

***Metro San Gabriel Valley
Service Council
October 10, 2011 Meeting***

**Performance Report
for *August 2011***

SGV Service Council October 2011 Meeting

Metro San Gabriel Valley & Metro Bus System

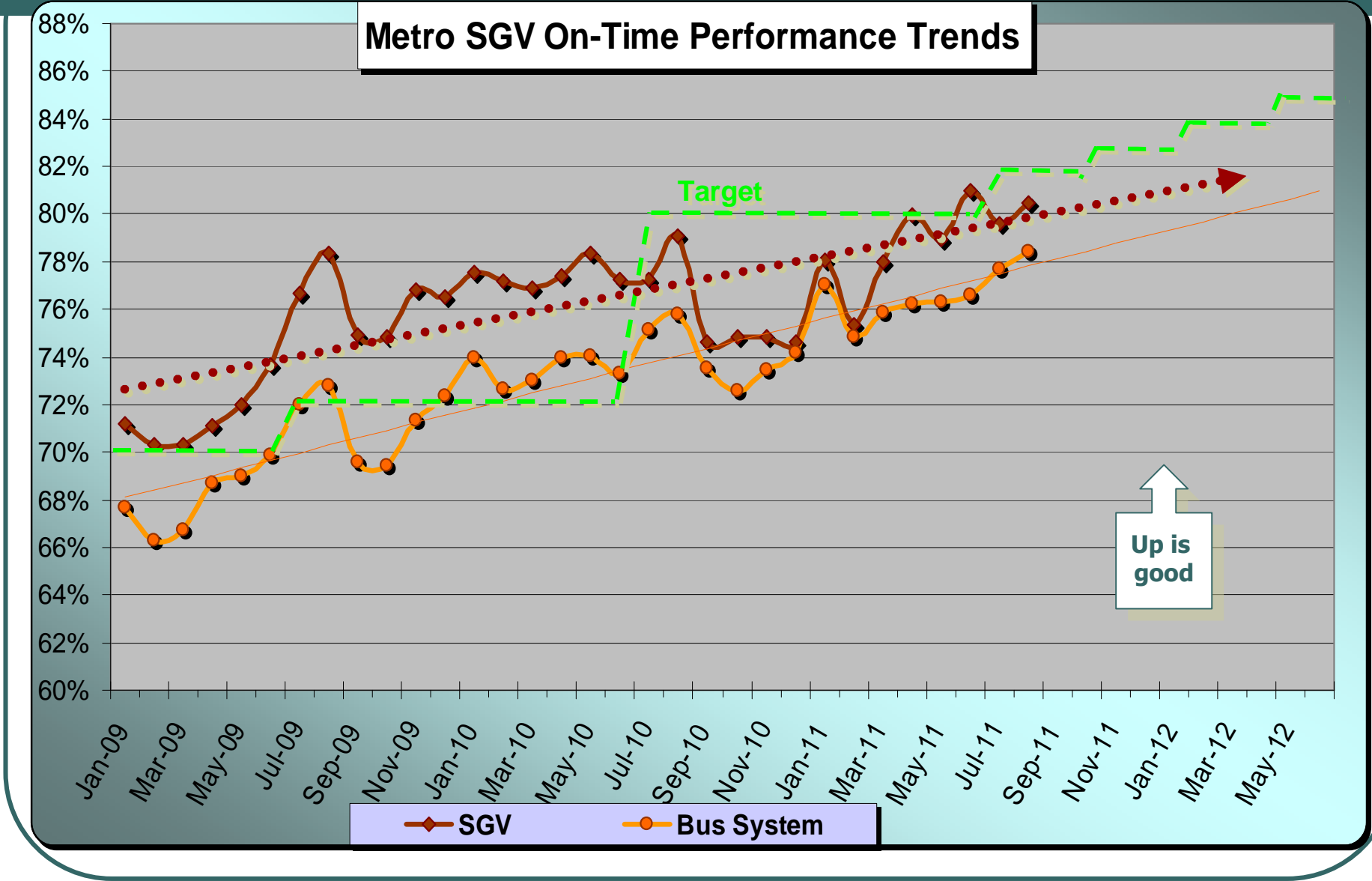
August 2011

Measurement : On Time Performance

	Target	August	YTD
Metro Bus System	82.0%	78.5%	78.0%
San Gabriel Valley	82.0%	80.5%	80.1%

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Metro San Gabriel Valley & Metro Bus System

