

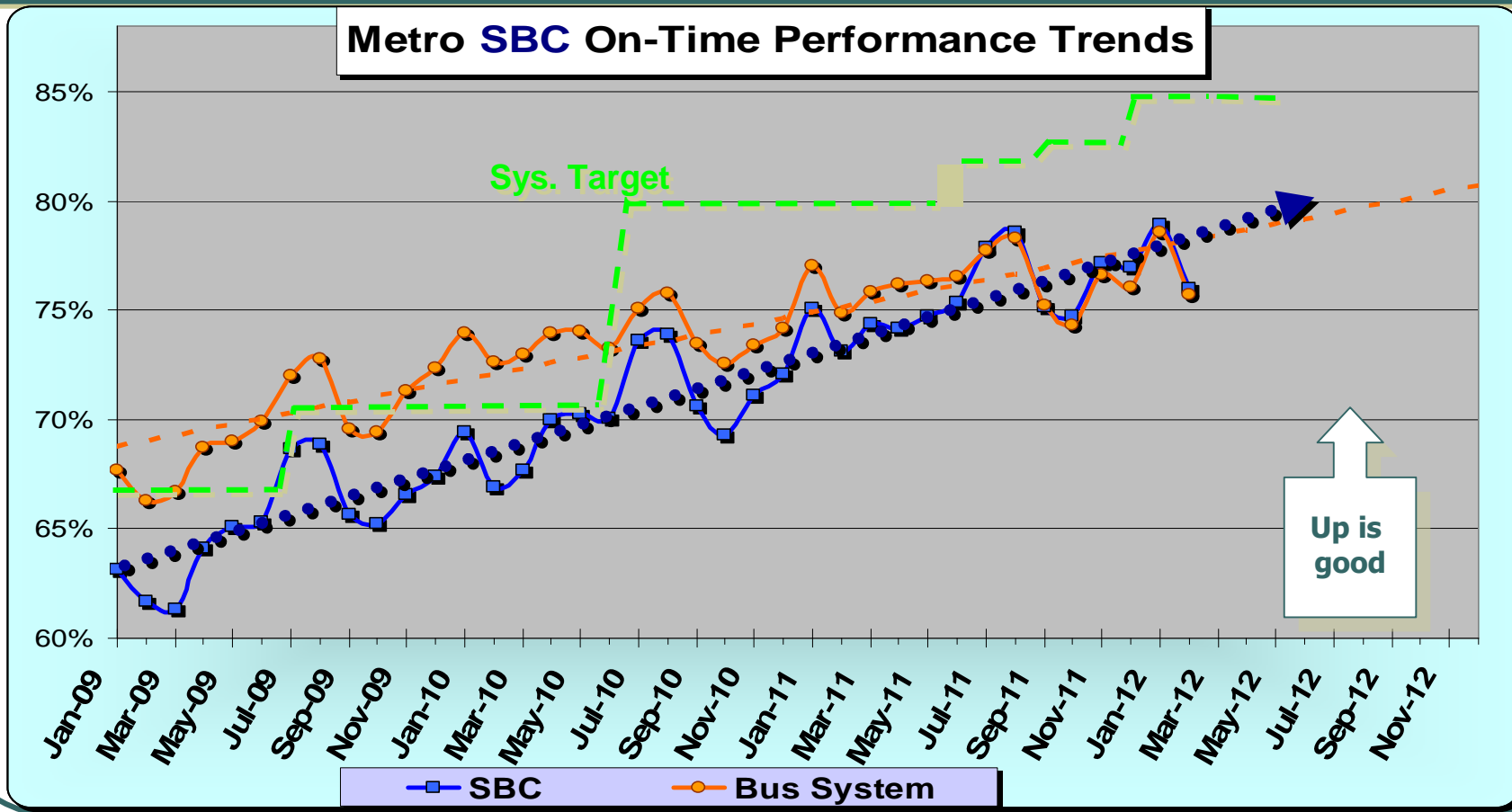
***Metro South Bay Cities  
Service Council  
April 13, 2012 Meeting***

***Performance Report on  
February 2012 Service***



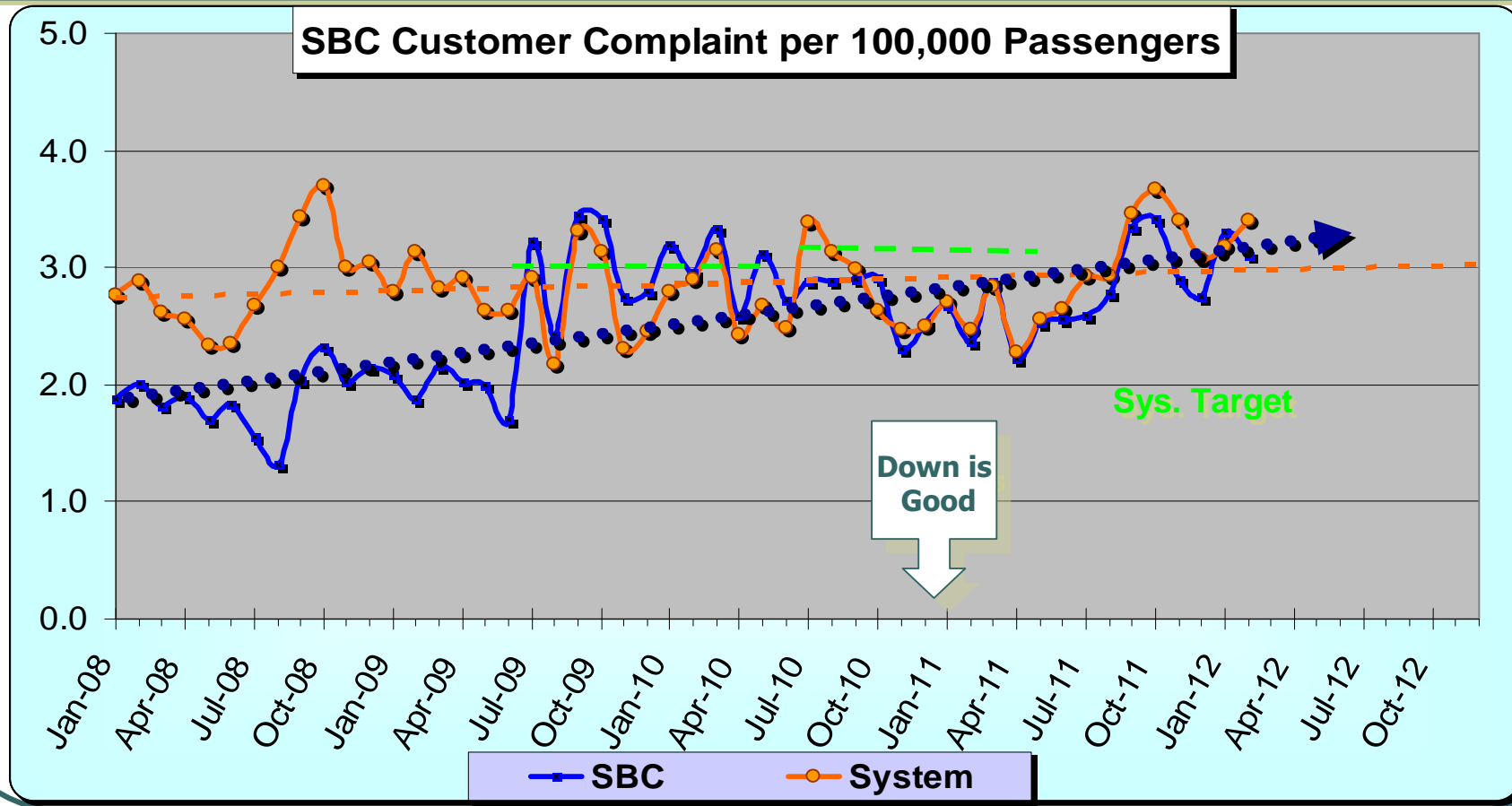
# SBC Service Council April 2012 Meeting

<u>On Time Performance</u>		Target	Feb.	YTD
	Metro Bus System	85.0%	75.7%	76.5%
	South Bay Cities	85.0%	76.0%	76.9%



