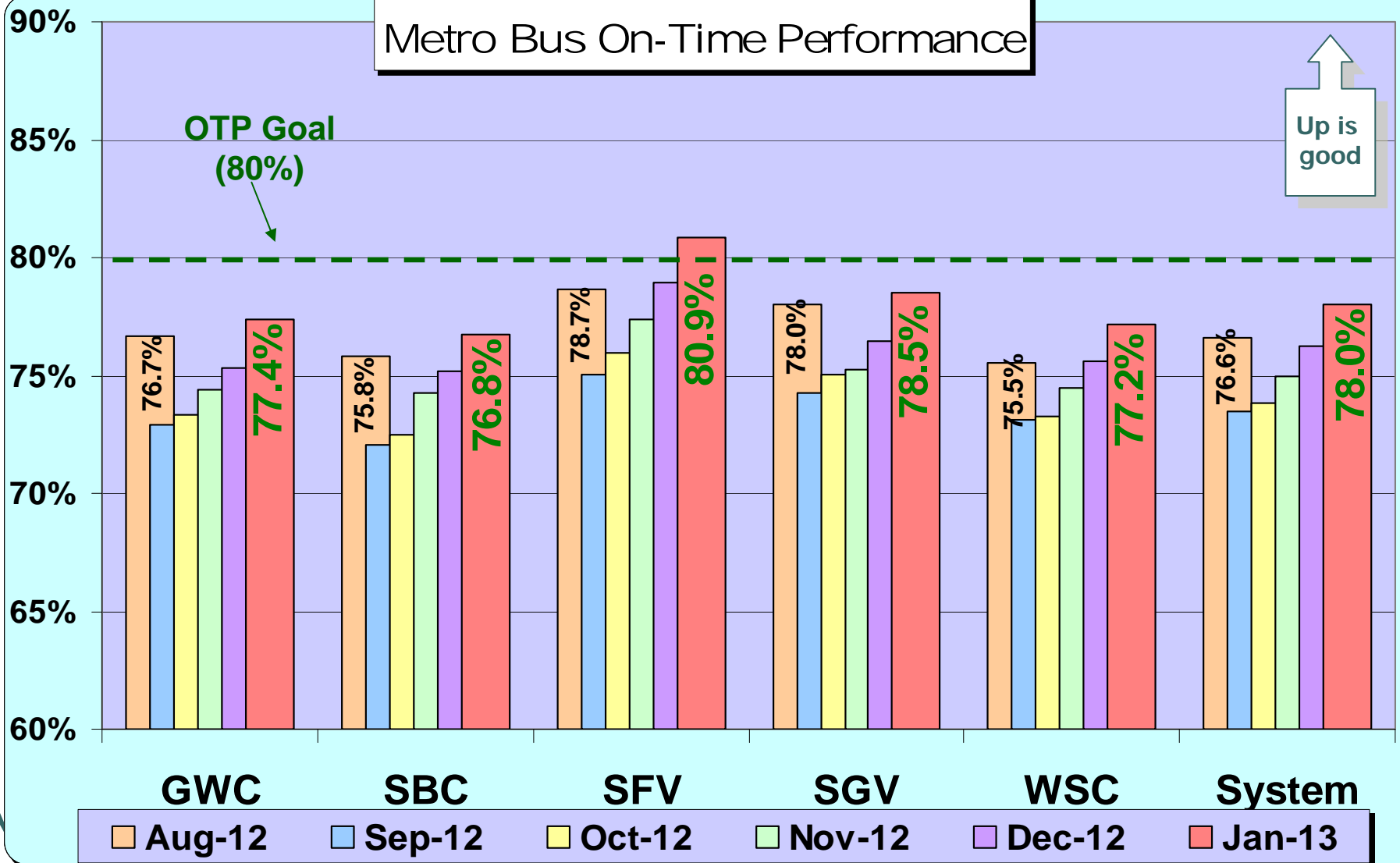


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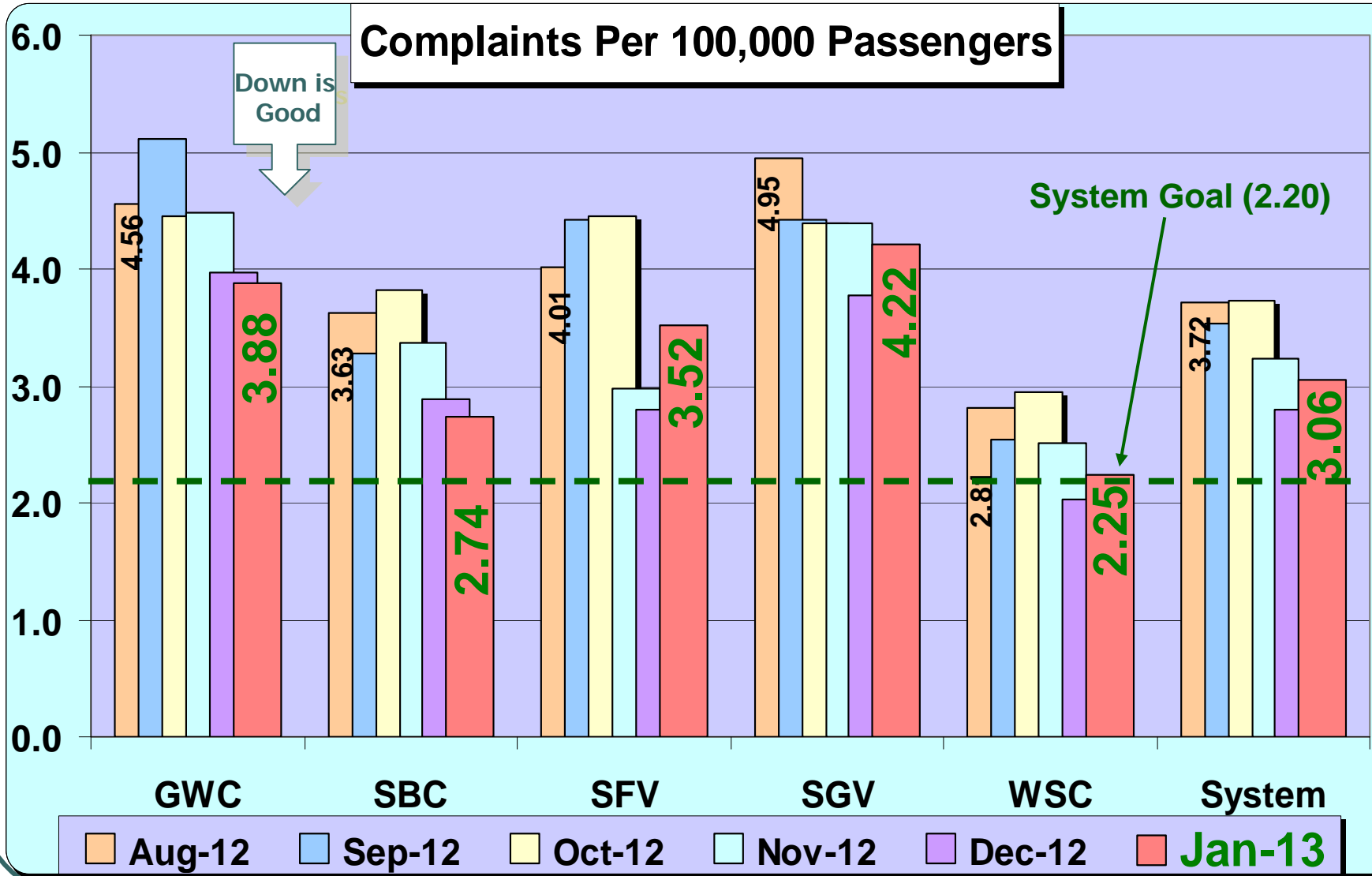
Performance Report on
January 2013 Service

