

***Metro South Bay Cities
Service Council
October 14, 2011 Meeting***

***Performance Report
for August 2011***

SBC Service Council October 2011 Meeting

Metro South Bay Cities & Metro Bus System

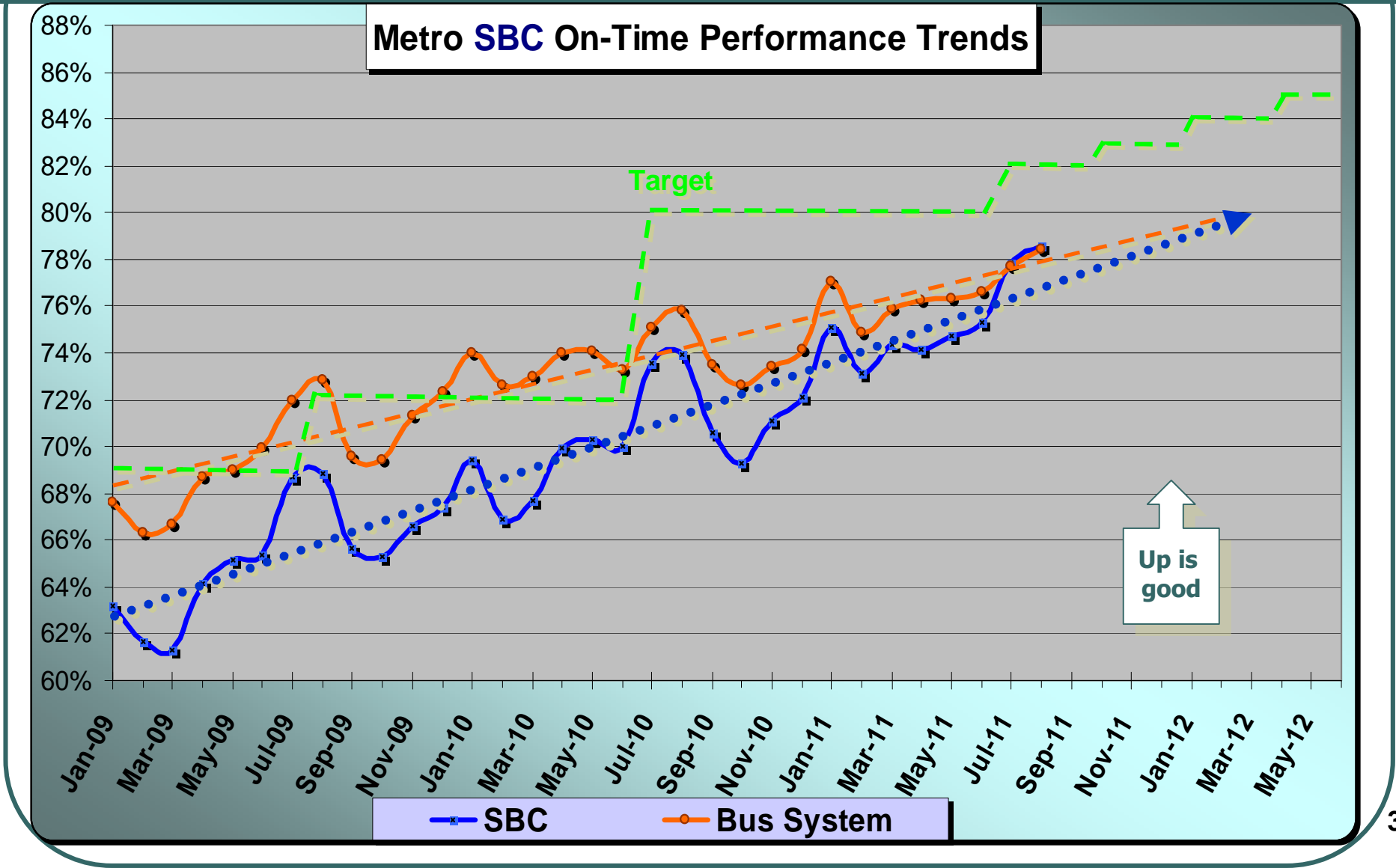
August 2011

Measurement : On Time Performance

	Target	August	YTD
Metro Bus System	82.0%	78.5%	78.0%
South Bay Cities	82.0%	78.6%	78.2%

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SBC Service Council October 2011 Meeting