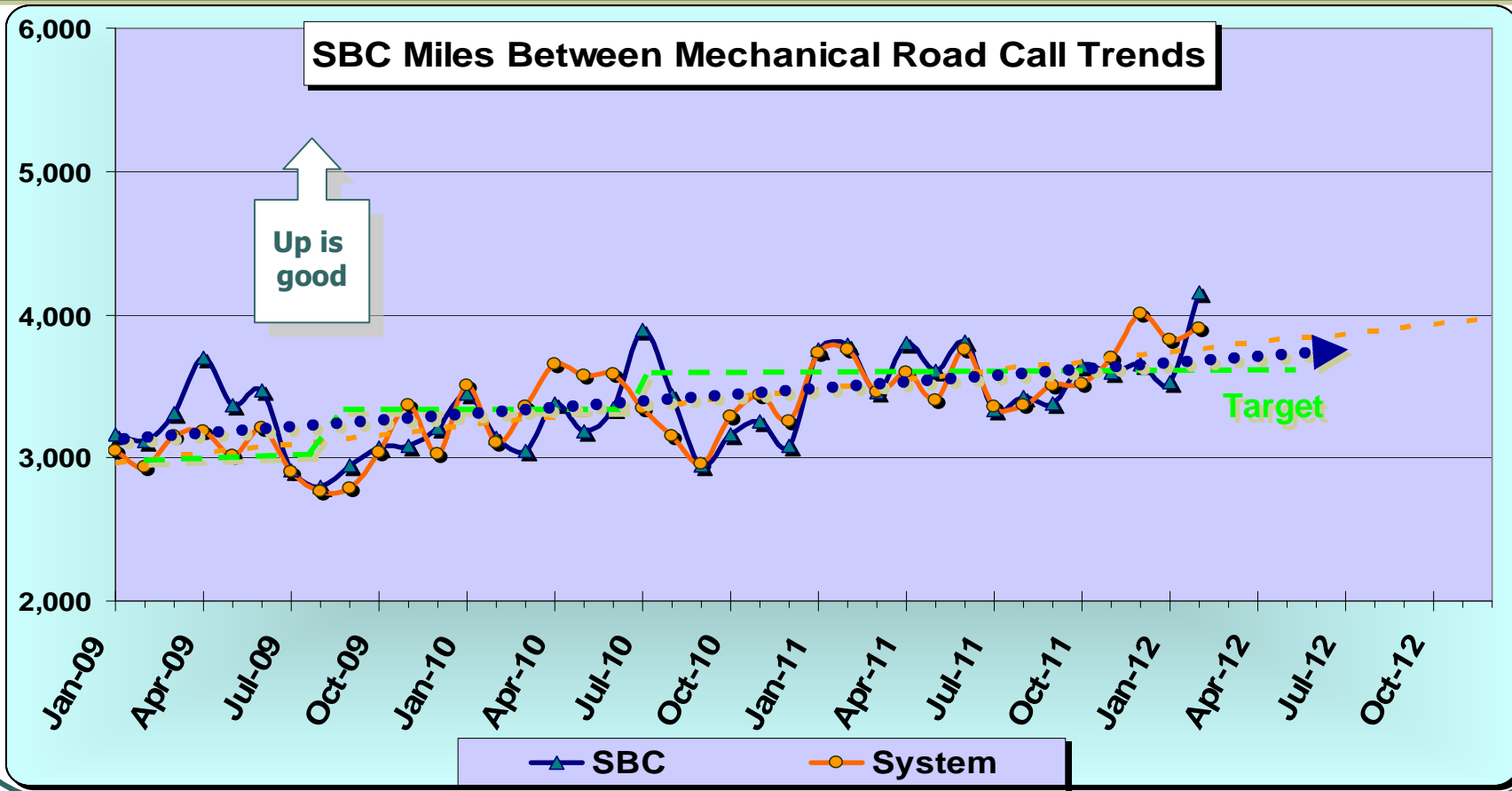
# SBC Service Council April 2012 Meeting

<u>Complaints / 100,000 Psgrs.</u>		Target	Feb.	YTD
	<b>Metro Bus System</b>	<b>2.29</b>	<b>3.40</b>	<b>3.26</b>
	<b>South Bay Cities</b>	<b>2.40</b>	<b>3.11</b>	<b>3.03</b>



# SBC Service Council April 2012 Meeting

<u>Miles / Mech.</u> <u>Road Call</u>		Target	Feb.	YTD
	Metro Bus System	3,650	3,909	3,631
	South Bay Cities	3,650	4,155	3,572



# SBC Service Council April 2012 Meeting

## Clean Bus Rating

**Metro Bus System**  
**South Bay Cities**

Target

**8.0**

Feb.

