

***Metro Westside/Central
Service Council
March 14, 2012 Meeting***

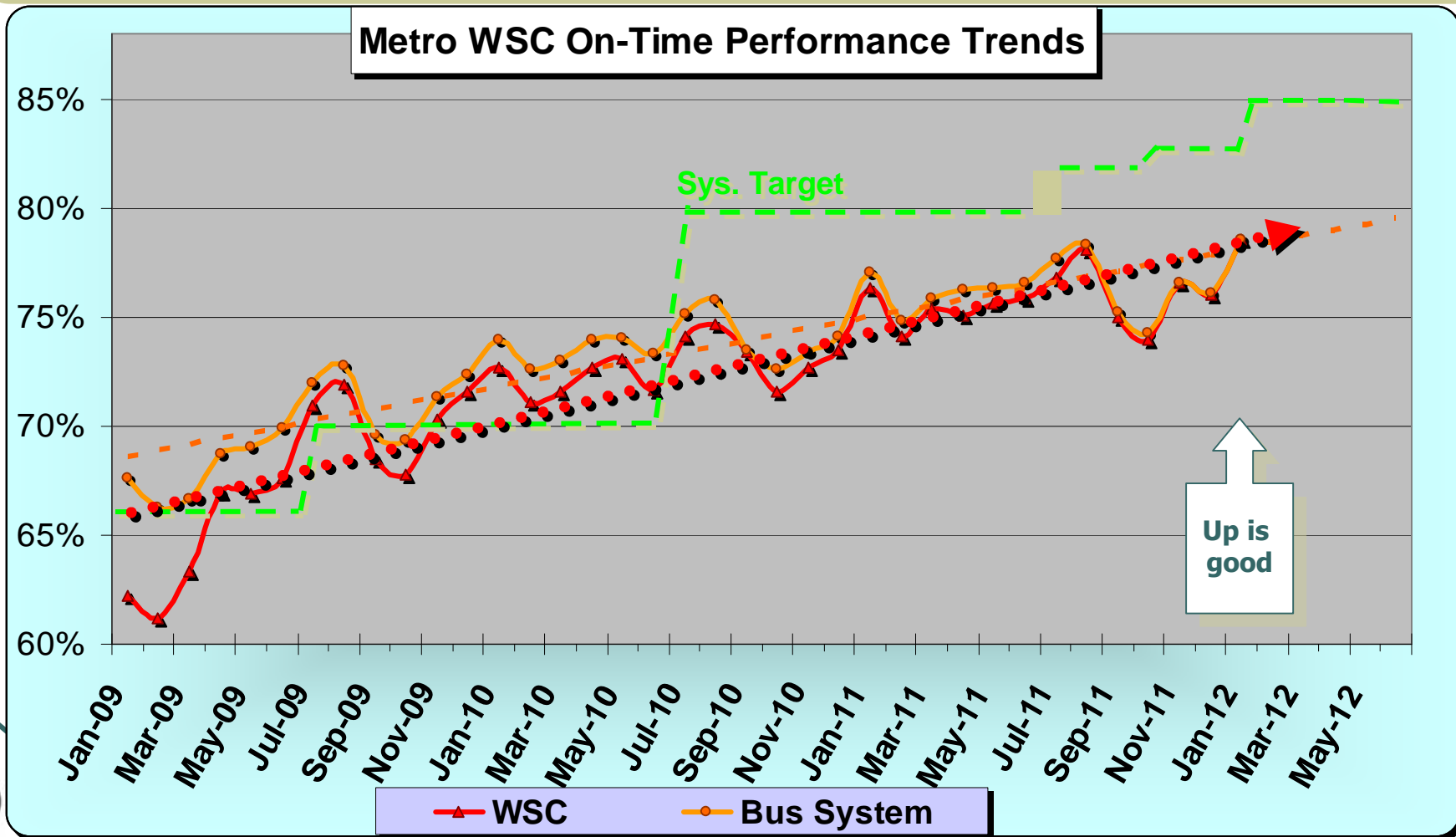
**Performance Report
for *January 2012***



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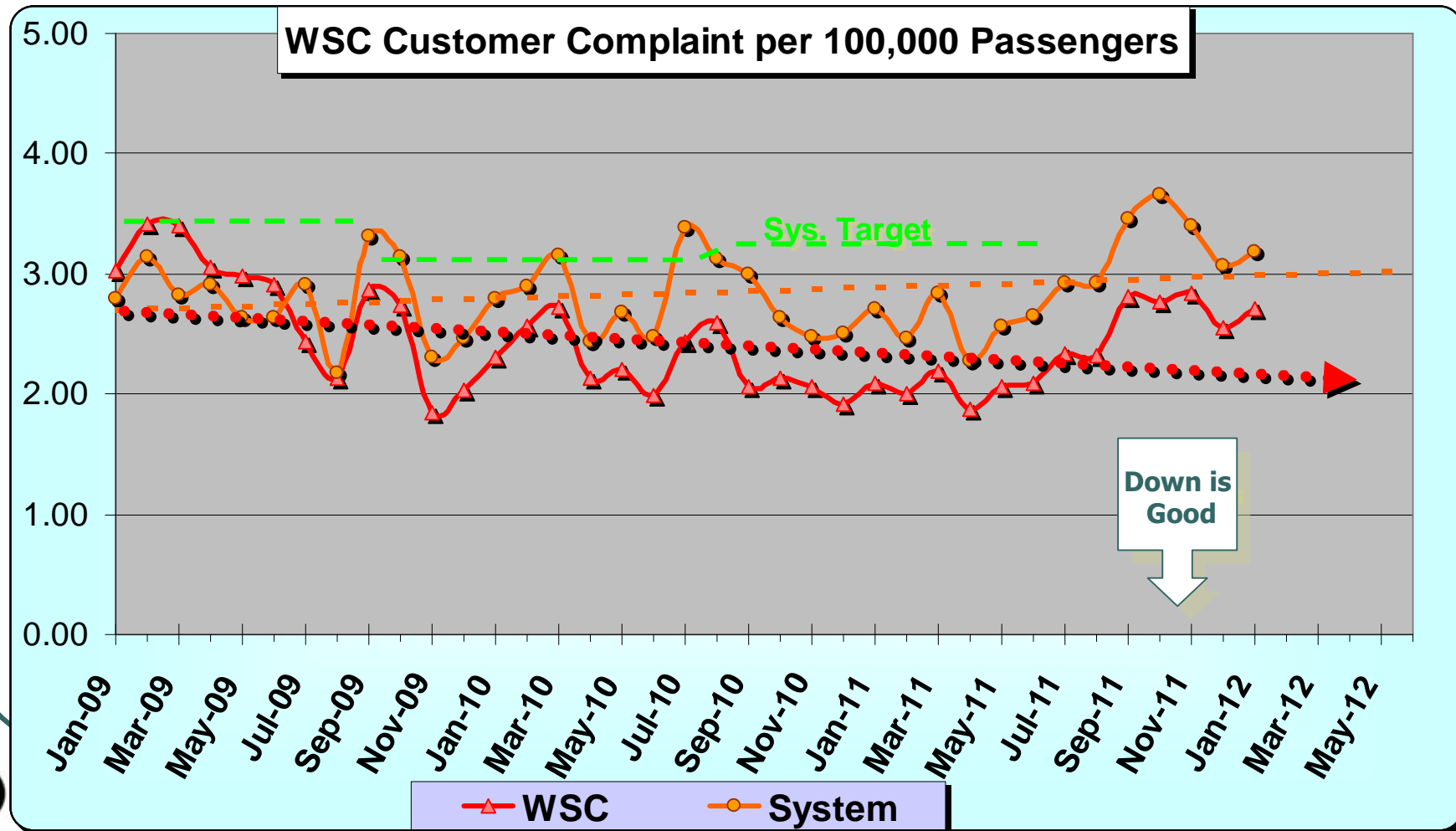
On Time Performance

	Target	Jan.	YTD
Metro Bus System	85.0%	78.6%	76.7%
Westside/Central	85.0%	78.6%	76.4%



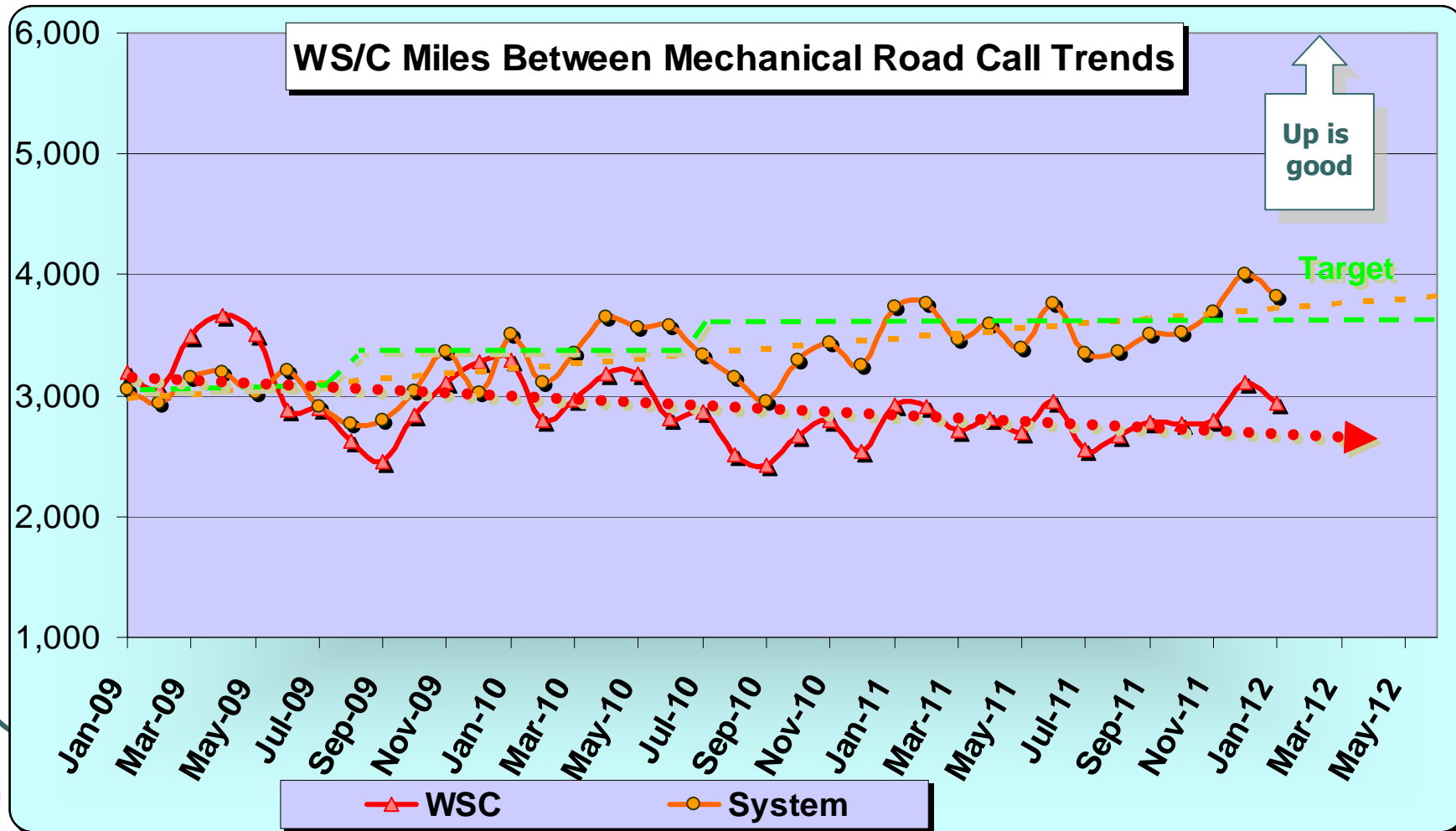
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<u>Complaints / 100,000 Psgrs.</u>		Target	Jan.	YTD
	Metro Bus System	2.29	3.19	3.24
	Westside/Central	2.04	2.72	2.62