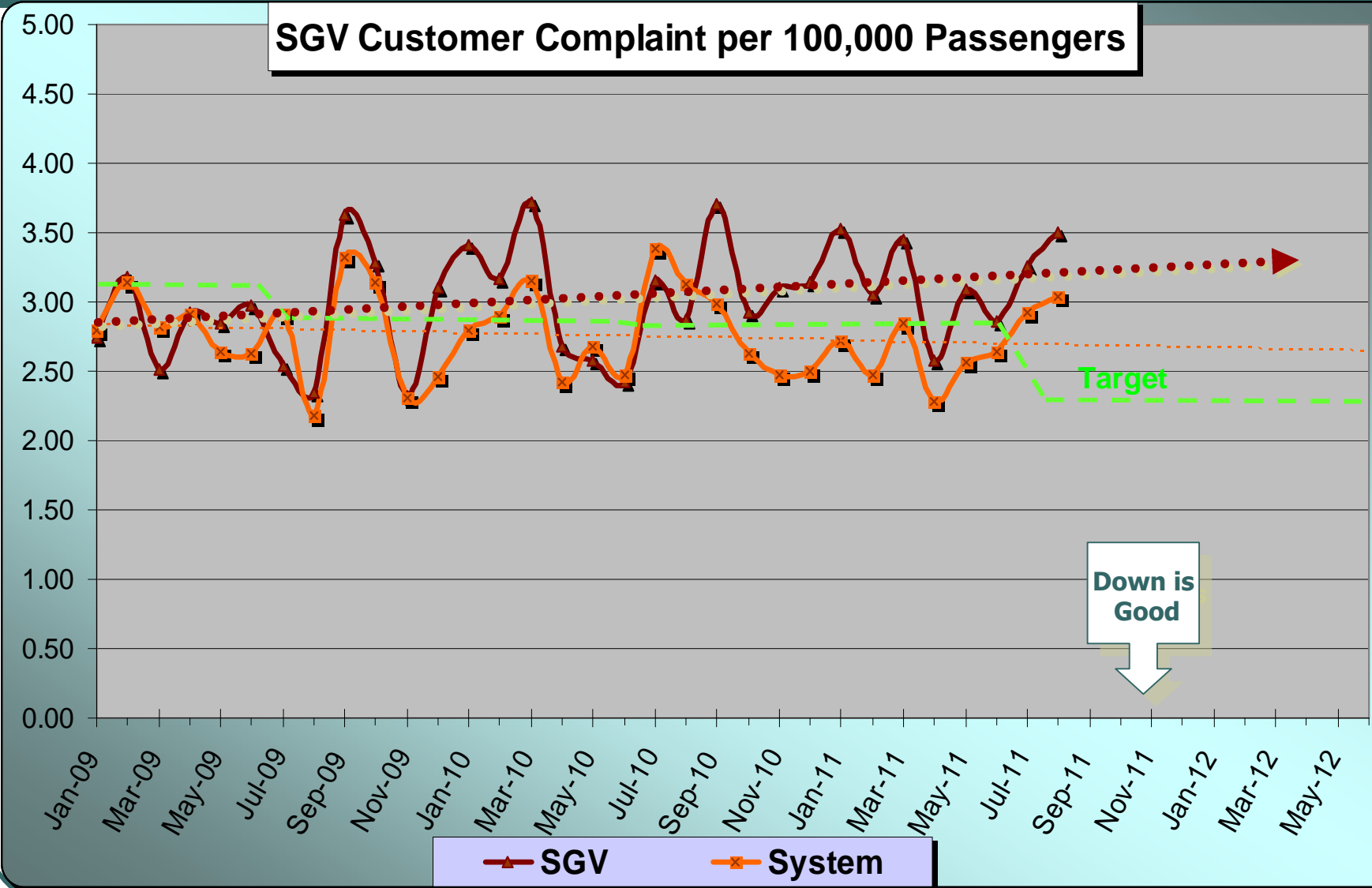
August 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	August	YTD
Metro Bus System	2.29	3.04	2.98
San Gabriel Valley	2.73	3.51	3.38

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Metro San Gabriel Valley & Metro Bus System

