

***Metro San Gabriel Valley
Service Council
November 14, 2011 Meeting***

**Performance Report
for *September 2011***

SGV Service Council November 2011 Meeting

Metro San Gabriel Valley & Metro Bus System

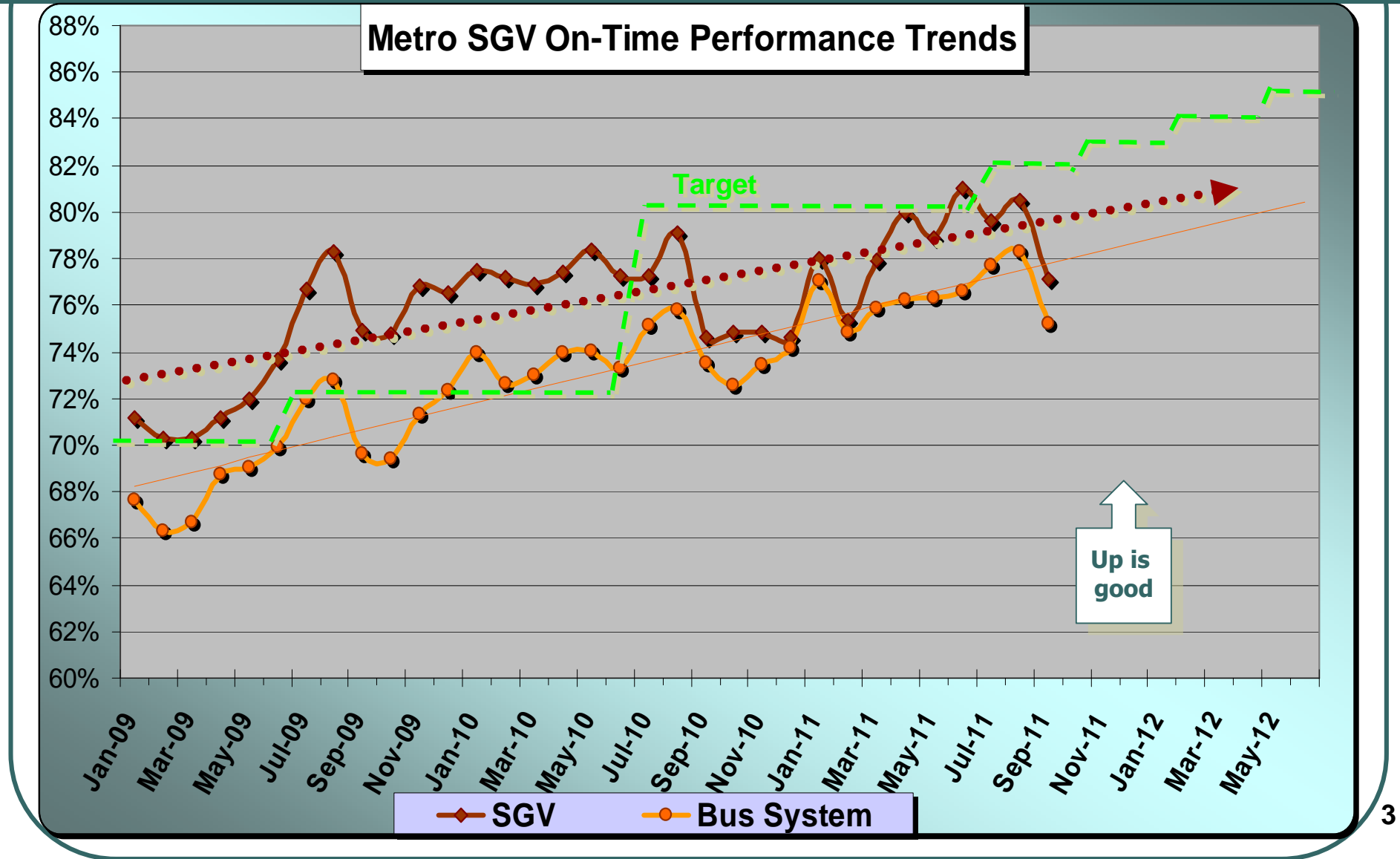
September 2011

Measurement : On Time Performance

	Target	Sept.	YTD
Metro Bus System	82.0%	75.2%	77.1%
San Gabriel Valley	82.0%	77.1%	79.1%

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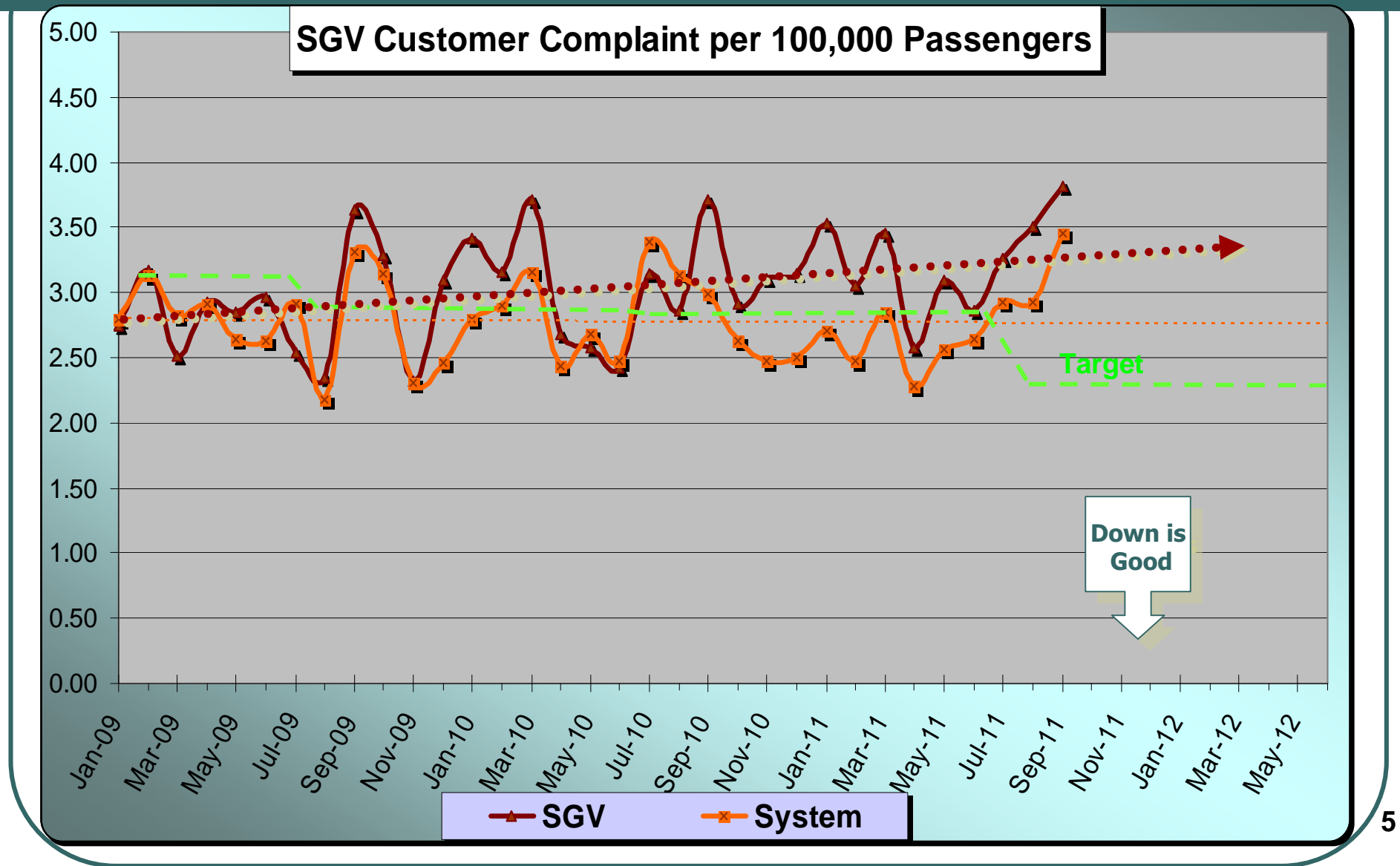
Metro San Gabriel Valley & Metro Bus System

September 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Sept.	YTD
Metro Bus System	2.29	3.46	3.11
San Gabriel Valley	2.73	3.82	3.53

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Metro San Gabriel Valley & Metro Bus System

