

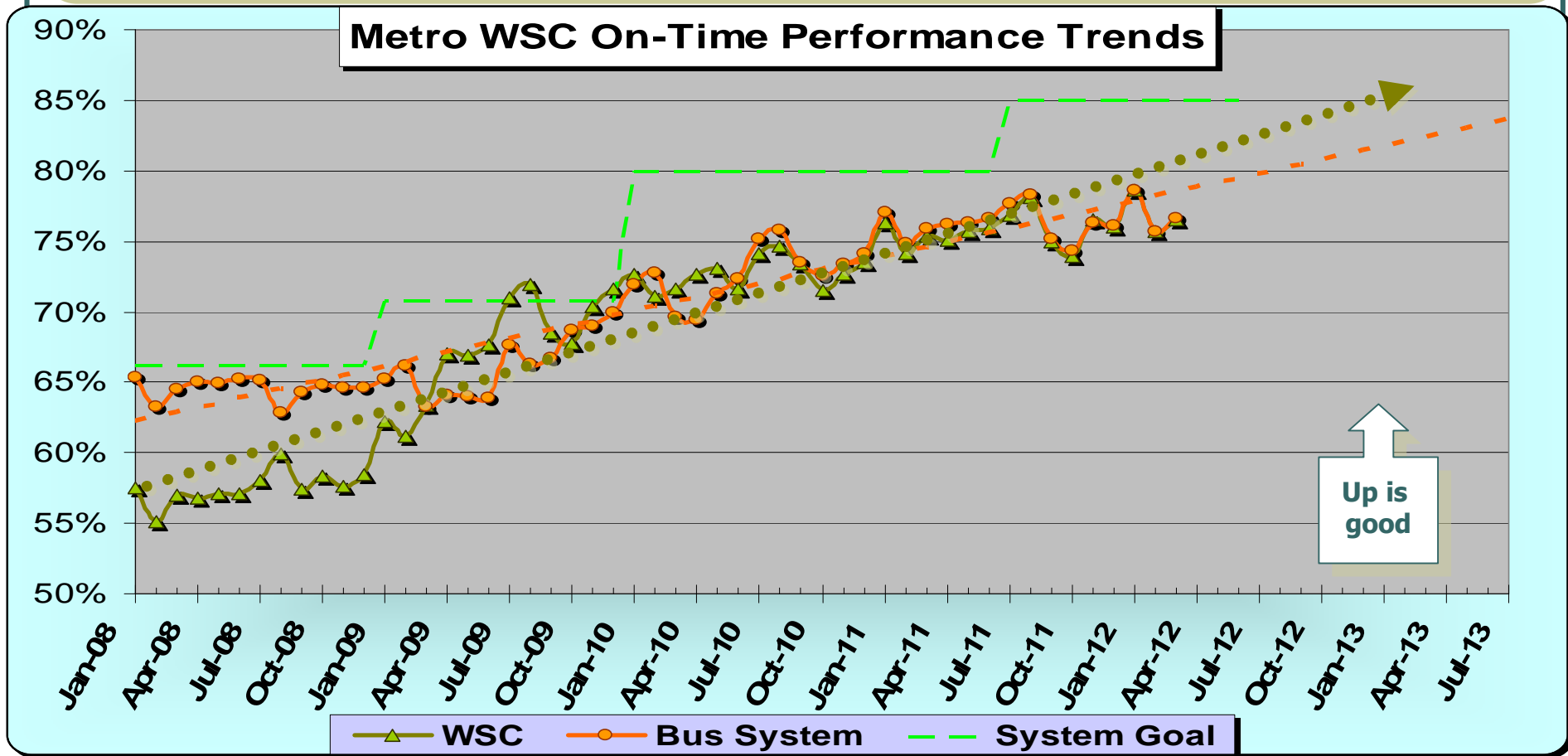
***Metro Westside/Central  
Service Council  
May 9, 2012 Meeting***

***Performance Report on  
March 2012 Service***



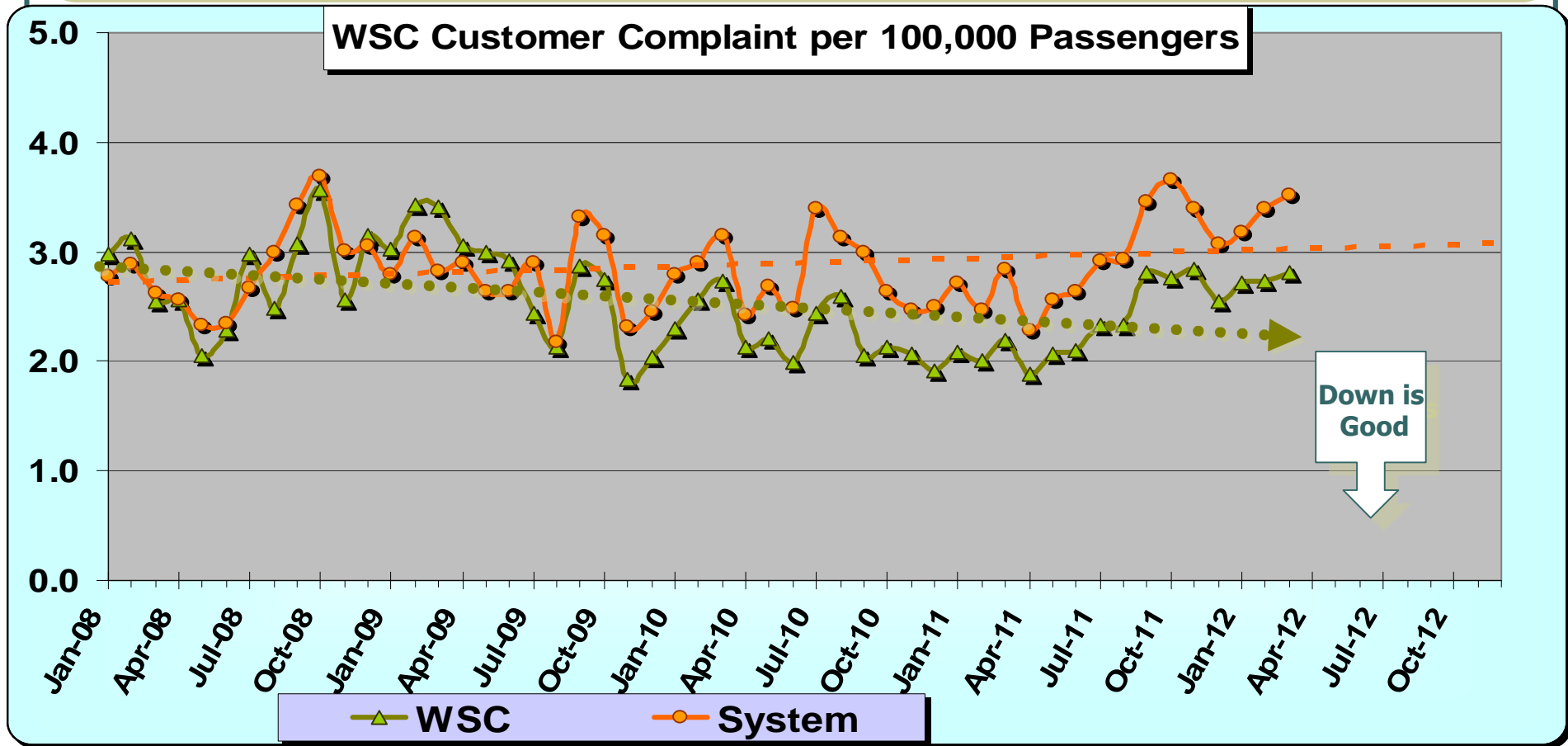
# WSC Service Council May 2012 Meeting

		Target	March	YTD
<b><u>On Time Performance</u></b>	<b>Metro Bus System</b>	<b>85.0%</b>	<b>76.6%</b>	<b>76.6%</b>
	<b>Westside/Central</b>	<b>85.0%</b>	<b>76.6%</b>	<b>76.4%</b>