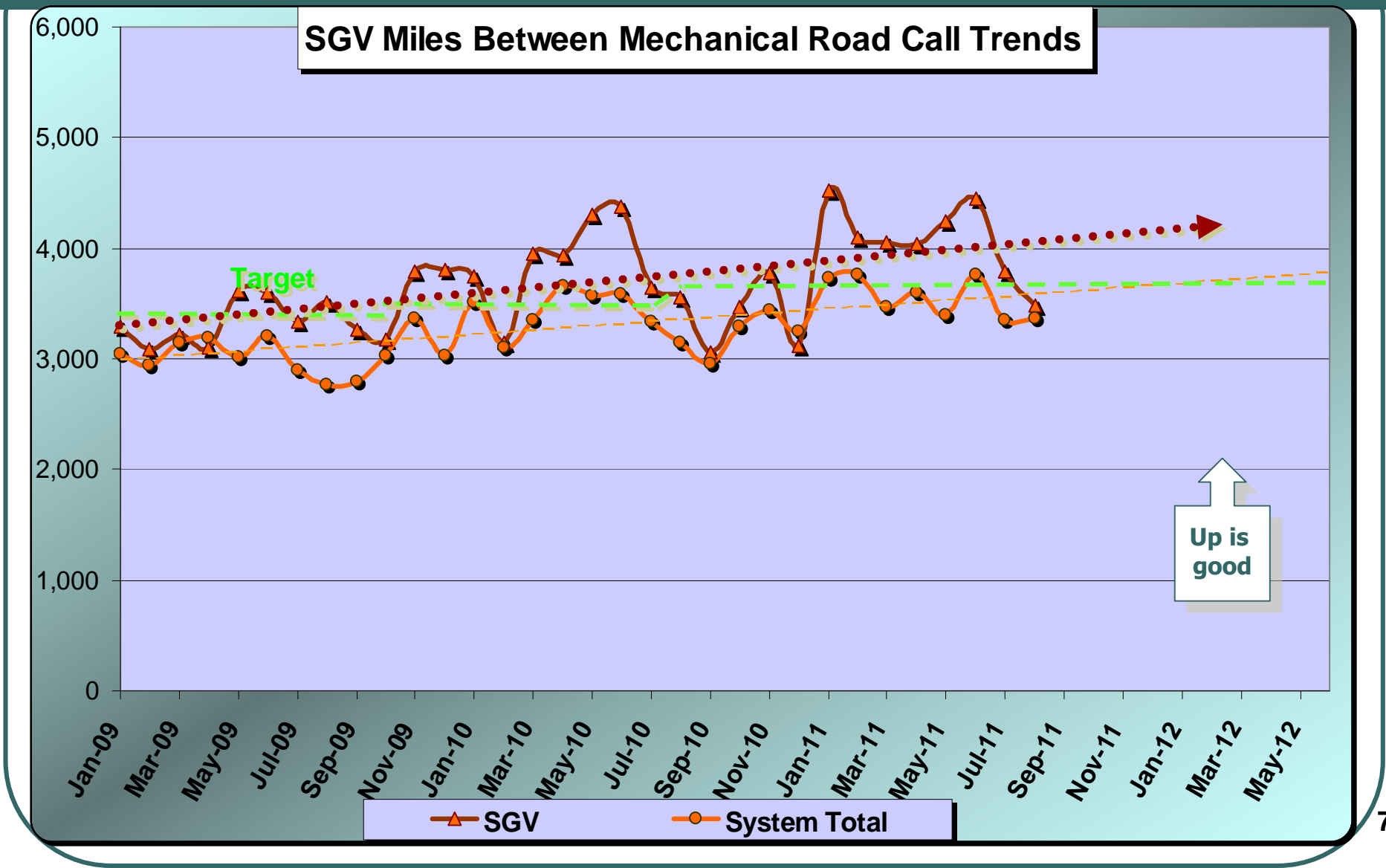
August 2011

Measurement : Miles Between Mechanical Road Call

	Target	August	YTD
Metro Bus System	3,650	3,368	3,361
San Gabriel Valley	3,650	3,490	3,629

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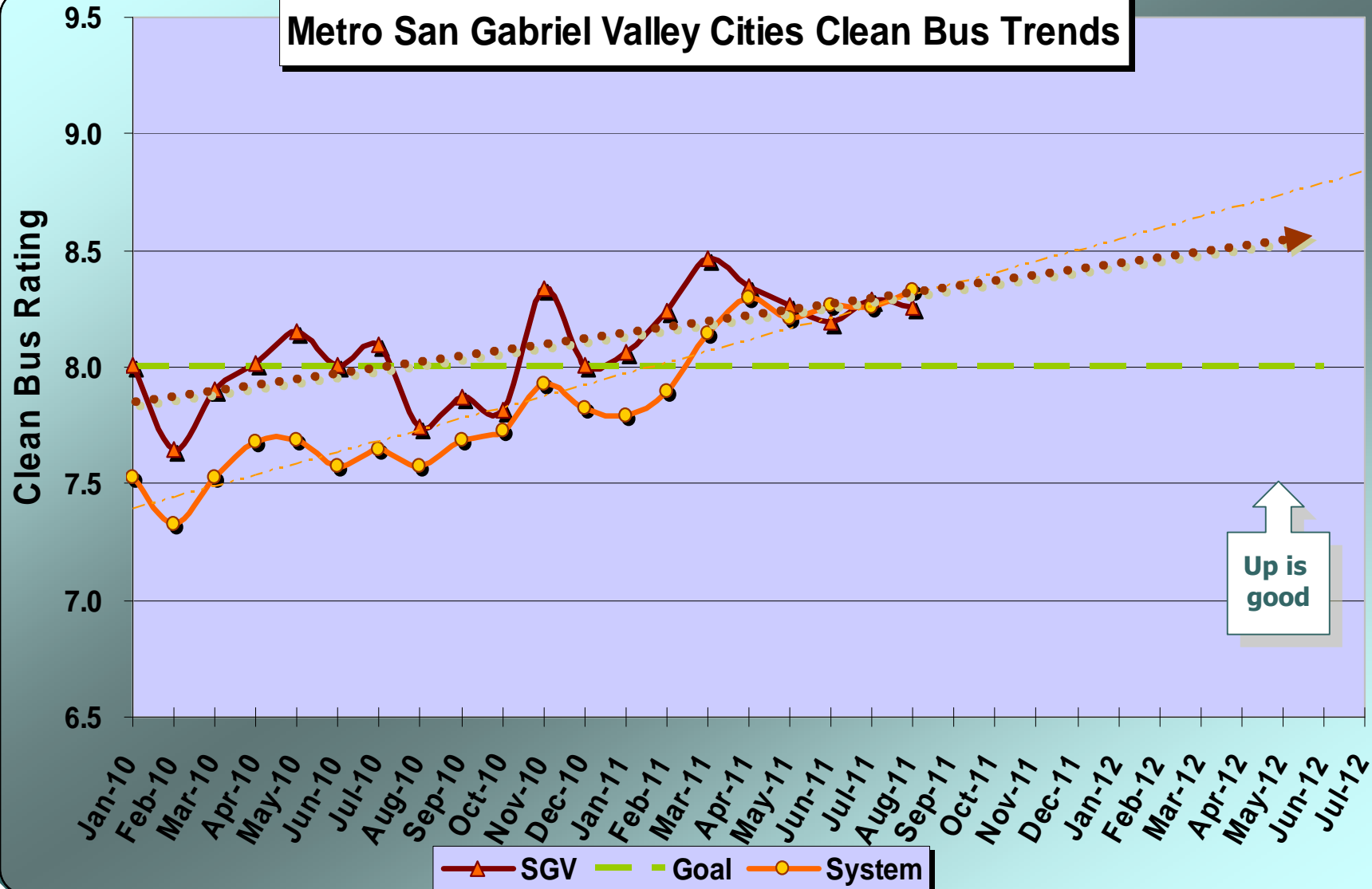
Metro San Gabriel Valley & Metro Bus System