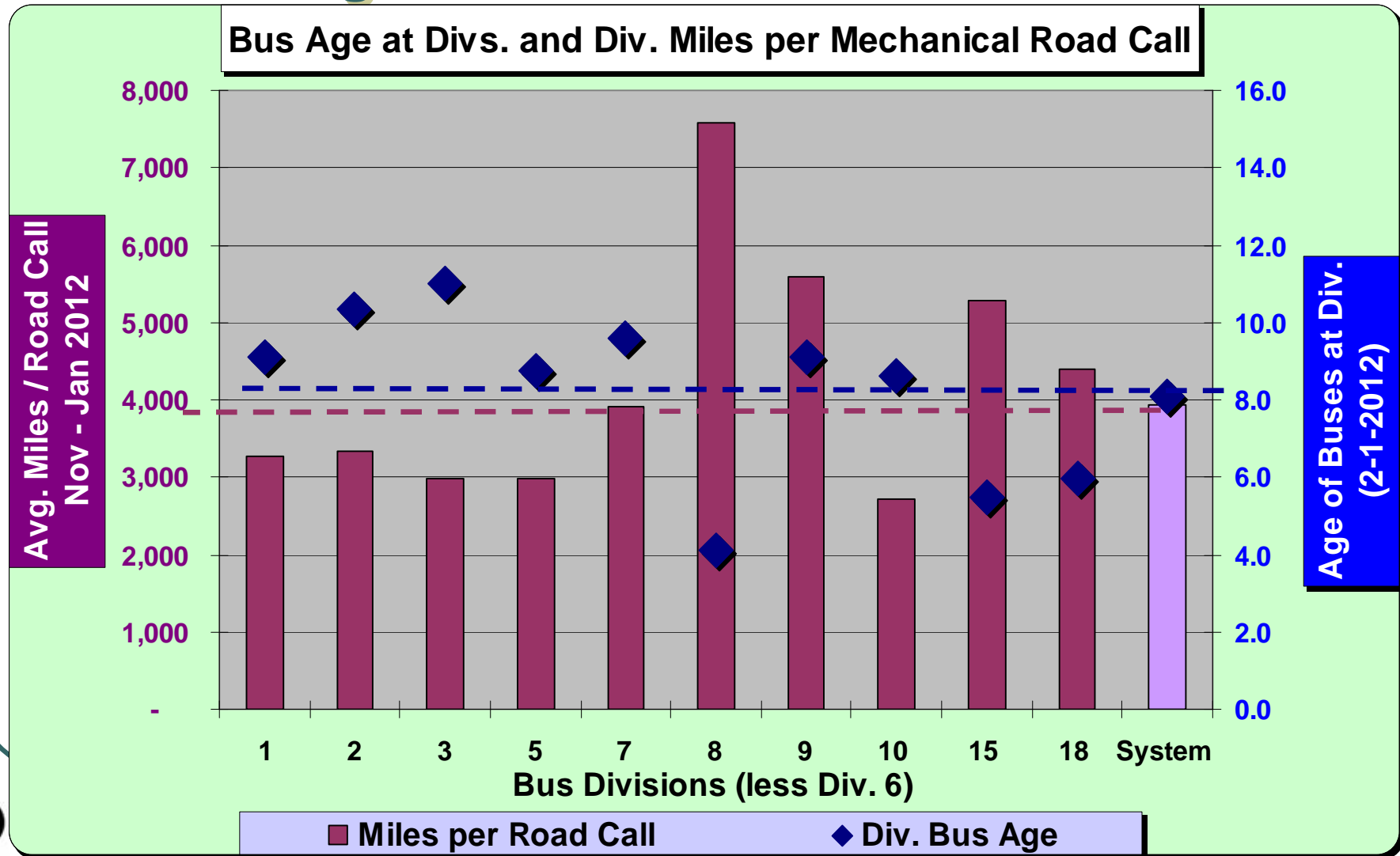
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<u>Miles / Mech.</u> <u>Road Call</u>		Target	Jan.	YTD
Metro Bus System		3,650	3,827	3,596
Westside/Central		3,650	2,941	2,790



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Bus Age at Divisions vs Avg. Miles Between Road Calls



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Clean Bus Rating

Metro Bus System
Westside/Central

Target

8.0

Jan.

