

*Metro South Bay Cities
Service Council
July 8, 2011 Meeting*

Performance Report
for *May 2011*

SBC Service Council July 2011 Meeting

Metro South Bay Cities & Metro Bus System

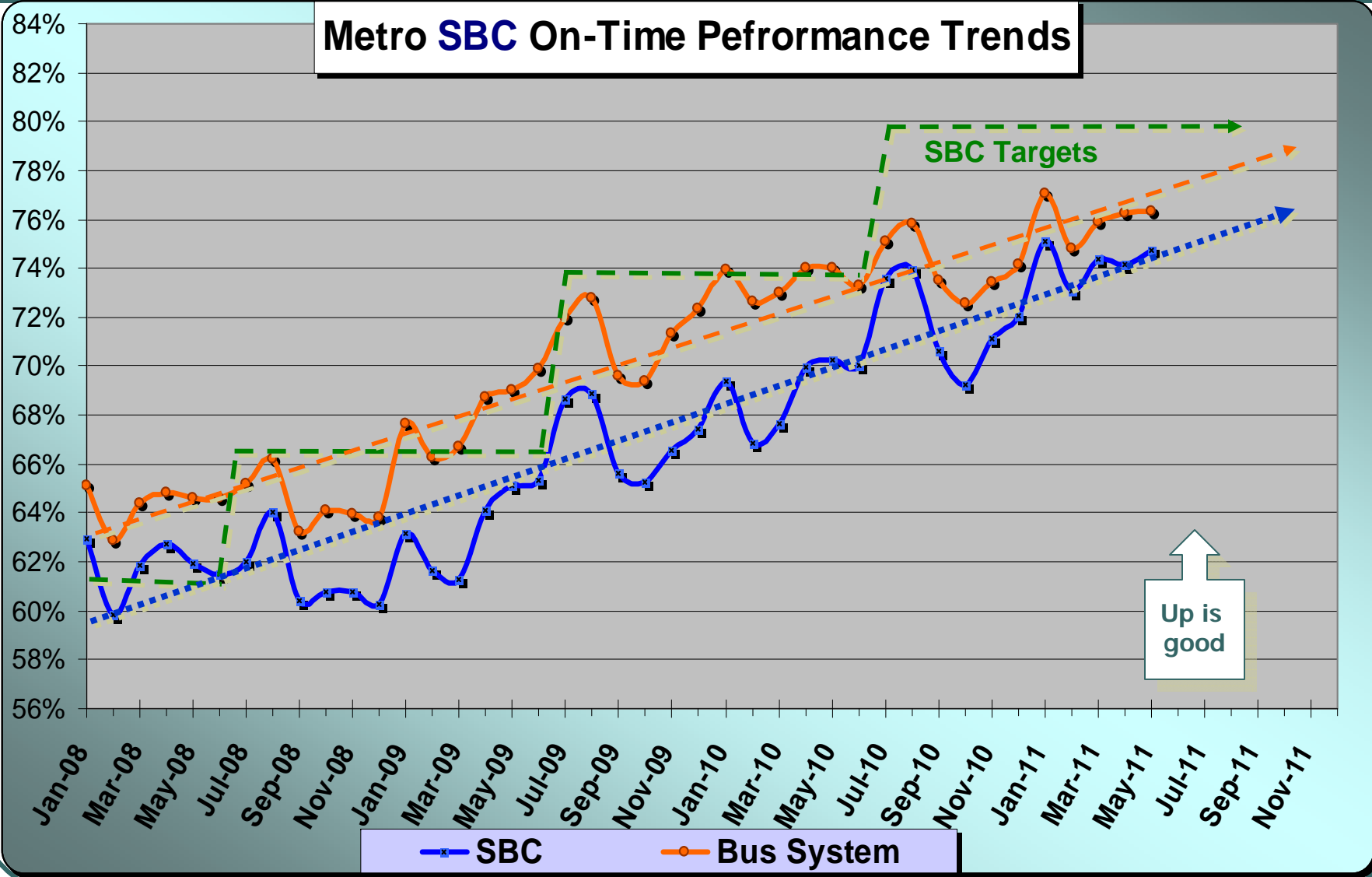
May 2011

Measurement : On Time Performance

	Target	May	YTD
Metro Bus System	80.0%	76.3%	75.0%
South Bay Cities	80.0%	74.8%	73.1%

SBC Service Council July 2011 Meeting

Metro SBC On-Time Performance Trends



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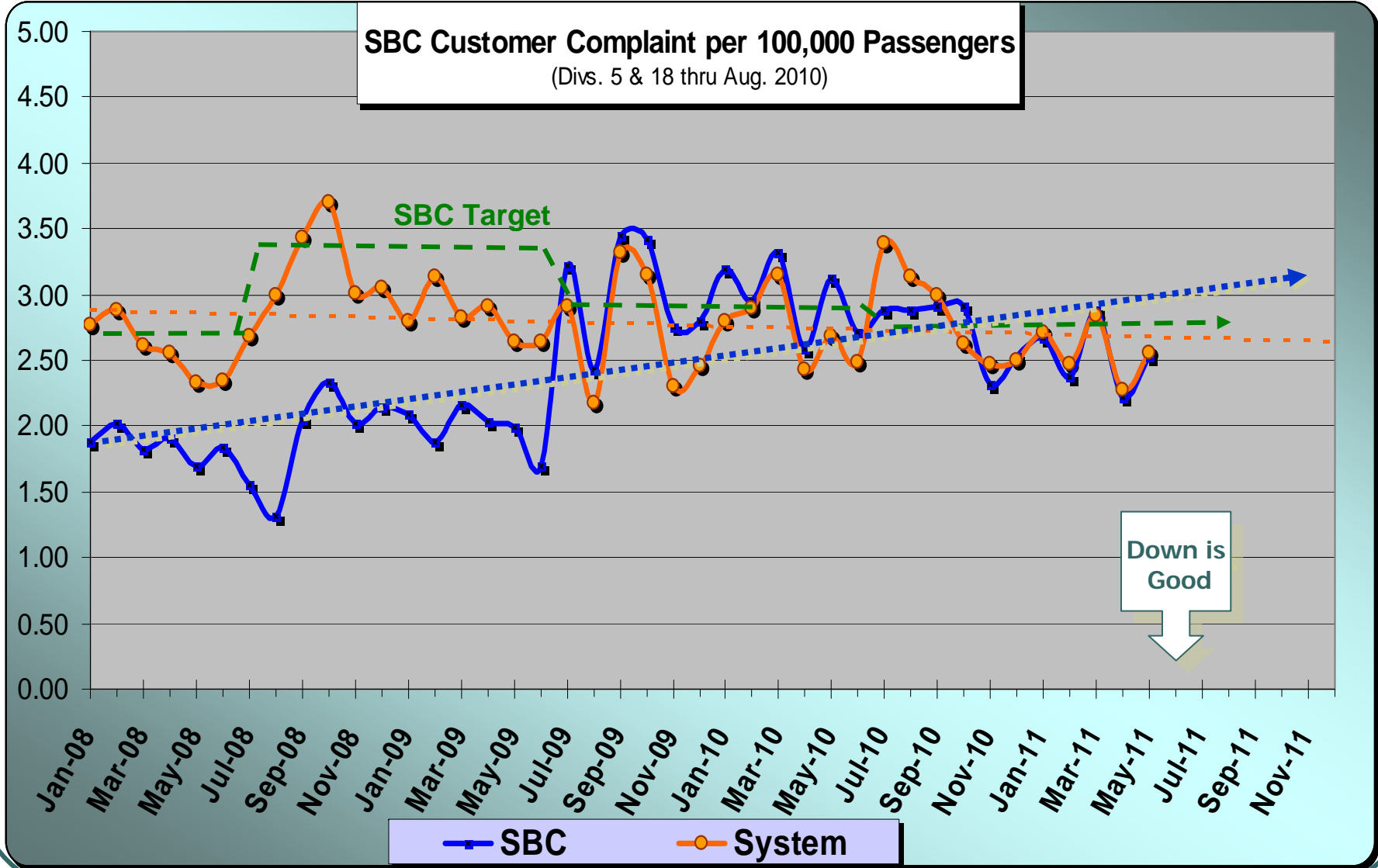
Metro South Bay Cities & Metro Bus System

May 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	May	YTD
Metro Bus System	2.52	2.56	2.73
South Bay Cities	2.78	2.52	2.64

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Metro South Bay Cities & Metro Bus System

