

***Metro Westside/Central  
Service Council  
November 9, 2011 Meeting***

**Performance Report  
for *September 2011***

# WSC Service Council November 2011 Meeting

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

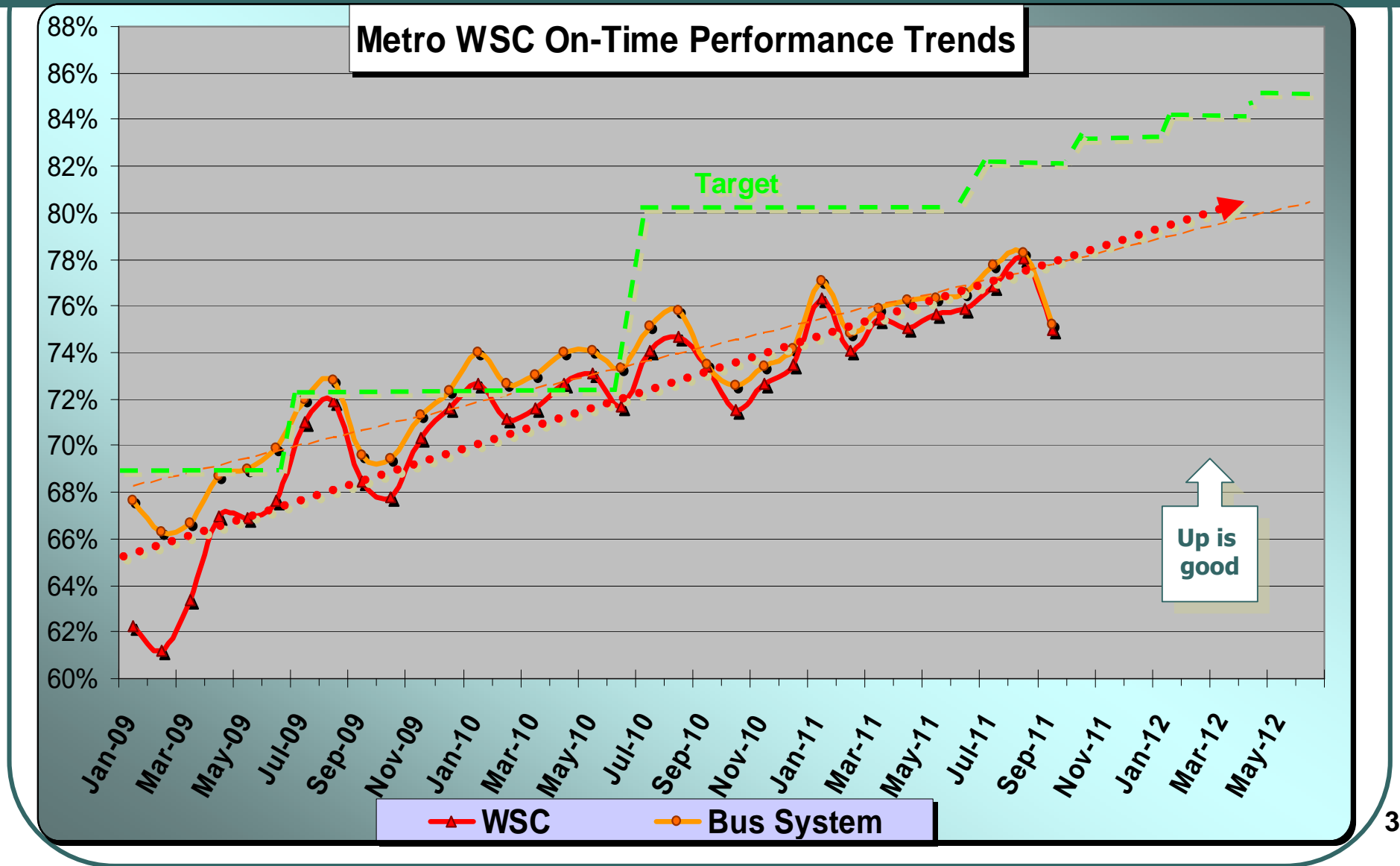
**Sept. 2011**

**Measurement : On Time Performance**

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>82.0%</b>	<b>75.2%</b>	<b>77.1%</b>
<b>Westside/Central</b>	<b>82.0%</b>	<b>75.0%</b>	<b>76.6%</b>

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# WSC Service Council November 2011 Meeting



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## Metro Westside/Central & Metro Bus System

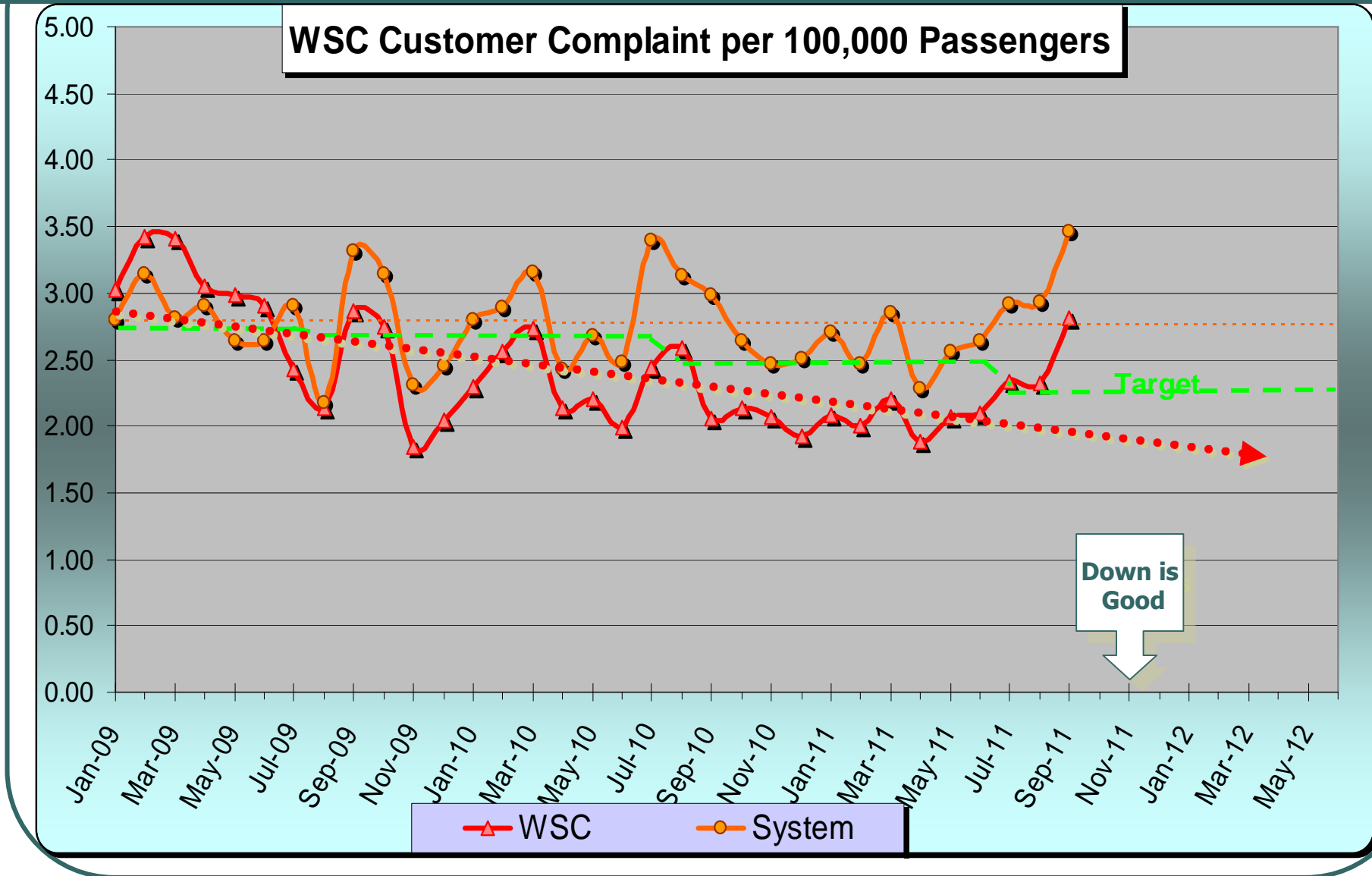
Sept. 2011

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

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>2.29</b>	<b>3.46</b>	<b>3.11</b>
<b>Westside/Central</b>	<b>2.04</b>	<b>2.81</b>	<b>2.49</b>

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# WSC Service Council November 2011 Meeting



