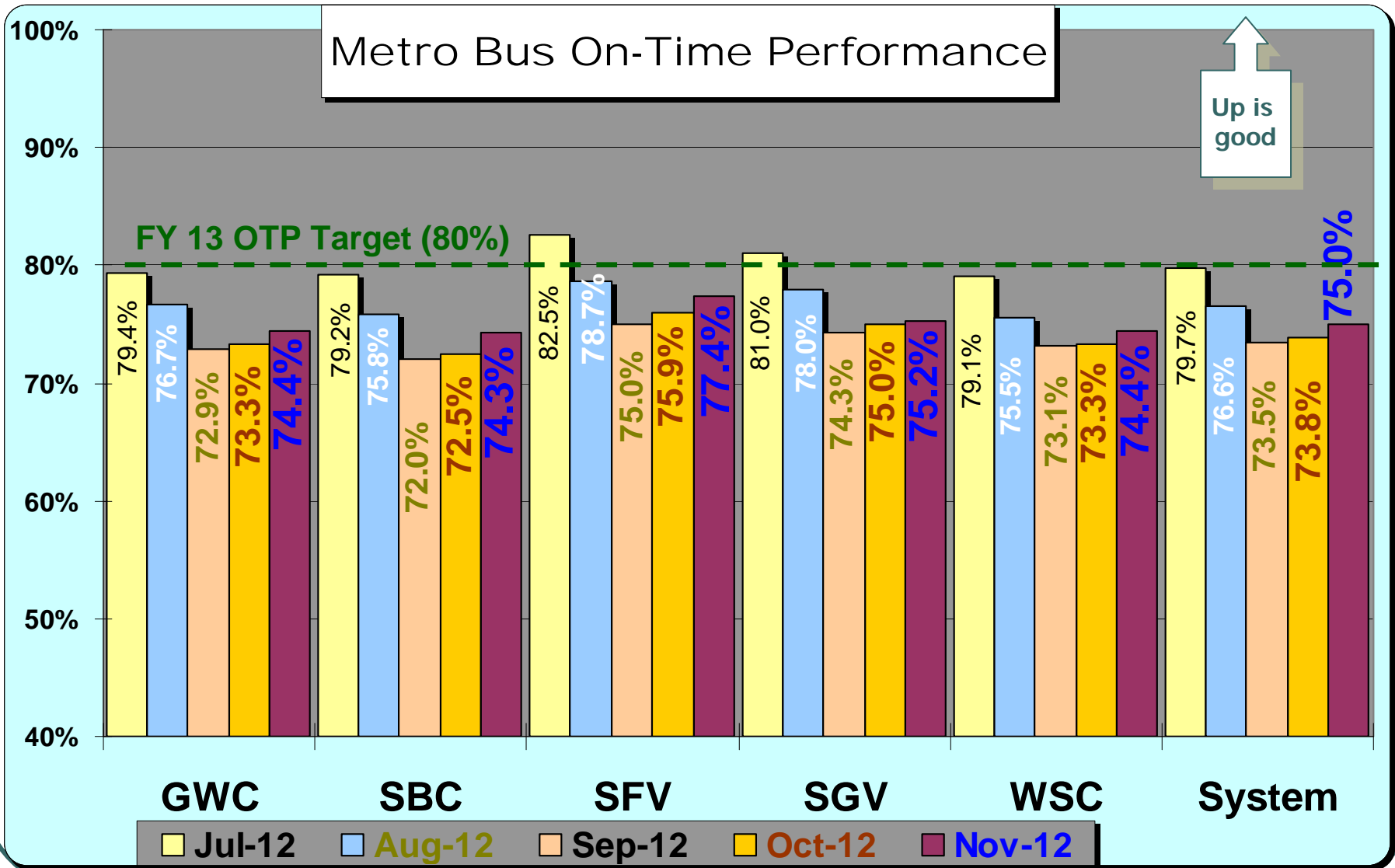


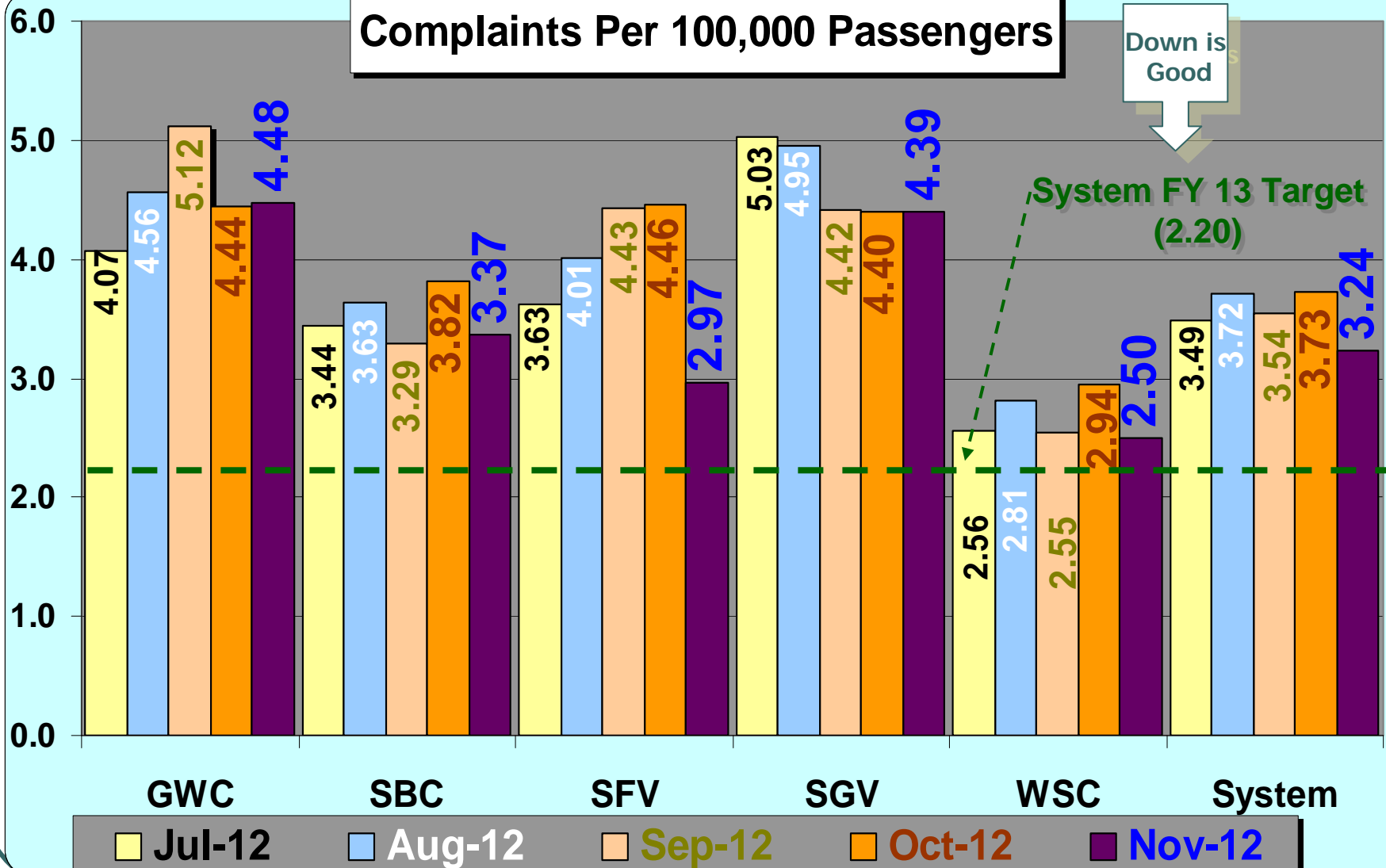
*Metro South Bay Cities
Service Council
January 11, 2013 Meeting*

