

**Metro Westside/Central  
Service Council  
May 11, 2011 Meeting**

**Performance Report  
for *March 2011***

# WSC Service Council May 2011

## **Metro Westside/Central & Metro Bus System**

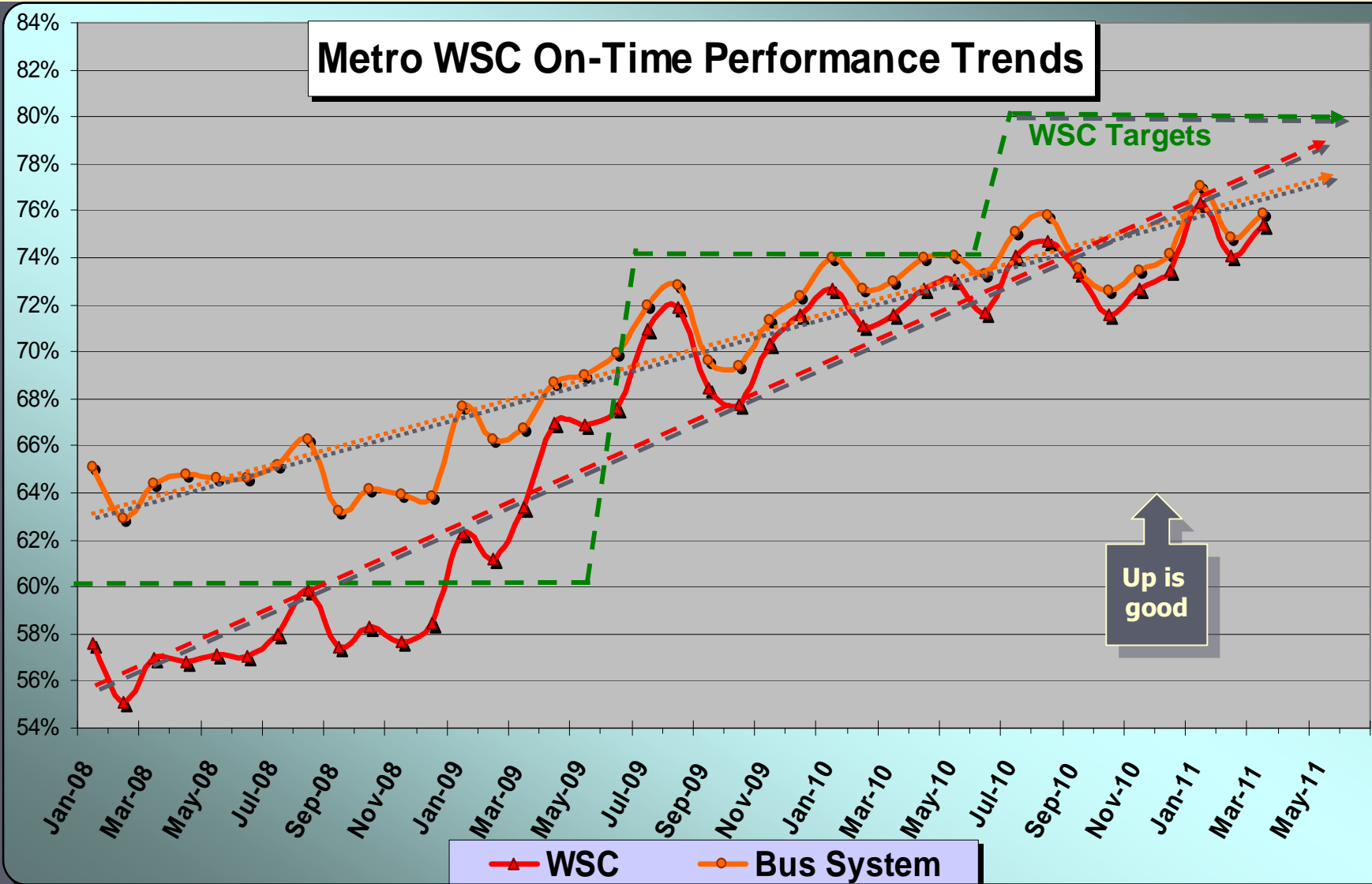
**March 2011**

**Measurement : On Time Performance**

	Target	Mar.	YTD
<b>Metro Bus System</b>	<b>80.0%</b>	<b>75.9%</b>	<b>74.8%</b>
<b>Westside/Central</b>	<b>80.0%</b>	<b>75.4%</b>	<b>74.0%</b>



# WSC Service Council May 2011



## Metro Westside/Central Bus Lines - March 2011

### On-Time Performance by Line

Line	G.C.	% Early	% On Time	% Late
730		5.1%	89.6%	
71		8.7%	88.0%	
18			87.0%	
751			85.6%	
745		5.8%	84.1%	
83			83.5%	
209			83.1%	
252			82.8%	
66			82.3%	
45			82.1%	
28			81.7%	
16			81.3%	
30			80.2%	
204			80.1%	
84			80.0%	
		5.8%		
		5.1%		

Line	G.C.	% Early	% On Time	% Late
		7.1%		
		9.5%		
		5.2%		
		6.5%		
		6.3%		
		5.0%		
		5.5%		
		5.8%		

Line	G.C.	% Early	% On Time	% Late
35			69.7%	26.6%
720			69.1%	26.9%
534		10.0%	69.0%	
733		5.3%	68.9%	25.7%
740			68.8%	28.5%
220			68.7%	29.8%
210		5.9%	68.4%	25.7%
217		5.1%	67.9%	27.0%
40			67.3%	29.8%
105		6.4%	66.6%	27.0%
550			66.5%	28.9%
705			66.1%	29.1%
710		5.7%	63.7%	30.7%
102			63.5%	32.9%
704		6.0%	56.1%	37.9%