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

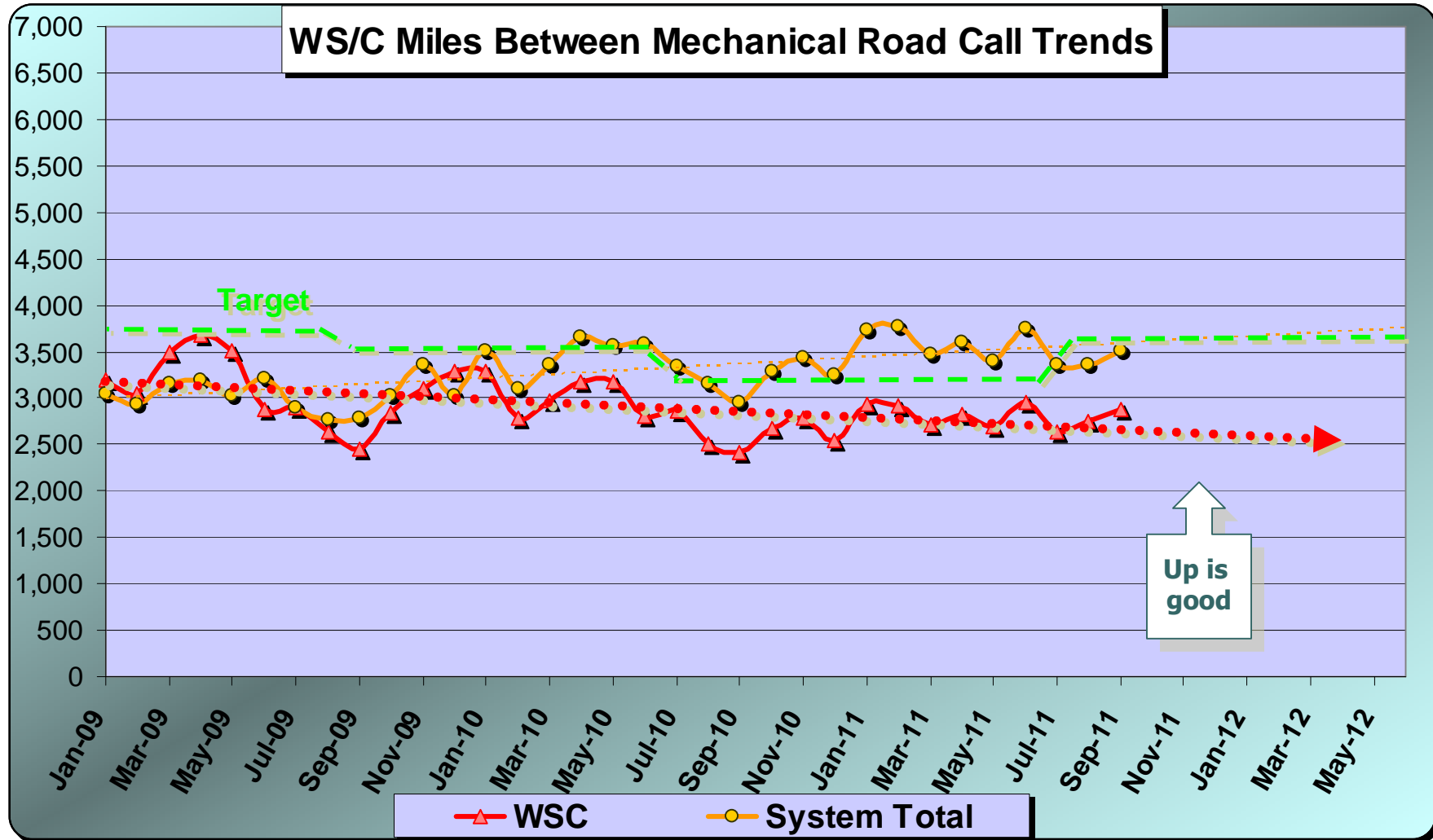
**Sept. 2011**

**Measurement :** Miles Between Mechanical Road Call

	<b>Target</b>	<b>Sept.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3,650</b>	<b>3,505</b>	<b>3,407</b>
<b>Westside/Central</b>	<b>3,650</b>	<b>2,881</b>	<b>2,752</b>

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# WSC Service Council November 2011 Meeting



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

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**Sept. 2011**

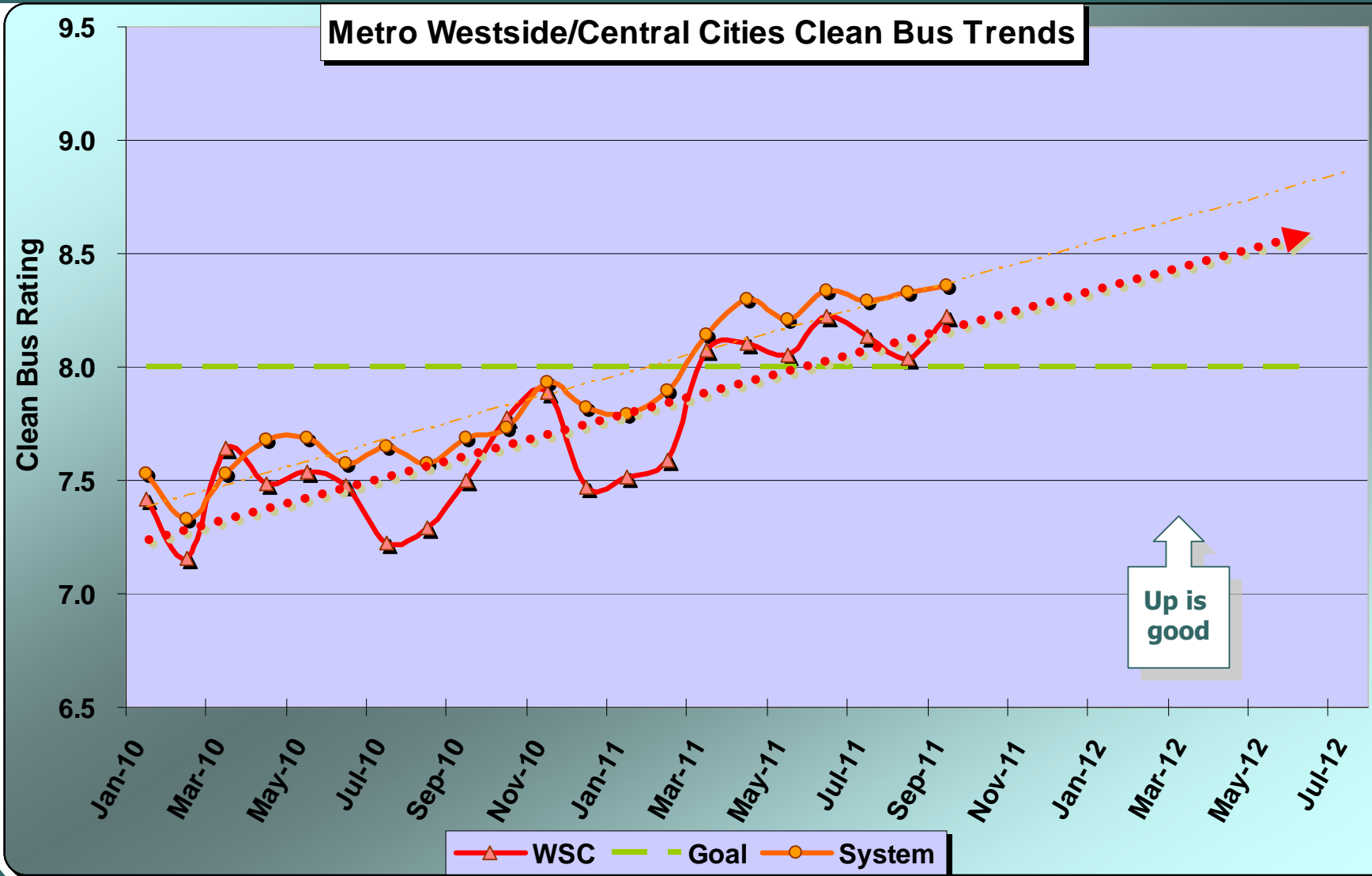
**Measurement : Clean Bus**

	<b>Target</b>	<b>Sept.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>8.0</b>	<b>8.36</b>	<b>8.32</b>
<b>Westside/Central</b>	<b>8.0</b>	<b>8.22</b>	<b>8.13</b>

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# WSC Service Council November 2011 Meeting



