

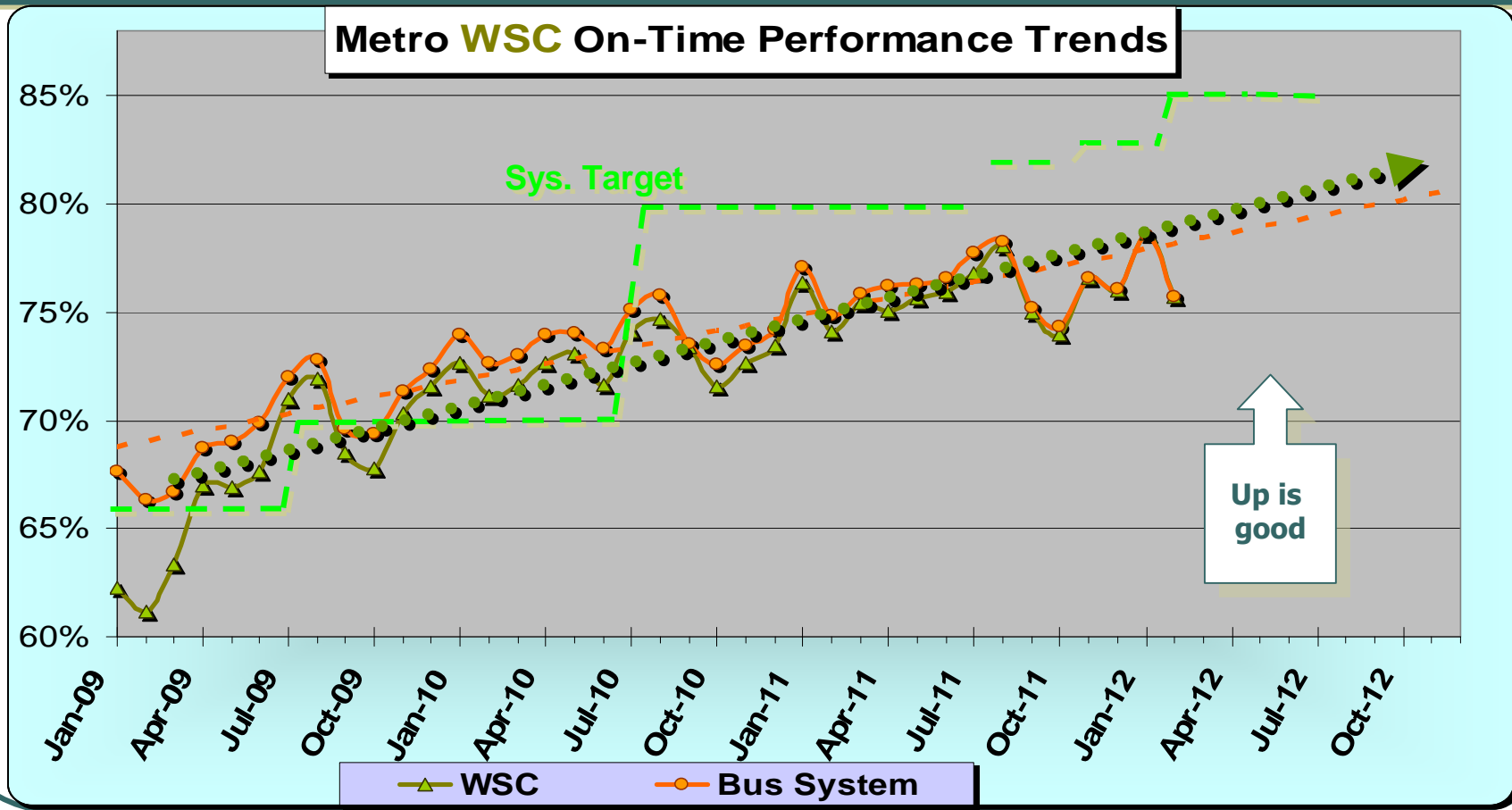
***Metro Westside/Central
Service Council
April 11, 2012 Meeting***

***Performance Report on
February 2012 Service***



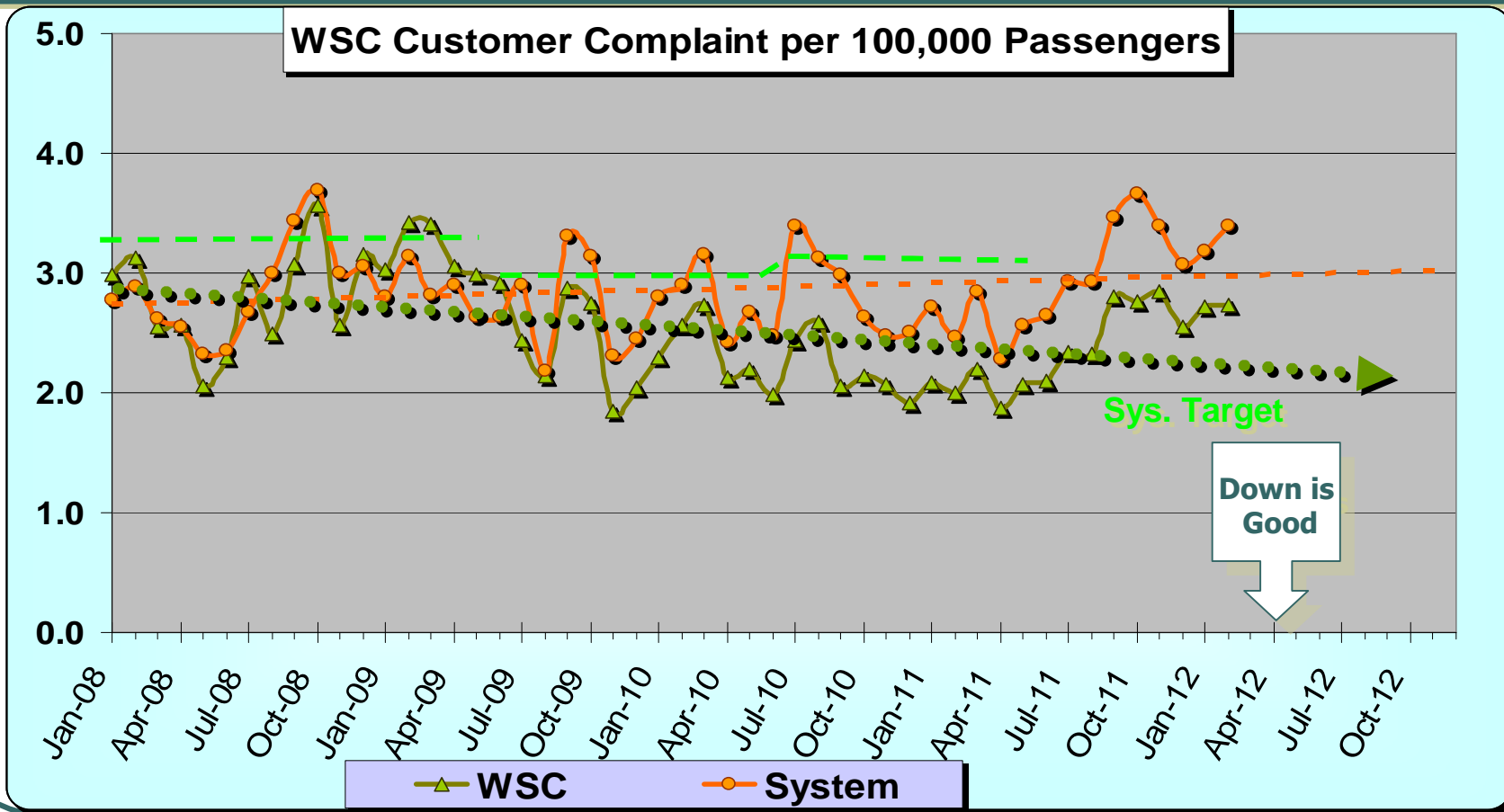
WSC Service Council April 2012 Meeting

<u>On Time Performance</u>		Target	Feb.	YTD
	Metro Bus System	85.0%	75.7%	76.5%
	Westside/Central	85.0%	75.7%	76.3%



