

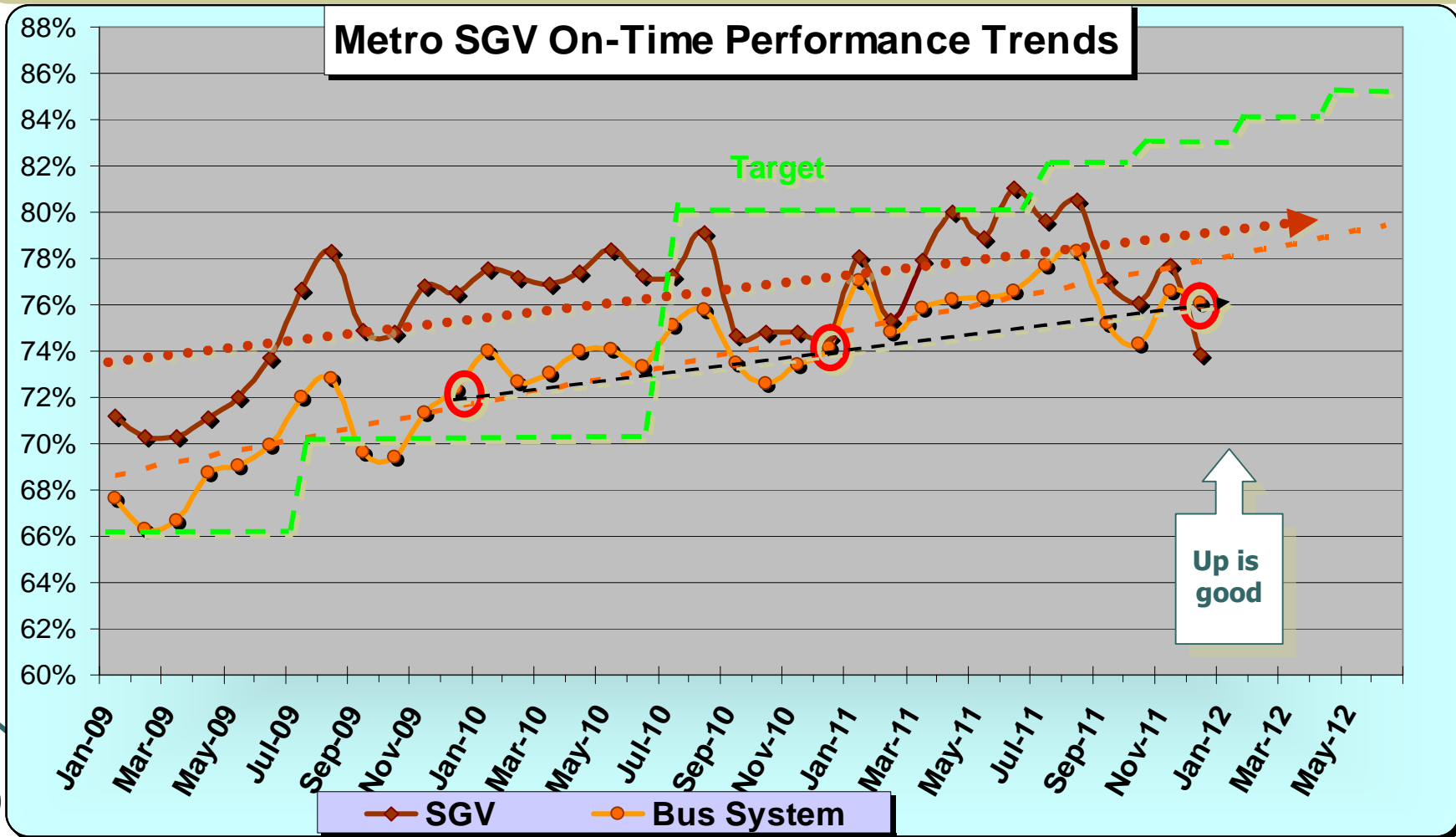
***Metro San Gabriel Valley
Service Council
February 13, 2012 Meeting***

**Performance Report
for *December 2011***



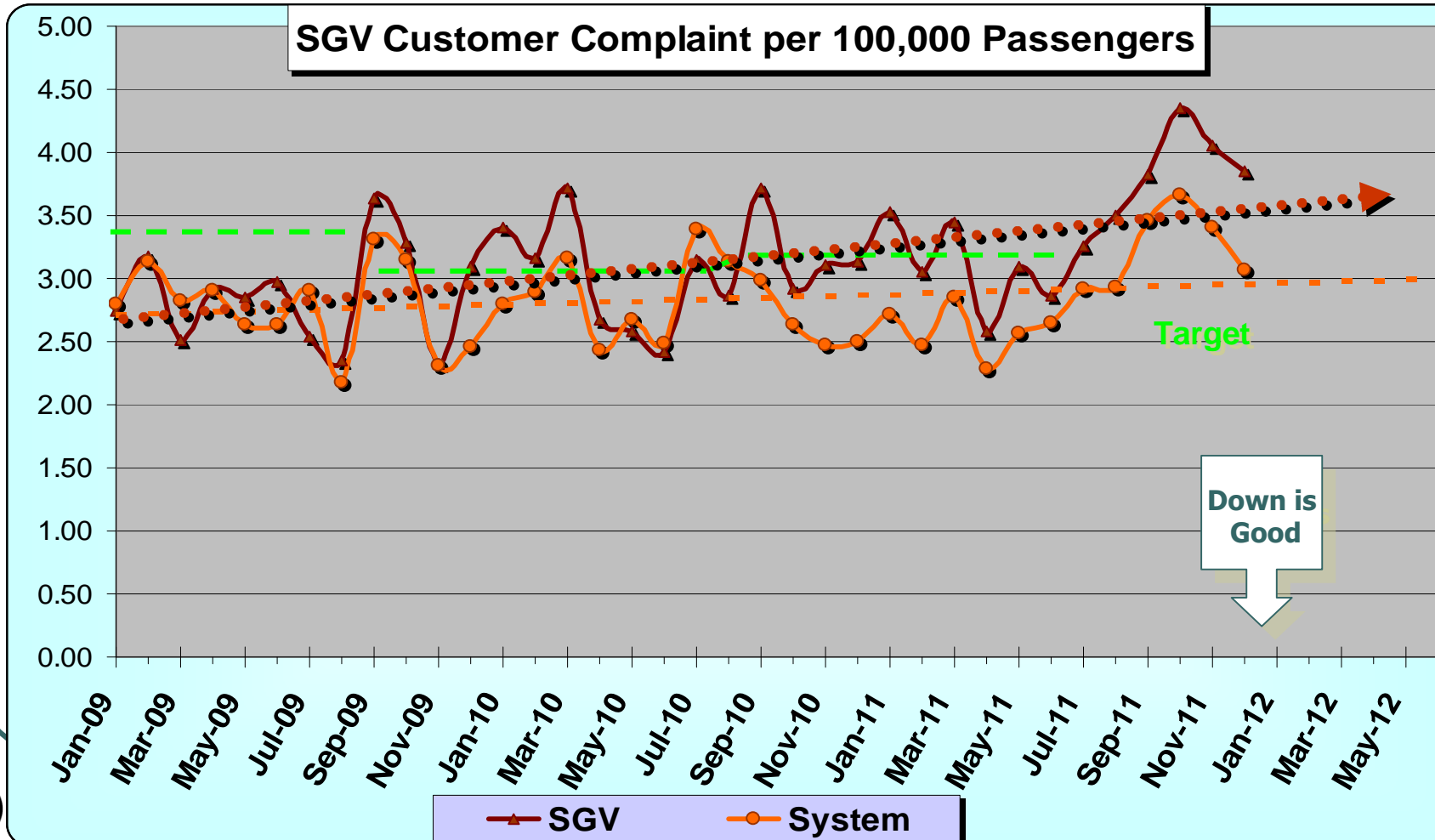
SGV Service Council February 2012 Meeting