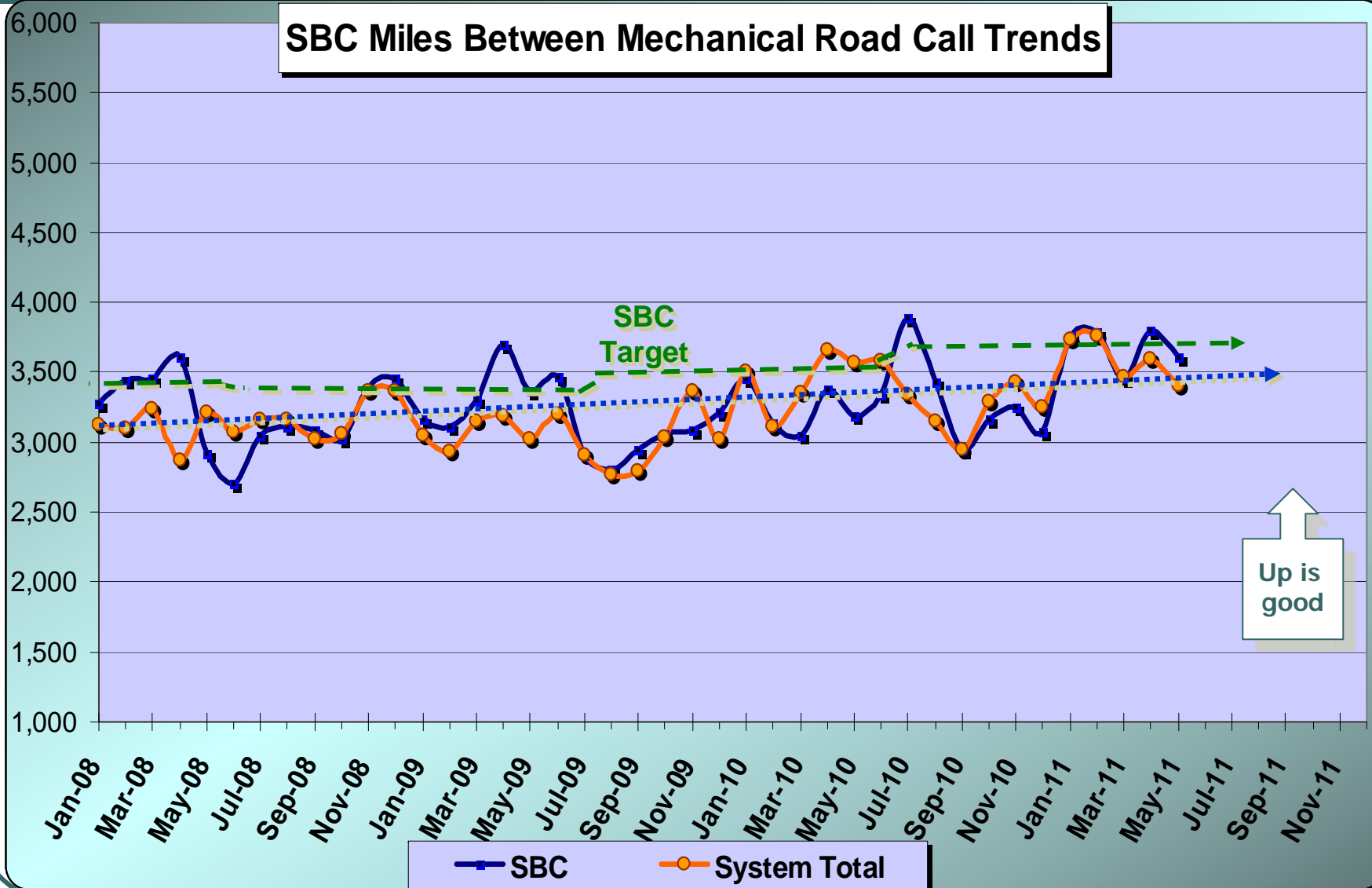
May 2011

Measurement : Miles Between Mechanical Road Call

	Target	May	YTD
Metro Bus System	3,664	3,400	3,398
South Bay Cities	3,635	3,610	3,470

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SBC Miles Between Mechanical Road Call Trends



Up is good

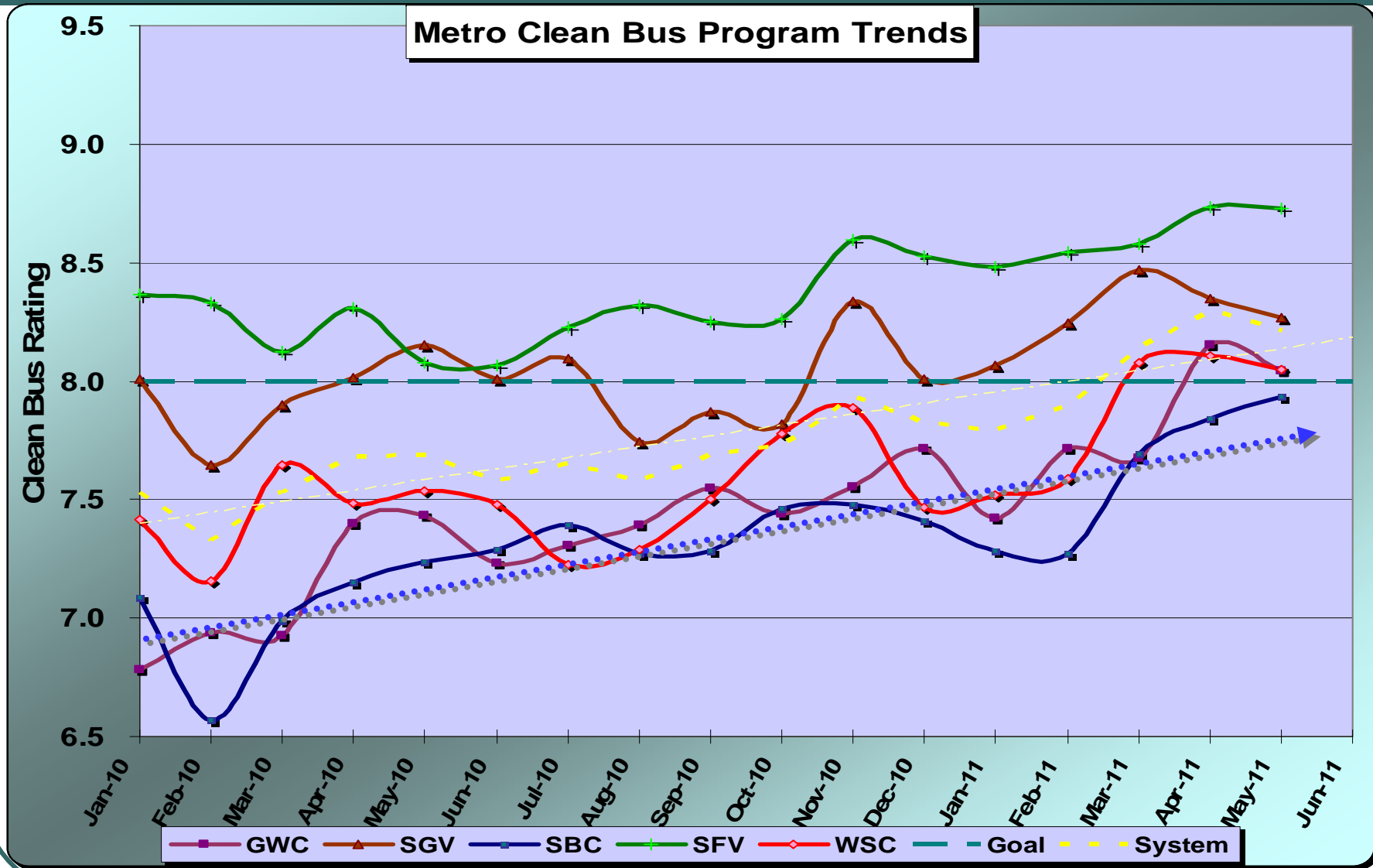
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MONTHLY BUS CLEANLINESS INSPECTION SUMMARY

		May 2011											
CATEGORY		Div. 1	Div. 2	Div. 3	Div. 5	Div. 6	Div. 7	Div. 8	Div. 9	Div. 10	Div. 15	Div. 18	System
1	DASH	8.3	7.8	7.3	9.0	9.5	9.0	8.7	8.5	7.6	6.9	7.9	8.23
2	DRIVERS AREA	7.9	7.8	7.4	8.2	9.5	8.5	8.9	8.2	7.9	7.6	8.1	8.18
3	TRANSOM / LEDGES	7.2	7.7	7.5	7.2	8.3	7.4	8.5	7.5	6.5	5.7	7.0	7.32
4	CEILING / VENTS	8.0	7.7	7.7	7.5	9.0	7.4	9.2	8.5	6.9	7.6	7.1	7.87
5	SEAT FRAMES	7.6	7.1	7.6	7.4	8.5	7.9	8.6	8.0	7.2	7.1	7.1	7.65
6	SEAT INSERTS	8.2	8.1	7.5	7.5	9.3	7.6	8.8	8.6	7.7	9.0	7.8	8.19
7	WINDOWS	7.0	7.5	7.4	7.0	7.0	7.3	7.8	7.5	7.0	7.1	6.9	7.23
8	SACRIFICIAL WINDOWS	7.7	7.7	7.4	7.5	9.3	7.7	8.2	8.5	7.6	7.7	7.4	7.88
9	DOORS	7.6	8.0	7.5	7.7	9.0	7.5	9.2	8.0	7.3	7.7	7.5	7.91
10	FLOORS	7.4	6.8	7.3	7.3	8.8	7.2	8.7	7.8	7.0	7.2	7.5	7.55
11	GUM	7.4	7.1	7.6	8.6	8.3	8.9	9.6	8.2	6.6	8.2	7.0	7.95
12	STEPWELLS			7.4	7.4		6.7					7.5	7.25
13	INT. GRAFFITI	8.6	8.1	8.9	8.8	10.0	9.0	9.8	9.4	8.4	8.6	8.8	8.95
14	WINDOW ETCHING	9.7	9.3	9.5	9.7	10.0	9.9	9.6	9.6	9.5	9.4	9.7	9.63
15	EXT. CLEANLINESS	8.8	8.7	8.8	8.1	10.0	8.6	9.7	9.3	8.1	9.6	8.4	8.92
16	EXT. GRAFFITI	10.0	9.9	9.9	9.9	10.0	10.0	10.0	10.0	10.0	10.0	10.0	9.97
17	WHEELS	8.1	7.9	8.4	7.4	8.5	8.2	8.9	8.4	7.7	7.8	7.6	8.08
18	EXT. BODY CONDITION	8.7	8.3	8.2	8.7	9.3	8.5	8.8	8.9	8.1	9.0	8.3	8.62
19	FRONT & REAR BUMPER	8.2	7.5	7.3	8.1	8.8	7.6	8.7	8.5	8.0	8.3	7.5	8.05
Overall		8.13	7.94	7.93	8.06	9.06	8.16	8.98	8.52	7.73	8.03	7.85	8.22

Avg. Age **8.4** **9.7** **10.5** **9.0** **2.2** **9.1** **3.2** **8.5** **8.0** **5.2** **8.2** **7.7**