August 2011

Measurement : **Clean Bus**

	Target	August	YTD
Metro Bus System	8.0	8.33	8.29
San Gabriel Valley	8.0	8.26	8.28

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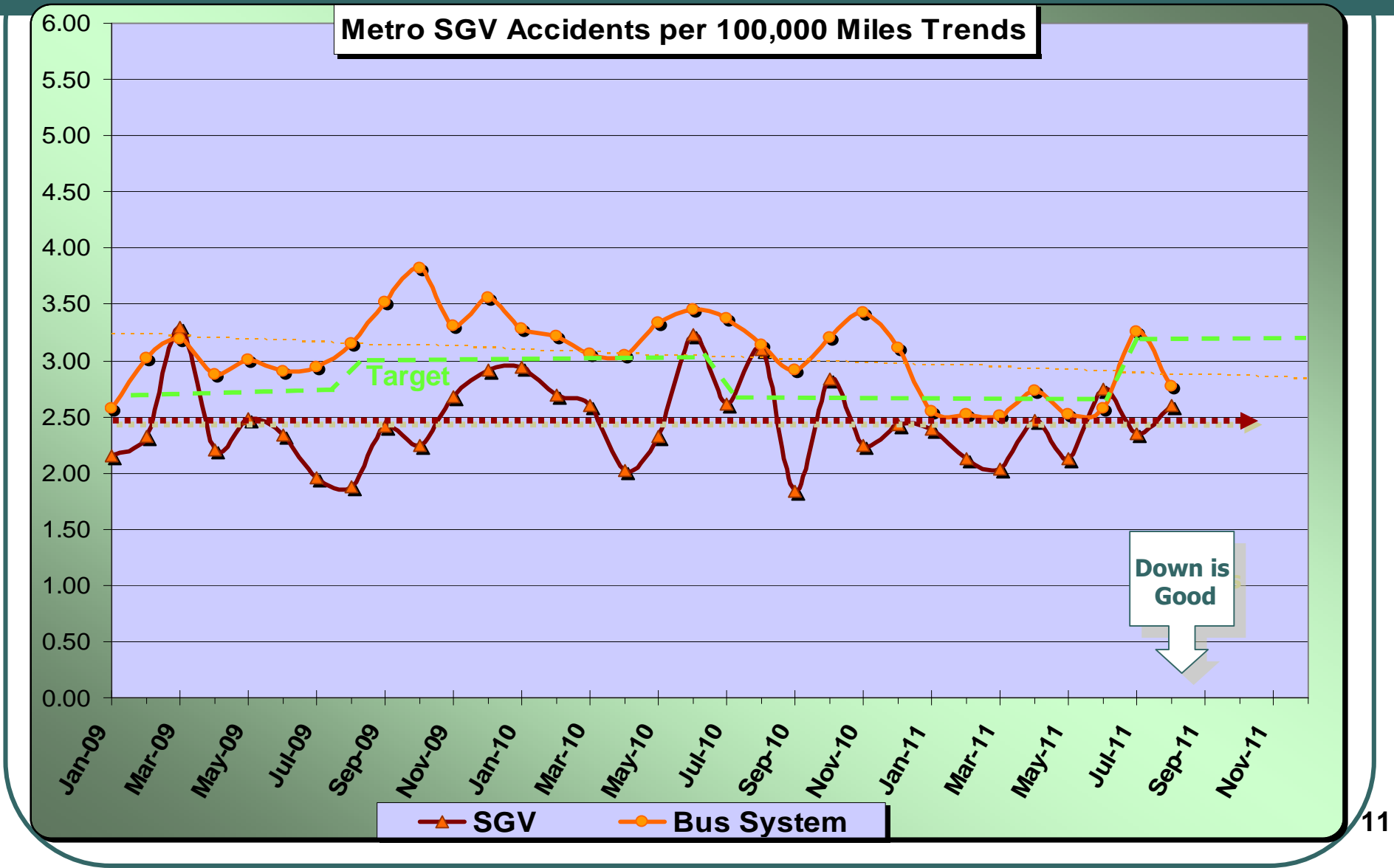
Metro San Gabriel Valley & Metro Bus System