<u>On Time Performance</u>		Target	Dec.	YTD
	Metro Bus System	83.0%	76.1%	76.3%
	San Gabriel Valley	83.0%	73.8%	75.8%



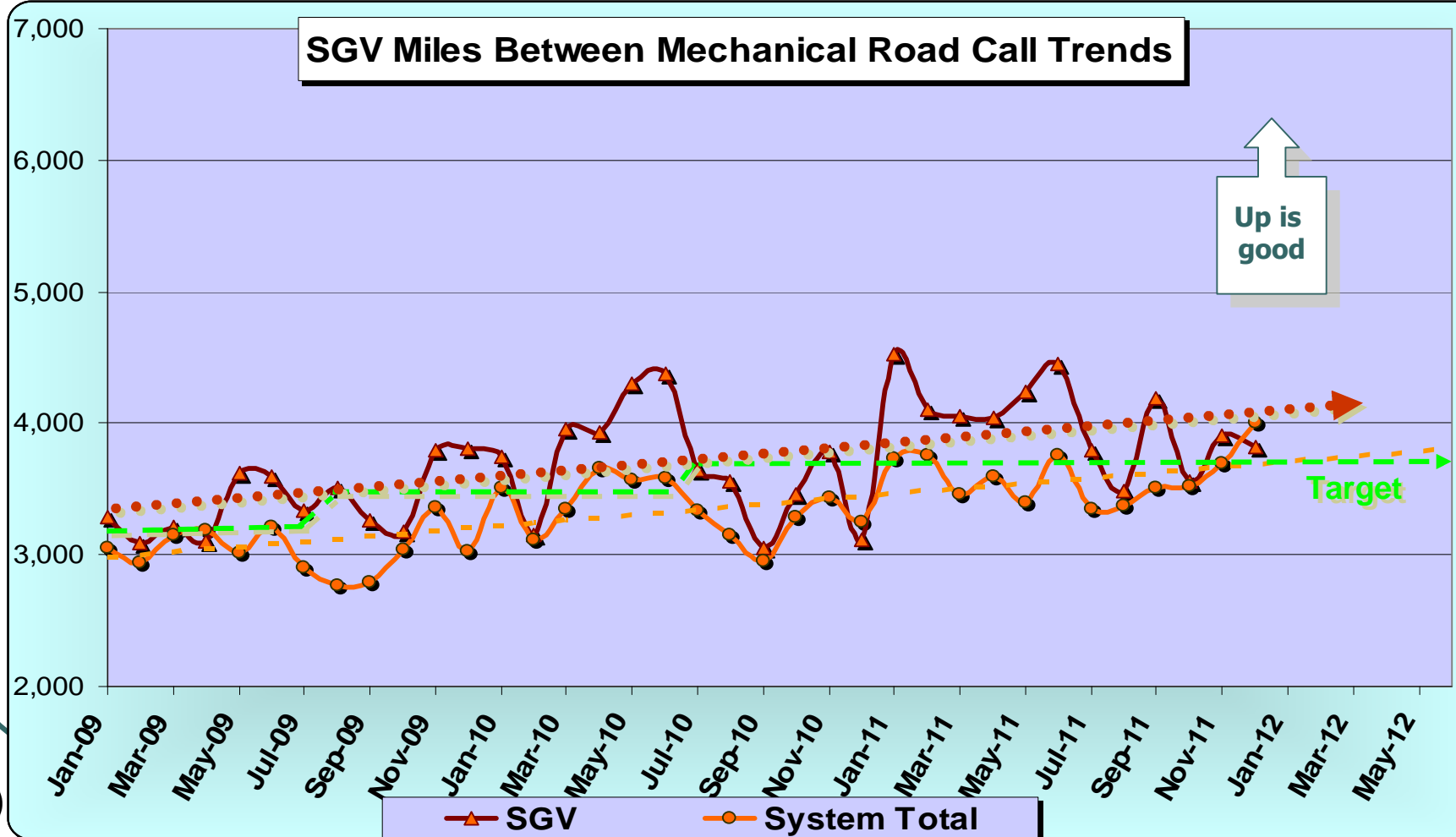
SGV Service Council February 2012 Meeting

<u>Complaints /</u> <u>100,000 Psgrs.</u>		Target	Dec.	YTD
	Metro Bus System	2.29	3.07	3.25
	San Gabriel Valley	2.73	3.85	3.81



