

***Metro South Bay Cities  
Service Council  
December 18, 2011 Meeting***

**Performance Report  
for *Oct. 2011***

# SBC Service Council December 2011 Meeting

## Metro South Bay Cities & Metro Bus System

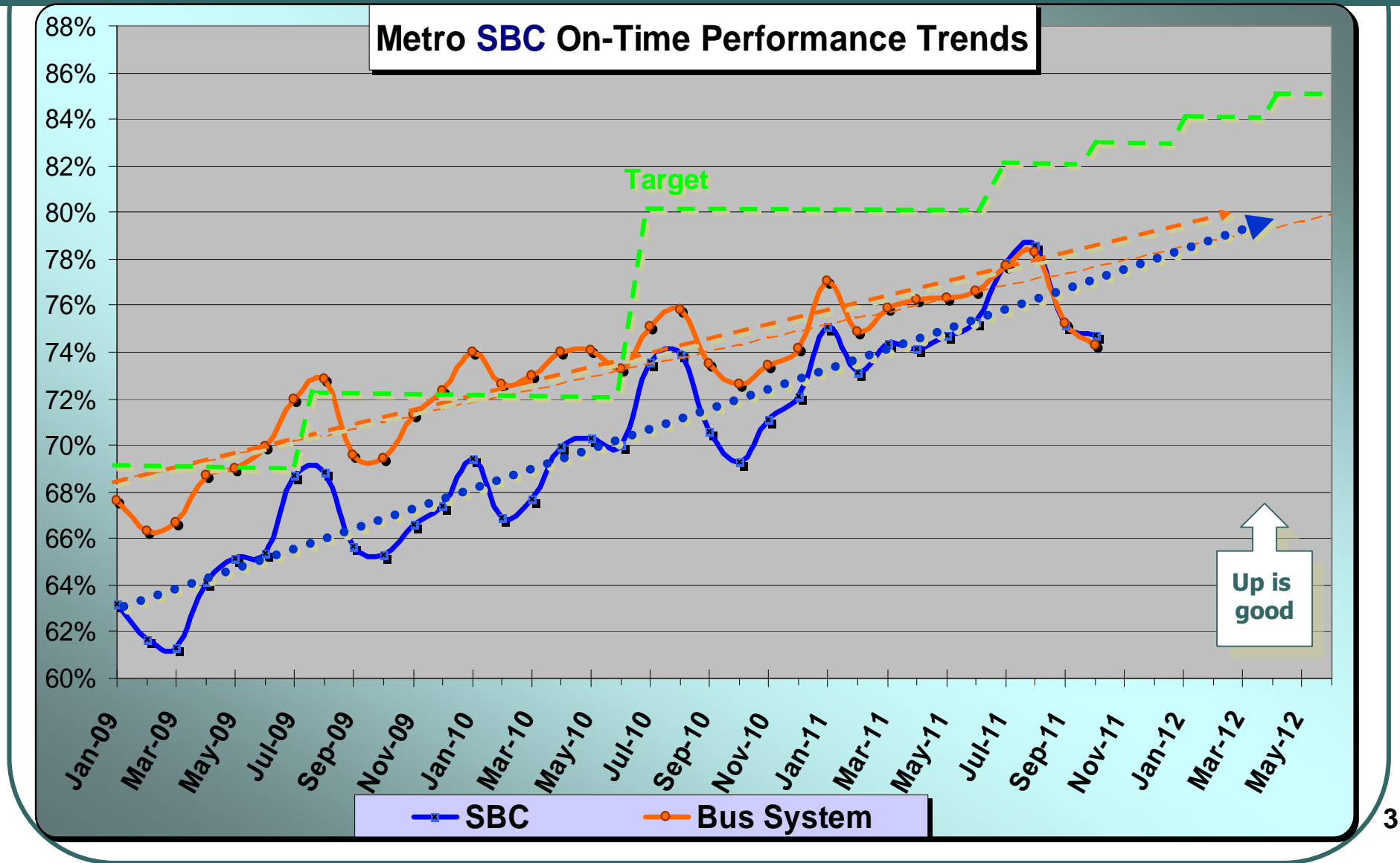
Oct. 2011

Measurement : On Time Performance

	Target	Oct.	YTD
Metro Bus System	83.0%	74.3%	76.4%
South Bay Cities	83.0%	74.7%	76.6%

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# SBC Service Council December 2011 Meeting



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## Metro South Bay Cities & Metro Bus System

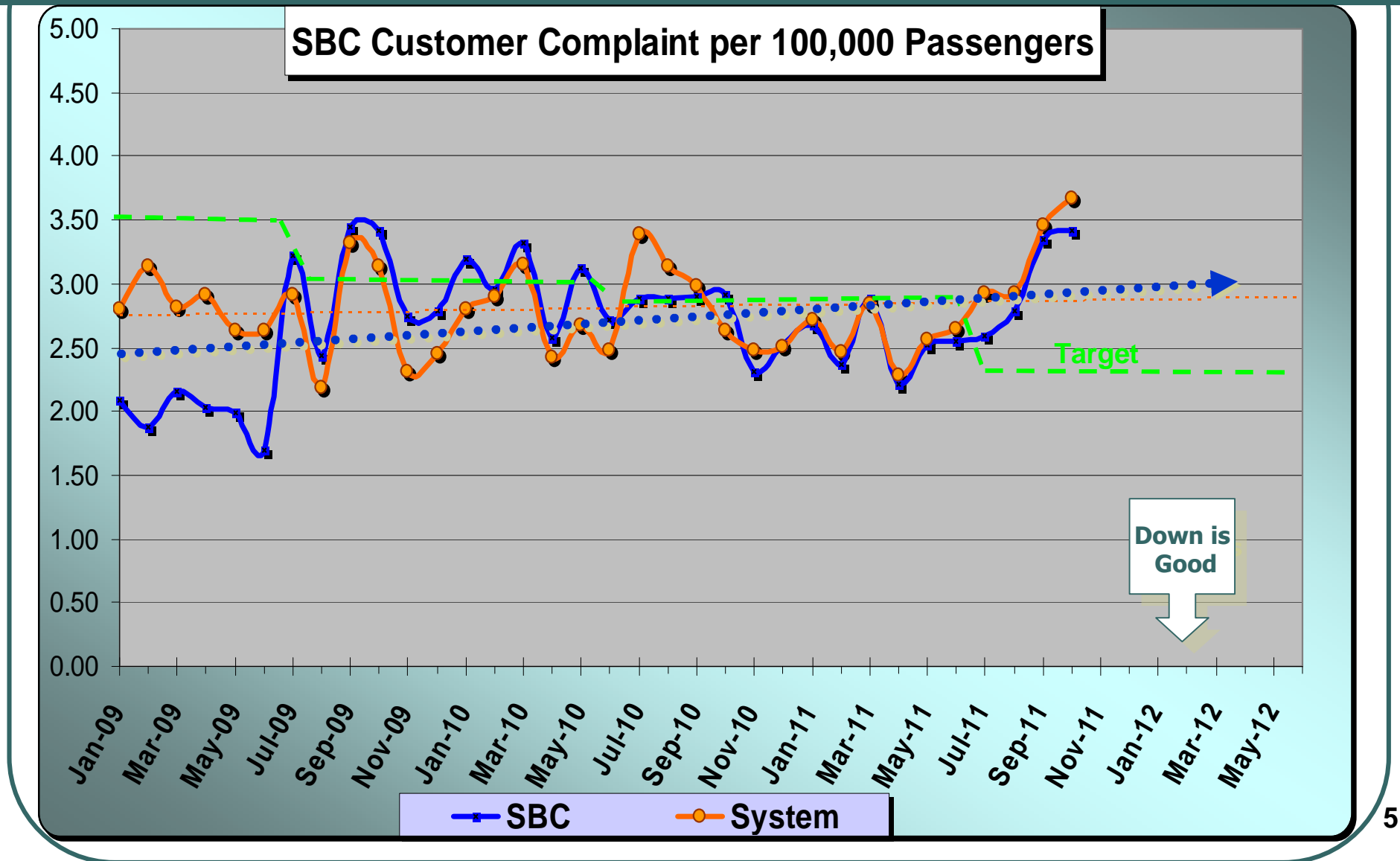
Oct. 2011

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

	Target	Oct.	YTD
<b>Metro Bus System</b>	<b>2.29</b>	<b>3.66</b>	<b>3.25</b>
<b>South Bay Cities</b>	<b>2.40</b>	<b>3.42</b>	<b>3.05</b>

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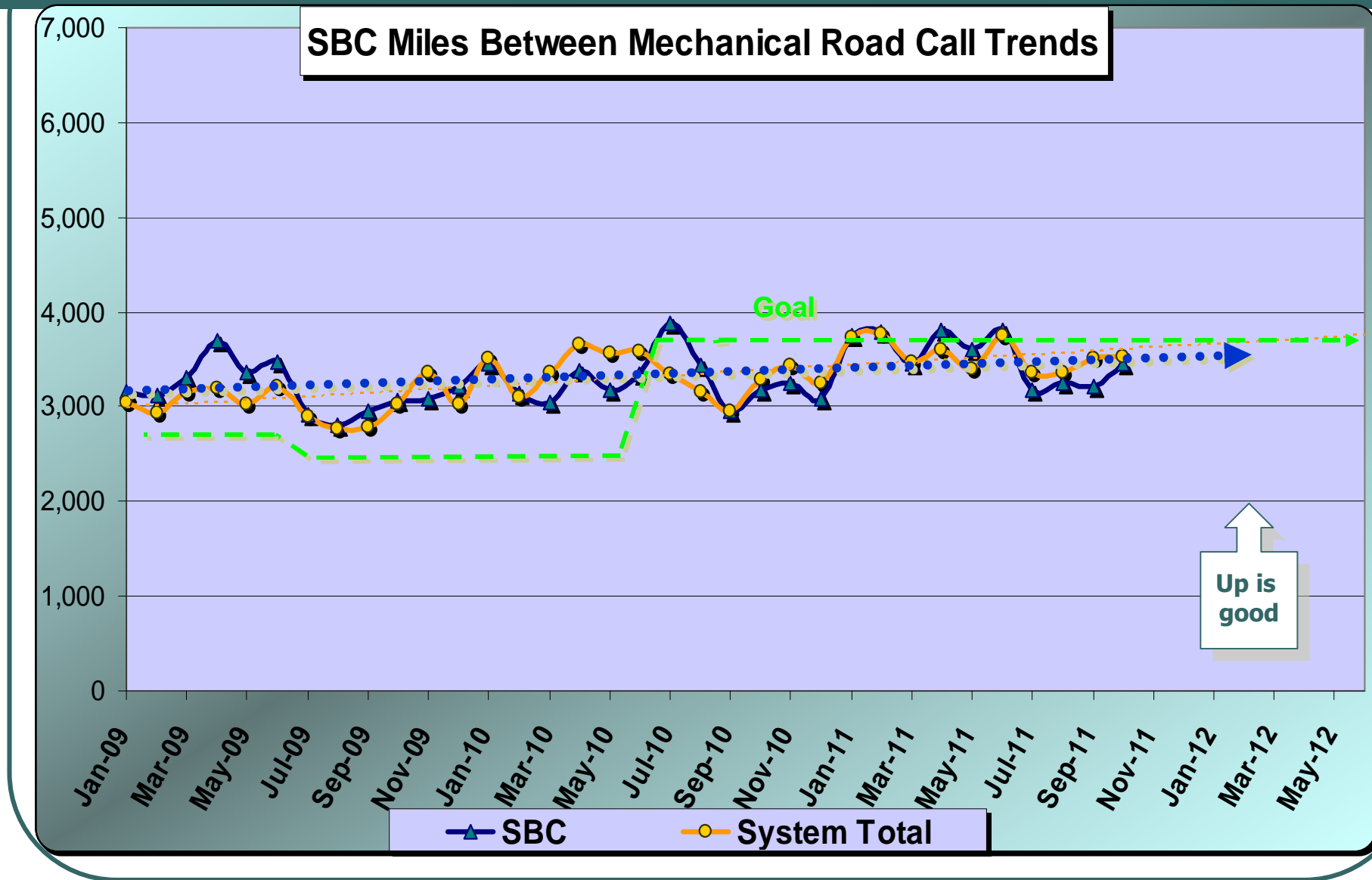
## Metro South Bay Cities & Metro Bus System

