

**Metro South Bay Cities
Service Council
May 13, 2011 Meeting**

**Performance Report
for *March 2011***

SBC Service Council May 2011 Meeting

Metro South Bay Cities & Metro Bus System

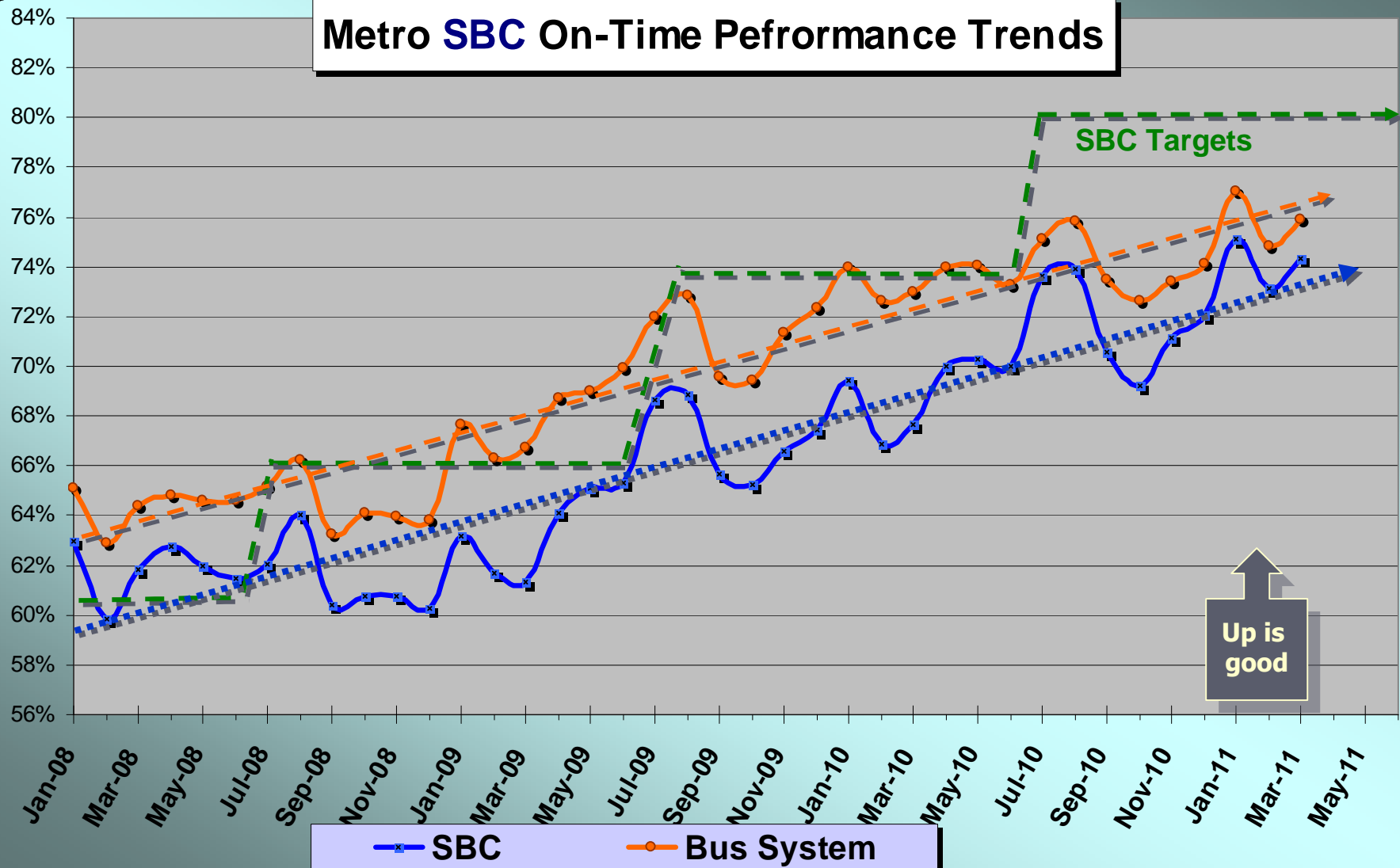
March 2011

Measurement : On Time Performance

	Target	Mar.	YTD
Metro Bus System	80.0%	75.9%	74.8%
South Bay Cities	80.0%	74.4%	72.7%

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Metro **SBC** On-Time Performance Trends



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Metro South Bay Cities - Directly Operated Bus Lines March 2011 - On-Time Performance by Line

Line	Rank	G. C.	G. C.	Total Data Points	% Early	% On Time	% Late	Line	Rank	G. C.	G. C.	Total Data Points	% Early	% On Time	% Late
745	9	WSC	SBC	7,340	5.8%	84.1%	10.1%	211	90	SBC		1,175	8.7%	72.9%	18.5%
209	13	WSC	SBC	1,323	3.3%	83.1%	13.6%	117	91	SBC	GWC	14,439	4.7%	72.6%	22.8%
344	17	SBC		2,303	5.8%	82.2%	12.0%	111	93	SBC	GWC	18,899	4.0%	72.4%	23.7%
45	18	WSC	SBC	29,963	3.4%	82.1%	14.5%	442	96	SBC		446	8.3%	71.5%	20.2%
110	29	SBC	GWC	16,342	4.7%	80.4%	14.8%	115	98	SBC	GWC	20,975	3.5%	71.2%	25.2%
204	34	WSC	SBC	18,221	3.7%	80.1%	16.2%	212	99	WSC	SBC	16,152	4.7%	70.9%	24.4%
754	39	WSC	SBC	9,104	3.9%	79.5%	16.6%	108	102	SBC	GWC	17,820	4.4%	70.4%	25.2%
207	41	WSC	SBC	24,869	5.8%	79.5%	14.8%	740	112	WSC	SBC	8,145	2.6%	68.8%	28.5%
757	55	WSC	SBC	4,546	9.5%	78.1%	12.5%	210	114	WSC	SBC	17,342	5.9%	68.4%	25.7%
202	58	SBC	GWC	656	5.3%	77.7%	16.9%	910	117	SGV	SBC	2,229	15.6%	67.4%	17.0%
120	64	SBC		9,164	4.0%	77.0%	19.0%	40	118	WSC	SBC	32,477	2.9%	67.3%	29.8%
305	67	WSC	SBC	5,633	4.9%	76.5%	18.6%	550	120	WSC	SBC	6,717	4.6%	66.5%	28.9%
246	70	SBC		6,745	4.8%	75.7%	19.5%	710	124	WSC	SBC	5,347	5.7%	63.7%	30.7%
206	79	WSC	SBC	18,575	4.1%	74.6%	21.3%	126	126	SBC		176	7.4%	60.8%	31.8%
445	82	SBC		1,861	5.6%	74.3%	20.1%	439	127	SBC		972	10.4%	59.3%	30.3%

