

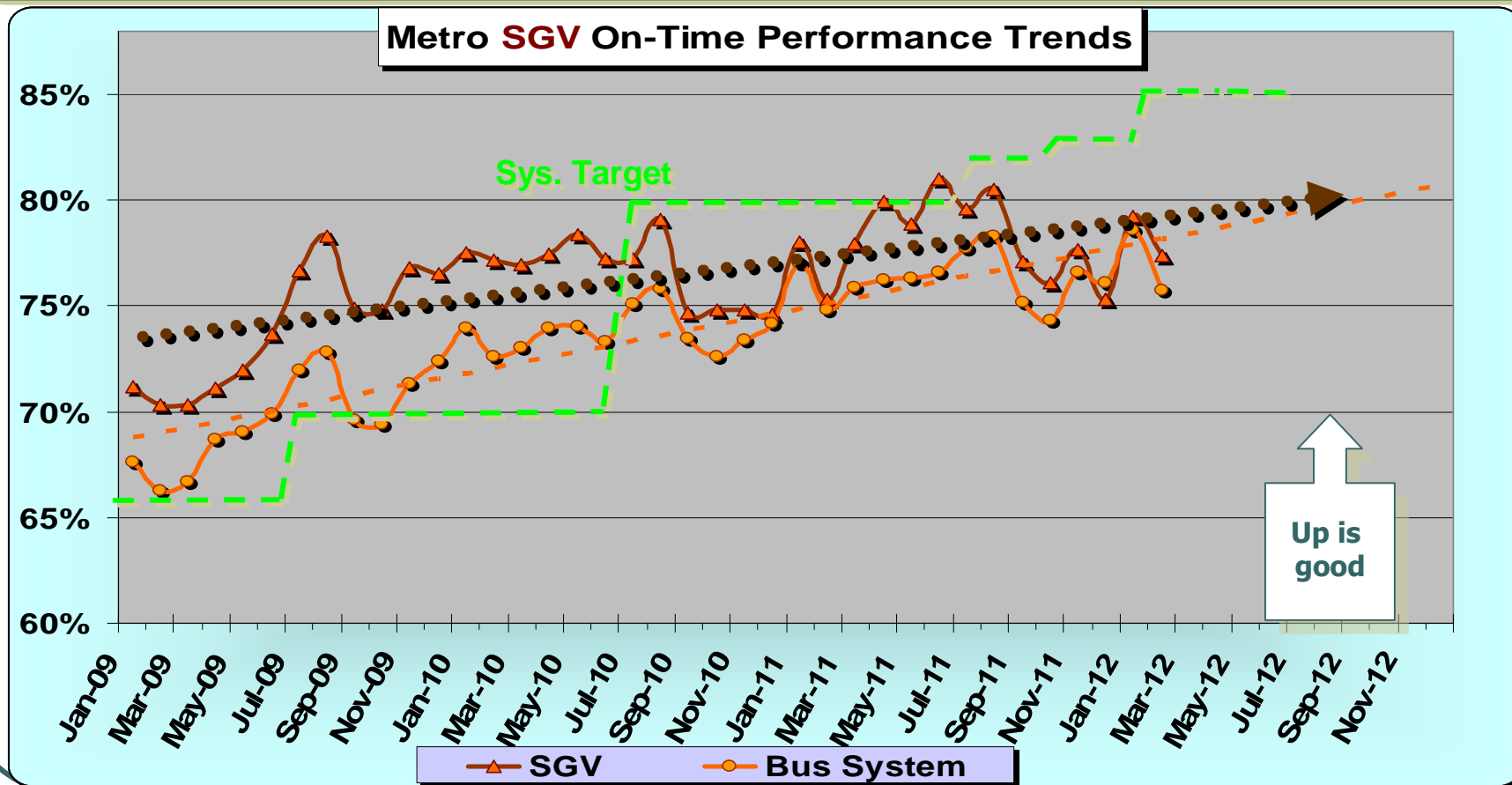
***Metro San Gabriel Valley
Service Council
April 9, 2012 Meeting***

***Performance Report on
February 2012 Service***



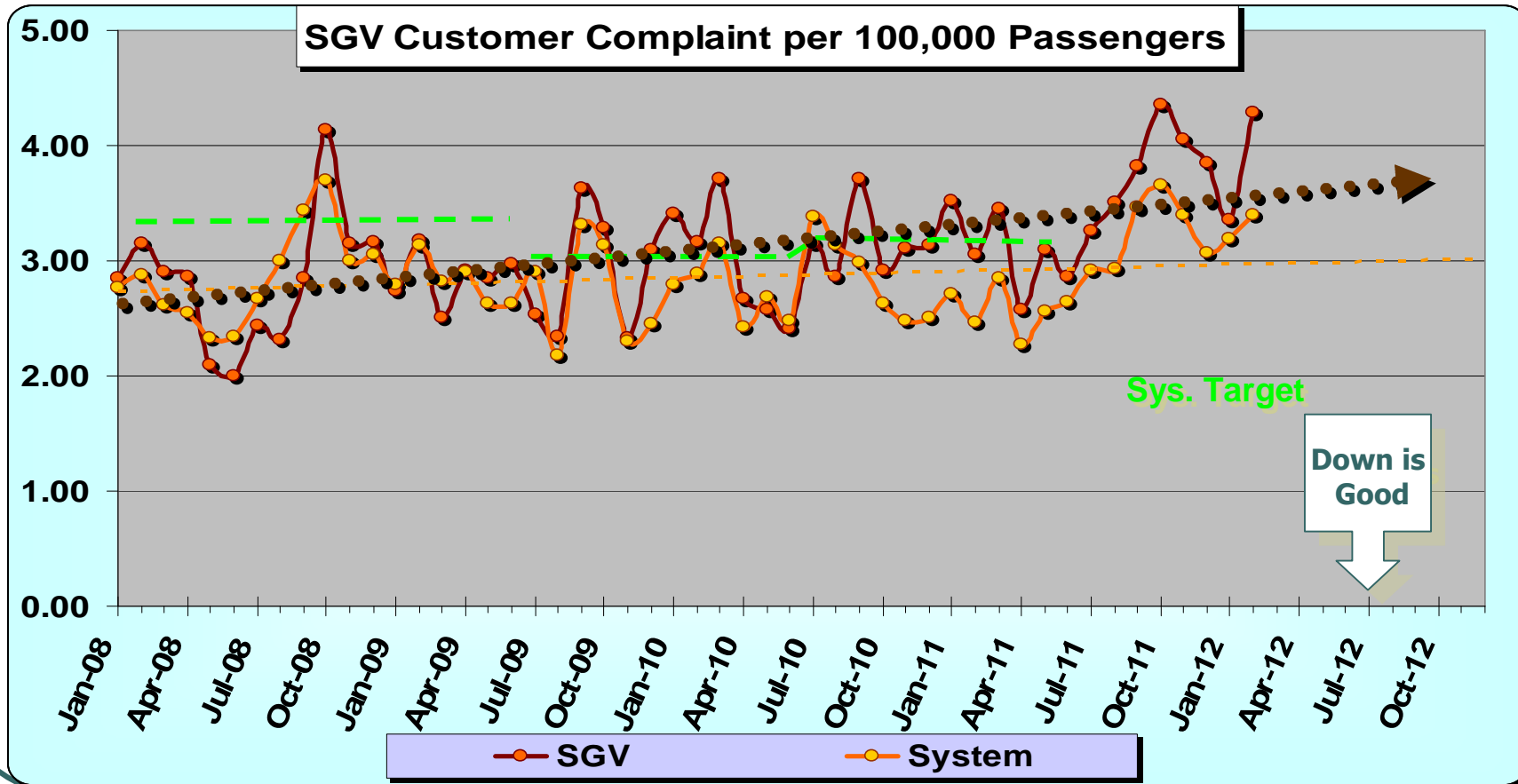
SGV Service Council April 2012 Meeting

<u>On Time Performance</u>		Target	Feb.	YTD
	Metro Bus System	85.0%	75.7%	76.5%
	San Gabriel Valley	85.0%	77.4%	77.8%