8.47

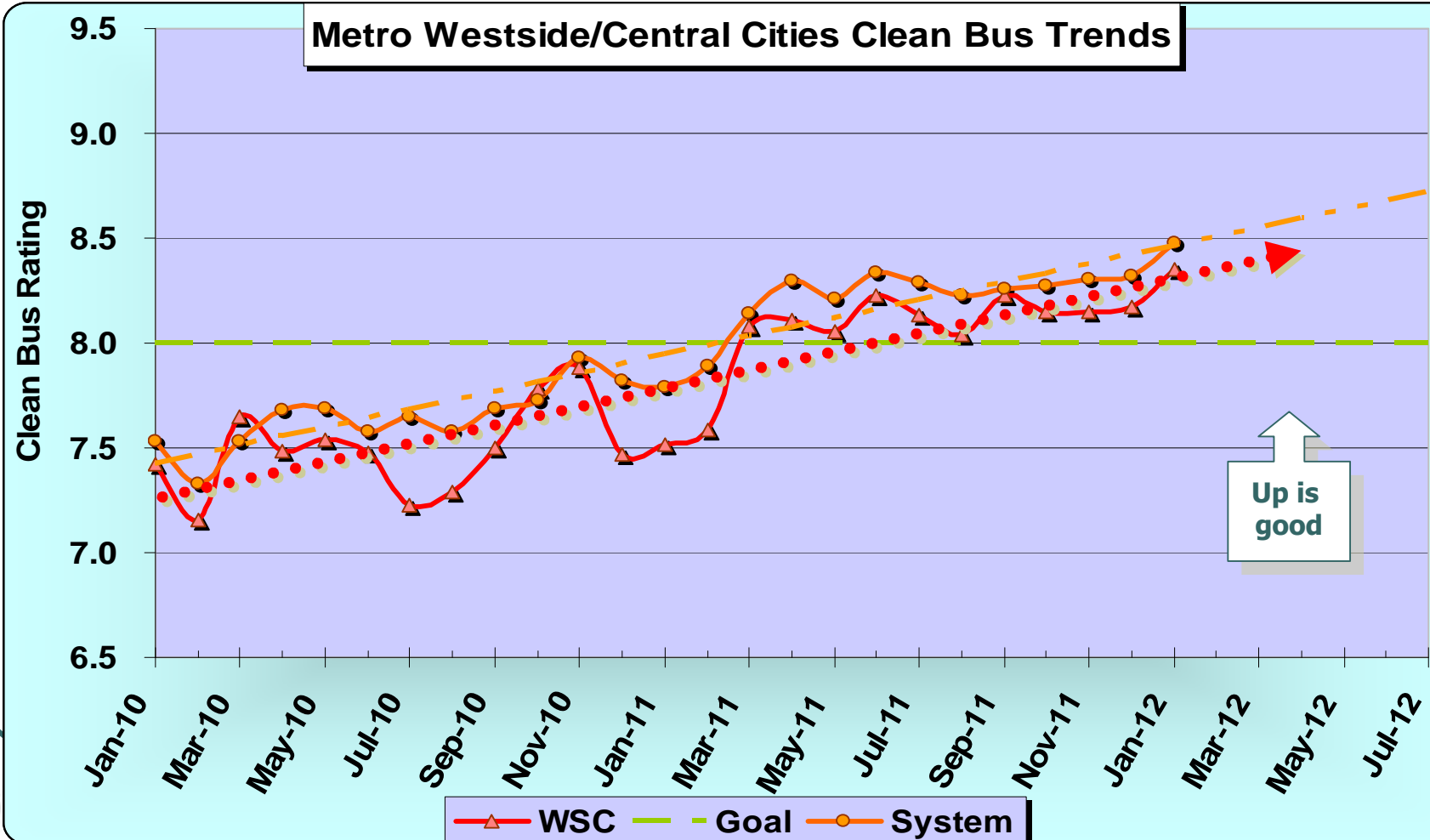
YTD

8.31

8.0

8.35

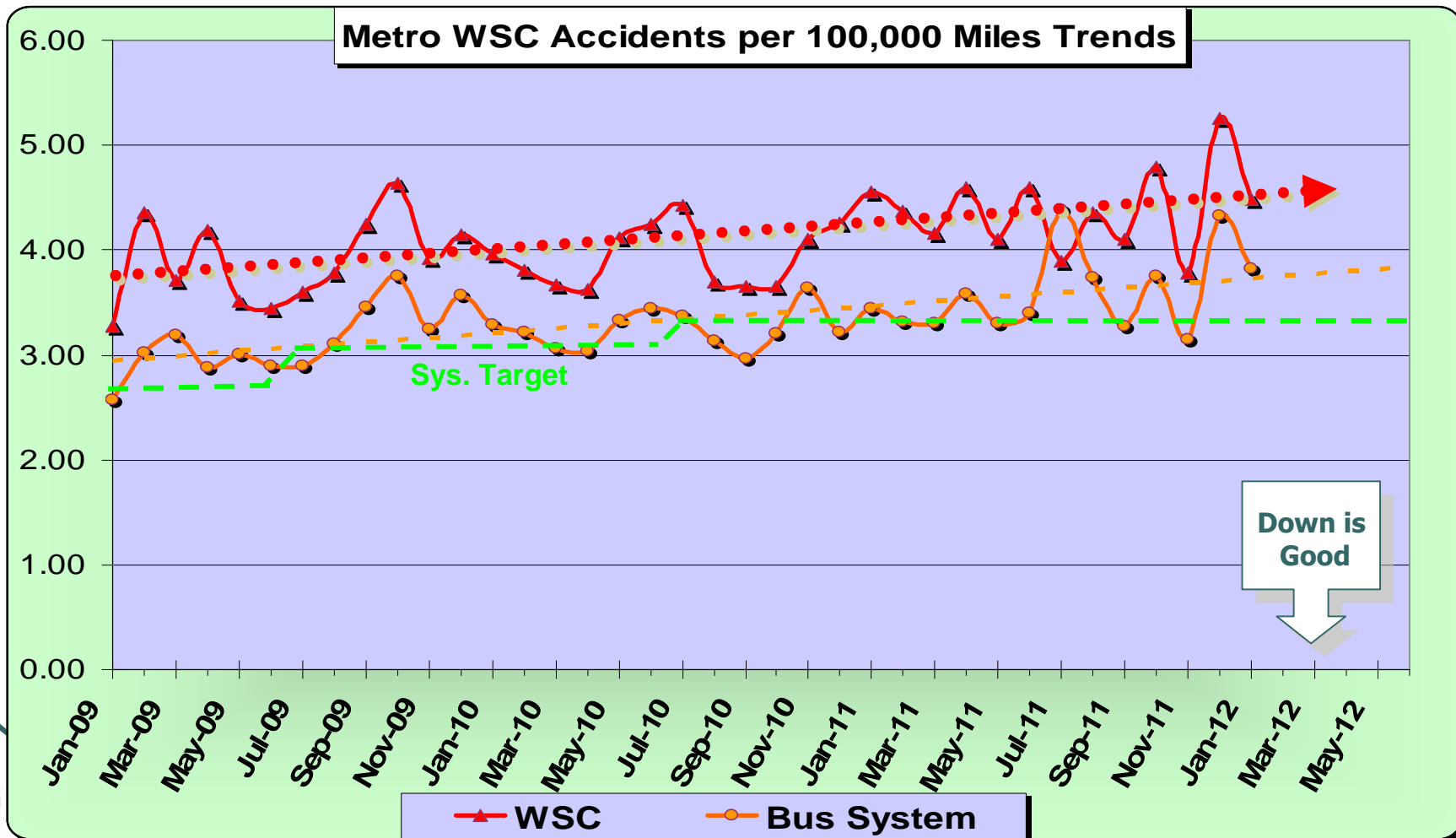
8.17



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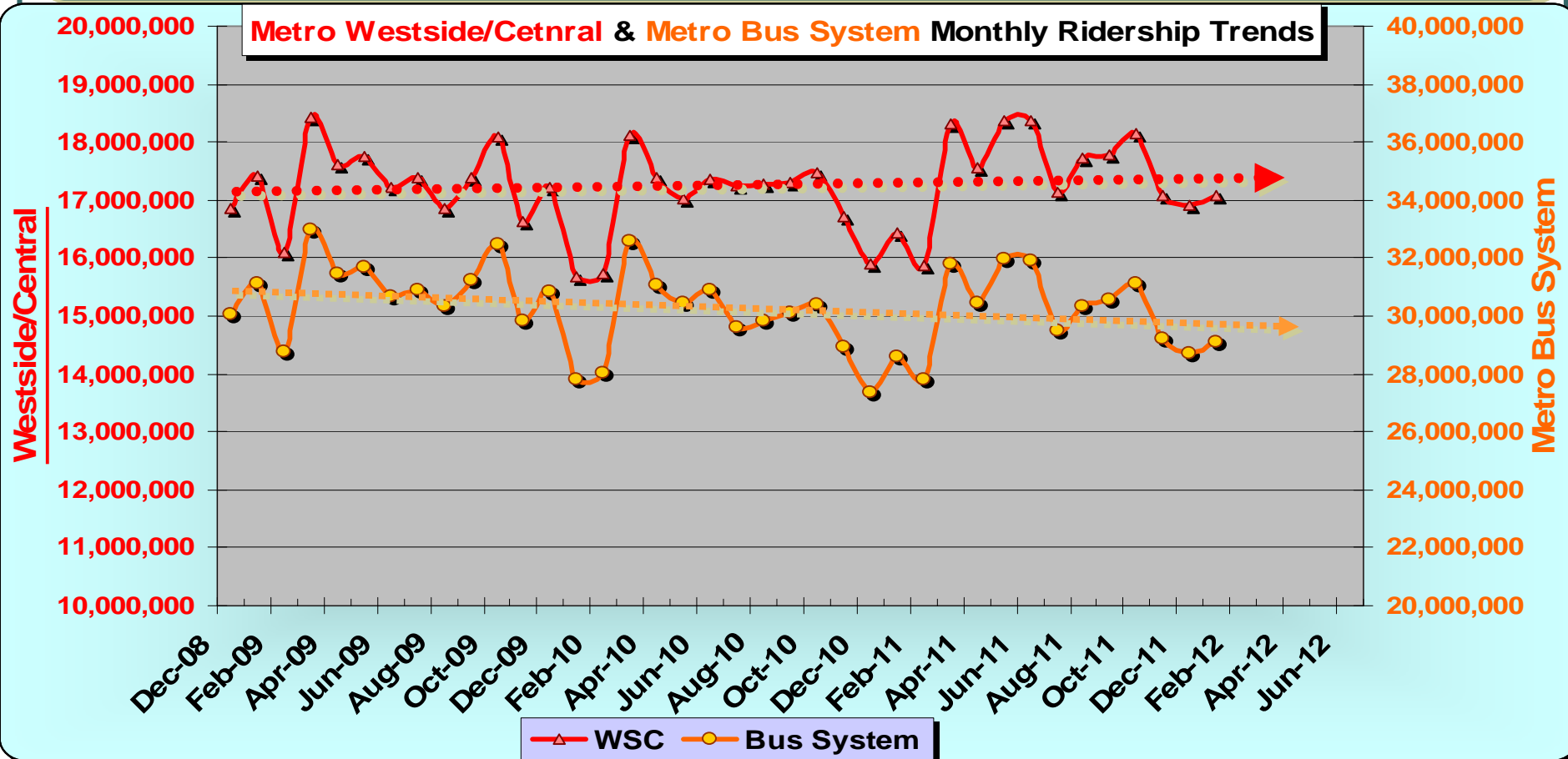
**Accidents /
100,000 Miles**

	Target	Jan.	YTD
Metro Bus System	3.20	3.83	3.78
Westside/Central	3.53	4.48	4.38

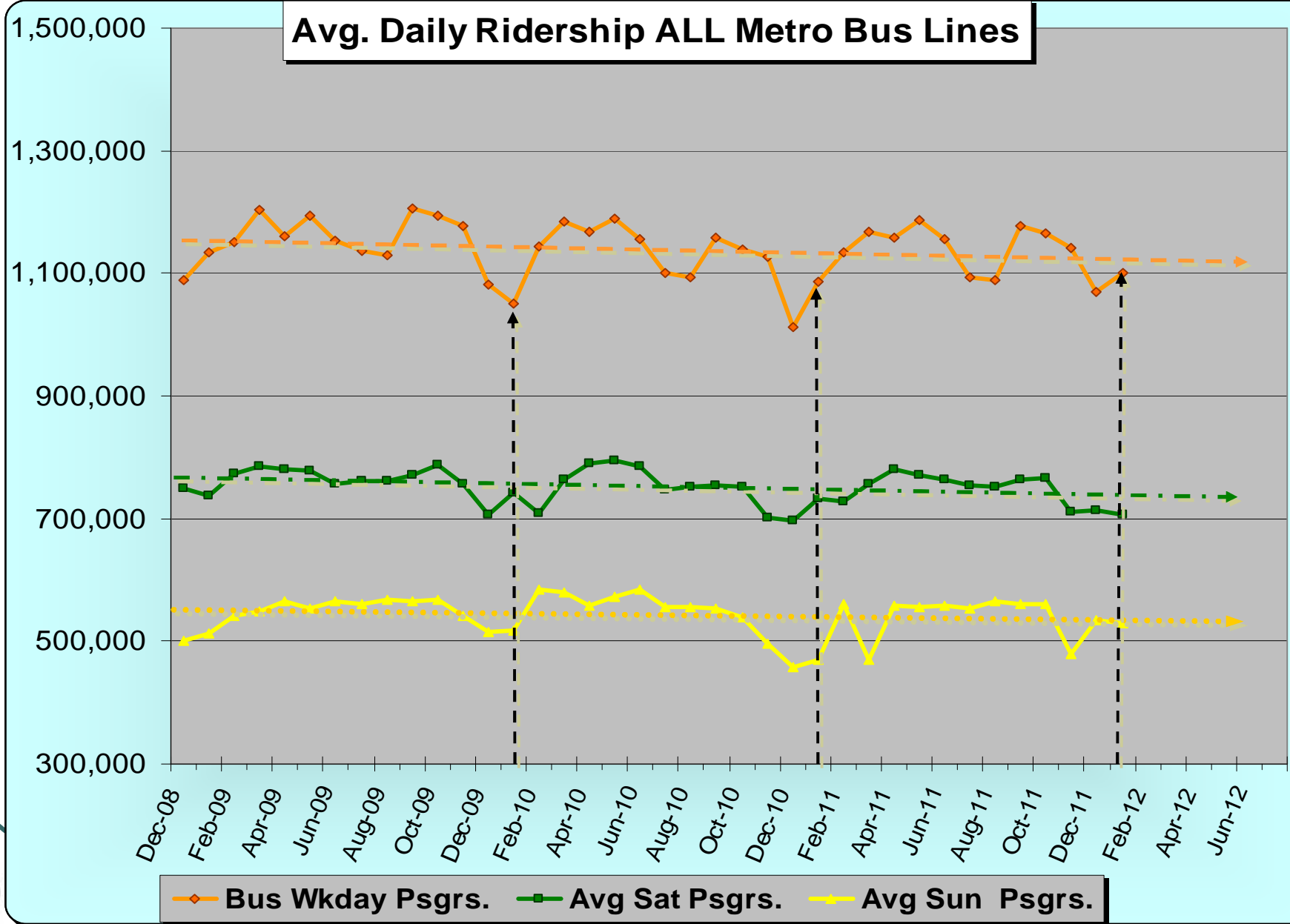


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		Target	Jan.	YTD
Monthly Bus Ridership	Metro Bus System	29,270,000	29,120,000	29,700,000
	Westside/Central	16,470,000	17,090,000	17,410,000