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SBC Service Council July 2011 Meeting

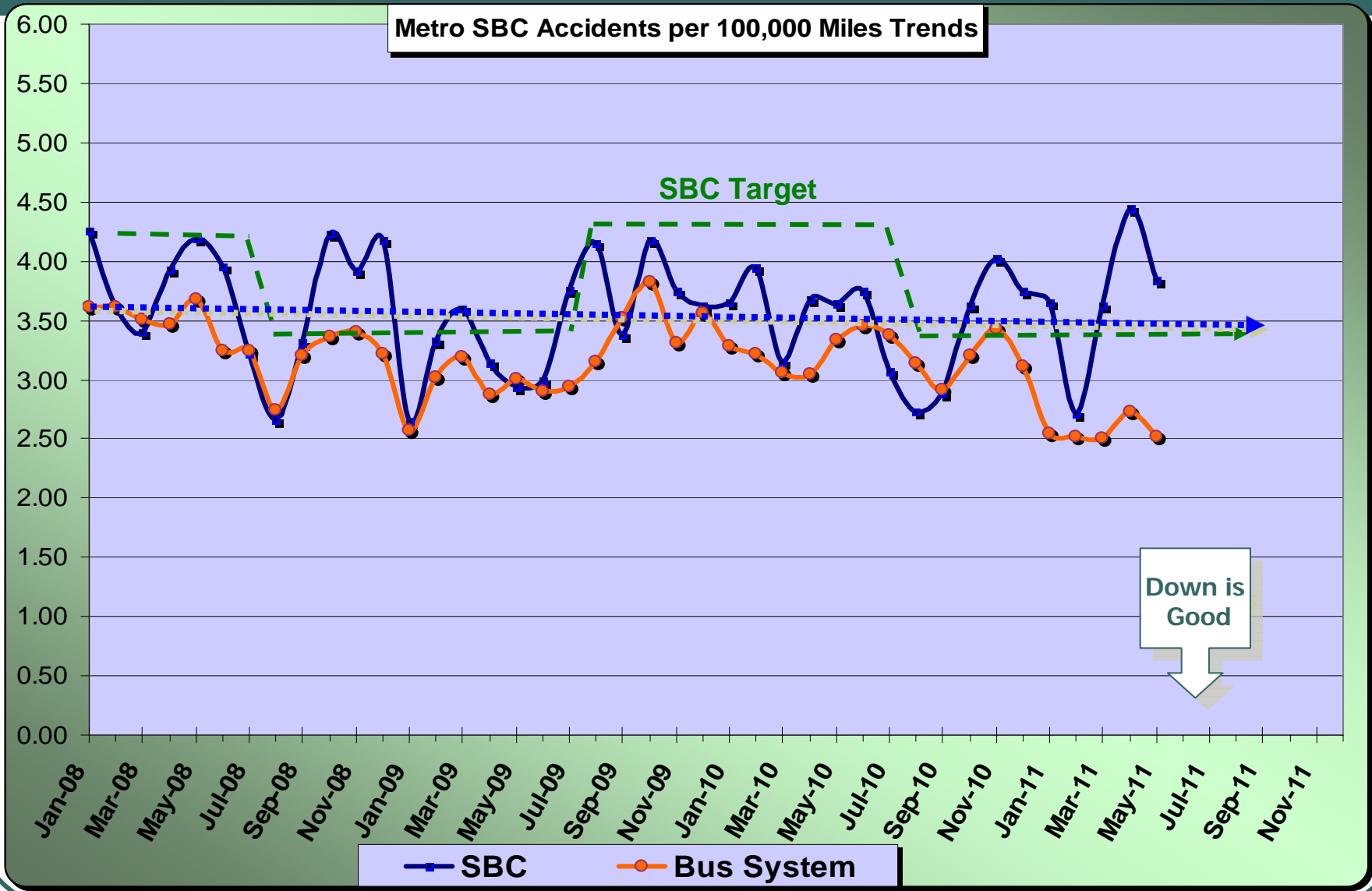
Metro South Bay Cities & Metro Bus System

May 2011

Measurement : Accidents per 100,000 Miles

	Target	May	YTD
Metro Bus System	3.14	2.51	2.91
South Bay Cities	3.40	3.84	3.49

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SBC Service Council July 2011 Meeting

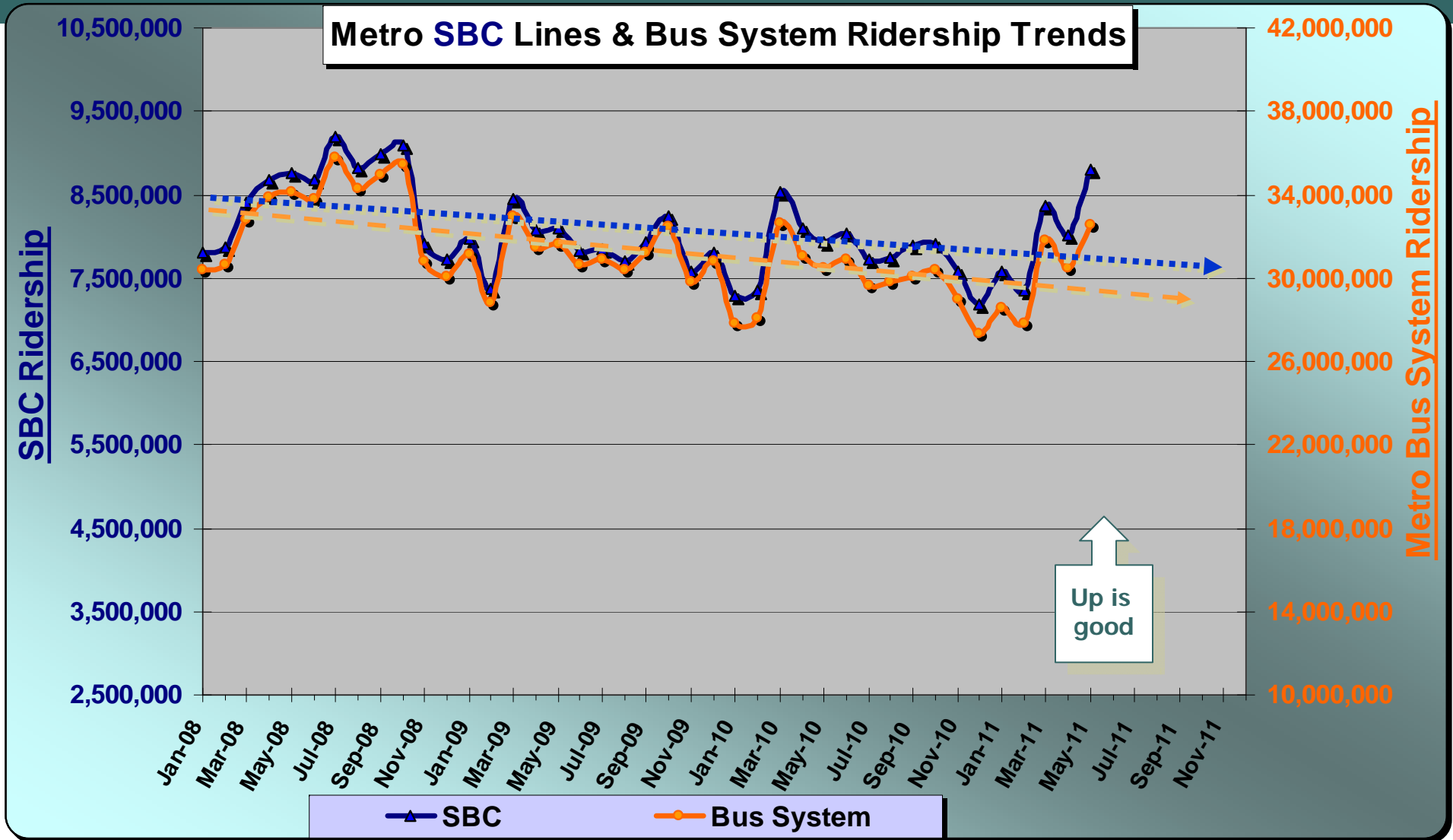
Metro South Bay Cities & Metro Bus System