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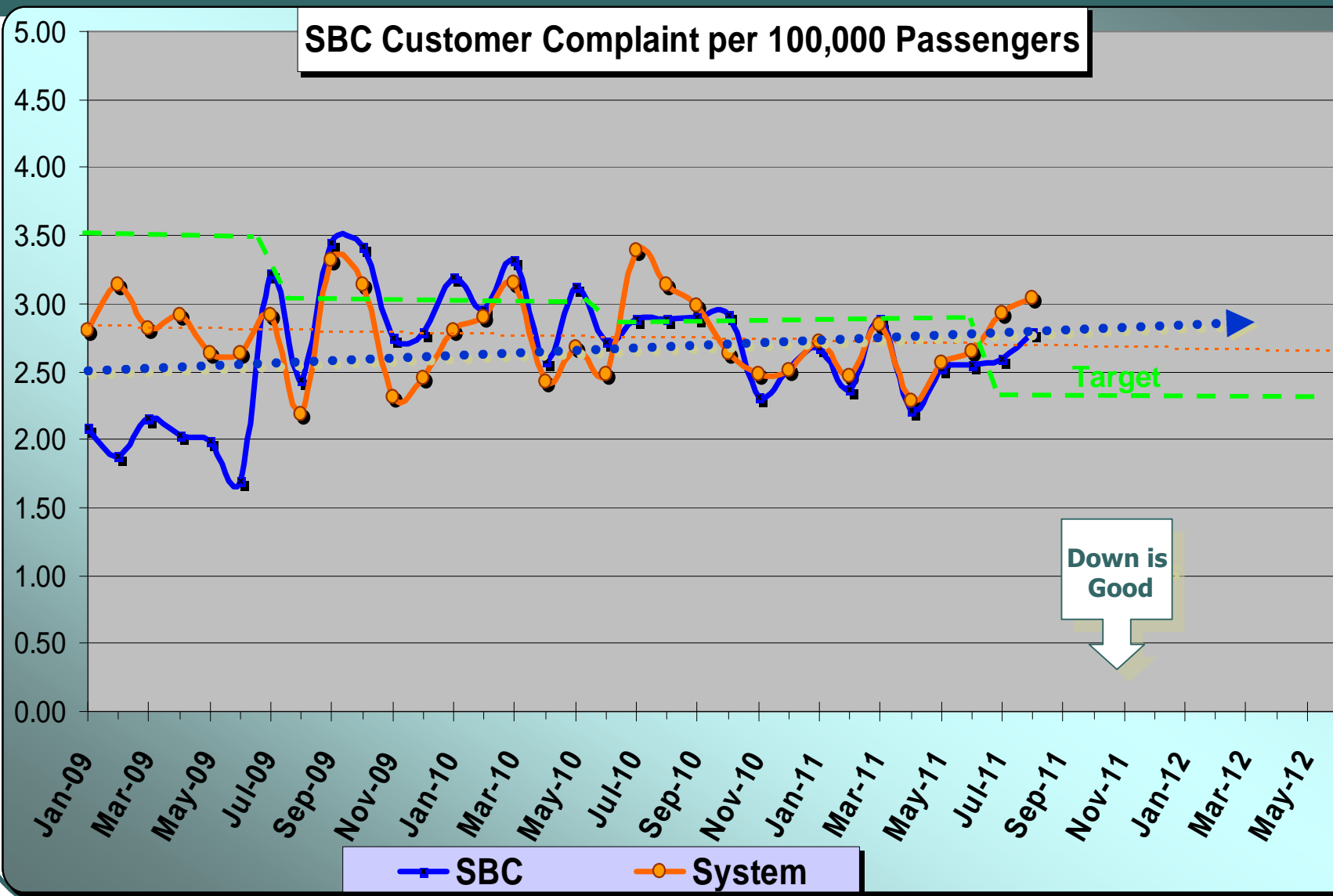
Metro South Bay Cities & Metro Bus System

August 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	August	YTD
Metro Bus System	2.29	3.04	2.98
South Bay Cities	2.40	2.79	2.69

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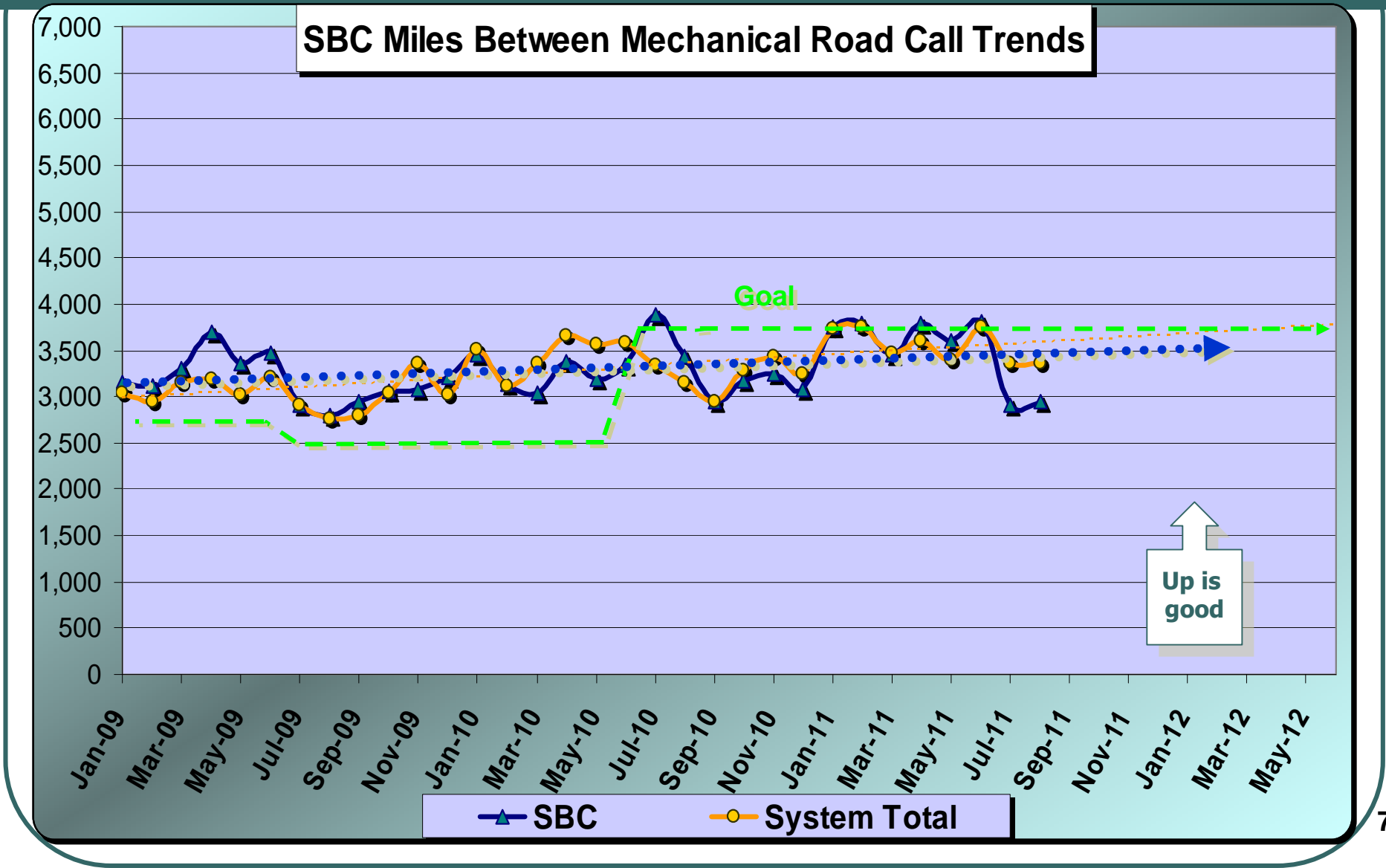
Metro South Bay Cities & Metro Bus System