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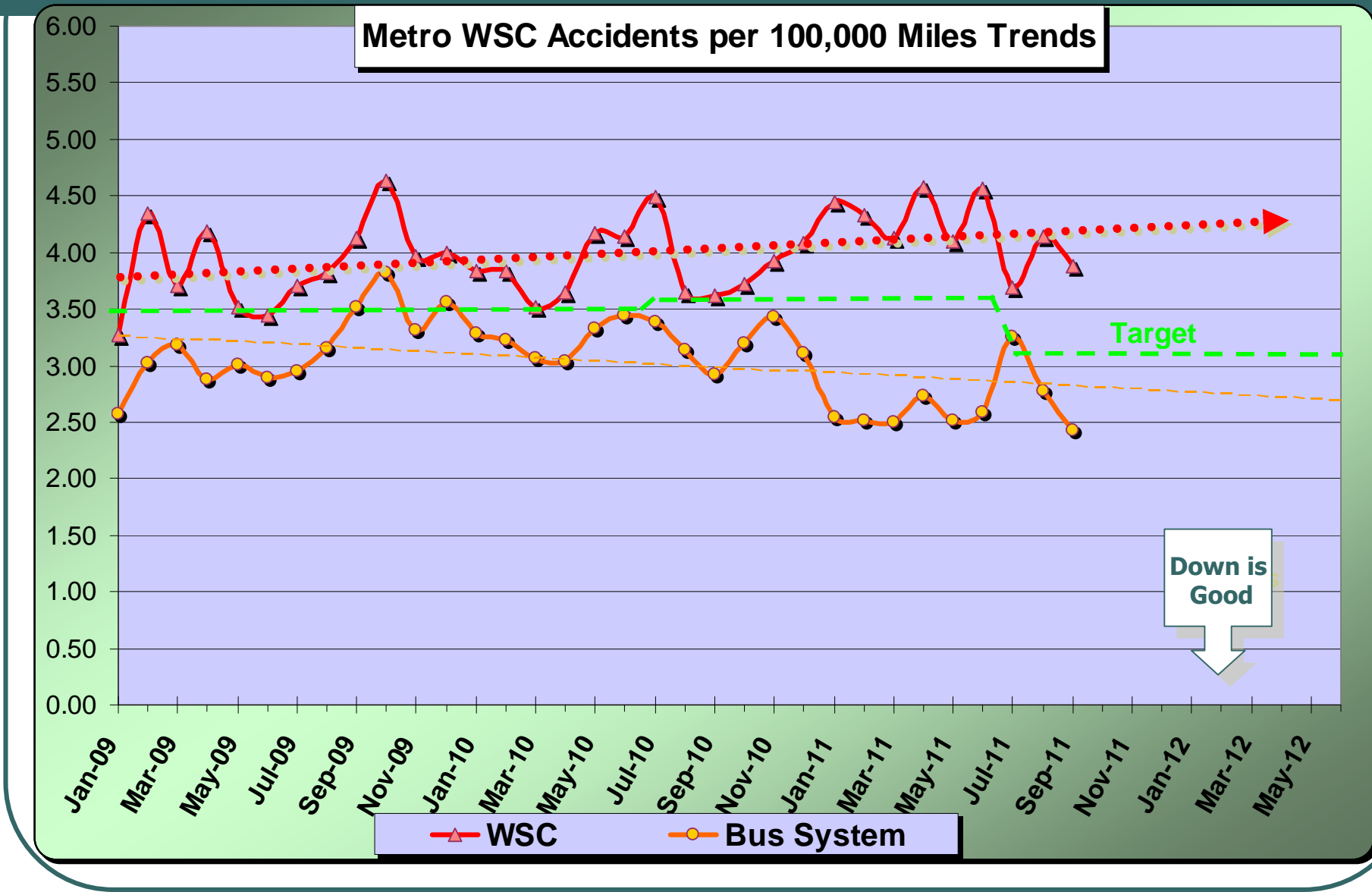
## **Metro Westside/Central & Metro Bus System**

**Sept. 2011**

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

	Target	Sept.	YTD
<b>Metro Bus System</b>	<b>3.10</b>	<b>2.43</b>	<b>2.82</b>
<b>Westside/Central</b>	<b>3.53</b>	<b>3.87</b>	<b>3.90</b>

# WSC Service Council November 2011 Meeting



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

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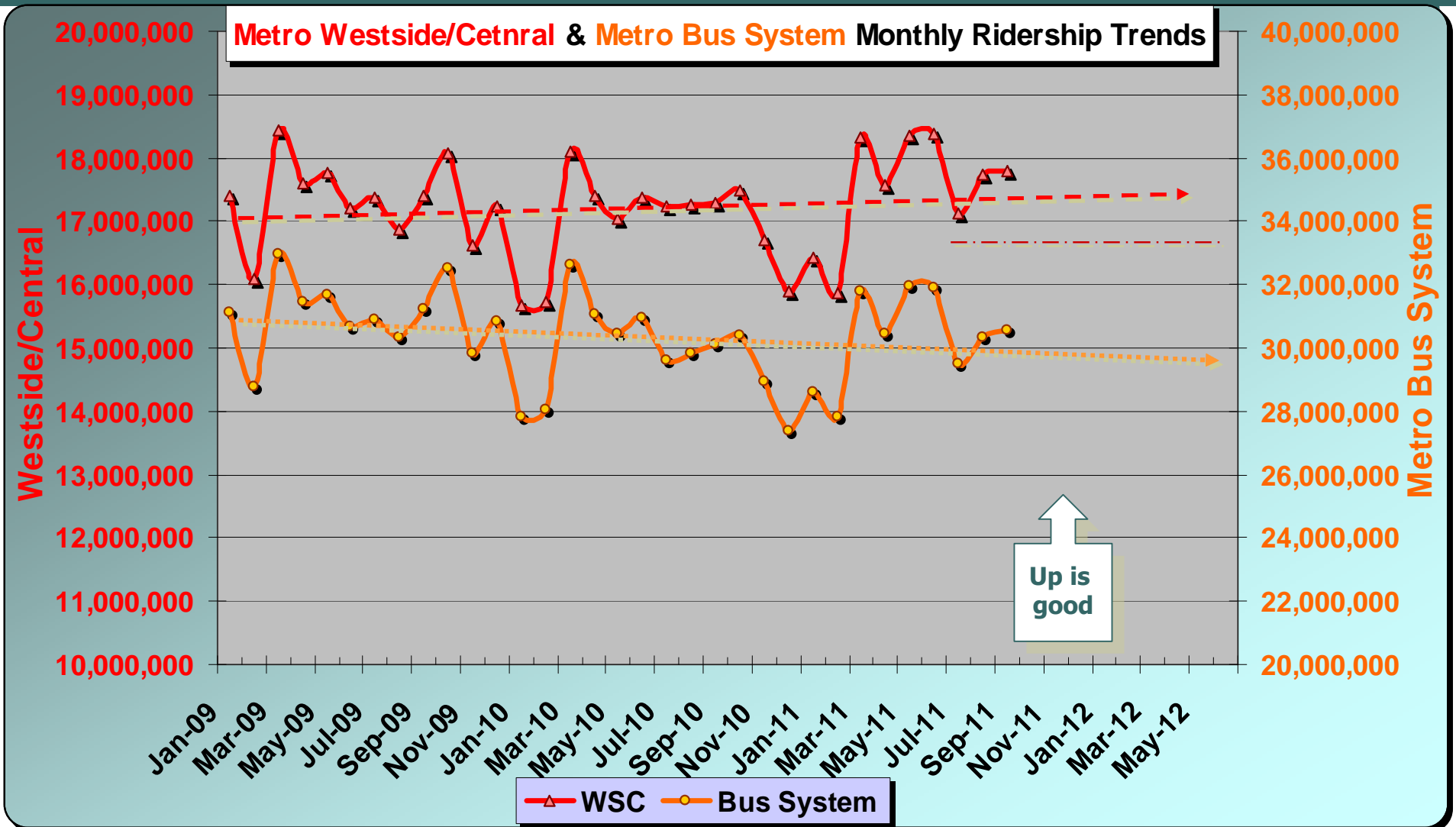
**Sept. 2011**

