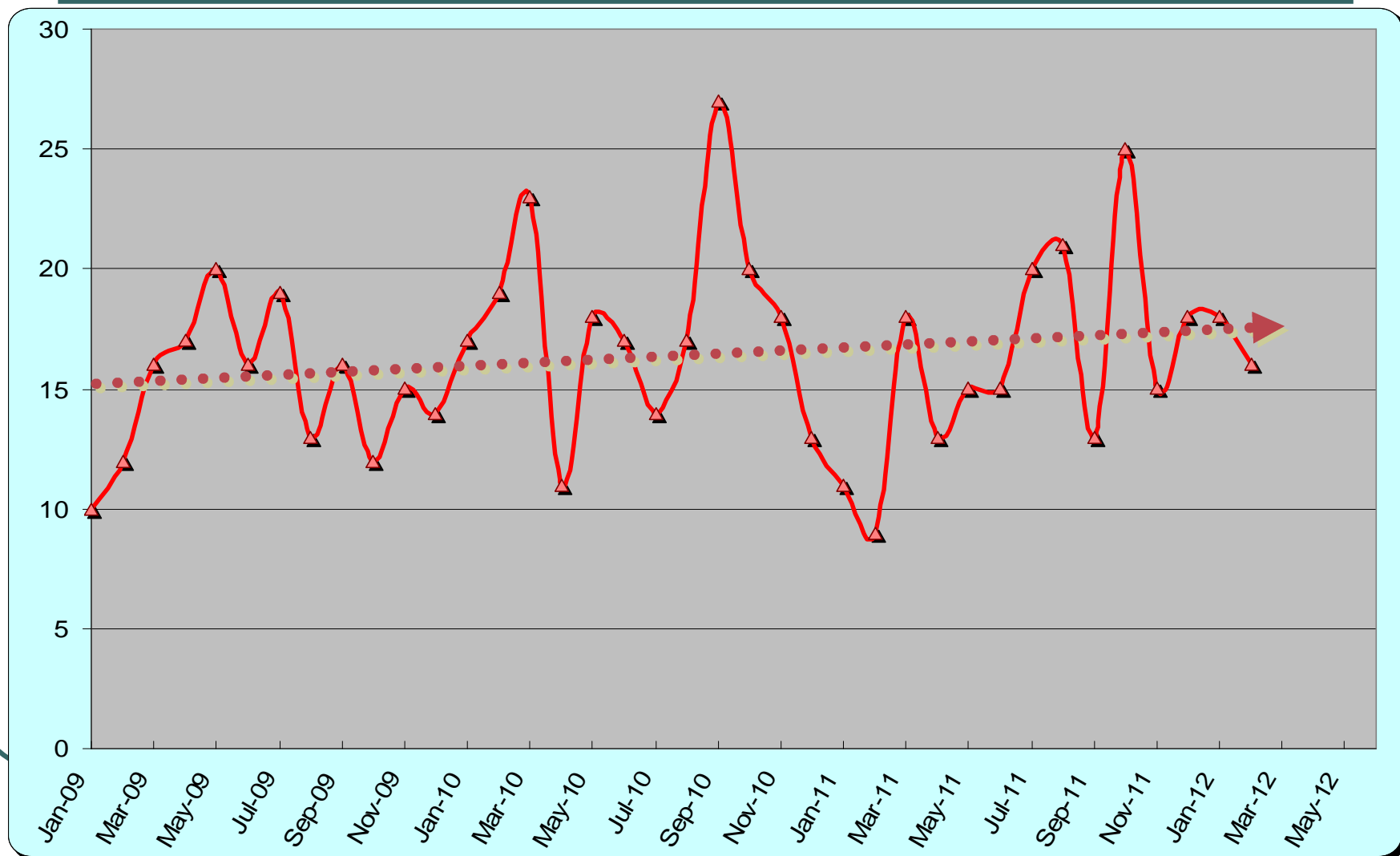
# SFV Service Council April 2012 Meeting

