

Metro Bus Service Performance Monitoring Process FY2010 First Quarter Results

Westside/Central Council Meeting
January 13, 2010

ROUTE PERFORMANCE INDEX

1st Qtr FY10 RPI Lowest 25 Lines

LINE	Service Type	Line Name	Index
620	Shuttle	BOYLE HEIGHTS SHUTTLE	0.51
577	Express	Contract Metro Express (Long Beach - El Monte via I-605 Fwy)	0.49
161	Local	THOUSAND OAKS-AGOURA HILLS-CALABASAS-WARNER CTR	0.49
715	Rapid	LAX - ATLANTIC	0.48
439	Express	LA - LAX - REDONDO BEACH EXPRESS	0.47
258	Local	GARFIELD AV - EASTERN AV - ARIZONA AV	0.46
256	Local	Contract Eastern Ave. - Ave. 64 - N. Hill Ave.	0.46
127	Local	COMPTON STA-DOWNEY VIA COMPTON BL & SOMERSET BL	0.46
290	Local	SYLMAR-SUNLAND VIA FOOTHILL BL	0.44
625	Shuttle	Contract Metro Green Line Shuttle	0.43
287	Local	SIERRA MADRE-EL MONTE-MONTBELLO MALL	0.42
254	Local	Contract Boyle Heights - 103rd St. Station via Lorena St.-Boyle Av	0.42
154	Local	TARZANA-BURBANK STA VIA OXNARD ST. BURBANK BL	0.41
156	Local	PANORAMA/VAN NUYS-HOLLYWOOD VIA CHANDLER/CAHUENGA	0.41
222	Local	SUN VALLEY - HOLLYWOOD VIA HOLLYWOOD WAY/CAHUENGA	0.41
209	Local	VAN NESS-ARLINGTON AVES.	0.39
177	Local	Contract JPL - Pasadena - Sierra Madre Gold Line Station	0.37
211	Local	PRAIRIE AVE. - INGLEWOOD AVE.	0.33
214	Local	Contract Broadway/Main Street Loop	0.32
220	Local	W HOLLYWOOD - CULVER CITY VIA ROBERTSON BL	0.30
607	Shuttle	Contract North Inglewood Community Shuttle circular (both directions)	0.29
168	Local	CHATSWORTH STA-SAN FERNANDO VIA LASSEN. PAXTON ST	0.26
608	Shuttle	Contract Crenshaw Connection: Crenshaw Bl.	0.26
126	Local	YUKON AV - MANHATTAN BEACH BL	0.23
202	Local	WILLOWBROOK-COMPTON-WILMINGTON	0.22

- Calculation 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

ROUTE PERFORMANCE INDEX

1st Qtr FY10 RPI Highest 25 Lines

LINE	Service Type	Line Name	Index
204	Local	VERMONT AVENUE	1.92
605	Shuttle	Contract Grande Vista St - USC Hospital Shuttle	1.91
754	Rapid	VERMONT RAPID BUS	1.73
207	Local	WESTERN AVENUE	1.45
200	Local	ECHO PK-EXPOSITION PK VIA ALVARADO ST-HOOVER ST	1.40
603	Shuttle	Contract Glendale - Grand Stat via San Fernando - Rampart Bl	1.39
18	Local	WILSHIRE CTR-MONTEBELLO VIA 6TH ST-WHITTIER BL	1.36
450	Express	SUPER EXPRESS	1.32
233	Local	LAKE VIEW TERR-SHERMAN OAKS VIA VAN NUYS BL	1.29
490	Express	LA - COVINA - POMONA	1.27
45	Local	MONTECITO HEIGHTS-EL SERENO-ROSECRANS VIA BROADWAY	1.22
720	Rapid	SANTA MONICA-COMMERCE VIA WILSHIRE BL-WHITTIER BL	1.21
206	Local	NORMANDIE AVENUE	1.20
16	Local	DOWNTOWN LA - CENTURY CITY VIA WEST 3RD ST	1.17
26	Local	HOLLYWOOD-COMPTON-ARTESIA TRANS CTR via AVALON Bl	1.17
66	Local	WILSHIRE CTR.- MONTEBELLO VIA 8TH ST.- OLYMPIC BL	1.15
105	Local	W HOLLYWOOD - VERNON via LA CIENEGA Bl - VERNON Av	1.14
125	Local	Contract El Segundo - Norwalk/I-605 Station via Rosecrans Av	1.13
757	Rapid	WESTERN RAPID BUS	1.13
484	Express	LA - VALLEY BL - POMONA	1.13
30	Local	PICO-RIMPAU- ELA COLL VIA PICO BL-1ST ST-FLORAL DR	1.12
212	Local	LA BREA AVE.	1.11
210	Local	VINE ST.-CRENSHAW BLVD.	1.09
217	Local	SUNSET STA - WLA TRAN VIA HOLLYWOOD BL-FAIRFAX AV	1.08
53	Local	DOWNTOWN LA - CSU DOMIGUEZ HILLS VIA CENTRAL AV	1.08

