

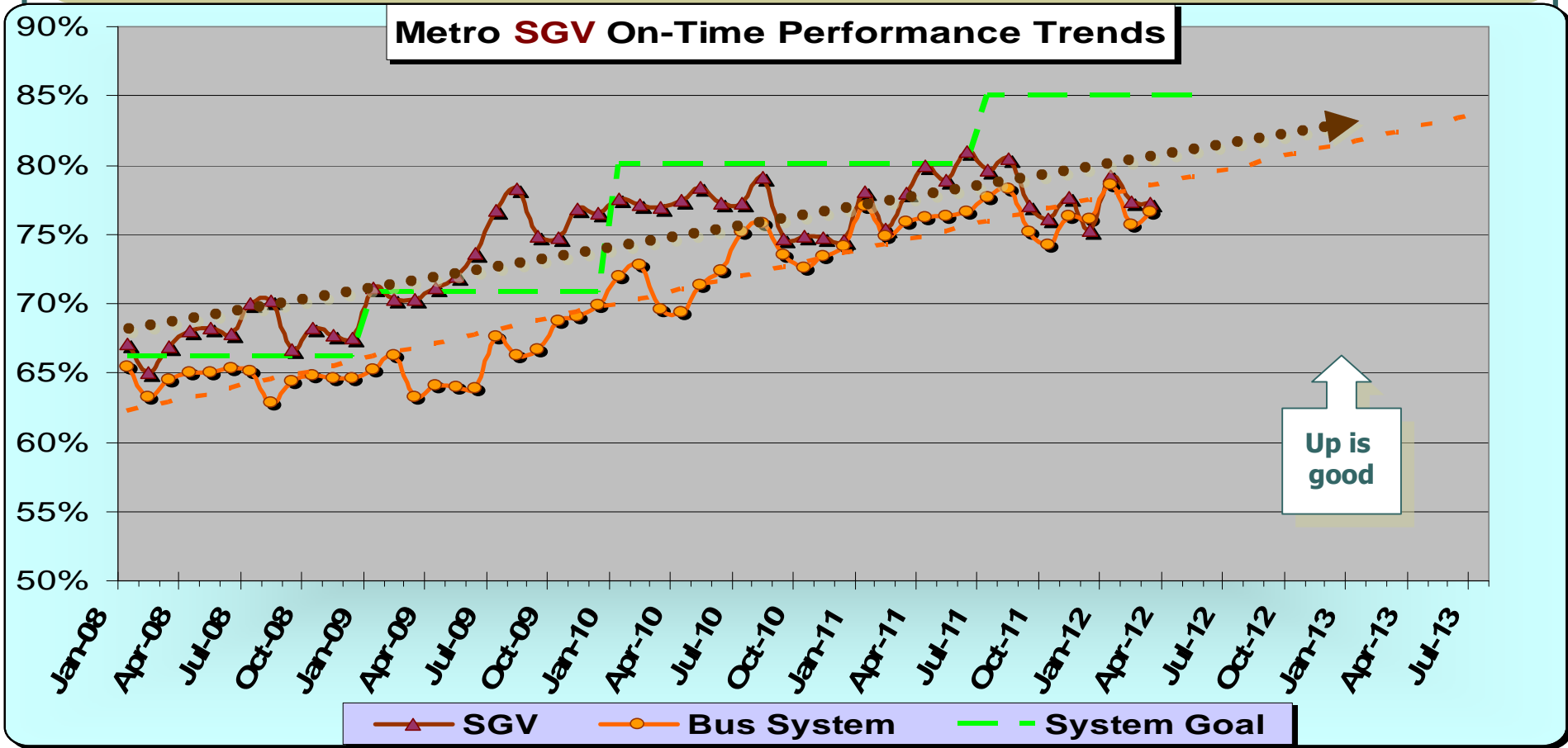
***Metro San Gabriel Valley
Service Council
May 14, 2012 Meeting***

***Performance Report on
March 2012 Service***



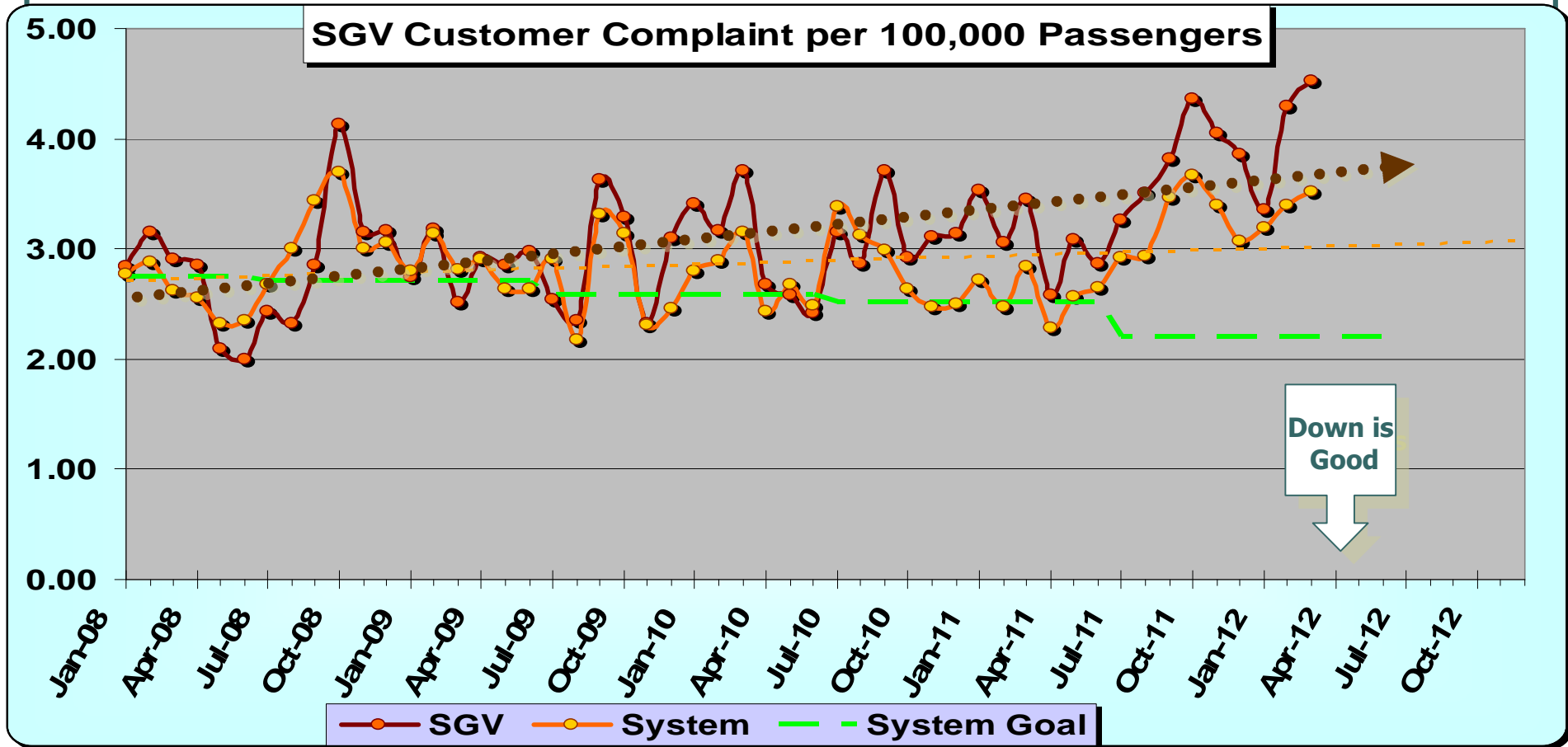
SGV Service Council May 2012 Meeting

<u>On Time Performance</u>		Target	March	YTD
	Metro Bus System	85.0%	76.6%	76.6%
	San Gabriel Valley	85.0%	77.2%	77.7%



