

*Metro San Gabriel Valley  
Service Council  
January 9, 2012 Meeting*

*Performance Report  
for November 2011*

# SGV Service Council January 2012 Meeting

## *Metro San Gabriel Valley & Metro Bus System*

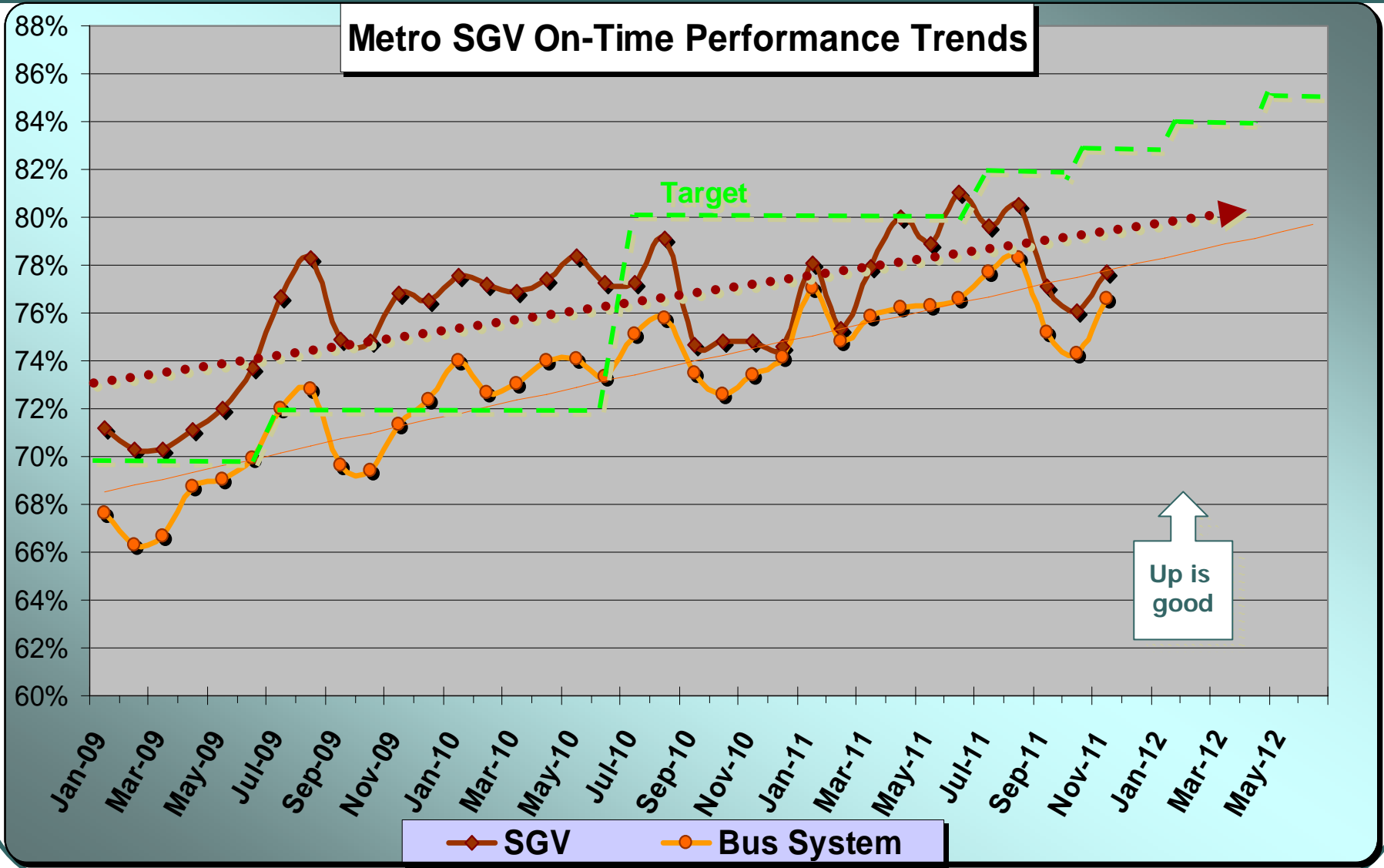
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*November 2011*

*Measurement : On Time Performance*

	<b>Target</b>	<b>Nov.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>82.0%</b>	<b>76.6%</b>	<b>76.4%</b>
<i>San Gabriel Valley</i>	<b>82.0%</b>	<b>77.7%</b>	<b>78.2%</b>

# SGV Service Council January 2012 Meeting



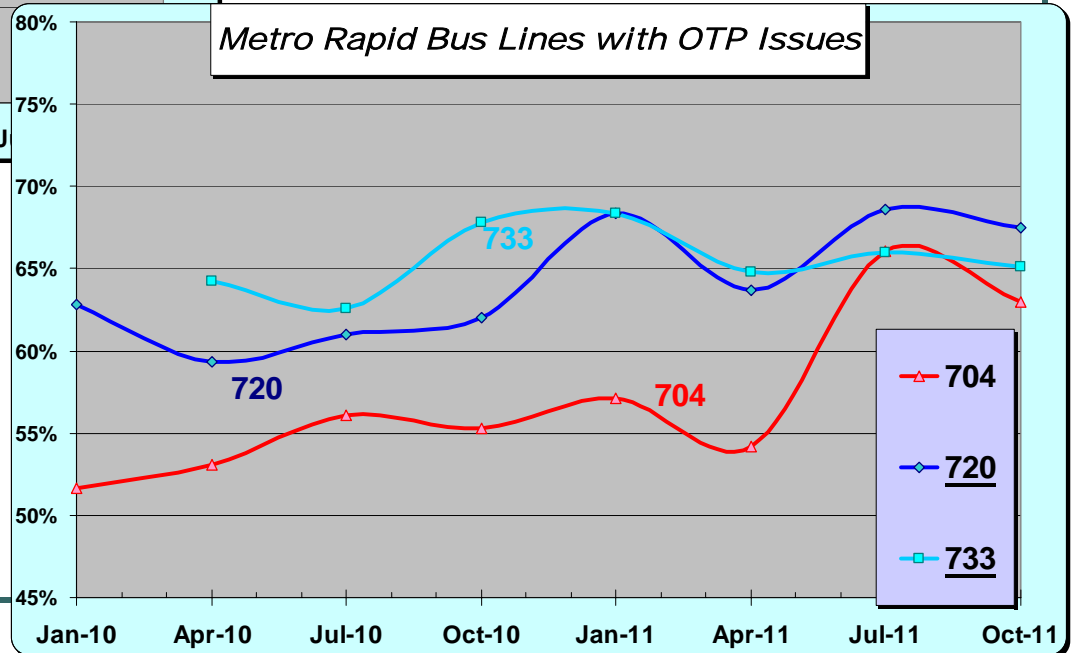
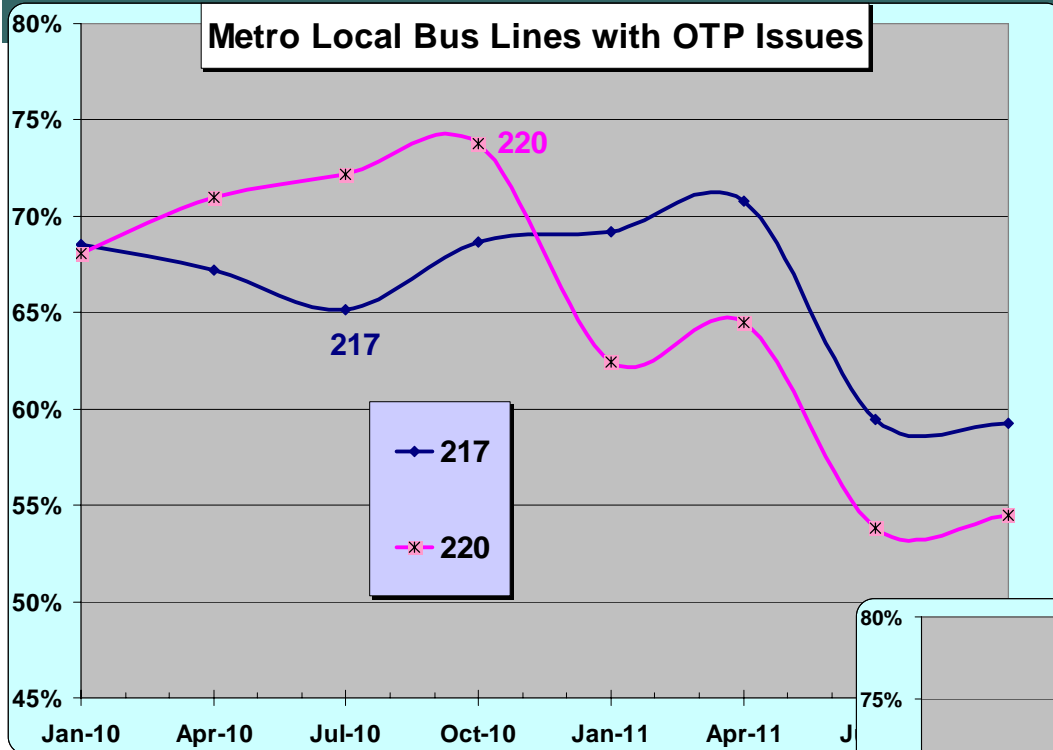
# SGV Service Council January 2012 Meeting

## Metro Lines that Averaged Less Than 66.6% OTP from January 2010 to November 2011

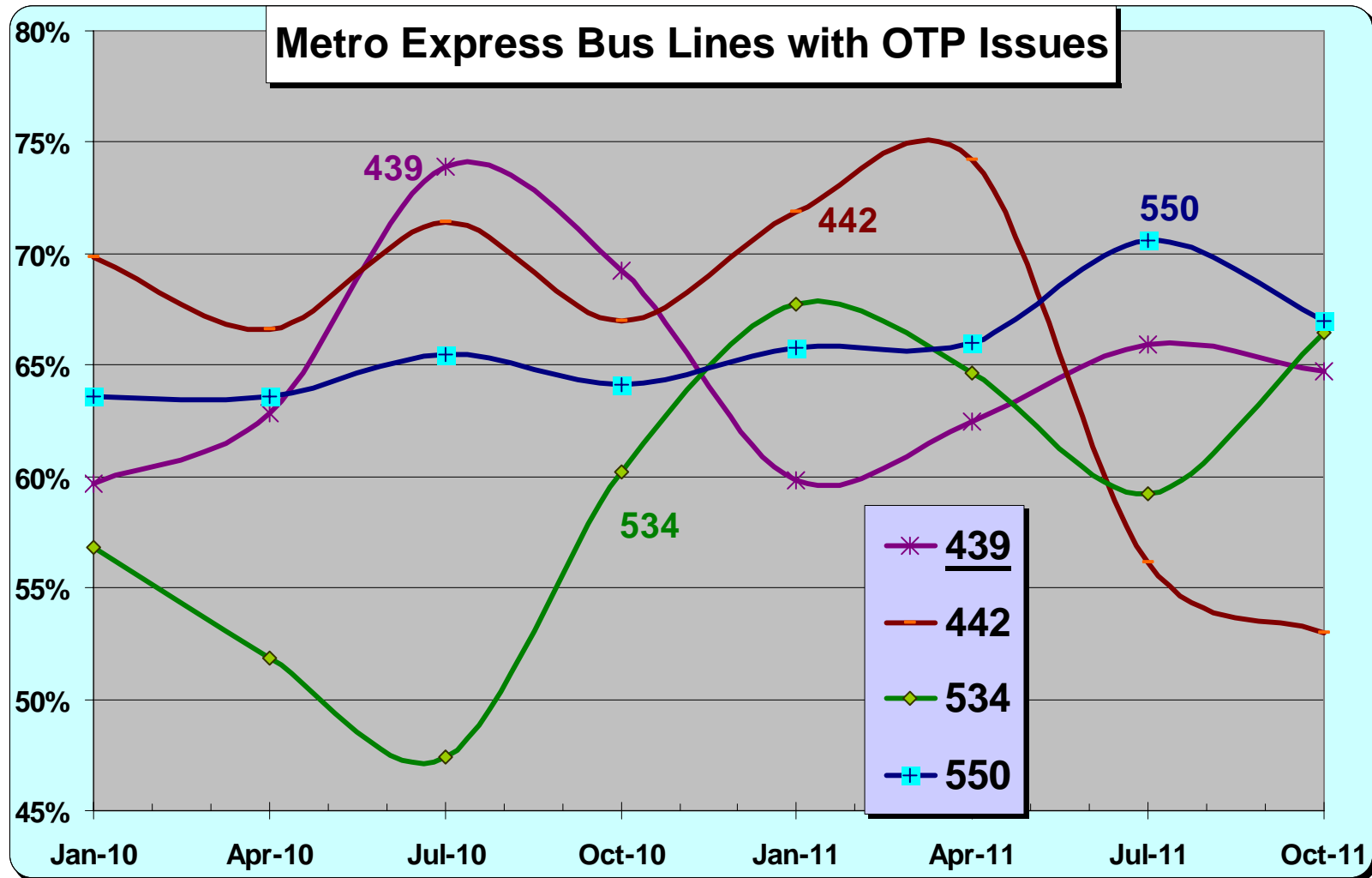
### Line OTP Avg. by Calendar Quarter

Line	2010 Q1	2010 Q2	2010 Q3	2010 Q4	2011 Q1	2011 Q2	2011 Q3	2011 Q4	Avg. OTP
Quarter Beginning Month									
	Jan-10	Apr-10	Jul-10	Oct-10	Jan-11	Apr-11	Jul-11	Oct-11	
WSC 217	68.5%	67.2%	65.2%	68.6%	69.2%	70.8%	59.5%	59.3%	66.0%
WSC 220	68.0%	71.0%	72.2%	73.7%	62.4%	64.5%	53.8%	54.5%	65.0%
WSC 439	59.7%	62.8%	73.9%	69.2%	59.8%	62.5%	65.9%	64.8%	64.8%
SBC 442	69.9%	66.6%	71.4%	67.0%	71.8%	74.2%	56.1%	53.0%	66.2%
WSC 534	56.8%	51.9%	47.4%	60.2%	67.7%	64.6%	59.2%	66.4%	59.3%
SBC 550	63.6%	63.6%	65.5%	64.1%	65.8%	66.0%	70.6%	67.0%	65.8%
WSC 704	51.6%	53.1%	56.1%	55.3%	57.1%	54.2%	66.0%	62.9%	57.1%
WSC 720	62.8%	59.3%	61.0%	62.0%	68.4%	63.7%	68.6%	67.5%	64.2%
WSC 733		64.2%	62.6%	67.8%	68.4%	64.8%	65.9%	65.1%	65.5%

