

***Metro Westside/Central  
Service Council  
October 12, 2011 Meeting***

**Performance Report  
for August 2011**

# WSC Service Council October 2011 Meeting

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

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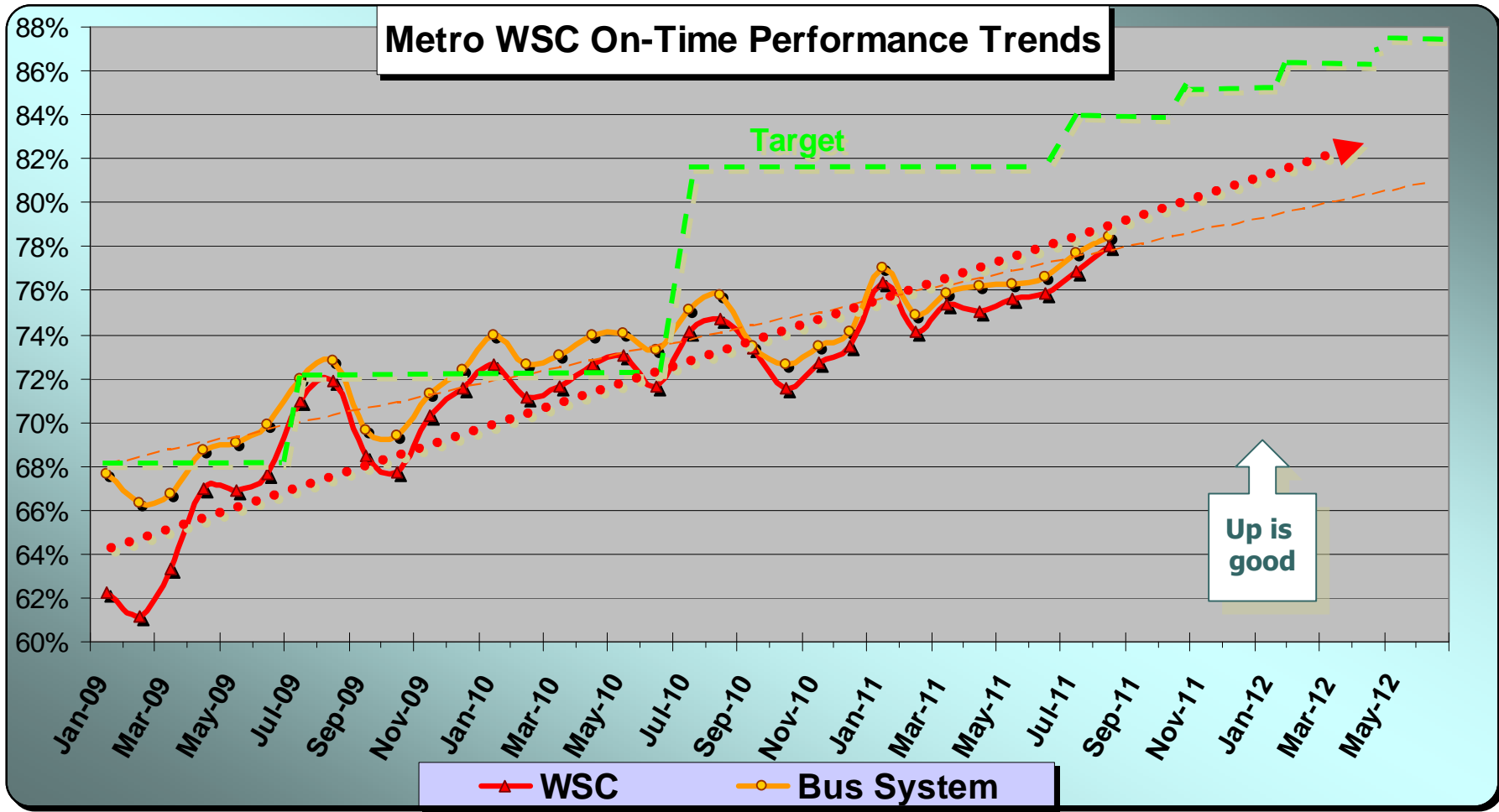
**August 2011**

**Measurement : On Time Performance**

	Target	August	YTD
<b>Metro Bus System</b>	<b>82.0%</b>	<b>78.5%</b>	<b>78.0%</b>
<b>Westside/Central</b>	<b>82.0%</b>	<b>78.1%</b>	<b>77.5%</b>

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# WSC Service Council October 2011 Meeting



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## Metro Westside/Central & Metro Bus System