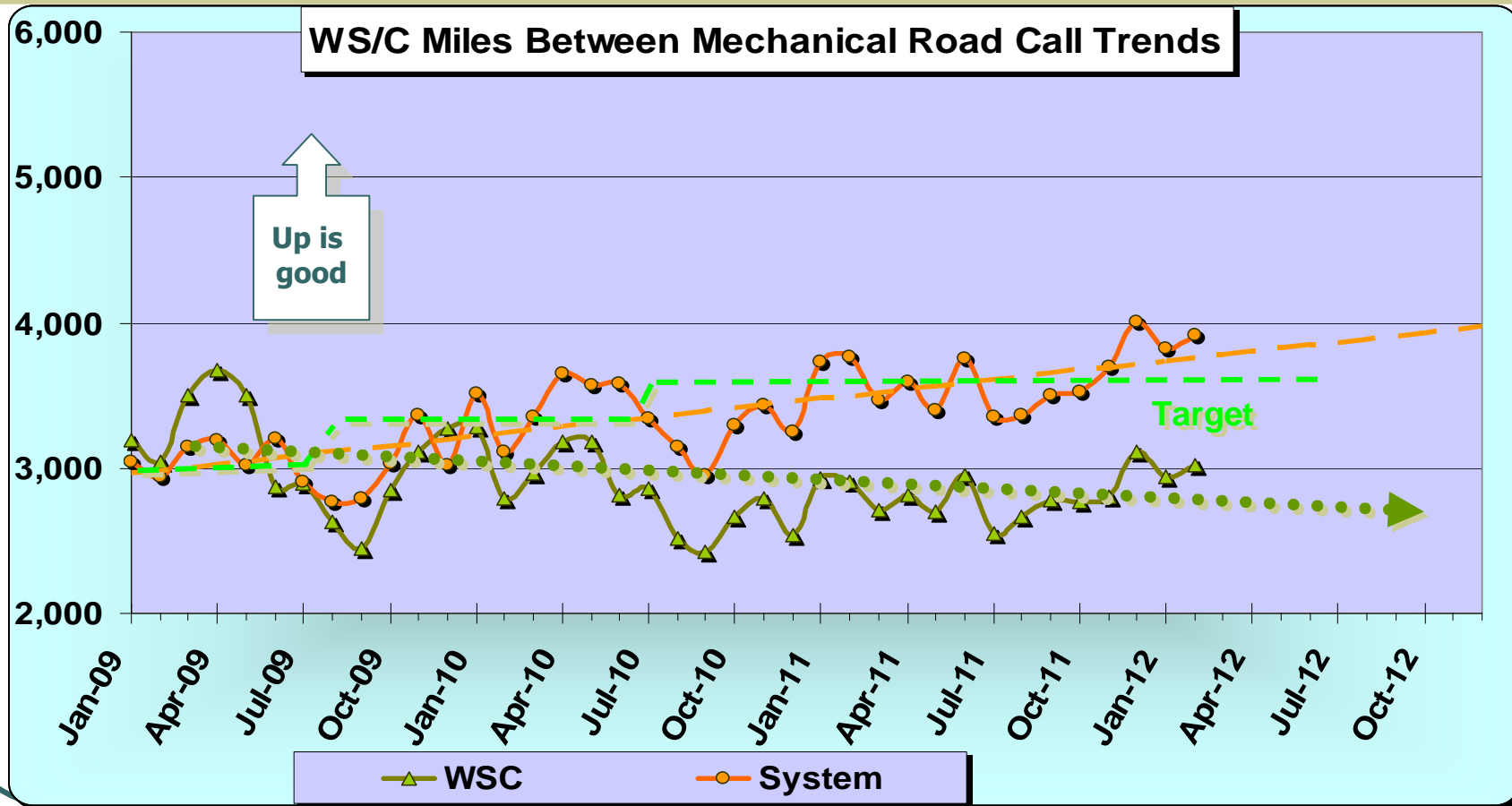
WSC Service Council April 2012 Meeting

		Target	Feb.	YTD
Complaints /	Metro Bus System	2.29	3.40	3.26
100,000 Psgrs.	Westside/Central	2.59	2.73	2.63



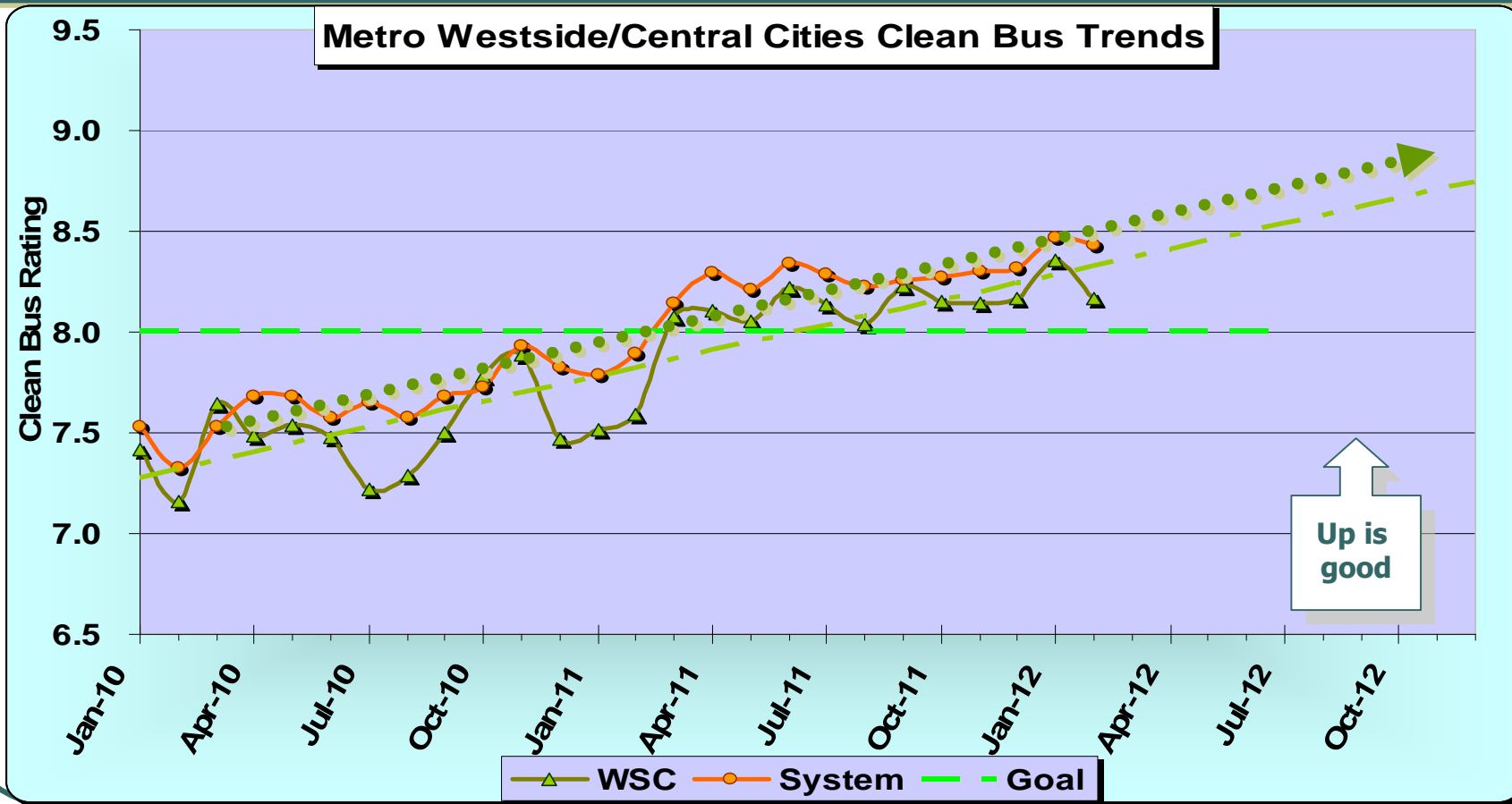
WSC Service Council April 2012 Meeting

<u>Miles / Mech.</u>		Target	Feb.	YTD
<u>Road Call</u>	Metro Bus System	3,650	3,909	3,631
	Westside/Central	3,650	3,022	2,816



WSC Service Council April 2012 Meeting

<u>Clean Bus Rating</u>		Target	Feb.	YTD
	Metro Bus System	8.0	8.43	8.32
	Westside/Central	8.0	8.17	8.17



WSC Service Council April 2012 Meeting

**Accidents /
100,000 Miles**

Metro Bus System

Westside/Central

Target

3.20

Feb.