August 2011

Measurement : Miles Between Mechanical Road Call

	Target	August	YTD
Metro Bus System	3,650	3,368	3,361
South Bay Cities	3,650	2,955	2,929

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Metro South Bay Cities & Metro Bus System

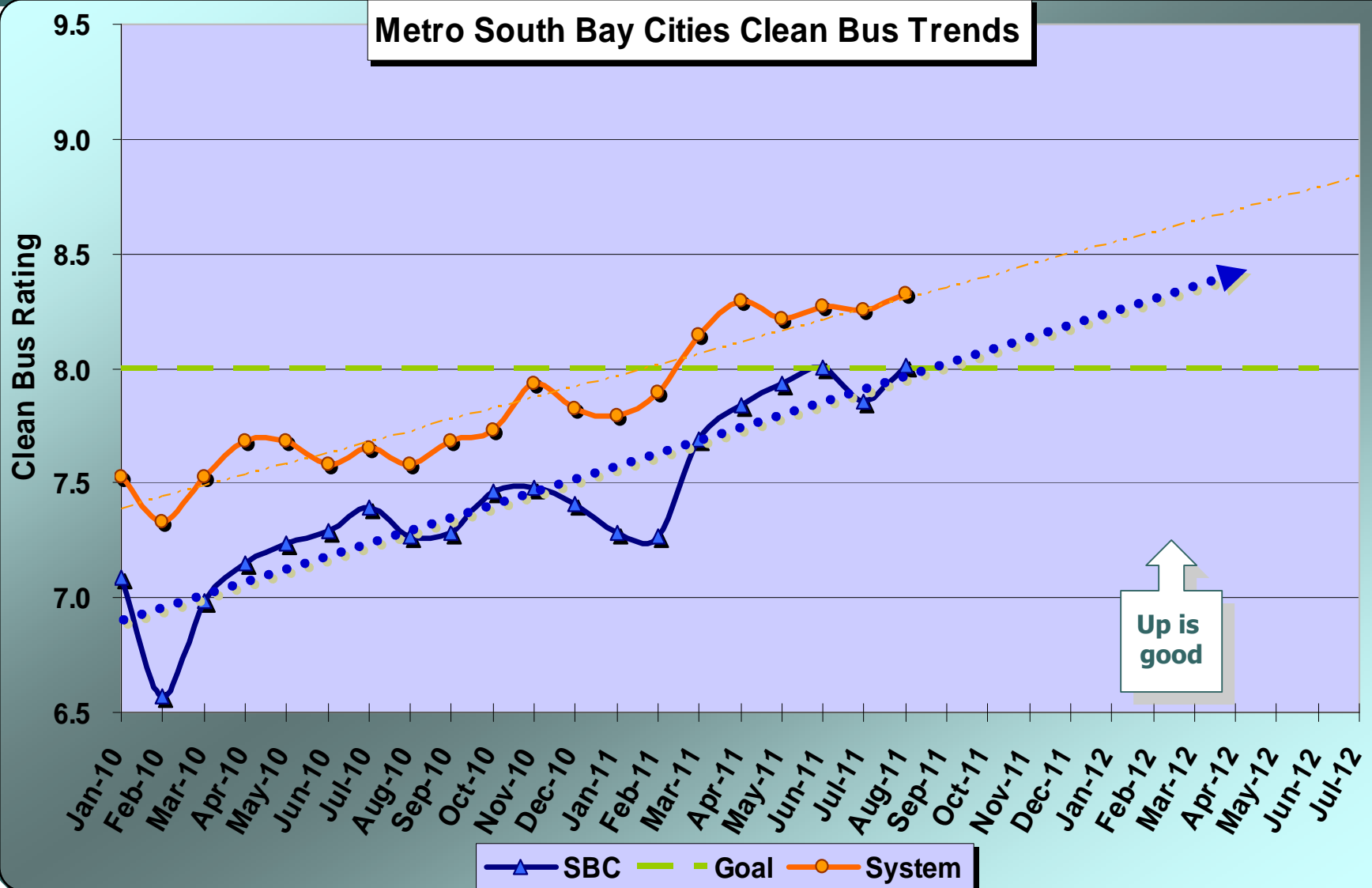
August 2011

Measurement : Clean Bus

	Target	August	YTD
Metro Bus System	8.0	8.33	8.29
South Bay Cities	8.0	8.01	7.93

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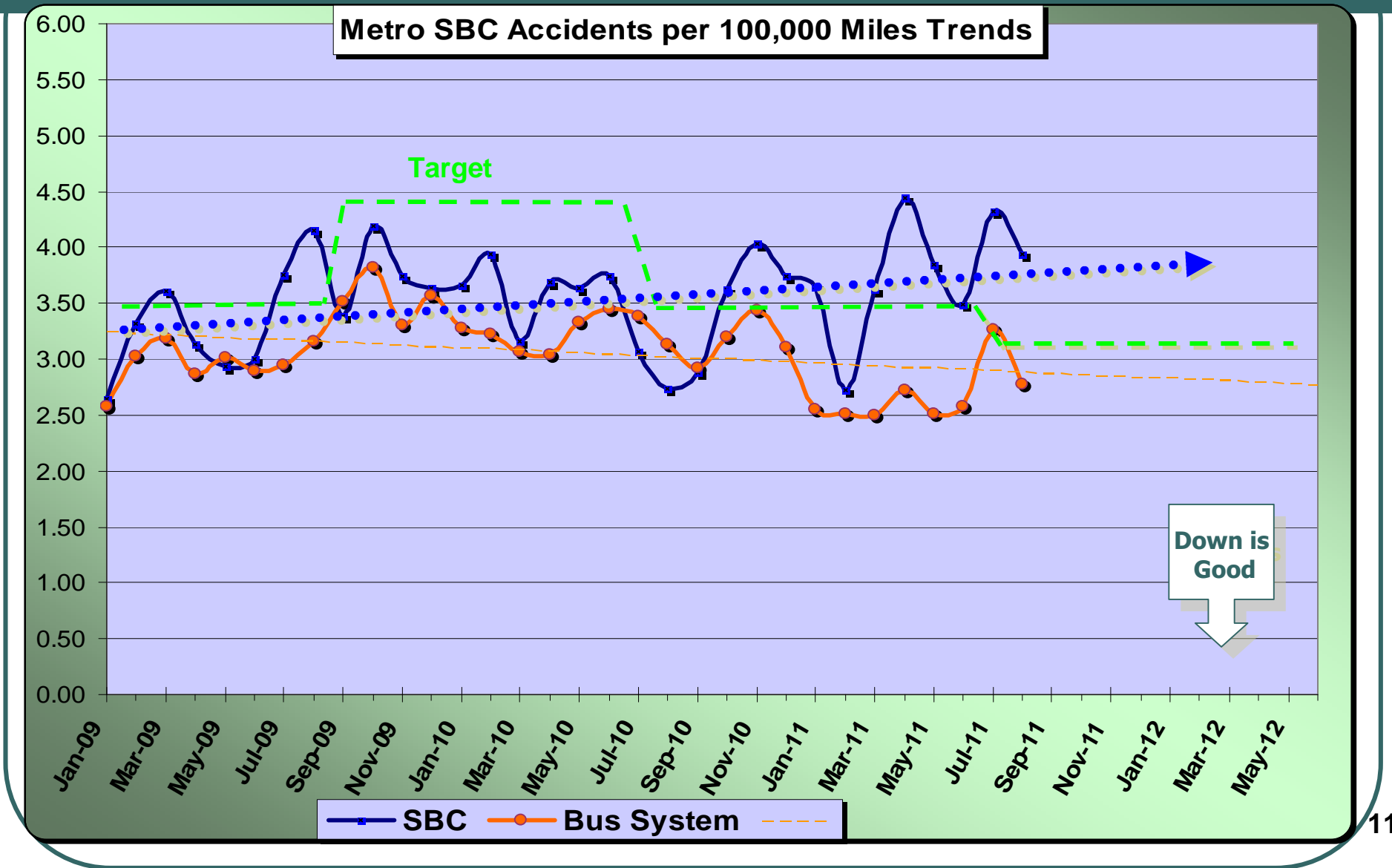
Metro South Bay Cities & Metro Bus System

August 2011

Measurement : Accidents per 100,000 Miles

	Target	August	YTD
Metro Bus System	3.10	2.78	3.02
South Bay Cities	3.17	3.94	4.13

