

***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

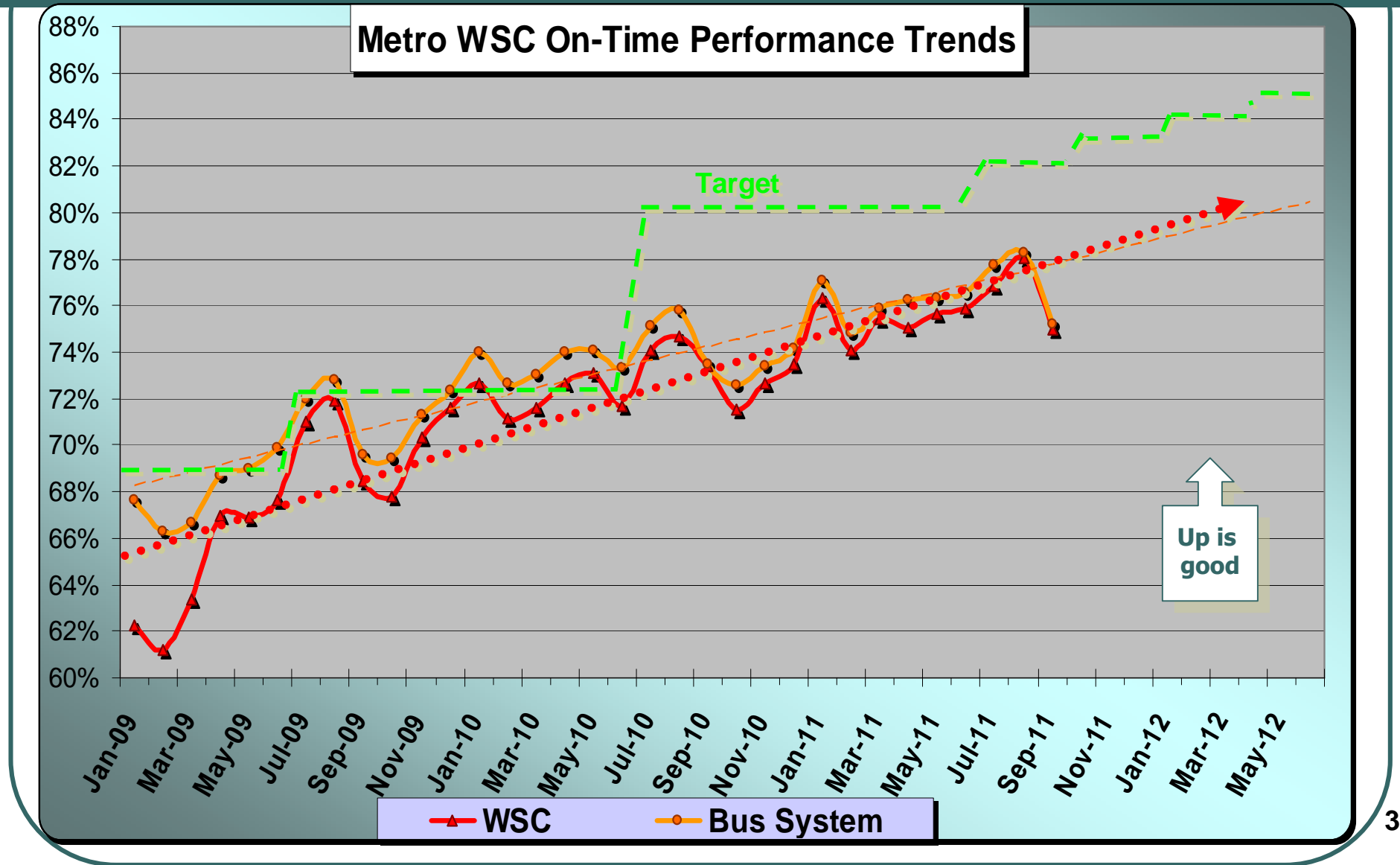
Sept. 2011

Measurement : On Time Performance

| | Target | Sept. | YTD |
|-------------------------|---------------|--------------|--------------|
| Metro Bus System | 82.0% | 75.2% | 77.1% |
| Westside/Central | 82.0% | 75.0% | 76.6% |

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Metro Westside/Central & Metro Bus System

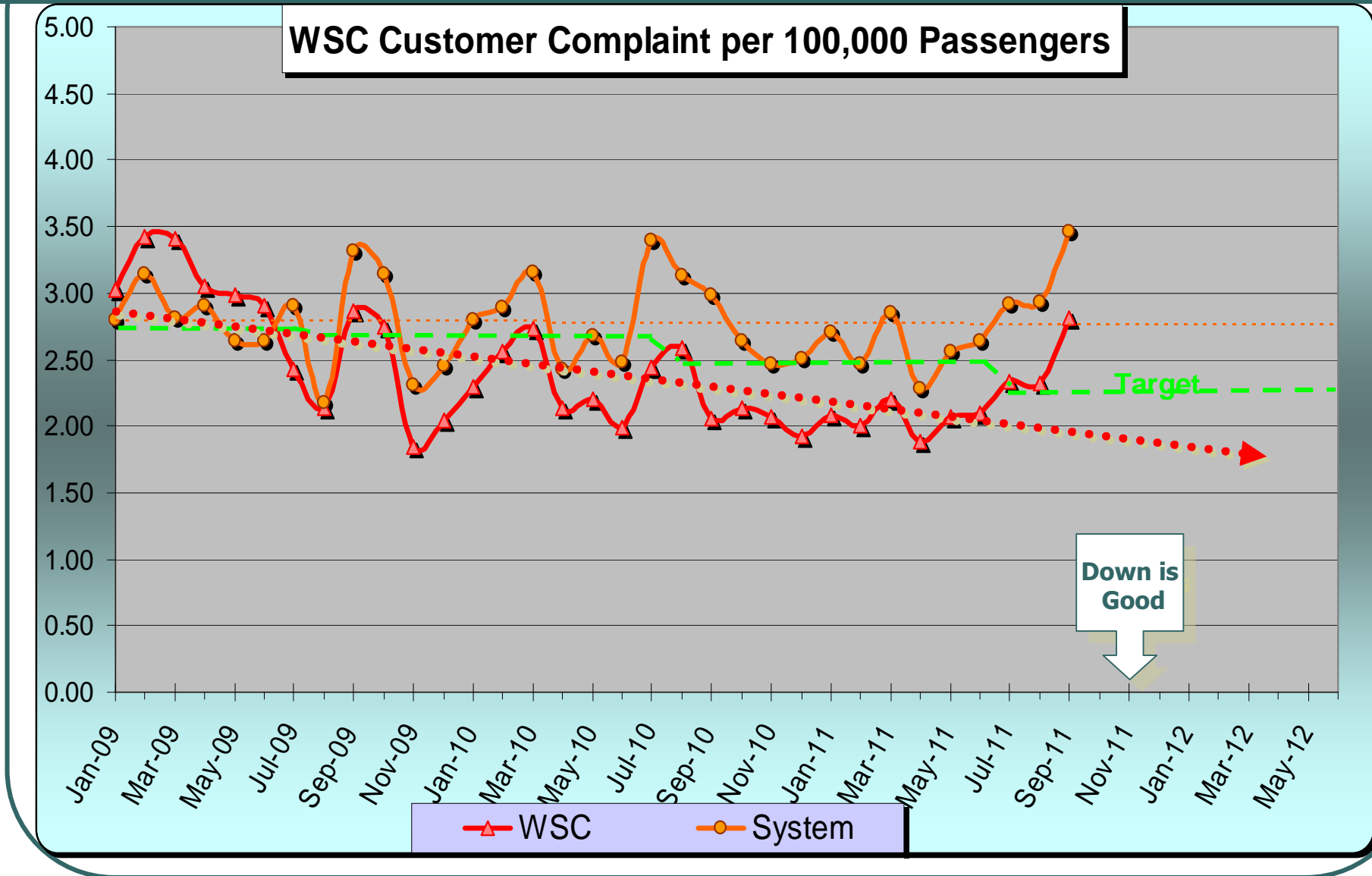
Sept. 2011

Measurement : Complaints per 100,000 Psgrs.

| | Target | Sept. | YTD |
|-------------------------|-------------|-------------|-------------|
| Metro Bus System | 2.29 | 3.46 | 3.11 |
| Westside/Central | 2.04 | 2.81 | 2.49 |

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Metro Westside/Central & Metro Bus System