**8.43**

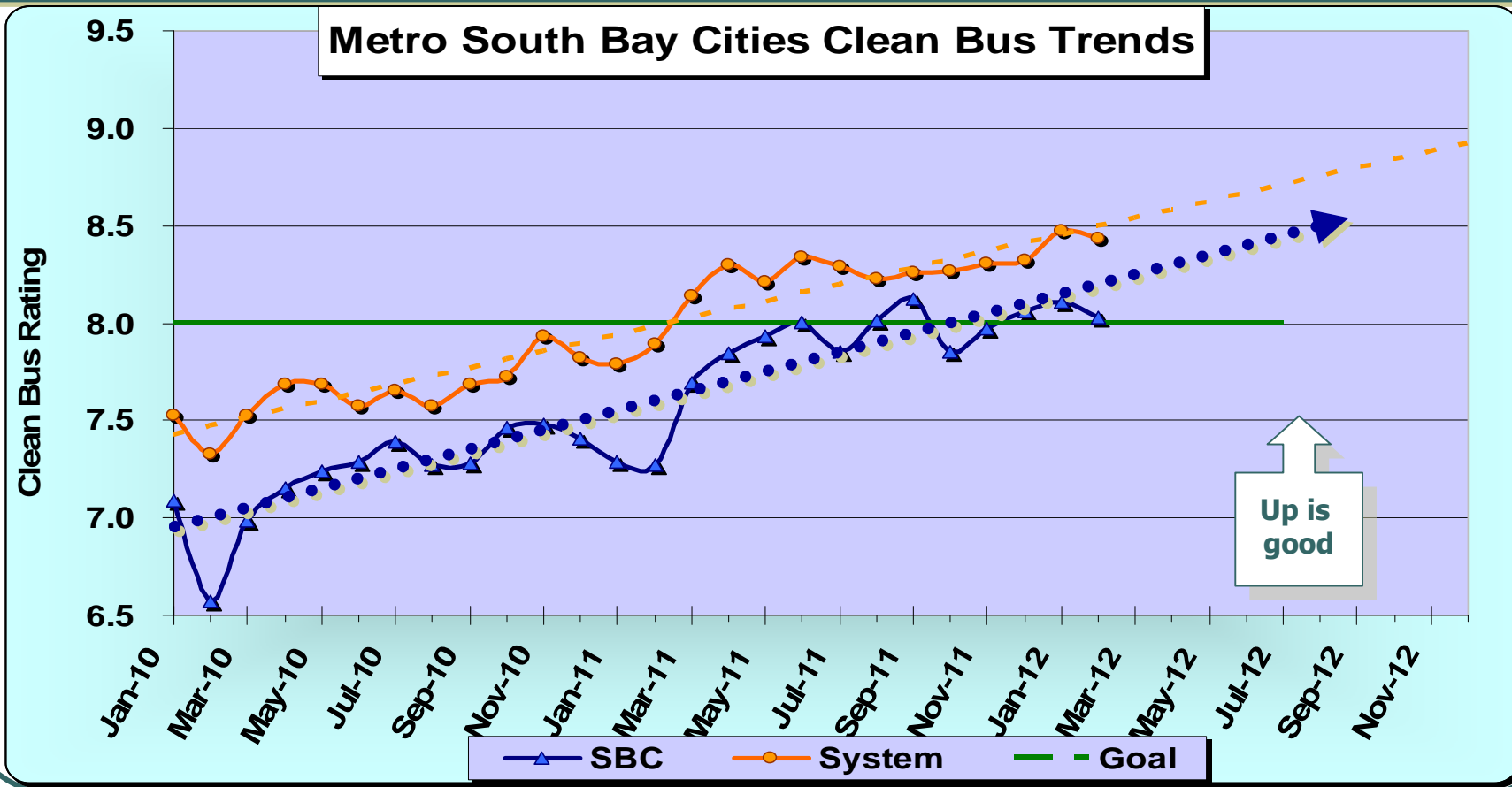
YTD

**8.32**

**8.0**

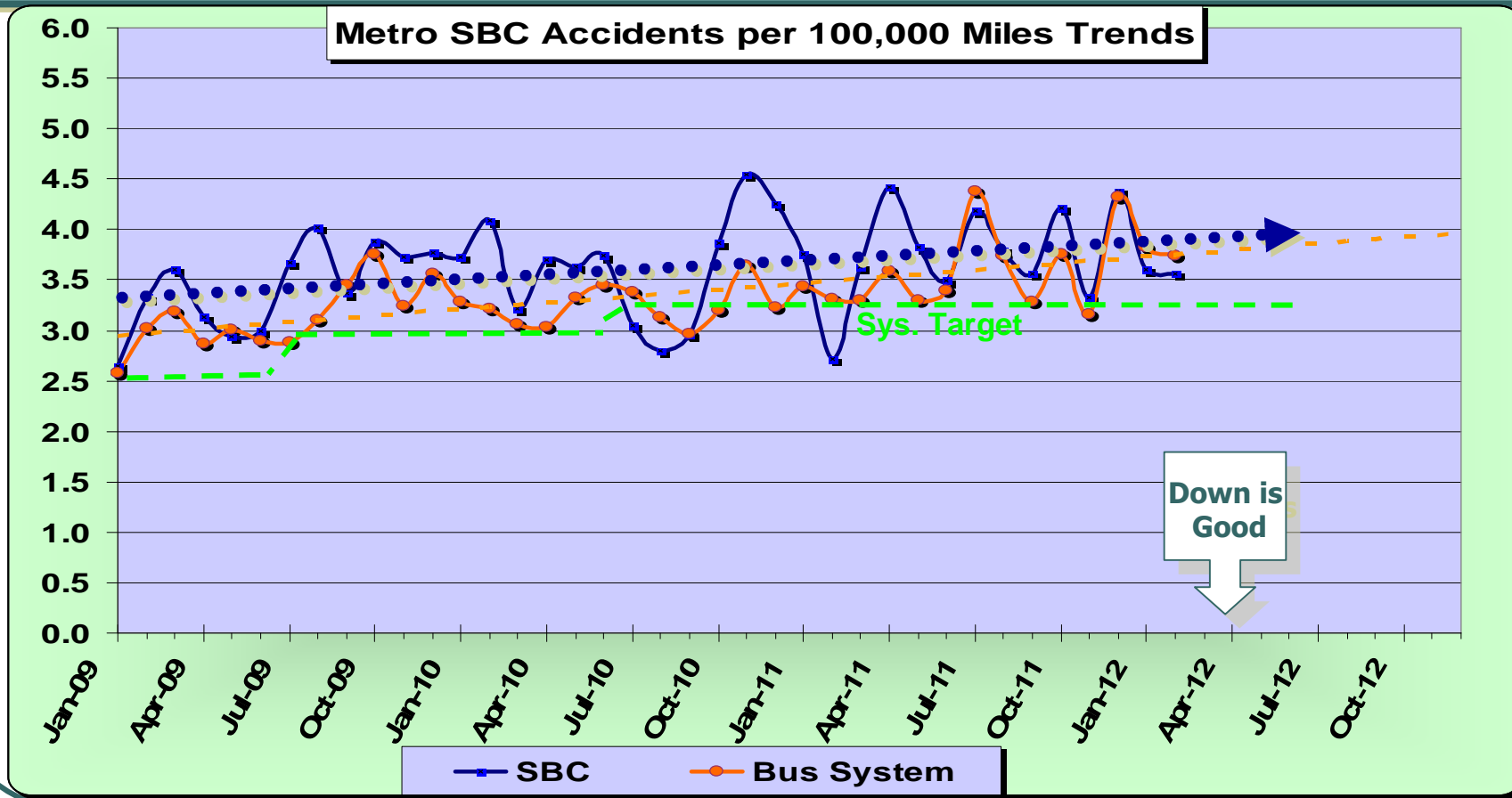
**8.03**

**8.00**



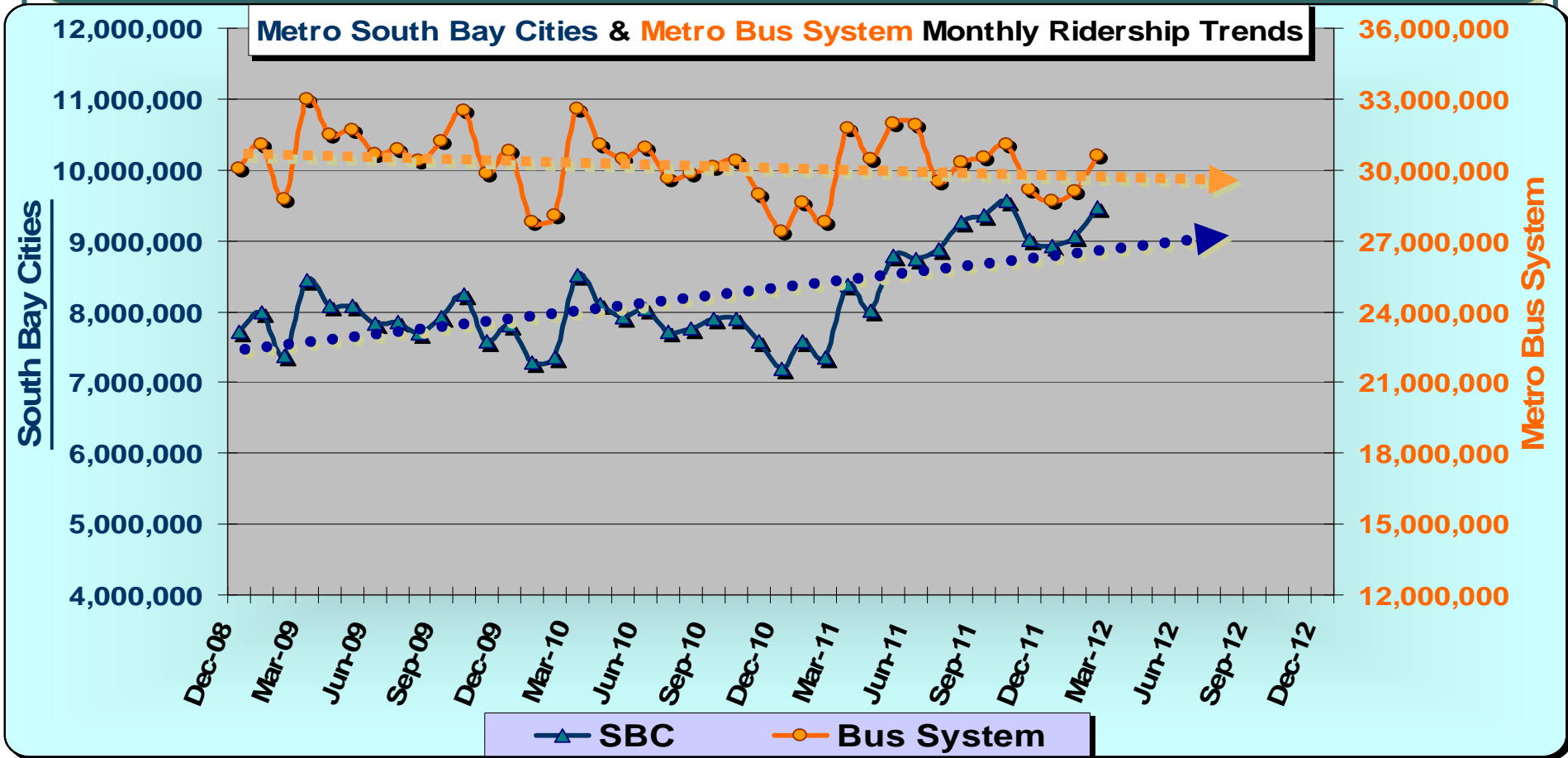
# SBC Service Council April 2012 Meeting

<u>Accidents / 100,000 Miles</u>		Target	Feb.	YTD
	<b>Metro Bus System</b>	<b>3.20</b>	<b>3.74</b>	<b>3.77</b>
	<b>South Bay Cities</b>	<b>3.17</b>	<b>3.57</b>	<b>3.83</b>