# WSC Service Council May 2011

## Metro Westside/Central & Metro Bus System

March 2011

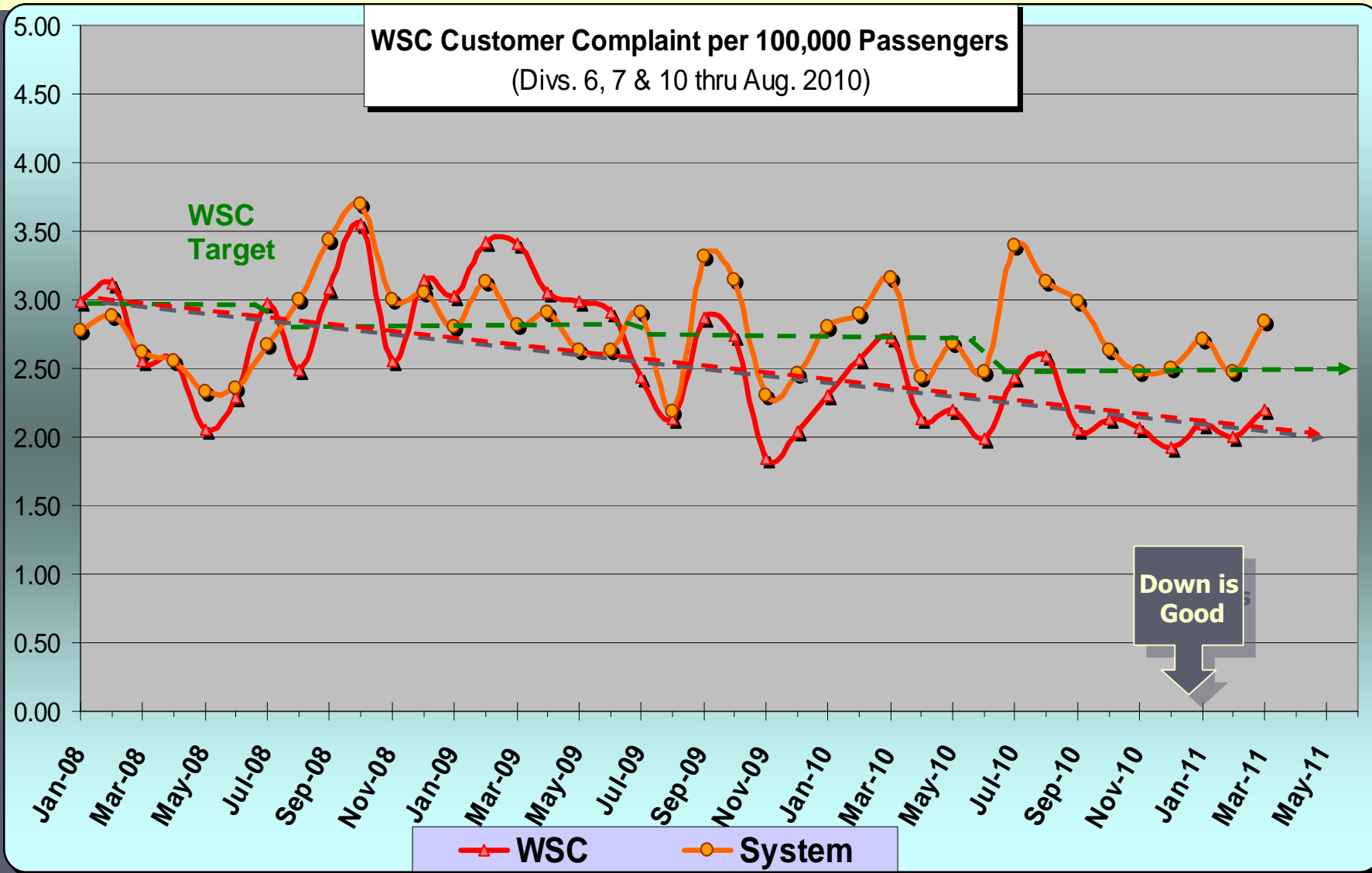
**Measurement :** Complaints per 100,000 Psgrs.

	Target	Mar.	YTD
<b>Metro Bus System</b>	<b>2.52</b>	<b>2.84</b>	<b>2.80</b>
<b>Westside/Central</b>	<b>2.50</b>	<b>2.20</b>	<b>2.11</b>



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# WSC Service Council May 2011