Oct. 2011

**Measurement :** Miles Between Mechanical Road Call

	Target	Oct.	YTD
<b>Metro Bus System</b>	<b>3,650</b>	<b>3,521</b>	<b>3,434</b>
<b>South Bay Cities</b>	<b>3,650</b>	<b>3,458</b>	<b>3,268</b>

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## Metro South Bay Cities & Metro Bus System

Oct. 2011

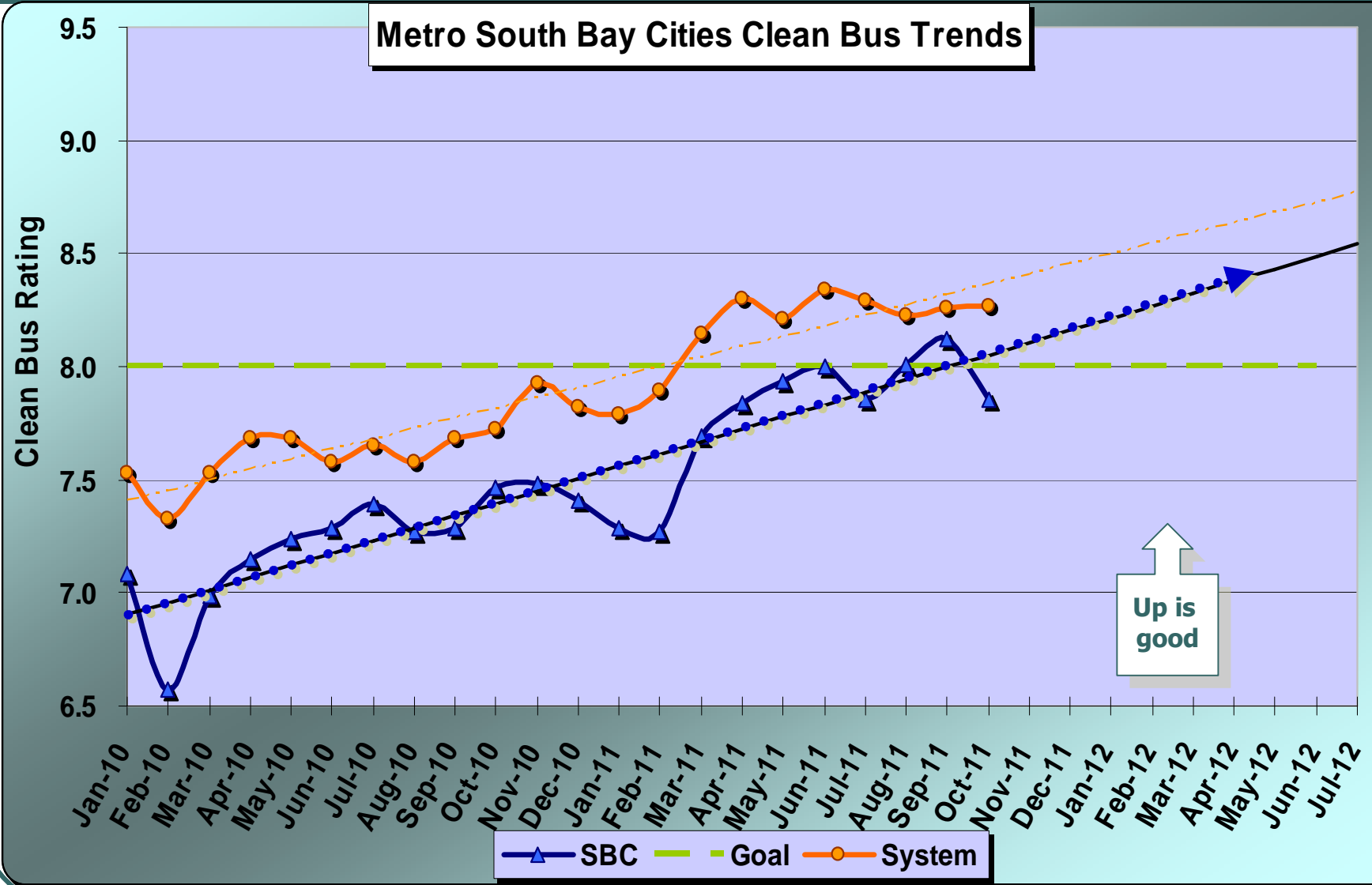
Measurement : Clean Bus

	Target	Oct.	YTD
Metro Bus System	8.0	8.27	8.26
South Bay Cities	8.0	7.85	7.96

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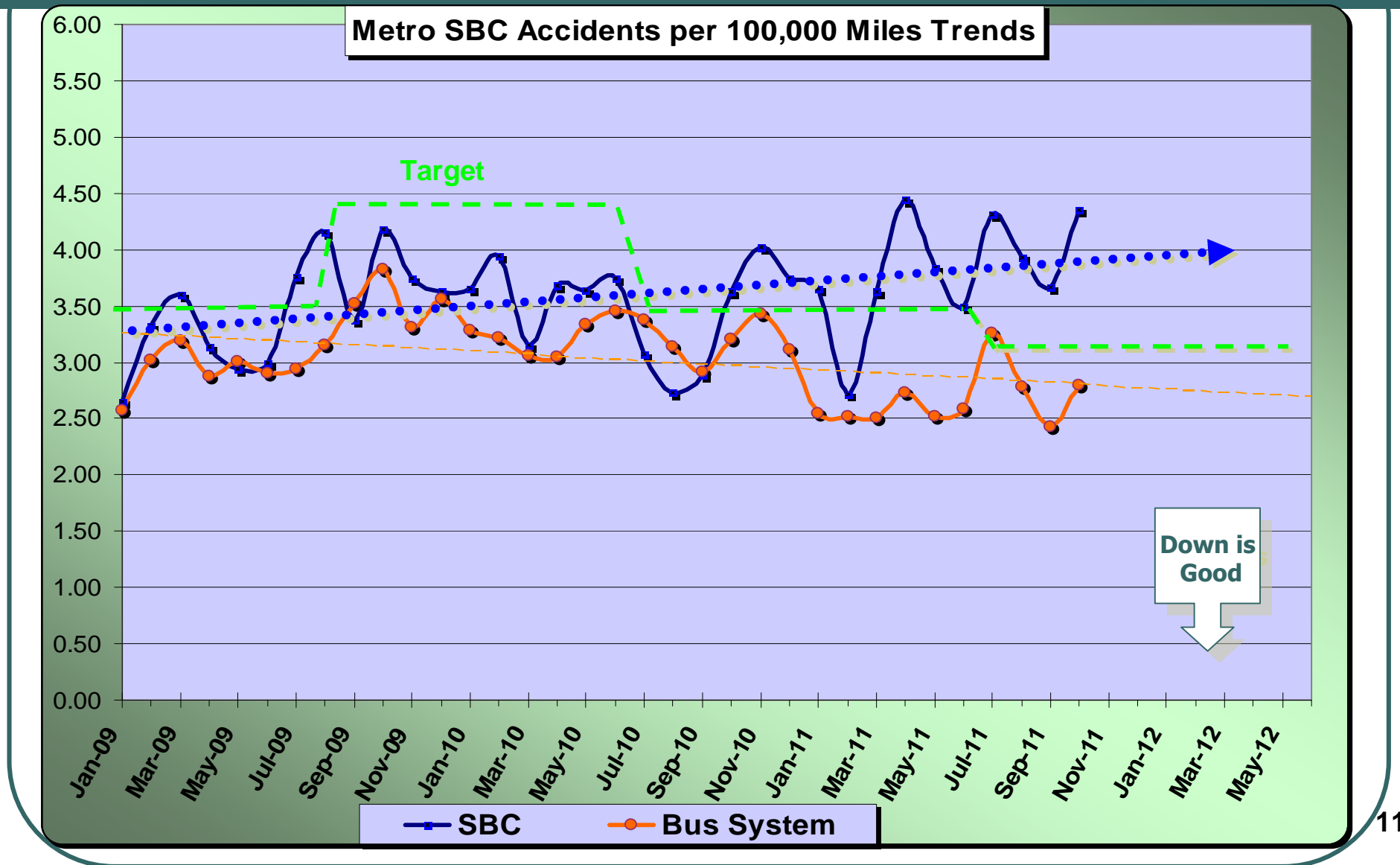
## Metro South Bay Cities & Metro Bus System

Oct. 2011

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

	Target	Oct.	YTD
<b>Metro Bus System</b>	<b>3.10</b>	<b>2.79</b>	<b>2.81</b>
<b>South Bay Cities</b>	<b>3.17</b>	<b>4.36</b>	<b>4.07</b>