SGV Service Council March 2013 Meeting

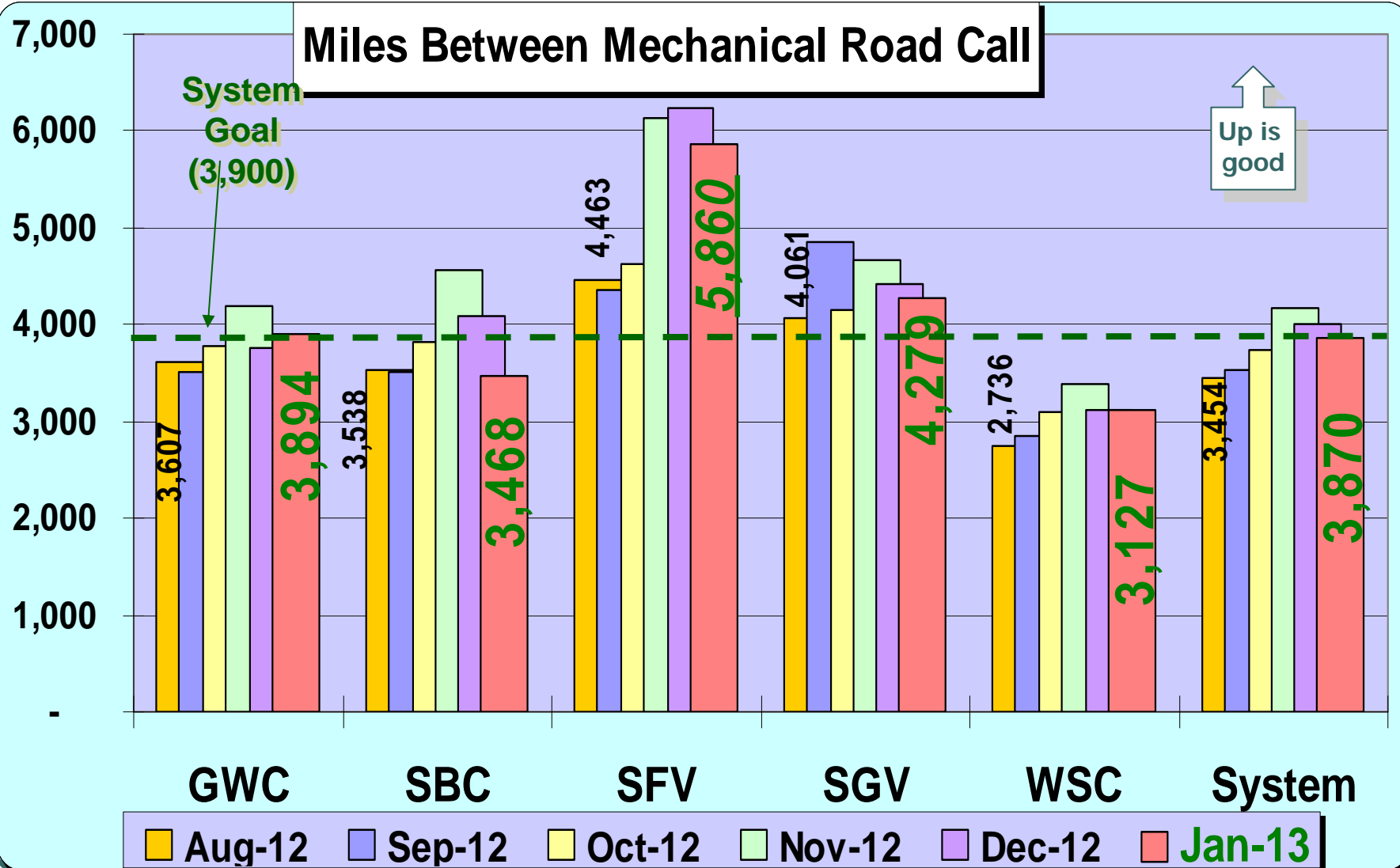
Metro Bus On-Time Performance