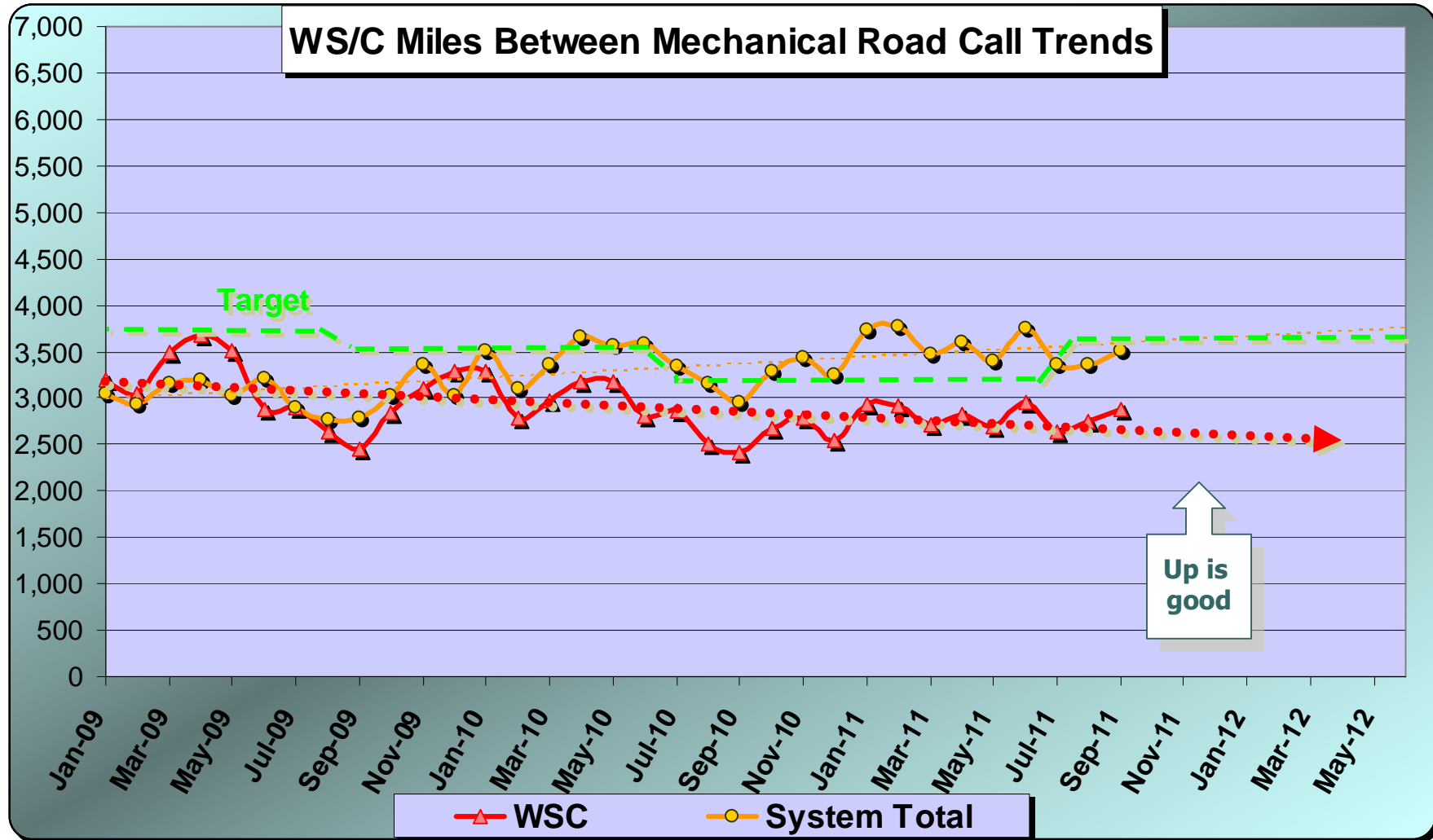
Sept. 2011

Measurement : Miles Between Mechanical Road Call

| | Target | Sept. | YTD |
|-------------------------|--------------|--------------|--------------|
| Metro Bus System | 3,650 | 3,505 | 3,407 |
| Westside/Central | 3,650 | 2,881 | 2,752 |

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Metro Westside/Central & Metro Bus System

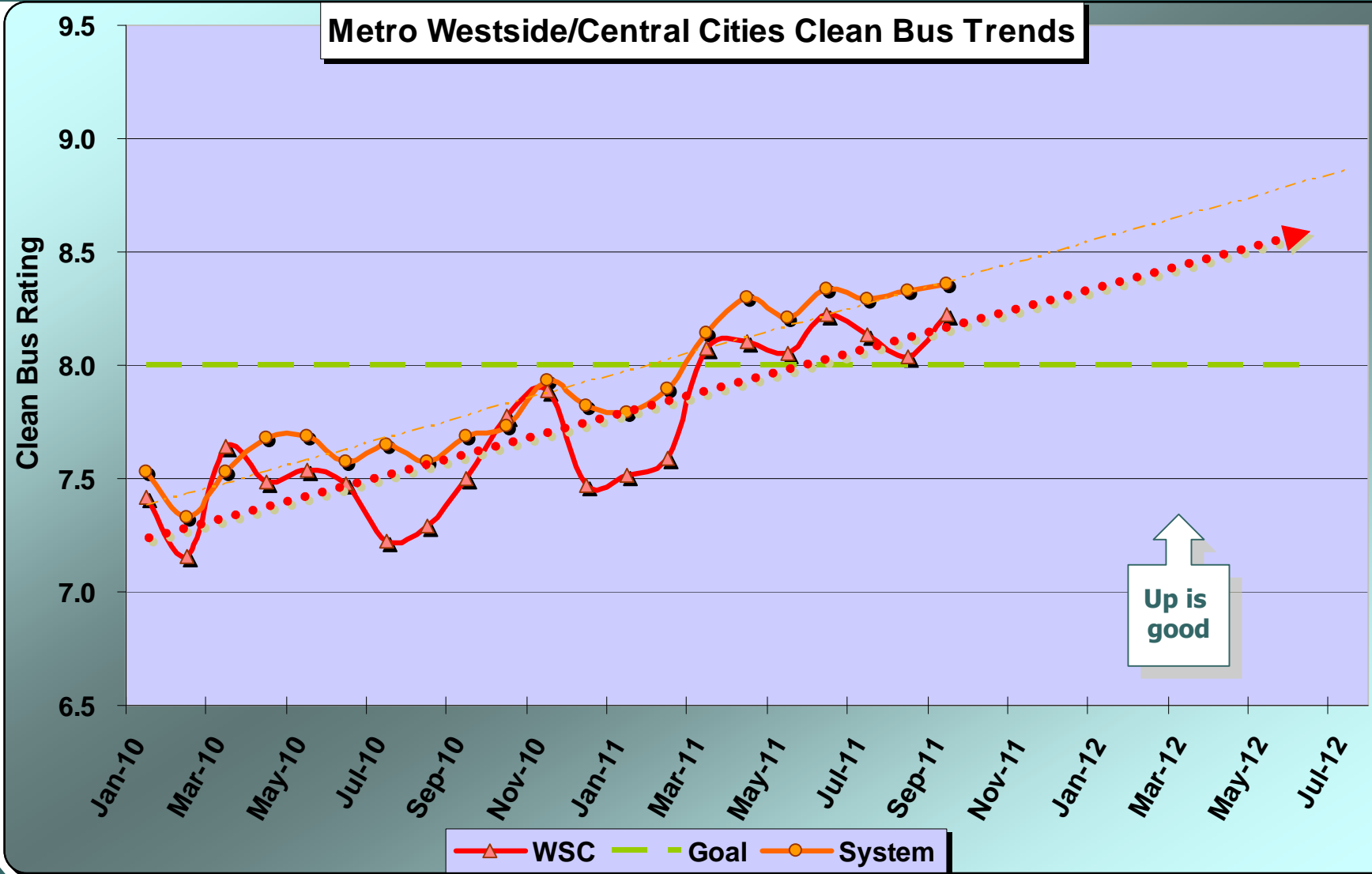
Sept. 2011

Measurement : Clean Bus

| | Target | Sept. | YTD |
|-------------------------|---------------|--------------|-------------|
| Metro Bus System | 8.0 | 8.36 | 8.32 |
| Westside/Central | 8.0 | 8.22 | 8.13 |

