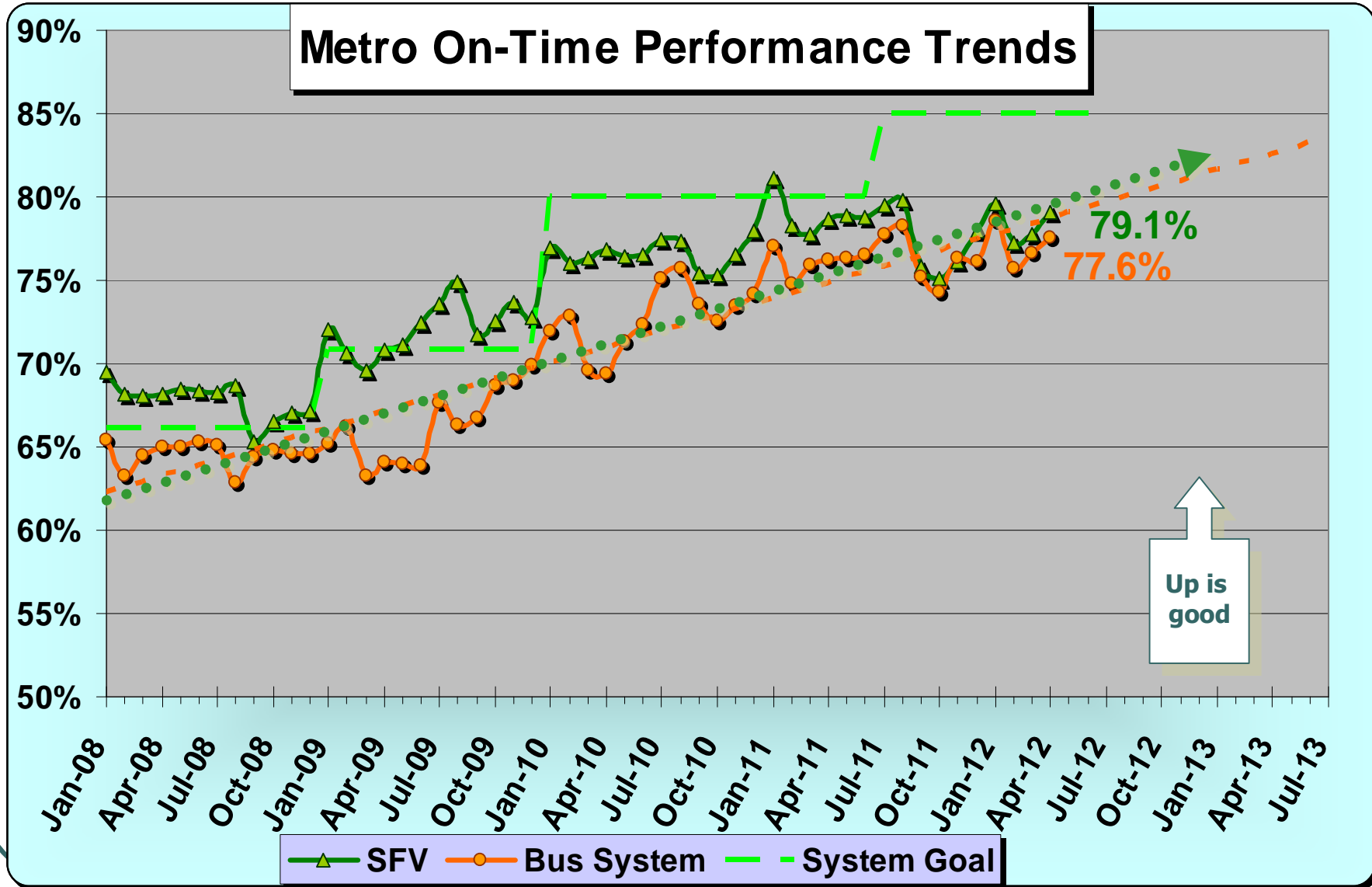


***Metro San Fernando Valley
Service Council
June 6, 2012 Meeting***

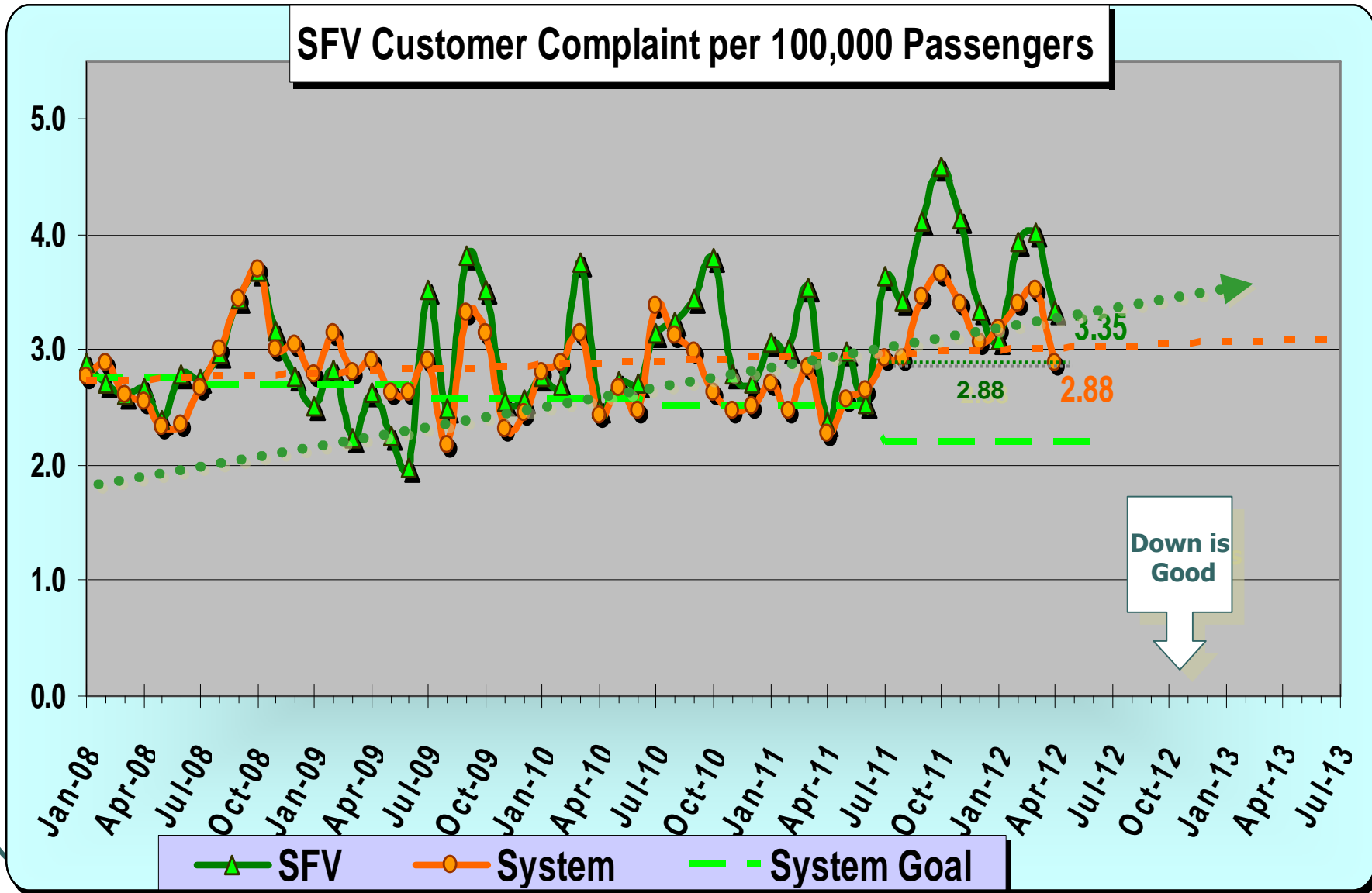
***Performance Report on
April 2012 Service***



