

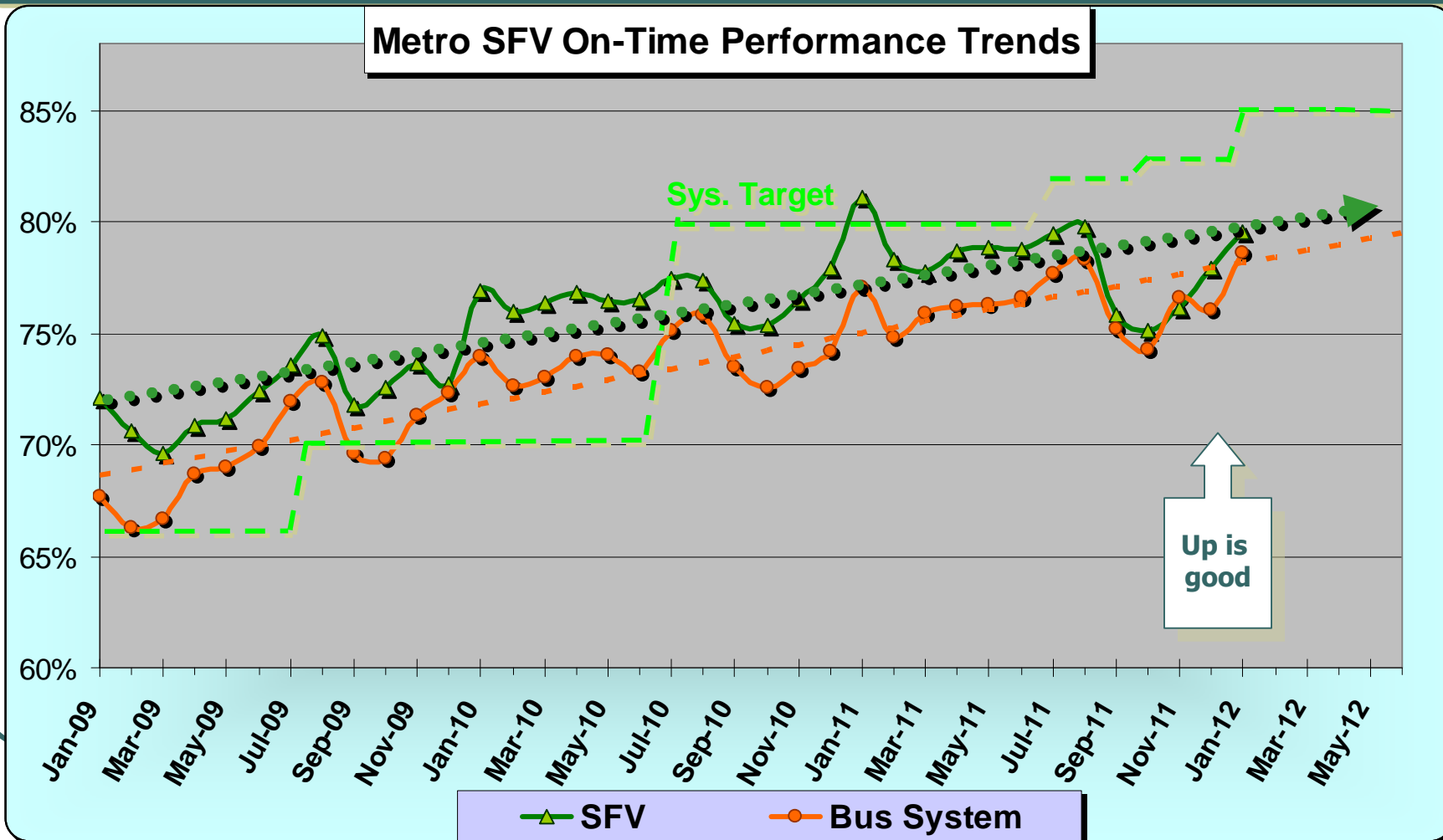
***Metro San Fernando Valley  
Service Council  
March 7, 2012 Meeting***

**Performance Report  
for *January 2012***



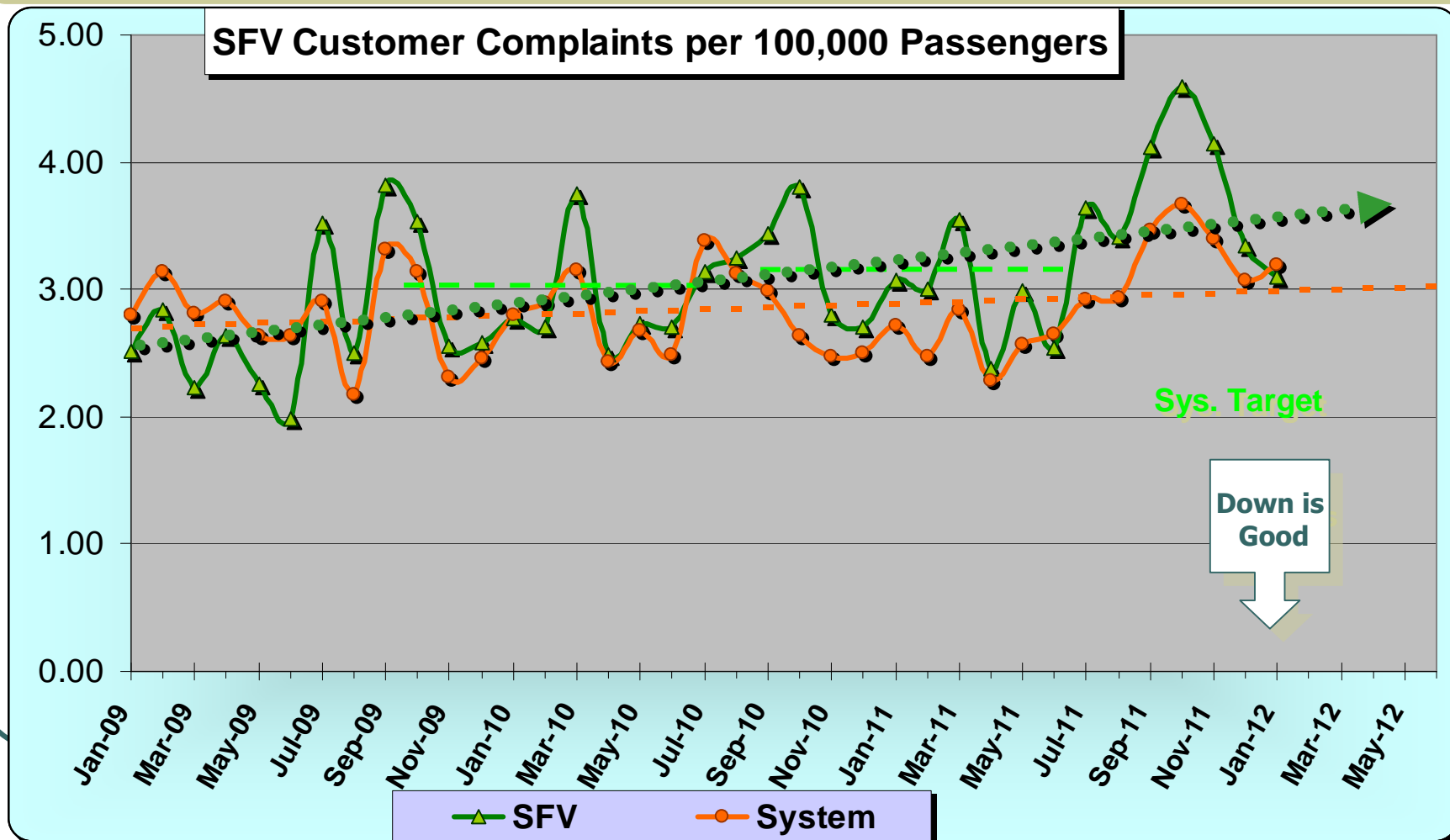
# SFV Service Council March 2012 Meeting

<u>On Time Performance</u>		Target	Jan.	YTD
	Metro Bus System	85.0%	78.6%	76.7%
	San Fernando Valley	85.0%	79.6%	77.7%