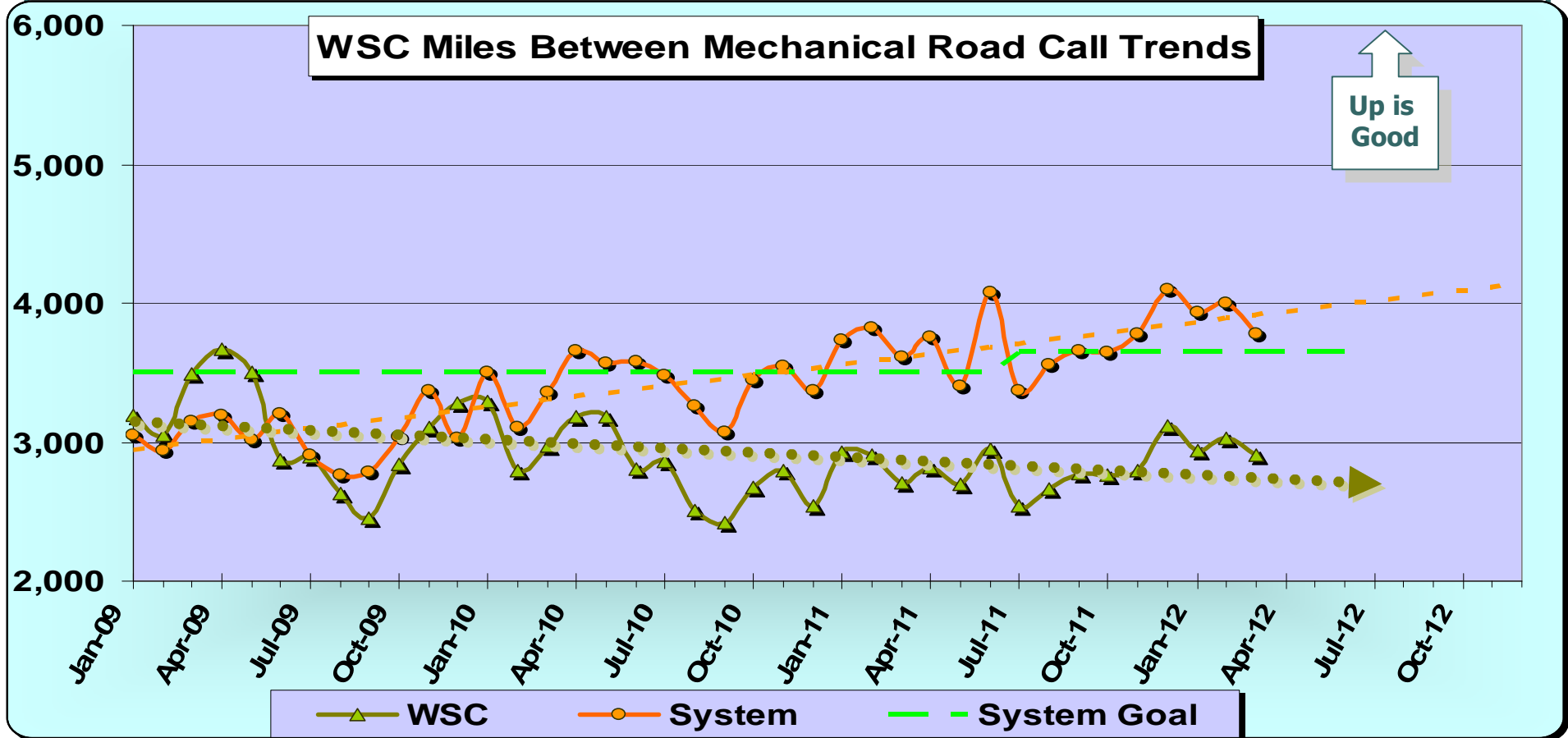
# WSC Service Council May 2012 Meeting

		Target	March	YTD
<b>Complaints / 100,000 Psgrs.</b>	<b>Metro Bus System</b>	<b>2.20</b>	<b>3.52</b>	<b>3.29</b>
	<b>Westside/Central</b>	<b>2.04</b>	<b>2.80</b>	<b>2.65</b>



# WSC Service Council May 2012 Meeting

<u>Miles / Mech.</u> <u>Road Call</u>		Target	March	YTD
Metro Bus System		3,650	3,775	3,757
Westside/Central		3,650	2,903	2,826



