

**Metro**Los Angeles County
Metropolitan Transportation AuthorityOne Gateway Plaza
Los Angeles, CA 90012-2952213.922.2
metro.net

**REVISED
SYSTEMS SAFETY AND OPERATIONS COMMITTEE
SEPTEMBER 20, 2012**

SUBJECT: METRO BUS SERVICE QUALITY QUARTERLY REPORT**ACTION: RECEIVE AND FILE****RECOMMENDATION**

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

BACKGROUND

Metro continuously monitors the bus service it operates directly and by contract. This is done using a variety of means, such as GPS tracking, customer comments, automated passenger counters, and monthly cleanliness evaluations of buses and bus stations. This data is used to evaluate and improve service and to report on the service quality measures included in this report.

At their August 2011 meeting the Metro Board directed staff to evaluate, monitor and report back a quarterly bases the quality of Metro bus service. These service quality measures are being reported to the five Metro Service Councils on a monthly basis.

The Metro Bus Service Quality Monitoring Program includes these items:

- On-Time Performance
- Customer Complaint Rates
- Bus Mechanical Reliability
- Bus Cleanliness Rating
- Bus Accident Rates
- Bus Station Cleanliness
- Percent of Bus Trips Over Loading Standard
- Number of ADA Service Issues
- A quarterly 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

SUMMARY

Metro bus service quality has made steady progress over the past three years. Improvements are being made in bus reliability and bus cleanliness. Bus on-time performance has improved significantly from 2008 and is approaching the FY-13 goal of 80% on-time performance. In addition, the cleanliness of the major bus stations has

shown significant improvements during the past two months. Operations is focusing additional efforts and developing new strategies to move forward on these and other important areas of bus service quality.

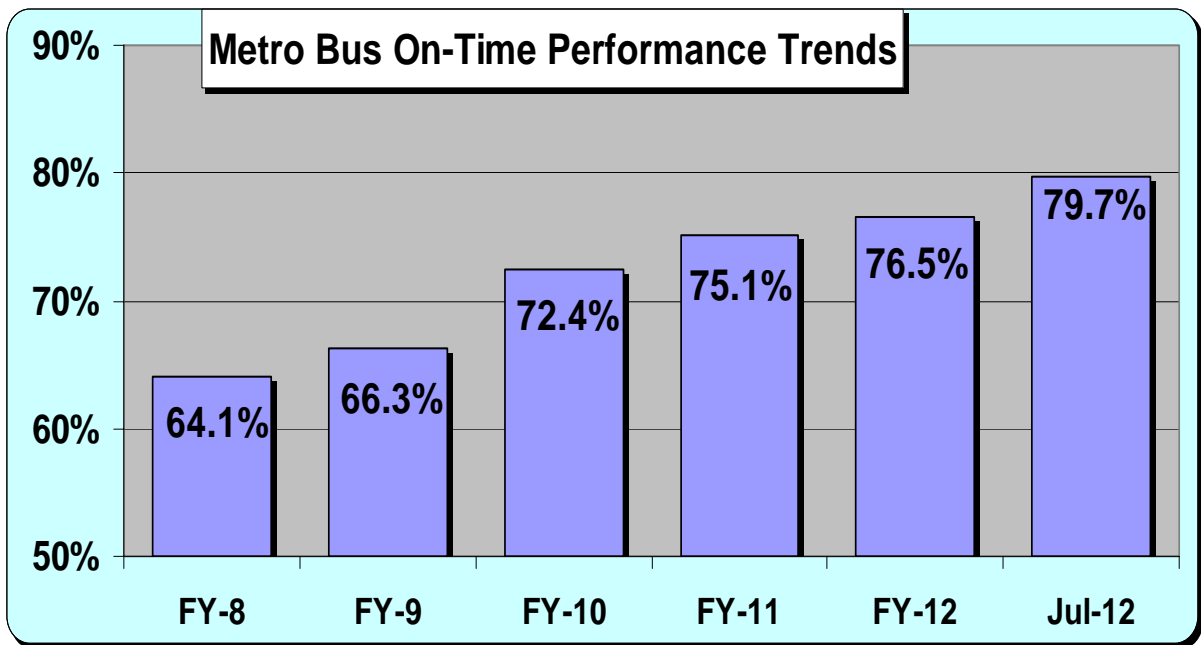
Areas of struggle include the customer complaint rate, bus accident rate, and ADA customer complaint numbers. Also, the percentage of bus trips with passenger loads over the schedule target load is very small. Metro Operations has enhanced the review process of all customer complaints to accelerate contacts with customers and review with each Bus Operator. Also, expanded Bus Operator training and performance review have been initiated to address accident, ADA and customer complaint trends.