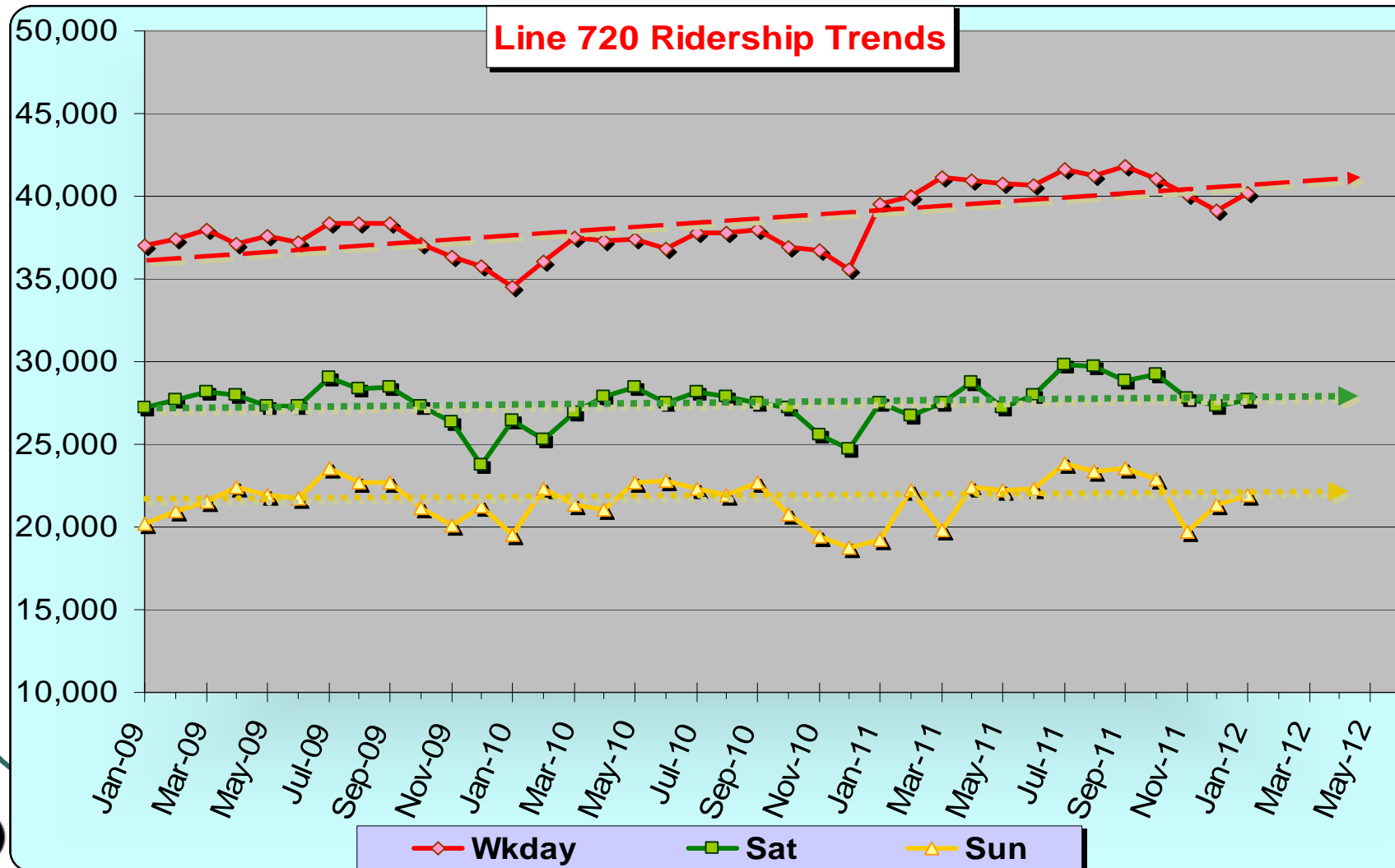


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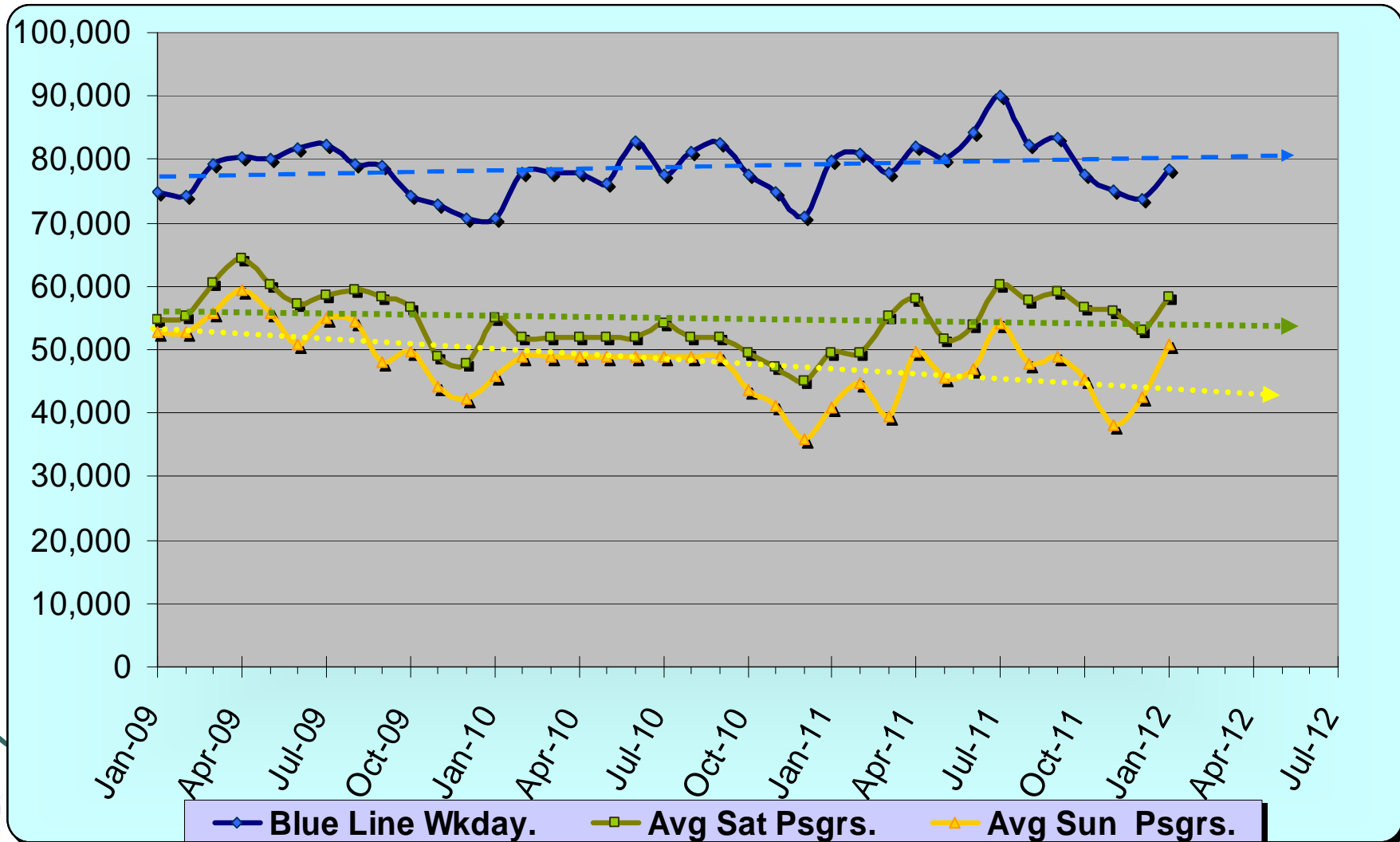
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Metro Lines 720 Ridership Trends



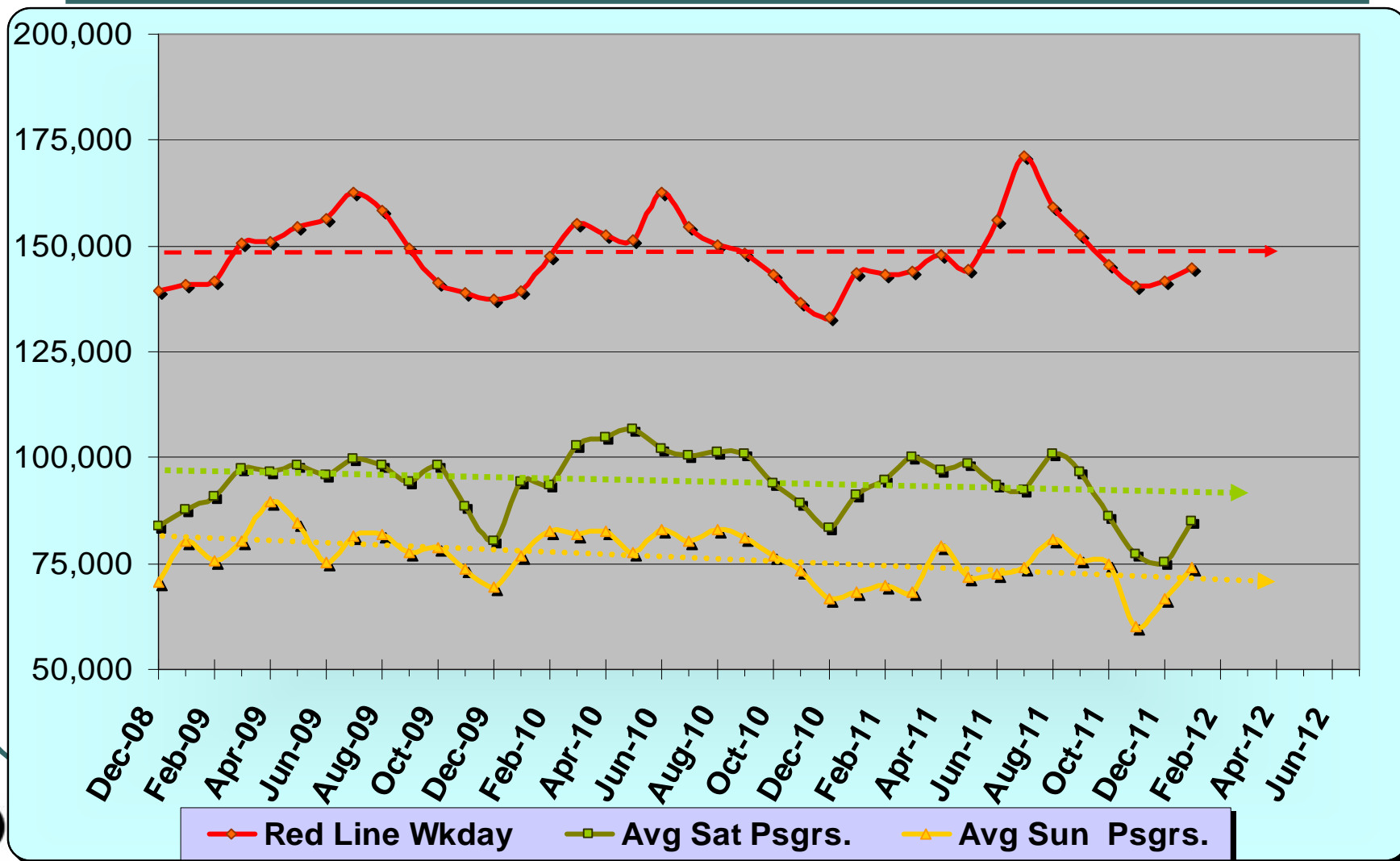
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Metro Blue Line Ridership Trends



