

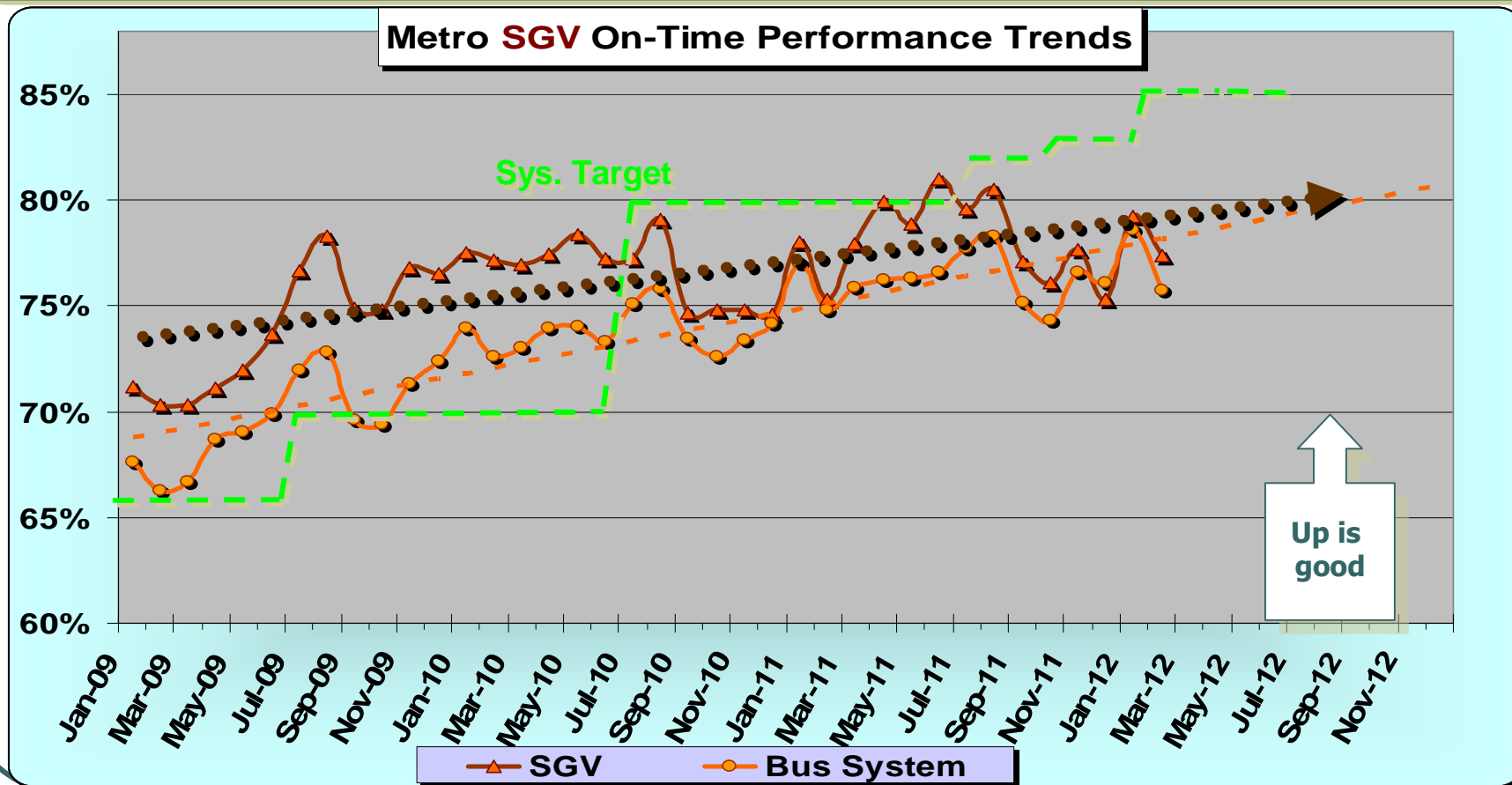
***Metro San Gabriel Valley  
Service Council  
April 9, 2012 Meeting***

***Performance Report on  
February 2012 Service***



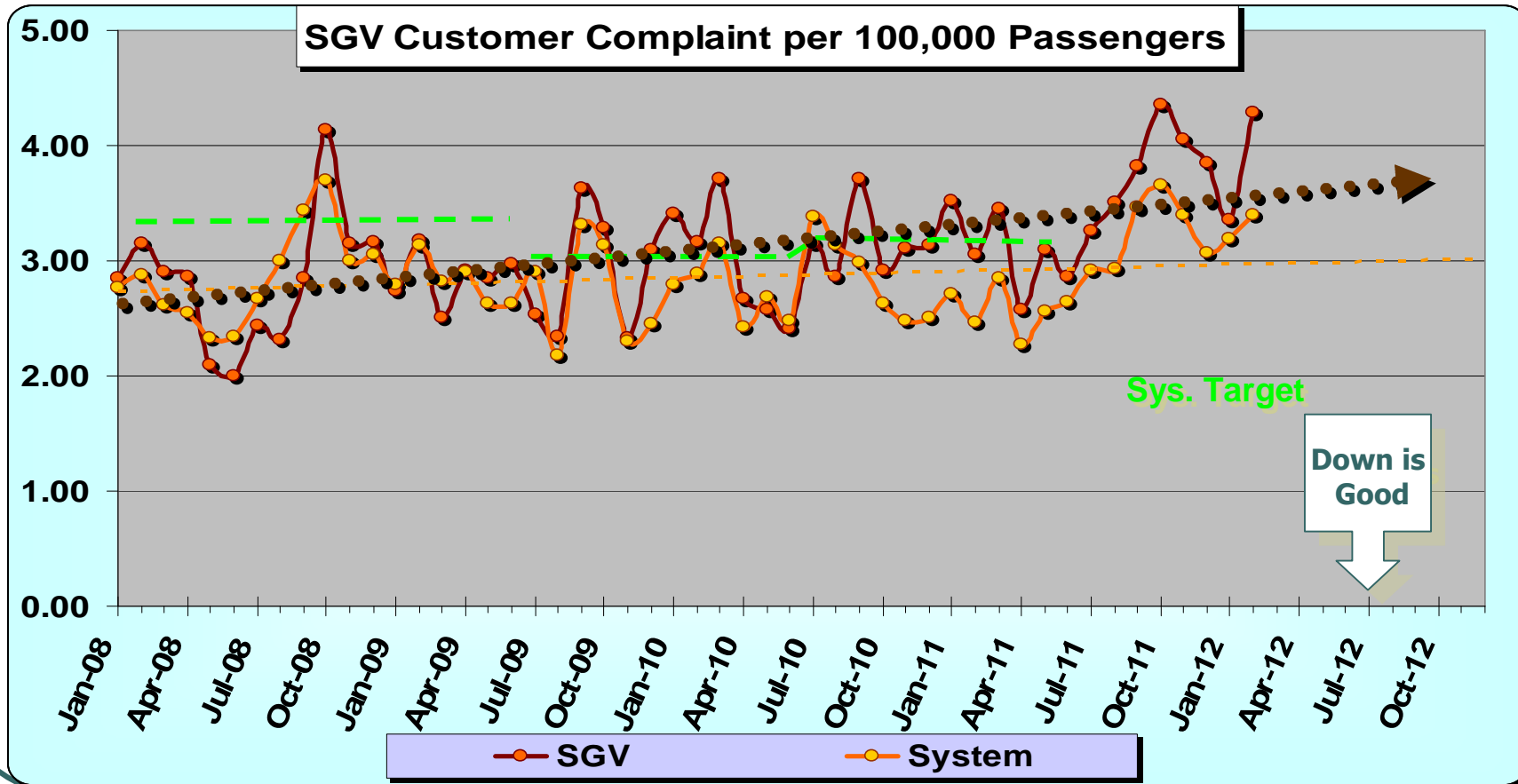
# SGV Service Council April 2012 Meeting

<u>On Time Performance</u>		Target	Feb.	YTD
	Metro Bus System	85.0%	75.7%	76.5%
	San Gabriel Valley	85.0%	77.4%	77.8%