The 2012 Annual Passenger Survey indicates that our bus passenger's perceive the quality of Metro bus service as being slightly better than last year, though the responses to several of the specific service attributes was down one or two percentage points. This is well within the margin of error.

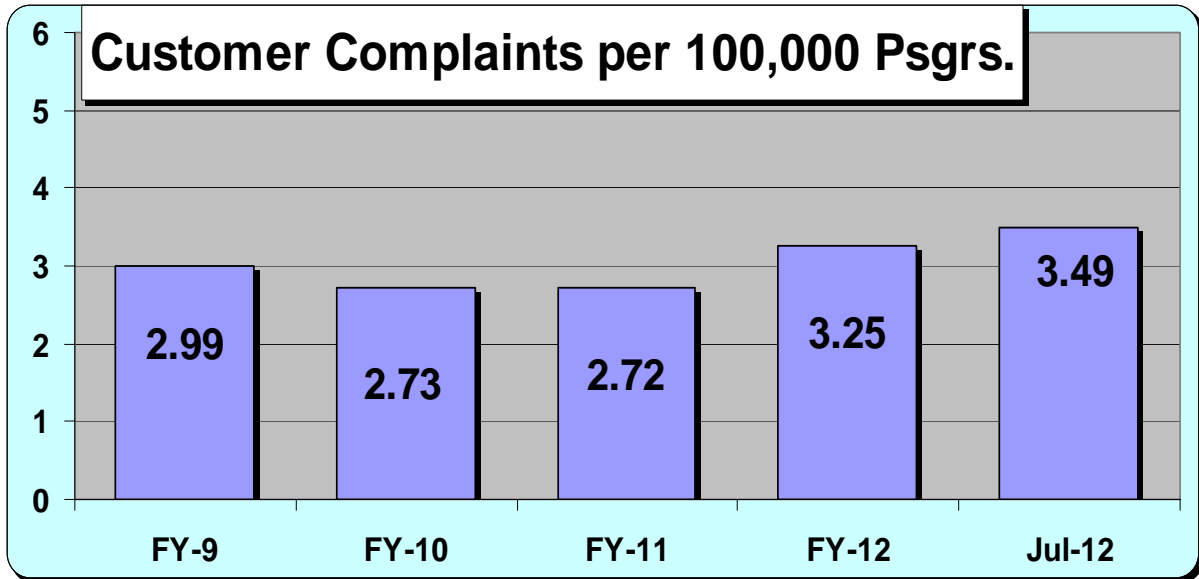
BUS SERVICE QUALITY STATUS

Overall, there has been a general improvement in the quality of Metro bus service.