SFV Service Council June 2012 Meeting

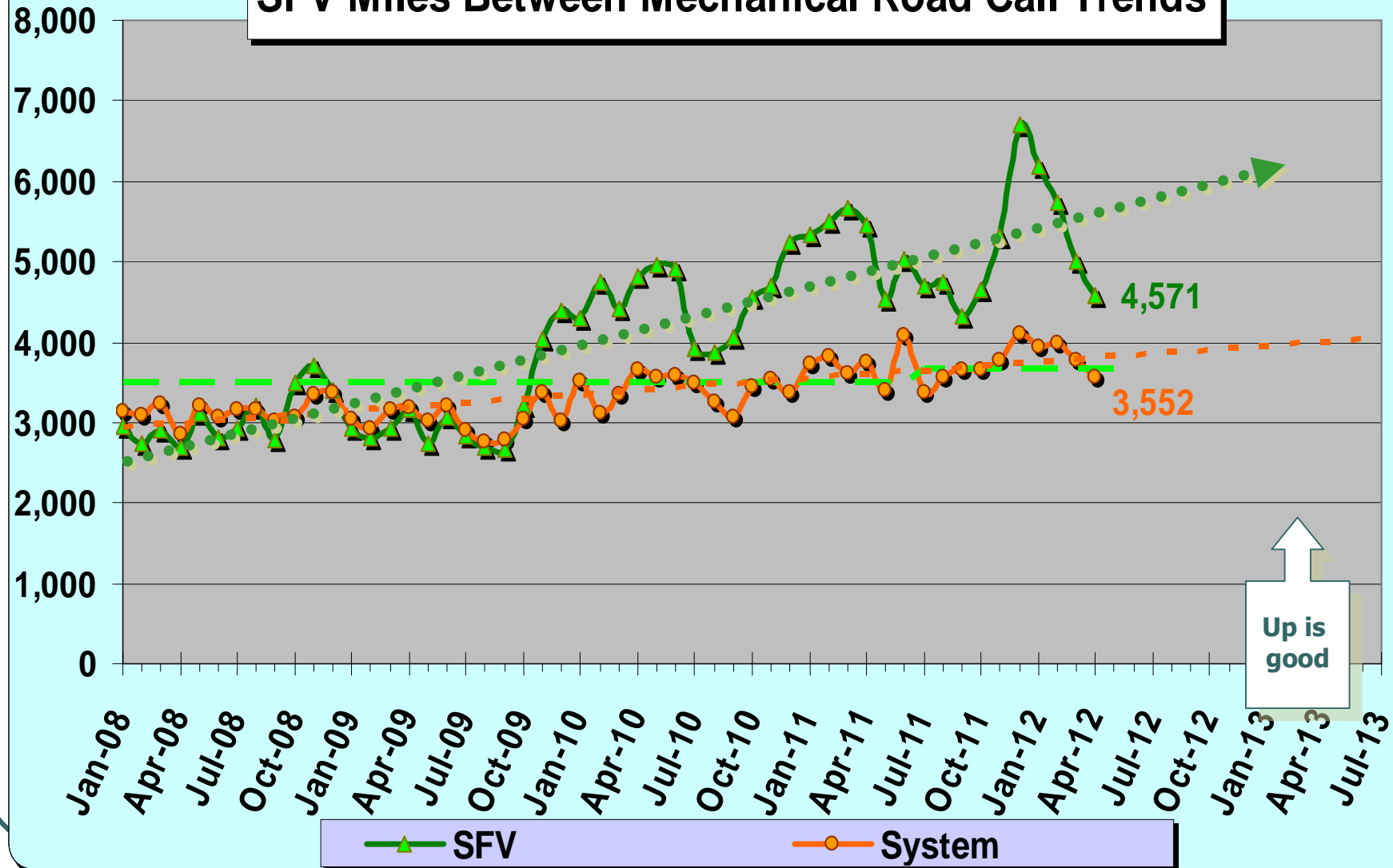


SFV Service Council June 2012 Meeting

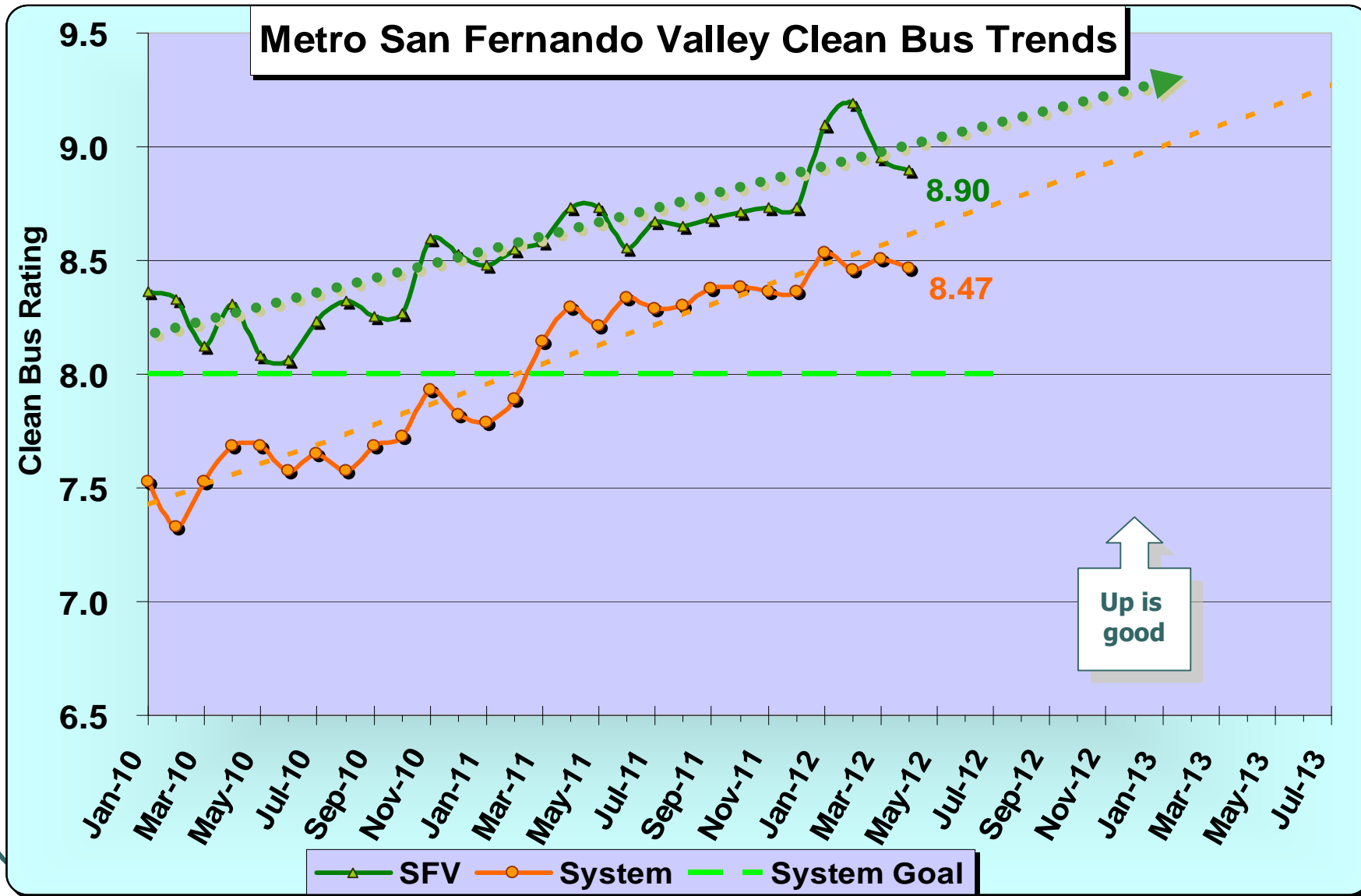