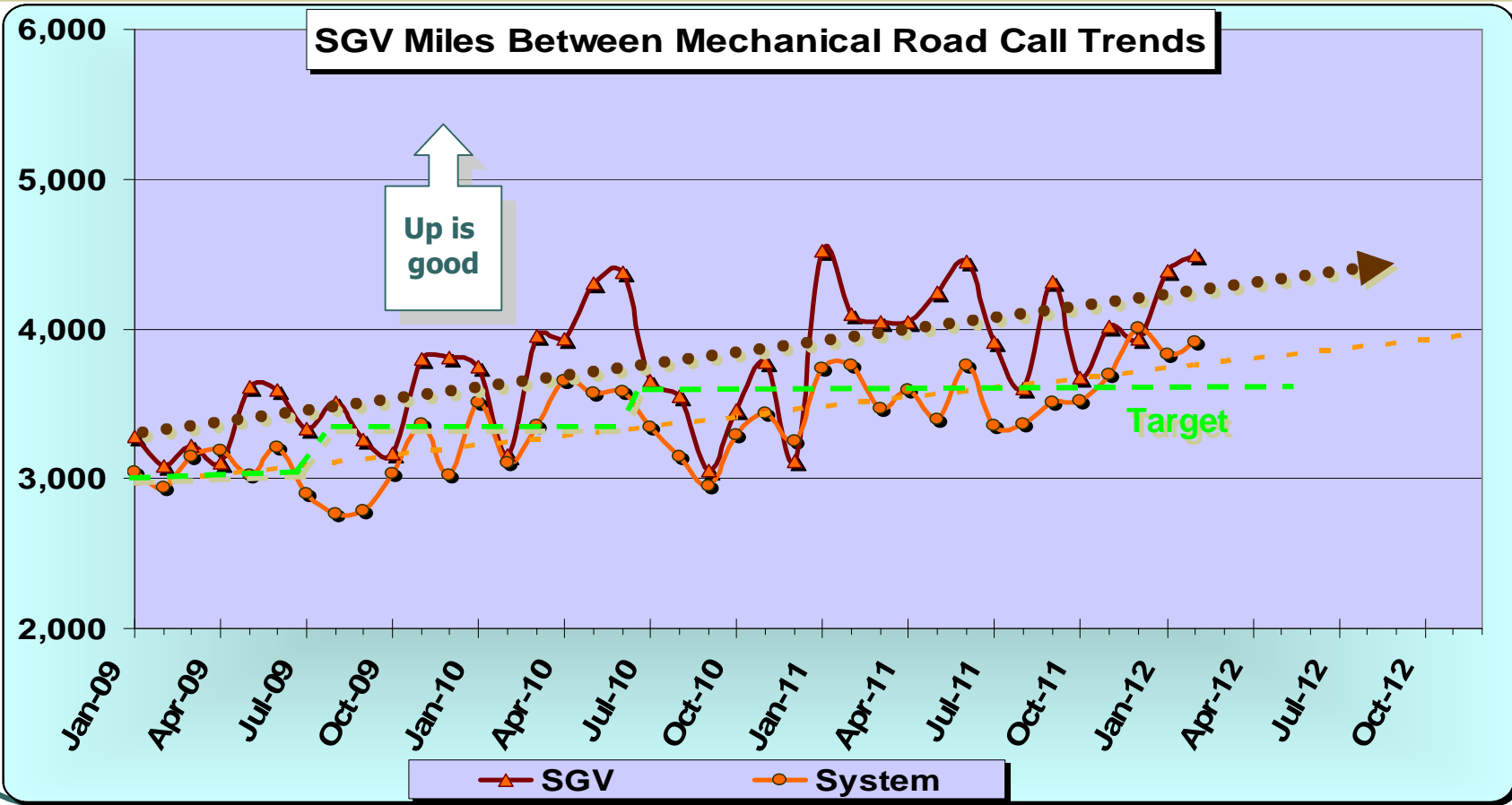
SGV Service Council April 2012 Meeting

<u>Complaints /</u> <u>100,000 Psgrs.</u>	Metro Bus System San Gabriel Valley	Target	Feb.	YTD
		2.29	3.40	3.26
		2.73	4.29	3.82



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<u>Miles / Mech.</u> <u>Road Call</u>		Target	Feb.	YTD
Metro Bus System		3,650	3,909	3,631
San Gabriel Valley		3,650	4,490	4,013



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Clean Bus Rating

Metro Bus System
San Gabriel Valley

Target

8.0

Feb.

8.43

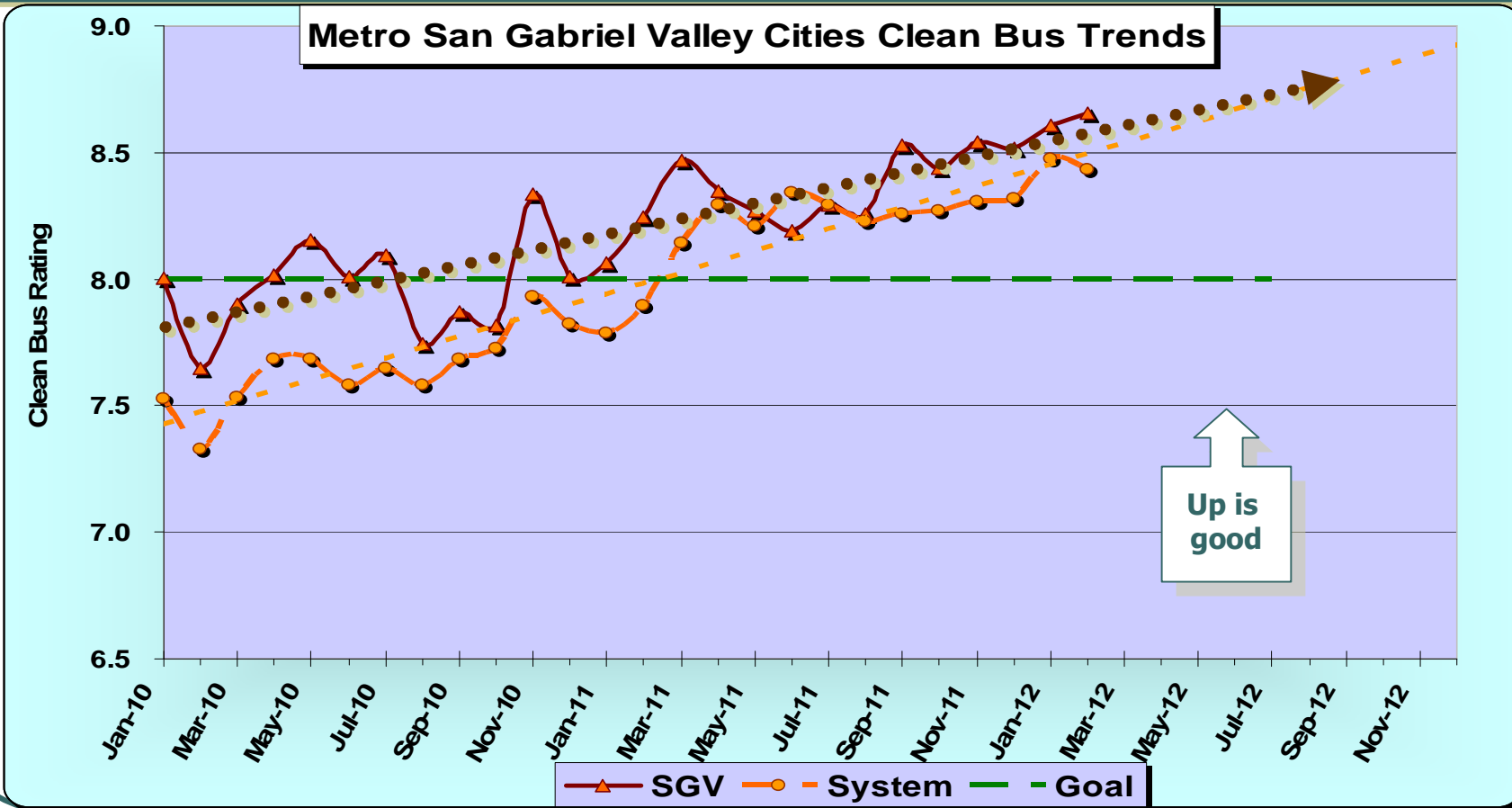
YTD

8.32

8.0

8.66

8.48



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**Accidents /
100,000 Miles**

Metro Bus System
San Gabriel Valley

Target

3.20

Feb.