May 2011

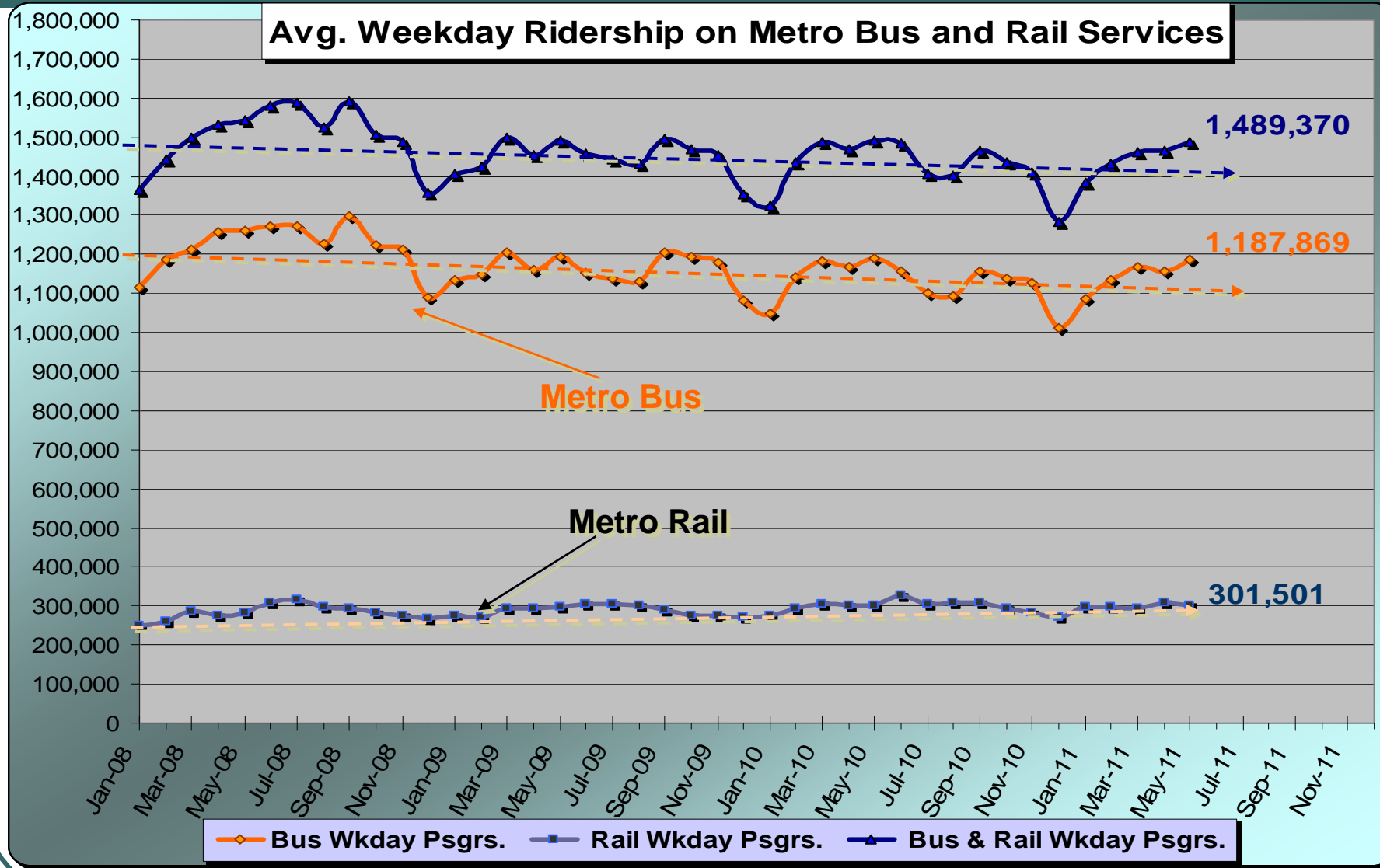
Measurement : Monthly Ridership

	Target	May	YTD
Metro Bus System	29,470,000	32,560,000	29,770,000
South Bay Cities	7,540,000	8,790,000	7,830,000