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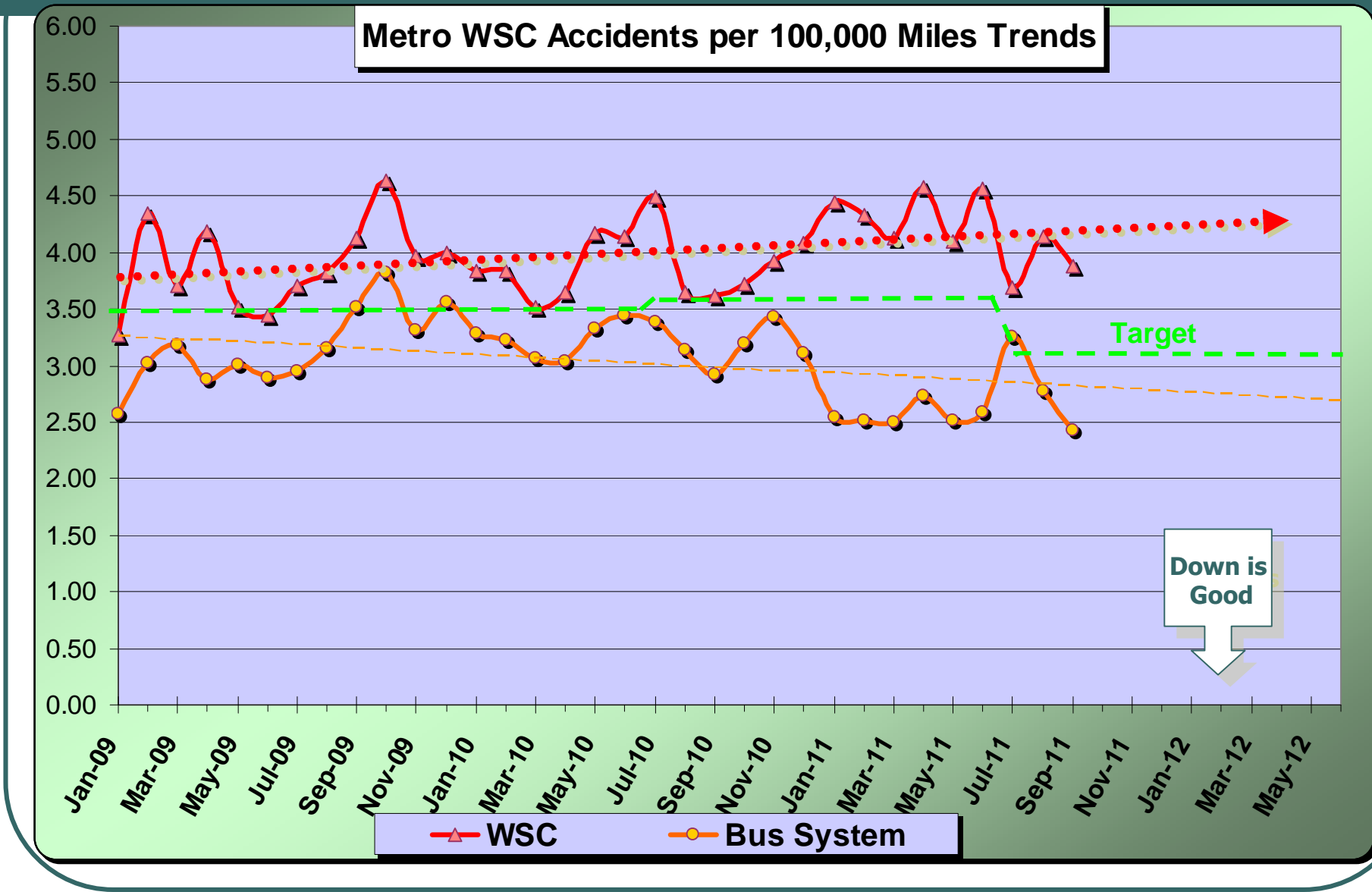
Metro Westside/Central & Metro Bus System

Sept. 2011

Measurement : Accidents per 100,000 Miles

| | Target | Sept. | YTD |
|-------------------------|-------------|-------------|-------------|
| Metro Bus System | 3.10 | 2.43 | 2.82 |
| Westside/Central | 3.53 | 3.87 | 3.90 |

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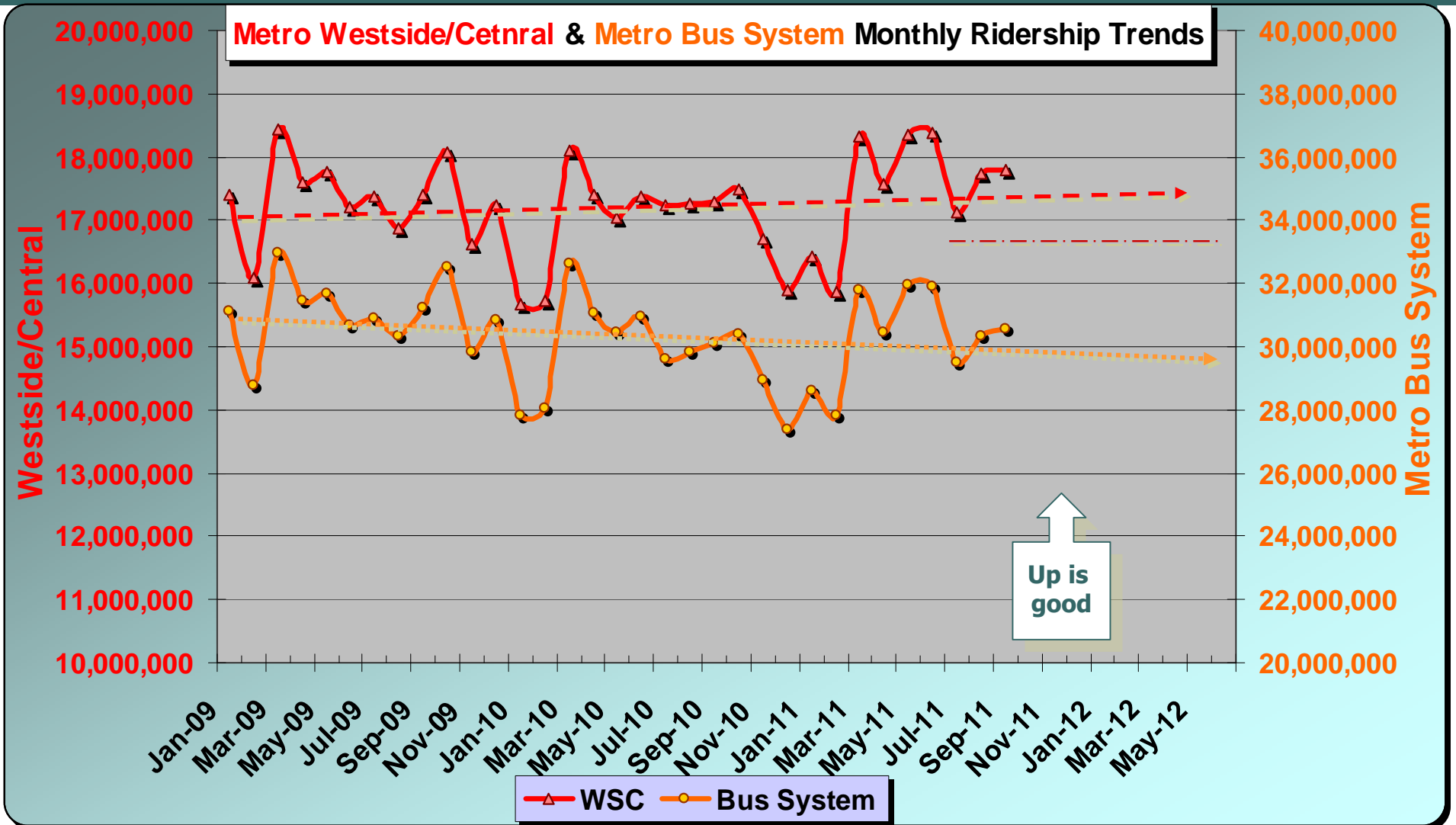
Metro Westside/Central & Metro Bus System