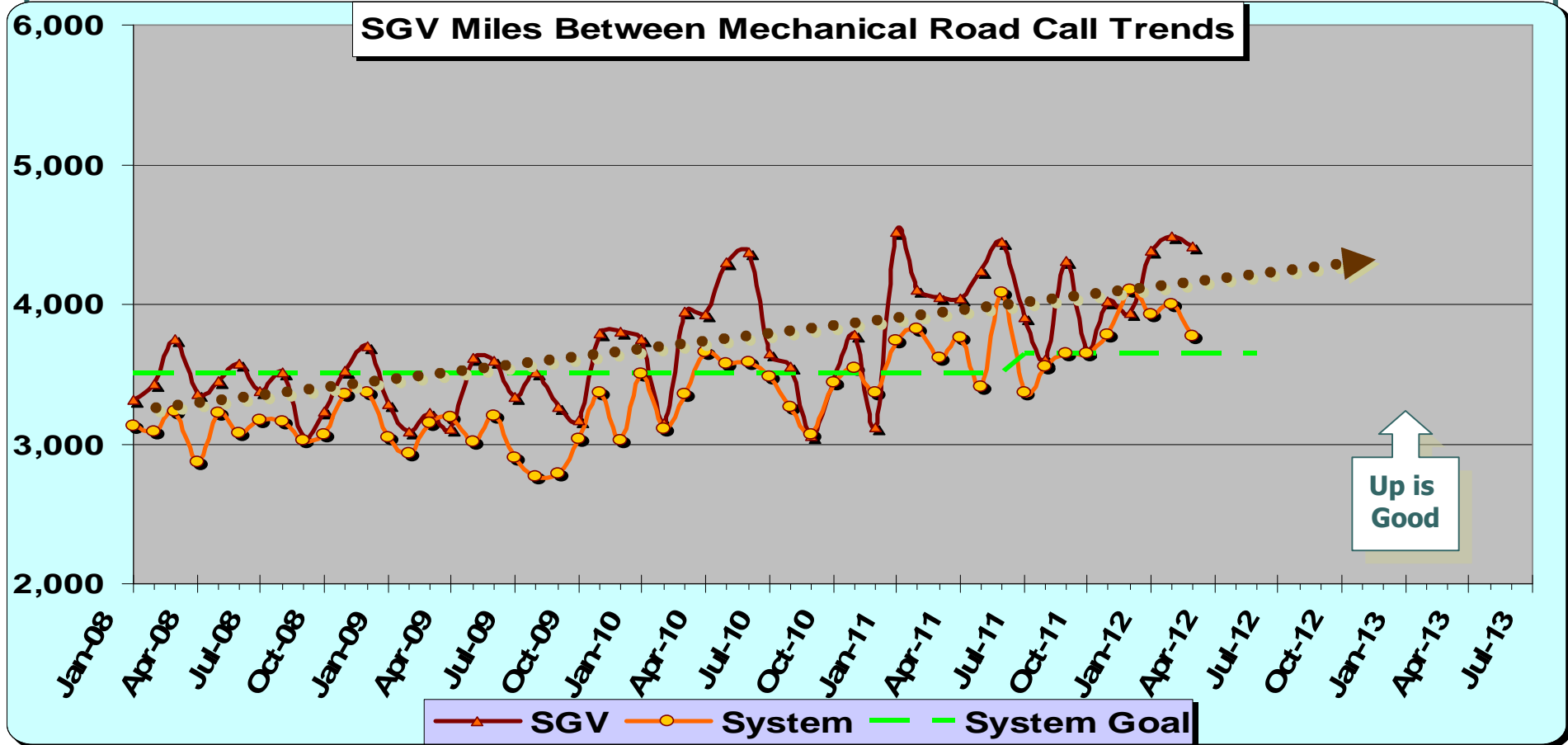
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<u>Complaints / 100,000 Psgrs.</u>		Target	March	YTD
	Metro Bus System	2.20	3.52	3.29
	San Gabriel Valley	2.88	4.53	3.90



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<u>Miles / Mech.</u> <u>Road Call</u>		Target	March	YTD
	Metro Bus System	3,650	3,775	3,757
	San Gabriel Valley	3,650	4,410	4,054



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Clean Bus Rating

Metro Bus System

San Gabriel Valley

Target

8.0

March

8.48

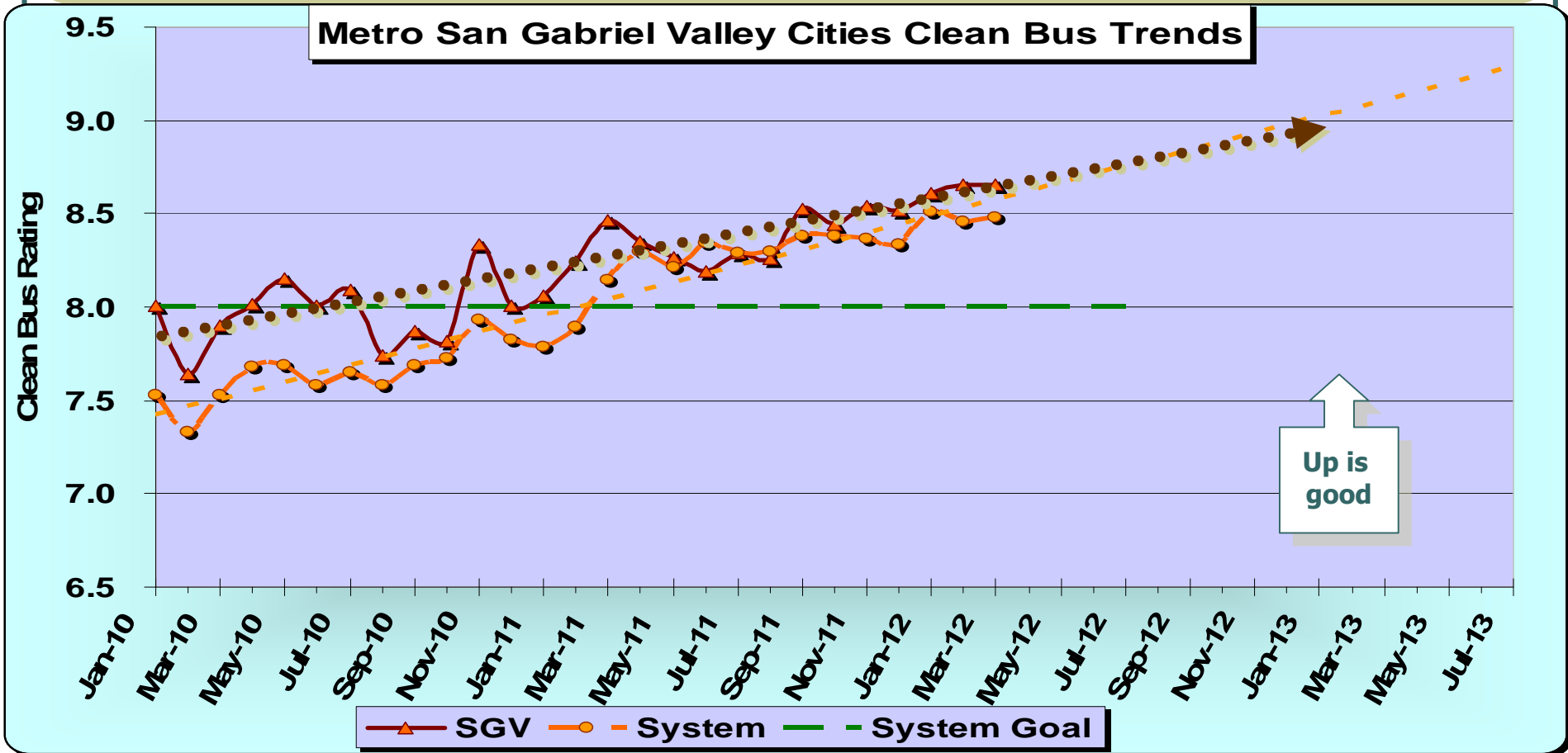
YTD

8.39

8.0

8.66

8.50



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**Accidents /
100,000 Miles**