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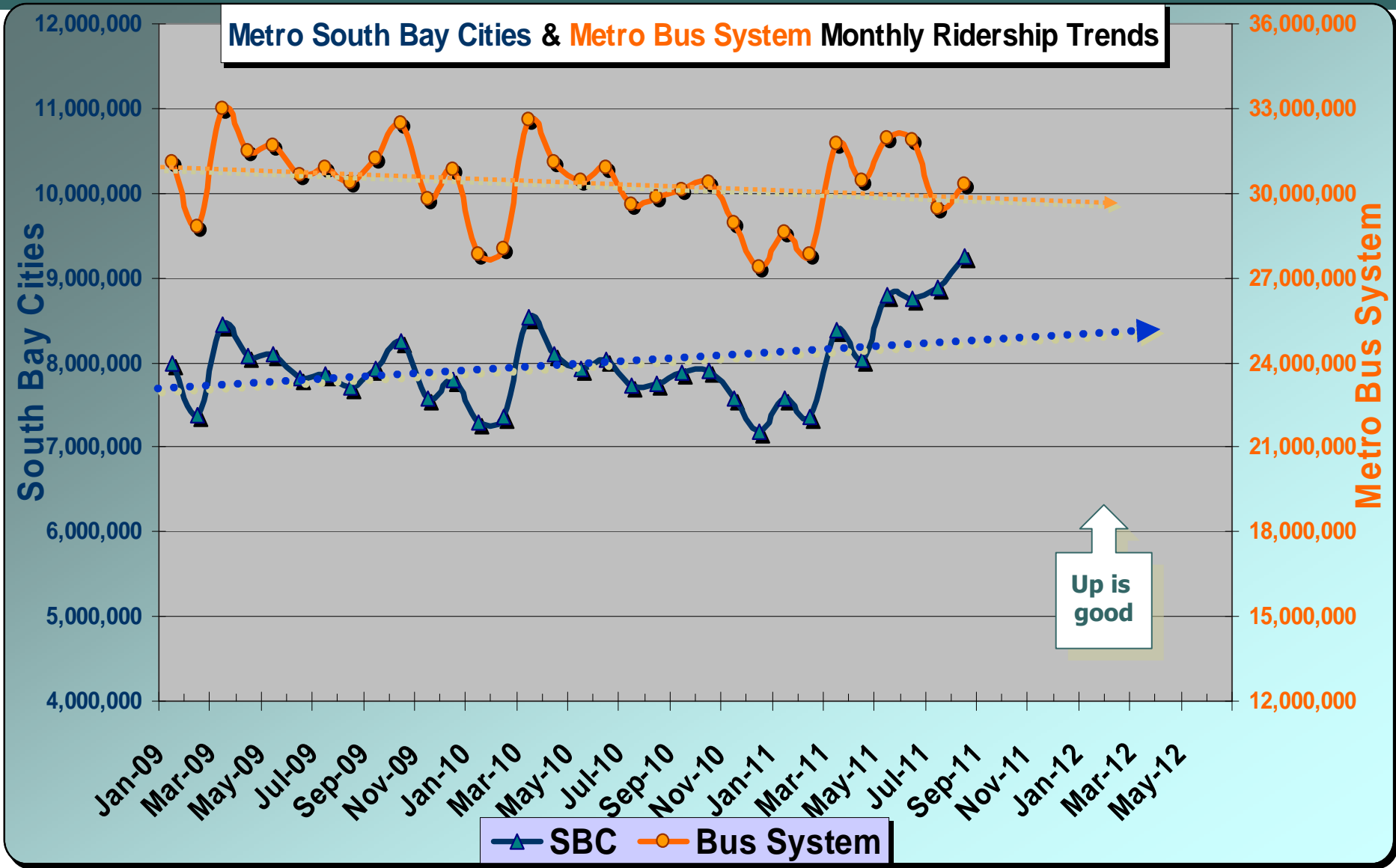
Metro South Bay Cities & Metro Bus System