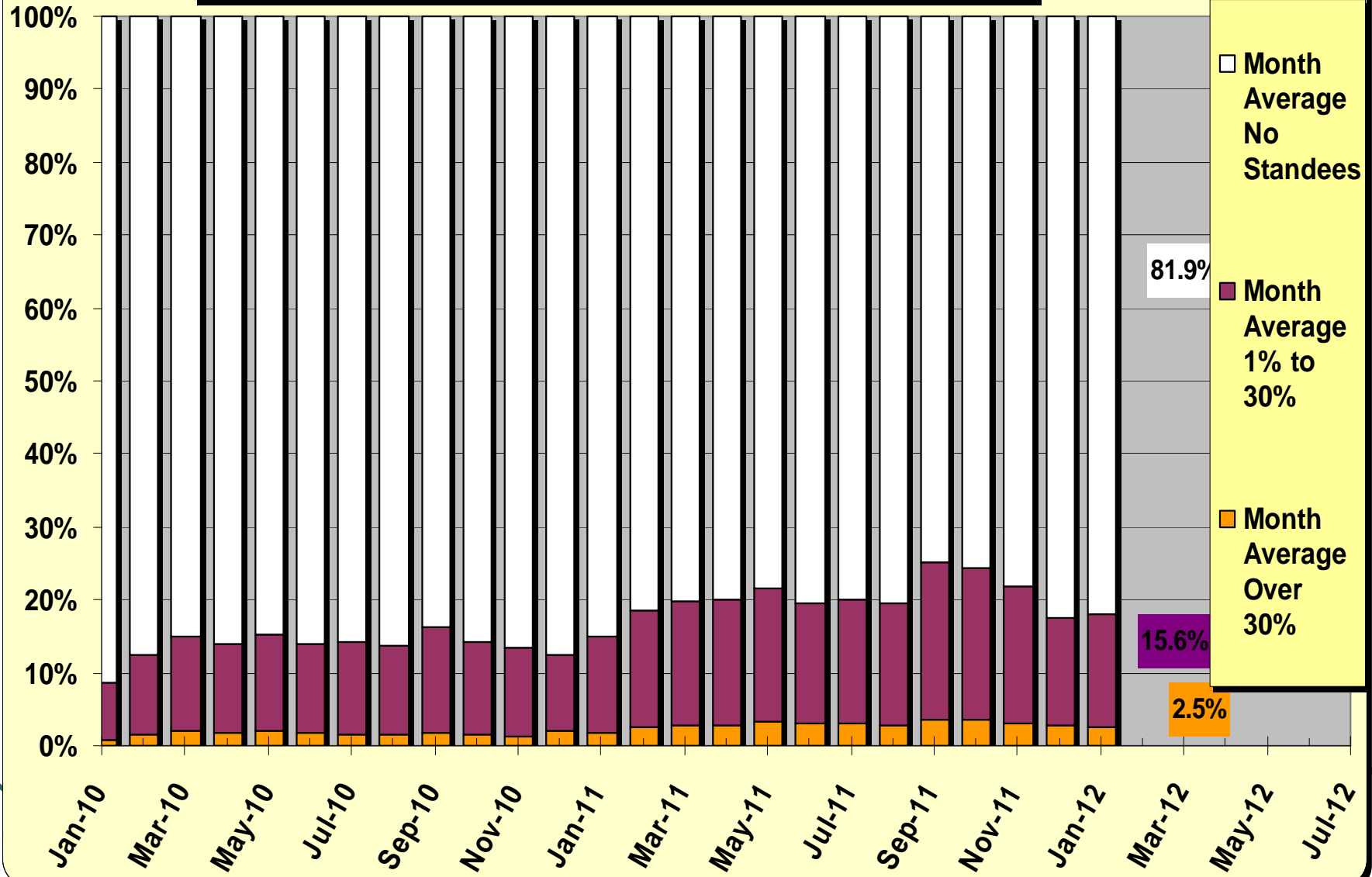
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Metro Red/Purple Line Ridership Trends

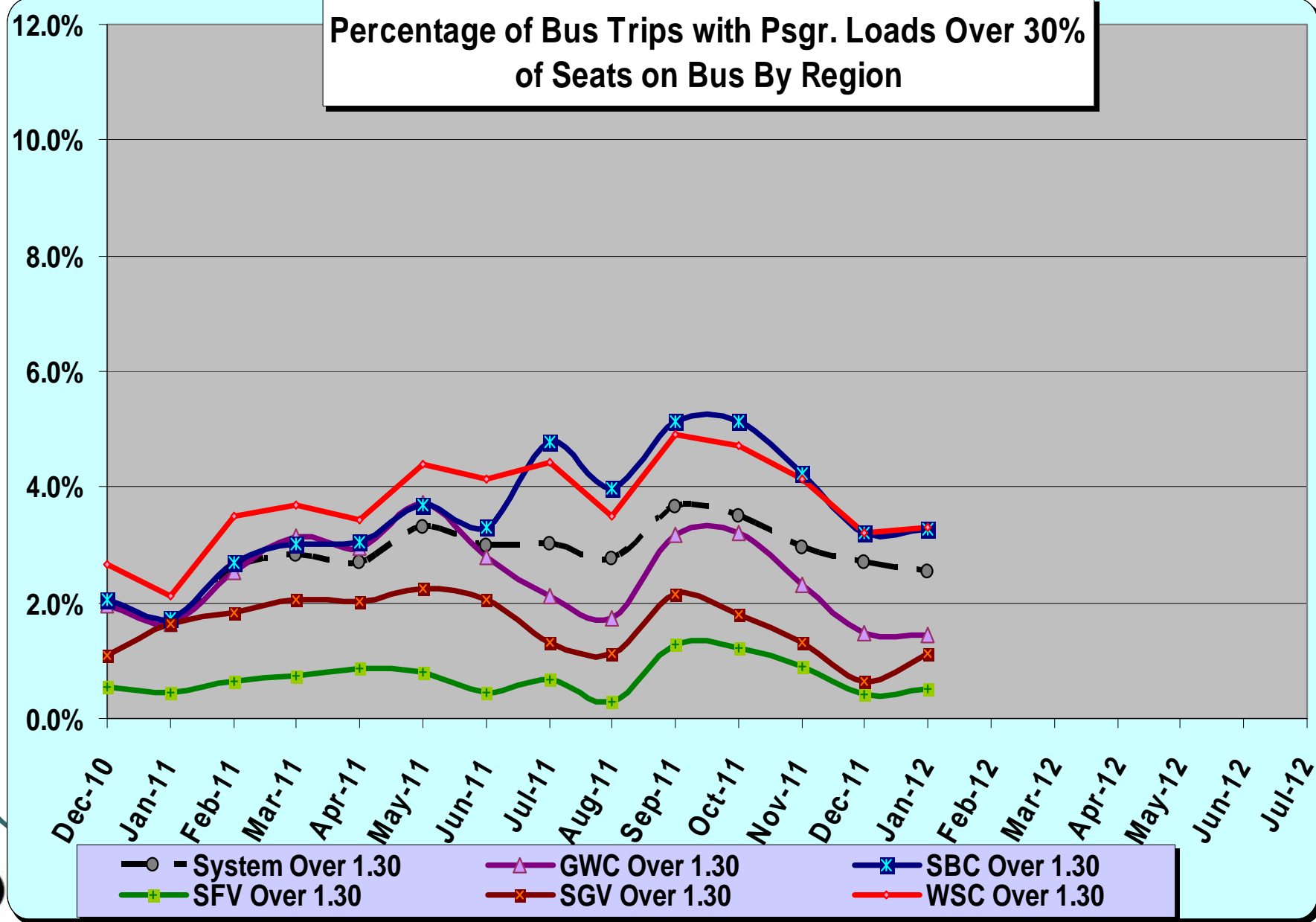


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Metro Bus Service Average Load Factor by Month