3.74

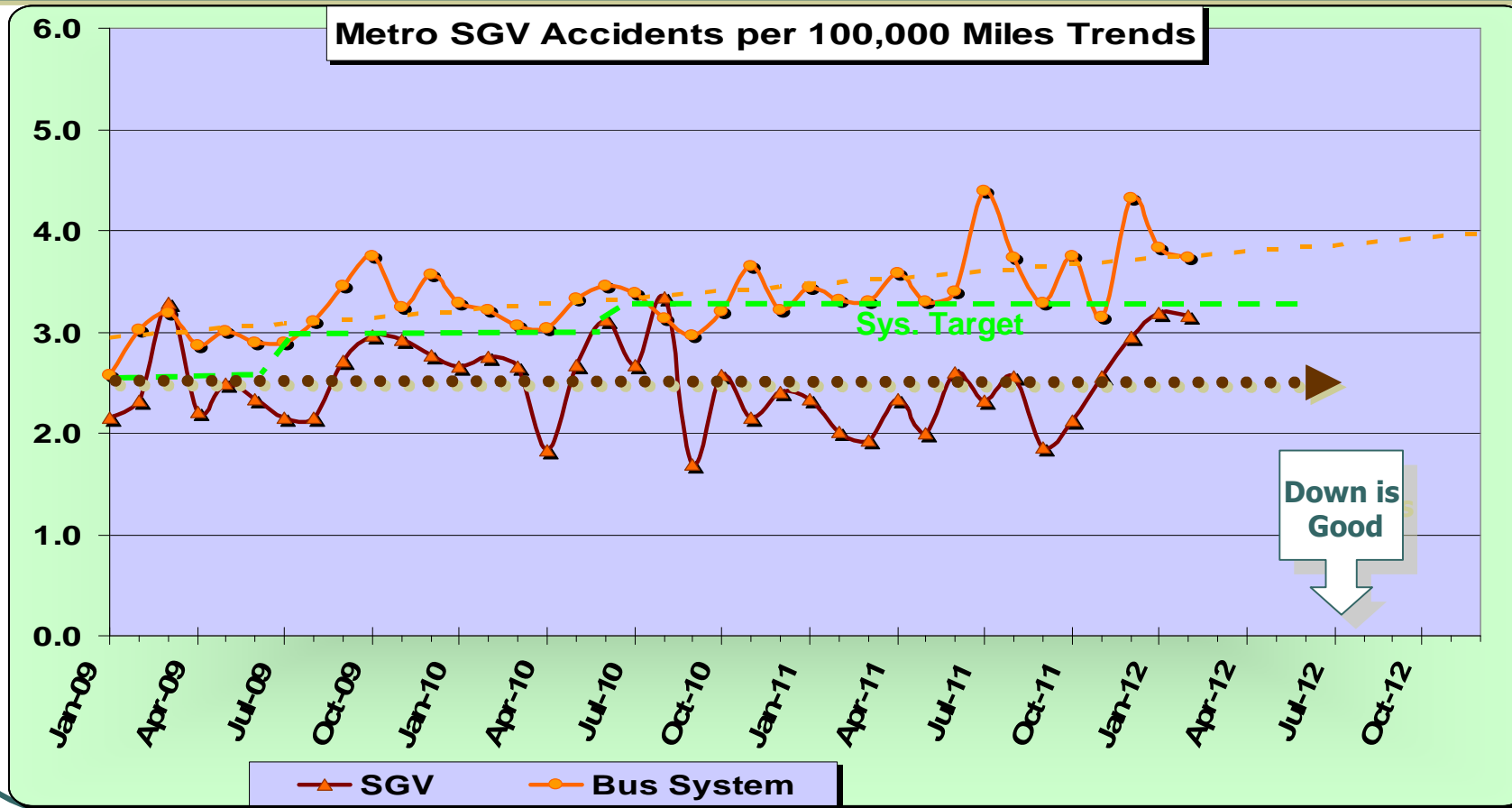
YTD

3.77

2.46

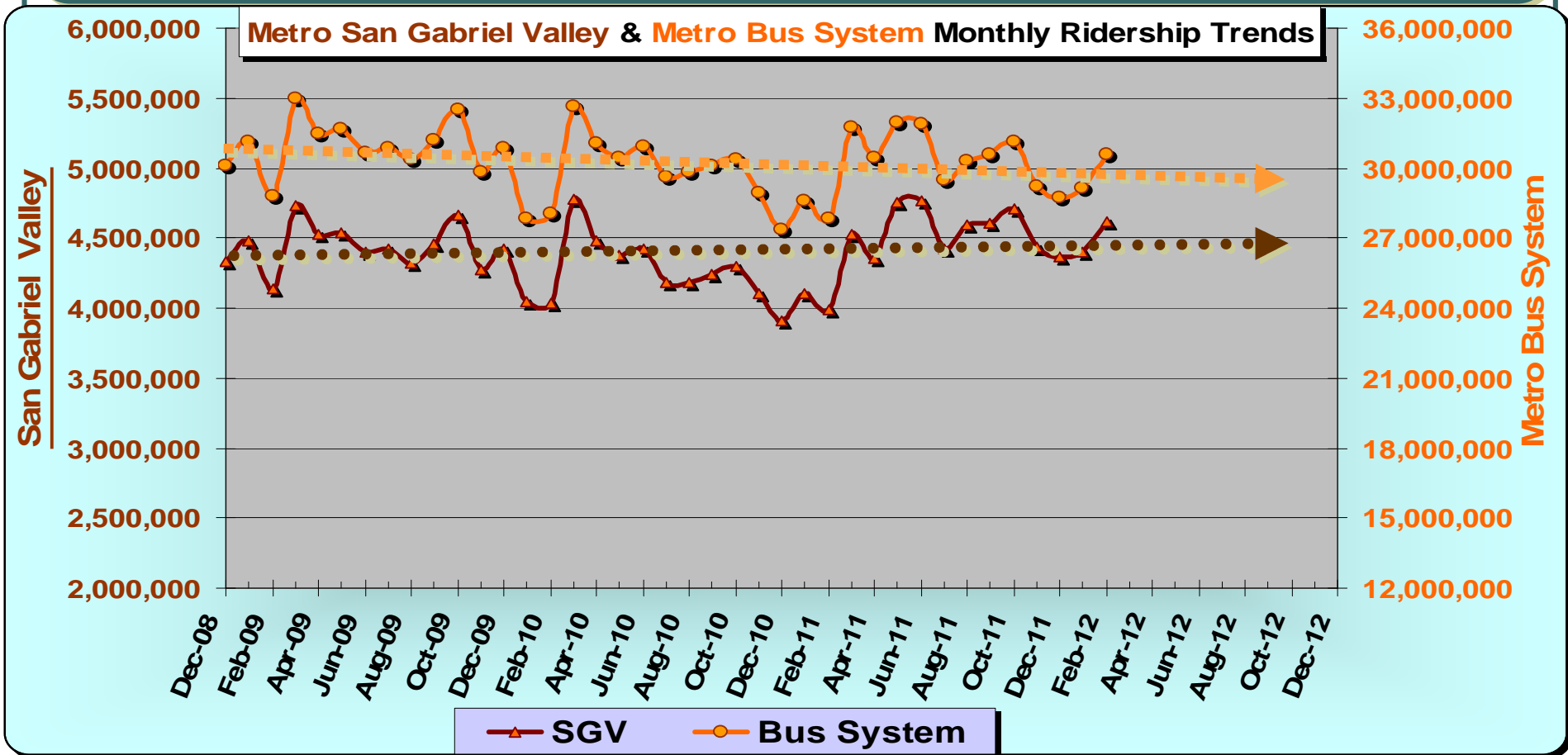
3.16

2.59



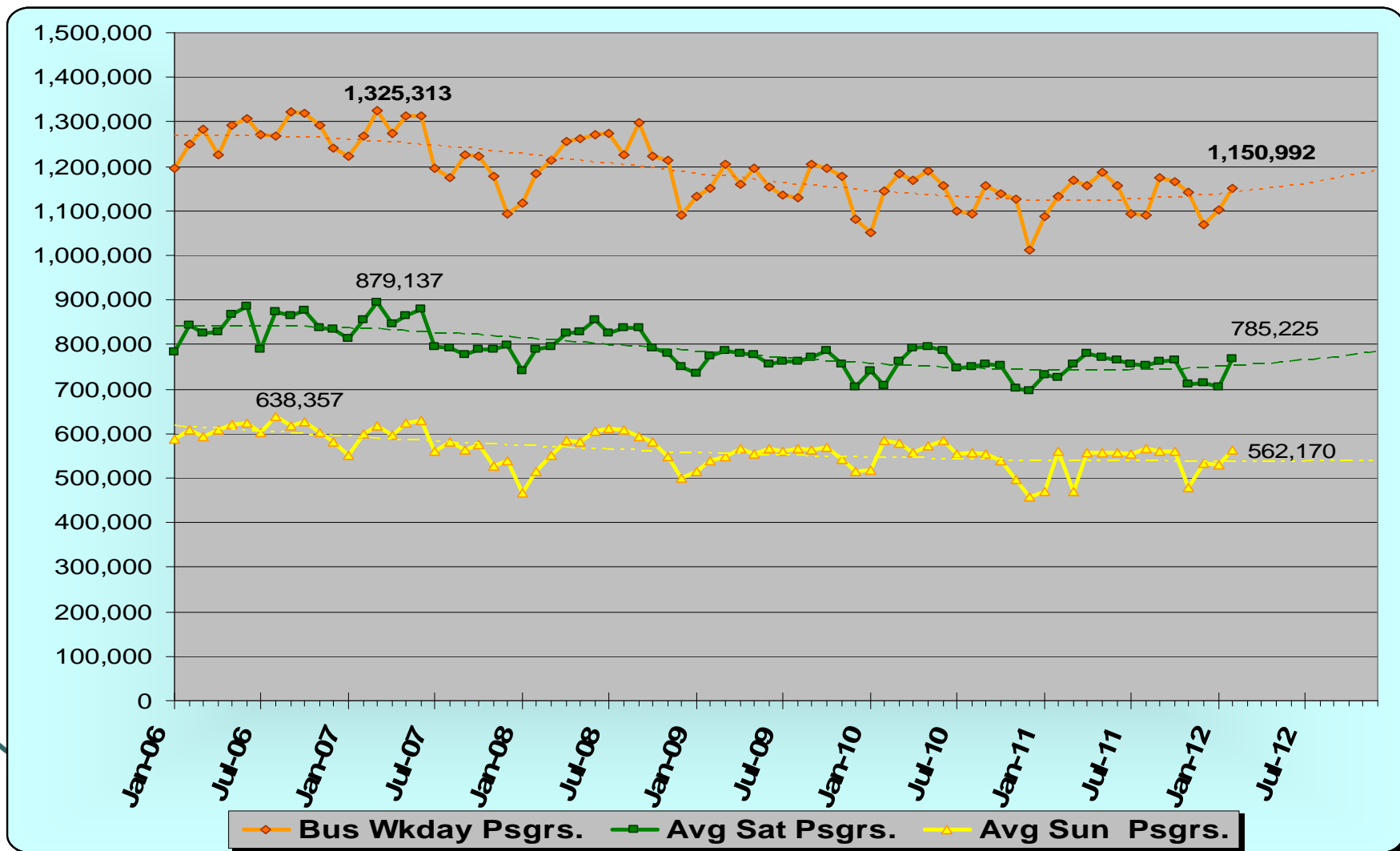
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		Target	Feb.	YTD
Monthly Bus Ridership	Metro Bus System	29,270,000	30,590,000	29,880,000
