

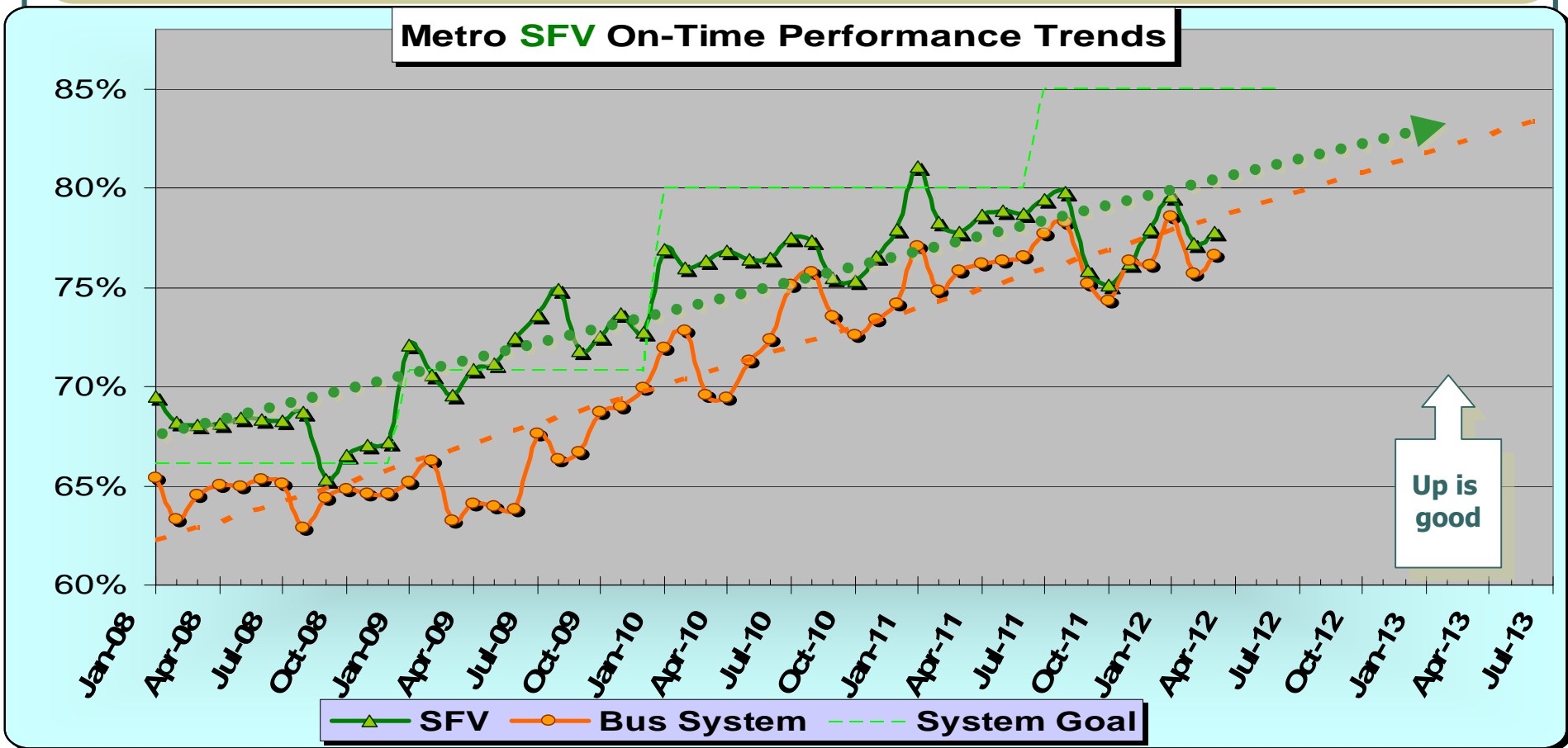
***Metro San Fernando Valley
Service Council
May 2, 2012 Meeting***

***Performance Report on
March 2012 Service***



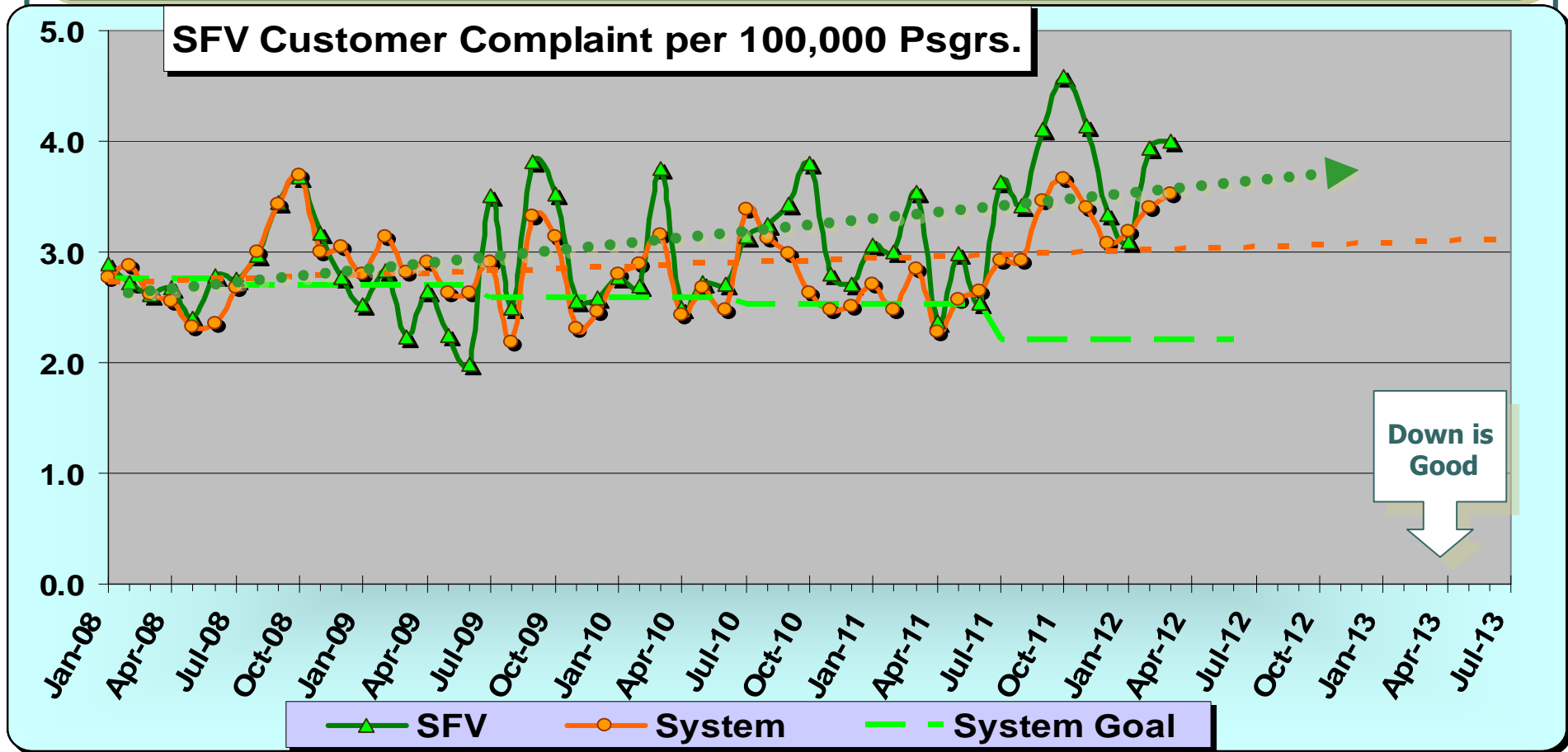
SFV Service Council May 2012 Meeting

		Target	March	YTD
<u>On Time Performance</u>	Metro Bus System	85.0%	76.6%	76.6%
	San Fernando Valley	85.0%	77.8%	77.7%



