

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.2000
metro.net**SYSTEMS SAFETY AND OPERATIONS COMMITTEE
MAY 17, 2012****SUBJECT: METRO BUS SERVICE QUALITY MONITORING PROGRAM****ACTION: RECEIVE AND FILE****RECOMMENDATION**

Receive and file the second quarterly report on the status of the Metro Bus Service Quality Monitoring Program.

BACKGROUND

At the August 2011 Metro Board meeting, the Board passed the motion by Chairman Villaraigosa, titled "Customer-Oriented, Integrated Bus Service Enhancements & Innovations". Included in the motion was an element that directed the appointment of an Internal Compliance Manager. The primary function of this position is to evaluate, monitor and report on the quality of Metro bus service. This is being reported to the five Metro Service Councils and the Metro Board Staff on a monthly basis, and to the Metro Systems Safety and Operations Committee as a quarterly agenda item.

The Metro Bus Service Quality Monitoring Program includes these items:

- ✓ On-Time Performance
- ✓ Customer Complaint Rates
- ✓ Bus Reliability
- ✓ Bus Cleanliness Rating
- ✓ Bus Accident Rates
- ✓ Bus Station Cleanliness
- ✓ Percent of Bus Trips Over Loading Standard
- ✓ Number of ADA Service Issues
- ✓ A Customer Survey that would determine
 - Average customer walking distance to their first bus
 - Average customer wait time at bus stops
 - Customer perception of Metro bus service quality

DISCUSSION

For over two years the Metro Service Councils have been receiving monthly performance reports that include service quality trends for the Metro system and for the bus service operating within their regions. These reports were: on-time performance, customer complaint rates, bus reliability, accident rates and passenger ridership numbers. Beginning in September 2011, following the Board motion to expand the service quality monitoring program, additional measures were added to the Service Council reports. These were: bus cleanliness, percentage of bus trips with standees, ADA service issues, and bus station cleanliness ratings.

Another important element of the Board directive was the development and implementation of a quarterly bus passenger survey. This was designed to build on the annual passenger survey and add questions relative to how long passengers waited for their first bus, how long did it take them to get to their first bus stop, along with questions of how safe they felt at the bus stop, and if the bus and bus stop were generally clean.

Each quarterly survey consists of nearly 2,000 completed surveys with about 400 completed on bus lines within each of the five regions. This second quarterly bus service quality report will include the 2012 annual passenger survey, which will be conducted in mid-April. This survey will provide 16,000 to 18,000 completed passenger surveys on nearly all of Metro's 148 buses and all four Metro rail lines. The completed forms must be processed by the survey contractor. These were to be delivered to Metro during the last week of April. It is anticipated that staff will be able to provide a summary of the results of this survey, with a comparison of findings from each region.

An initial review of the 2012 annual passenger survey will be presented to the Board Staff at their regular briefing on May 10, with a more complete review provided at the System Safety and Operations Committee in May.

Attachment A provides a review of each of the performance measures, their performance goal, and a four year performance trend. A brief discussion includes an evaluation of each measure, along with identifying areas of improvement and challenges.

SUMMARY OF BUS SERVICE QUALITY STATUS

Overall, Metro bus service is continuing to improve the quality of bus service in most areas measured.

- **On-Time Performance** trend over the past four years is positive. In March 2012, bus OTP was 76.6%, well short of the 85% goal.
- **Bus Customer Complaints** are trending upward. For March 2012 the customer complaints per 100,000 passengers was 3.5. For fiscal year 2012 the average is 3.3, well short of the goal of 2.2

- **Bus miles between mechanical road call** has a positive trend. In March 2012 the system averaged 3,775 miles between mechanical road calls. The four year trend is positive, moving from 3,150 miles in the 3rd quarter of FY2008 to 3,900 miles for the most recent quarter. For year-to-date the average is 3,757 miles which is above the target for bus reliability of 3,650 miles
- **Bus cleanliness** has improved significantly, from a score of 7.3 in February 2010 to 8.48 in March 2012. For FY2012 the average bus cleanliness rating is 8.39, which is well above the target of 8.0.
- The **Bus accident rate** moved up to 3.99 traffic accidents per 100,000 bus miles. The year-to-date rate of 3.78 is well above the goal of 3.10. For three of the past six months, the accident rate has been at or above 4.0.
- The **Bus station cleanliness** program evaluates 20 bus stations. There has been a small overall improvement in the cleanliness rating moving from 7.56 in December 2011 to 7.71 in March 2012. Ten of the stations have improved while five have slipped a bit. Each station is monitored monthly, evaluating 33 elements at each station. The scores range from 0 to 10 with eight considered an acceptable condition.
- The **percentage of bus trips with passenger loads over 1.30** riders per seats at any point of each bus trip was 3.8% in March 2012. The percentage of trips that do not have any standees in March was 79%. As buses are scheduled for a peak load of 1.30, the high percentage of trips with no standees would indicate that the bus system has a significant amount of unused capacity.
- **ADA related bus issues:** There were 57 ADA related complaints received in March 2012, with 24 of these being for passing up a wheelchair passenger. Both of these numbers are high.
 - The Mystery Rider program for March had 4 of 81 wheelchair passengers, or 5% of those observed, being passed-up. This is a very high rate. For the past 15 months, the W/C pass-up rate has averaged less than 1%.
 - For the past nine months, Operators have deployed the wheelchair ramp over 97% of the time when non-wheelchair passengers requested this.
 - Metro requires that Operators offer assistance to secure wheelchair passenger who do not decline to be secured. In March, only 22% of Operators offered the lap/shoulder belt to these wheelchair passengers.
 - The percentage of Operators treating customers with courtesy and respect increased to 99%, with 212 out of 215 Operators achieving this high mark.

NEXT STEPS

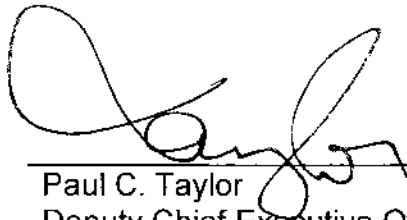
Staff will return to the Board in August 2012 with the next quarterly report. The 2012 annual passenger survey analysis will be completed. By comparing the passenger perception of service quality from this survey with the last quarterly

survey some estimation of the changes in rider's perception of the quality of Metro bus service will be drawn.