Performance Report on
November, 2012 Service

SBC Service Council January 2013 Meeting

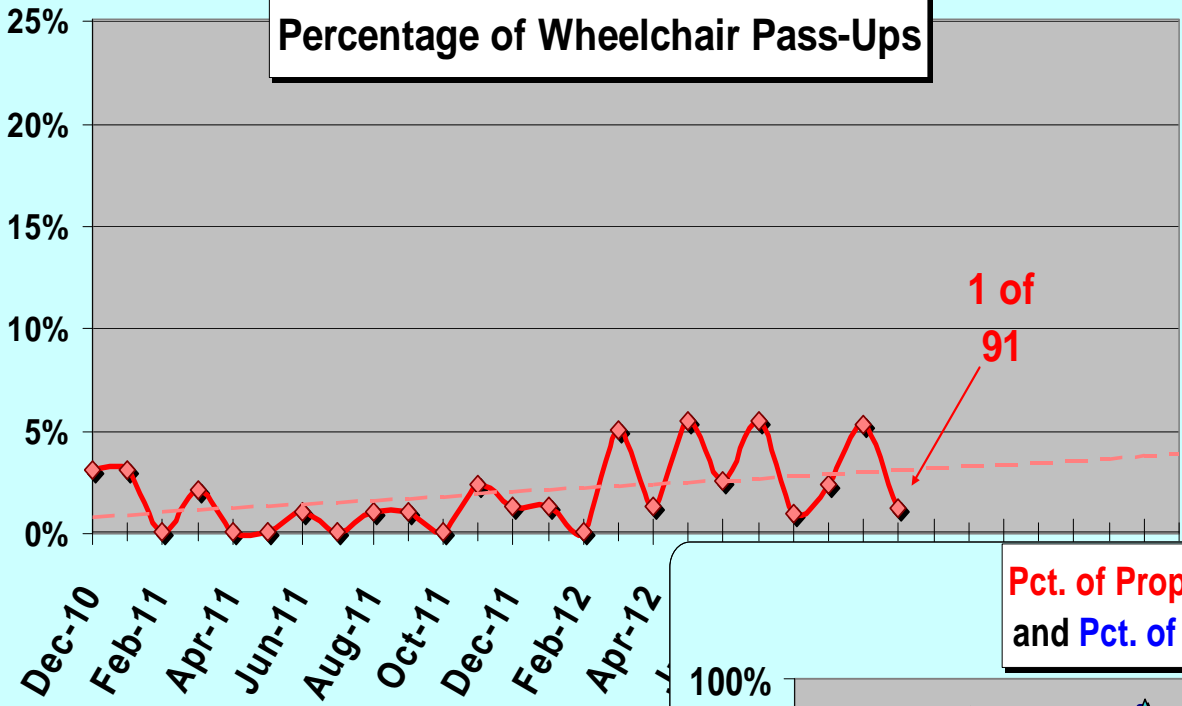


SBC Service Council January 2013 Meeting

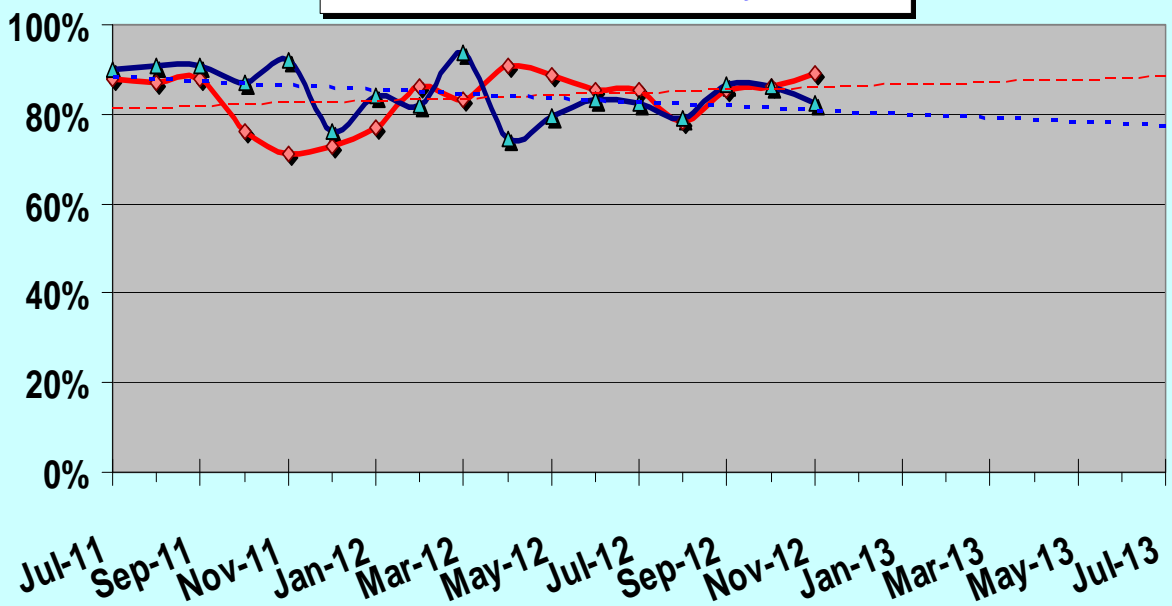


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Percentage of Wheelchair Pass-Ups