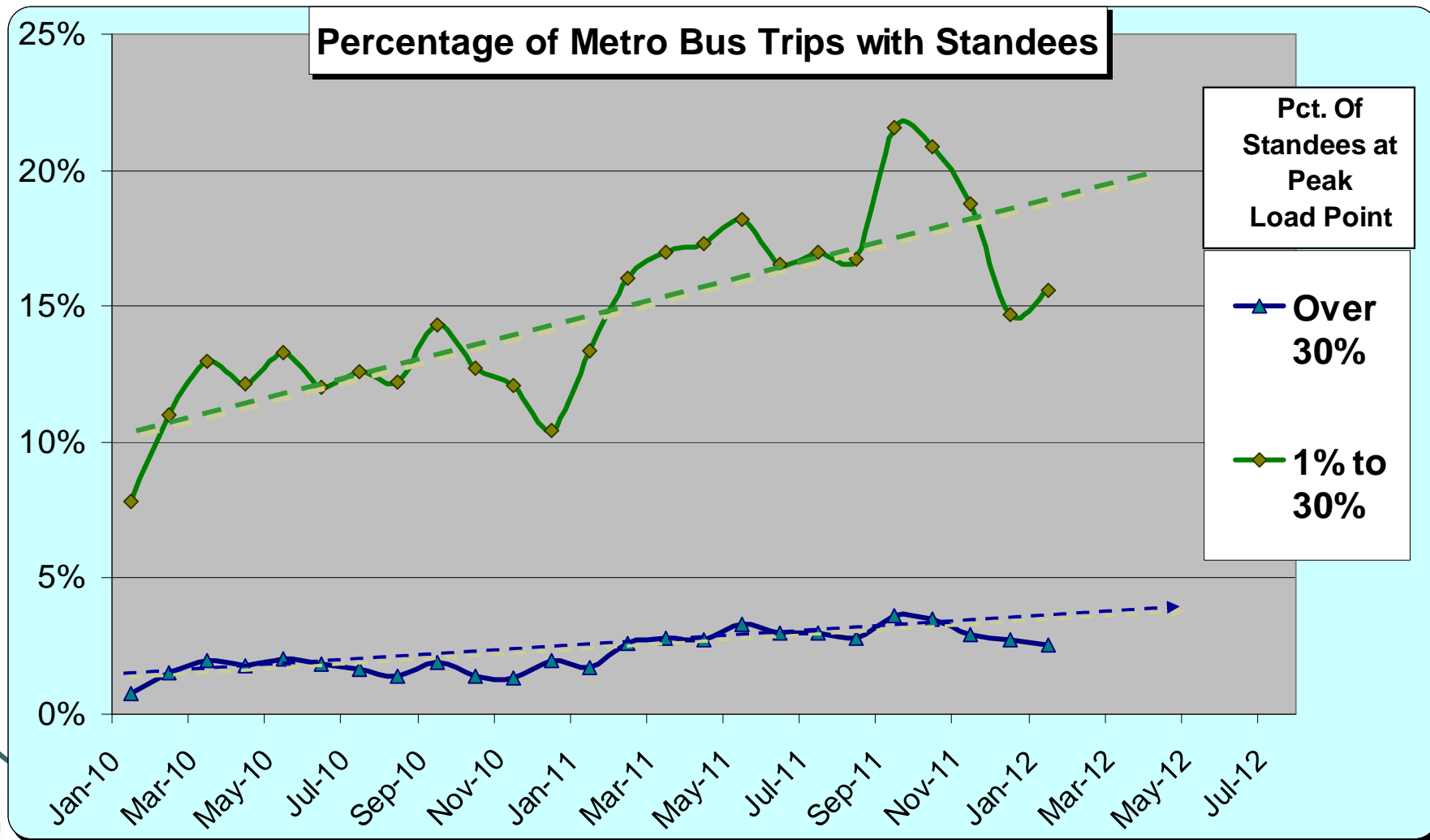


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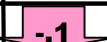







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Metro Bus Trips with Standees

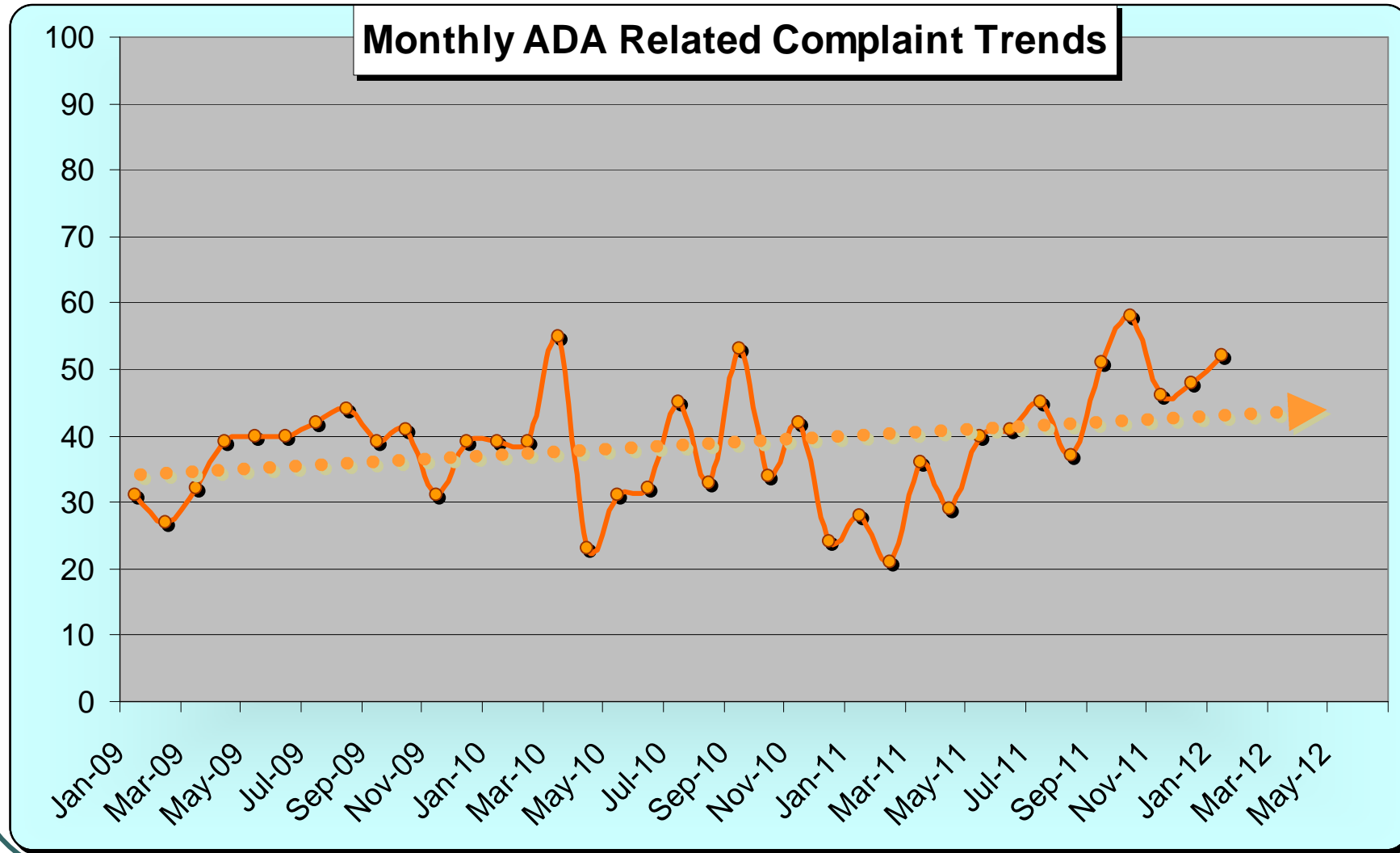


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Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	7.4	Metro	—
Aviation Green Line Bus Sta.	 6.6	Metro	—
Burbank Metrolink Bus Sta.	8.2 	Burbank	 -.3
Culver City Sta.	7.9	Culver City	 +.2
Cal State LA Busway Sta.	7.7	Metro	—
Cal State LA Local Bus Sta.	8.5 	LADOT	 +.1
Del Amo Blue Line Bus Sta.	8.4 	Metro	—
El Monte Bus Sta.	7.3	Metro	 -.1
Harbor-Gateway Transit Ctr.	8.1 	Metro	—
Inglewood Bus Sta.	8.4 	Inglewood	—
LAX City Bus Sta.	 6.4	Metro	—
Norwalk Green Line Bus Sta.	7.4	Metro	—
North Hollywood Red Line Bus Sta.	7.2	Metro	 +.1
Patsaouras Bus Plaza	7.7	Metro	—
Pico-Rimpau Bus Ctr.	7.6	Metro	 -.1
Rosa Parks Bus Sta.	7.8	Metro	—
South Bay Galleria Bus Ctr.	8.4 	Redondo Beach	—
Sierra Madre Gold Line Bus Sta.	7.6	Metro	 +.1
Universal Red Line Bus Sta.	 6.5	Metro	 -.1
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	—
Average Rating	7.6		—