August 2011

Measurement : Accidents per 100,000 Miles

	Target	August	YTD
Metro Bus System	3.10	2.78	3.02
San Gabriel Valley	2.46	2.60	2.47

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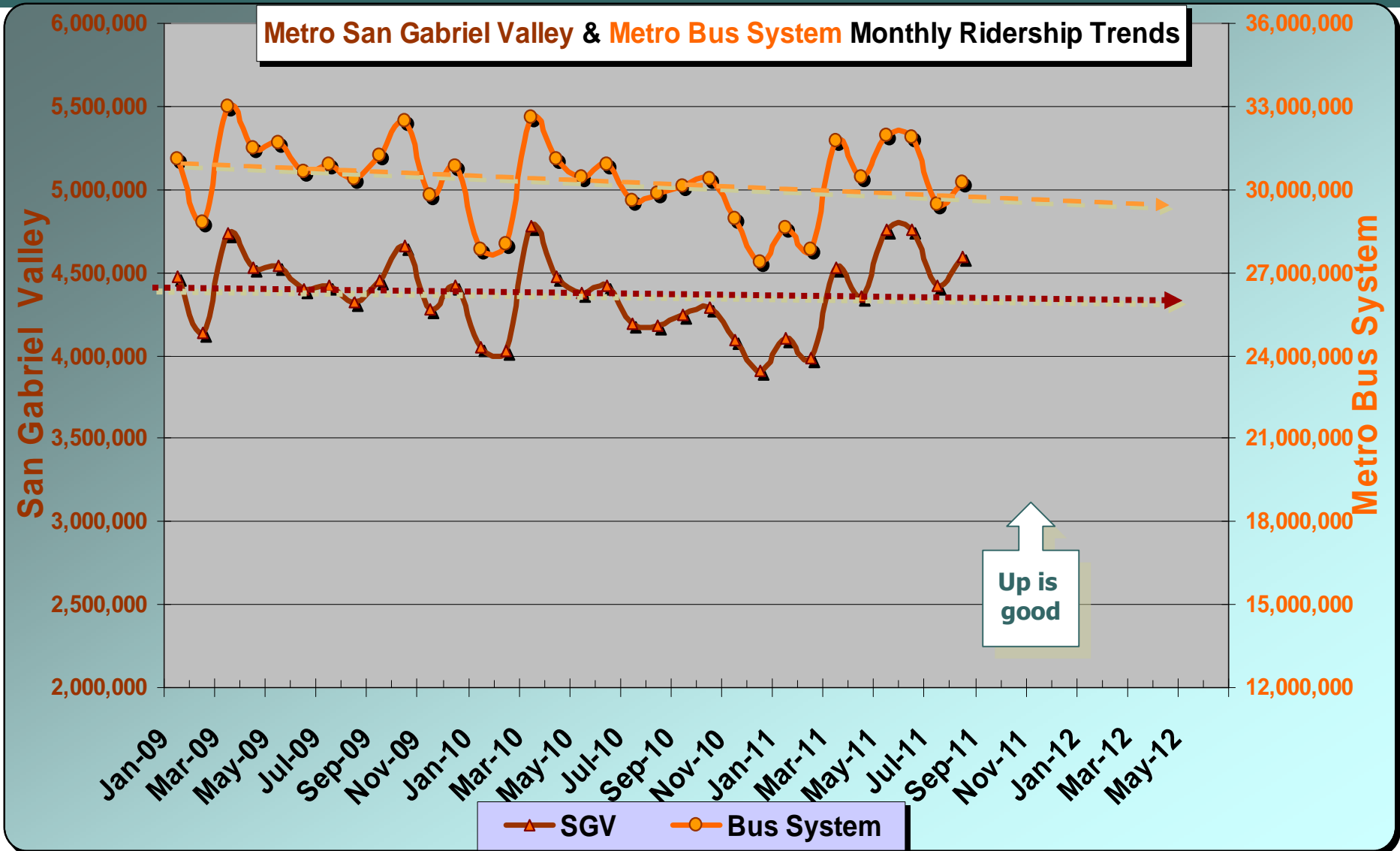
Metro San Gabriel Valley & Metro Bus System