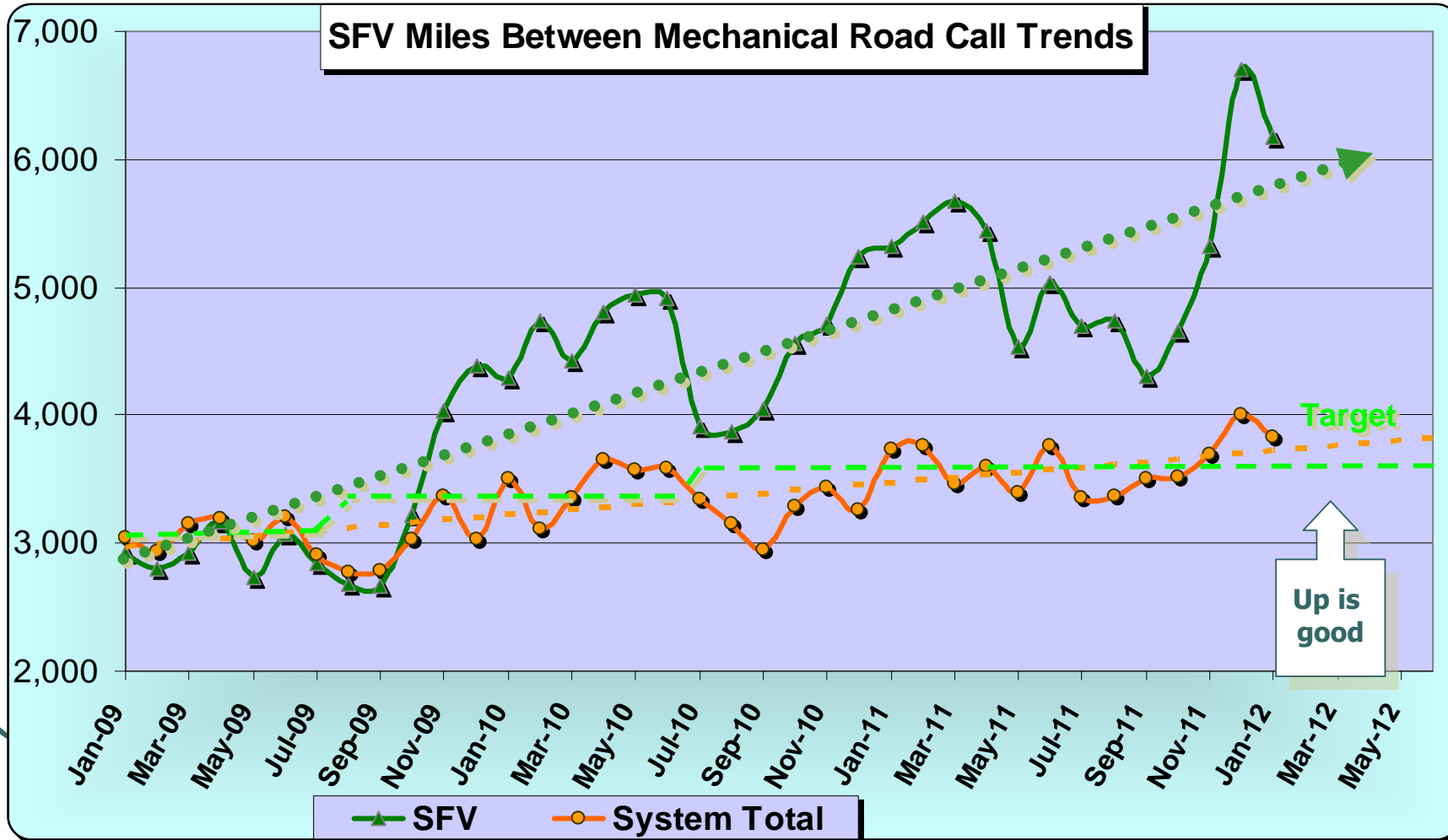
# SFV Service Council March 2012 Meeting

<u>Complaints / 100,000 Psgrs.</u>		Target	Jan.	YTD
	Metro Bus System	2.29	3.19	3.24
	San Fernando Valley	2.88	3.09	3.78



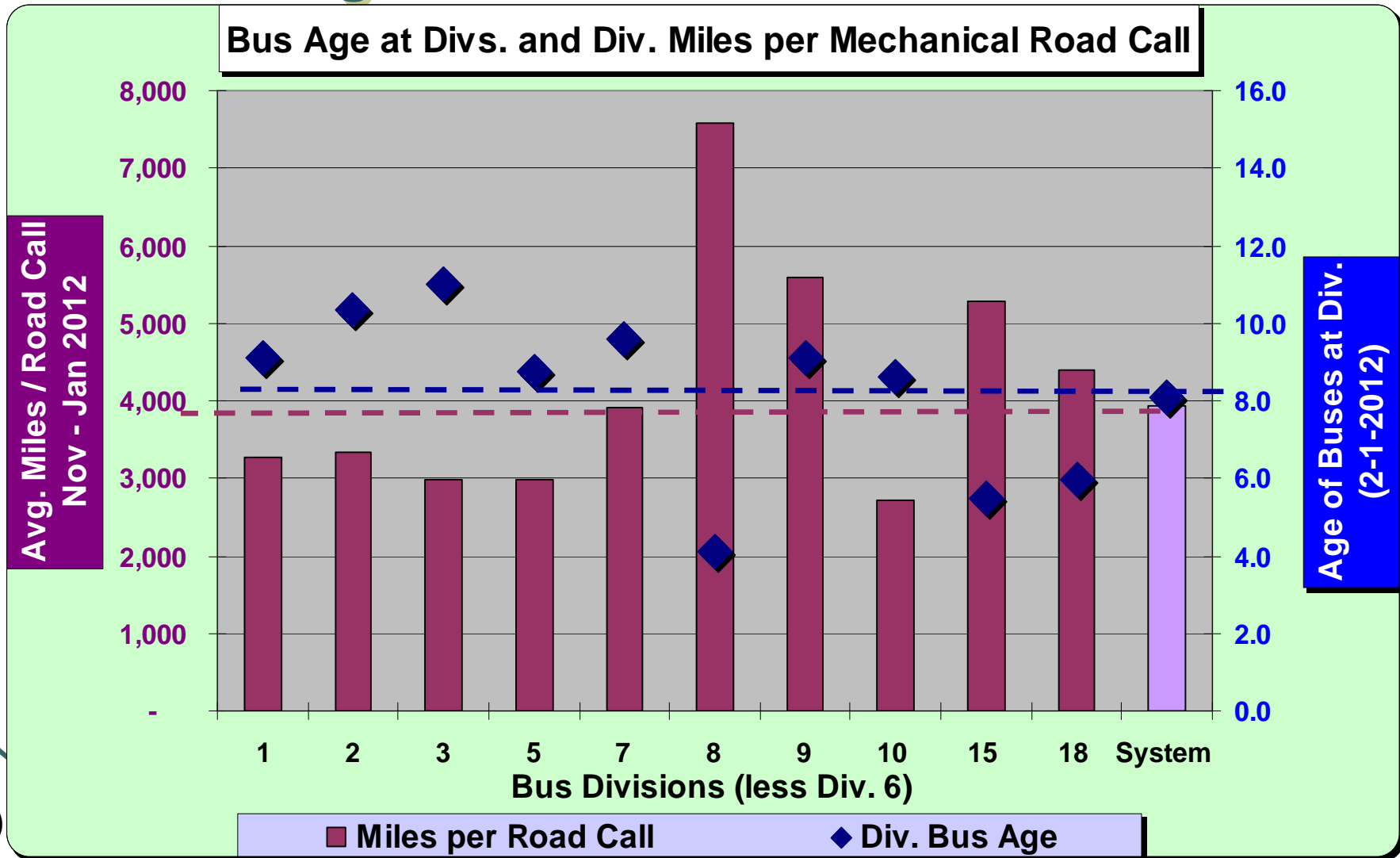
# SFV Service Council March 2012 Meeting

<u>Miles / Mech.</u> <u>Road Call</u>		Target	Jan.	YTD
Metro Bus System		3,650	3,827	3,596
San Fernando Valley		3,650	6,174	5,109



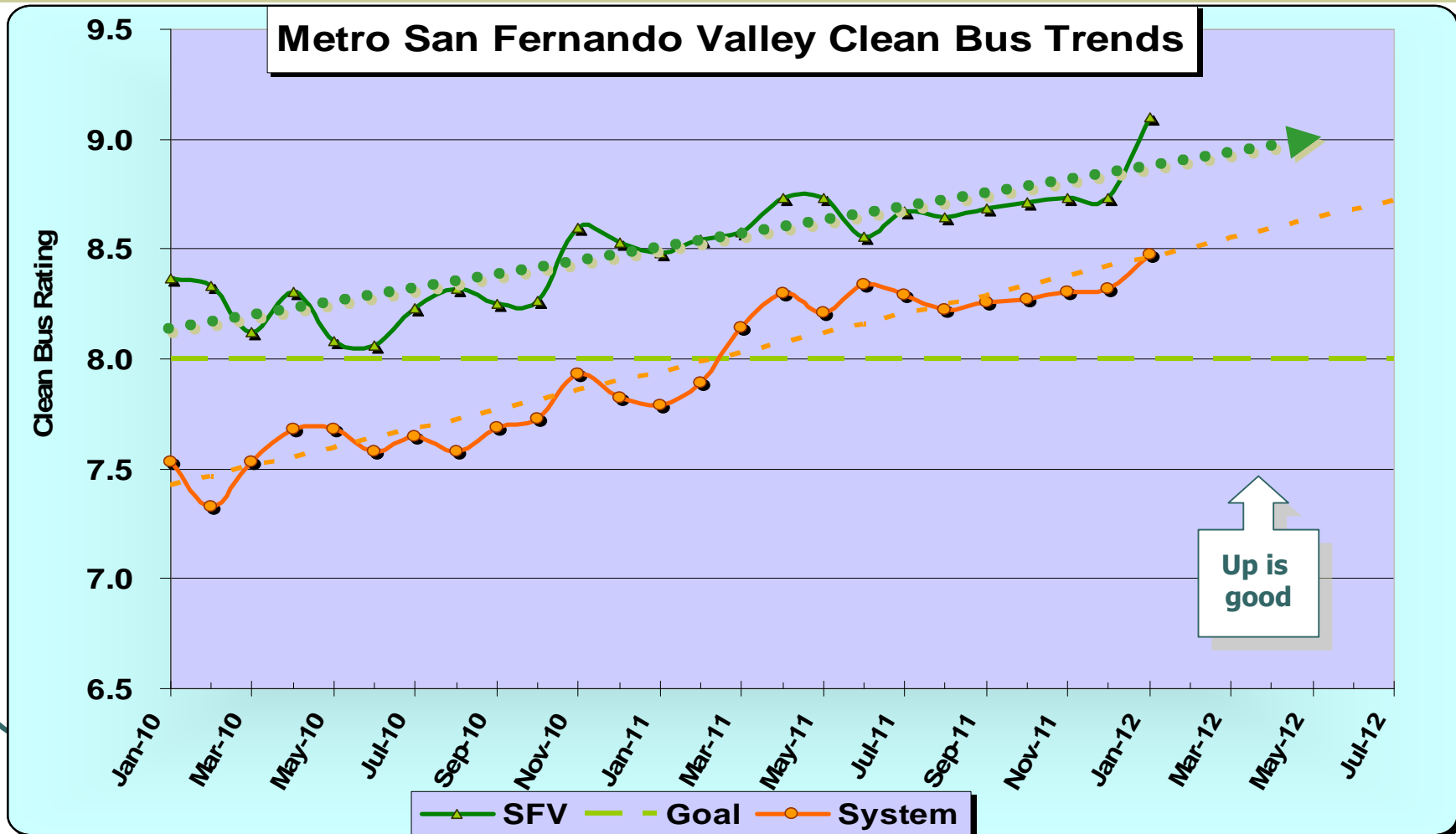
# SFV Service Council March 2012 Meeting