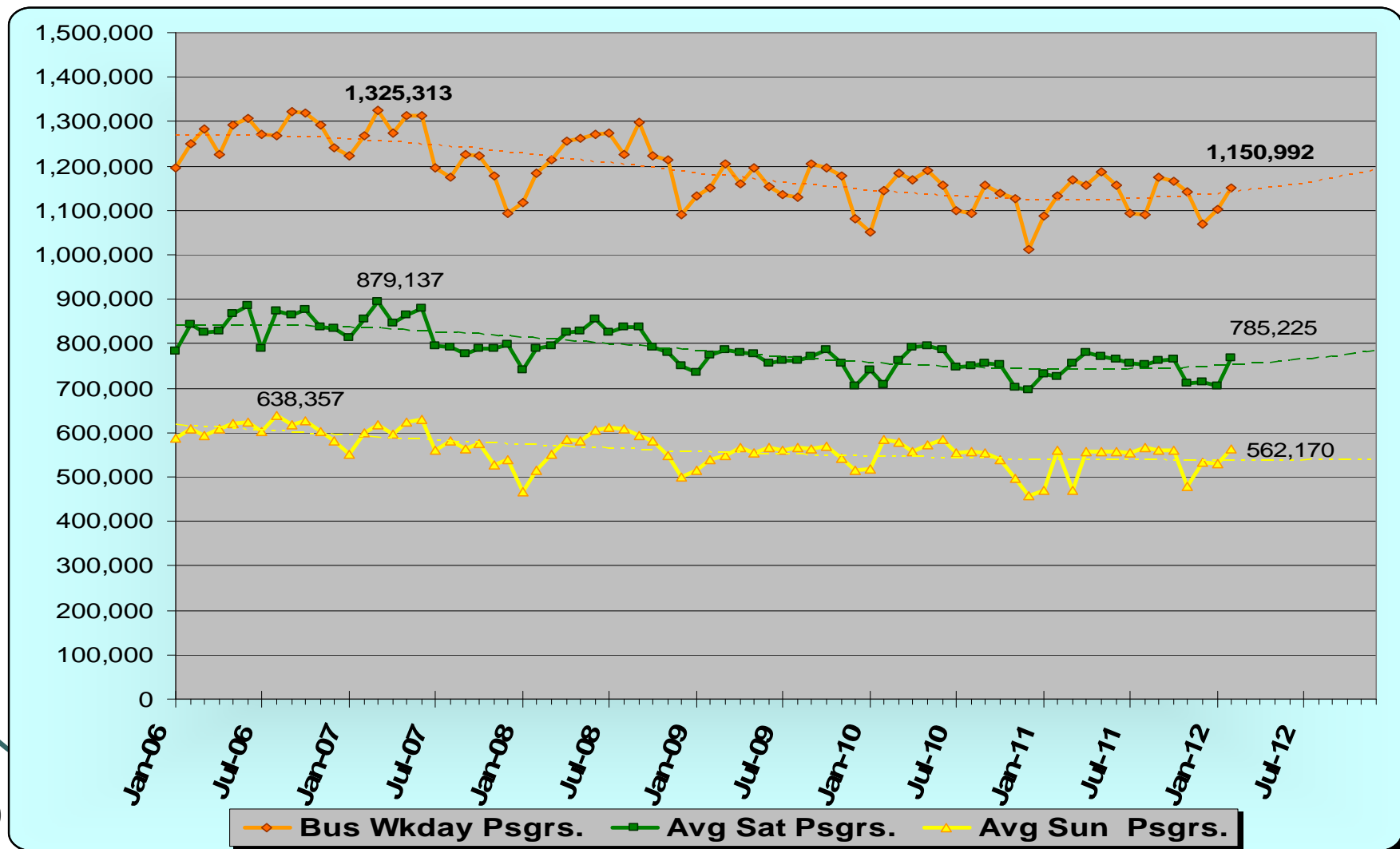
# SBC Service Council April 2012 Meeting

		Target	Feb.	YTD
<b>Monthly Bus Ridership</b>	<b>Metro Bus System</b>	<b>29,270,000</b>	<b>30,590,000</b>	<b>29,880,000</b>
	<b>South Bay Cities</b>	<b>7,750,000</b>	<b>9,470,000</b>	<b>9,190,000</b>



# SBC Service Council April 2012 Meeting

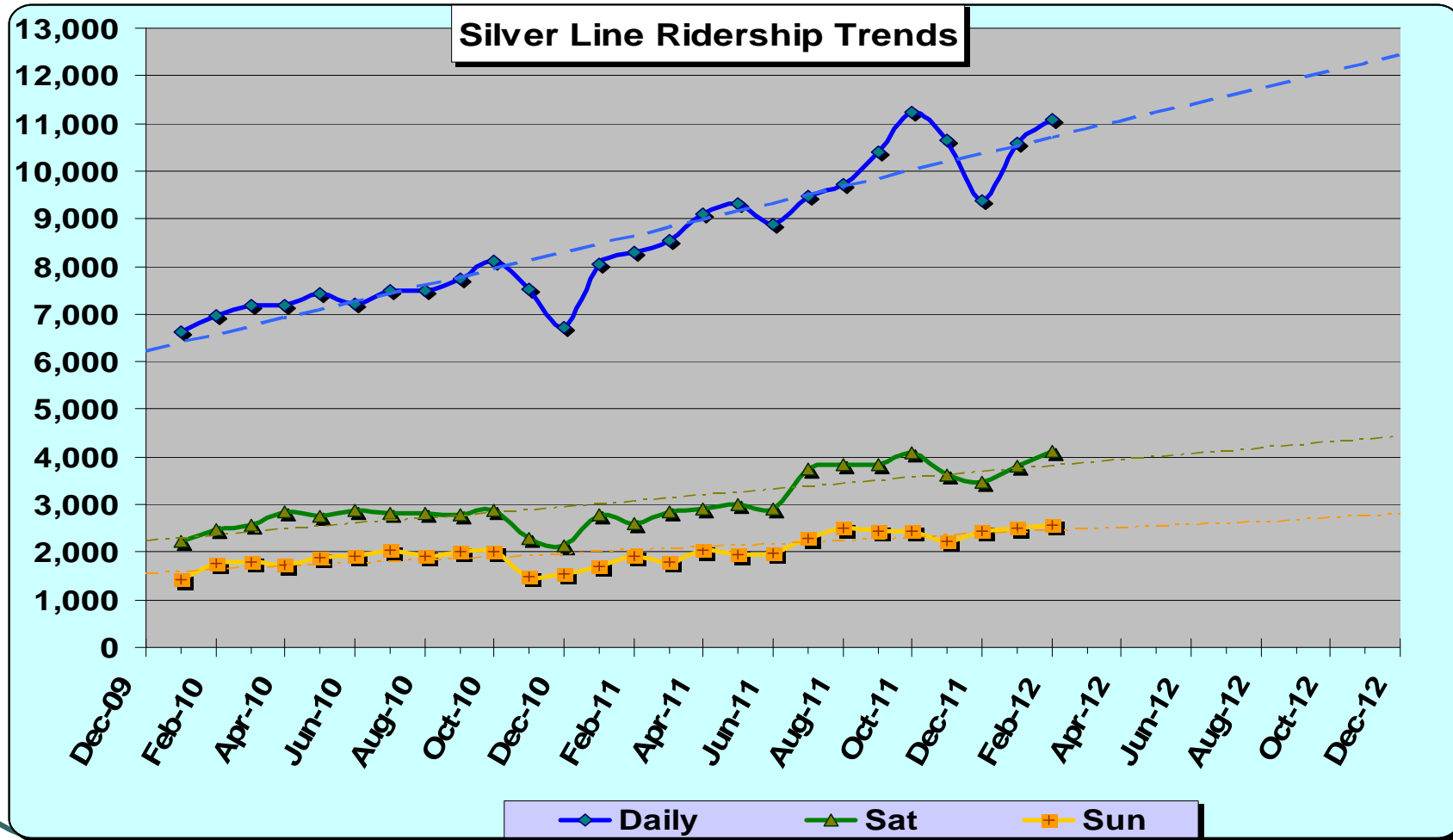
## Avg. Daily Ridership on ALL Metro Bus Lines





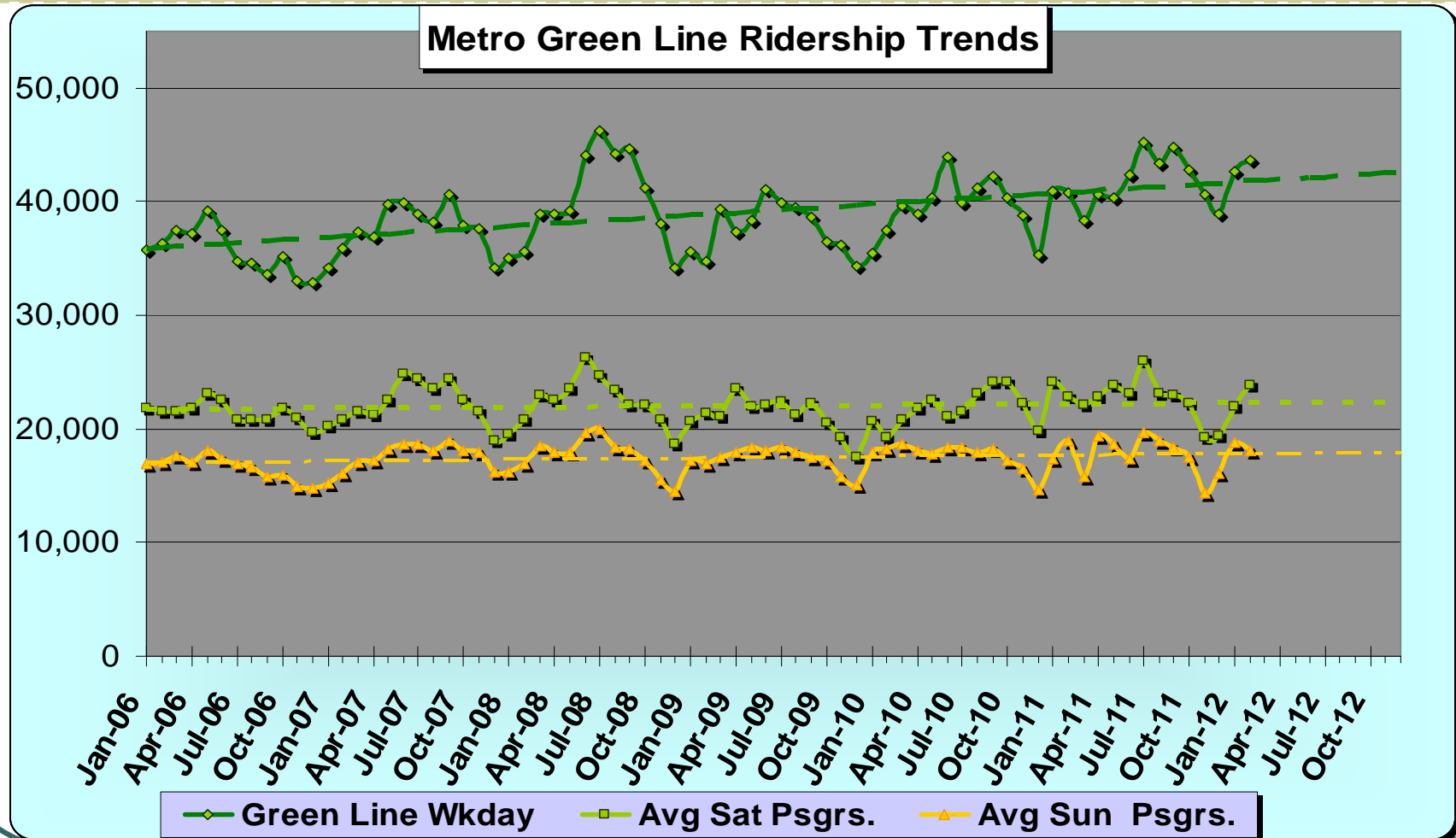
# SBC Service Council April 2012 Meeting