# SGV Service Council January 2012 Meeting



# SGV Service Council January 2012 Meeting



# *SGV Service Council January 2012 Meeting*

## *On-Time Performance Action Plan*

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**Task force has been created to develop and implement programs to improve OTP on problem lines**

**Task Force to include; Scheduling; Ops. Planning; Vehicle Operations; Bus Operations Control; Instruction; Divisions; etc**

**Examples of actions to be considered include:**

- **Adjust bus running time based on ATMS & Operator recommendations**
- **Increase scheduled pull-out time**
- **Assign supervisors to terminals with poor on-time departures**
- **Assign BOC Controllers to major bus lines**
- **Consider using light duty Oper. at high passenger loading locations**
- **Consider shortening long bus lines or creating two bus lines**
- **Adjusting number and location of time-points**

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# SGV Service Council January 2012 Meeting

## *Metro San Gabriel Valley & Metro Bus System*

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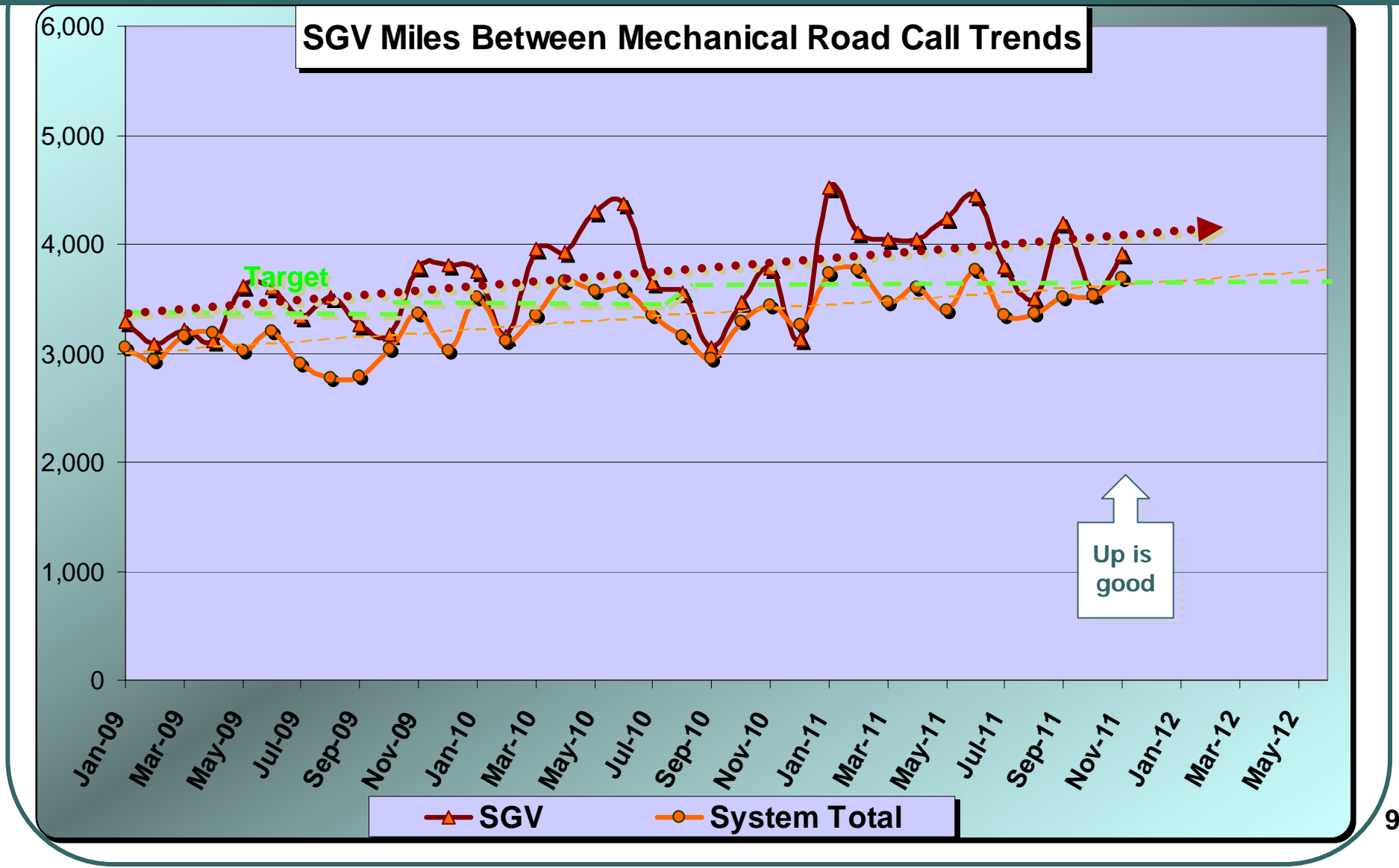
*November 2011*

*Measurement : Miles Between Mechanical Road Call*

	<b>Target</b>	<b>Nov.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3,650</b>	<b>3,693</b>	<b>3,482</b>
<i>San Gabriel Valley</i>	<b>3,650</b>	<b>3,906</b>	<b>3,767</b>



# SGV Service Council January 2012 Meeting



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## *Metro San Gabriel Valley & Metro Bus System*

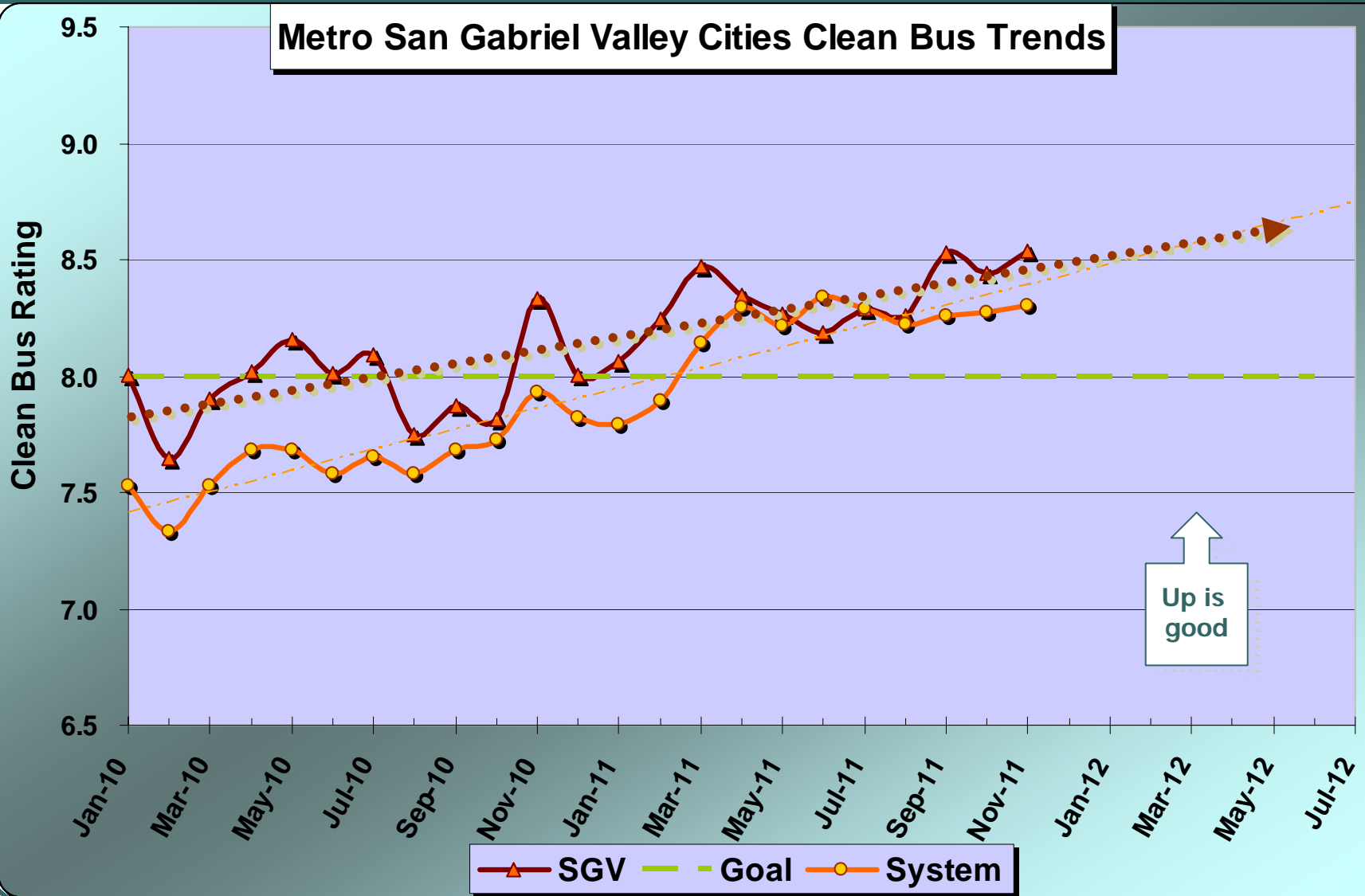
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*November 2011*

Measurement : **Clean Bus**

	<b>Target</b>	<b>Nov.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>8.0</b>	<b>8.31</b>	<b>8.27</b>
<i>San Gabriel Valley</i>	<b>8.0</b>	<b>8.54</b>	<b>8.41</b>