# WSC Service Council May 2012 Meeting

## Clean Bus Rating

**Metro Bus System**  
**Westside/Central**

**Target**

**March**

**YTD**

**8.0**

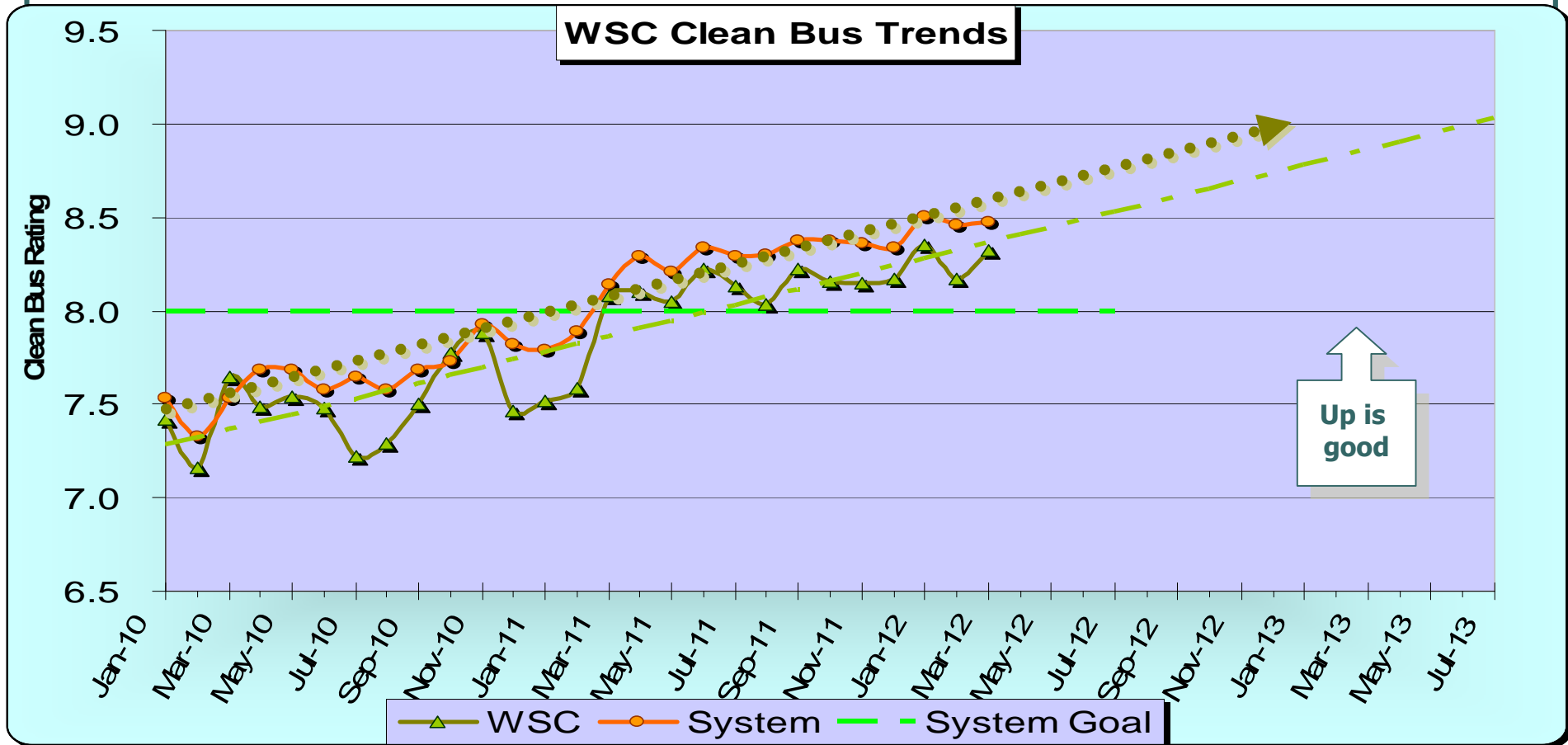
**8.48**

**8.39**

**8.0**

**8.32**

**8.19**



# WSC Service Council May 2012 Meeting

**Accidents /  
100,000 Miles**

**Metro Bus System**

**Target**

**March**

**YTD**

**3.20**

**3.99**

**3.78**

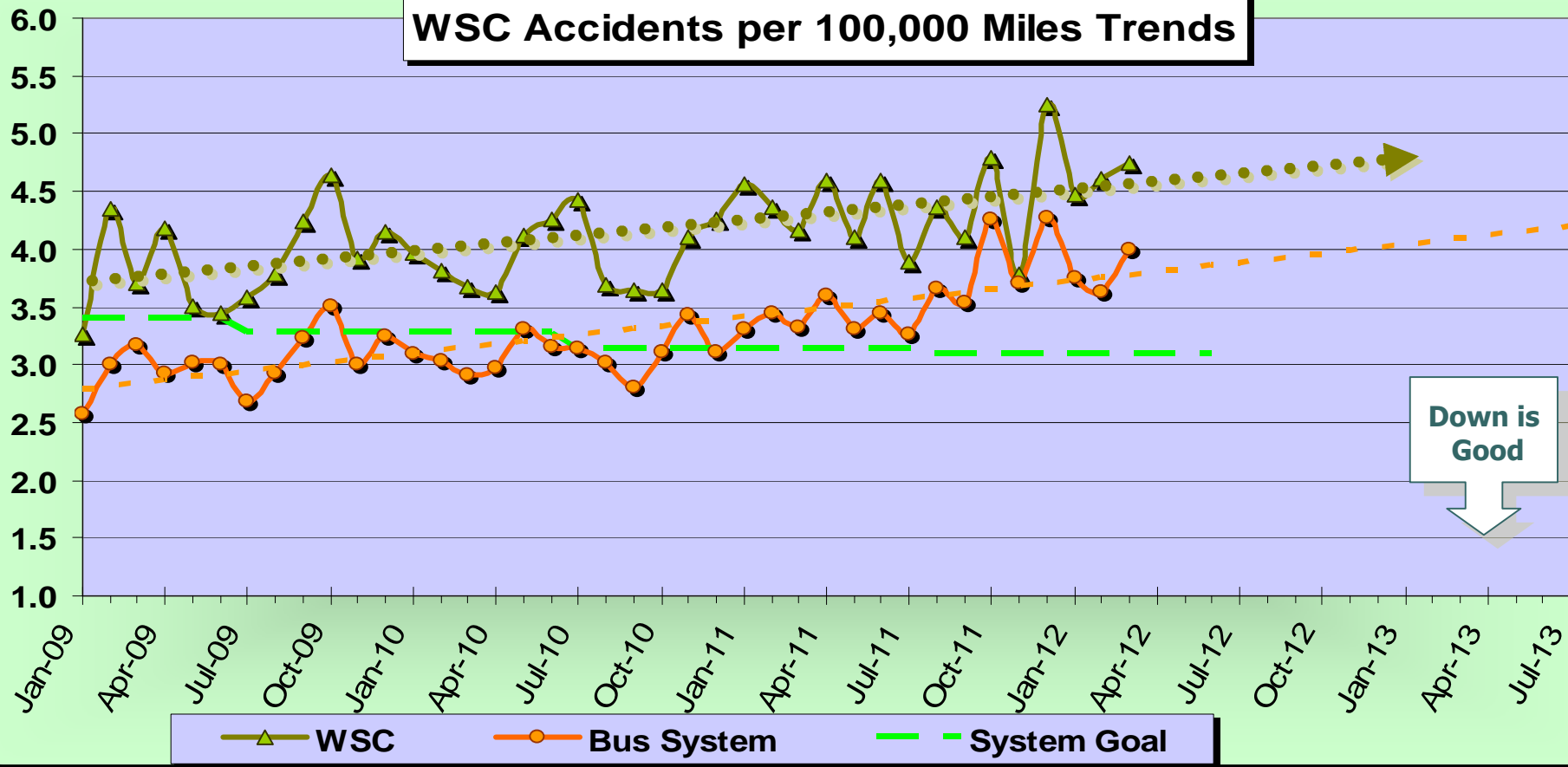
**Westside/Central**

**3.53**

**4.75**

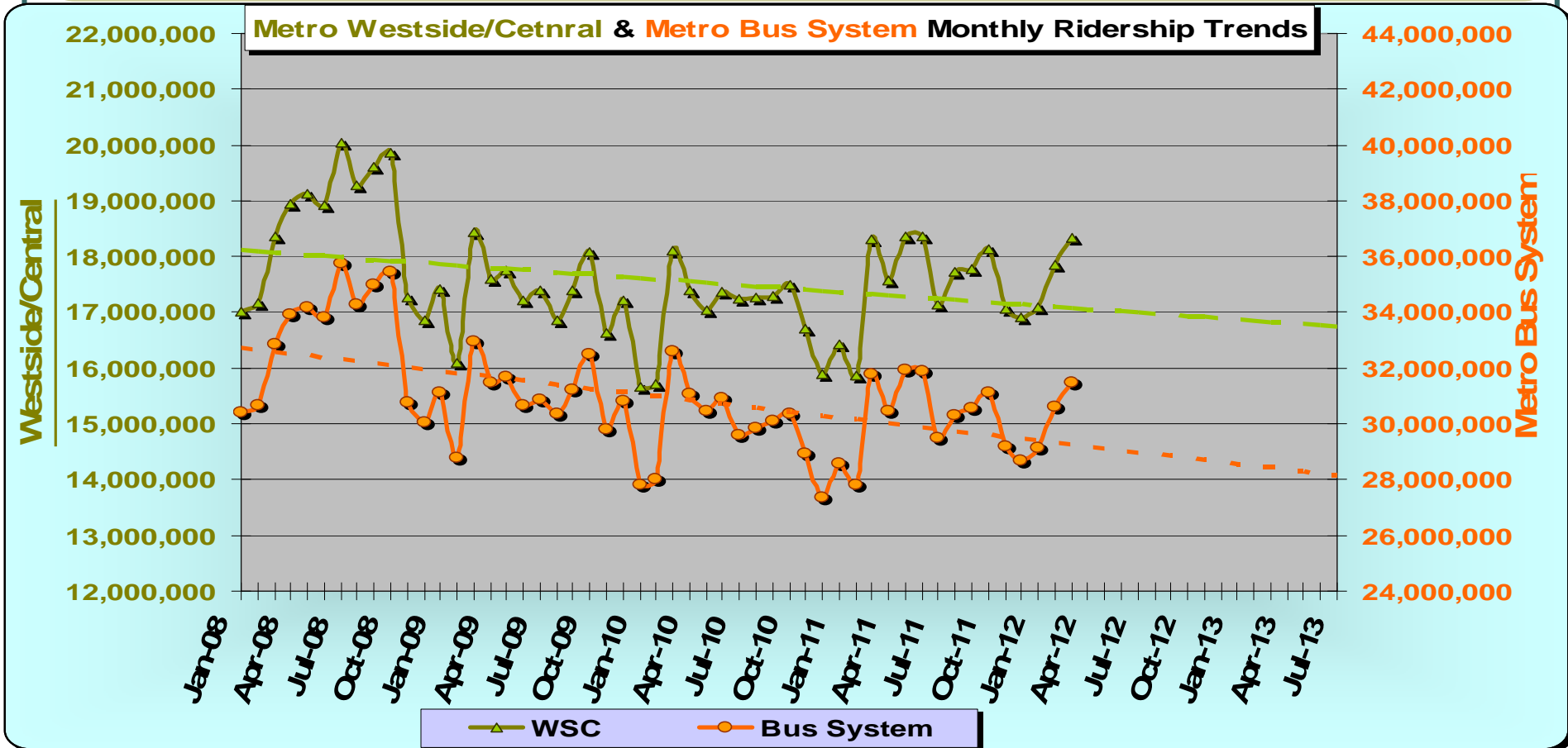
**4.45**

**WSC Accidents per 100,000 Miles Trends**



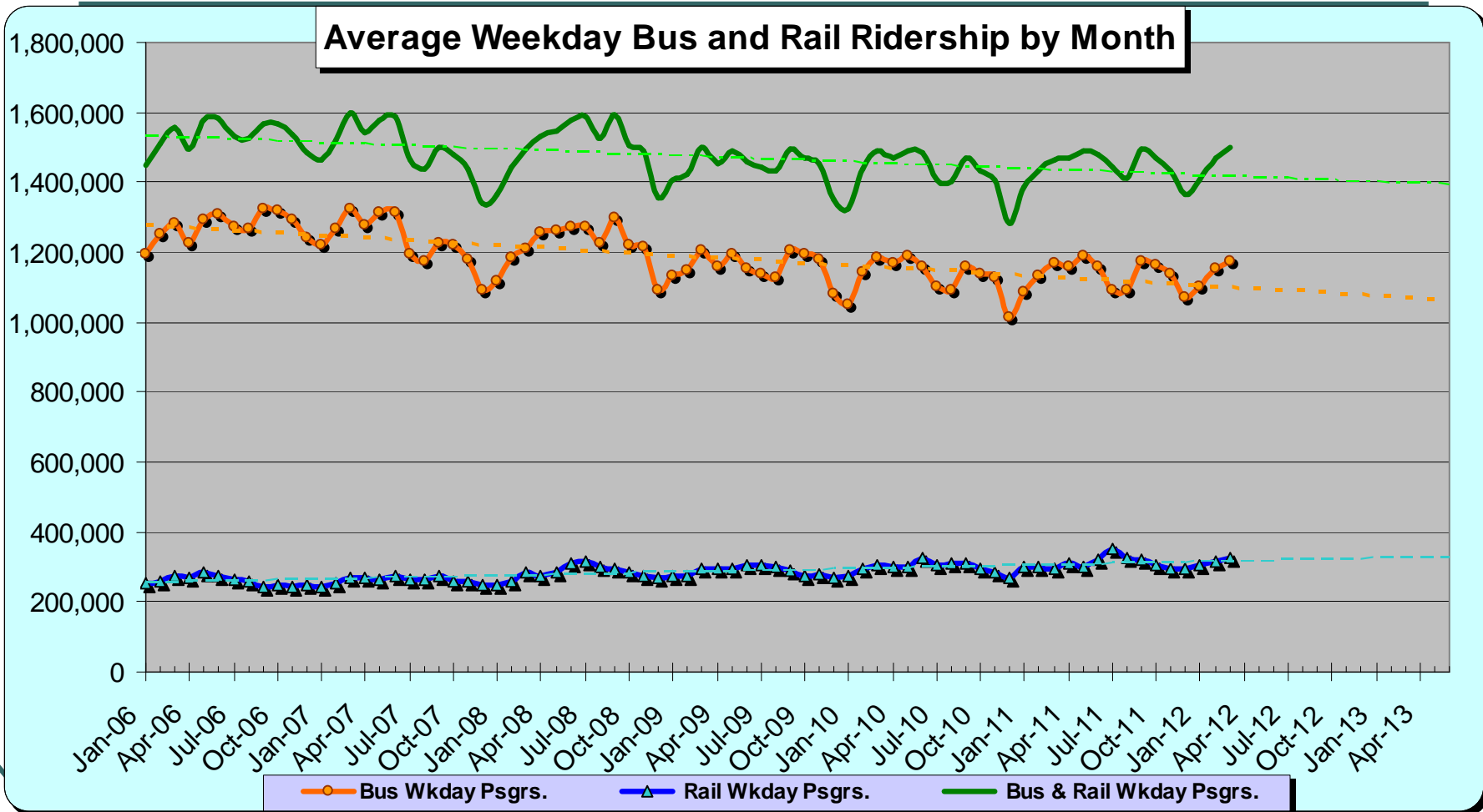
# WSC Service Council May 2012 Meeting

		Target	March	YTD
<b>Monthly Bus Ridership</b>	<b>Metro Bus System</b>	<b>29,270,000</b>	<b>31,470,000</b>	<b>30,060,000</b>
	<b>Westside/Central</b>	<b>16,890,000</b>	<b>18,340,000</b>	<b>17,560,000</b>