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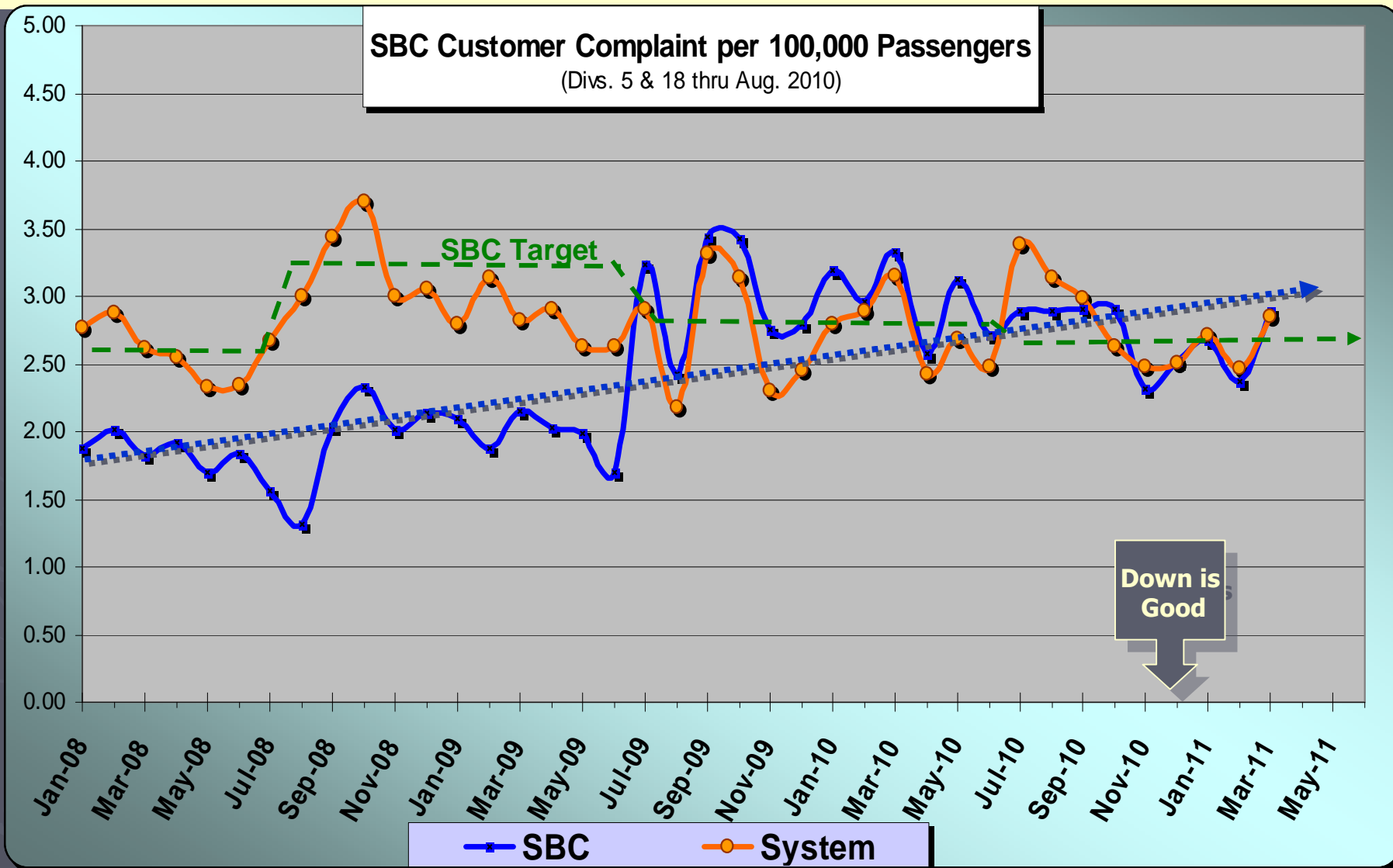
Metro South Bay Cities & Metro Bus System

March 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Mar.	YTD
Metro Bus System	2.52	2.84	2.80
South Bay Cities	2.78	2.89	2.71

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**March 2011
Metro Bus
Customer
Complaints
System
Wide**