SFV Service Council June 2012 Meeting

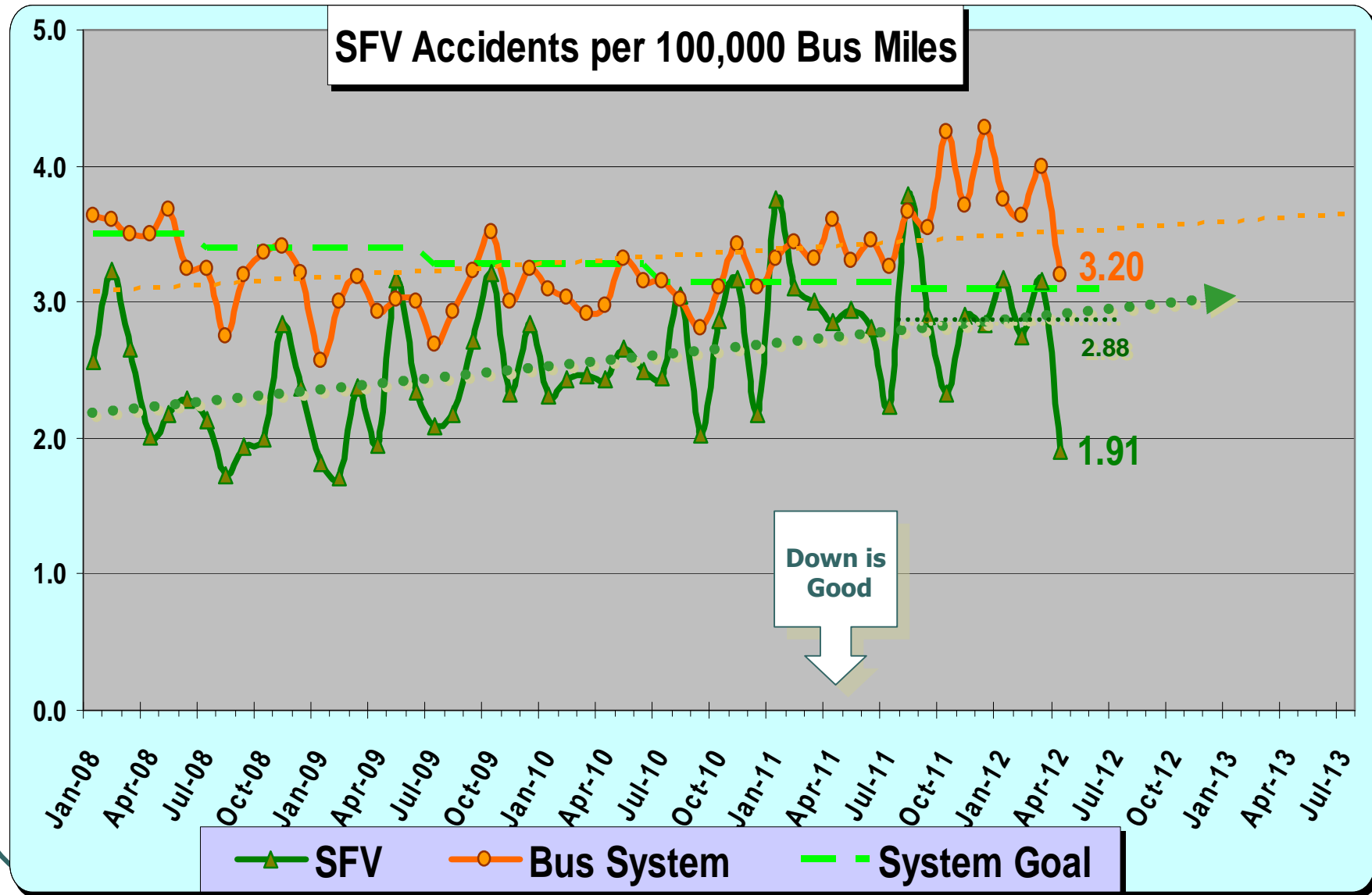
SFV Miles Between Mechanical Road Call Trends