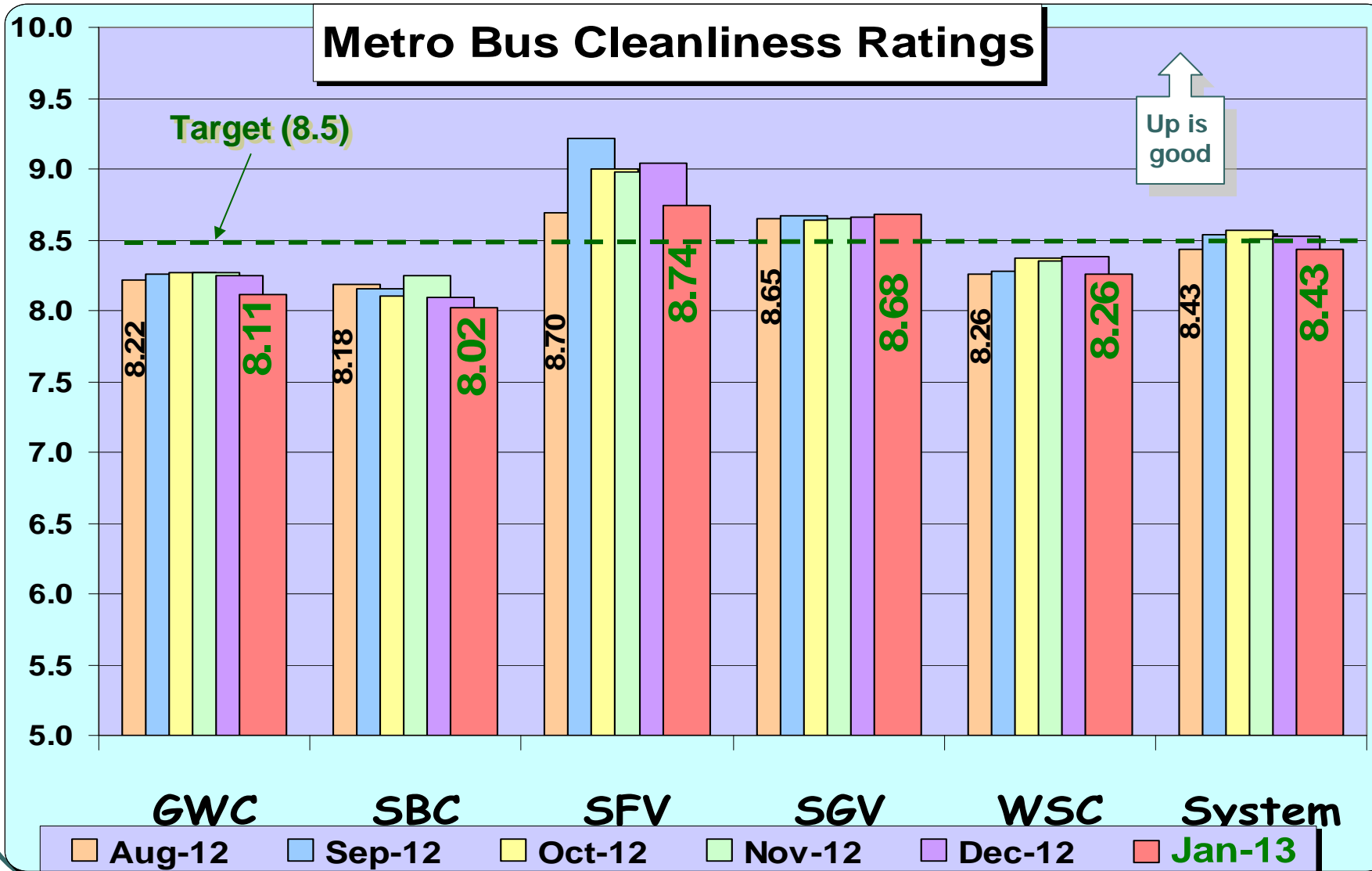
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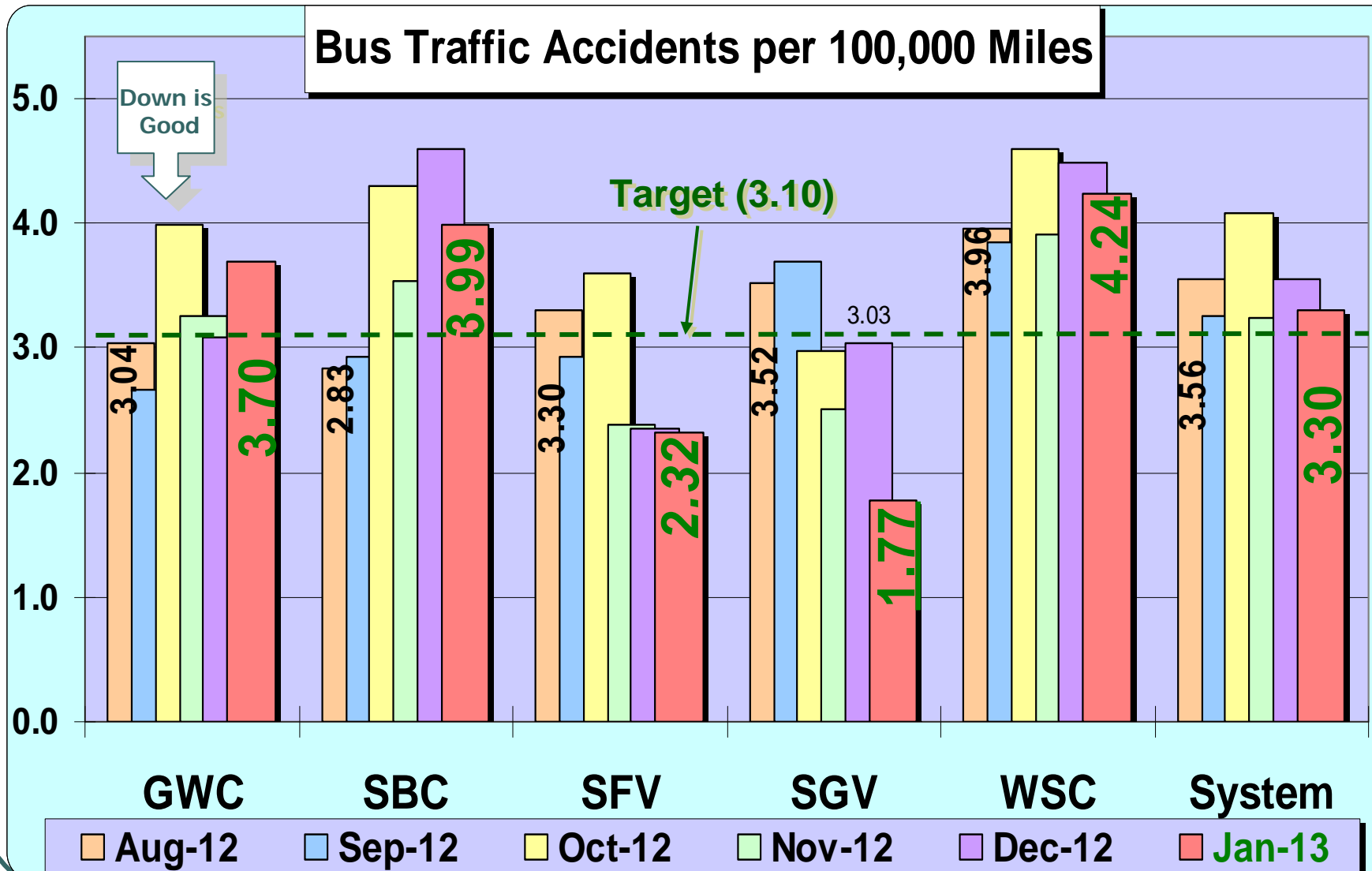