3.74

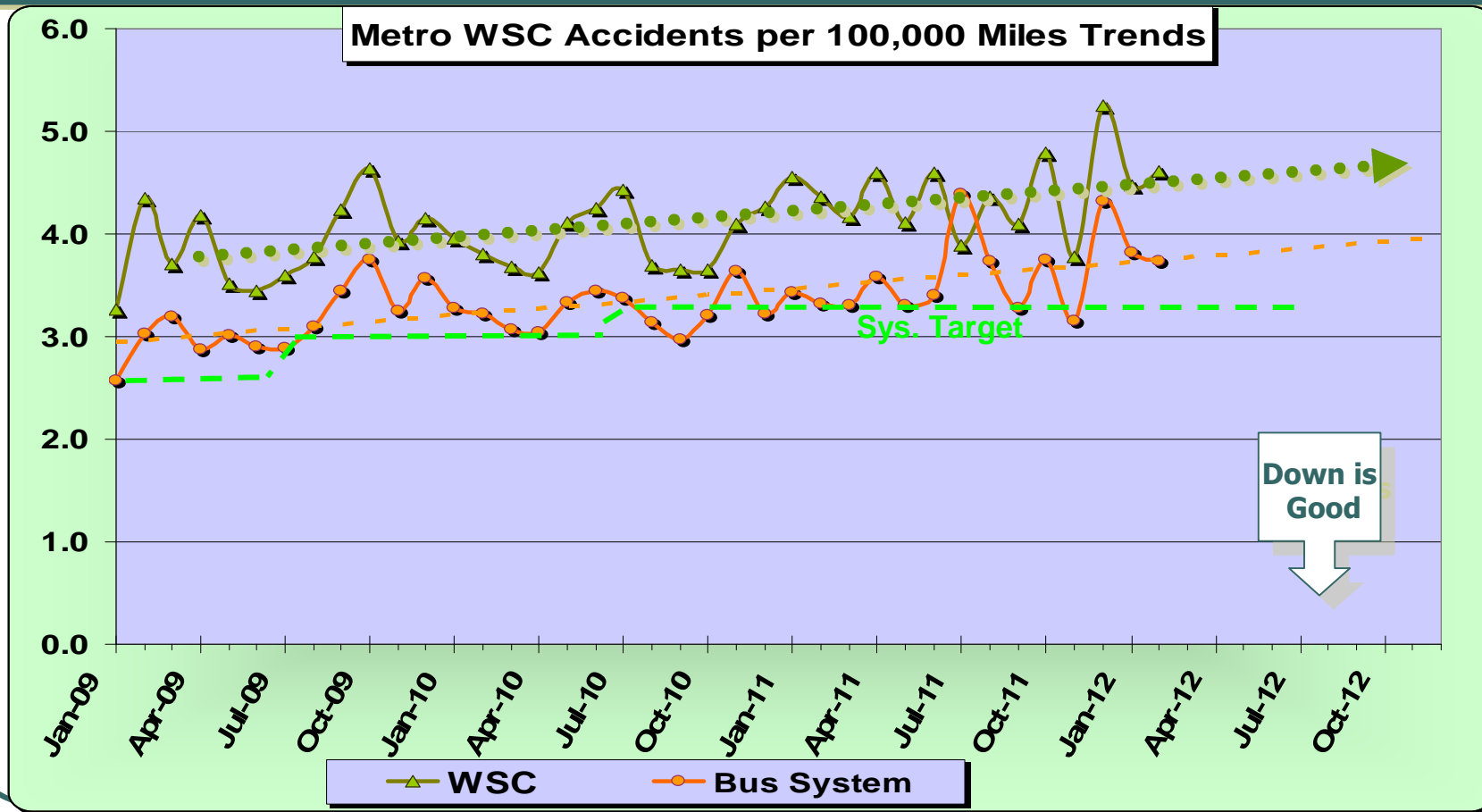
YTD

3.77

3.53

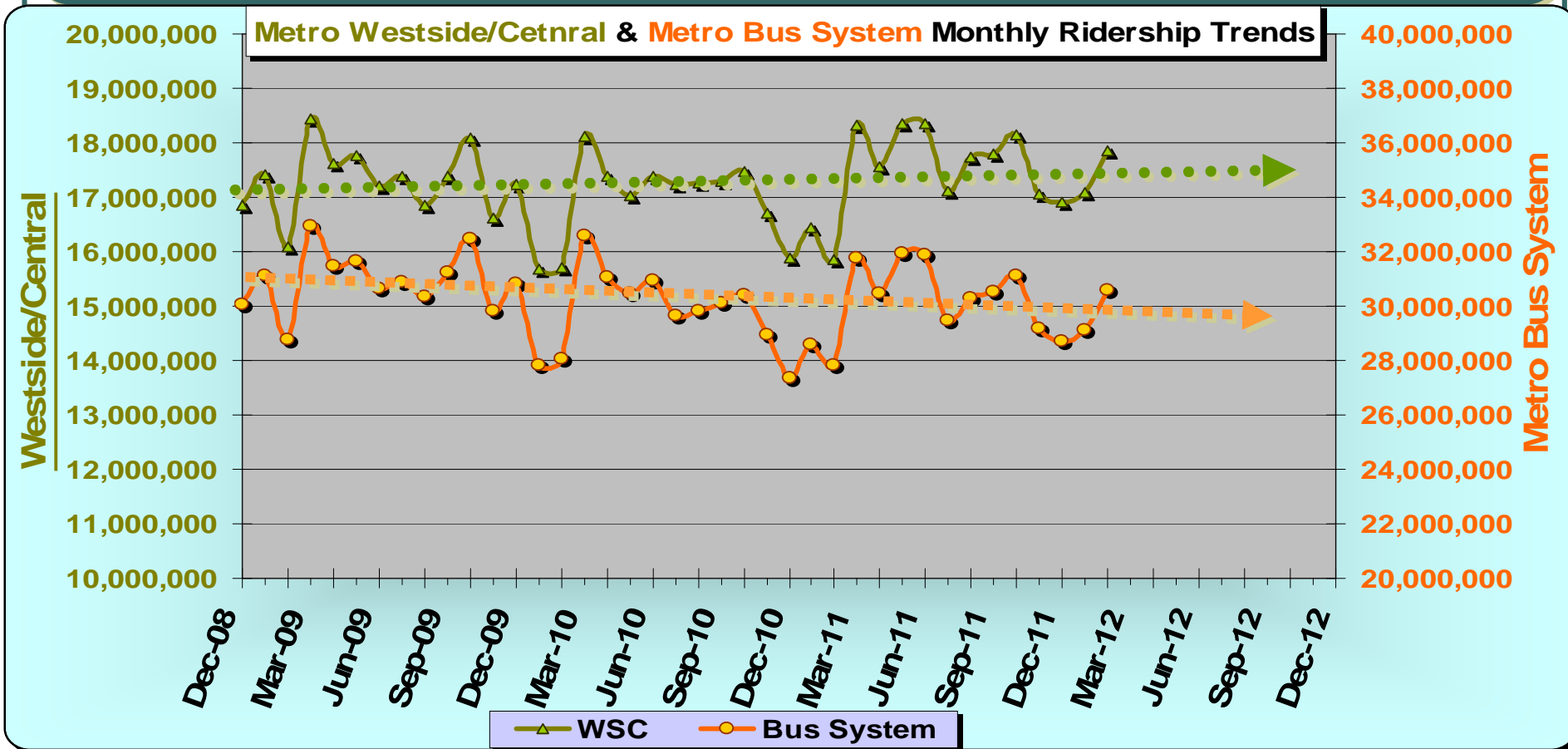
4.61

4.41



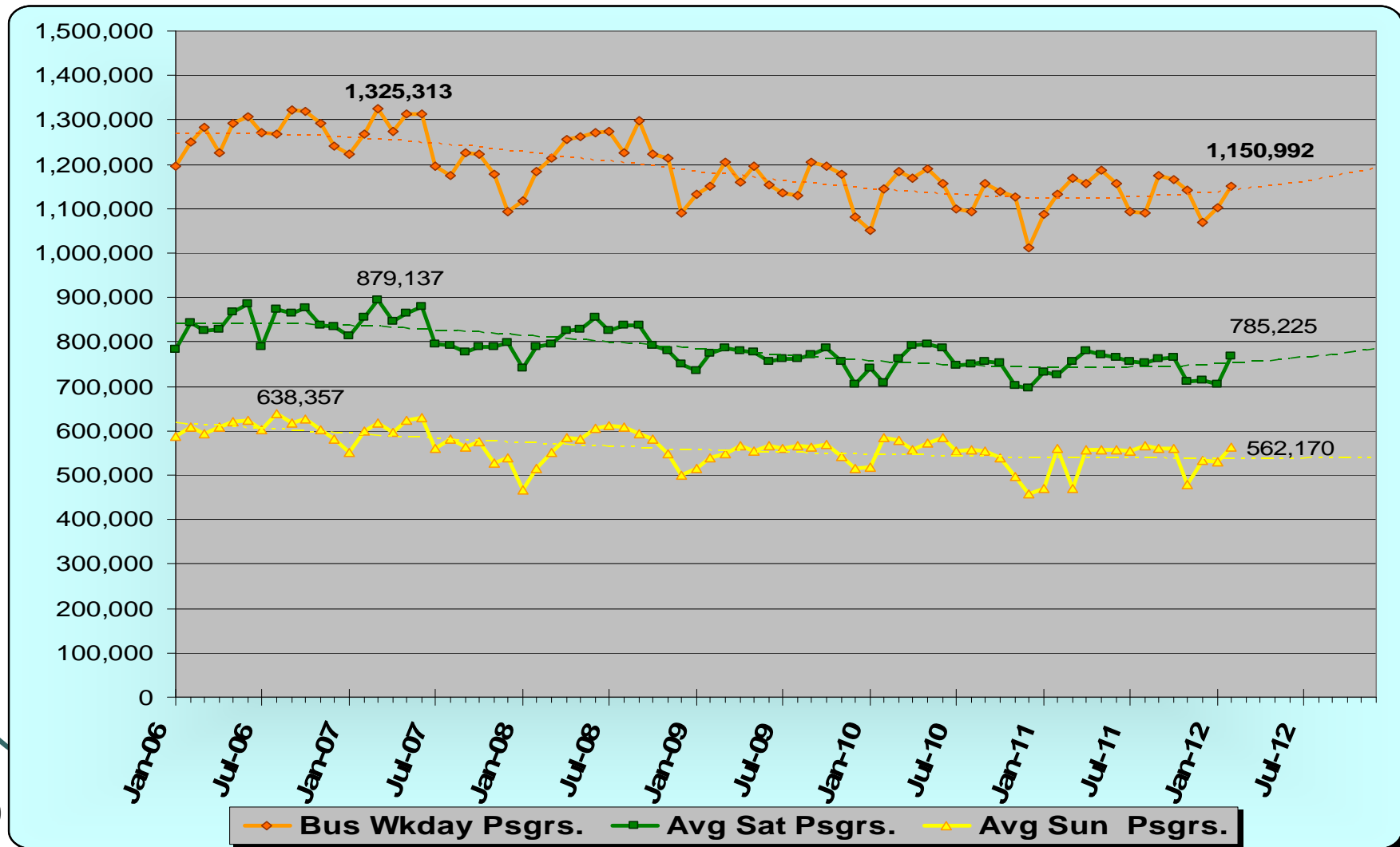
WSC Service Council April 2012 Meeting

		Target	Feb.	YTD
Monthly Bus Ridership	Metro Bus System	29,270,000	30,590,000	29,880,000
	Westside/Central	16,890,000	17,860,000	17,460,000