## Bus Age at Divisions vs Avg. Miles Between Road Calls



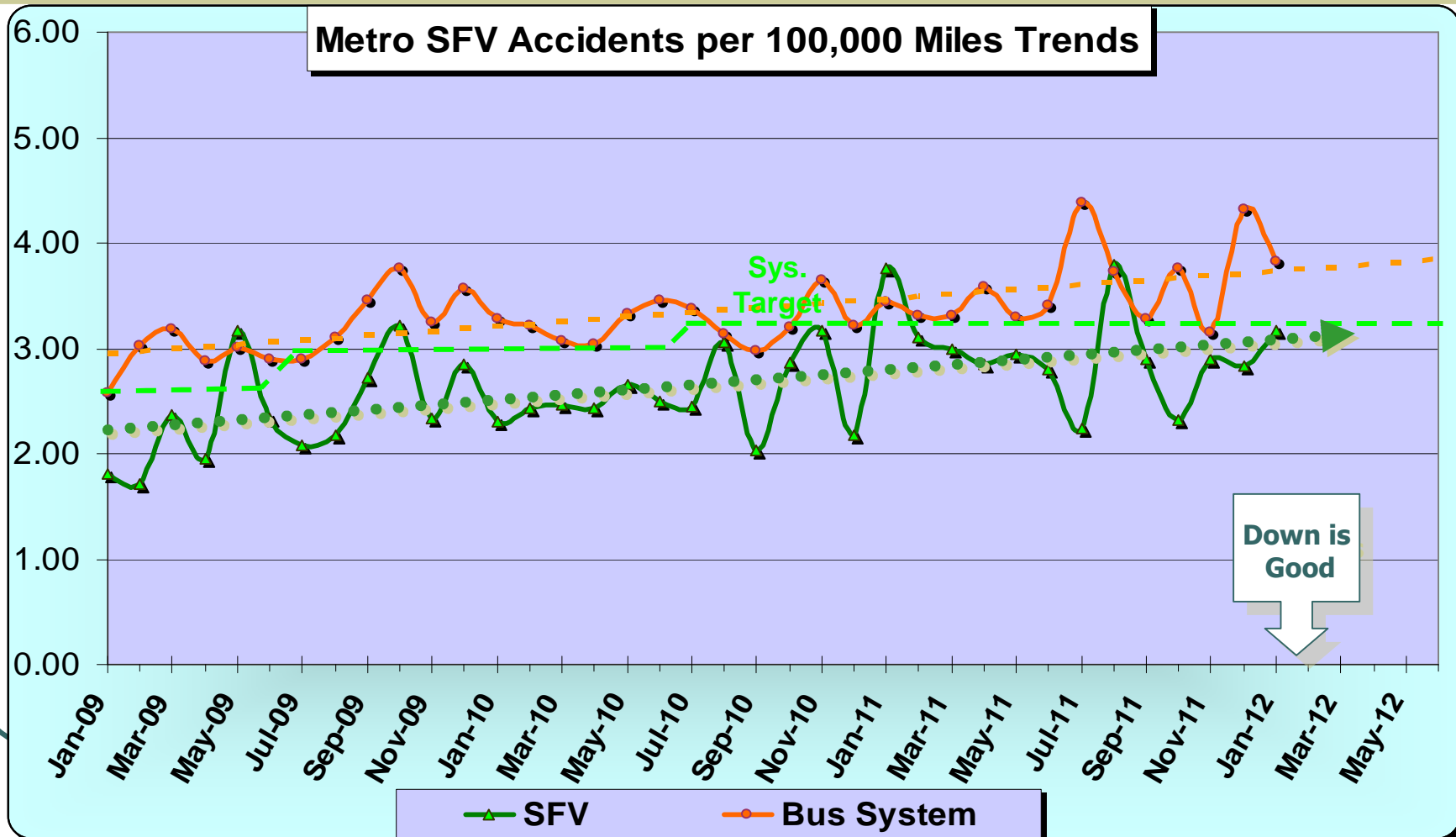
# SFV Service Council March 2012 Meeting

<u>Clean Bus Rating</u>		Target	Jan.	YTD
	<b>Metro Bus System</b>	<b>8.0</b>	<b>8.47</b>	<b>8.31</b>
	<b>San Fernando Valley</b>	<b>8.0</b>	<b>9.10</b>	<b>8.75</b>



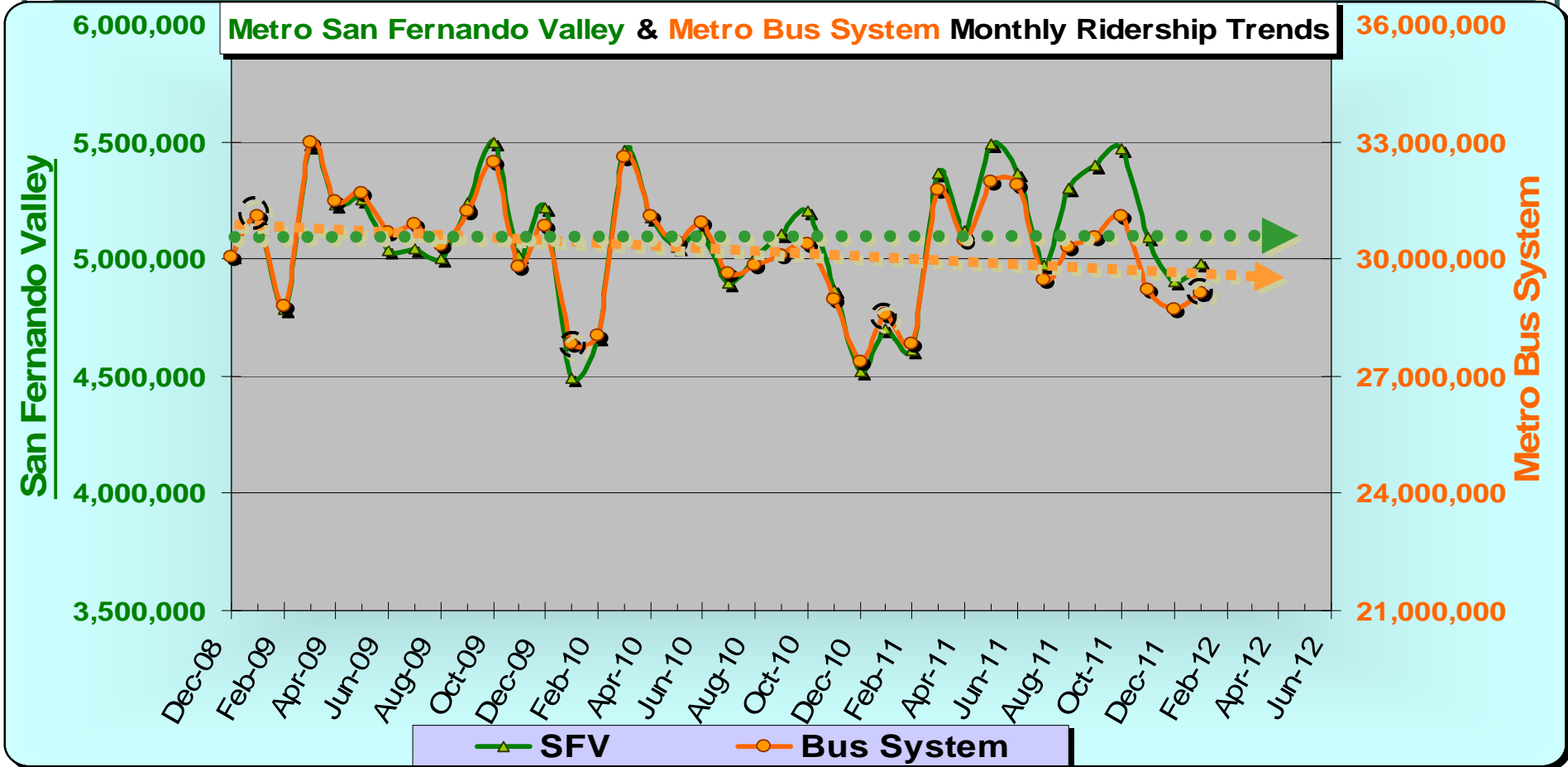
# SFV Service Council March 2012 Meeting

<u>Accidents / 100,000 Miles</u>		Target	Jan.	YTD
	<b>Metro Bus System</b>	<b>3.20</b>	<b>3.83</b>	<b>3.78</b>
	<b>San Fernando Valley</b>	<b>2.88</b>	<b>3.17</b>	<b>2.88</b>