**March 2011  
Metro Bus  
Customer  
Complaints  
System  
Wide**

Category	Complaint Type	Rcvd.	Total	Pct.
Acc	AccSvc Operator Behavior	12	<b>36</b>	<b>4%</b>
Acc	Accessible Service - Pass Up	10		
Acc	AccSvc Pass Up (Denied)	5		
Acc	AccSvc Transit Failure (Other)	4		
Acc	AccSvc Pass Up (Advised)	2		
Acc	AccSvc Wchr Securement	2		
Acc	AccSvc Pass-Up (Equipment)	1		
Equip	Layover Zone	7	<b>10</b>	<b>1%</b>
Equip	Audio System Problem	2		
Equip	Dirty Bus	1		
Fare Issue	Disputed/Wrong Fare	24	<b>33</b>	<b>4%</b>
Fare Issue	Transfer Problems	6		
Fare Issue	HC I.D. Card	2		
Fare Issue	Senior I.D. Card	1		
Misc	Misc. Complaint	45	<b>47</b>	<b>5%</b>
Misc	Passenger Conduct	2		
Oper. Issue	Op. Discourtesy	114	<b>175</b>	<b>19%</b>
Oper. Issue	Operator Conduct	28		
Oper. Issue	Carried Past Stop	19		
Oper. Issue	Improper Curb Stop	6		
Oper. Issue	Off Route	5		
Oper. Issue	Failure to Call Stops	1		
Oper. Issue	Gen. Emp. Discourtesy	1		
Oper. Issue	Incorrect Info - Bus Operator	1		
Pass Up	Passed Up	209	<b>209</b>	<b>23%</b>
Sched,	No Show	<b>160</b>	<b>263</b>	<b>29%</b>
Sched,	Late Schedule	93		
Sched,	Early Schedule	9		
Sched,	Crowded Bus (Add'l Svc Rq.)	1		
Unsafe	Unsafe Operation	78	<b>131</b>	<b>15%</b>
Unsafe	Accident	53		
<b>Total</b>		<b>904</b>	<b>904</b>	<b>904</b>

# WSC Service Council May 2011

Complaint Type	System	WSC
Accessible Service Issues	4%	5%
Equipment Issues	1%	1%
Fare Issues	4%	3%
Misc.	5%	5%
Operator Issues	19%	22%
Pass Up	23%	23%
Schedule issues	29%	23%
Unsafe Operation	14%	18%





# WSC Service Council May 2011

## **Metro Westside/Central & Metro Bus System**

**March 2011**

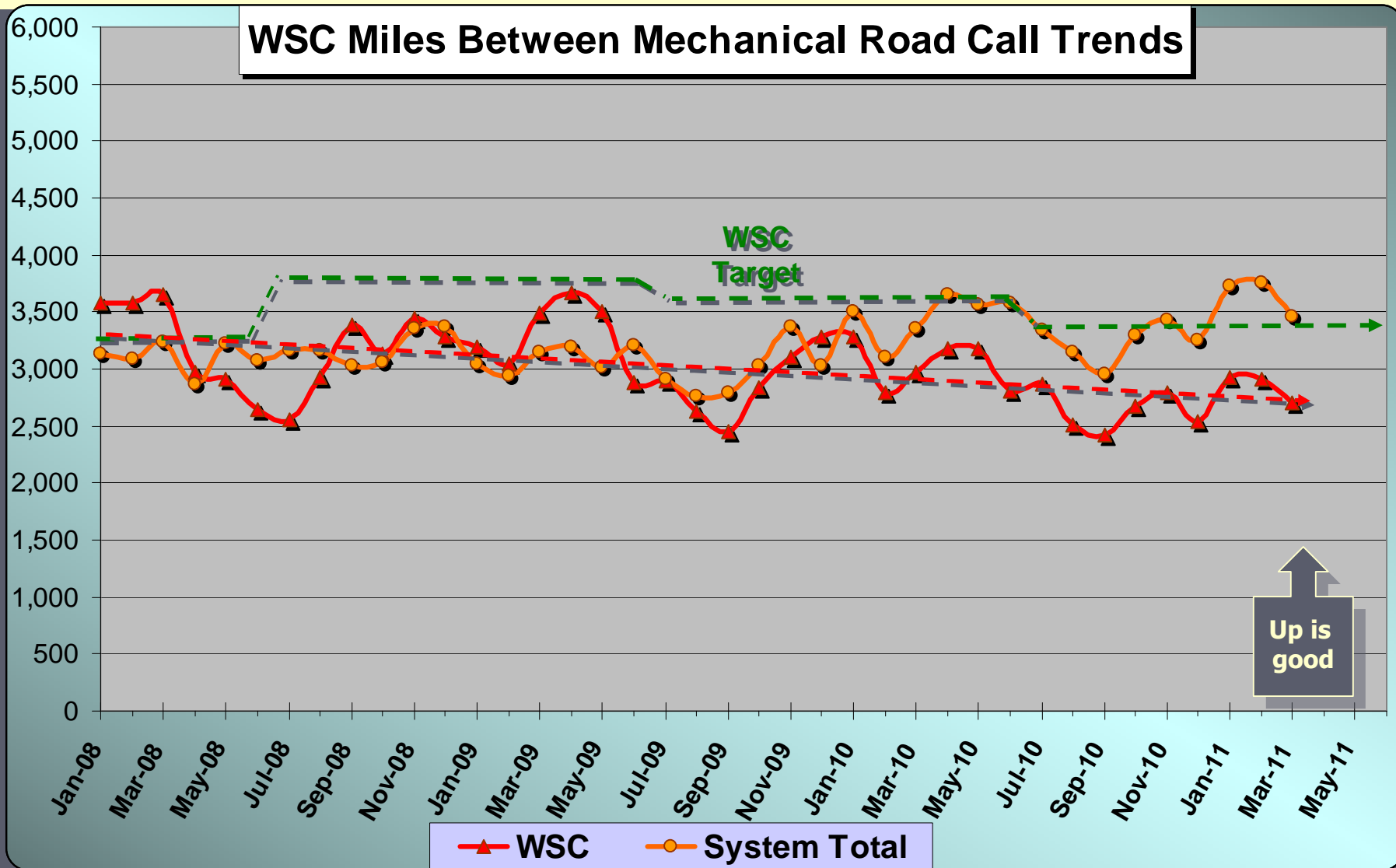
**Measurement :** Miles Between Mechanical Road Call

	Target	Mar.	YTD
<b>Metro Bus System</b>	<b>3,664</b>	<b>3,463</b>	<b>3,376</b>
<b>Westside/Central</b>	<b>3,460</b>	<b>2,706</b>	<b>2,704</b>