**Measurement : Monthly Ridership**

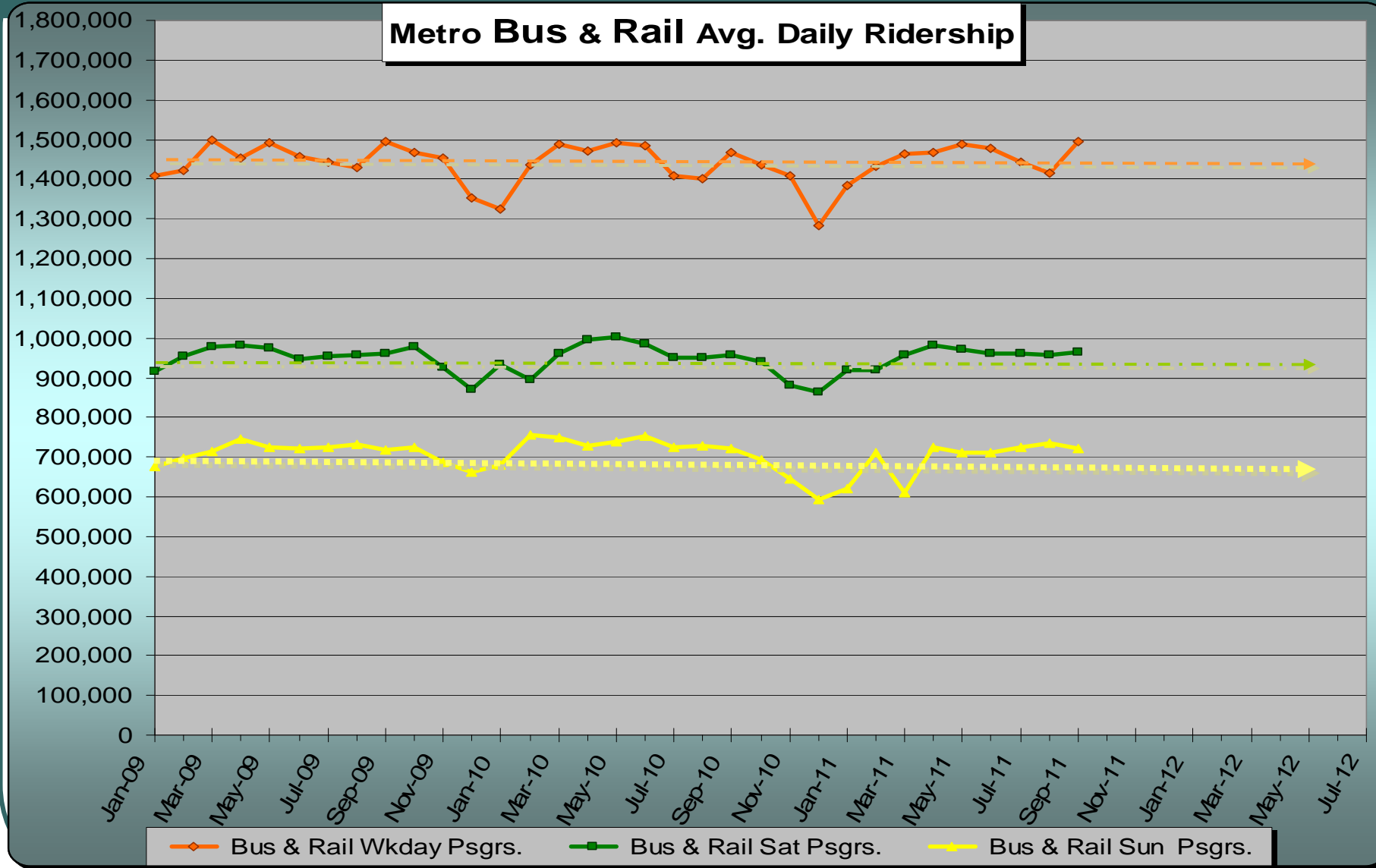
	<b>Target</b>	<b>Sept.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>29,170,000</b>	<b>30,550,000</b>	<b>30,110,000</b>
<b>Westside/Central</b>	<b>16,890,000</b>	<b>17,780,000</b>	<b>17,550,000</b>

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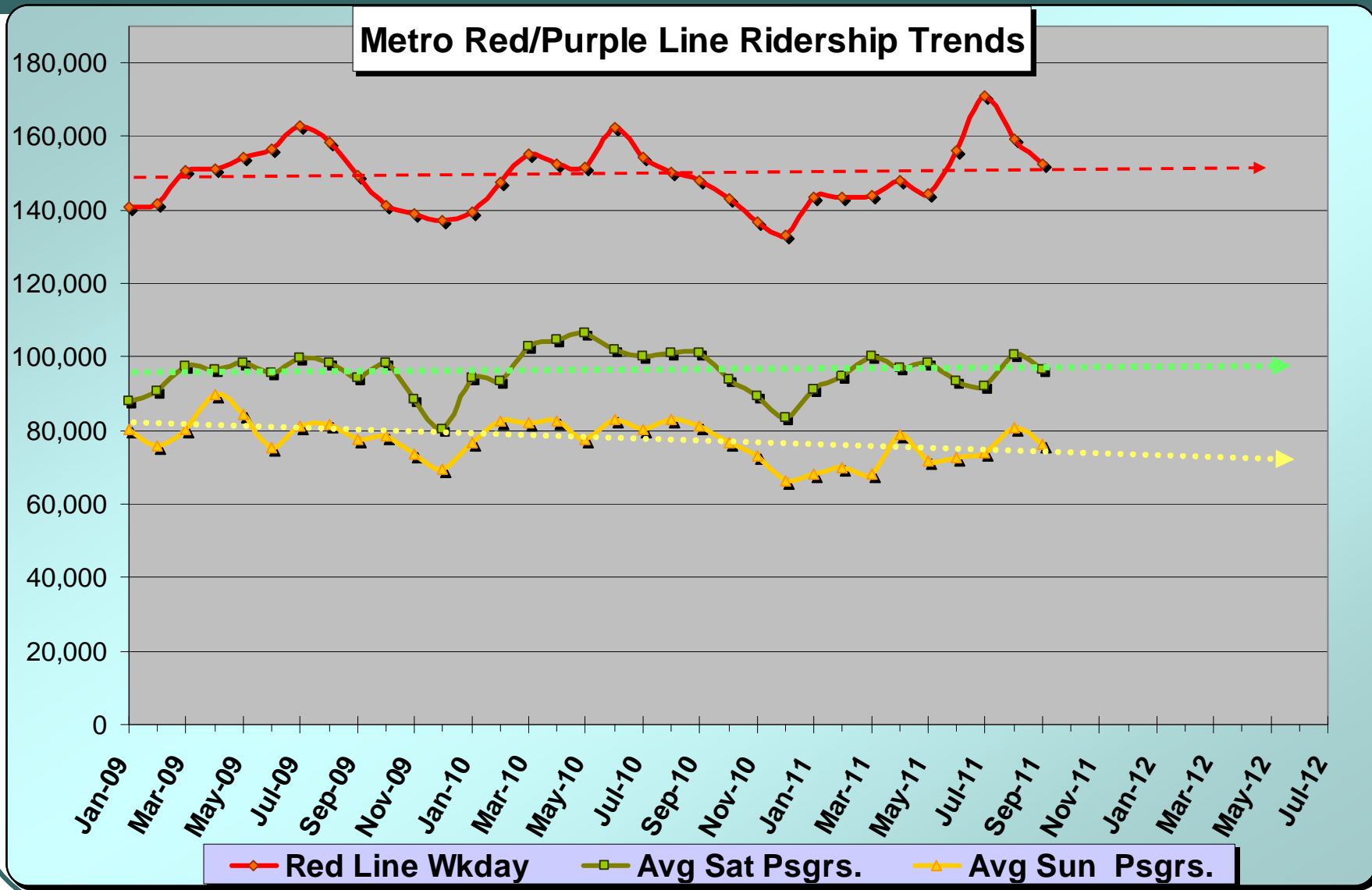
# WSC Service Council November 2011 Meeting



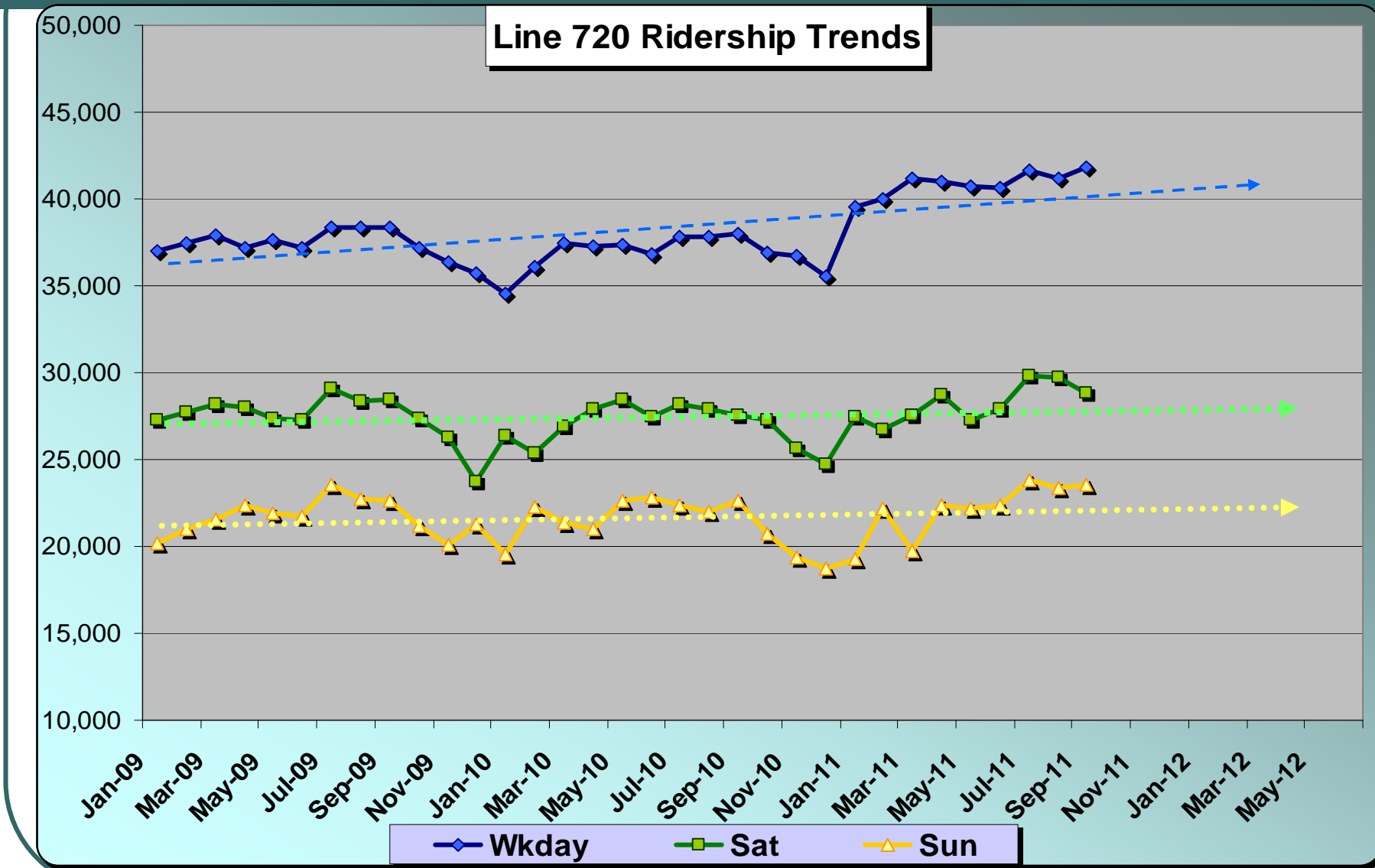
# WSC Service Council November 2011 Meeting