	San Gabriel Valley	4,200,000	4,610,000	4,520,000



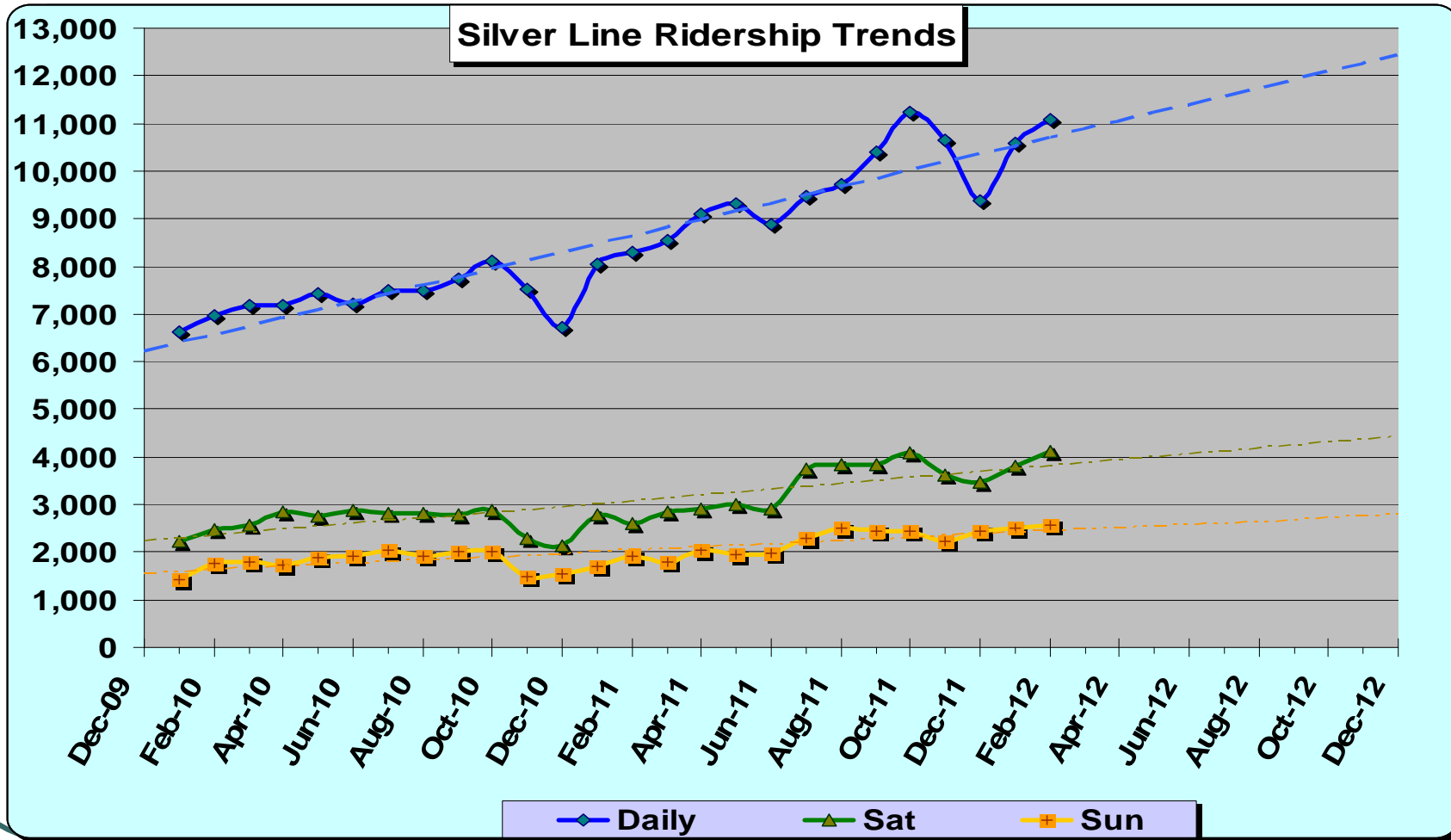
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Avg. Daily Ridership on ALL Metro Bus Lines



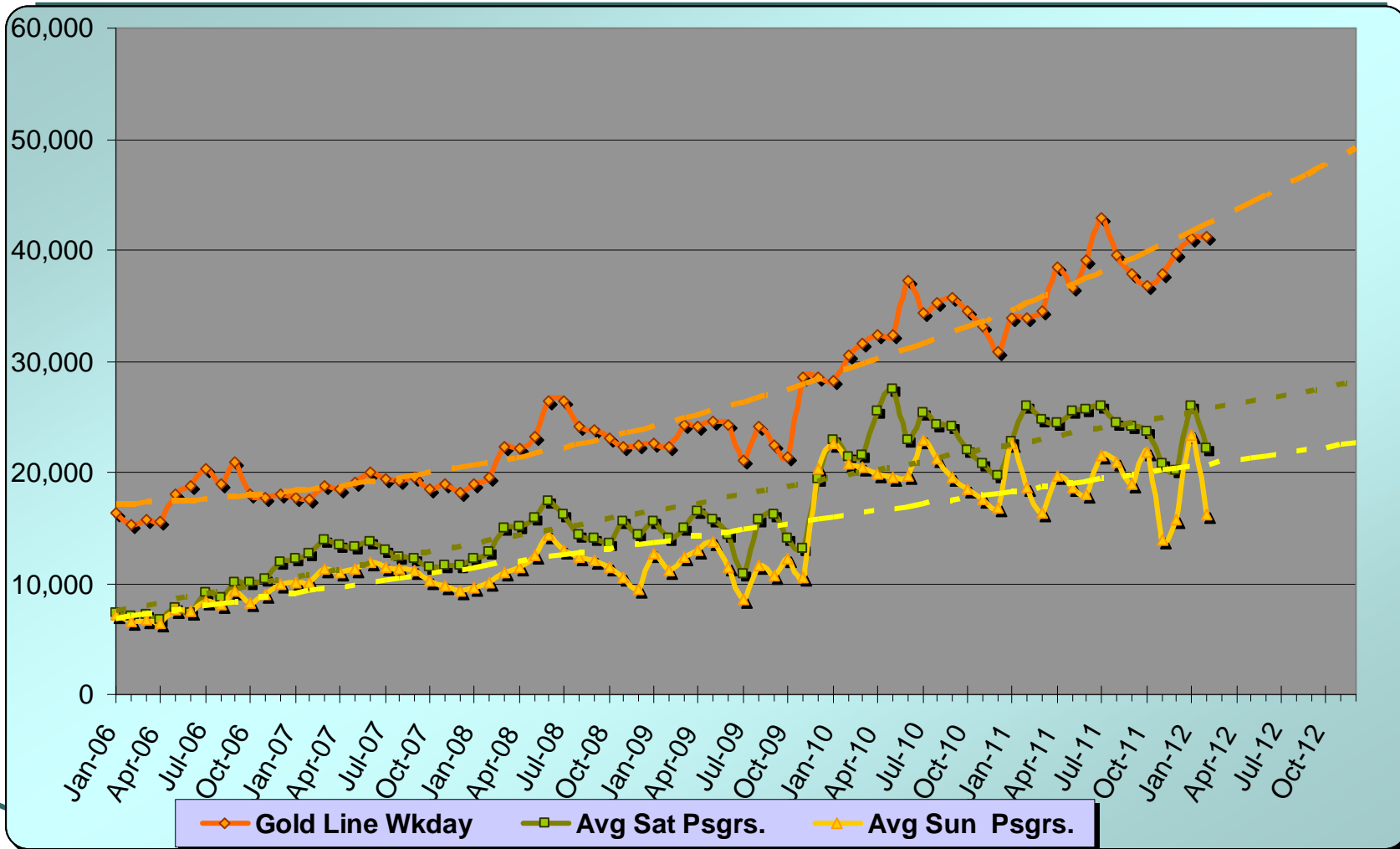
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Metro Silver Line Ridership Trends