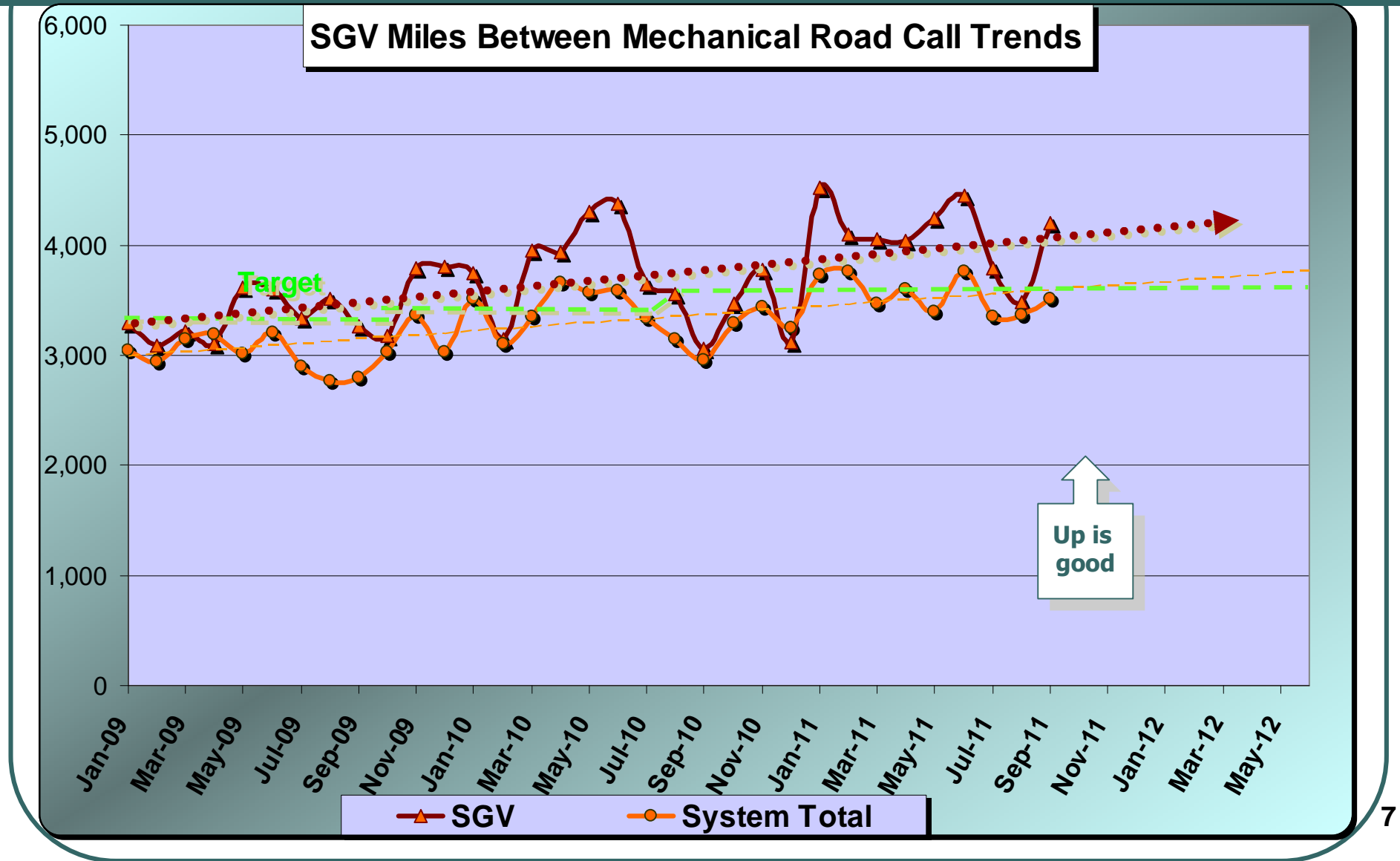
September 2011

Measurement : Miles Between Mechanical Road Call

	Target	Sept.	YTD
Metro Bus System	3,650	3,505	3,407
San Gabriel Valley	3,650	4,196	3,797

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Metro San Gabriel Valley & Metro Bus System