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# WSC Service Council May 2011



# WSC Service Council May 2011

Metro Clean Bus Rating System March 2011		
		System
	CATEGORY	Score
1	DASH	8.16
2	DRIVERS AREA	7.89
3	TRANSOM / LEDGES	7.15
4	CEILING / VENTS	7.64
5	SEAT FRAMES	7.34
6	SEAT INSERTS	7.95
7	WINDOWS	7.54
8	SACRAFICIAL WINDOWS	7.95
9	DOORS	7.75
10	FLOORS	7.49
11	GUM	8.00
12	STEPWELLS	7.20
13	INT. GRAFFITI	8.88
14	WINDOW ETCHING	9.75
15	EXT. CLEANLINESS	8.97
16	EXT. GRAFFITI	9.95
17	WHEELS	7.97
18	EXT. BODY CONDITION	8.60
19	FRONT & REAR BUMPER	7.93
	<b>Overall</b>	<b>8.14</b>



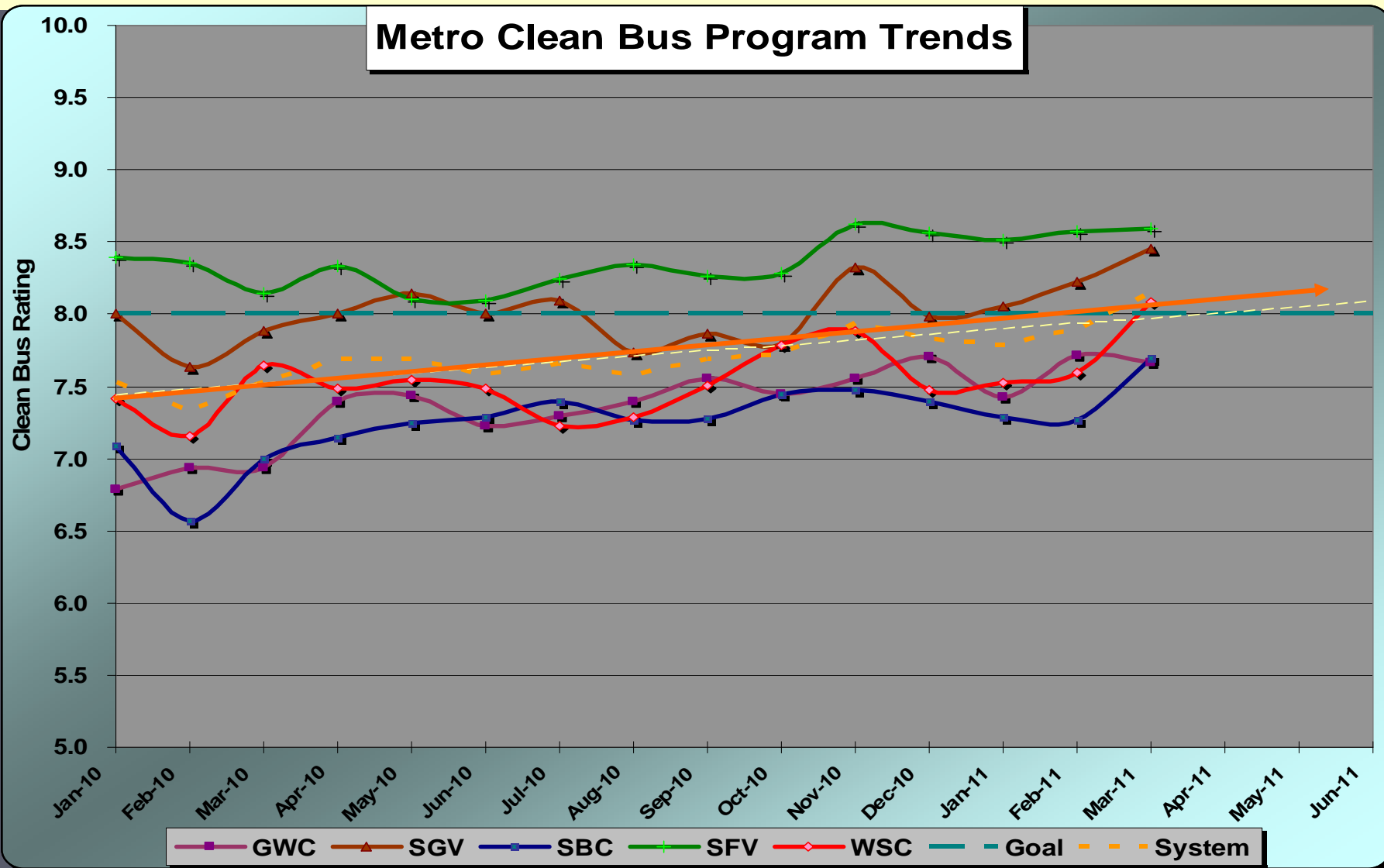
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# WSC Service Council May 2011