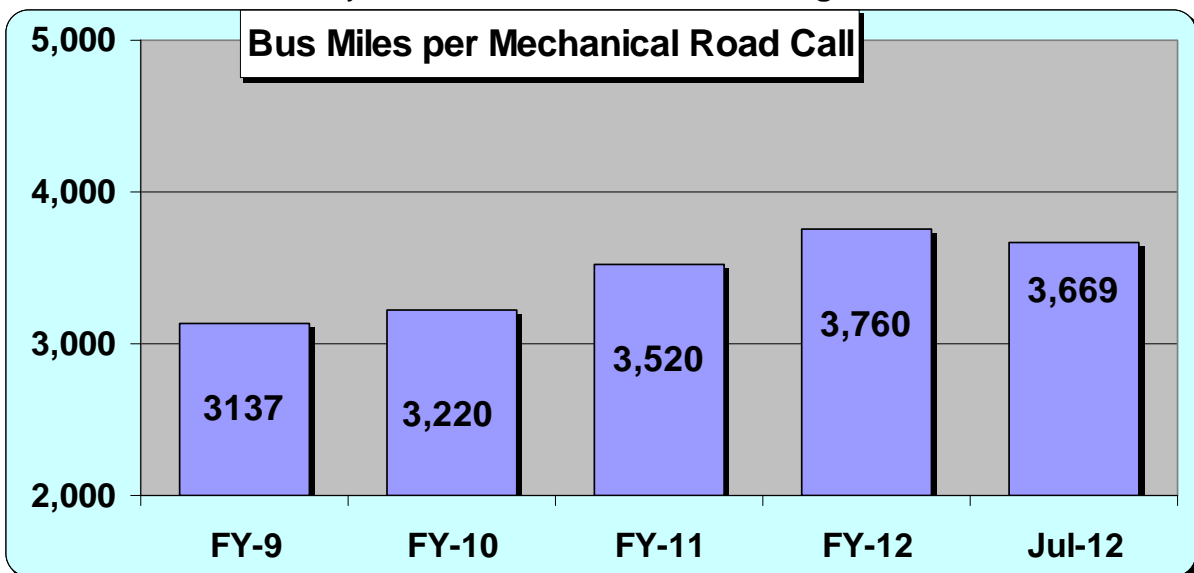
- **On-time performance** trend over the past three years has been generally positive. For directly operated bus service averaged percent of buses being on-time has been:
 - 64.1% in FY-08
 - 66.3% in FY-09
 - 72.4% in FY-10
 - 75.1% in FY-11
 - 76.5% in FY-12
 - 79.7% in July 12 Metro bus system, including contract service. The July OTP is **very near the FY-13 goal** of 80%.



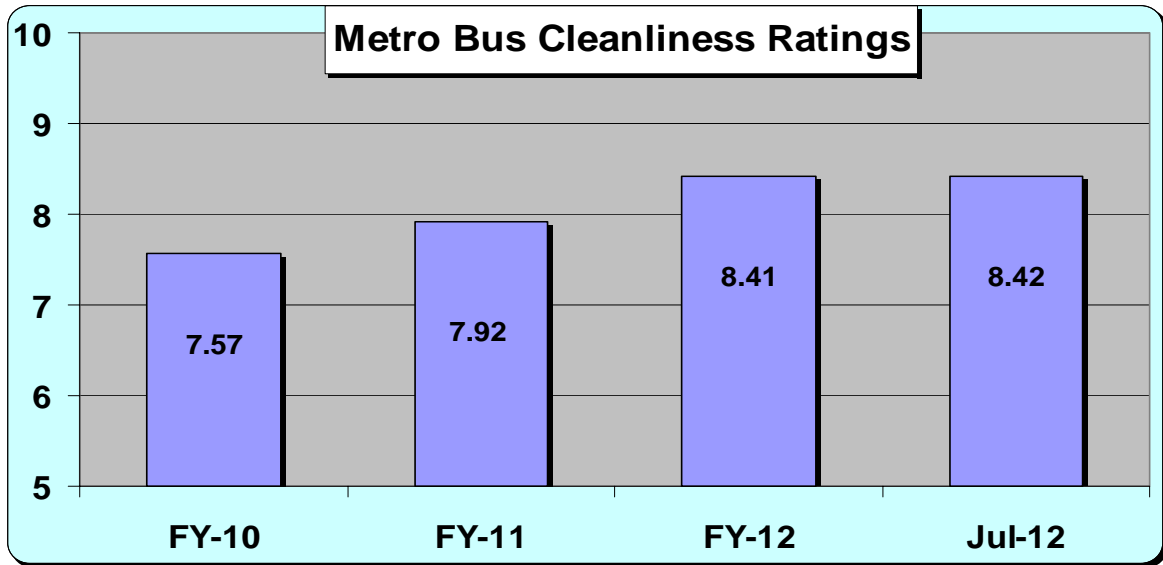
- **Bus customer complaints** have continued to trend upward. The complaint rate includes complaints received for all Metro bus lines including contract service lines and is based on complaints per 100,000 bus customers.
 - 3.0 in FY-09
 - 2.7 in FY-10
 - 2.7 in FY-11
 - 3.3 in FY-12
 - 3.5 in July 2012. This is **well short of the FY-13 goal of 2.2.**