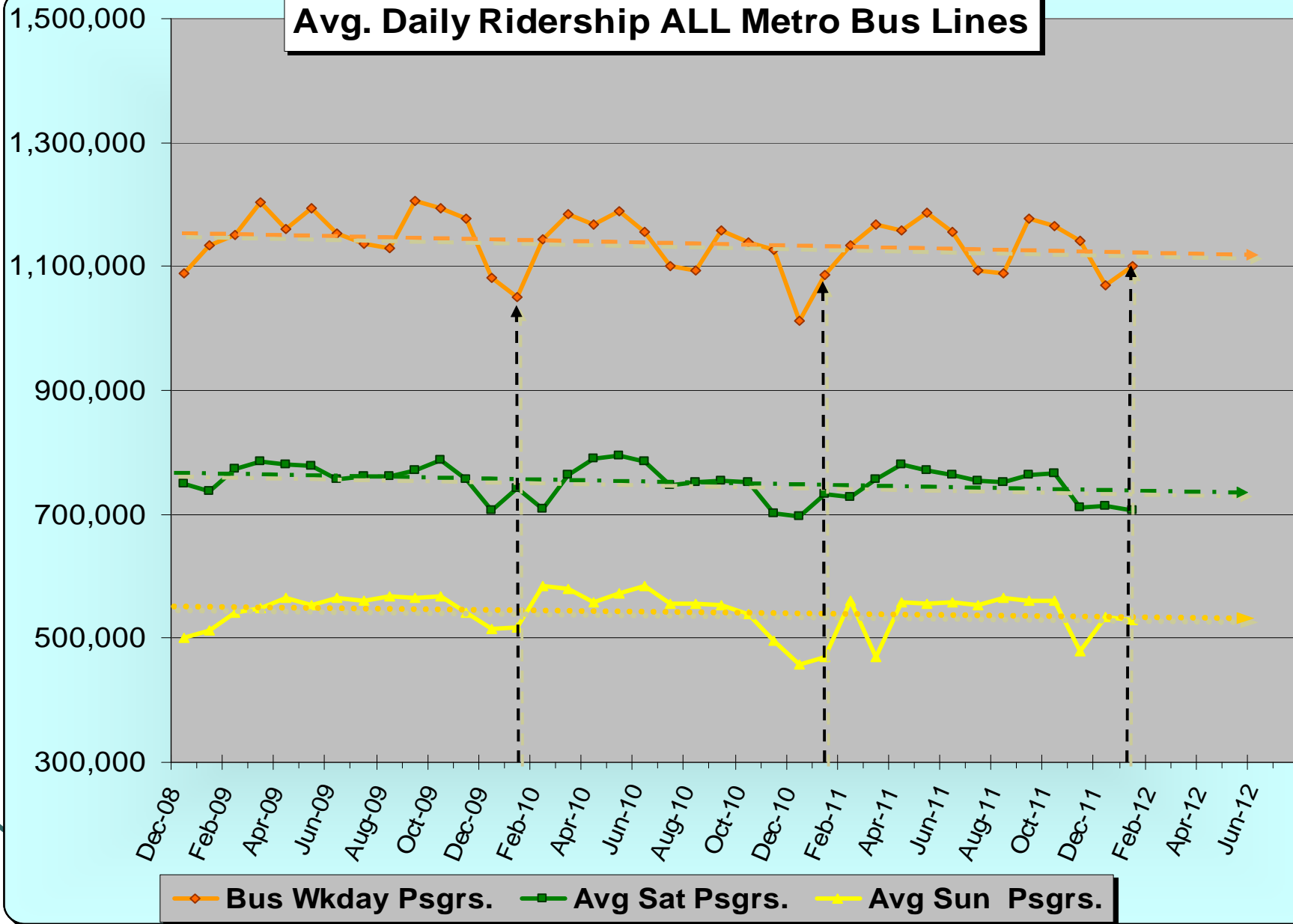
# SFV Service Council March 2012 Meeting

		Target	Jan.	YTD
<b>Monthly Bus Ridership</b>	<b>Metro Bus System</b>	29,270,000	29,120,000	29,700,000
	<b>San Fernando Valley</b>	4,920,000	4,980,000	5,160,000



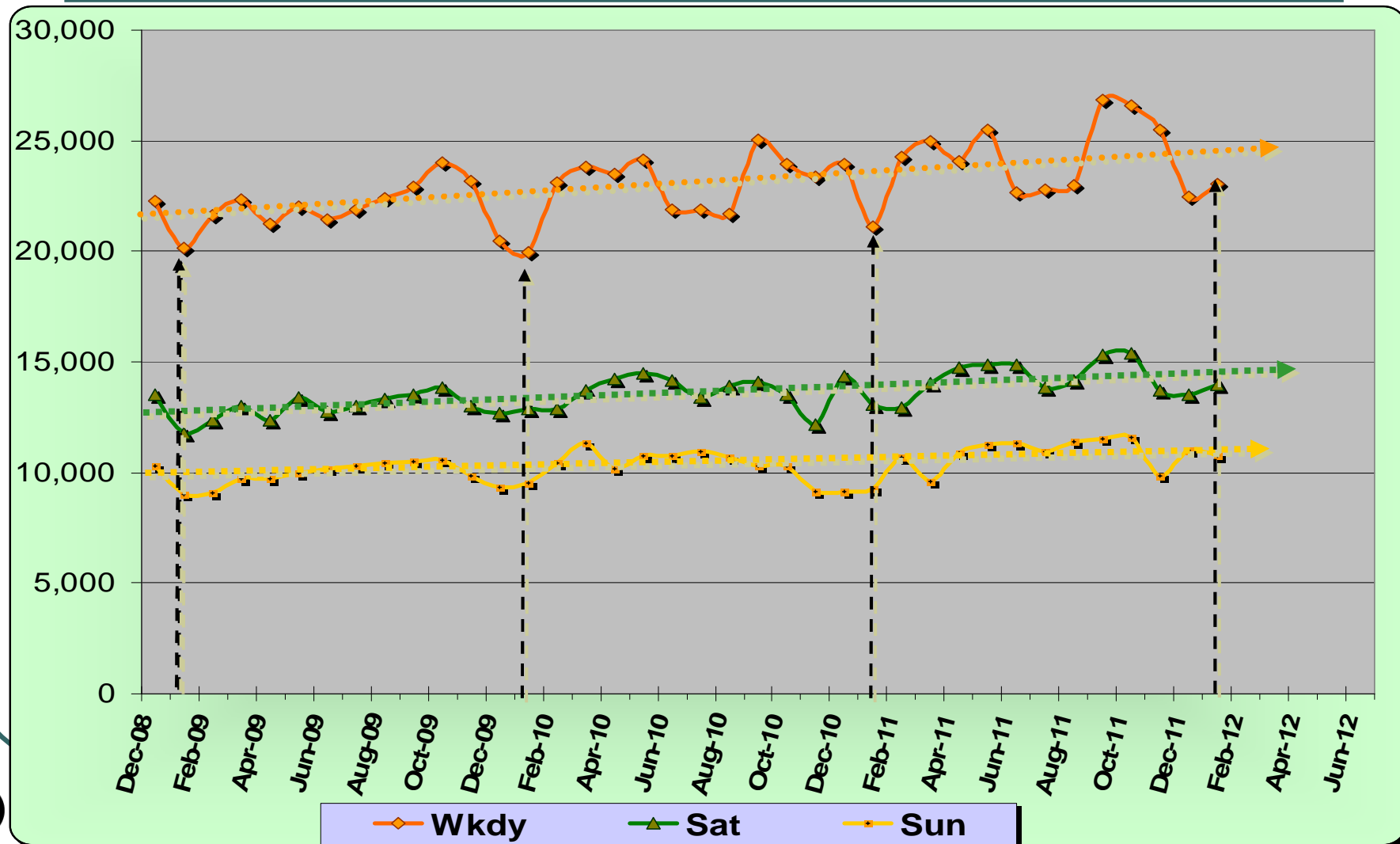


# SFV Service Council March 2012 Meeting



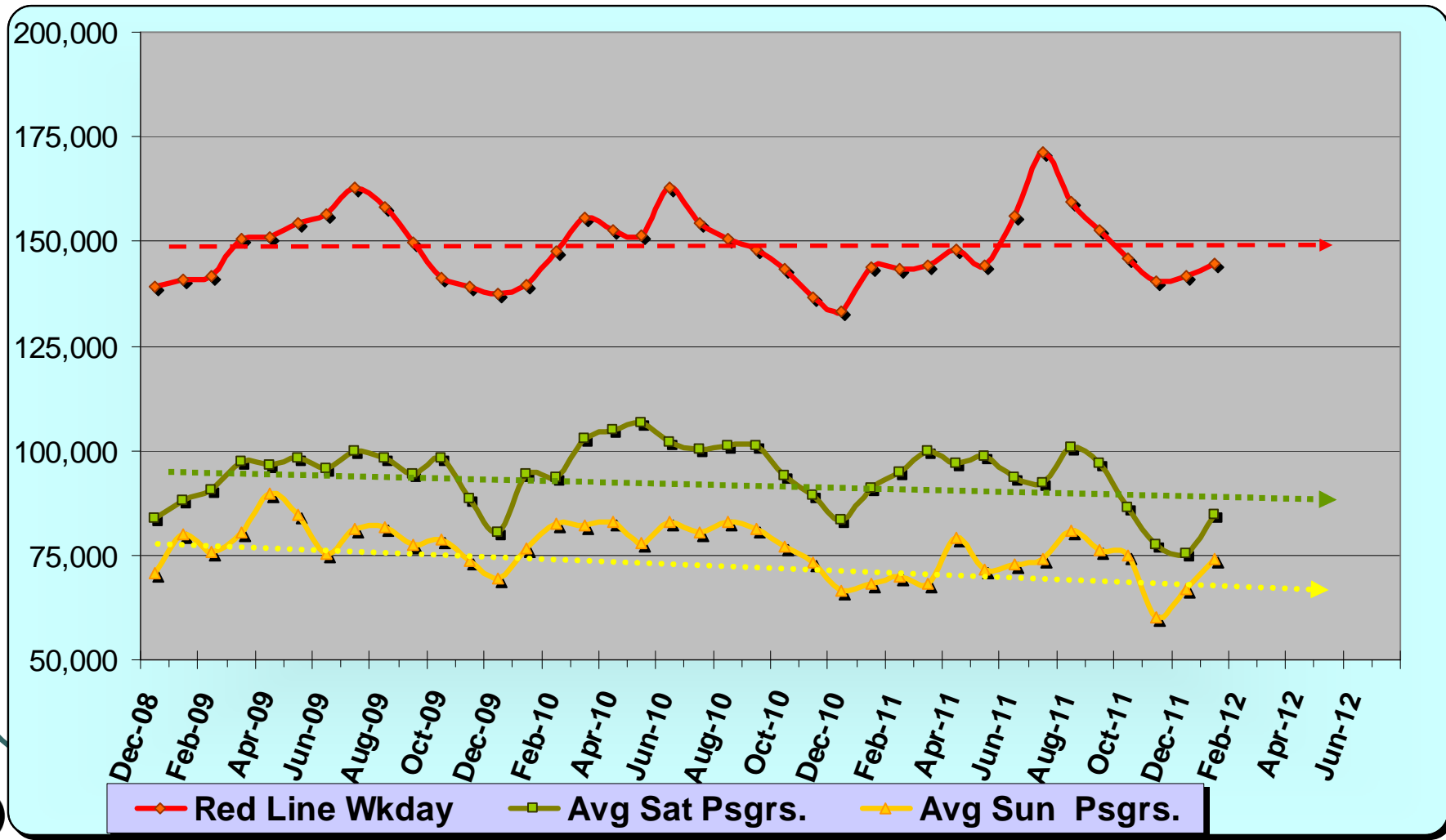
# SFV Service Council March 2012 Meeting