Category	Complaint Type	Rcvd.	Total	Pct.
Acc	AccSvc Operator Behavior	12	36	4%
Acc	Accessible Service - Pass Up	10		
Acc	AccSvc Pass Up (Denied)	5		
Acc	AccSvc Transit Failure (Other)	4		
Acc	AccSvc Pass Up (Advised)	2		
Acc	AccSvc Wchr Securement	2		
Acc	AccSvc Pass-Up (Equipment)	1		
Equip	Layover Zone	7	10	1%
Equip	Audio System Problem	2		
Equip	Dirty Bus	1		
Fare Issue	Disputed/Wrong Fare	24	33	4%
Fare Issue	Transfer Problems	6		
Fare Issue	HC I.D. Card	2		
Fare Issue	Senior I.D. Card	1		
Misc	Misc. Complaint	45	47	5%
Misc	Passenger Conduct	2		
Oper. Issue	Op. Discourtesy	114	175	19%
Oper. Issue	Operator Conduct	28		
Oper. Issue	Carried Past Stop	19		
Oper. Issue	Improper Curb Stop	6		
Oper. Issue	Off Route	5		
Oper. Issue	Failure to Call Stops	1		
Oper. Issue	Gen. Emp. Discourtesy	1		
Oper. Issue	Incorrect Info - Bus Operator	1		
Pass Up	Passed Up	209	209	23%
Sched,	No Show	160	263	29%
Sched,	Late Schedule	93		
Sched,	Early Schedule	9		
Sched,	Crowded Bus (Add'l Svc Rq.)	1		
Unsafe	Unsafe Operation	78	131	15%
Unsafe	Accident	53		
Total		904	904	904

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Complaint Type	System	SBC
Accessible Service Issues	4%	5%
Equipment Issues	1%	0%
Fare Issues	4%	2%
Misc.	5%	4%
Operator Issues	19%	21%
Pass Up	23%	23%
Schedule issues	29%	29%
Unsafe Operation	14%	14%

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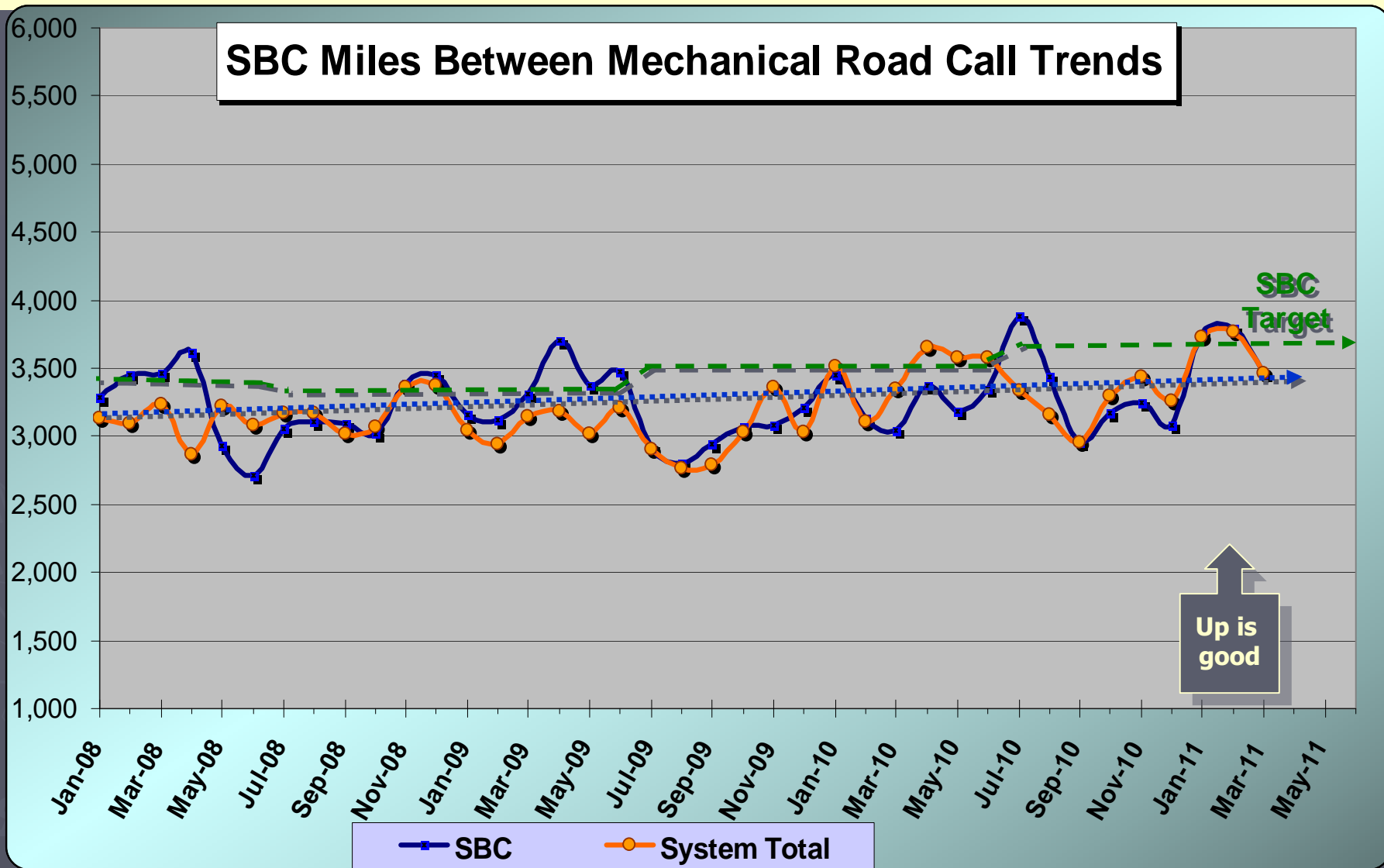
Metro South Bay Cities & Metro Bus System

March 2011

Measurement : Miles Between Mechanical Road Call

	Target	Mar.	YTD
Metro Bus System	3,664	3,463	3,376
South Bay Cities	3,635	3,460	3,418

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Metro Clean Bus Rating System March 2011		
		System
	CATEGORY	Score
1	DASH	8.16
2	DRIVERS AREA	7.89
3	TRANSOM / LEDGES	7.15
4	CEILING / VENTS	7.64
5	SEAT FRAMES	7.34
6	SEAT INSERTS	7.95
7	WINDOWS	7.54
8	SACRAFICIAL WINDOWS	7.95
9	DOORS	7.75
10	FLOORS	7.49
11	GUM	8.00
12	STEPWELLS	7.20
13	INT. GRAFFITI	8.88
14	WINDOW ETCHING	9.75
15	EXT. CLEANLINESS	8.97
16	EXT. GRAFFITI	9.95
17	WHEELS	7.97
18	EXT. BODY CONDITION	8.60
19	FRONT & REAR BUMPER	7.93
	Overall	8.14