# WSC Service Council May 2012 Meeting

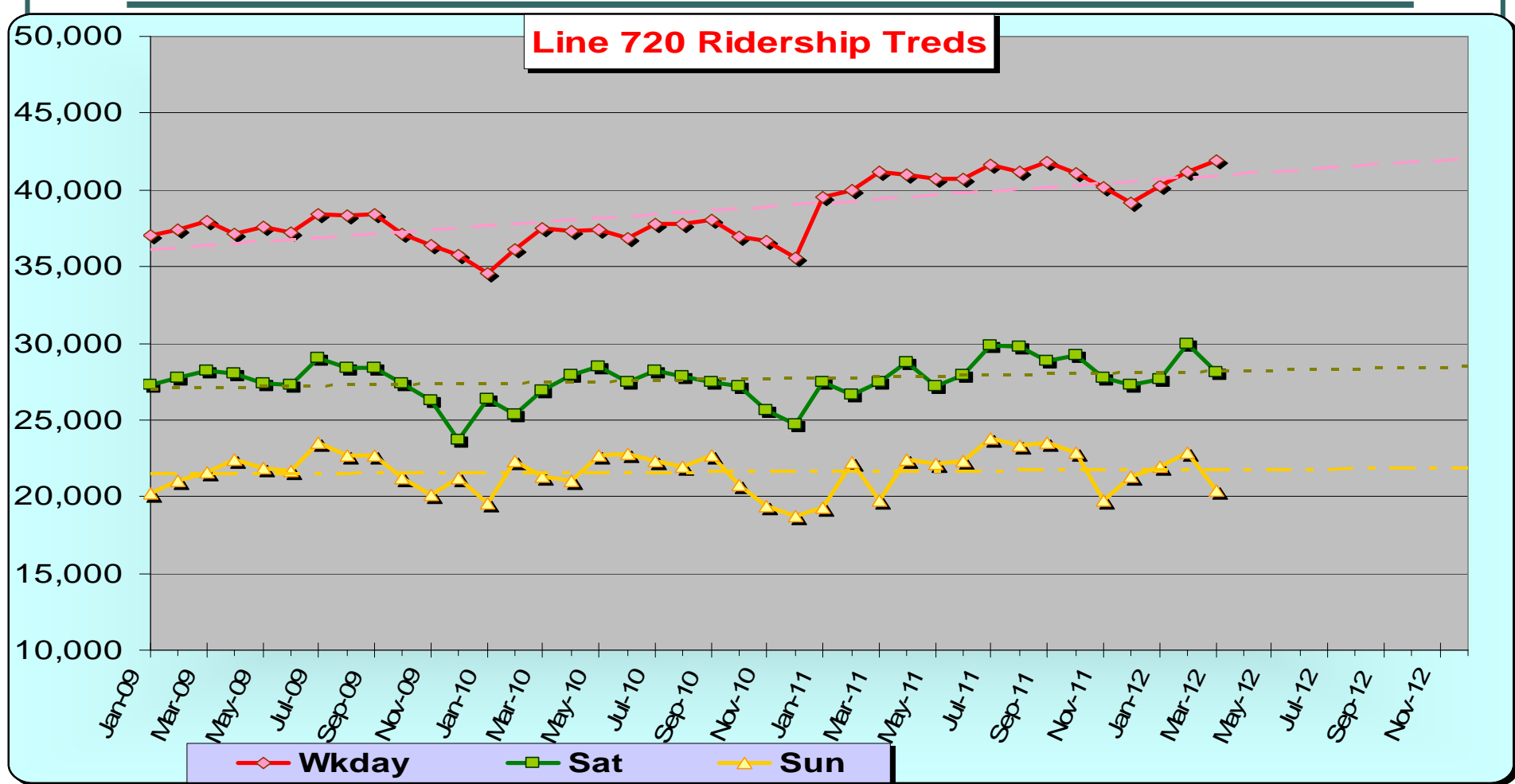
## Avg. Daily Ridership Bus and Rail Ridership