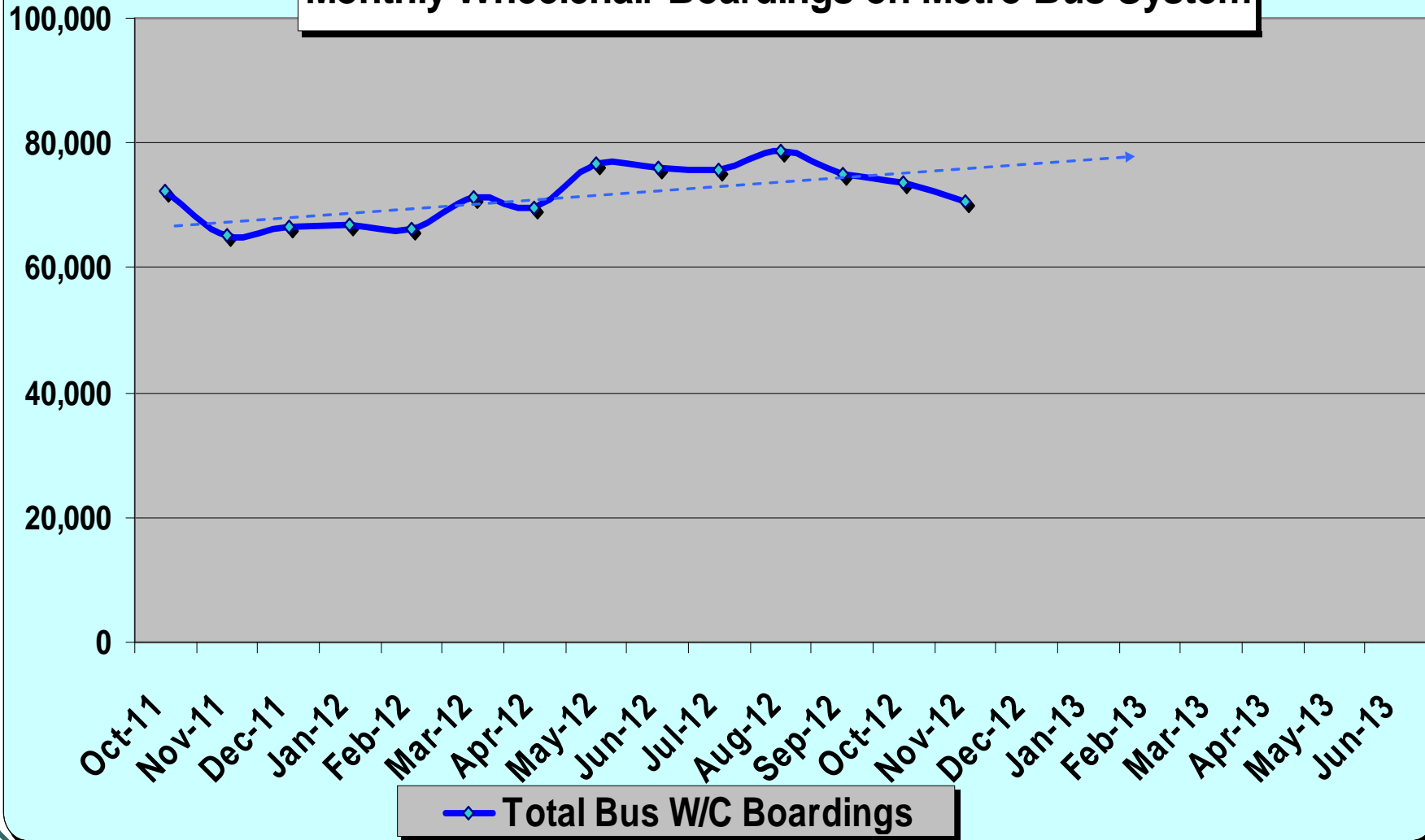


Pct. of Proper Wheelchair Securement and Pct. of Procedures Fully Followed



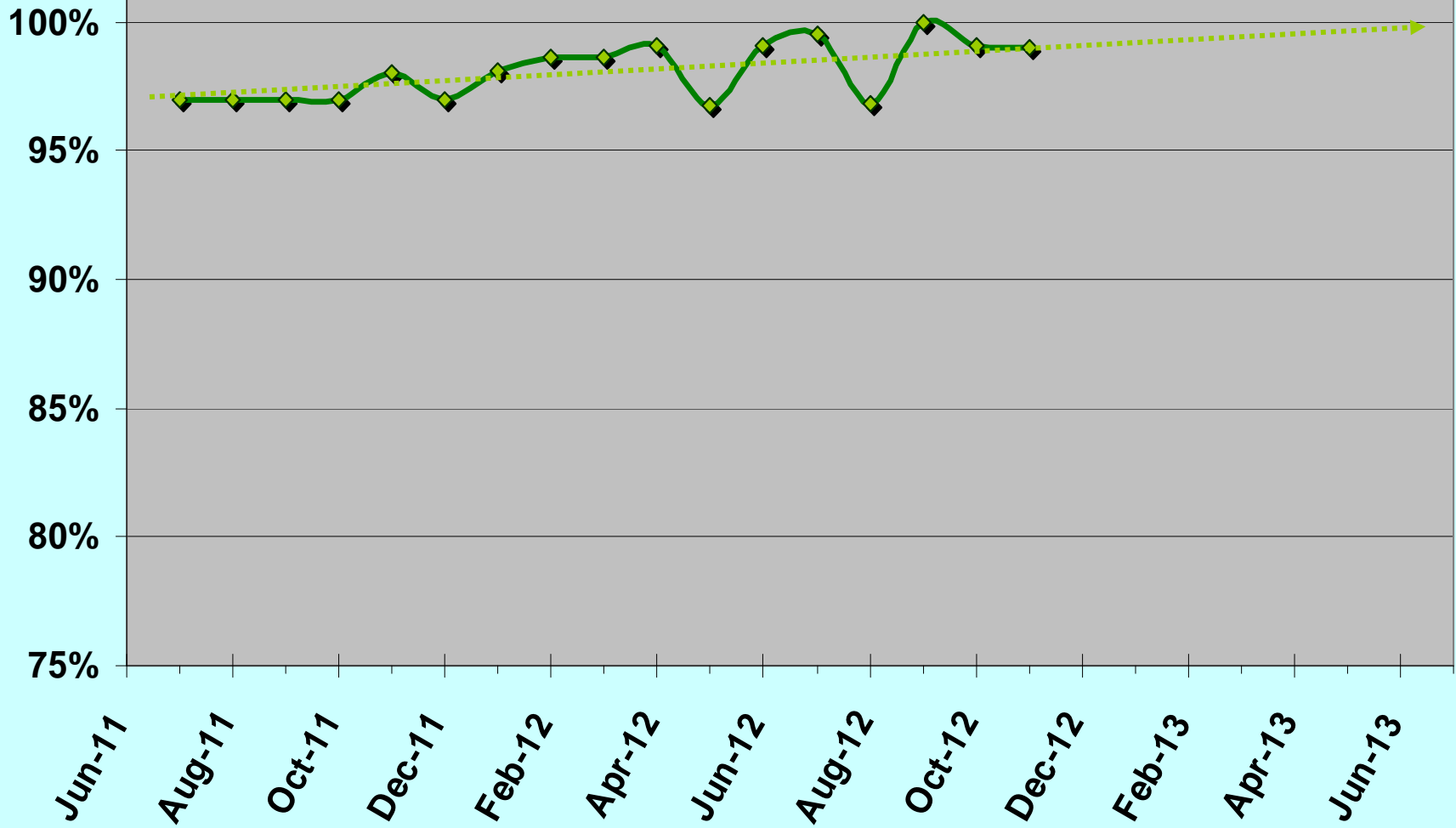
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Monthly