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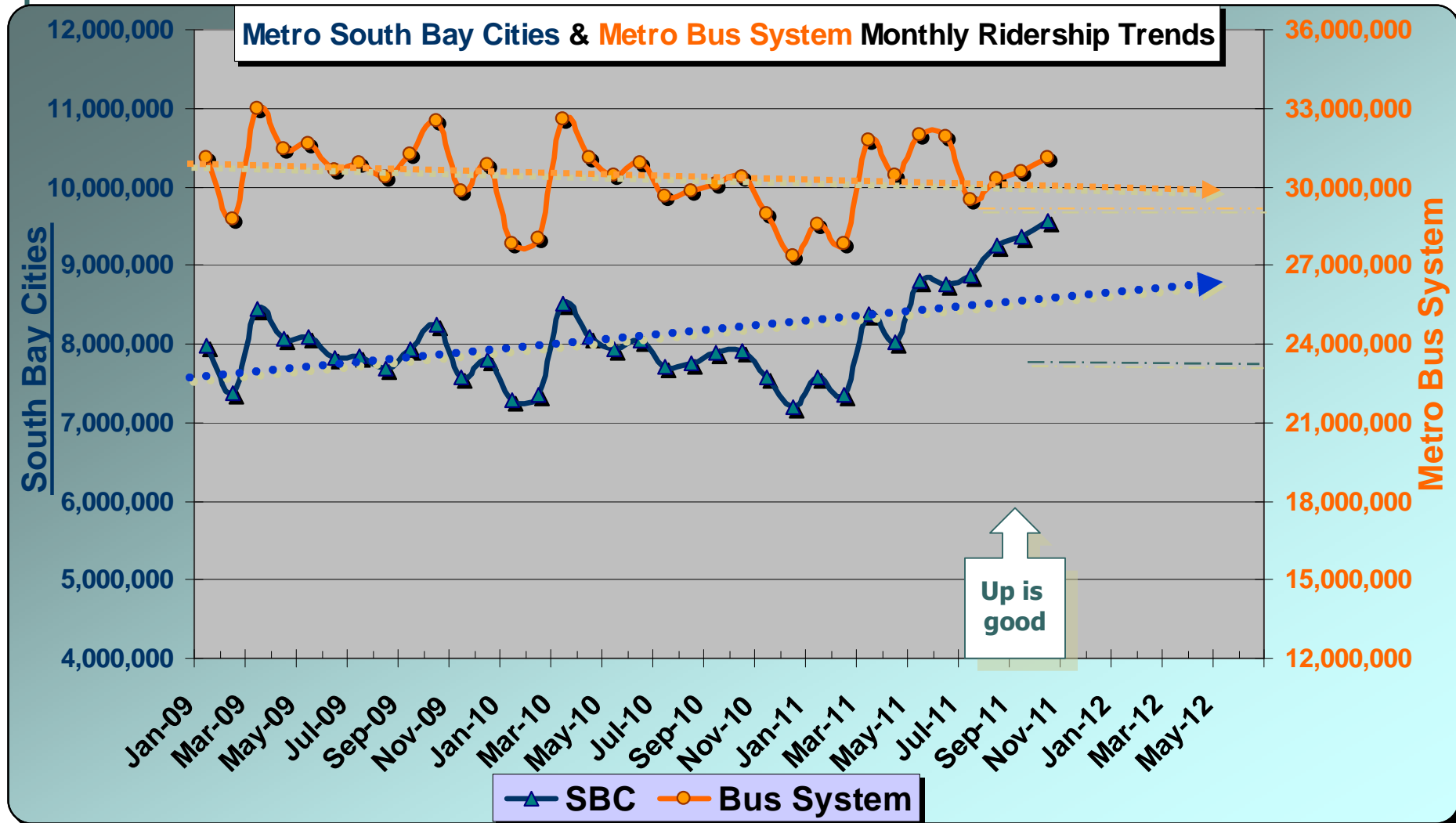
## Metro South Bay Cities & Metro Bus System

Sept/Oct 2011

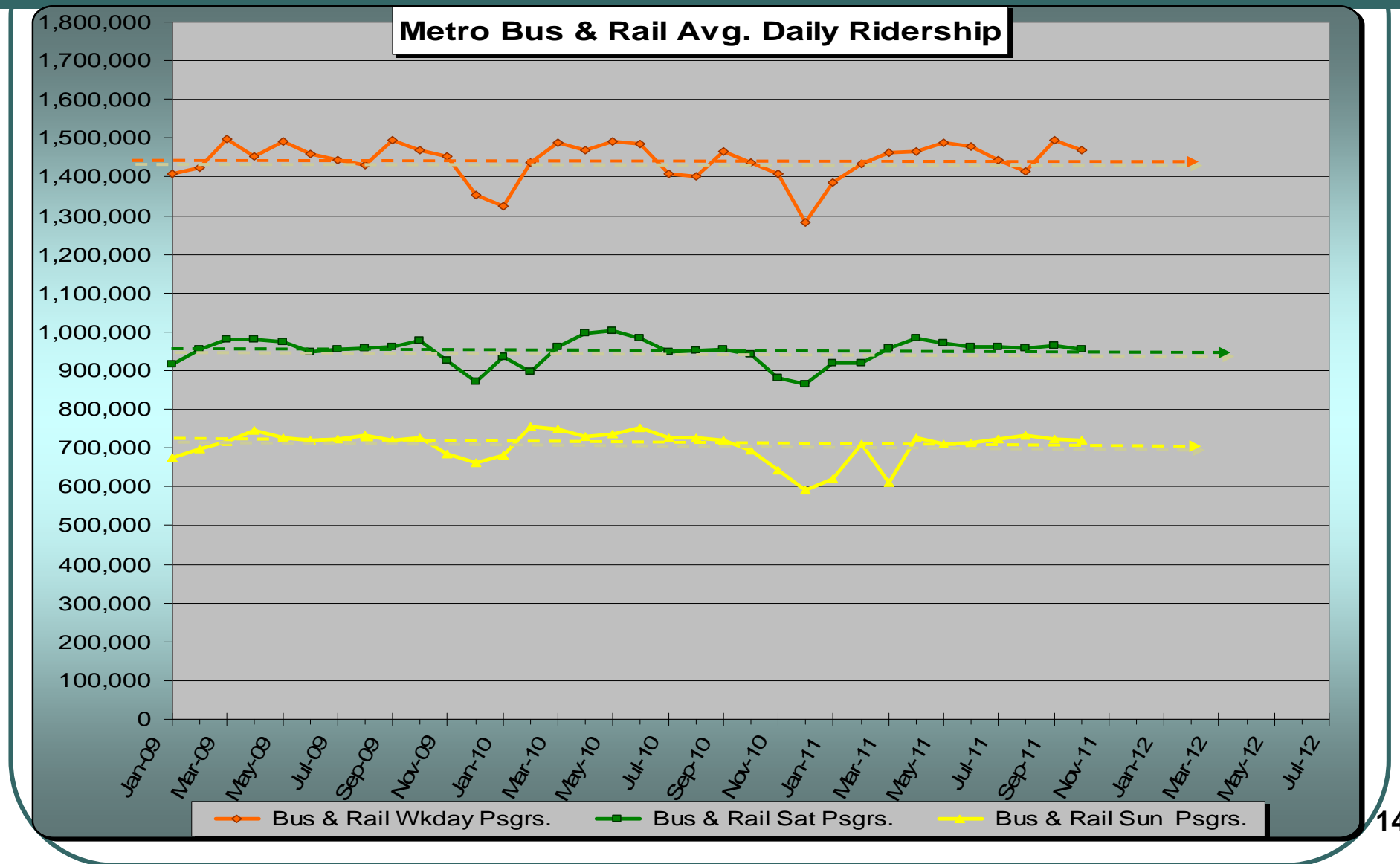
Measurement : Monthly Ridership

	Target	Oct	YTD
<b>Metro Bus System</b>	<b>29,170,000</b>	<b>31,110,000</b>	<b>30,240,000</b>
<b>South Bay Cities</b>	<b>7,750,000</b>	<b>9,550,000</b>	<b>9,260,000</b>