Metro Bus System
San Gabriel Valley

Target

March

YTD

3.20

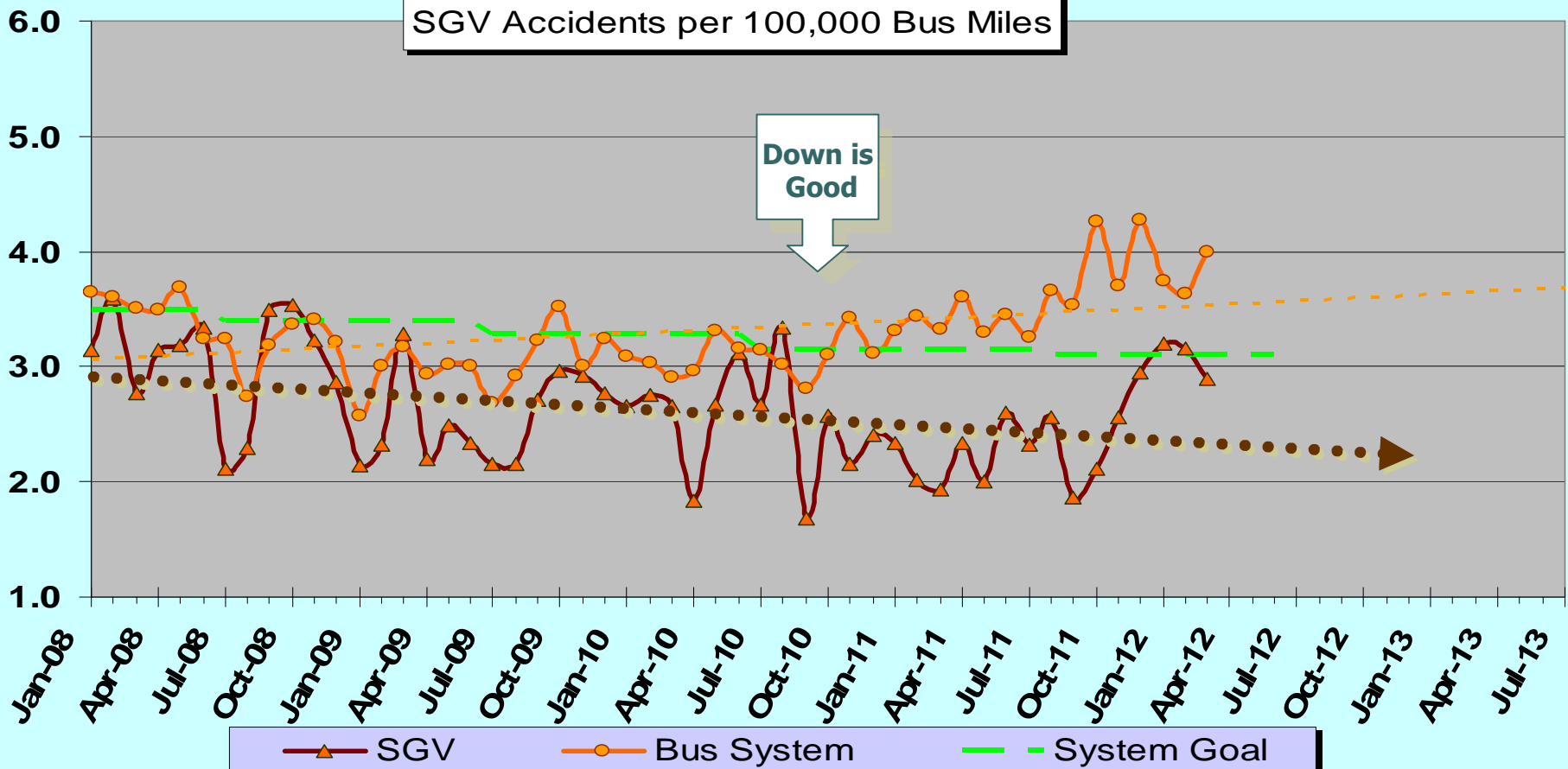
3.99

3.78

2.46

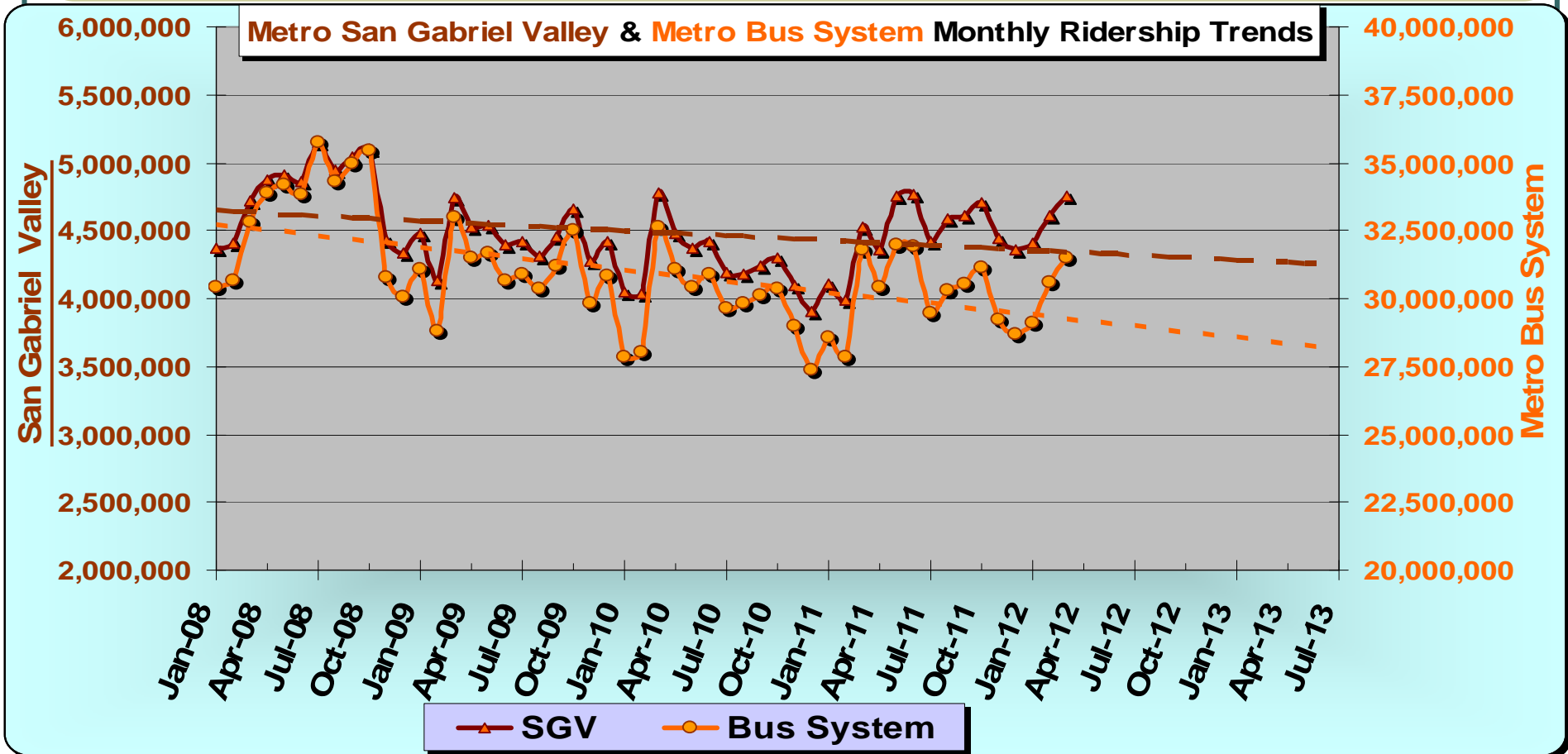
2.90

2.63



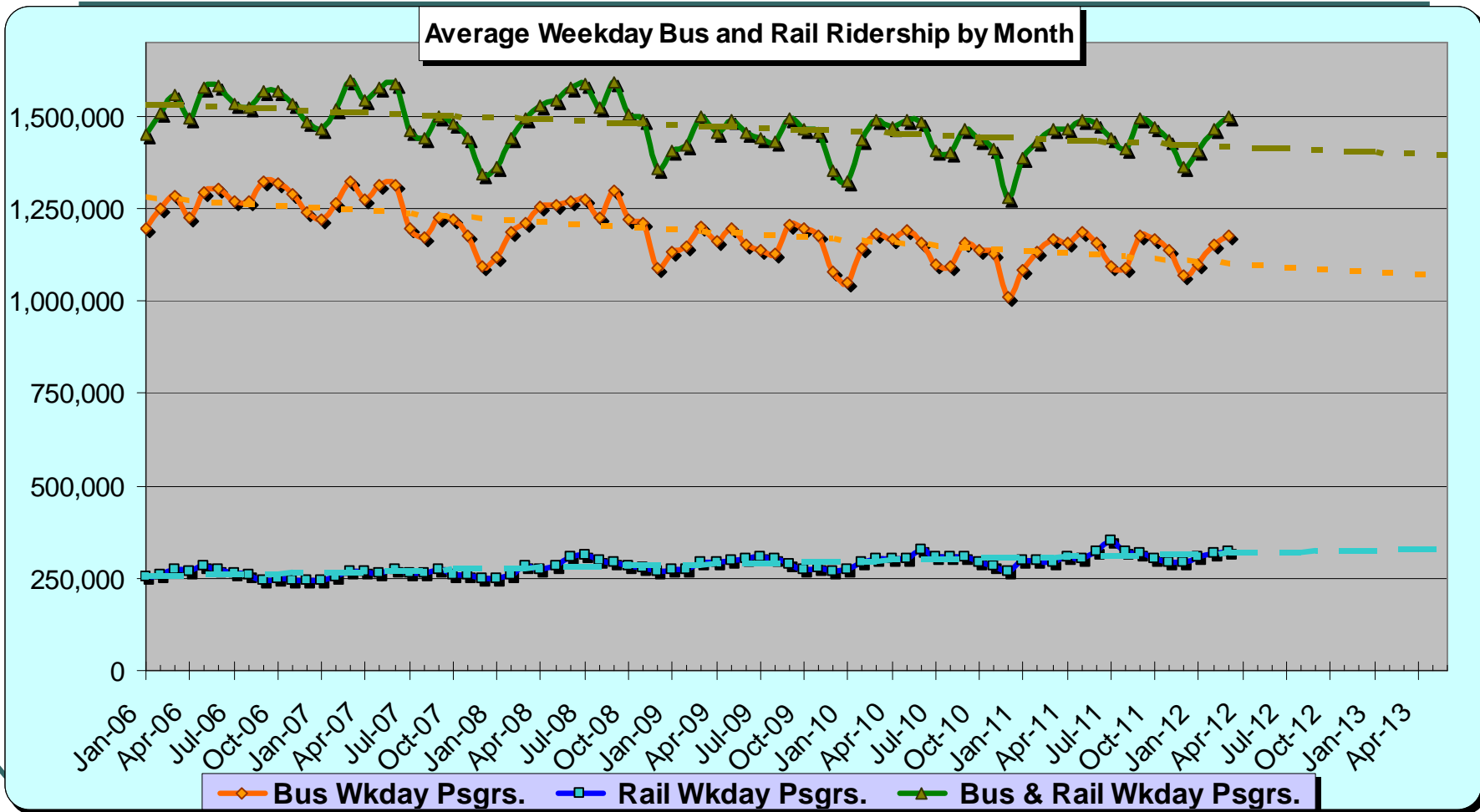
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<u>Monthly Bus Ridership</u>		Target	March	YTD
Metro Bus System		29,270,000	31,470,000	30,060,000
San Gabriel Valley		4,200,000	4,750,000	4,540,000