## Metro Silver Line Ridership Trends



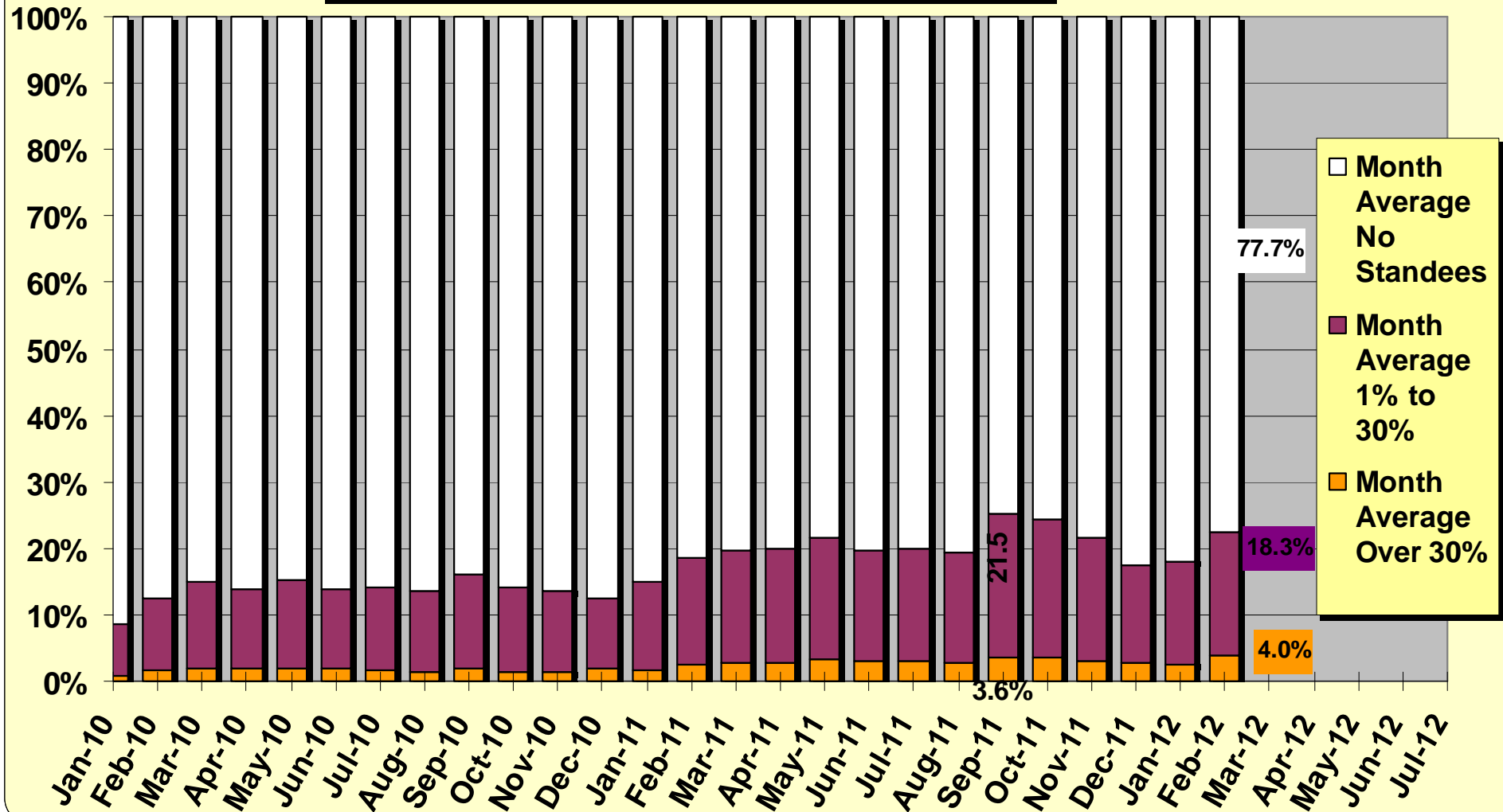
# SBC Service Council April 2012 Meeting

## Metro Green Line Ridership Trends



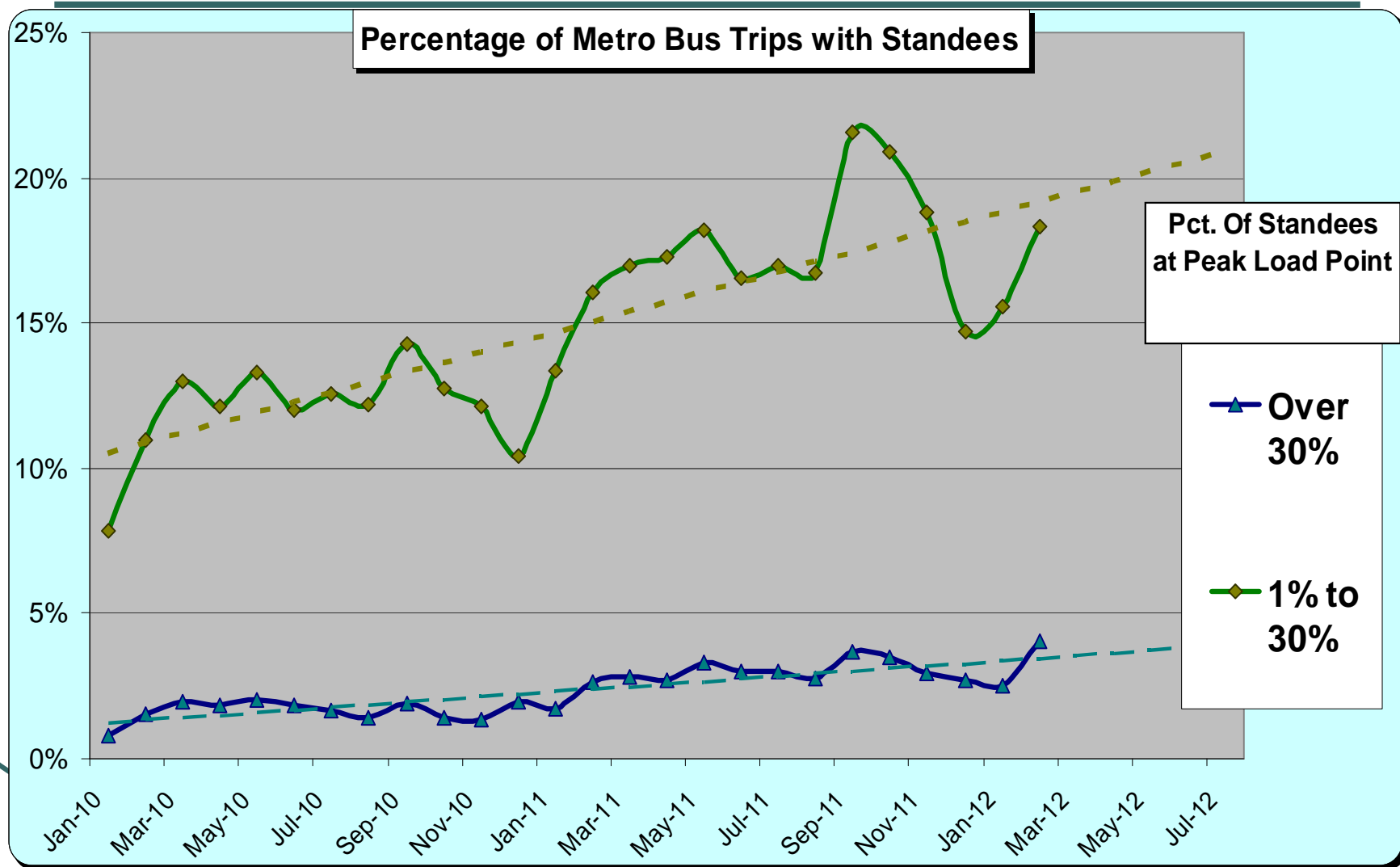
# SBC Service Council April 2012 Meeting