Month	MONTHLY BUS CLEANLINESS TRENDS											System
	Div. 1	Div. 2	Div. 3	Div. 5	Div. 6	Div. 7	Div. 8	Div. 9	Div. 10	Div. 11	Div. 12	
Jan-10	6.83	6.74	7.90	7.12	7.29	7.36	8.93	8.09	7.51	7.95	7.06	7.53
Feb-10	6.86	7.02	7.46	6.52	7.33	7.32	8.82	7.78	6.95	7.97	6.61	7.33
Mar-10	6.68	7.18	7.36	7.21	7.56	7.55	8.63	8.31	7.76	7.76	6.83	7.53
Apr-10	7.52	7.26	7.77	6.96	7.87	7.37	8.81	8.20	7.53	7.94	7.29	7.68
May-10	7.44	7.42	7.90	7.38	7.51	7.35	8.59	8.34	7.75	7.71	7.13	7.68
Jun-10	7.26	7.20	7.76	7.14	7.04	7.24	8.56	8.20	7.83	7.71	7.41	7.58
Jul-10	7.51	7.09	7.97	7.39	7.78	7.12	8.45	8.19	7.22	8.07	7.39	7.65
Aug-10	7.26	7.53	7.44	7.16	7.36	7.46	8.69	7.97	7.09	8.06	7.35	7.58
Sep-10	7.42	7.69	7.65	7.11	7.78	7.42	8.43	8.04	7.54	8.12	7.42	7.68
Oct-10	7.31	7.57	7.32	7.06	7.59	7.74	8.69	8.19	7.86	7.96	7.77	7.73
Nov-10	7.57	7.54	7.95	7.29	7.54	7.90	9.04	8.62	7.94	8.27	7.62	7.93
Dec-10	8.07	7.34	7.48	7.12	8.11	7.29	9.11	8.40	7.52	8.11	7.62	7.82
Jan-11	7.38	7.47	7.78	7.34	8.29	7.41	9.03	8.28	7.47	8.08	7.25	7.79
Feb-11	7.82	7.60	7.80	7.20	8.31	7.36	9.14	8.58	7.68	8.11	7.32	7.89
Mar-11	8.03	7.29	7.95	7.66	8.87	7.91	9.3	8.86	8.09	8.33	7.72	8.14
Apr-11												
May-11												
Jun-11												



# WSC Service Council May 2011



# WSC Service Council May 2011

## **Metro Westside/Central & Metro Bus System**

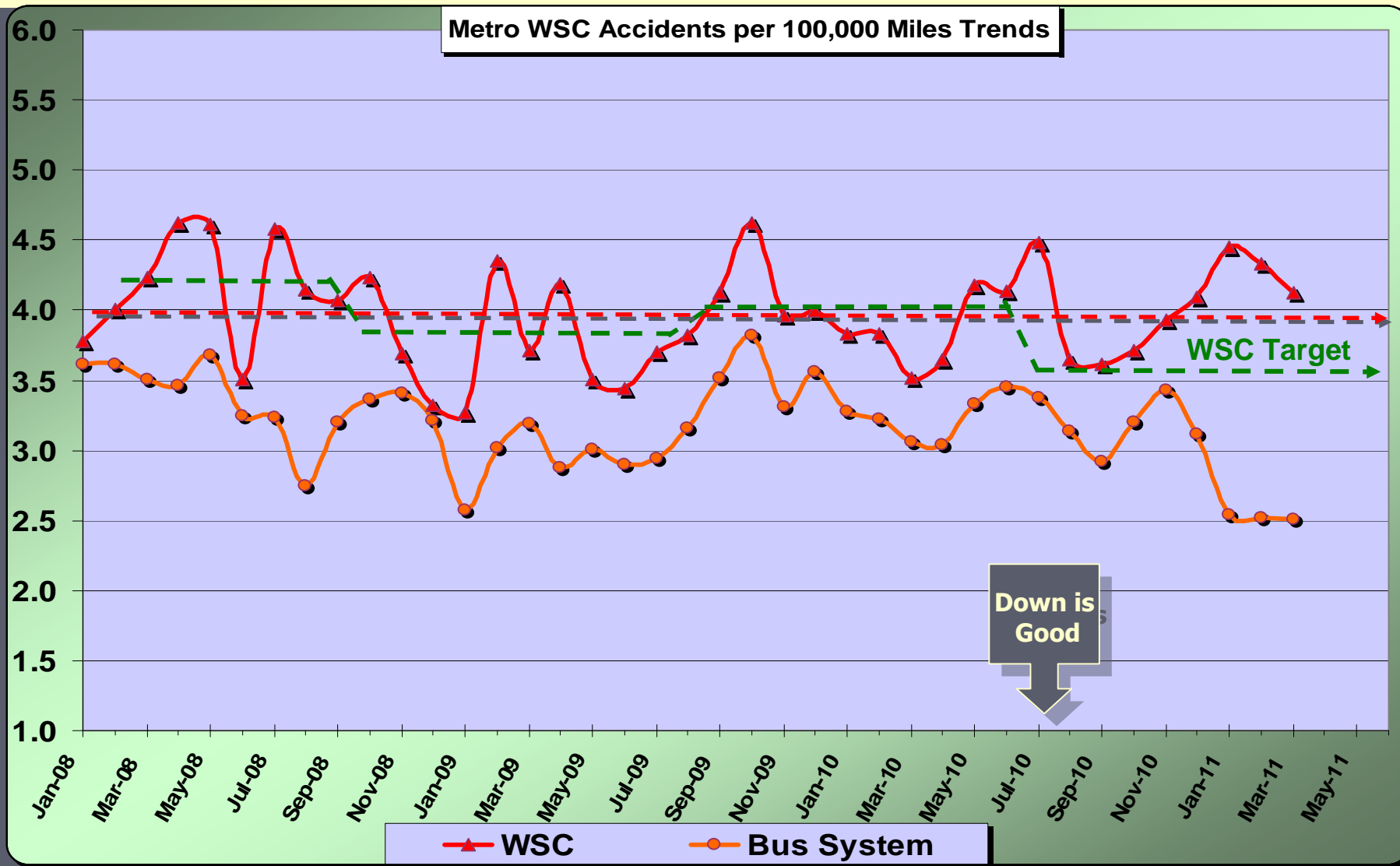
**March 2011**

**Measurement : Accidents per 100,000 Miles**

	Target	Mar.	YTD
<b>Metro Bus System</b>	<b>3.14</b>	<b>2.50</b>	<b>2.97</b>
<b>Westside/Central</b>	<b>3.58</b>	<b>4.13</b>	<b>4.04</b>