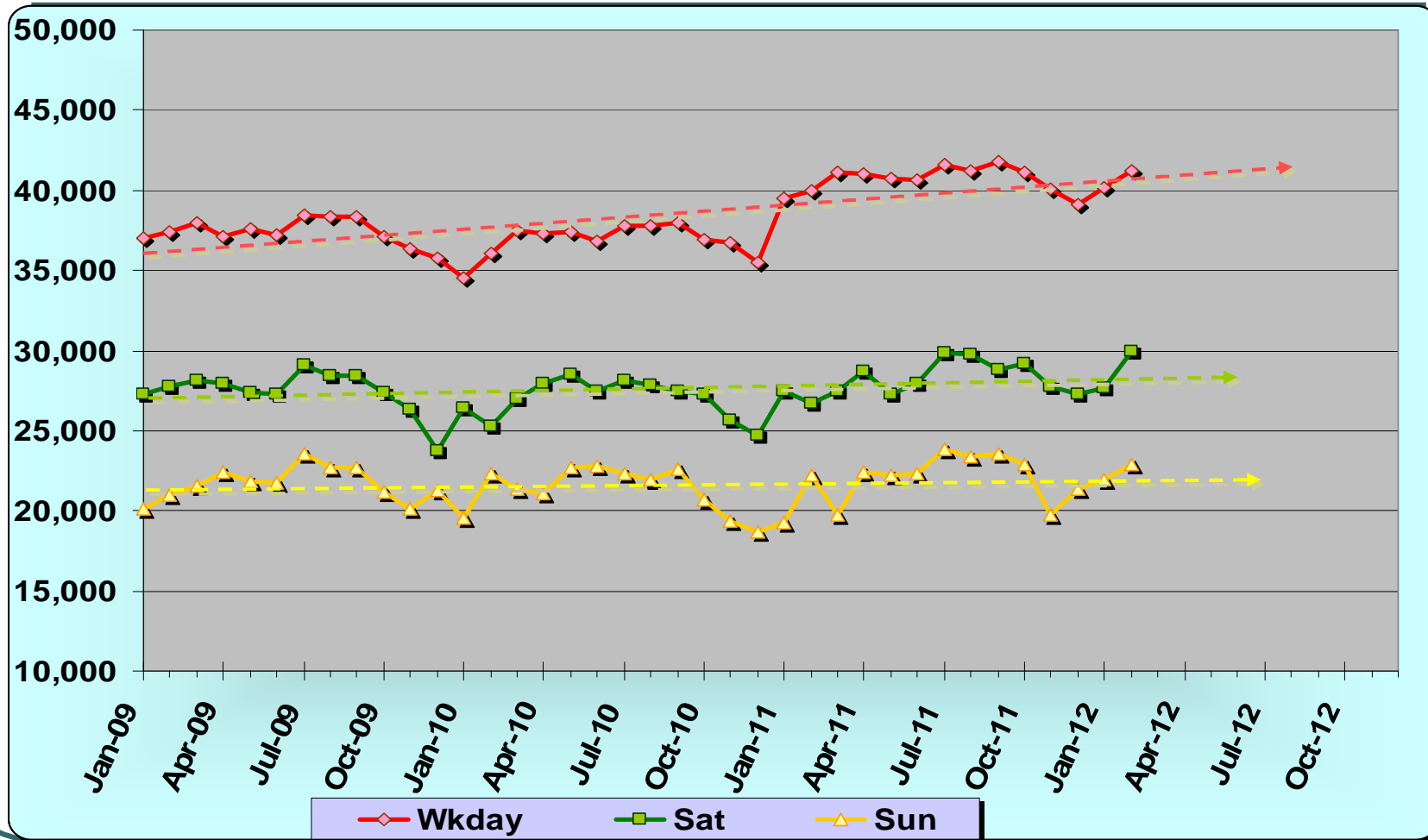
WSC Service Council April 2012 Meeting

Avg. Daily Ridership on ALL Metro Bus Lines



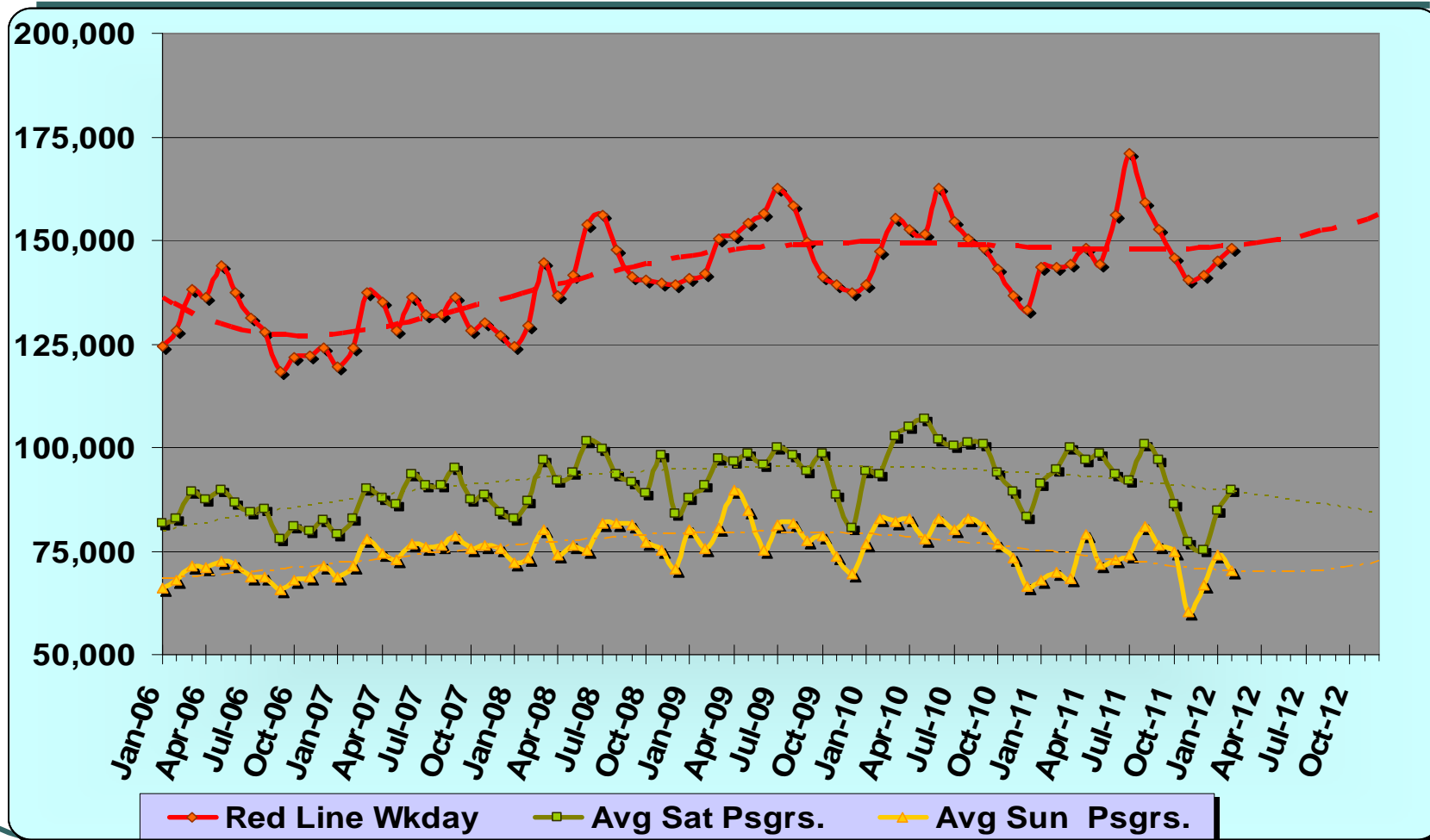
WSC Service Council April 2012 Meeting

Rapid Line 720 Ridership Trends



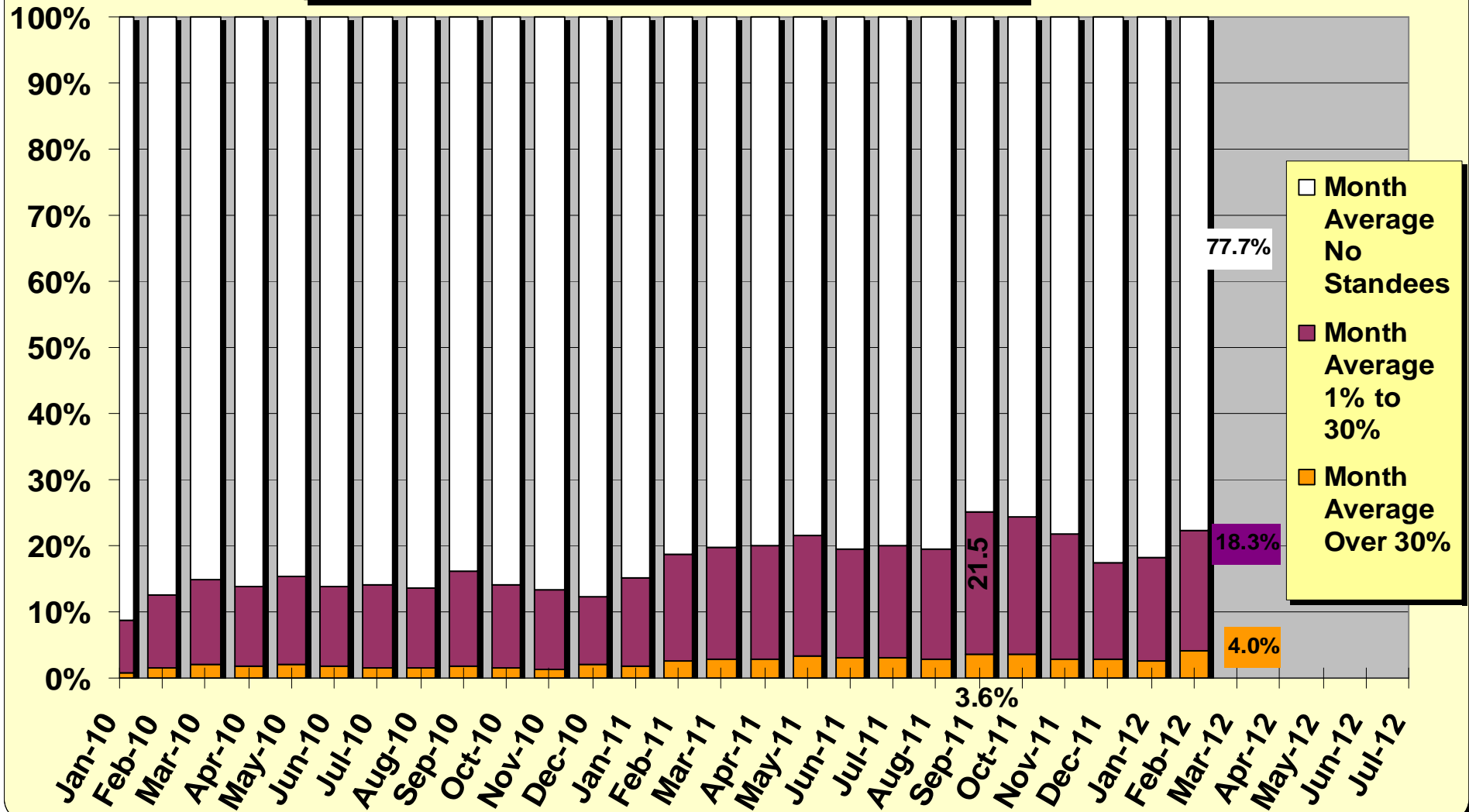
WSC Service Council April 2012 Meeting

Metro Red/Purple Ridership Trends



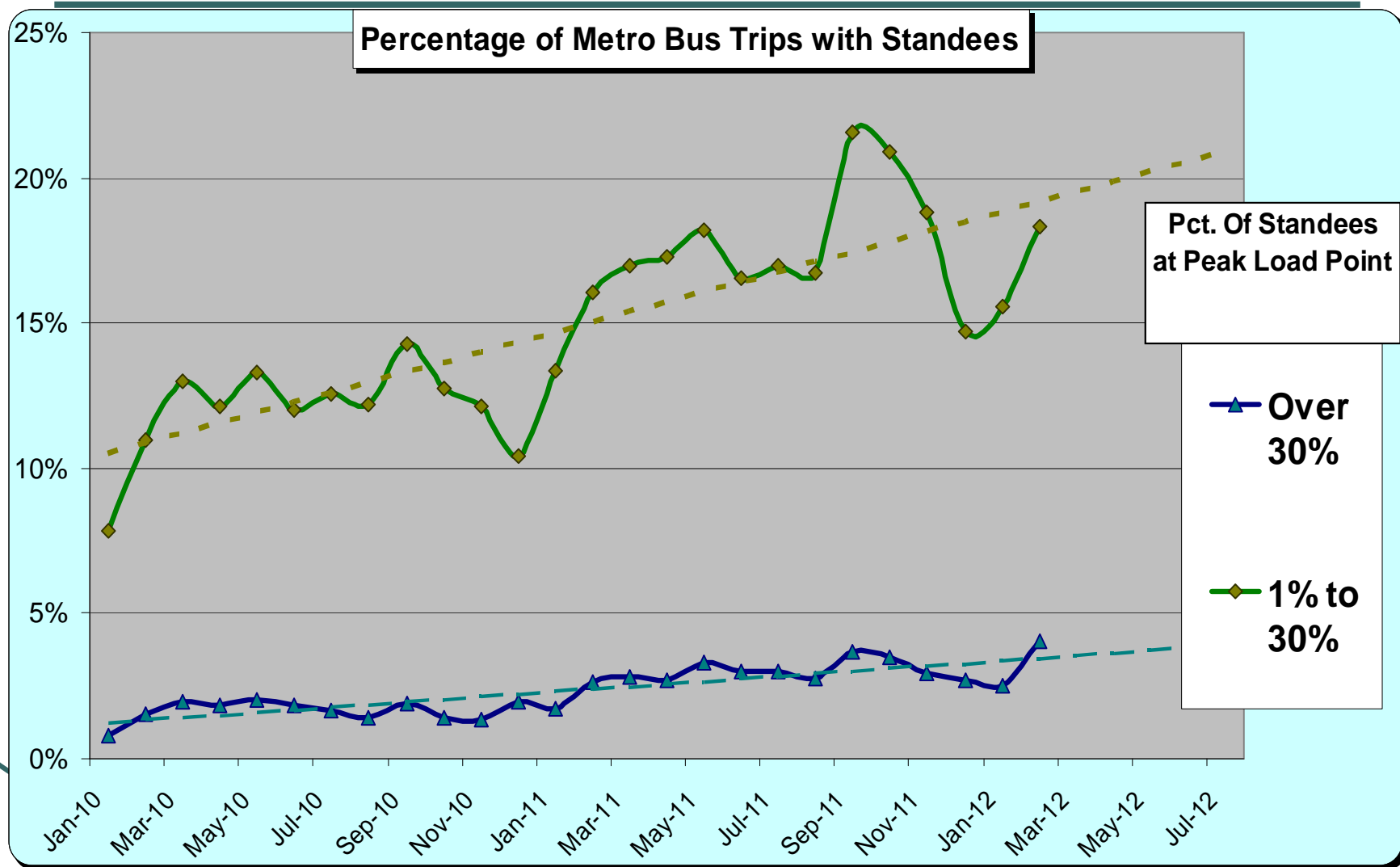
WSC Service Council April 2012 Meeting

Metro Bus Service Average Load Factor by Month



