SGV Service Council February 2012 Meeting

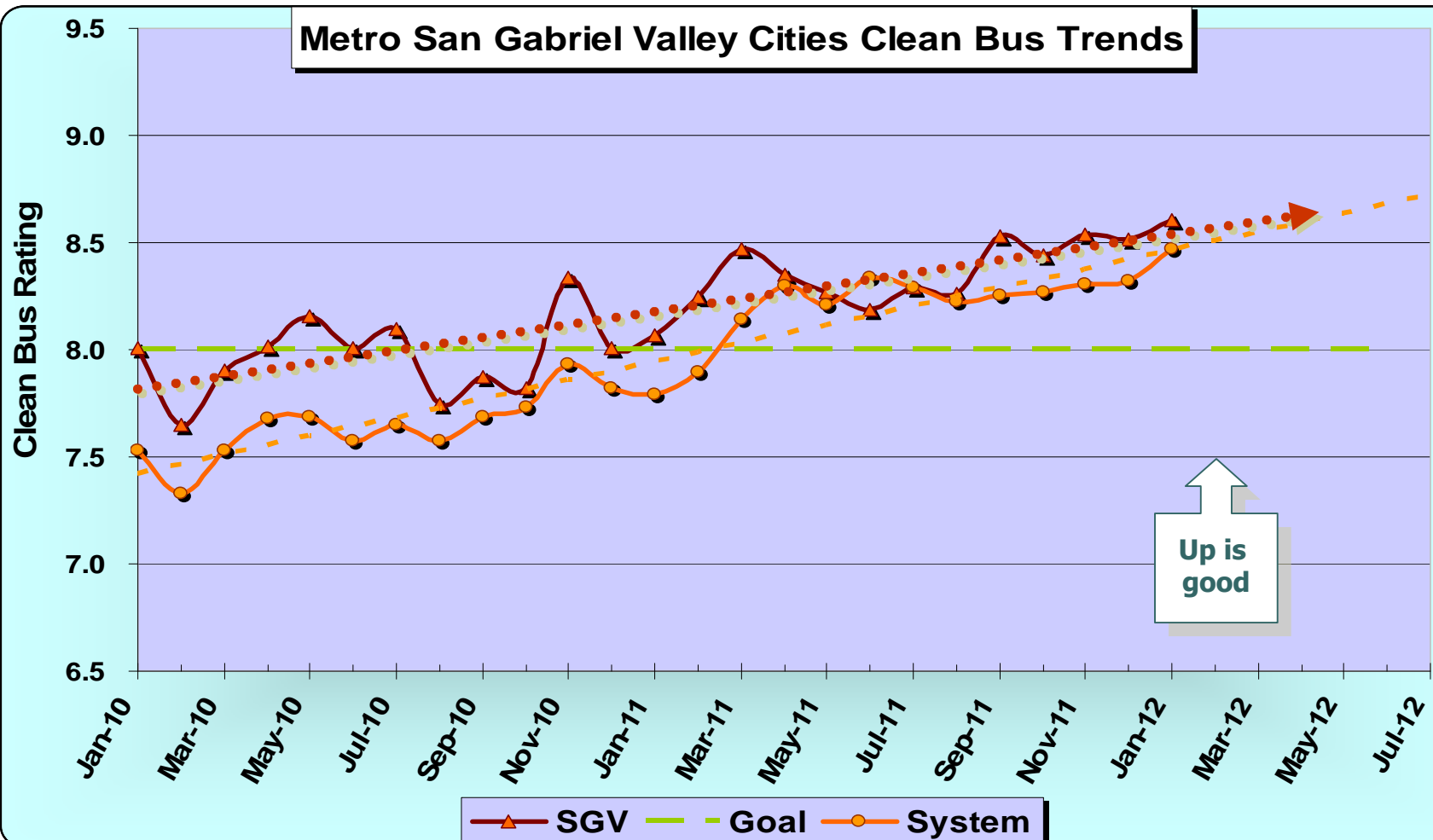
<u>Miles / Mech.</u>		Target	Dec.	YTD
<u>Road Call</u>	Metro Bus System	3,650	4,004	3,560
	San Gabriel Valley	3,650	3,814	3,775



SGV Service Council February 2012 Meeting

Clean Bus Rating

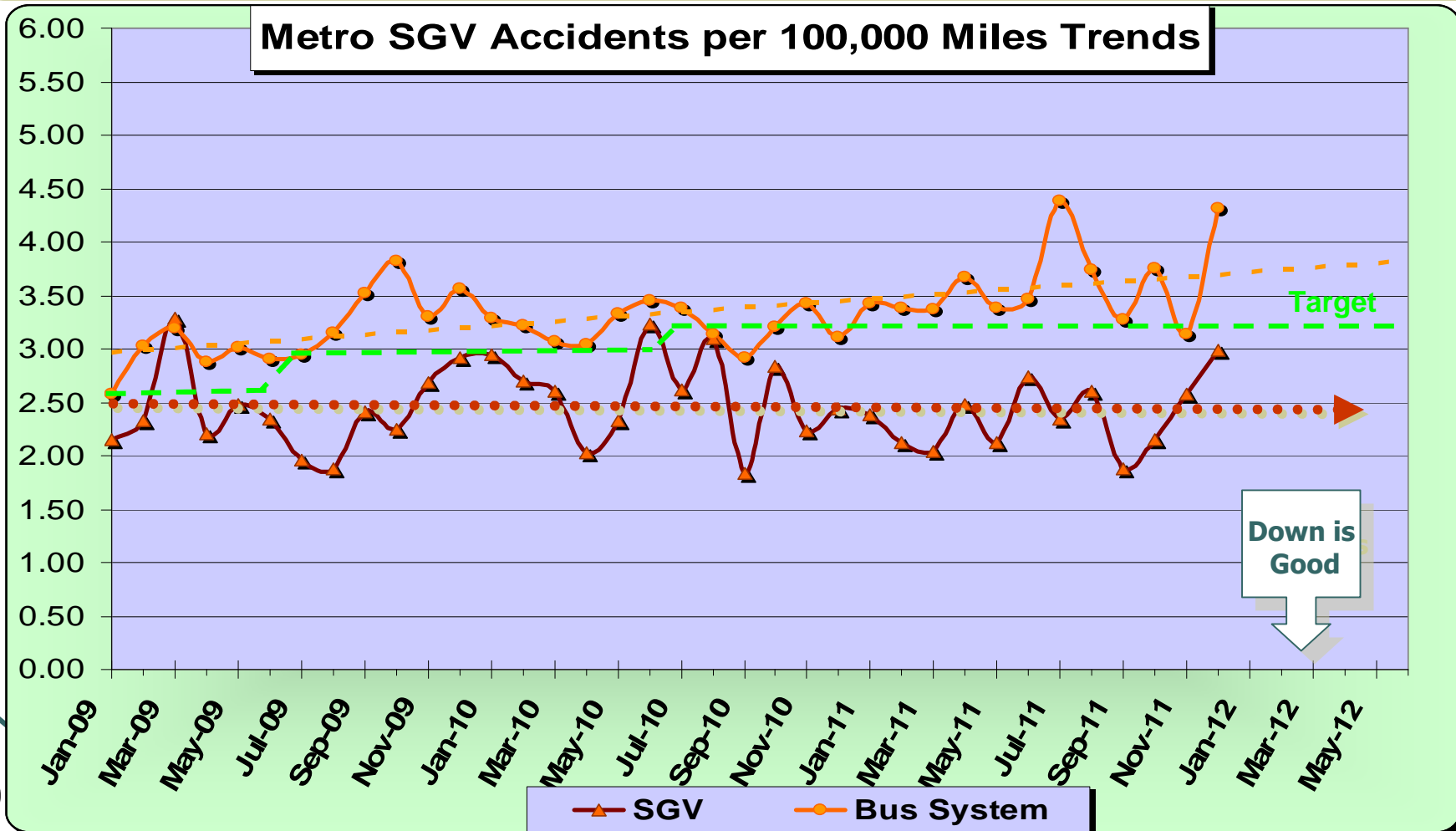
	Target	Dec.	YTD
Metro Bus System	8.0	8.32	8.28
San Gabriel Valley	8.0	8.52	8.45