Metro Bus Service Average Load Factor by Month



























# SBC Service Council April 2012 Meeting

## Metro Bus Trips with Standees



# SBC Service Council April 2012 Meeting

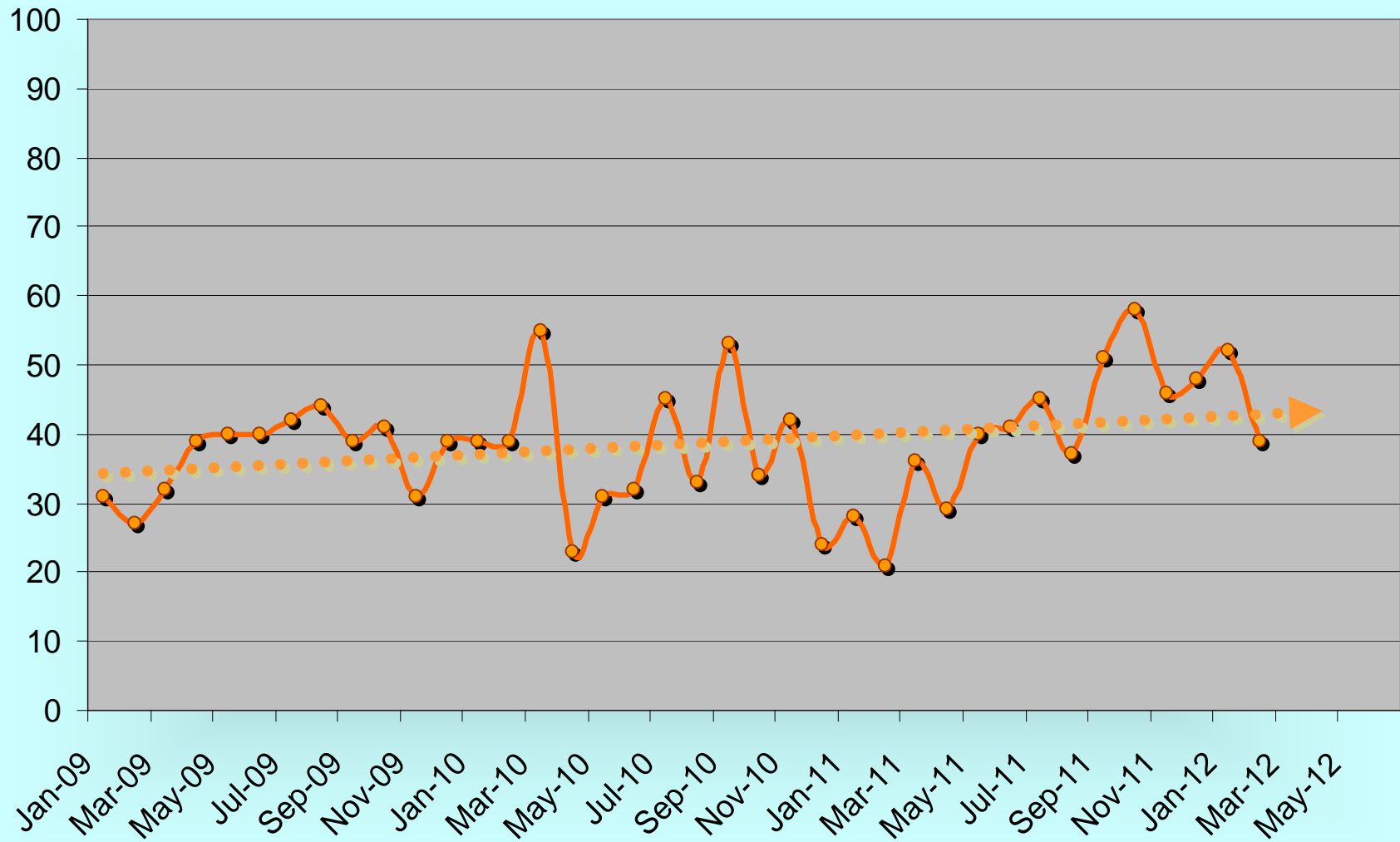
## March 2012 Bus Station Cleanliness Eval. Scores

Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	 6.4	Metro	 -1.0
Aviation Green Line Bus Sta.	8.3 	Metro	 +2.2
Burbank Metrolink Bus Sta.	8.5 	Burbank	
Culver City Sta.	7.1	Culver City	 -.4
Cal State LA Busway Sta.	7.8	Metro	
Cal State LA Local Bus Sta.	8.6 	LADOT	 +.4
Del Amo Blue Line Bus Sta.	7.9	Metro	 -.5
El Monte Bus Sta.	7.6	Metro	
Harbor-Gateway Transit Ctr.	8.2 	Metro	
Inglewood Bus Sta.	8.2 	Inglewood	
LAX City Bus Sta.	 6.6	Metro	 +1.3
Norwalk Green Line Bus Sta.	8.3 	Metro	 +1.1
North Hollywood Red Line Bus Sta.	7.4	Metro	
Patsaouras Bus Plaza	7.1	Metro	 -1.1
Pico-Rimpau Bus Ctr.	7.5	Metro	 +.6
Rosa Parks Bus Sta.	8.1 	Metro	
South Bay Galleria Bus Ctr.	 6.5	Redondo Beach	 -1.9
Sierra Madre Gold Line Bus Sta.	8.0 	Metro	 +.8
Universal Red Line Bus Sta.	 6.5	Metro	
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	
<b>Average Rating</b>	<b>7.5</b>		



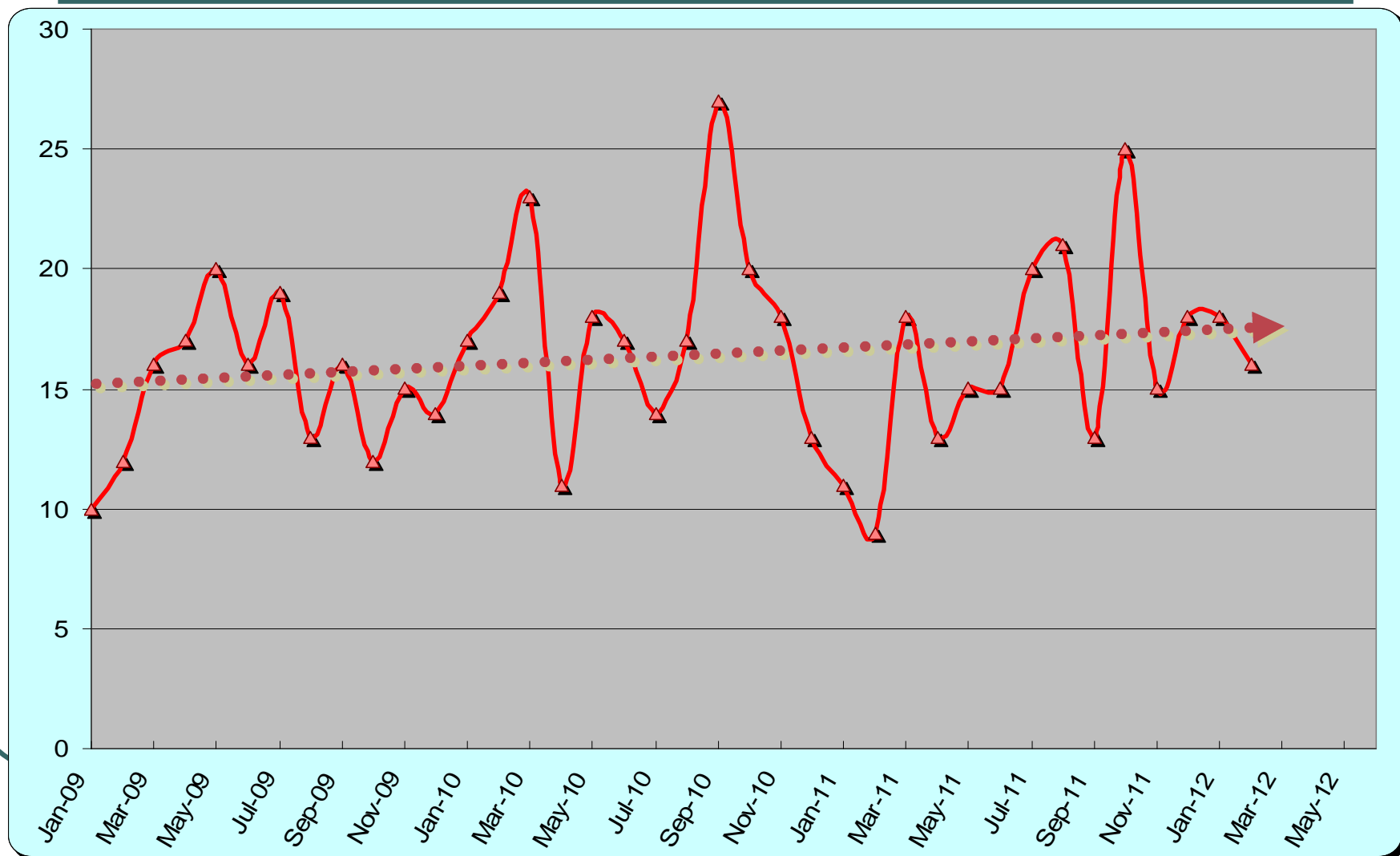
# SBC Service Council April 2012 Meeting

