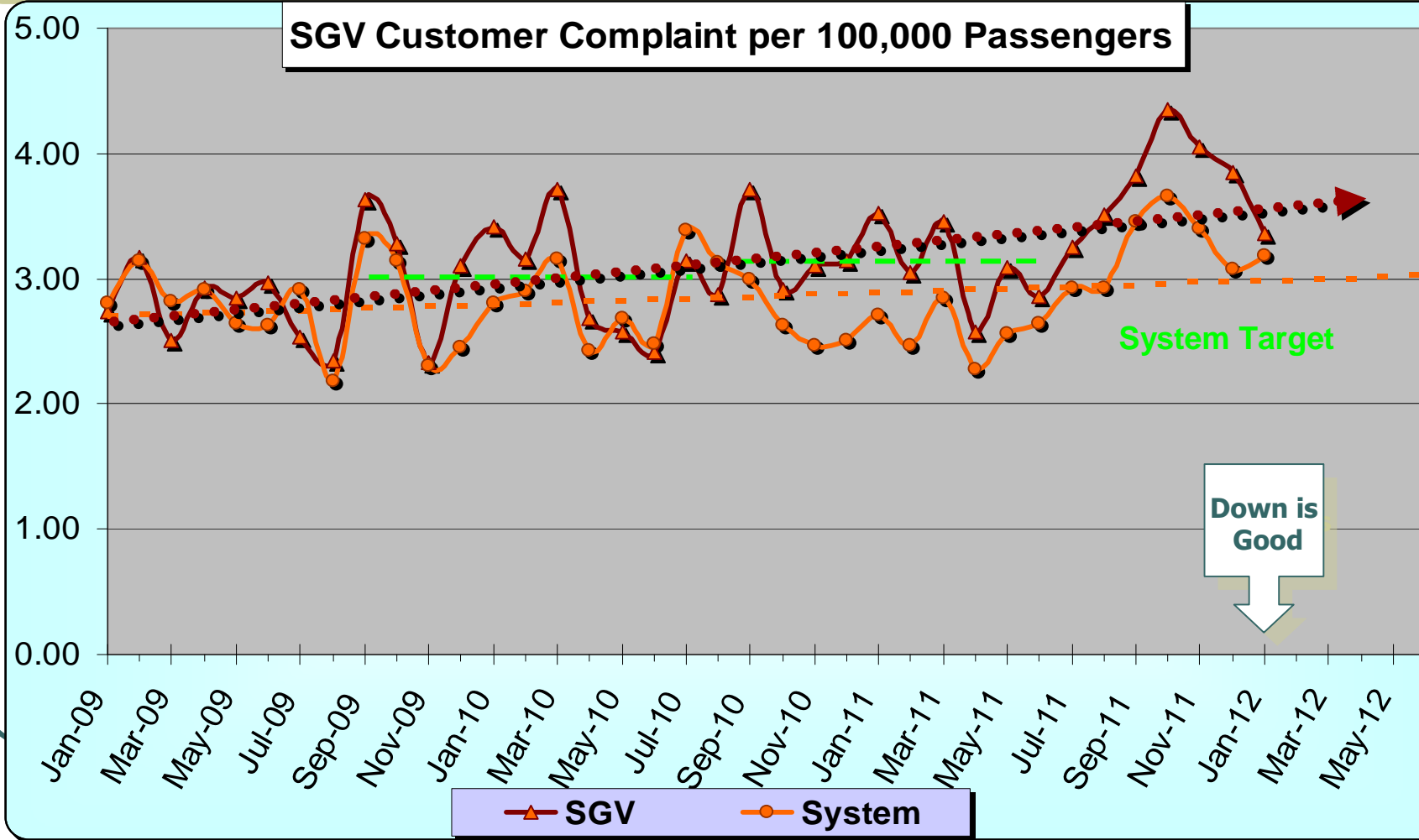


***Metro San Gabriel Valley  
Service Council  
March 12, 2012 Meeting***

**Performance Report  
for *January 2012***

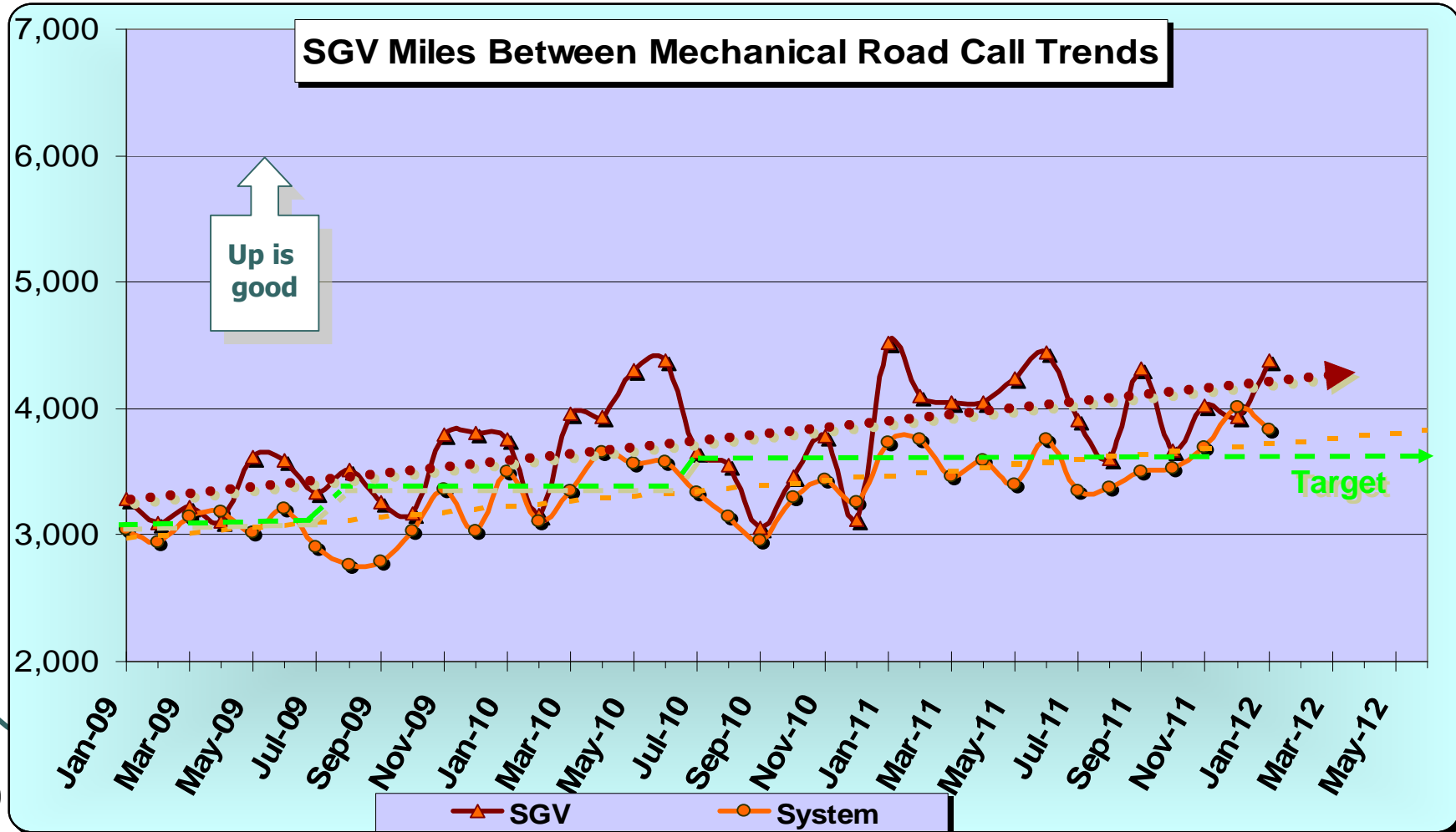
# SGV Service Council March 2012 Meeting

<u>Complaints / 100,000 Psgrs.</u>		Target	Jan.	YTD
	<b>Metro Bus System</b>	<b>2.29</b>	<b>3.19</b>	<b>3.24</b>
	<b>San Gabriel Valley</b>	<b>2.73</b>	<b>3.36</b>	<b>3.75</b>



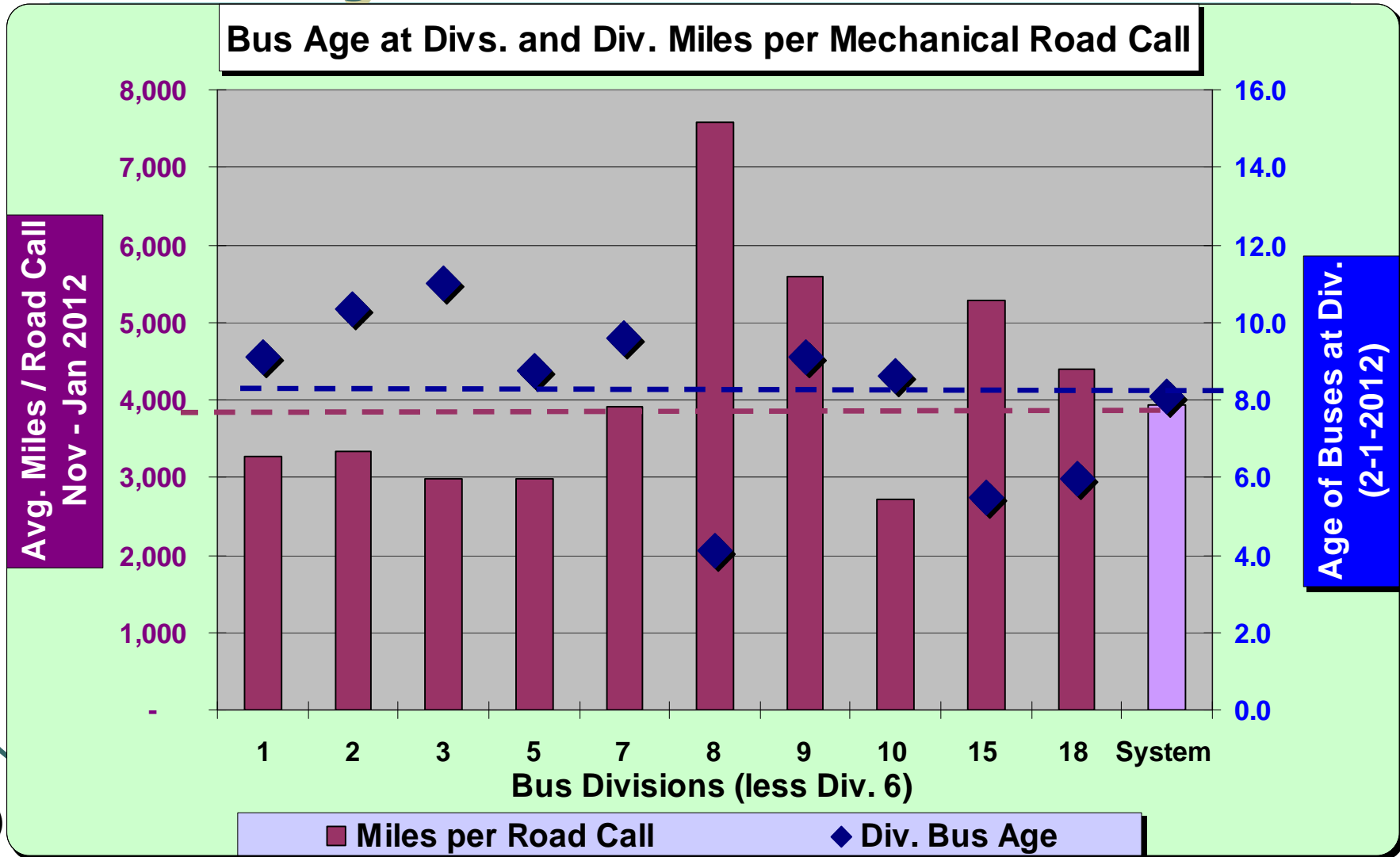
# SGV Service Council March 2012 Meeting