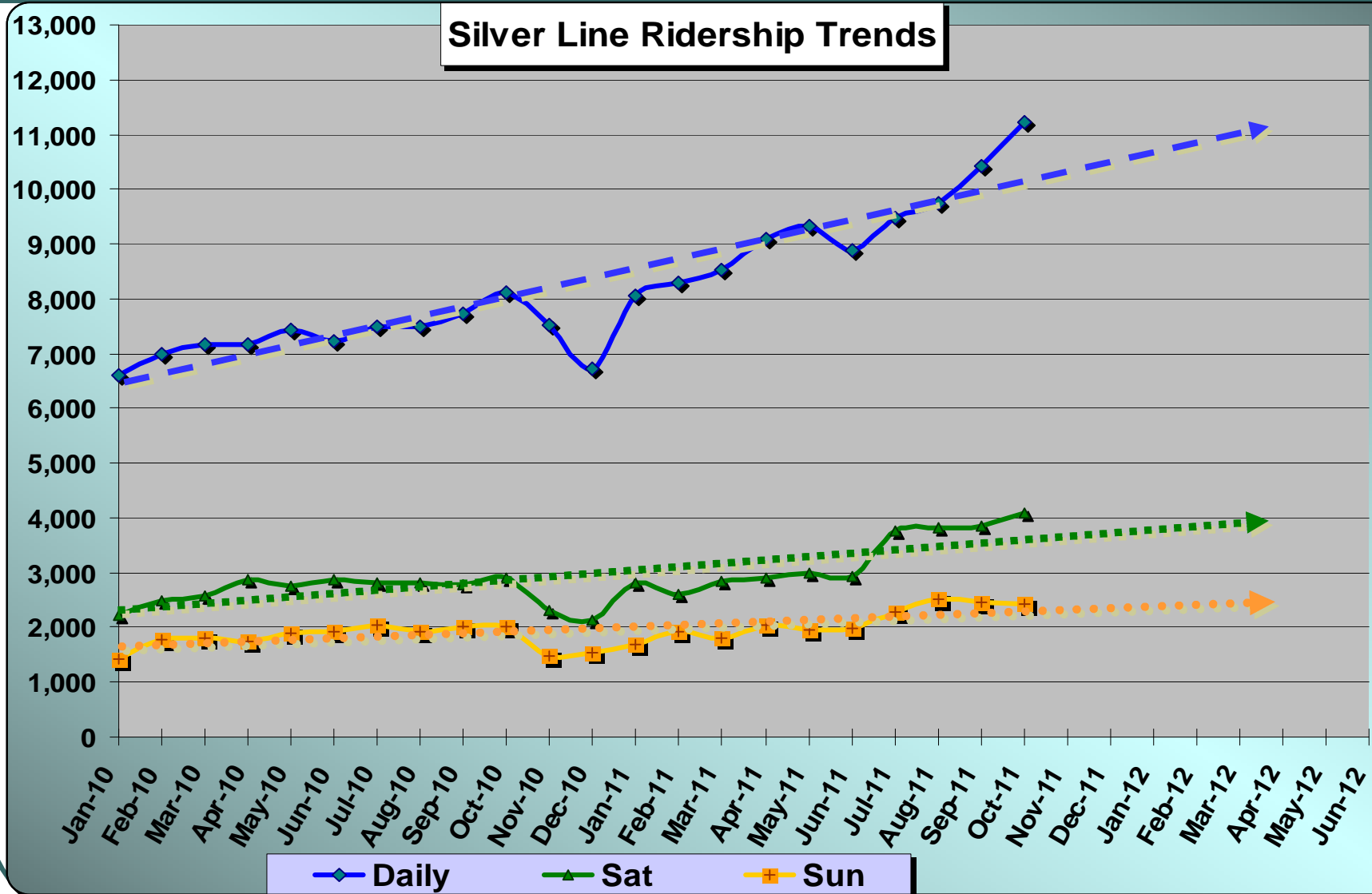
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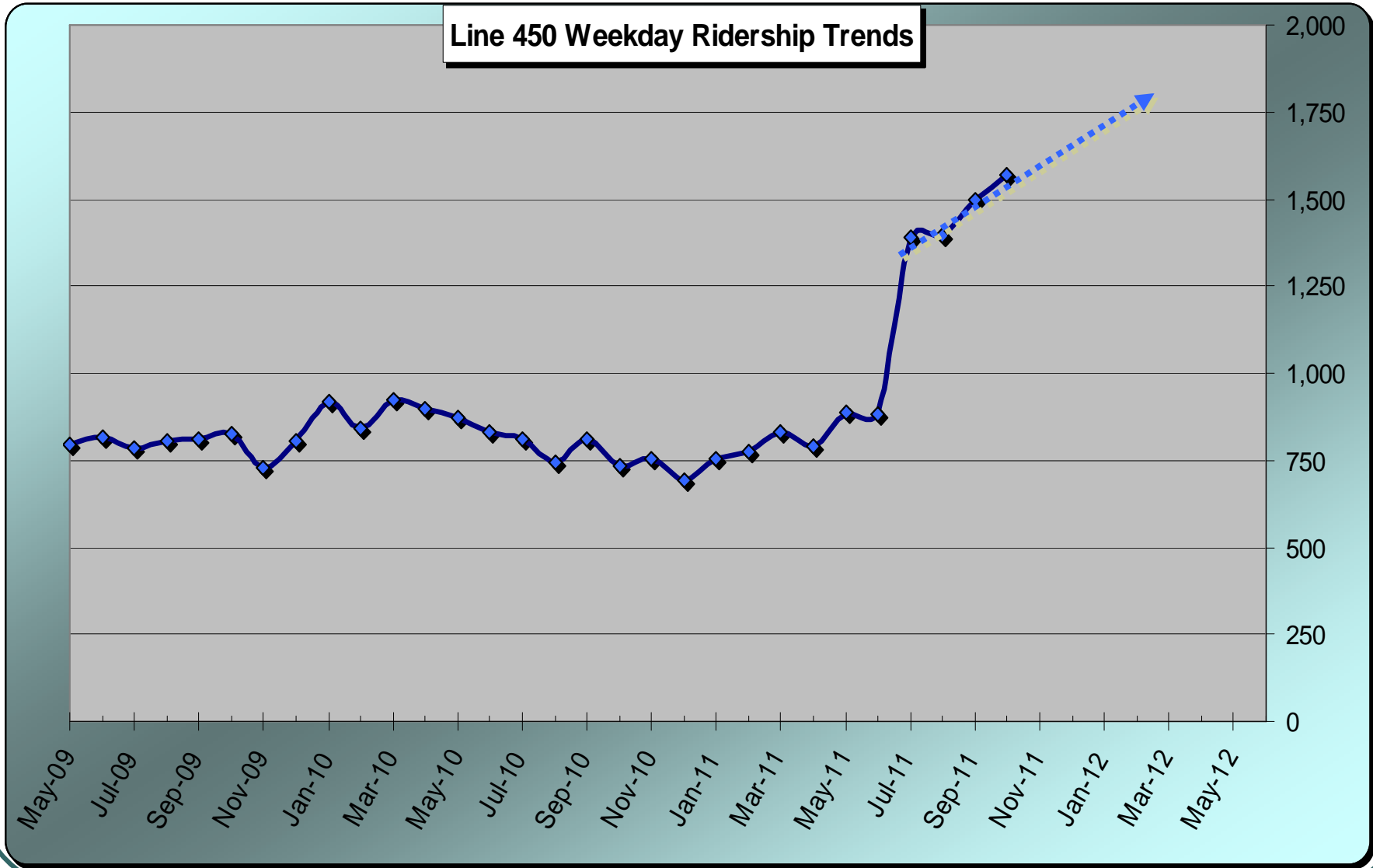
# SBC Service Council December 2011 Meeting



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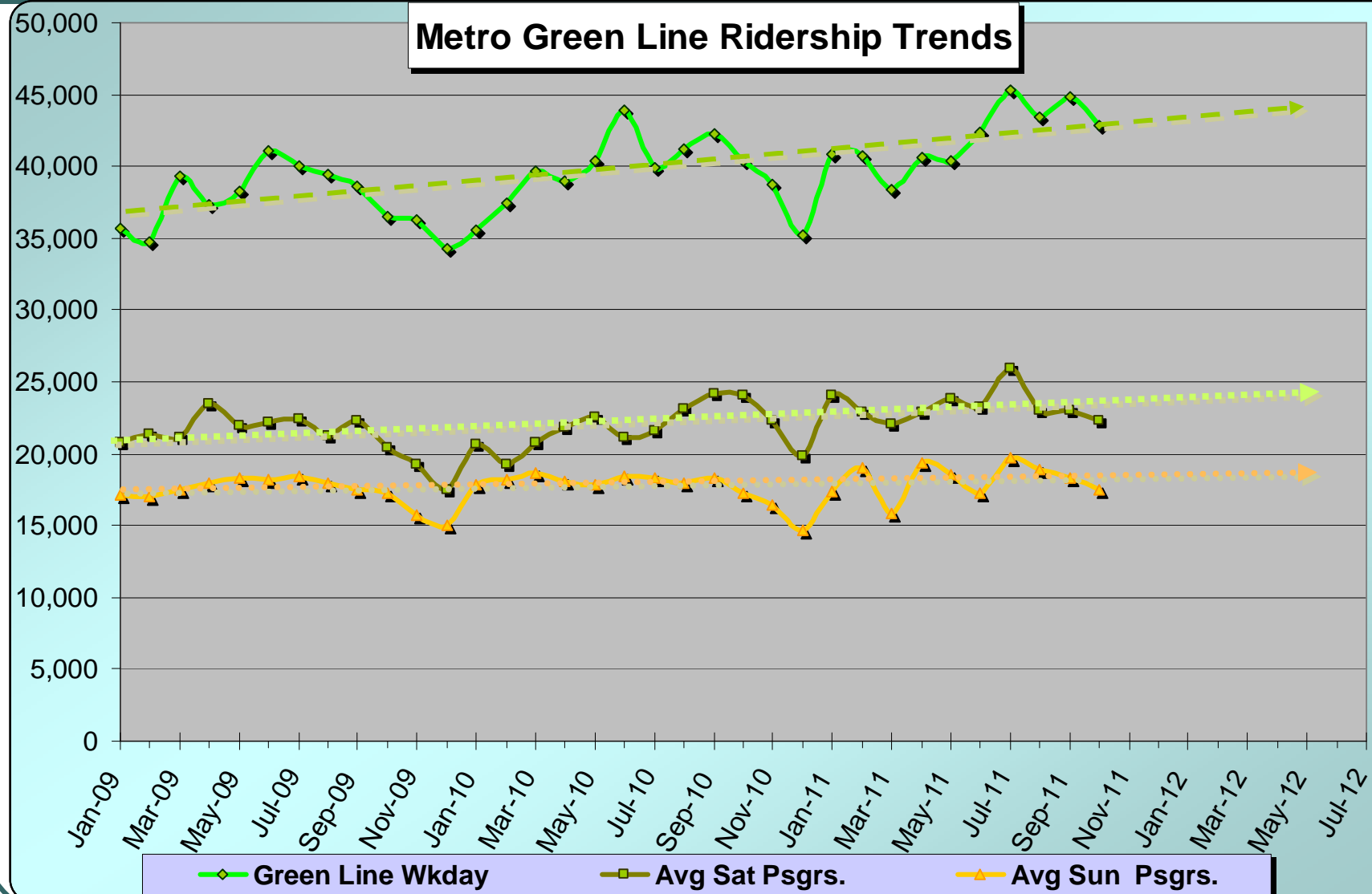