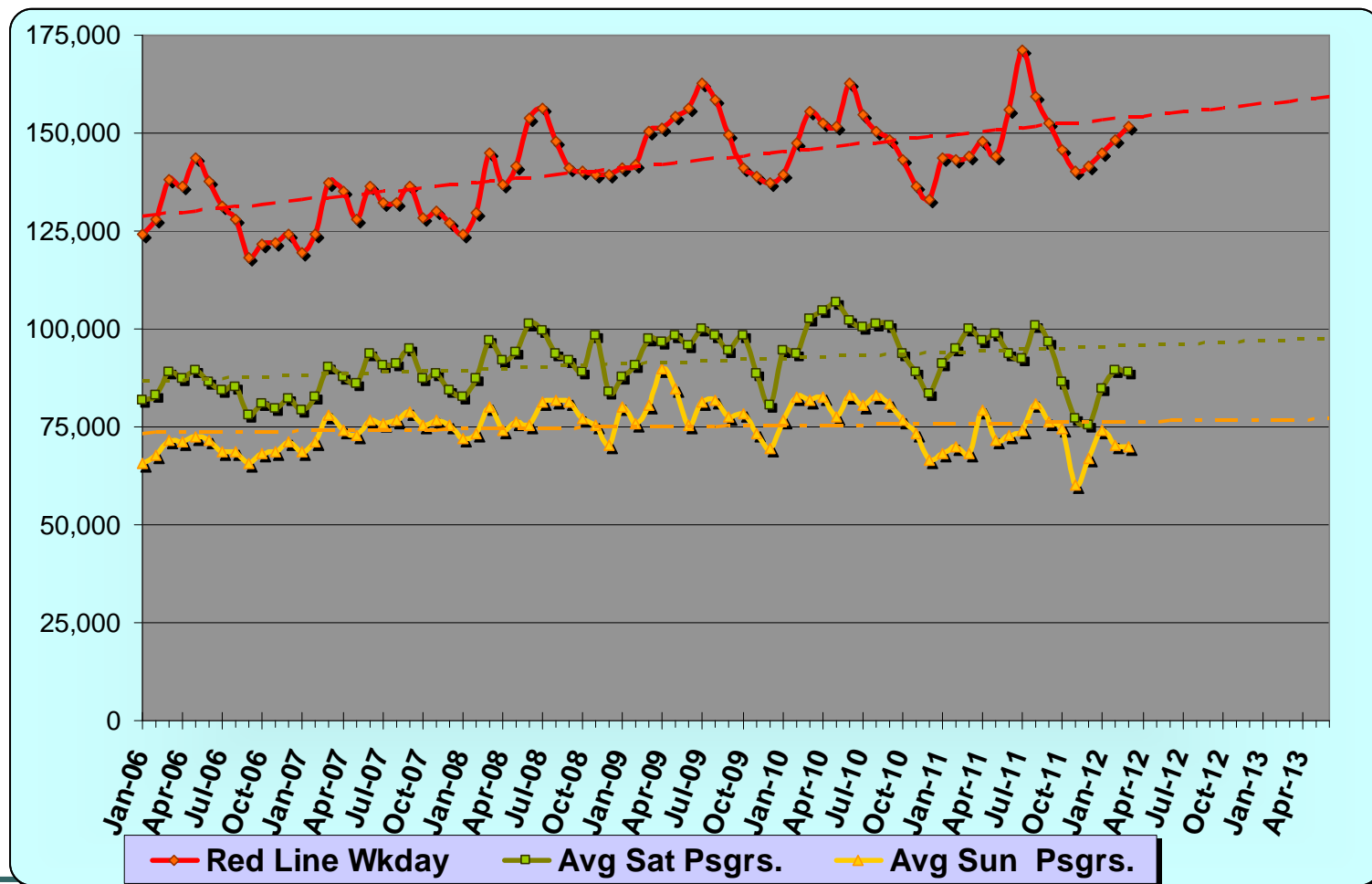
# WSC Service Council May 2012 Meeting

## Metro **Line 720** Ridership Trends



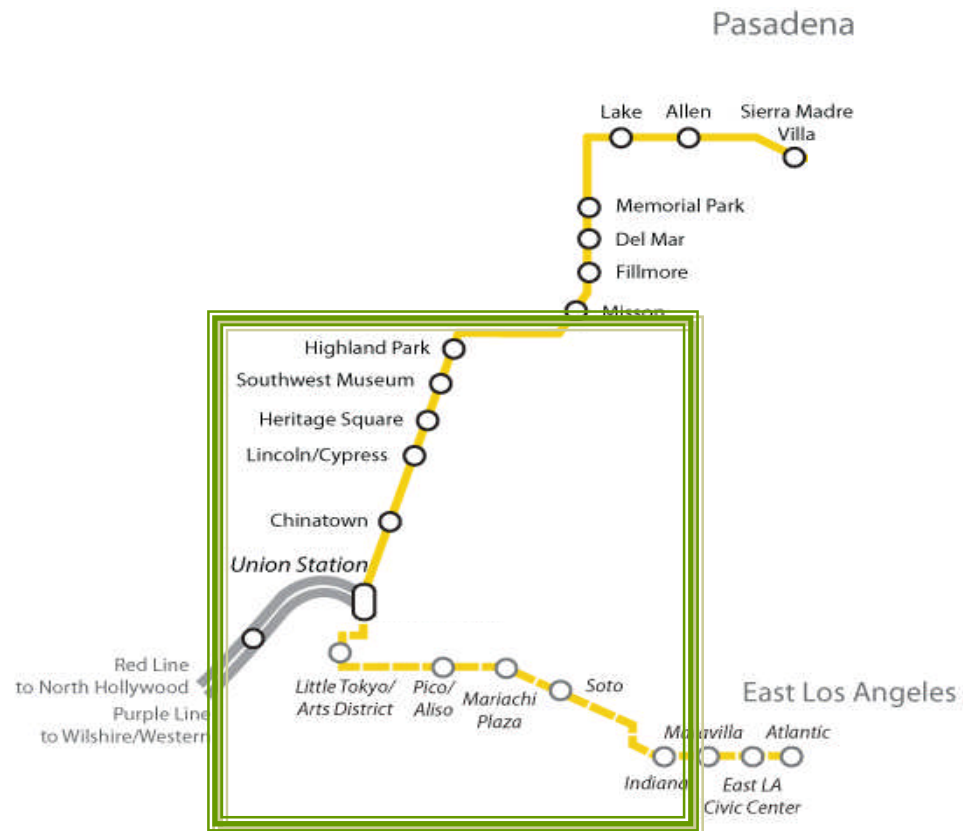
# WSC Service Council May 2012 Meeting

## Metro Red/Purple Line Ridership Trends



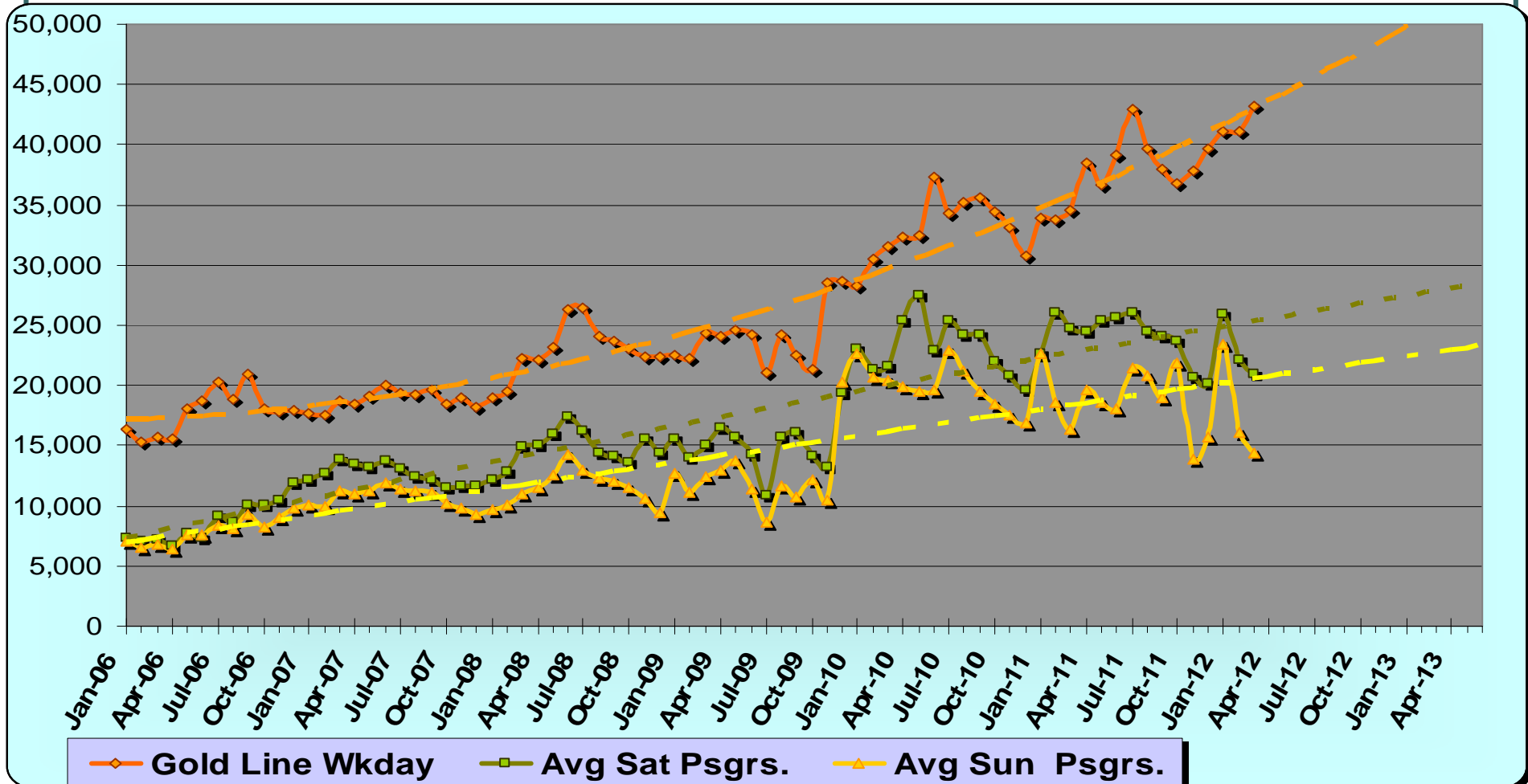
# WSC Service Council May 2012 Meeting

## Metro Gold Line



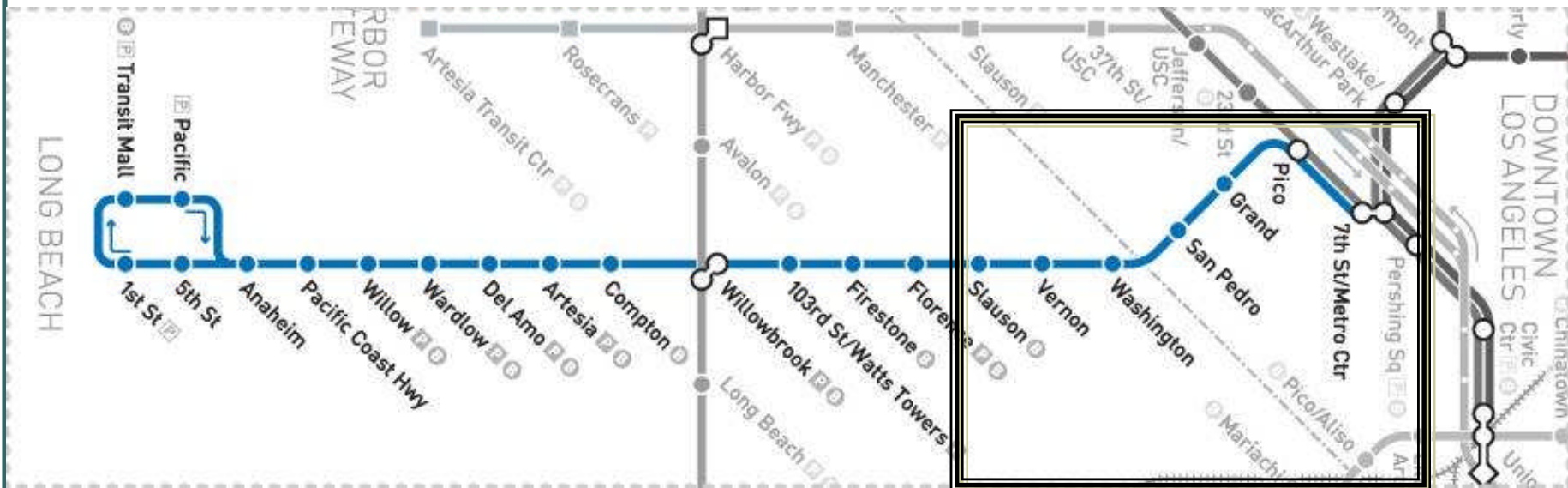
# WSC Service Council May 2012 Meeting

## Metro **Gold Line** Ridership Trends



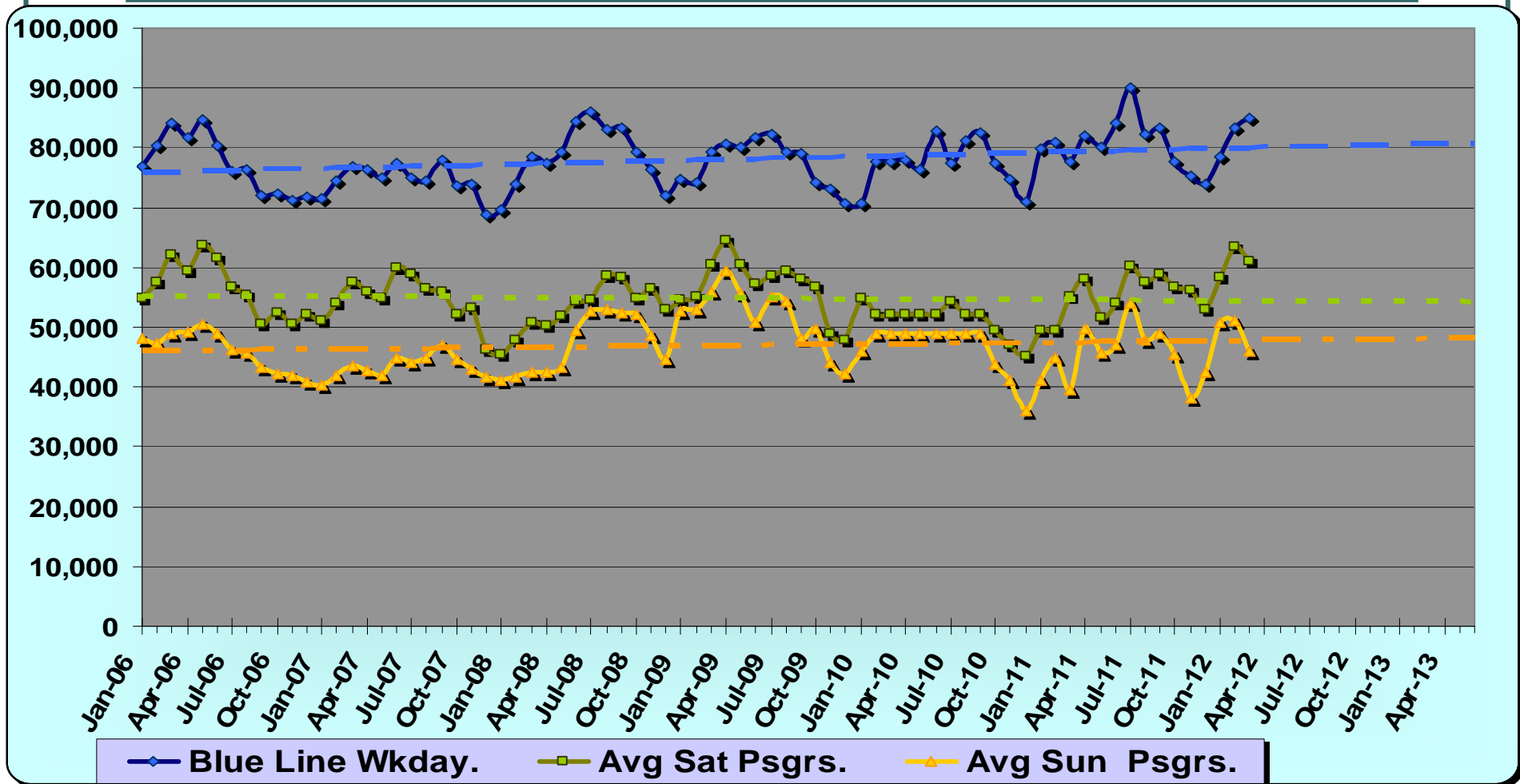
# WSC Service Council May 2012 Meeting

## Metro Blue Line



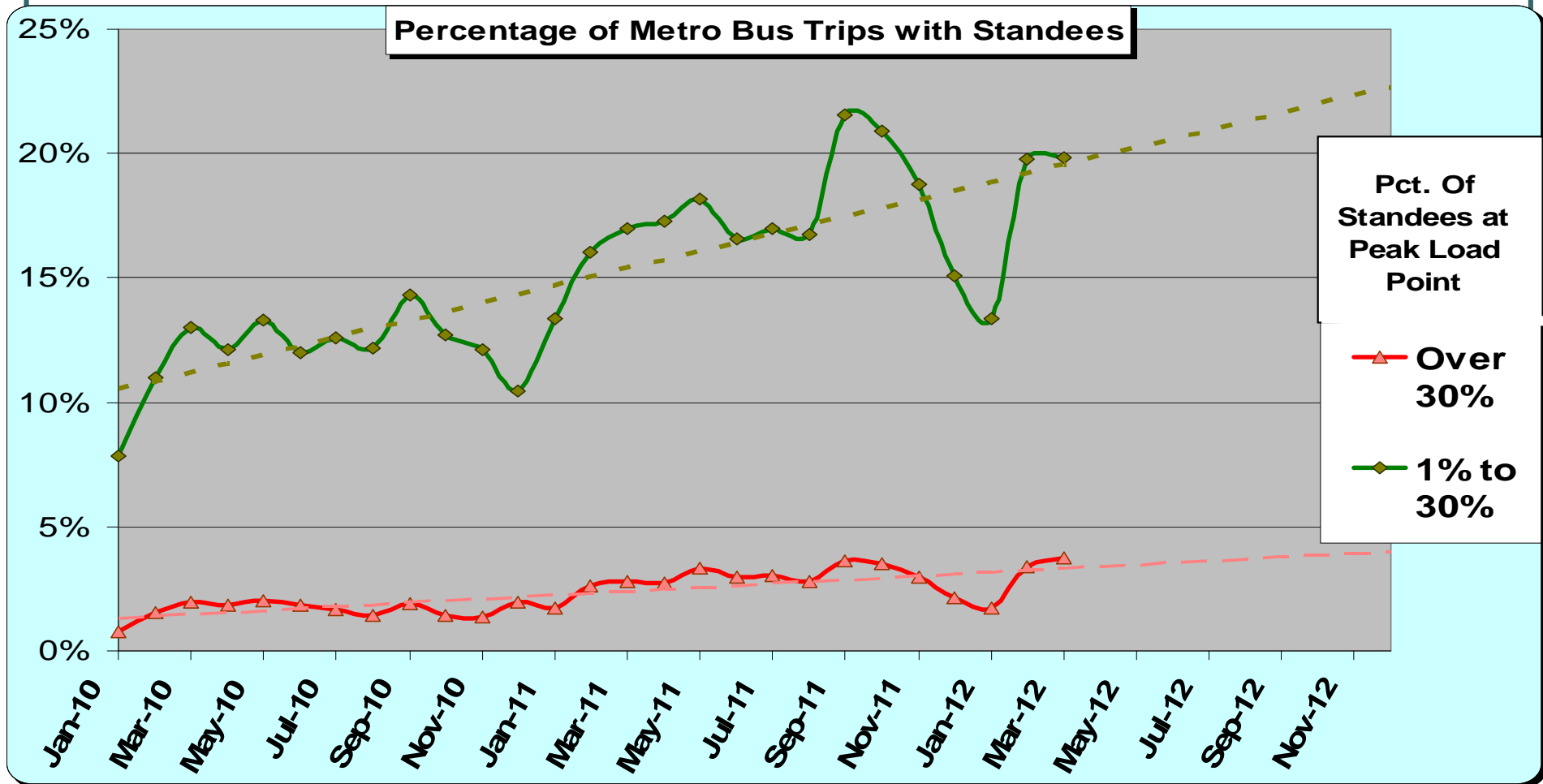
# WSC Service Council May 2012 Meeting

## Metro Blue Line Ridership Trends



# WSC Service Council May 2012 Meeting

## Metro Bus Trips with Standees



# WSC Service Council May 2012 Meeting

## Bus Station Cleanliness Evaluation Scores

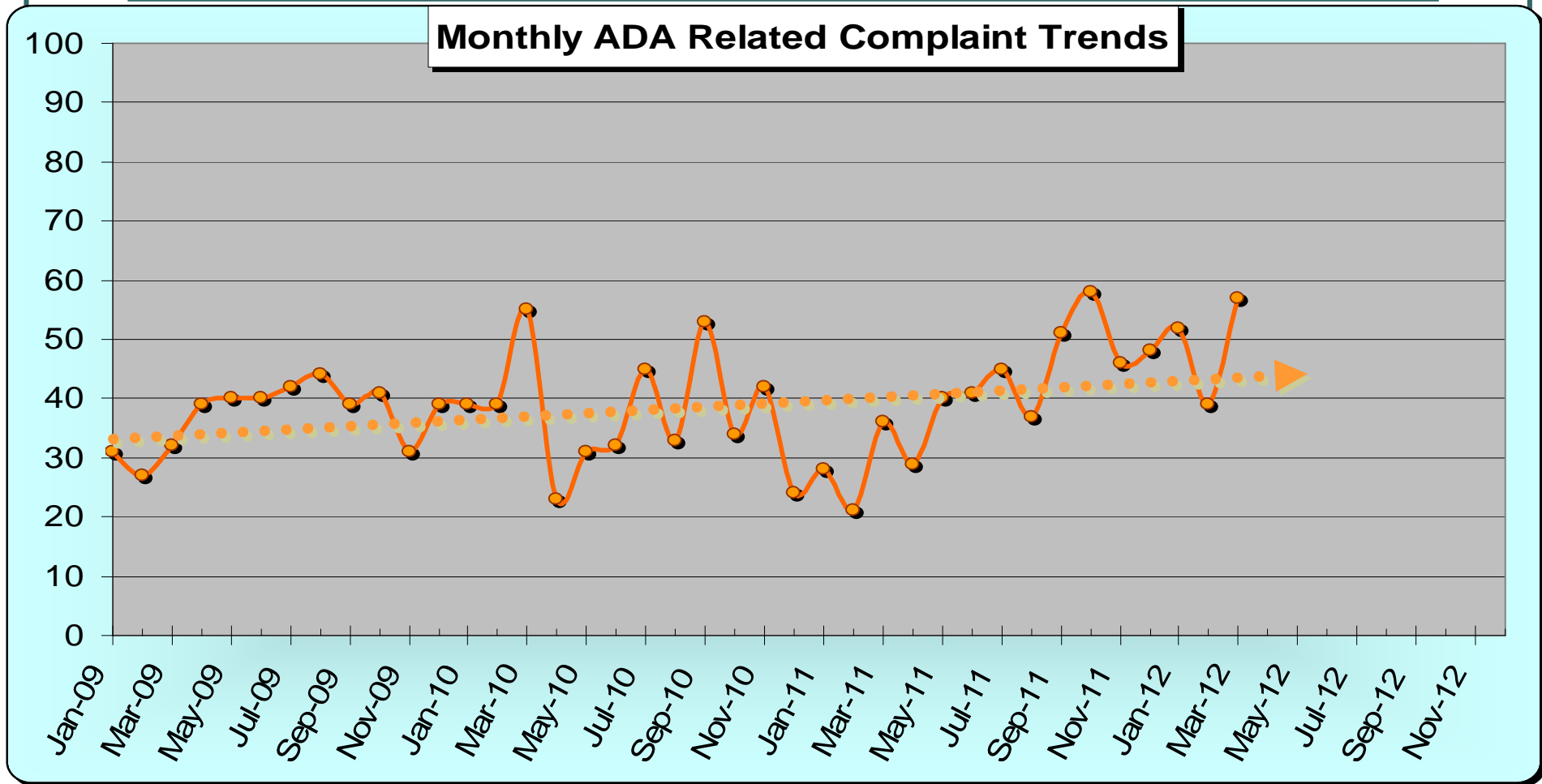
Bus Stations Evaluated	Dec. 2011	Mar. 2012	Change	Agency