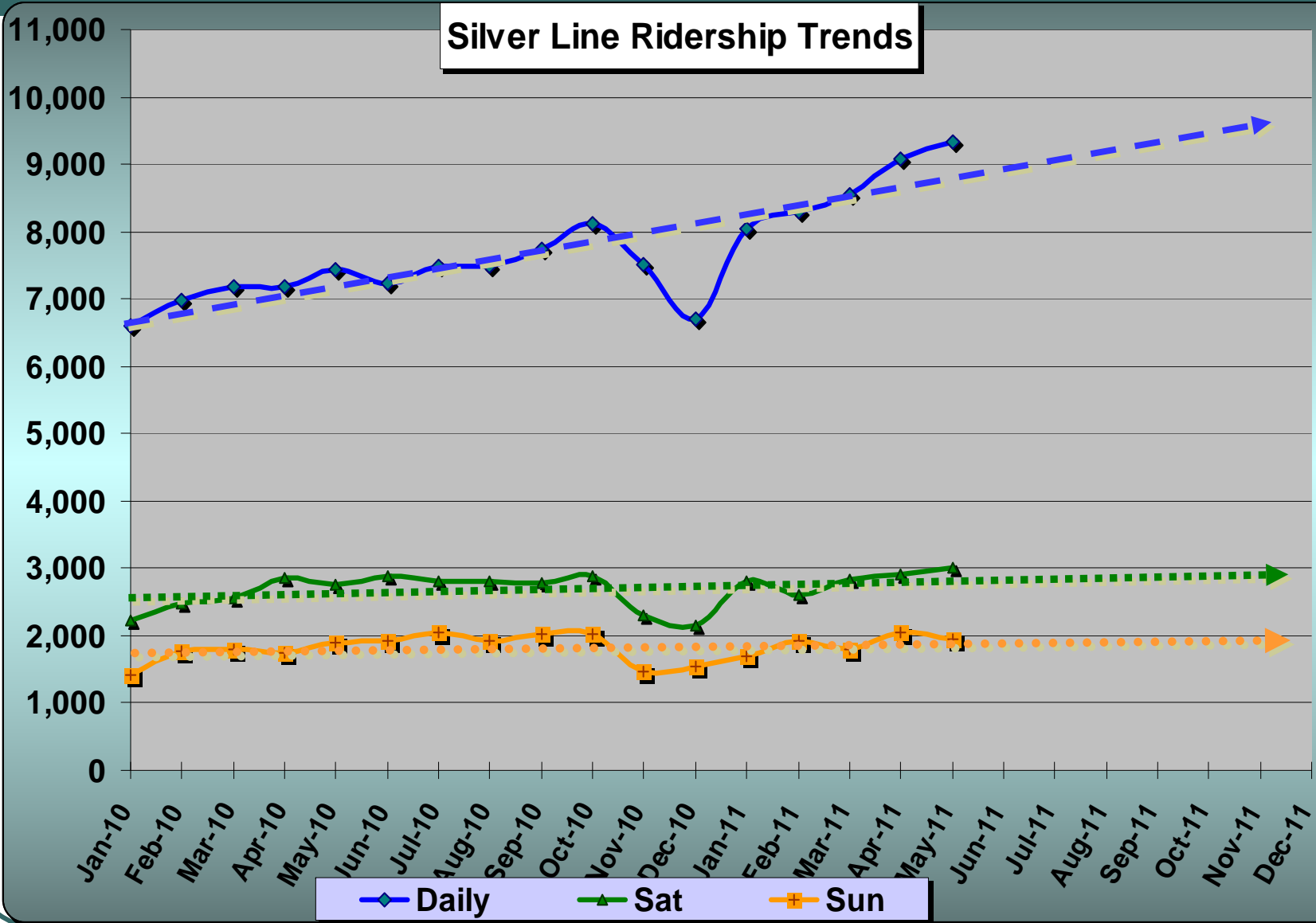
SBC Service Council July 2011 Meeting



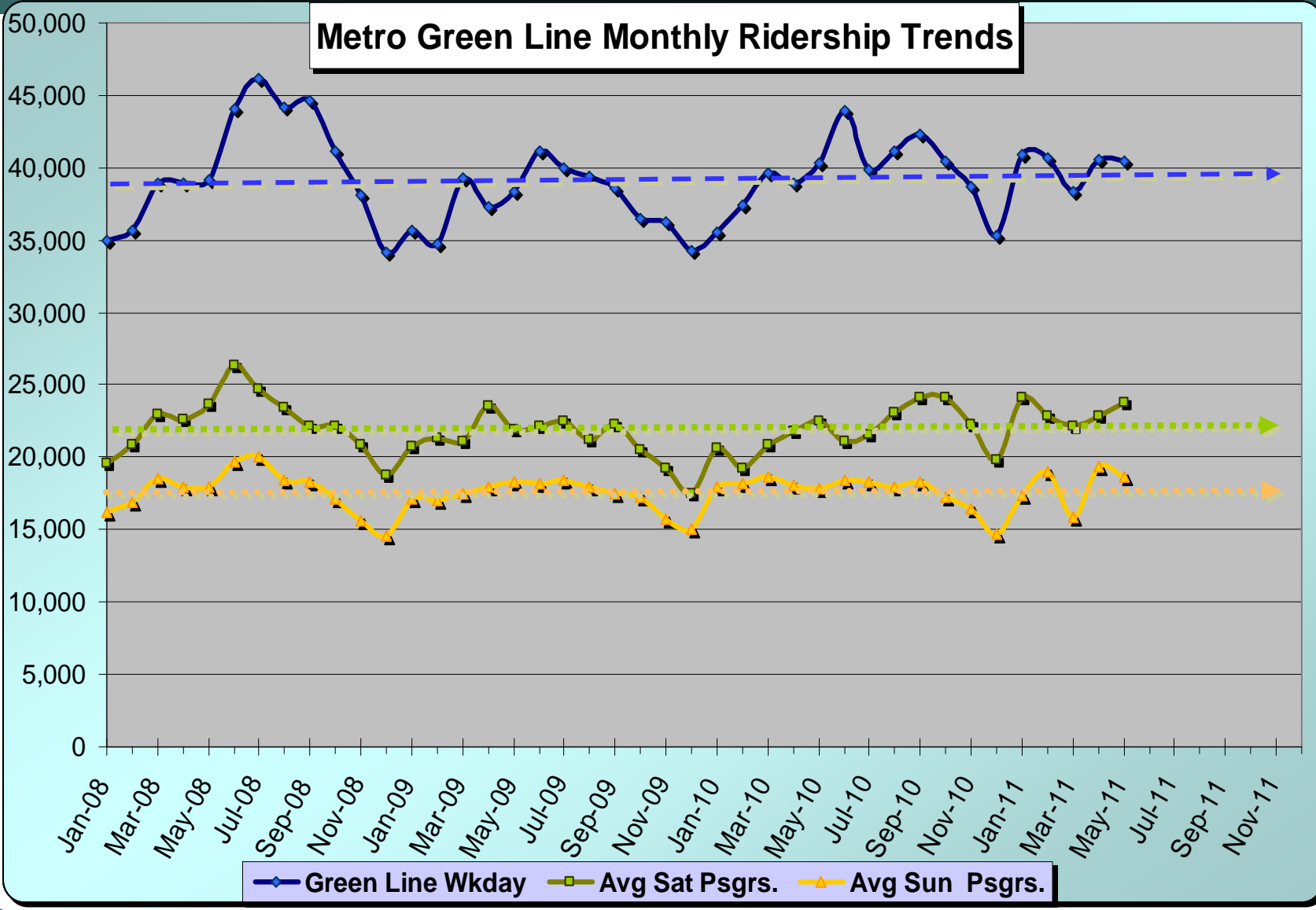
SBC Service Council July 2011 Meeting



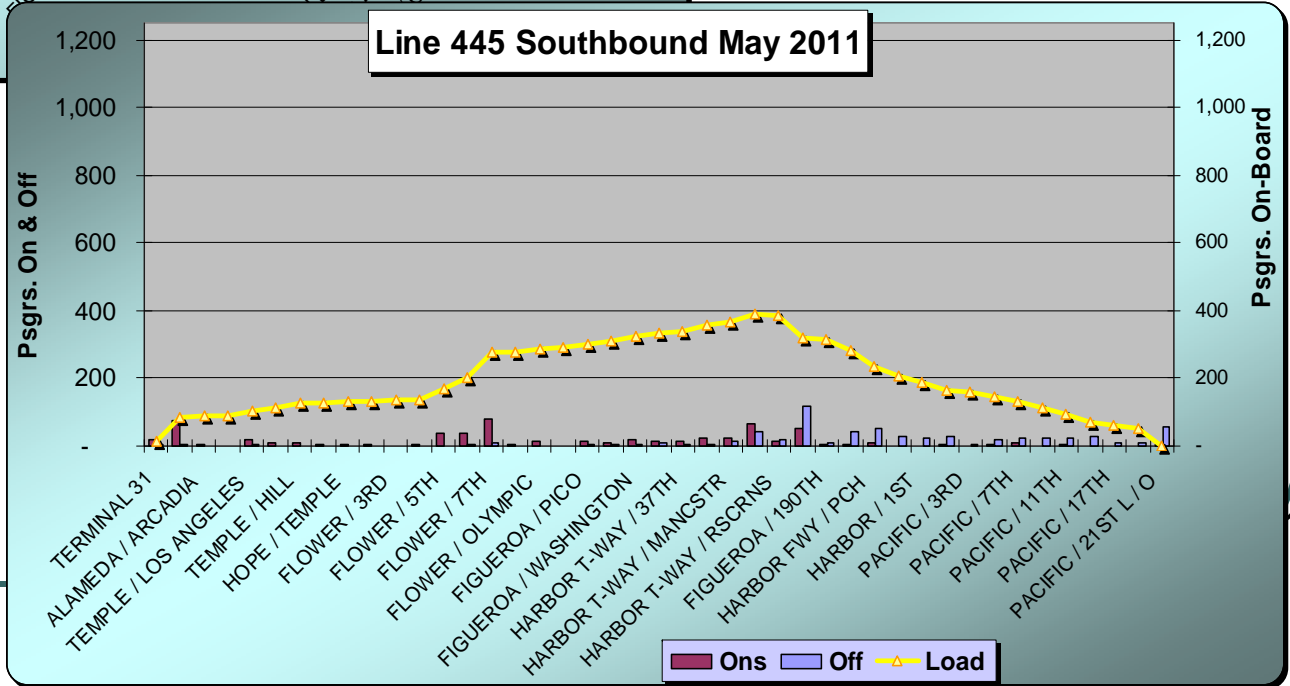