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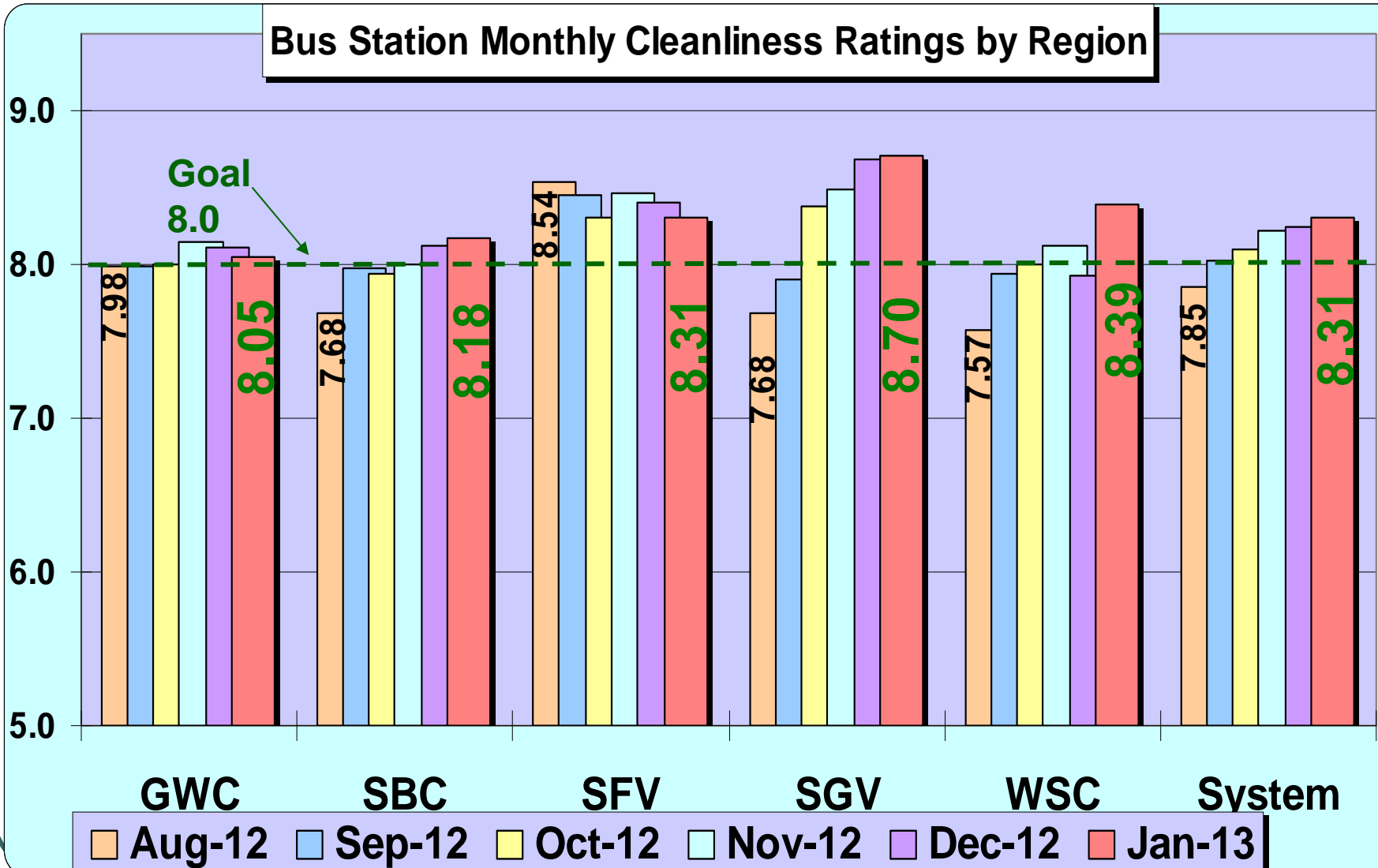