## Monthly ADA Related Complain Trends



# SFV Service Council April 2012 Meeting

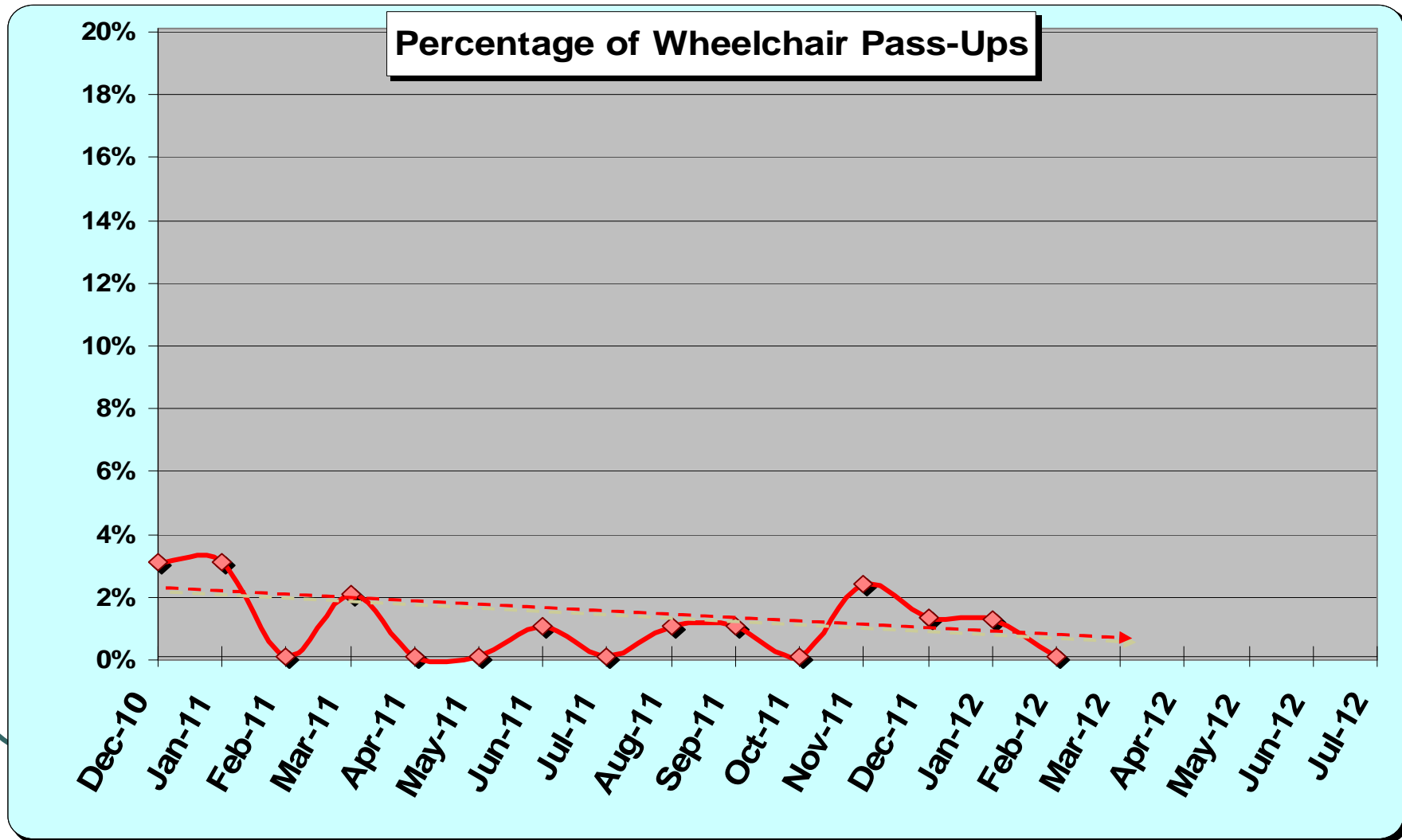
## Monthly Wheelchair Pass-Up Complaints