## Monthly ADA Related Complain Trends



# SBC Service Council April 2012 Meeting

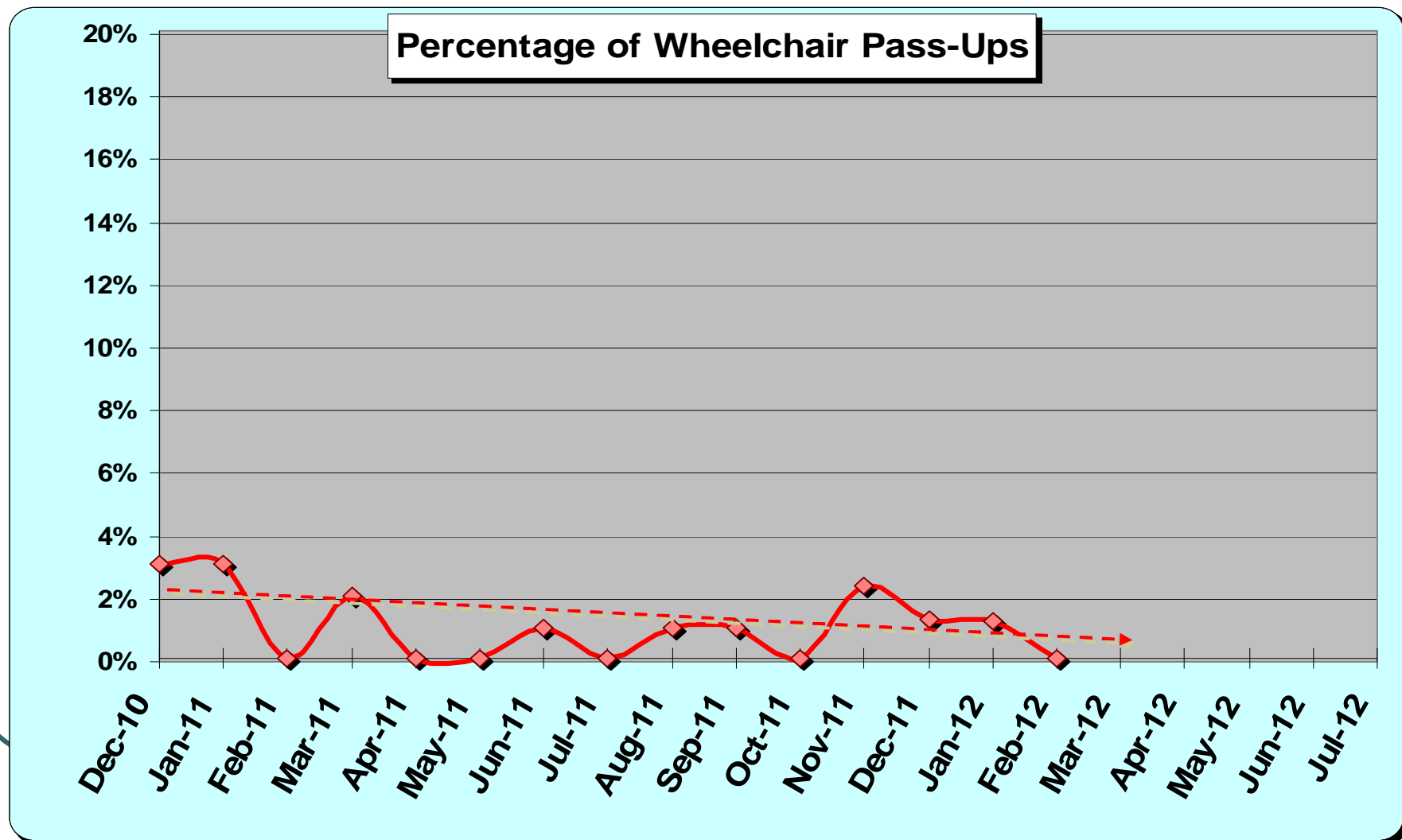
## Monthly Wheelchair Pass-Up Complaints



# SBC Service Council April 2012 Meeting

## Mystery Riders Observations

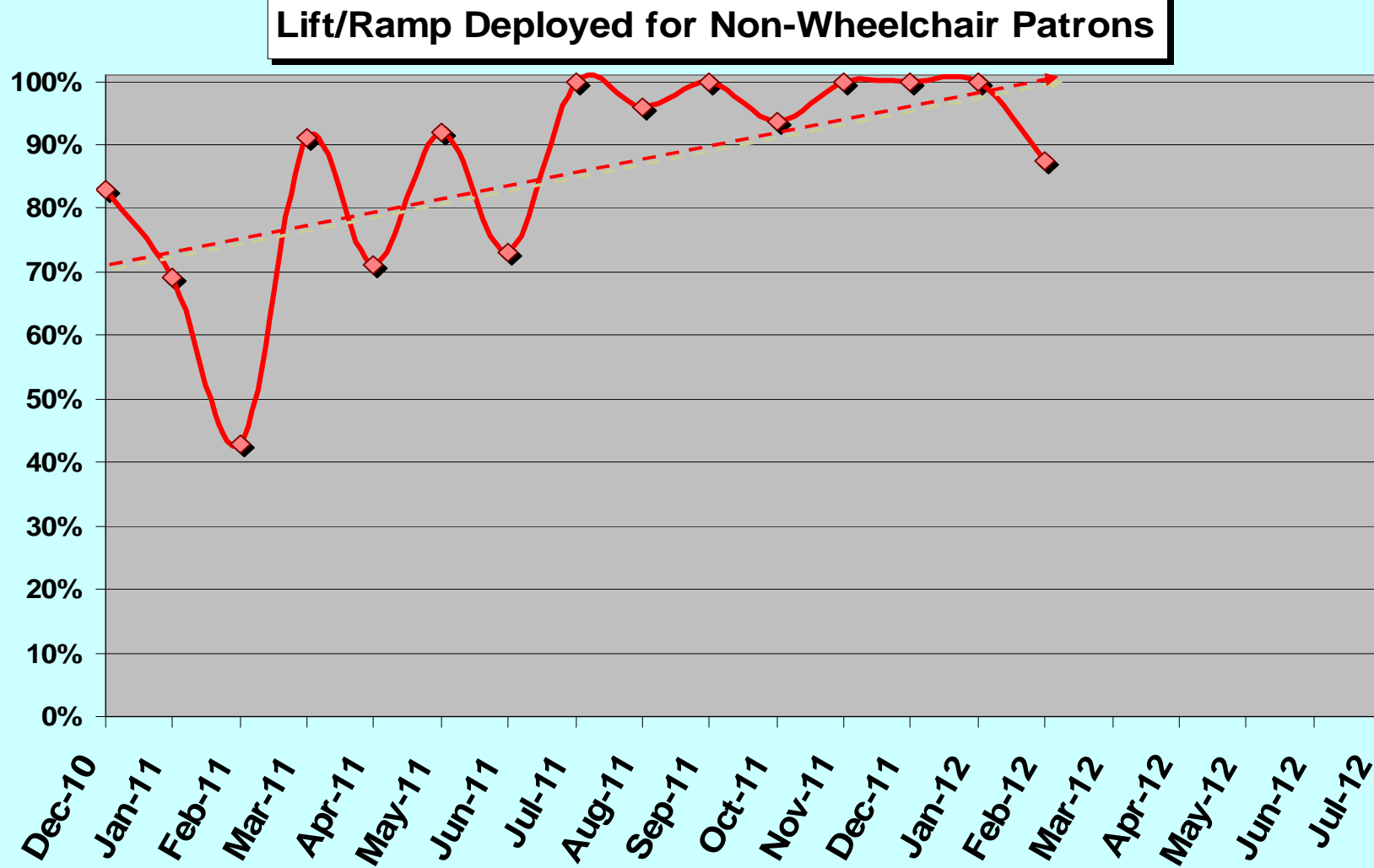
(213 Undercover Rides in February 2012 Report)