August 2011

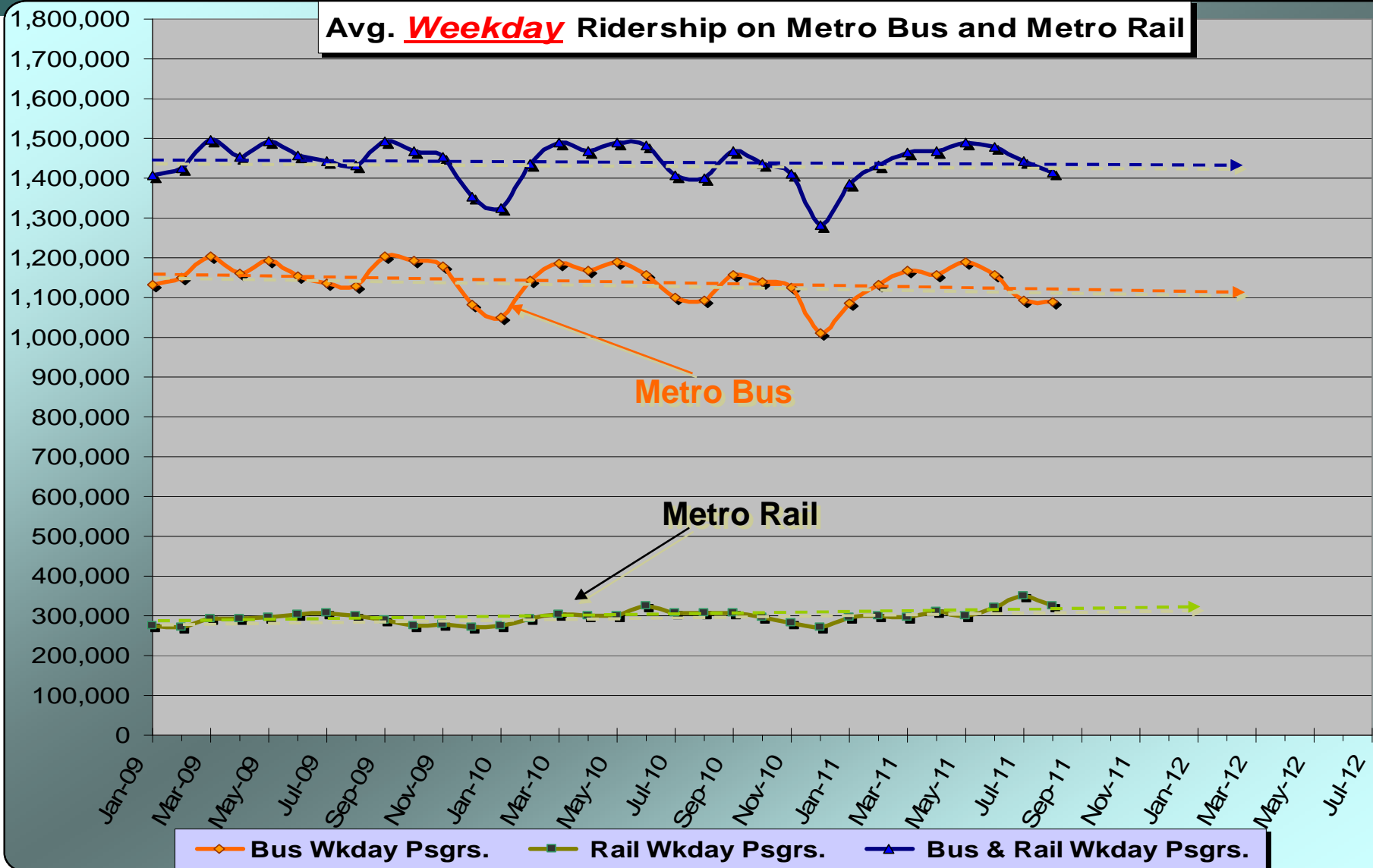
Measurement : Monthly Ridership

	Target	August	YTD
Metro Bus System	29,170,000	30,320,000	29,900,000
South Bay Cities	7,750,000	9,260,000	9,070,000