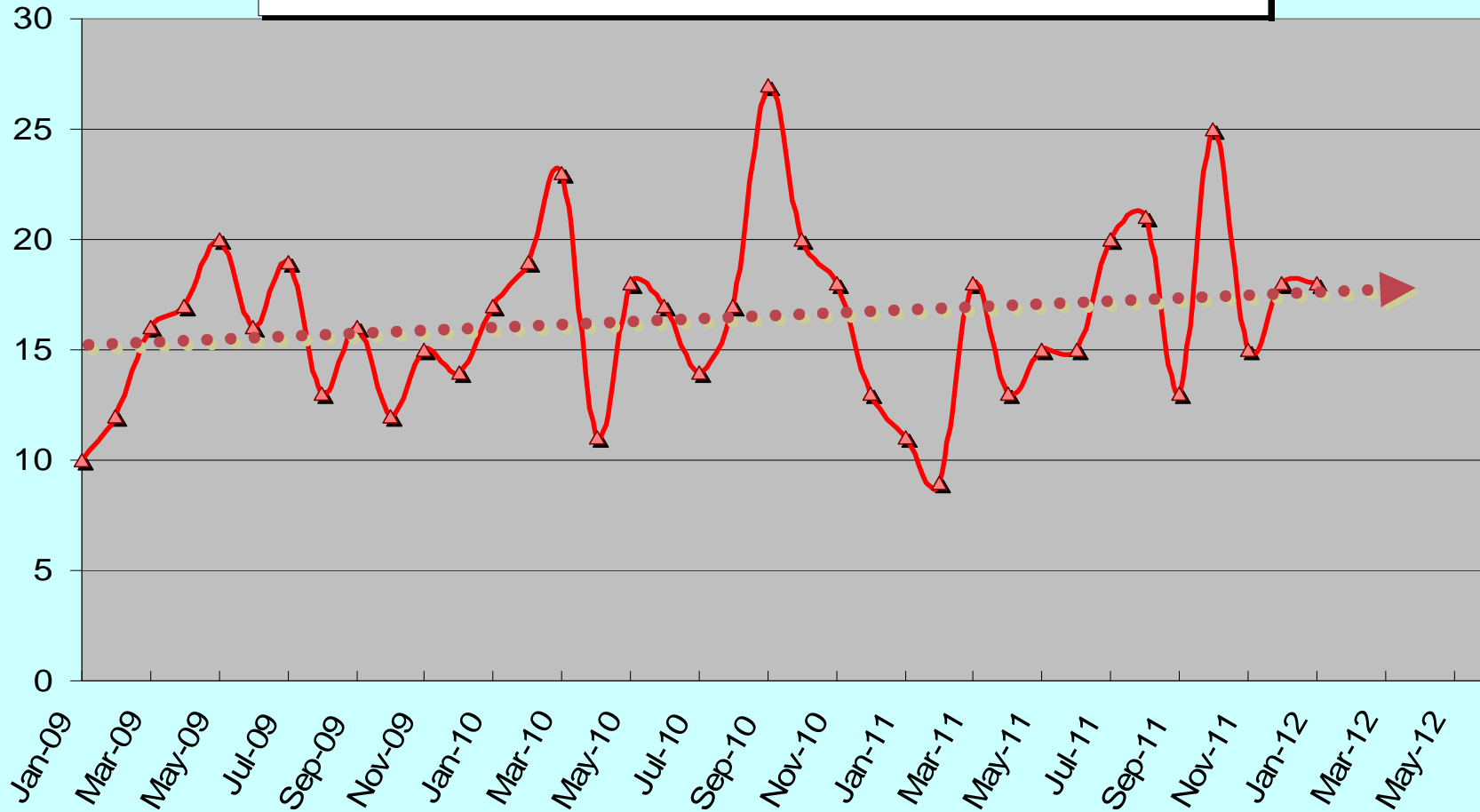


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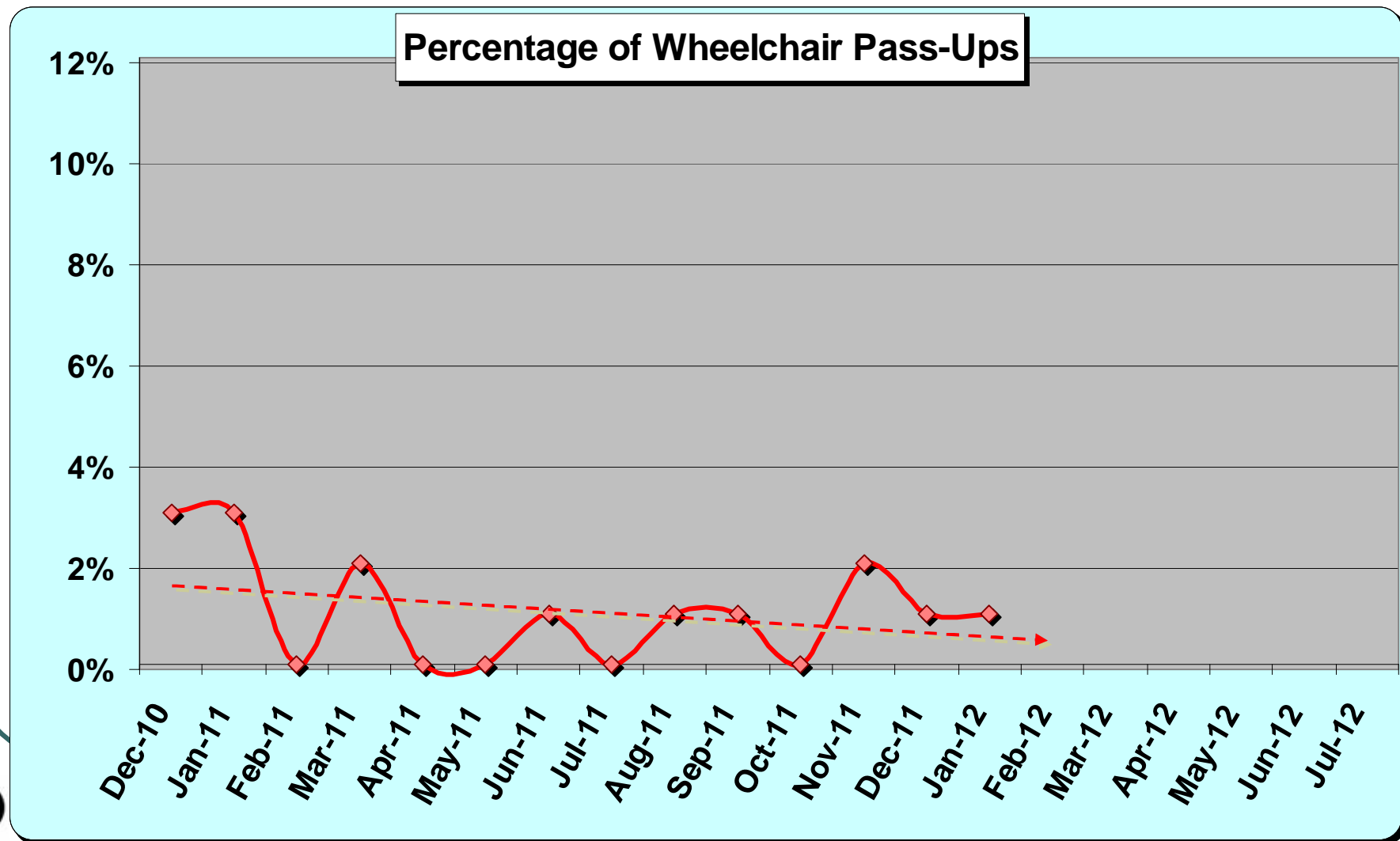
Monthly Wheelchair Pass Up Complaints



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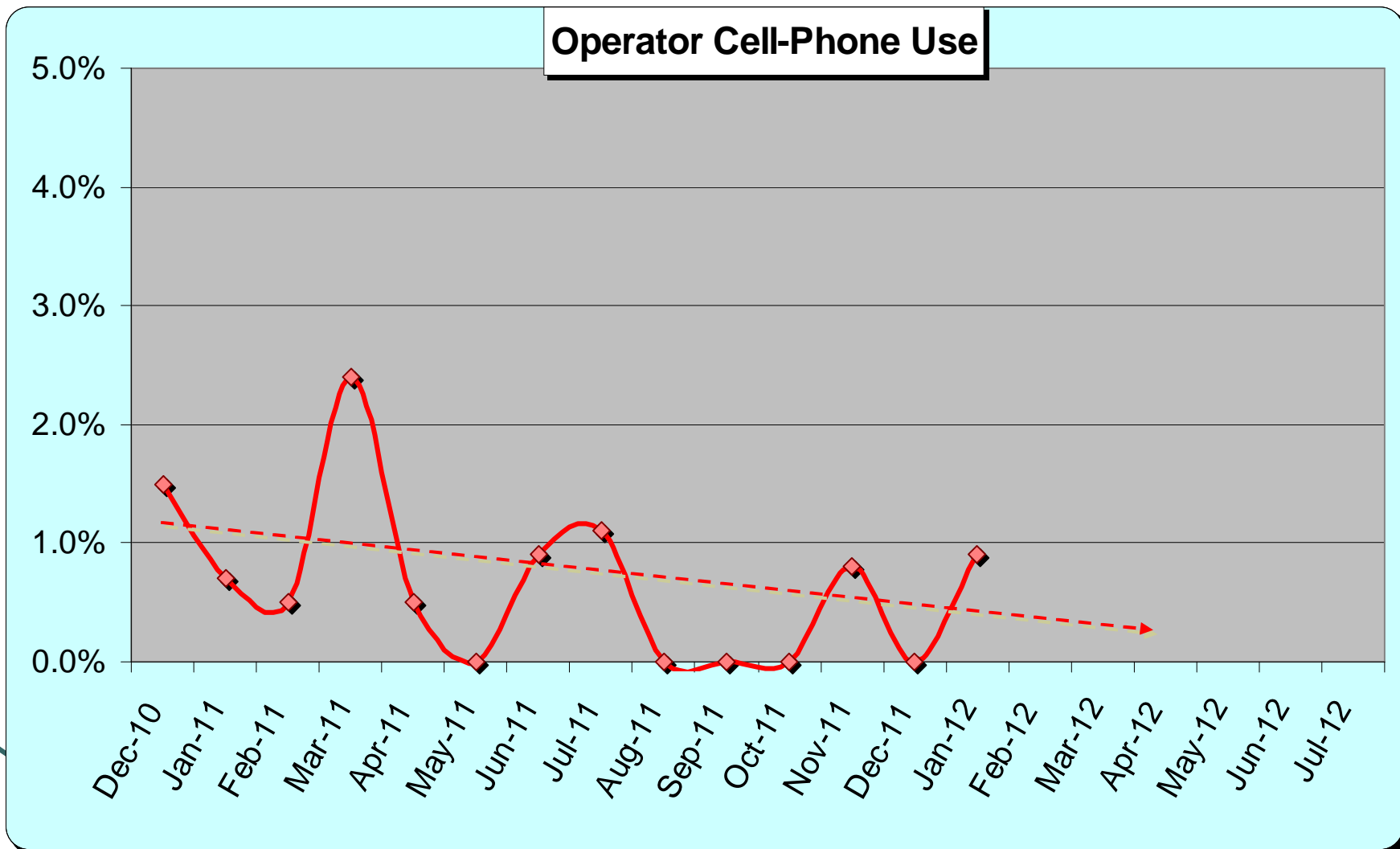
Mystery Riders Observations

(212 Undercover Rides in January 2012 Report)