Wheelchair Boardings on Metro Bus System



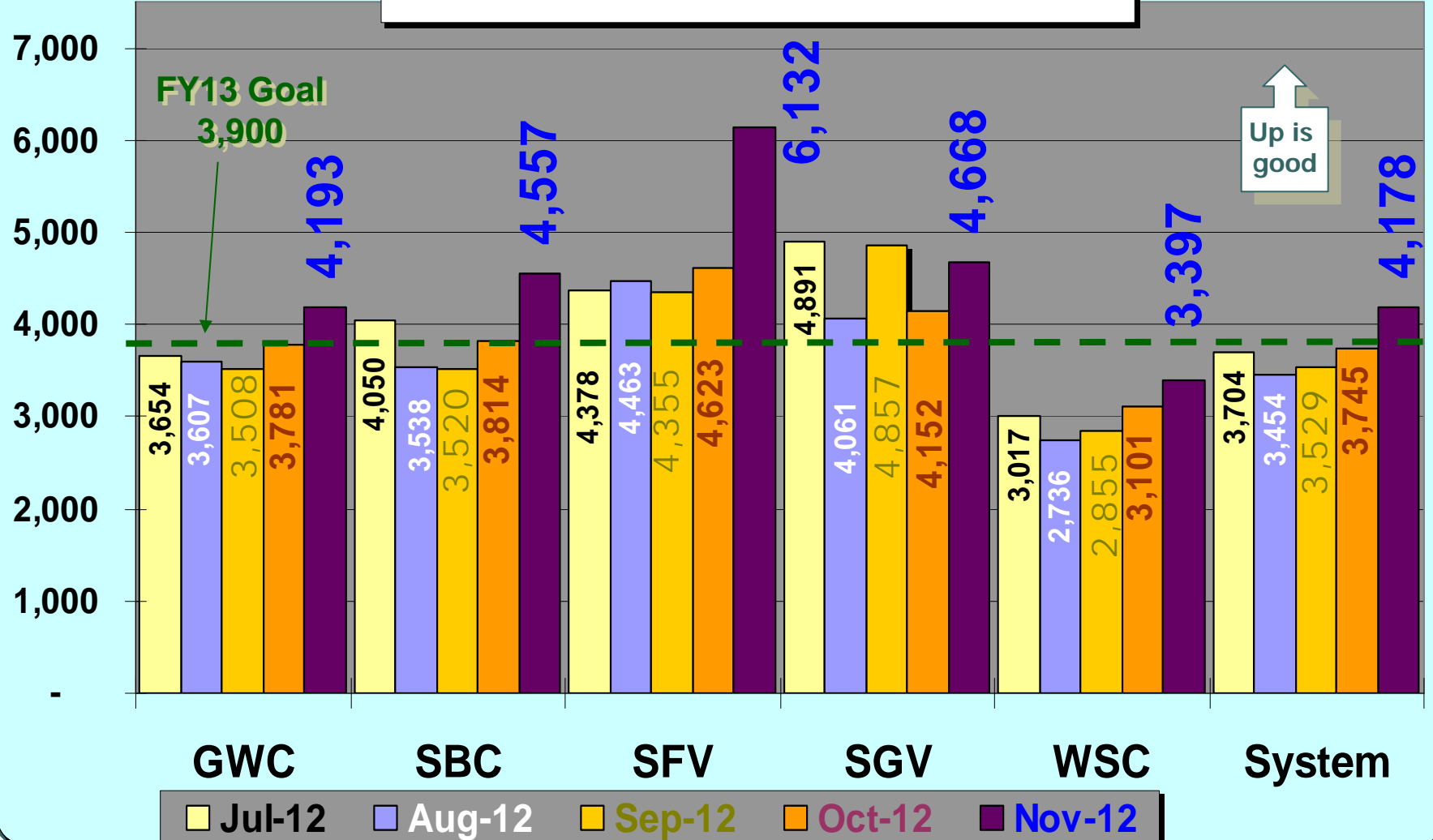
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Operator was Courteous and Respectful