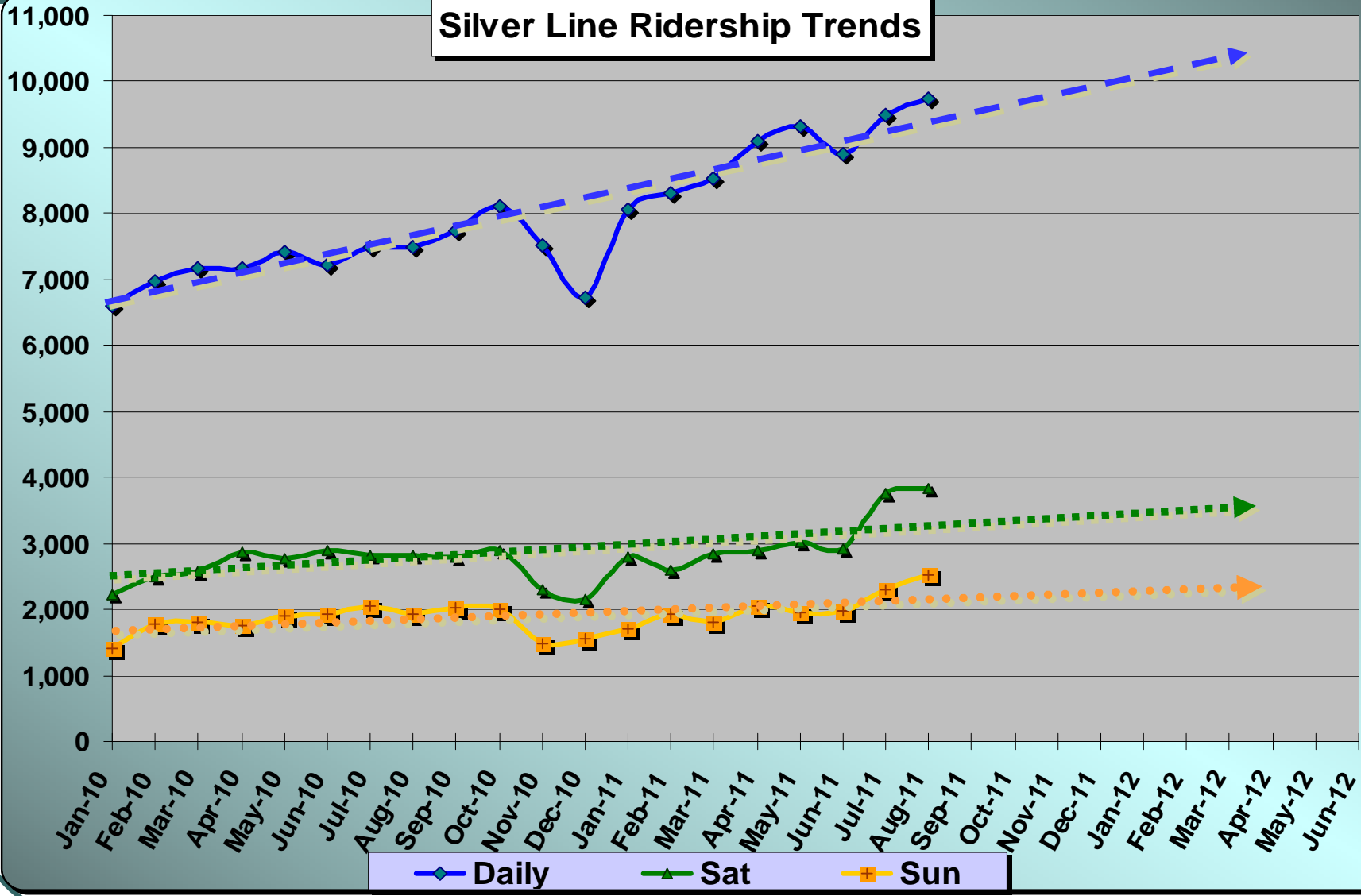
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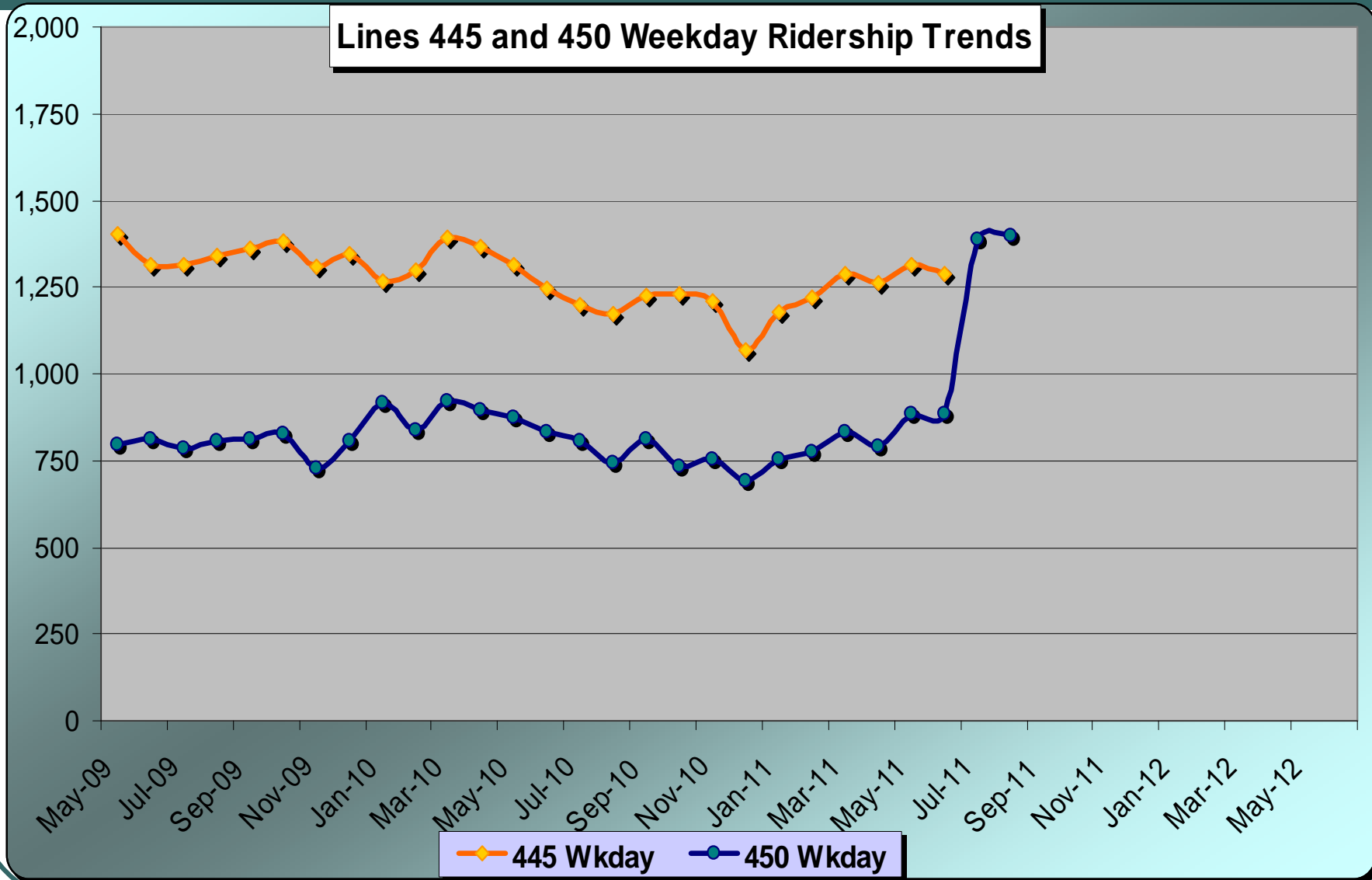