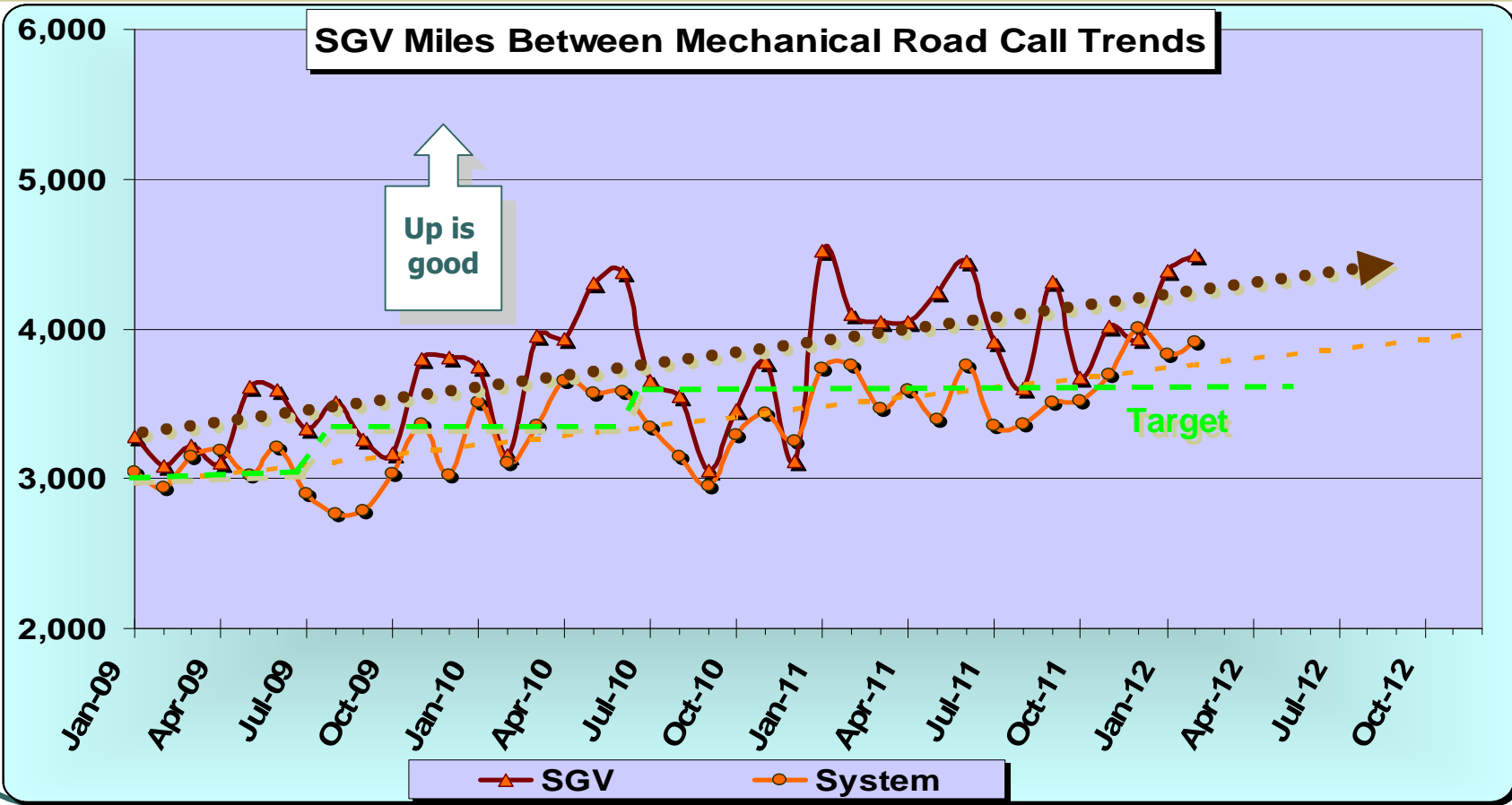
# SGV Service Council April 2012 Meeting

<u>Complaints /</u> <u>100,000 Psgrs.</u>	<b>Metro Bus System</b>	<b>Target</b>	<b>Feb.</b>	<b>YTD</b>
	<b>San Gabriel Valley</b>	<b>2.29</b>	<b>3.40</b>	<b>3.26</b>
		<b>2.73</b>	<b>4.29</b>	<b>3.82</b>



# SGV Service Council April 2012 Meeting

<u>Miles / Mech.</u> <u>Road Call</u>		Target	Feb.	YTD
Metro Bus System		3,650	3,909	3,631
San Gabriel Valley		3,650	4,490	4,013



# SGV Service Council April 2012 Meeting

## Clean Bus Rating

**Metro Bus System**  
**San Gabriel Valley**

Target

**8.0**

Feb.