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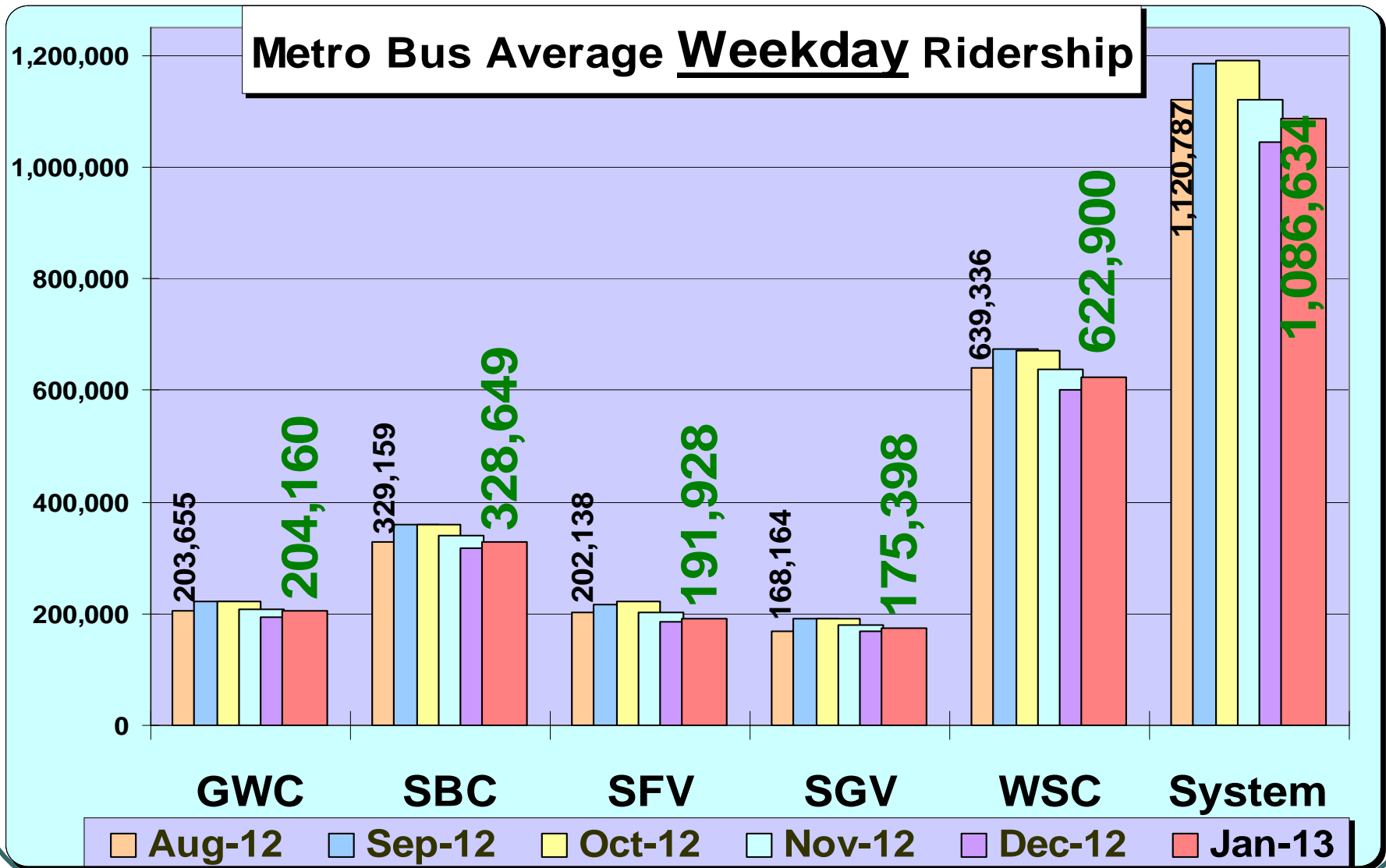


