

Metro Bus Service Performance Monitoring Process FY2009 Third Quarter Results

Westside/Central Service Sector
Council Meeting
June 10, 2009

Route Performance Index

WSC Route Performance Index for Third Quarter

LINE	Service Type	Line Name	Index
2	Local	DOWNTOWN LA - PACIFIC PALISADES VIA SUNSET BL	0.85
4	Local	DOWNTOWN LA - SANTA MONICA VIA SANTA MONICA BL	0.90
10	Local	W HOLLYWOOD - AVALON STA VIA MELROSE AV- SAN PEDRO ST	0.85
14	Local	BEVERLY HILLS-WLA TRAN TER VIA BEVERLY BL-ADAMS BL	1.02
16	Local	DOWNTOWN LA - CENTURY CITY VIA WEST 3RD ST	1.18
20	Local	DOWNTOWN LA - SANTA MONICA VIA WILSHIRE BL	0.83
28	Local	DOWNTOWN LA - CENTURY CITY VIA WEST OLYMPIC BL	0.82
30	Local	PICO-RIMPAU- ELA COLL VIA PICO BL-1ST ST-FLORAL DR	1.08
33	Local	DOWNTOWN LA - SANTA MONICA VIA VENICE BL	0.92
35	Local	DOWNTOWN LA - WLA TRAN TER VIA WASHINGTON BL	1.06
38	Local	DOWNTOWN LA - WLA TRAN TER VIA JEFFERSON BL	0.90
217	Local	SUNSET STA - WLA TRAN VIA HOLLYWOOD BL-FAIRFAX AV	1.00
218	Local	Contract Studio Cty - Cedars Sinai Medical Center via - Laurel Canyon Fai	0.57
220	Local	W HOLLYWOOD - CULVER CITY VIA ROBERTSON BL	0.29
534	Express	MALIBU - WLA TRAN TER VIA PACIFIC COAST HWY	0.81
603	Shuttle	Contract Glendale - Grand Sta. via San Fernando - Rampart Bl	1.43
704	Rapid	DOWNTOWN LA - SANTA MONICA VIA SANTA MONICA BL	0.95
714	Rapid	DOWNTOWN LA - BEVERLY HILLS VIA BEVERLY BL	0.68
720	Rapid	SANTA MONICA-COMMERCE VIA WILSHIRE BL-WHITTIER BL	1.19
728	Rapid	DOWNTOWN LA - CENTURY CITY VIA WEST OLYMPIC BL	0.81
730	Rapid	LA - PICO/RIMPAU VIA PICO	0.88
920	Rapid	SANTA MONICA -WILSHIRE VERMONT STA VIA WILSHIRE BL	0.80

- Calculations consists of three variables
 - Boardings per Service Hour
 - Passenger Miles per Seat Mile
 - Subsidy per Passenger
- Lines scoring less than 0.60 are deemed poor performers
- Line level analysis
- Additional measures are necessary to provide a complete view of the contributions of individual routes

PERFORMANCE INDICATORS

Availability

- Accessibility
- Connectivity

Quality

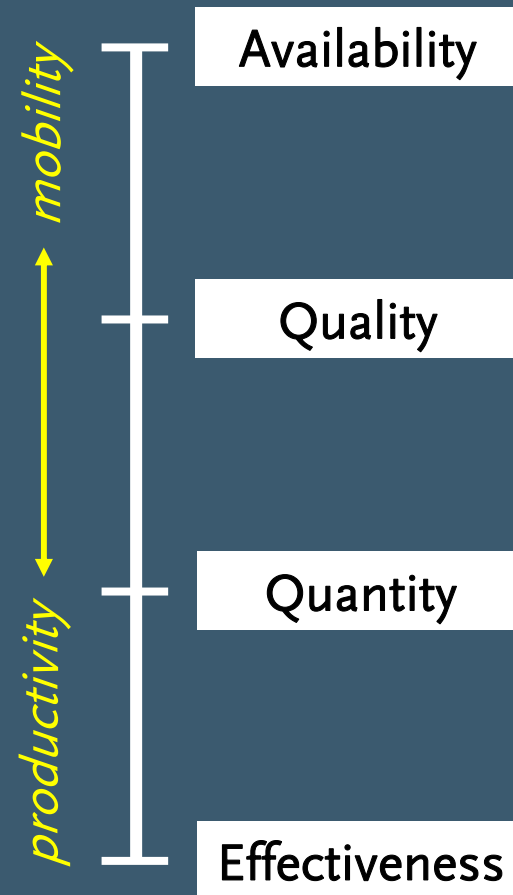
- In-Service On-Time Performance
- Headway Variability
- Customer Complaints