SGV Service Council February 2012 Meeting

**Accidents /
100,000 Miles**

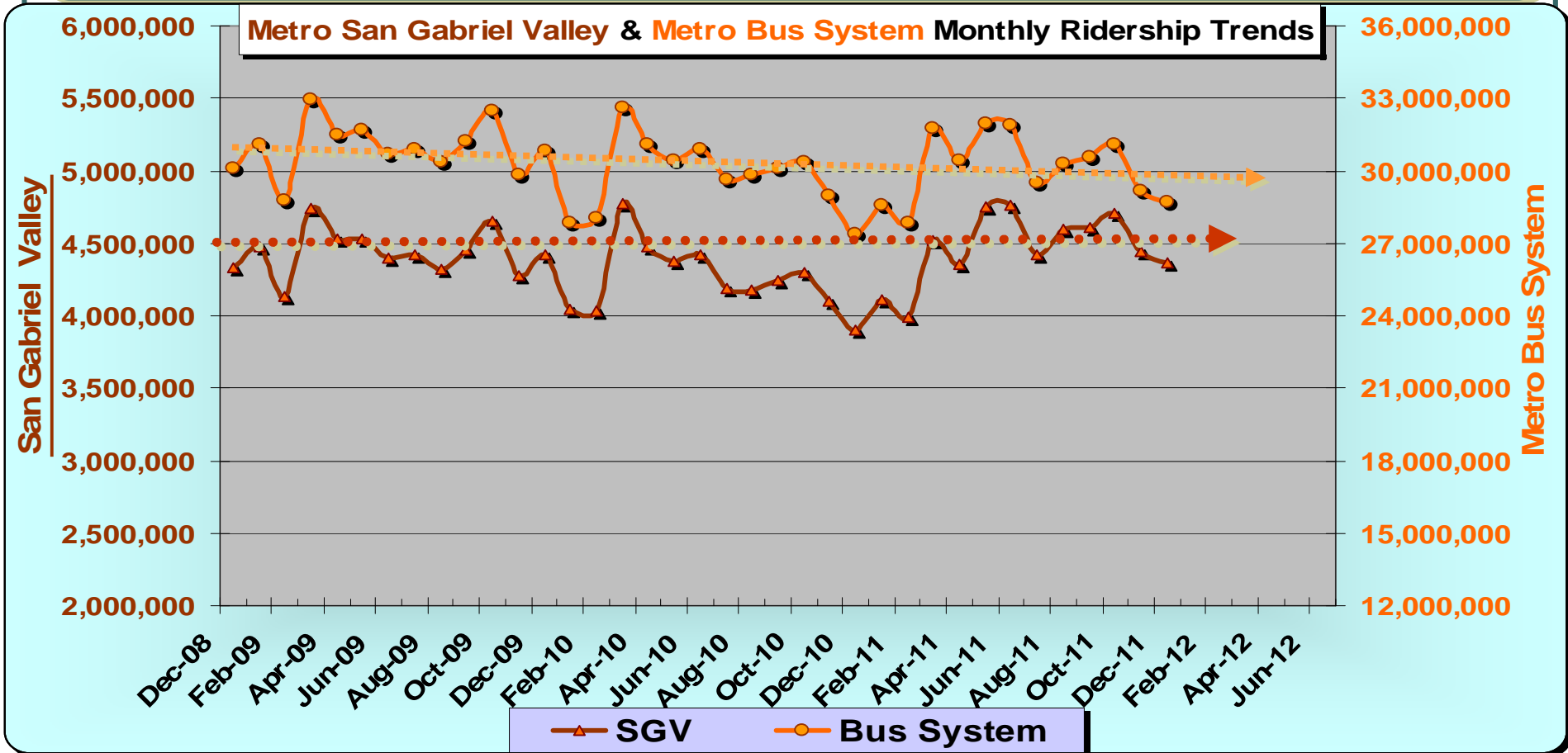
	Target	Dec.	YTD
Metro Bus System	3.20	4.32	3.77
San Gabriel Valley	2.46	2.99	2.46



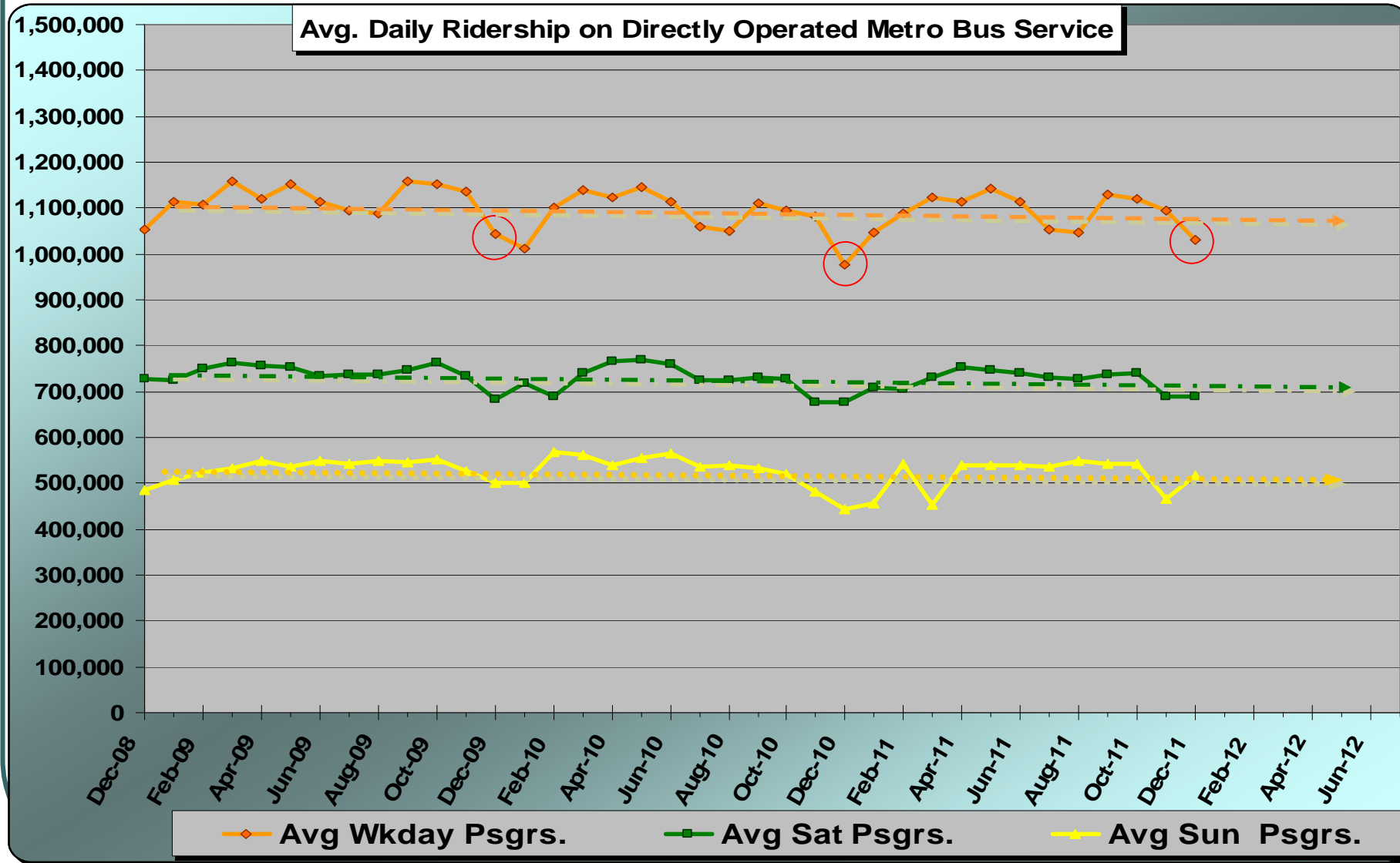
SGV Service Council February 2012 Meeting

Monthly Bus Ridership

	Target	Dec.	YTD
Metro Bus System	29,170,000	28,710,000	29,890,000
San Gabriel Valley	4,200,000	4,360,000	4,520,000