# SGV Service Council January 2012 Meeting



# SGV Service Council January 2012 Meeting

## *Metro San Gabriel Valley & Metro Bus System*

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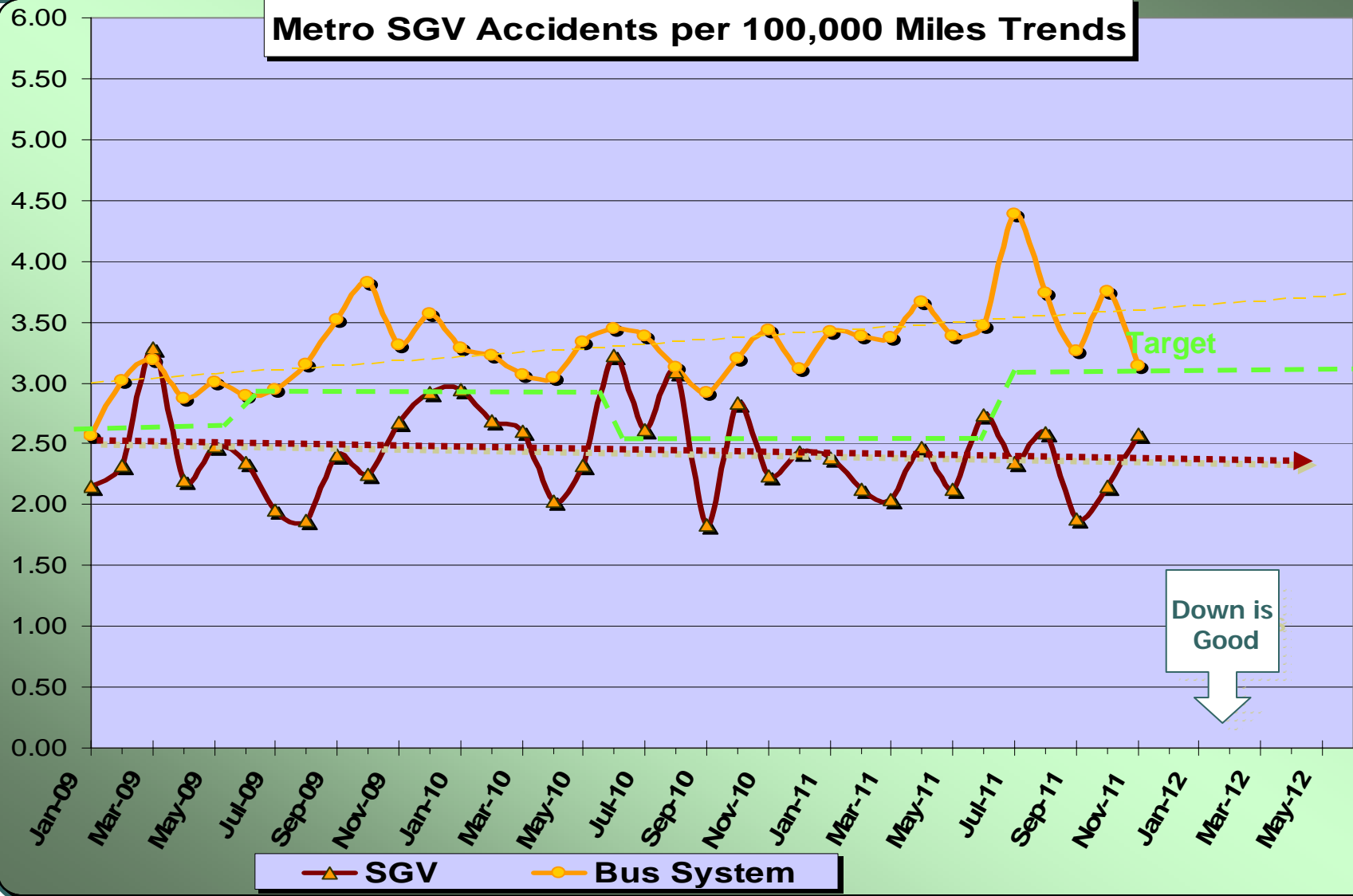
*November 2011*

*Measurement : Accidents per 100,000 Miles*

	<b>Target</b>	<b>Nov.</b>	<b>YTD</b>
<b>Metro Bus System</b>	<b>3.10</b>	<b>3.14</b>	<b>3.66</b>
<i>San Gabriel Valley</i>	<b>2.46</b>	<b>2.58</b>	<b>2.31</b>

# SGV Service Council January 2012 Meeting

**Metro SGV Accidents per 100,000 Miles Trends**



# SGV Service Council January 2012 Meeting

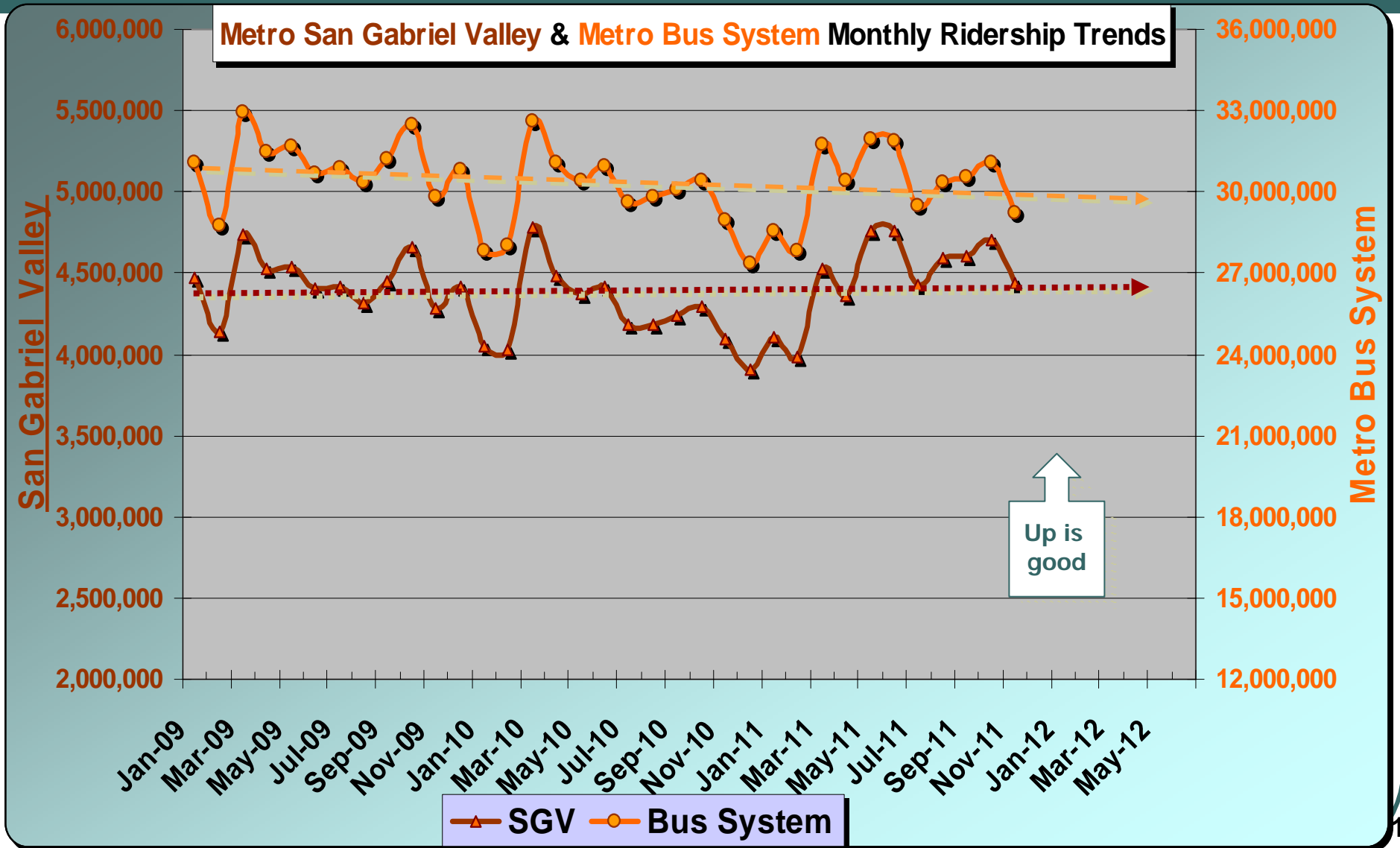
## Metro San Gabriel Valley & Metro Bus System

November 2011

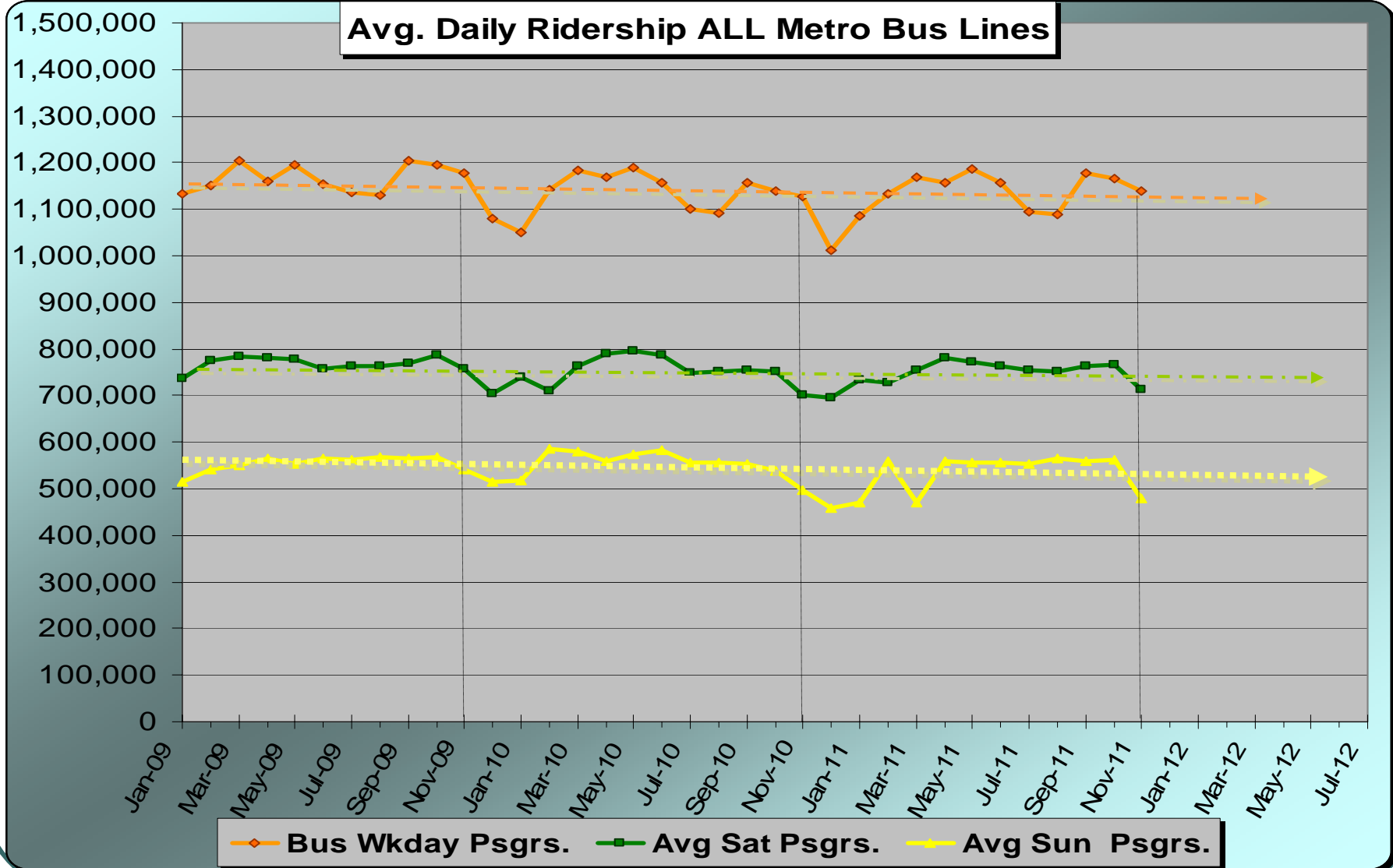
Measurement : Monthly Ridership

	Target	Nov.	YTD
<b>Metro Bus System</b>	<b>29,170,000</b>	<b>29,200,000</b>	<b>30,240,000</b>
<i>San Gabriel Valley</i>	<b>4,190,000</b>	<b>4,440,000</b>	<b>4,550,000</b>