Quantity

- Frequency
- Load Factor

Effectiveness

- Boardings per Service Hour
- Cost per Passenger Mile
- Passenger Miles per Seat Mile
- Service Viability



PERFORMANCE THRESHOLDS

Category	Threshold
Availability	<ul style="list-style-type: none">• Maintain service within 1/4 mile of all census tracts having at least 3 persons/acre and/or 4 jobs/acre• Maintain direct transfers between Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local services (1/8 mile)
Quality	<ul style="list-style-type: none">• ISOTP of 60% or better within each time period• less than 30% chance of bus bunching on high frequency routes• Customer complaints better than bottom 15% of FY08 baseline by line type
Quantity	<ul style="list-style-type: none">• Policy headway of 60 min (20 min for Rapids weekdays only)• Max load of 120% seat capacity during any hour at peak load point
Effectiveness	<ul style="list-style-type: none">• Psgr/Rev Hour, Cost/Psgr Mile, Psgr Mile/Seat Mile better than bottom 15% of FY08 baseline by line type and time period• For each time period, service is viable if at least 2 effectiveness indicators are achieved

AVAILABILITY

LINE	AVAILABILITY	
	Accessibility	Connectivity
	System	Line
2		
4		
10		
14		
16		
20		
28		
30		
33		
35		
38		
217		
218*		
220		
534		
603*		
704		
714		
720		
728		
730		
920		

ACCESSIBILITY

- All Census Tracts within Metro's service area are accessible to transit.

CONNECTIVITY

- Instances not meeting the standard are in downtown L.A.

QUALITY

LINE	QUALITY																			Customer Complaints Line	
	On-Time Performance									Headway Variability											
	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU			
2																					
4																					
10																					
14																					
16																					
20																					
28																					
30																					
33																					
35																					
38																					
217																					
218*																					
220																					
534																					
603*																					
704																					
714																					
720																					
728																					
730																					
920																					

ON-TIME PERFORMANCE

- Significant improvement from 2nd Qtr

HEADWAY VARIABILITY

- Significant improvement from 2nd Qtr

CUSTOMER COMPLAINTS

- All WSC Lines meet standard

QUANTITY

LINE	QUANTITY																		
	Frequency										Load Factor								
	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU	
2																			
4																			
10																			
14																			
16																			
20																			
28																			
30																			
33																			
35																			
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217																			
218*																			
220																			
534																			
603*																			
704																			
714																			
720																			
728																			
730																			
920																			

FREQUENCY

- Standard not met for three lines on weekends

LOAD FACTOR

- Significant improvement from 2nd Qtr but still some overloading on weekends

SERVICE VIABILITY (EFFECTIVENESS)

LINE	EFFECTIVENESS								
	Service Viability								
	EA	AM	MID	PM	EE	LE	OW	SA	SU
2									
4									
10							■		
14									
16									
20									
28									
30									
33									
35									
38							■		
217									
218*								■	
220		■	■	■				■	
534									
603*									
704									
714			■	■	■				
720									
728									
730									
920									

- Time Level Analysis
- Calculations consist of three variables
 - Boardings per Service Hour
 - Cost per Passenger Mile
 - Passenger Miles per Seat Mile
- Achieve at least 2 of the 3 Effective Indicators.

Discussion