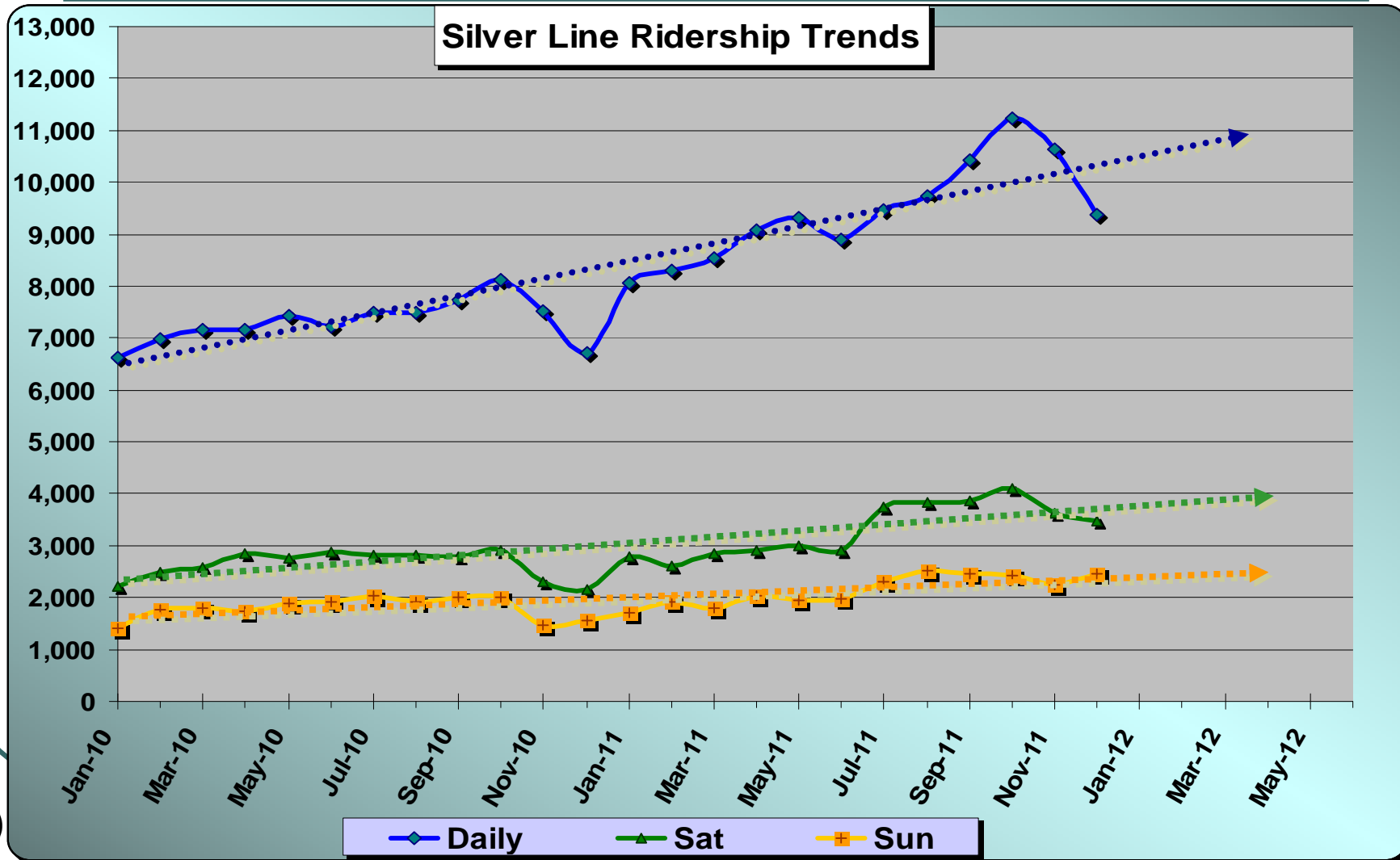


SGV Service Council February 2012 Meeting



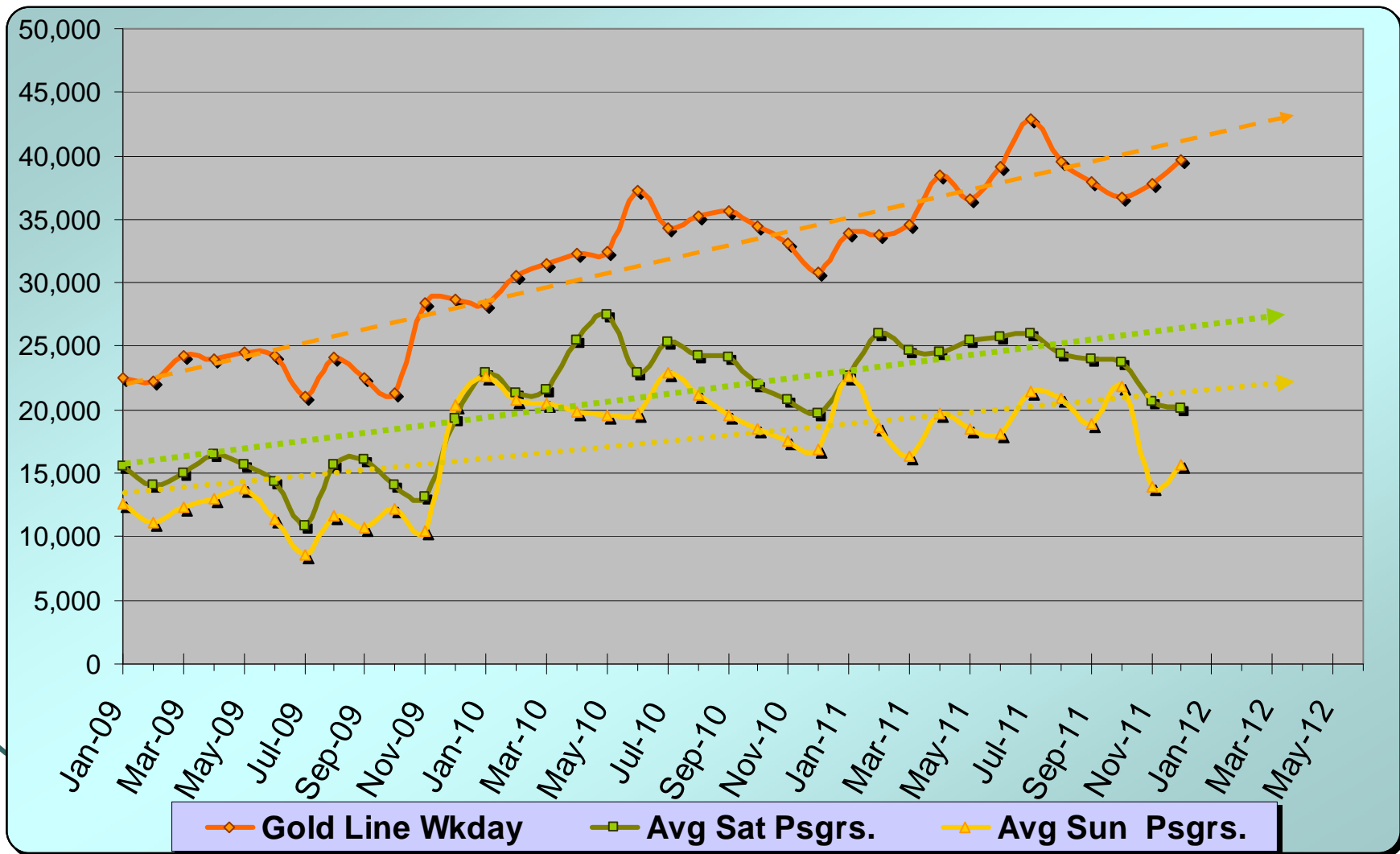
SGV Service Council February 2012 Meeting