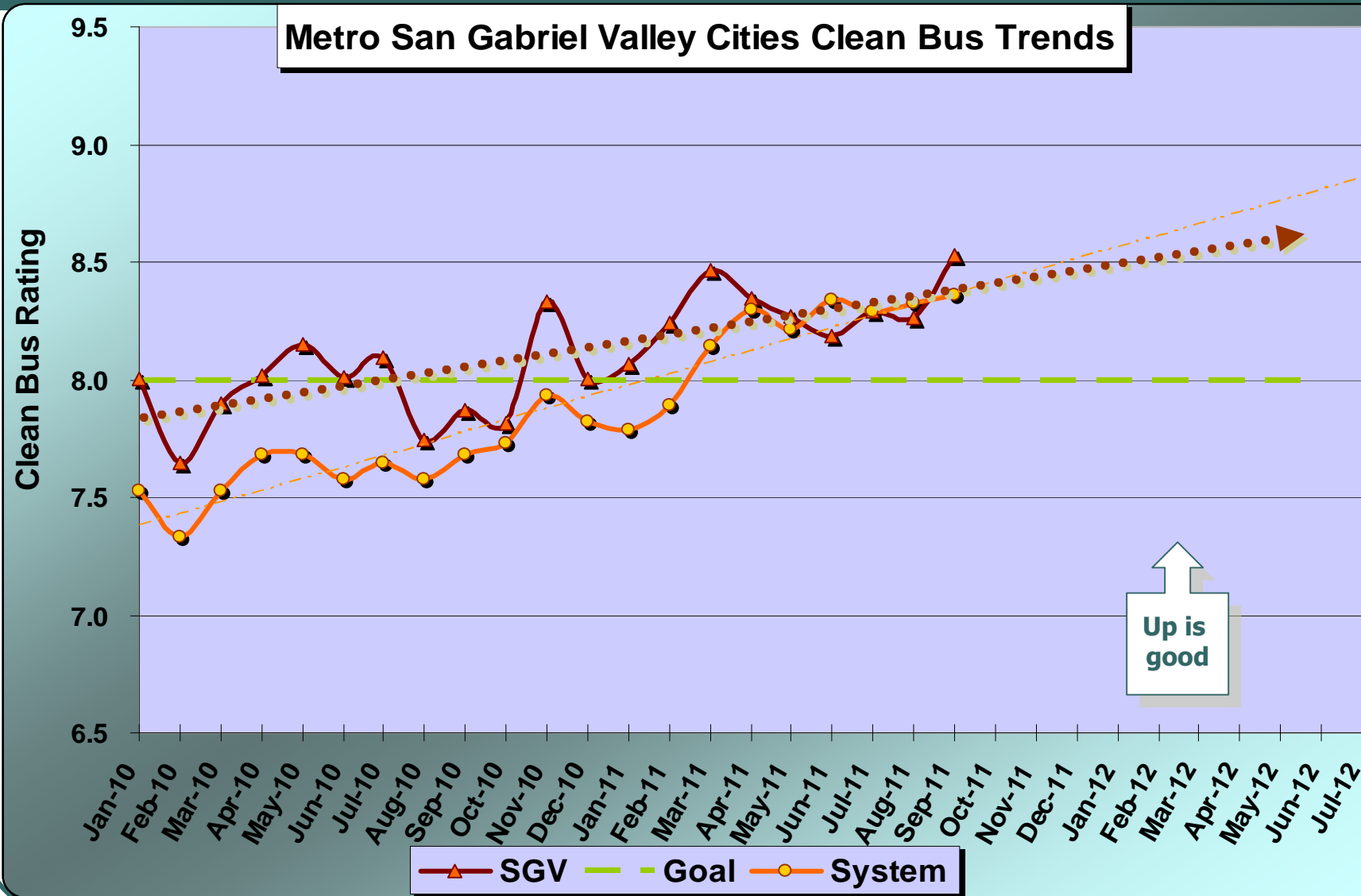
September 2011

Measurement : **Clean Bus**

	Target	Sept.	YTD
Metro Bus System	8.0	8.36	8.32
San Gabriel Valley	8.0	8.53	8.36

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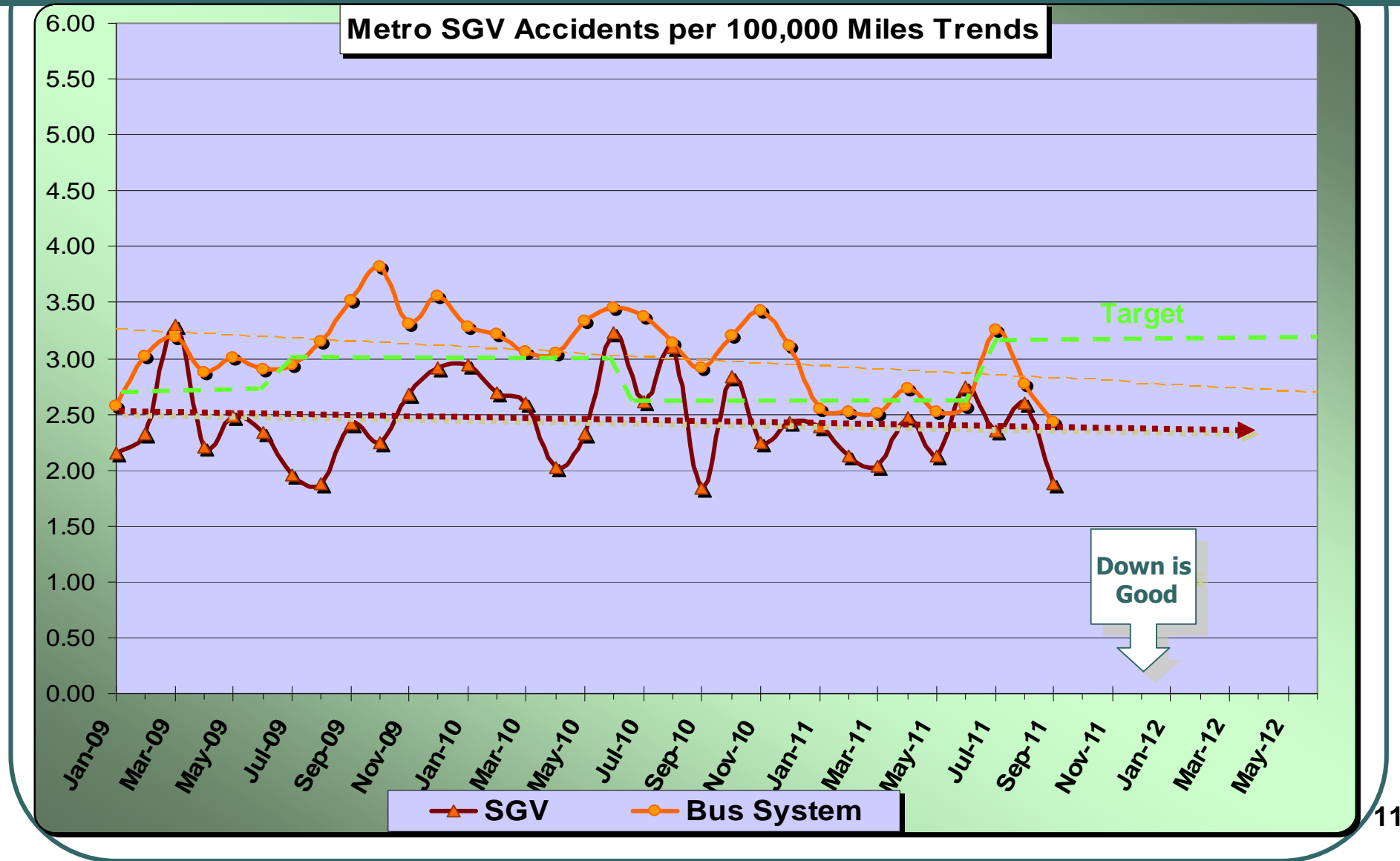
Metro San Gabriel Valley & Metro Bus System

September 2011

Measurement : Accidents per 100,000 Miles

	Target	Sept.	YTD
Metro Bus System	3.10	2.43	2.82
San Gabriel Valley	2.46	1.88	2.27

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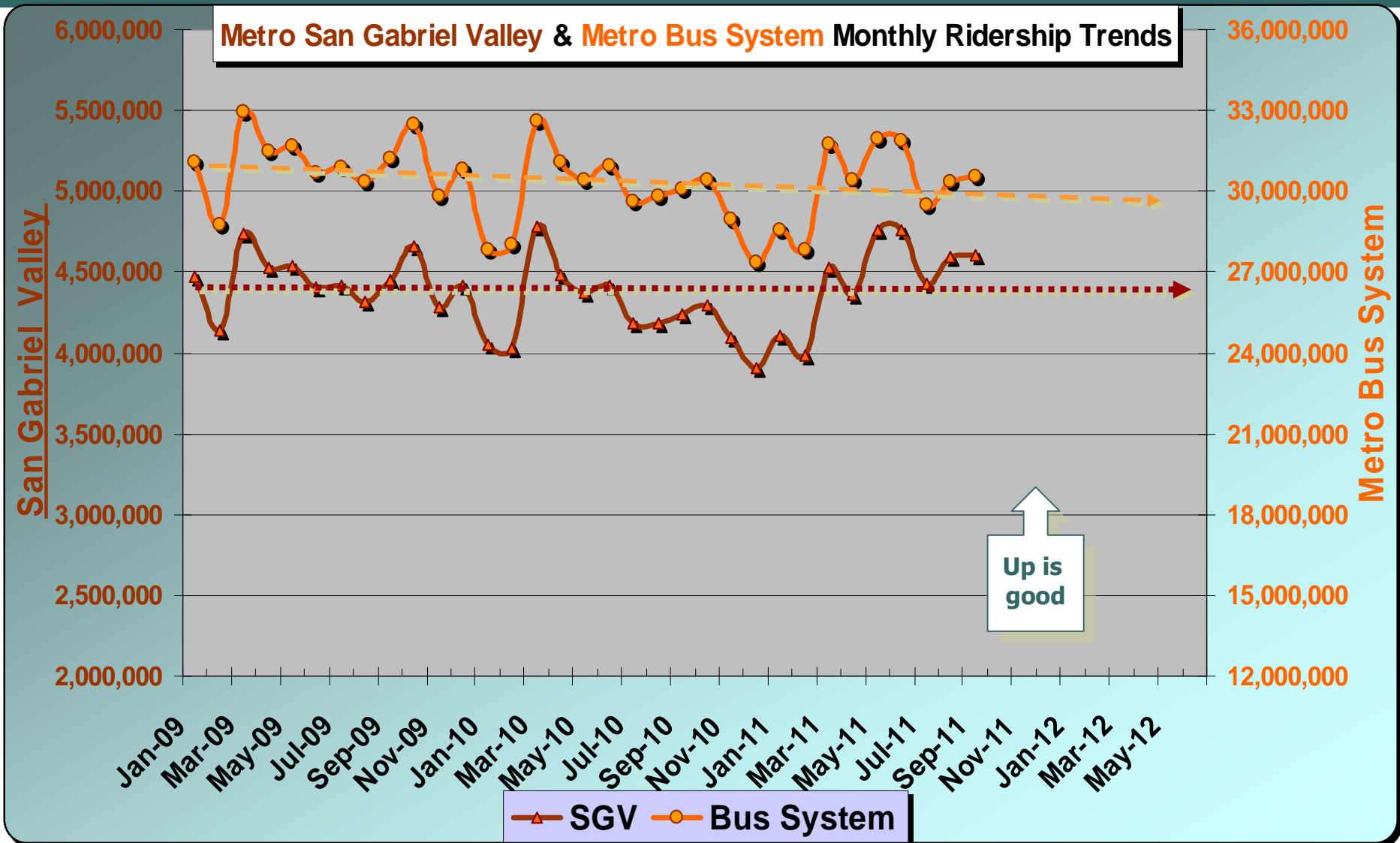
Metro San Gabriel Valley & Metro Bus System