# SGV Service Council January 2012 Meeting

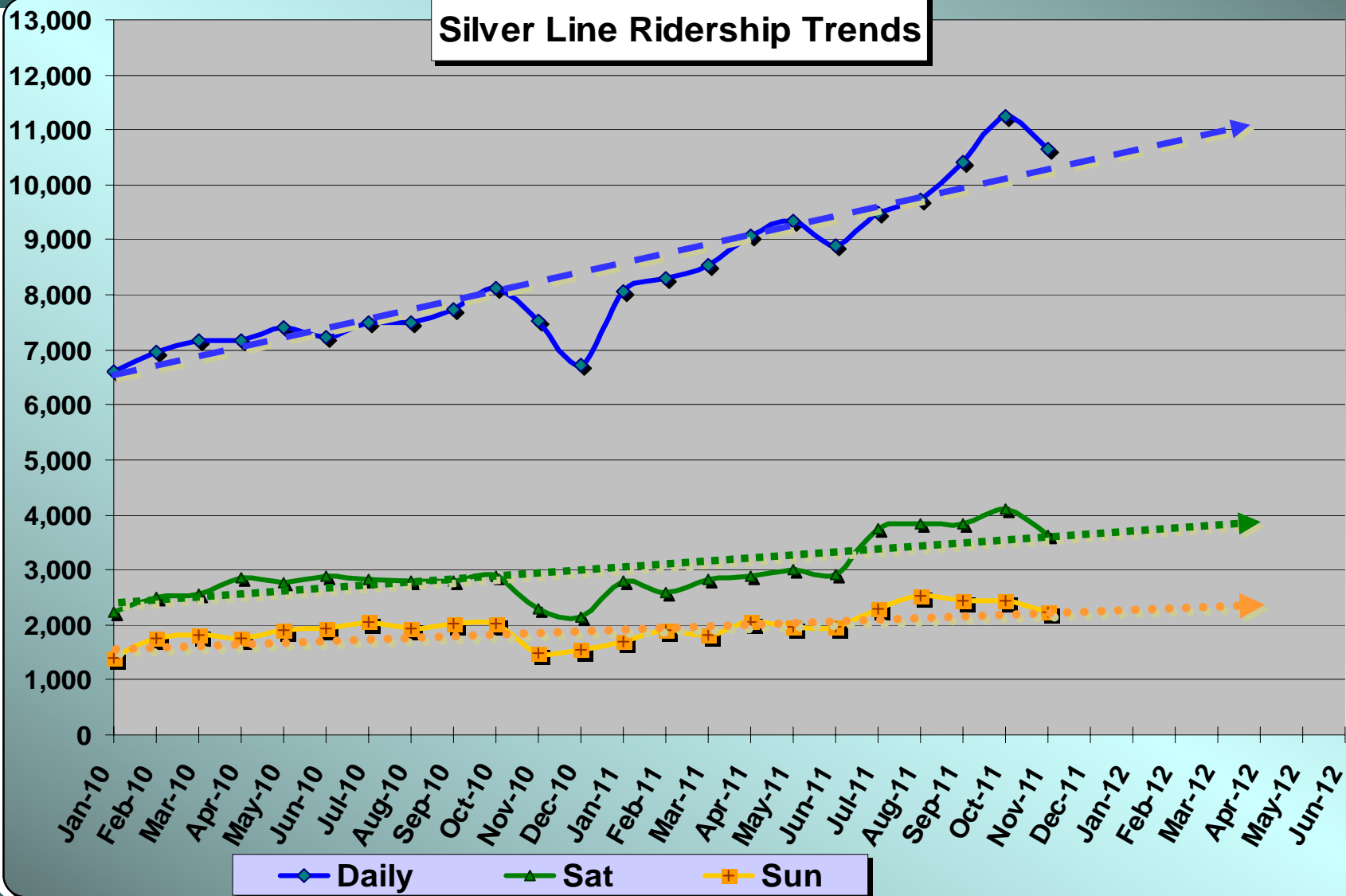


# SGV Service Council January 2012 Meeting



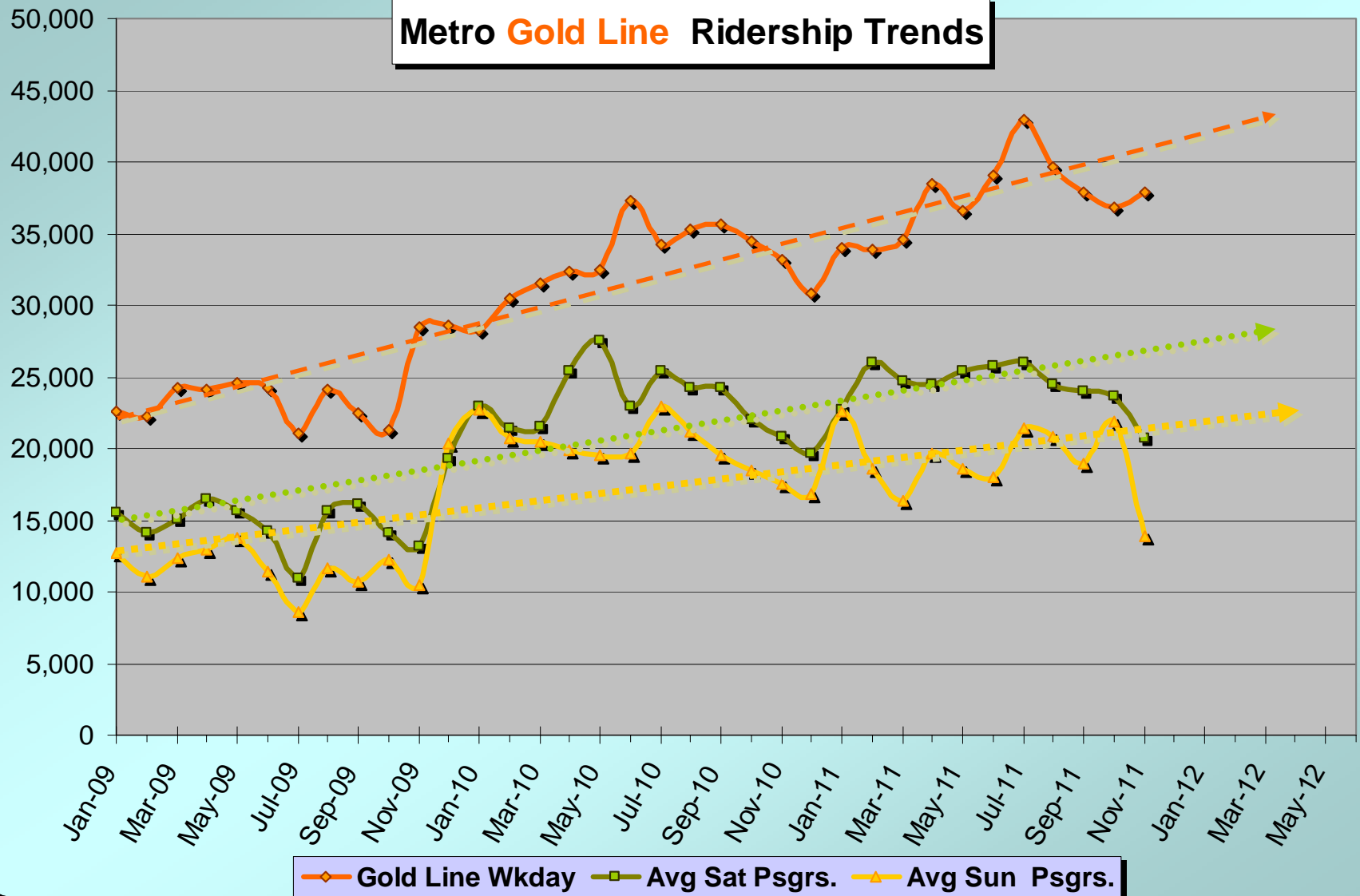


# SGV Service Council January 2012 Meeting



# SGV Service Council January 2012 Meeting

**Metro Gold Line Ridership Trends**



# SGV Service Council January 2012 Meeting

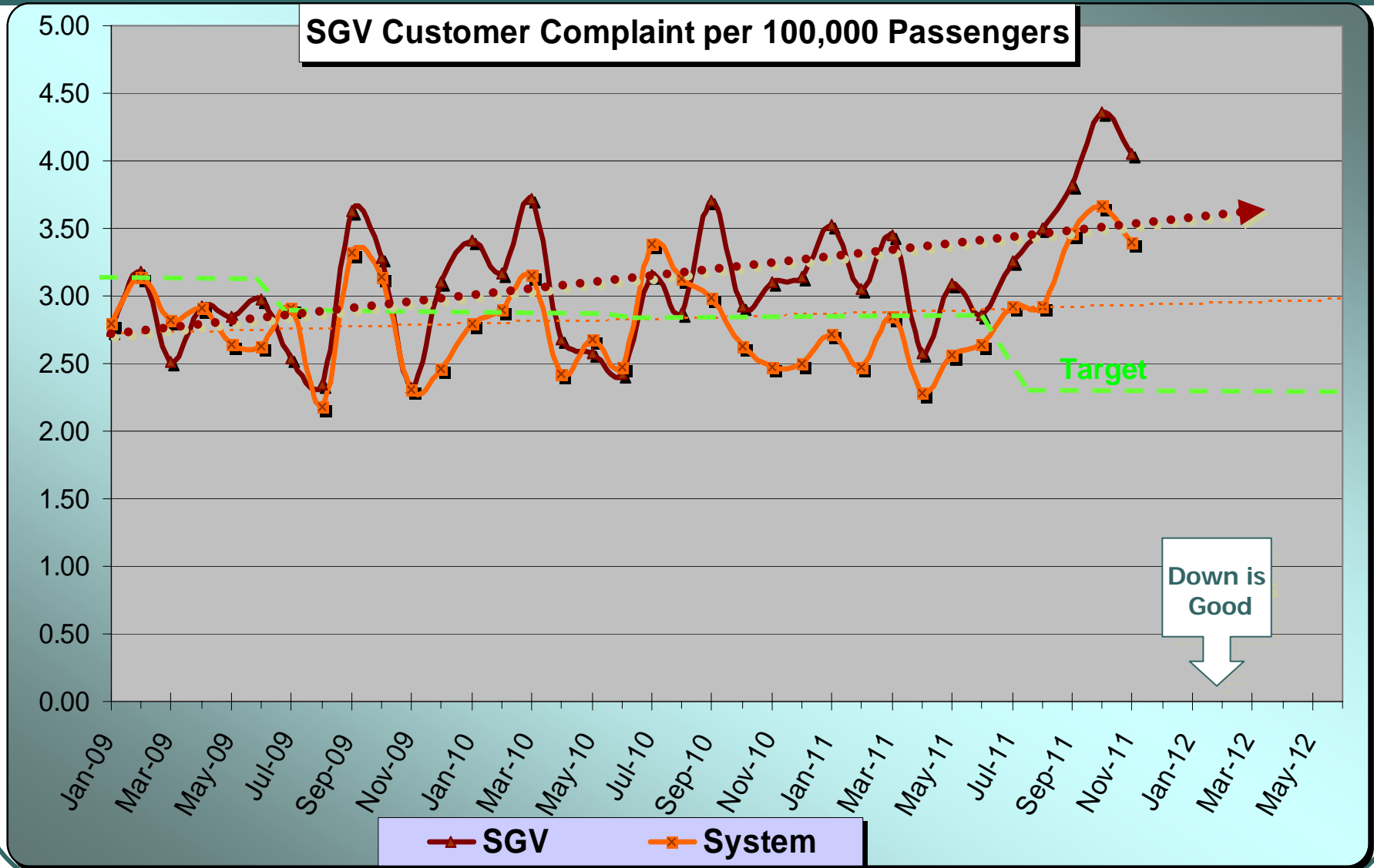
## Metro San Gabriel Valley & Metro Bus System

November 2011

Measurement : Complaints per 100,000 Psgrs.

	Target	Nov.	YTD
<b>Metro Bus System</b>	<b>2.29</b>	<b>3.40</b>	<b>3.28</b>
<i>San Gabriel Valley</i>	<b>2.73</b>	<b>4.05</b>	<b>3.80</b>

# SGV Service Council January 2012 Meeting



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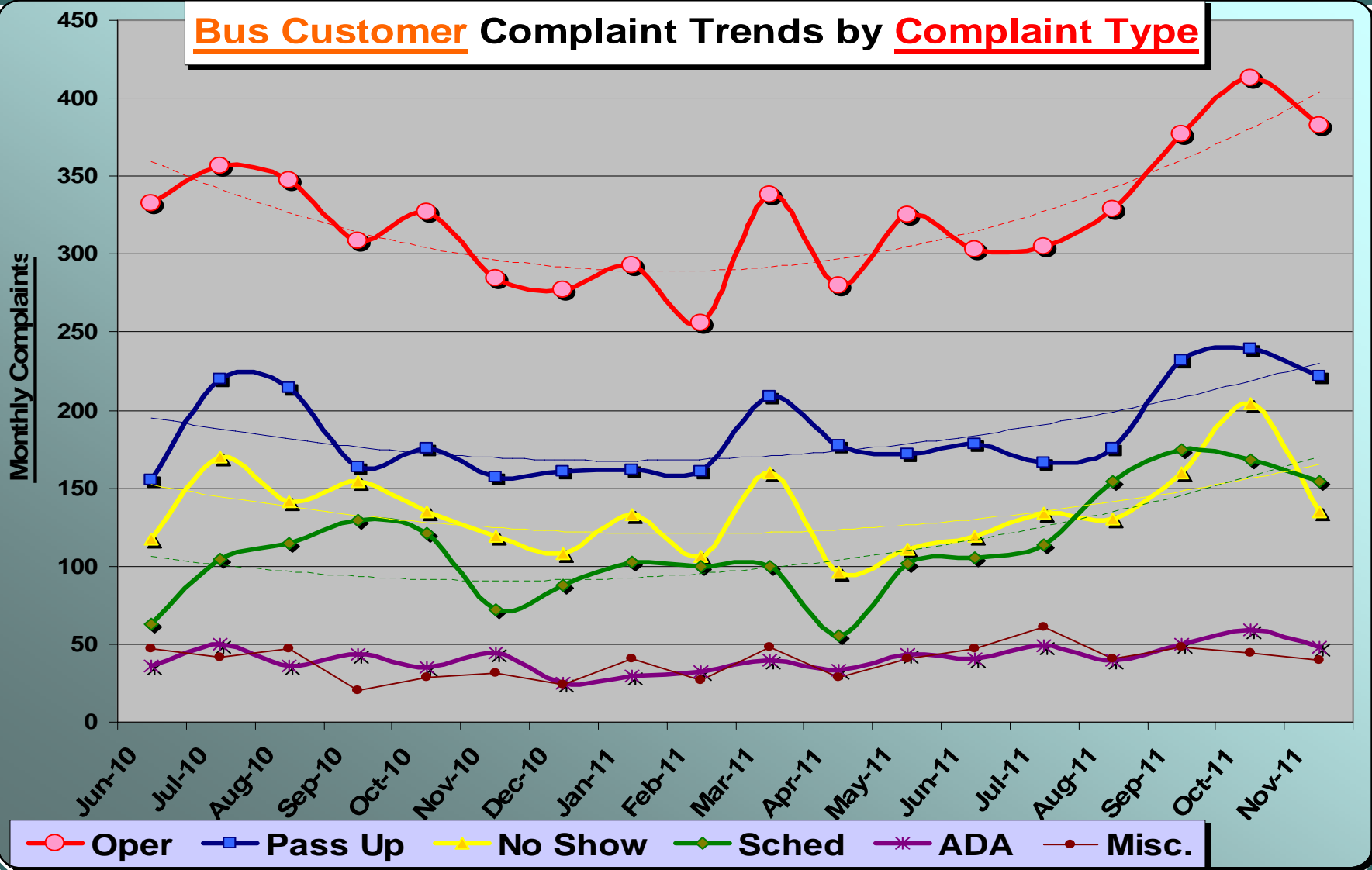
## Customer Complaints by Type