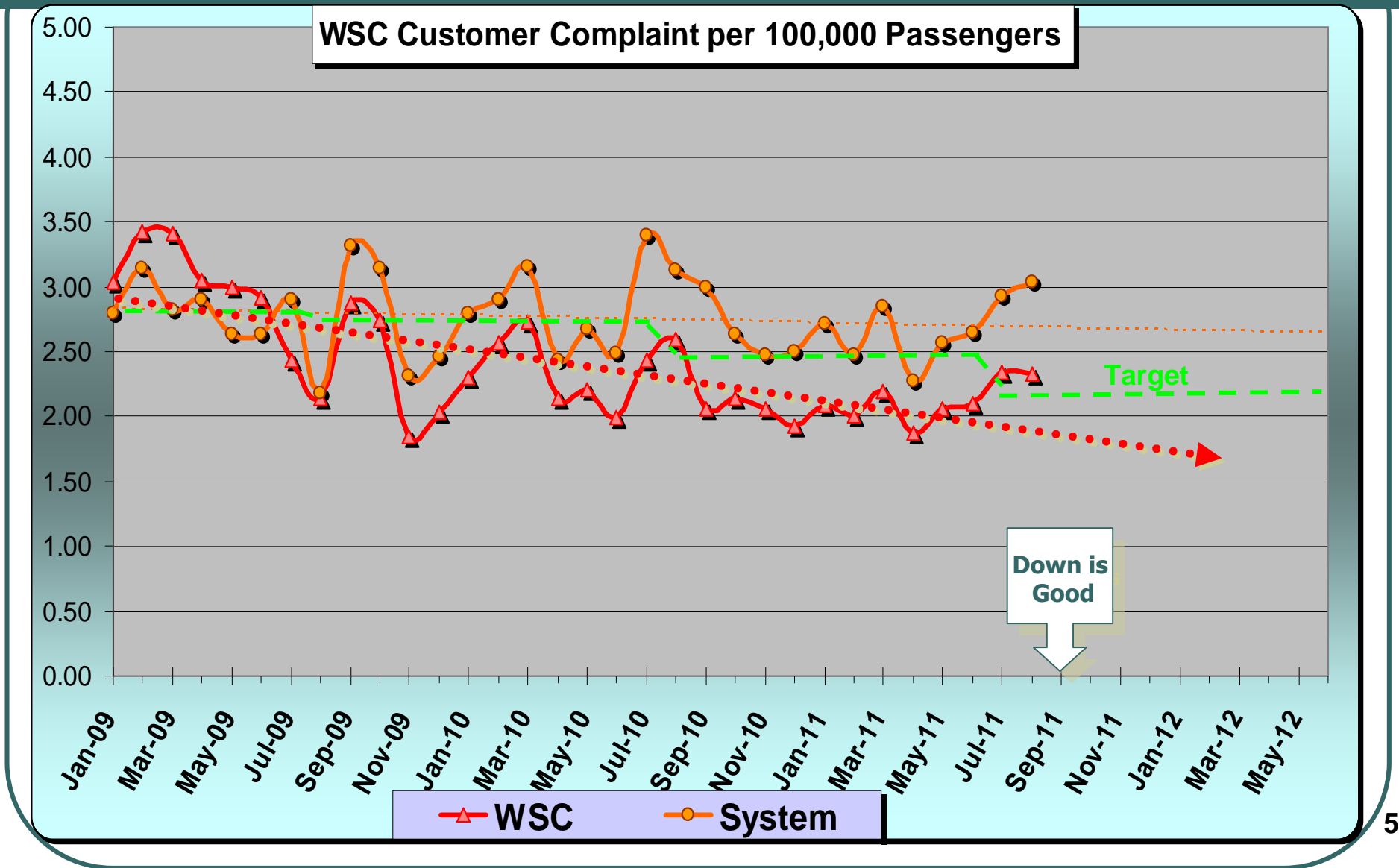
August 2011

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

	Target	August	YTD
<b>Metro Bus System</b>	<b>2.29</b>	<b>3.04</b>	<b>2.98</b>
<b>Westside/Central</b>	<b>2.04</b>	<b>2.32</b>	<b>2.33</b>

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# WSC Service Council October 2011 Meeting