<u>Miles / Mech.</u> <u>Road Call</u>		Target	Jan.	YTD
	Metro Bus System	3,650	3,827	3,596
	San Gabriel Valley	3,650	4,384	3,955



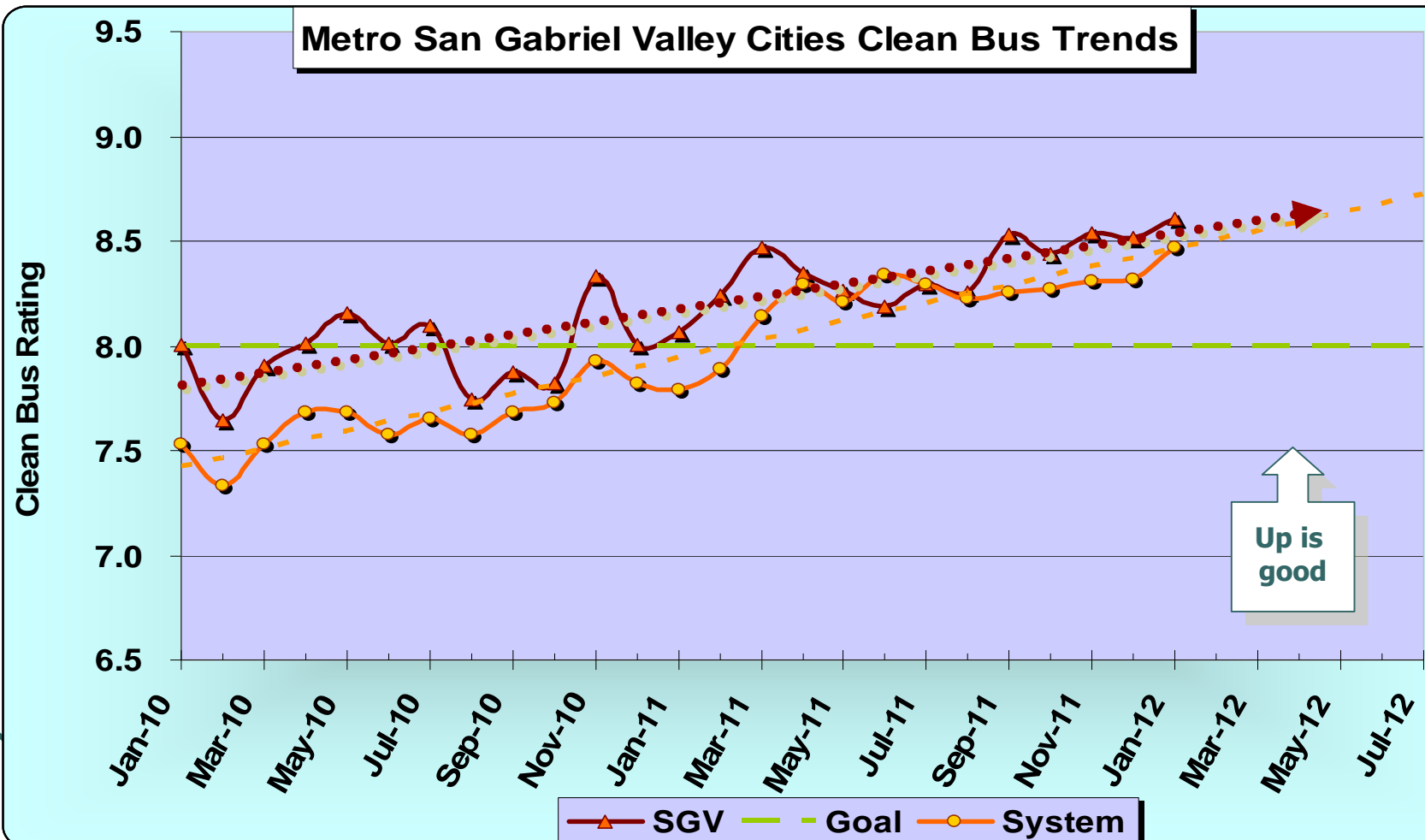
# SGV Service Council March 2012 Meeting

## Bus Age at Divisions vs Avg. Miles Between Road Calls



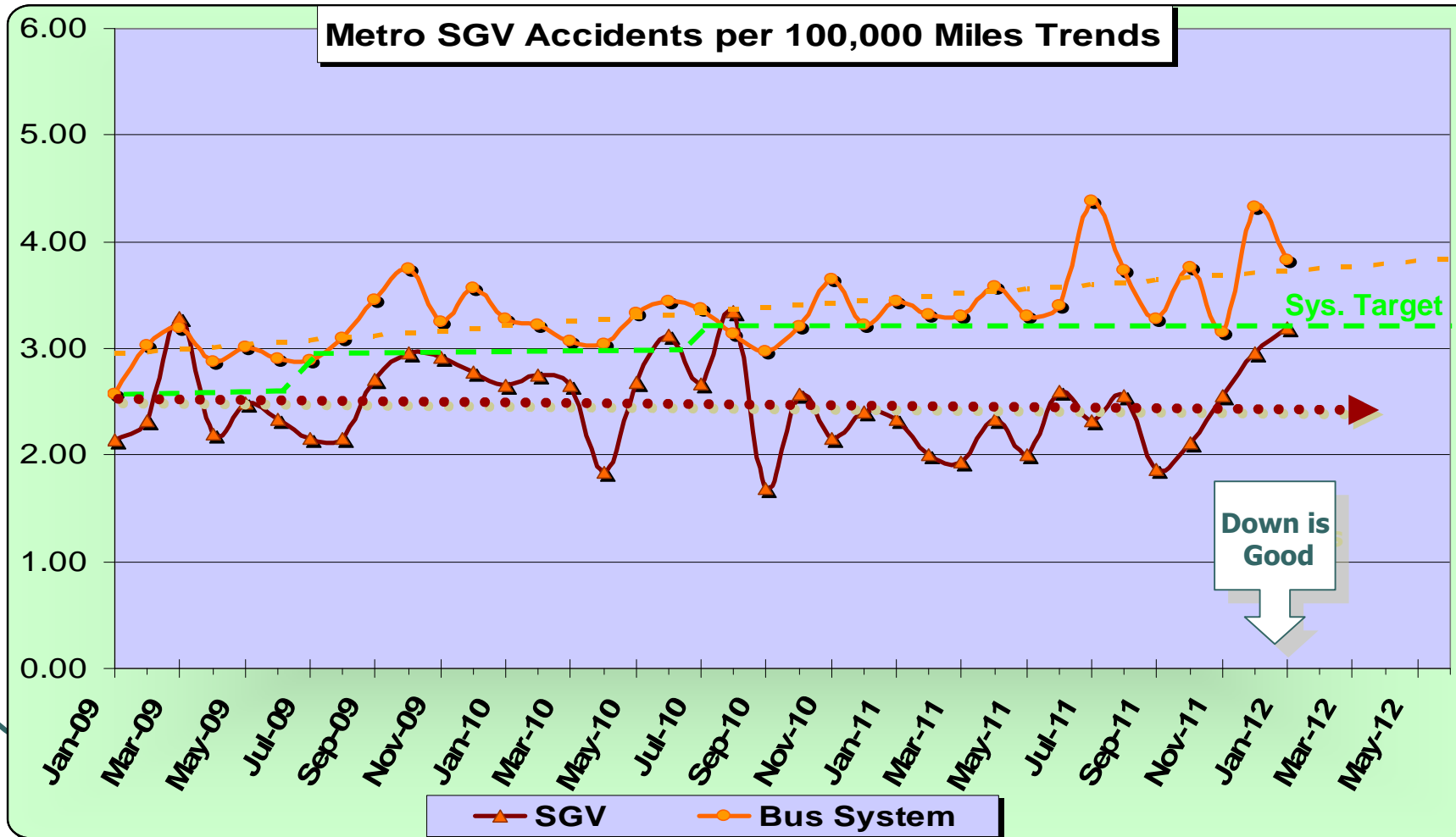
# SGV Service Council March 2012 Meeting

<u>Clean Bus Rating</u>		Target	Jan.	YTD
	<b>Metro Bus System</b>	<b>8.0</b>	<b>8.47</b>	<b>8.31</b>
	<b>San Gabriel Valley</b>	<b>8.0</b>	<b>8.61</b>	<b>8.45</b>