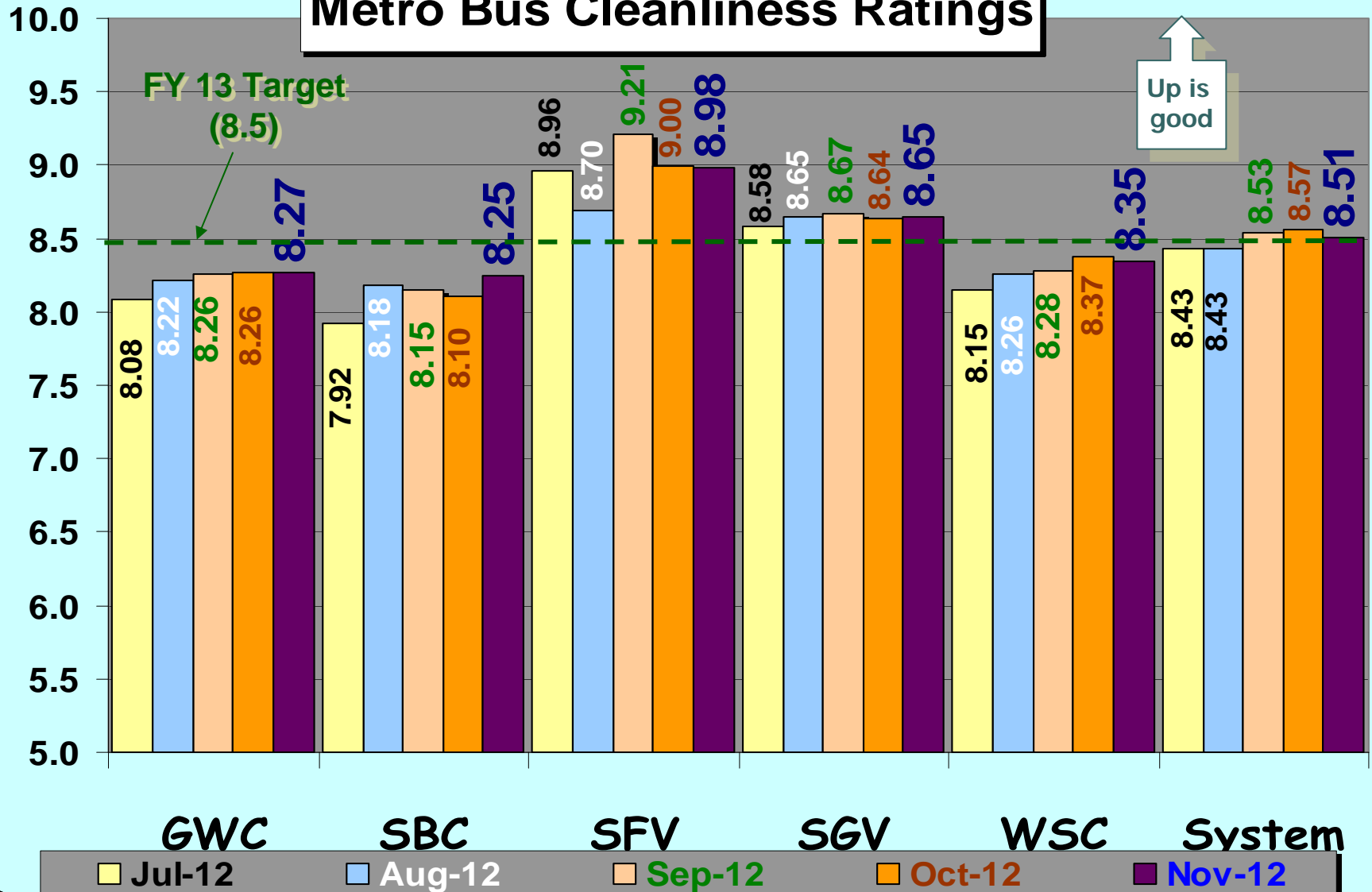
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Miles Between Mechanical Road Call