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

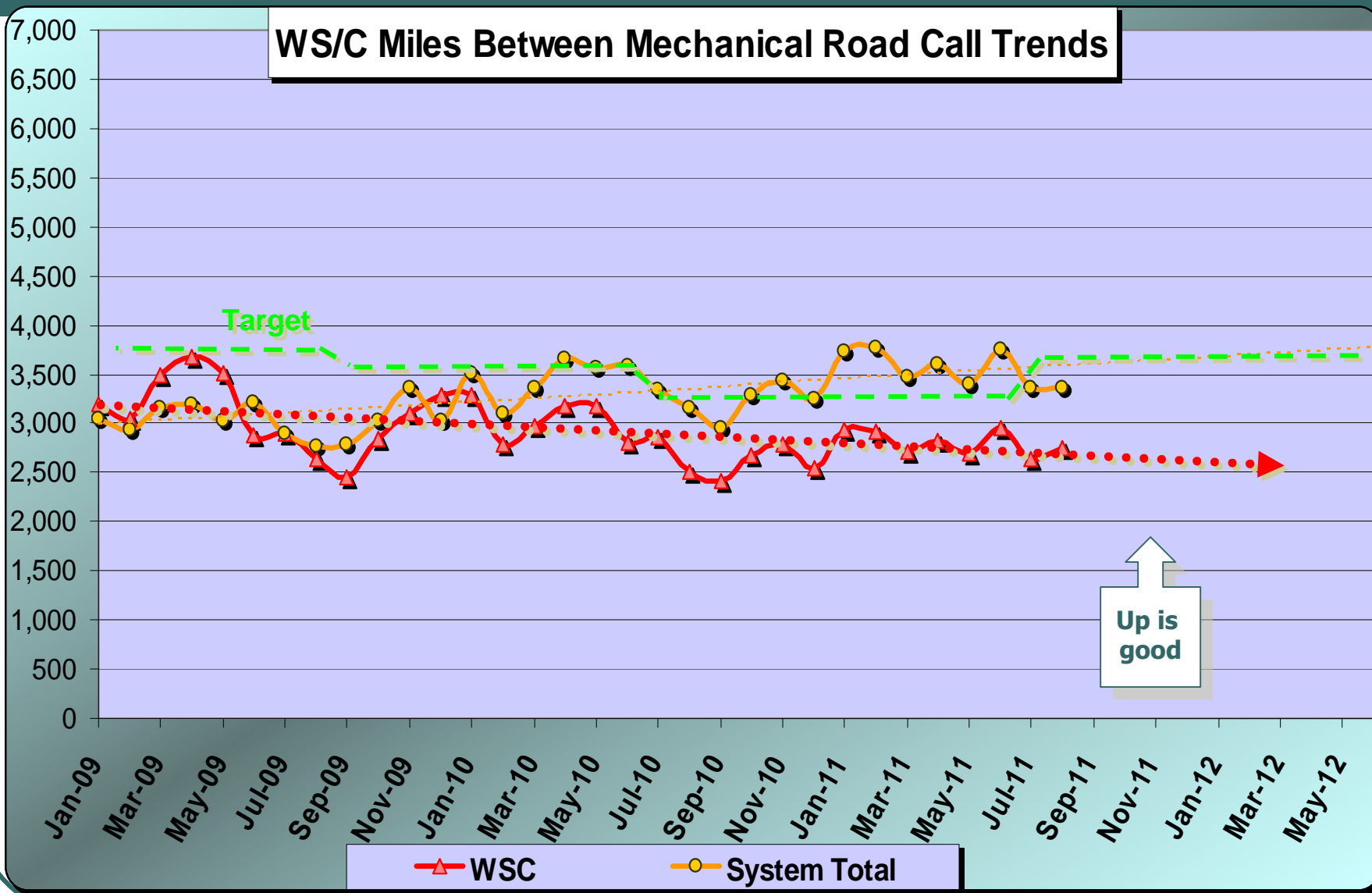
**August 2011**

**Measurement :** Miles Between Mechanical Road Call

	<b>Target</b>	<b>August</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3,650</b>	<b>3,368</b>	<b>3,391</b>
<b>Westside/Central</b>	<b>3,650</b>	<b>2,756</b>	<b>2,693</b>

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# WSC Service Council October 2011 Meeting



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

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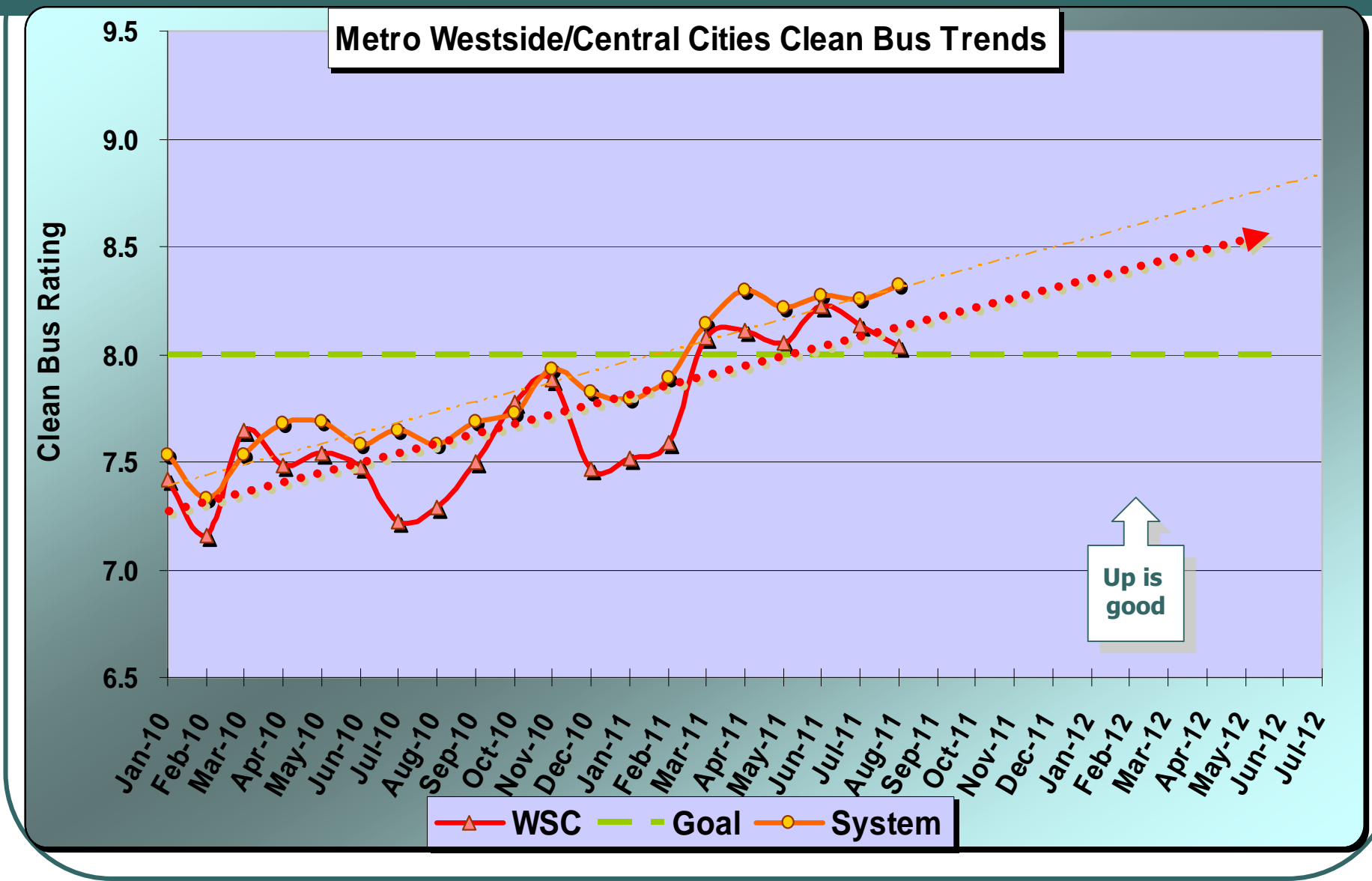
**August 2011**