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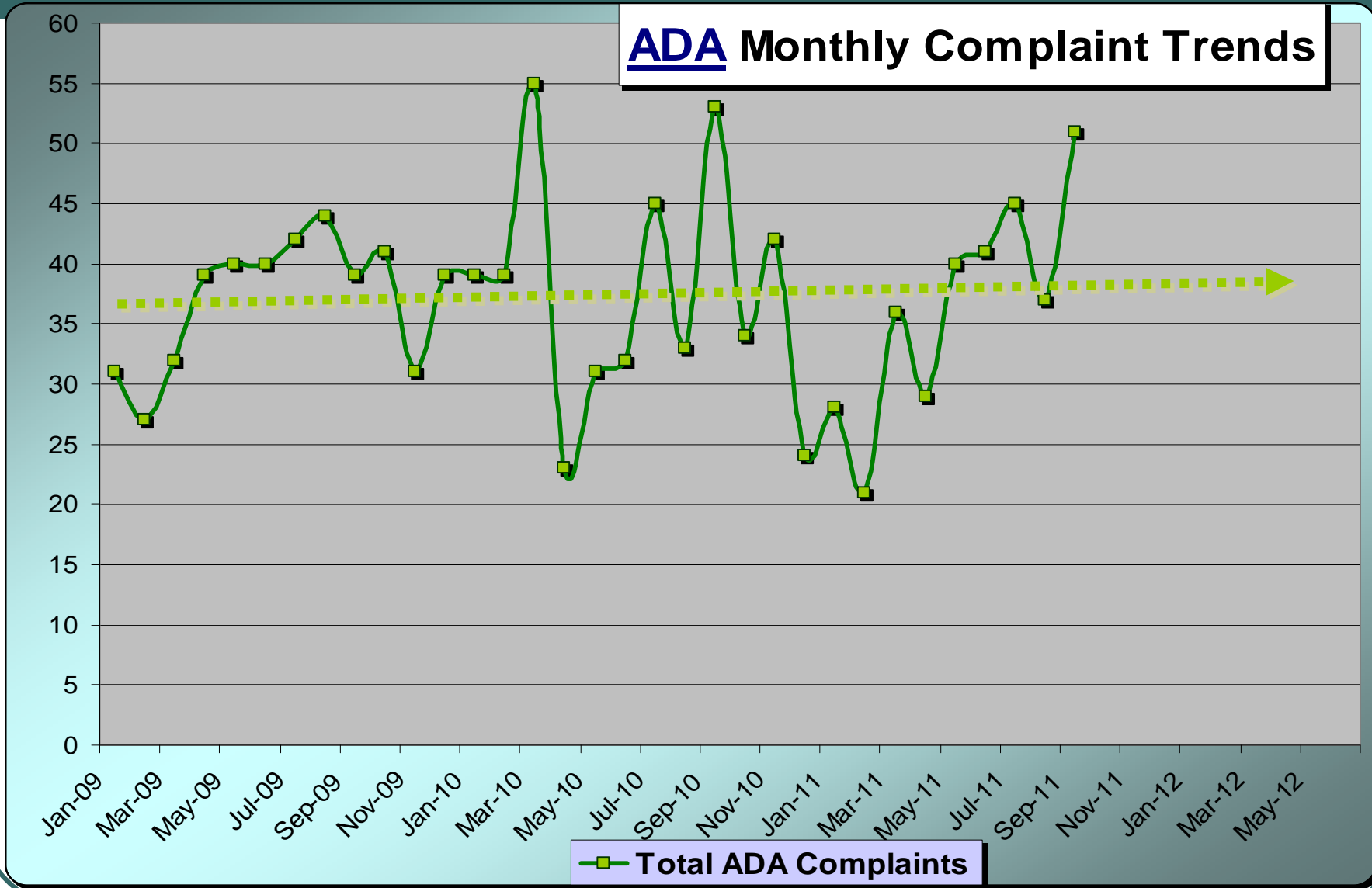