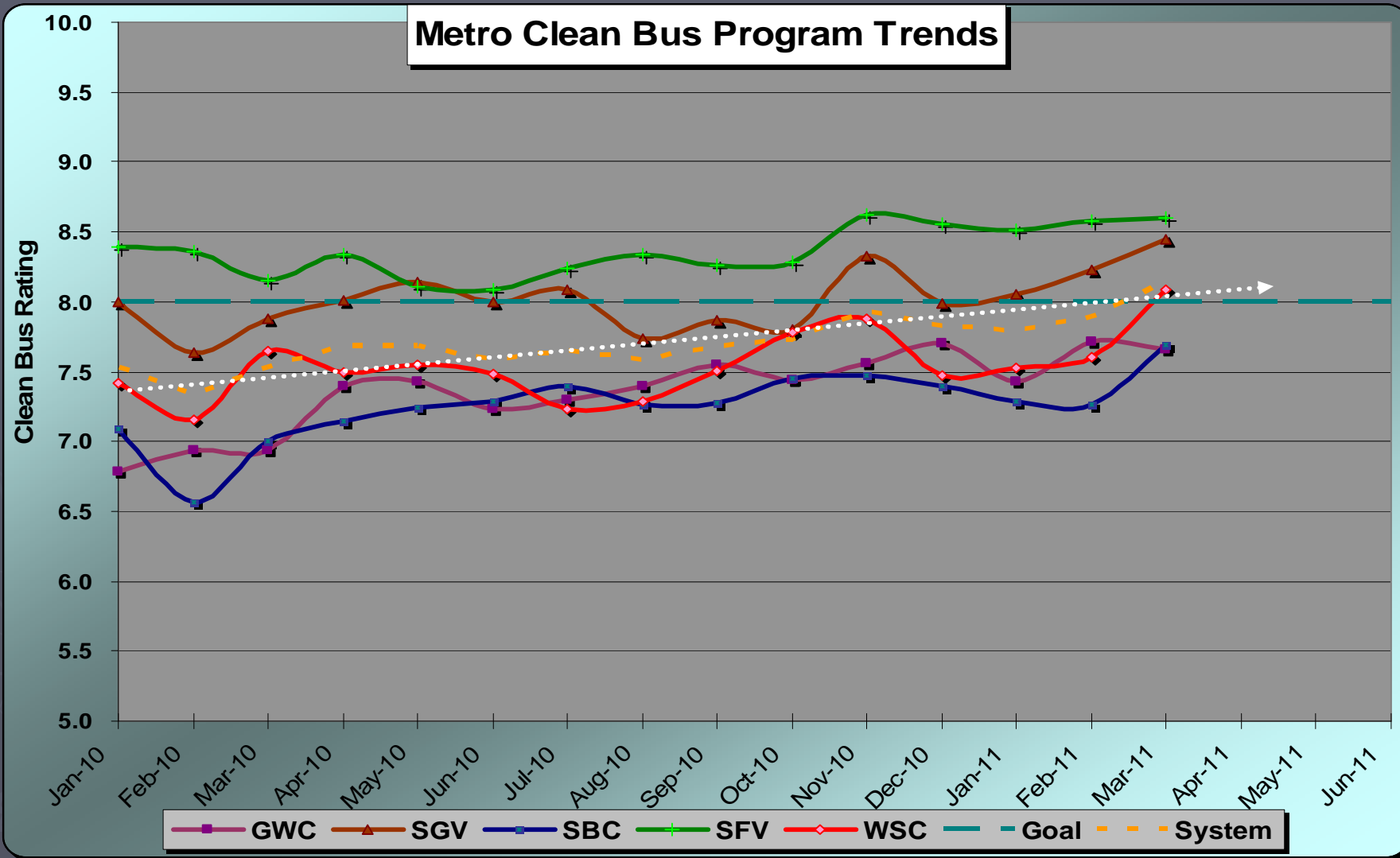


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Month	MONTHLY BUS CLEANLINESS TRENDS											System
	Div. 1	Div. 2	Div. 3	Div. 5	Div. 6	Div. 7	Div. 8	Div. 9	Div. 10	Div. 11	Div. 12	
Jan-10	6.83	6.74	7.90	7.12	7.29	7.36	8.93	8.09	7.51	7.95	7.06	7.53
Feb-10	6.86	7.02	7.46	6.52	7.33	7.32	8.82	7.78	6.95	7.97	6.61	7.33
Mar-10	6.68	7.18	7.36	7.21	7.56	7.55	8.63	8.31	7.76	7.76	6.83	7.53
Apr-10	7.52	7.26	7.77	6.96	7.87	7.37	8.81	8.20	7.53	7.94	7.29	7.68
May-10	7.44	7.42	7.90	7.38	7.51	7.35	8.59	8.34	7.75	7.71	7.13	7.68
Jun-10	7.26	7.20	7.76	7.14	7.04	7.24	8.56	8.20	7.83	7.71	7.41	7.58
Jul-10	7.51	7.09	7.97	7.39	7.78	7.12	8.45	8.19	7.22	8.07	7.39	7.65
Aug-10	7.26	7.53	7.44	7.16	7.36	7.46	8.69	7.97	7.09	8.06	7.35	7.58
Sep-10	7.42	7.69	7.65	7.11	7.78	7.42	8.43	8.04	7.54	8.12	7.42	7.68
Oct-10	7.31	7.57	7.32	7.06	7.59	7.74	8.69	8.19	7.86	7.96	7.77	7.73
Nov-10	7.57	7.54	7.95	7.29	7.54	7.90	9.04	8.62	7.94	8.27	7.62	7.93
Dec-10	8.07	7.34	7.48	7.12	8.11	7.29	9.11	8.40	7.52	8.11	7.62	7.82
Jan-11	7.38	7.47	7.78	7.34	8.29	7.41	9.03	8.28	7.47	8.08	7.25	7.79
Feb-11	7.82	7.60	7.80	7.20	8.31	7.36	9.14	8.58	7.68	8.11	7.32	7.89
Mar-11	8.03	7.29	7.95	7.66	8.87	7.91	8.93	8.86	8.09	8.33	7.72	8.1
Apr-11												
May-11												
Jun-11												