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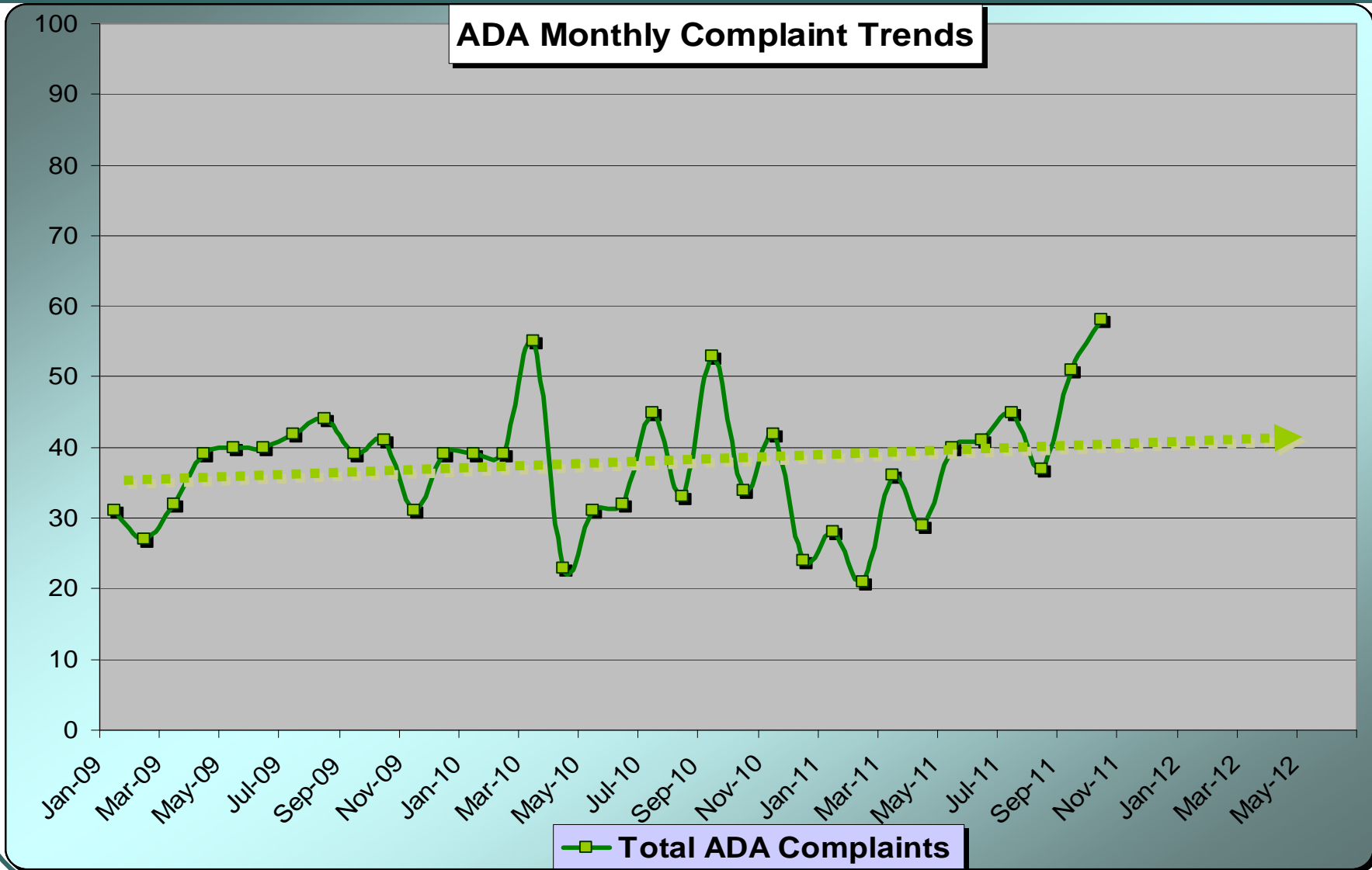




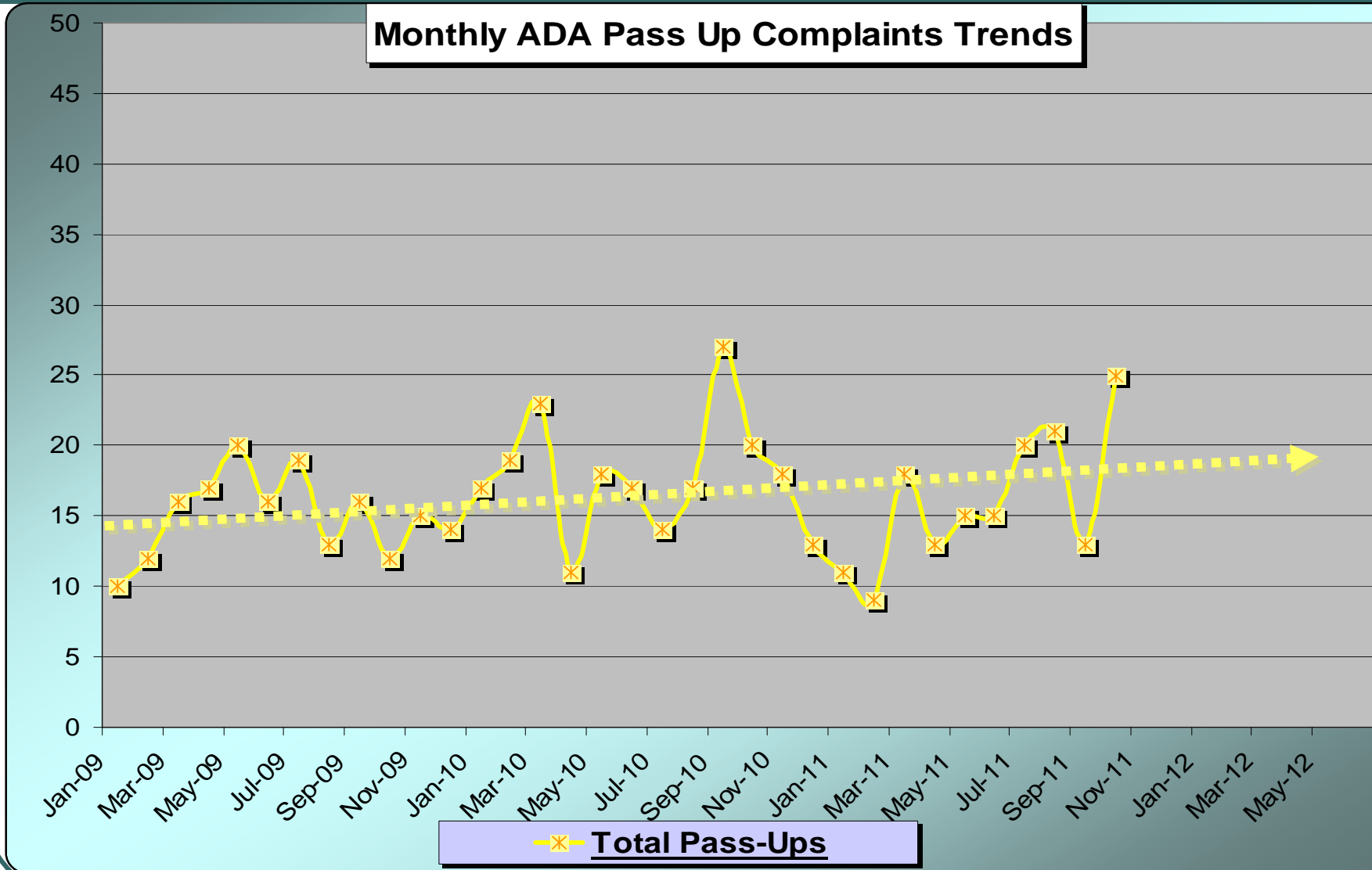
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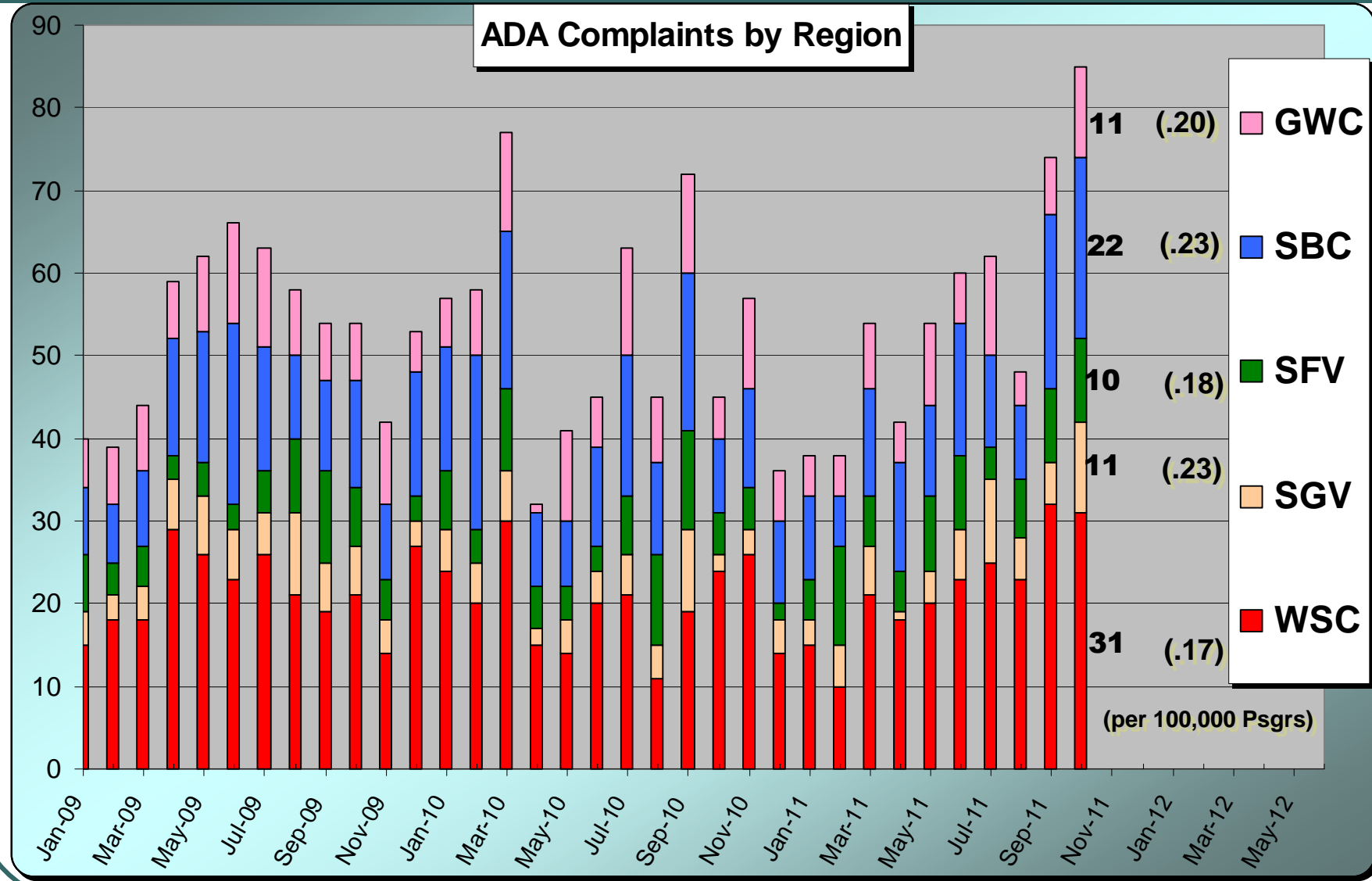
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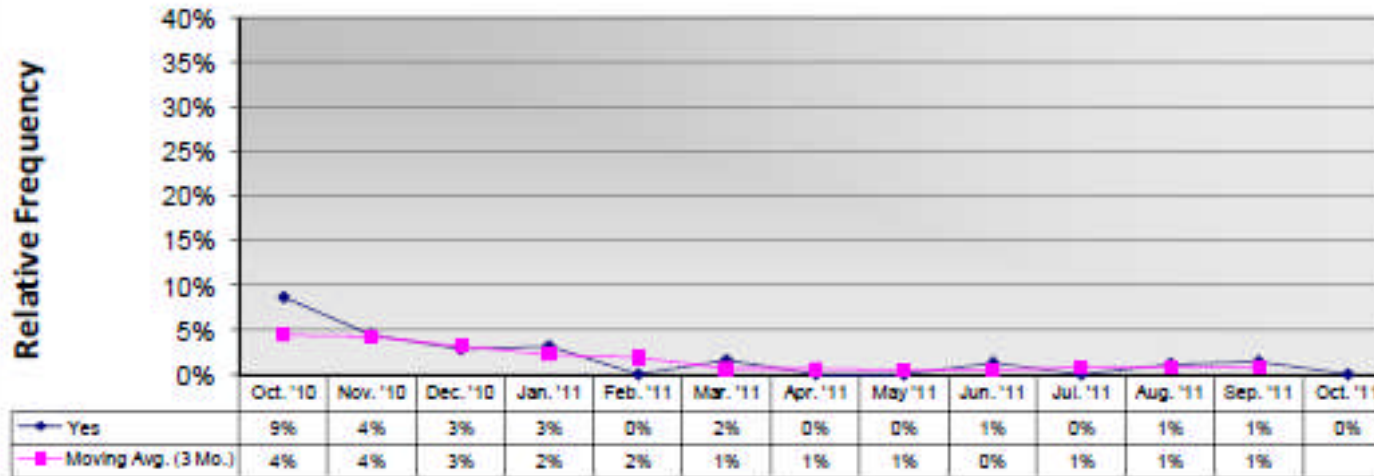