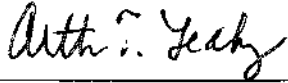
ATTACHMENTS

A. - Metro Bus Service Quality Trends

Prepared by: Jon Hillmer, Director of Metro Service Councils -
Internal Compliance Manager



Paul C. Taylor
Deputy Chief Executive Officer

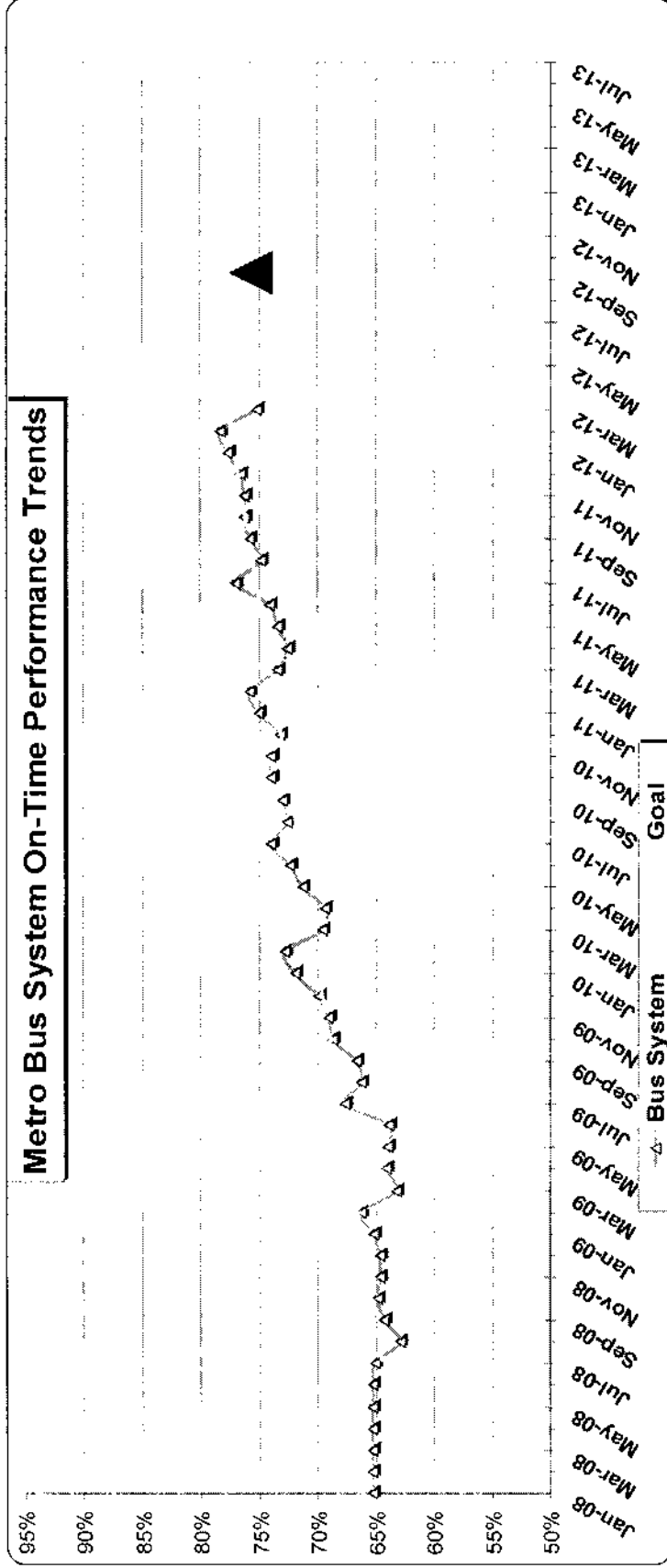


Arthur T. Leahy
Chief Executive Officer

**Attachment A
Metro Bus Service Quality Trends**

Service Quality Measure: On-Time Performance

Goal = 85% FY2012 YTD = 76.6%

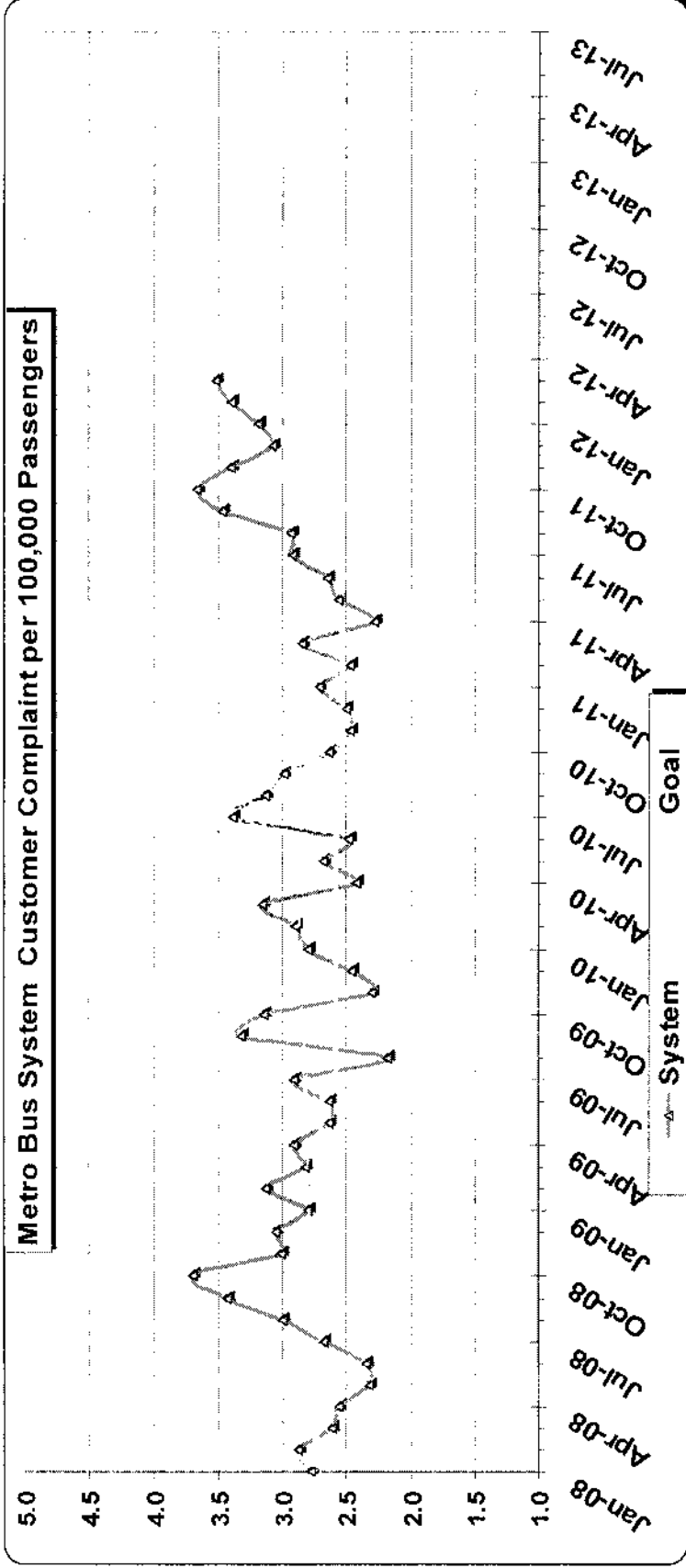


DISCUSSION

- On time performance trend over the past four years is positive. In March, Metro bus OTP was 75.7%, well short of the FY2012 goal of 85%
 - Bus trips running ahead of schedule has significantly been reduced. In 2008 over 12% of the bus trips were reported running ahead of schedule. This has been cut to fewer than 3% for the past three months
 - Trips running late declining but at a very slow pace with the latest being around 20%.
 - To reach the 85% goal, Bus Operations Control, Divisions and scheduling will need to focus on reducing lateness.