**8.43**

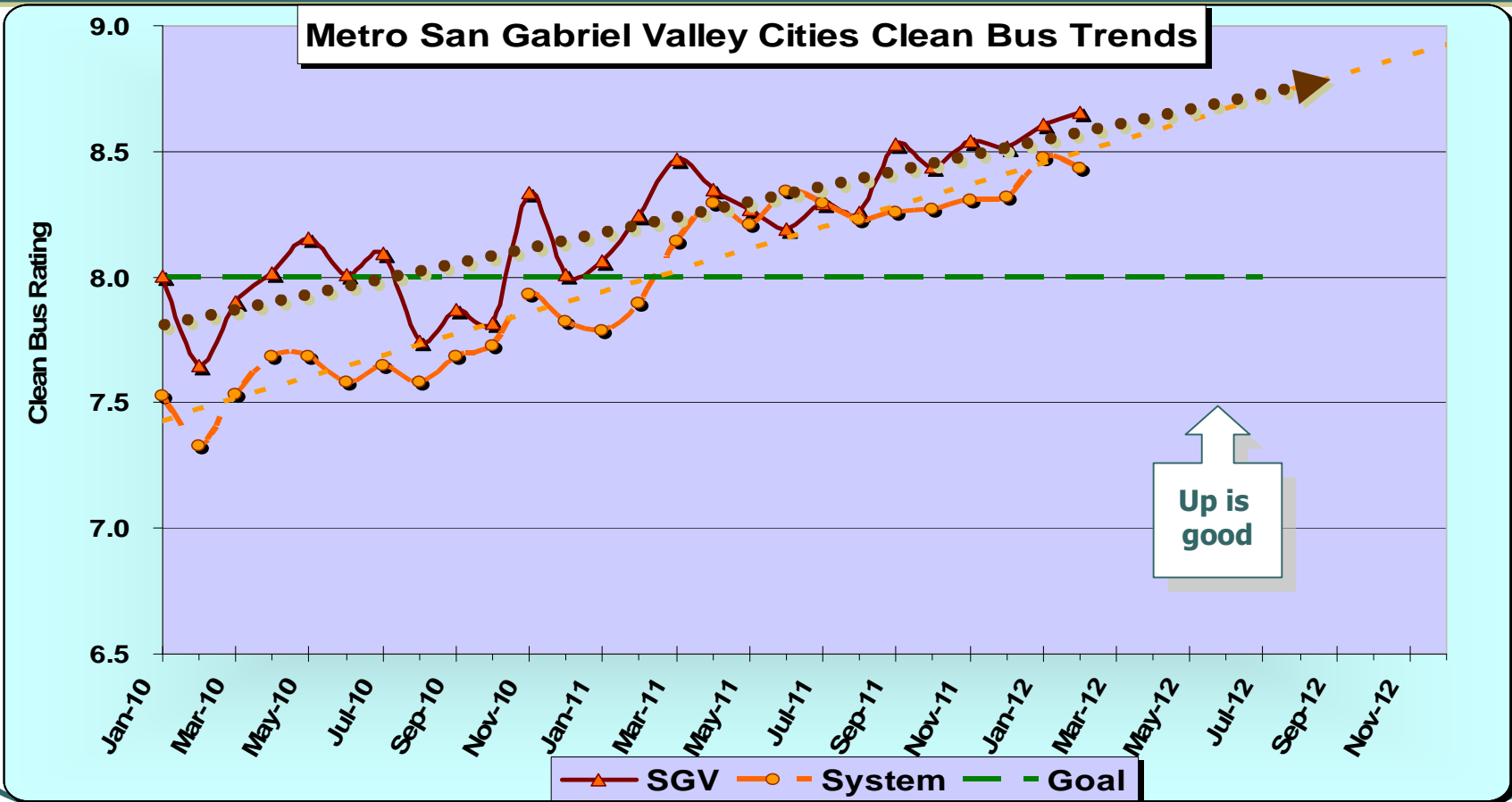
YTD

**8.32**

**8.0**

**8.66**

**8.48**



# SGV Service Council April 2012 Meeting

**Accidents /  
100,000 Miles**

**Metro Bus System**  
**San Gabriel Valley**

**Target**

**3.20**

**Feb.**

**3.74**

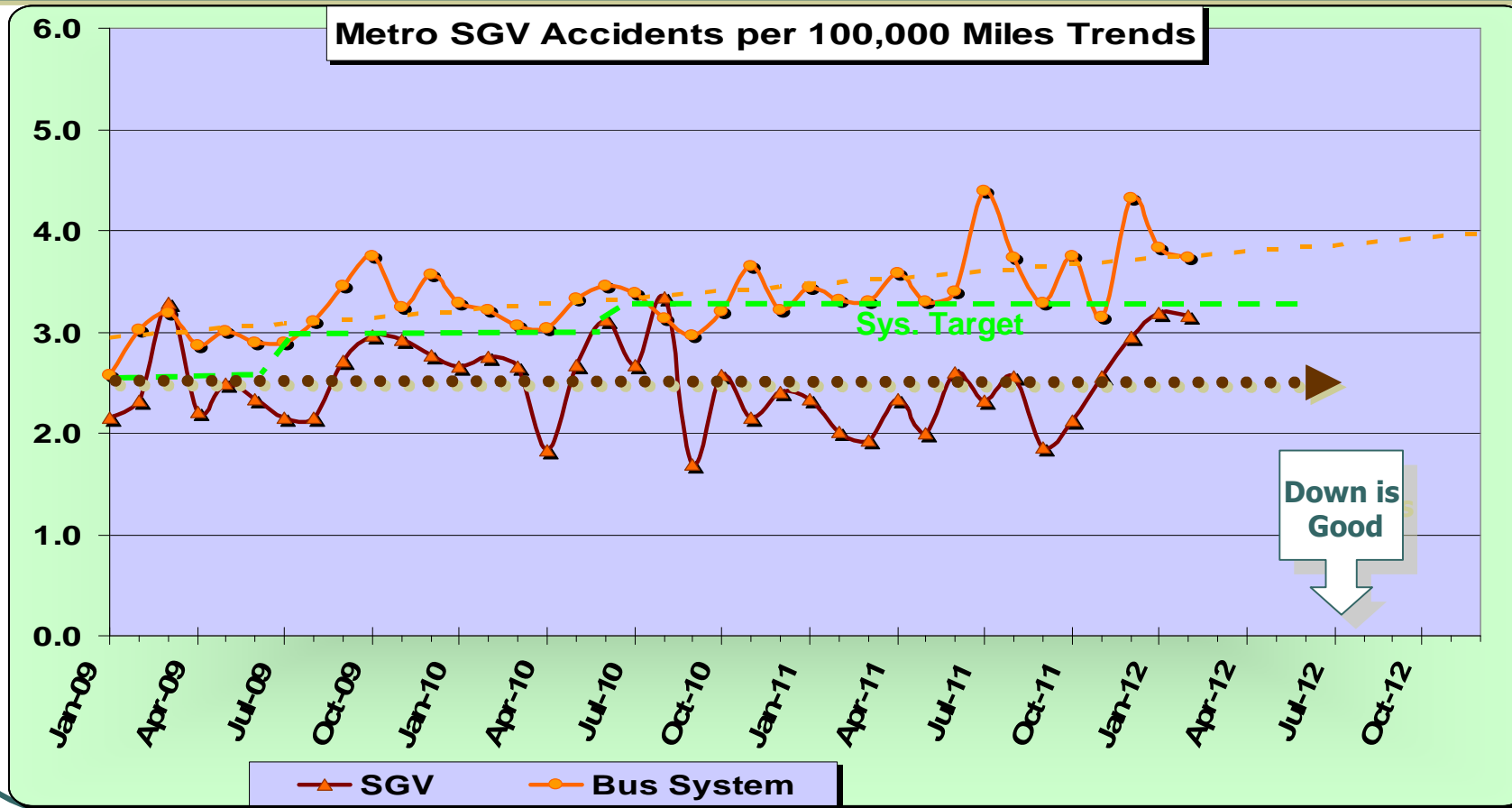
**YTD**

**3.77**

**2.46**

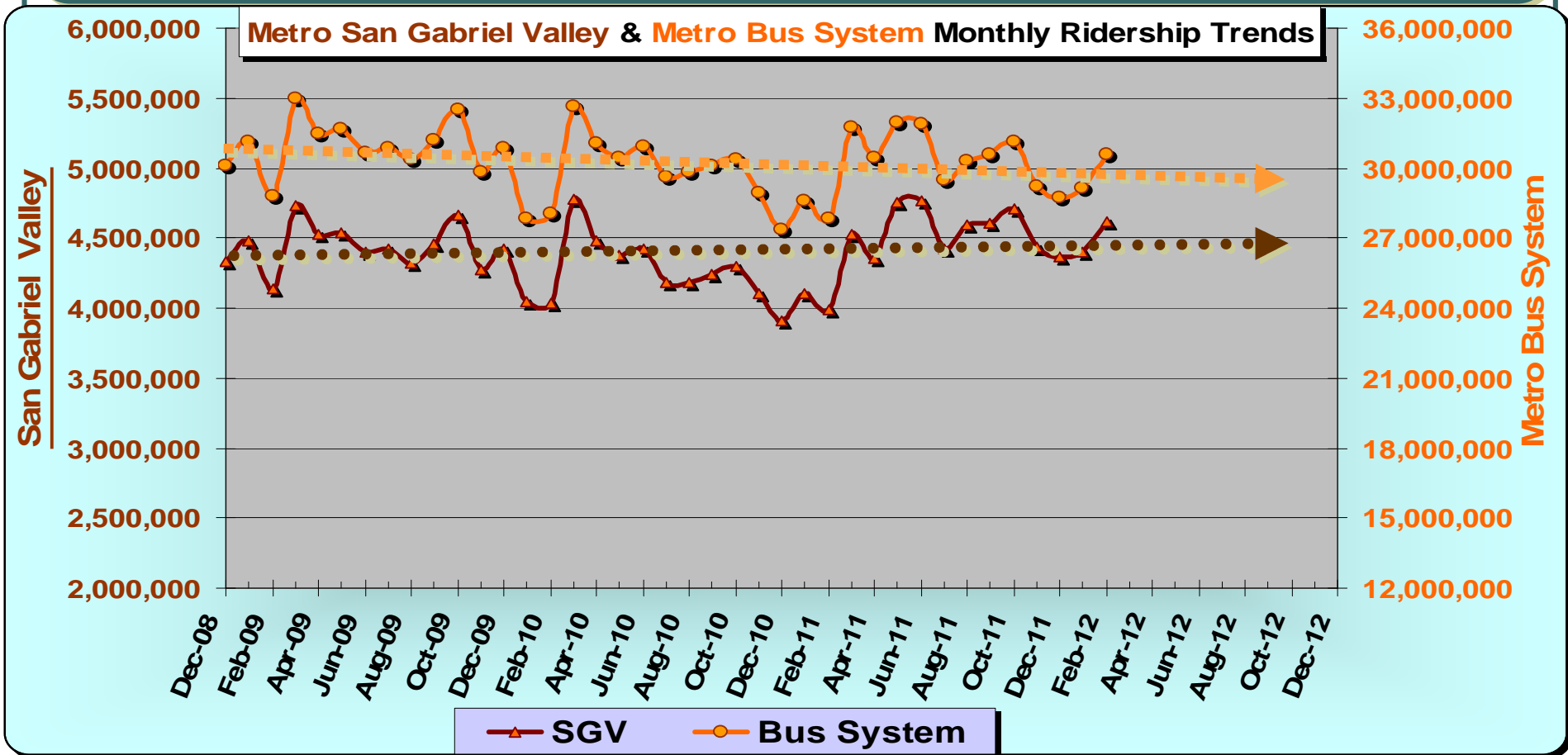
**3.16**

**2.59**



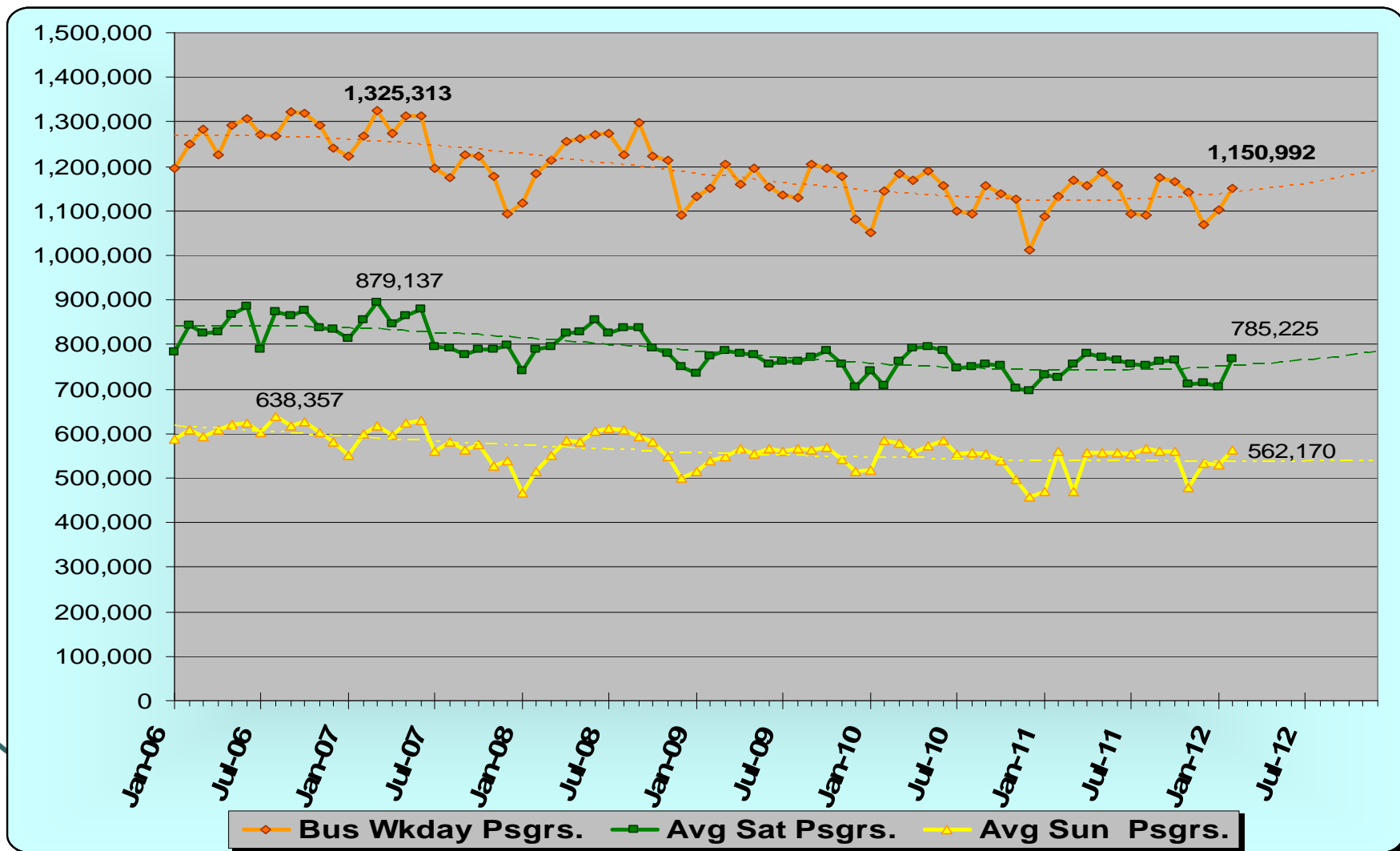