# WSC Service Council May 2011



# WSC Service Council May 2011

## **Metro Westside/Central & Metro Bus System**

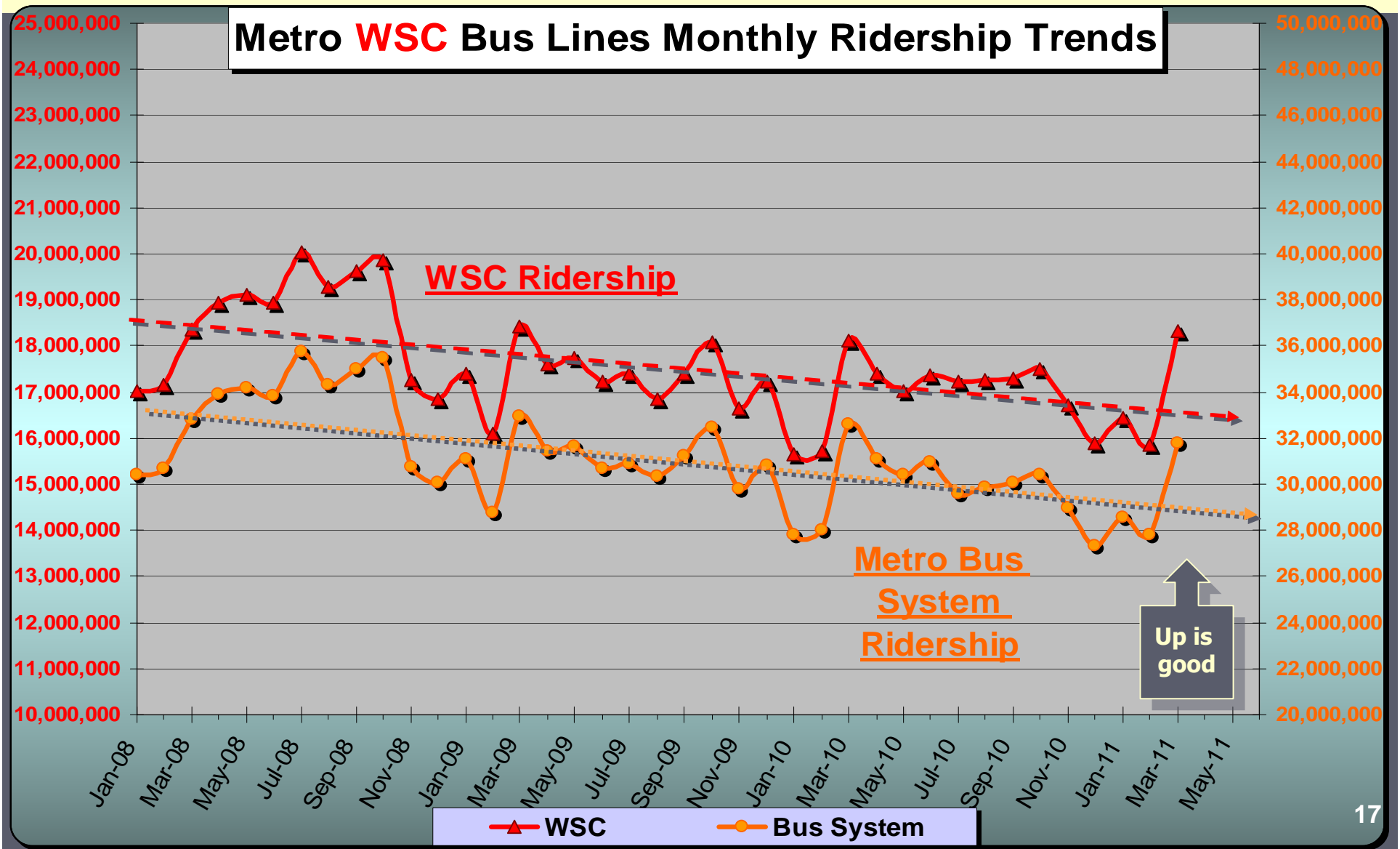
**March 2011**

**Measurement : Monthly Ridership**

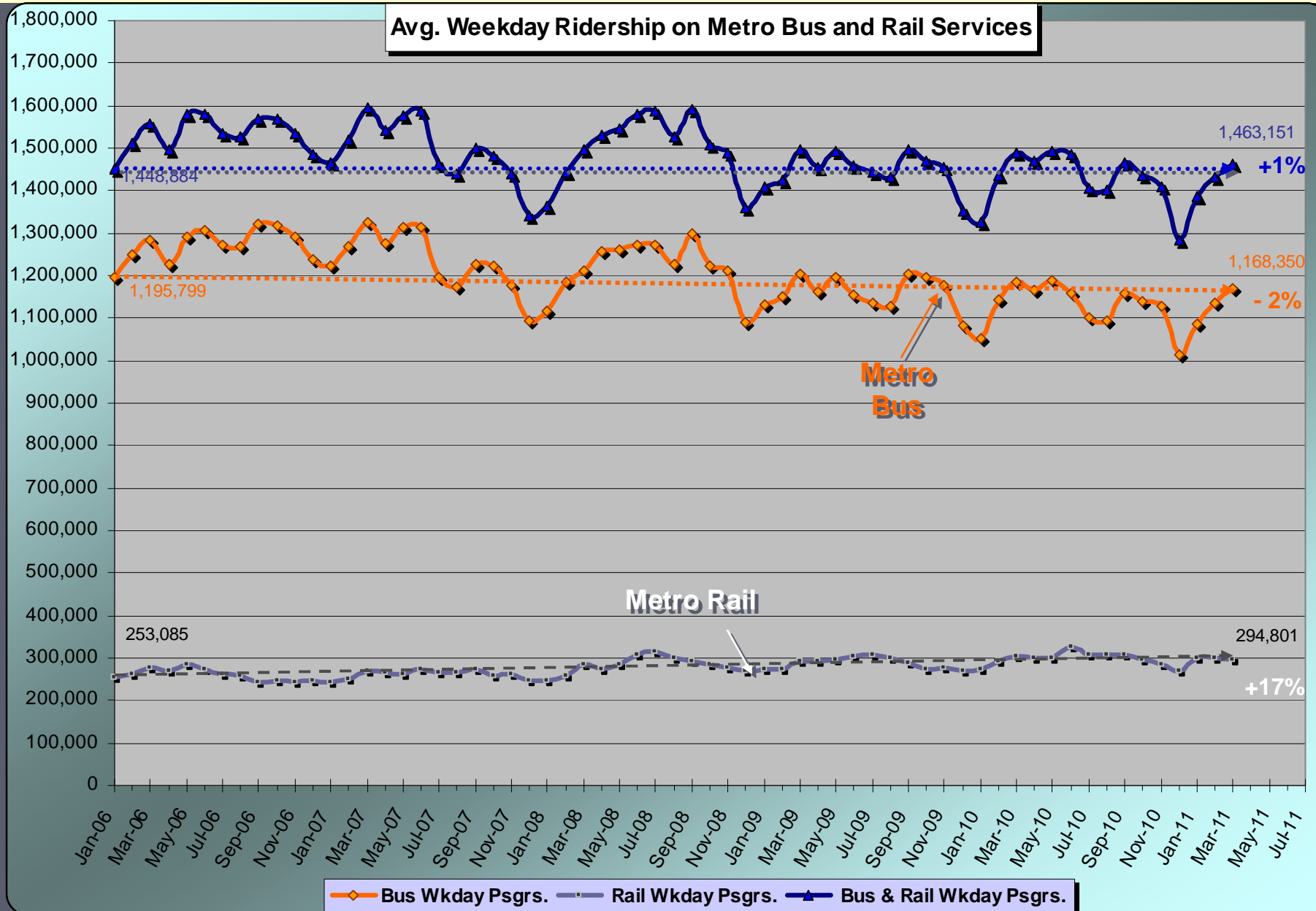
	Target	Mar.	YTD
<b>Metro Bus System</b>	29,470,000	31,770,000	29,380,000
<b>Westside/Central</b>	16,470,000	18,320,000	16,950,000