Sept. 2011

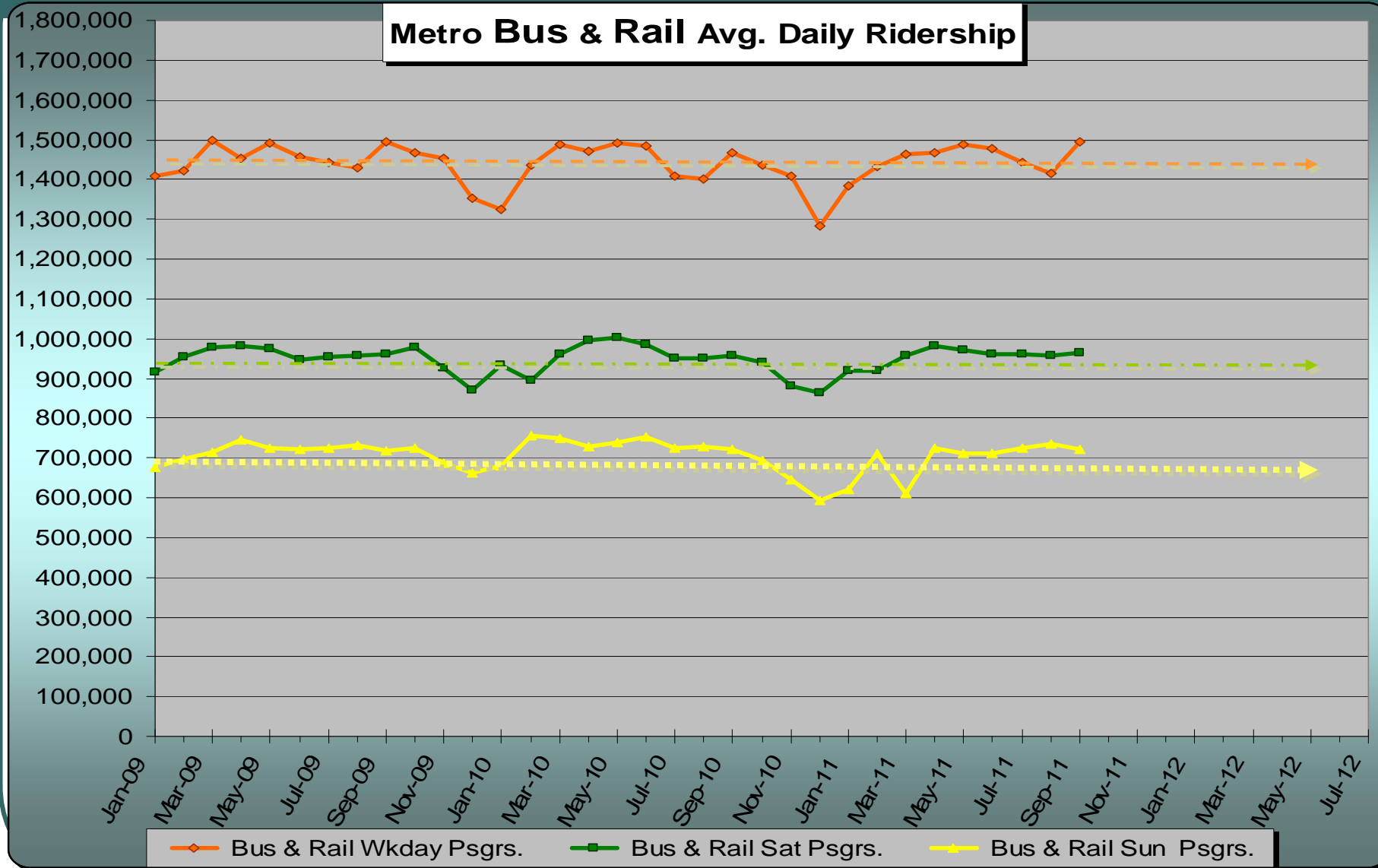
Measurement : Monthly Ridership

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

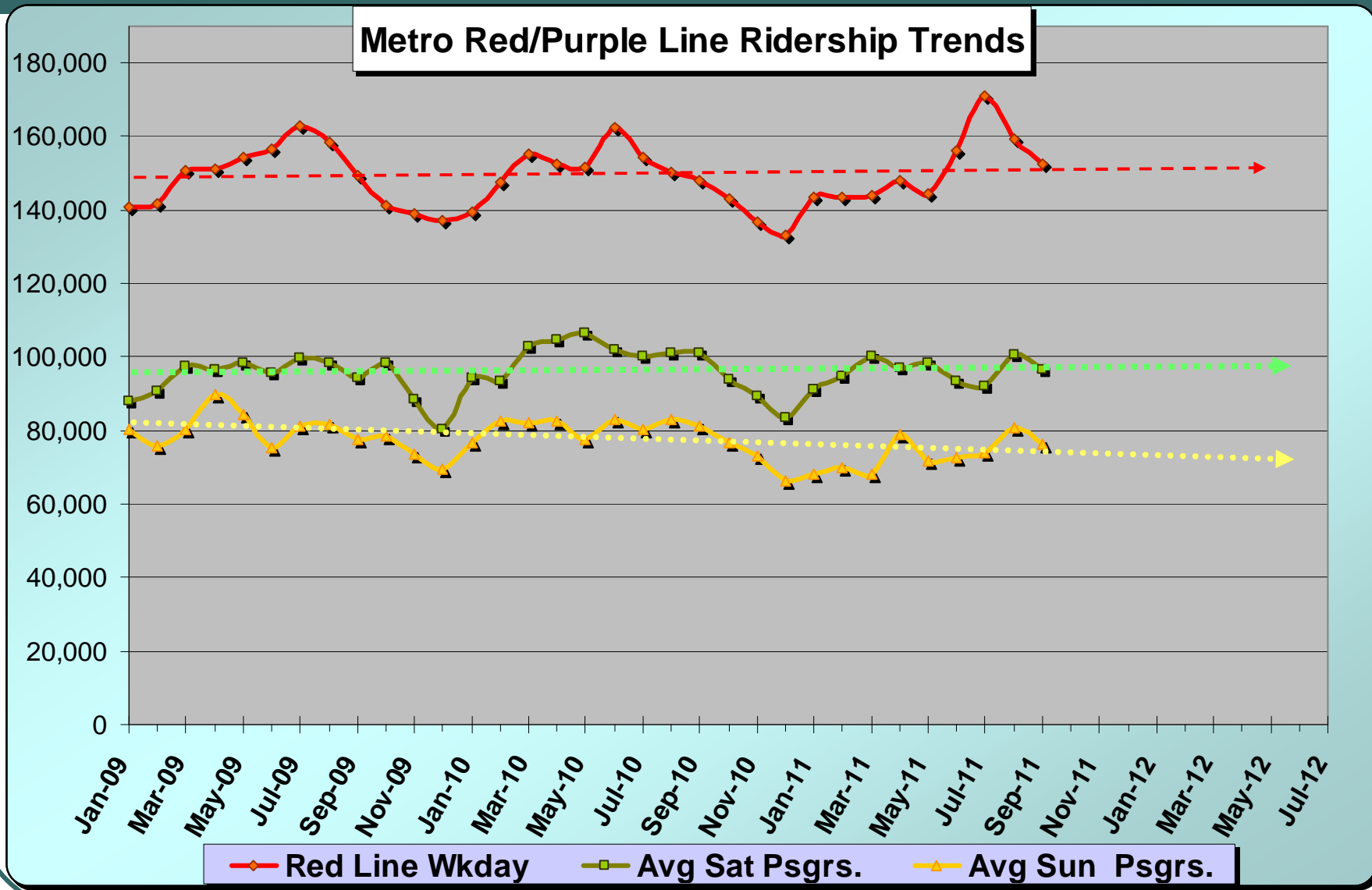
WSC Service Council November 2011 Meeting