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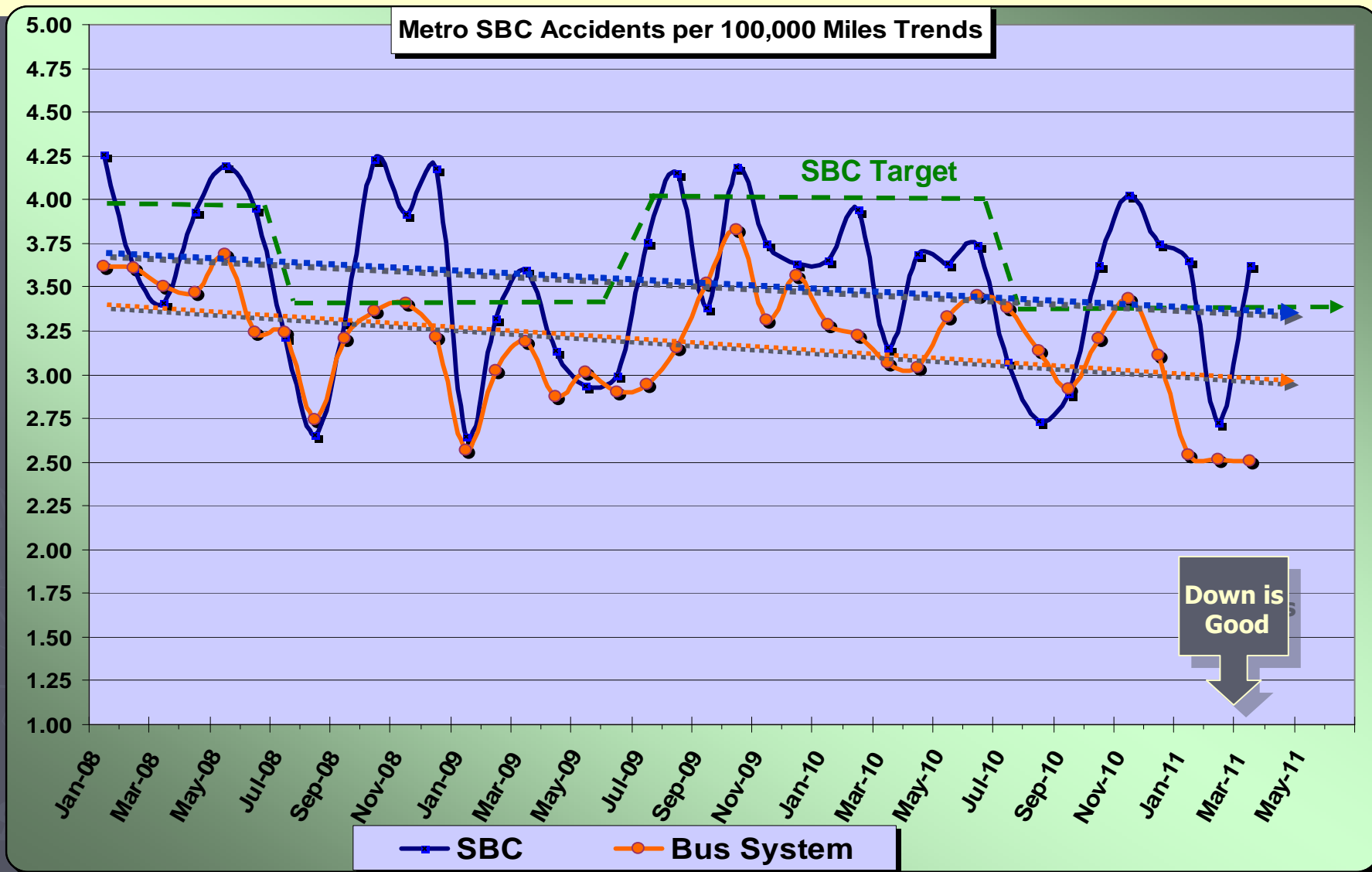
Metro South Bay Cities & Metro Bus System