Metro Silver Line Ridership Trends

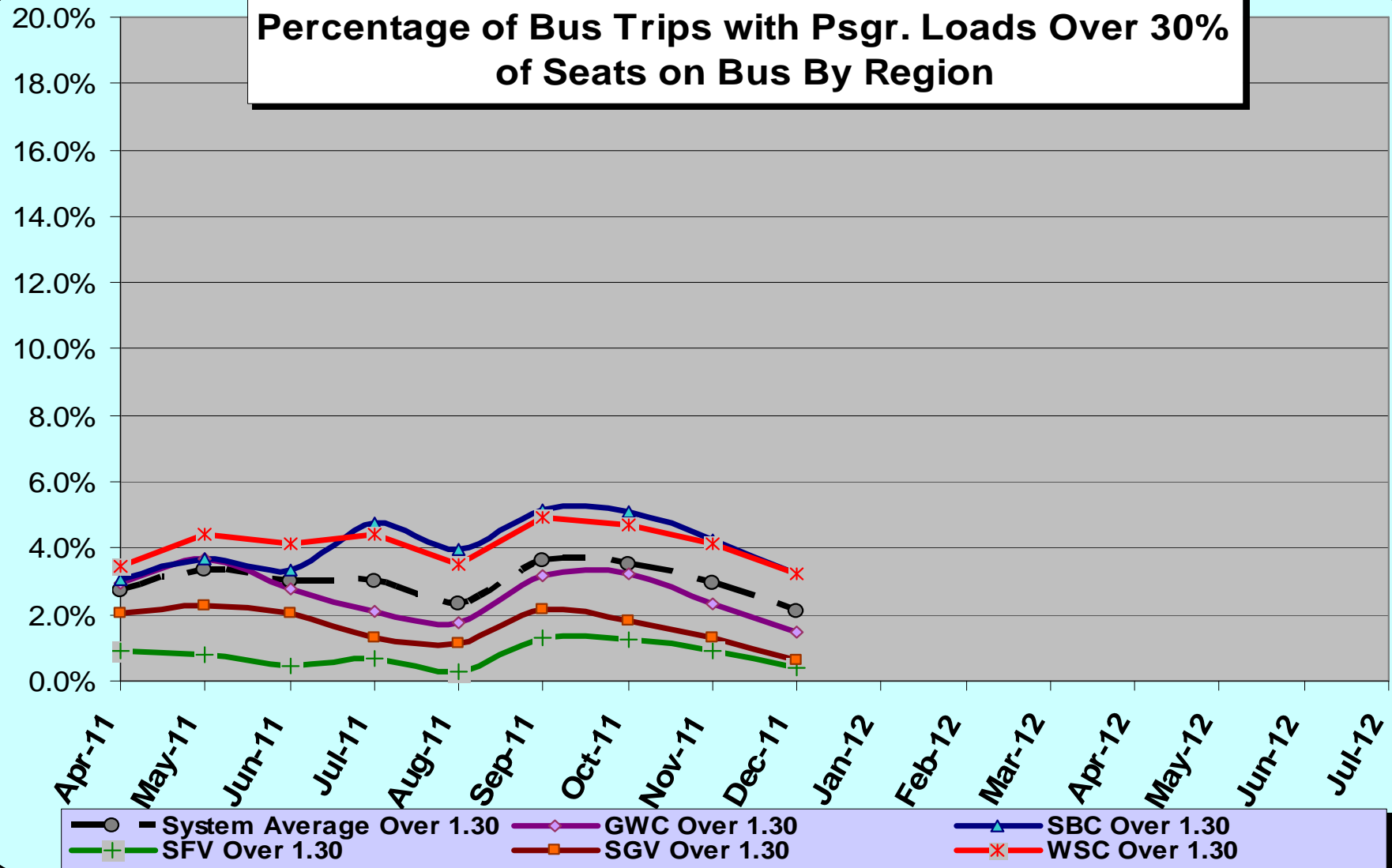


SGV Service Council February 2012 Meeting

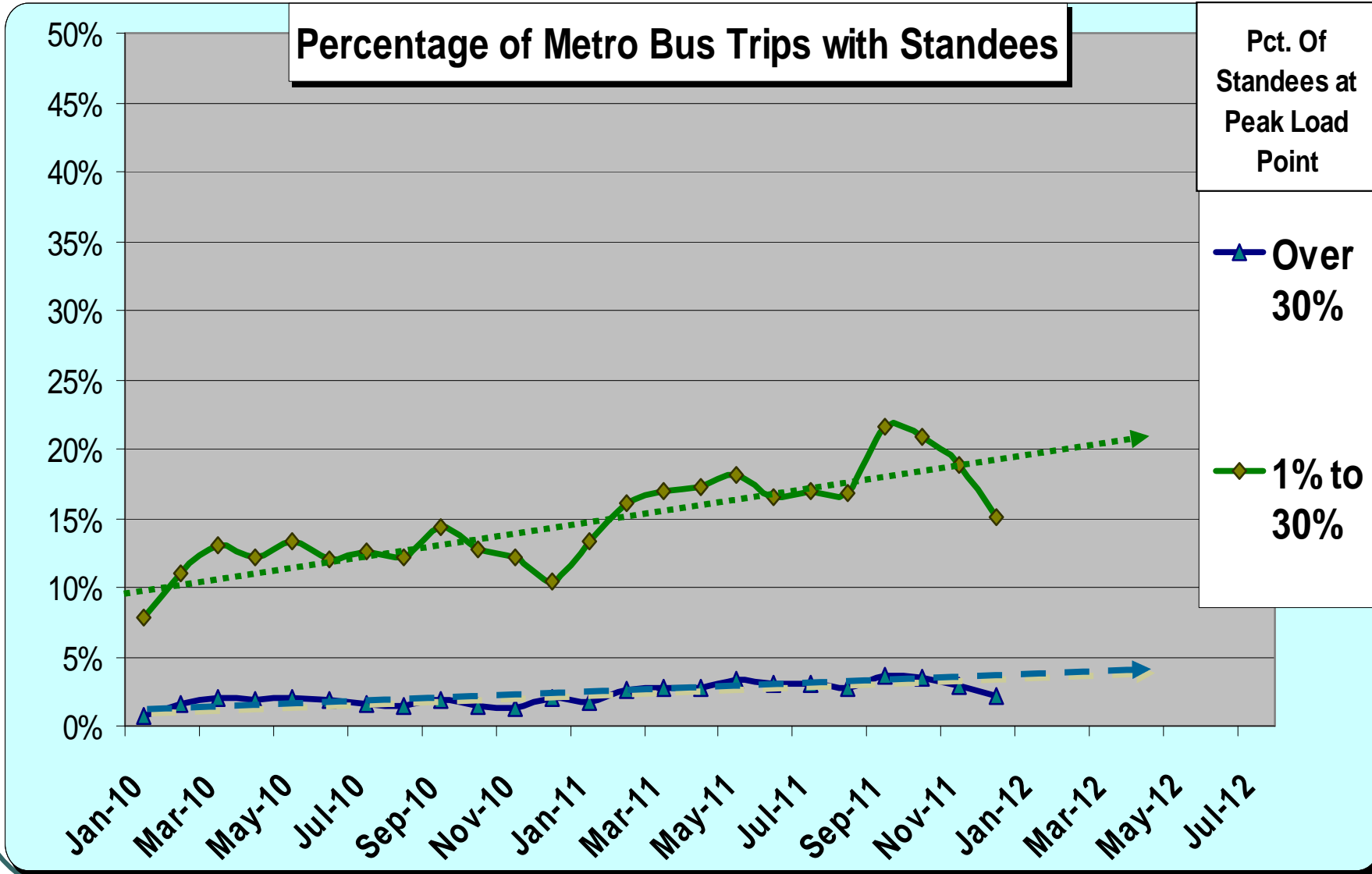
Metro Gold Line Ridership Trends








SGV Service Council February 2012 Meeting



SGV Service Council February 2012 Meeting



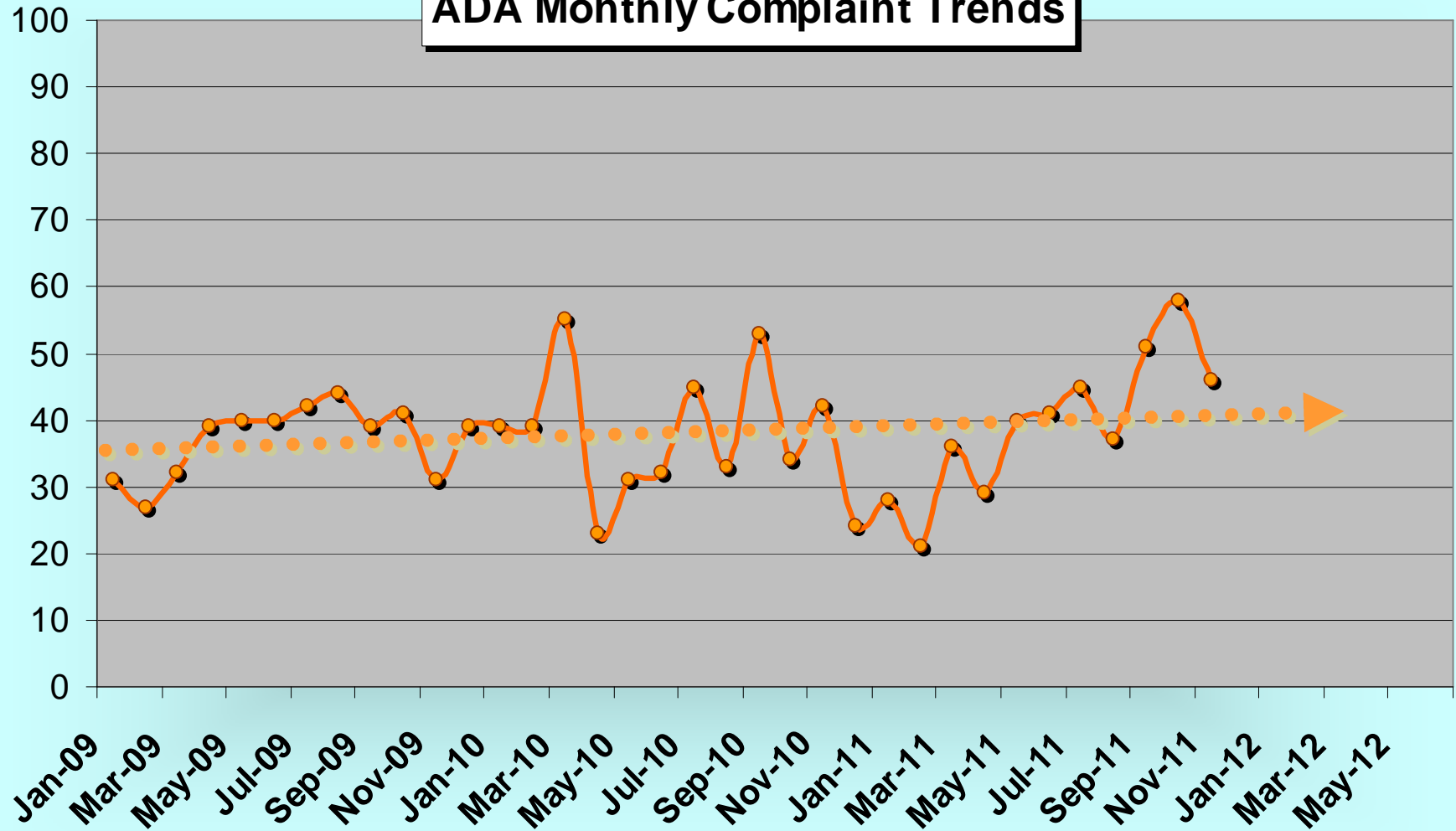
SGV Service Council February 2012 Meeting

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.	7.6	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.	8.2	Metro
Inglewood Bus Sta. 	8.4	Inglewood
LAX City Bus Sta. 	6.2	Metro
Norwalk Green Line Bus Sta.	7.2	Metro
North Hollywood Red Line Bus Sta.	7.1	Metro
Patsaouras Bus Plaza	8.2	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.	7.4	Metro
Universal Red Line Bus Sta. 	6.5	Metro
Average Rating	7.64	