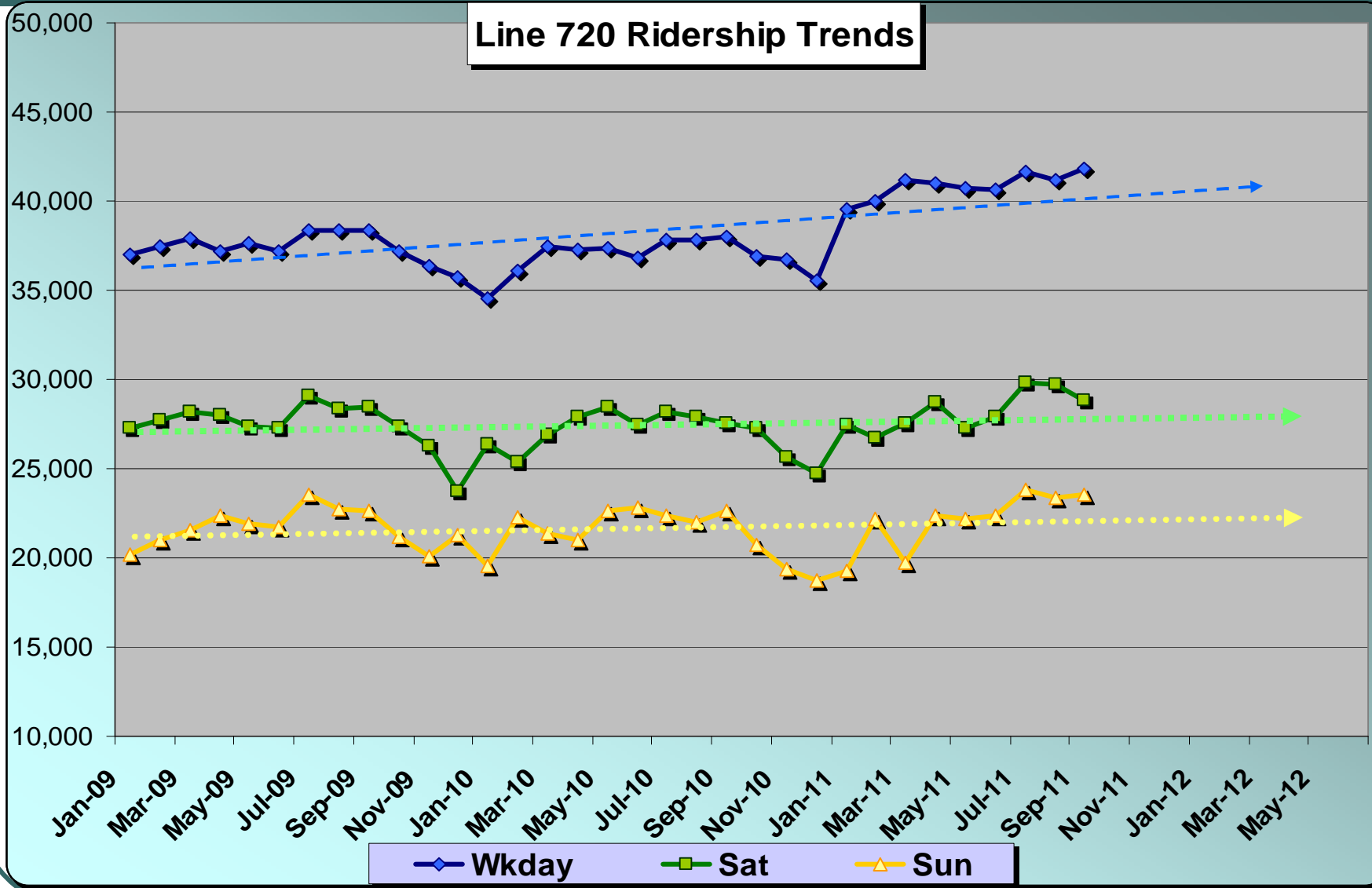
WSC Service Council November 2011 Meeting



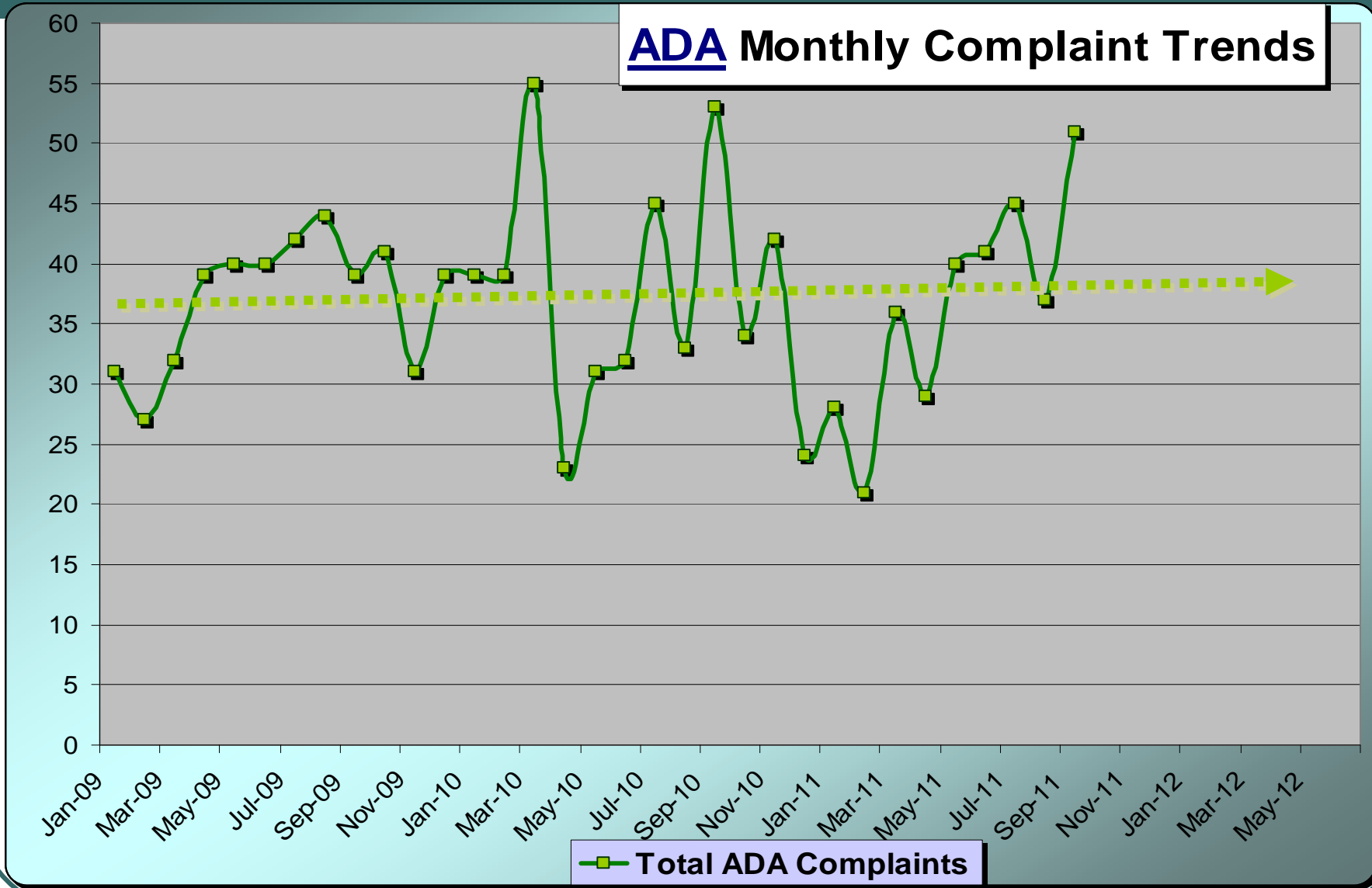
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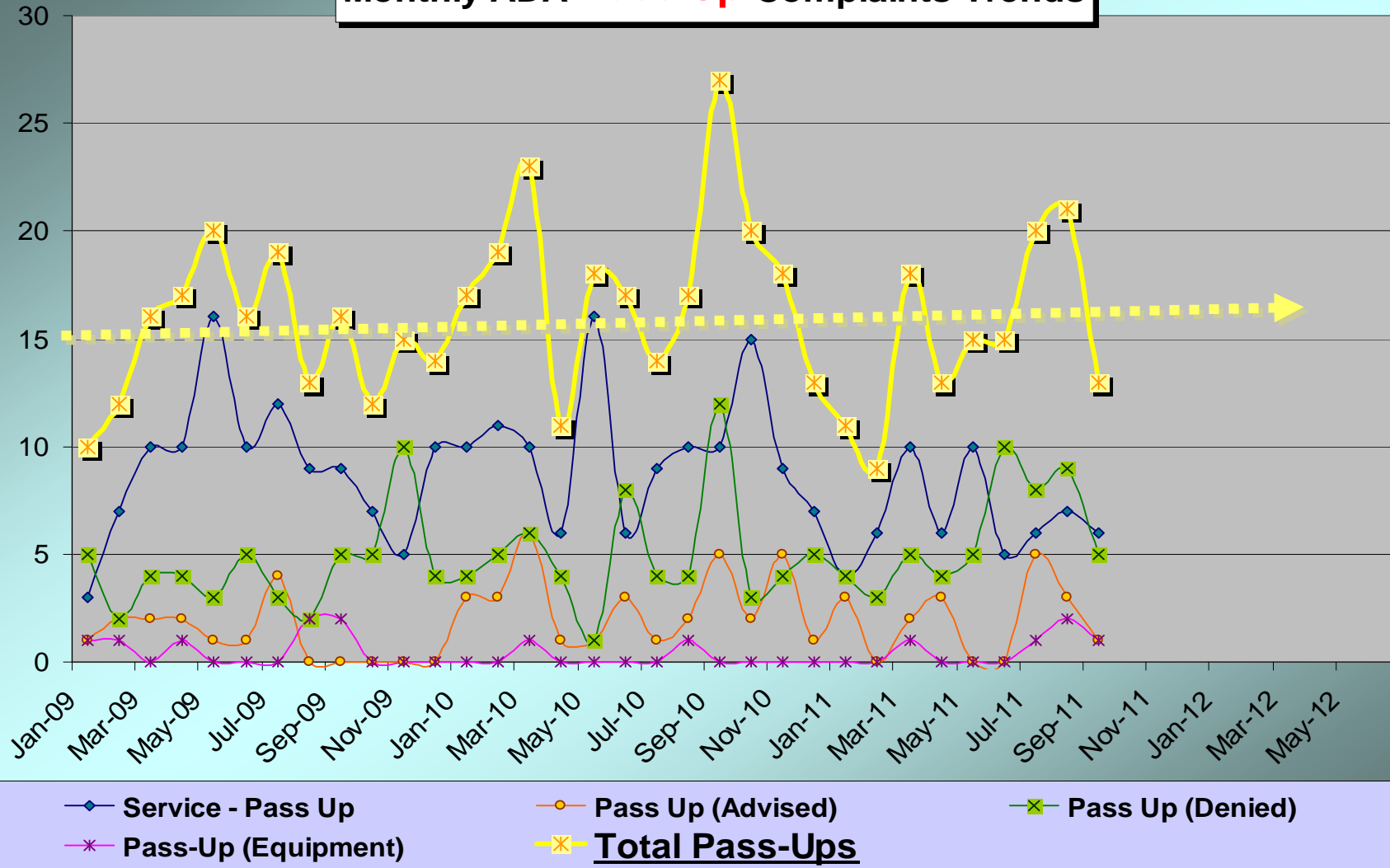