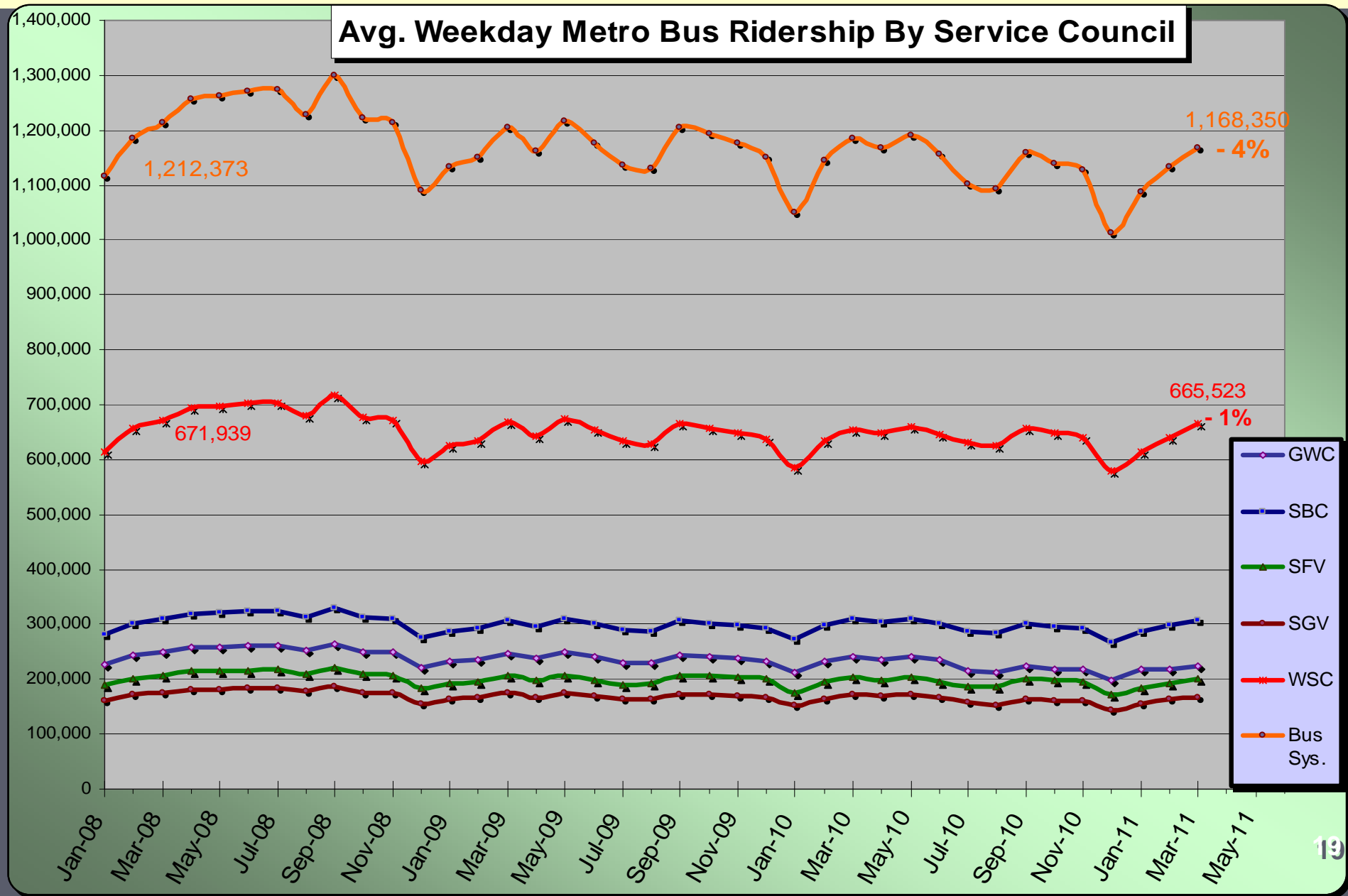
# WSC Service Council May 2011



# WSC Service Council May 2011



# WSC Service Council May 2011



# WSC Service Council May 2011

## March 2011 Total Wheelchair Boarding by Region

Region	Weekday	Saturday	Sunday	Total
GWC	12,945	1,751	1,252	15,948
SBC	14,640	1,896	1,358	17,894
SFV	10,121	1,261	742	12,124
SGV	6,296	776	531	7,603
<b>WSC</b>	<b>27,540</b>	<b>3,570</b>	<b>2,594</b>	<b>33,704</b>
<b>System</b>	<b>51,013</b>	<b>6,561</b>	<b>4,549</b>	<b>62,123</b>



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# WSC Service Council May 2011

## Bus Lines with over 1,000 Wheelchair Boardings in March 2011

		Weekday	Saturday	Sunday	Total	M.S.C.	M.S.C.
1	<b>720</b>	2,031	230	146	<b>2,407</b>	<b>WSC</b>	
2	<b>26</b>	1,880	249	177	<b>2,306</b>	<b>WSC</b>	GWC
3	<b>18</b>	1,549	165	148	<b>1,862</b>	<b>WSC</b>	
4	<b>40</b>	1,399	210	165	<b>1,774</b>	<b>WSC</b>	SBC
5	117	1,393	160	128	<b>1,681</b>	SBC	GWC
6	233	1,296	207	90	<b>1,593</b>	SFV	
7	115	1,213	156	102	<b>1,471</b>	SBC	GWC
8	<b>45</b>	1,171	158	118	<b>1,447</b>	<b>WSC</b>	SBC
9	111	1,144	154	122	<b>1,420</b>	SBC	GWC
10	<b>105</b>	1,008	161	122	<b>1,291</b>	<b>WSC</b>	
11	60	887	190	105	<b>1,182</b>	GWC	
12	<b>204</b>	976	104	73	<b>1,153</b>	<b>WSC</b>	SBC
13	53	857	133	116	<b>1,106</b>	GWC	
14	<b>210</b>	847	119	121	<b>1,087</b>	<b>WSC</b>	SBC
15	<b>207</b>	814	145	126	<b>1,085</b>	<b>WSC</b>	SBC
16	<b>754</b>	847	144	90	<b>1,081</b>	<b>WSC</b>	SBC
17	<b>14</b>	886	96	69	<b>1,051</b>	<b>WSC</b>	
18	<b>16</b>	850	113	79	<b>1,042</b>	<b>WSC</b>	