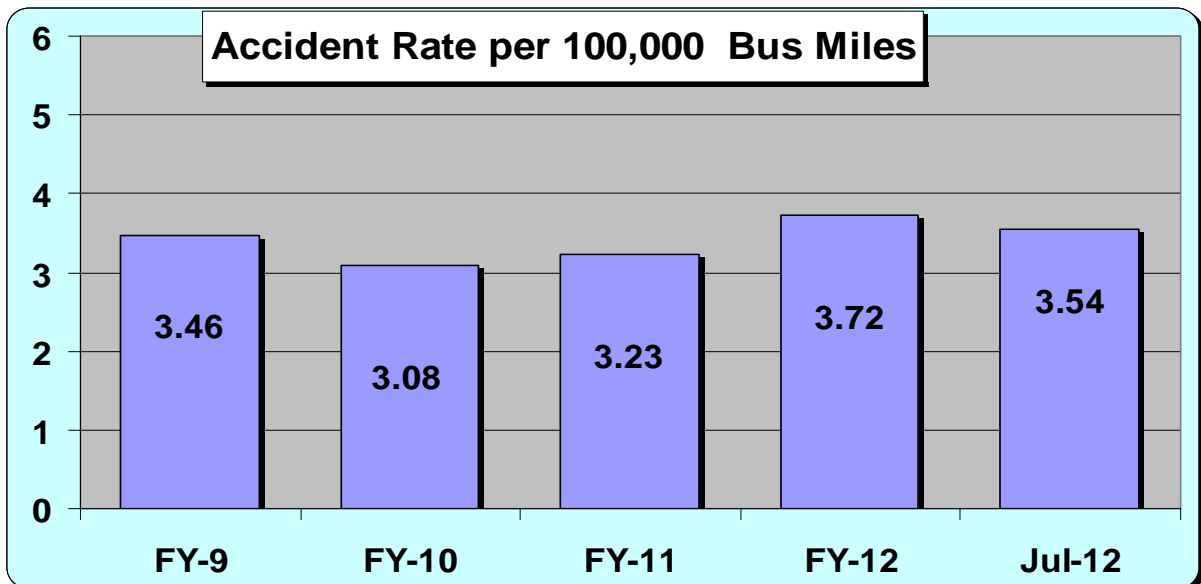
- **Bus mechanical reliability** is on a positive trend. The average number of miles between mechanical road calls is for directly operated bus service. It is anticipated that the contract service lines data will be included for this measure in the next quarterly report.
 - 3,137 miles in FY-09
 - 3,220 miles in FY-10
 - 3,520 miles in FY-11
 - 3,760 miles in FY-12
 - 3,669 in July 2012, which is **below the FY-13 goal of 3,900 miles.**



- **Bus cleanliness** has improved significantly. The bus cleanliness ratings are for the entire Metro bus fleet, both directly operated and contract service. This evaluation is done for both the exterior and interior of buses and is based on a 0 to 10 scale.
 - 7.57 for FY-10 (Contract service ratings not included in FY-10)
 - 7.92 for FY-11
 - 8.41 for FY-12
 - The July 2012 rating was 8.42 just below the elevated FY-13 goal of 8.5



- **Bus accident rate** is trending upward. The measure represents traffic accidents per 100,000 bus miles and is currently reported for directly operated bus system. It is anticipated that the contract service line data will be included in the next quarterly report.
 - 3.46 in FY-09
 - 3.08 in FY-10
 - 3.23 in FY-11
 - 3.72 in FY-12
 - 3.54 In July 2012 which is **well above** the goal of 3.10.



- **Bus station cleanliness** is improving. Station evaluations began in December 2011. There are 20 bus stations evaluated on a monthly basis, five of which are maintained by other entities such as the Cities of Burbank and Inglewood. Each station is evaluated on 33 elements which include such factors as condition and cleanliness of floors, canopy, and elevators. Stations are scored on a scale from 0 to 10 with eight being considered an acceptable condition.
 - 7.43 was the December 2011 average score. Five of the station received a grade of D for a score less than 7.0.
 - 7.73 was the July 2012 average.
 - In August 2012 the average station rating was 7.86 or C+ with no station evaluated as receiving a D.