**Attachment A
Metro Bus Service Quality Trends**

**Service Quality Measure: Customer Complaints
Goal = 2.20 Complaints per 100,000 Passengers FY2012 YTD = 3.29**

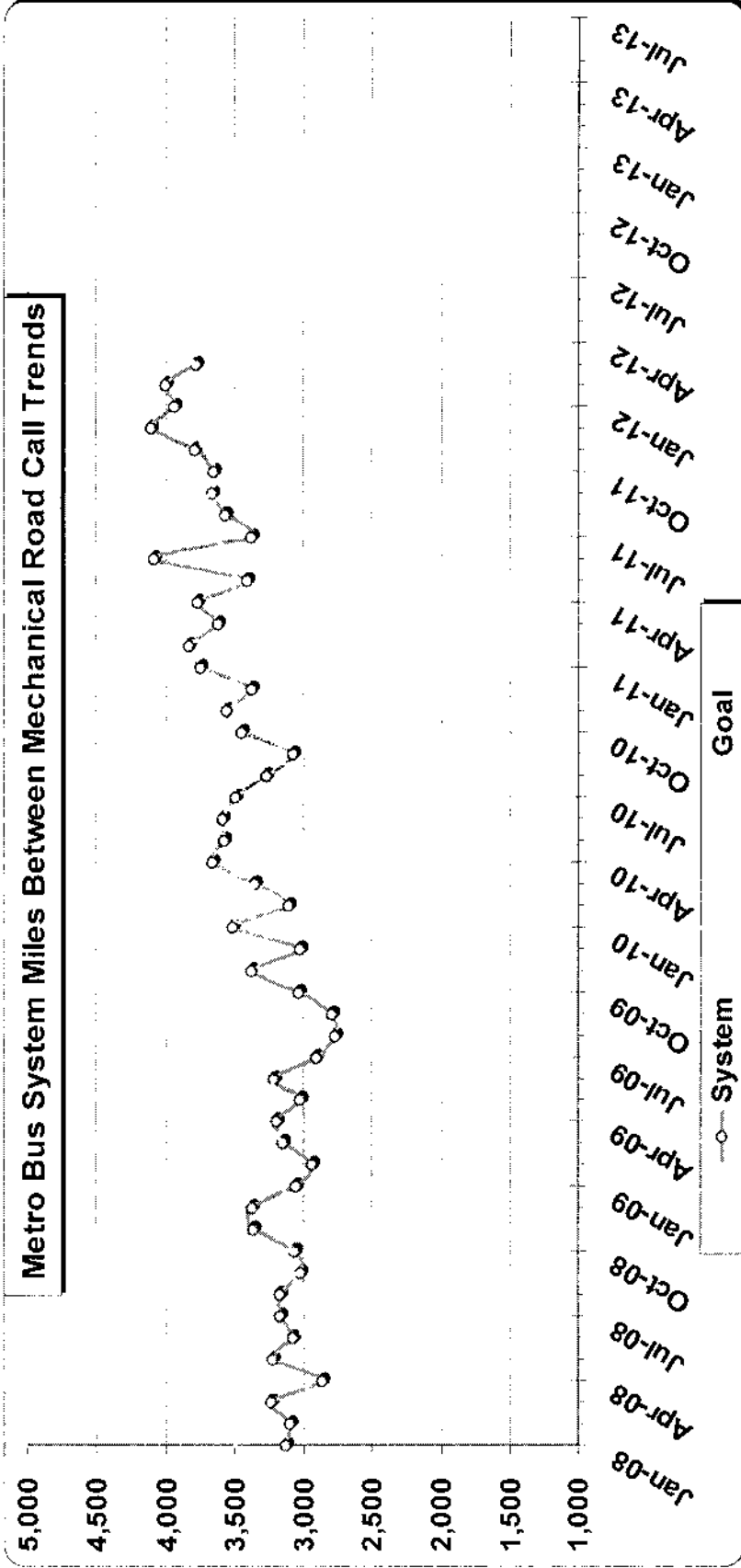


DISCUSSION

- **Customer complaints** are trending upward at a gradual rate for the past four years. For March 2012 the bus customer complaints per 100,000 passengers was 3.5.
 - The types of complaints remain relatively constant. However, comparing the first three months of 2011 with those of 2012 shows a 39% increase in complaints. "Late Schedule" type has increased at 54%. Also, Operator conduct related complaints have increased 43%.
 - The Westside/Central region has the lowest complaint rate of 2.65 per 100,000 passengers.
 - The San Gabriel Valley and San Fernando Valley have the highest complaint rates of 3.9 and 3.8 respectively

**Attachment A
Metro Bus Service Quality Trends**

Service Quality Measure: Bus Reliability
Goal = 3,650 Bus Between Mechanical Road Call FY2012 YTD = 3,560