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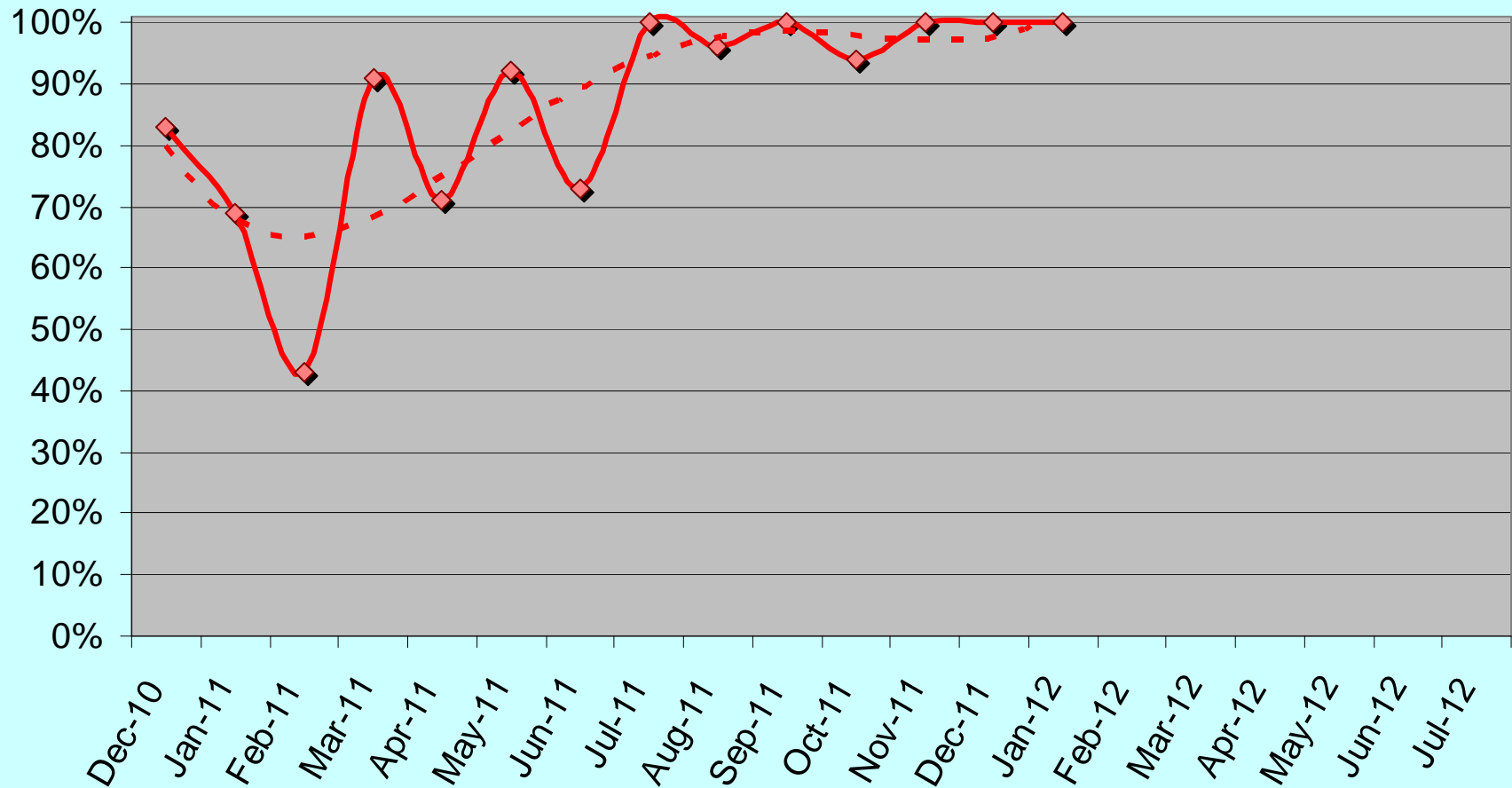
Mystery Riders Observations



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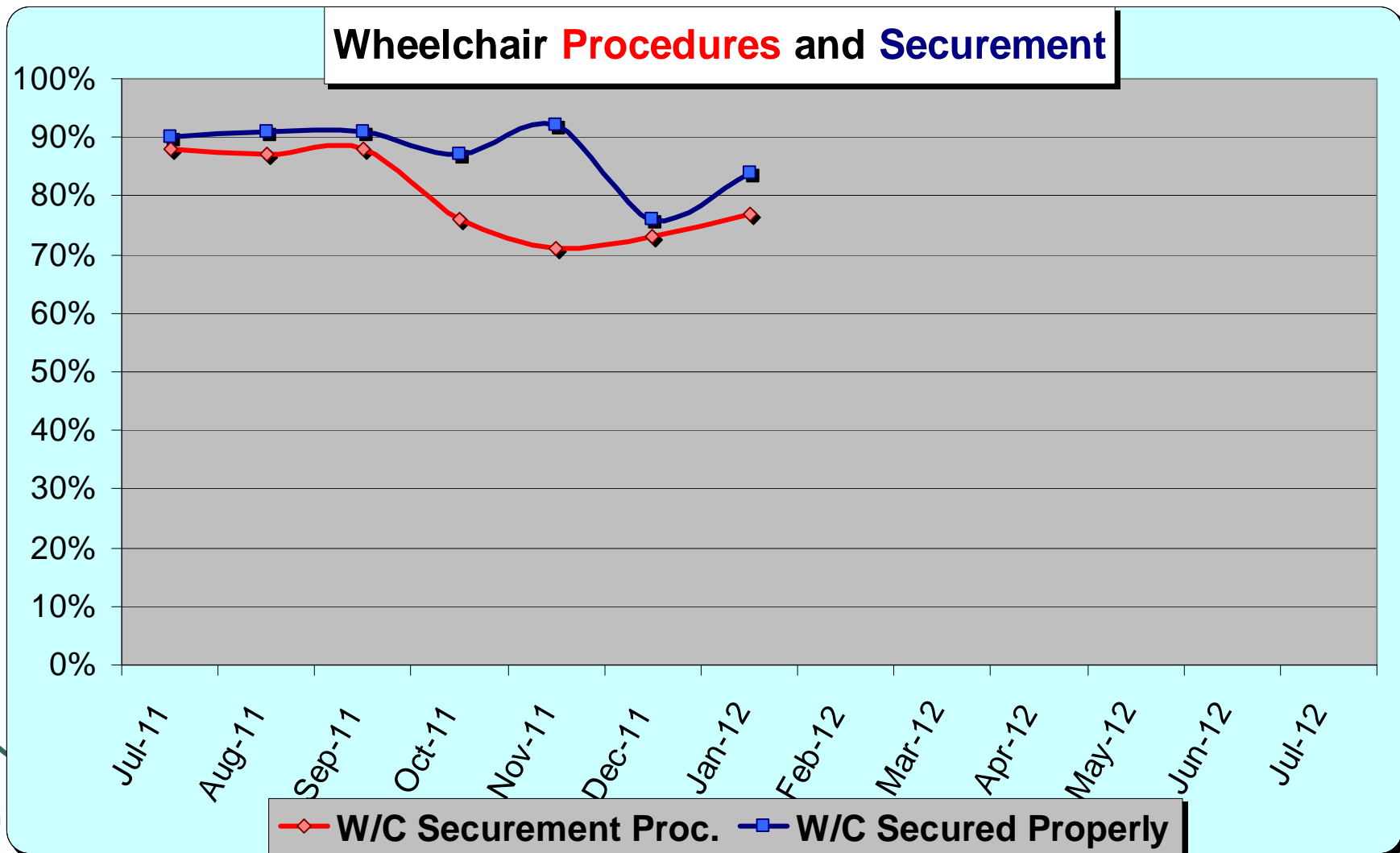
Mystery Riders Observations

Wheelchair Lift/Ramp Deployed for Non-Wheel Chair Patrons



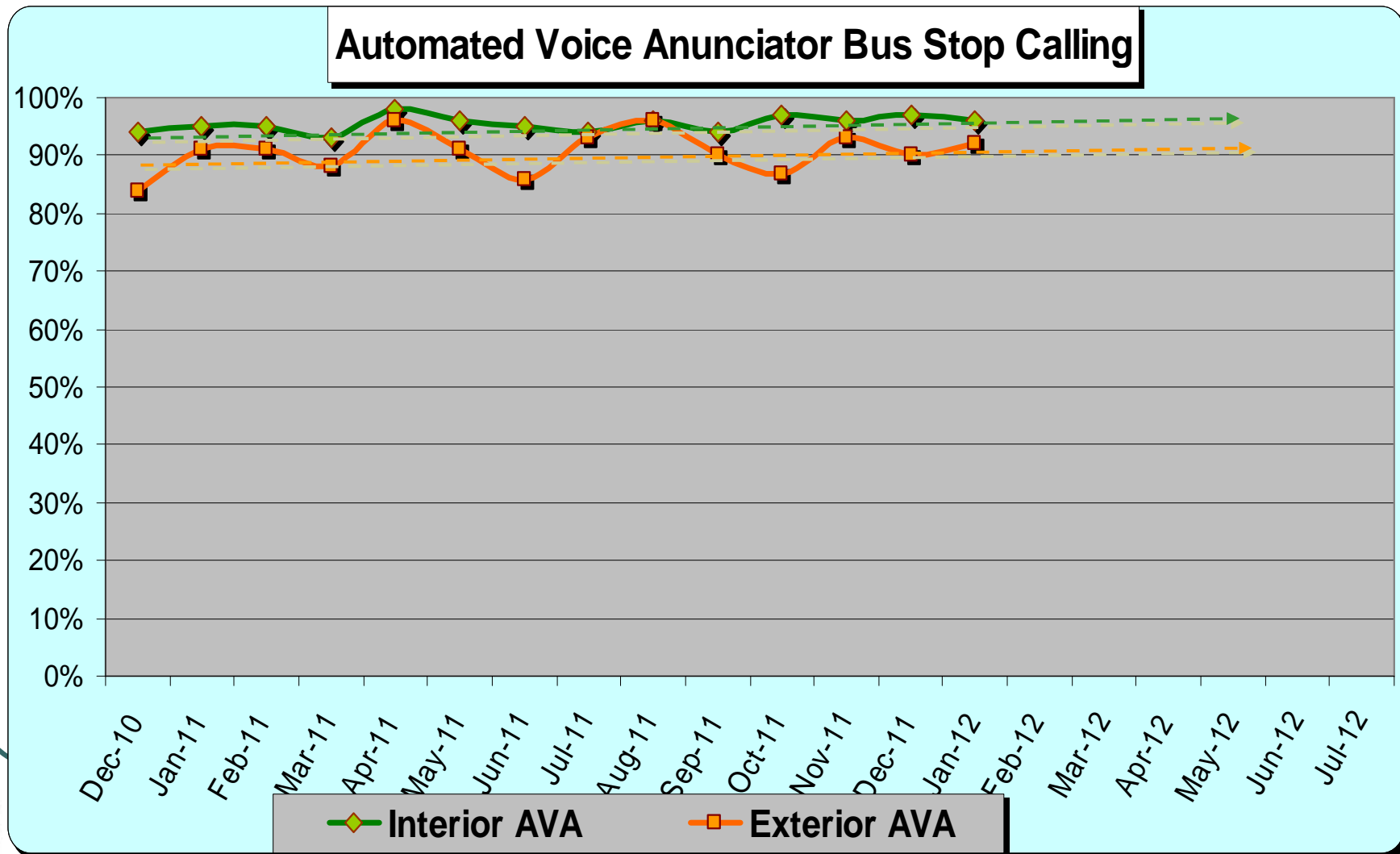
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Mystery Riders Observations



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Mystery Riders Observations



Expo Light Rail Line Update

Pre-Revenue

Service Council Expo Line Tour