EFFECTIVENESS

LINE	Boardings per Service Hour								Cost per Passenger Mile								Passenger Miles per Seat Mile										
	EA	AM	MI	PM	EE	LE	O	SA	SU	EA	AM	MI	PM	EE	LE	O	SA	SU	EA	AM	MI	PM	EE	LE	O	SA	SU
2																											
4																											
10																											
14																											
16																											
20	-																										
28																											
30																											
33																											
35																											
38																											
217																											
218*																											
220																											
534																											
603*																											
704																											
714																											
720																											
728																											
730																											
920																											

- Boardings per service hour continue to fall due to recession
 - System-wide 49 per hour, down from 50.0 last qtr and 53.4 a year ago
- Cost per passenger mile has increased slightly
 - 65 cents from 63 in 4th Qtr, and 62 a year ago
- Passenger miles per seat mile is flat from the 4th Qtr and a year ago, as it is not as effected by the recession
 - 1st Qtr 0.40
- Metro Shuttle services tend to perform lower in Effectiveness than other service categories



Improvements "+"
Deterioration "-"

ON-TIME PERFORMANCE

LINE	On-Time Performance									
	E	AM	MI	PM	EE	LE	O	SA	SU	
2				-				-	-	-
4				-				-	-	-
10					-			-	-	-
14							-			-
16				-	-					
20				-						
28				-						
30				-	-	-	-	-		
33		-	-			-				
35			-		+				-	
38					-	-	-			
217				-	-					-
218*									-	
220			-	-					-	
534		-			+					-
603*										
704										
714										
720										
728										
730										
920										

- Standard increased to 70% from 60% to reflect significant system-wide improvement (deteriorations shown here from 4th Qtr FY09 effected by this)

- System-wide 71.5%
- D6 – 68.7%
- D7 – 68.6%
- D10 – 68.7%

- Up from 69.2% in 4th Qtr and 64.9% from 1st Qtr FY09

- Weekdays slightly better than weekends

- On-time performance problems tend to be west of downtown and north of I-10 Freeway, and Metro Express

Improvements "+"
Deterioration "-"



CUSTOMER COMPLAINTS

LINE	Customer Complaints
	Line
2	
4	
10	
14	
16	
20	
28	
30	
33	
35	
38	
217	
218*	
220	
534	
603*	
704	-
714	-
720	
728	
730	
920	

- Rate of complaints is 3.23 per 100K boardings system-wide
- Metro Express at 9.73 per 100K
- Metro Rapid at 2.7 per 100K
- Rate up slightly from 4th Qtr FY09 but about the same as 1st Qtr FY09
- Operator-related complaints top complaint category

Improvements "+"
Deterioration "-"

SERVICE DESIGN PERFORMANCE

FREQUENCY

- Seven lines do not meet the frequency standard: three Local and four Rapid
- Locals during weekends and late evening and Rapids during mid-day

LOAD FACTOR

- Improvement from 4th Qtr FY09
 - Only 21 line-time periods did not meet the standard compared to 32 in the 4th Qtr FY09 and 36 a year ago. 15 of the 21 are on weekends

ACCESSIBILITY

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

CONNECTIVITY

- Connectivity improved as two new Rapid-to-Rapid transfer points were implemented
- Other instances not meeting standard are in Downtown LA