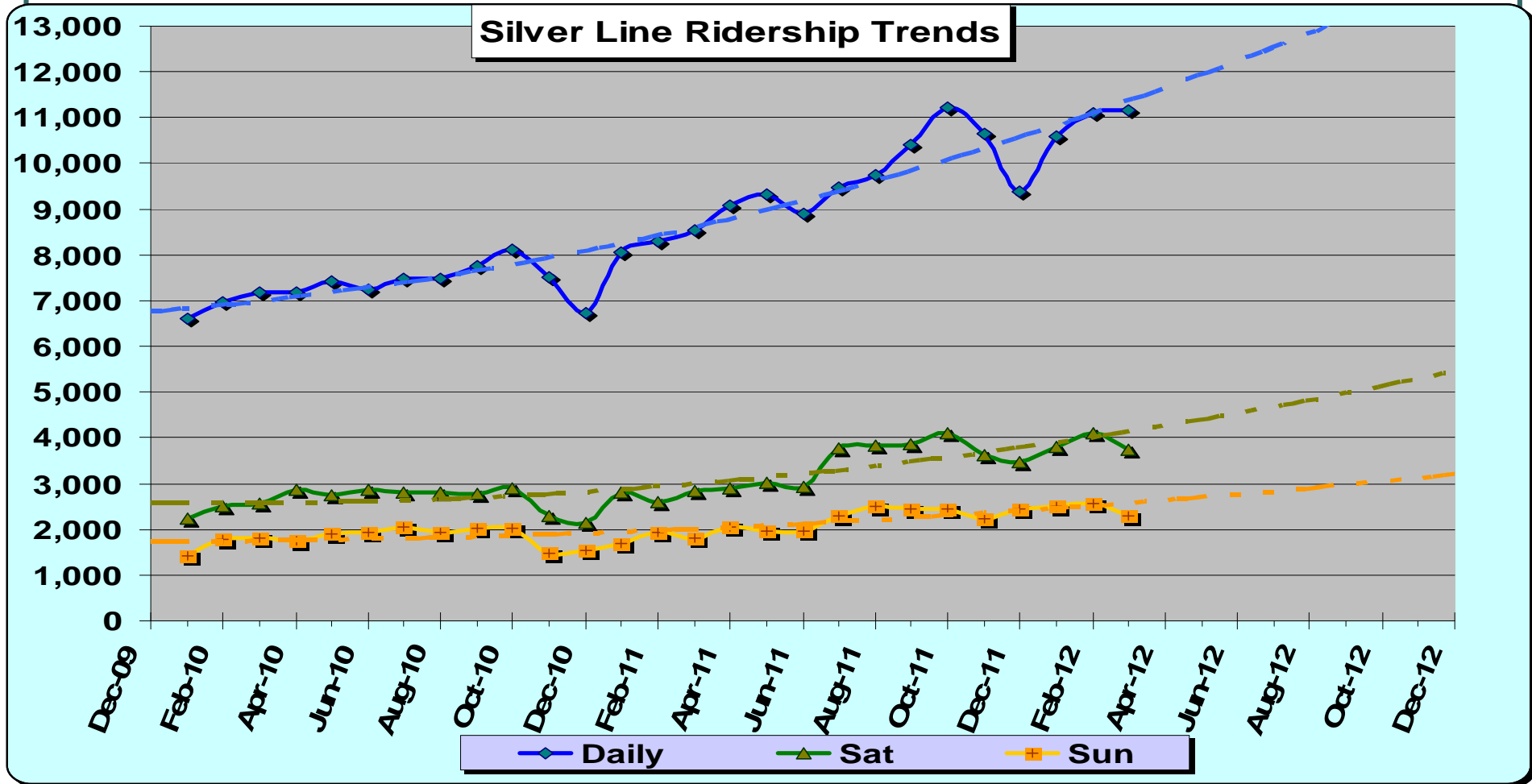
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Avg. Daily Ridership Bus and Rail Ridership



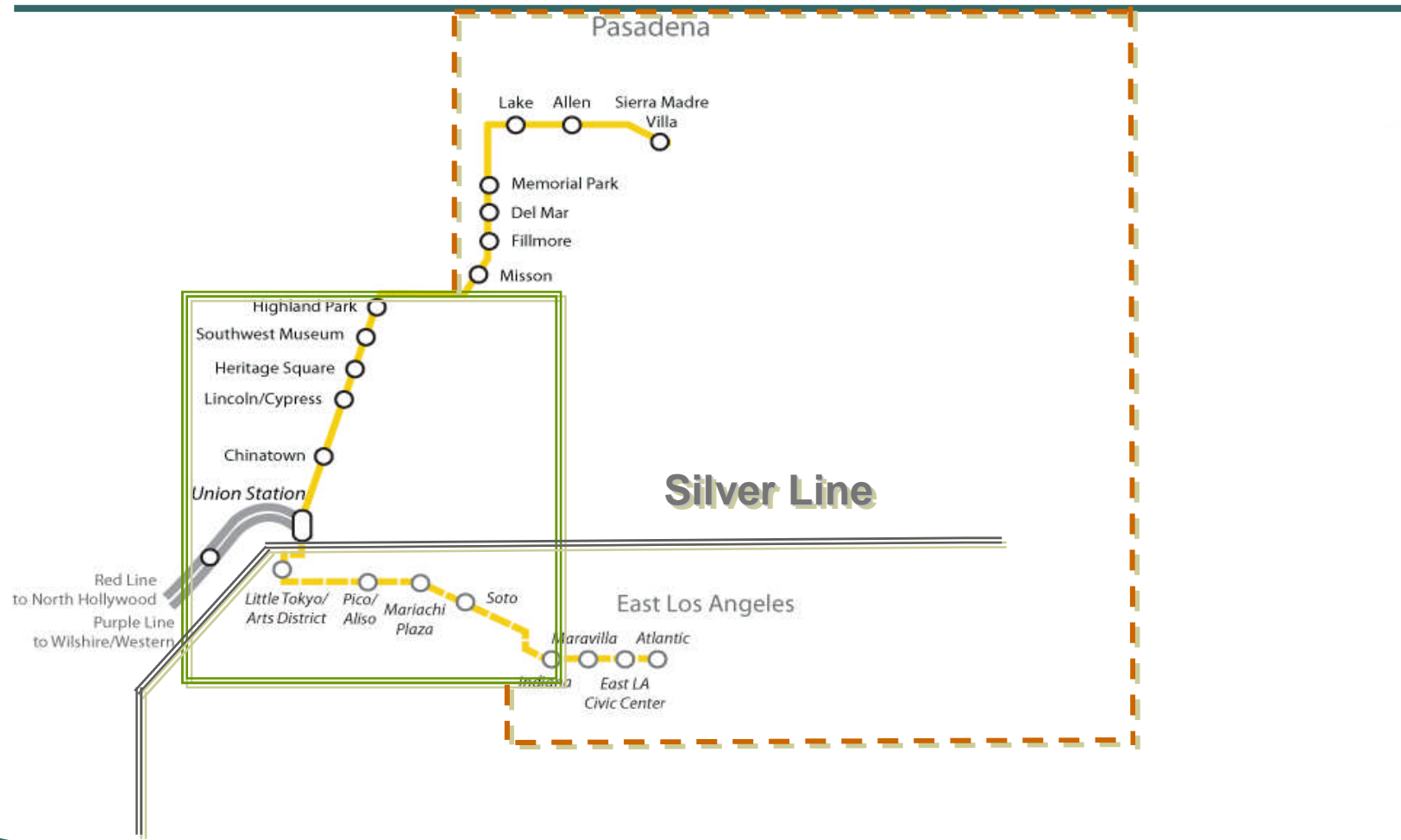
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Metro Silver Line Ridership Trends