September 2011

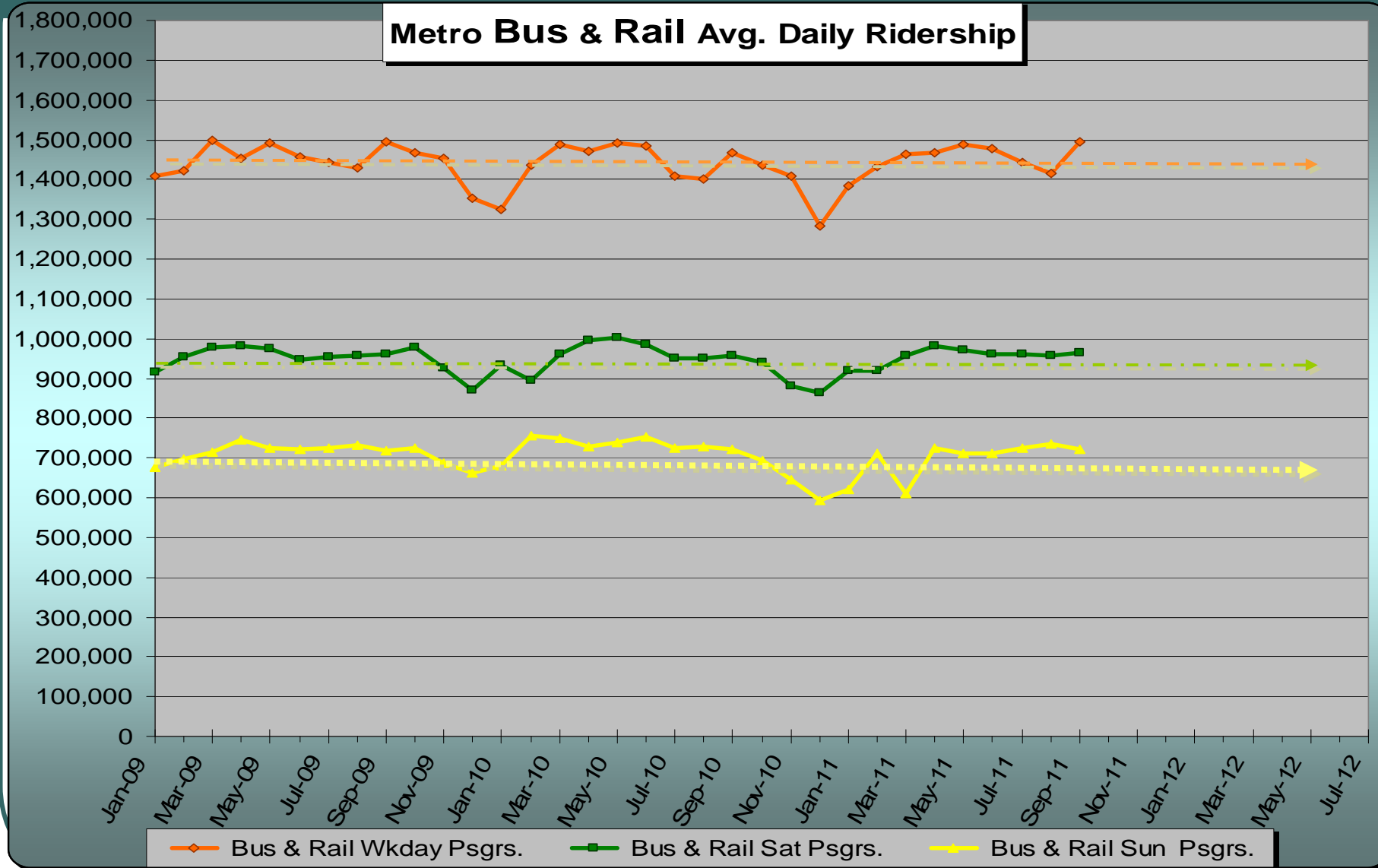
Measurement : Monthly Ridership

	Target	Sept.	YTD
Metro Bus System	29,170,000	30,550,000	30,100,000
San Gabriel Valley	4,190,000	4,610,000	4,540,000