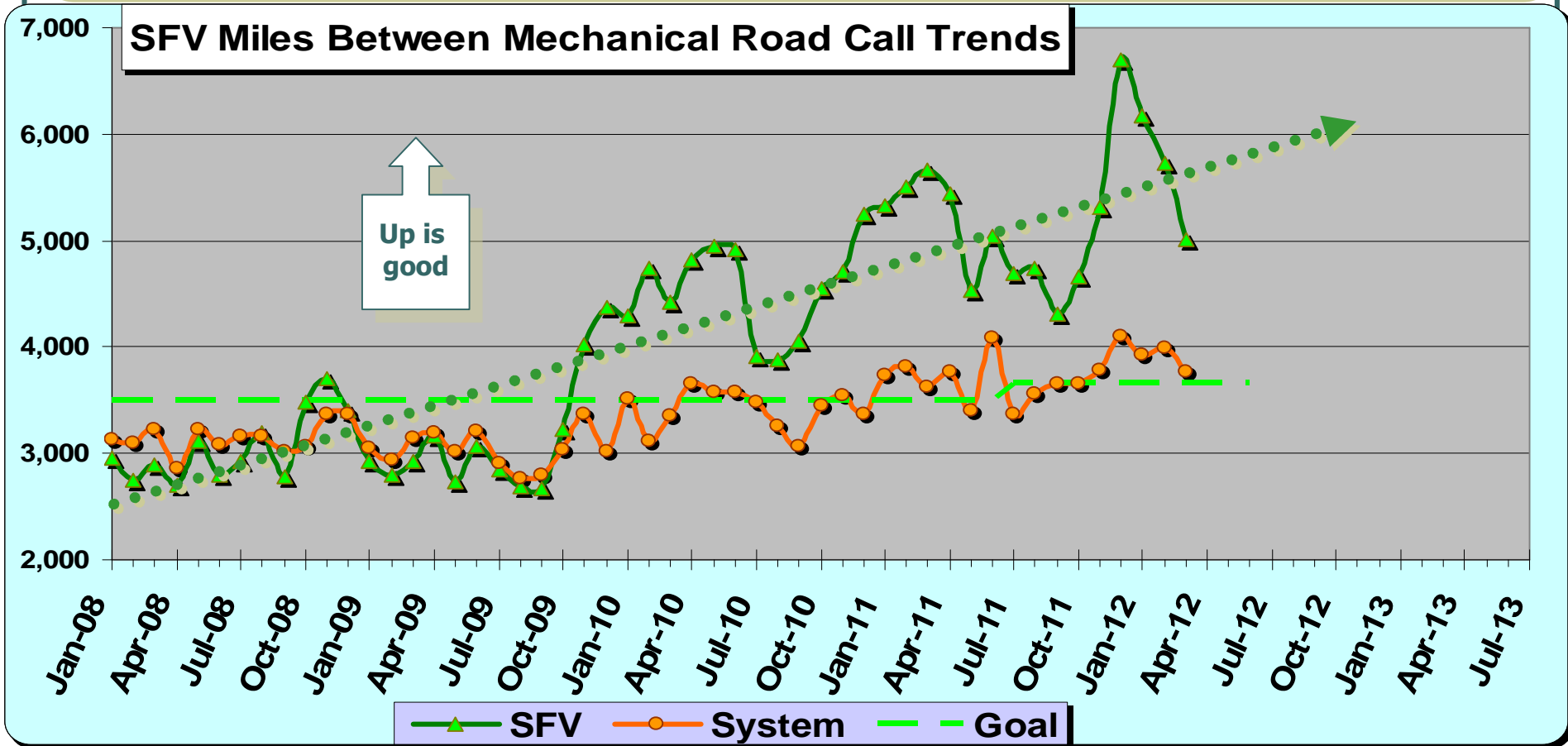
SFV Service Council May 2012 Meeting

		Target	March	YTD
Complaints / 100,000 Psgrs.	Metro Bus System	2.20	3.52	3.29
	San Fernando Valley	2.88	4.01	3.82



SFV Service Council May 2012 Meeting

<u>Miles / Mech.</u> <u>Road Call</u>		Target	March	YTD
	Metro Bus System	3,650	3,775	3,631
	San Fernando Valley	3,650	5,008	5,157



