

Contracted Metro Bus Service

- 18 Metro Bus Lines (three contract regions)
- 160 Buses from 32-40 ft (includes 12 Dodge Express Buses)
- 474,537 Annual Revenue Service Hours (approx 7% of Metro Bus Service)



Service Improvements: FY09 → FY10 → FY11

	FY 09	FY 10	FY 11	Change
Boardings	12,974,181	12,920,182	13,377,958	3%
Wheelchair Boardings	26,418	33,205	41,807	58%
Revenue Service Hours	497,516	499,480	483,624	-3%
Operating Cost	\$ 35,486,928	\$ 37,348,717	\$ 37,780,752	6%
Complaints	1,254	757	849	-32%

Boardings Per Revenue Service Hour	26.08	25.87	27.66	6%
Operating Cost Per Boarding	\$ 2.74	\$ 2.89	\$ 2.82	3%
Complaints Per 100,000 Boardings	9.67	5.86	6.35	-34%

South Bay Service

- MV Transportation operates 7 lines: 125, 128, 130, 205, 232, 607 and 625
- 70 buses in fleet: 66 diesel Orion (40'), 4 CNG NABI (32') and 12 CNG NABI (40')
- 12 NABI (40') buses moved to MV in 9/11 to ensure sufficient spare ratio during installation of full ATMS
- Bus Type by Line:
 - 125 – 14 Orion 40'/NABI 40'
 - 128 – 5 Orion 40'/NABI 40'
 - 130 – 11 Orion 40'/NABI 40'
 - 205 – 14 Orion 40'/NABI 40'
 - 232 – 22 Orion 40'/NABI 40'
 - 607 – 1 NABI 32'
 - 625 – 2 NABI 32'



Metro

Bus Replacement Schedule

- The 66 diesel 2000 Orion buses are scheduled for replacement in FY14
- Metro will purchase 66 CNG buses

FY 12: Next Steps

- **Automated Transportation Management System (ATMS)**
 - Complete upgrades on 64 Orion buses to include the automated voice annunciator and automatic passenger counter to be consistent with Metro's directly operated buses by 12-31-11
 - Complete training for Contractor maintenance staff
 - Complete training for Contractor operators on the Driver Control Module to capture wheelchair boardings/alightings and securement refusals
- **Customer Service Improvement Program**
 - Ensure that Contractors are providing supplemental training and/or taking corrective action with operators that have the highest number of complaints
- **Scheduling/Vehicle Operations/Bus Operations Control (BOC)**
 - Use ATMS data to improve Contracted Services schedules to increase on-time performance to 85%
 - Vehicle Operation Supervisors will continue to monitor contract lines to ensure that buses are departing terminals and time points as scheduled
 - BOC to continue to monitor contract lines to ensure that buses are running on-time
- **Maintenance/Cleanliness**
 - Metro Quality Assurance Staff to continue quarterly simulated CHP inspections
 - Metro Quality Assurance Staff to continue monthly cleanliness inspections