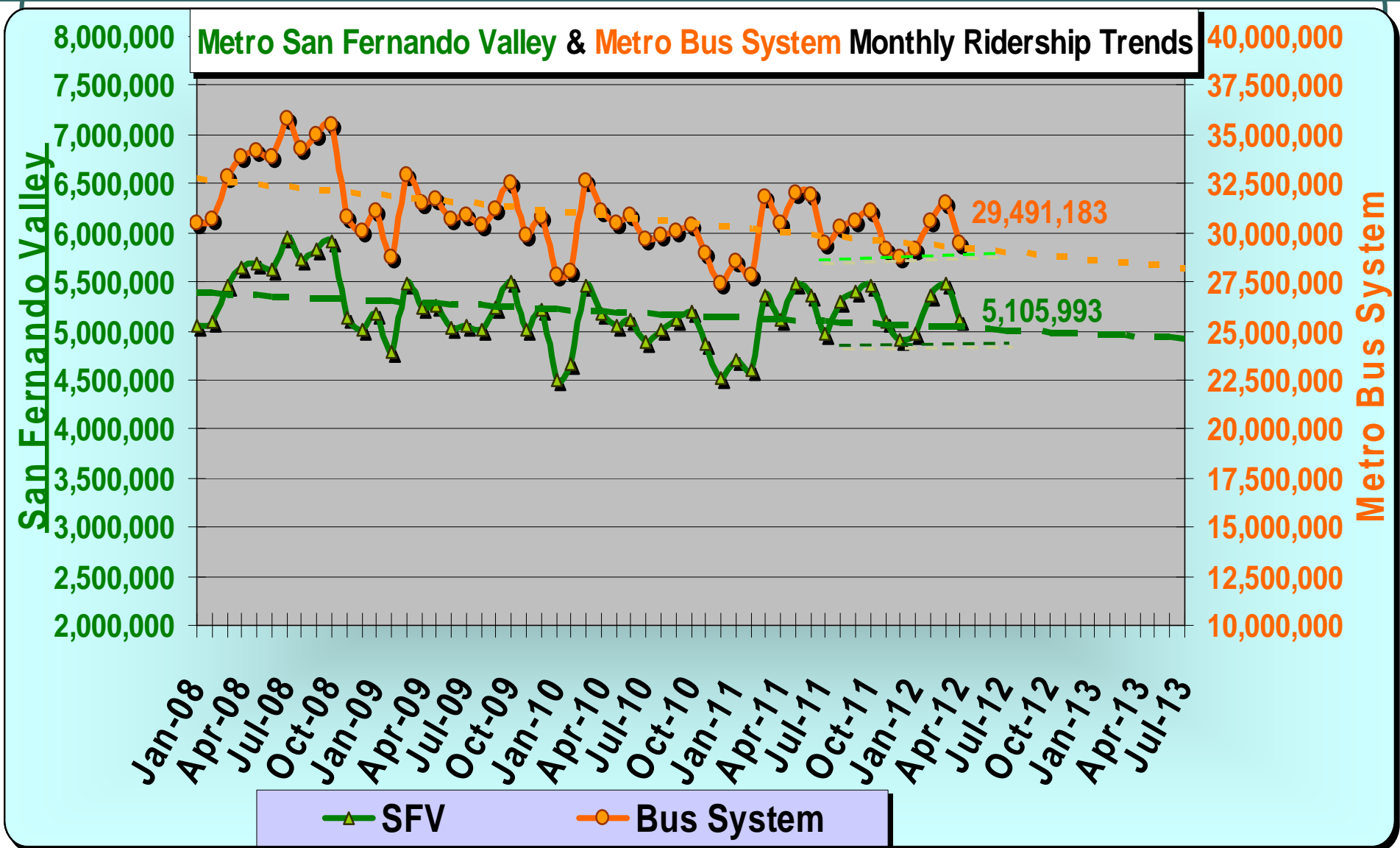
SFV Service Council June 2012 Meeting



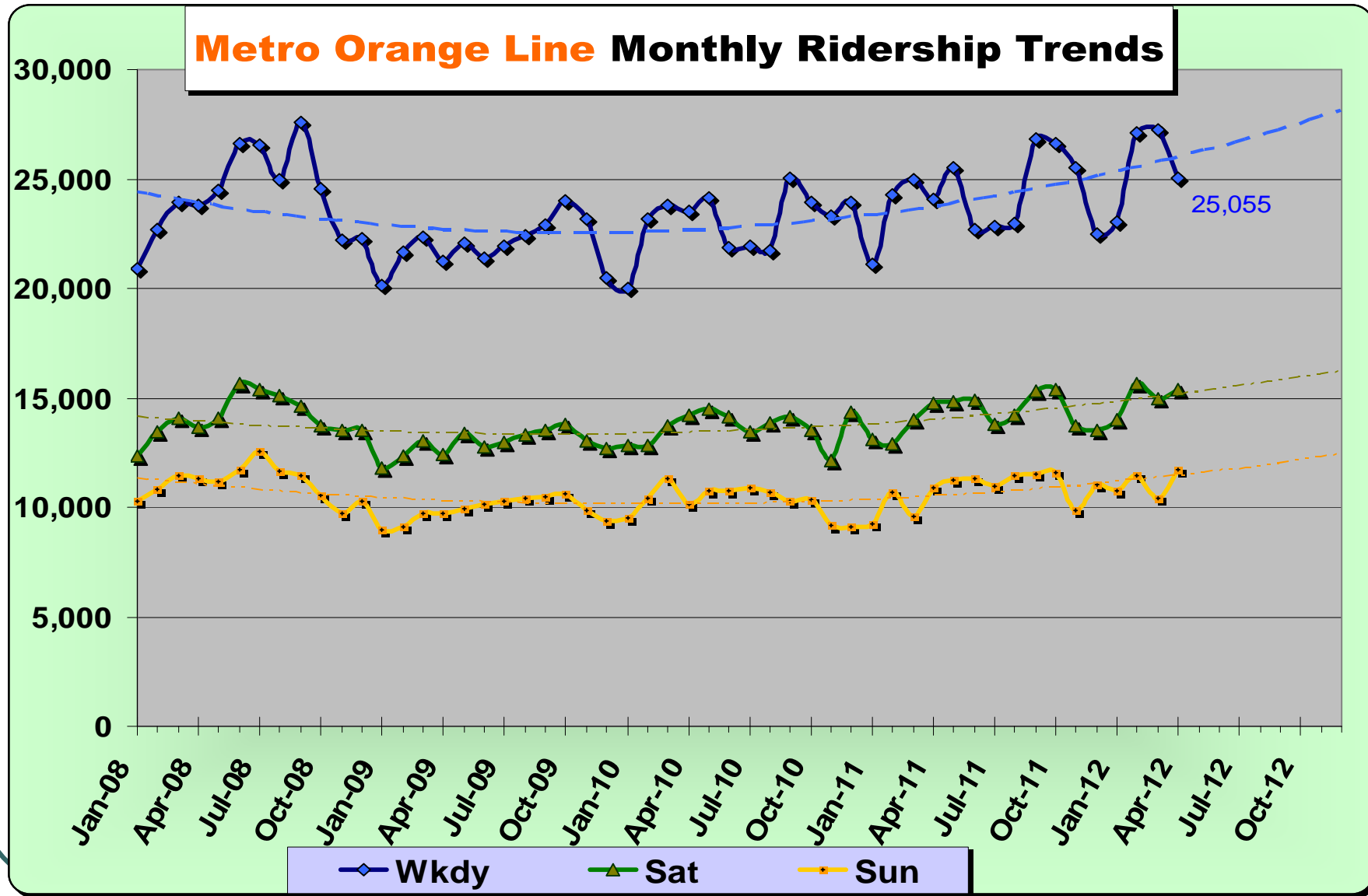
SFV Service Council June 2012 Meeting



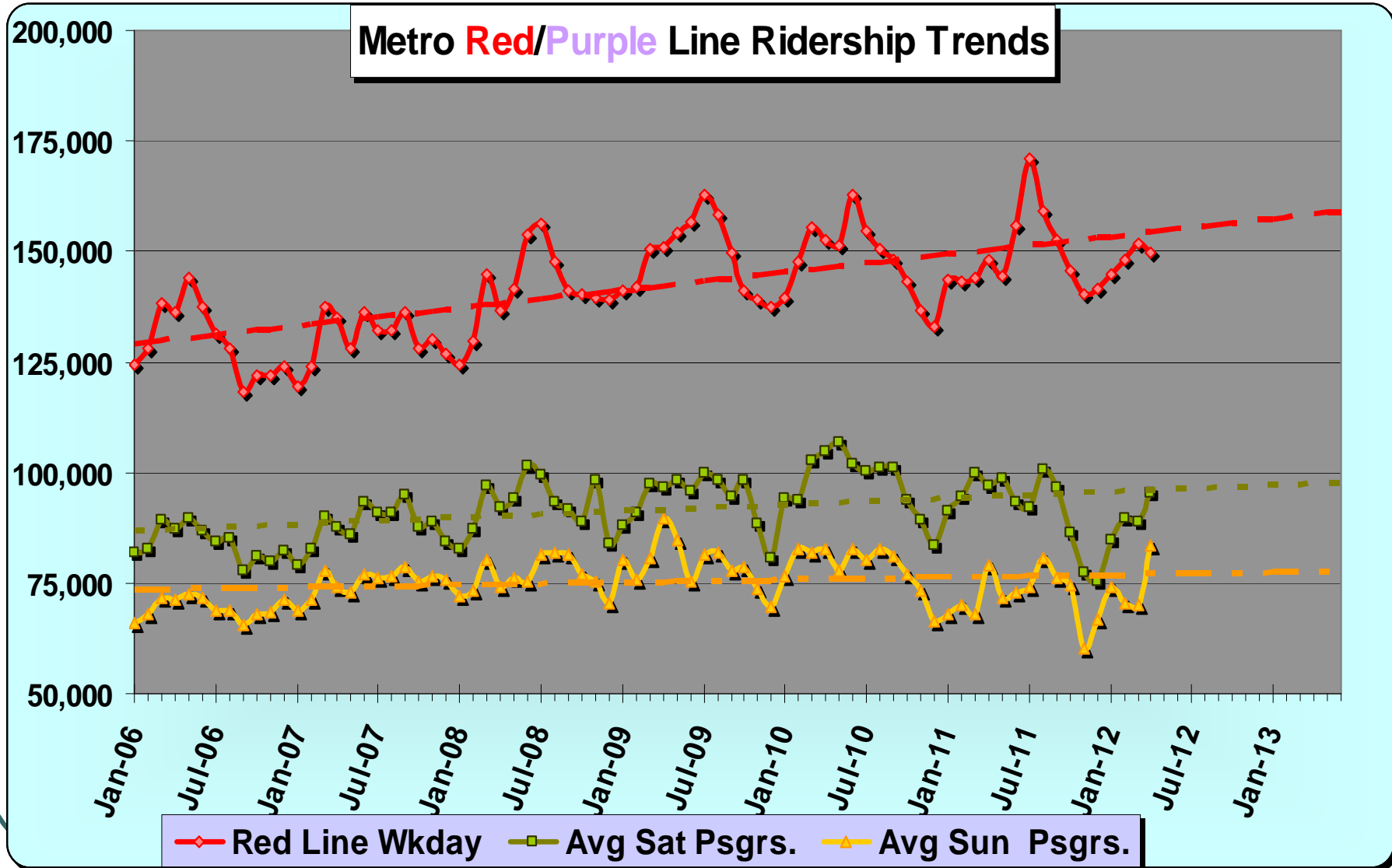
SFV Service Council June 2012 Meeting



SFV Service Council June 2012 Meeting



SFV Service Council June 2012 Meeting



SFV Service Council June 2012 Meeting

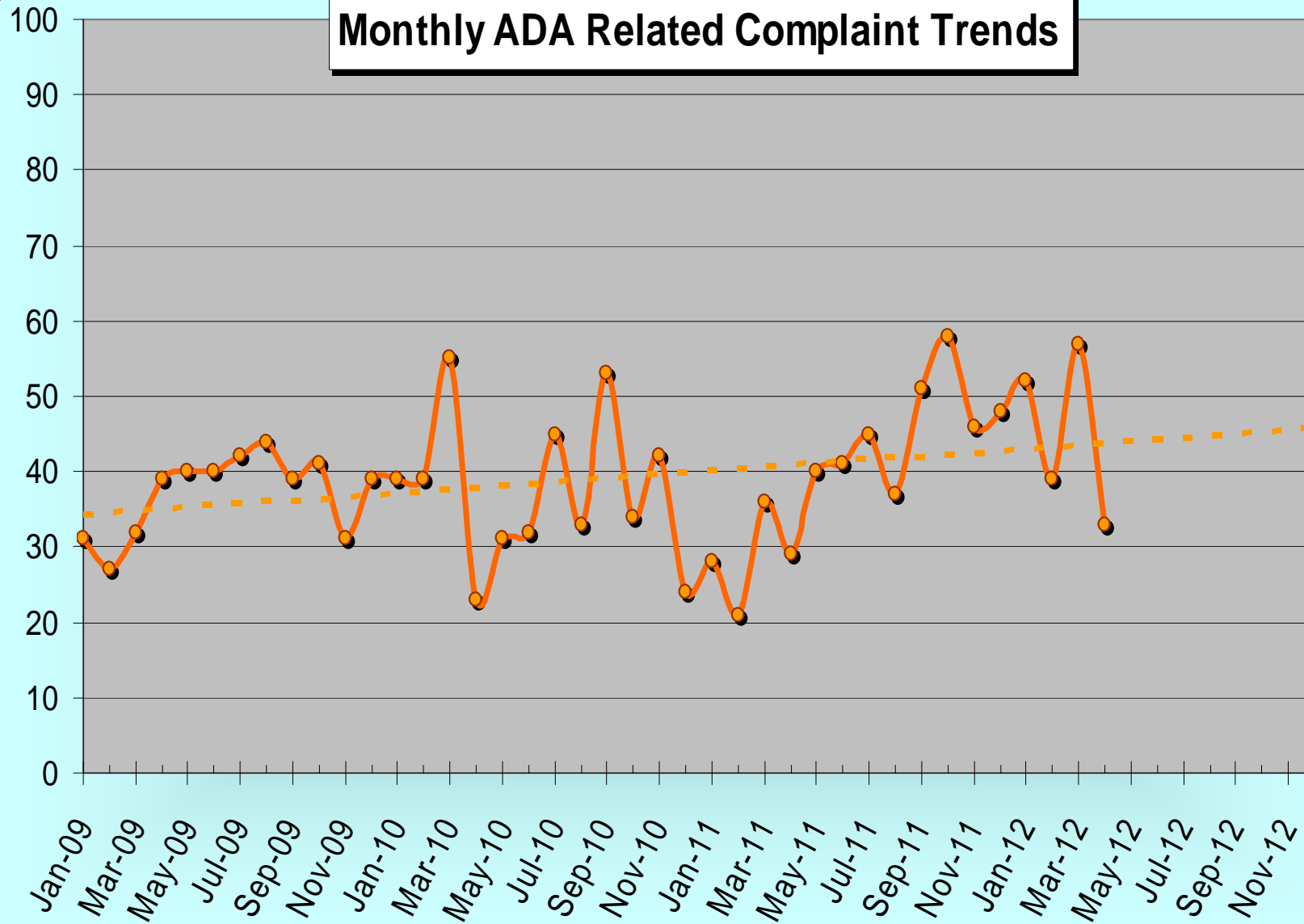
Bus Station Cleanliness Evaluation Scores

Bus Stations Evaluated	Dec. 2011	Apr. 2012	Change	Agency	Grade