WSC Service Council April 2012 Meeting

Metro Bus Trips with Standees



WSC Service Council April 2012 Meeting

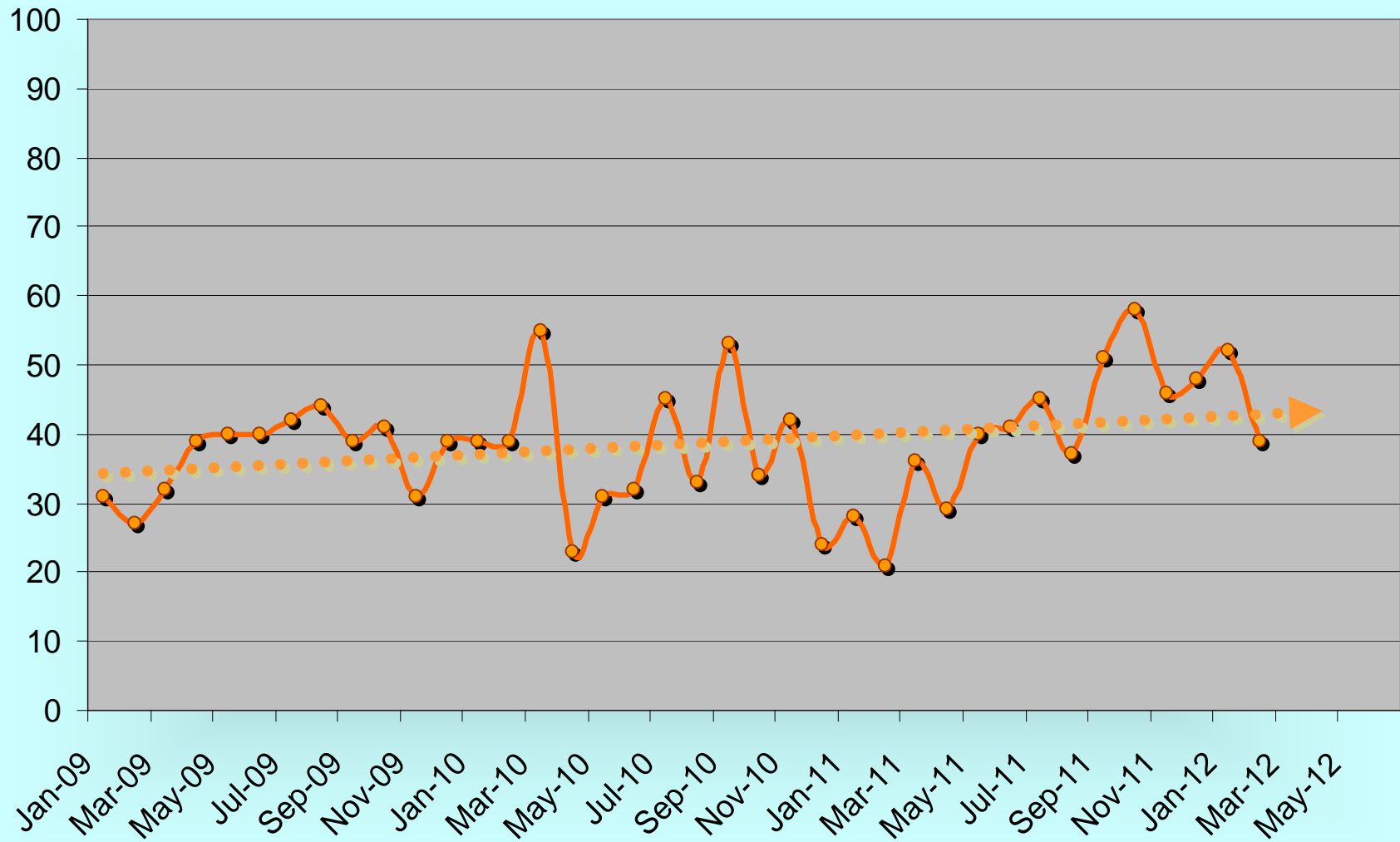
March 2012 Bus Station Cleanliness Eval. Scores

Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	 6.4	Metro	 -1.0
Aviation Green Line Bus Sta.	8.3 	Metro	 +2.2
Burbank Metrolink Bus Sta.	8.5 	Burbank	
Culver City Sta.	7.1	Culver City	 -.4
Cal State LA Busway Sta.	7.8	Metro	
Cal State LA Local Bus Sta.	8.6 	LADOT	 +.4
Del Amo Blue Line Bus Sta.	7.9	Metro	 -.5
El Monte Bus Sta.	7.6	Metro	
Harbor-Gateway Transit Ctr.	8.2 	Metro	
Inglewood Bus Sta.	8.2 	Inglewood	
LAX City Bus Sta.	 6.6	Metro	 +1.3
Norwalk Green Line Bus Sta.	8.3 	Metro	 +1.1
North Hollywood Red Line Bus Sta.	7.4	Metro	
Patsaouras Bus Plaza	7.1	Metro	 -1.1
Pico-Rimpau Bus Ctr.	7.5	Metro	 +.6
Rosa Parks Bus Sta.	8.1 	Metro	
South Bay Galleria Bus Ctr.	 6.5	Redondo Beach	 -1.9
Sierra Madre Gold Line Bus Sta.	8.0 	Metro	 +.8
Universal Red Line Bus Sta.	 6.5	Metro	
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	
Average Rating	7.5		