Bus System Complaints			
Type	Nov. 2011	12-Mo Avg.	Pct.
<b>Operator</b>	<b>383</b>	<b>322</b>	<b>33%</b>
Pass-Ups	222	185	22%
No Show	135	134	16%
Sched.	154	116	14%
ADA	48	41	5%
Misc.	40	39	5%
Maint.	10	13	2%
<b>TOTALS</b>	<b>992</b>	<b>849</b>	<b>+17%</b>

Operator Complaint Sub Types			
Type	Nov. 2011	12-Mo Avg.	Pct.
<b>Op. Discourtesy</b>	<b>126</b>	<b>108</b>	<b>343%</b>
Unsafe Operation	78	65	20%
Accident	53	45	14%
Operator Conduct	53	29	9%
Disputed Fare	33	23	7%
Carried Past Stop	18	20	6%
Early Schedule	9	12	4%
Improper Curb Stop	5	7	2%
Off Route	6	8	2%
Incorrect Info.	2	2	1%
<b>TOTALS</b>	<b>383</b>	<b>320</b>	<b>+20%</b>

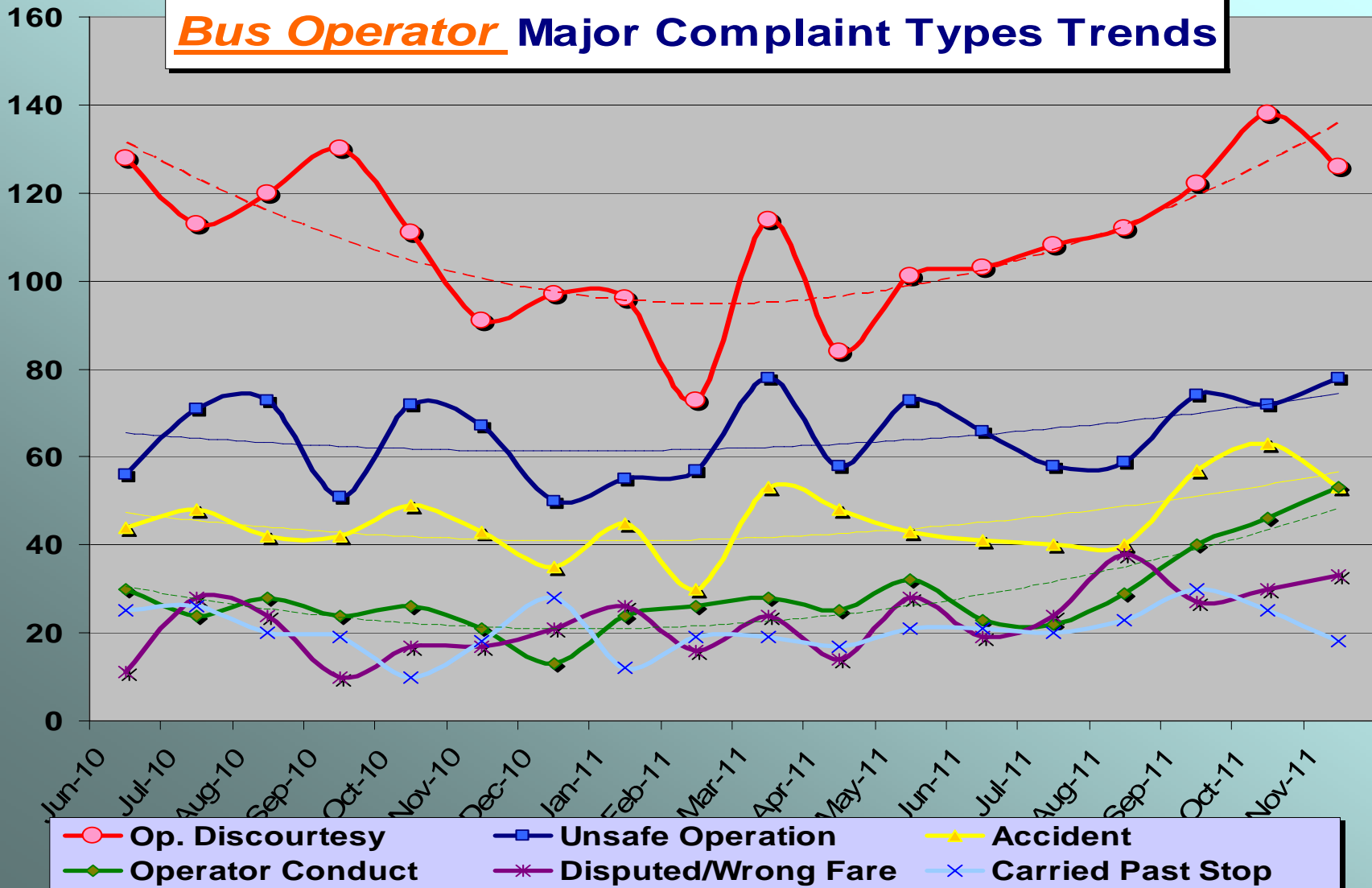
# SGV Service Council January 2012 Meeting

**Bus Customer Complaint Trends by Complaint Type**



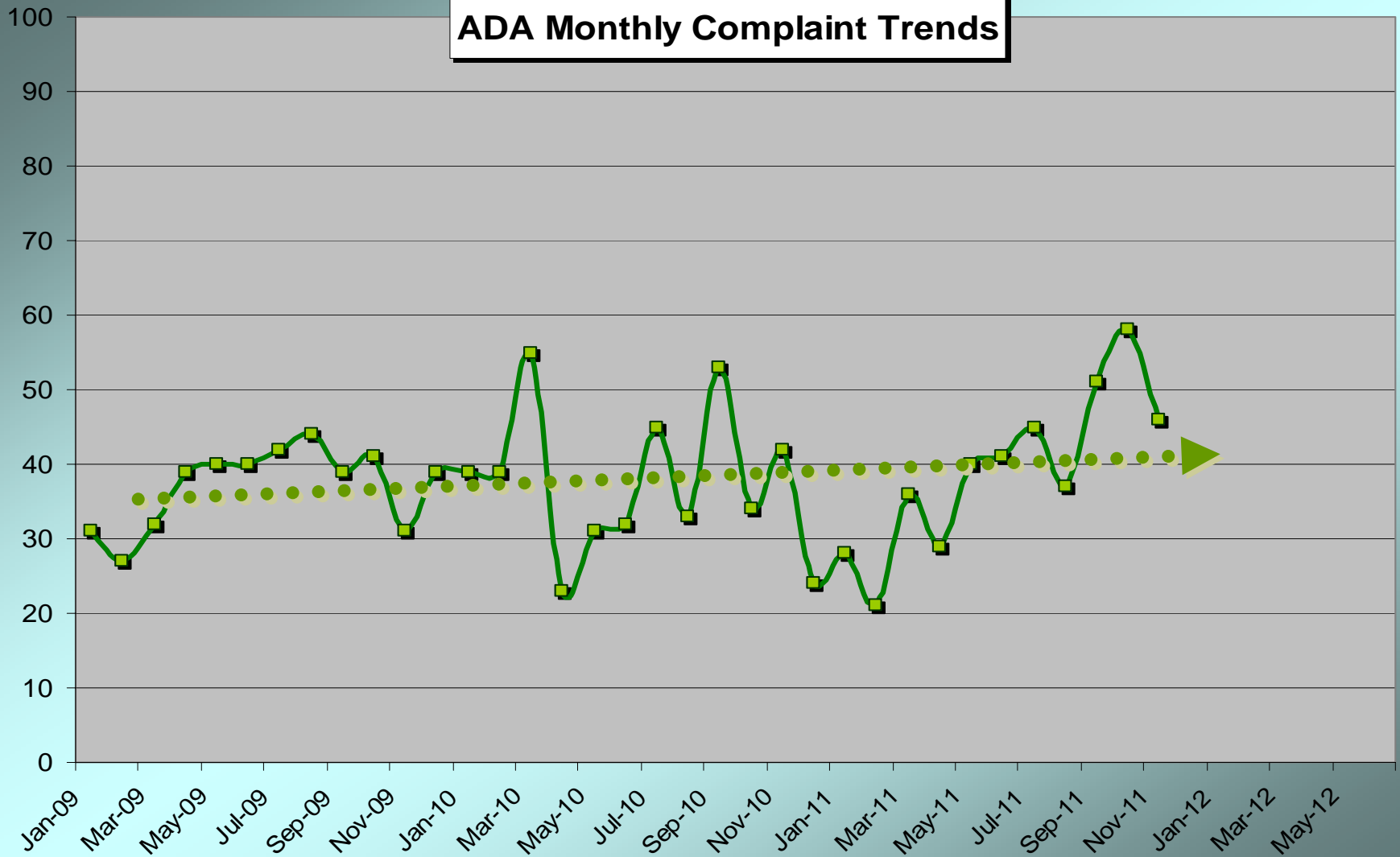
# SGV Service Council January 2012 Meeting