## Metro Orange Line Ridership Trends



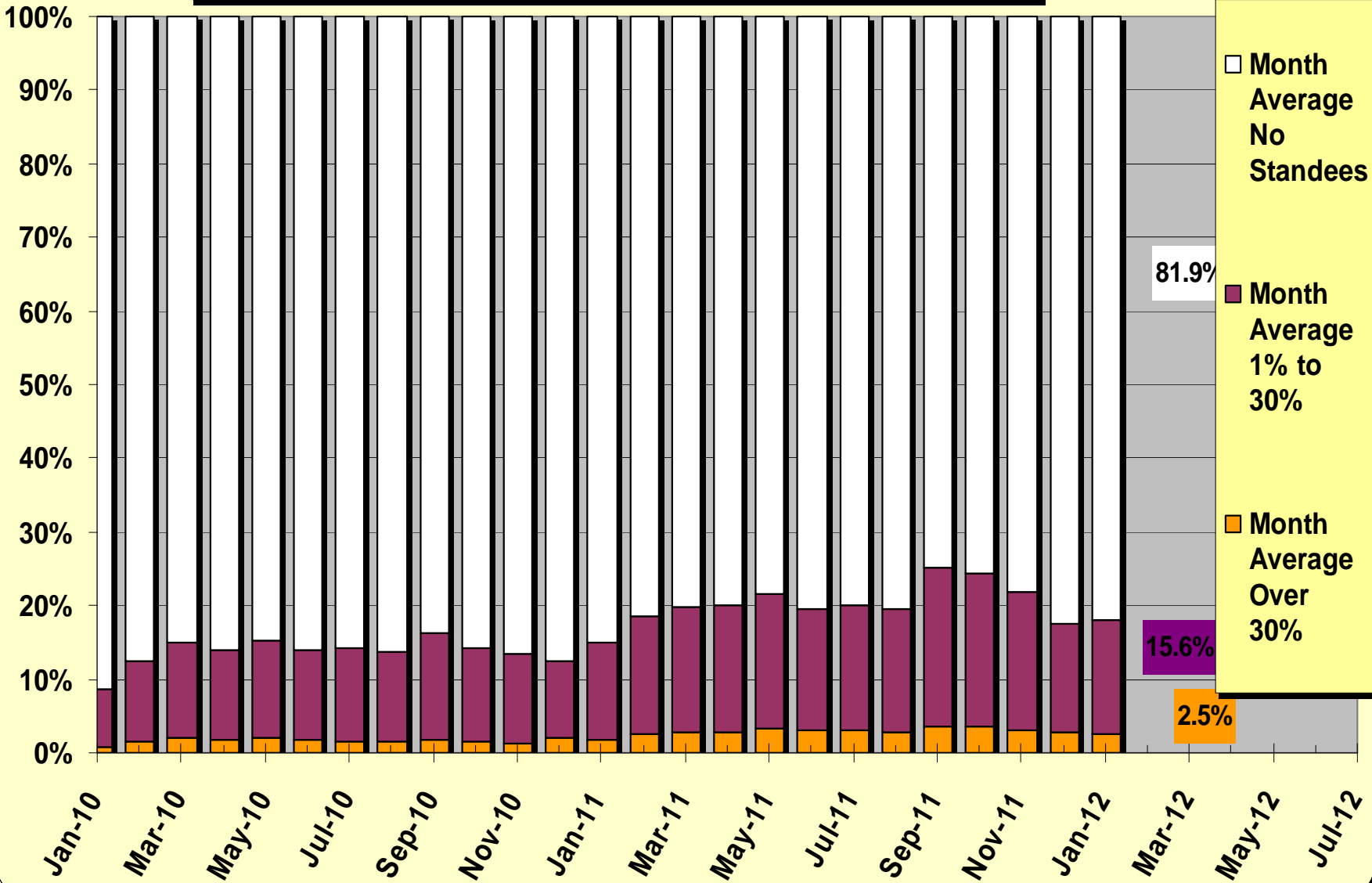
# SFV Service Council March 2012 Meeting