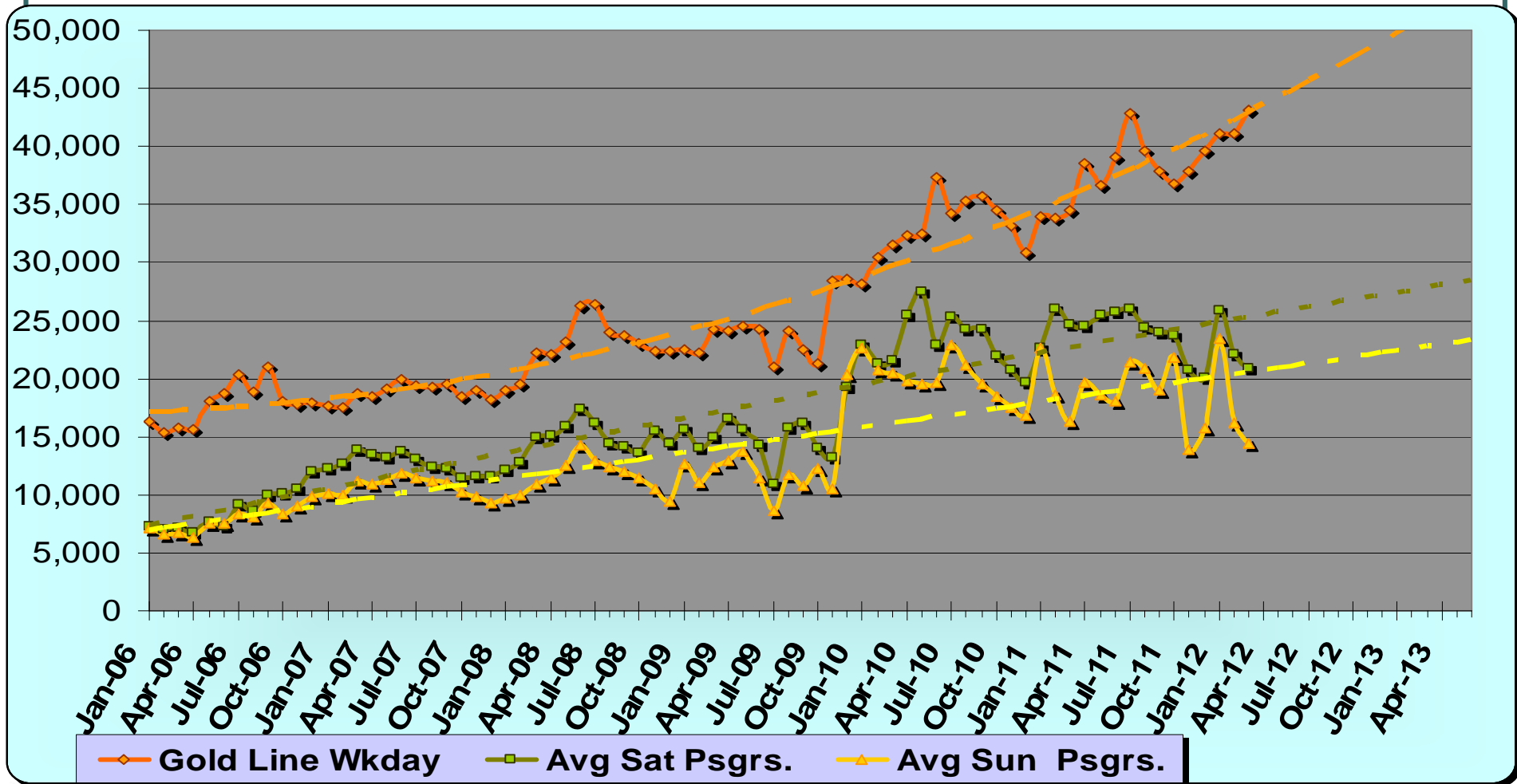
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Metro Gold Line



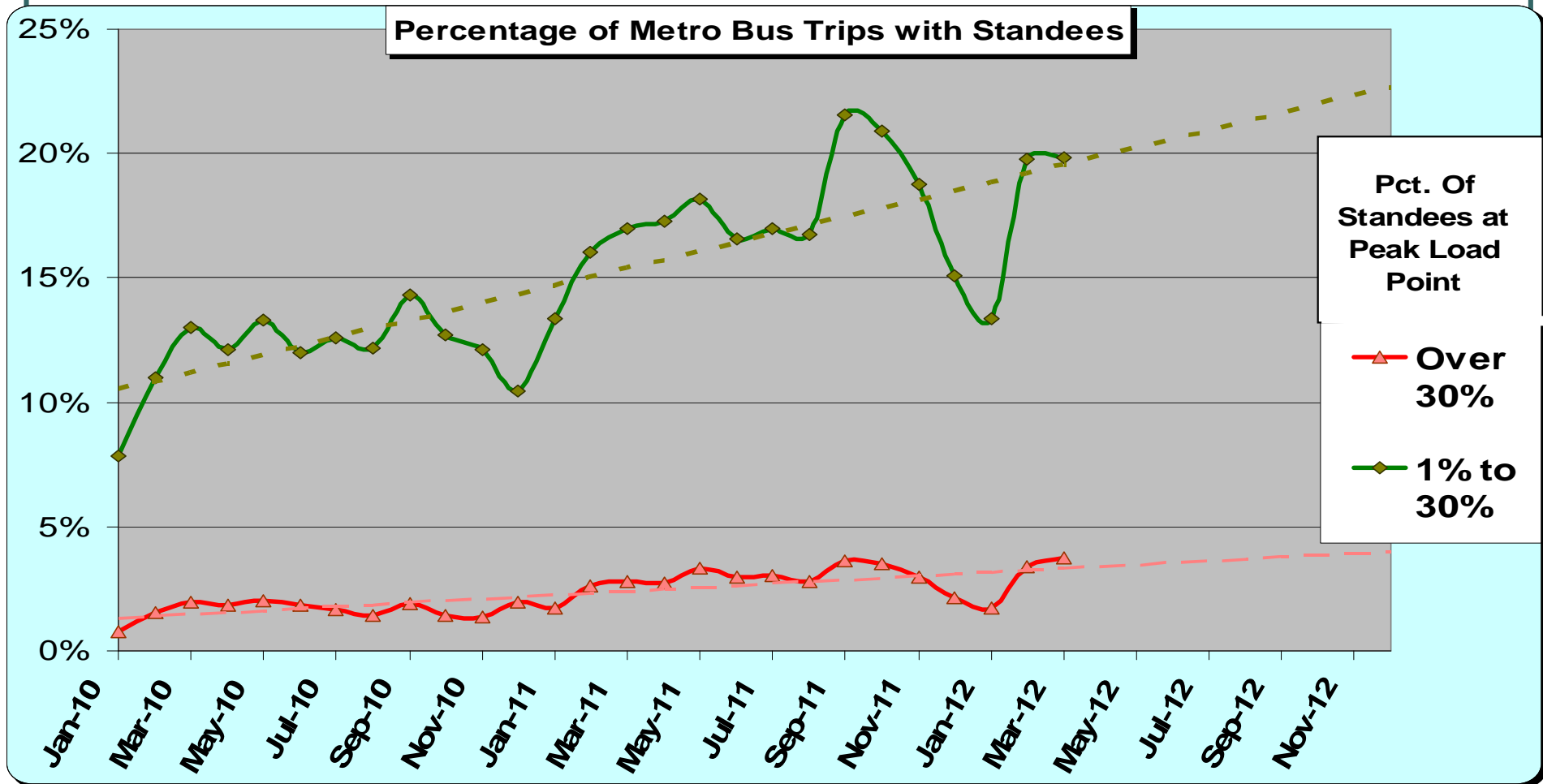
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Metro **Gold Line** Ridership Trends