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Bus Station Monthly Cleanliness Ratings by Region

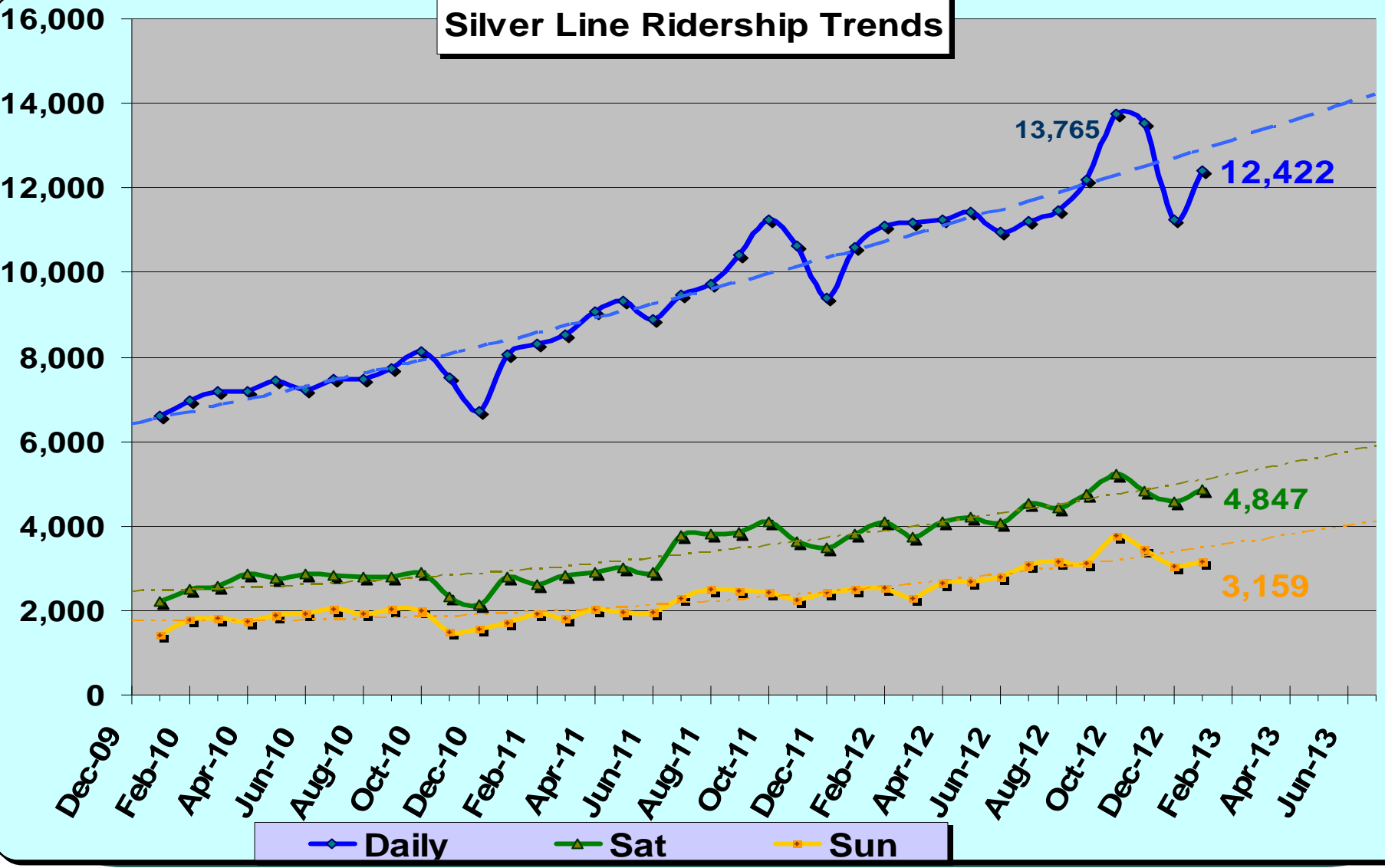


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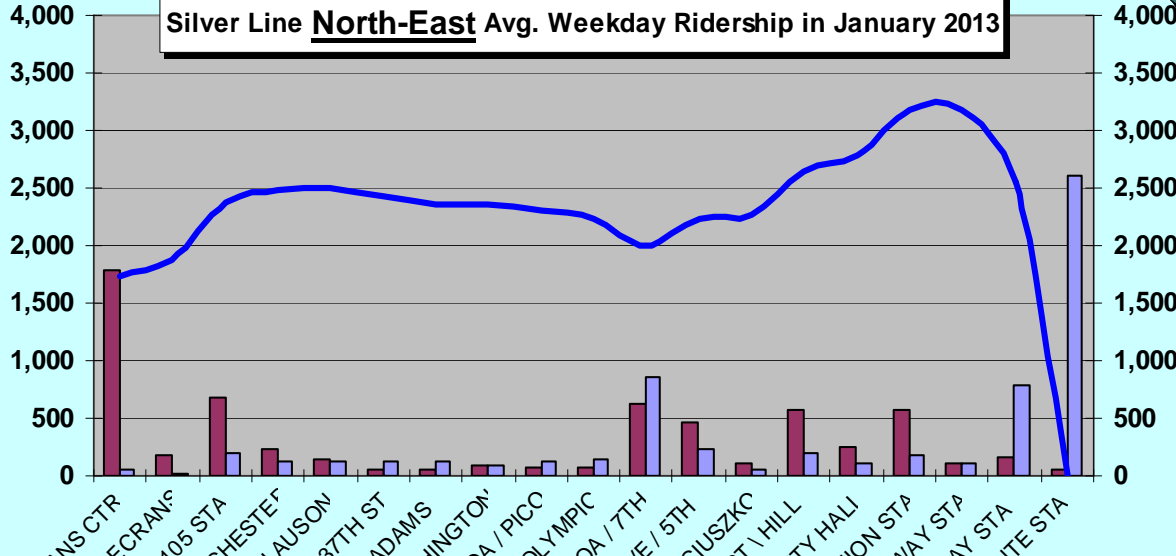
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Silver Line Ridership Trends