## Metro Red/Purple Line Ridership Trends

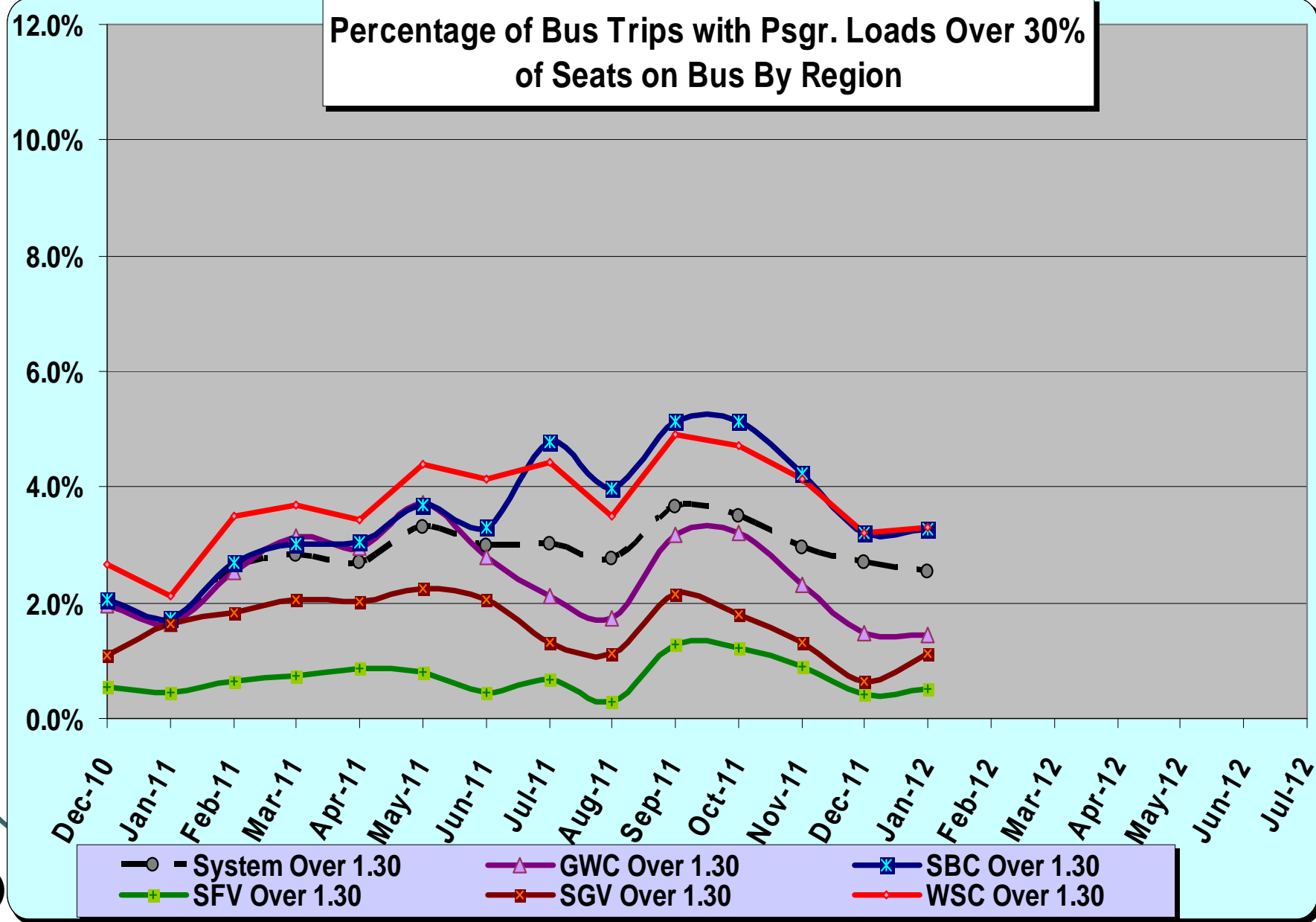


# SFV Service Council March 2012 Meeting

Metro Bus Service Average Load Factor by Month

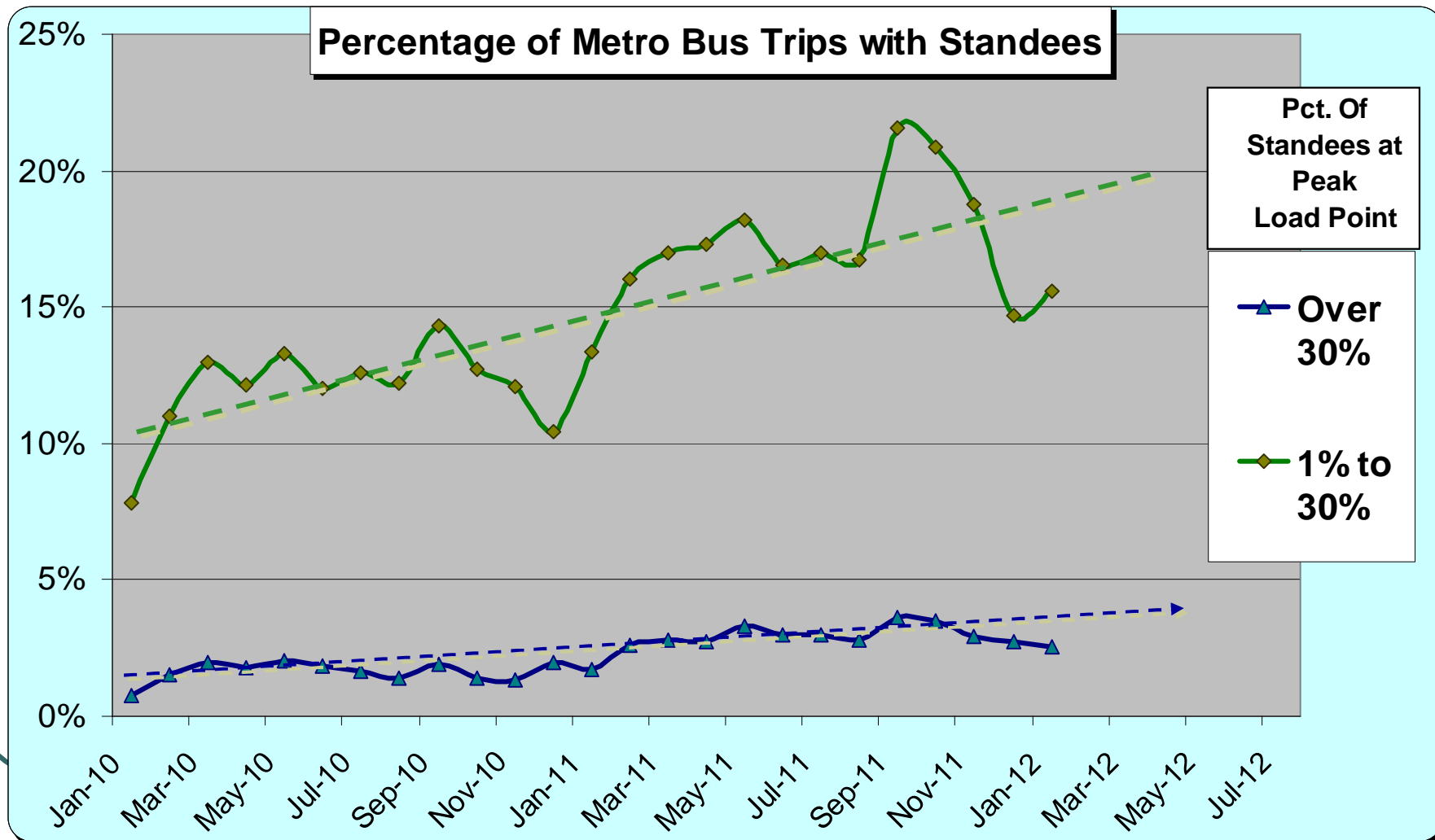


# SFV Service Council March 2012 Meeting






# SFV Service Council March 2012 Meeting

## Metro Bus Trips with Standees

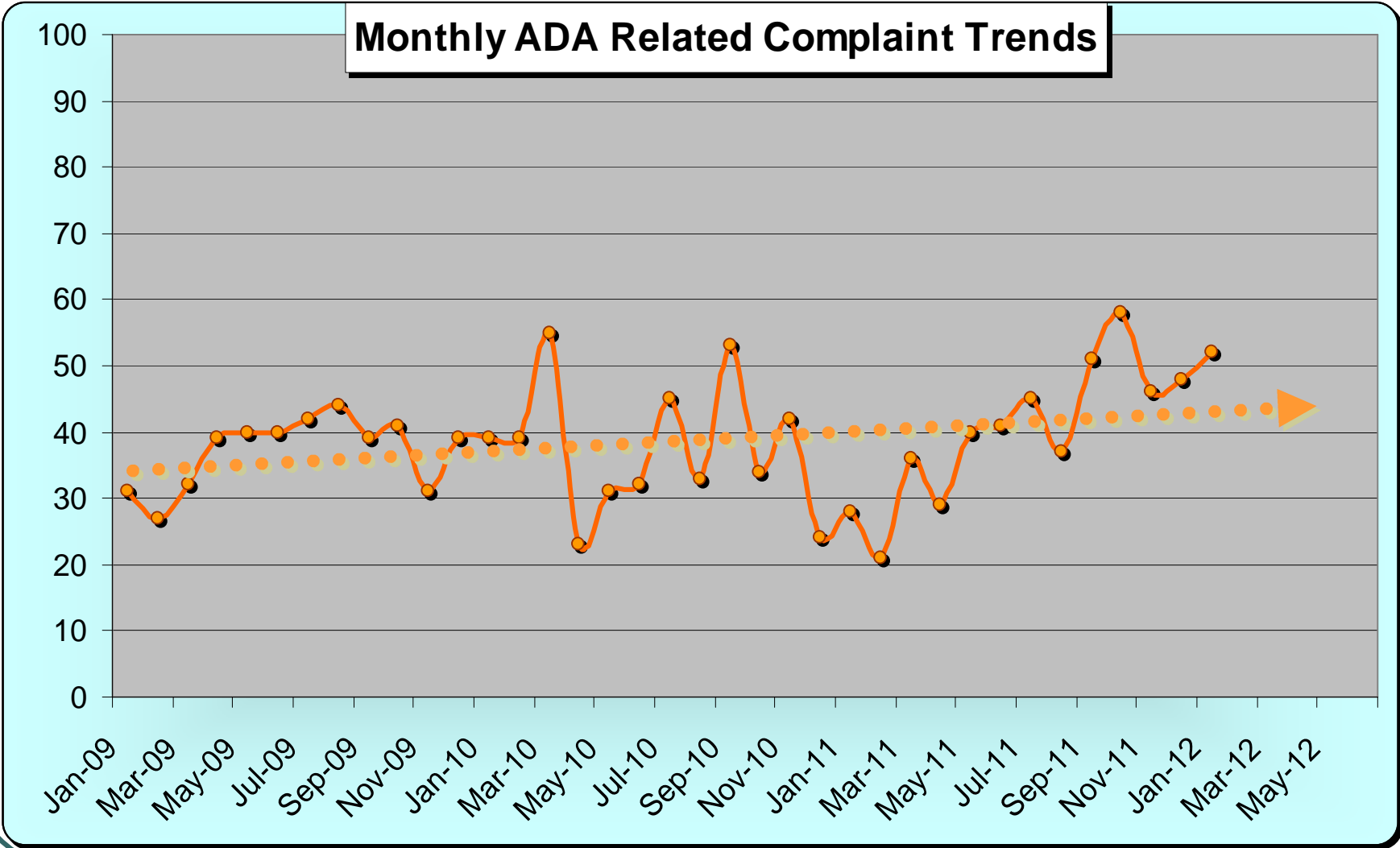


# SFV Service Council March 2012 Meeting

Bus Stations Evaluated	Score	Agency
Artesia Blue Line Bus Sta.	7.4	Metro
Aviation Green Line Bus Sta. 	6.6	Metro
Burbank Metrolink Bus Sta. 	8.5	Burbank
Culver City Sta.	7.7	Culver City
Cal State LA Busway Sta.	7.7	Metro
Cal State LA Local Bus Sta. 	8.4	LADOT
Del Amo Blue Line Bus Sta. 	8.4	Metro
El Monte Bus Sta.	7.4	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.	7.1	Metro
Patsaouras Bus Plaza	7.7	Metro
Pico-Rimpau Bus Ctr.	7.7	Metro
Harbor-Century Fwy, Silver Line Sta.	8.2	Metro
Rosa Parks Bus Sta.	7.8	Metro
South Bay Galleria Bus Ctr. 	8.4	Torrance
Sierra Madre Gold Line Bus Sta.	7.5	Metro
Universal Red Line Bus Sta. 	6.5	Metro
Average Rating	7.64	



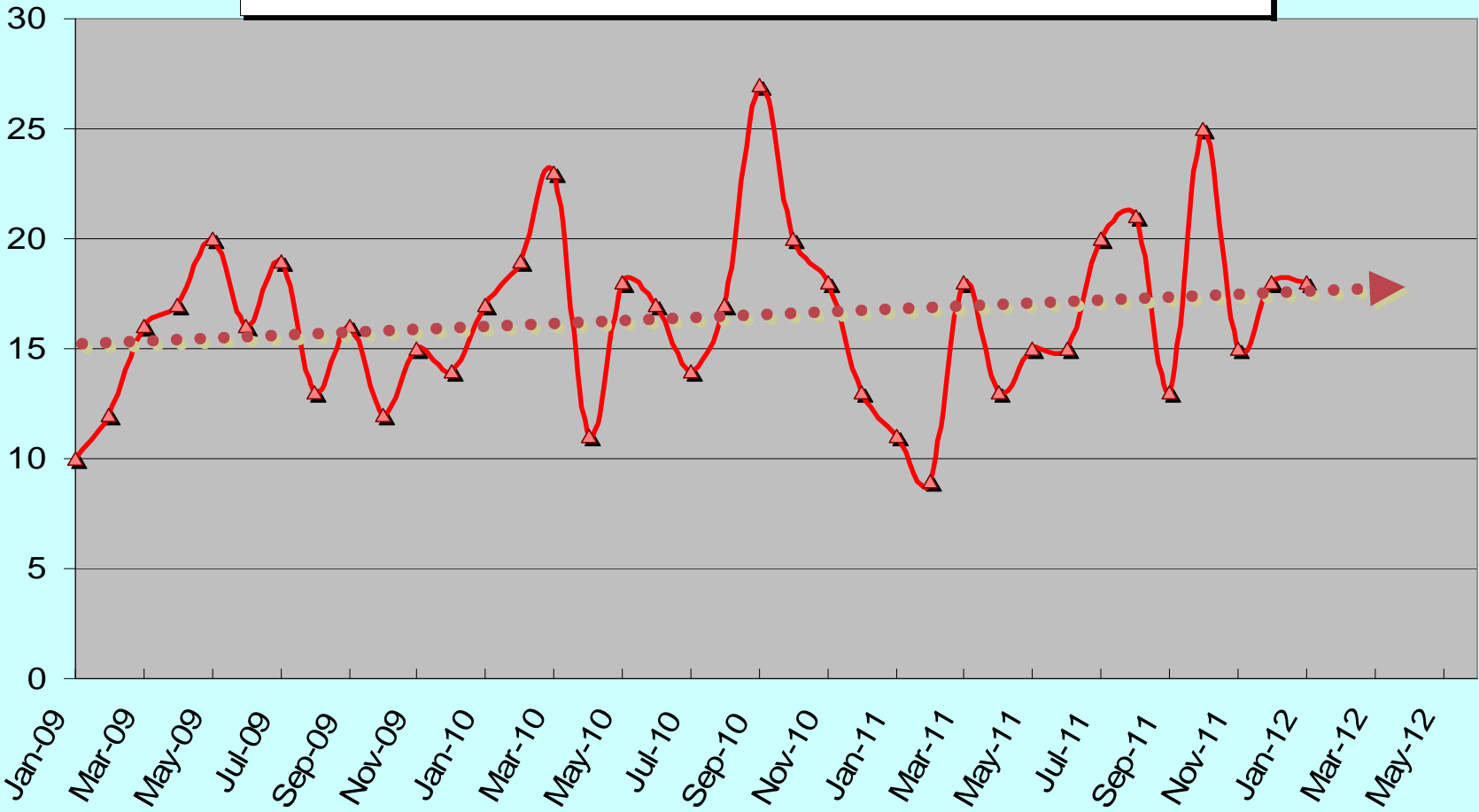
# SFV Service Council March 2012 Meeting