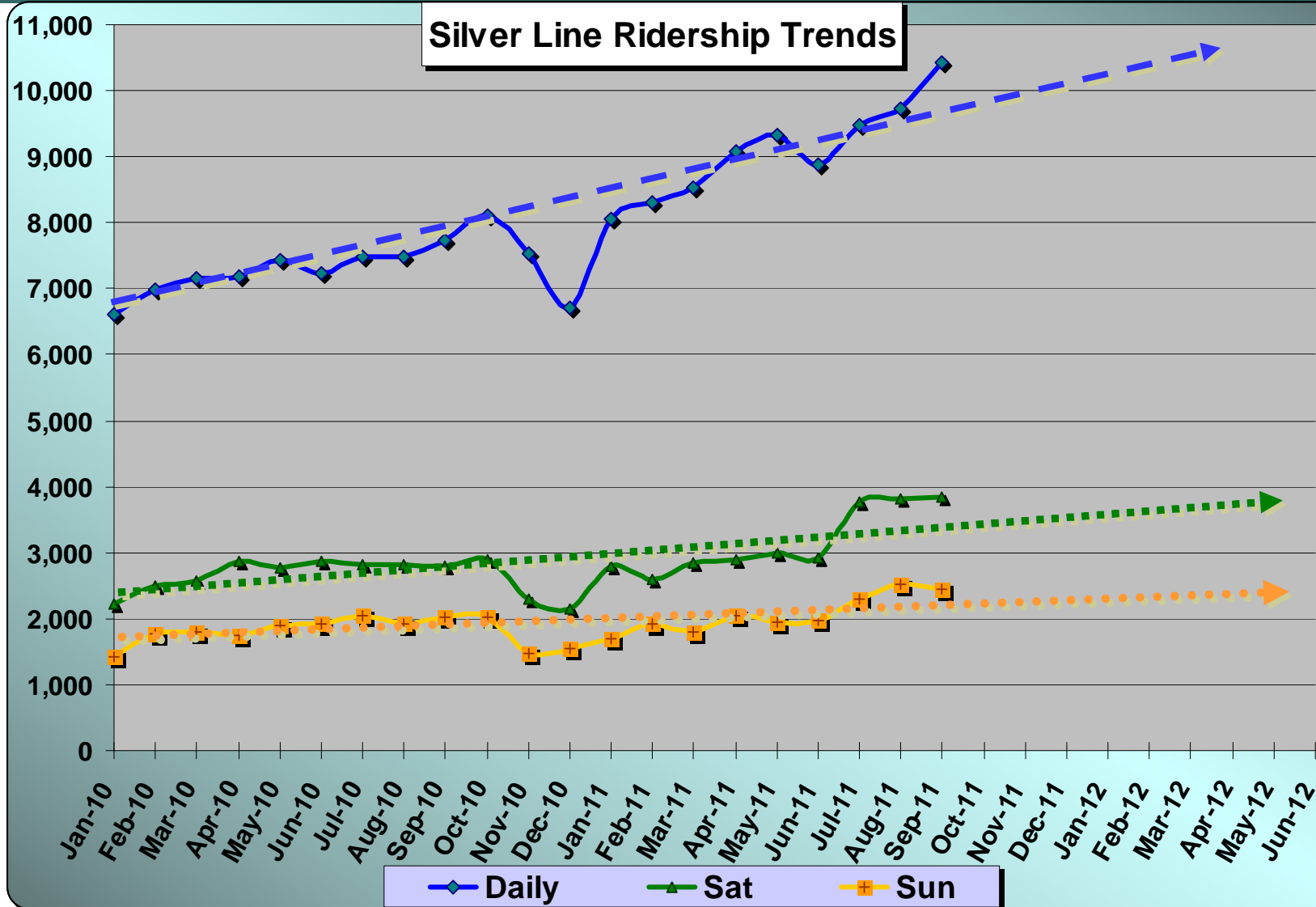
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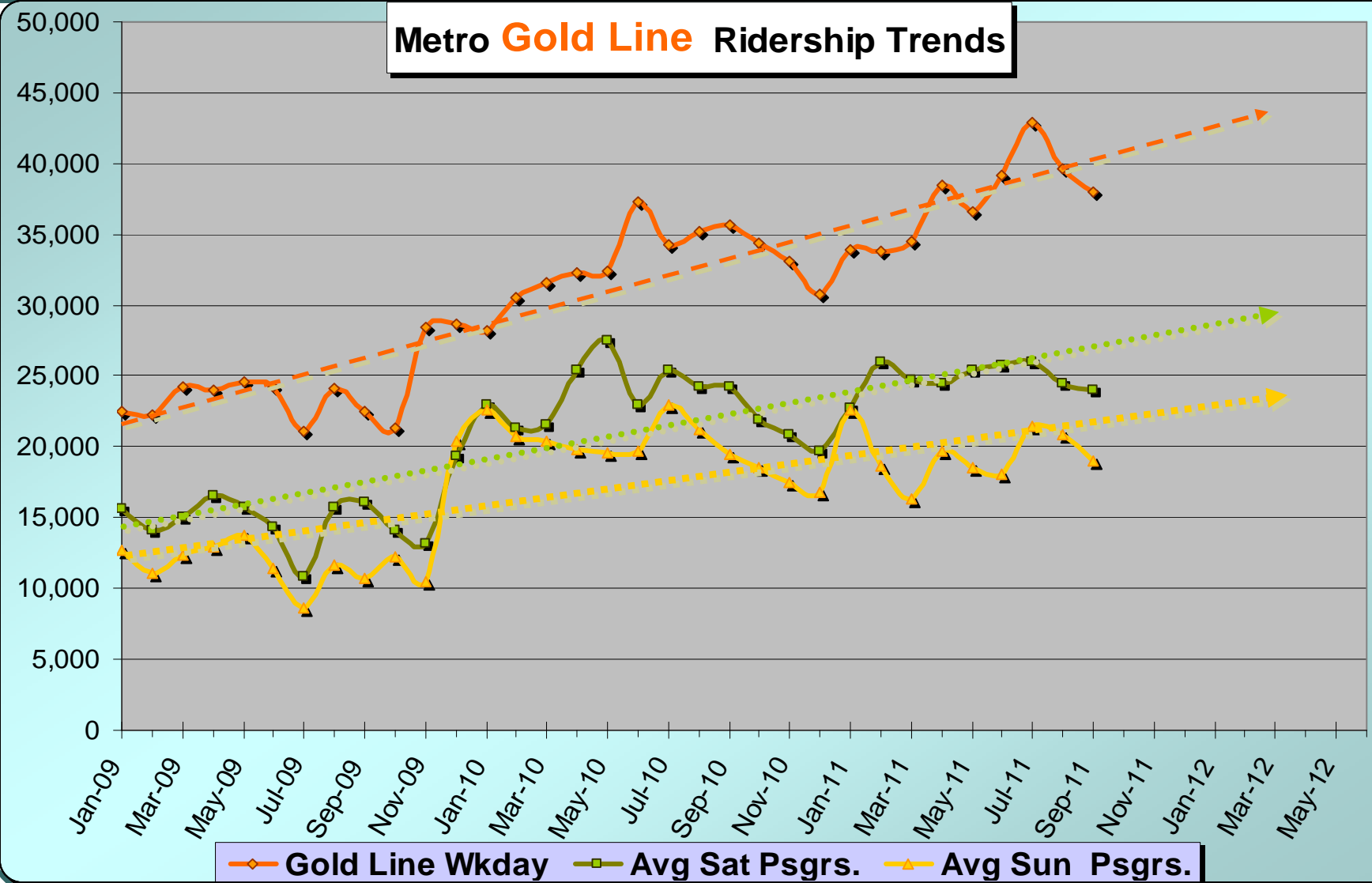
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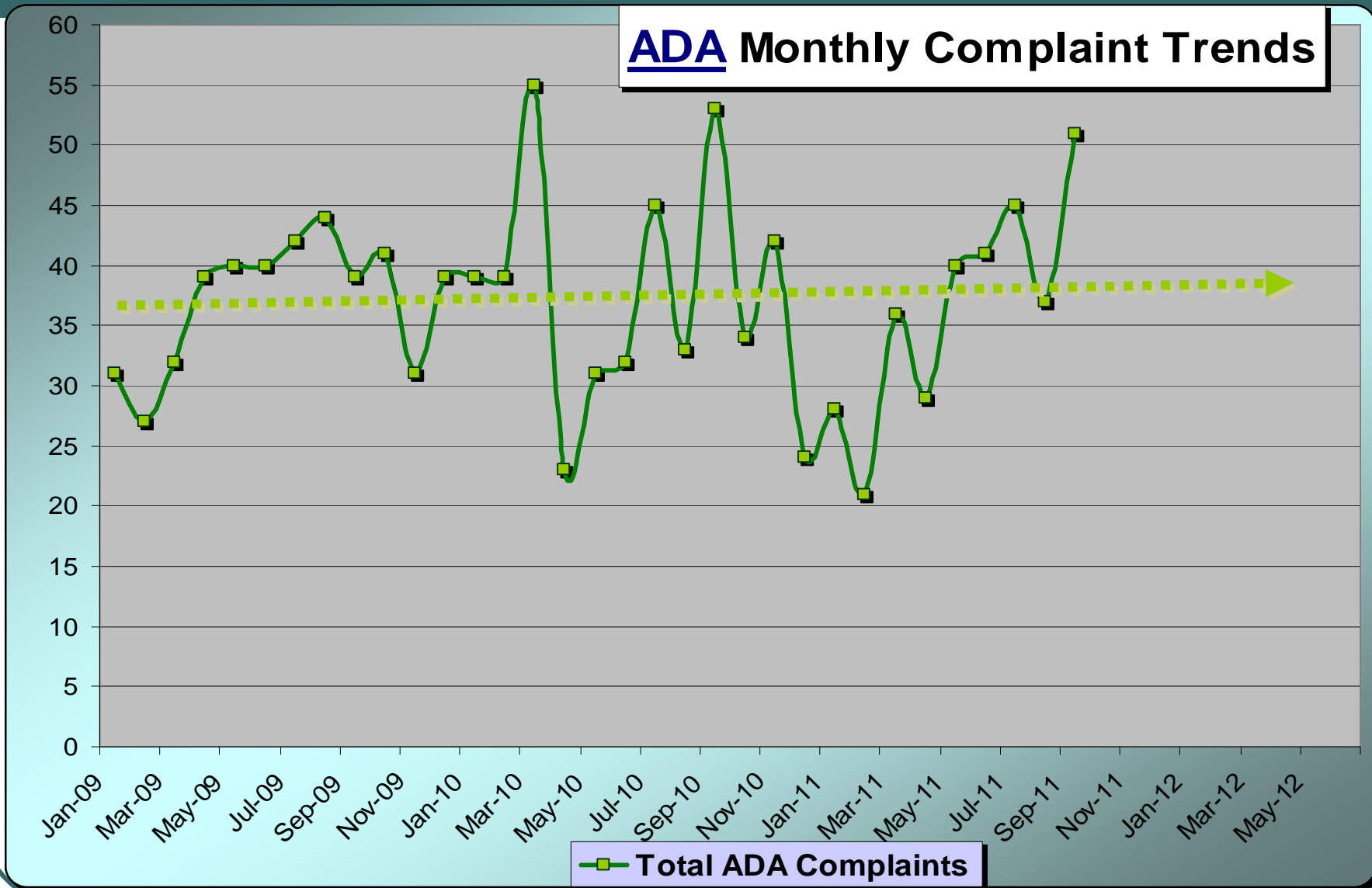
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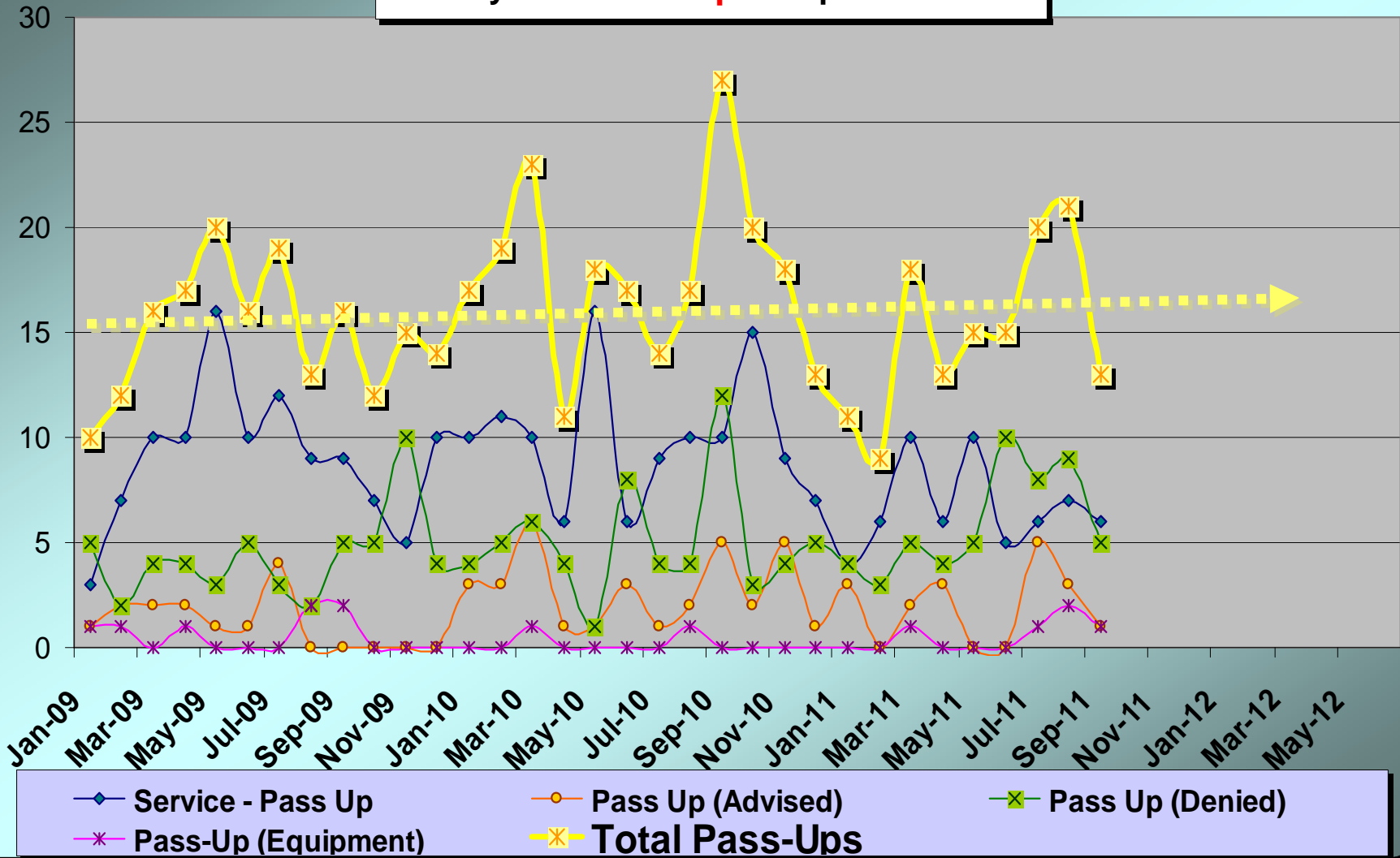