# SGV Service Council April 2012 Meeting

		Target	Feb.	YTD
<b>Monthly Bus Ridership</b>	<b>Metro Bus System</b>	29,270,000	30,590,000	29,880,000
	<b>San Gabriel Valley</b>	4,200,000	4,610,000	4,520,000



# SGV Service Council April 2012 Meeting

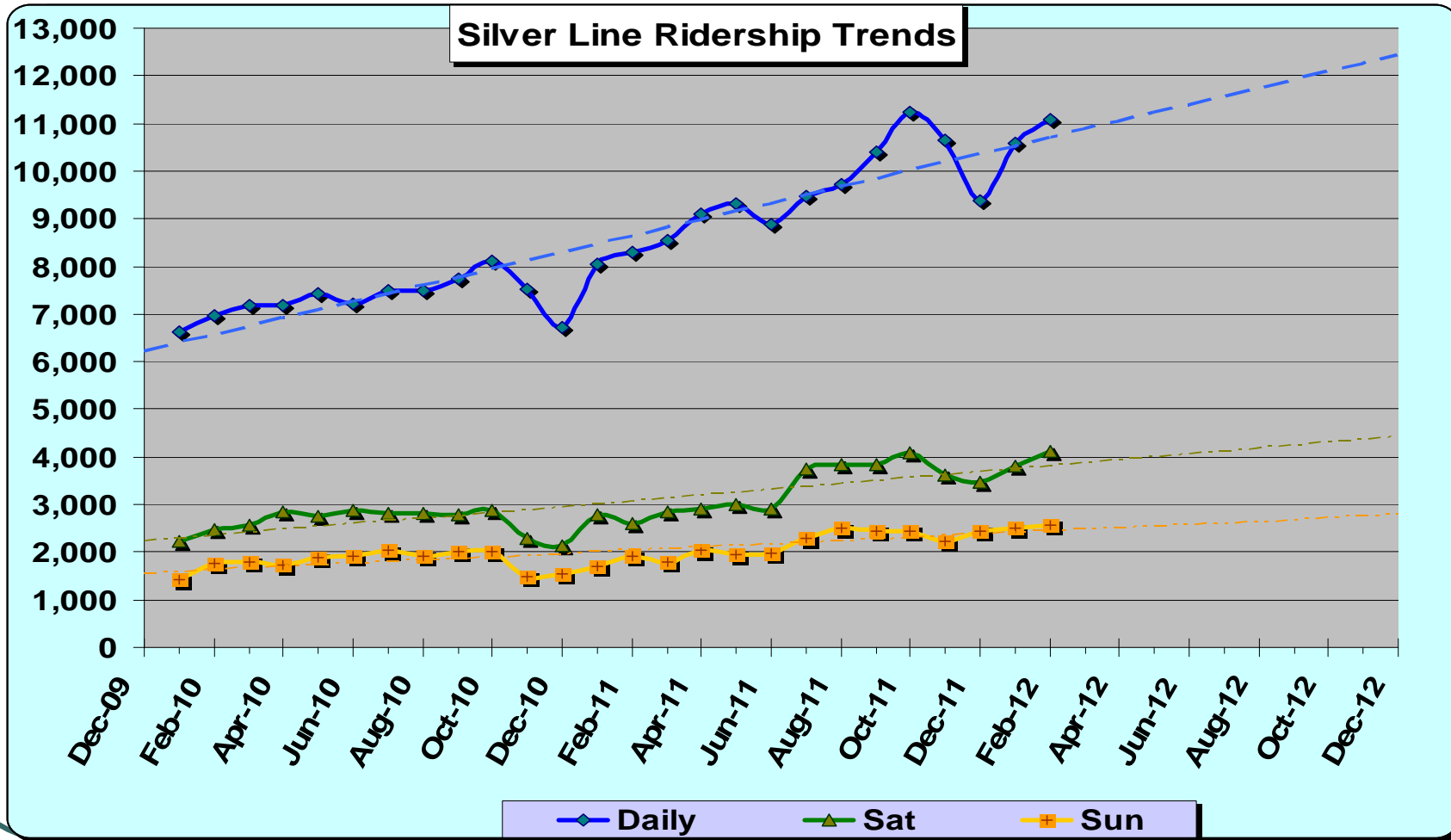
## Avg. Daily Ridership on ALL Metro Bus Lines





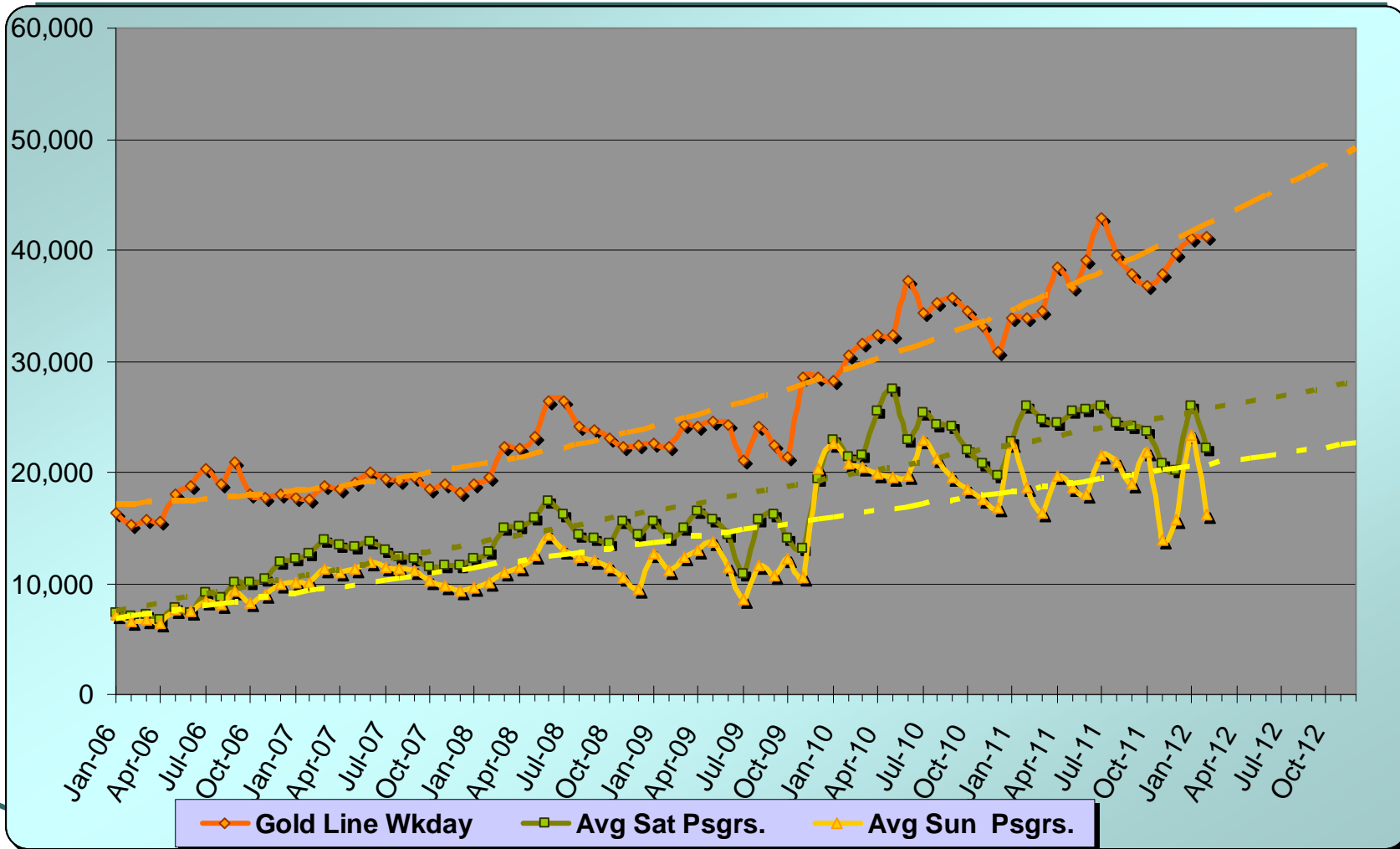
# SGV Service Council April 2012 Meeting