SFV Service Council May 2012 Meeting

Clean Bus Rating

Metro Bus System

San Fernando Valley

Target

8.0

March

8.48

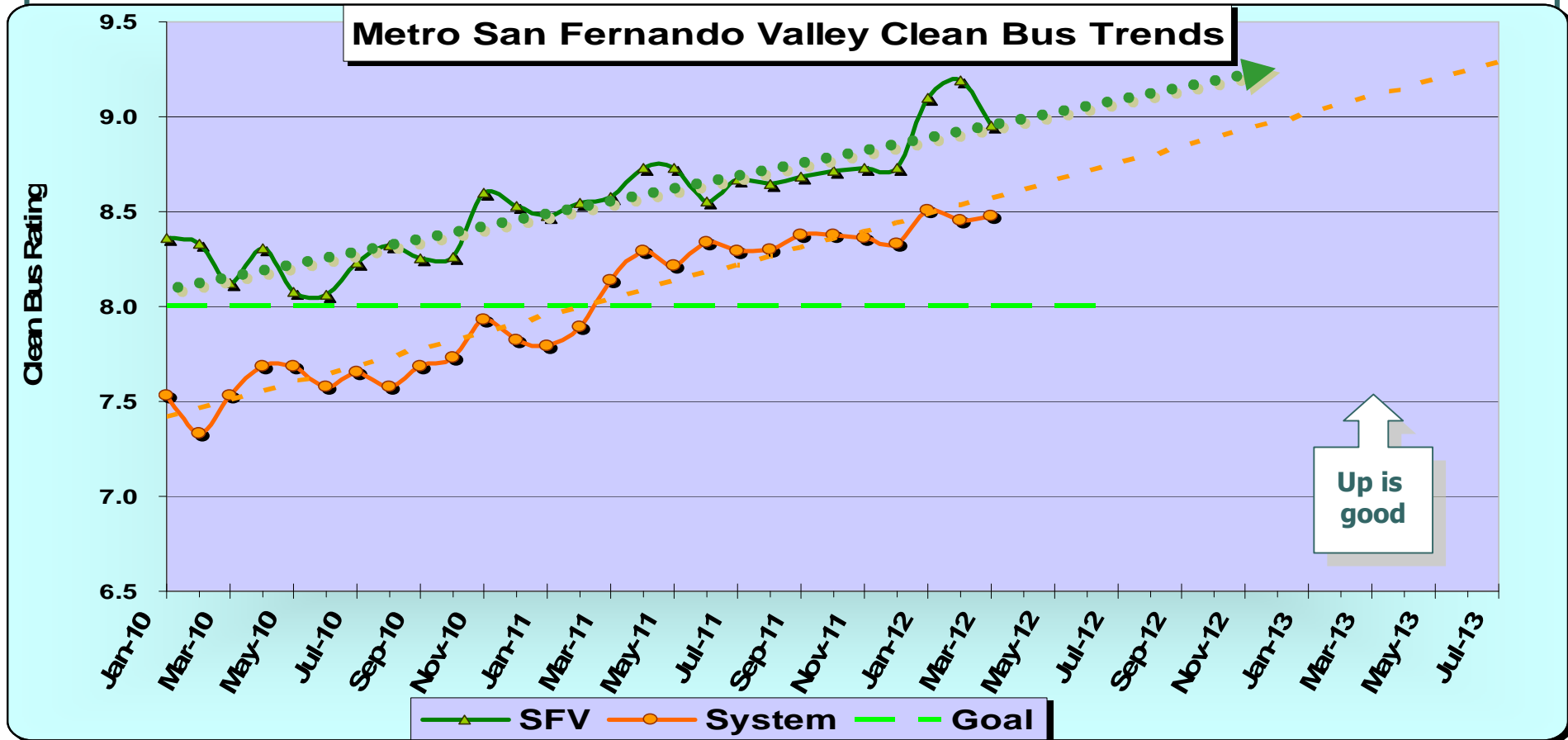
YTD

8.39

8.0

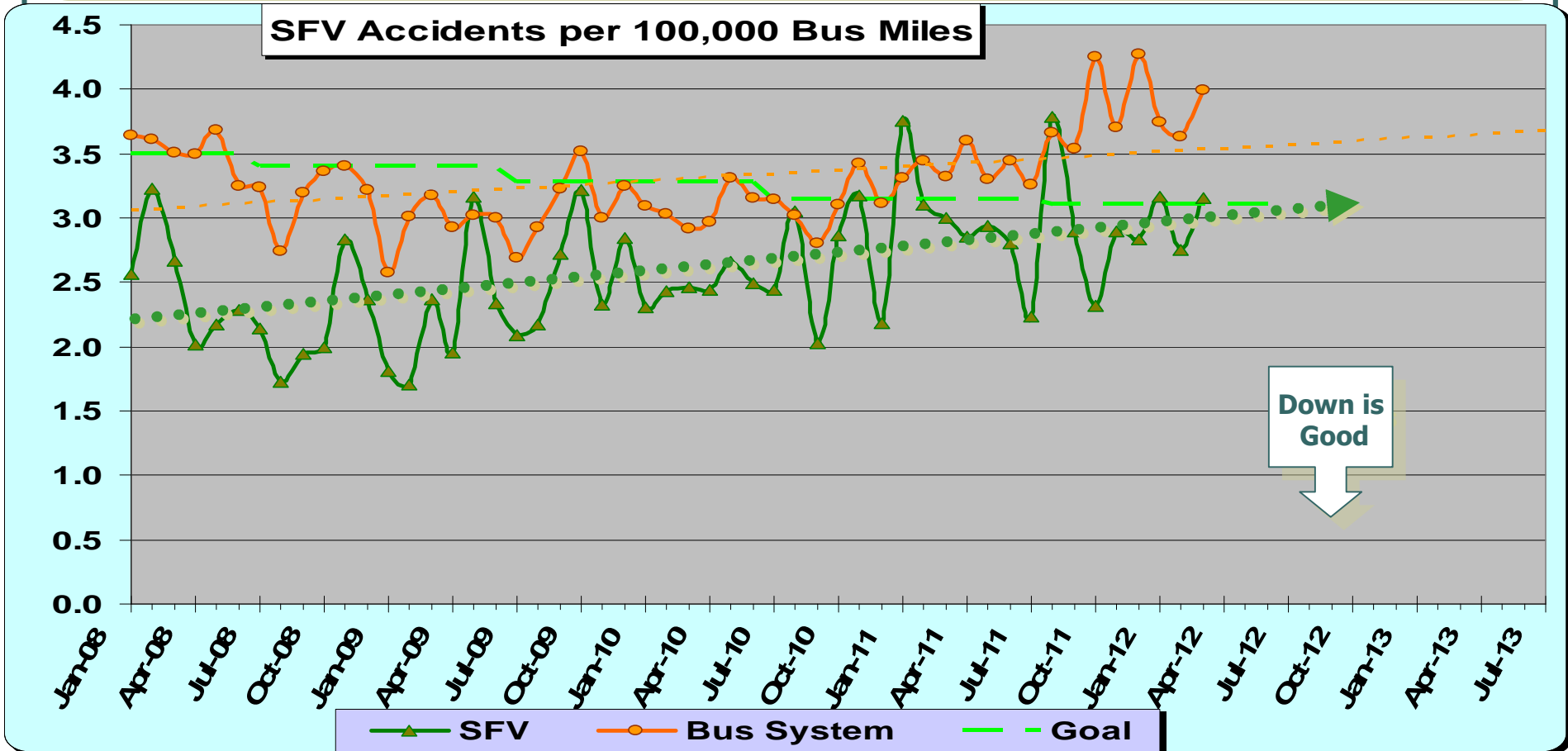
8.95

8.82



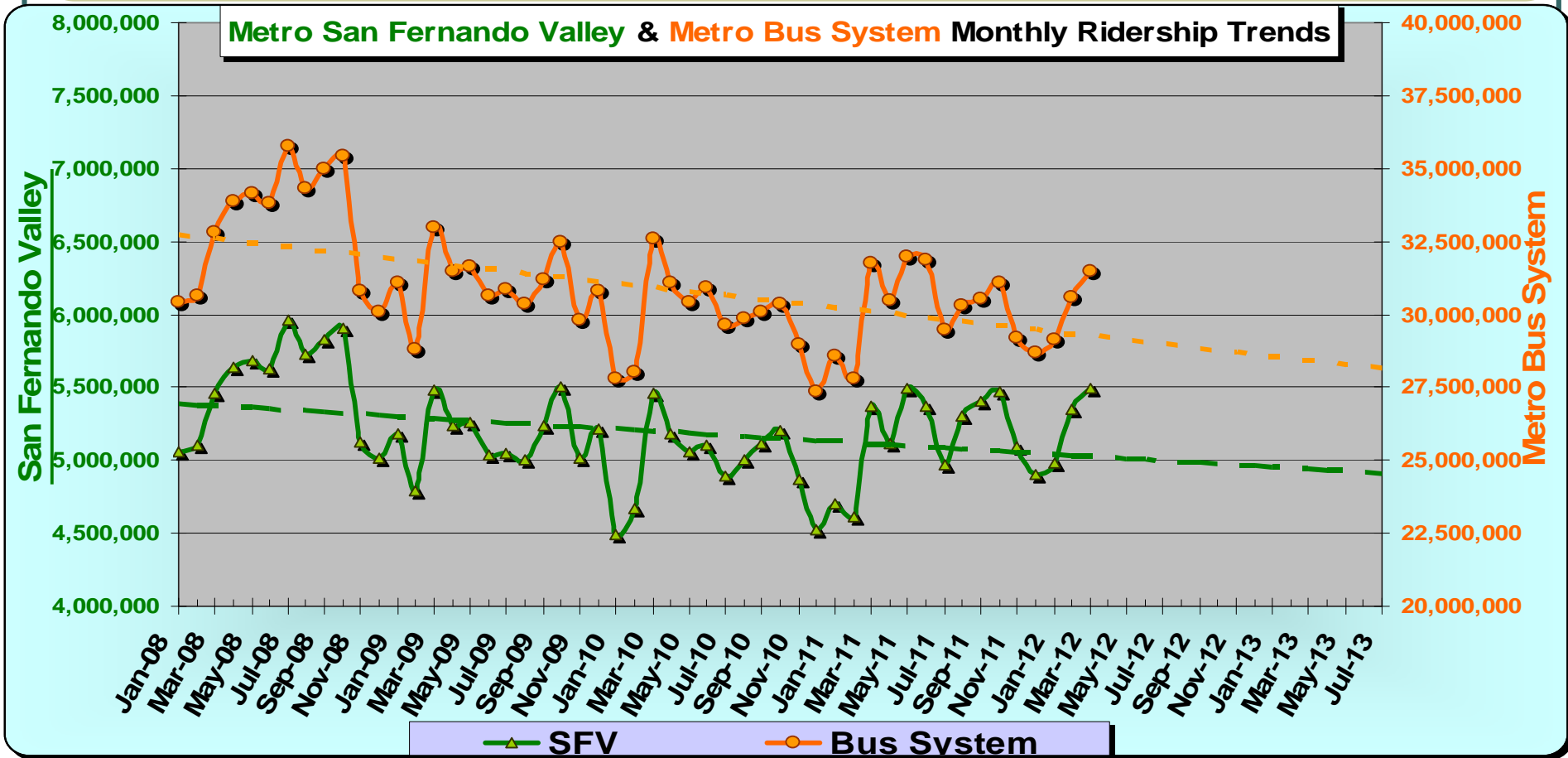
SFV Service Council May 2012 Meeting

<u>Accidents / 100,000 Miles</u>		Target	March	YTD
	Metro Bus System	3.20	3.99	3.78
	San Fernando Valley	2.88	3.16	2.89