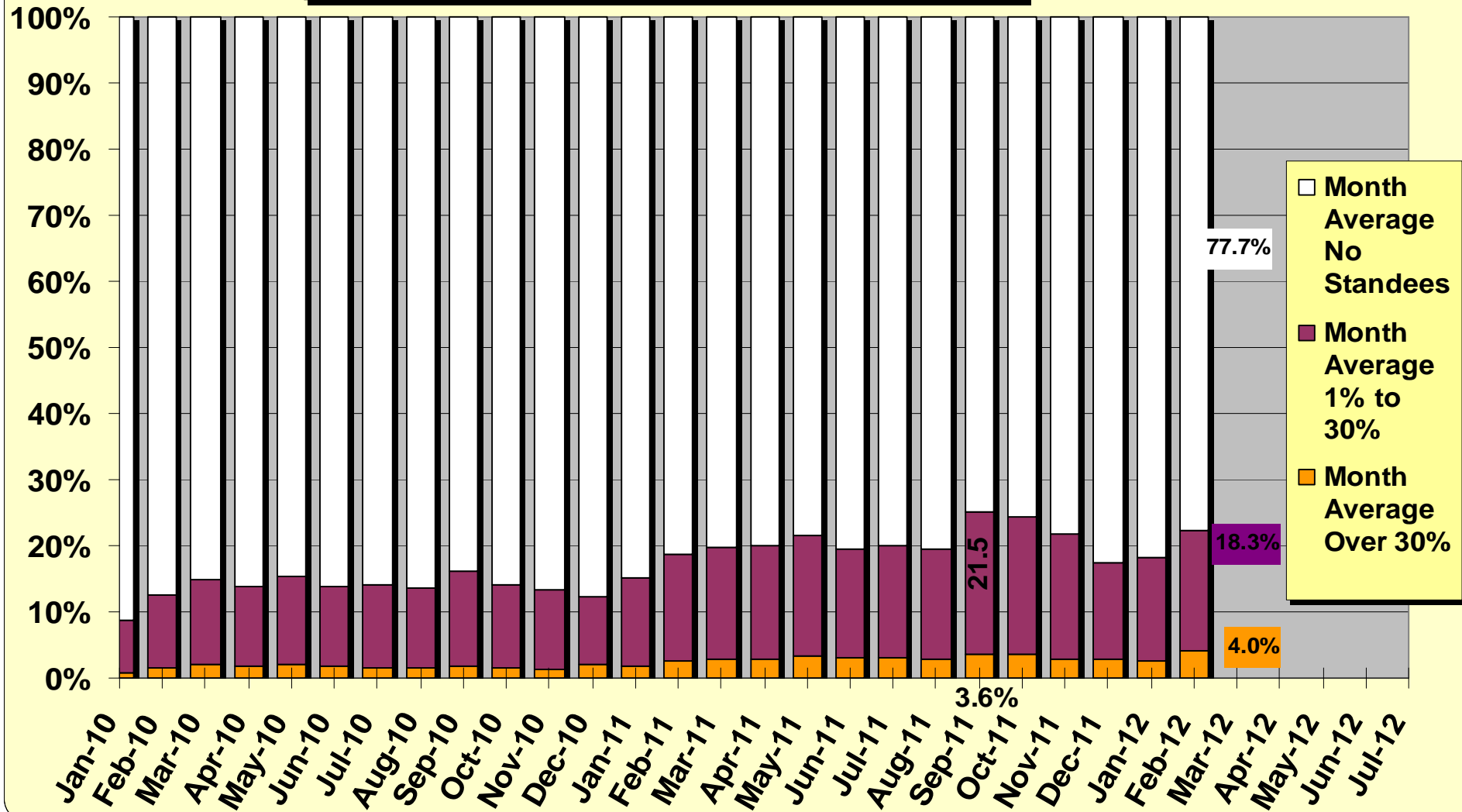
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Metro **Gold Line** Ridership Trends



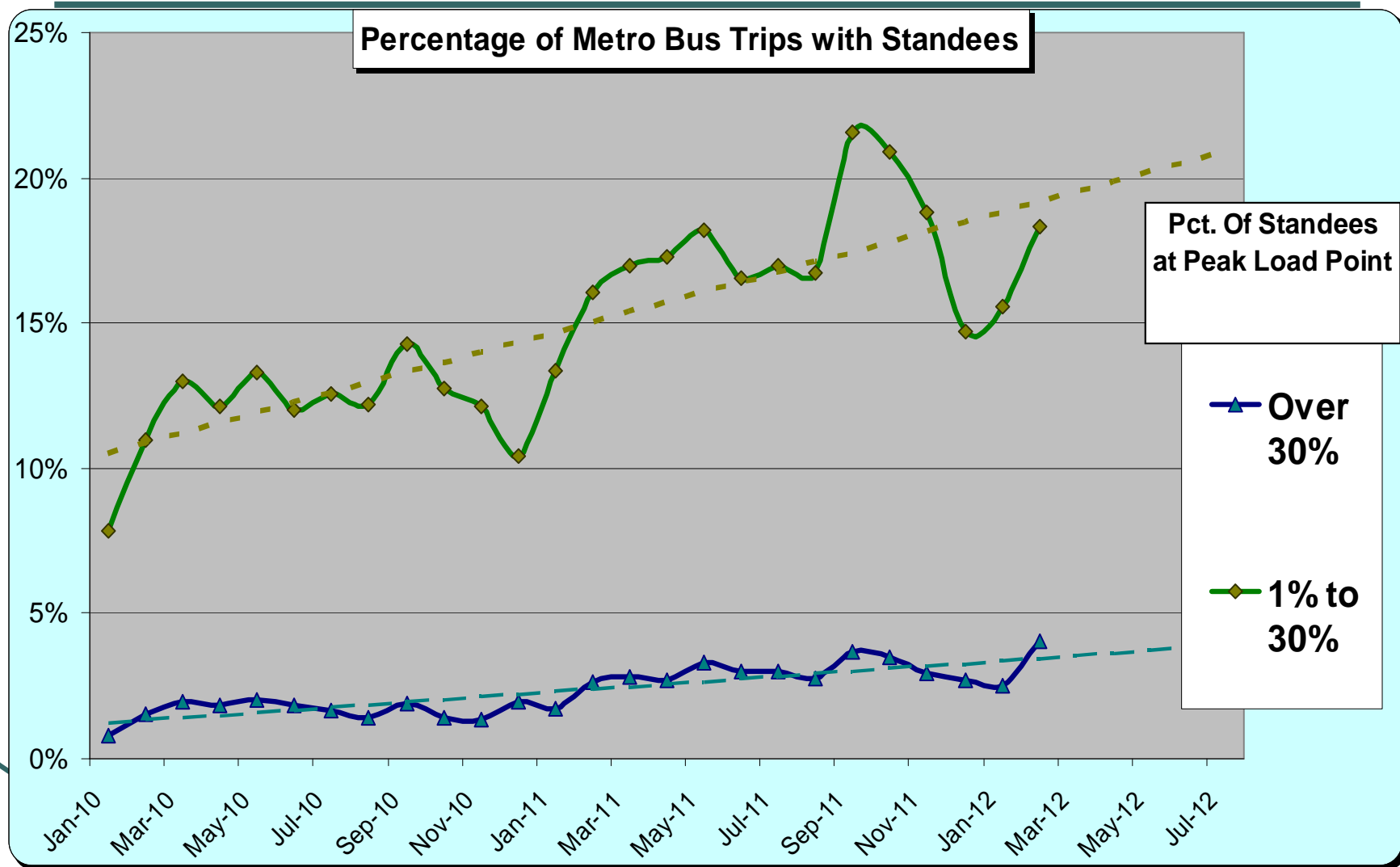
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Metro Bus Service Average Load Factor by Month





