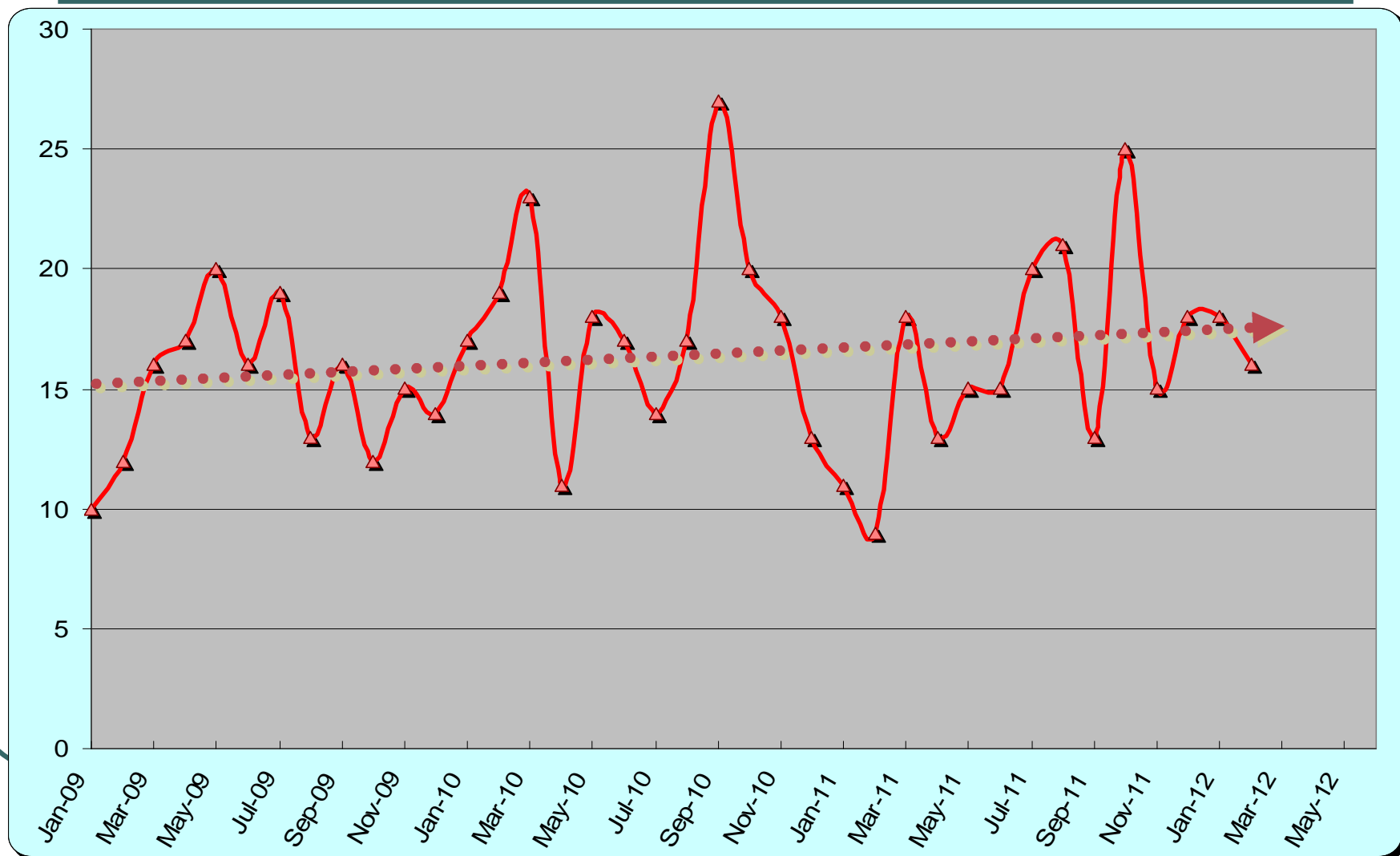
WSC Service Council April 2012 Meeting

Monthly ADA Related Complain Trends



WSC Service Council April 2012 Meeting

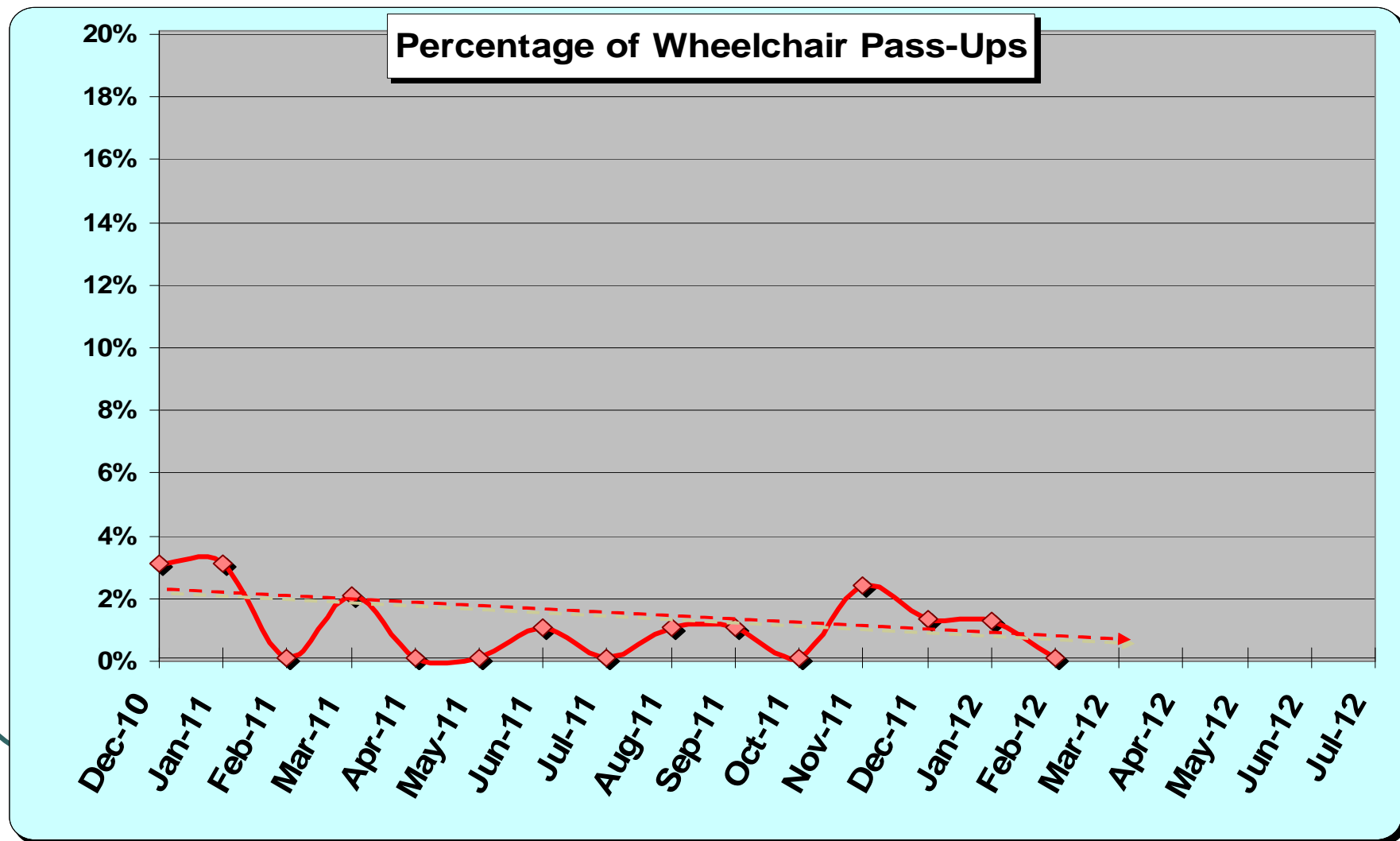
Monthly Wheelchair Pass-Up Complaints



WSC Service Council April 2012 Meeting

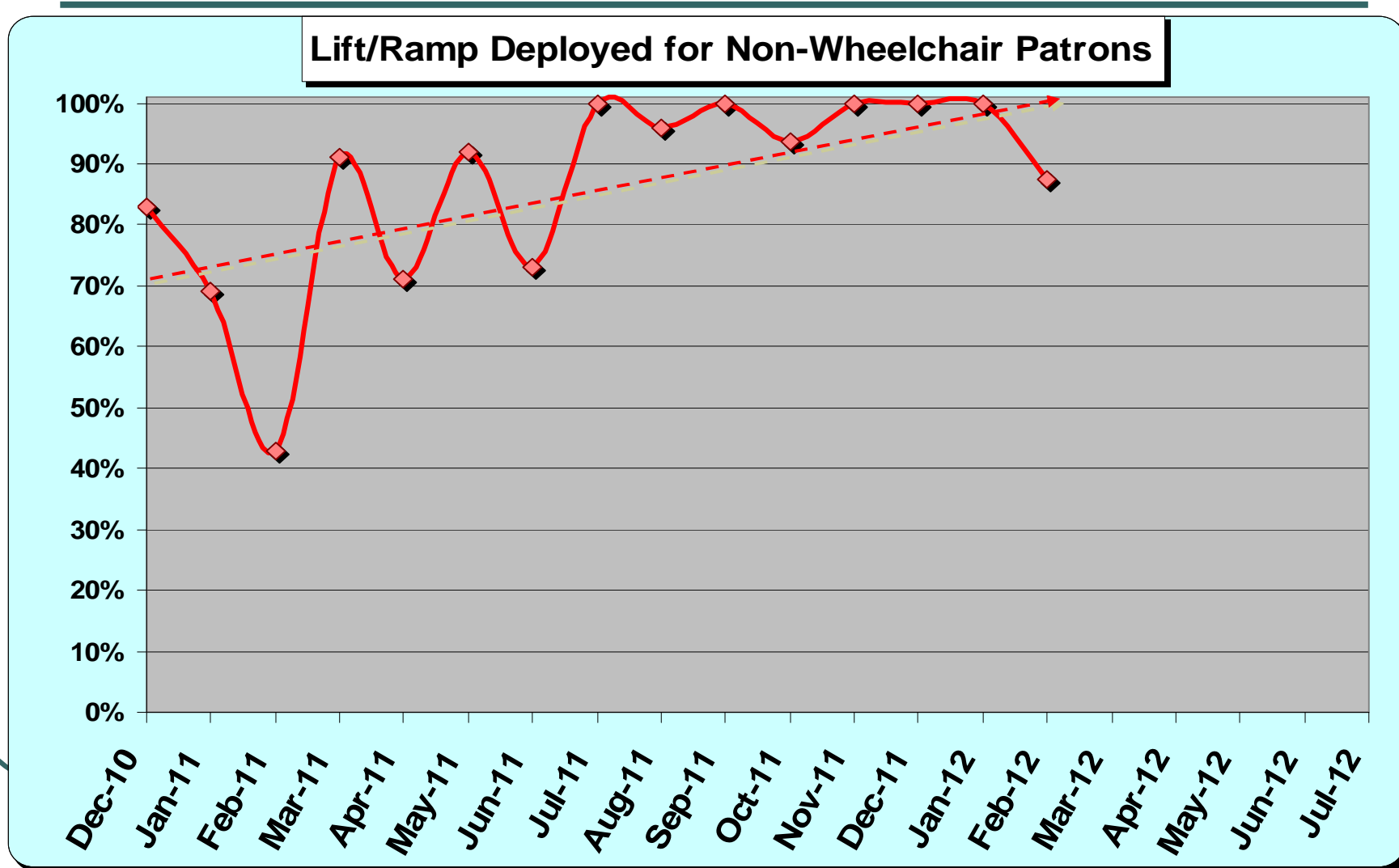
Mystery Riders Observations

(213 Undercover Rides in February 2012 Report)