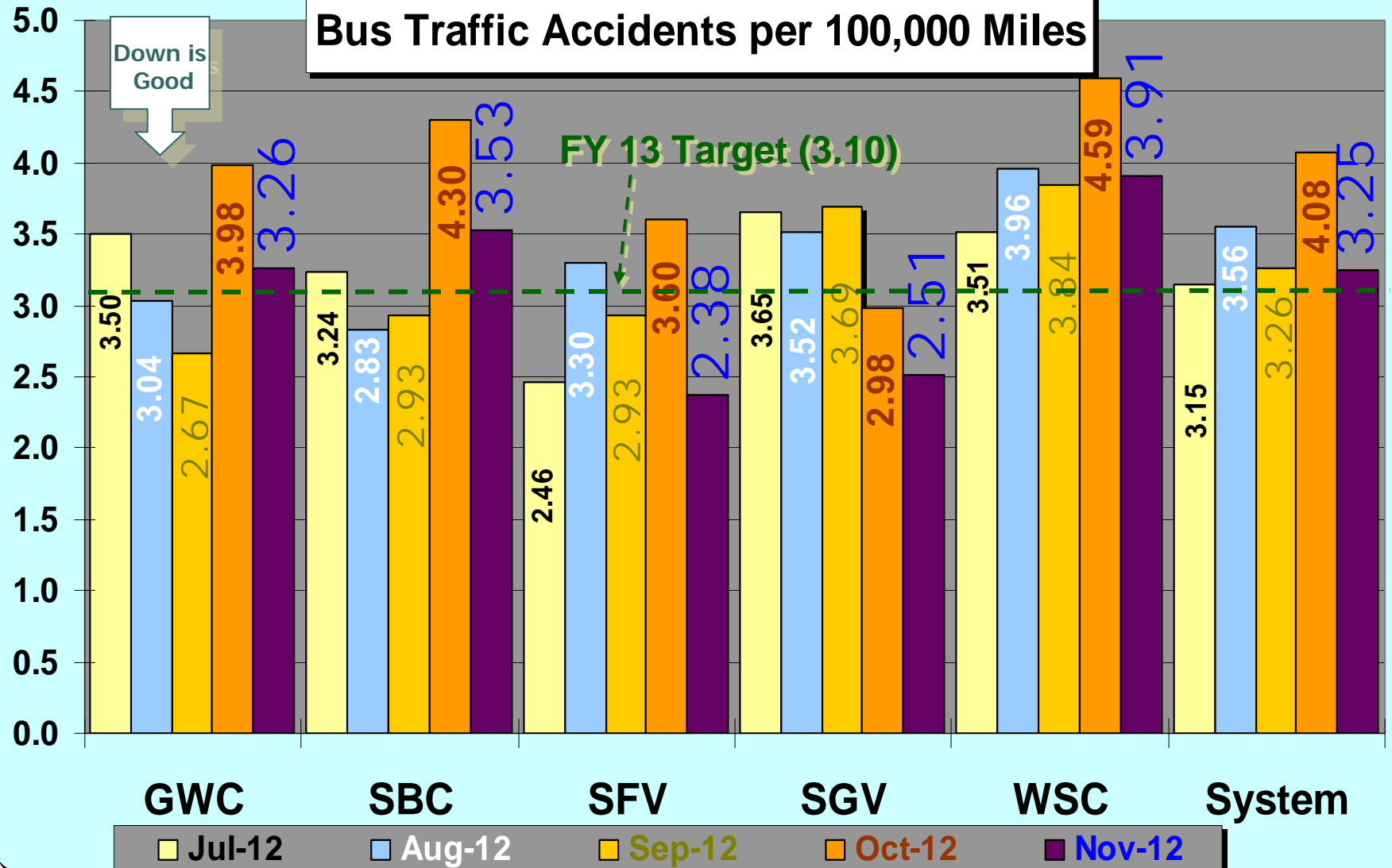


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Metro Bus Cleanliness Ratings