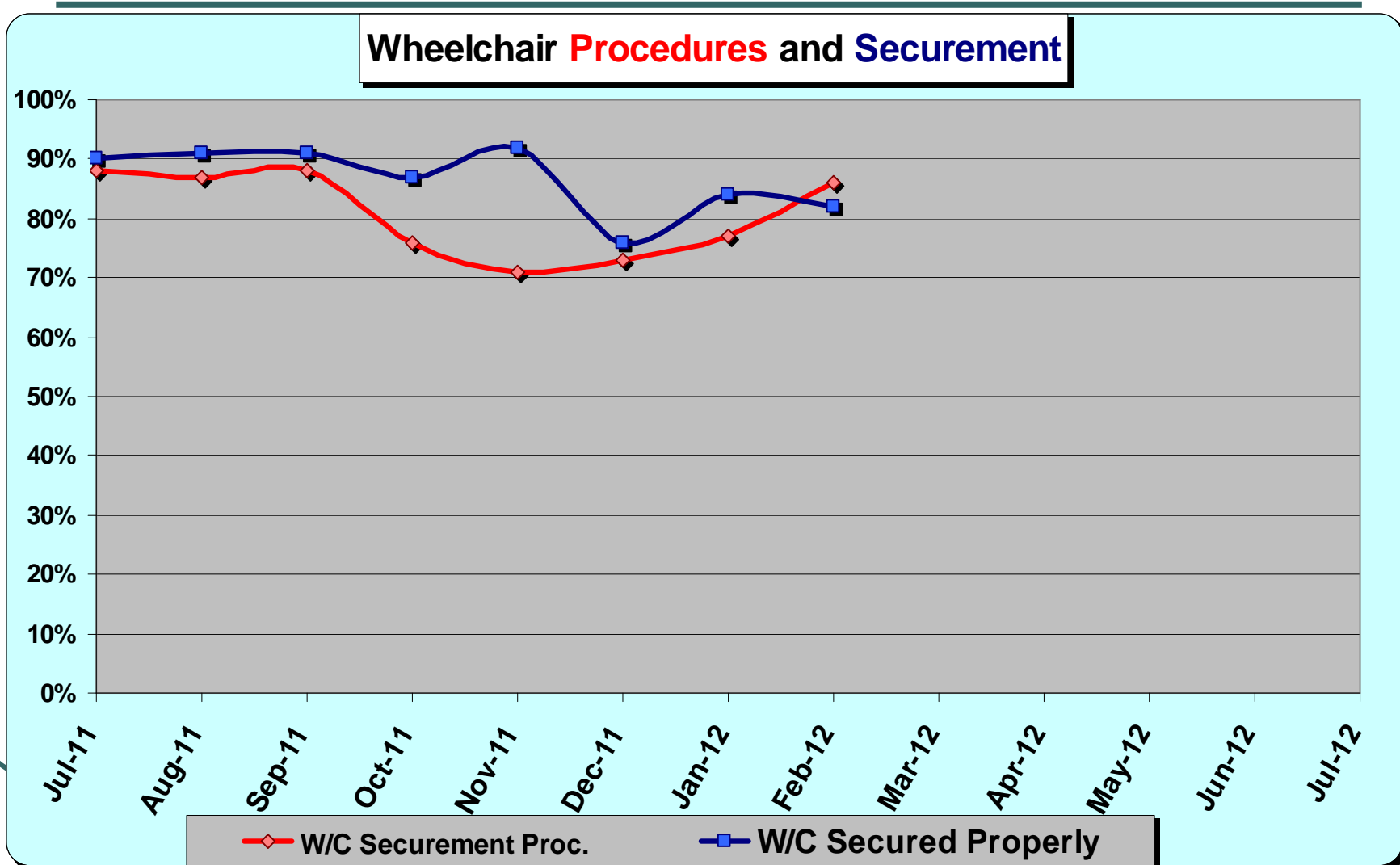
# SBC Service Council April 2012 Meeting

## Mystery Riders Observations



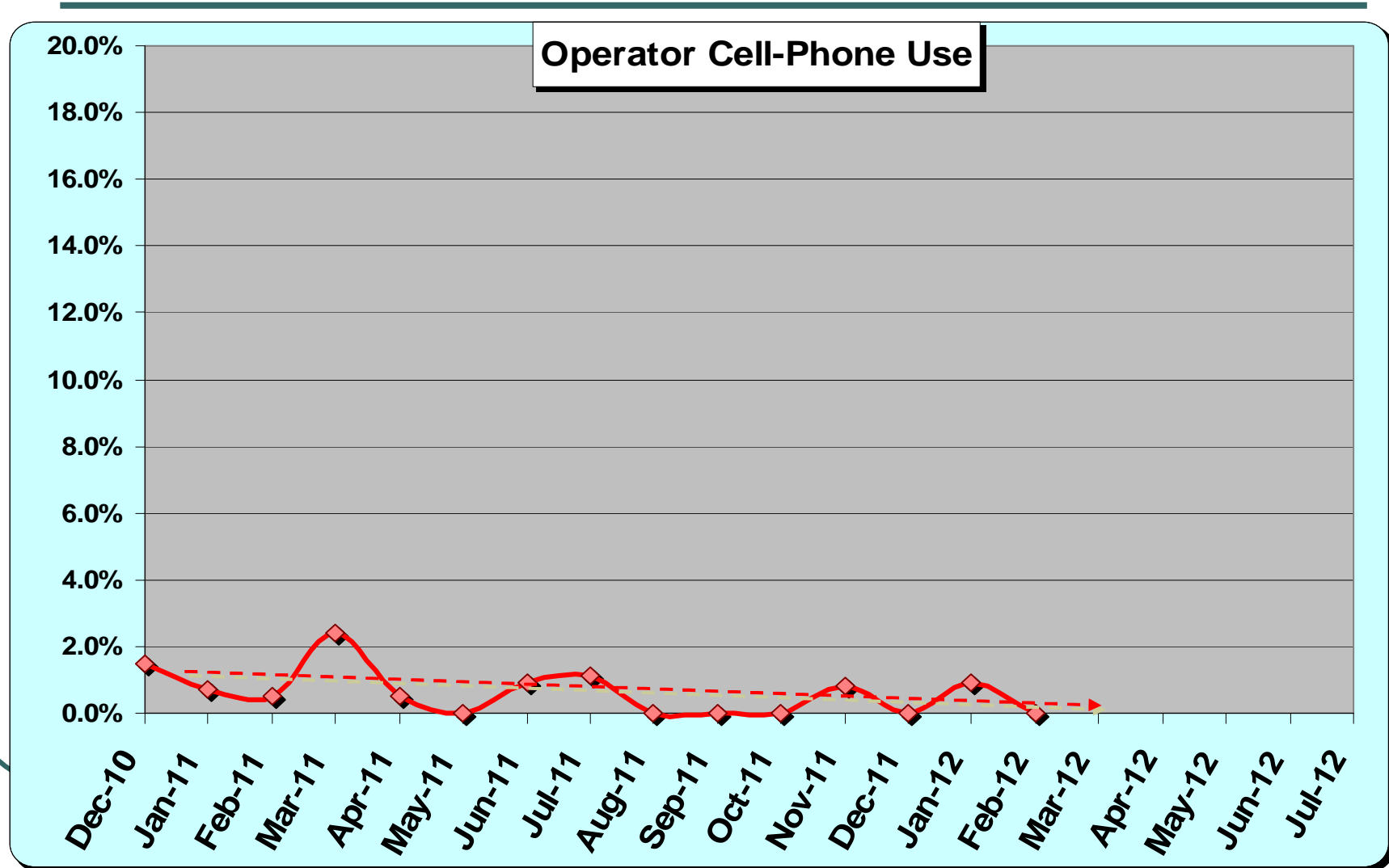
# SBC Service Council April 2012 Meeting

## Mystery Riders Observations



# SBC Service Council April 2012 Meeting

## Mystery Riders Observations



# SBC Service Council April 2012 Meeting

## **Expo Light Rail Line Update**

**Finally An Opening Date**

## **Service Council Expo Line Tours**

## **Meet and Confer with CEO**

- **FY 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 14**
- **Introduction of Frank Alejandro**
- **America Fast Forward**