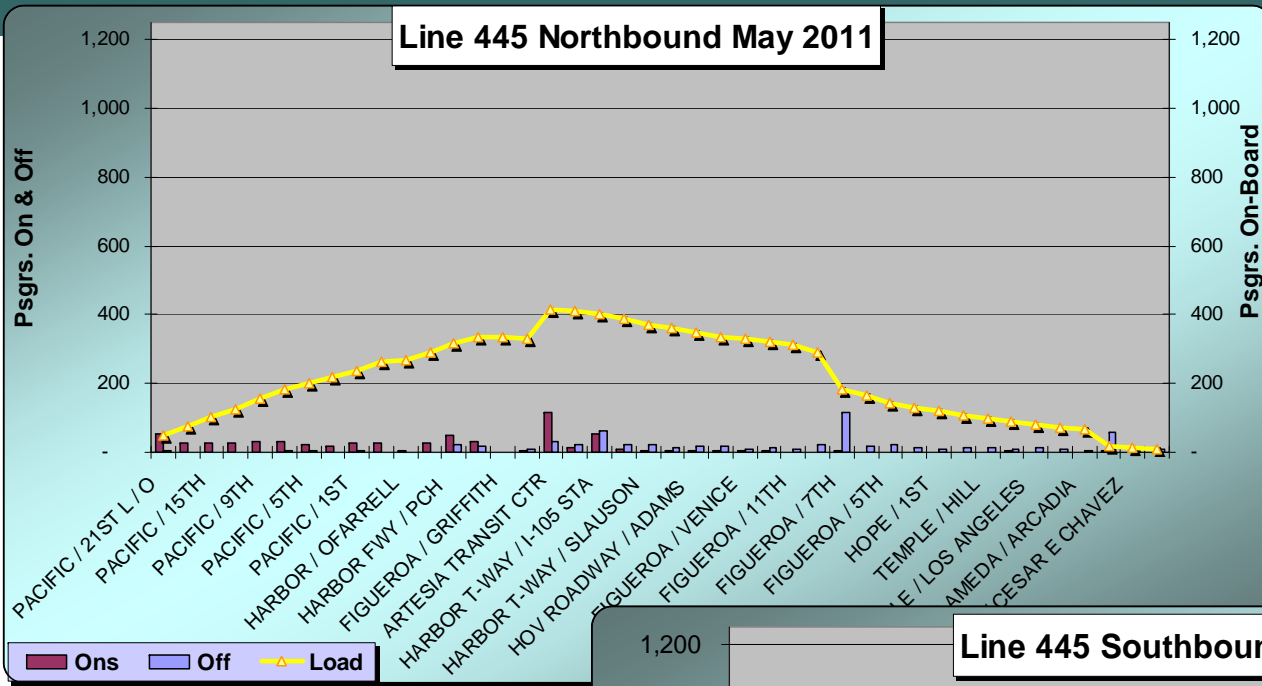
SBC Service Council July 2011 Meeting



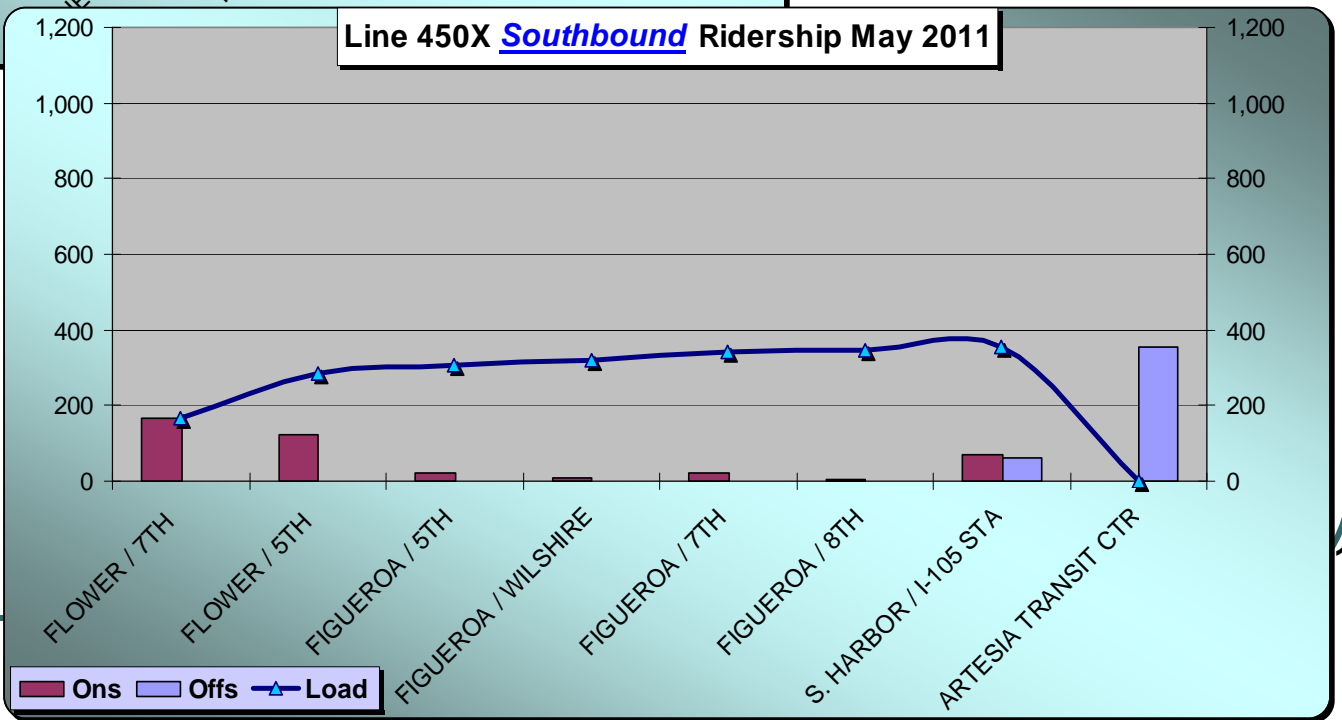
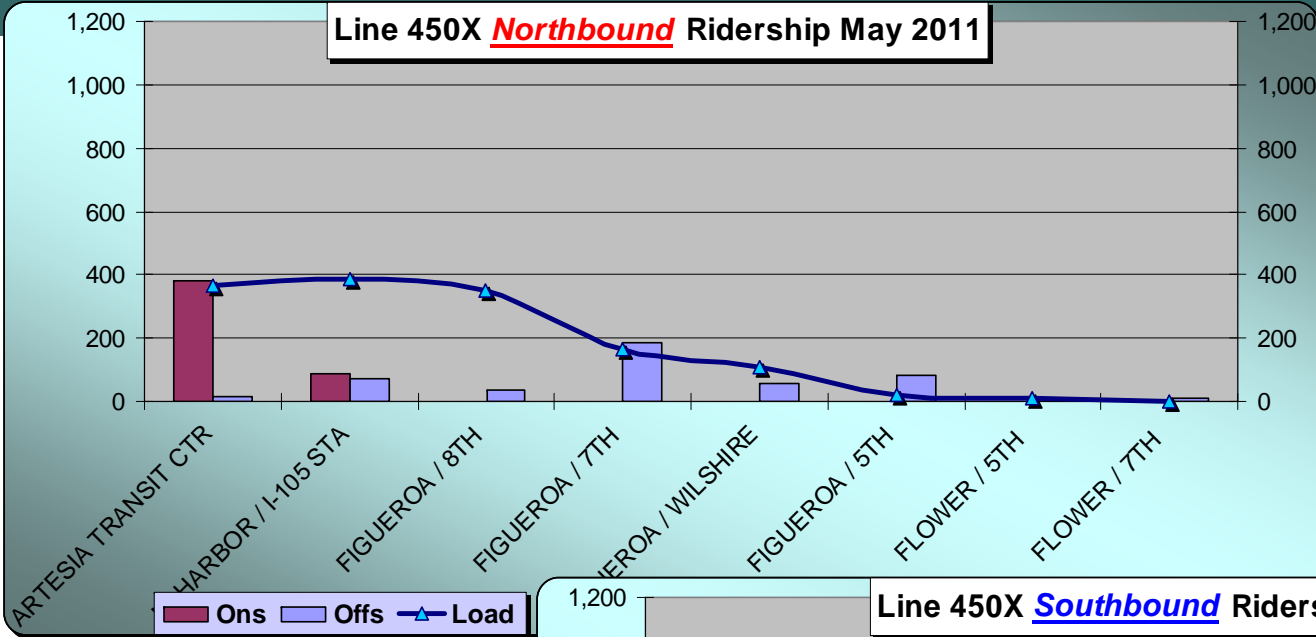
SBC Service Council July 2011 Meeting