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Metro Bus Trips with Standees



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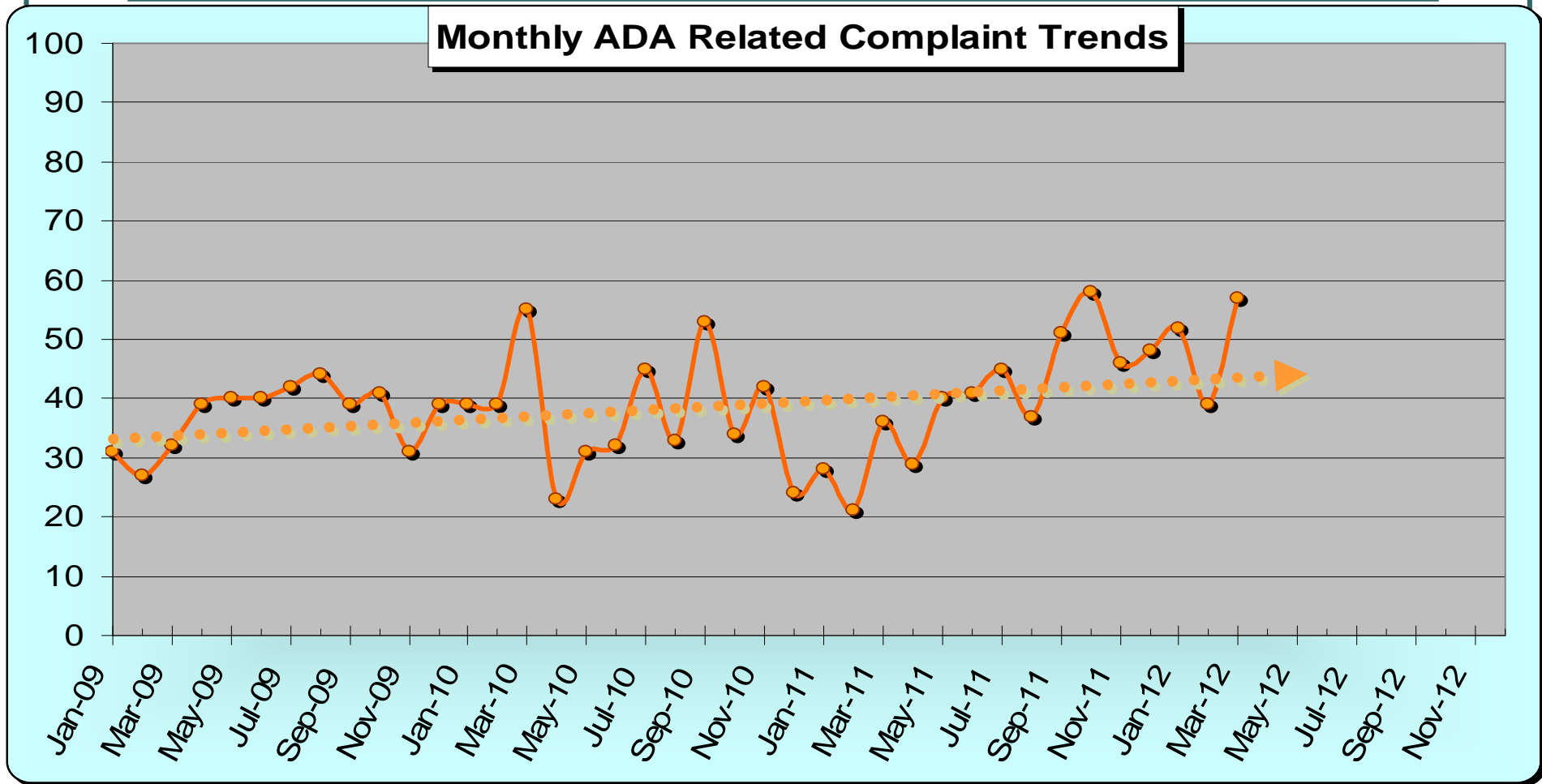
Bus Station Cleanliness Evaluation Scores

Bus Stations Evaluated	Dec. 2011	Mar. 2012	Change	Agency
	Score	Score		
Artesia Blue Line Bus Sta.	7.4	6.4	-1.1	Metro
Aviation Green Line Bus Sta.	6.1	8.3	2.3	Metro
Burbank Metrolink Bus Sta.	8.5	8.5	0.0	Burbank
Culver City Sta.	7.6	7.1	-0.4	Culver City
Cal State LA Busway Sta.	7.6	7.8	0.2	Metro
Cal State LA Local Bus Sta.	8.3	8.6	0.3	LADOT
Del Amo Blue Line Bus Sta.	8.4	7.9	-0.5	Metro
El Monte Bus Sta.	7.5	7.6	0.0	Metro
Harbor-Gateway Transit Ctr.	8.1	8.2	0.1	Metro
Inglewood Bus Sta.	8.4	8.2	-0.2	Inglewood
LAX City Bus Sta.	5.3	6.6	1.3	Metro
Norwalk Green Line Bus Sta.	7.2	8.3	1.0	Metro
North Hollywood Red Line Bus Sta.	7.1	7.4	0.3	Metro
Patsaouras Bus Plaza	8.2	6.8	-1.4	Metro
Pico-Rimpau Bus Ctr.	7.7	8.2	0.6	Metro
Rosa Parks Bus Sta.	7.8	8.1	0.3	Metro
South Bay Galleria Bus Ctr.	8.4	6.5	-1.9	Redondo Beach
Sierra Madre Gold Line Bus Sta.	7.2	8.0	0.8	Metro
Universal Red Line Bus Sta.	6.5	N/S	-	Metro
Harbor-Century Fwy, Silver Line Sta.	8.2	8.1	-0.1	Metro
	7.56	7.71	0.15	AVG.



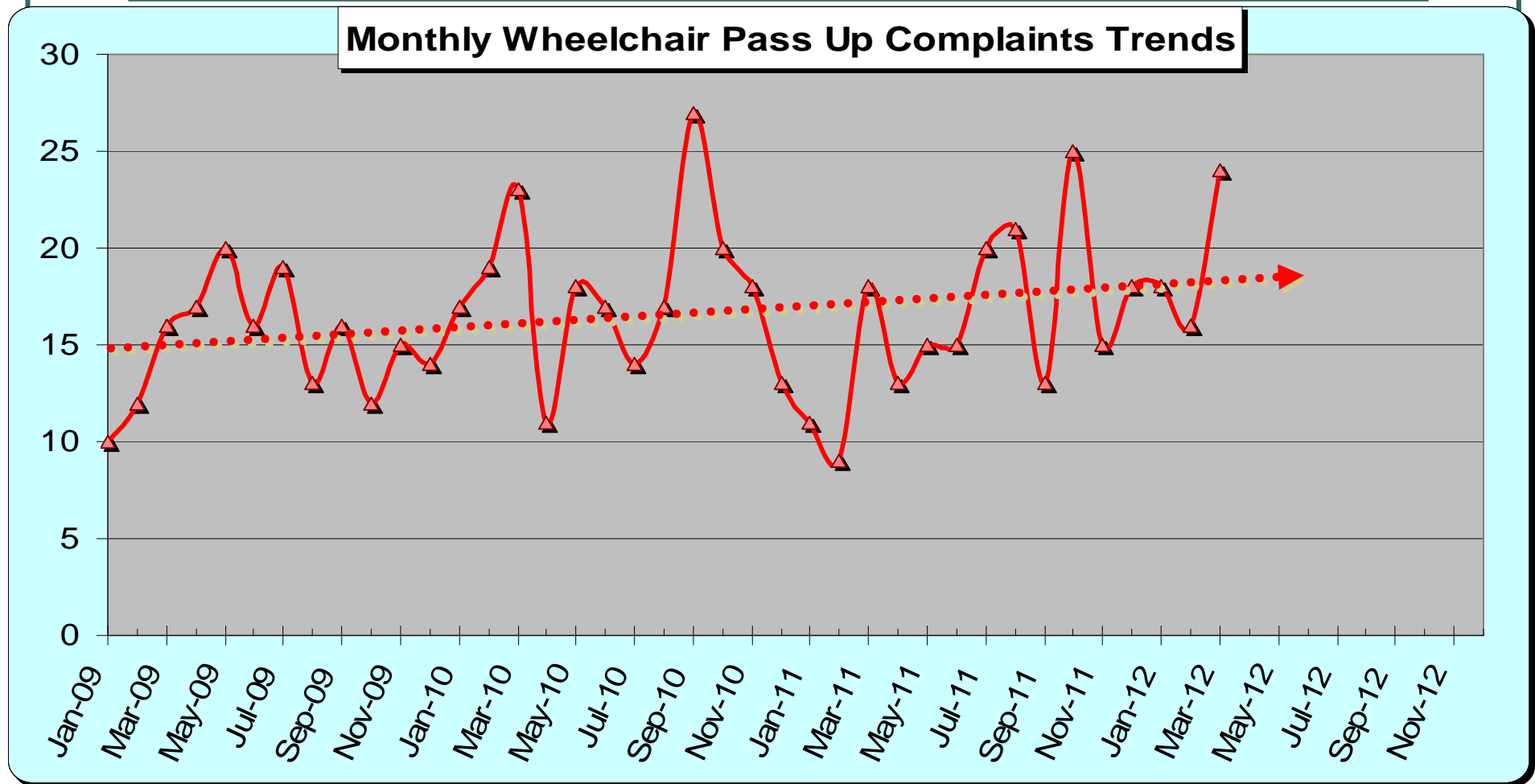
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Monthly ADA Related Complain Trends