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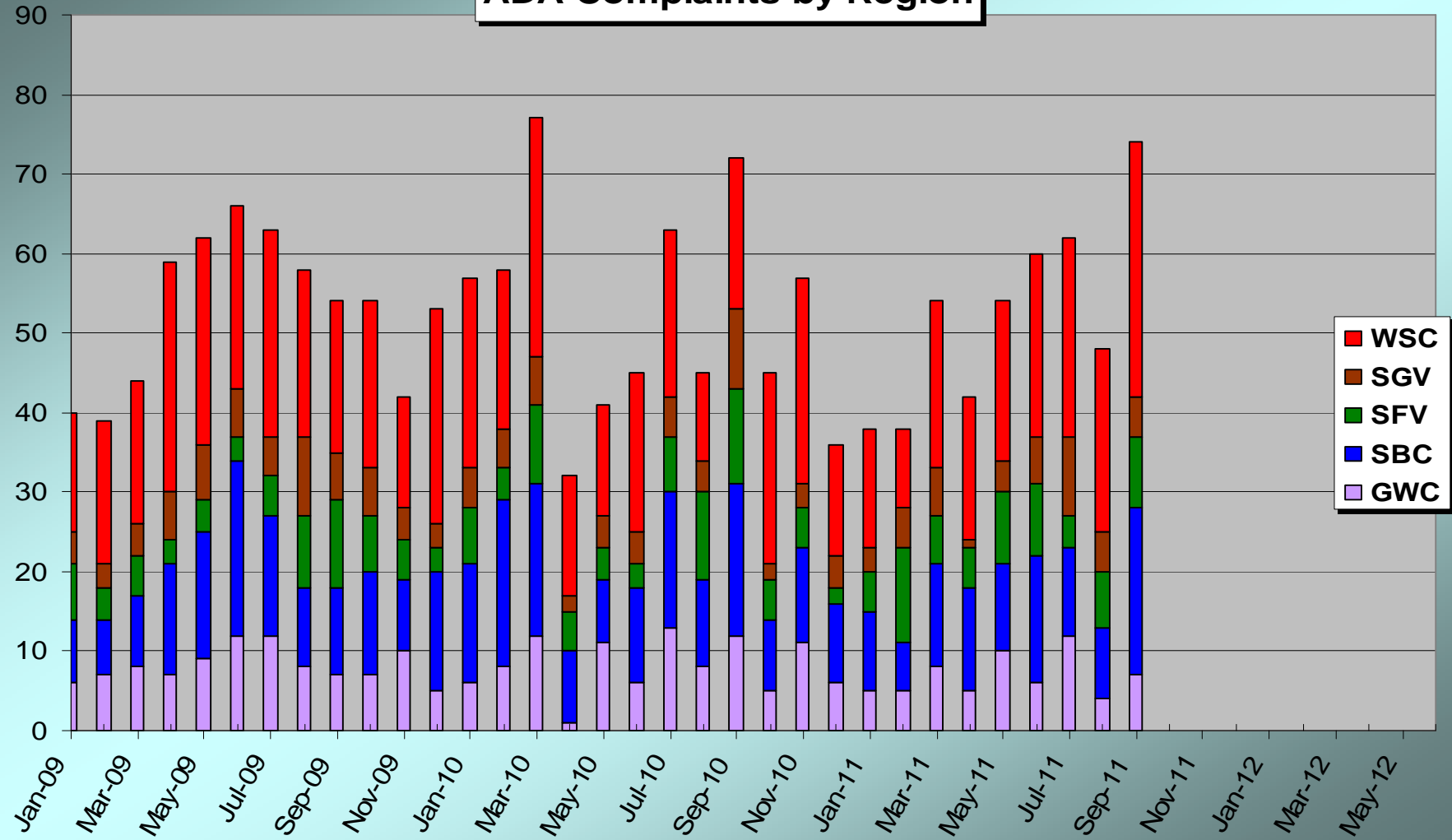
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Monthly ADA **Pass Up** Complaints Trends



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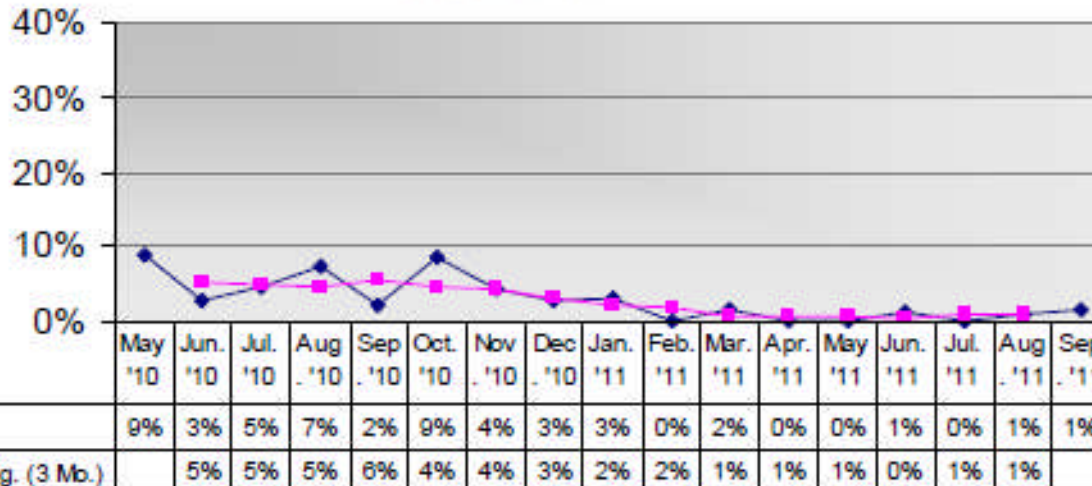
ADA Complaints by Region



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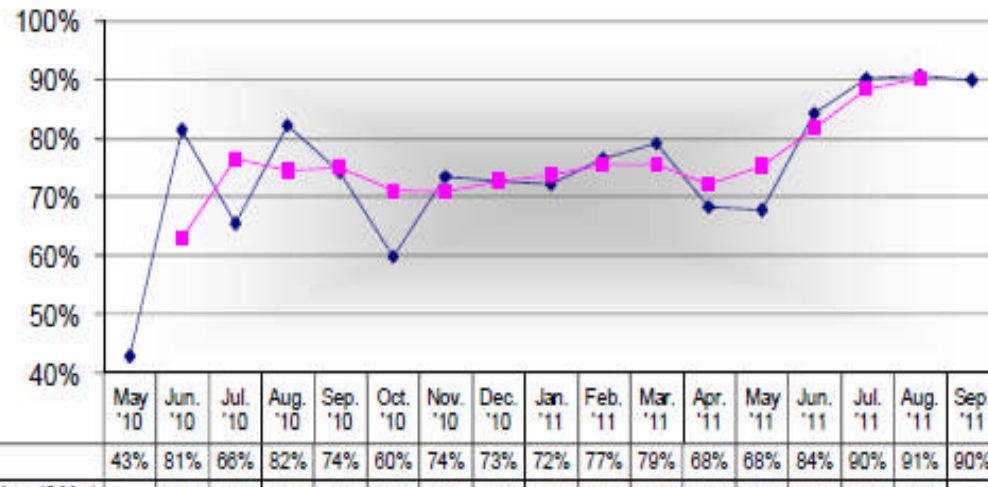
Did the Operator Pass-Up Any Patrons in Wheelchairs?