**Measurement : Clean Bus**

	<b>Target</b>	<b>August</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>8.0</b>	<b>8.33</b>	<b>8.29</b>
<b>Westside/Central</b>	<b>8.0</b>	<b>8.04</b>	<b>8.09</b>



# WSC Service Council October 2011 Meeting



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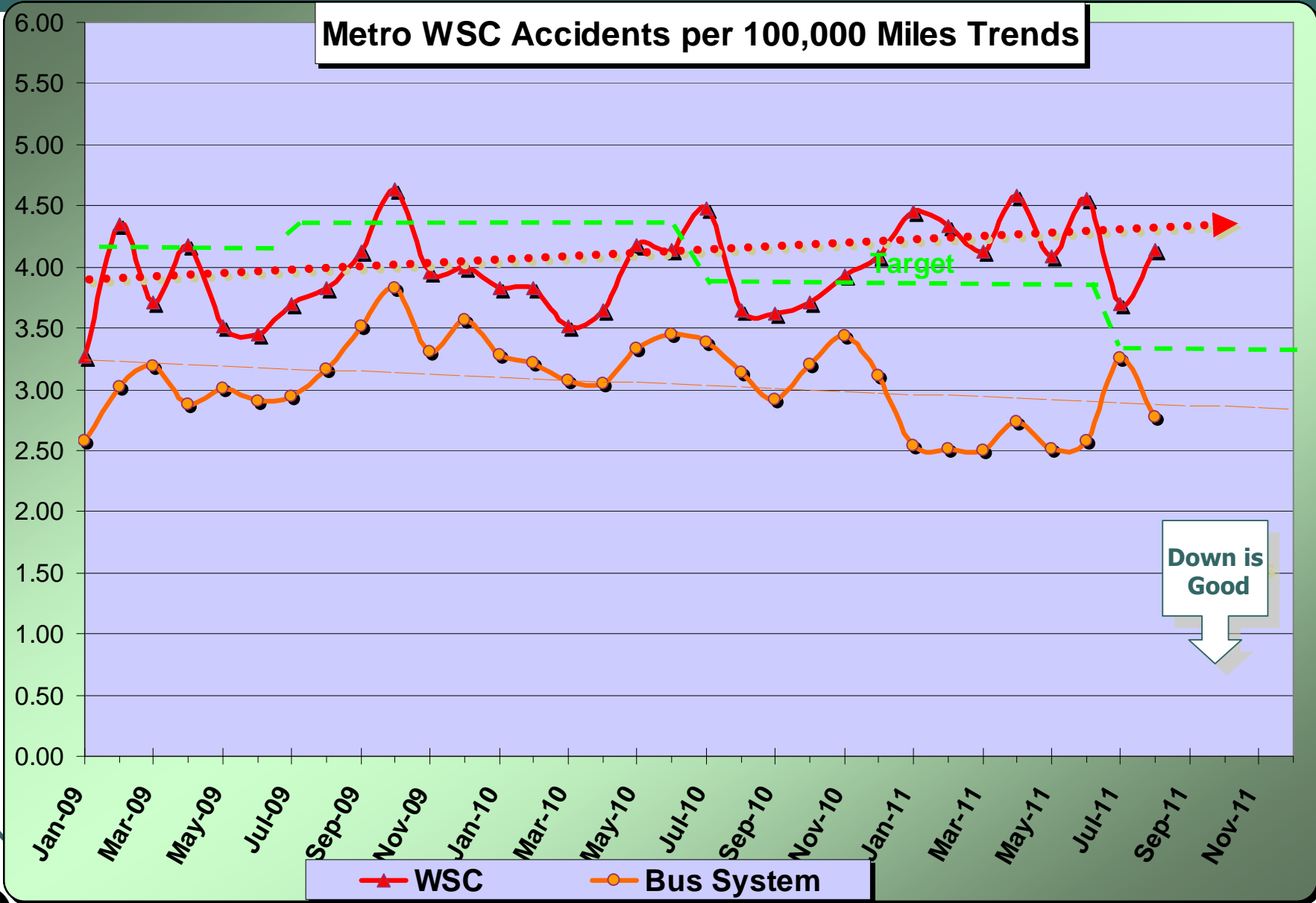
## **Metro Westside/Central & Metro Bus System**