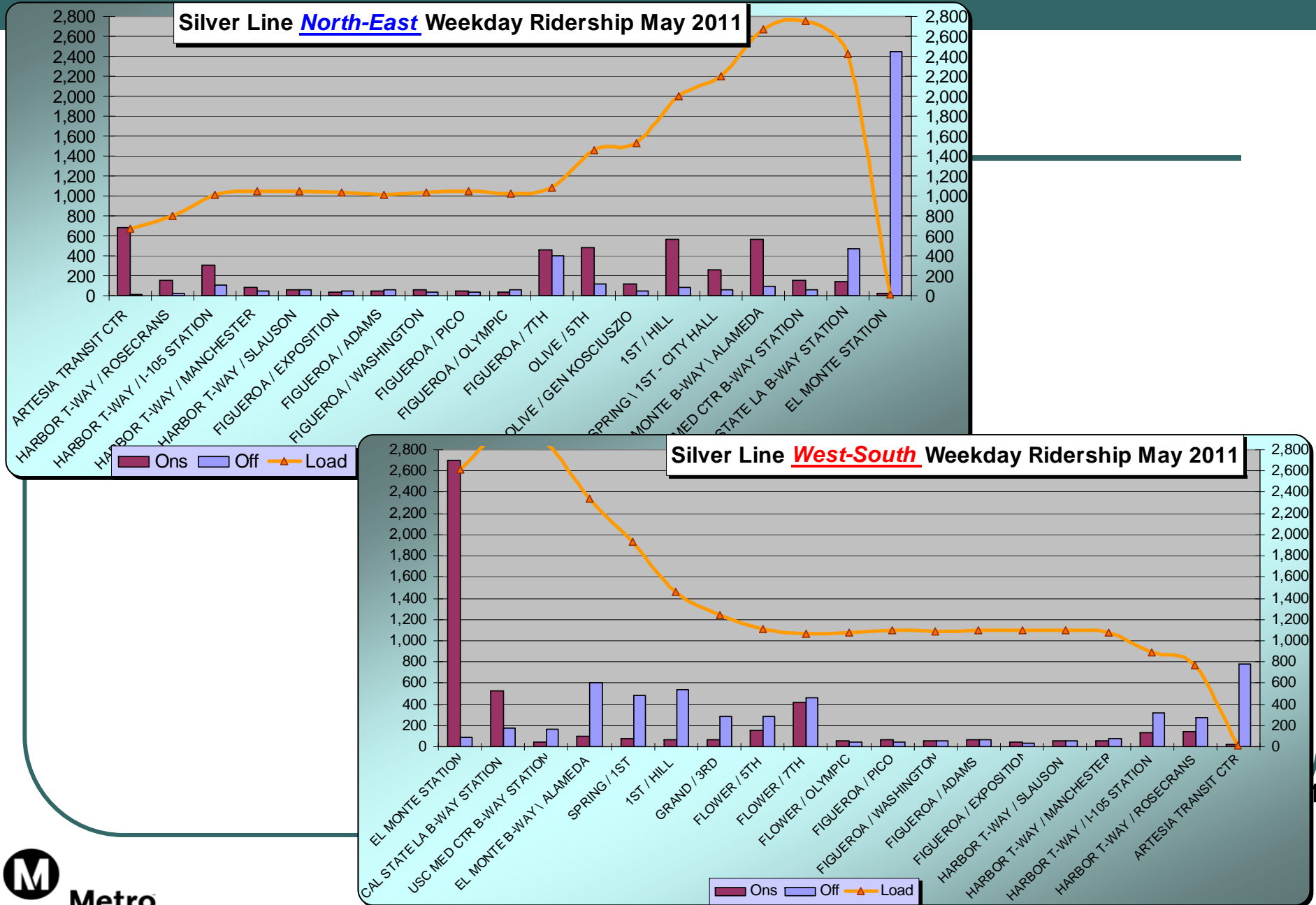
SBC Service Council July 2011 Meeting



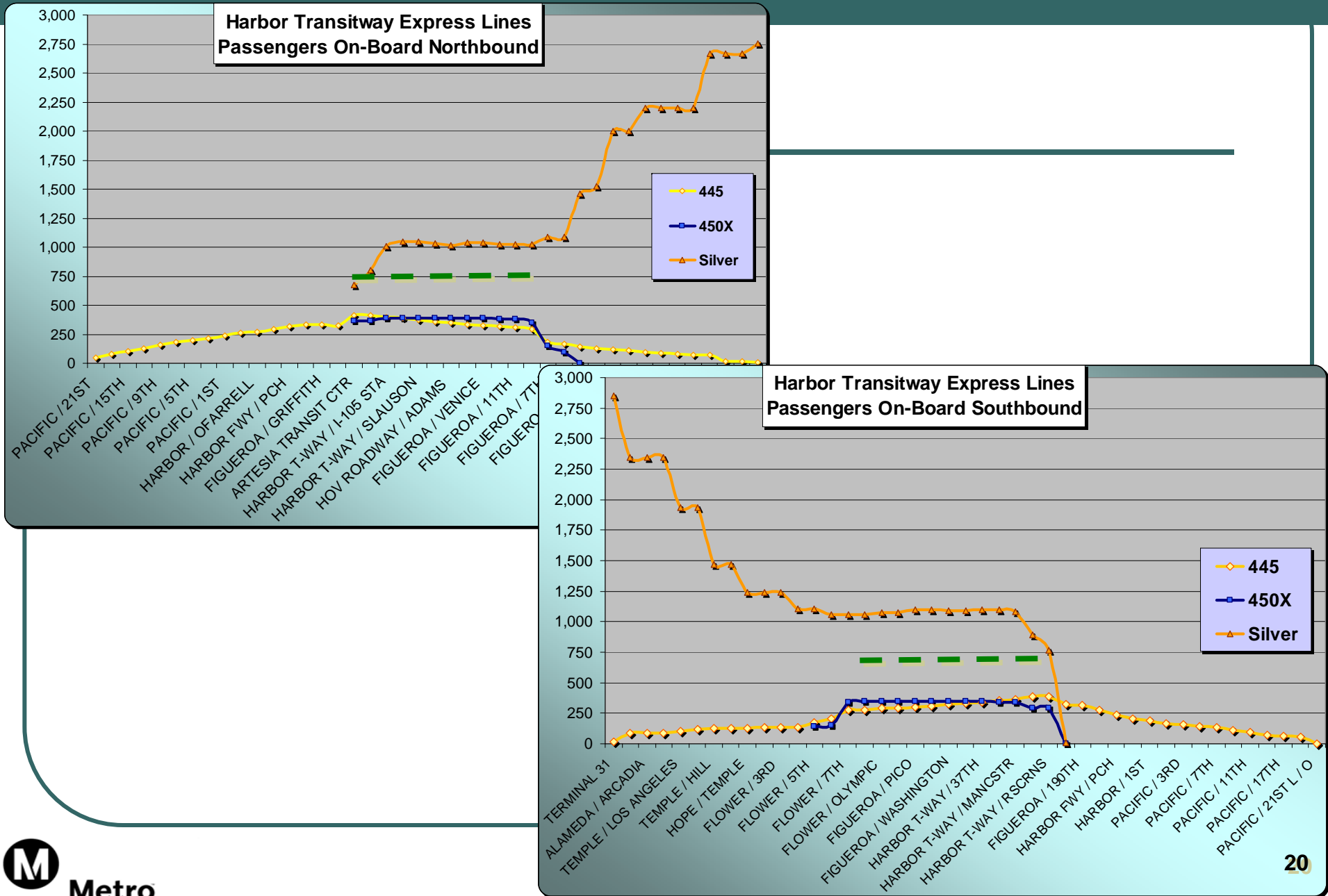
SBC Service Council July 2011 Meeting



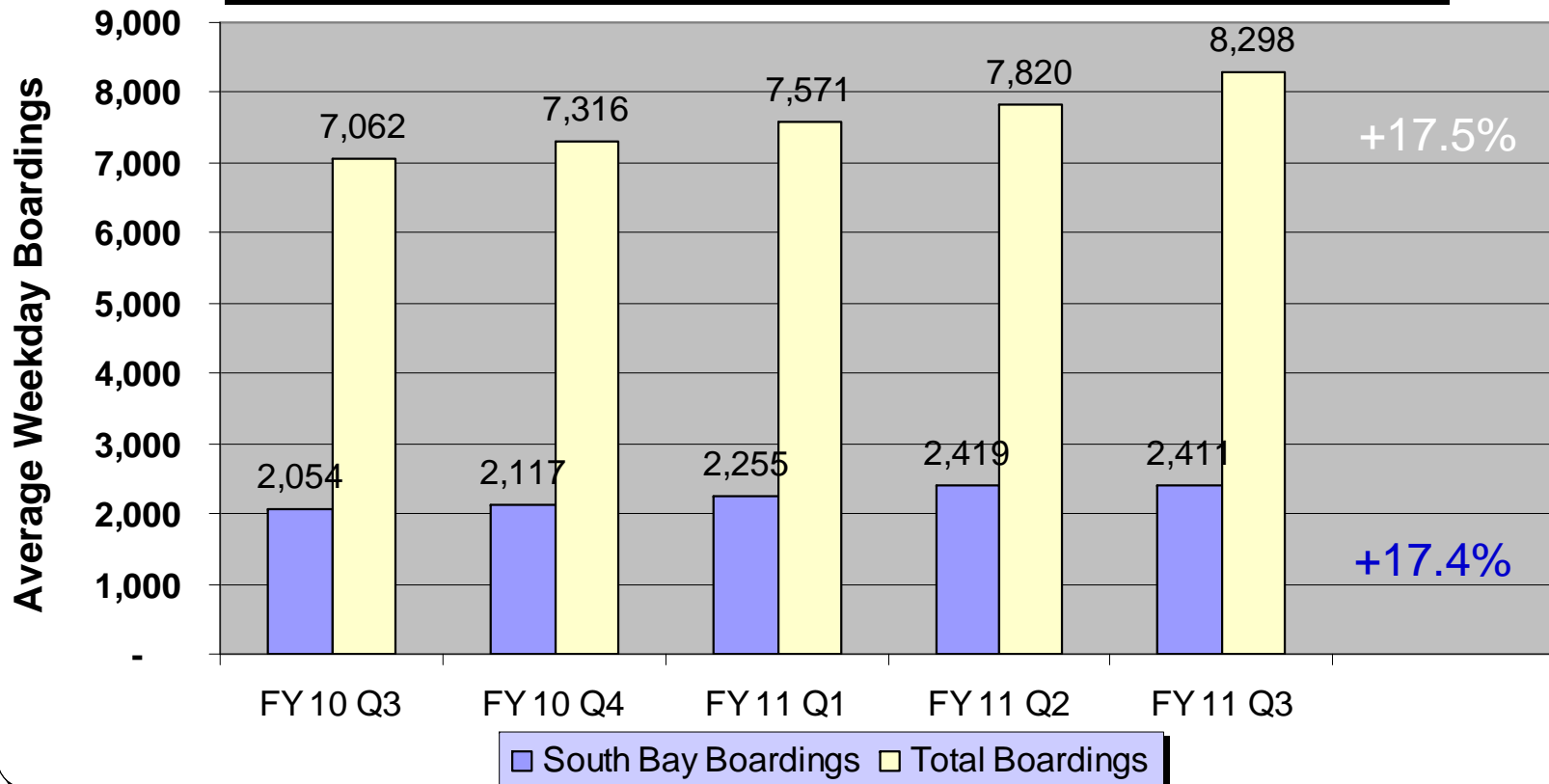
SBC Service Council July 2011 Meeting



SBC Service Council July 2011 Meeting



Silver Line Ridership Growth - South Bay and Total Line



I-405 Weekend Closure

Metro Service Plans

- Metro **Red/Purple** Lines: Operated Peak Weekday Service (10 Min. on Each)
- Metro **Green Line**: Double Service Levels (10 Min.)
- Metro **Orange Line**: Improve Service Levels (6 Min.)
- Double service levels on **Metro Local Lines: 2 and 150**
- Double service levels on **Metro Rapid Lines: 704, 720, 733 & 761 from Ventura south**
- Double service levels on **Metro Express Line 534**
- 16 Buses will be placed on standby-ready to roll at Divs. 7, 8, 10 & 15 (4 per Div.)

SBC Service Council July 2011 Meeting

Free Fare Service Plan -- July 16 & 17, 2011

Line	Metro Line Name	Line	Metro Line Name
2	Sunset Bl.	234	Sepulveda Bl
4	Santa Monica Bl.	236	Balboa Bl.
20	Wilshire Bl.	240	Reseda Bl.
33	Venice Bl.	242	Tampa Av.
150	Ventura Bl.	243	Winnetka Av.
152	Fallbrook Av.	244	De Soto Av.
155	Riverside Dr/Olive Av.	245	Topanga Canyon Bl.
156	Burbank Bl.	656	Van Nuys / Hollywood Owl
158	Devonshire St./Woodman Av.	704	Metro Rapid - Santa Monica Bl.
161	Westlake Village	720	Metro Rapid - Wilshire Bl./Whittier Bl.
183	Magnolia Bl.	733	Metro Rapid - Venice Bl.
224	Lankershim Bl.	761	Metro Rapid - Westwood Van Nuys Bl.
230	Laurel Canyon Bl.	901	Orange Line
233	Van Nuys Bl.	802/805	Red/Purple Lines

SBC Service Council July 2011 Meeting

Metro South Bay Cities Service Council Enhanced Customer Communications Plan

✓ **Metro Service Council Web Pages**

- Photo – Bio – Appointing Authority – Term
- Map of Regions and Metro Bus Lines in SBC
- Meeting Schedule and Agendas
- Customer Comment Link

✓ **Car Cards and Take-Ones on Buses**

- Map of Each Council Area and Meeting Location, Dates & Times
- Quarterly Take-Ones Summarizing Council Actions & Upcoming Events

✓ **Promotional Programs**

- Customer/Operator Appreciation Programs
- “We Couldn’t Go Anywhere Without You”

✓ **Use of New Media; Twitter, Face Book, Metro Source**



Metro South Bay

The Metro South Bay Service Council usually meets the second Friday of each month at 9:30 am. Meetings are held at Inglewood City Hall, located at One Manchester Blvd - [view map](#). The public is invited to attend and encouraged to provide input to assist the Service Council to improve service in their area. The South Bay region includes 16 cities and some unincorporated areas in Los Angeles County. For a map of the South Bay region, [click here](#). A listing of cities in the Service Council's jurisdiction is listed at the bottom of this page.

The council was formed in 2002, and is comprised of nine members, all appointed by the South Bay Council of Governments.

All recommended appointees are approved by Metro's Board of Directors. Current South Bay Service Council Representatives are listed below - you can click on the name of each Representative to read their bio.



[Ralph Franklin](#)
Chair
Councilmember,
City of Inglewood



[John Addleman](#)
Vice-Chair
Councilmember,
Rolling Hills Estates



[Roye Love](#)
Representative
Non-Elected,
City of Carson



[Rena Kambara](#)
Representative
Non-Elected
LA County Dept of
Regional Planning



[Robert Pullen-Miles](#)
Representative,
Mayor Pro Tem,
City of Lawndale



[James Goodhart](#)
Representative
Councilmember,
Palos Verdes
Estates



[Don Szerlip](#)
Representative
Non-Elected
City of Redondo Beach



[Devon Deming](#)
Representative
Non-Elected
LA World Airports



[Kim Turner](#)
Representative
South Bay COG
Municipal Operator



[Rich Morallo](#)
Community
Relations
South Bay

Carson, Gardena, Hawthorne, Hermosa Beach, Inglewood, Lomita, Los Angeles (Harbor City, Harbor Gateway, San Pedro and Wilmington), Manhattan Beach, Palos Verdes, Palos Verdes Estates, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Torrance, Westchester

Metro Councils

[Gateway Cities](#)
[San Fernando Valley](#)
[San Gabriel Valley](#)
[South Bay](#)
[Westside/Central](#)

Documents

[Code of Conduct](#)
[Council Bylaws \(PDF\)](#)

Resources

[Meeting Agendas / Minutes](#)
[Recent/Proposed Service Changes](#)
[Lines Operating in the SB Region](#)
[Service Advisories](#)
[Timetables](#)
[Metro Trip Planner](#)
[Links to Other Transit Agencies](#)
[Metro Fares and Passes](#)
[Metro Fare Outlets](#)
[Metro Passes Online](#)
[Metro Fares](#)
[Metro Projects in South Bay](#)
[Measure R Projects](#)
[511 – Real Time Traffic Information](#)
[Contact the Service Council](#)

Local Service Councils (Sample Main Page)

Metro's Service Councils are responsible for bus service in their geographic regions. Metro has 5 regional Service Councils:

- [Gateway Cities \(Southeast LA County\)](#)
- [San Fernando Valley](#)
- [San Gabriel Valley](#)
- [South Bay](#)
- [Westside/Central](#)

Click on this [map](#) to see the five council regions. Click on any of the Service Councils above for more information about their specific council. To see a listing of all Metro bus lines, and which Service Council they are assigned to, [click here](#)

These community based councils offer:

Greater Community Involvement: Regionalized outreach gives residents more opportunities for direct input into service issues in their communities. Public participation and input is invited at each of the council's monthly meetings.

Improved Service: Local service evaluation to better understand riders' needs and recommend the appropriate response.