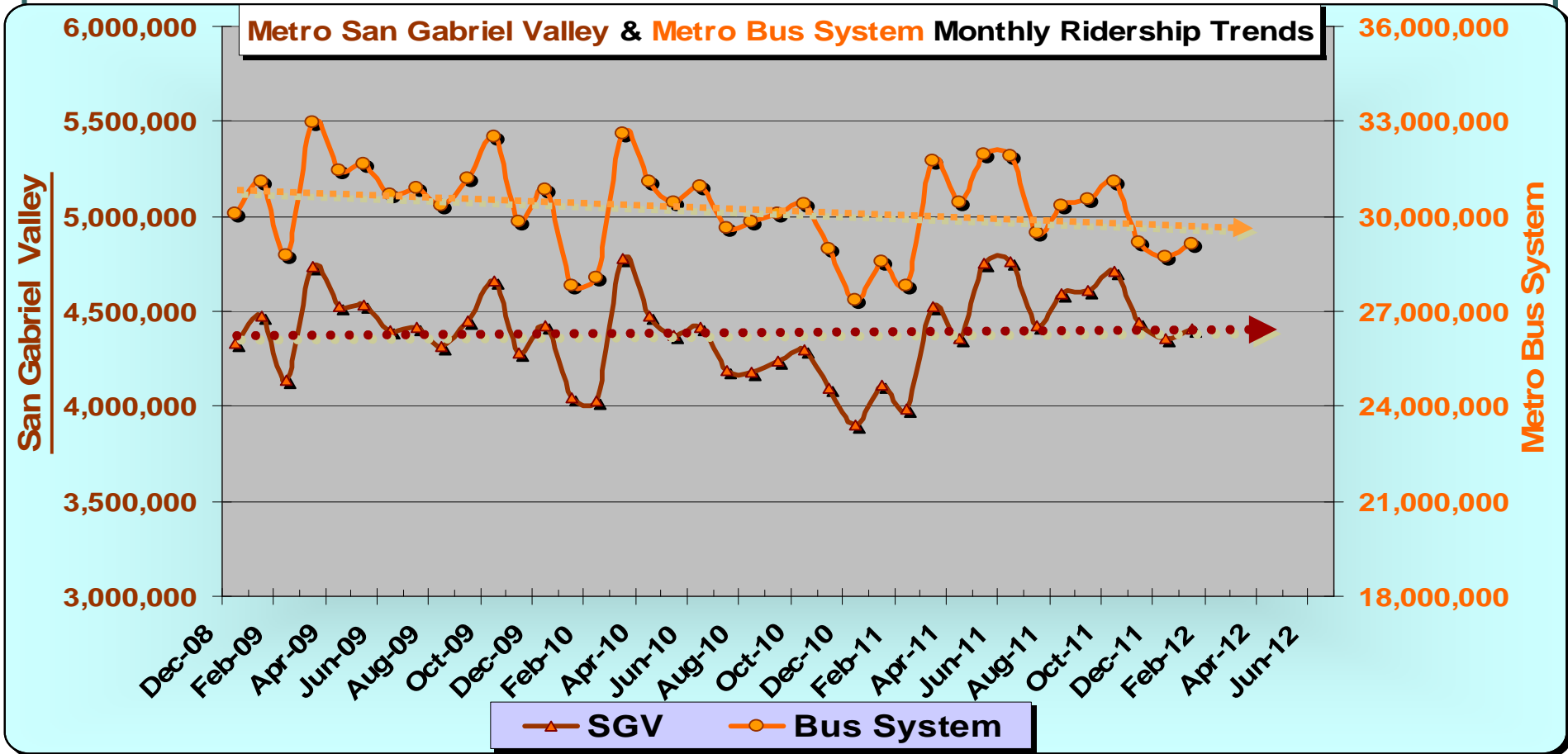
# SGV Service Council March 2012 Meeting

<u>Accidents / 100,000 Miles</u>		Target	Jan.	YTD
	<b>Metro Bus System</b>	<b>3.20</b>	<b>3.83</b>	<b>3.78</b>
	<b>San Gabriel Valley</b>	<b>2.46</b>	<b>3.19</b>	<b>2.51</b>

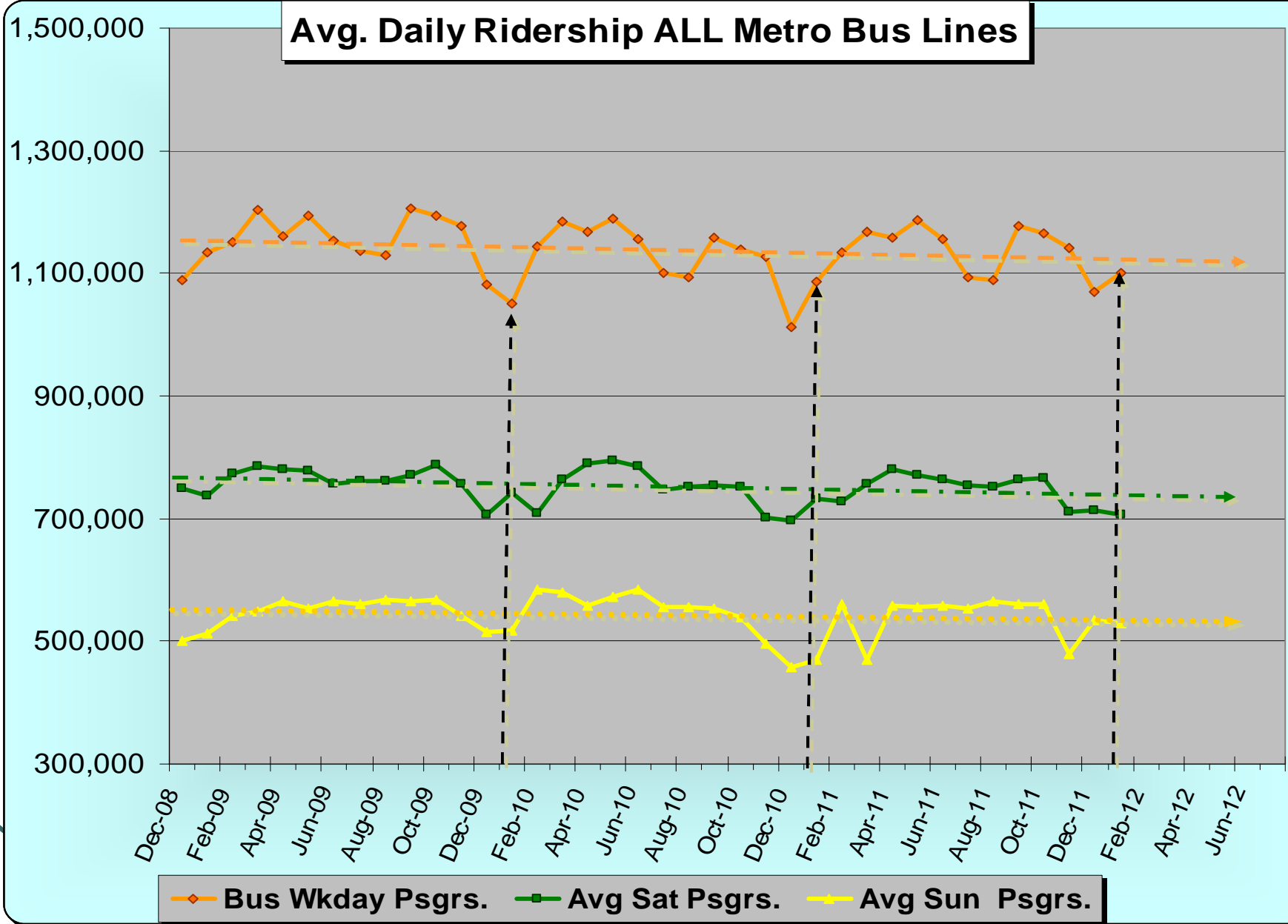


# SGV Service Council March 2012 Meeting

		Target	Jan.	YTD
<b>Monthly Bus Ridership</b>	<b>Metro Bus System</b>	29,170,000	29,120,000	29,890,000
	<b>San Gabriel Valley</b>	4,200,000	4,410,000	4,510,000



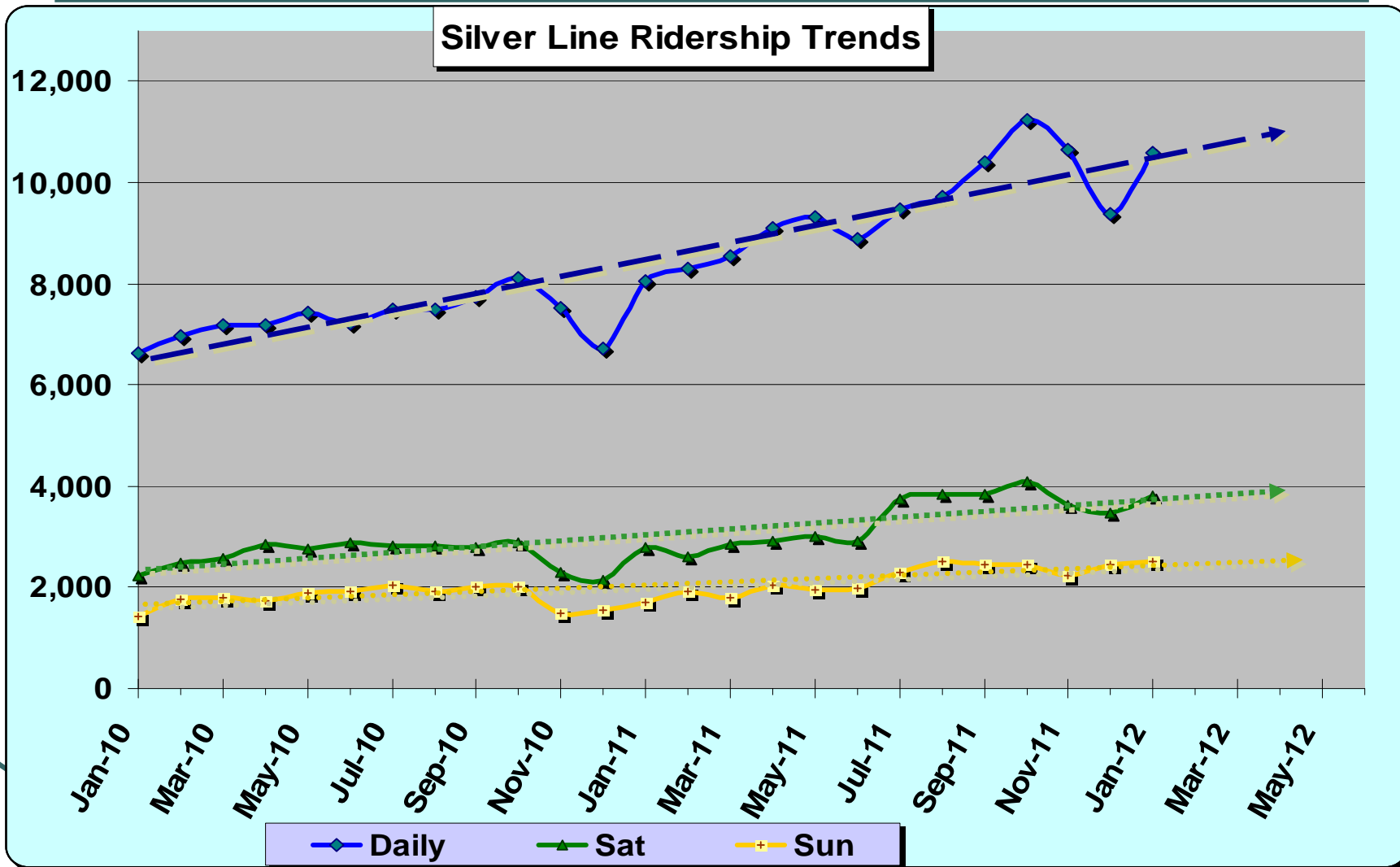
# SGV Service Council March 2012 Meeting





