



San Fernando Valley Service Council

May 4, 2016

Line Ride Evaluation Program

Background

- Metro Board of Directors created Governance Councils & Service Regions in 2002
- Council representation includes elected officials and private citizens who live, work in region
- San Fernando Valley Service Council Members appointed with Metro concurrence
- Decision making for the bus system moved to local level

Responsibilities of San Fernando Valley Service Council

- Oversee San Fernando Valley bus operations
- Review proposed changes in bus service
- Schedule & convene public hearings for major service modifications
- Approve, modify or reject changes in bus service

Council Information Programs

- To facilitate better decision-making, Metro staff organizes visits and provides information about:
 - Council Work Plan
 - Major Regional Transit Centers
 - Bus Operating Divisions
 - Bus Operations Control Center
 - TAP Operations
 - Transit Security
 - Rail Operations Control Center
 - Central Maintenance Facility
 - Tariffs and Interagency Tariff Agreements
 - Bus Line Rides

Line Ride Program

- Provides “real-world experience”
- Allows direct interface with the customer/operator
- Gain first-hand knowledge about a bus route & communities it serves
- Observe existing operating conditions & factors that affect a bus route

FY2016 Adopted Work Plan

Line rides

- Staff will assist Councilmembers to make transit line rides in advance of each public hearing and organize group line rides as requested by Councilmembers
- Councilmembers are encouraged to provide reports on individual line rides they have taken at their monthly meetings

Sample Schedule

COUNCILMEMBER	SUGGESTED BUS LINE	LINE NAME	DAYS OF SERVICE	SCHEDULED LINE RIDE	ORAL REPORTS
M. Cano	788	Valley-Westside Express	5 days a week Mon-Fri	May	June
D. Weissman	236/237	Sylmar Station - Encino - Granada Hills - Sherman Oaks	5 days a week Mon-Fri	June	July
V. Khorsand	744	NB to Northridge/Pacoima, SB to Sherman Oaks/Tarzana	7 days a week	August	September
A. Lopez	734	NB to Sylmar Station SB to Westwood	7 days a week	September	October
Y. Lopez-Ledesma	158	EB to Sherman Oaks WB to Chatsworth	6 days a week Mon – Sat	October	November
J. Ochoa	234	NB to Sylmar SB to Westwood	7 days a week	November	December
J. Talamantes	501	NoHo to Pasadena Express	5 days a week Mon-Fri	December	January
D. Washburn	Orange Line	Warner Center to North Hollywood	7 days a week	January	February

Line Ride Checklist

Name: _____

Date: _____

Line number: _____

Bus number: _____

Boarding time: _____

Boarding intersection: _____

Alighting time: _____

Alighting intersection: _____

Was the exterior headsign correct? yes no

Was the bus on time? yes no

Were there brochures in bin? yes no

Were the signs in the bus correct? yes no n/a

Was a fare evasion observed? yes no n/a

Was the fare policy enforced? yes no n/a

Did the bus travel at a safe driving speed? yes no

Was the driver's appearance professional? yes no

Did the driver give connection information? yes no n/a

Did the driver give fare information? yes no n/a

Was the driver courteous? yes no n/a

Did the driver call out major stops and transfer points? yes no

Did the driver call out requested stops. yes no n/a

Were there passenger pass ups? yes no

Was the heater operational? yes no n/a

Was the air conditioner operational? yes no n/a

Was the floor clean? yes no

Were the seats clean? yes no

Was the bus exterior clean? yes no

Was the bus crowded? yes no

Was there graffiti on the bus? yes no



Next Steps

- Identify Councilmembers' preferred Metro Bus Lines to adopt;
- Develop implementation schedule of Councilmember line ride and reporting dates for Fiscal Year 2017

Questions?