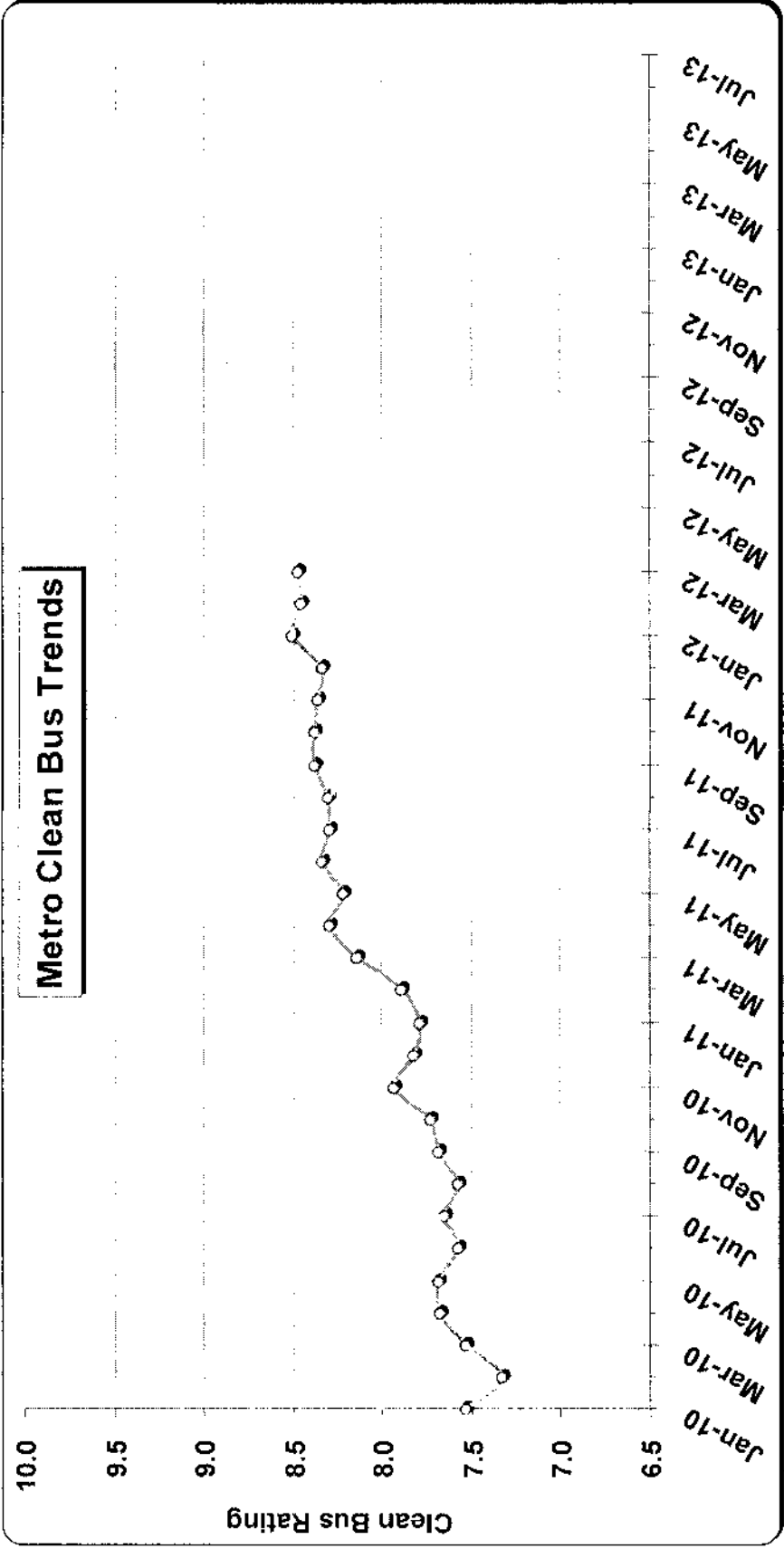
DISCUSSION

- **Miles between mechanical road call** was down a bit in March at 3,757 which is still above the FY2012 goal of 3,650 miles. The four year trend is positive, moving from 3,150 miles in the third quarter of FY2008 to 3,900 miles for the most recent quarter
 - The San Fernando Valley region has the best mechanical reliability with over 5,600 miles between mechanical road calls in the latest Jan. – March quarter.
 - Westside/Central has the fewest miles between mechanical road call, for the same period, at just under 3,000 miles.