# SFV Service Council April 2012 Meeting

## Mystery Riders Observations

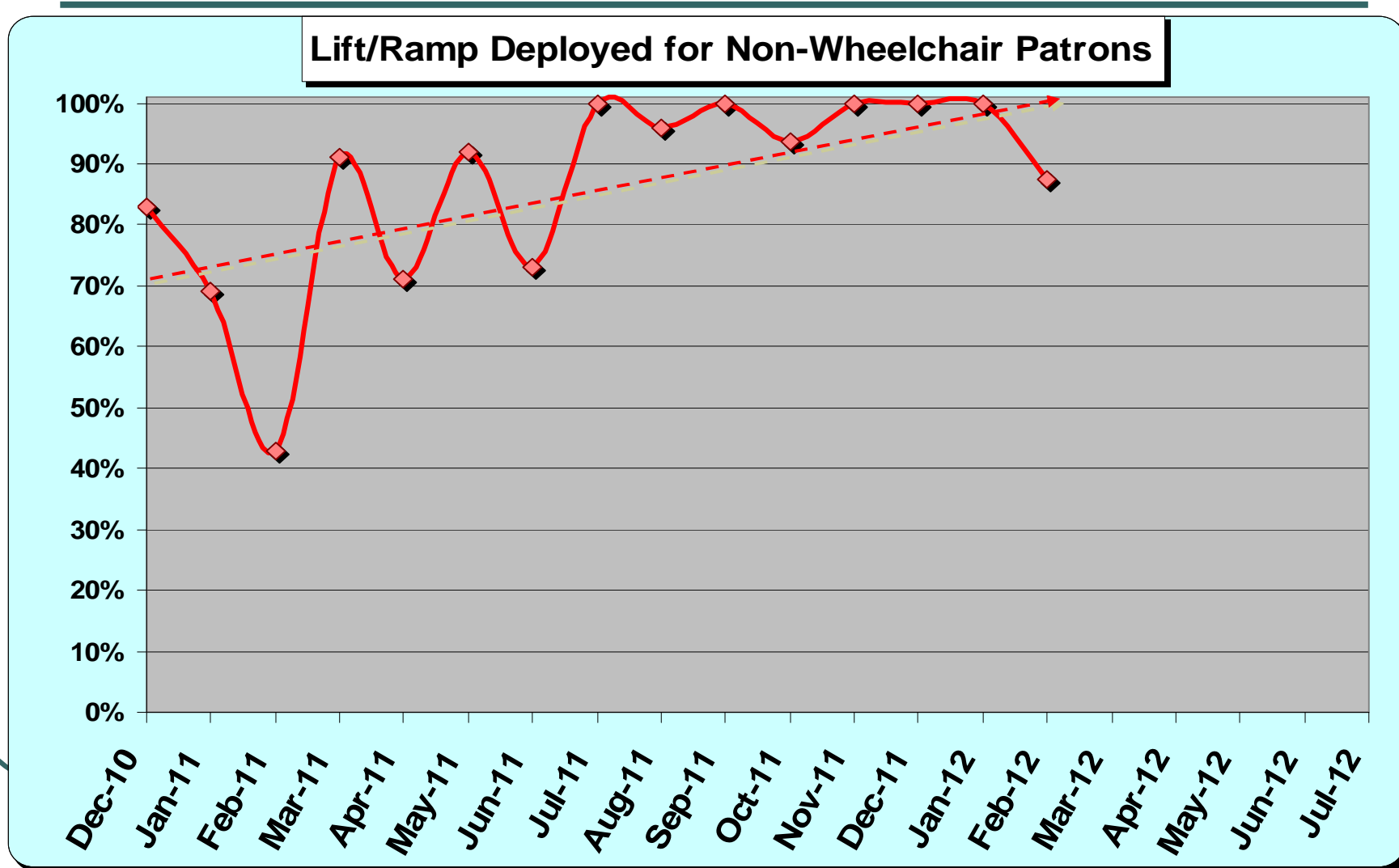
(213 Undercover Rides in February 2012 Report)