	Score	Score			
Artesia Blue Line Bus Sta.	7.4	6.8	-0.6	Metro	D
Aviation Green Line Bus Sta.	6.1	7.5	1.4	Metro	C
Burbank Metrolink Bus Sta.	8.5	8.3	-0.2	Burbank	B
Culver City Sta.	7.6	7.6	-	Culver City	C
Cal State LA Busway Sta.	7.6	7.6	-	Metro	C
Cal State LA Local Bus Sta.	8.3	8.6	0.3	LADOT	B+
Del Amo Blue Line Bus Sta.	8.4	8.0	-0.4	Metro	B-
El Monte Bus Sta.	7.5	7.5	-	Metro	C
Harbor-Gateway Transit Ctr.	8.1	8.2	0.1	Metro	B
Inglewood Bus Sta.	8.4	8.1	-0.3	Inglewood	B
LAX City Bus Sta.	5.3	5.0	-0.3	Metro	D
Norwalk Green Line Bus Sta.	7.2	8.3	1.0	Metro	B
North Hollywood Red Line Bus Sta.	7.1	7.5	0.4	Metro	C
Patsaouras Bus Plaza	8.2	7.1	-1.1	Metro	C-
Pico-Rimpau Bus Ctr.	7.7	8.2	0.5	Metro	B
Rosa Parks Bus Sta.	7.8	8.2	0.4	Metro	B
South Bay Galleria Bus Ctr.	6.4	6.5	0.1	Redondo Beach	D
Sierra Madre Gold Line Bus Sta.	7.2	8.0	0.8	Metro	B-
Universal Red Line Bus Sta.	6.5	6.6	0.1	Metro	D
Harbor-Century Fwy, Silver Line Sta.	8.2	8.0	-0.2	Metro	B-
	7.46	7.57	+0.11	AVG.	C