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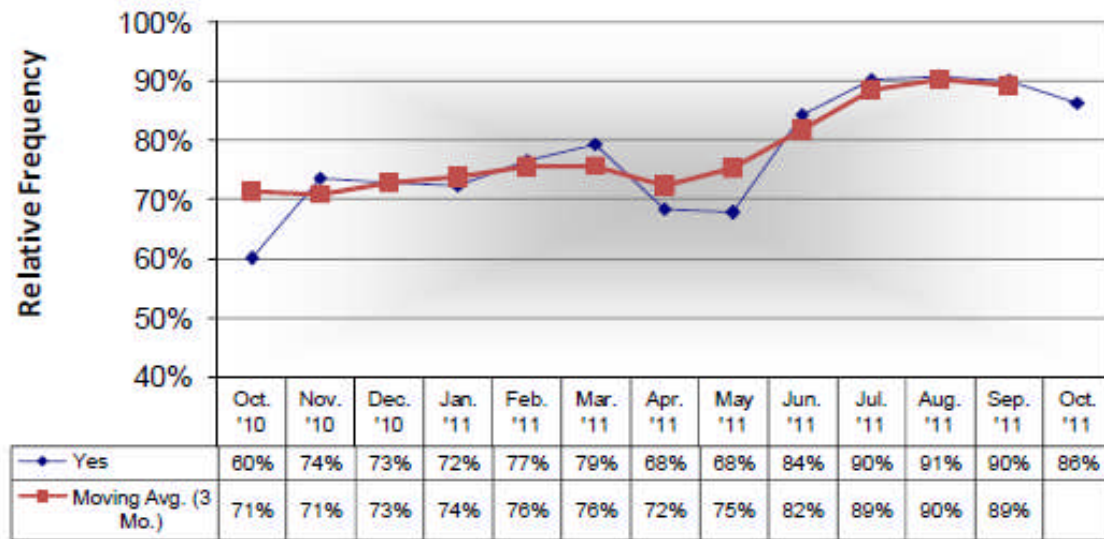


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## Did the Operator Pass-Up Any Patrons in Wheelchairs?

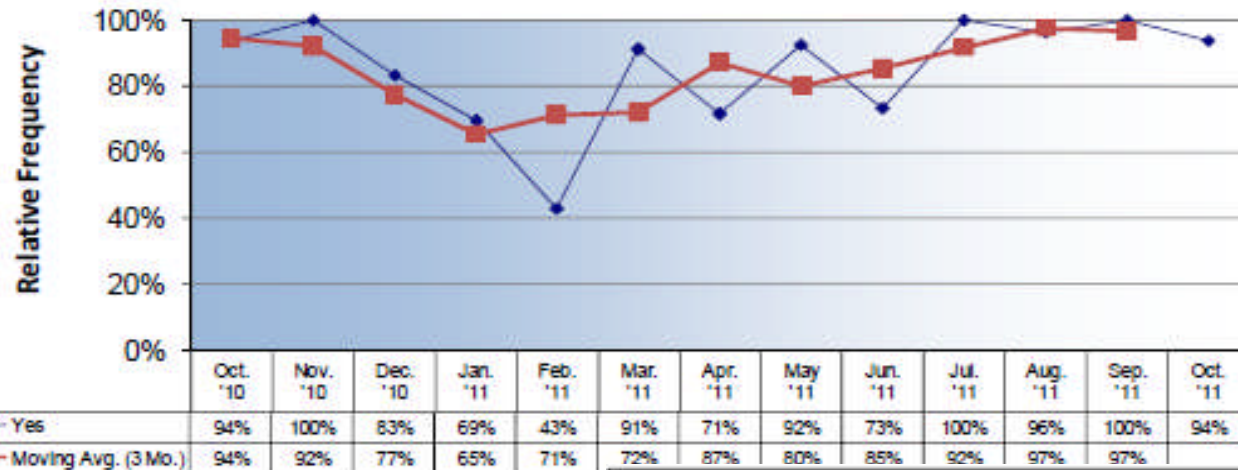


## Did the Operator Offer Assistance to Secure the Wheelchair?

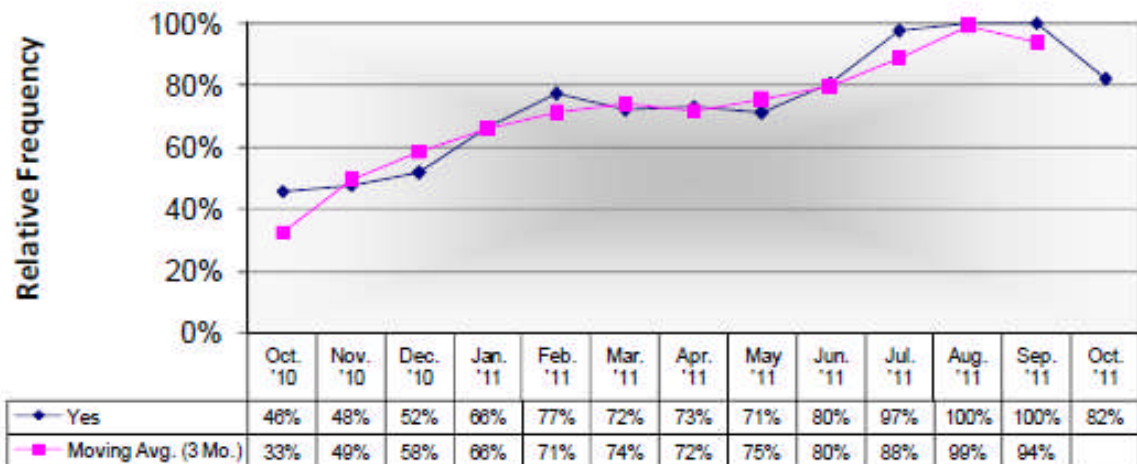


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Did the Operator Deploy Lift or Ramp for Non-Wheelchair Passenger Upon Request?

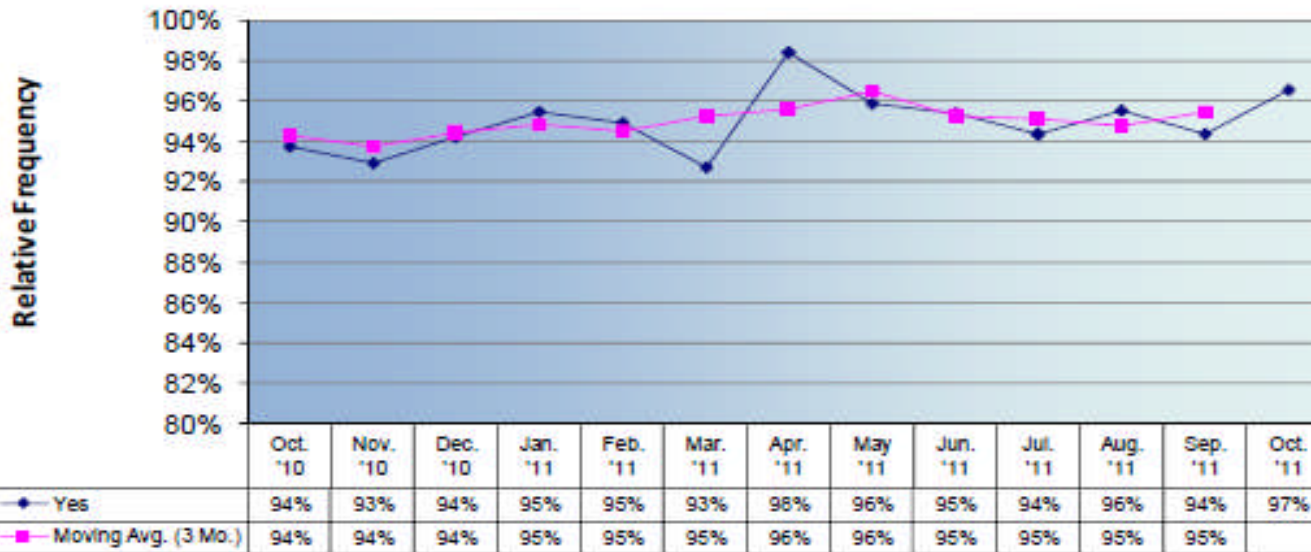


Non-Disabled Requested to Move from Priority Seating when Necessary?