# SGV Service Council March 2012 Meeting

## Metro Silver Line Ridership Trends



# SGV Service Council March 2012 Meeting

Silver Line Eastbound					
Bus Stops	Ons	Offs	Load	Trips	Avg Load
ARTESIA TRANS CTR	1,332	0	1,332	80	16.7
TRANSIT WAY / ROSECR.	123	17	1,438	80	18.0
TRANSIT WAY / I-105 STA	419	123	1,734	80	21.7
TRANSIT WAY / MANCH.	168	77	1,825	80	22.8
TRANSIT WAY / SLAUSON	84	77	1,832	80	22.9
TRANSIT WAY / 37TH ST	62	91	1,803	80	22.5
HOV ROADWAY / ADAMS	37	74	1,766	80	22.1
FIGUEROA / WASHINGTON	82	67	1,781	80	22.3
FIGUEROA / PICO	55	79	1,757	80	22.0
FIGUEROA / OLYMPIC	55	102	1,710	80	21.4
FIGUEROA / 7TH	523	677	1,556	99	15.7
OLIVE / 5TH	490	182	1,864	99	18.8
OLIVE / GEN. KOSCIUSZKO	111	57	1,918	99	19.4
1ST / HILL	573	126	2,365	99	23.9
SPRING / 1ST - CITY HALL	233	84	2,514	99	25.4
BUSWAY / ALAMEDA	578	141	2,951	99	29.8
USC MED CTR B-WAY STA	132	75	3,008	99	30.4
CAL STATE LA B-WAY STA	157	623	2,542	99	25.7
EL MONTE STA	24	2,566	0	99	0.0
	<b>5,238</b>	5,238			

Silver Line Westbound					
Bus Stops	Ons	Offs	Load	Trips	Avg Load
EL MONTE STA	2,883	0	2,883	99	29.1
CAL STATE LA B-WAY STA	635	189	3,329	99	33.6
USC MED CTR B-WAY STA	57	169	3,217	99	32.5
BUSWAY / ALAMEDA	153	729	2,641	99	26.7
SPRING / 1ST	86	495	2,232	99	22.5
1ST / HILL	104	571	1,765	99	17.8
GRAND / 3RD	67	294	1,538	99	15.5
FLOWER / 5TH	157	293	1,402	99	14.2
FLOWER / 7TH	546	492	1,456	78	18.7
FLOWER / OLYMPIC	72	65	1,463	78	18.8
FIGUEROA / PICO	81	58	1,486	78	19.1
WASHINGTON	85	74	1,497	78	19.2
FLOWER / ADAMS	72	83	1,486	78	19.1
TRANSIT WAY / 37TH	71	79	1,478	78	18.9
TRANSIT WAY / SLAUSON	77	79	1,476	78	18.9
TRANSIT WAY / MANCH.	64	116	1,424	78	18.3
TRANSIT WAY / I-105 STA	128	410	1,142	78	14.6
TRANSIT WAY / ROSECR.	14	135	1,021	78	13.1
ARTESIA TRANSIT CTR	12	1033	0	78	0.0
	<b>5,364</b>	5,364			

Boarding Psgrs

SBC 4,014 = 37.9%

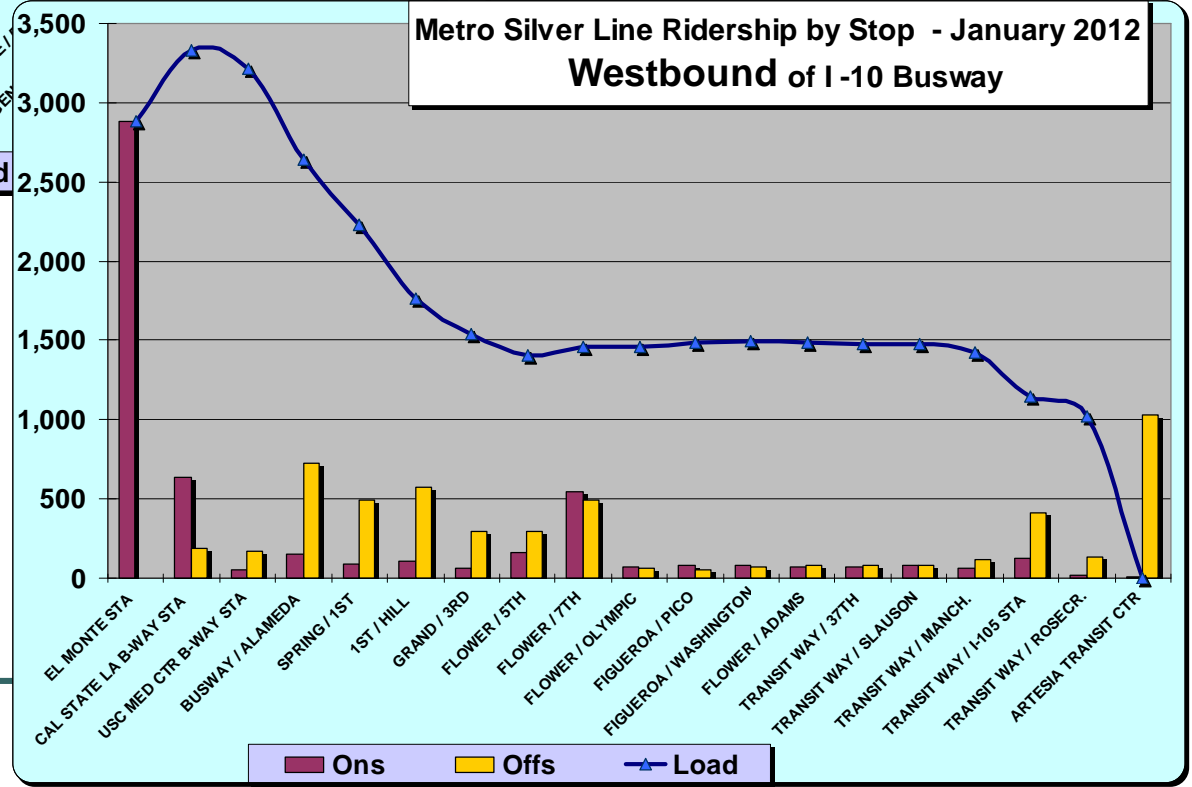
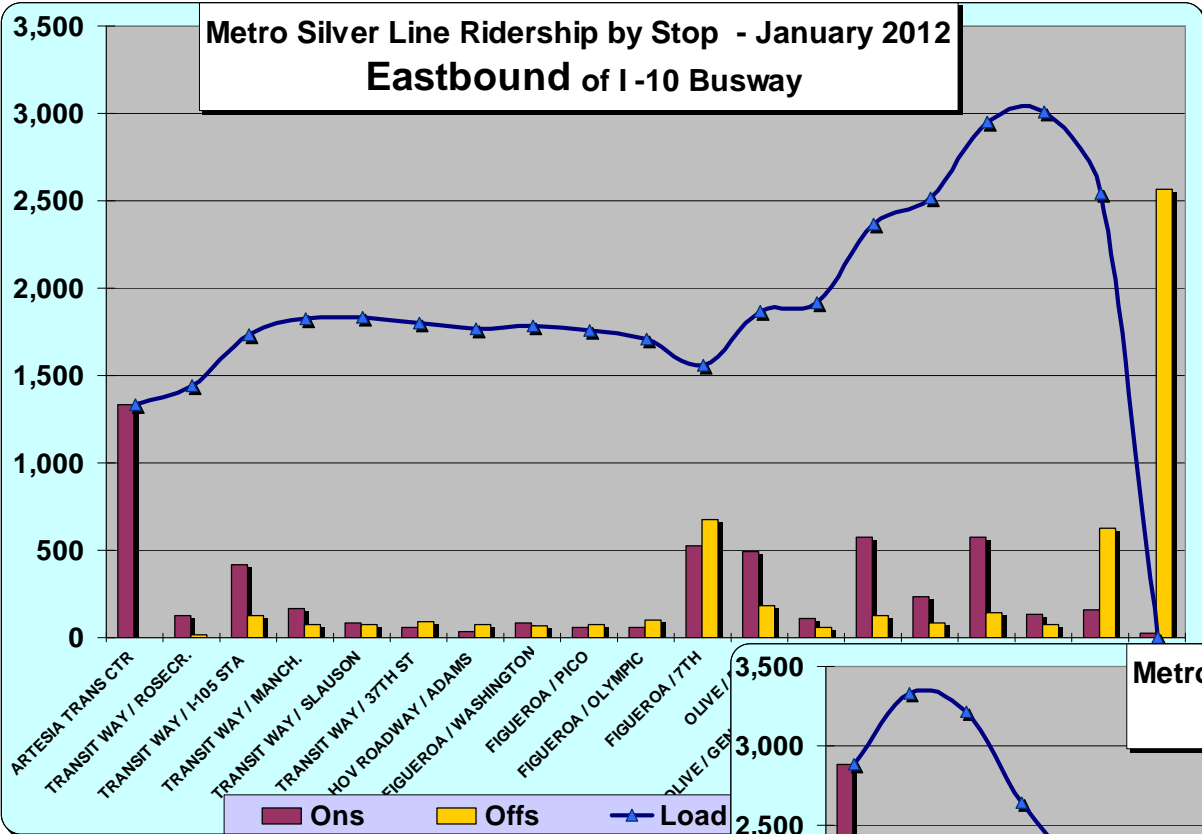
SGV 6,588 = 62.1%