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Metro Bus Trips with Standees



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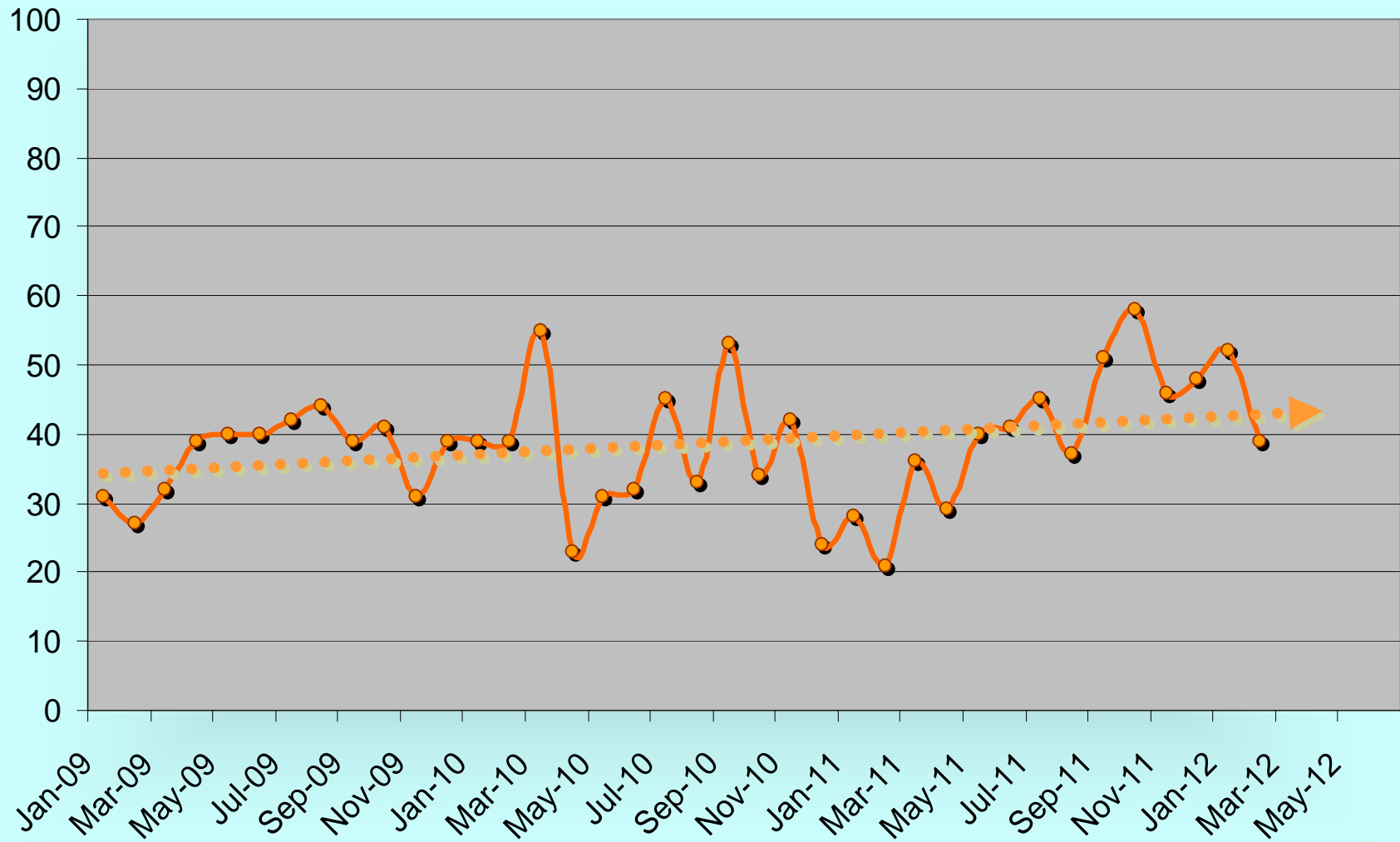
March 2012 Bus Station Cleanliness Eval. Scores

Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	 6.4	Metro	 -1.0
Aviation Green Line Bus Sta.	8.3 	Metro	 +2.2
Burbank Metrolink Bus Sta.	8.2 	Burbank	
Culver City Sta.	7.9	Culver City	
Cal State LA Busway Sta.	7.8	Metro	
Cal State LA Local Bus Sta.	8.7 	LADOT	 +.4
Del Amo Blue Line Bus Sta.	7.9	Metro	 -.5
El Monte Bus Sta.	7.6	Metro	
Harbor-Gateway Transit Ctr.	8.2 	Metro	
Inglewood Bus Sta.	8.2 	Inglewood	
LAX City Bus Sta.	 6.6	Metro	 +1.3
Norwalk Green Line Bus Sta.	8.3	Metro	 +1.1
North Hollywood Red Line Bus Sta.	7.4	Metro	
Patsaouras Bus Plaza	7.1	Metro	
Pico-Rimpau Bus Ctr.	7.6	Metro	
Rosa Parks Bus Sta.	8.1 	Metro	
South Bay Galleria Bus Ctr.	 6.5	Redondo Beach	 -1.9
Sierra Madre Gold Line Bus Sta.	7.8	Metro	
Universal Red Line Bus Sta.	 6.5	Metro	
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	
Average Rating	7.5		



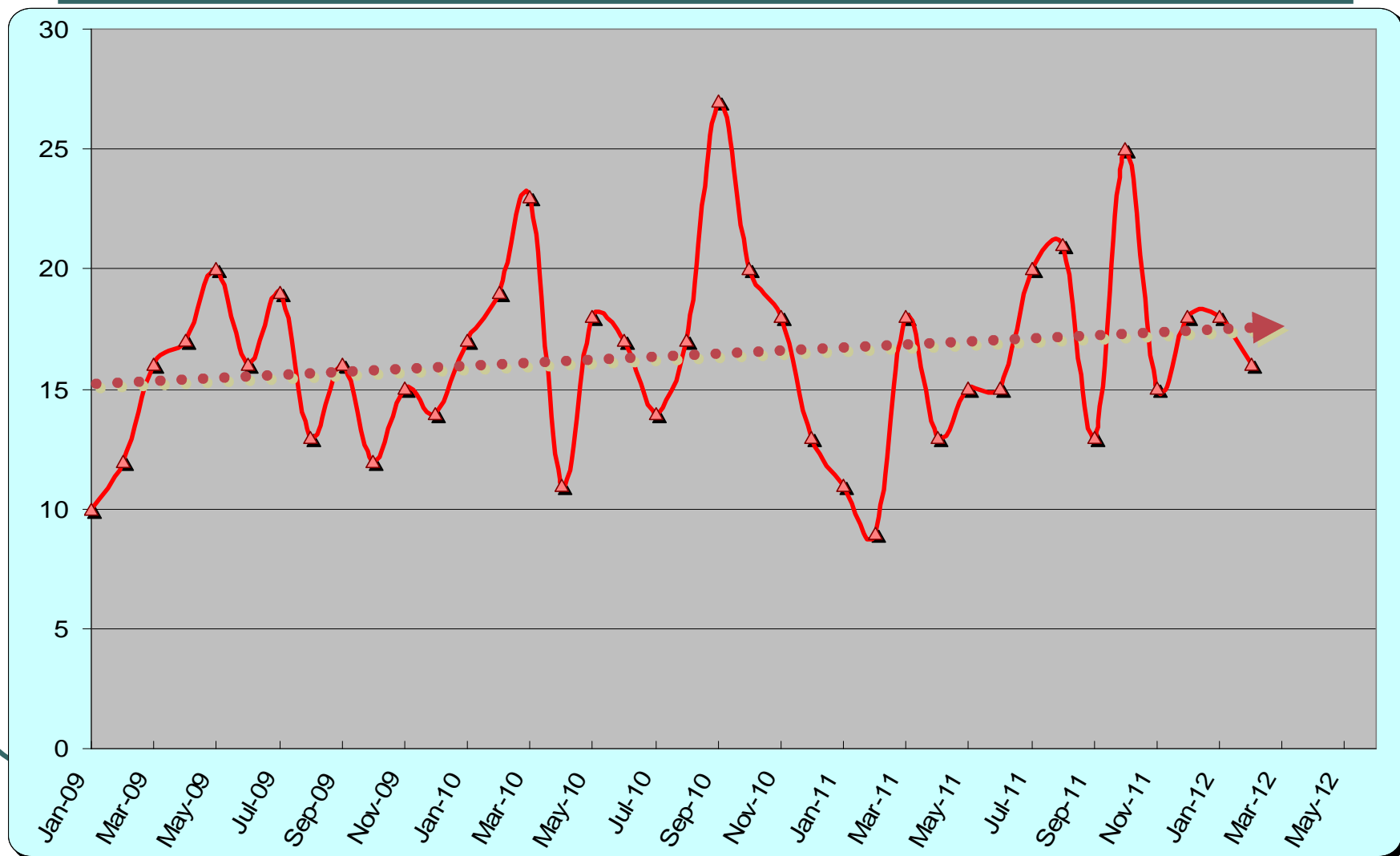
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Monthly ADA Related Complain Trends