## Metro Silver Line Ridership Trends



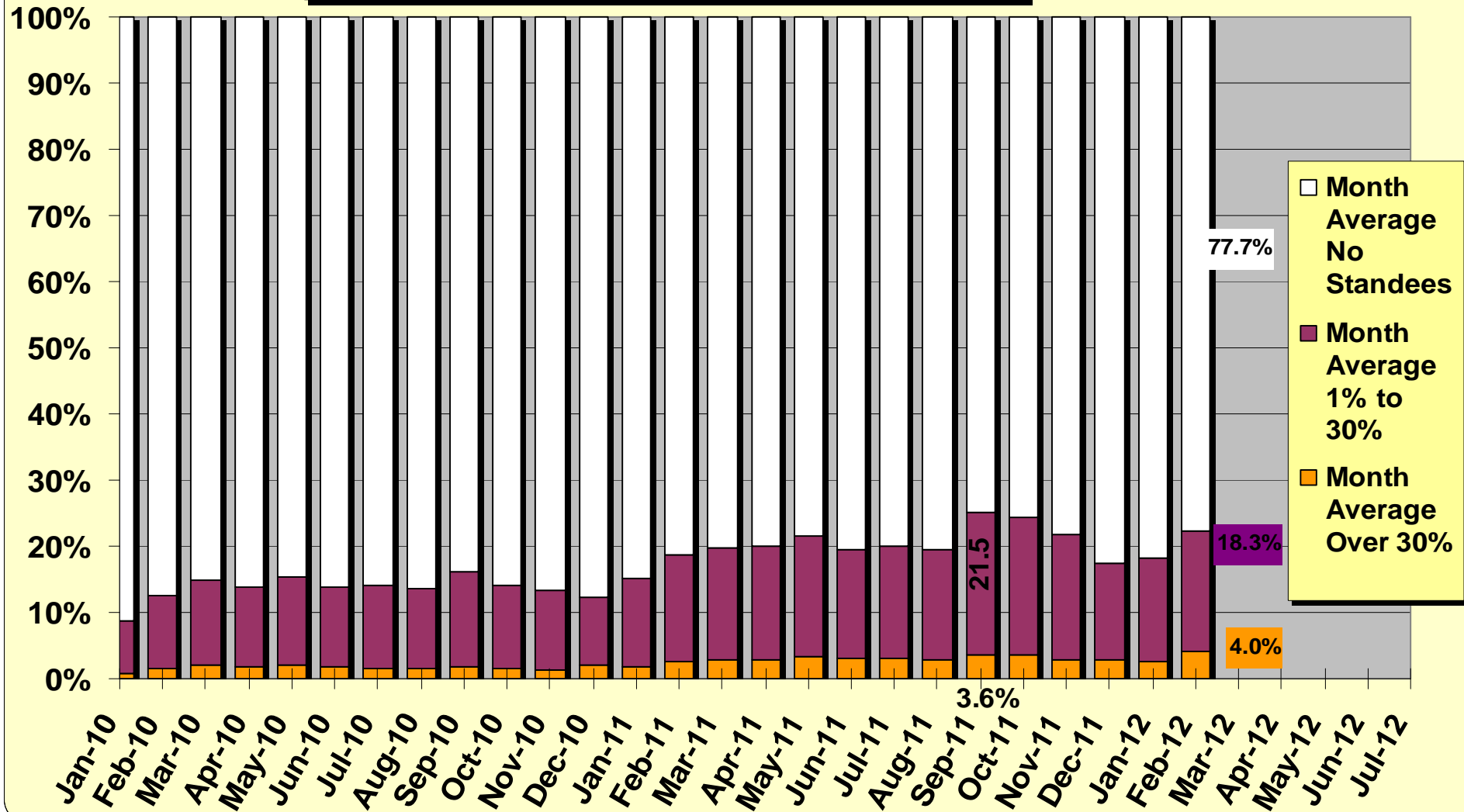
# SGV Service Council April 2012 Meeting

## Metro **Gold Line** Ridership Trends



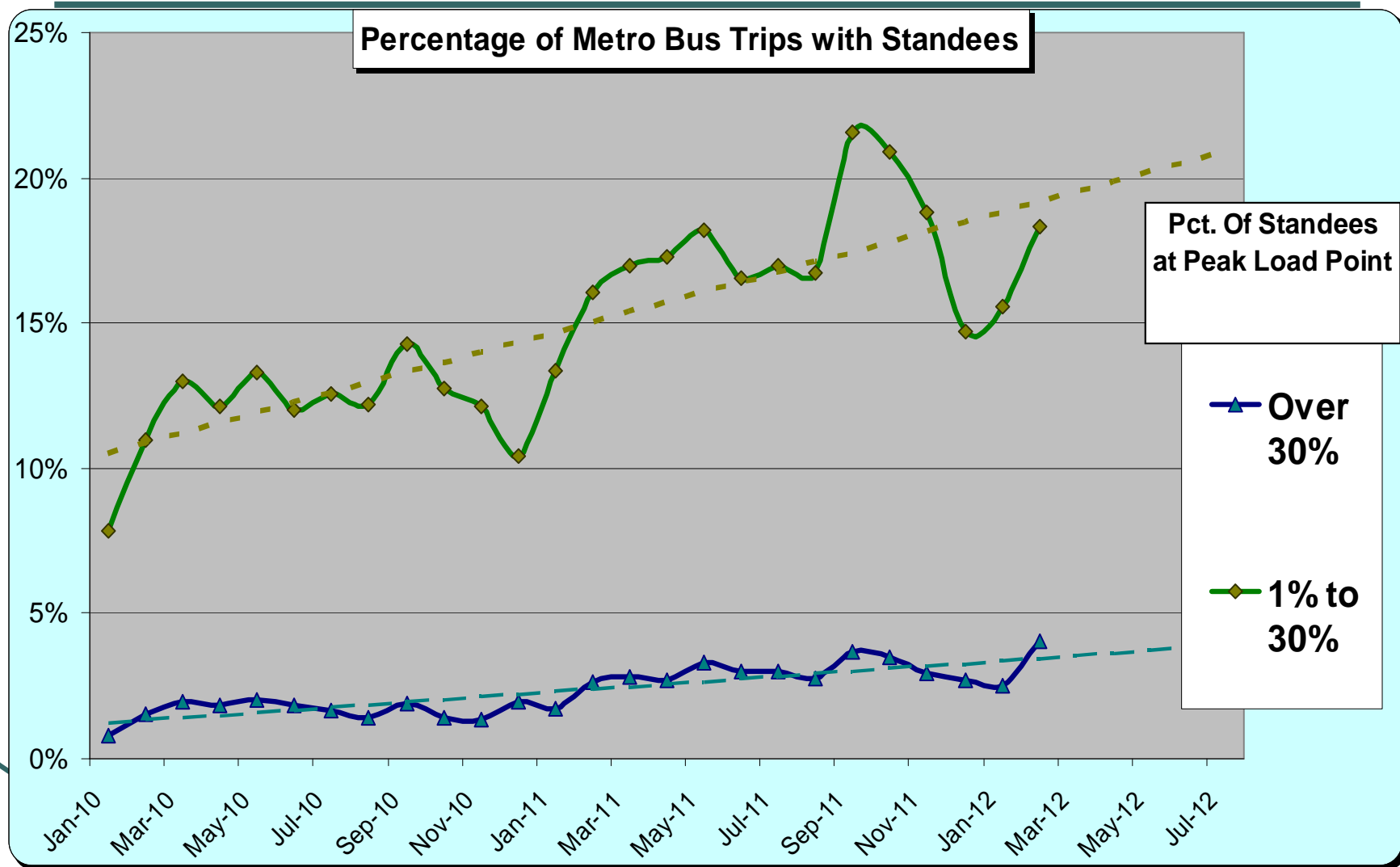
# SGV Service Council April 2012 Meeting