Regional Perspective: Advise on planning and implementation of service within their area; call and conduct public hearings; evaluate Metro bus programs related to their service area; review proposed service changes; make policy recommendations to the Metro Board; participate in annual meetings with the Metro Chief Executive Officer (CEO), Deputy CEO and other appropriate management staff.

Further information regarding regional Service Councils, such as membership, authority and responsibilities, is contained in the Service Council Bylaws, which the MTA Board approved in 2011. The Service Council Bylaws, which can be accessed on the right side of this page, define the role and organizational structure of Service Councils. In addition, members of the councils must adhere to the Metro Code of Conduct and all other relevant State and Federal laws.

Documents

[Code of Conduct](#)
[Service Council Bylaws](#)

Resources

[Metro.net home page / The Source](#)
[Meeting Agendas / Minutes](#)
[Recent/Proposed Service Changes](#)
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[Metro Trip Planner](#)
[Links to Other Transit Agencies](#)
[Metro Fares and Passes:](#)
[Metro Fare Outlets](#)
[Metro Passes Online](#)
[Metro Fares](#)
[Contact Us](#)

Metro Service Council Staff



Jon Hillmer
Director, Metro Service Councils



Suzanne Handler
Service Council
Secretary



Henry Gonzalez
Community
Relations Manager

Los Angeles County Metropolitan Transportation Authority • One Gateway Plaza, Los Angeles, CA 90012 • 213-922-1282

SBC Service Council July 2011 Meeting

Quarterly Meeting of Transit Service Providers

Scheduled For July

Meeting Invitees Include: Gardena, Torrance, Culver City, LADOT, and Metro

Topics will Include: Bus/Rail Interface, Service Coordination, Anticipated or Potential Route and Service Changes



SBC Service Council July 2011 Meeting

June 30th Meet and Confer

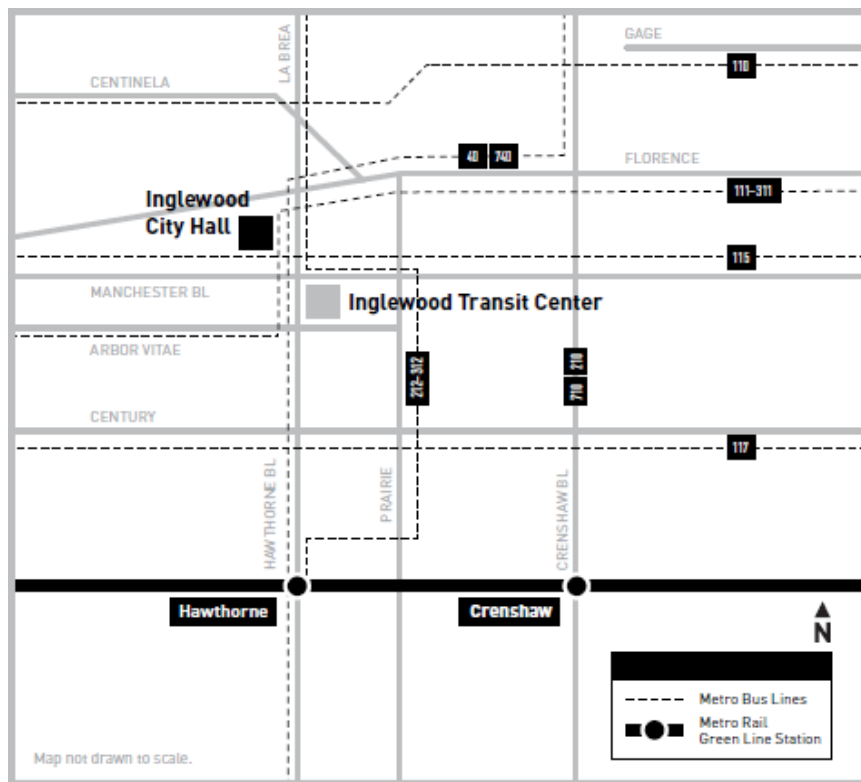
- **I-405 Closure & Bus/Rail Fares**
- **Future Bus Buys**
- **Redeployment of Resources to address deferred maintenance**
- **Introduction of Roberts & DiNuzzo**
- **Expo Line Update**
- **Emergency Action Plan for Bus or Rail Incidents**



Selected Metro Board Actions in June

- ❖ **Best Value Request for Proposal for up to 30 Super Low/Zero Emission Buses**
- ❖ **Procure 100 45-foot Composite CNG Buses (Staff to return with an analysis of the relationship of bus size to service frequency)**
- ❖ **2011 Countywide Preliminary Project Funding Strategy**
- ❖ **SCRRA FY2012 Budget & Metro Annual Work Program Totaling \$51.7 million**

SBC Service Council July 2011 Meeting



NEW MEETING LOCATION: South Bay Service Council

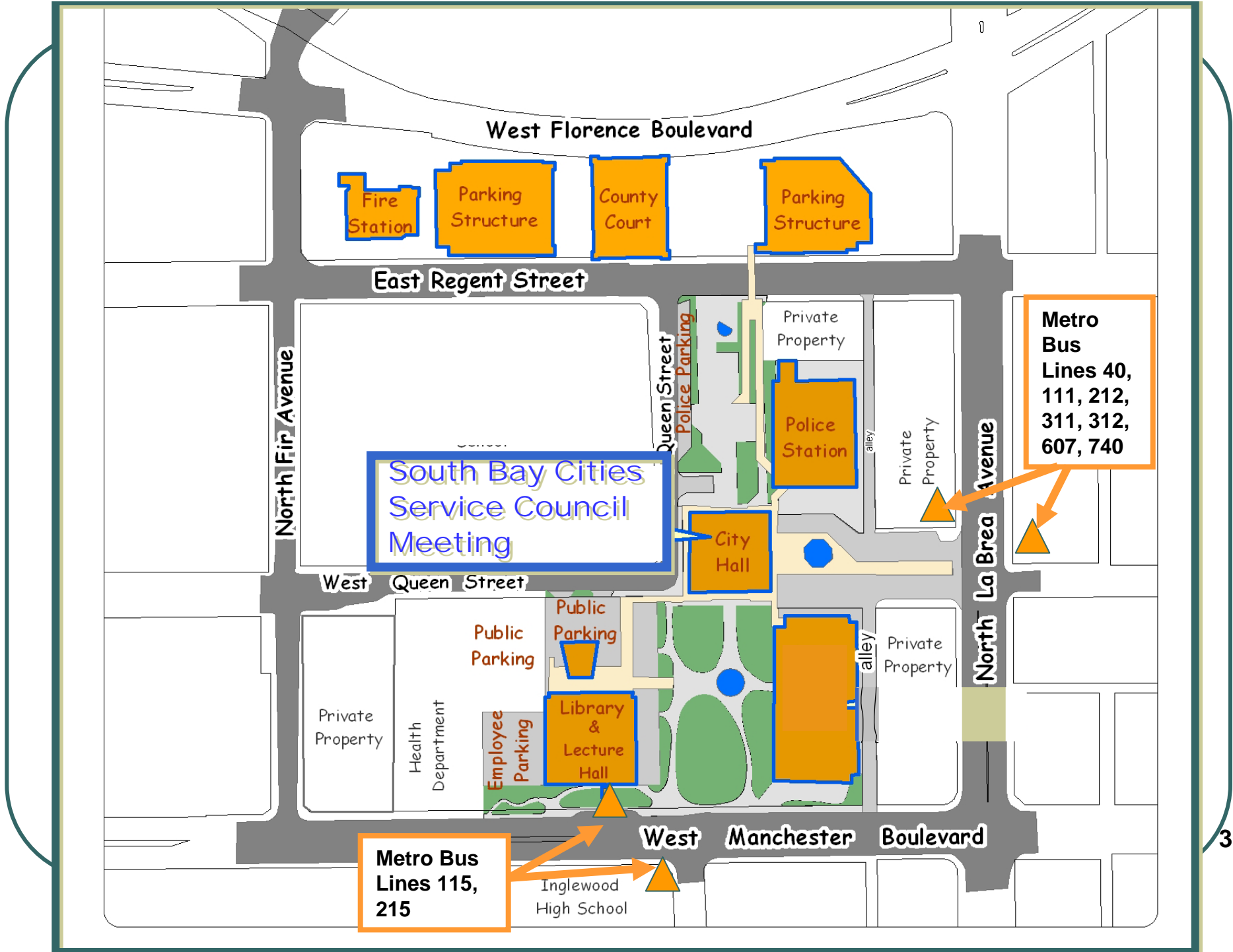
Effective July 8, 2011

The Metro South Bay Service Council meetings are moving to a new location in the City of Inglewood beginning on Friday, July 8, 2011. This new location replaces the former meeting site at Congresswoman Juanita Millender-McDonald Community Center in Carson.

Monthly meetings will be held beginning at 9:30am on the second Friday of the month at:

**Inglewood City Hall
1 West Manchester Bl
Inglewood, CA**

The public is encouraged to attend and provide input to the service council about Metro bus service. For more information about the South Bay Service Council, go to metro.net/about/service-councils.



South Bay Cities
Service Council
Meeting

Metro
Bus
Lines 40,
111, 212,
311, 312,
607, 740

Metro Bus
Lines 115,
215

Inglewood
High School

SBC Service Council July 2011 Meeting

August 2011 Public Hearings

❖ All Service Councils

✓ Sat., Aug. 6 at 10:00 AM

✓ Lines 102, 105, 200, 246, 254, 611 & 612

❖ Metro Westside/Central

✓ Wed., Aug. 10 at 5:00 PM

✓ Lines 102 & 200

❖ Metro Gateway Cities

✓ Thurs., Aug. 11 at 3:00 PM

✓ Lines 102, 105, 254, 611 & 612

❖ Metro South Bay Cities

✓ Thurs., Aug. 18 at 6:00 PM

✓ Line 246