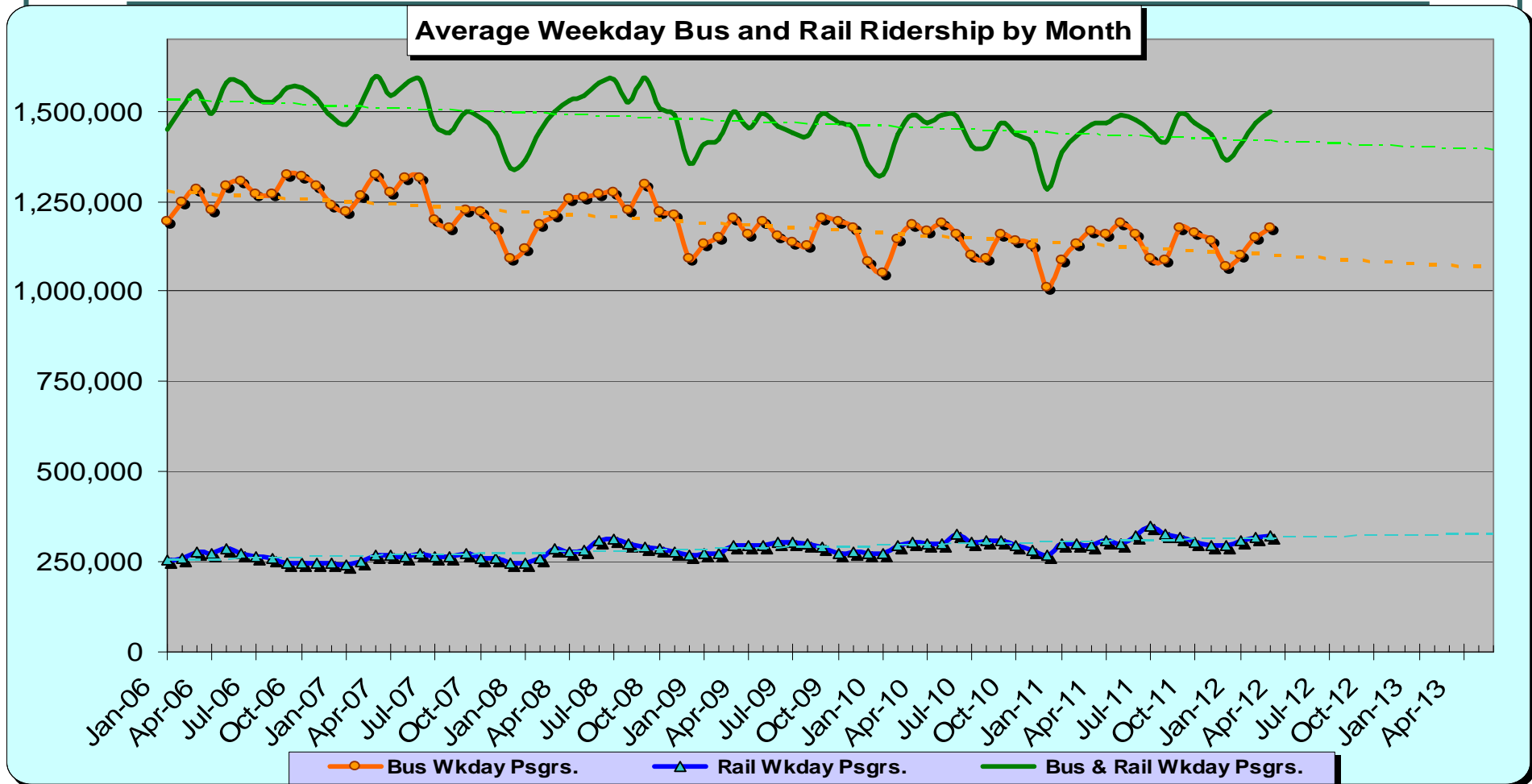
SFV Service Council May 2012 Meeting

<u>Monthly Bus Ridership</u>		Target	March	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