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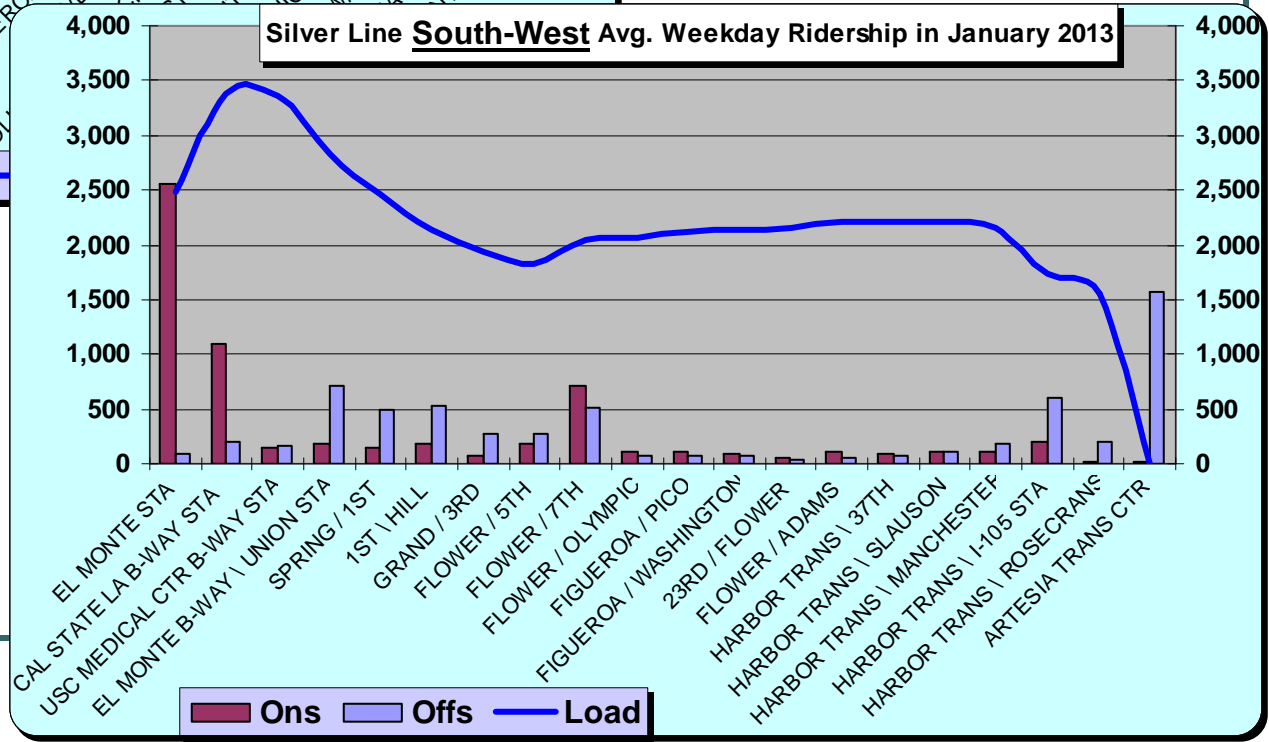
Silver Line North-East Avg. Weekday Ridership in January 2013



**Silver Line January 2013
Avg. Weekday Ridership**

6,940 SGV Side = **55%**
5,607 SBC Side = **45%**

Silver Line South-West Avg. Weekday Ridership in January 2013



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Wheelchair Boardings on Metro Bus Service from Nov. 2012 thru Jan. 2013

	Weekday	Sat	Sun	Totals
Totals	157,446	26,175	22,074	205,695

By Regions

Primary Lines	
19,053	GWC
24,298	SBC
41,610	SFV
21,553	SGV
99,181	WSC
205,695	

Shared Lines	
28,421	GWC
41,254	SBC
0	SFV
5,290	SGV
6,075	WSC
81,040	

Combined Totals		
47,474	GWC	17%
65,552	SBC	23%
41,610	SFV	15%
26,843	SGV	9%
105,256	WSC	37%
286,735		

Customer Complaints by Region

January 2013 Customer Complaints				
Regions	Primary	Shared	Total	Pct.
	Lines	Lines		
GWC	84	127	211	17%
SBC	96	148	244	20%
SFV	178	0	178	15%
SGV	183	14	197	16%
WSC	358	25	383	32%
	899	314	1,213	

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SGV Customer Complaints Received in January 2013 by Bus Line