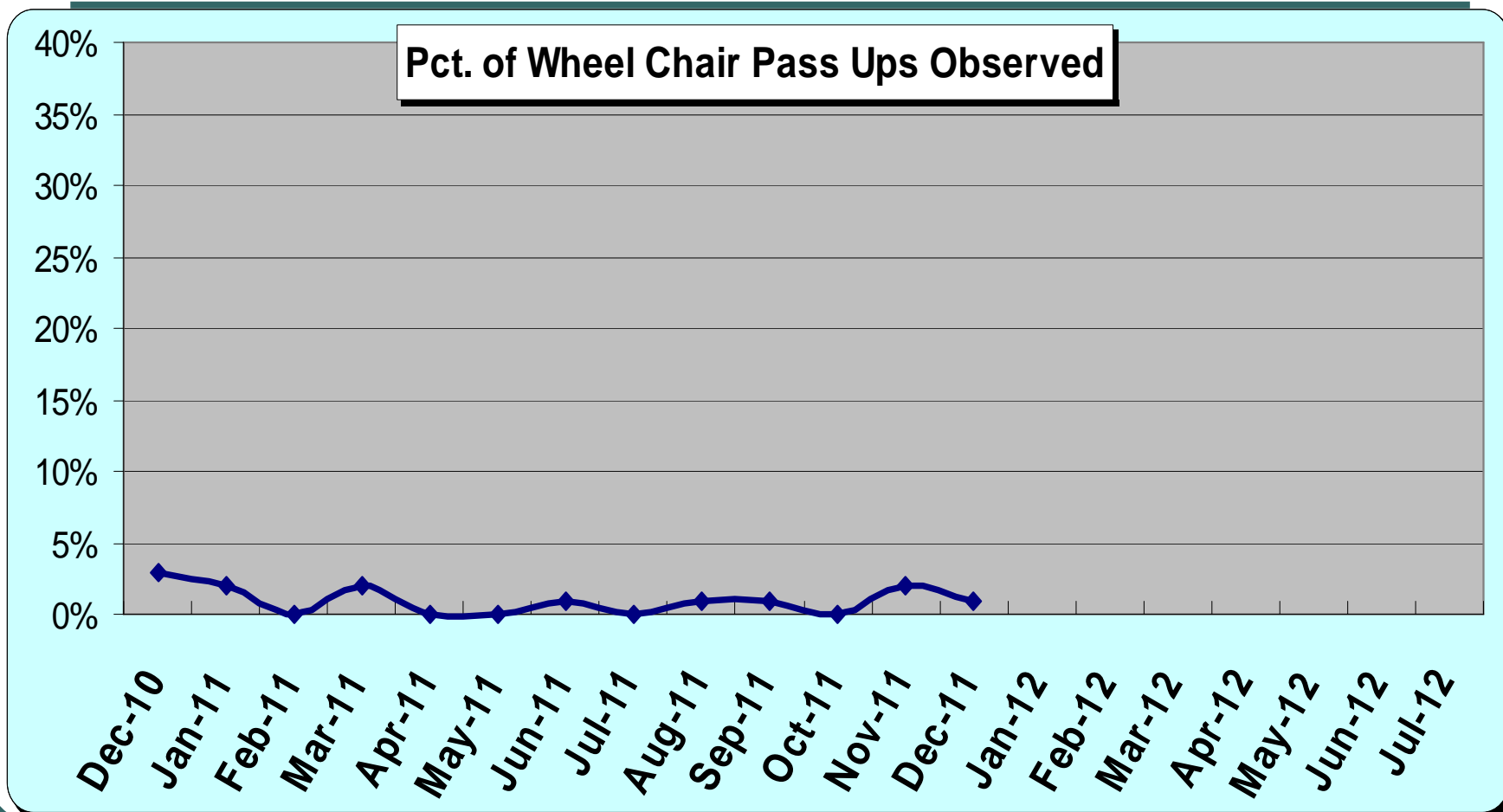
SGV Service Council February 2012 Meeting

ADA Monthly Complaint Trends



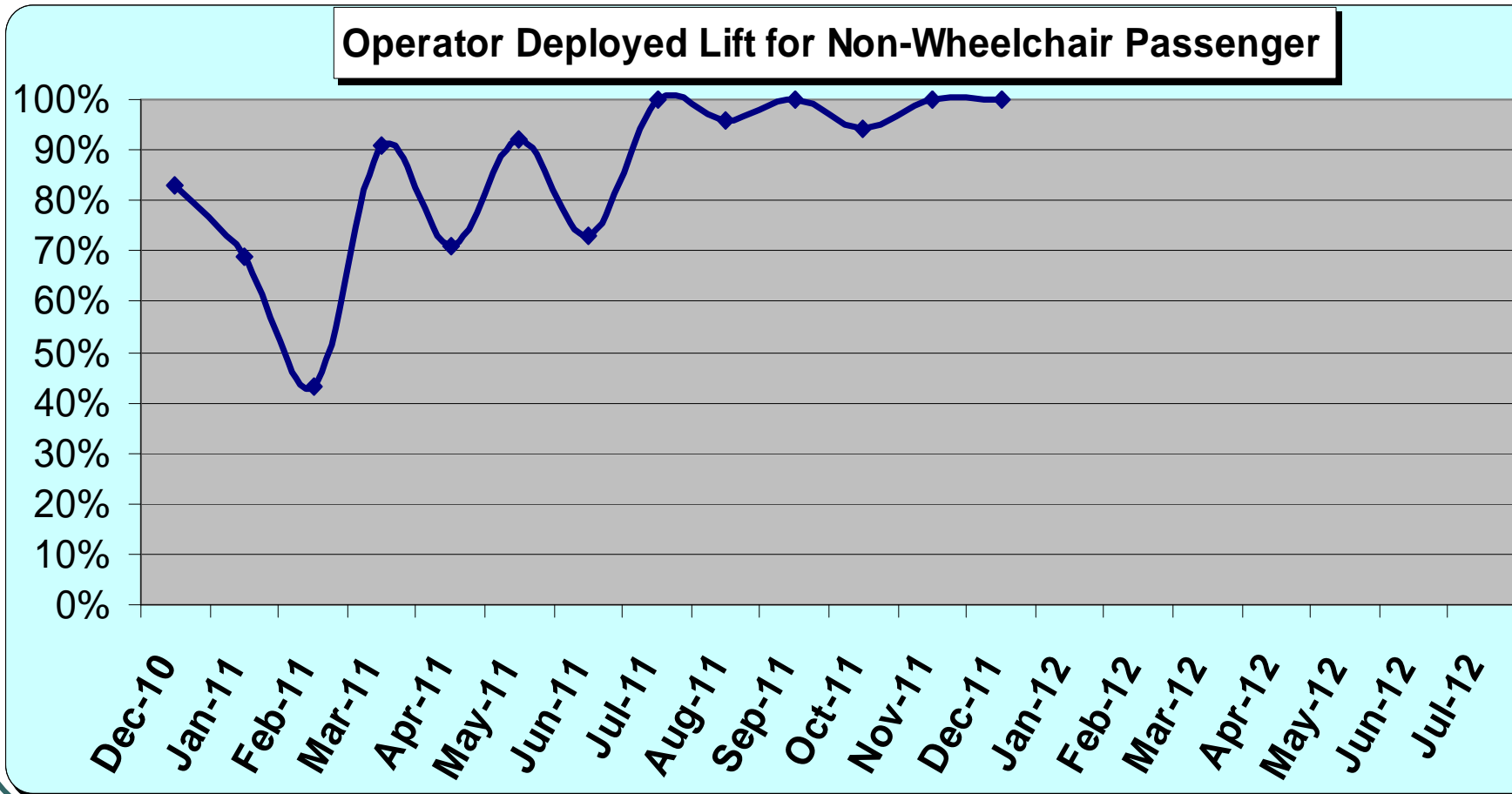
SGV Service Council February 2012 Meeting

Mystery Riders Observations



SGV Service Council February 2012 Meeting

Mystery Riders Observations



SGV Service Council February 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. This bus's drivers are 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%

SGV Service Council February 2012 Meeting

First Quarterly Passenger Survey

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%

SGV Service Council February 2012 Meeting

First Quarterly Passenger Survey

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

SGV: 176, 258, 485

SFV: 156, 685, 750

Expo Light Rail Line Update

Pre-Revenue Service Has Started

Service Council Expo Line Tour

December 2011 Service Changes
to be Implemented in March