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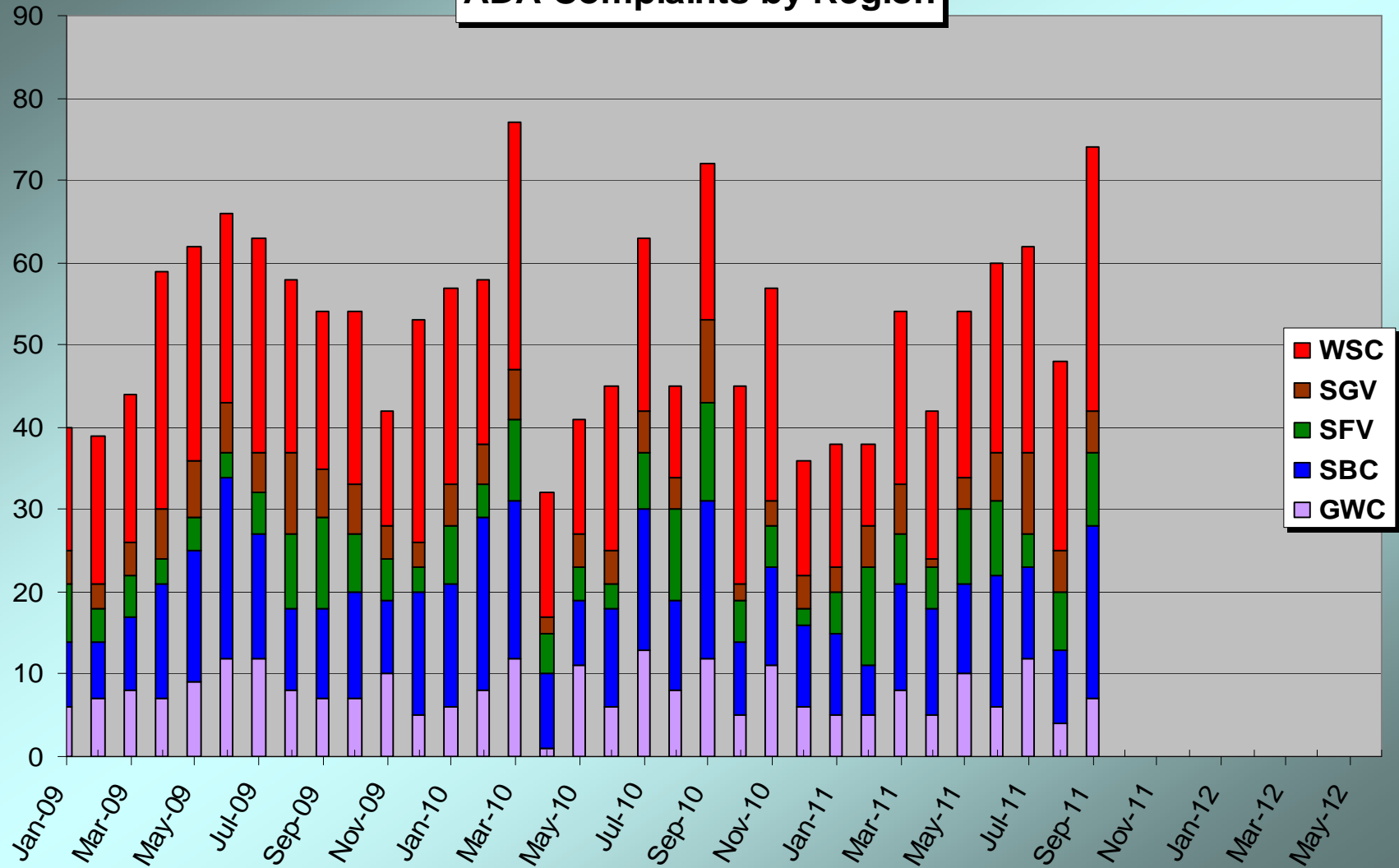
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Monthly ADA **Pass Up** Complaints Trends



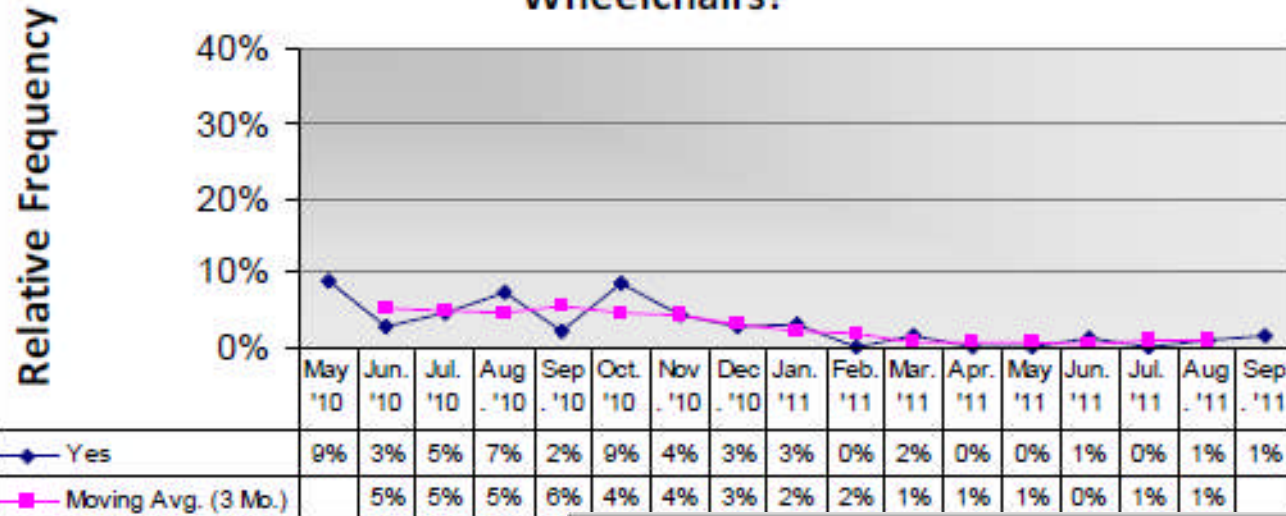
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ADA Complaints by Region

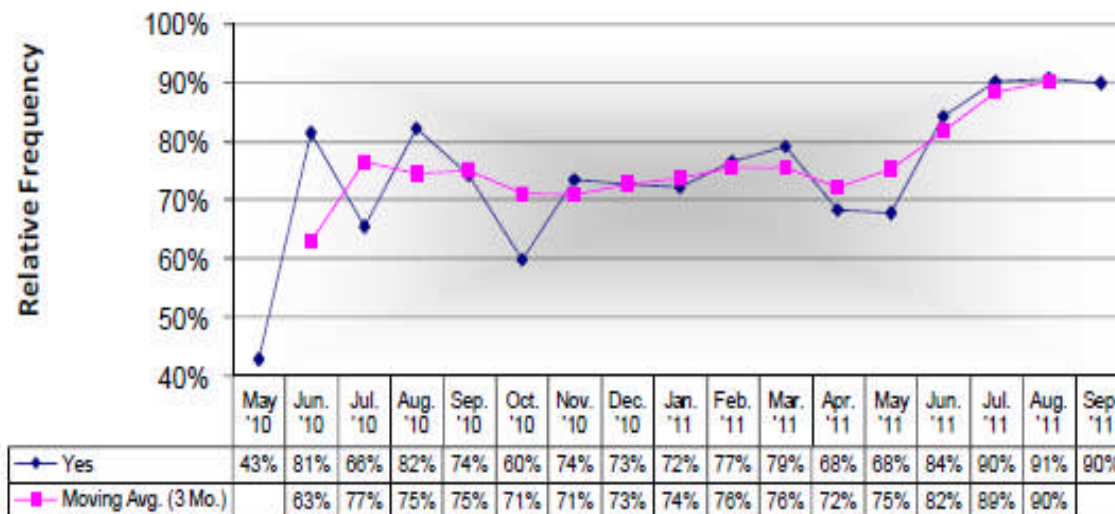


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Did the Operator Pass-Up Any Patrons in Wheelchairs?