One-Way Bus Trips

SBC 158 = 44.4%

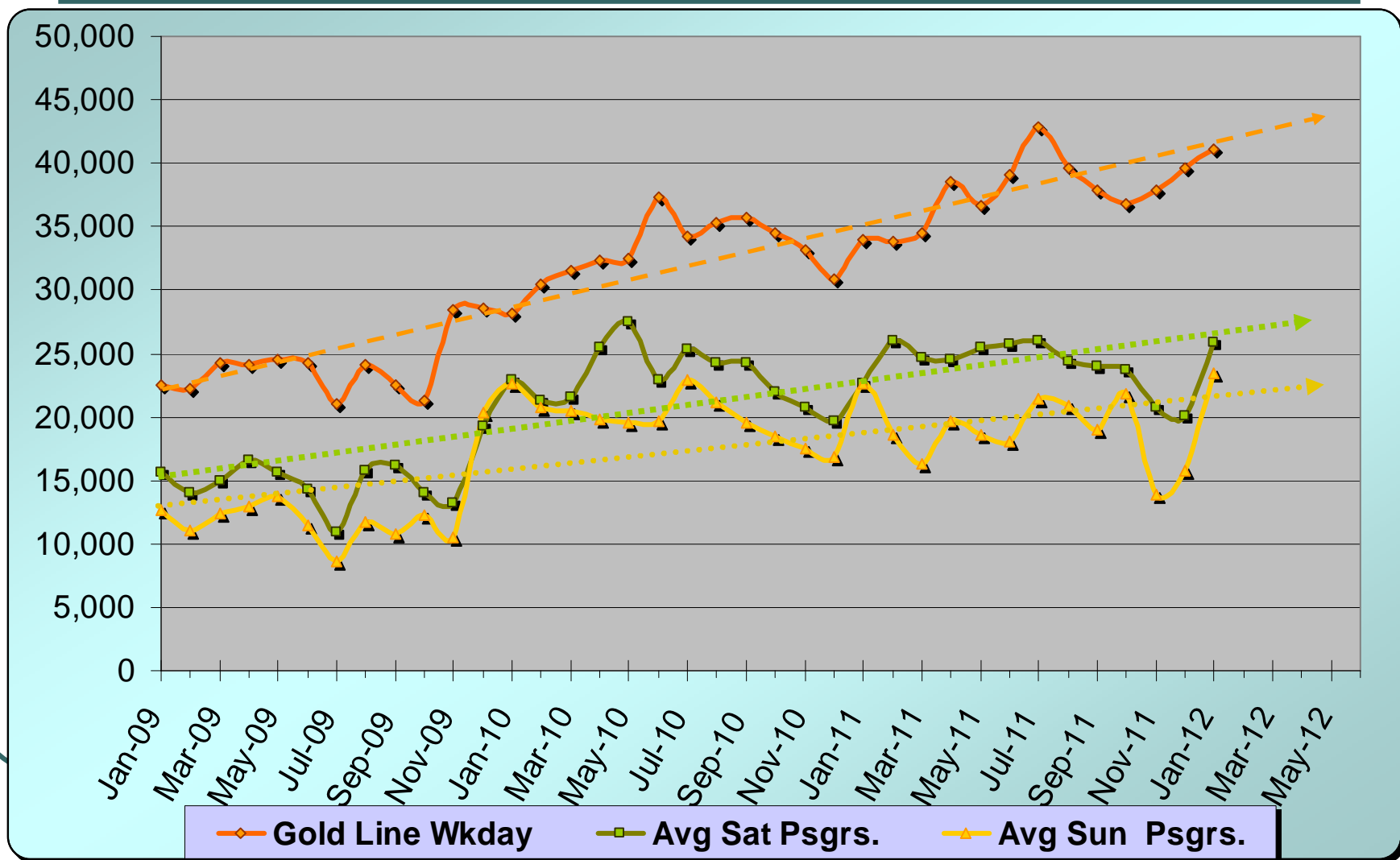
SGV 198 = 55.6%





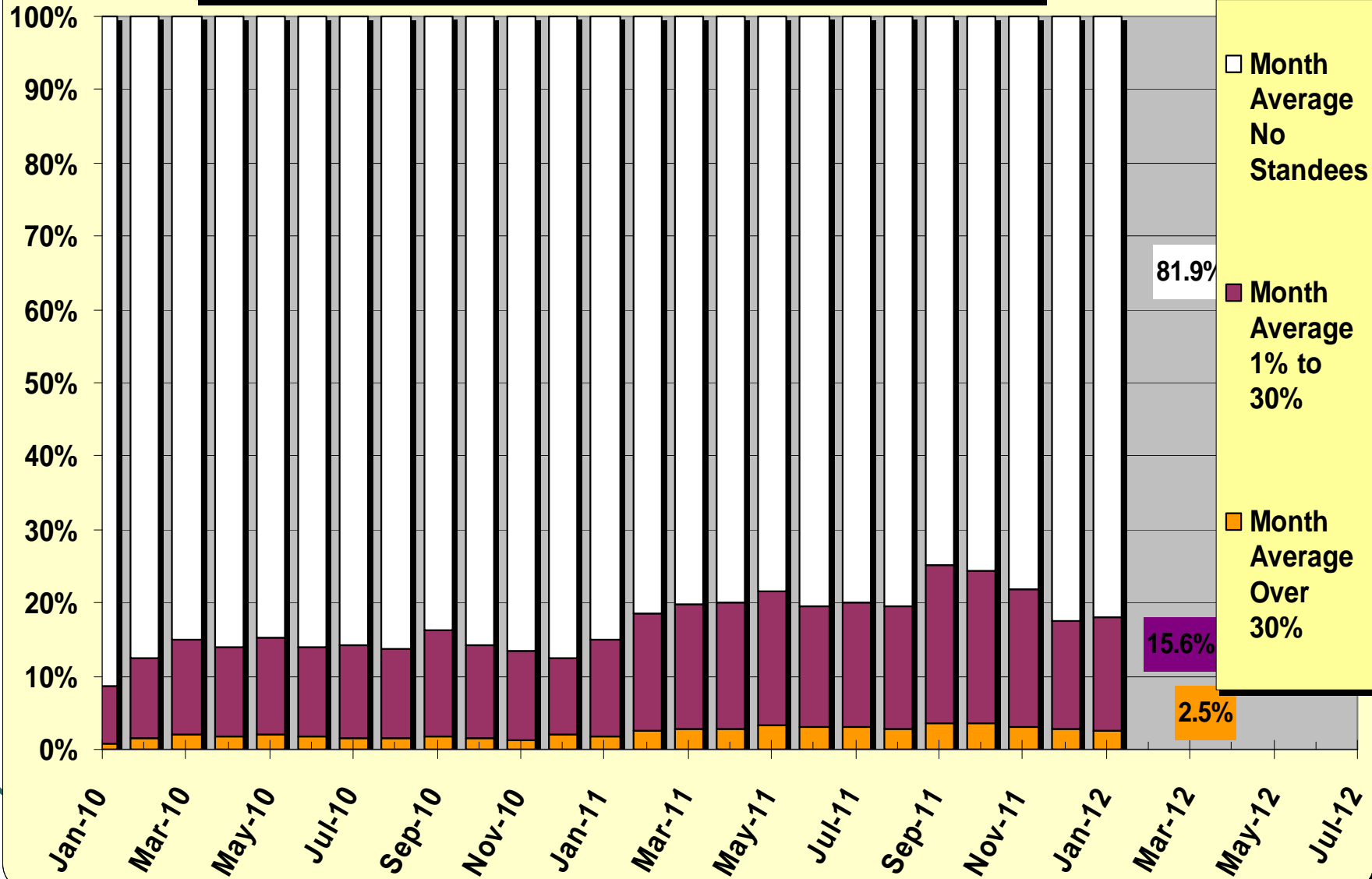
# SGV Service Council March 2012 Meeting