**Attachment A
Metro Bus Service Quality Trends**

Service Quality Measure: **Bus Cleanliness**

Goal = 8.0 FY2012 YTD = 8.39

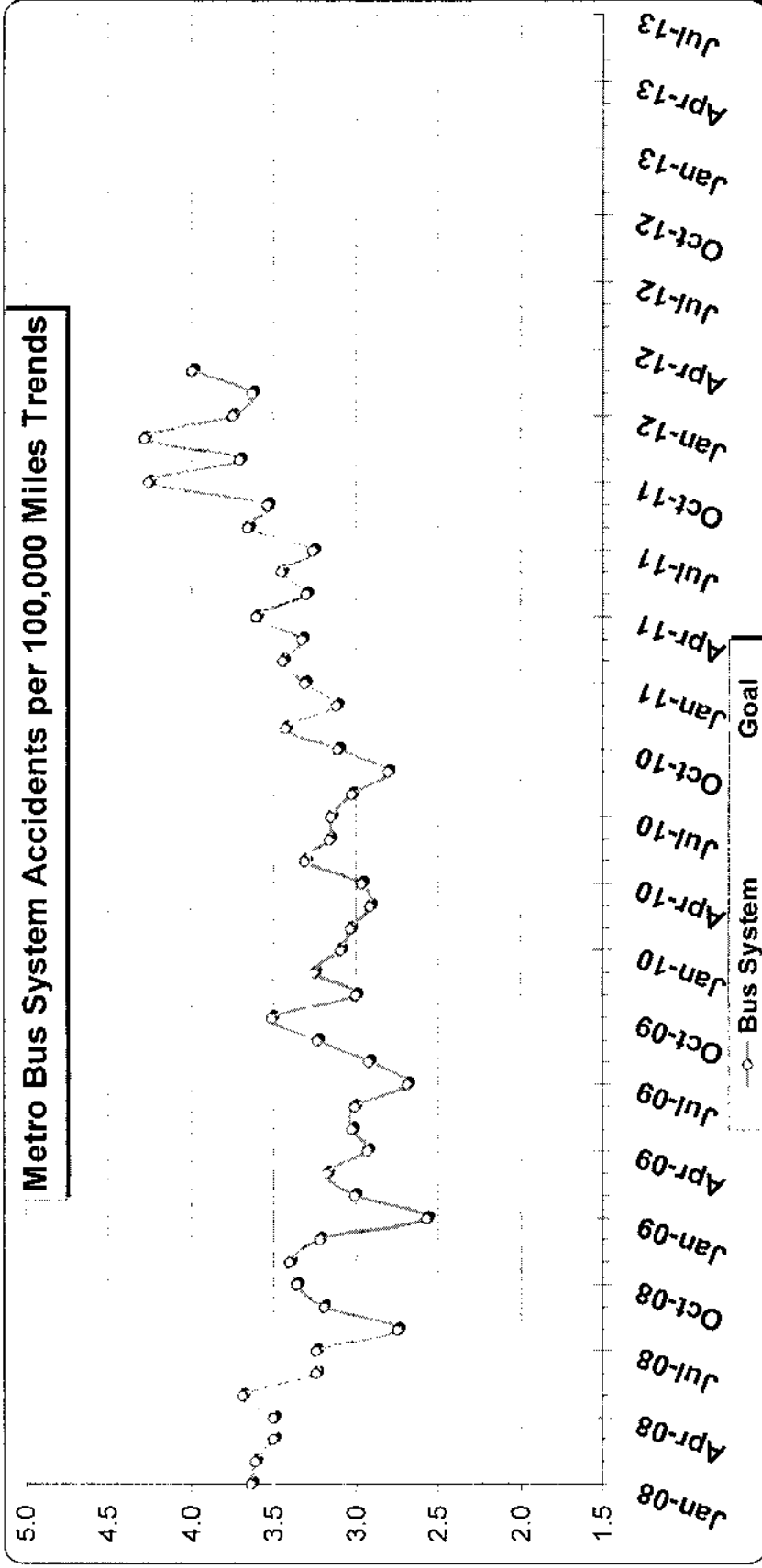


DISCUSSION

- **Bus cleanliness** rating has been at or near 8.5 for the past three months. This is well above the goal of 8.0. For the past quarter, the exterior condition of the buses has been rated at 9.00 while the interior is at 8.35. Both of these values show a steady but slow improvement over the past year.

**Attachment A
Metro Bus Service Quality Trends**

Service Quality Measure: **Bus Accident Rate**
Goal = 3.1 per 100,000 Bus Miles **FY2012 YTD = 3.78**

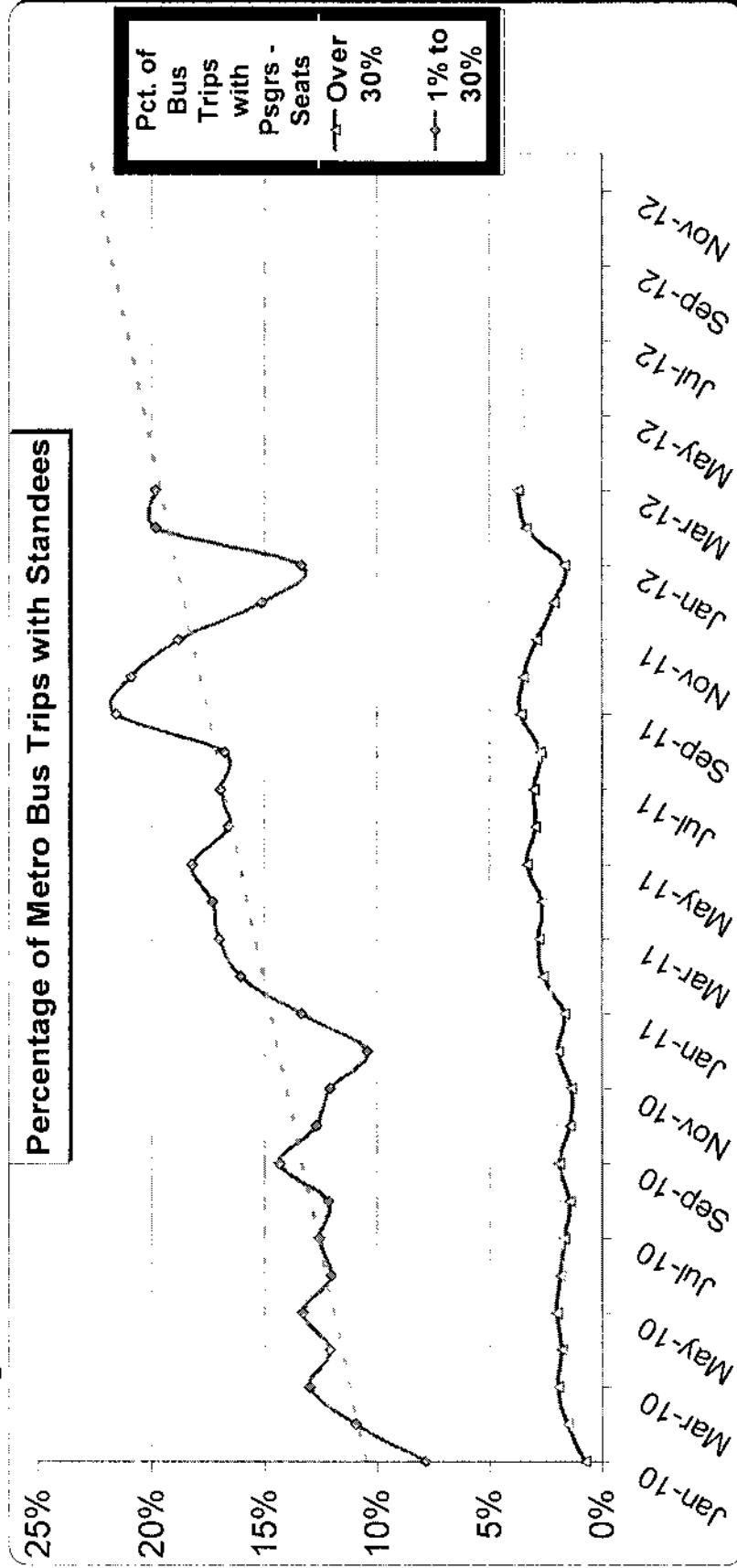


DISCUSSION

- **Bus accident rate** moved up to 3.99 traffic accidents per 100,000 bus miles. This is well above the goal of 3.10. For three of the past six months, the bus accident rate has been at or above 4.00 three times.
 - The Westside/Central region has the highest accident rate at 4.45 for the first nine months of the current fiscal year, while the South Bay Cities region has a YTD accident rate of 3.90.
 - The San Gabriel Valley and San Fernando Valley have the lowest accident rates of 2.6 and 2.8 respectively year to date