Relative Frequency



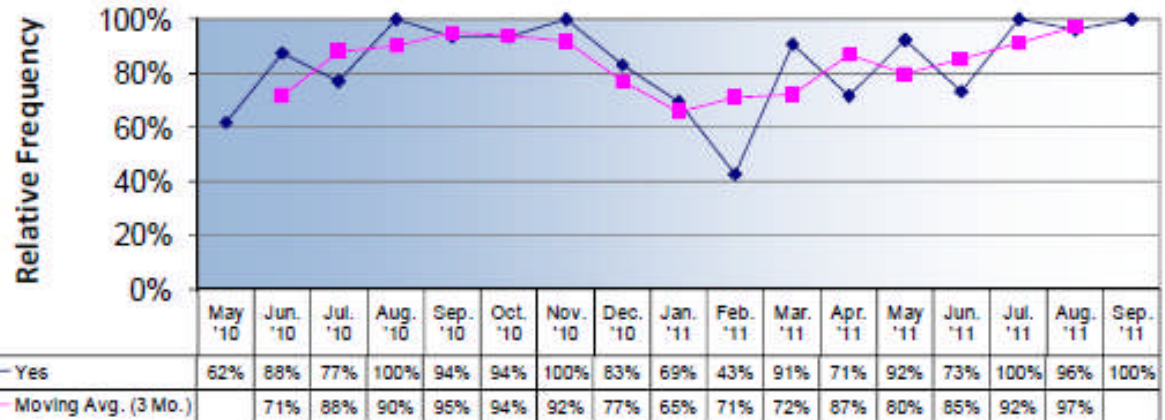
Did the Operator Offer Assistance to Secure the Wheelchair?

Relative Frequency

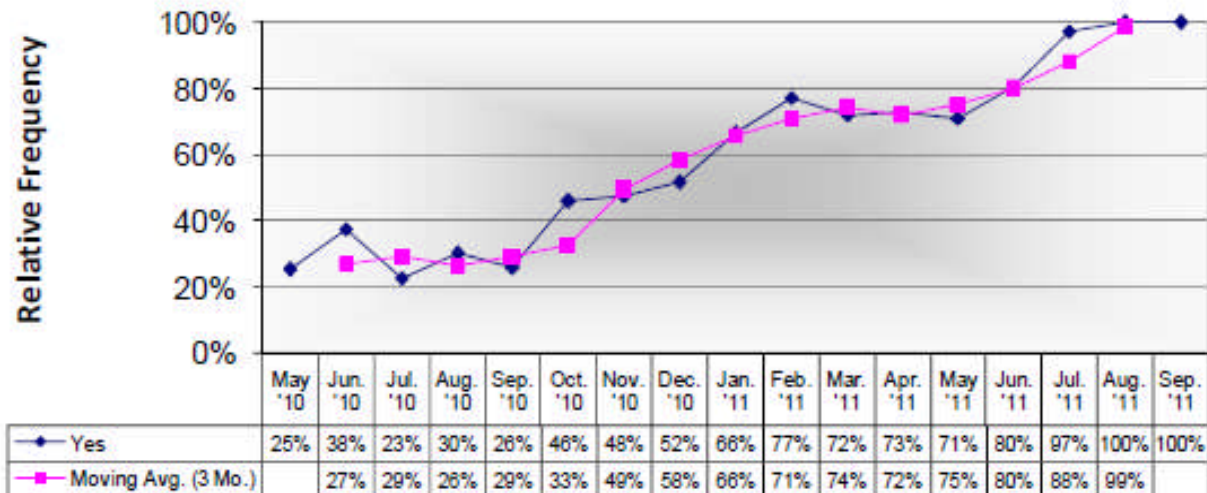


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Did the Operator Deploy Lift or Ramp for Non-Wheelchair Passenger Upon Request?

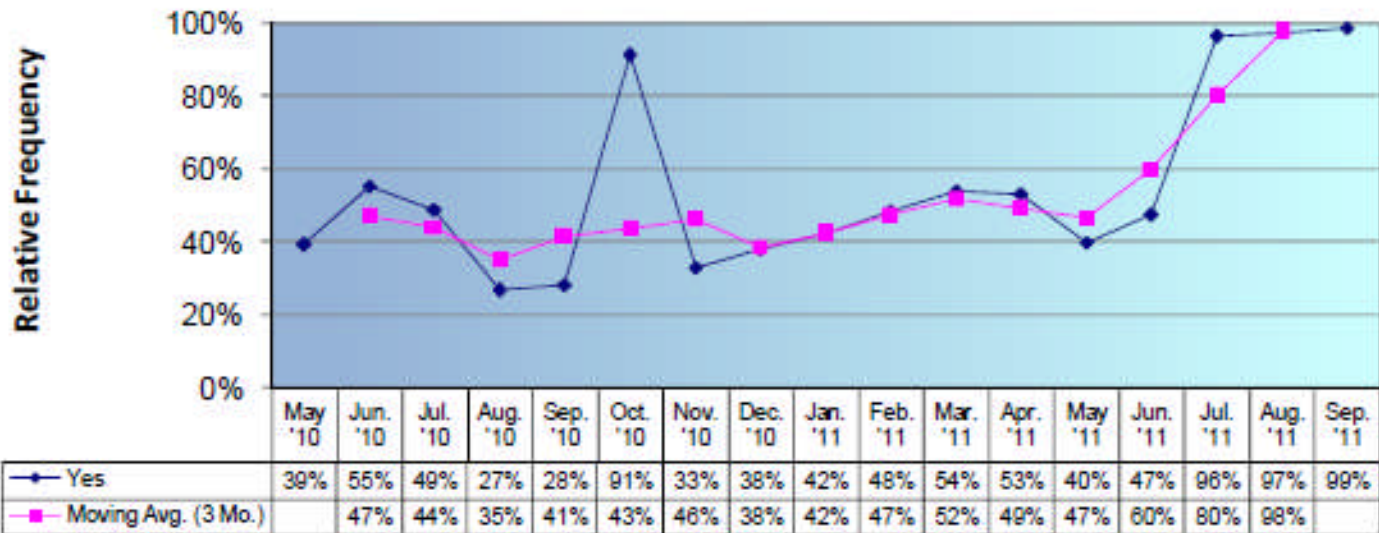


Non-Disabled Requested to Move from Priority Seating when Necessary?

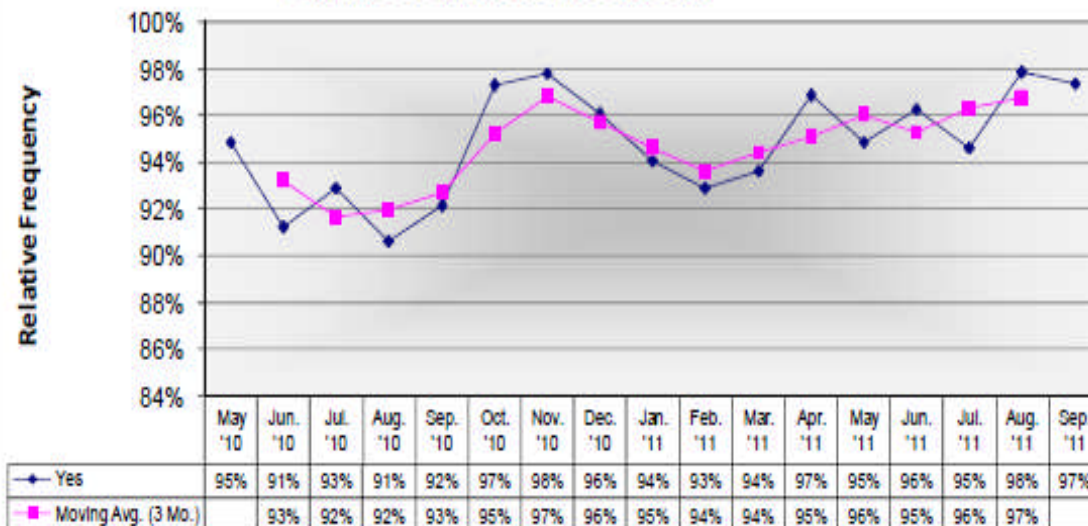


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Were All Passengers Behind the Safety Line Before the Bus Was Moved?