	Score	Score		
Artesia Blue Line Bus Sta.	7.4	6.4	-1.1	Metro
Aviation Green Line Bus Sta.	6.1	8.3	2.3	Metro
<b>Burbank Metrolink Bus Sta.</b>	8.5	8.5	0.0	Burbank
Culver City Sta.	7.6	7.1	-0.4	Culver City
Cal State LA Busway Sta.	7.6	7.8	0.2	Metro
Cal State LA Local Bus Sta.	8.3	8.6	0.3	LADOT
Del Amo Blue Line Bus Sta.	8.4	7.9	-0.5	Metro
El Monte Bus Sta.	7.5	7.6	0.0	Metro
Harbor-Gateway Transit Ctr.	8.1	8.2	0.1	Metro
Inglewood Bus Sta.	8.4	8.2	-0.2	Inglewood
LAX City Bus Sta.	5.3	6.6	1.3	Metro
Norwalk Green Line Bus Sta.	7.2	8.3	1.0	Metro
<b>North Hollywood Red Line Bus Sta.</b>	7.1	7.4	0.3	Metro
Patsaouras Bus Plaza	8.2	6.8	-1.4	Metro
Pico-Rimpau Bus Ctr.	7.7	8.2	0.6	Metro
Rosa Parks Bus Sta.	7.8	8.1	0.3	Metro
South Bay Galleria Bus Ctr.	8.4	6.5	-1.9	Redondo Beach
Sierra Madre Gold Line Bus Sta.	7.2	8.0	0.8	Metro
<b>Universal Red Line Bus Sta.</b>	6.5	N/S	-	Metro
Harbor-Century Fwy, Silver Line Sta.	8.2	8.1	-0.1	Metro
	7.56	7.71	0.15	AVG.