**Attachment A
Metro Bus Service Quality Trends**

**Service Quality Measure: Percentage of Bus Trips with Loads Over 1.30 Passengers/Seat
Goal = No goal has been set for this measure**



DISCUSSION

- **The percentage of bus trips with avg. passenger loads over 1.30** in March was at 3.8%. The percentage of trips with no standees was 79%. As the buses are scheduled for a peak passenger load of 1.30 passengers per seat, this would indicate that bus system has a significant amount of unused capacity.
 - The Westside/Central and South Bay Cities regions have the highest percentage of trips over 1.30 at 5.5% and 5.1% respectively.
 - The San Fernando Valley and San Gabriel Valley have the fewest over standard trips with 1.1% and 1.8% respectively

**Attachment A
Metro Bus Service Quality Trends**

Service Quality Measure: Bus Station Cleanliness Rating

Goal = 8.0

| Bus Stations Evaluated | Dec. 2011 | Mar. 2012 | Change | Agency |
|--------------------------------------|-------------|-------------|-------------------|---------------|
| | Score | Score | Latest - Earliest | |
| Artesia Blue Line Bus Sta. | 7.4 | 6.4 | -1.1 | Metro |
| Aviation Green Line Bus Sta. | 6.1 | 8.3 | 2.2 | 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 | 1.1 | 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 | 0.5 | 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. |

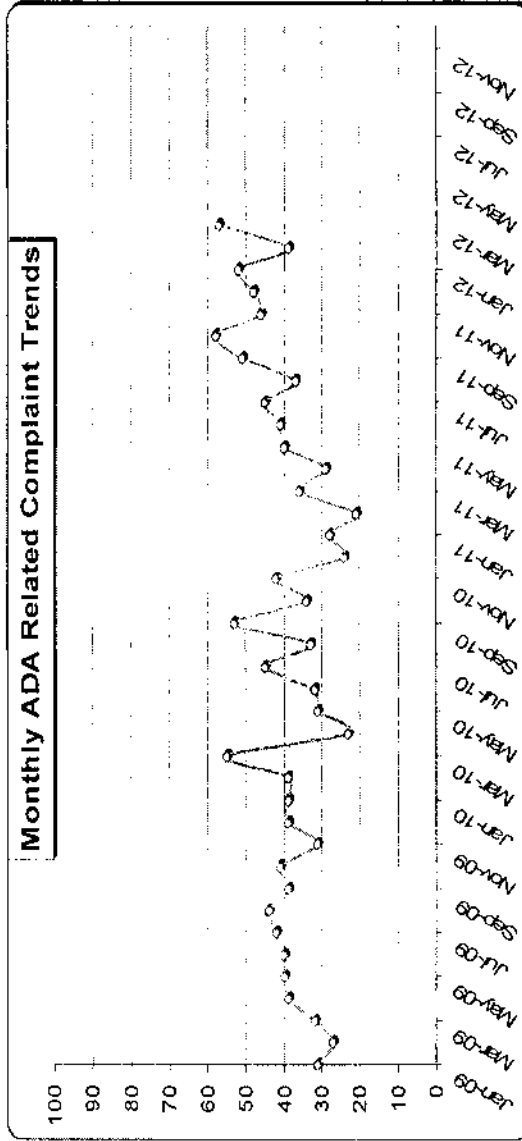
Attachment A Metro Bus Service Quality Trends

DISCUSSION

- **Bus station cleanliness** has rated for 20 major bus stations beginning in December 2011. Of these 20 stations, five are the responsibility of other agencies to maintain. The stations are evaluated by Metro staff and Metro Service Council volunteers. From December to March there has been a small overall improvement from an average rating of 7.56 in December to 7.71 in March. Ten stations have shown some improvement while five have slipped some. Three stations have shown no change in ratings. Each station is monitored monthly, evaluating 33 elements at each station. The scores range from 0 to 10 with a rating of 8 considered an acceptable condition.
 - Among the stations that have shown significant improvement are: Aviation Green Line Bus Sta., moving from 6.1 to 8.3. This station has been provided with new landscaping, map cases, painting and signage. Also showing improvement was the LAX City Bus Ctr. Its score improved by 1.3 points with improved cleaning and trash pick up. However this station is still in poor condition with a March rating of 6.6.
 - Included in the station that had a degradation of their cleanliness ratings included the Artesia Blue Line Bus Station. This facility went from a December score of 7.4 to 6.4. This was due primarily to deterioration of the bus roadway, trash, and damage to fencing.

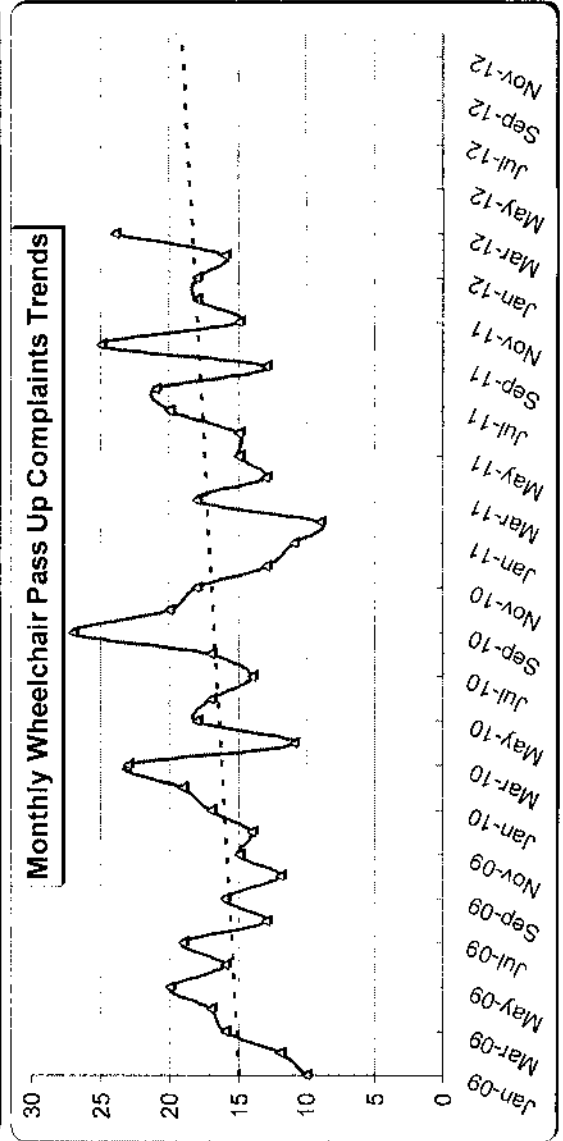
Attachment A Metro Bus Service Quality Trends

