

Contracted Metro Bus Service

- 18 Metro Bus Lines (three contract regions)
- 160 Buses from 32-40 ft (includes 12 Dodge Express Buses)
- 474,537 Annual Revenue Service Hours (approx 7% of Metro Bus Service)



Metro

Service Improvements: FY09 → FY10 → FY11

| | FY 09 | FY 10 | FY 11 | Change |
|------------------------------|---------------|---------------|---------------|--------|
| Boardings | 12,974,181 | 12,920,182 | 13,377,958 | 3% |
| Wheelchair Boardings | 26,418 | 33,205 | 41,807 | 58% |
| Revenue Service Hours | 497,516 | 499,480 | 483,624 | -3% |
| Operating Cost | \$ 35,486,928 | \$ 37,348,717 | \$ 37,780,752 | 6% |
| Complaints | 1,254 | 757 | 849 | -32% |

| | | | | |
|---|---------|---------|---------|------|
| Boardings Per Revenue Service Hour | 26.08 | 25.87 | 27.66 | 6% |
| Operating Cost Per Boarding | \$ 2.74 | \$ 2.89 | \$ 2.82 | 3% |
| Complaints Per 100,000 Boardings | 9.67 | 5.86 | 6.35 | -34% |

South Bay Service

- MV Transportation operates 7 lines: 125, 128, 130, 205, 232, 607 and 625
- 70 buses in fleet: 66 diesel Orion (40'), 4 CNG NABI (32') and 12 CNG NABI (40')
- 12 NABI (40') buses moved to MV in 9/11 to ensure sufficient spare ratio during installation of full ATMS
- Bus Type by Line:
 - 125 – 14 Orion 40'/NABI 40'
 - 128 – 5 Orion 40'/NABI 40'
 - 130 – 11 Orion 40'/NABI 40'
 - 205 – 14 Orion 40'/NABI 40'
 - 232 – 22 Orion 40'/NABI 40'
 - 607 – 1 NABI 32'
 - 625 – 2 NABI 32'



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Bus Replacement Schedule

- The 66 diesel 2000 Orion buses are scheduled for replacement in FY14
- Metro will purchase 66 CNG buses

FY 12: Next Steps

- **Automated Transportation Management System (ATMS)**
 - Complete upgrades on 64 Orion buses to include the automated voice annunciator and automatic passenger counter to be consistent with Metro's directly operated buses by 12-31-11
 - Complete training for Contractor maintenance staff
 - Complete training for Contractor operators on the Driver Control Module to capture wheelchair boardings/alightings and securement refusals
- **Customer Service Improvement Program**
 - Ensure that Contractors are providing supplemental training and/or taking corrective action with operators that have the highest number of complaints
- **Scheduling/Vehicle Operations/Bus Operations Control (BOC)**
 - Use ATMS data to improve Contracted Services schedules to increase on-time performance to 85%
 - Vehicle Operation Supervisors will continue to monitor contract lines to ensure that buses are departing terminals and time points as scheduled
 - BOC to continue to monitor contract lines to ensure that buses are running on-time
- **Maintenance/Cleanliness**
 - Metro Quality Assurance Staff to continue quarterly simulated CHP inspections
 - Metro Quality Assurance Staff to continue monthly cleanliness inspections