**August 2011**

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

	Target	August	YTD
<b>Metro Bus System</b>	<b>3.10</b>	<b>2.78</b>	<b>3.02</b>
<b>Westside/Central</b>	<b>3.53</b>	<b>4.14</b>	<b>3.92</b>

# WSC Service Council October 2011 Meeting



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

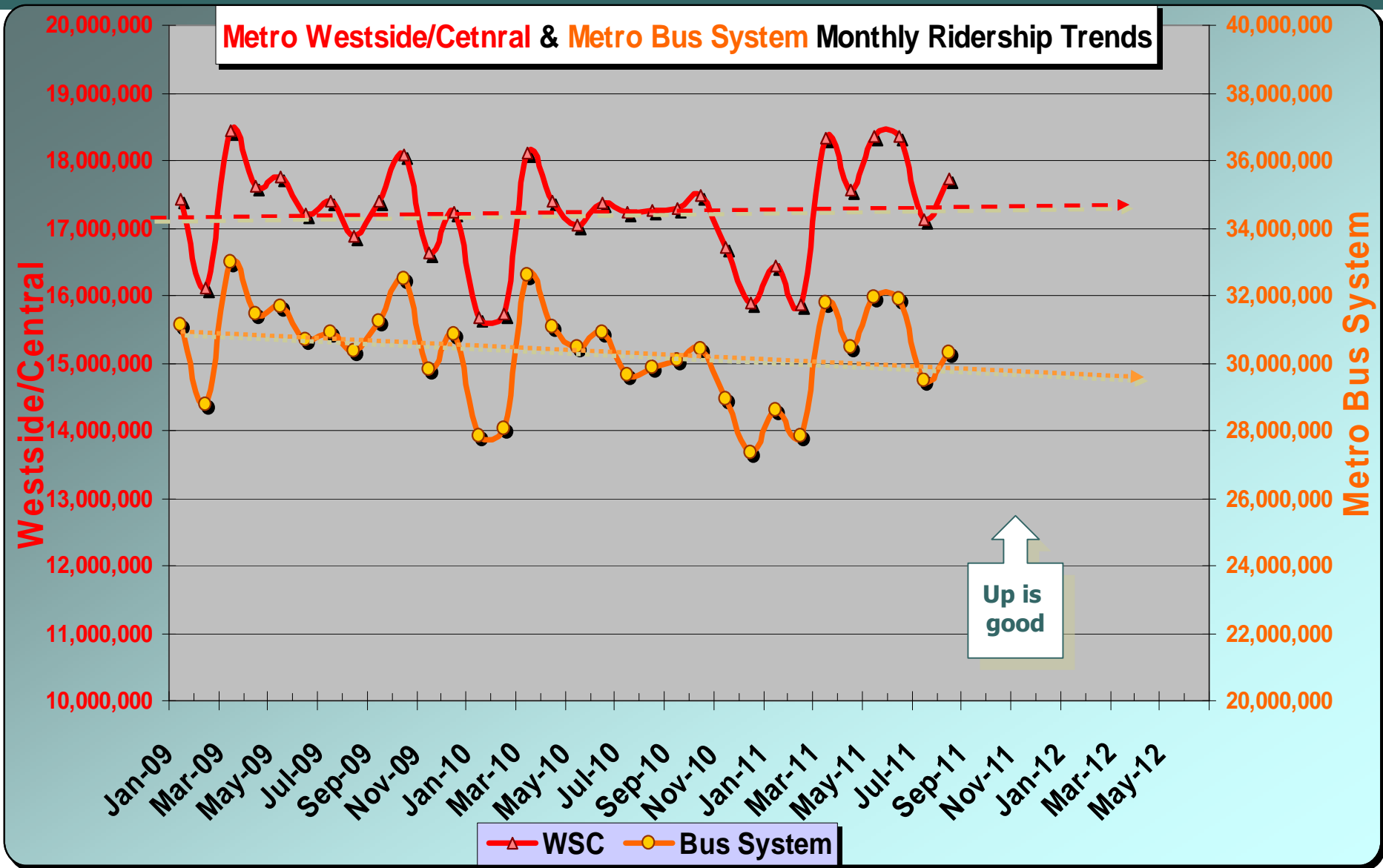
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**August 2011**