# SFV Service Council March 2012 Meeting

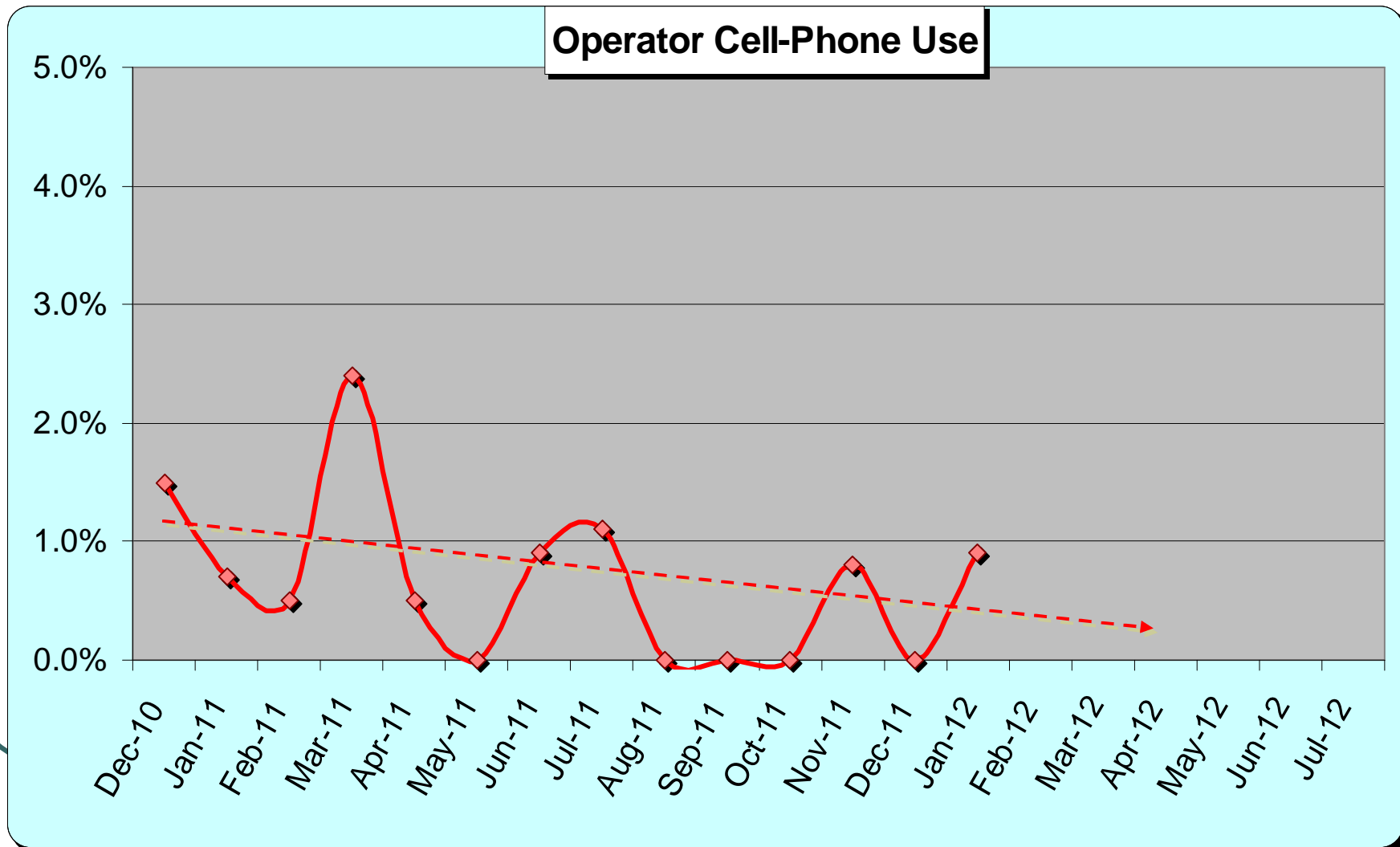
## Monthly Wheel Chair Pass Up Complaints



# SFV Service Council March 2012 Meeting

## Mystery Riders Observations

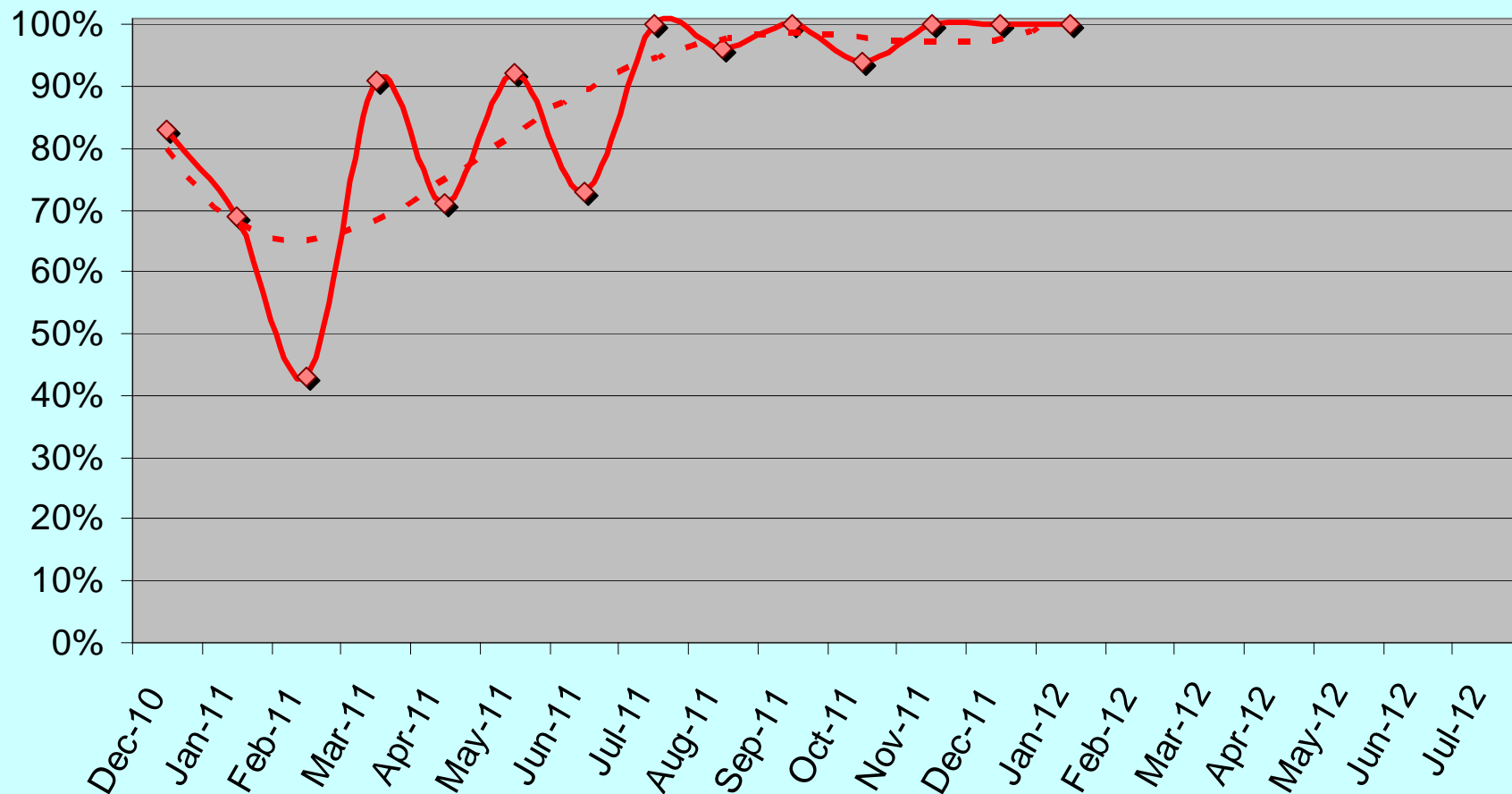
(212 Under Cover Rides in January 2012 Report)