# WSC Service Council November 2011 Meeting



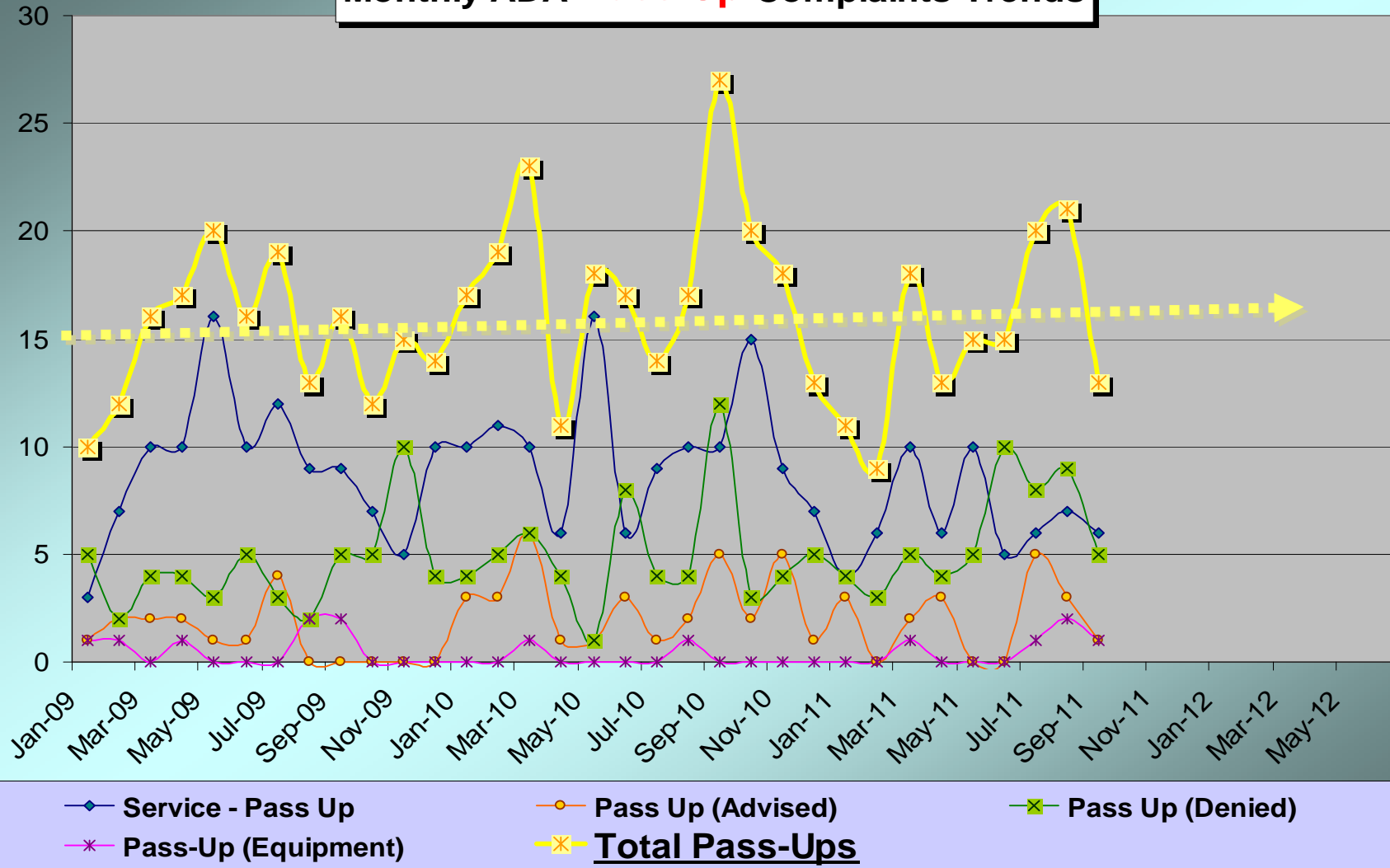


# WSC Service Council November 2011 Meeting



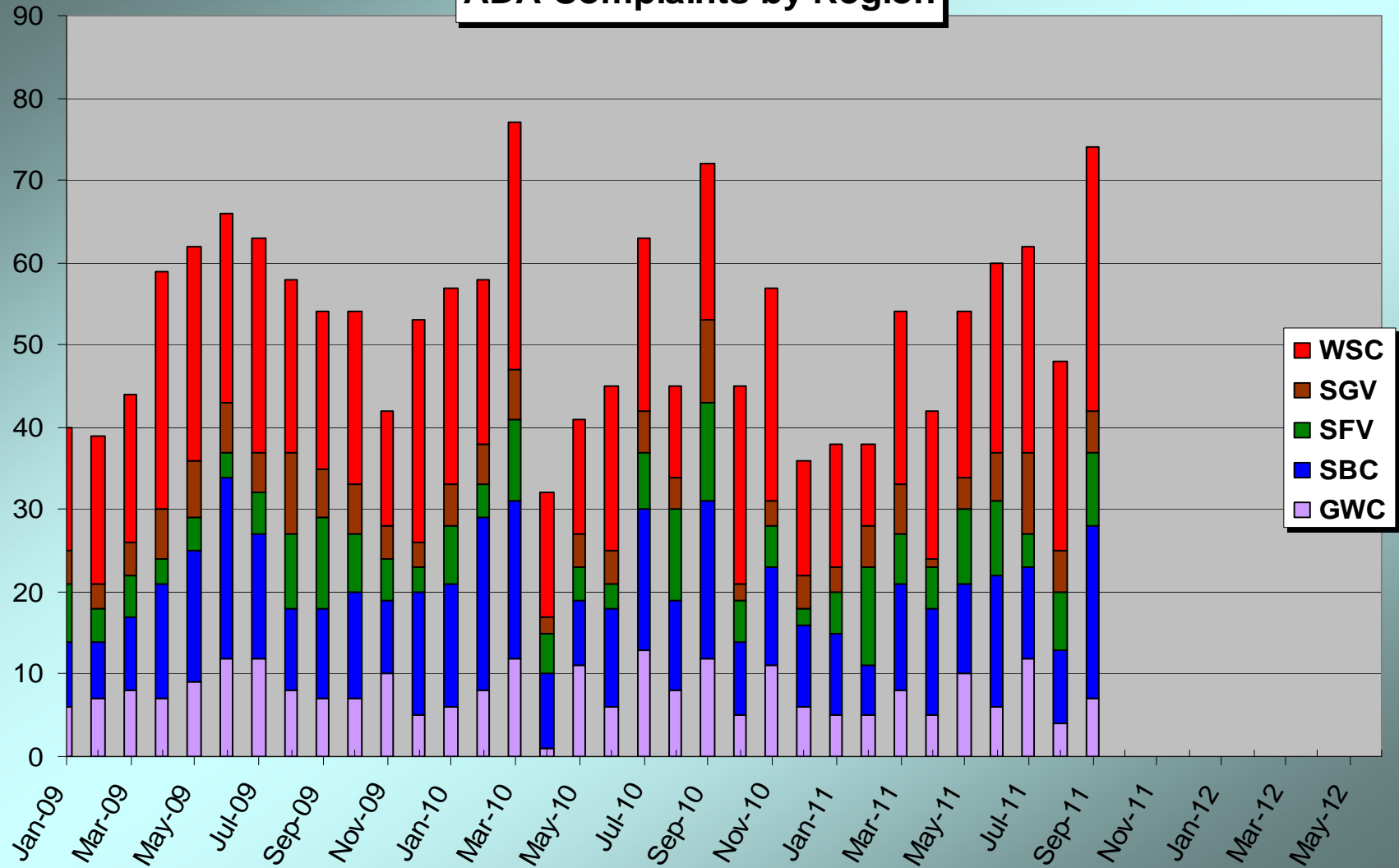
# WSC Service Council November 2011 Meeting

Monthly ADA **Pass Up** Complaints Trends



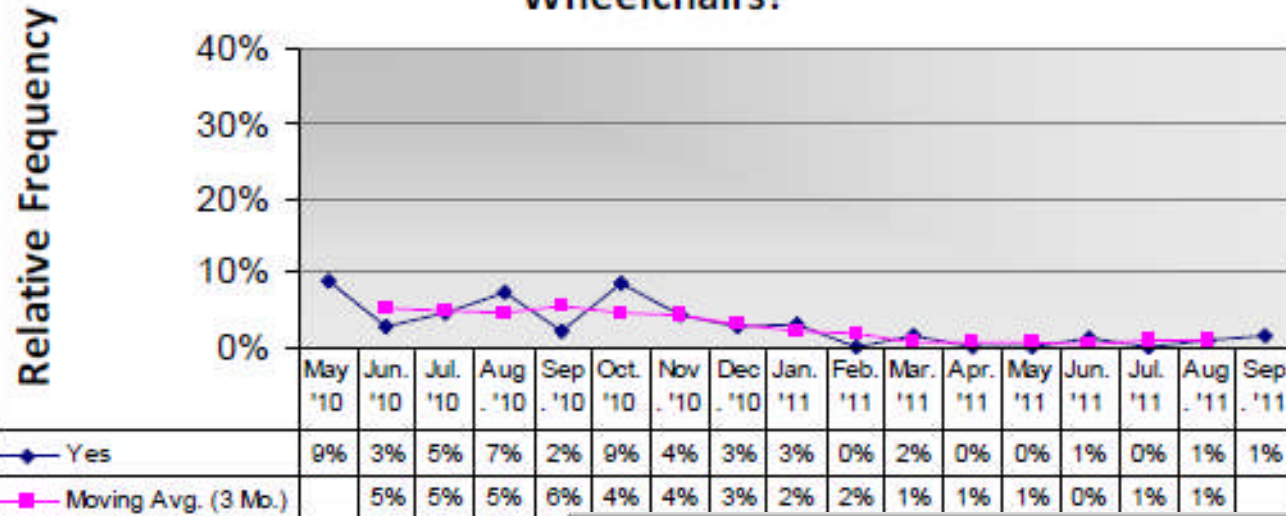
# WSC Service Council November 2011 Meeting