August 2011

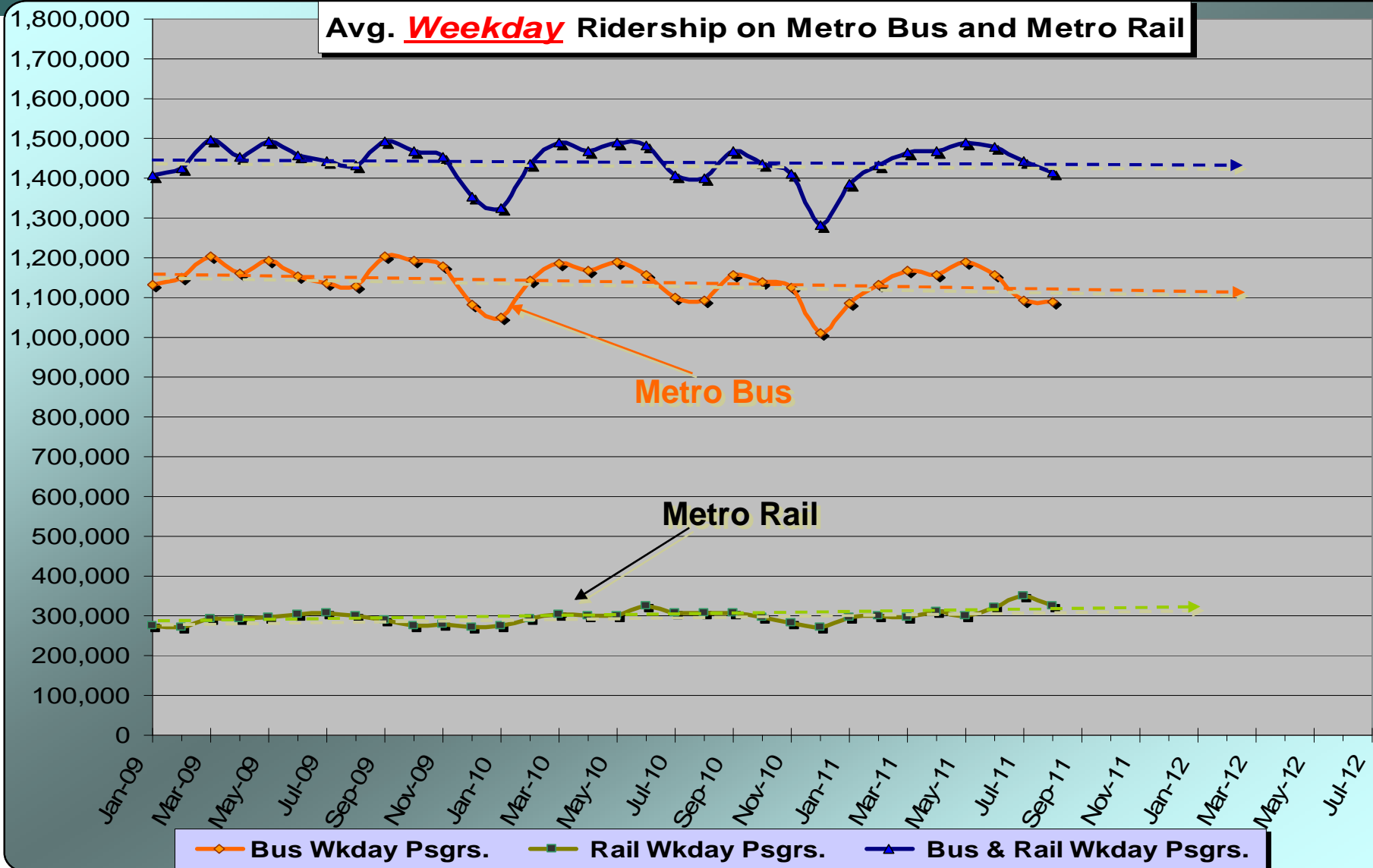
Measurement : Monthly Ridership

	Target	August	YTD
Metro Bus System	29,170,000	30,320,000	29,900,000
San Gabriel Valley	4,190,000	4,590,000	4,510,000