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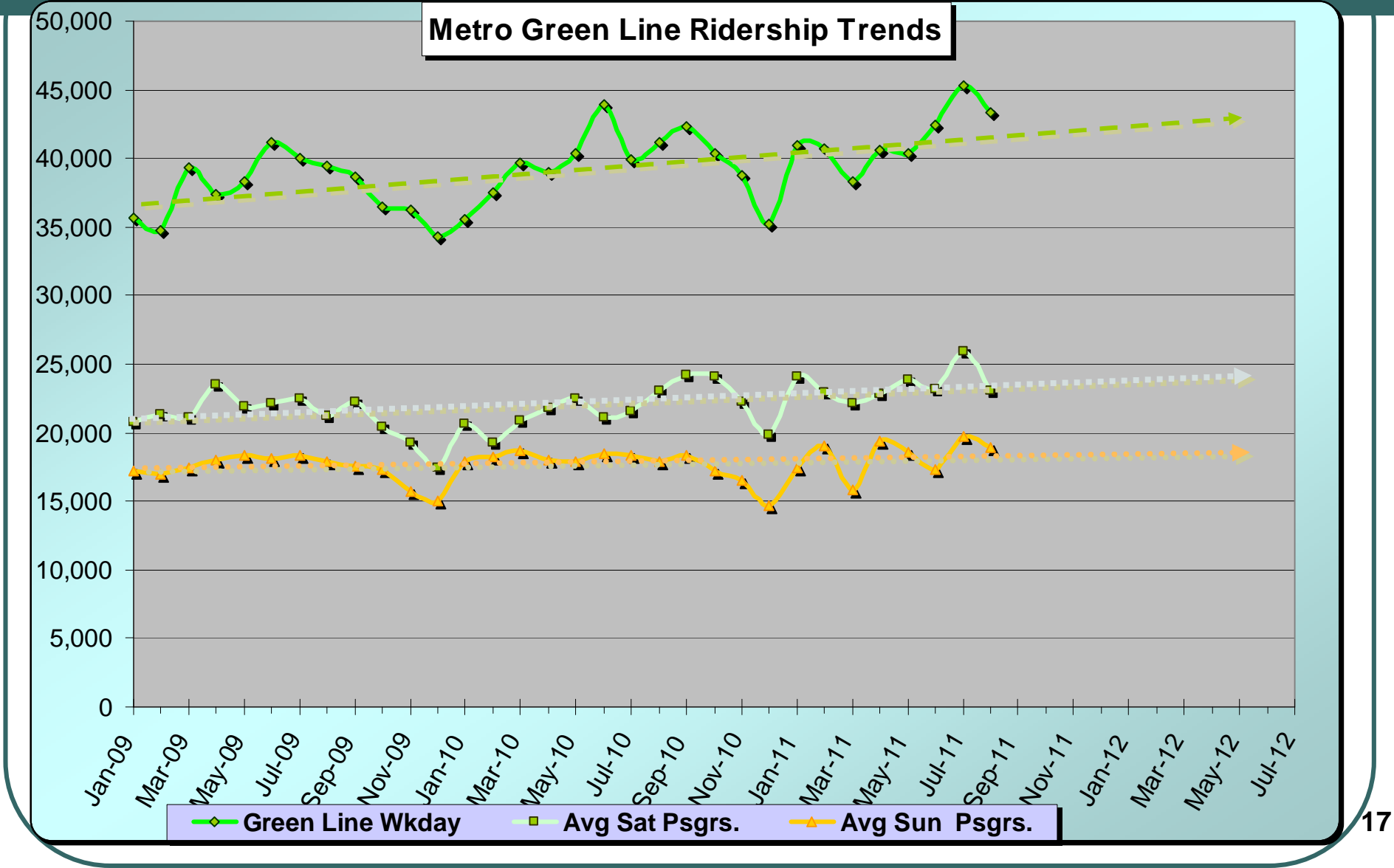
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September Meet and Confer