Service Quality Measure: ADA Service Issues
Goal = No goal has been set for this measure



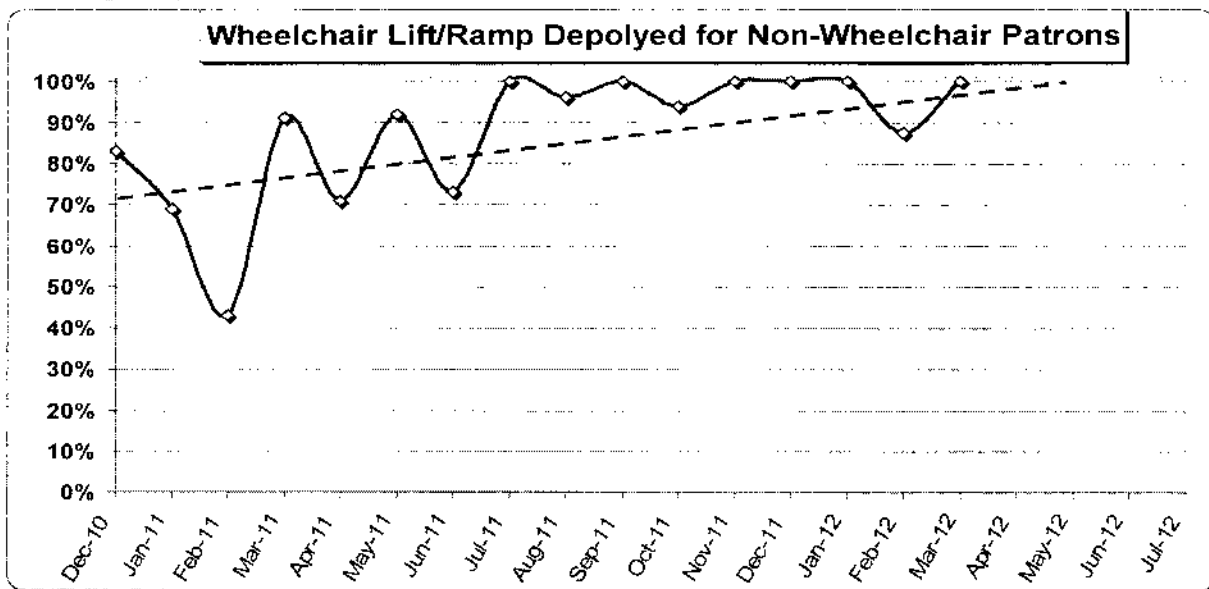
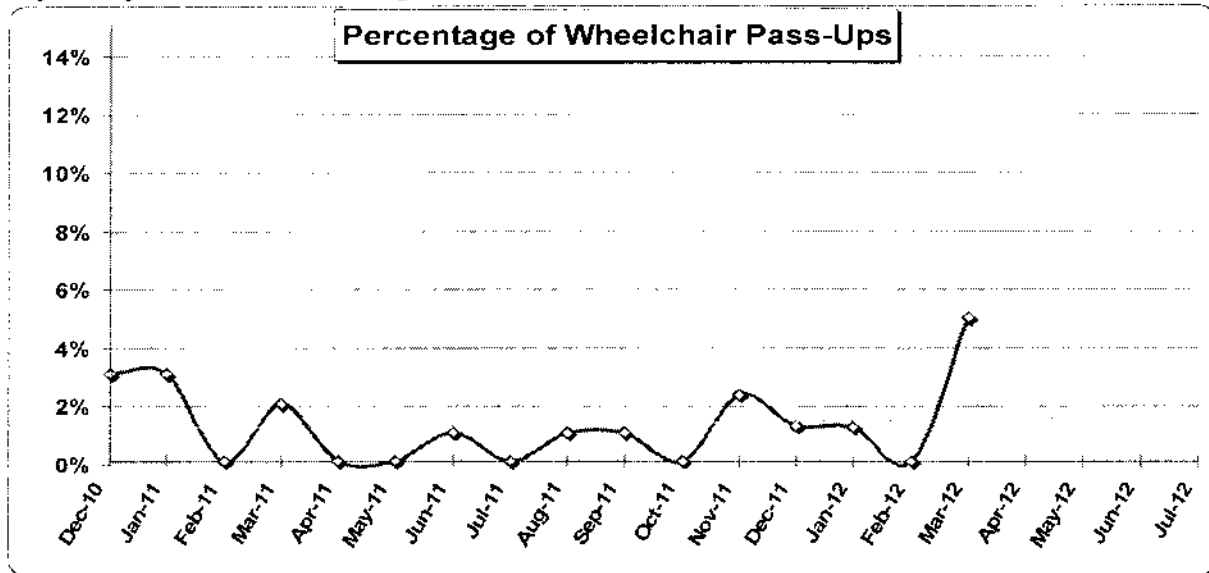
Discussion

- ADA related bus issues:**
 ADA complaints were at 57 in March, which was the second highest number of ADA complaints received in the past three years. The number of wheelchair pass-up complaints was also up in March at 24, which is the third highest number reported in the past three year trend is up