Line	Complaints	Line	Complaints
910	17	258	5
266	15	264	5
260	13	770	5
485	12	68	4
190	10	84	4
176	9	180	4
267	9	577	4
780	9	762	4
70	7	605	3
487	7	66	2
489	7	270	2
76	6	378	2
79	6	177	1
181	6	254	1
268	6	256	1
78	5	665	1
194	5		
		Total	197

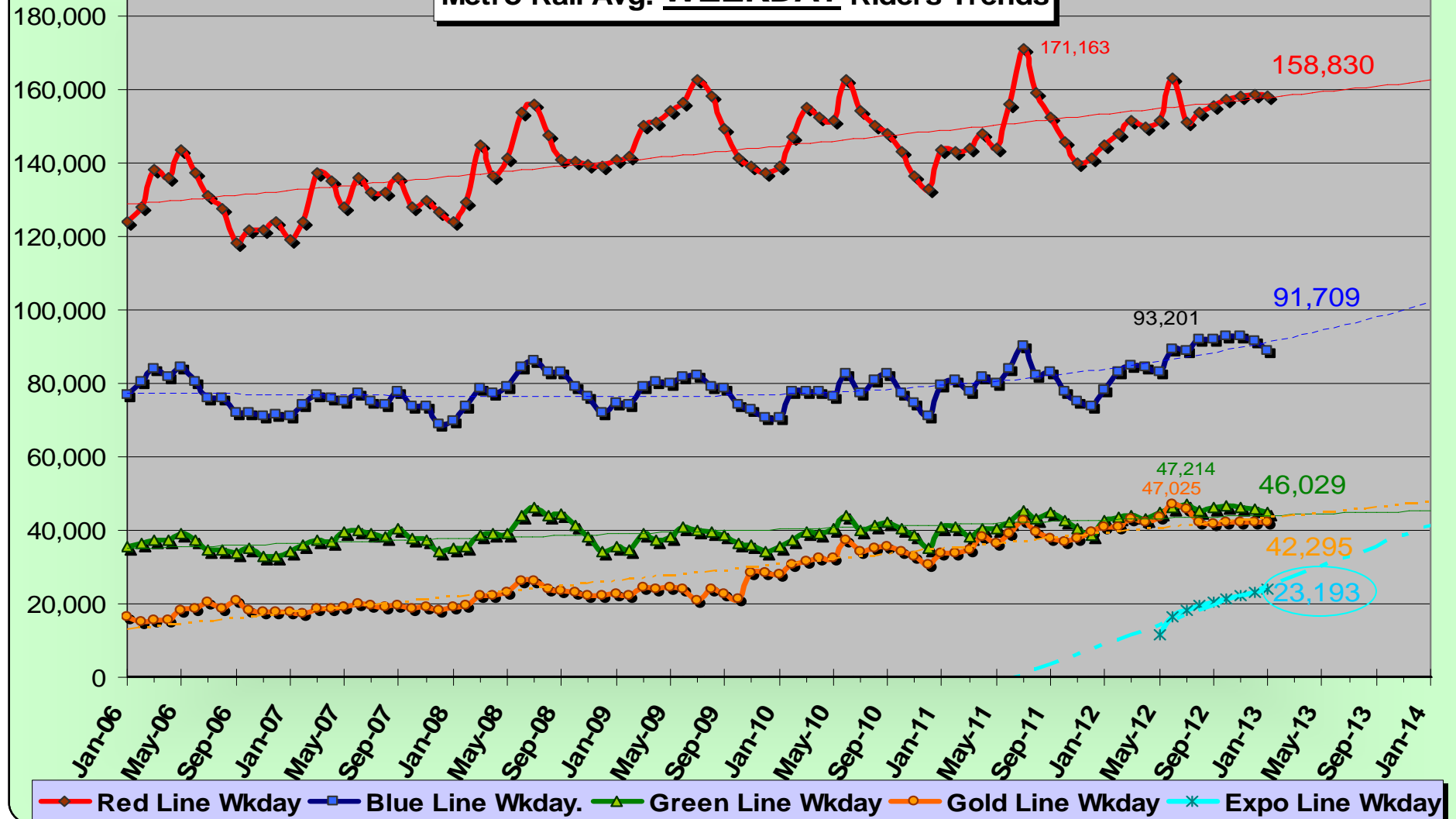
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Description	SGV Complaints	Pct	System
Passed Up	38	19%	21.8%
Late Schedule	32	16%	14.4%
Op. Discourtesy	28	14%	12.1%
No Show	27	14%	13.7%
Disputed/Wrong Fare	11	6%	3.3%
Unsafe Operation	9	5%	7.0%
Accident	7	4%	4.6%
Misc. Complaint	7	4%	5.1%
Early Schedule	5	3%	2.2%
Off Route	5	3%	1.2%
Operator Conduct	4	2%	3.6%
AccSvc Wchr Securement	3	2%	0.6%
Faulty Equipment	3	2%	0.4%
Accessible Service - Pass Up	2	1%	1.1%
AccSvc Operator Behavior	2	1%	1.7%
AccSvc Transit Failure (Other)	2	1%	1.1%
Carried Past Stop	2	1%	1.9%
Headsign Problems	2	1%	0.2%
Heat/Air Conditioning	2	1%	0.4%
AccSvc Pass Up (Denied)	1	1%	0.8%
Audio System Problem	1	1%	0.1%
Improper Curb Stop	1	1%	0.6%
Passenger Conduct	1	1%	0.3%
Senior I.D. Card	1	1%	0.1%
Transfer Problems	1	1%	0.6%



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Metro Rail Avg. WEEKDAY Riders Trends



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Questions