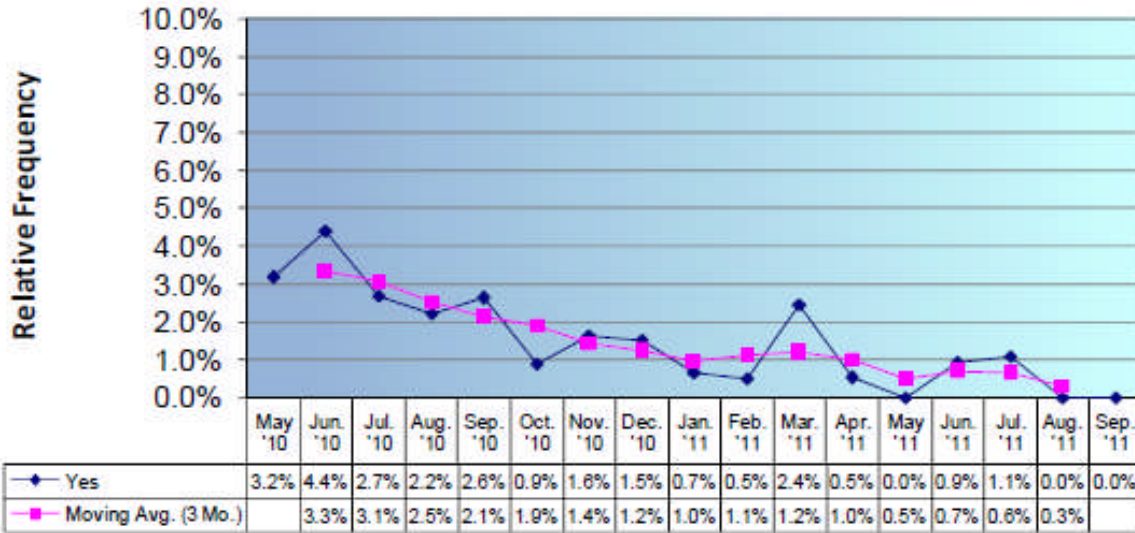


Did the Operator Wear Seat Belt?

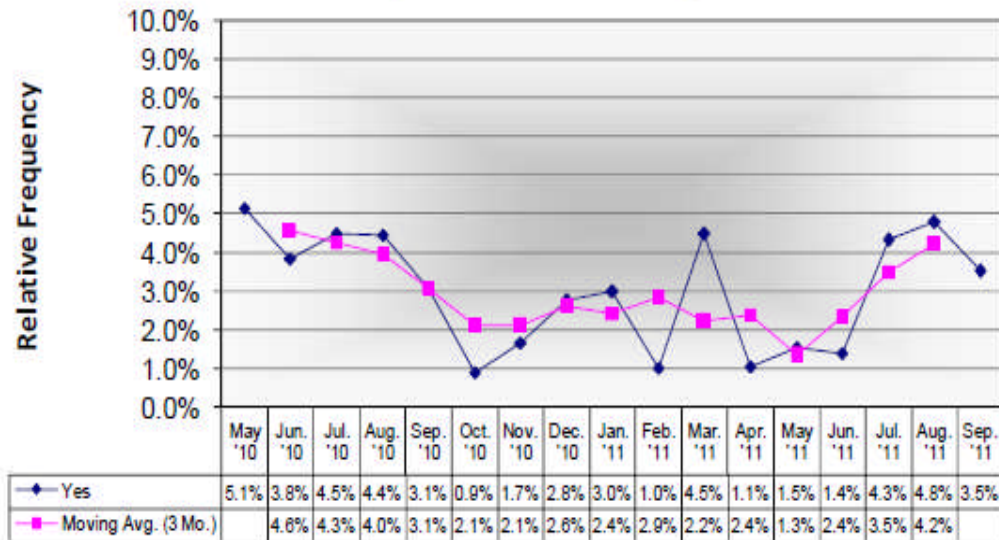


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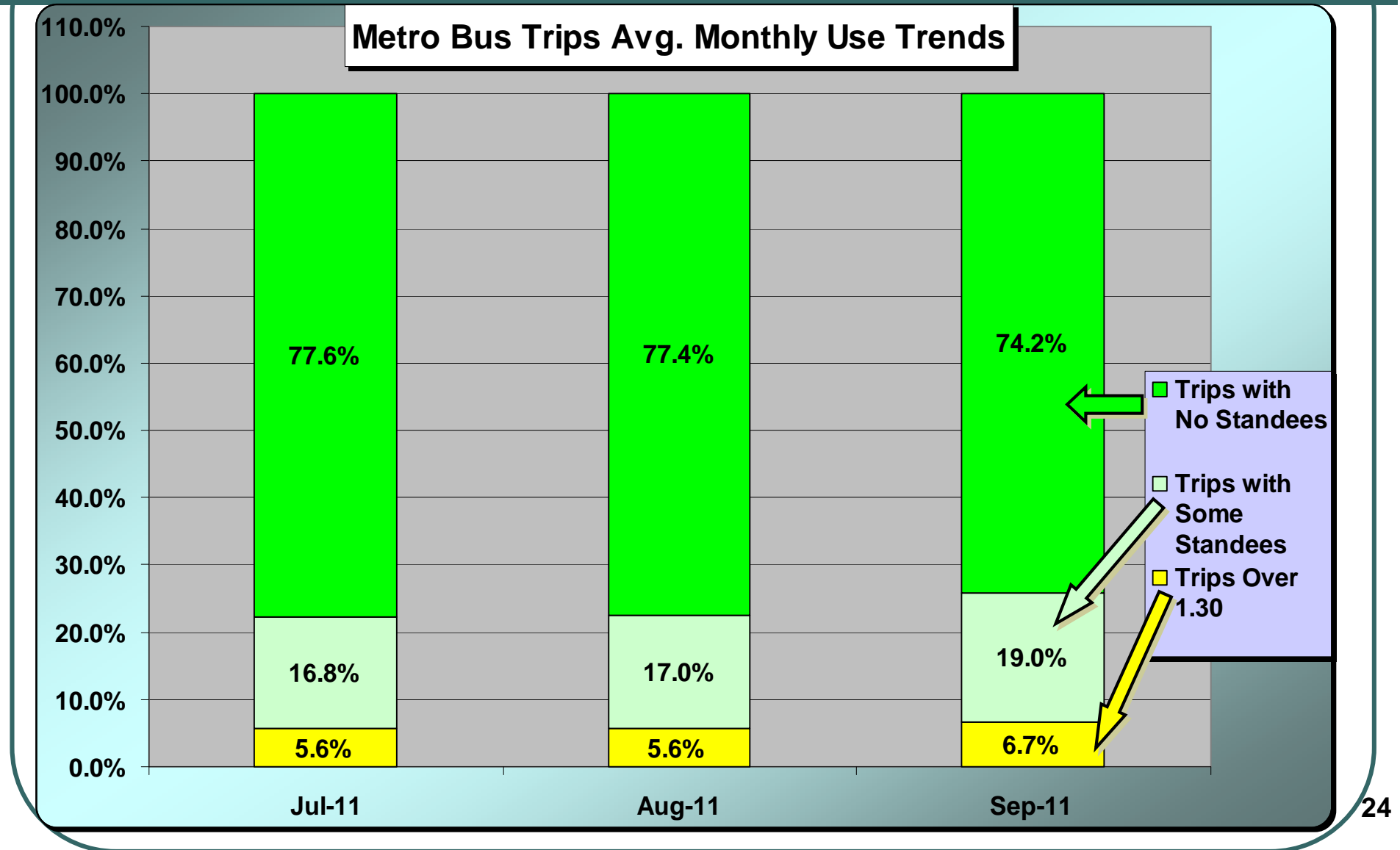
Cell Phone/Electronic Device Used?



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

SFV	
<u>Rep.</u>	<u>Sta.</u>

SGV 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**

SGV 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.