# SFV Service Council March 2012 Meeting

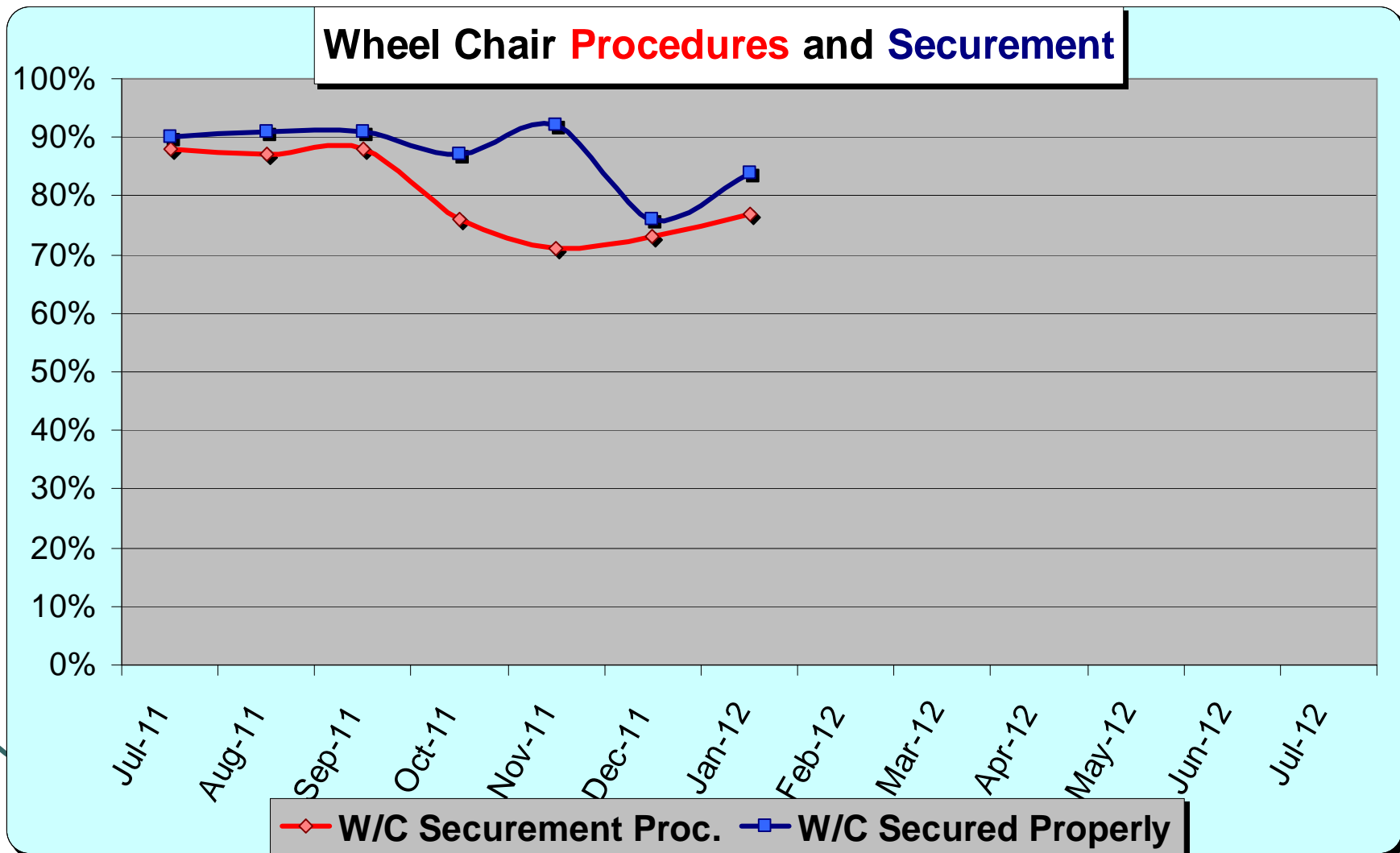
## Mystery Riders Observations

Wheelchair Lift/Ramp Deployed for Non-Wheel Chair Patrons



# SFV Service Council March 2012 Meeting

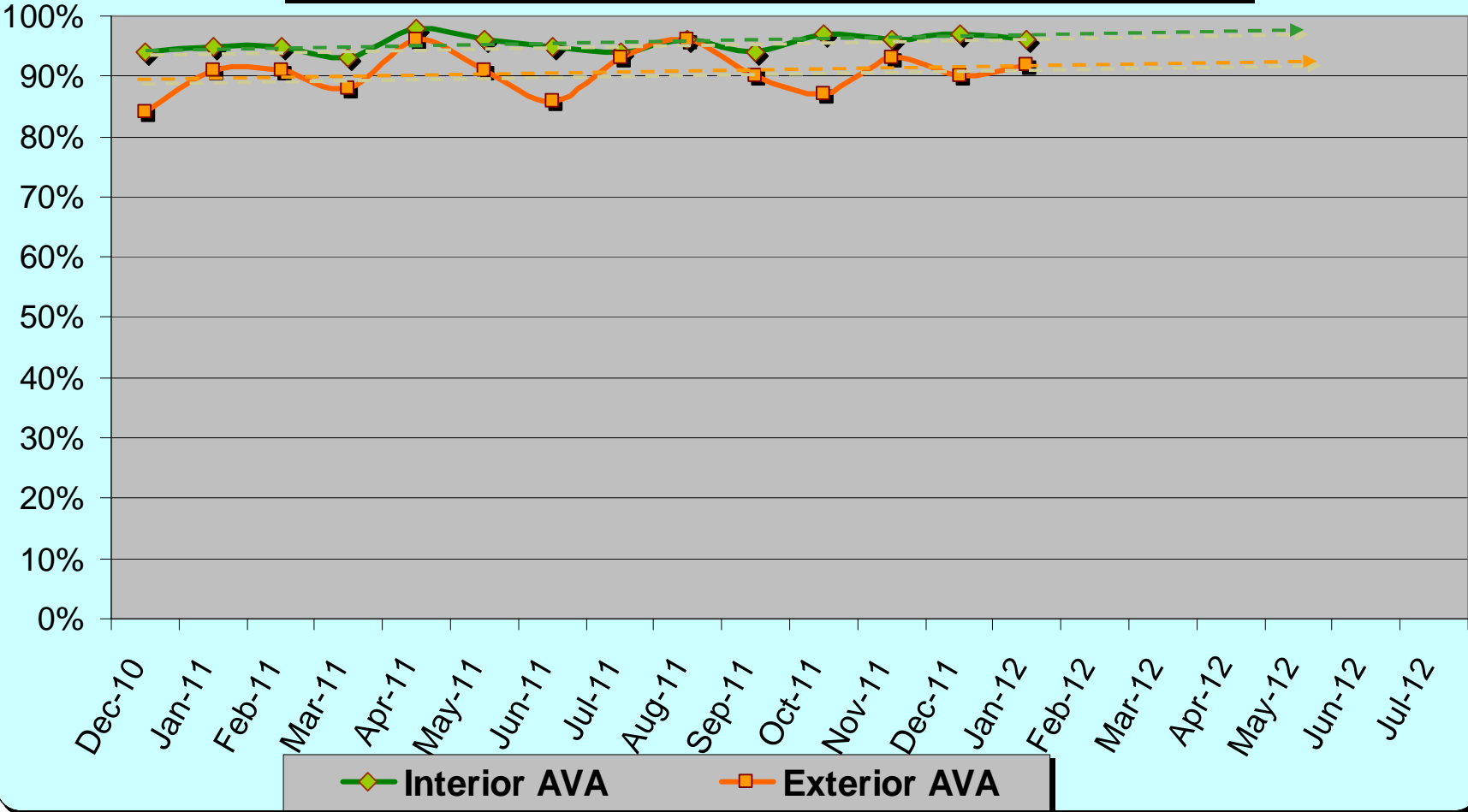
## Mystery Riders Observations



# SFV Service Council March 2012 Meeting

## Mystery Riders Observations

Automated Voice Enunciator Bus Stop Calling



# SFV Service Council March 2012 Meeting

## First Quarterly Passenger Survey

Passenger Perceptions	Agree	Disagree
1. I am Satisfied with Metro bus service?	83%	17%
2. This bus is generally on time (within 5 min.)?	76%	24%
3. This bus' schedule meets my needs?	80%	20%
4. I feel safe while riding this bus?	88%	12%
5. I feel safe while waiting for this bus?	82%	18%
6. Are bus drivers generally courteous?	83%	17%
7. This bus is generally clean?	82%	18%
8. Is this bus stop generally clean?	74%	26%
9. Has this bus passed you by at this stop last month?	28%	72%
10. Has this bus broken down in the last month?	13%	87%

# SFV Service Council March 2012 Meeting

## First Quarterly Passenger Survey

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12. How did you get to this bus stop

Walked 81% Dropped off 8% Drove 2% Biked 1% Other 8%

13. How many minutes did it take you to get to the first bus of this trip?

Avg. = 11.7 min.

14. How many minutes did you wait for the first bus or train?

Avg. = 11.6 min.

16. Do you have a working cell phone with you Yes 77%

16a If yes, is it a smartphone? Yes 50% (39% of riders)

20. What fare did you use on the first Metro bus today?

Cash 29%-Pass 25%-Day Pass 19%-E/D pass 9%-Coll/sch Pass 8%-Token 8%-EZ Pass 5%

21. What is your household's income? Under \$15,000 - 50%

# SFV Service Council March 2012 Meeting

## First Quarterly Passenger Survey

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### 22. What is your ethnicity?

Latino 63%      Black 17%      White 9%      Asian/Pac 6%      Amer. Indian 1%      Other 4%

### What is your age?

Under 18: 7%    18-22: 15%    23-49: 52%    50-64: 19%    65 and over: 7%    Avg Age 38

Total Surveys: 2,767

Spanish: 960 (35%)

English: 1,807 (65%)

### Bus Lines Surveyed:

WSC: 4, 16, 685, 720, 751

SBC: 40, 110, 120, 205, 550

GWC: 110, 120, 127, 258, 751

SFV: 176, 258, 485

SFV: 156, 685, 750



**Expo Light Rail Line Update**

**Pre-Revenue**

**Service Council Expo Line Tour**