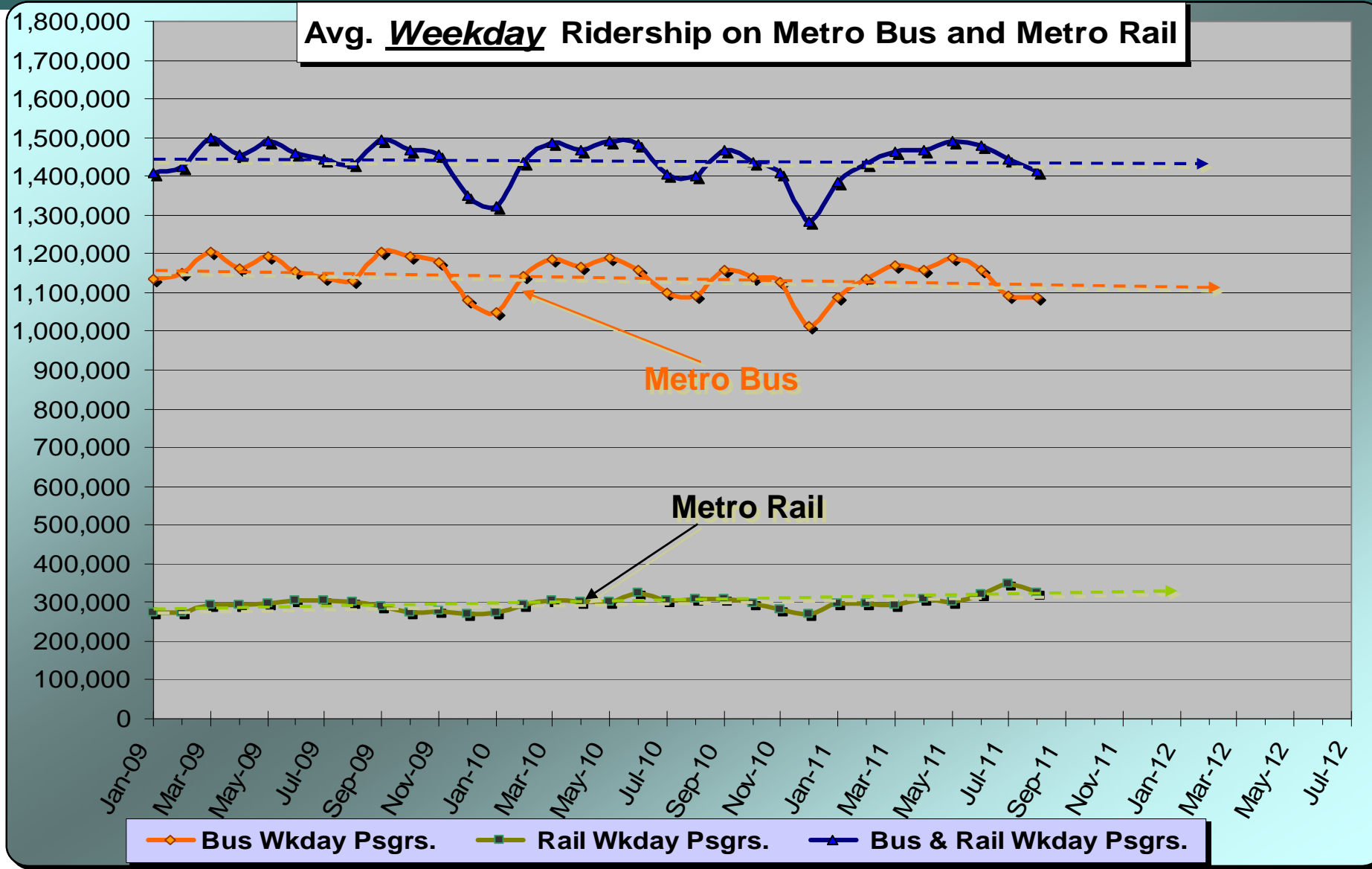
**Measurement : Monthly Ridership**

	<b>Target</b>	<b>August</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>29,170,000</b>	<b>30,320,000</b>	<b>29,900,000</b>
<b>Westside/Central</b>	<b>16,890,000</b>	<b>17,730,000</b>	<b>17,430,000</b>