**Bus Operator Major Complaint Types Trends**



# SGV Service Council January 2012 Meeting

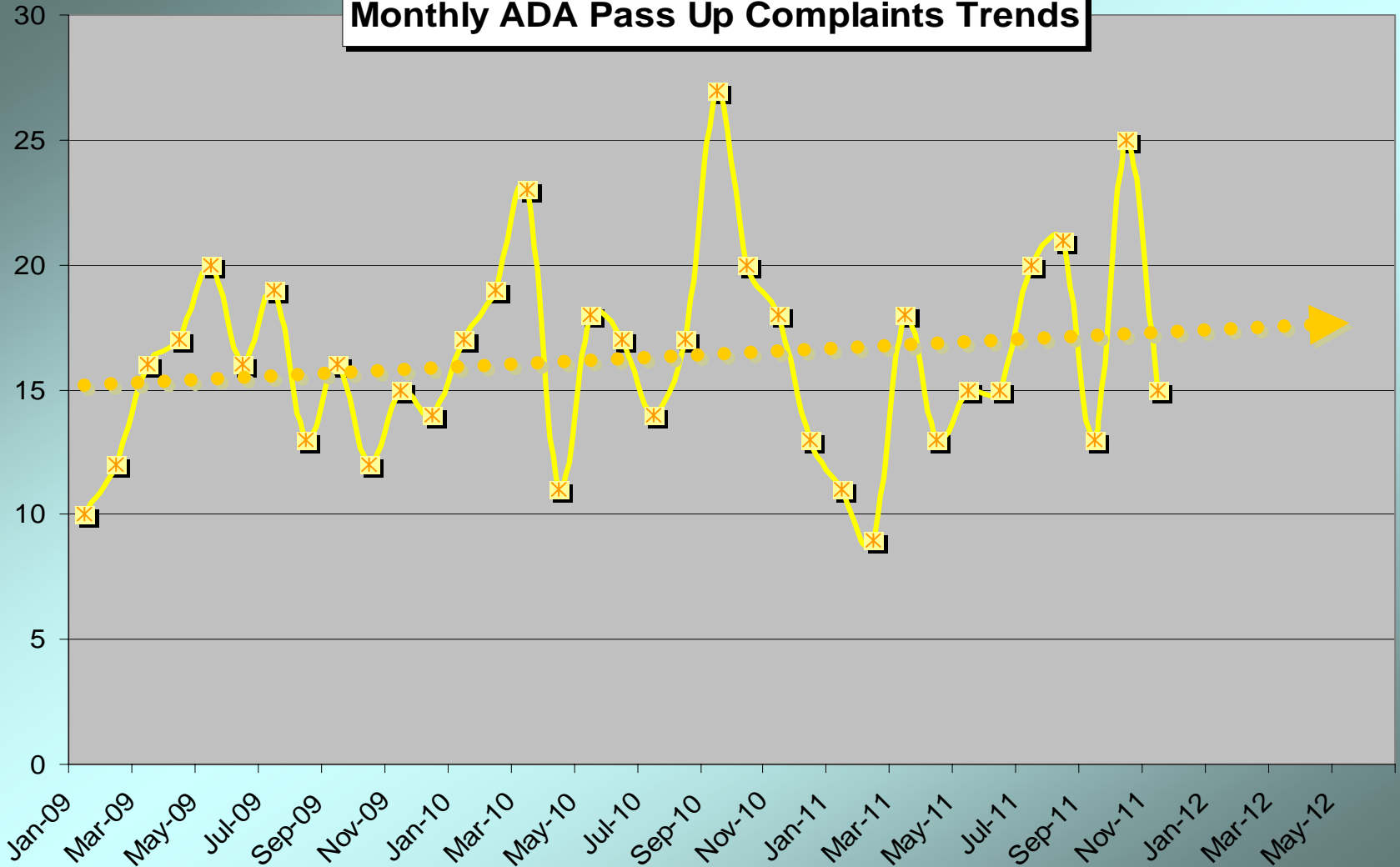
ADA Monthly Complaint Trends





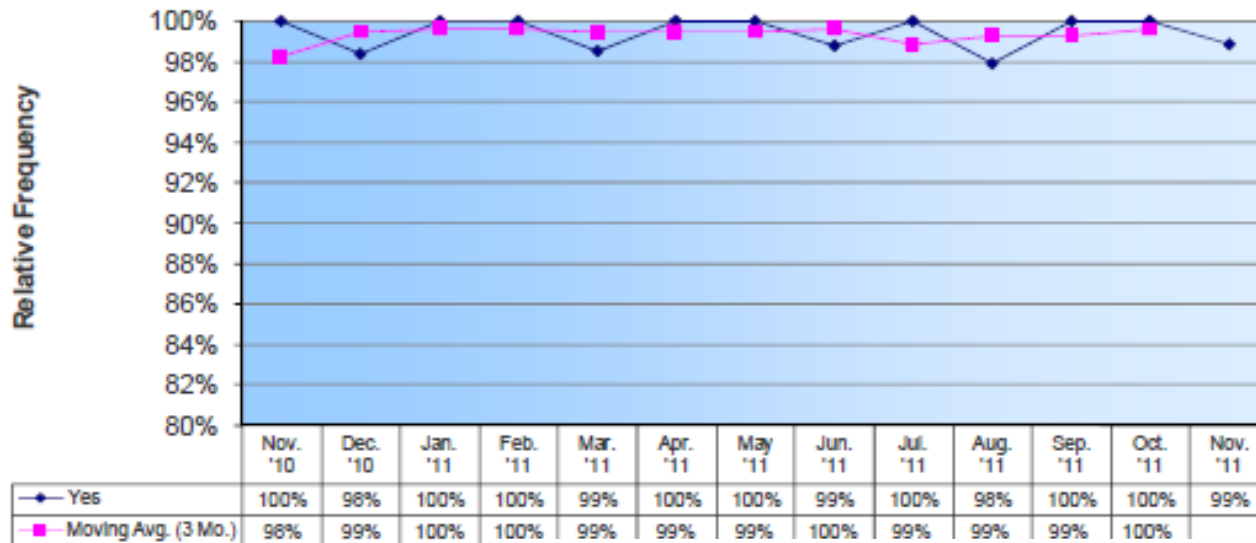
# SGV Service Council January 2012 Meeting