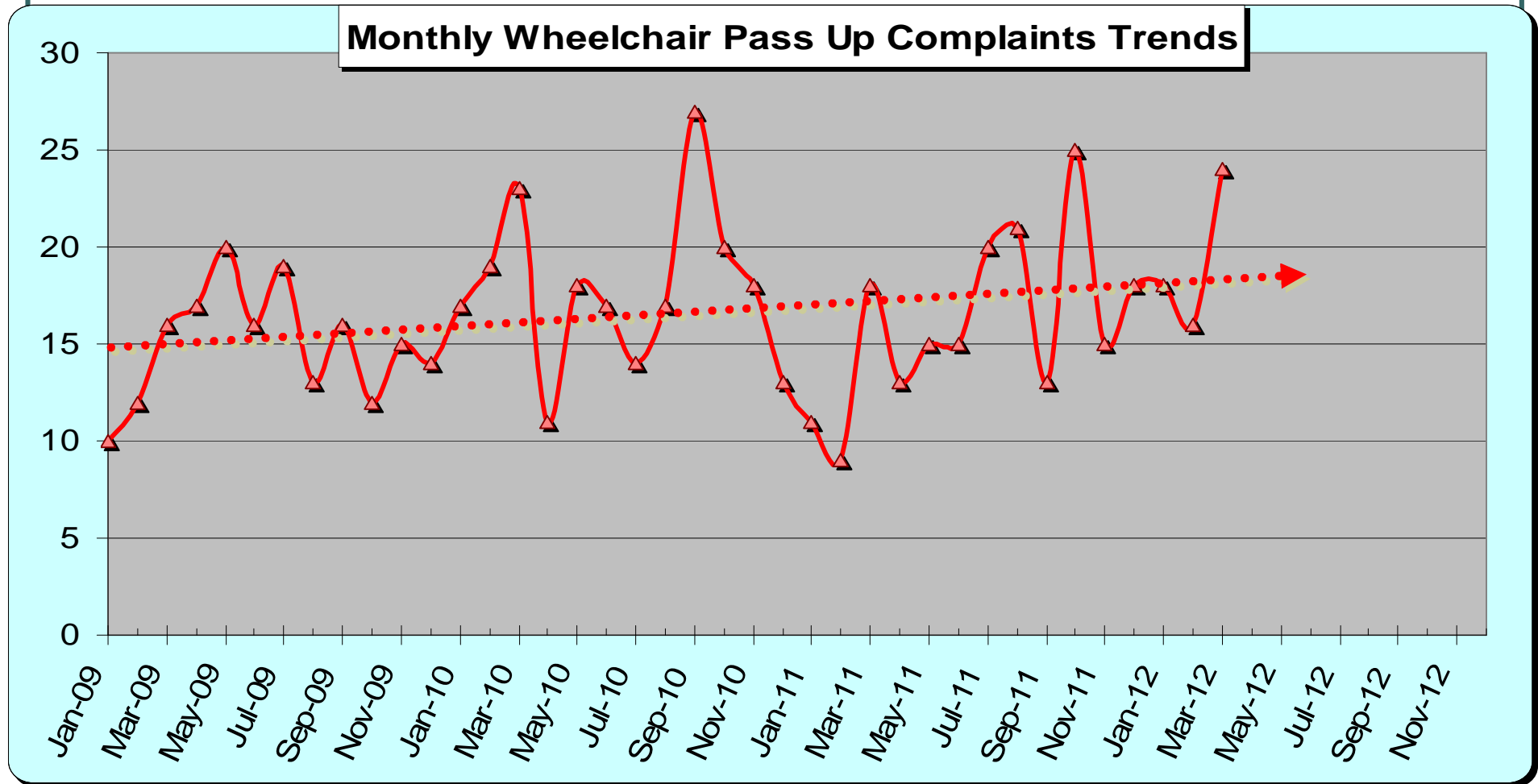
# WSC Service Council May 2012 Meeting

## Monthly ADA Related Complain Trends



# WSC Service Council May 2012 Meeting

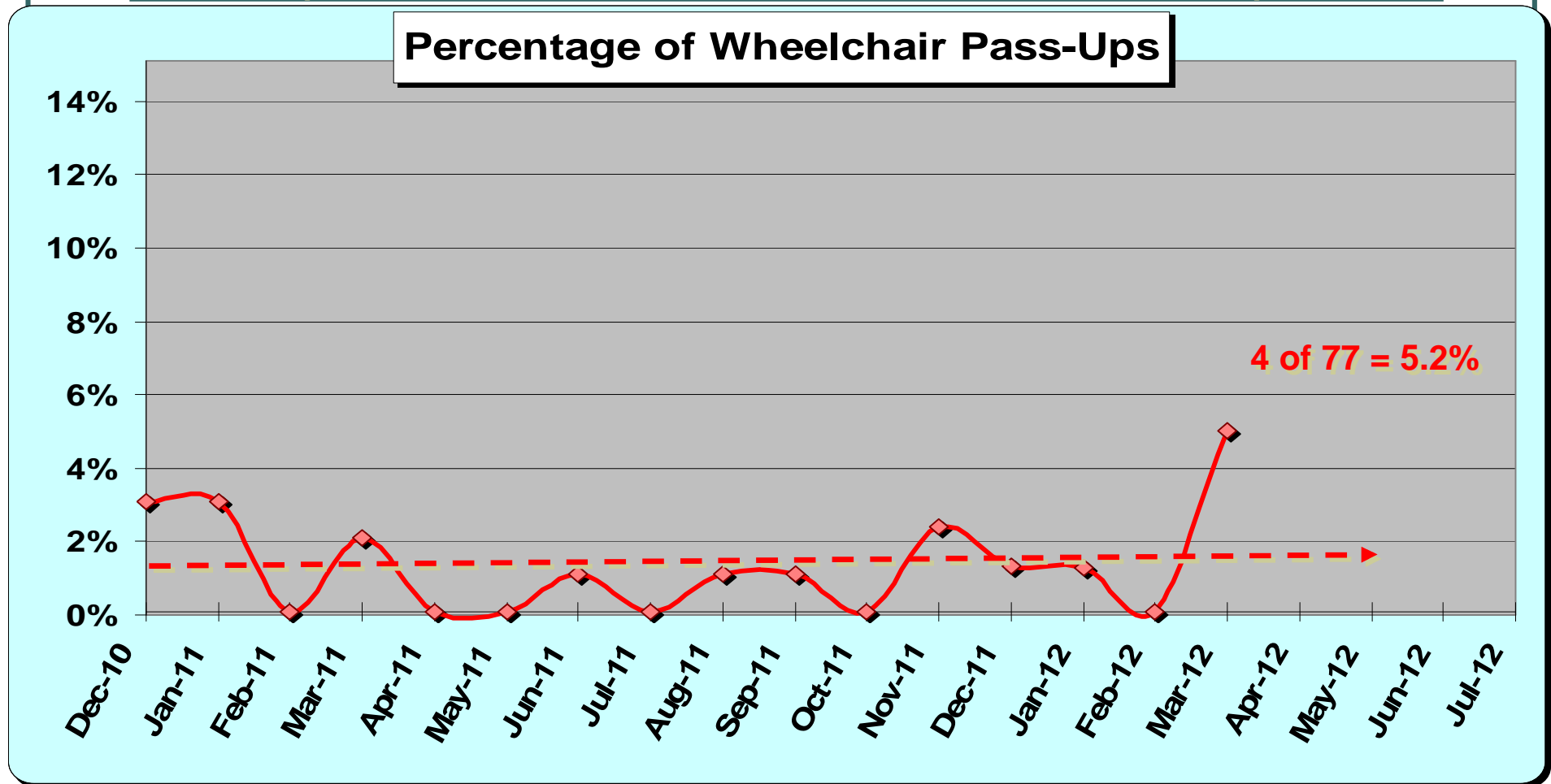
## Monthly Wheelchair Pass-Up Complaints