March 2011

Measurement : Accidents per 100,000 Miles

	Target	Mar.	YTD
Metro Bus System	3.14	2.50	2.97
South Bay Cities	3.40	3.63	3.34

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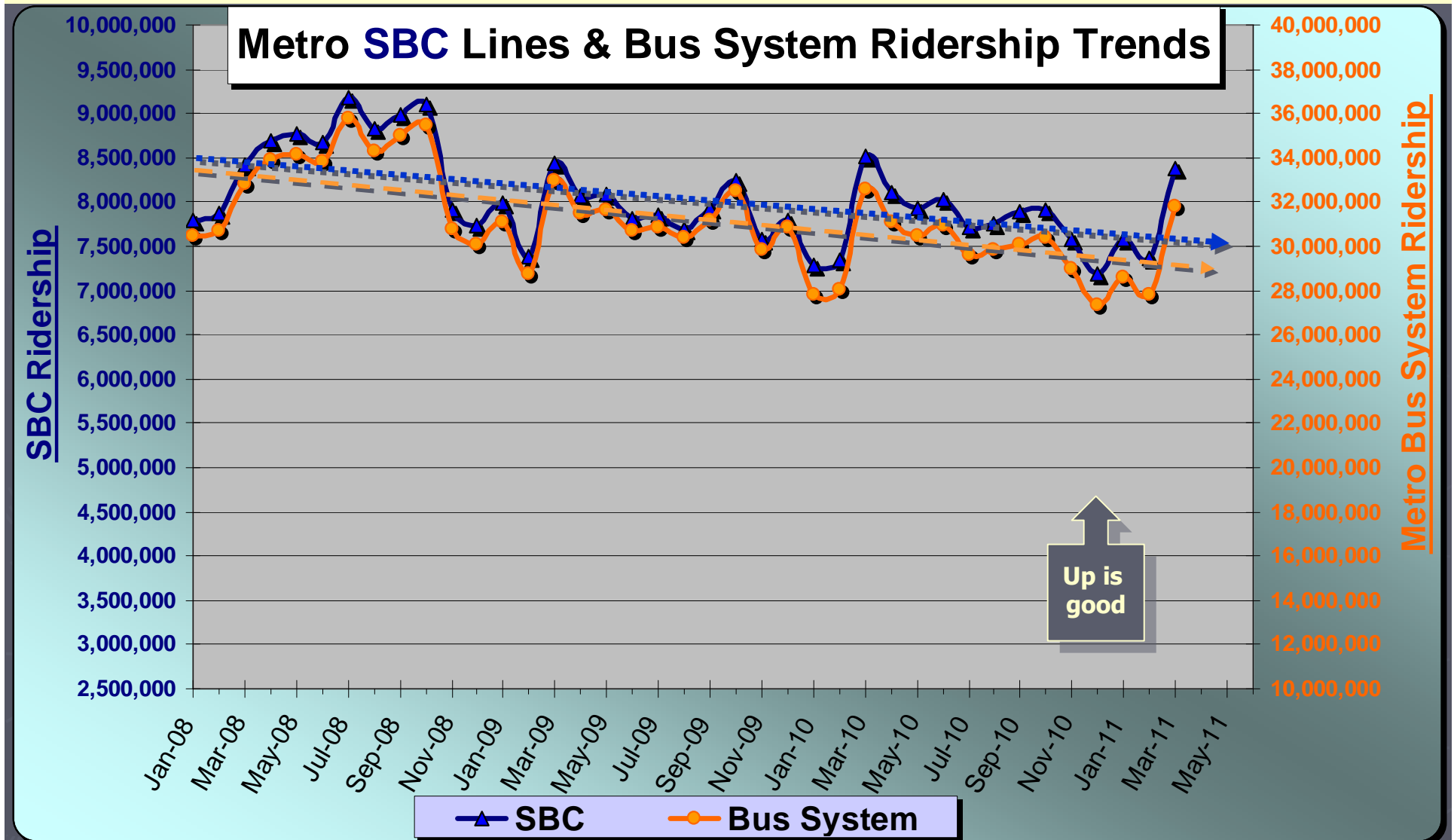
Metro South Bay Cities & Metro Bus System

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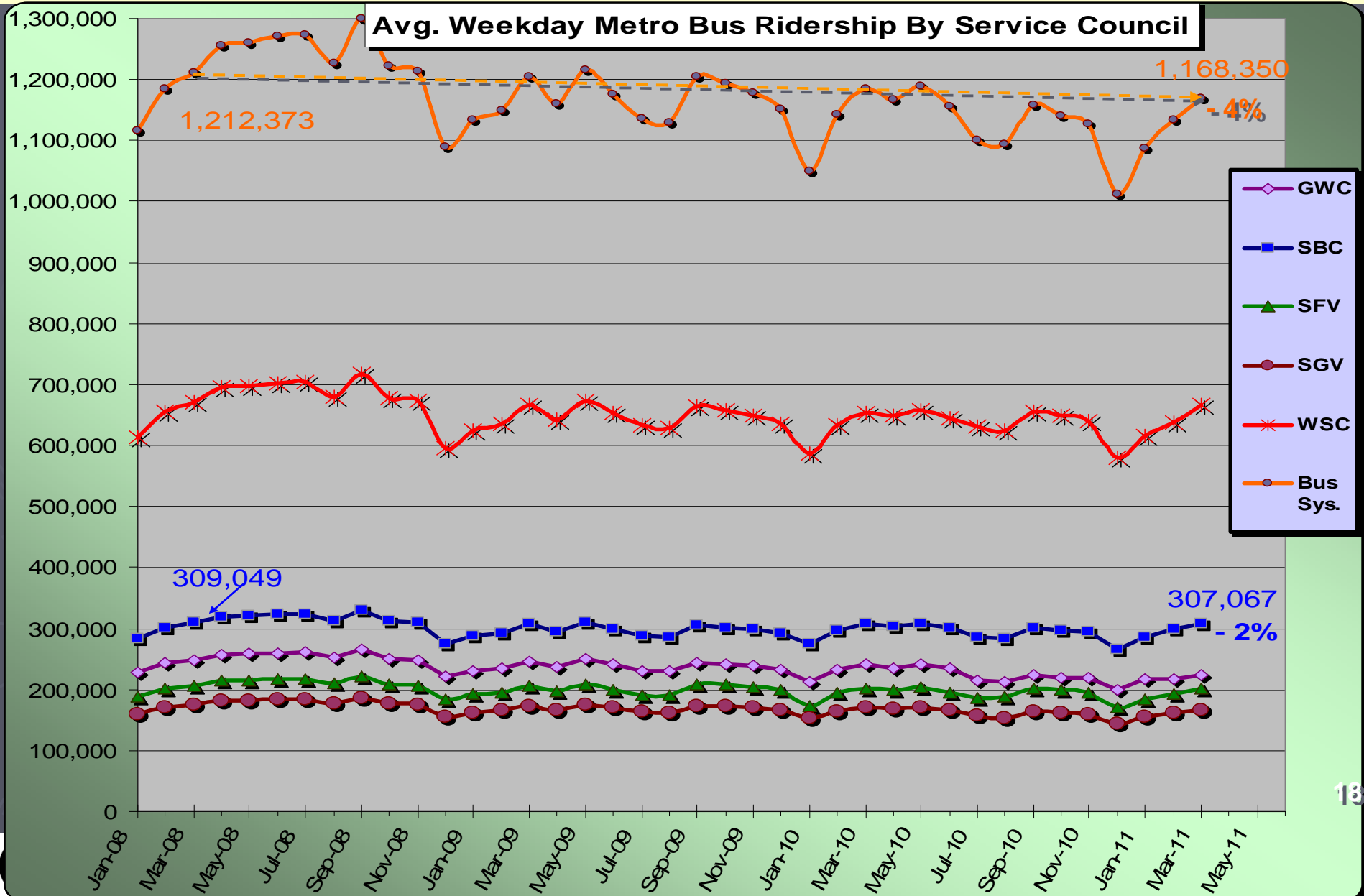
Measurement : Monthly Ridership