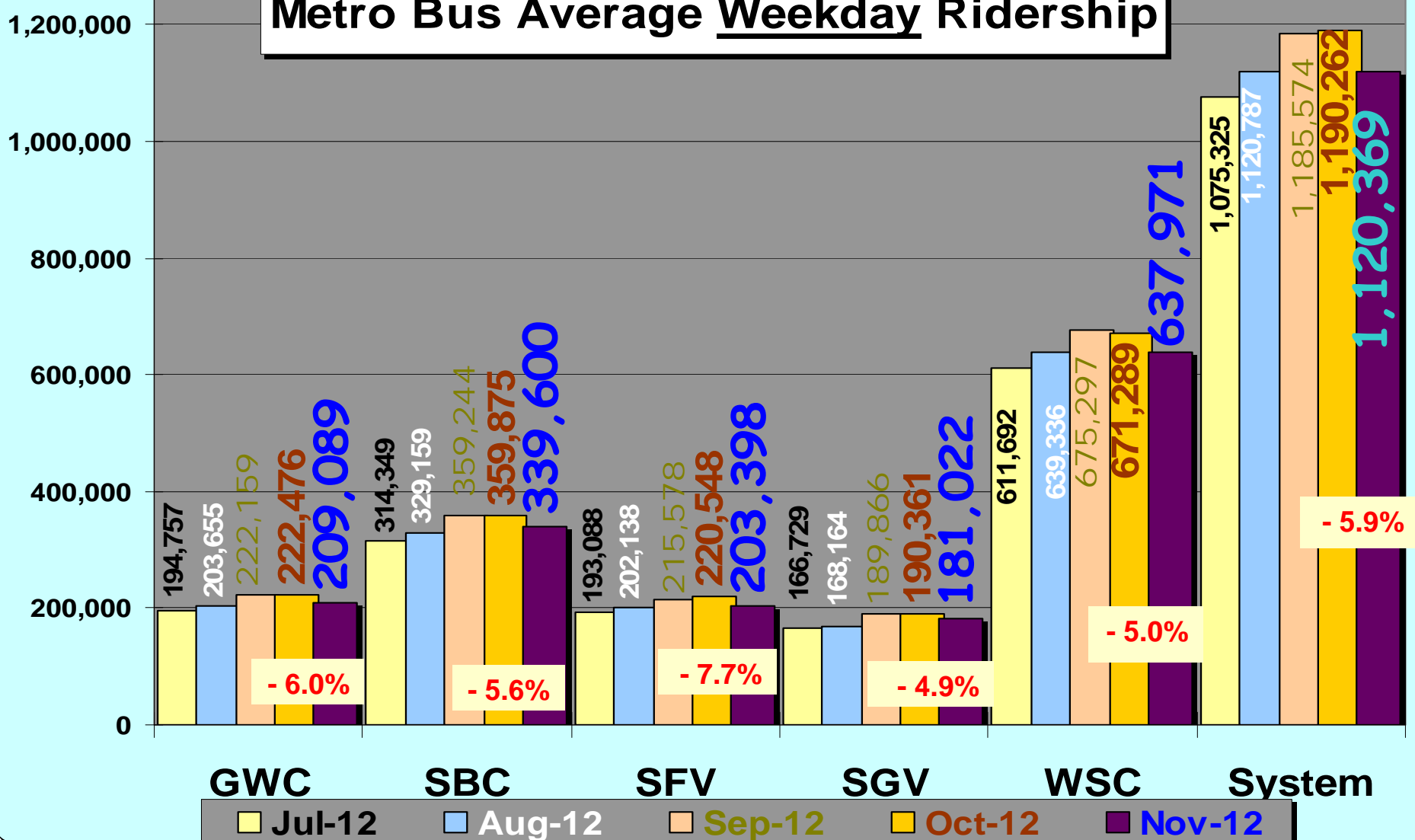


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Metro Bus Average Weekday Ridership



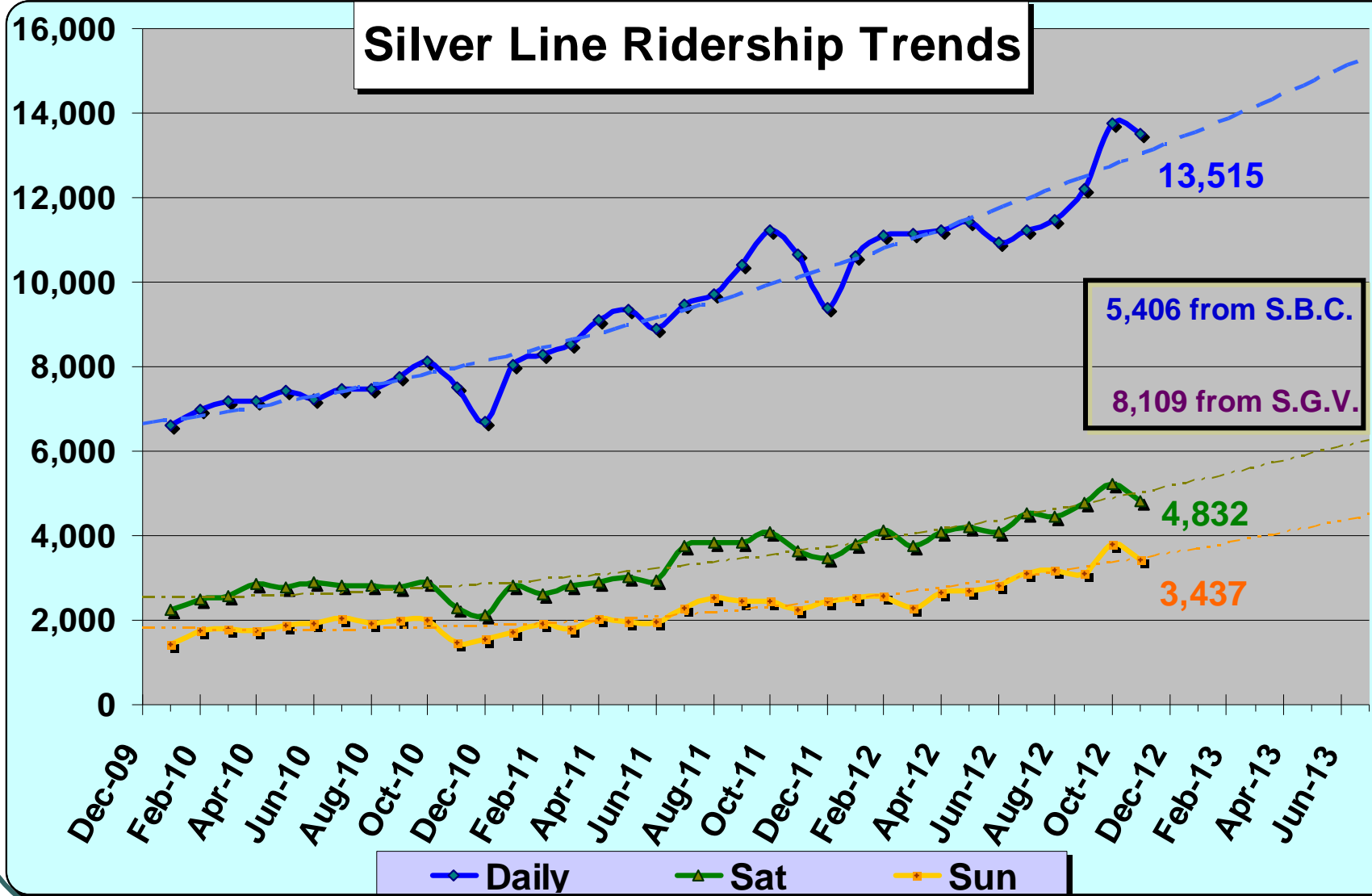
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Bus Station Cleanliness Evaluation Scores