Monthly ADA Pass Up Complaints Trends

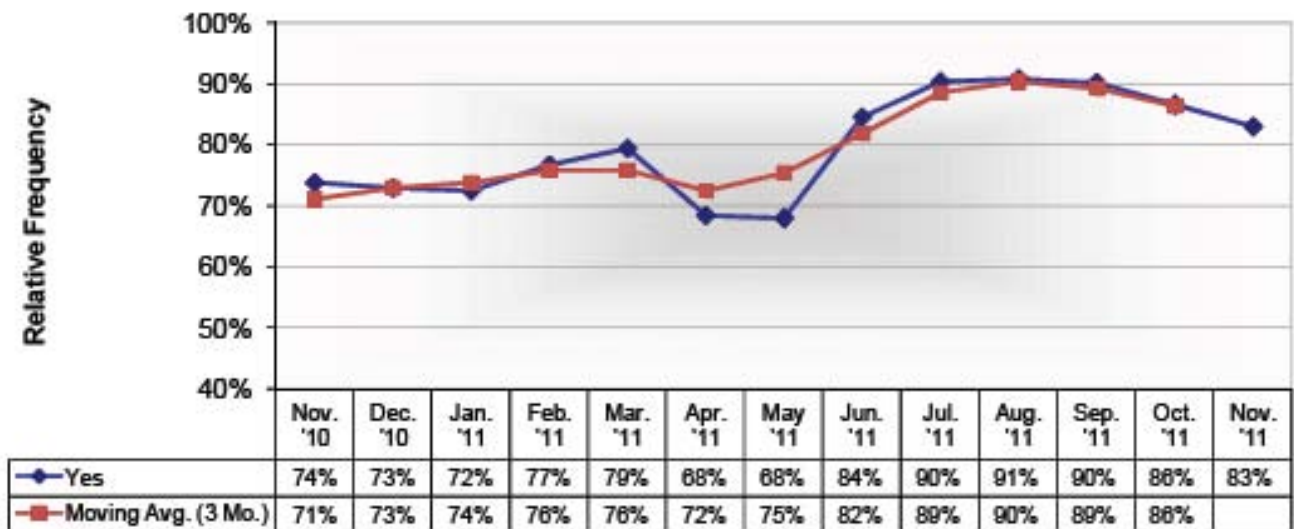


# SGV Service Council January 2012 Meeting

## Did the Lift or Ramp Work Properly?

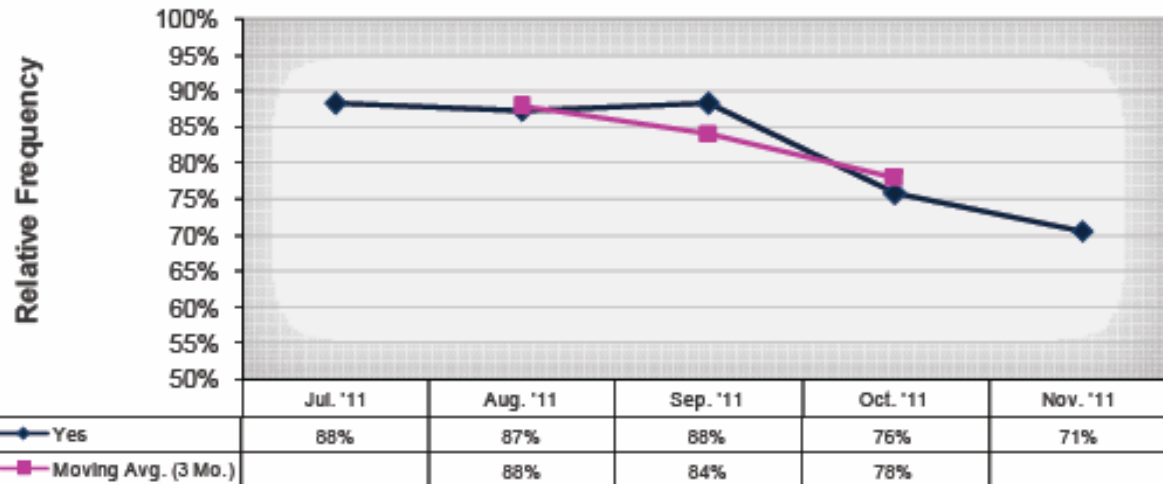


## Did the Operator Offer Assistance to Secure the Wheelchair?

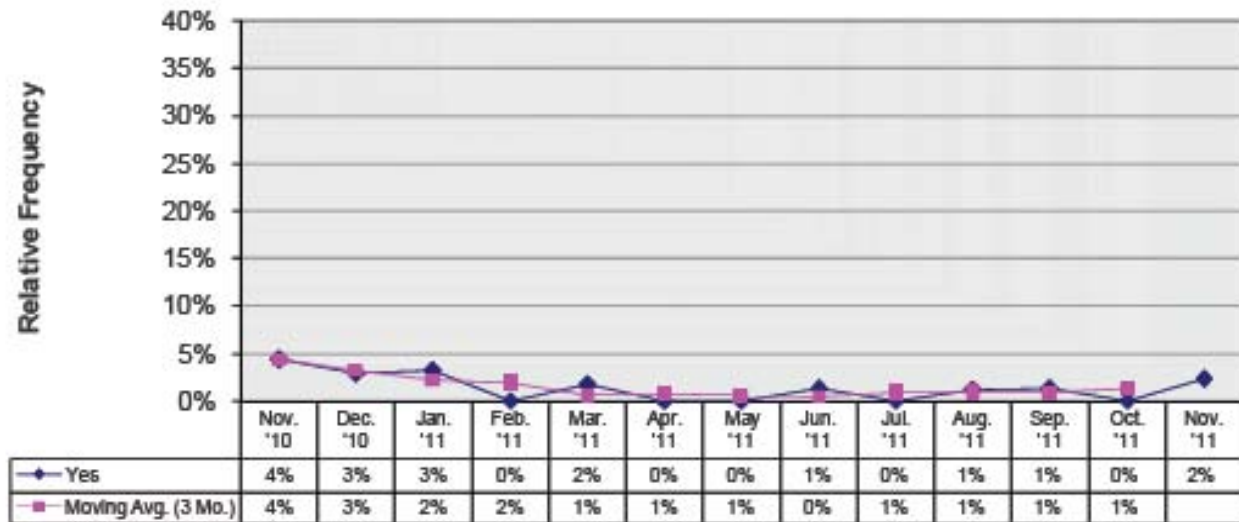


# SGV Service Council January 2012 Meeting

**Did Operator Comply with Securement Procedure Described in Ops #11-070?**

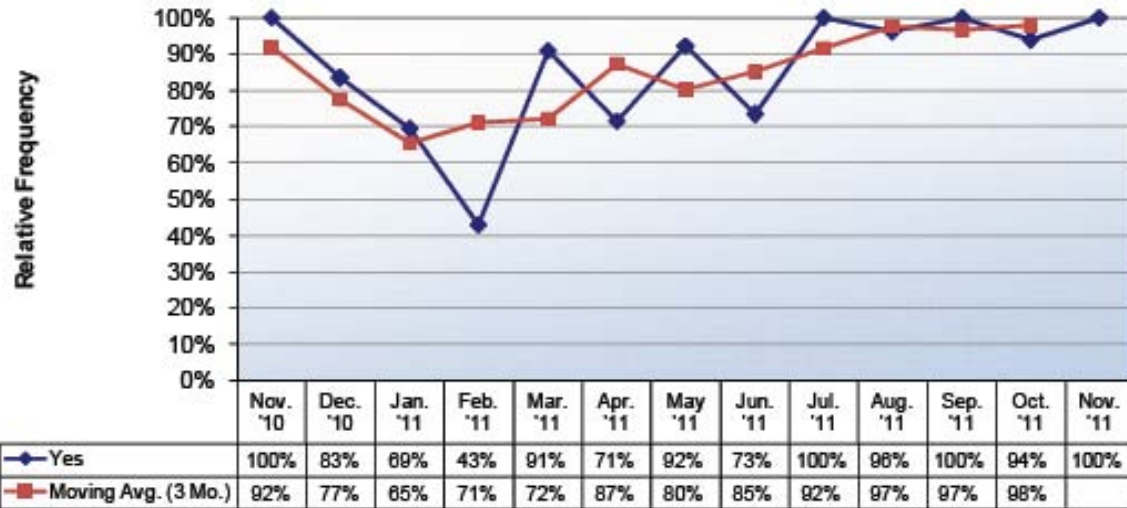


**Did the Operator Pass-Up Any Patrons in Wheelchairs?**

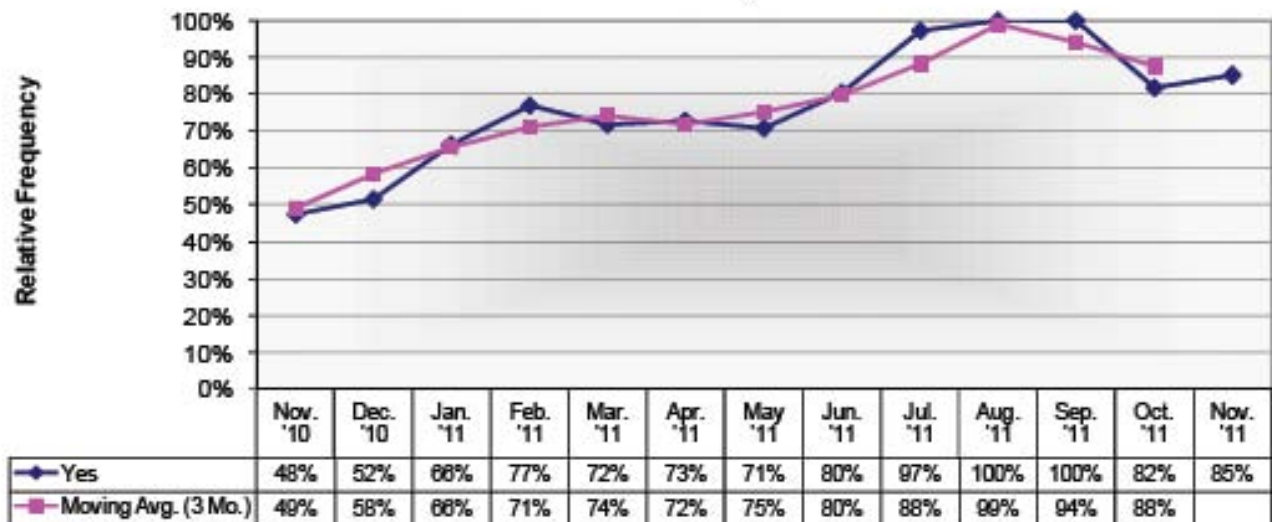


# SGV Service Council January 2012 Meeting

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

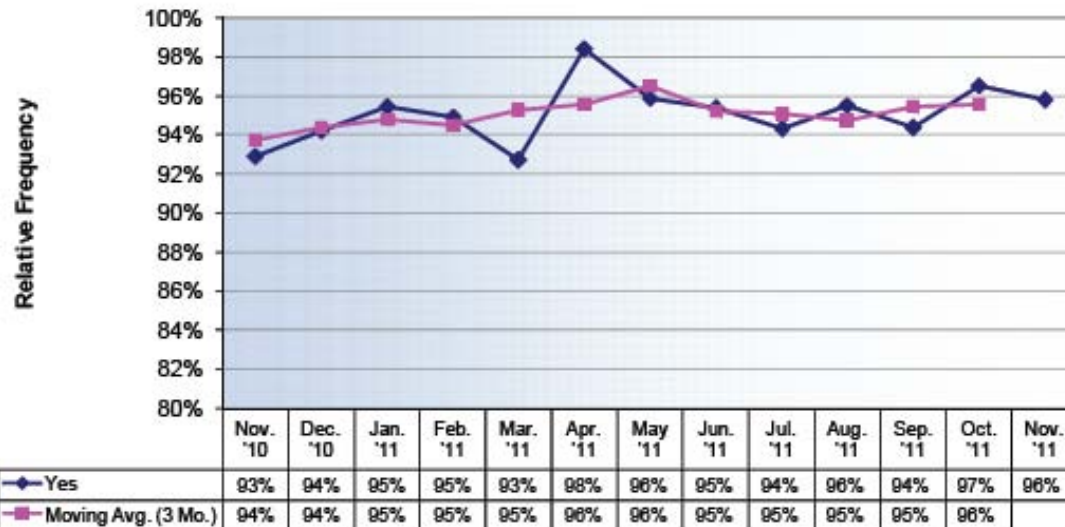


**Non-Disabled Requested to Move from Priority Seating when Necessary?**

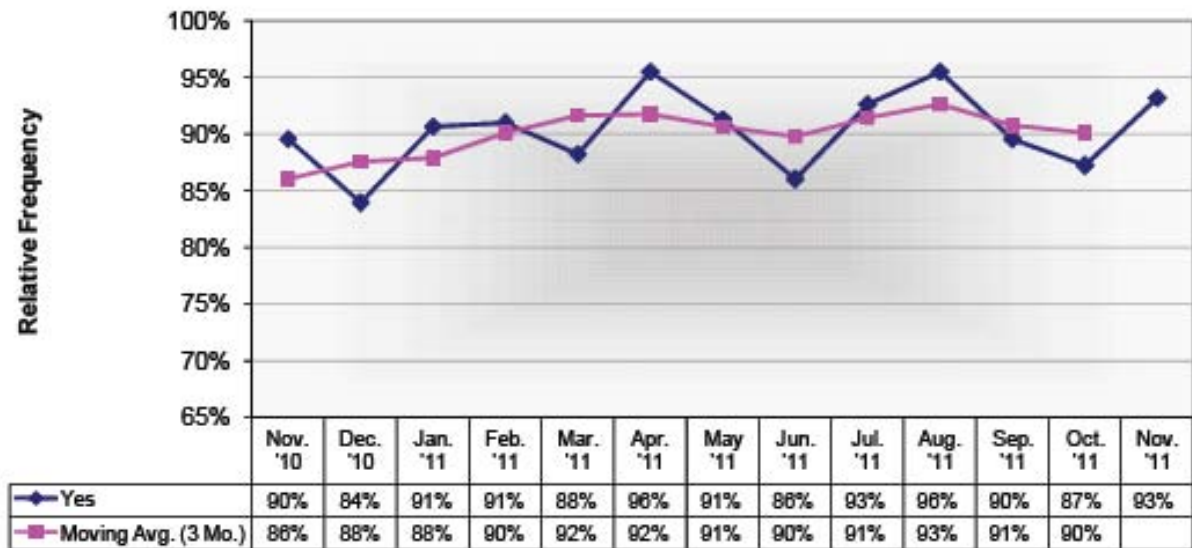


# SGV Service Council January 2012 Meeting

**Interior AVA Used or Voice Announcements Made?**

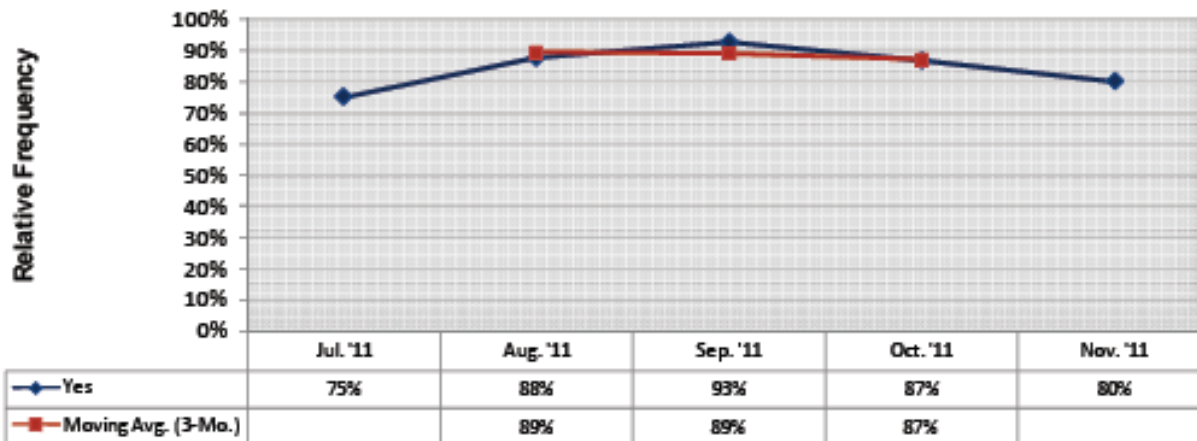


**Exterior AVA Used or Voice Announcements Made?**

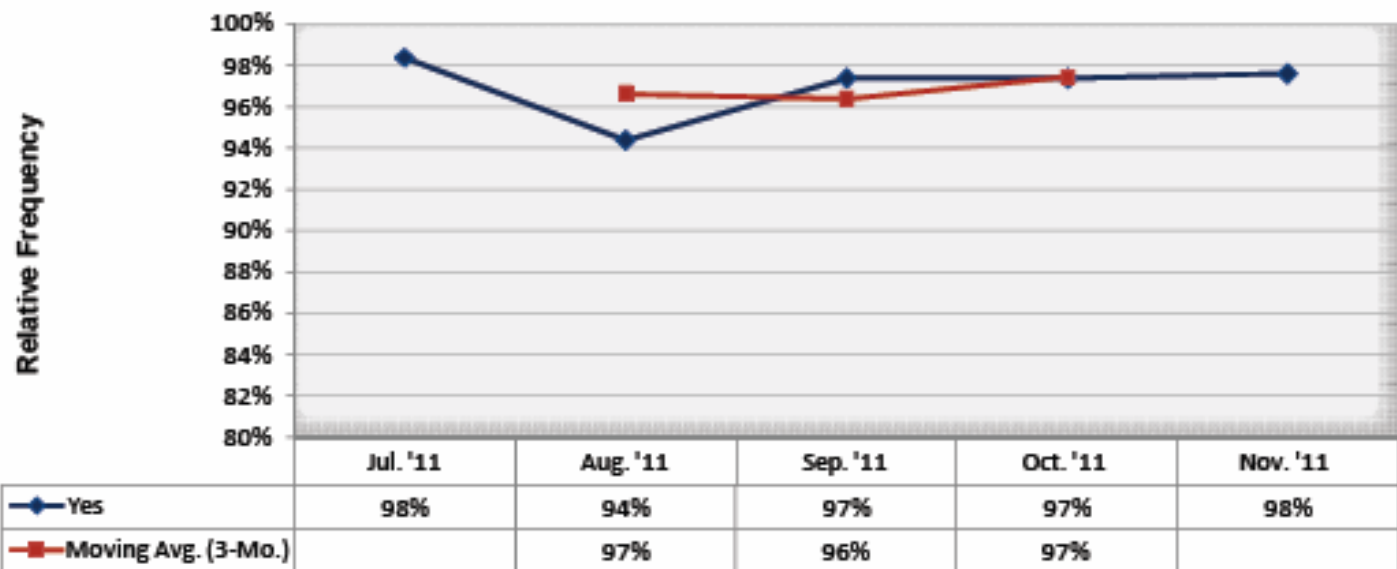


# SGV Service Council January 2012 Meeting

**Did Operator Offer Assistance to Passenger with a Visible Disability without Being Asked?**

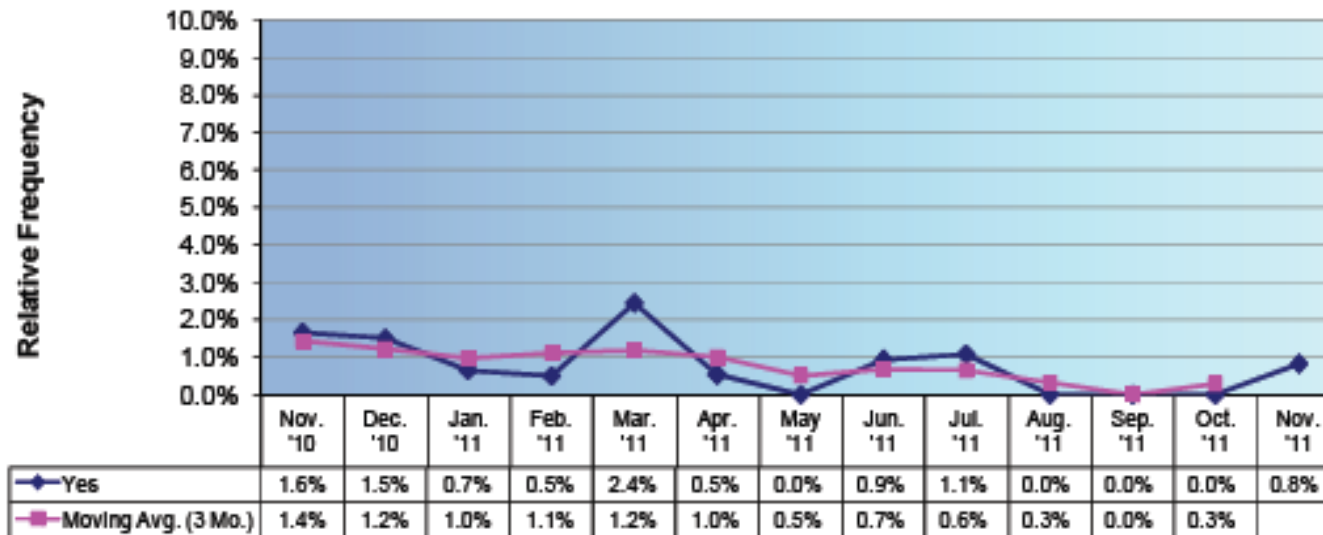


**Did Operator Treat Customers with Courtesy and Respect?**

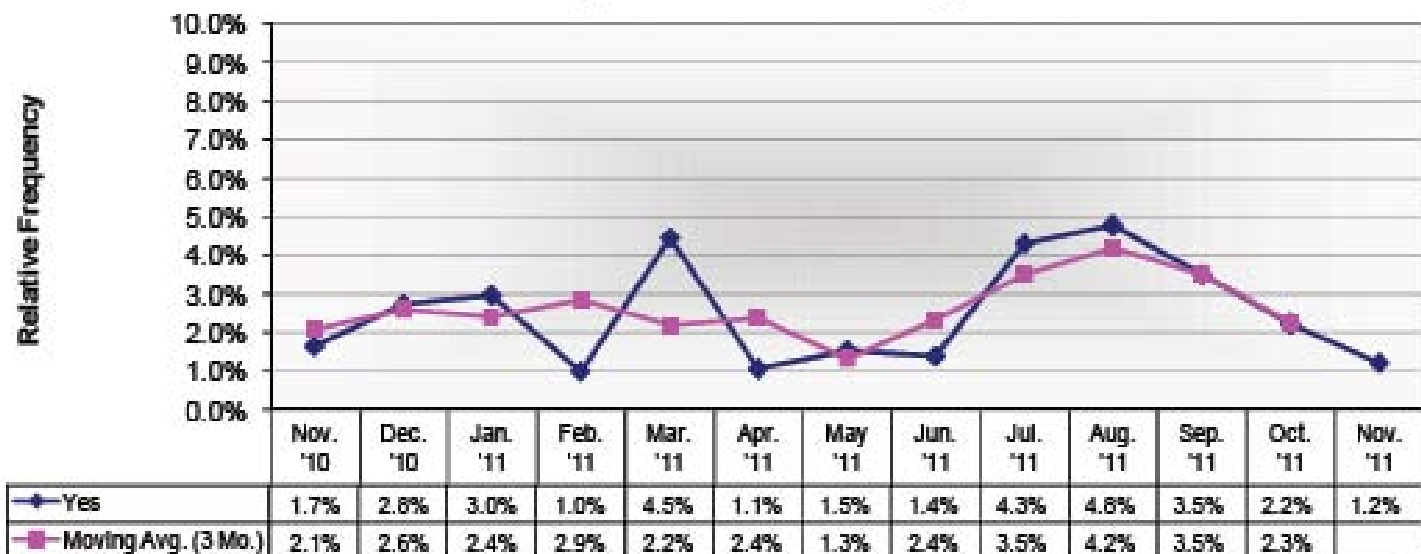


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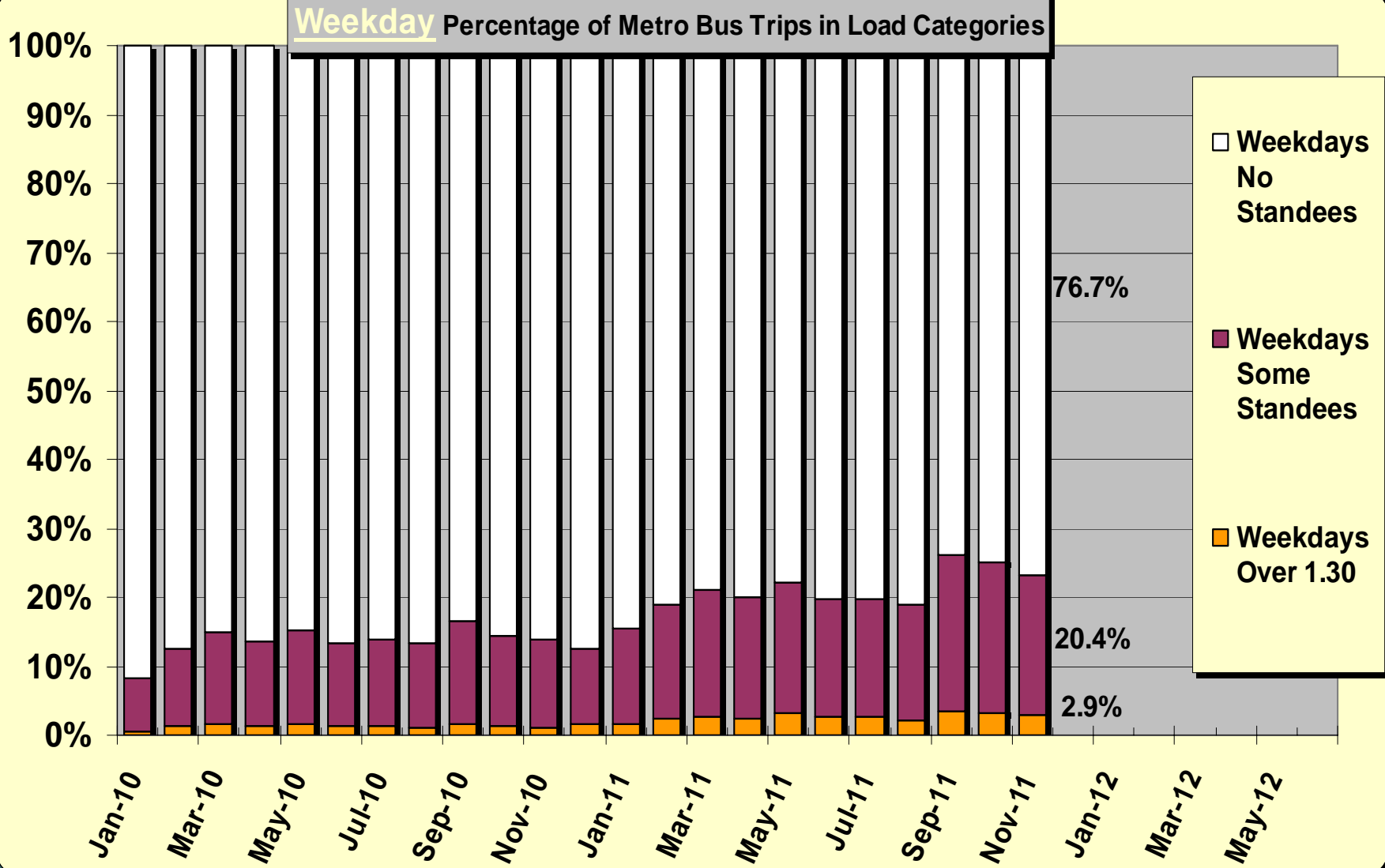
## Cell Phone/Electronic Device Used?



## Did the Operator Run a Red Light?



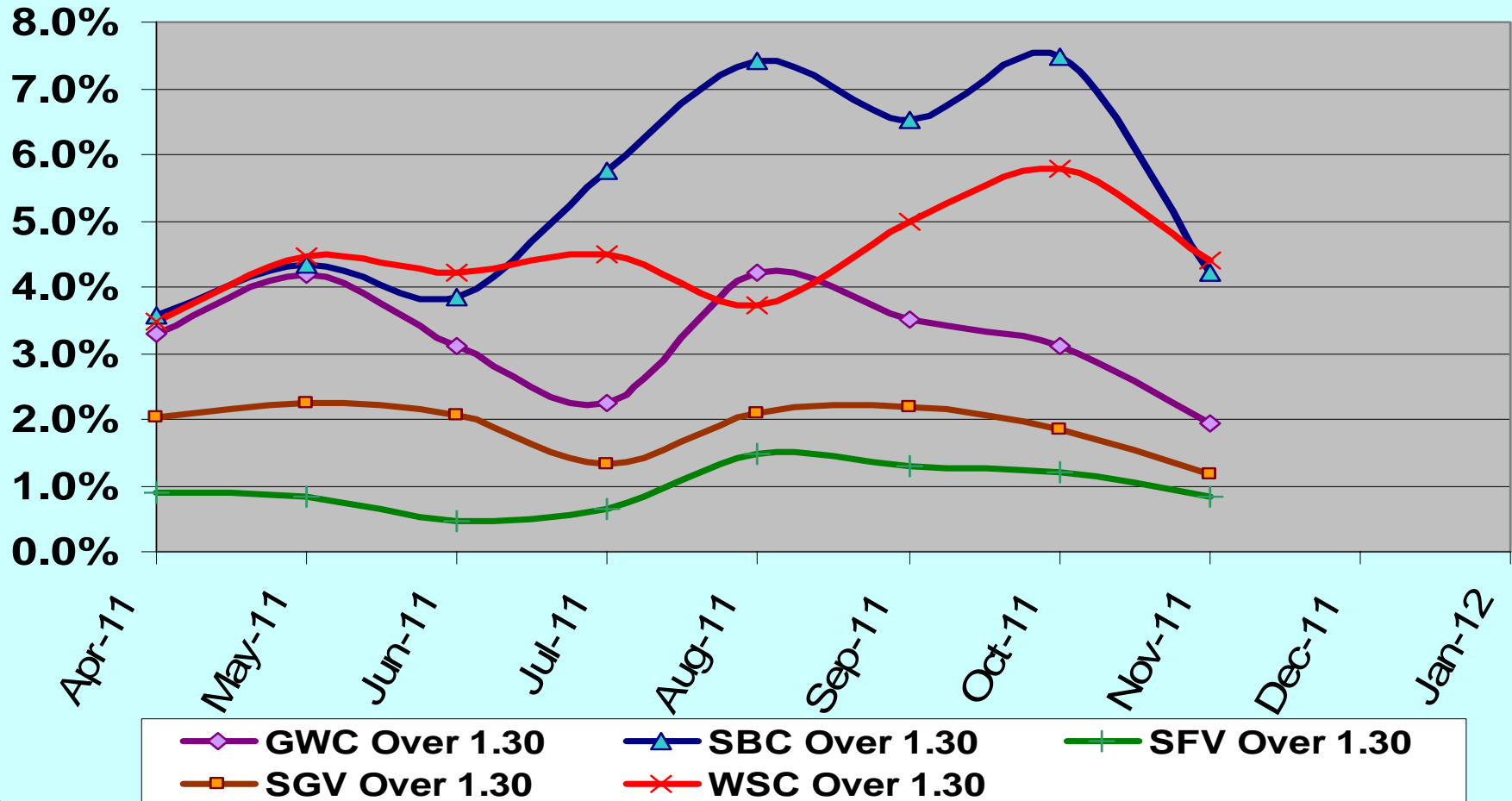
# SGV Service Council January 2012 Meeting





# SGV Service Council January 2012 Meeting

**Percentage of Bus Trips with Psgr. Loads Over 1.30  
Psgrs. per Seat by Region**



# SGV Service Council January 2012 Meeting

## Line With Ten Percent of Bus Trips or More with Loads over 1.30

November 2011					
Weekday		Saturday		Sunday	
Line	% Over 1.30	Line	% Over 1.30	Line	% Over 1.30
45	11.2%	4	13.8%	16	13.5%
51	16.9%	14	12.8%	40	12.5%
125	11.4%	16	13.5%	45	12.3%
130	12.8%	45	20.6%	210	10.2%
232	16.9%	51	12.7%		
270	11.4%	62	11.4%		
757	21.4%	105	10.8%		
		200	10.3%		
		603	33.3%		

October 2011					
Weekday		Saturday		Sunday	
Line	% Over 1.30	Line	% Over 1.30	Line	% Over 1.30
45	17.0%	4	14.8%	4	10.6%
51	16.5%	14	12.7%	16	21.4%
128	10.7%	16	13.5%	40	19.4%