	Target	Mar.	YTD
Metro Bus System	29,470,000	31,770,000	29,380,000
South Bay Cities	7,540,000	8,370,000	7,700,000

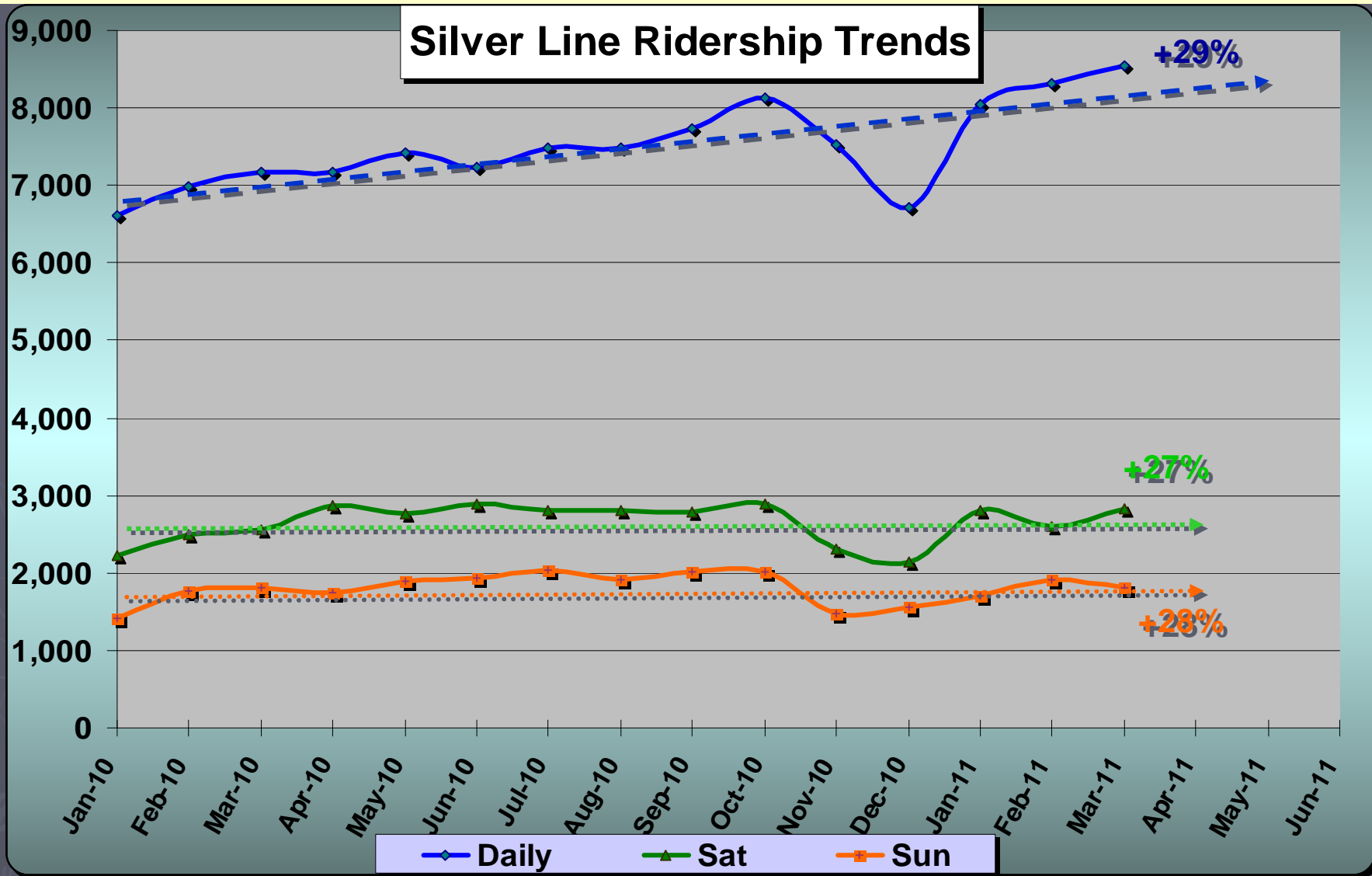
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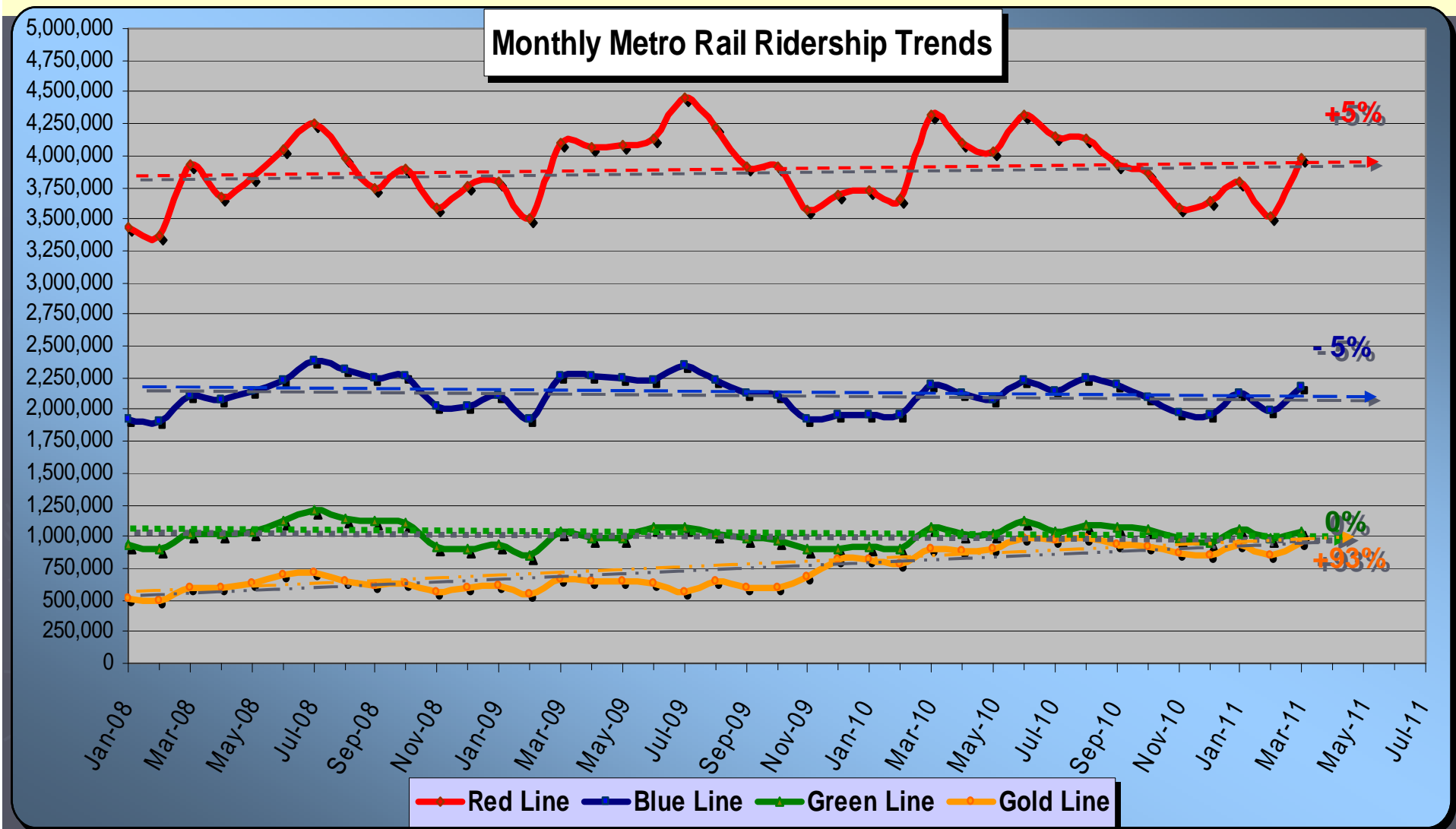