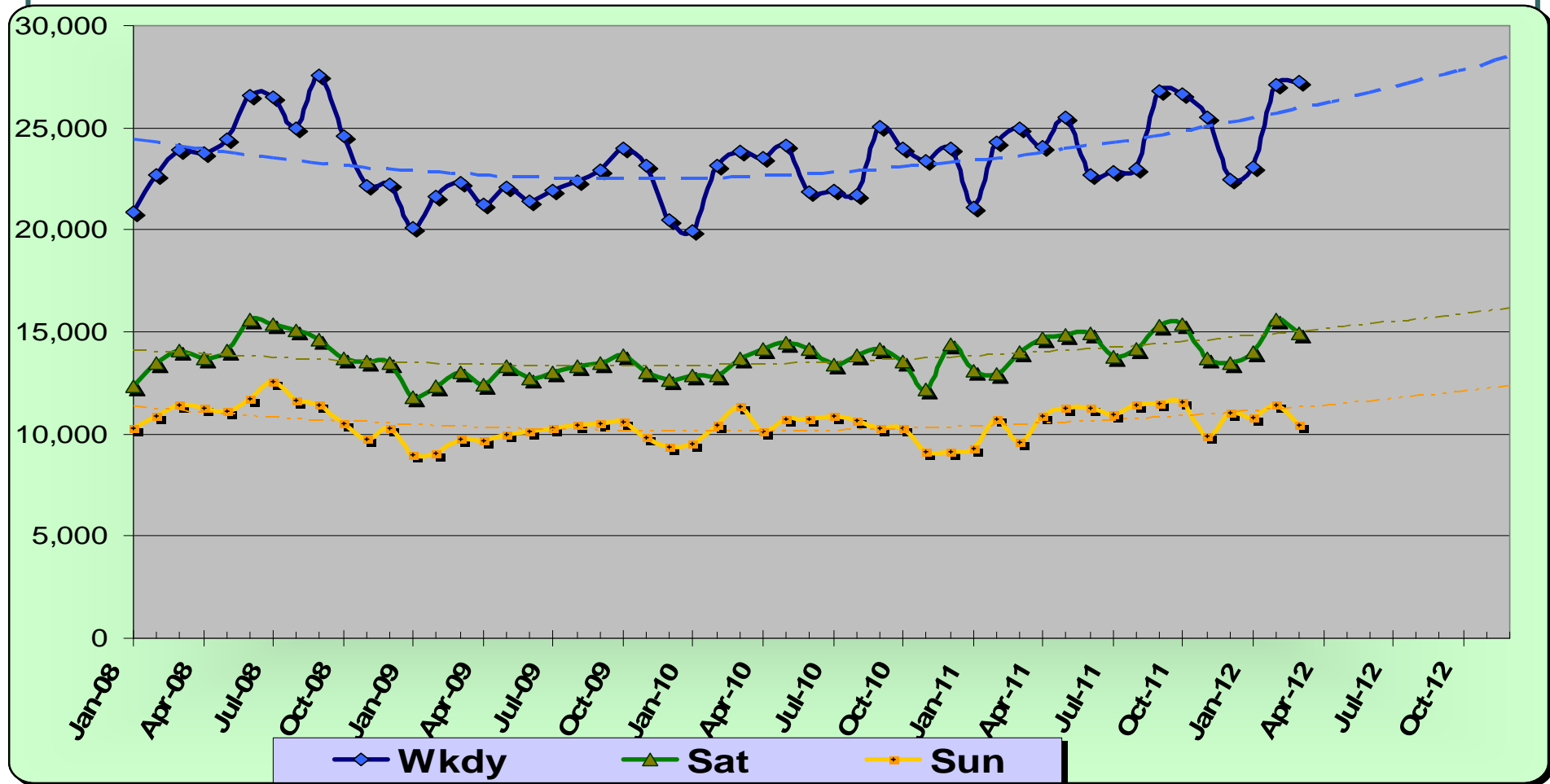
SFV Service Council May 2012 Meeting

Avg. Daily Ridership Bus and Rail Ridership



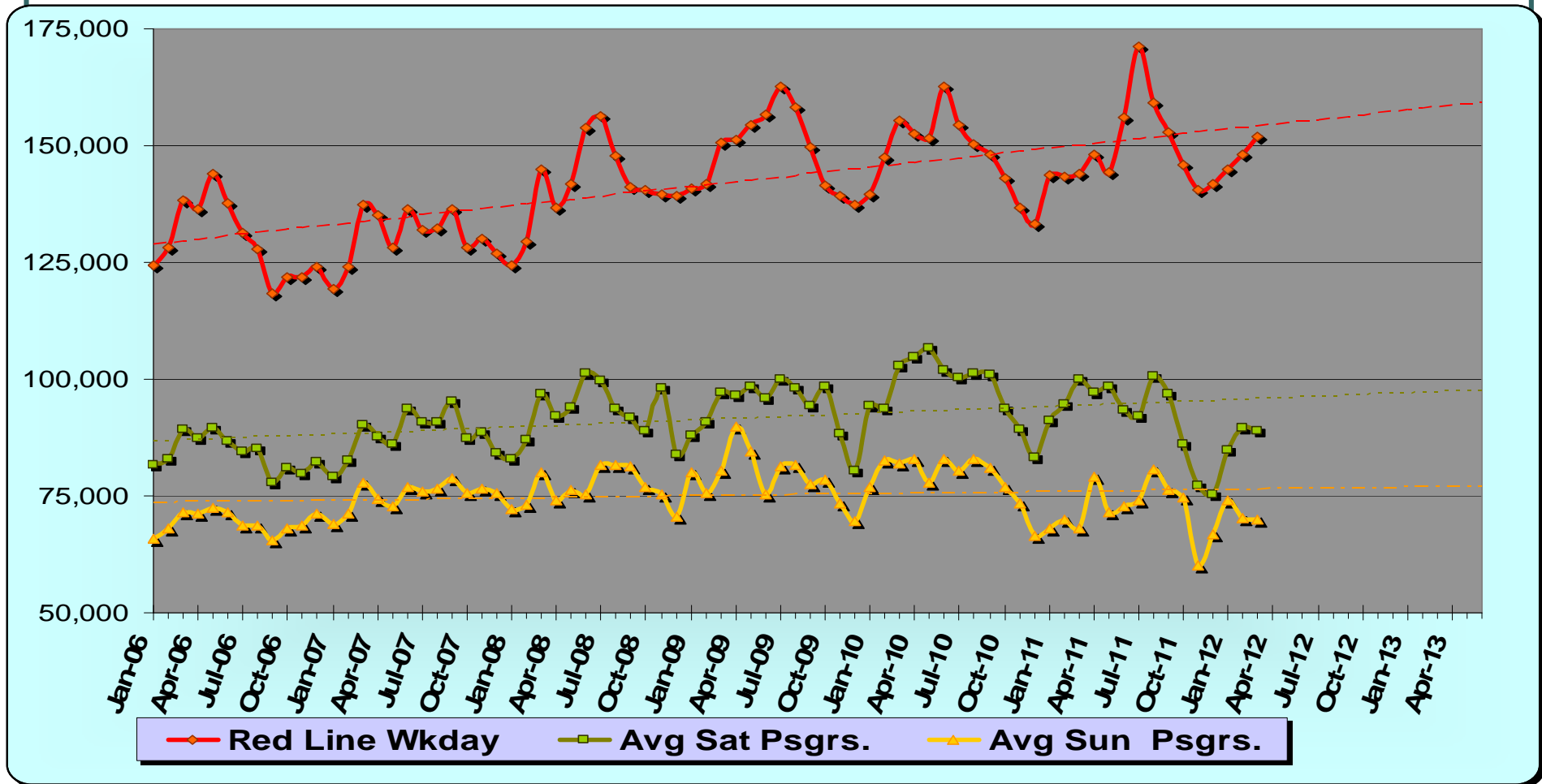
SFV Service Council May 2012 Meeting

Metro Orange Line Ridership Trends



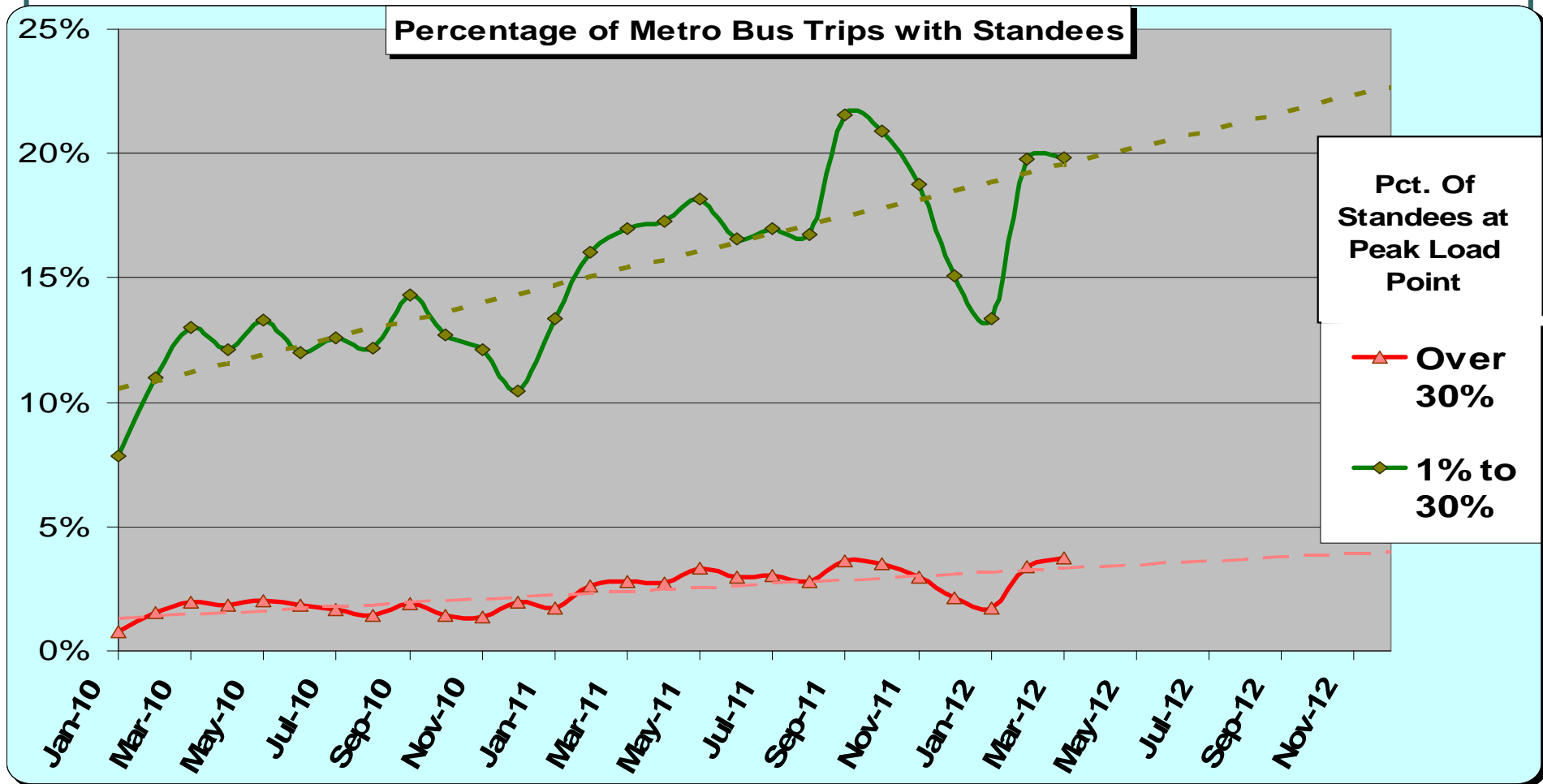
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Metro Red/Purple Line Ridership Trends