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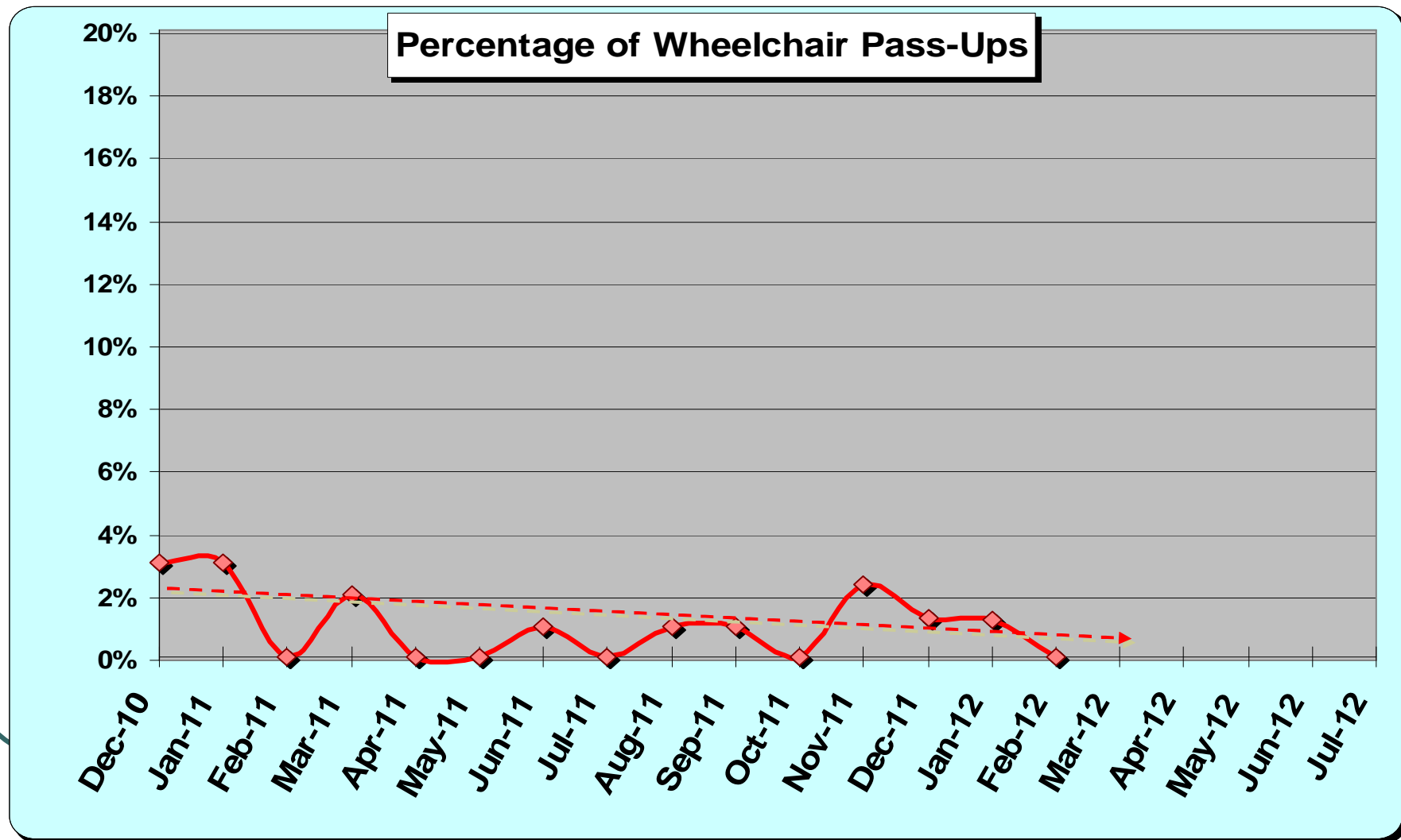
Monthly Wheelchair Pass-Up Complaints



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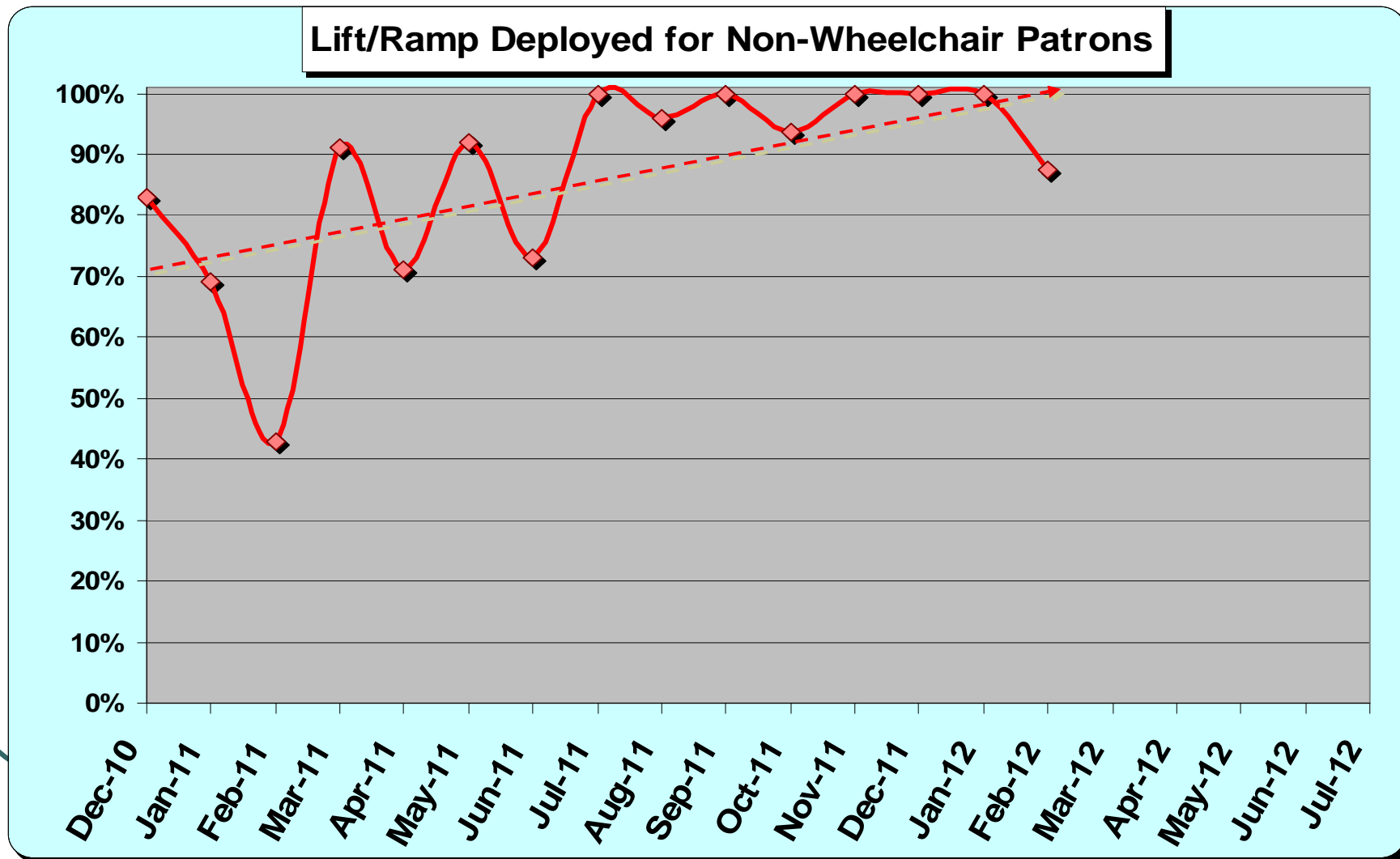
Mystery Riders Observations