Metro Bus Service Average Load Factor by Month





















# SGV Service Council April 2012 Meeting

## Metro Bus Trips with Standees



# SGV Service Council April 2012 Meeting

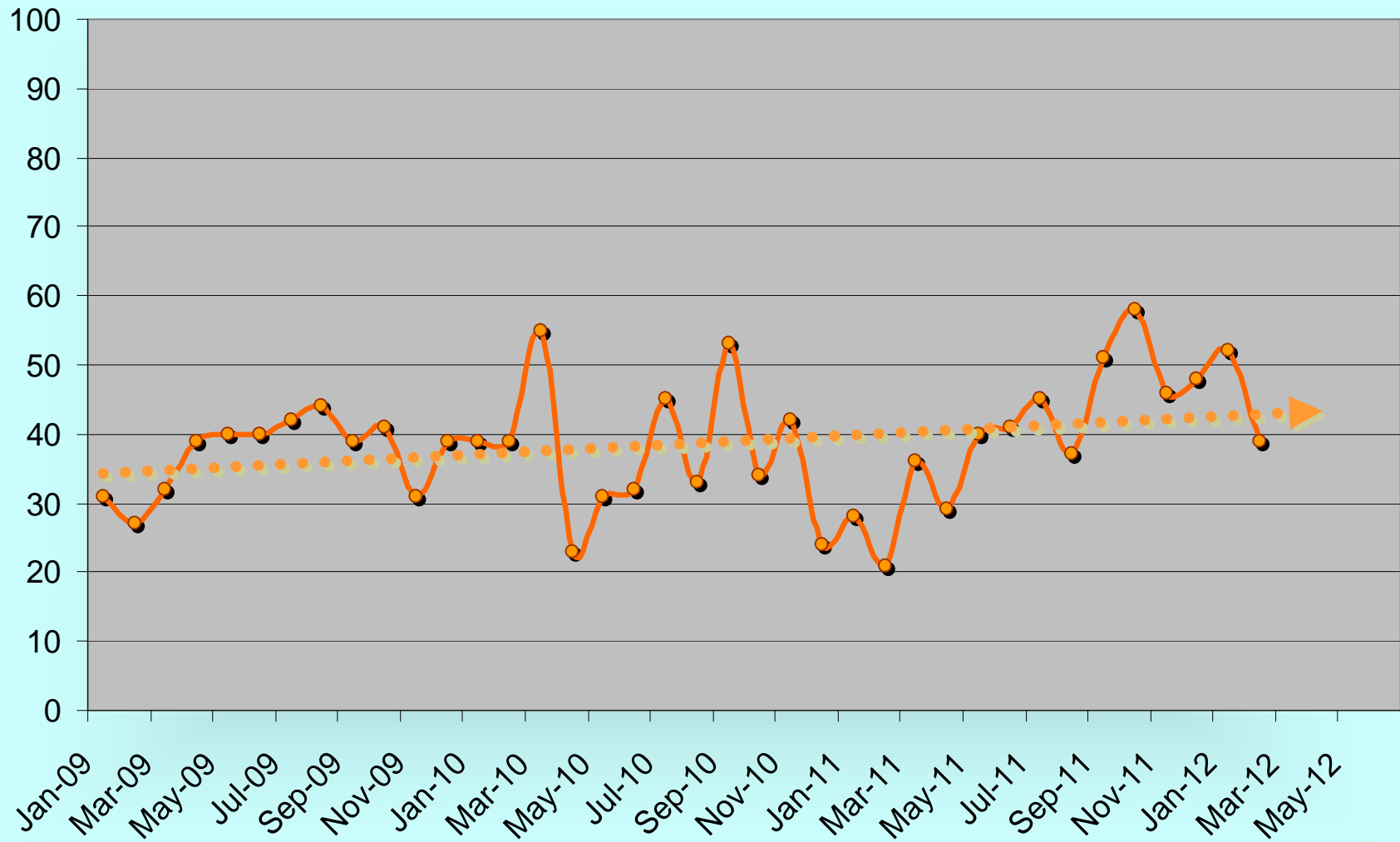
## March 2012 Bus Station Cleanliness Eval. Scores

Bus Stations Evaluated	Score	Agency	Chng.
Artesia Blue Line Bus Sta.	 6.4	Metro	 -1.0
Aviation Green Line Bus Sta.	8.3 	Metro	 +2.2
Burbank Metrolink Bus Sta.	8.2 	Burbank	
Culver City Sta.	7.9	Culver City	
Cal State LA Busway Sta.	7.8	Metro	
Cal State LA Local Bus Sta.	8.7 	LADOT	 +.4
Del Amo Blue Line Bus Sta.	7.9	Metro	 -.5
El Monte Bus Sta.	7.6	Metro	
Harbor-Gateway Transit Ctr.	8.2 	Metro	
Inglewood Bus Sta.	8.2 	Inglewood	
LAX City Bus Sta.	 6.6	Metro	 +1.3
Norwalk Green Line Bus Sta.	8.3	Metro	 +1.1
North Hollywood Red Line Bus Sta.	7.4	Metro	
Patsaouras Bus Plaza	7.1	Metro	
Pico-Rimpau Bus Ctr.	7.6	Metro	
Rosa Parks Bus Sta.	8.1 	Metro	
South Bay Galleria Bus Ctr.	 6.5	Redondo Beach	 -1.9
Sierra Madre Gold Line Bus Sta.	7.8	Metro	
Universal Red Line Bus Sta.	 6.5	Metro	
Harbor-Century Fwy, Silver Line Sta.	8.1 	Metro	
<b>Average Rating</b>	<b>7.5</b>		



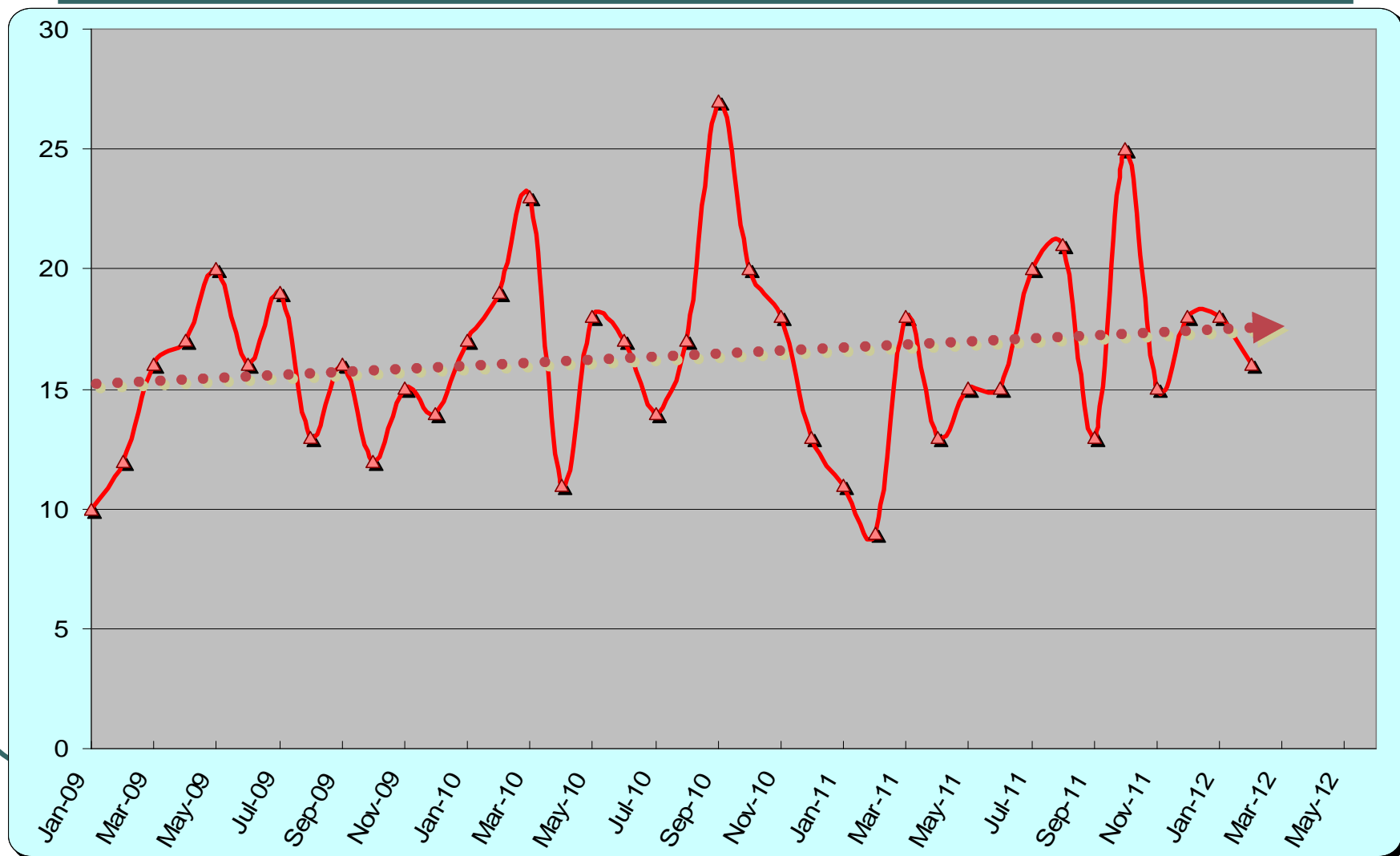
# SGV Service Council April 2012 Meeting