## Metro Gold Line Ridership Trends

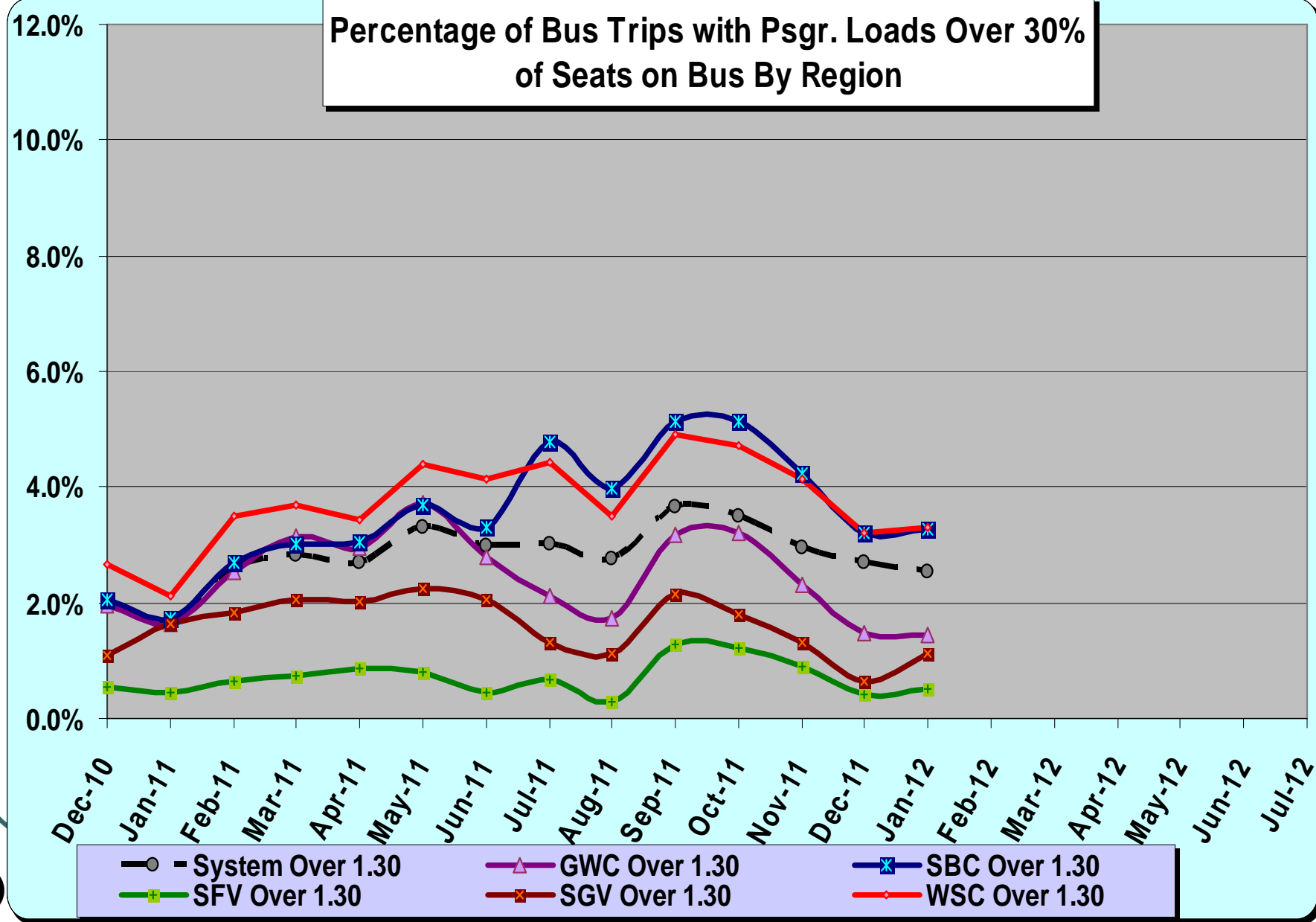


# SGV Service Council March 2012 Meeting

Metro Bus Service Average Load Factor by Month

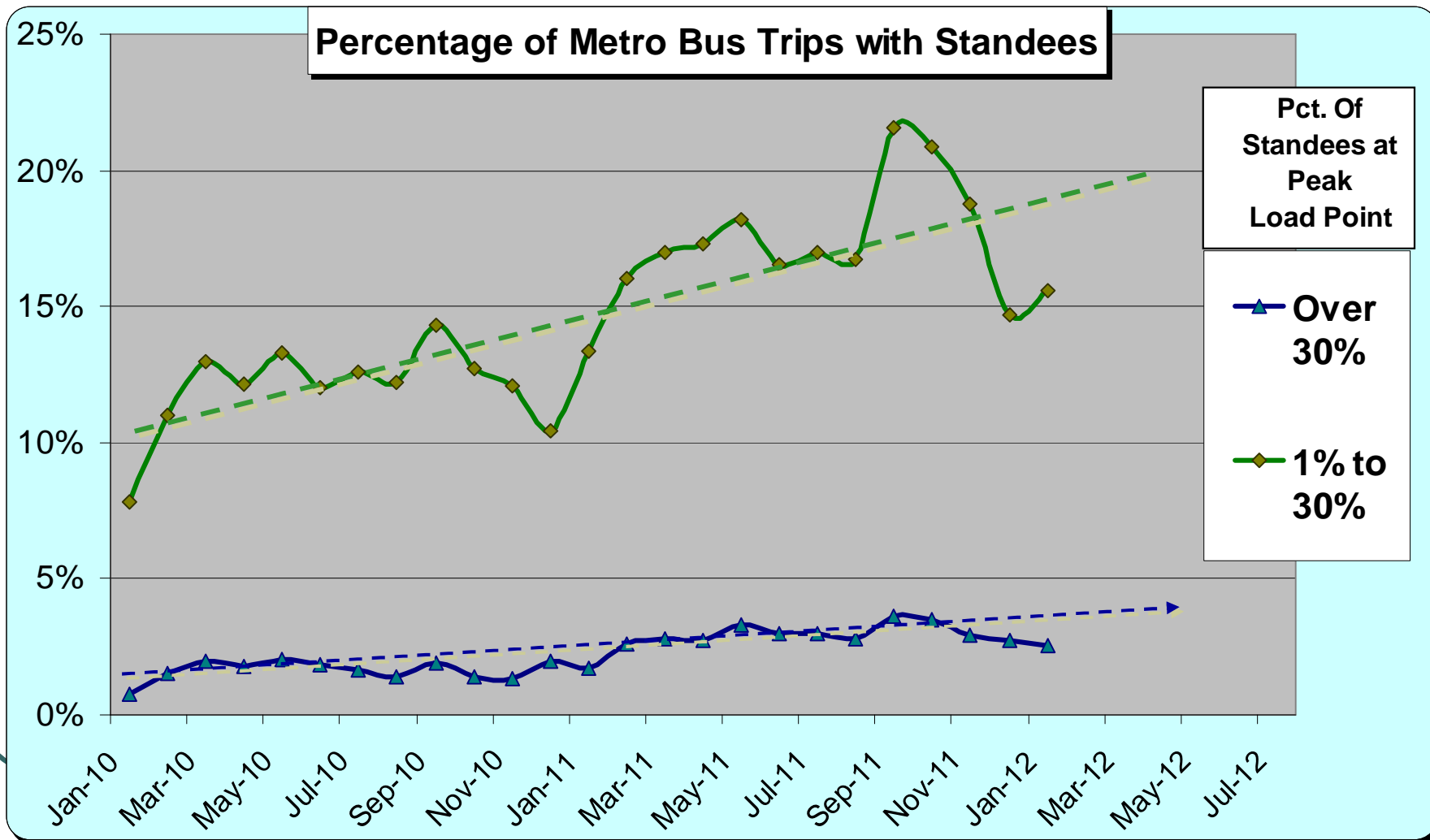


# SGV Service Council March 2012 Meeting

















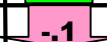



# SGV Service Council March 2012 Meeting

## Metro Bus Trips with Standees



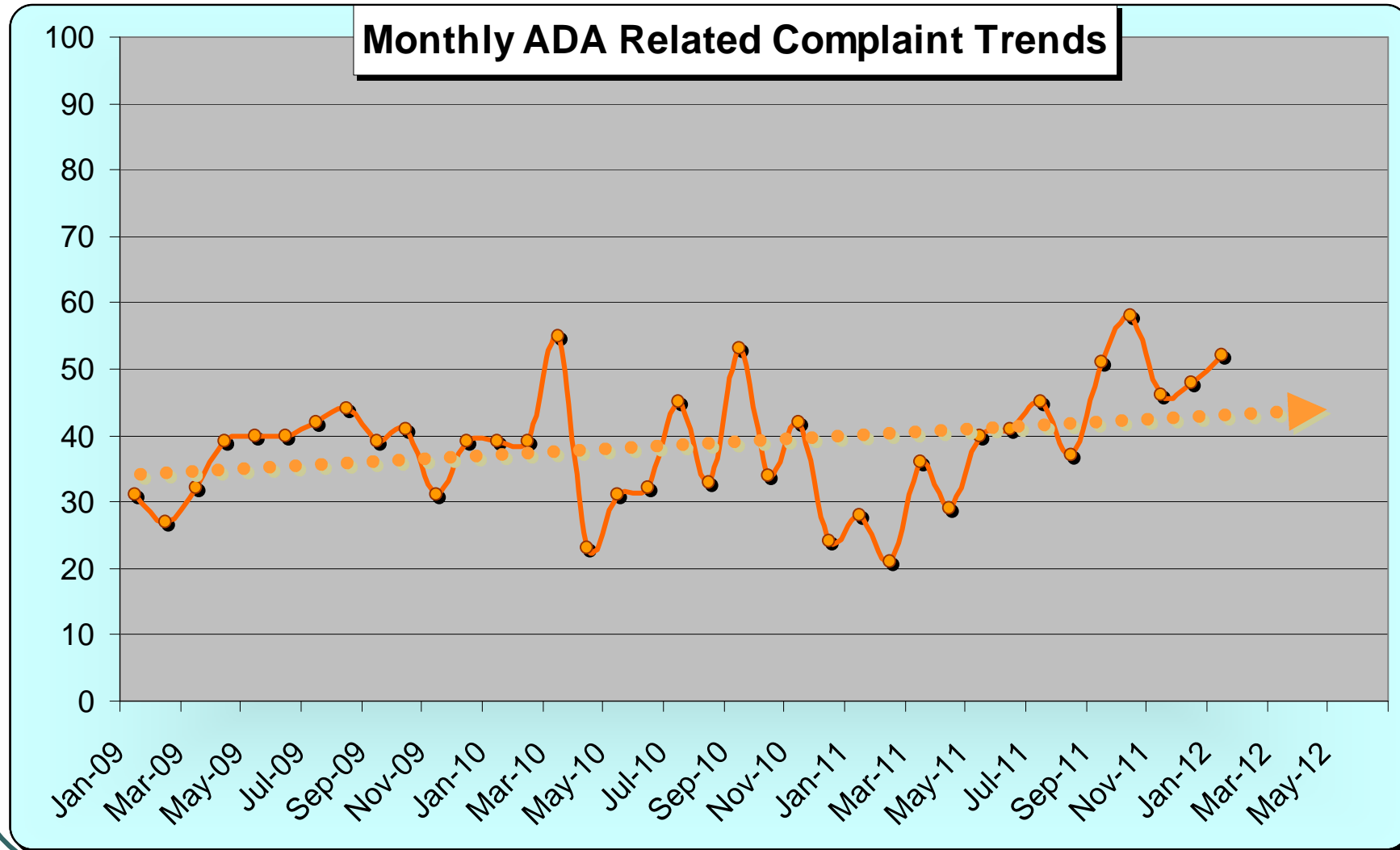
# SGV Service Council March 2012 Meeting

<b>Bus Stations Evaluated</b>	<b>Score</b>	<b>Agency</b>	<b>Chng.</b>
Artesia Blue Line Bus Sta.	7.4	Metro	—
Aviation Green Line Bus Sta.	 6.6	Metro	—
Burbank Metrolink Bus Sta.	8.2 	Burbank	 -.3
Culver City Sta.	7.9	Culver City	 +.2
Cal State LA Busway Sta.	7.7	Metro	—
Cal State LA Local Bus Sta.	8.5 	LADOT	 +.1
Del Amo Blue Line Bus Sta.	8.4 	Metro	—
El Monte Bus Sta.	7.3	Metro	 -.1
Harbor-Gateway Transit Ctr.	8.1 	Metro	—
Inglewood Bus Sta.	8.4 	Inglewood	—
LAX City Bus Sta.	 6.4	Metro	—
Norwalk Green Line Bus Sta.	7.4	Metro	—
North Hollywood Red Line Bus Sta.	7.2	Metro	 +.1
Patsaouras Bus Plaza	7.7	Metro	—
Pico-Rimpau Bus Ctr.	7.6	Metro	 -.1
Rosa Parks Bus Sta.	7.8	Metro	—
South Bay Galleria Bus Ctr.	8.4 	Redondo Beach	—
Sierra Madre Gold Line Bus Sta.	7.6	Metro	 +.1
Universal Red Line Bus Sta.	 6.5	Metro	 -.1
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	—
<b>Average Rating</b>	<b>7.6</b>		—