ADA Complaints by Region

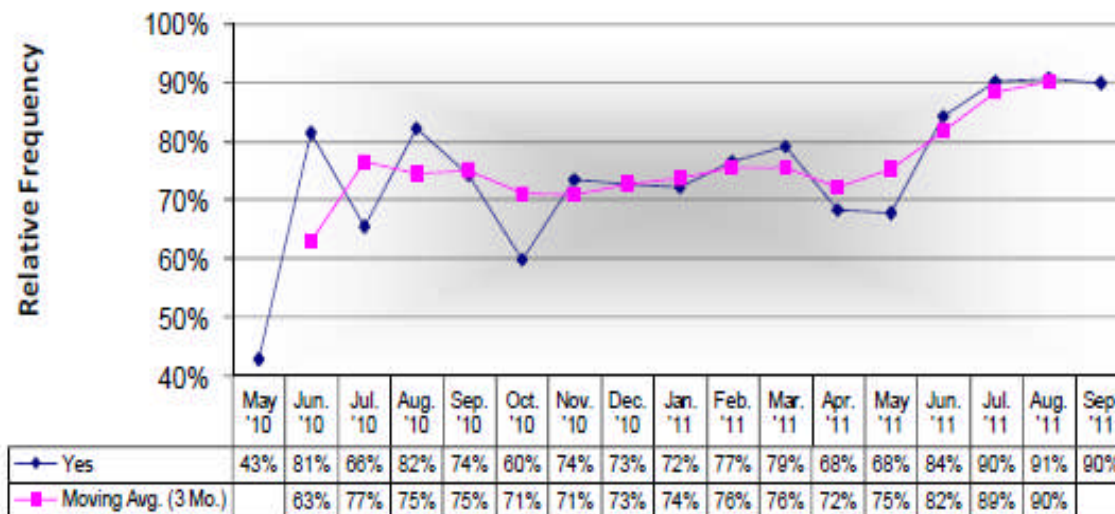


# WSC Service Council November 2011 Meeting

## Did the Operator Pass-Up Any Patrons in Wheelchairs?

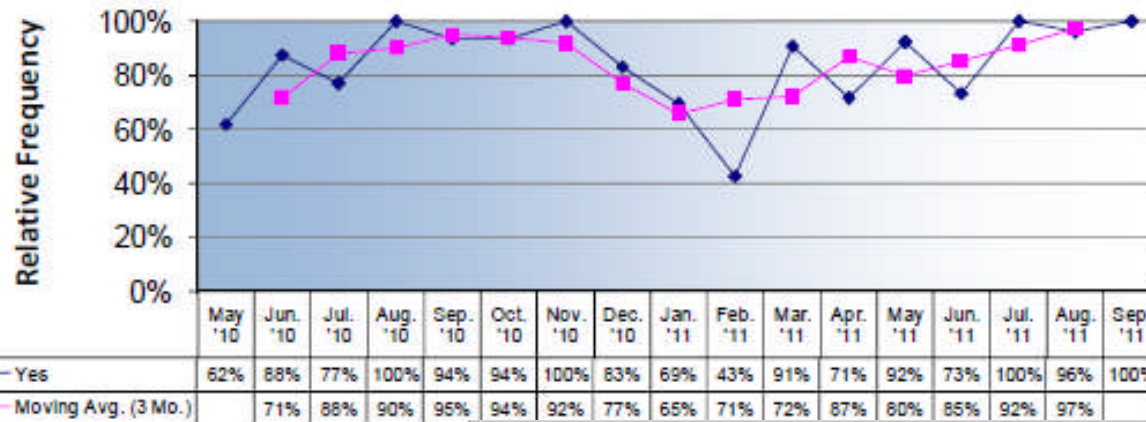


## Did the Operator Offer Assistance to Secure the Wheelchair?

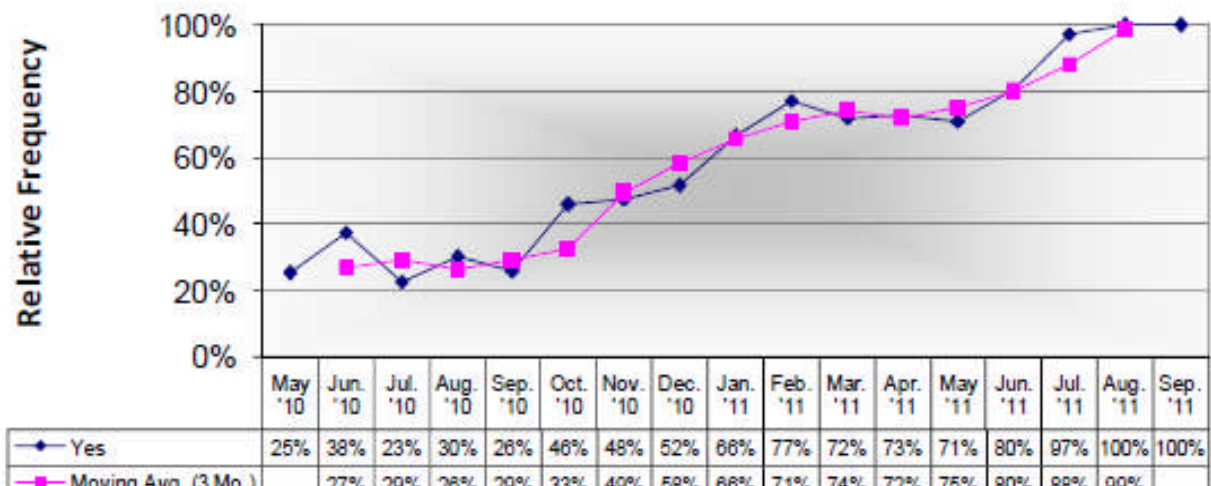


# WSC Service Council November 2011 Meeting

## Did the Operator Deploy Lift or Ramp for Non-Wheelchair Passenger Upon Request?

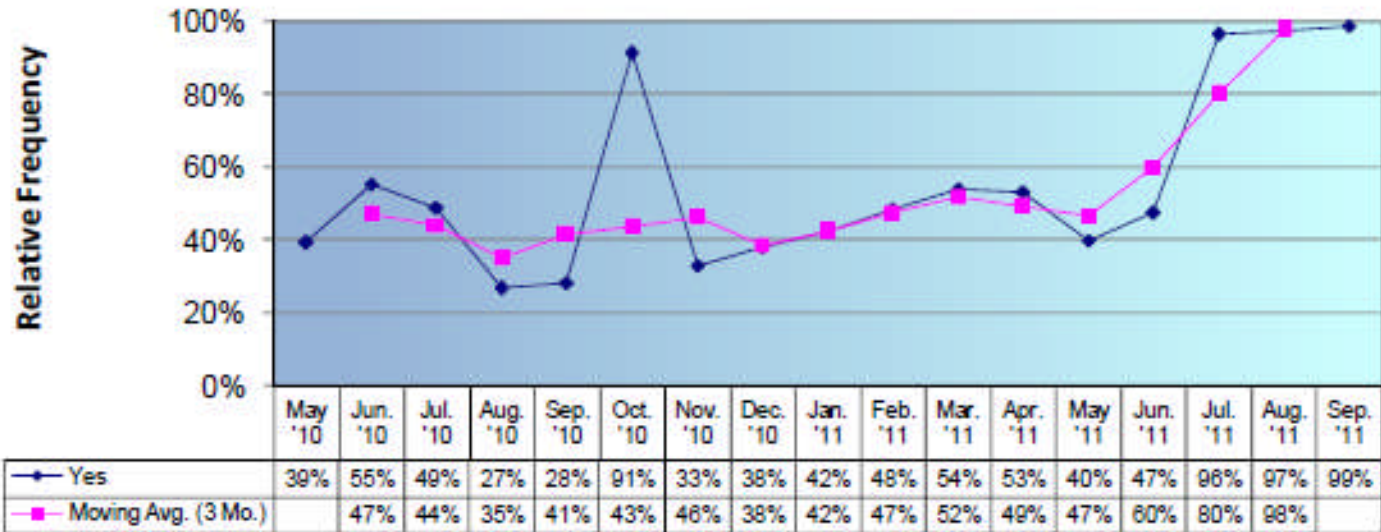


## Non-Disabled Requested to Move from Priority Seating when Necessary?

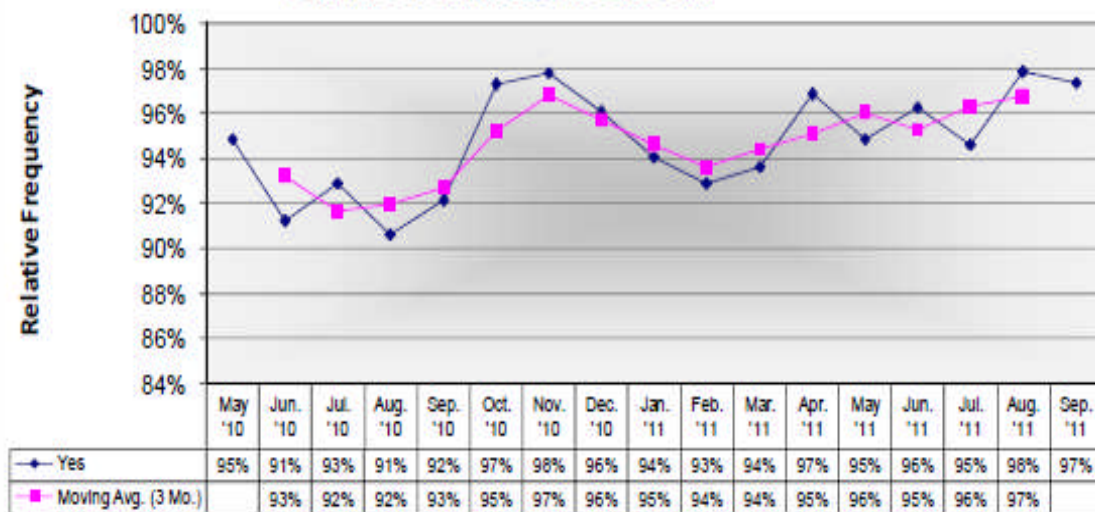


# WSC Service Council November 2011 Meeting

## Were All Passengers Behind the Safety Line Before the Bus Was Moved?



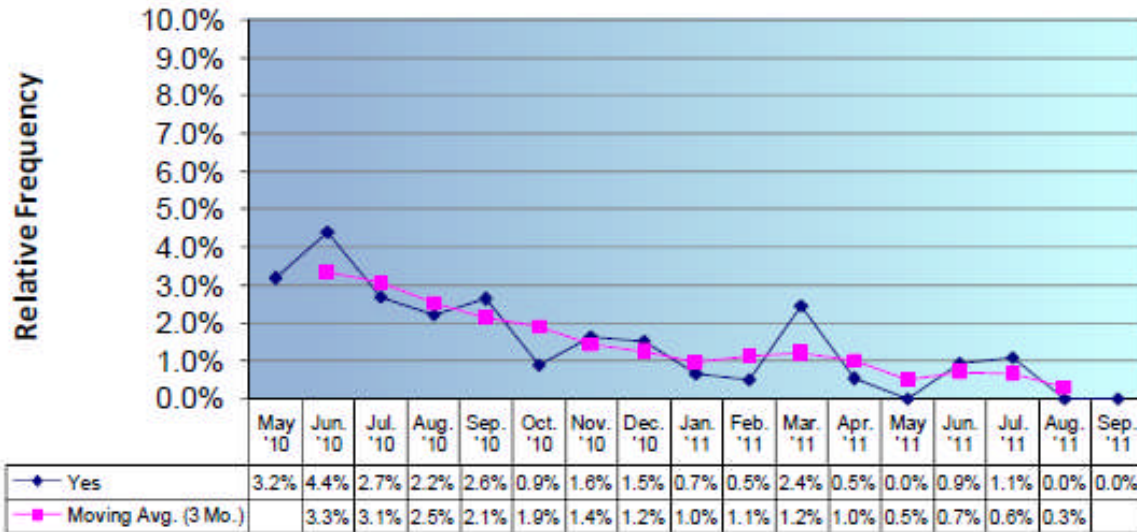
## Did the Operator Wear Seat Belt?