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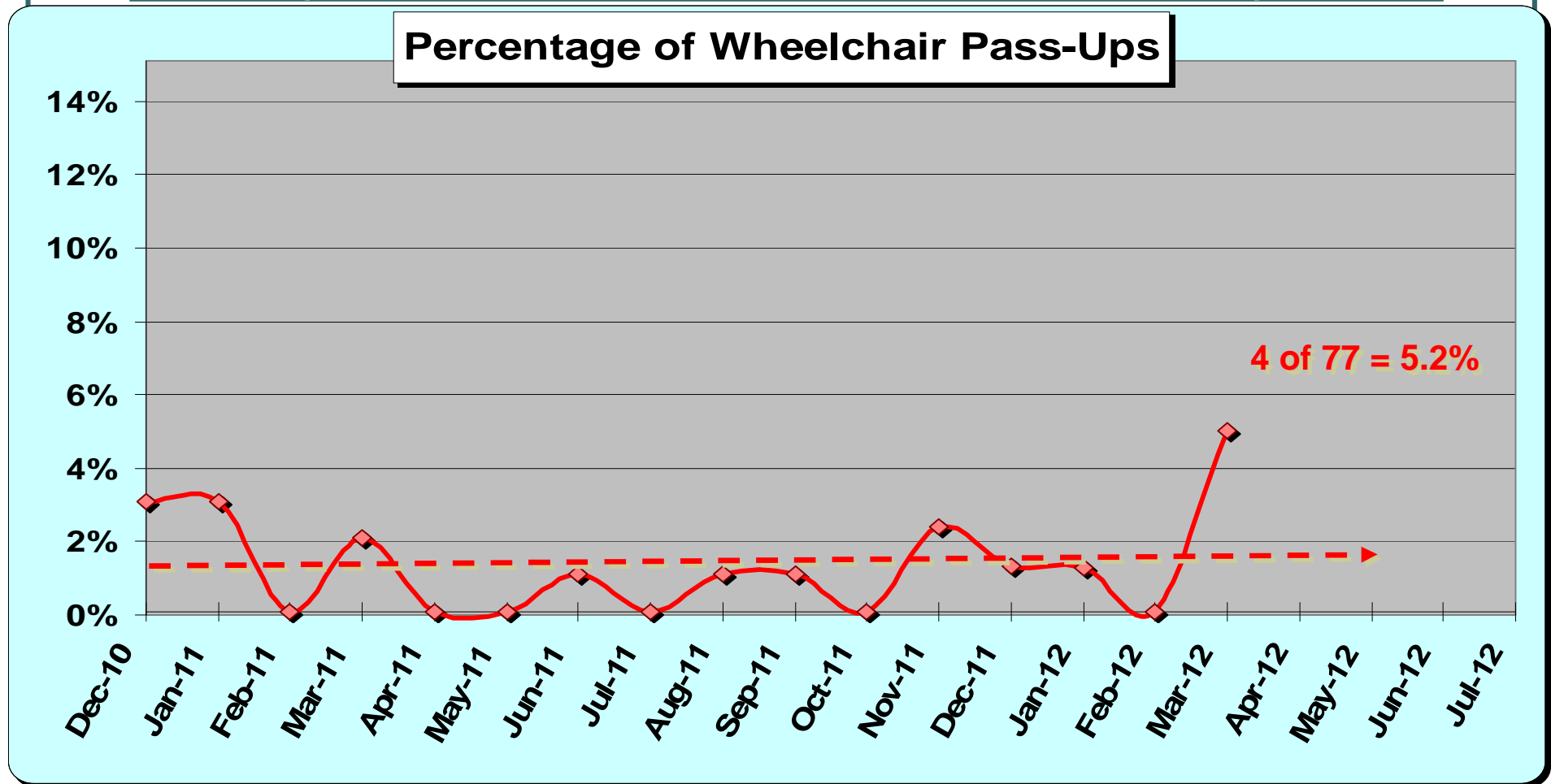
Monthly Wheelchair Pass-Up Complaints



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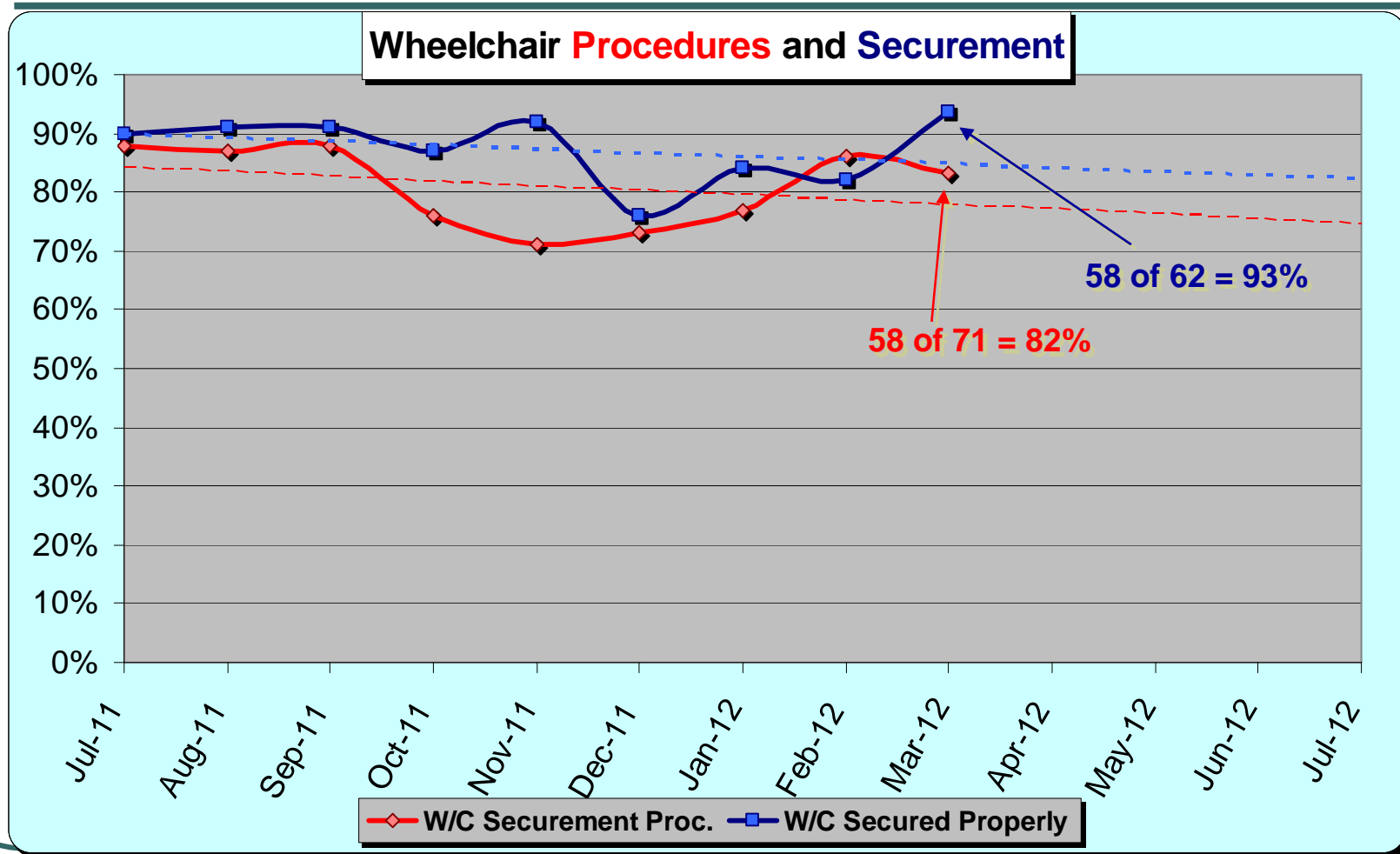
Mystery Riders Observations