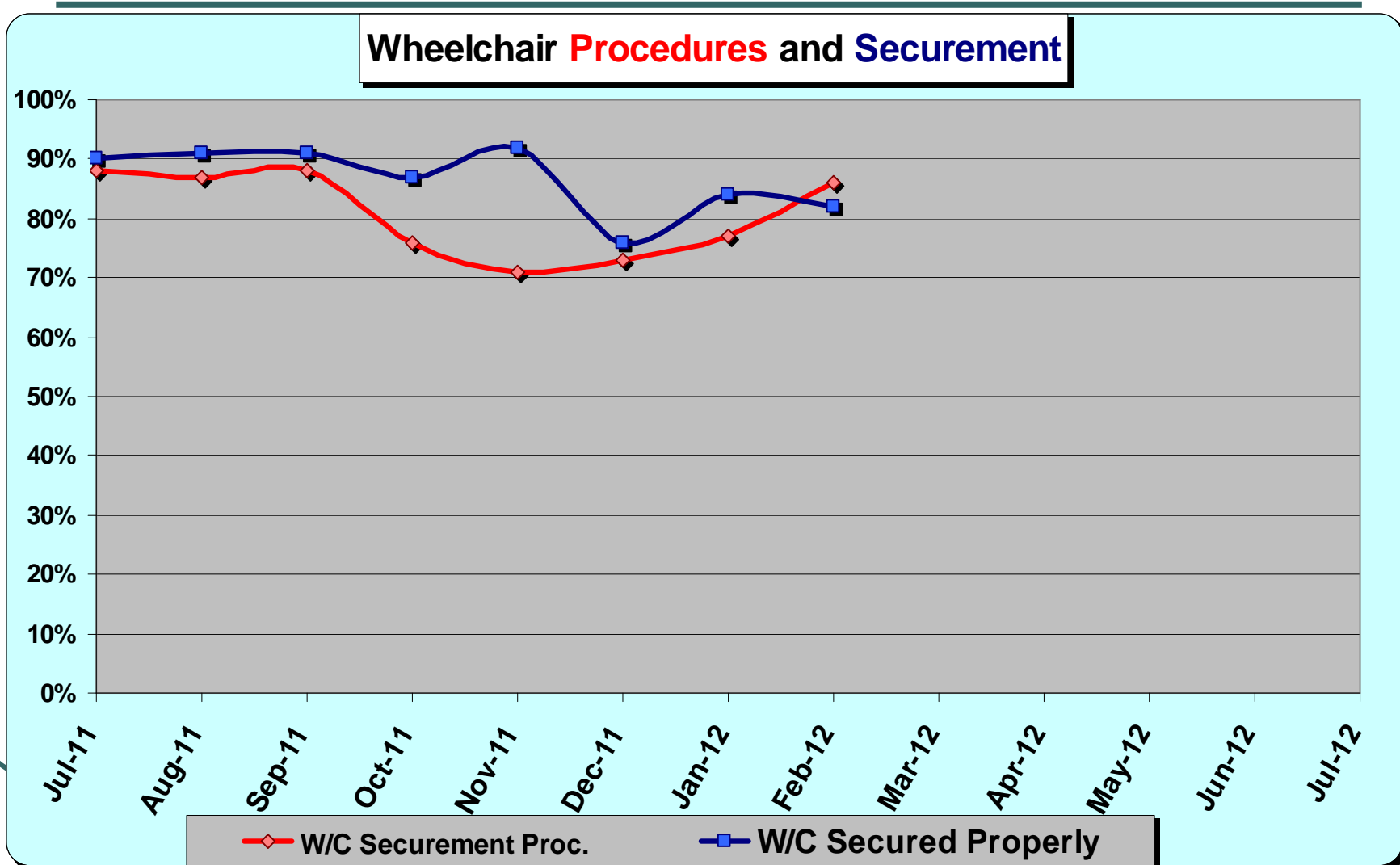
# SFV Service Council April 2012 Meeting