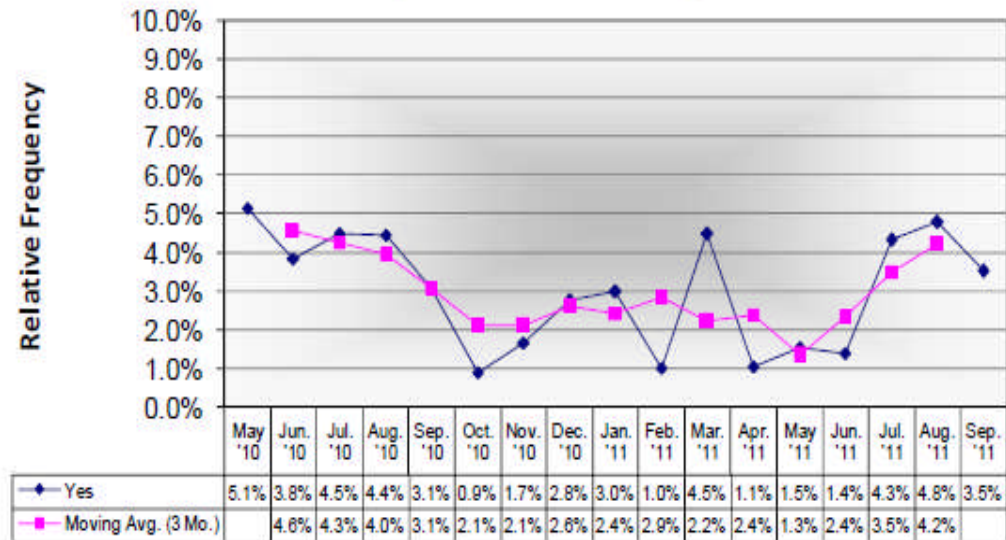


# WSC Service Council November 2011 Meeting

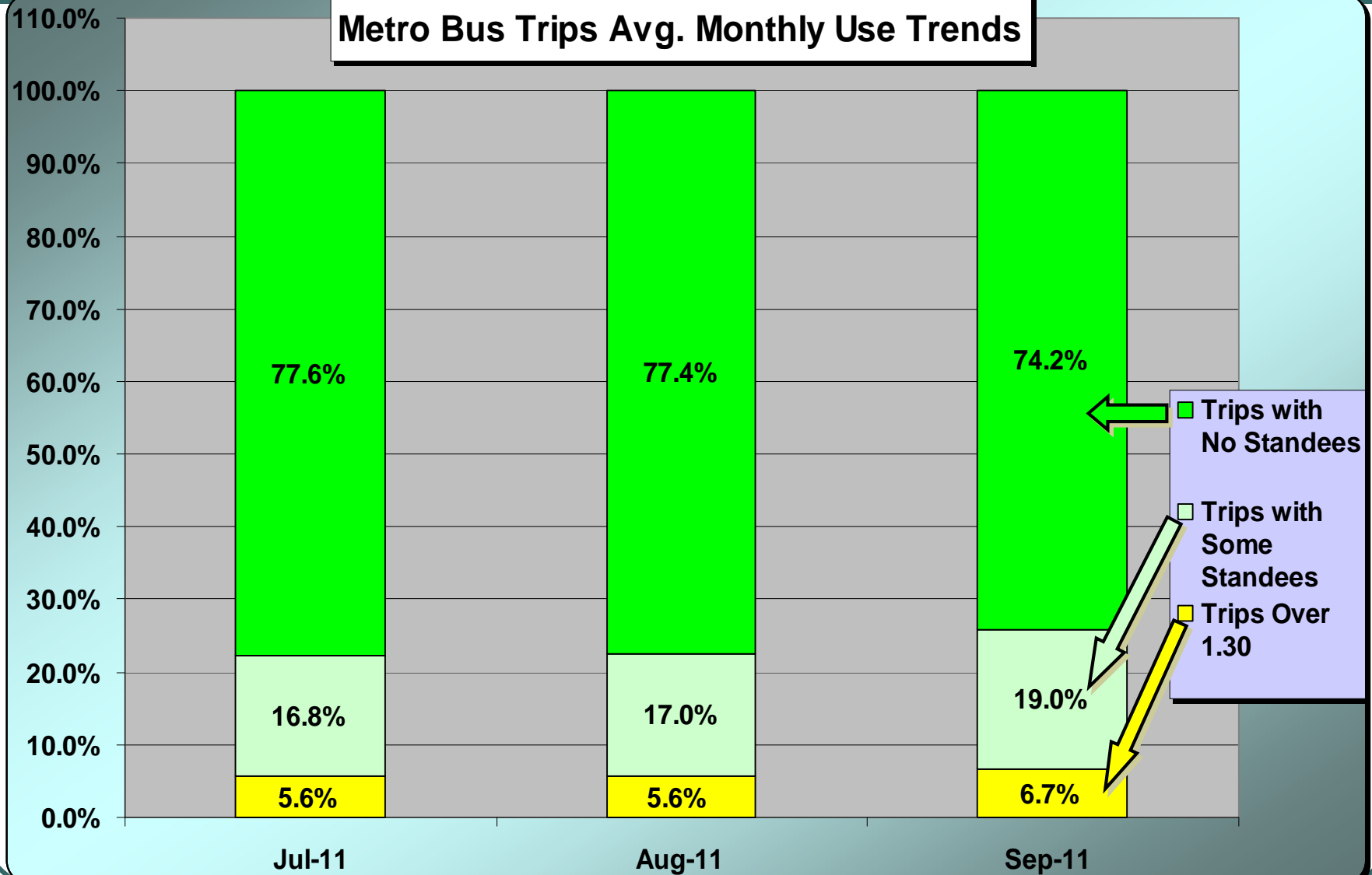
## Cell Phone/Electronic Device Used?



## Did the Operator Run a Red Light?



# WSC Service Council November 2011 Meeting





# WSC Service Council November 2011 Meeting

## Metro Service Council Clean Station Volunteers

GWC		SBC		SGV	
<u>Rep.</u>	<u>Sta.</u>	<u>Rep.</u>	<u>Sta.</u>	<u>Rep.</u>	<u>Sta.</u>
Shidler	Artesia Blue Line & Del Amo	Kambara	Aviation	Gonzalez	CSLA Bus Ctr. & CSLA Busway
Kelly	Norwalk	Szerlip	S. Bay Galleria	Heard	Sierra Madre V. & El Monte

WS/C		SFV	
<u>Rep.</u>	<u>Sta.</u>	<u>Rep.</u>	<u>Sta.</u>
Bator	Universal		
Jacobberger	Patsaouras		
Stitcher	Culver City		
Wright	LAX City Bus		

# WSC Service Council November 2011 Meeting

## Public Workshop on Improving Service

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**Lines 126, 177, 202, 442, 607 and 620**

**Tuesday, November 15, 2011  
5pm - 7pm  
Union Station Room, 3rd Floor  
Metro Gateway Building  
One Gateway Plaza**

# WSC Service Council November 2011 Meeting

## Public Workshop on Improving Service

**November 15, 2011**

You are invited to attend a workshop to provide suggestions for potential service improvements to Lines 126, 177, 202, 442, 607 and 620. Maps of the Metro Gateway Building and Union Station Patsaouras Transit Plaza are provided inside of this notice.

Tuesday, November 15, 2011  
5pm - 7pm  
Union Station Room, 3rd Floor  
Metro Gateway Building  
One Gateway Plaza  
Los Angeles, CA

If you cannot attend this workshop, please feel free to forward suggestions to:  
[servicechanges@metro.net](mailto:servicechanges@metro.net)  
no later than midnight, November 15, 2011.