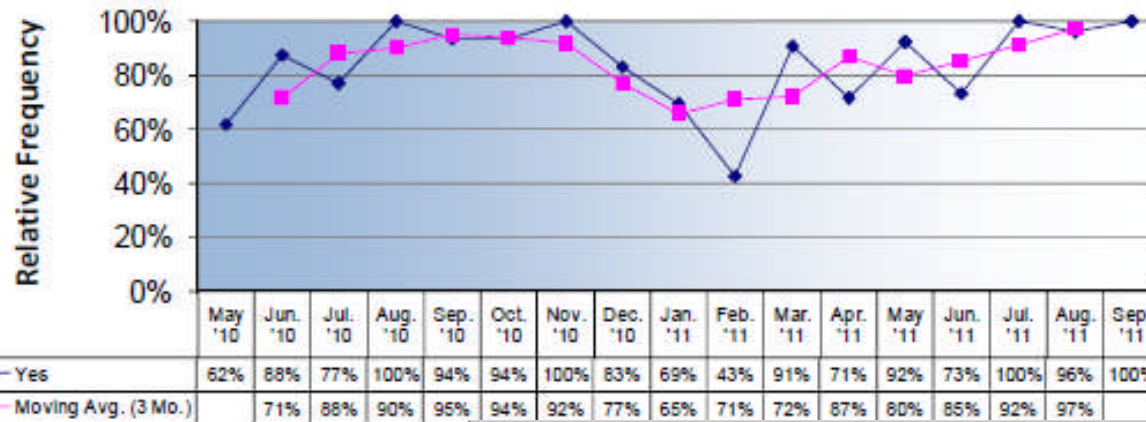


Did the Operator Offer Assistance to Secure the Wheelchair?

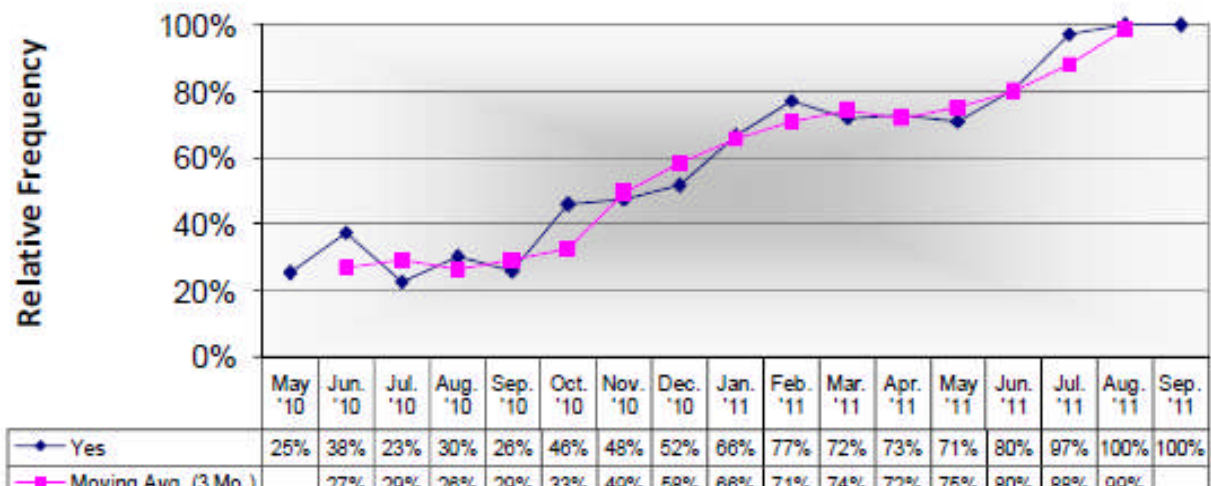


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Did the Operator Deploy Lift or Ramp for Non-Wheelchair Passenger Upon Request?

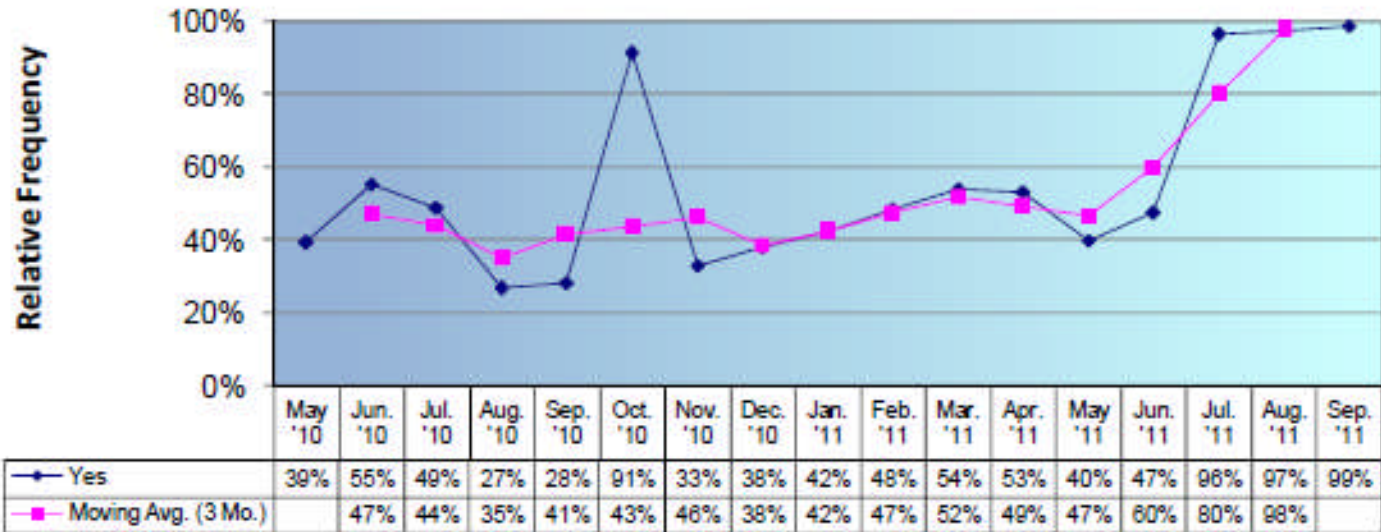


Non-Disabled Requested to Move from Priority Seating when Necessary?

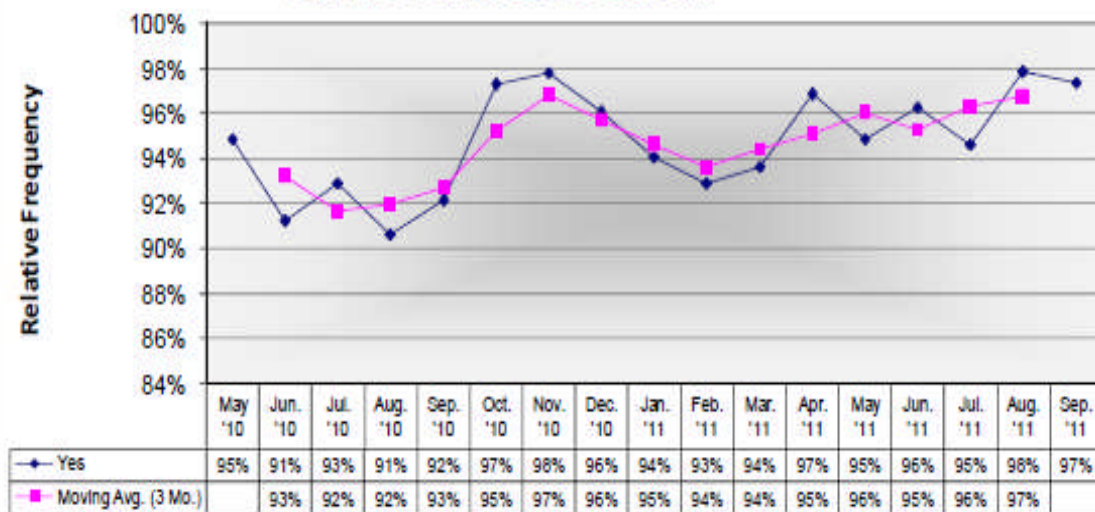


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Were All Passengers Behind the Safety Line Before the Bus Was Moved?