SFV Service Council May 2012 Meeting

Metro Bus Trips with Standees



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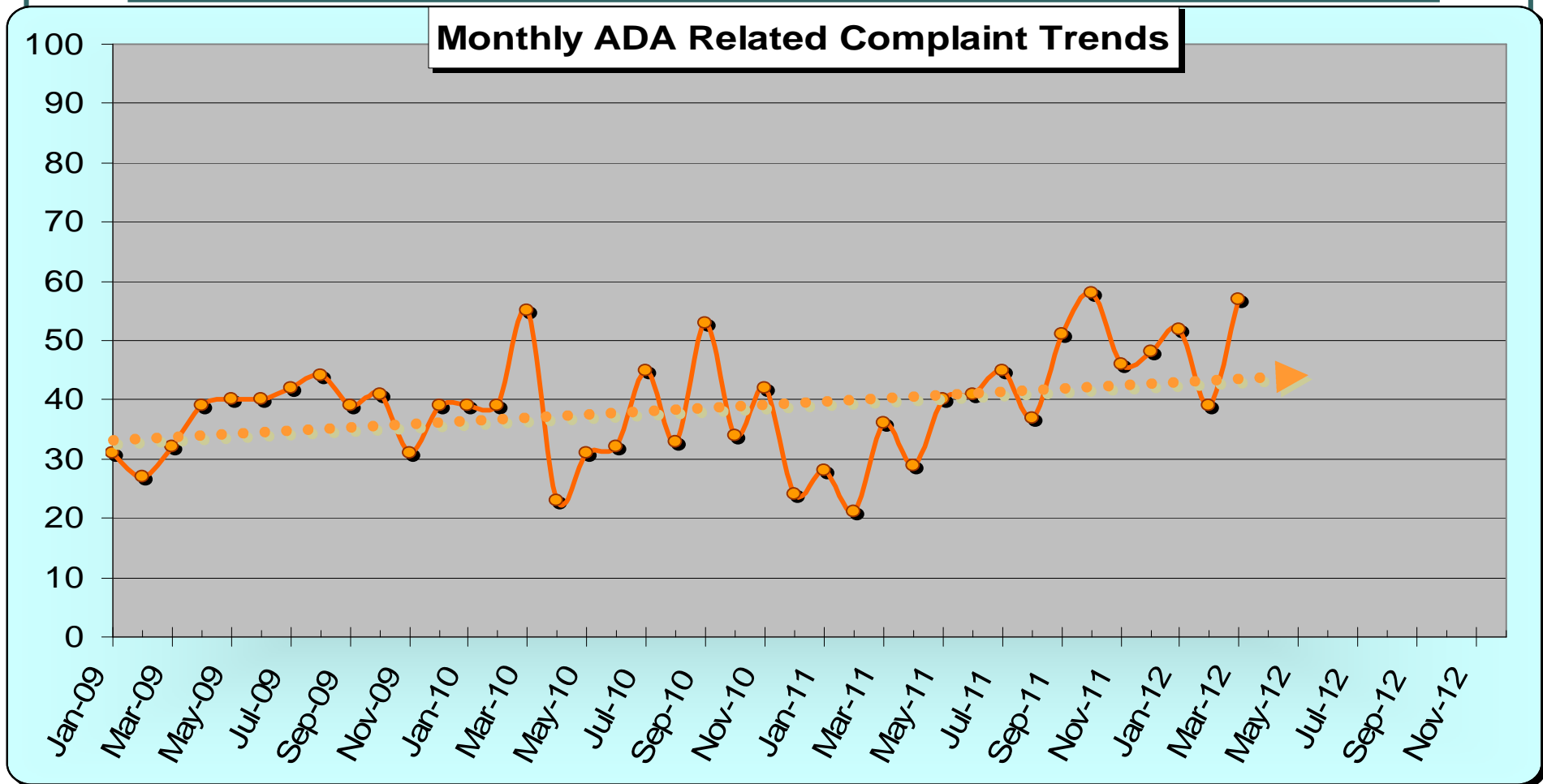
Bus Station Cleanliness Evaluation Scores

Bus Stations Evaluated	Dec. 2011	Mar. 2012	Change	Agency
	Score	Score		
Artesia Blue Line Bus Sta.	7.4	6.4	-1.1	Metro
Aviation Green Line Bus Sta.	6.1	8.3	2.3	Metro
Burbank Metrolink Bus Sta.	8.5	8.5	0.0	Burbank
Culver City Sta.	7.6	7.1	-0.4	Culver City
Cal State LA Busway Sta.	7.6	7.8	0.2	Metro
Cal State LA Local Bus Sta.	8.3	8.6	0.3	LADOT
Del Amo Blue Line Bus Sta.	8.4	7.9	-0.5	Metro
El Monte Bus Sta.	7.5	7.6	0.0	Metro
Harbor-Gateway Transit Ctr.	8.1	8.2	0.1	Metro
Inglewood Bus Sta.	8.4	8.2	-0.2	Inglewood
LAX City Bus Sta.	5.3	6.6	1.3	Metro
Norwalk Green Line Bus Sta.	7.2	8.3	1.0	Metro
North Hollywood Red Line Bus Sta.	7.1	7.4	0.3	Metro
Patsaouras Bus Plaza	8.2	6.8	-1.4	Metro
Pico-Rimpau Bus Ctr.	7.7	8.2	0.6	Metro
Rosa Parks Bus Sta.	7.8	8.1	0.3	Metro
South Bay Galleria Bus Ctr.	8.4	6.5	-1.9	Redondo Beach
Sierra Madre Gold Line Bus Sta.	7.2	8.0	0.8	Metro
Universal Red Line Bus Sta.	6.5	N/S	-	Metro
Harbor-Century Fwy, Silver Line Sta.	8.2	8.1	-0.1	Metro
	7.56	7.71	0.15	AVG.



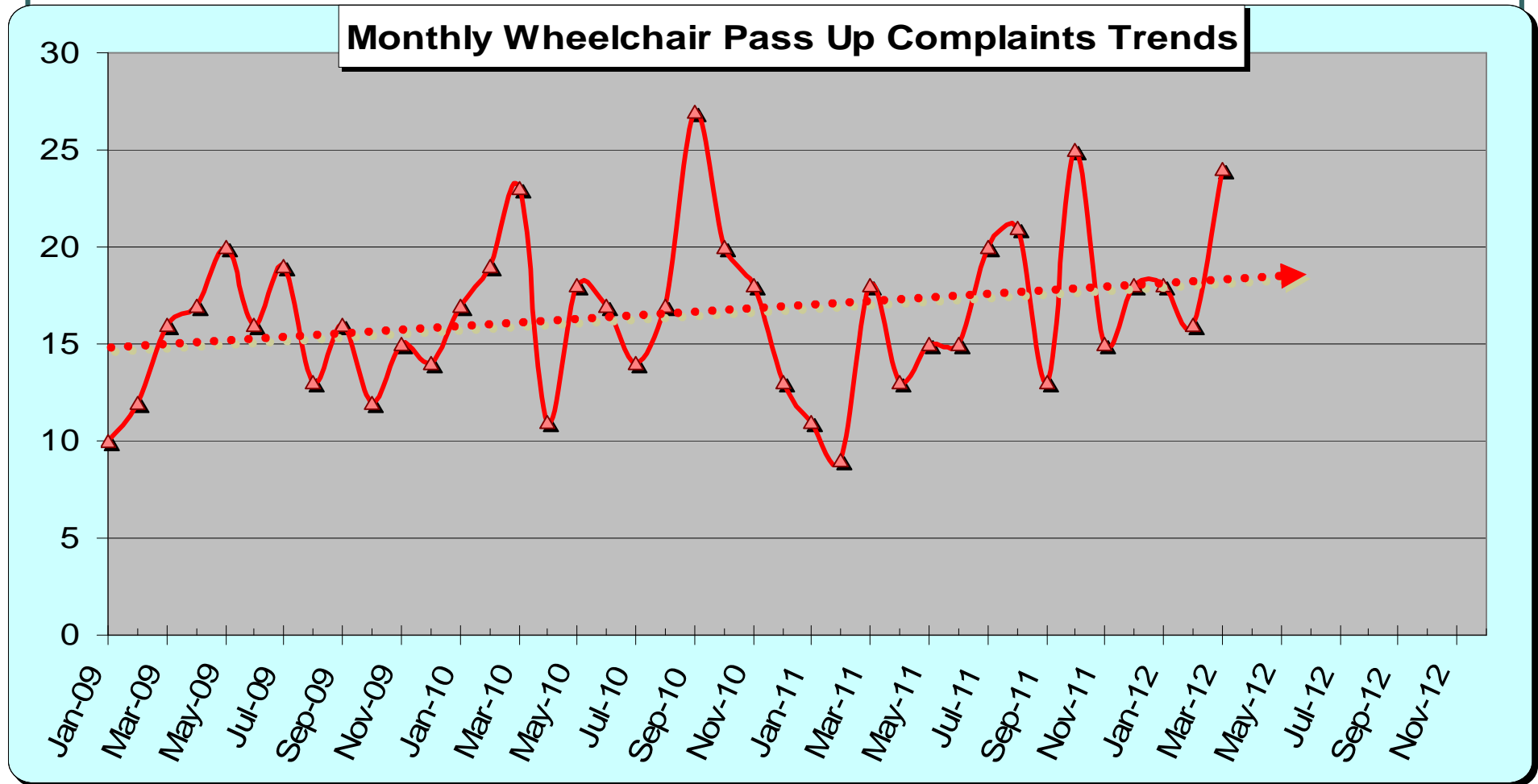
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Monthly ADA Related Complain Trends