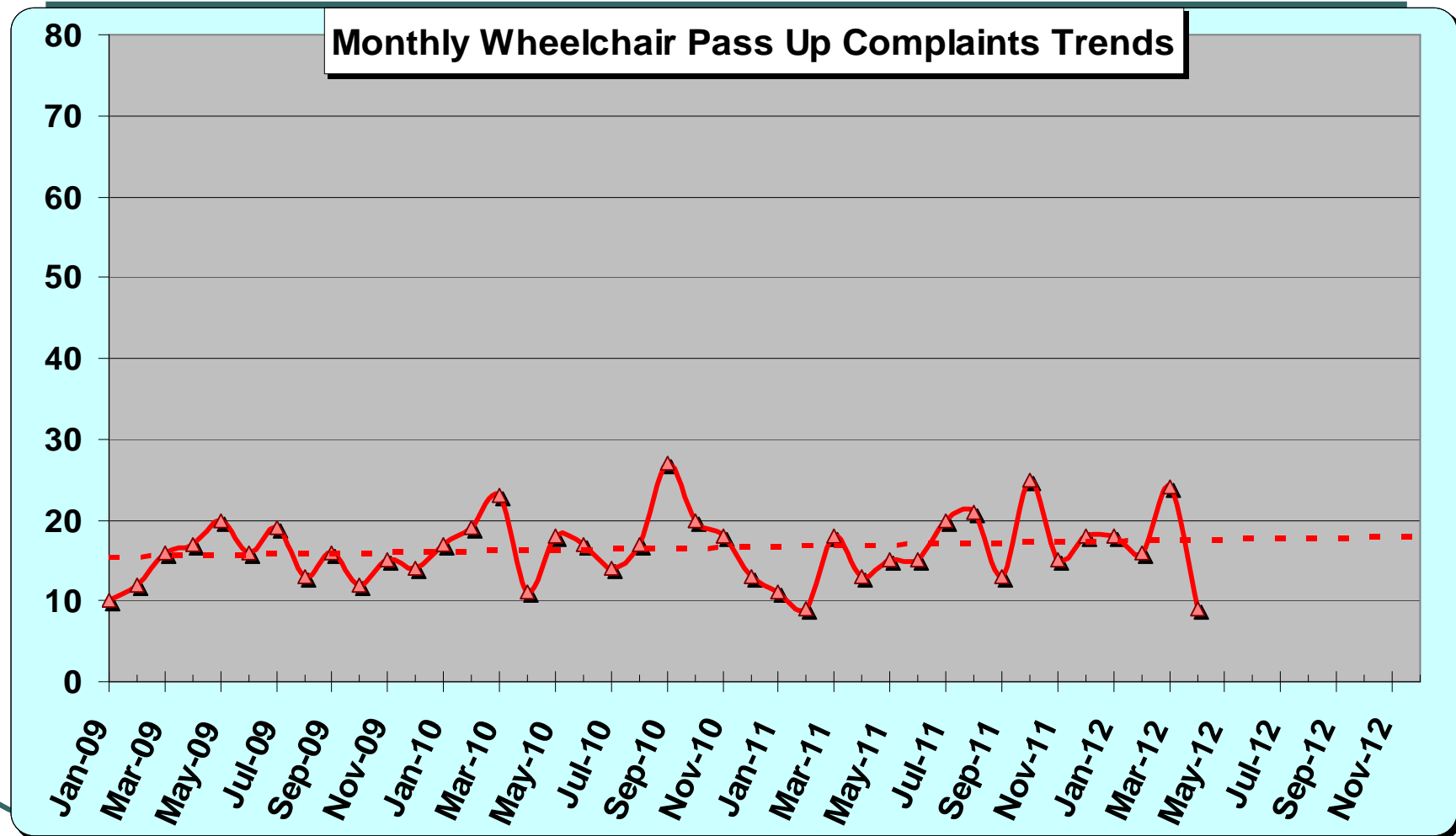
SFV Service Council June 2012 Meeting

Monthly ADA Related Complaint Trends



SFV Service Council June 2012 Meeting

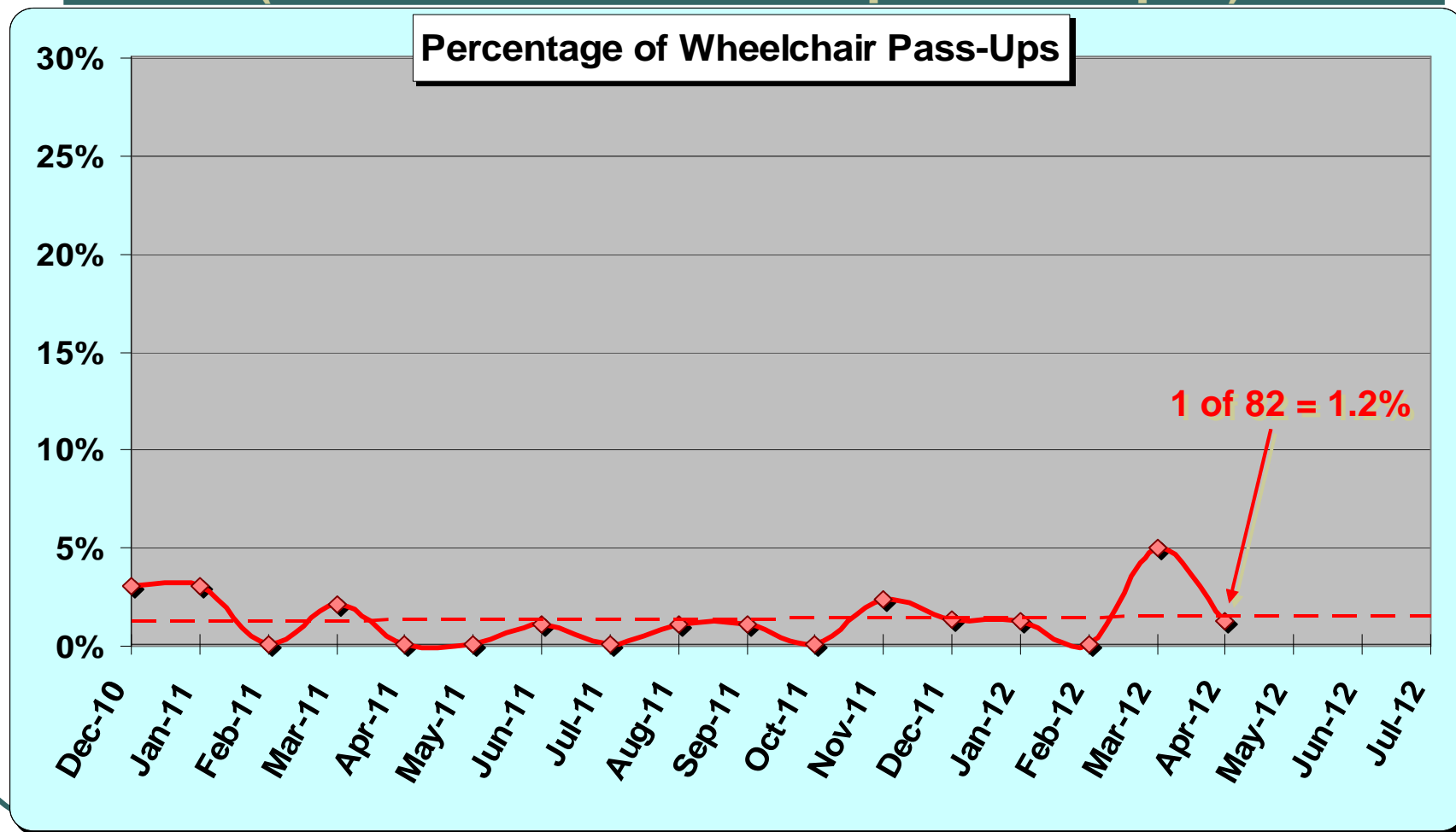
Monthly Wheelchair Pass-Up Complaints



SFV Service Council June 2012 Meeting

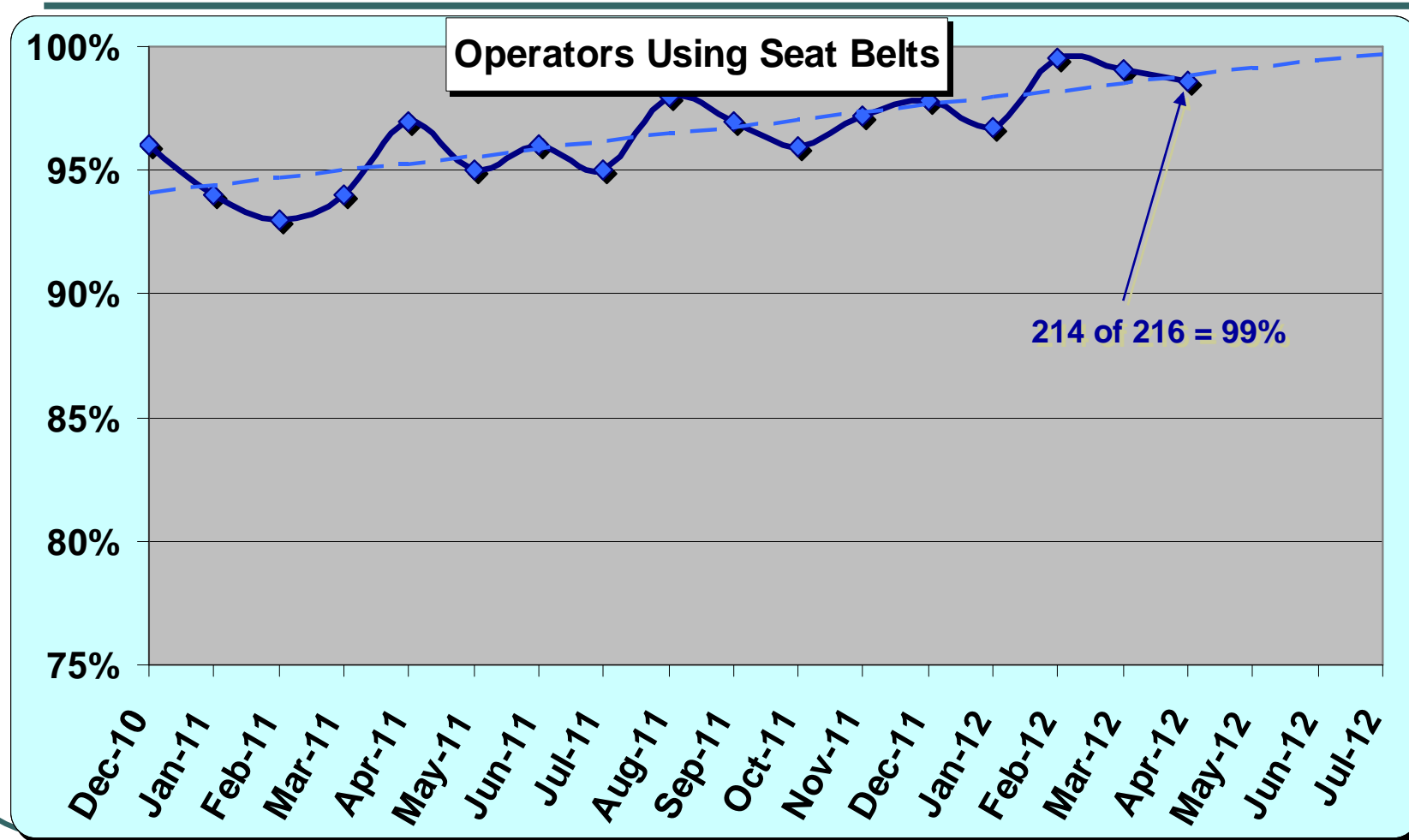
Mystery Riders Observations

(216 Undercover Rides in April 2012 Report)