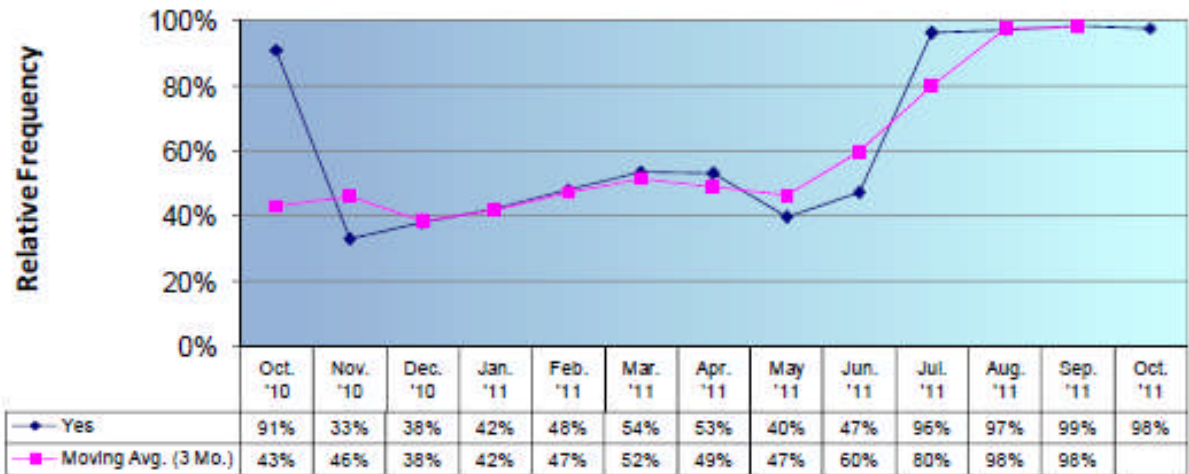


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## Interior AVA Used or Voice Announcements Made?

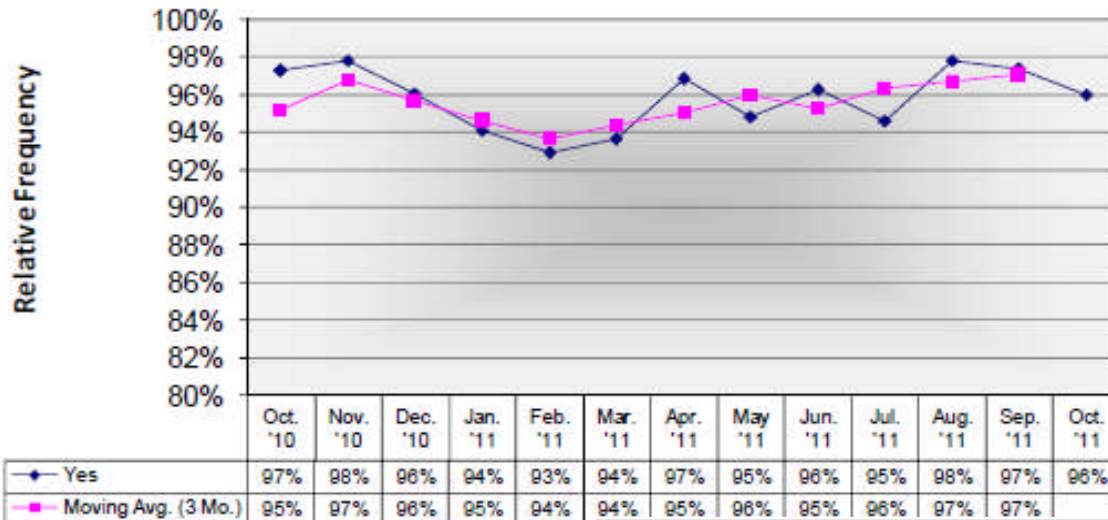


## Were All Passengers Behind the Safety Line Before the Bus Was Moved?

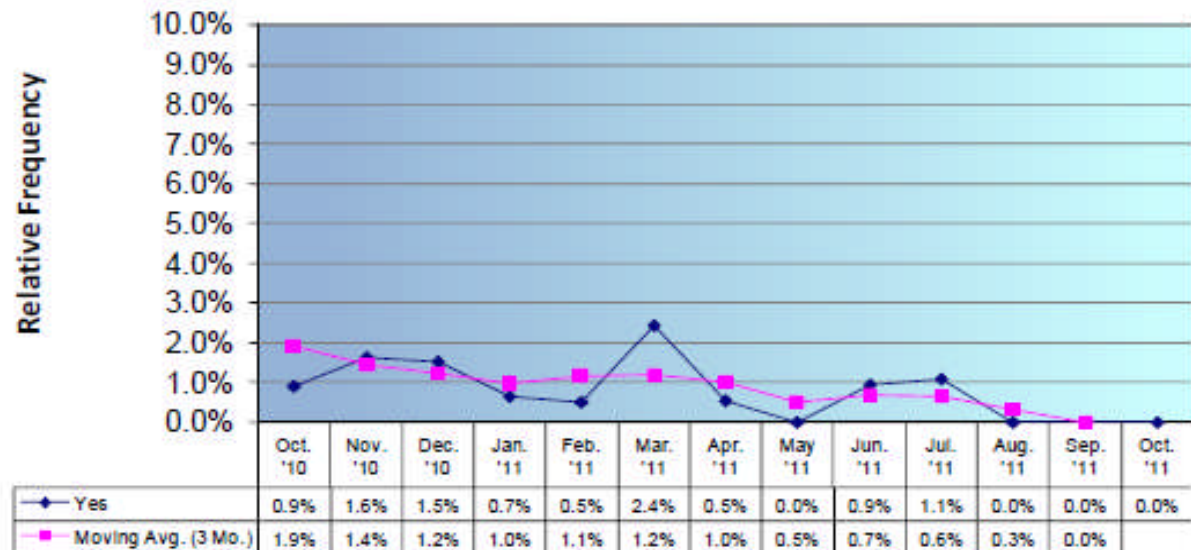


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## Did the Operator Wear Seat Belt?



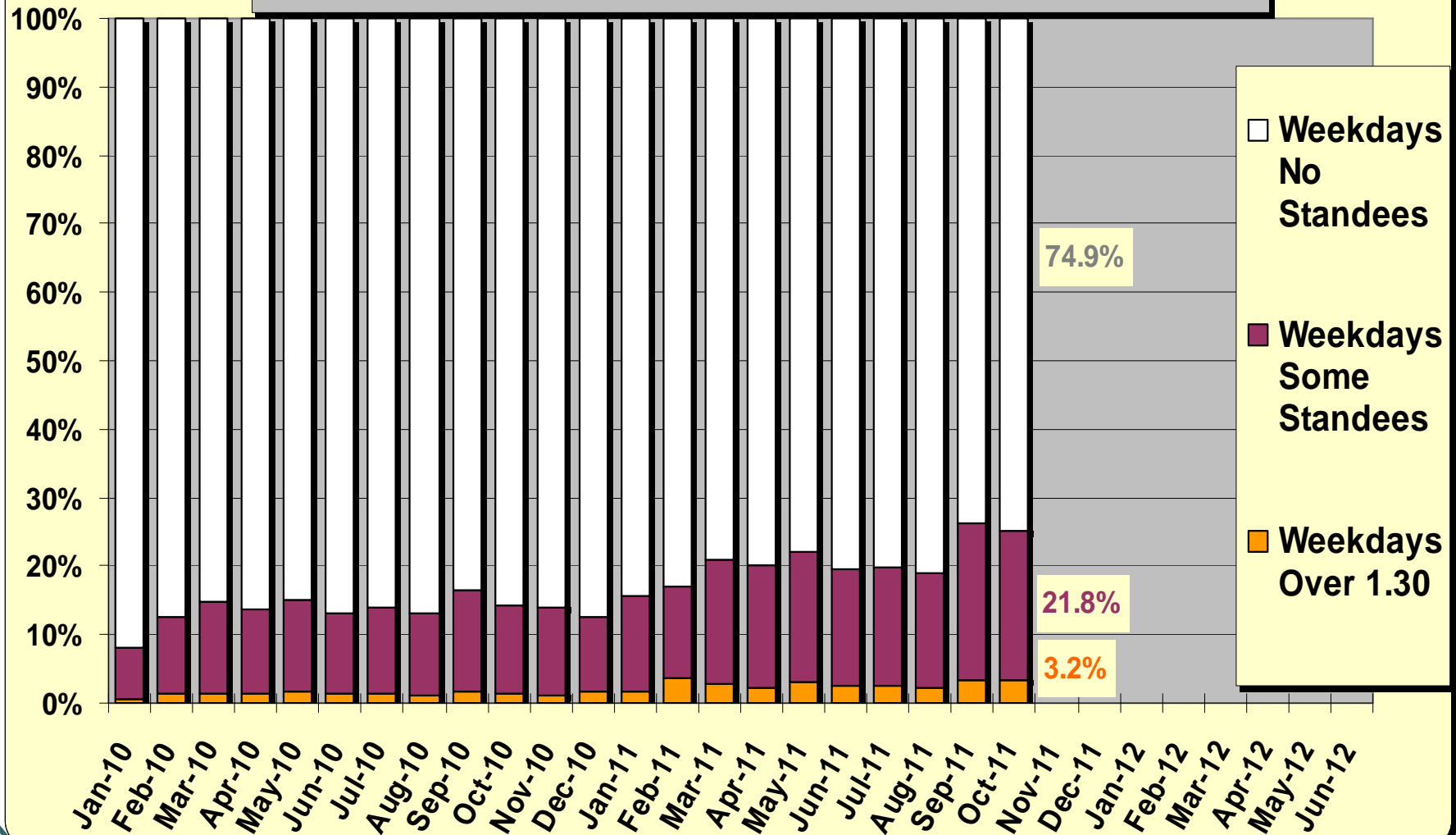
## Cell Phone/Electronic Device Used?