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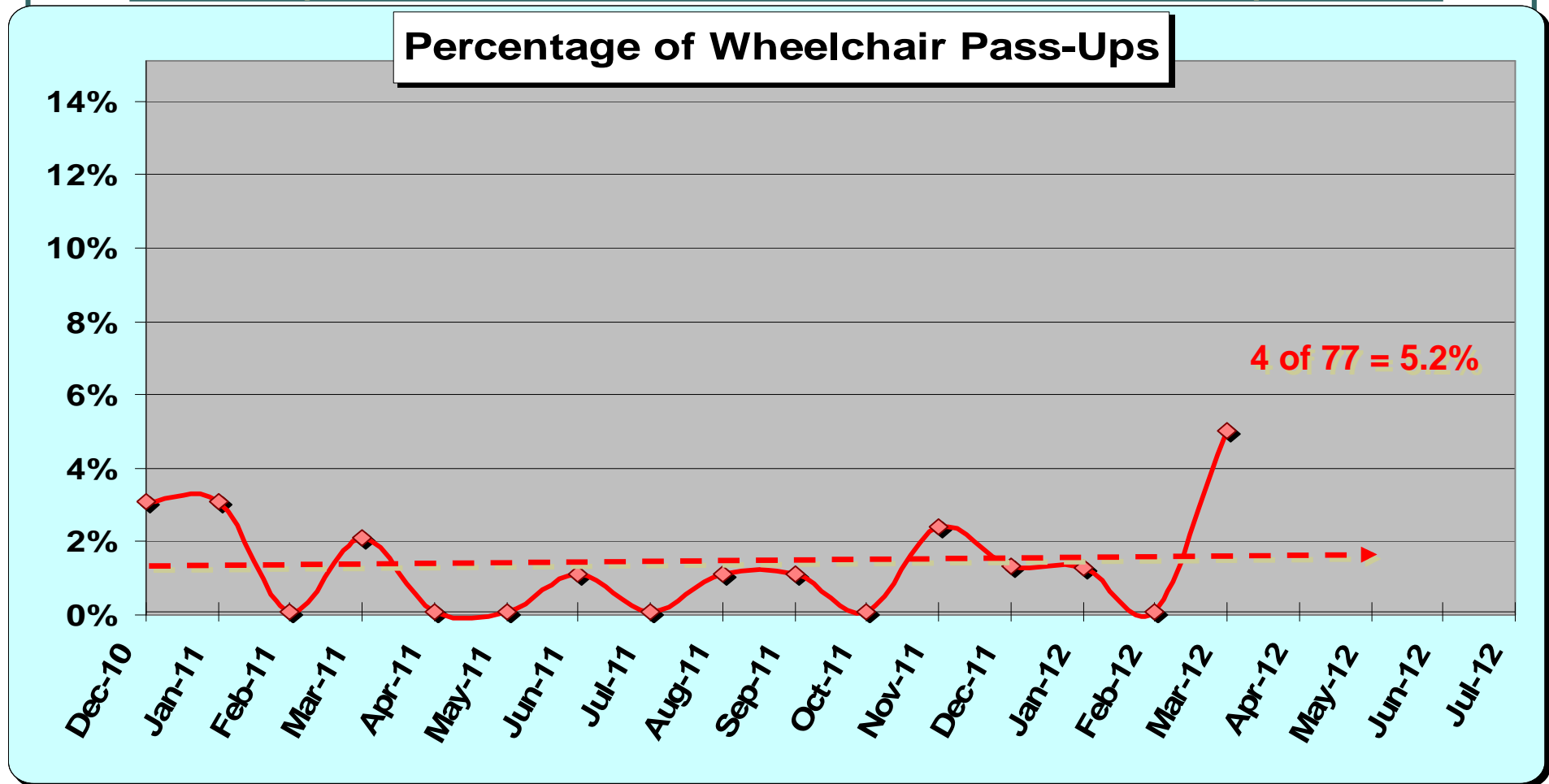
Monthly Wheelchair Pass-Up Complaints



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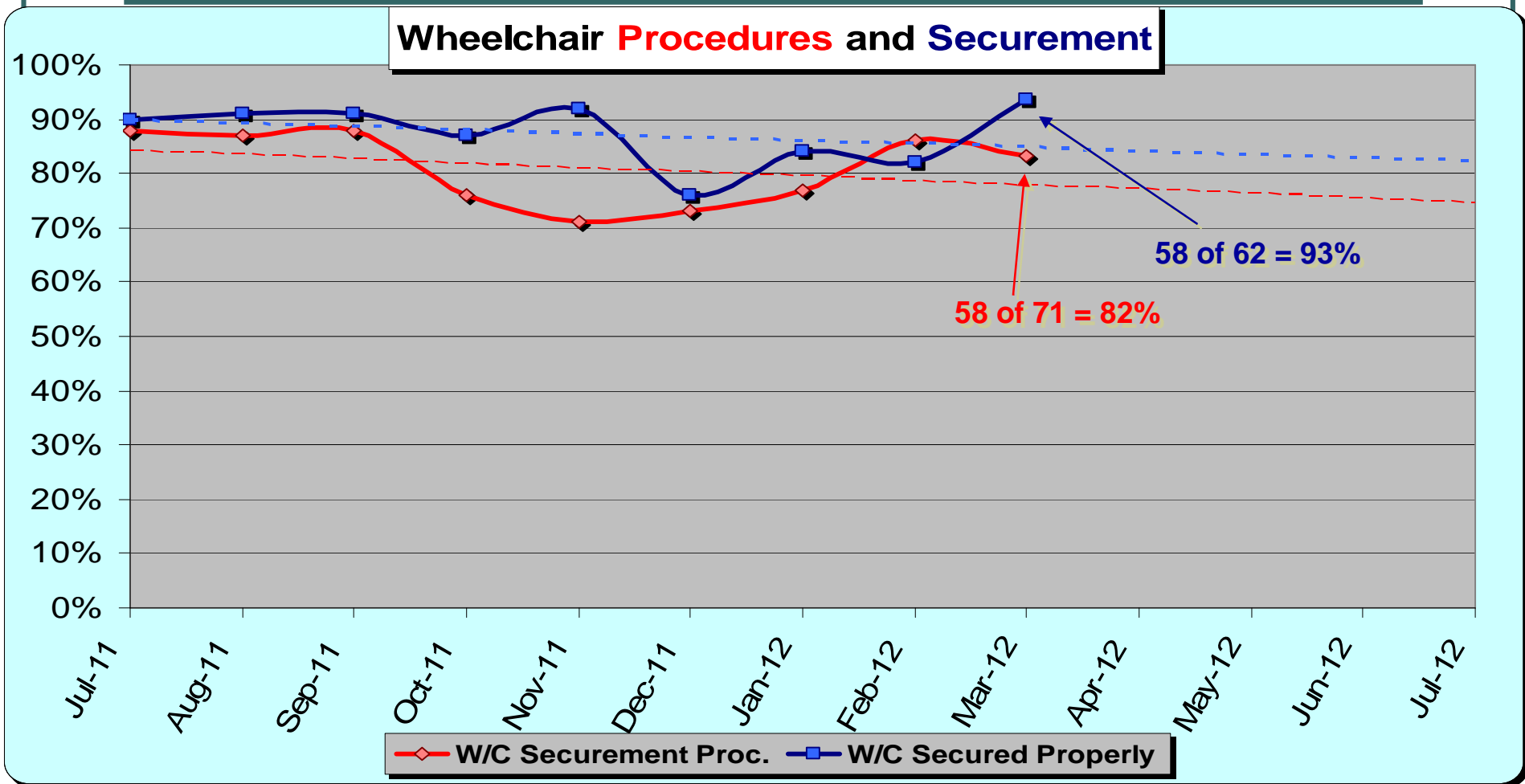
Mystery Riders Observations

(215 Undercover Rides in March 2012 Report)