(215 Undercover Rides in March 2012 Report)



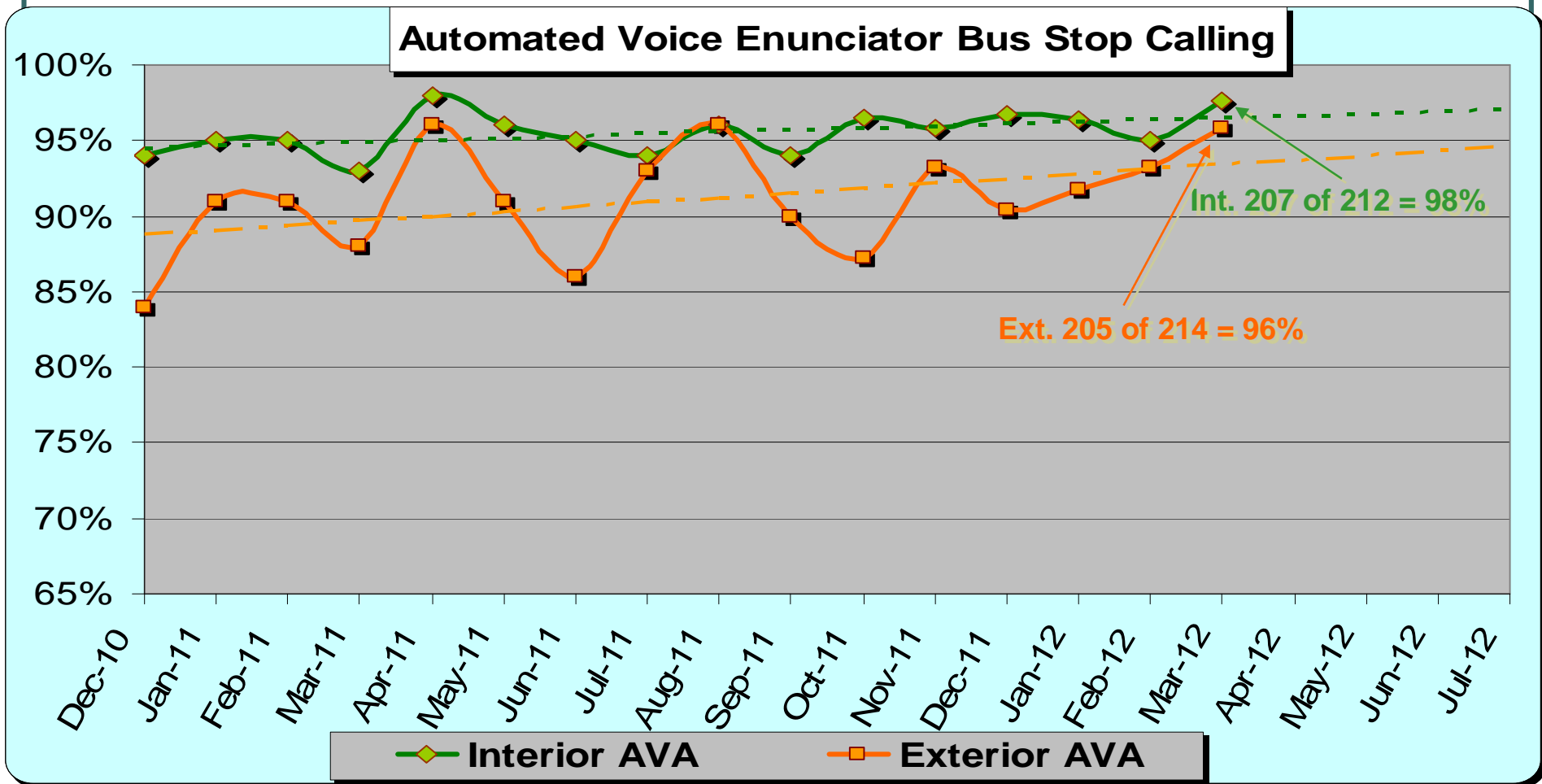
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Mystery Riders Observations



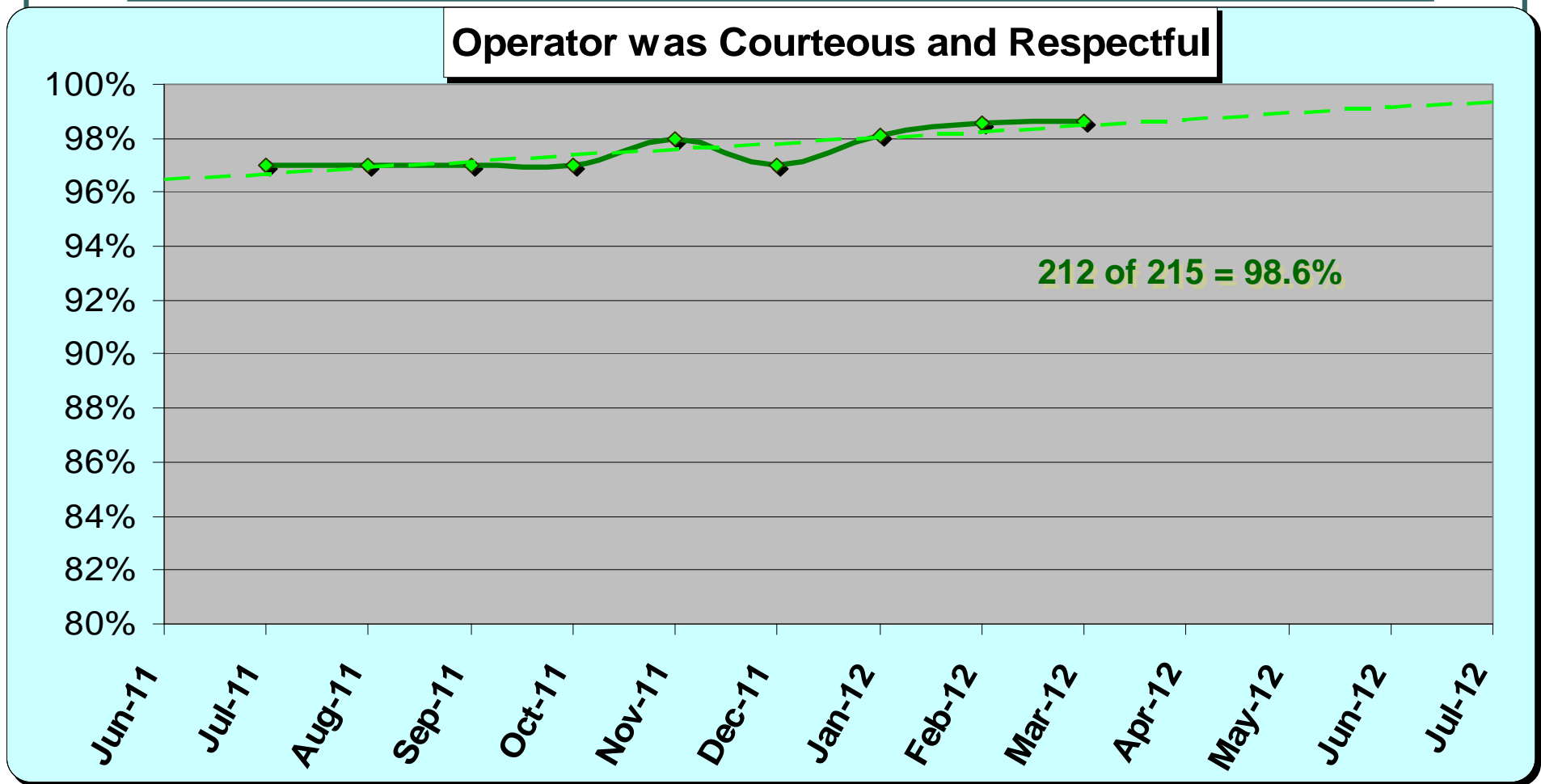
SGV Service Council May 2012 Meeting

Mystery Riders Observations



SGV Service Council May 2012 Meeting

Mystery Riders Observations



SGV Service Council May 2012 Meeting

Expo Light Rail Line Update

Civil Rights (Title VI Status)

Meet and Confer with CEO

May 21 @ 2:30PM

Heritage Conf. Room on 13th Floor - USG

- **FY 13 & 14 Metro Budget Outlook**
- **Metro Bus & Rail Performance Targets for FY 13**
- **Introduction of Frank Alejandro**
- **Measure R**