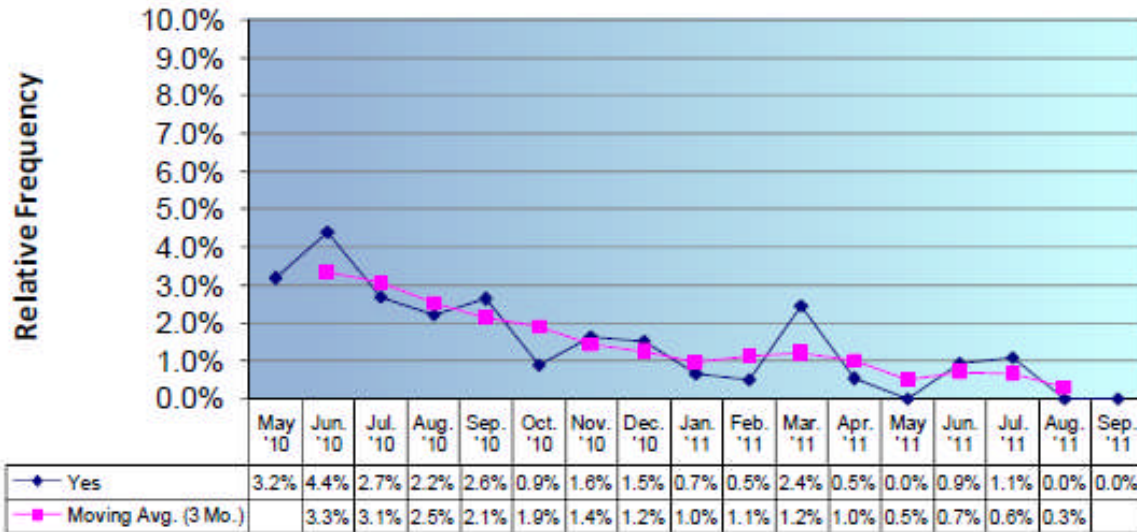


Did the Operator Wear Seat Belt?

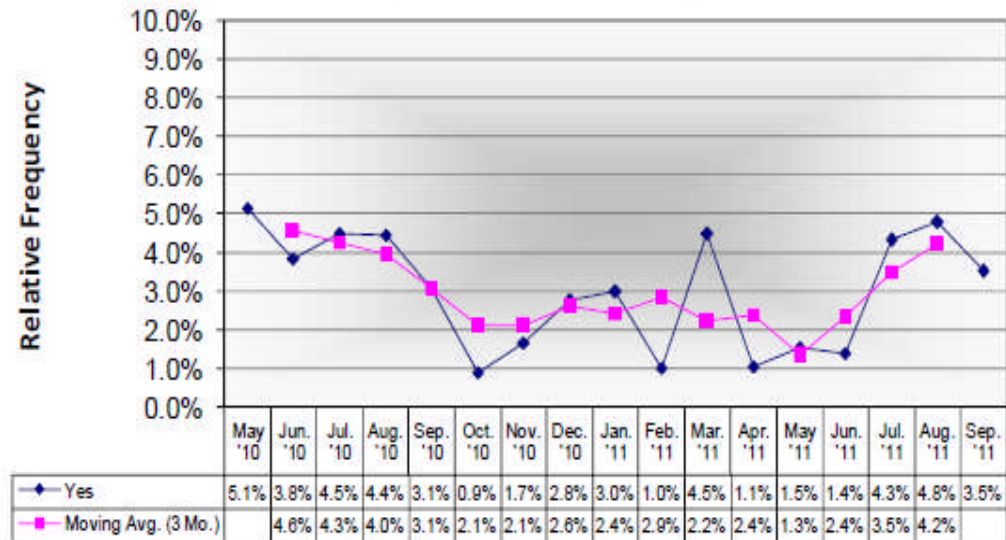


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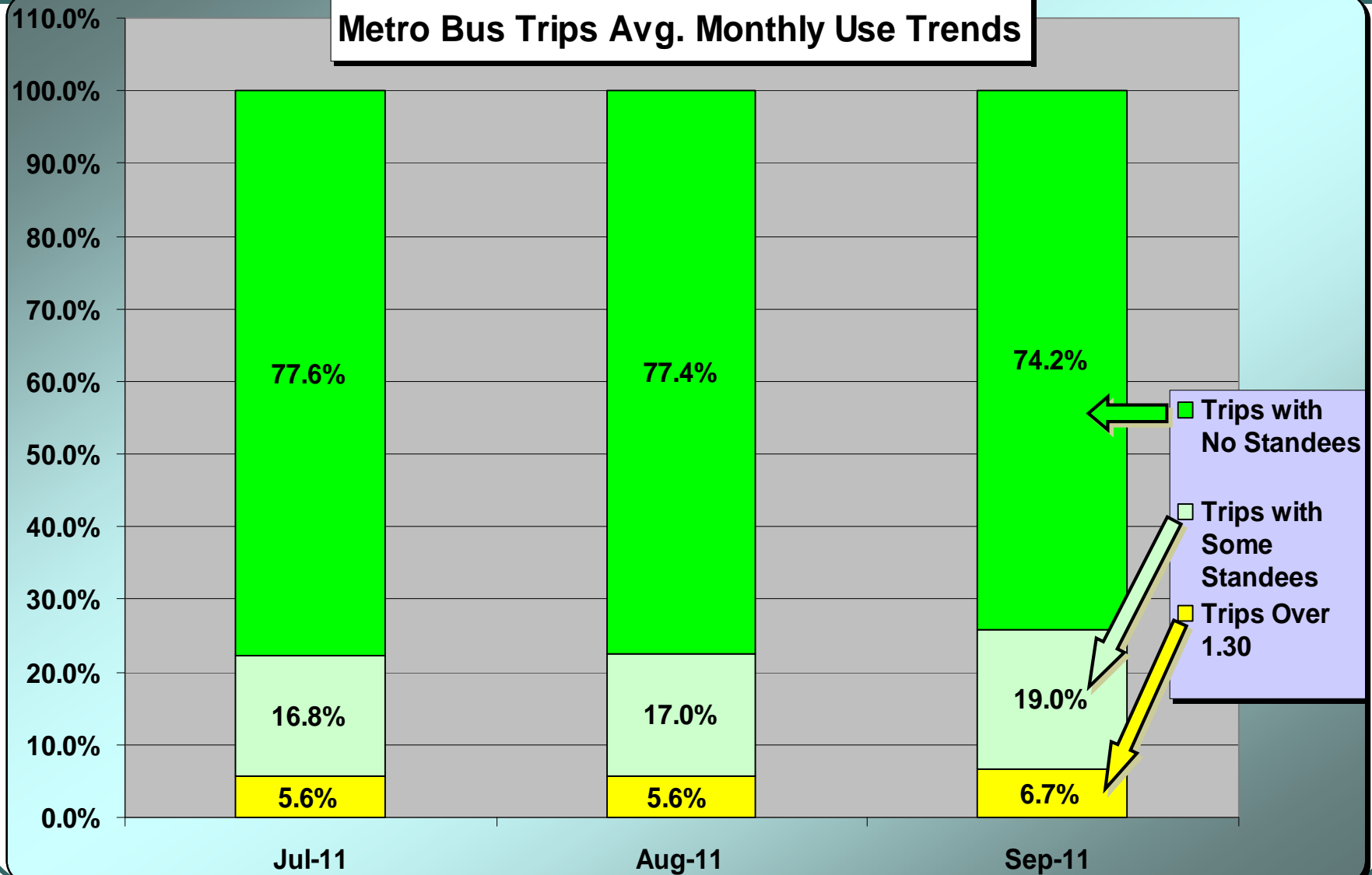
Cell Phone/Electronic Device Used?



Did the Operator Run a Red Light?



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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

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
no later than midnight, November 15, 2011.