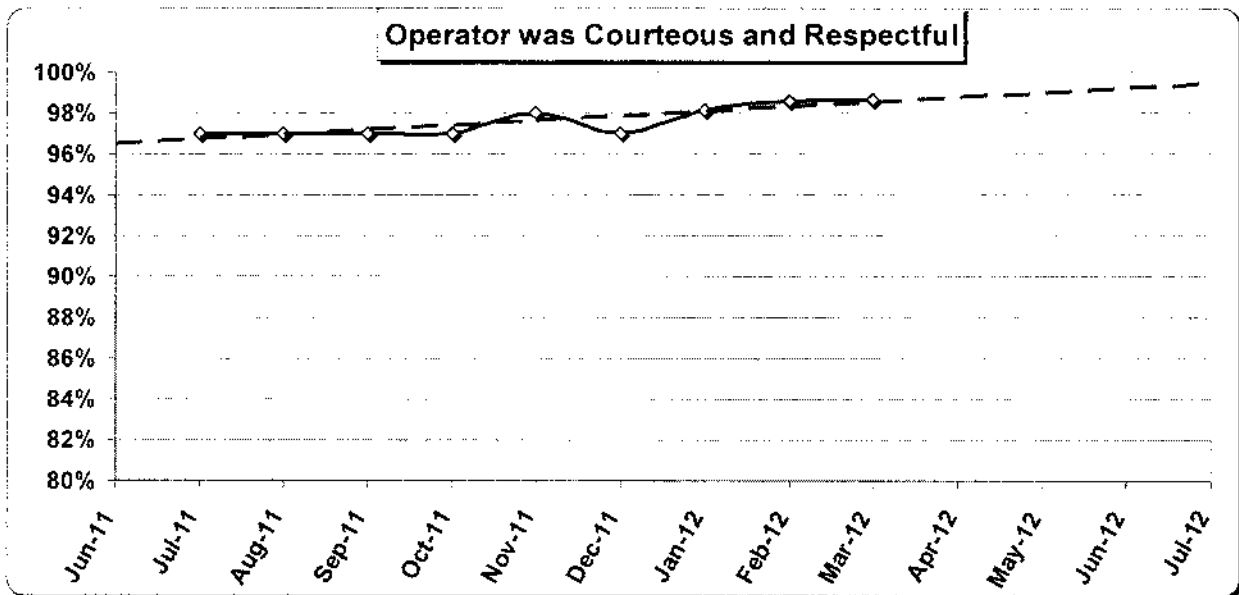
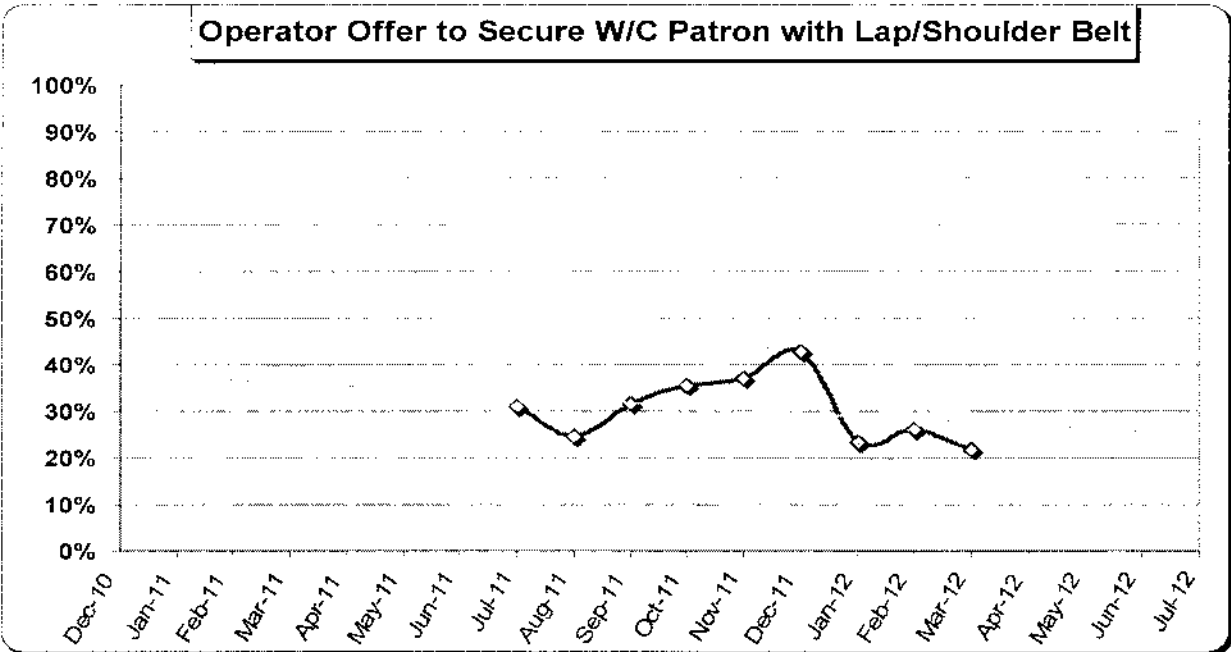
Attachment A Metro Bus Service Quality Trends

Service Quality Measure: **ADA Service Issues - Continued
Mystery Riders Findings**



Metro Bus Service Quality Monitoring Program

Attachment A Metro Bus Service Quality Trends



Metro Bus Service Quality Monitoring Program

Attachment A Metro Bus Service Quality Trends

DISCUSSION

- The Metro Mystery Rider report for March:
 - **Percent of wheelchair pass-ups** in March jumped to 5% with 4 of 81 wheelchair passengers passed up on the 215 Mystery Rider bus trips made in March. For the 15 months prior to March 2012, the Mystery Rider program reported an average of .8 wheelchair pass ups on 80 wheelchair passengers per month.
 - For the past nine months, Operators have **deployed the wheelchair ramp** over 97% of the time when a non-wheelchair user has requested this. This was 100% in March.
 - In March only 22% of Operator offered to the **lap/shoulder belt to wheelchair passengers** who did not decline securement. For the past nine months this topic has been reported the average compliance is 30% or 17 of our 55 patrons.
 - The percentage of **Operators treating customers with courtesy and respect** increased to 99%, with 212 out of 215 Operators achieving high marks. There is also a positive trend for the nine months this has been reported. The nine months average is 97%.

Service Quality Measure: 2012 Annual Passenger Survey Results Goal = No goal has been set for this measure

The annual passenger survey will be conducted in April. This will collect information from 16,000 to 18,000 riders on Metro buses and trains. Nearly all of Metro's 148 bus lines and all four Metro Rail lines will have surveys taken. The results of this survey will be available in early May. A summary of this information will be presented to the Board as an addendum to the May report. This will include a comparison with the returns from the first quarterly survey that was taken in January 2012. Questions related to the passengers perception of service quality, such as the cleanliness of the bus and bus stop, courtesy of the Bus Operator, time it takes them to get to their first bus stop, their wait for the bus, will be recorded. As this survey will not be completed and analyzed until the first week of May, the results of this survey will be placed onto the report as an addendum a week prior to the Board Committee meeting.