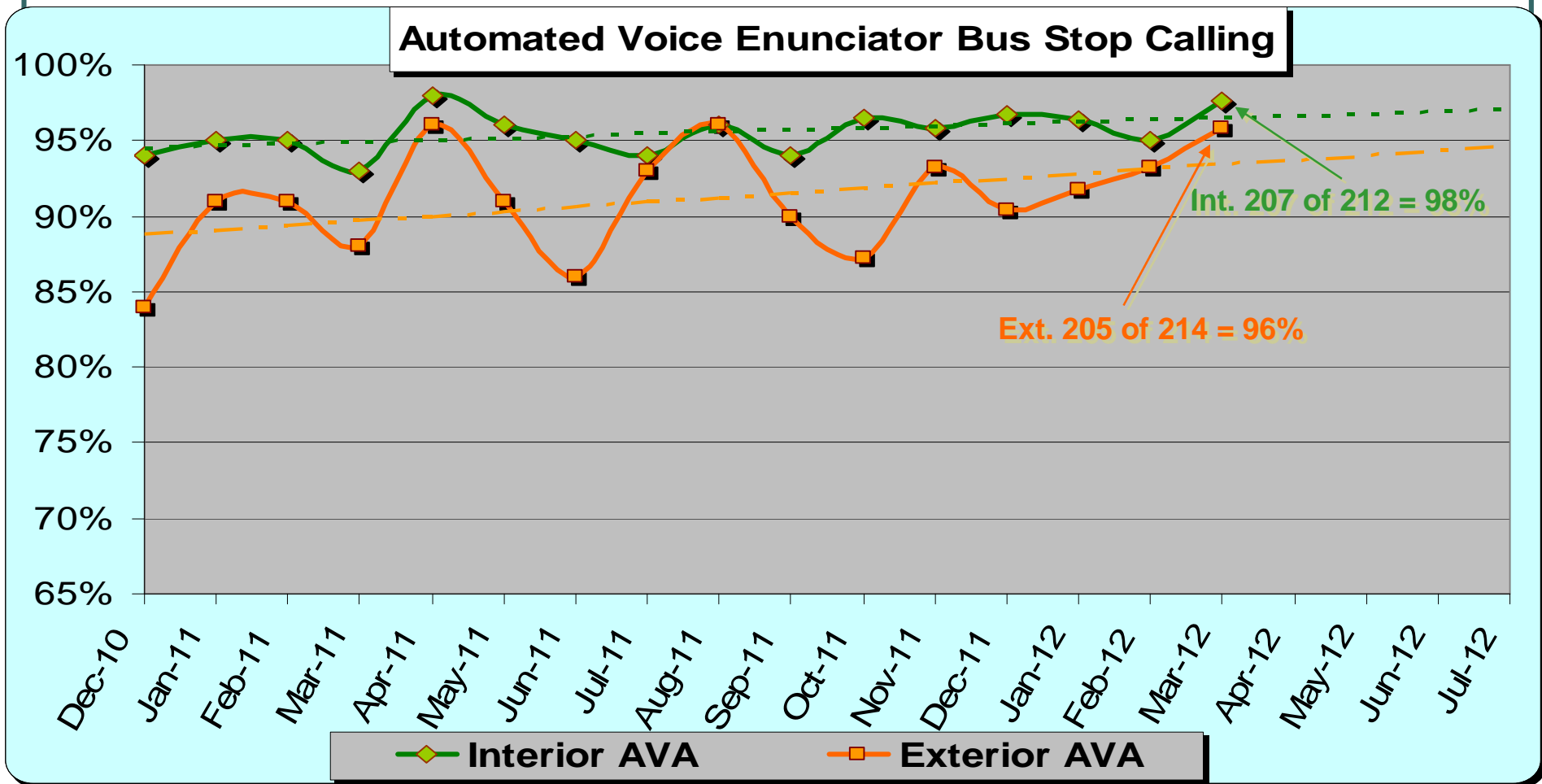
SFV Service Council May 2012 Meeting

Mystery Riders Observations



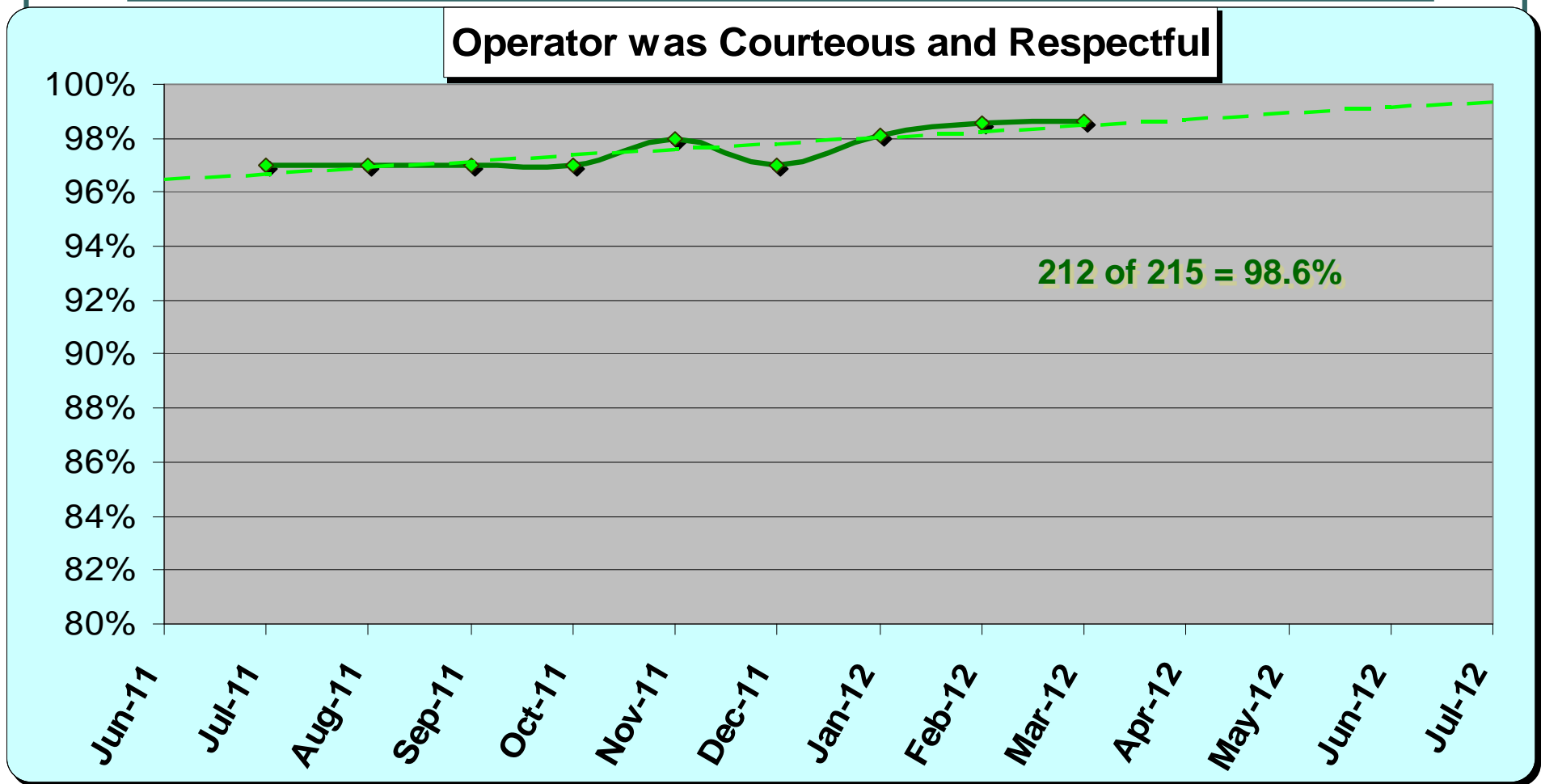
SFV Service Council May 2012 Meeting

Mystery Riders Observations



SFV Service Council May 2012 Meeting

Mystery Riders Observations



Expo Light Rail Line Update

Civil Rights (Title VI Status)

Meet and Confer with CEO

May 21 @ 2:30PM

Heritage Conf. Room on 13th Floor - USG

- **FY 13 & 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 13**
- **Introduction of Frank Alejandro**
- **Measure R**