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# WSC Service Council May 2011

## Selected Metro Board Actions in April

- Staff to Develop a Metrolink Antelope Valley Line Infrastructure Improvement Strategic Plan
- Awarded contract to complete AA, DEIS/R & CE for Van Nuys Rapidway
- Adopt Locally Preferred Alternative maintenance Facility Site for Crenshaw/LAX Transit Corridor
- Revised Bike-on-Rail Policy and Implementation Plan
- Staff to return to Board with information on
  - LRT average standee trip length, time standing and potential impact of fewer seats.
  - Plan to mitigate vendors/recycling on Metro Blue Line
  - Bicycle demand on each rail line
  - Alternative such as “station bikes” and rental & shared use bikes



# WSC Service Council May 2011

## Item 6. Service Council Representative Terms

Metro Service Council	Council Seat	Appointing Authority	Existing Term Start Dates	Incumbents as of Feb. 23, 2011	Suggested New Term Start Dates			
					July 1, 2011	July 1, 2012	July 1, 2013	July 1, 2014
Westside/Central	WSC-1	LA City Mayor	7/1/2012	Catherine Bator		X		
Westside/Central	WSC-2	LA City Mayor	7/1/2012	Peter Capone-Newton			X	
Westside/Central	WSC-3	LA City Mayor	7/1/2013	Jerard Wright				X
Westside/Central	WSC-4	LA City Mayor	7/1/2012	Jeff Jacobberger			X	
Westside/Central	WSC-5	LA County 2nd Dist.	7/1/2012	Elliott Petty		X		
Westside/Central	WSC-6	LA County 3rd Dist.	7/1/2012	Glenn Rosten				X
Westside/Central	WSC-7	Westside COG	7/1/2012	Art Ida		X		
Westside/Central	WSC-8	Westside COG	7/1/2013	Perri Sloan-Goodman			X	
Westside/Central	WSC-9	Westside COG	7/1/2013	Joe Stitcher				X