# WSC Service Council October 2011 Meeting

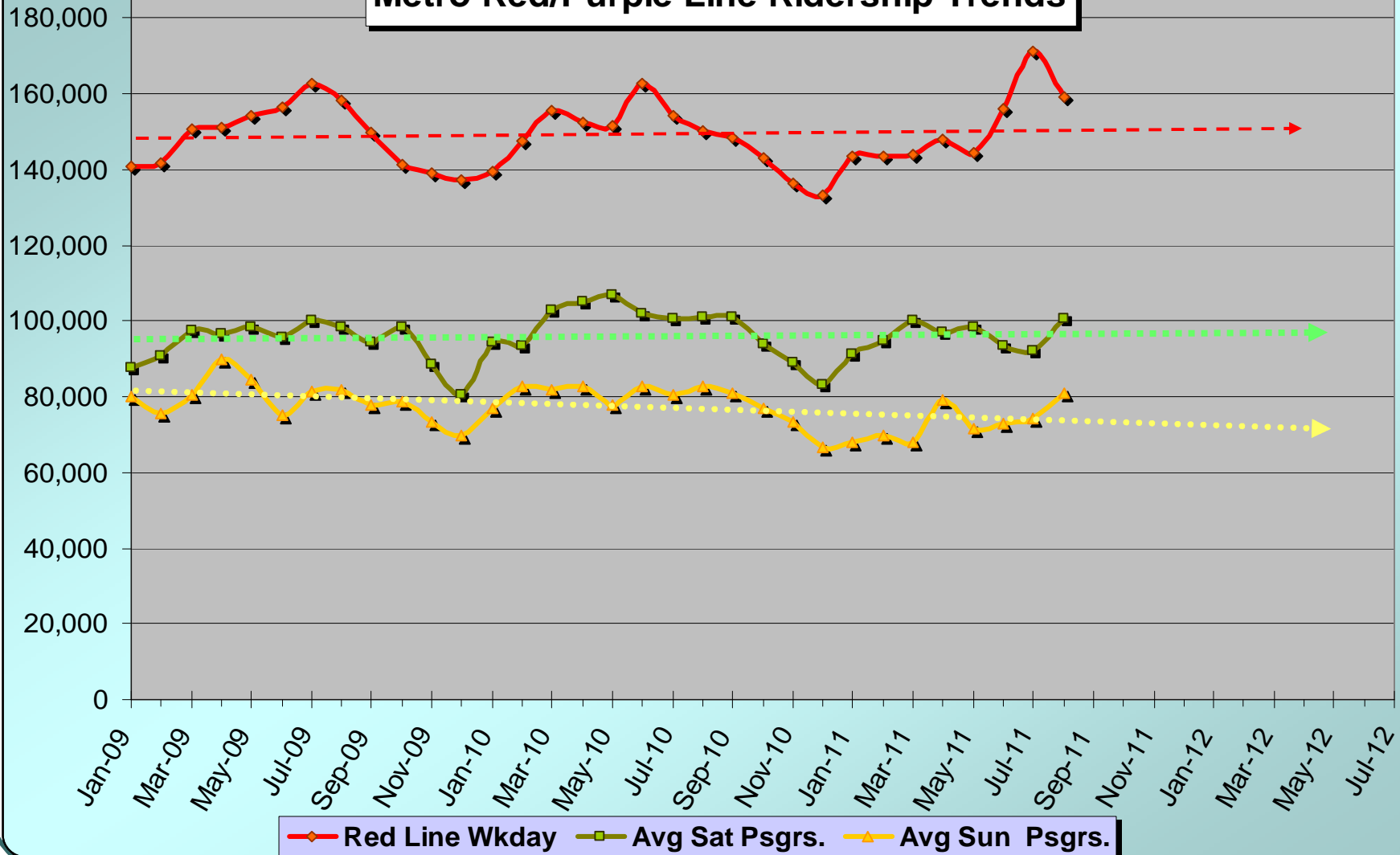


# WSC Service Council October 2011 Meeting

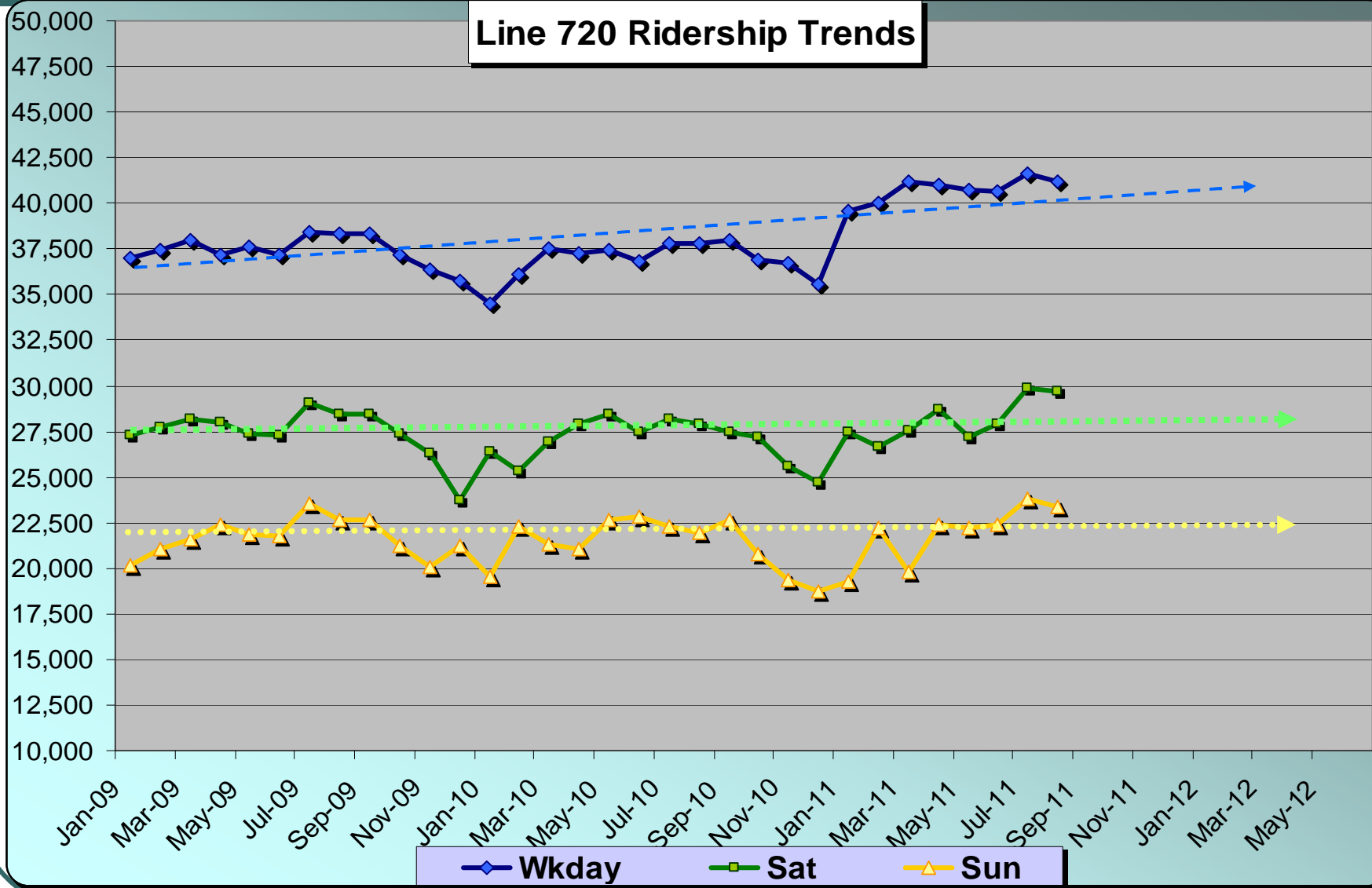


# WSC Service Council October 2011 Meeting

Metro Red/Purple Line Ridership Trends



# WSC Service Council October 2011 Meeting





## September Meet and Confer

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### Topics:

- Update on Union Station Master Plan
- LOSSAN
- Exposition Line Update
- Late Night Rail Service
- TAP Program Update
- Station Name Changes

# WSC Service Council October 2011 Meeting

## Report on Tour of BOC, Service Planning/Scheduling & ROC

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### ➤ Four Service Council Reps. Participated

- ✓ Open discussions with John Roberts, Bruce Shelburne, Conan Cheung, Dan Nguyen
- ✓ Tour of BOC - Nadine Triche-Williams
- ✓ Tour of Service Planning - Scott Page
- ✓ Tour of ROC - Bruce Shelburne

# WSC Service Council October 2011 Meeting

## Report on Metro Bus Service Quality Monitoring Program

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### Mayor's Motion Approved at August Board Meeting

#### Elements Include:

#### ❖ Existing Performance Measures to Service Councils:

- ✓ On-Time Performance
- ✓ Customer Complaint Rate
- ✓ Clean Bus Ratings
- ✓ Bus Accident Rate
- ✓ Bus Mechanical Reliability Rate
- ✓ Monthly Ridership Levels

# WSC Service Council October 2011 Meeting

## Report on Metro Bus Service Quality Monitoring Program

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### Additional Performance Measures to Service Councils:

- ✓ Number of ADA Complaints
- ✓ Bus Station Cleanliness
- ✓ Pct. of Passengers Standee Miles
- ✓ Pct. Of Bus Trips Over Loading Standard
- ✓ Customer Survey to Estimate
  - Avg. walking distance to bus stop
  - Avg. customer wait time at bus stop
  - Customer perception of Metro Bus Service Quality

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## Metro Bus Service Quality Monitoring Program Bus Stations to be Monitored

Bus Transit Center		GWC	SBC	SFV	SGV	WSC
1	Artesia Blue Line Bus Ctr.	X				
2	Aviation Green Line Bus Station		X			
3	Burbank Metrolink Bus Sta.			X		
4	Cal State Univ. LA Bus Center				X	
5	Chatsworth Metrolink Bus Sta.			X		
6	Compton MLK Bus Station	X				
7	County/USC Busway Station				X	
8	CSULA Busway Station				X	
9	Culver City Transit Center					X
10	Del Amo Blue Line Bus Station	X				
11	El Monte Bus Station				X	
12	Harbor Fwy./Green Line Bus Station		X			
13	Harbor/Gateway Transit Center		X			
14	I-110 Florence Transitway Station					X
15	I-110 Manchester Transitway Station					X
16	Inglewood Transit Center		X			
17	LAX City Bus Center					X
18	North Hollywood Bus Station			X		
19	Norwalk Green Line Bus Station	X				
20	Patsaouras Transit Plaza					X
21	Pico/Rimpau				X	
22	Sierra Madre Villa Gold Line Bus Station				X	
23	South Bay Galleria		X			
24	Sylmar/San Fernando Metrolink Bus Sta.			X		
25	Universal City Bus Station			X		

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