130	10.4%	40	14.2%	45	27.0%
232	12.5%	45	26.8%	210	29.6%
270	17.1%	51	18.0%	212	10.7%
757	22.2%	105	18.3%	603	22.6%
		200	12.1%		
		210	20.9%		
		217	13.6%		
		603	29.3%		
		901	13.0%		

# *SGV Service Council January 2012 Meeting*

## *Bus Station Monthly Evaluation Program*

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**15 of the 20 Selected Bus Stations Evaluated in December**

### **Metro Staff will Partner w/ Service Council Volunteer**

- **Select a date and time in January for a station evaluation**
- **Staff will explain the criteria and scoring**
- **Team evaluation in future months will be encouraged but not mandated**

# SBC Service Council January 2012 Meeting

## *Bus Stations Evaluated in December*

<b>Station</b>	<b>Score</b>	<b>Station</b>	<b>Score</b>
> Artesia Blue Line	7.4	> Aviation Green Line	6.1
> Culver City TC	7.3	> Cal State Busway Sta	7.7
> Cal State Local TC	8.3	> Del Amo Blue Line	8.4
> El Monte Bus Station	7.4	> Harbor-Gateway TC	8.1
> Inglewood TC	8.4	> LAX City Bus Ctr	5.3
> Norwalk Green Line	7.2	> Patsaouras Plaza	8.2
> Pico/Rimpau Bus Sta	7.6	> Sierra Madre Villa	7.2
> Universal City Red Line	6.1	<>	

**Average Dec. Score 7.4**

# *SGV Service Council January 2012 Meeting*

## *Bus Station Monthly Evaluation Program*

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### **Bus Station Not Evaluated in December 2011**

**Burbank Metrolink;**

**NoHo Red Line Sta.;**

**Rosa Parks Green Line/Blue Line Sta.;**

**South Bay Galleria Bus Station &**

**Harbor/I-105 Silver Line Sta.**

# *SGV Service Council January 2012 Meeting*

## *Quarterly Meet and Confer*

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**Tuesday, January 17, 2012**

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

**Metro Gateway Building**

**Topics: Will Include:**

**Title VI Policy Agency Guidelines;**

**Expo Line;**

**and More**

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Metro

*Expo Light Rail Line Update*

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**Pre-Revenue Service To Start Soon**

**Service Council Expo Line Tour**

**Bus Service Changes Related to Expo Line  
Will be Implemented in Late June 2012**

*Public Hearings*

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**All Service Council Regions**

**At Regular Meeting Date & Time**