	Dec. 2011	Aug. 2012	Nov. 2012		
Bus Stations	Score	Score	Score	Dec. - Nov.	Grade
Artesia Blue Line Bus Sta.	7.4	7.4	7.8	0.4	C+
Aviation Green Line Bus Sta.	6.1	8.4	8.3	2.2	B
Burbank Metrolink Bus Sta.	8.5	8.4	8.5	0.0	B
Culver City (Fox Hills Mall)	7.6	7.5	7.7	0.1	C
Cal State LA Busway Sta.	7.6	7.4	7.6	0.0	C
Cal State LA Local Bus Sta.	8.3	8.2	8.5	0.2	B
Del Amo Blue Line Bus Sta.	8.4	8.7	8.5	0.1	B
El Monte Bus Sta.	7.5	7.1	9.6	2.1	A
Harbor-Gateway Transit Ctr.	8.1	7.3	8.4	0.3	B
Inglewood Bus Sta.	8.4	8.1	7.9	-0.5	C+
LAX City Bus Sta.	5.3	7.7	8.0	2.7	B-
Norwalk Green Line Bus Sta.	7.2	7.8	8.1	0.9	B-
North Hollywood Red Line Bus Sta.	7.1	8.6	8.2	1.1	B-
Patsaouras Bus Plaza	8.2	7.3	8.5	0.3	B-
Pico-Rimpau Bus Ctr.	7.7	7.9	8.2	0.5	B-
Willowbrook-Rosa Park Bus Sta.	7.8	8.1	8.2	0.4	B-
South Bay Galleria Bus Ctr.	8.4	7.2	7.4	-1.0	C
Sierra Madre Gold Line Bus Sta.	7.2	8	8.3	1.1	B
Universal Red Line Bus Sta.	6.5	8.7	8.7	2.2	B
Harbor/Century Fwys. Silver Line Sta.	8.2	7.4	8.0	-0.2	B-
System Average	7.56	7.86	8.27	0.7	B

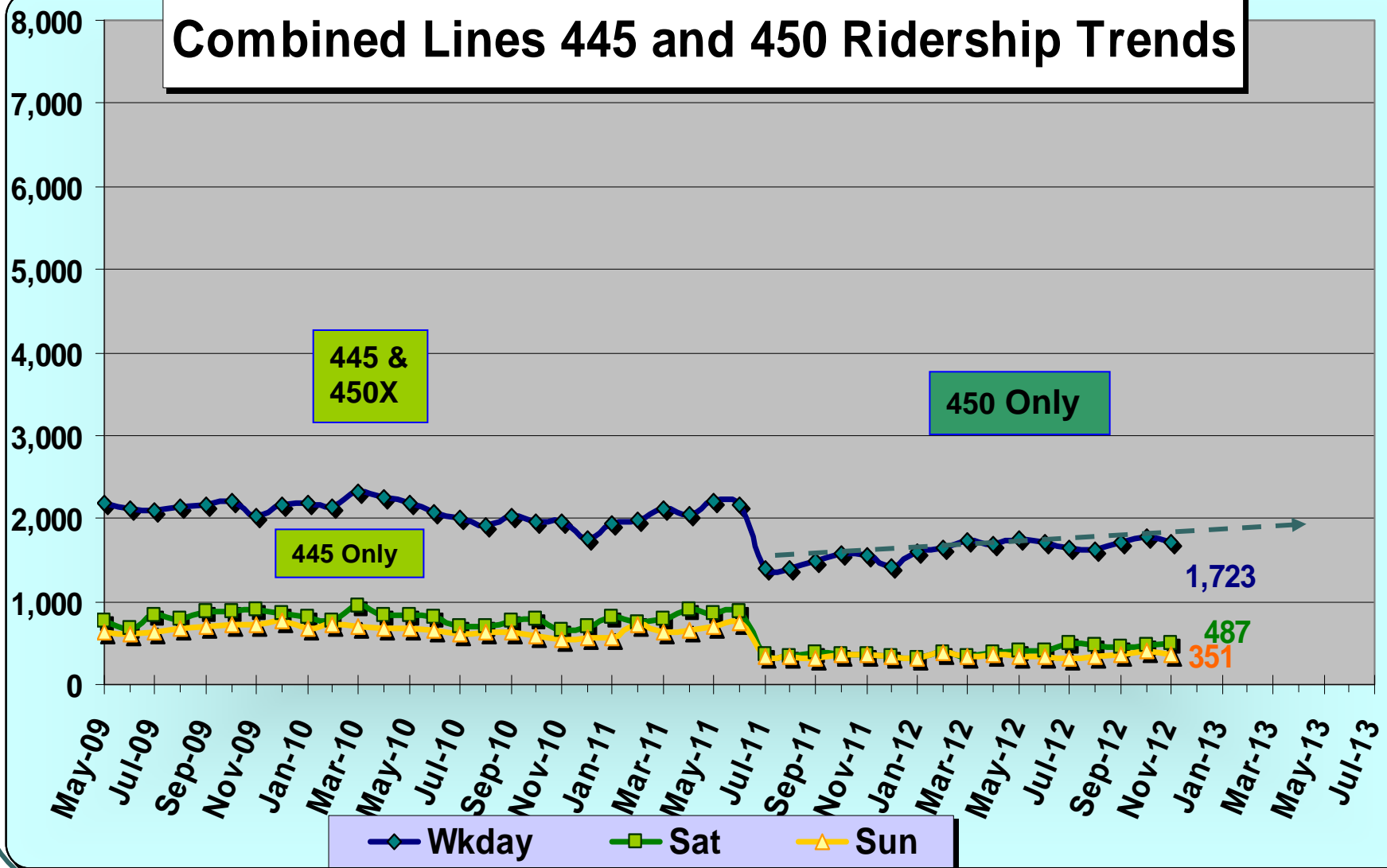


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Combined Lines 445 and 450 Ridership Trends



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