## Monthly ADA Related Complain Trends



# SGV Service Council April 2012 Meeting

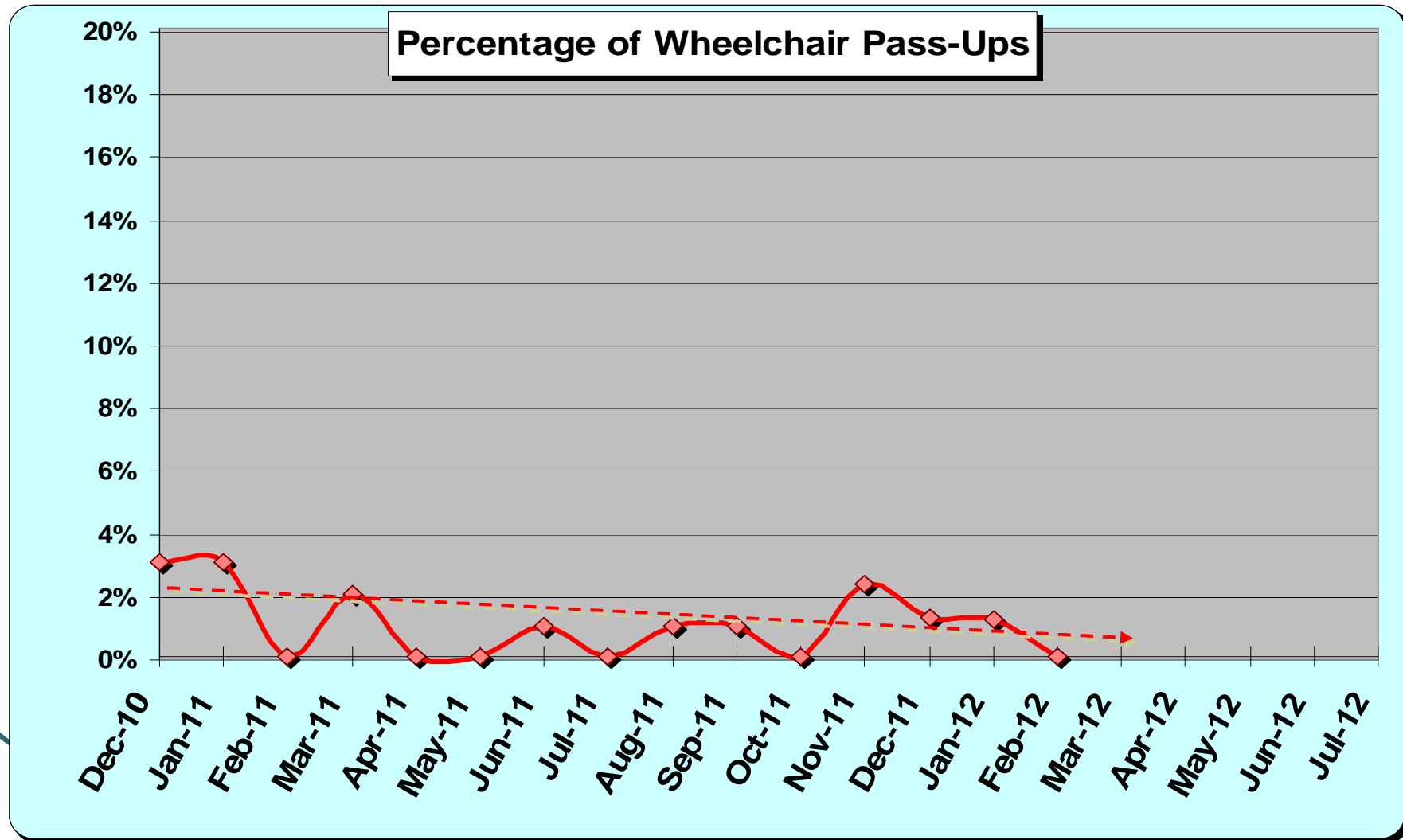
## Monthly Wheelchair Pass-Up Complaints



# SGV Service Council April 2012 Meeting

## Mystery Riders Observations

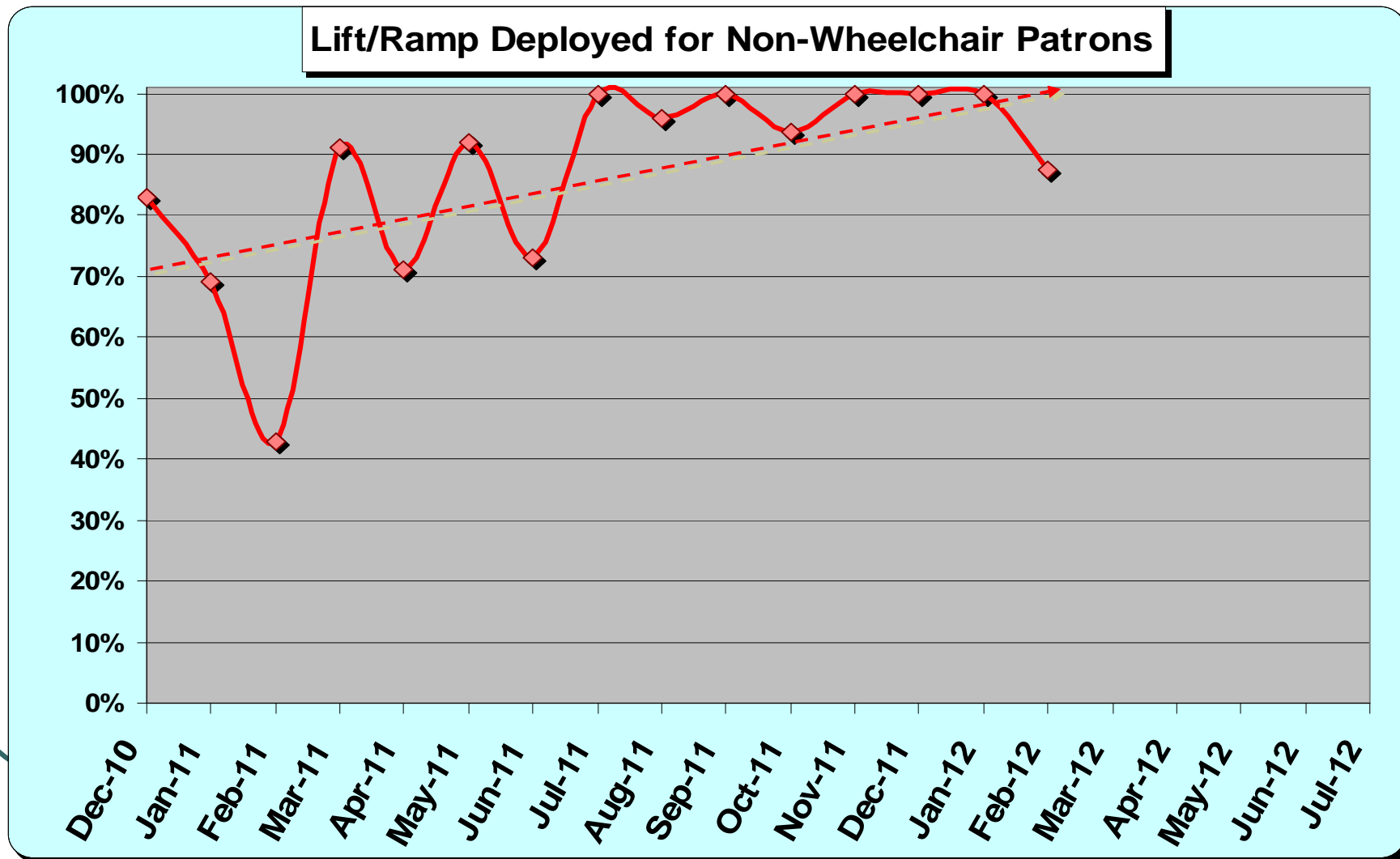
(213 Undercover Rides in February 2012 Report)