(213 Undercover Rides in February 2012 Report)



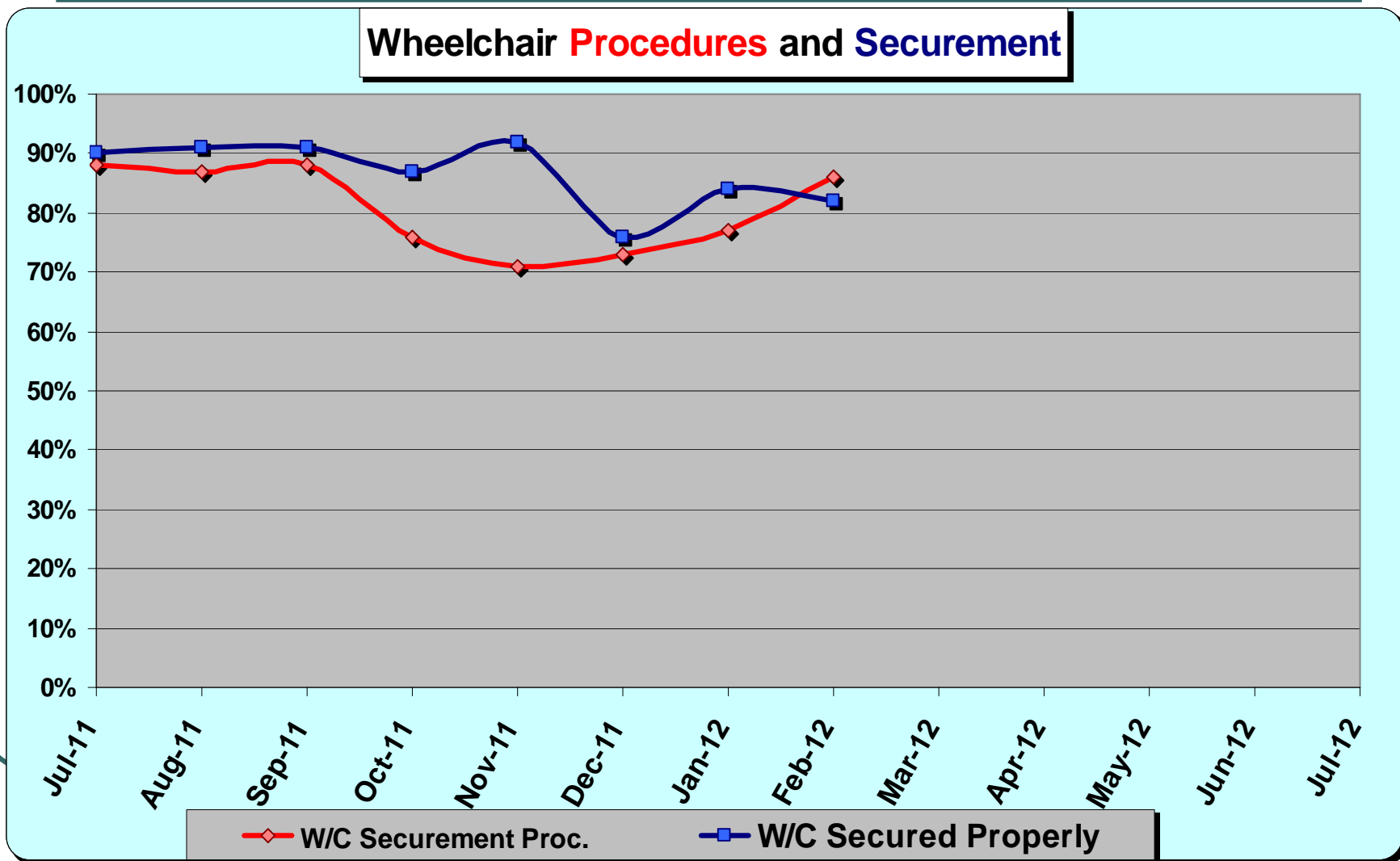
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Mystery Riders Observations



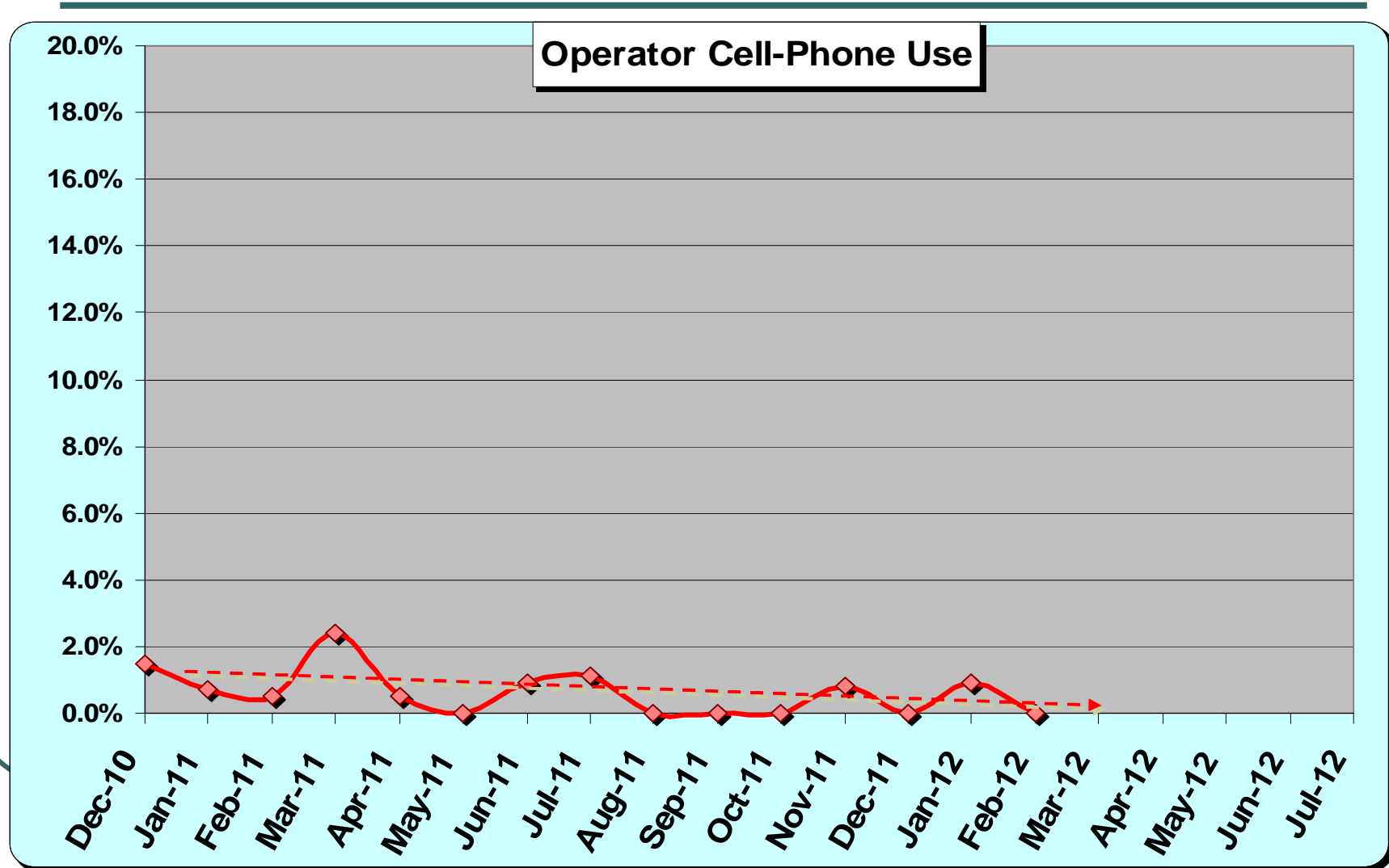
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Mystery Riders Observations



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Mystery Riders Observations



SGV Service Council April 2012 Meeting

Expo Light Rail Line Update

Finally Pre-Revenue

Service Council Expo Line Tours

Meet and Confer with CEO

- **FY 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 14**
- **Introduction of Frank Alejandro**
- **America Fast Forward**