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March 2011 Total Wheelchair Boarding by Region

Region	Weekday	Saturday	Sunday	Total
GWC	12,945	1,751	1,252	15,948
SBC	14,640	1,896	1,358	17,894
SFV	10,121	1,261	742	12,124
SGV	6,296	776	531	7,603
WSC	27,540	3,570	2,594	33,704
System	51,013	6,561	4,549	62,123

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Selected Metro Board Actions in April

- Staff to Develop a Metrolink Antelope Valley Line Infrastructure Improvement Strategic Plan
- Awarded contract to complete AA, DEIS/R & CE for Van Nuys Rapidway
- Adopt Locally Preferred Alternative maintenance Facility Site for Crenshaw/LAX Transit Corridor
- Revised Bike-on-Rail Policy and Implementation Plan
- Staff to return to Board with information on
 - LRT average standee trip length, time standing and potential impact of fewer seats.
 - Plan to mitigate vendors/recycling on Metro Blue Line
 - Bicycle demand on each rail line
 - Alternative such as “station bikes” and rental & shared use bikes

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Artesia Transit Center Update

- ✓ Portable restroom at ATC
- ✓ ATC Working Group Meeting
- ✓ Possible name change
- ✓ Increase transit service on Harbor Transitway
- ✓ Key dates



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Possible Change of Meeting Venue

- Current contract with Carson Community Center expires in July
 - Rates will be increasing
 - Current location offers limited public transit access and low public participation
- Other locations investigated include:
 - Torrance City Hall
 - Gardena Transit
 - Inglewood City Hall

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Item 7. Service Council Representative Terms

Metro Service Council	Council Seat	Appointing Authority	Existing Term End Date	Incumbents as of Feb. 23, 2011	Suggested New Term Start Dates			
					Org. Appt. date	July 1, 2012	July 1, 2013	July 1, 2014
South Bay Cities	SBC-1	Cities COG South Bay	Dec-12	Devon Deming	0 6	X		
South Bay Cities	SBC-2	Cities COG South Bay	Dec-12	Ralph Franklin	0 6	X		
South Bay Cities	SBC-3	Cities COG South Bay	Dec-13	Robert Pullen-Miles	0 6	X		
South Bay Cities	SBC-4	Cities COG South Bay	Dec-13	John Addleman	0 7		X	
South Bay Cities	SBC-5	Cities COG South Bay	Dec-12	Rena Kambara	0 8		X	
South Bay Cities	SBC-6	Cities COG South Bay	Dec-12	Don Szerlip	0 8		X	
South Bay Cities	SBC-7	Cities COG	Dec-12	Kim Turner	0 8			X
South Bay Cities	SBC-8	South Bay Cities COG South Bay	Dec-13	James Goodhart	Feb. 1 0			X
South Bay Cities	SBC-9	Cities COG	Dec-13	Roye Love	1 0			X