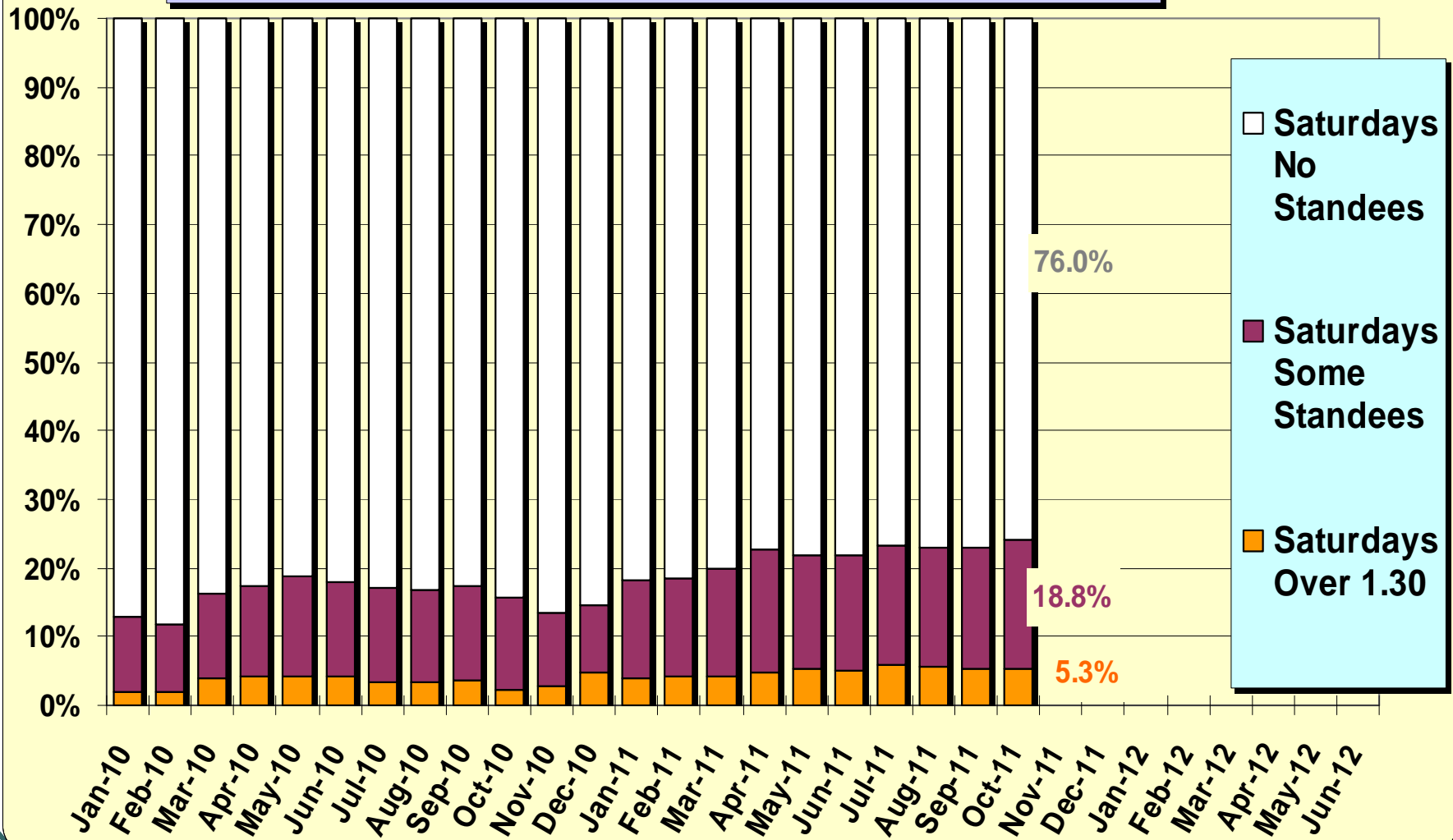
# SBC Service Council December 2011 Meeting

Weekday Percentage of Metro Bus Trips in Load Categories



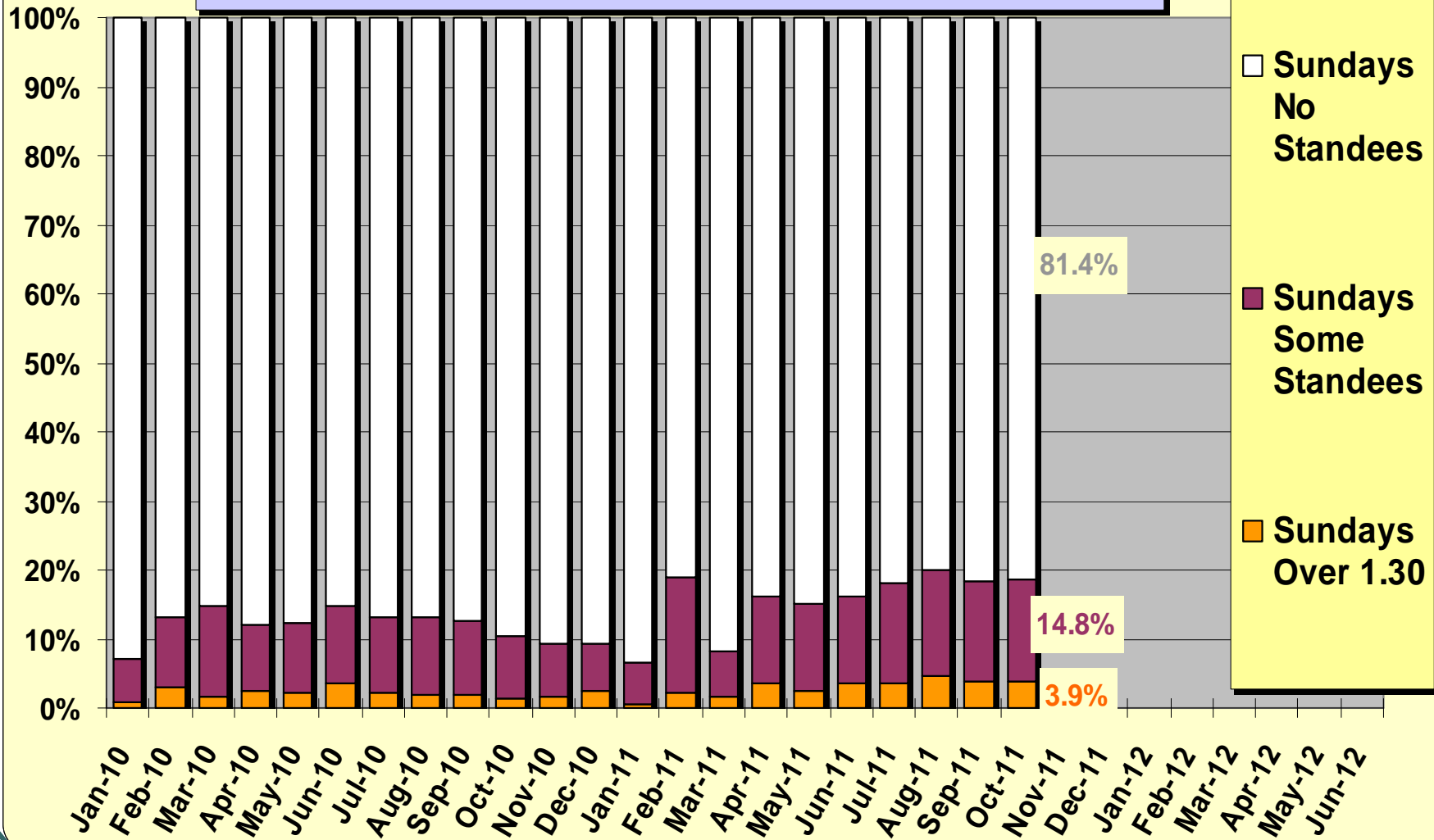
# SBC Service Council December 2011 Meeting

Saturday Percentage of Metro Bus Trips In Load Categories



# SBC Service Council December 2011 Meeting

**Sunday** Percentage of Metro Bus Trips In Load Categories



## Expo Light Rail Line Update

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**Pre-Revenue Service Start and Estimated Duration**

**Service Council Expo Line Tour**

**Bus Service Changes Related to Expo Line**

# SBC Service Council December 2011 Meeting

## Service Council Web Page Update

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*It's Alive... Alive*

# **SBC Service Council December 2011 Meeting**

## **Bus Station Cleanliness Evaluation Program**

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**Metro Staff Trained on December 2**

**Training of Service Council Representatives  
In Progress or Being Scheduled**

**Expectations of Evaluating 12 Stations in  
December**

# SBC Service Council December 2011 Meeting

## February Public Hearings for Proposed June 2010 Service Changes

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- **San Fernando Valley -- Extension of Orange Line**
- **Gateway Cities -- Minor route change - Line 202 (Willowbrook – Wilmington)**
- **South Bay Cities -- Minor service change – Line 607 (Inglewood Shuttle) &  
Minor service change – Line 442 (Manchester-Hawthorne)  
Minor service change – Lin 126 (Manhattan Beach BI)**
- **San Gabriel Valley – Route and service change – Line 177 (JPL – Cal Tech)**
- **Westside/Central – Minor route change – Line 620 (Boyle Heights Shuttle)**

# SBC Service Council December 2011 Meeting

## February Public Hearings for Proposed June 2010 Service Changes

- **San Fernando Valley** - Extension of Orange Line
- **Gateway Cities** - Minor route change Line 202 (Willowbrook – Wilmington)
- **South Bay Cities** - Minor service change Line 607 (Inglewood Shuttle)
  - Bus type and frequency changes
    - Line 40 (Downtown LA – So Bay Galleria via Hawthorne)
    - Line 710 (Hawthorne Rapid Bus)
    - Line 740 (Crenshaw Rapid Bus)
  - All three also in WSC public hearing
- **Westside/Central** - Minor route change Line 620 (Boyle Heights Shuttle)
- **San Gabriel Valley** - Route and service change Line 177 (JPL – Cal Tech)



# SBC Service Council December 2011 Meeting

## Public Workshop on Improving Service

Line	Name	Riders	Sub/Rider	Riders/Hr	Service
126	Manhattan Beach BI	240	\$6.85	17	Peaks only
177	JPL – Cal Tech	356	\$4.57	16	Peaks only
202	Willowbrook-Wilmington	298	\$9.67	11	Peaks only
442	Manchester/Hawthorne	263	\$5.47	21	Peaks only
607	Winsor Hills-Inglewood	73	\$9.07	9	1-Way Loop Peaks only
620	Boyle Heights	302	\$5.60	20	1-Way Loop
<b>System Average</b>		<b>8,300</b>	<b>\$1.66</b>	<b>54</b>	

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# **SBC Service Council December 2011 Meeting**

## **Quarterly Meet and Confer**

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**Tuesday, January 10, 2011**

**2:00 PM to 4:00 PM**

**Metro Gateway Building**

**Topics: To Be Determined**