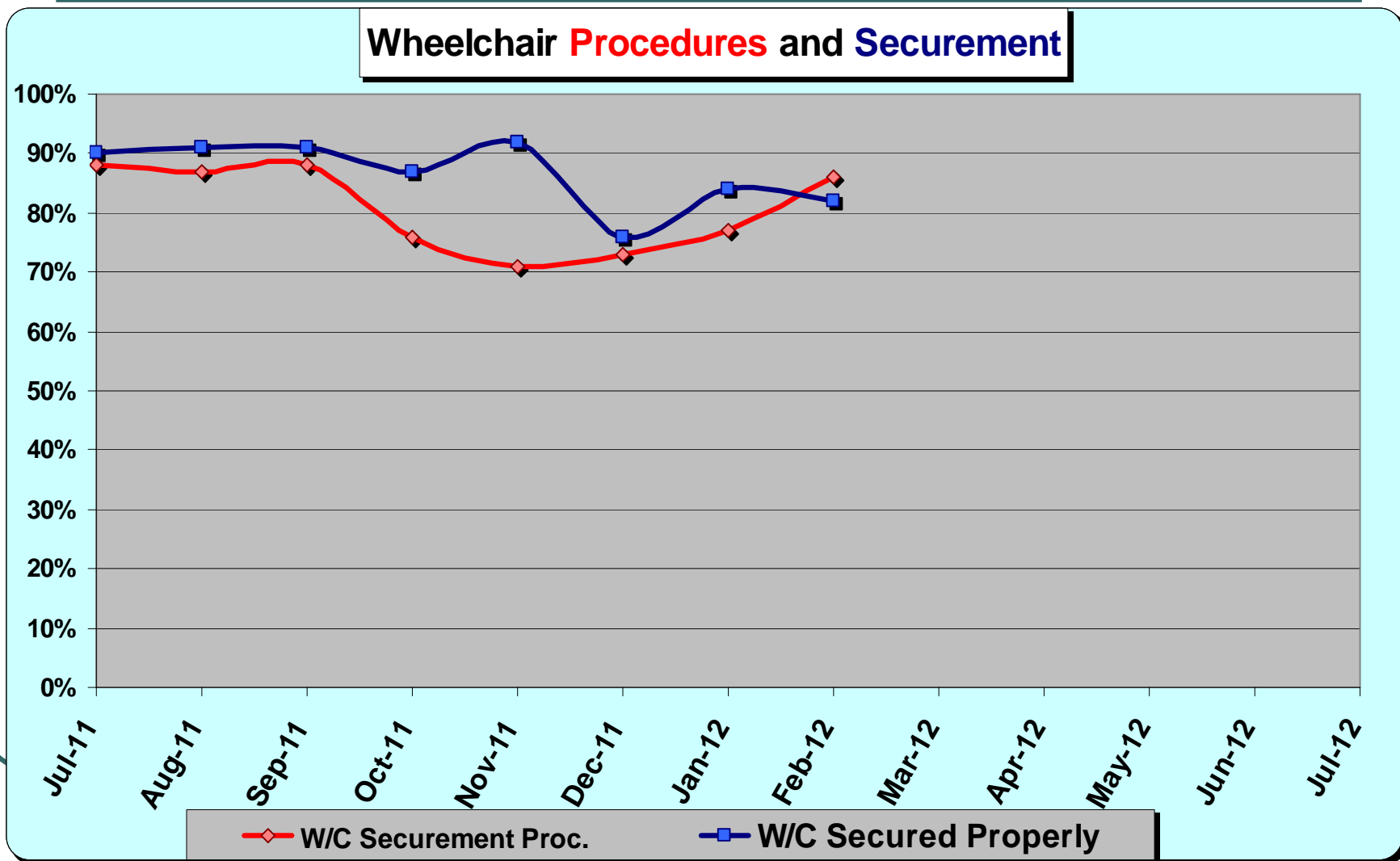
# SGV Service Council April 2012 Meeting

## Mystery Riders Observations



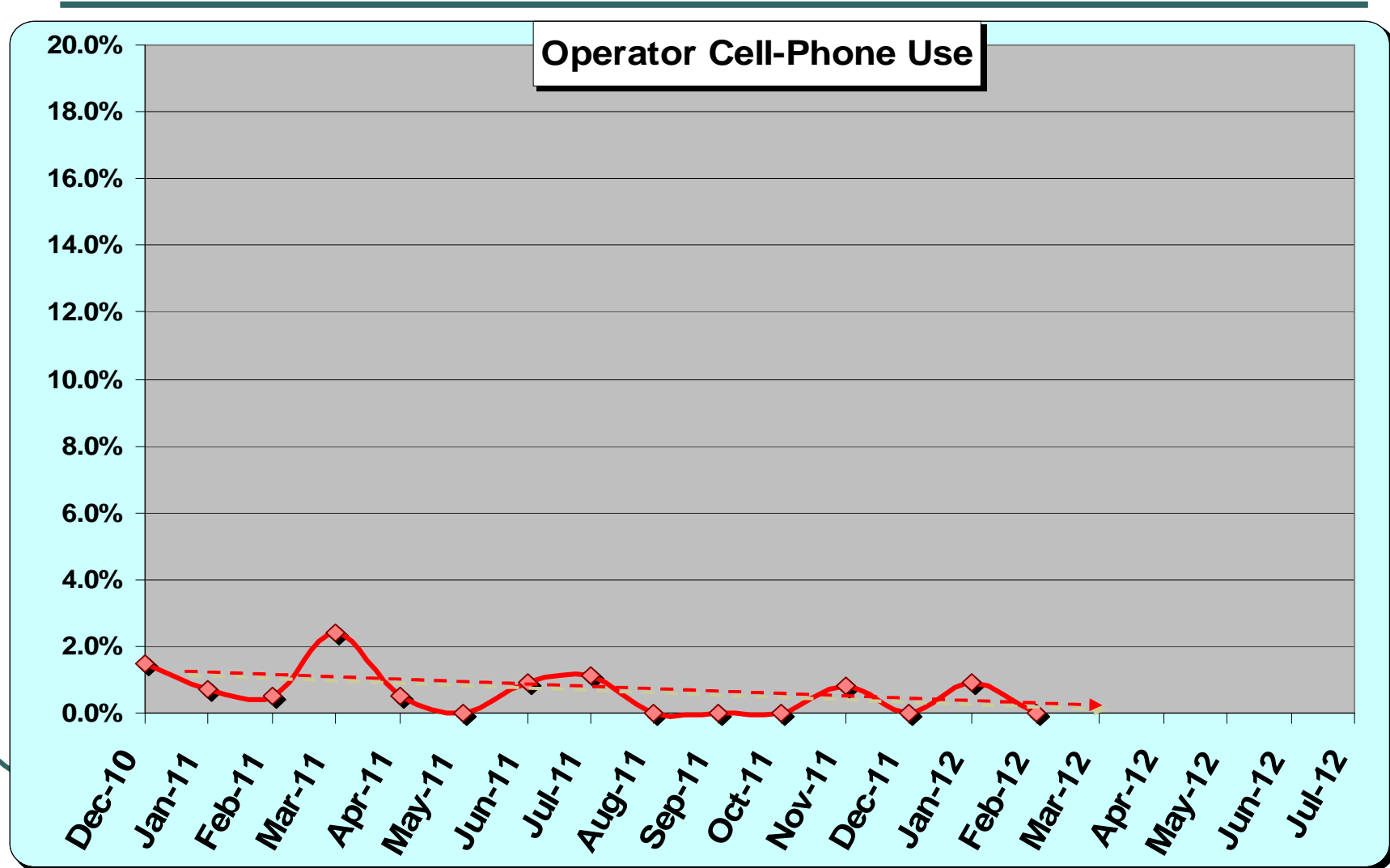
# SGV Service Council April 2012 Meeting

## Mystery Riders Observations



# SGV Service Council April 2012 Meeting

## Mystery Riders Observations



# SGV Service Council April 2012 Meeting

## Expo Light Rail Line Update

Finally Pre-Revenue

## Service Council Expo Line Tours

## Meet and Confer with CEO

- **FY 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 14**
- **Introduction of Frank Alejandro**
- **America Fast Forward**