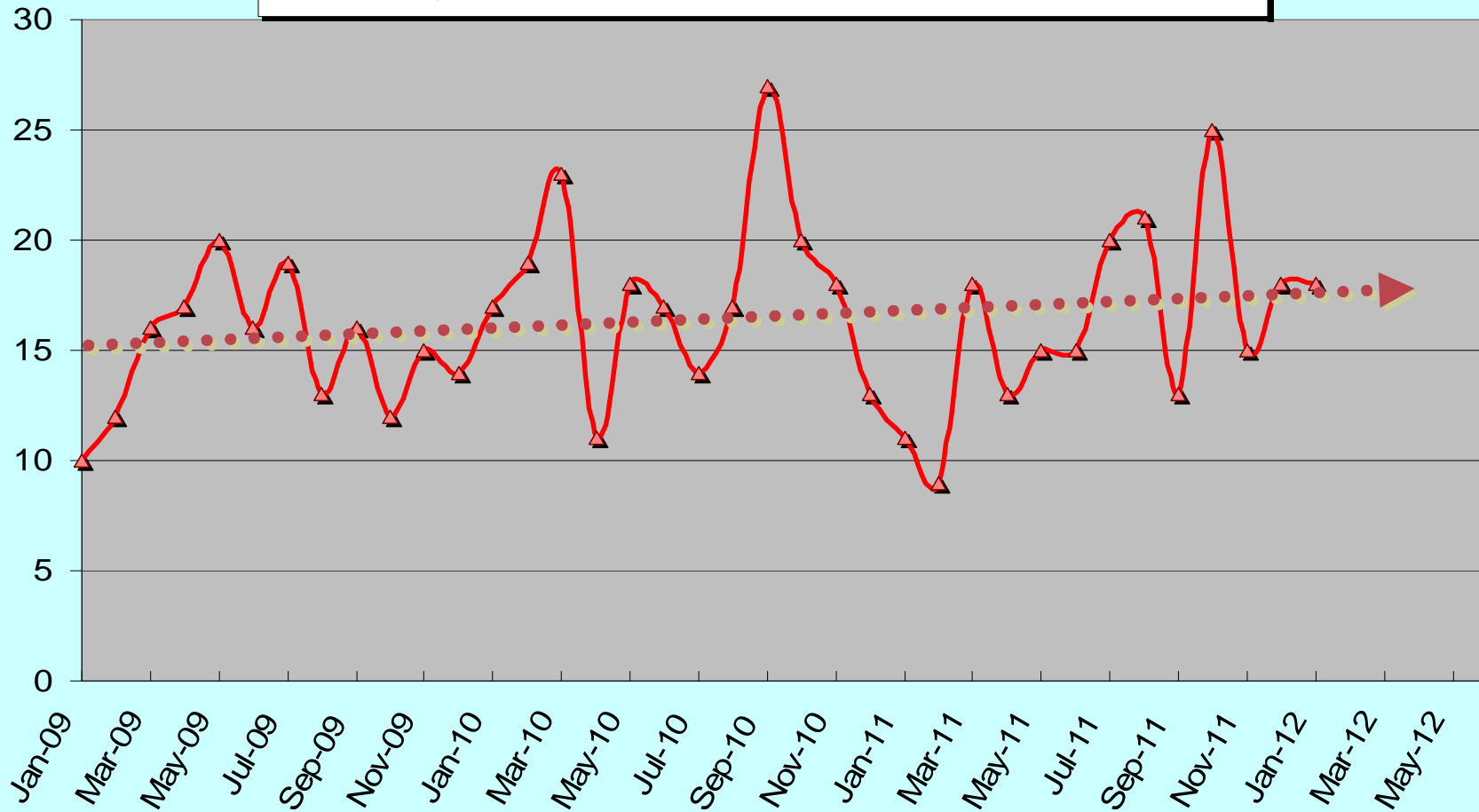


# SGV Service Council March 2012 Meeting



# SGV Service Council March 2012 Meeting

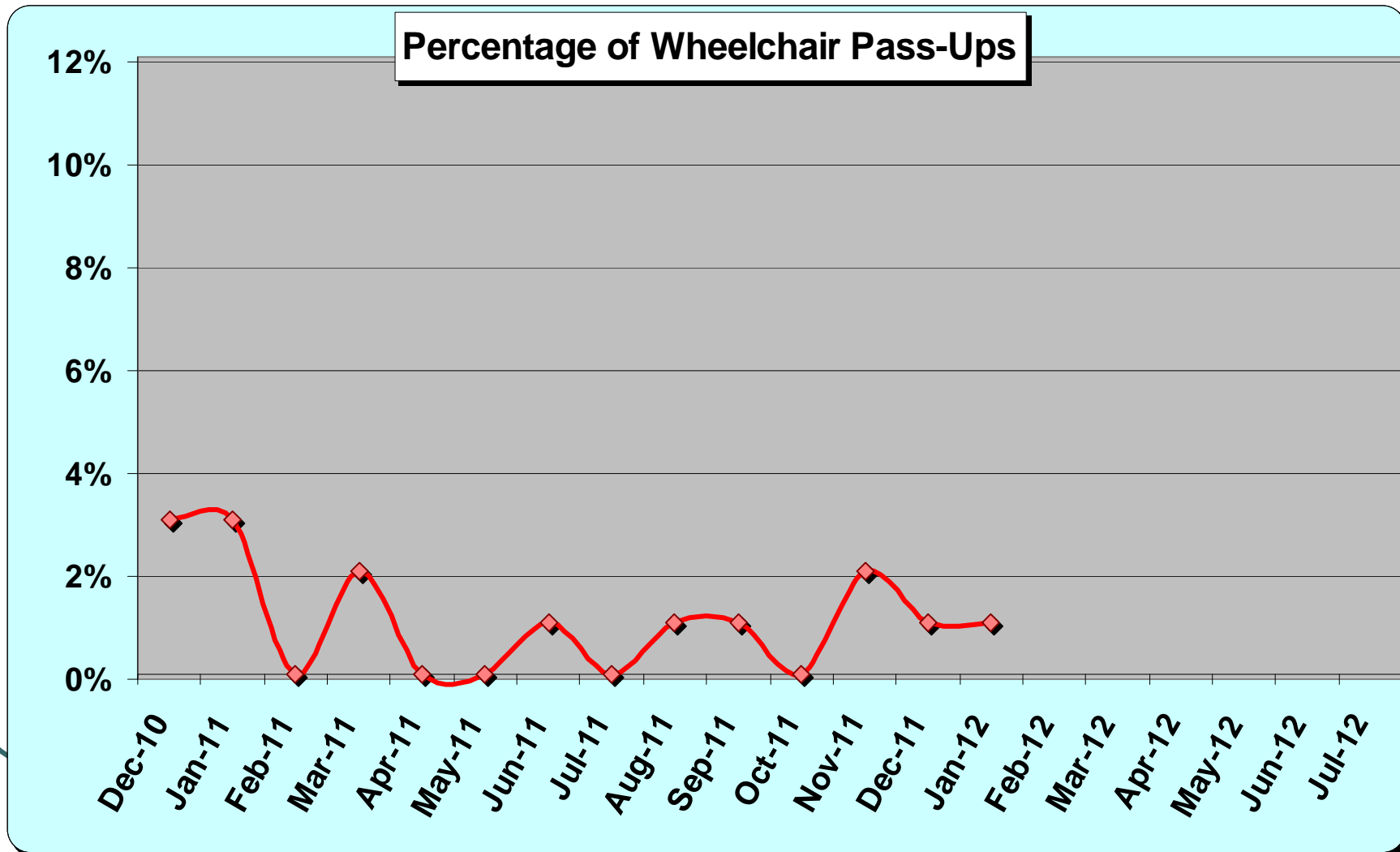
## Monthly Wheelchair Pass Up Complaints



# SGV Service Council March 2012 Meeting

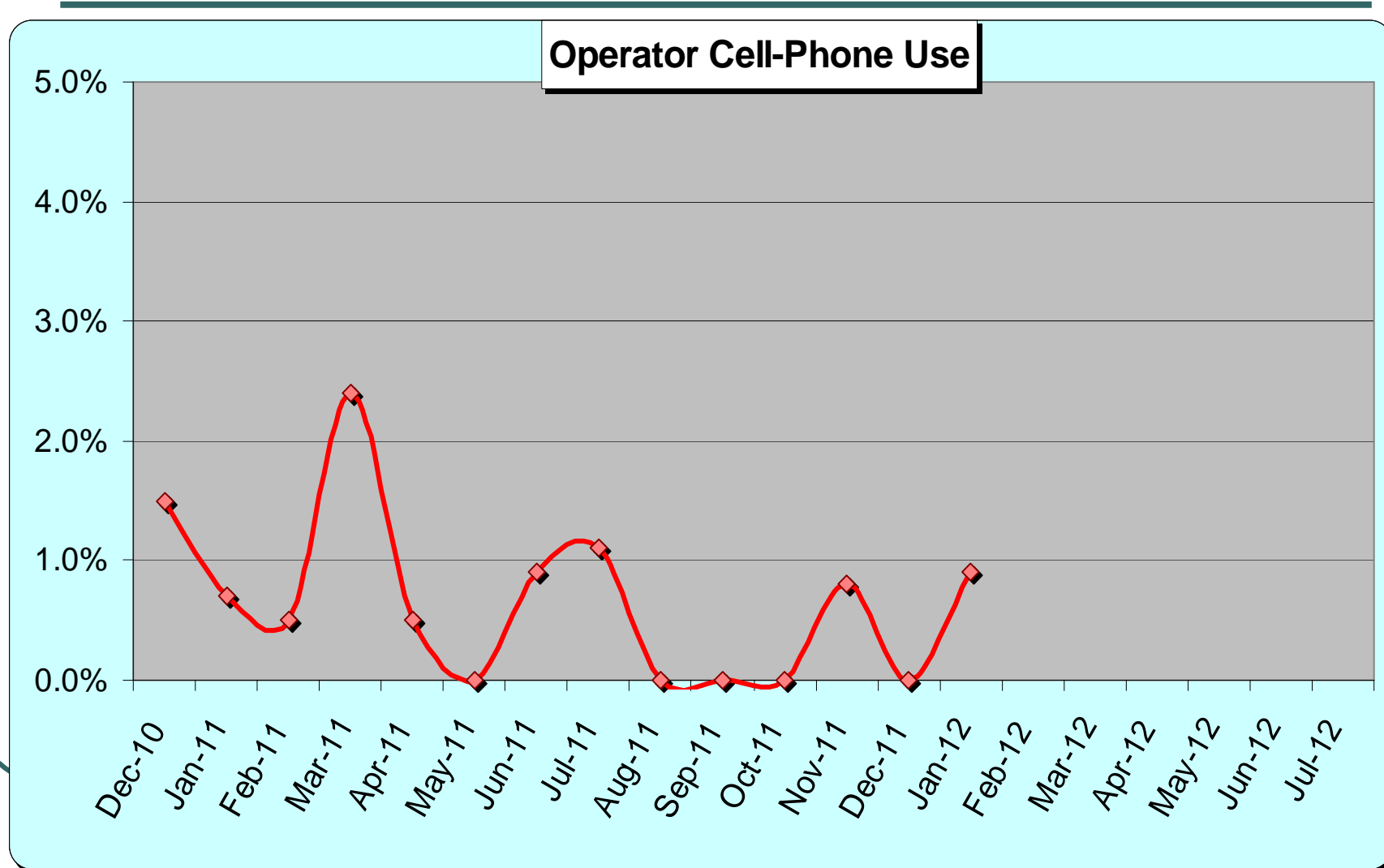
## Mystery Riders Observations

(212 Undercover Rides in January 2012 Report)