Topics:

- Update on Union Station Master Plan
- LOSSAN
- Exposition Line Update
- Late Night Rail Service
- TAP Program Update
- Station Name Changes

SBC Service Council October 2011 Meeting

Report on Tour of BOC, Service Planning/Scheduling & ROC

➤ **Four Service Council Reps. Participated**

- ✓ **Open discussions with John Roberts, Bruce Shelburne, Conan Cheung, Dan Nguyen**
- ✓ **Tour of BOC - Nadine Triche-Williams**
- ✓ **Tour of Service Planning - Scott Page**
- ✓ **Tour of ROC - Bruce Shelburne**

SBC Service Council October 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Mayor's Motion Approved at August Board Meeting

Elements Include:

❖ Existing Performance Measures to Service Councils:

- ✓ On-Time Performance
- ✓ Customer Complaint Rate
- ✓ Clean Bus Ratings
- ✓ Bus Accident Rate
- ✓ Bus Mechanical Reliability Rate
- ✓ Monthly Ridership Levels

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SBC Service Council October 2011 Meeting

Report on Metro Bus Service Quality Monitoring Program

Additional Performance Measures to Service Councils:

- ✓ Number of ADA Complaints
- ✓ Bus Station Cleanliness
- ✓ Pct. of Passengers Standee Miles
- ✓ Pct. Of Bus Trips Over Loading Standard
- ✓ Customer Survey to Estimate
 - Avg. walking distance to bus stop
 - Avg. customer wait time at bus stop
 - Customer perception of Metro Bus Service Quality

Metro Bus Service Quality Monitoring Program

Bus Stations to be Monitored

Bus Transit Center		GWC	SBC	SFV	SGV	WSC
1	Artesia Blue Line Bus Ctr.	X				
2	Aviation Green Line Bus Station		X			
3	Burbank Metrolink Bus Sta.			X		
4	Cal State Univ. LA Bus Center				X	
5	Chatsworth Metrolink Bus Sta.			X		
6	Compton MLK Bus Station	X				
7	County/USC Busway Station				X	
8	CSULA Busway Station				X	
9	Culver City Transit Center					X
10	Del Amo Blue Line Bus Station	X				
11	El Monte Bus Station				X	
12	Harbor Fwy./Green Line Bus Station		X			
13	Harbor/Gateway Transit Center		X			
14	I-110 Slauson Transitway Station					X
15	I-110 Manchester Transitway Station					X
16	Inglewood Transit Center		X			
17	LAX City Bus Center					X
18	North Hollywood Bus Station			X		
19	Norwalk Green Line Bus Station	X				
20	Patsaouras Transit Plaza					X
21	Pico/Rimpau				X	
22	Sierra Madre Villa Gold Line Bus Station				X	
23	South Bay Galleria		X			
24	Sylmar/San Fernando Metrolink Bus Sta.			X		
25	Universal City Bus Station			X		

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