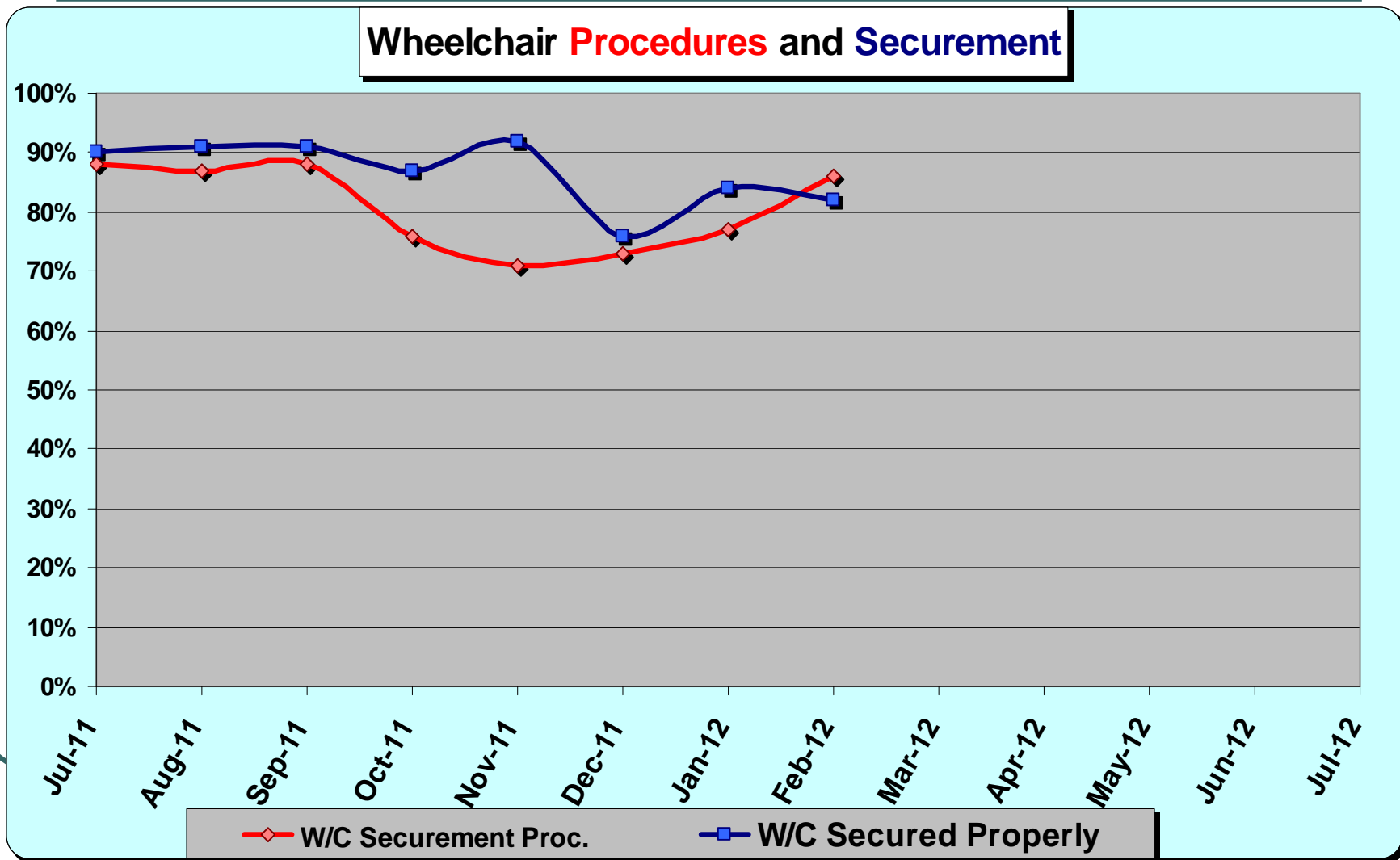
WSC Service Council April 2012 Meeting

Mystery Riders Observations



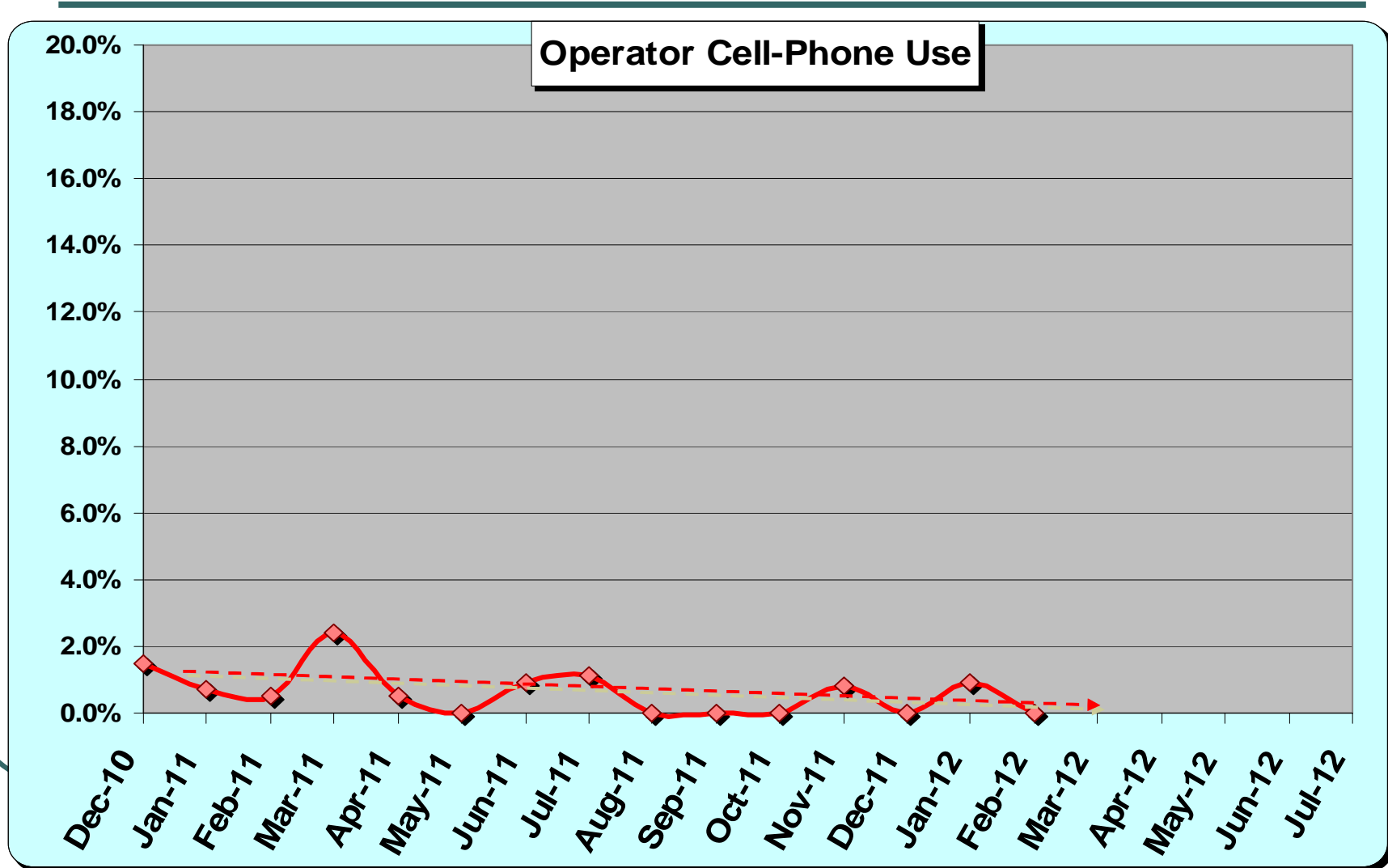
WSC Service Council April 2012 Meeting

Mystery Riders Observations



WSC Service Council April 2012 Meeting

Mystery Riders Observations



WSC Service Council April 2012 Meeting

Expo Light Rail Line Update

Finally An Opening Date

Service Council Expo Line Tours

Meet and Confer with CEO

- **FY 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 14**
- **Introduction of Frank Alejandro**
- **America Fast Forward**