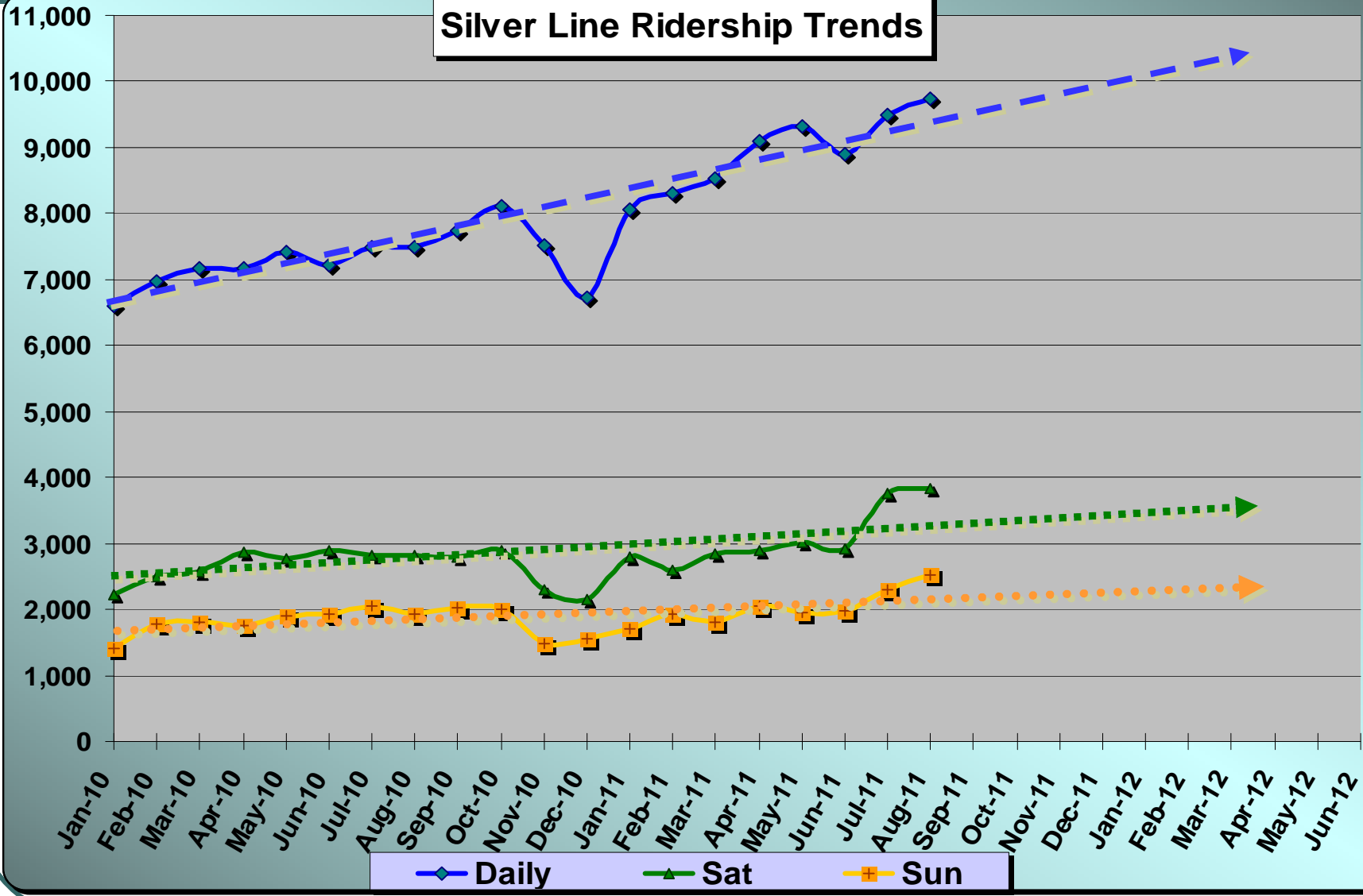
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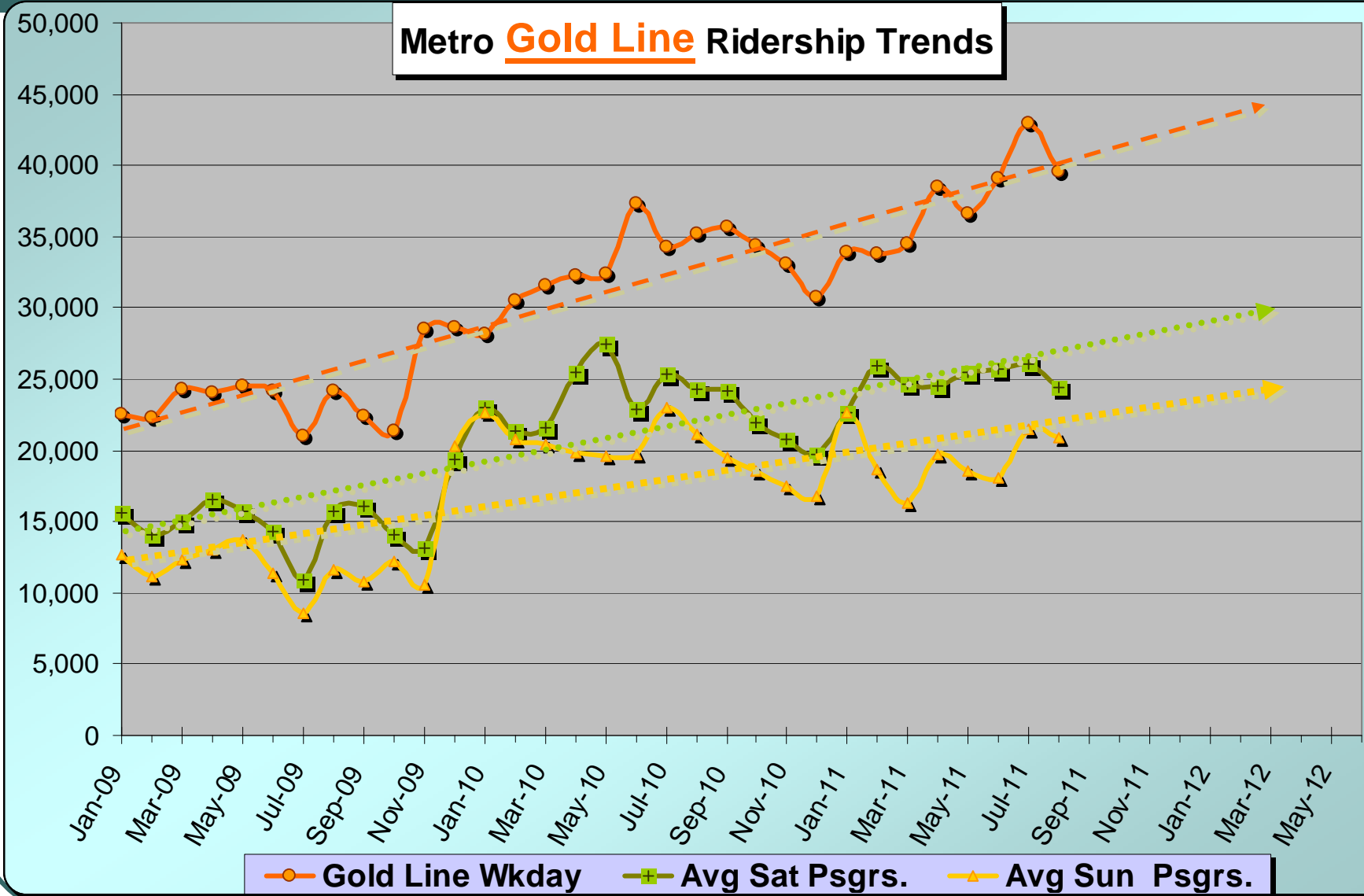
SGV Service Council October 2011 Meeting



