

# Metro Bus Service Performance Monitoring Process FY2009 Fourth Quarter Results

Westside/Central Service Sector  
Council Meeting  
September 9, 2009

# ROUTE PERFORMANCE INDEX

4th Qtr RPI WSC			
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	0.91
10	Local	W HOLLYWOOD - AVALON STA VIA MELROSE AV- SAN PEDRO ST	0.86
14	Local	BEVERLY HILLS-WLA TRAN TER VIA BEVERLY BL-ADAMS BL	1.05
16	Local	DOWNTOWN LA - CENTURY CITY VIA WEST 3RD ST	1.20
20	Local	DOWNTOWN LA - SANTA MONICA VIA WILSHIRE BL	0.84
28	Local	DOWNTOWN LA - CENTURY CITY VIA WEST OLYMPIC BL	0.83
30	Local	PICO-RIMPAU- ELA COLL VIA PICO BL-1ST ST-FLORAL DR	1.10
33	Local	DOWNTOWN LA - SANTA MONICA VIA VENICE BL	0.96
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	1.03
218	Local	Contract Studio Cty - Cedars Sinai Medical Center via - Laurel Canyon Fai	0.57
220	Local	W HOLLYWOOD - CULVER CITY VIA ROBERTSON BL	0.30
534	Express	MALIBU - WLA TRAN TER VIA PACIFIC COAST HWY	0.83
603	Shuttle	Contract Glendale - Grand Stat via San Fernando - Rampart Bl	1.42
704	Rapid	DOWNTOWN LA - SANTA MONICA VIA SANTA MONICA BL	0.97
714	Rapid	DOWNTOWN LA - BEVERLY HILLS VIA BEVERLY BL	0.70
720	Rapid	SANTA MONICA-COMMERCE VIA WILSHIRE BL-WHITTIER BL	1.20
728	Rapid	DOWNTOWN LA - CENTURY CITY VIA WEST OLYMPIC BL	0.83
730	Rapid	LA - PICO/RIMPAU VIA PICO	0.90
920	Rapid	SANTA MONICA -WILSHIRE VERMONT STA VIA WILSHIRE BL	0.81

- 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

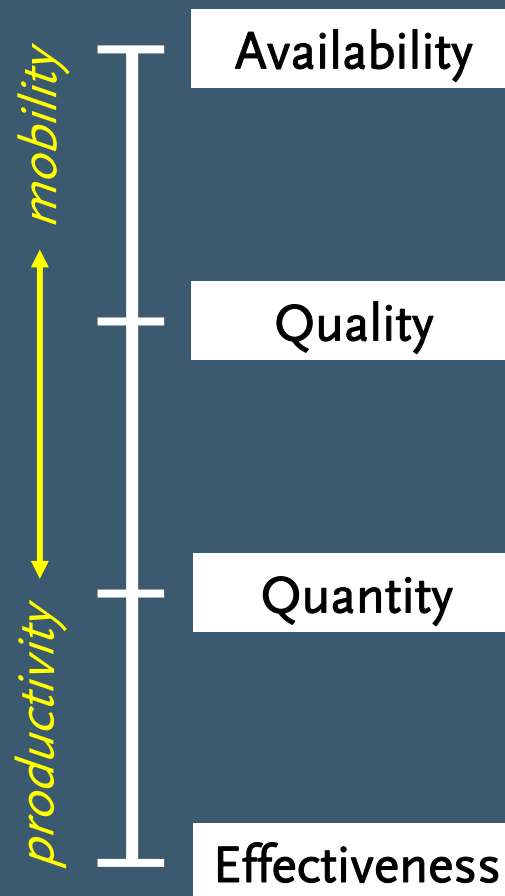
- In-Service On-Time Performance
- Customer Complaints

## Quantity

- Frequency
- Load Factor

## Effectiveness

- Boardings per Service Hour
- Cost per Passenger Mile
- Passenger Miles per Seat Mile
- Route Performance Index (RPI)



# PERFORMANCE THRESHOLDS

Category	Threshold
Availability	<ul style="list-style-type: none"><li>• Maintain service within 1/4 mile of all census tracts having at least 3 persons/acre and/or 4 jobs/acre</li><li>• Maintain direct transfers between Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local services (1/8 mile)</li></ul>
Quality	<ul style="list-style-type: none"><li>• ISOTP of 60% or better within each time period</li><li>• Customer complaints better than bottom 15% of FY08 baseline by line type</li></ul>
Quantity	<ul style="list-style-type: none"><li>• Policy headway of 60 min (20 min for Rapids weekdays only)</li><li>• Max load of 120% seat capacity during any hour at peak load point</li></ul>
Effectiveness	<ul style="list-style-type: none"><li>• Psgr/Rev Hour, Cost/Psgr Mile, Psgr Mile/Seat Mile better than bottom 15% of FY08 baseline by line type and time period</li><li>• Route Performance Index (RPI) better than 0.60</li></ul>

# 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
	On-Time Performance										Line
	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 3rd Qtr
- (Also from 2<sup>nd</sup> to 3<sup>rd</sup>)
- 20 “Line-Time-Period improvements over 5 degradations

## CUSTOMER COMPLAINTS

- 218 and 728 had some comment activity

Shadow Key:	
	Failed This Quarter & Failed Last Quarter
	Failed This Quarter & Passed Last Quarter
	Passed This Quarter & Failed Last Quarter
	Passed This Quarter & Passed Last Quarter

# 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																				
38																				
217																				
218*																				
220																				
534												-								
603*																				
704																				
714																				
720																				
728																				
730																				
920																				

## FREQUENCY

- Standard not met for three lines on weekends

## LOAD FACTOR

- Some degradation from 3<sup>rd</sup> Qtr

# EFFECTIVENESS

LINE	EFFECTIVENESS																											
	Boardings per Service Hour									Cost per Passenger Mile									Passenger Miles per Seat Mile									
	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU	EA	AM	MID	PM	EE	LE	OW	SA	SU	
2																												
4																												
10																												
14																												
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720																												
728																												
730																												
920																												

- Effectiveness indicators roughly the same as 3<sup>rd</sup> Qtr with some improvements for 534, 714 and 728



# Discussion