# WSC Service Council May 2012 Meeting

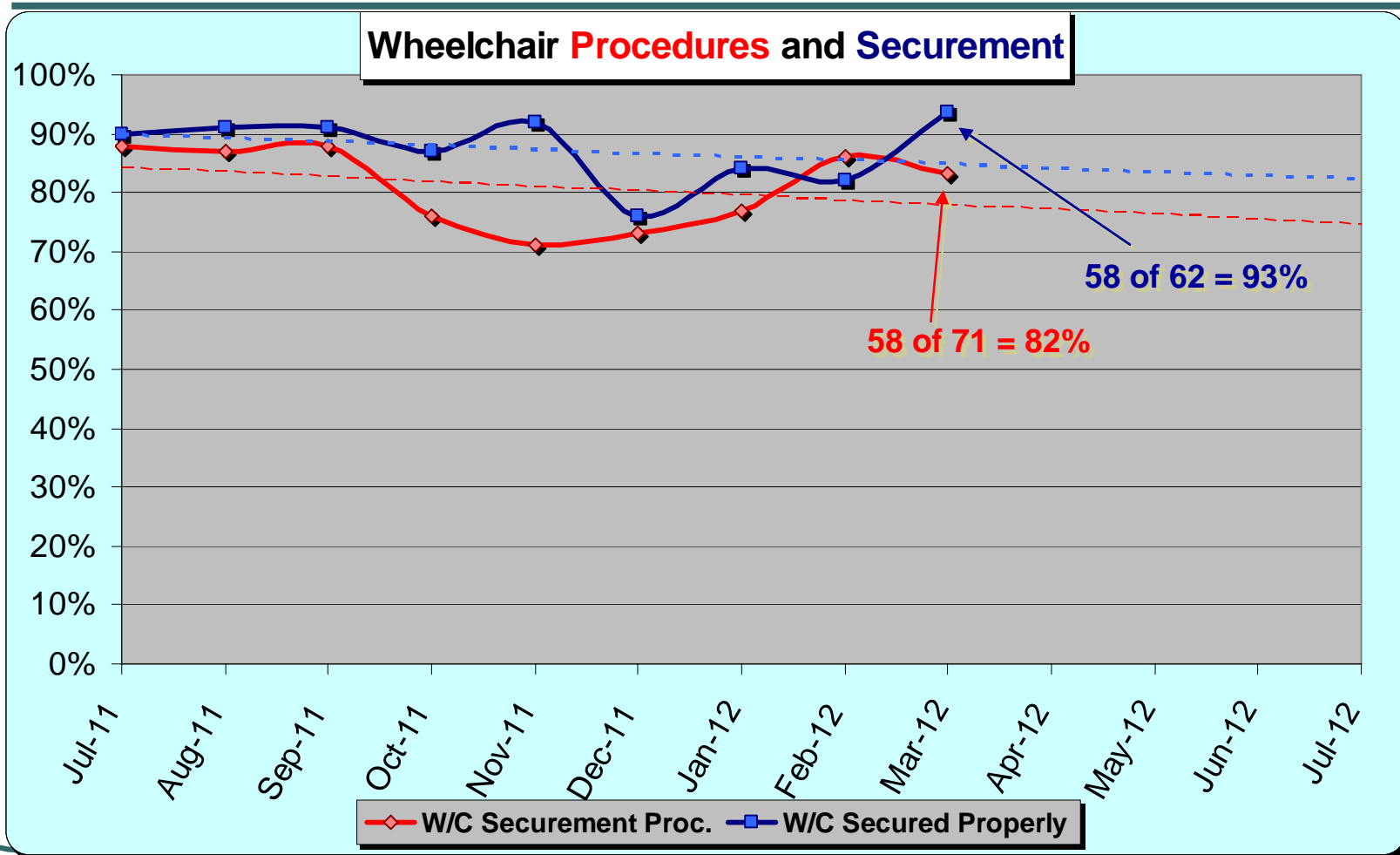
## Mystery Riders Observations

(215 Undercover Rides in March 2012 Report)



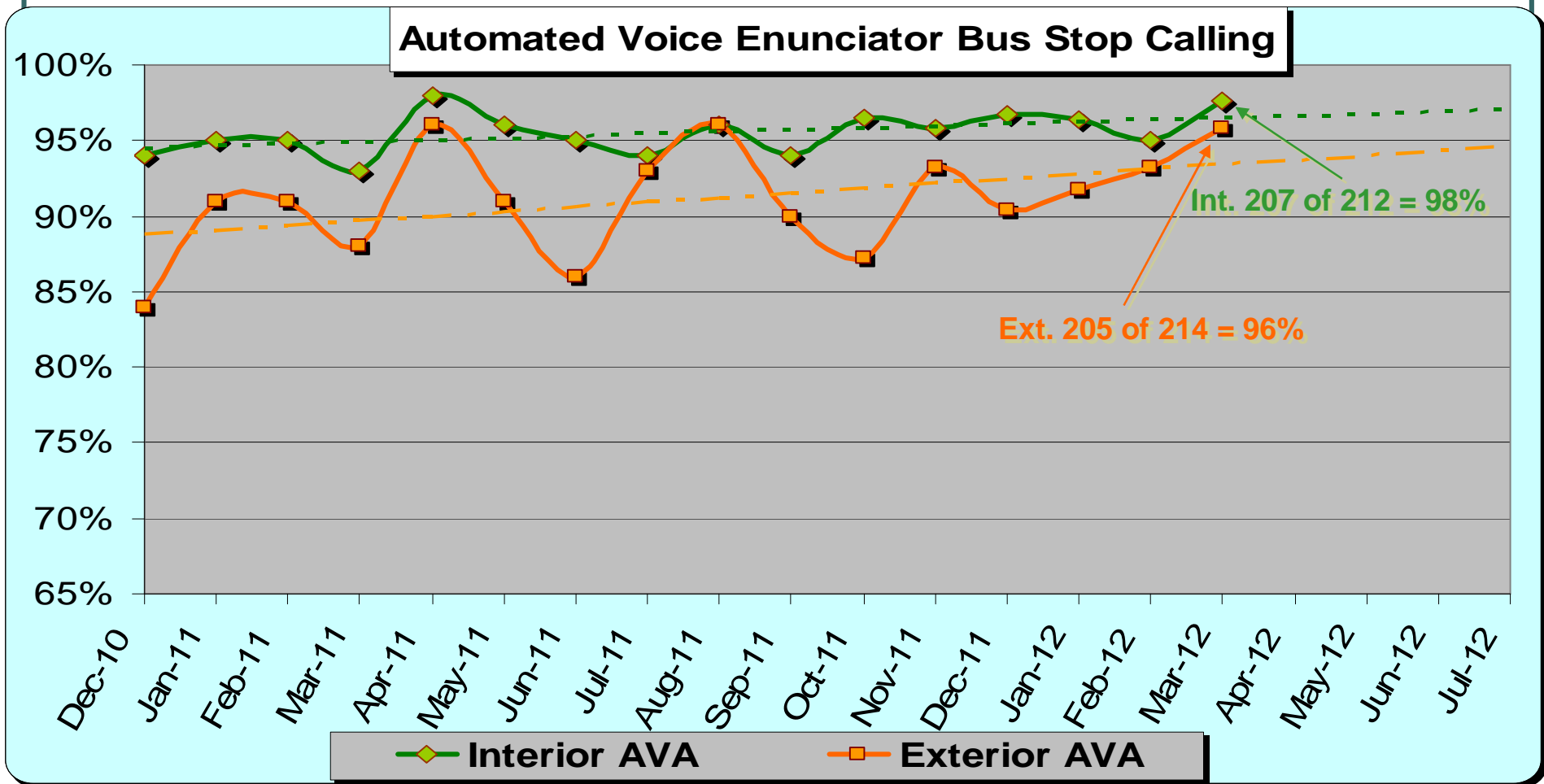
# WSC Service Council May 2012 Meeting

## Mystery Riders Observations



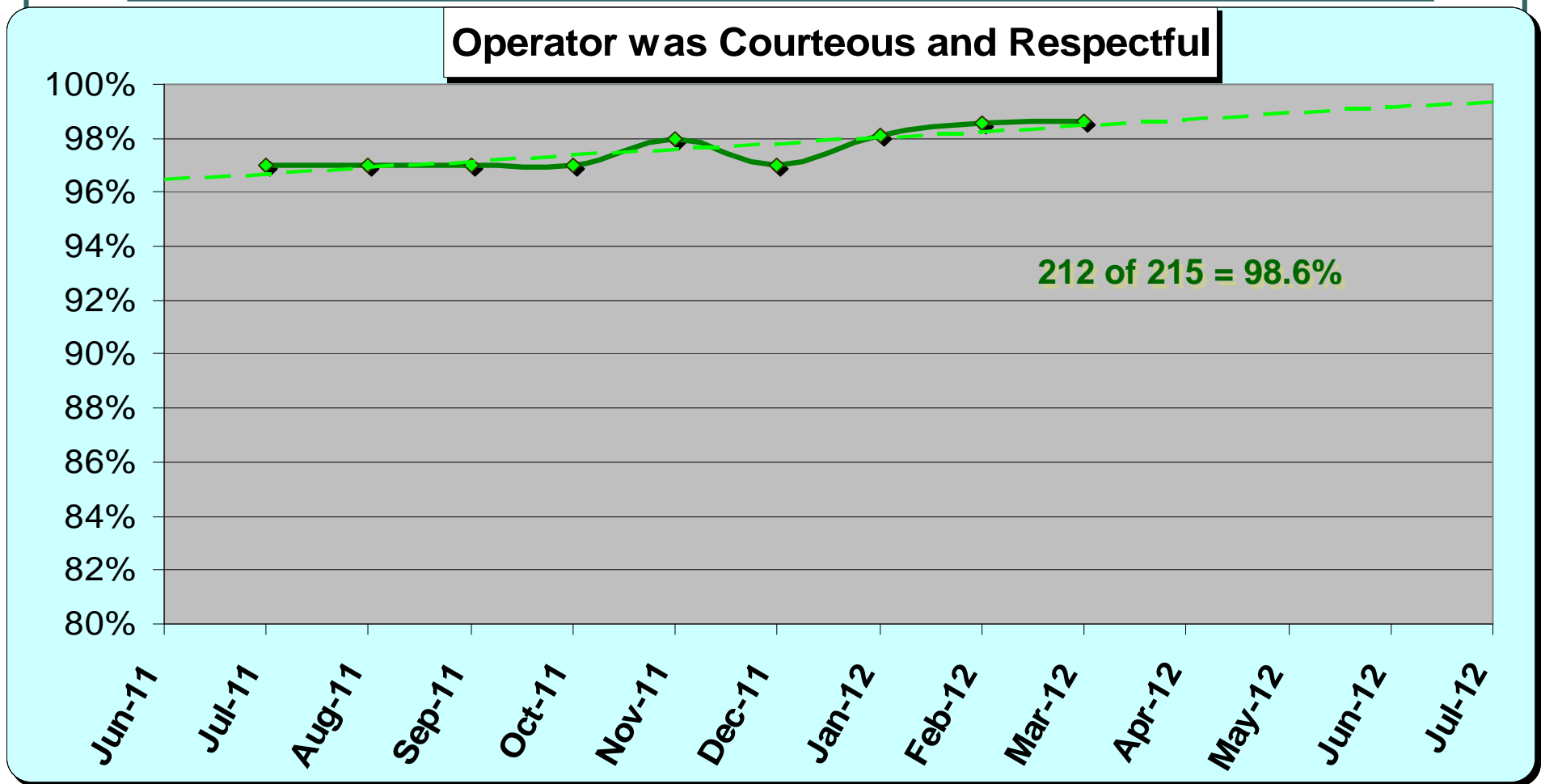
# WSC Service Council May 2012 Meeting

## Mystery Riders Observations



# WSC Service Council May 2012 Meeting

## Mystery Riders Observations



## Expo Light Rail Line Update

### Civil Rights (Title VI Status)

#### Meet and Confer with CEO

May 21 @ 2:30PM

Heritage Conf. Room on 13<sup>th</sup> Floor - USG

- **FY 13 & 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 13**
- **Introduction of Frank Alejandro**
- **Measure R**