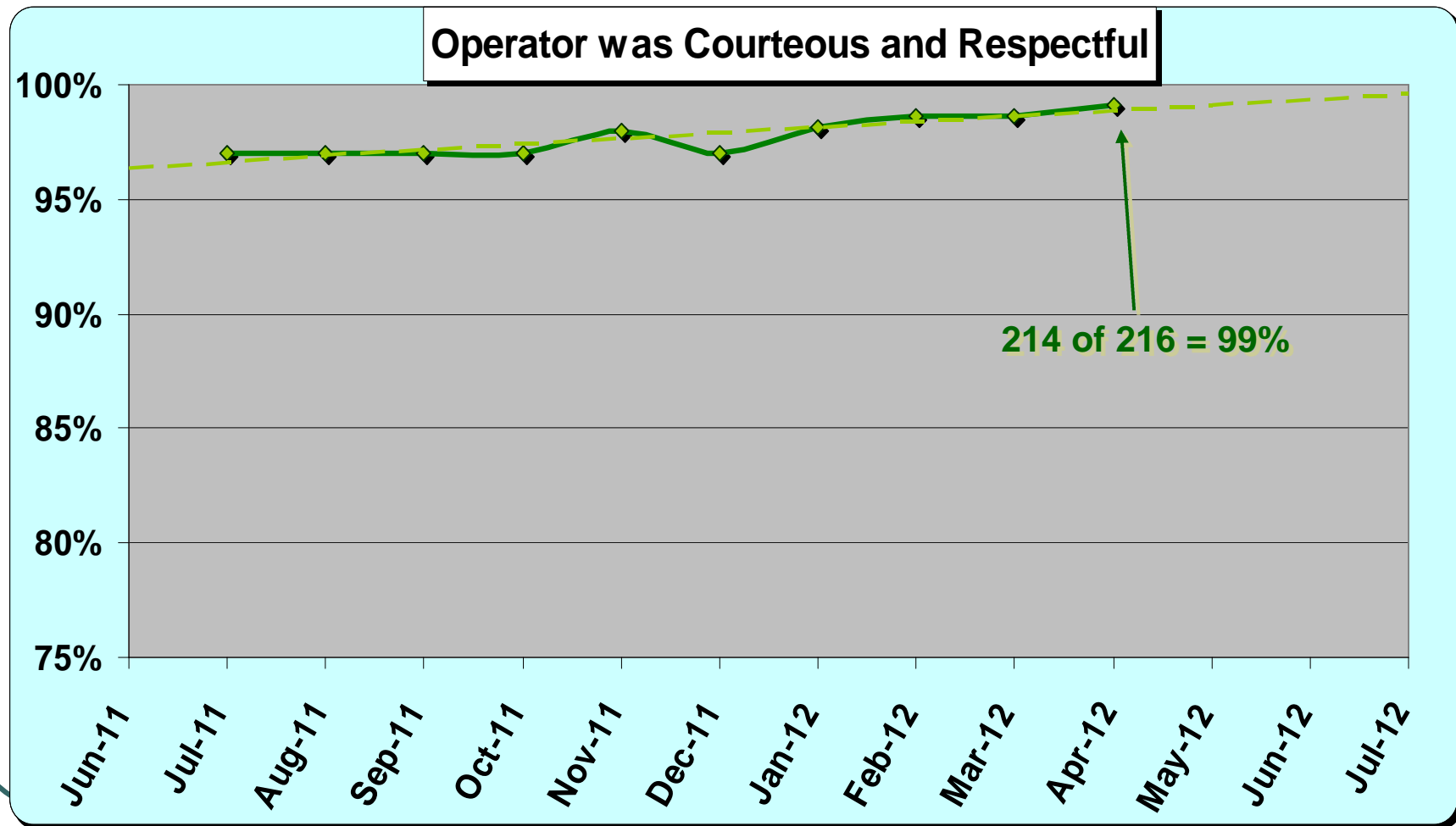
SFV Service Council June 2012 Meeting

Mystery Riders Observations



SFV Service Council June 2012 Meeting

Mystery Riders Observations



SFV Service Council June 2012 Meeting

- a) **Civil Rights (Title VI Status)**
- b) **The *Not* Meet and Confer**
May 21 @ 2:30PM
- c) **Expo Line to Culver City – June 20**
- d) **Locking of Rail Station Gates**