# SGV Service Council March 2012 Meeting

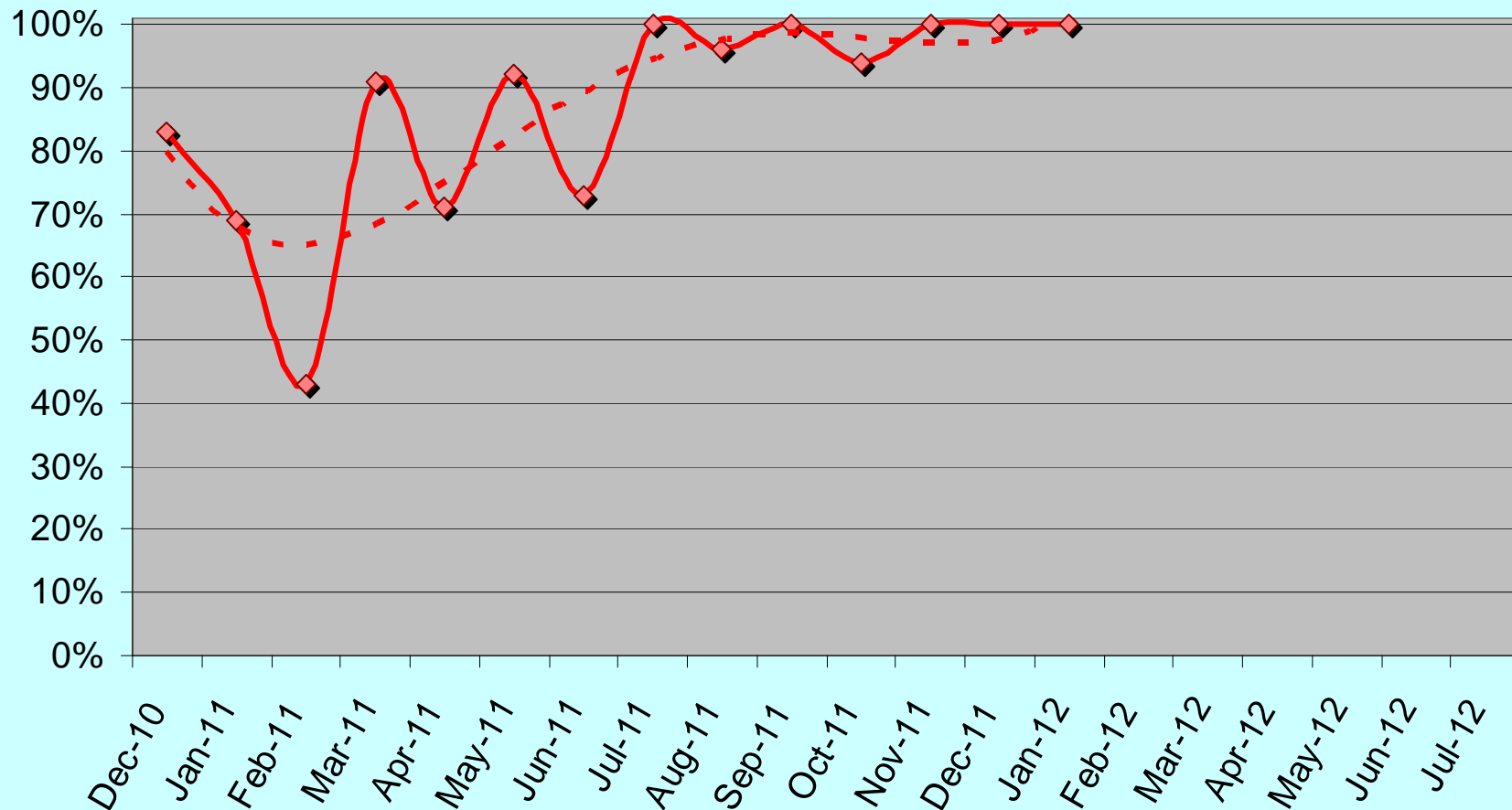
## Mystery Riders Observations



# SGV Service Council March 2012 Meeting

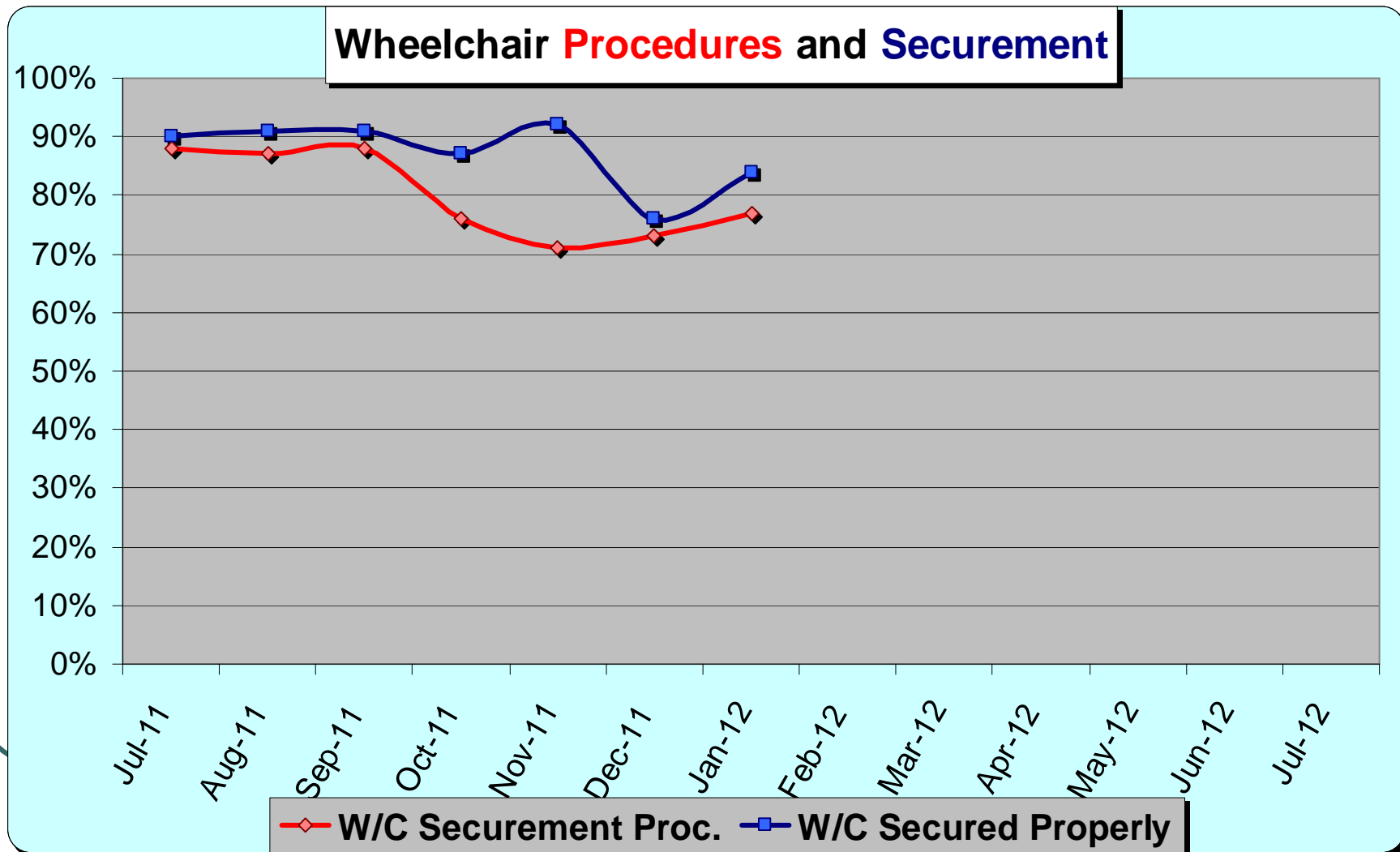
## Mystery Riders Observations

Wheelchair Lift/Ramp Deployed for Non-Wheel Chair Patrons



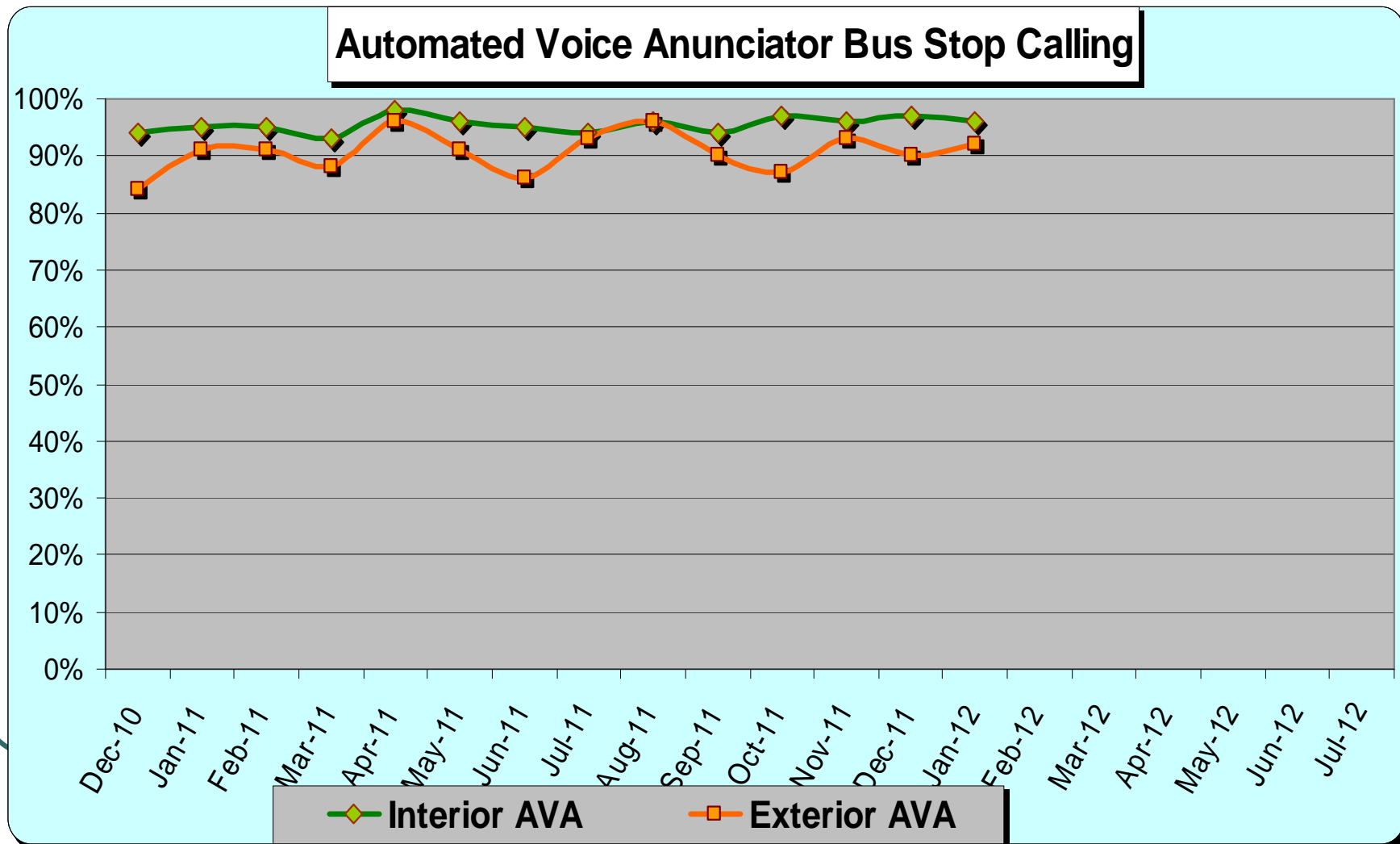
# SGV Service Council March 2012 Meeting

## Mystery Riders Observations



# SGV Service Council March 2012 Meeting

## Mystery Riders Observations



**Expo Light Rail Line Update**

**Pre-Revenue**

**Service Council Expo Line Tour**