## Mystery Riders Observations



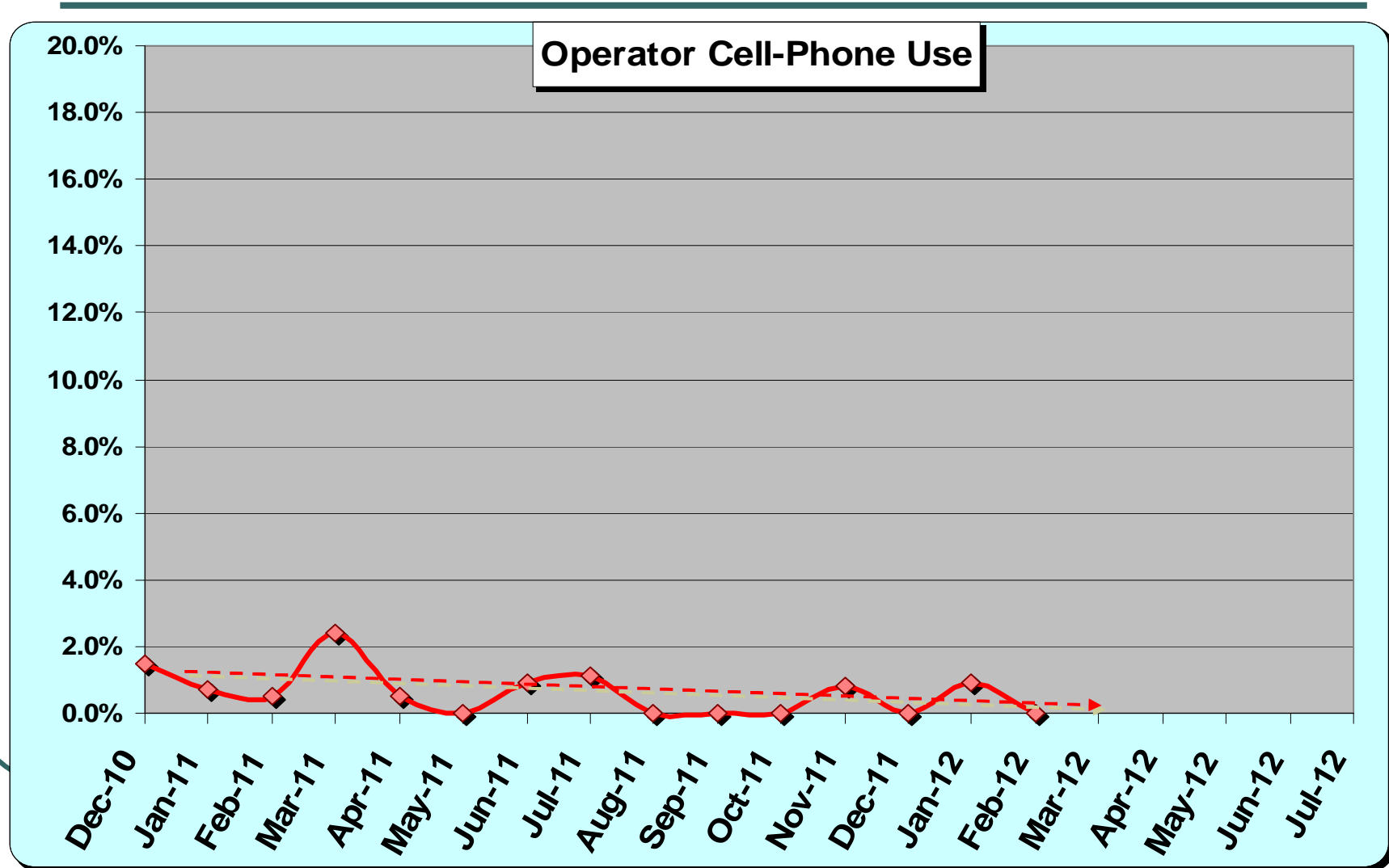
# SFV Service Council April 2012 Meeting

## Mystery Riders Observations



# SFV Service Council April 2012 Meeting

## Mystery Riders Observations



# SFV Service Council April 2012 Meeting

## Expo Light Rail Line Update

Finally Pre-Revenue

## Service Council Expo Line Tours

## Meet and Confer with CEO

- **FY 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 14**
- **Introduction of Frank Alejandro**
- **America Fast Forward**