SGV Service Council October 2011 Meeting



SGV Service Council October 2011 Meeting



September Meet and Confer

Topics:

- Update on Union Station Master Plan
- LOSSAN
- Exposition Line Update
- Late Night Rail Service
- TAP Program Update
- Station Name Changes

SGV Service Council October 2011 Meeting

Report on Tour of BOC, Service Planning/Scheduling & ROC

➤ **Four Service Council Reps. Participated**

- ✓ **Open discussions with John Roberts, Bruce Shelburne, Conan Cheung, Dan Nguyen**
- ✓ **Tour of BOC - Nadine Triche-Williams**
- ✓ **Tour of Service Planning - Scott Page**
- ✓ **Tour of ROC - Bruce Shelburne**

SGV Service Council October 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Mayor's Motion Approved at August Board Meeting

Elements Include:

❖ Existing Performance Measures to Service Councils:

- ✓ On-Time Performance
- ✓ Customer Complaint Rate
- ✓ Clean Bus Ratings
- ✓ Bus Accident Rate
- ✓ Bus Mechanical Reliability Rate
- ✓ Monthly Ridership Levels



SGV Service Council October 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Additional Performance Measures to Service Councils:

- ✓ Number of ADA Complaints
- ✓ Bus Station Cleanliness
- ✓ Pct. of Passengers Standee Miles
- ✓ Pct. Of Bus Trips Over Loading Standard
- ✓ Customer Survey to Estimate
 - Avg. walking distance to bus stop
 - Avg. customer wait time at bus stop
 - Customer perception of Metro Bus Service Quality

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SGV Service Council October 2011 Meeting

Special SGV Service Council Meeting

Next Monday, October 17:

- ✓ East LA Civic Center Library
- ✓ 5:00 PM
- ✓ Presentation by Metro Service Planning Staff regarding proposed new Metro Bus service on East First Street
- ✓ Listen to local residents and transit users
- ✓ Revised service plan to be presented to SGV SC at the November 14 regular meeting for Council action

Metro Bus Service Quality Monitoring Program Bus Stations to be Monitored

Bus Transit Center		GWC	SBC	SFV	SGV	WSC
1	Artesia Blue Line Bus Ctr.	X				
2	Aviation Green Line Bus Station		X			
3	Burbank Metrolink Bus Sta.			X		
4	Cal State Univ. LA Bus Center				X	
5	Chatsworth Metrolink Bus Sta.			X		
6	Compton MLK Bus Station	X				
7	County/USC Busway Station				X	
8	CSULA Busway Station				X	
9	Culver City Transit Center					X
10	Del Amo Blue Line Bus Station	X				
11	El Monte Bus Station				X	
12	Harbor Fwy./Green Line Bus Station		X			
13	Harbor/Gateway Transit Center		X			
14	I-110 Florence Transitway Station					X
15	I-110 Manchester Transitway Station					X
16	Inglewood Transit Center		X			
17	LAX City Bus Center					X
18	North Hollywood Bus Station			X		
19	Norwalk Green Line Bus Station	X				
20	Patsaouras Transit Plaza					X
21	Pico/Rimpau				X	
22	Sierra Madre Villa Gold Line Bus Station				X	
23	South Bay Galleria		X			
24	Sylmar/San Fernando Metrolink Bus Sta.			X		
25	Universal City Bus Station			X		

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