There is an aggressive program in place to improve the appearance of all Metro bus station. This is showing positive results.

August 2012 Bus Station Cleanliness Scores									
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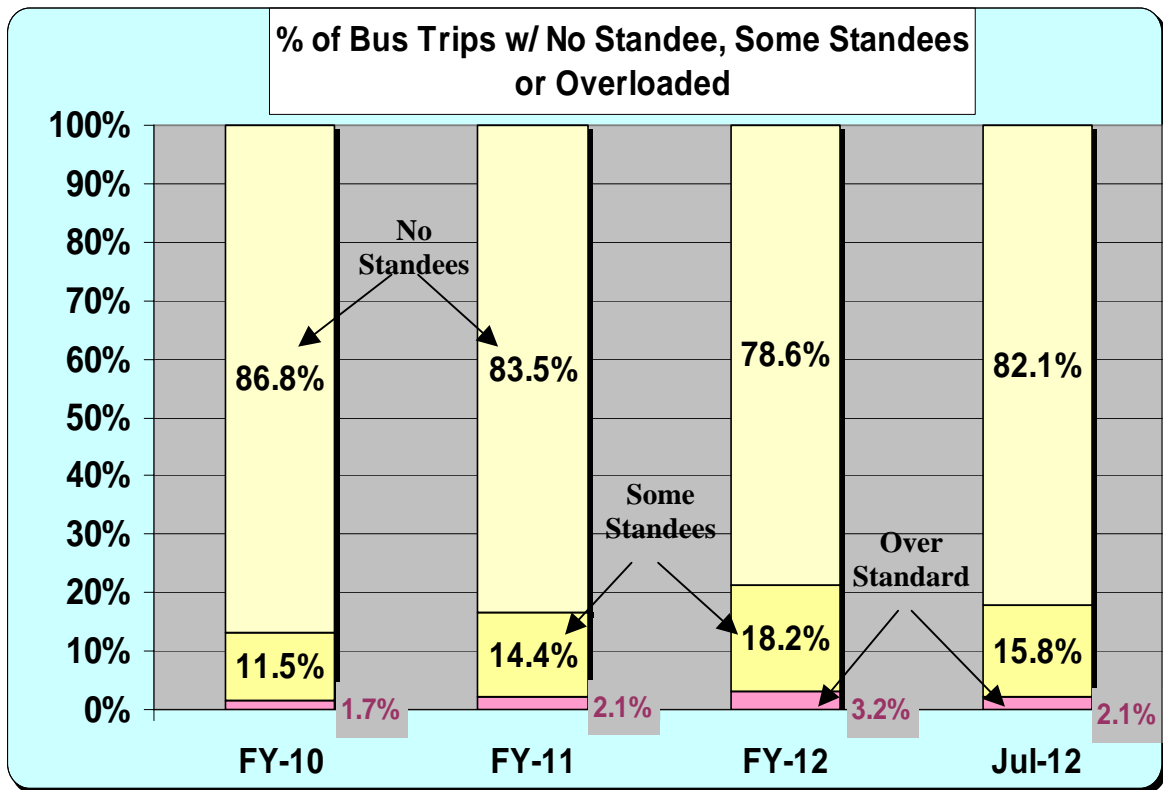
Artesia Blue Line	Aviation Green Line	Burbank	Glendale City	CSU LA Busway	CSU LA Local	Del Amo Blue Line	El Monte Sta.	Harbor-Gateway TC	Inglewood
7.42	8.41	8.38	7.50	7.44	8.21	8.65	7.11	7.32	8.07
C	B	B	D-C	C	B	B	C-	C	B-

LAX City Bus Ctr.	Norwalk Green Line	No Ho	Union Sta.	Pico – Rimpu	Rosa Parks	S. Bay Galleria	Sierra Madre Villa	Universal	110 / 105 Silver Line	<i>Avg. Score</i>
7.71	7.82	8.59	7.32	7.88	8.05	7.23	7.96	8.65	7.38	7.82
C	C+	B	C	C+	B-	C-	C+	B	C	C+

- **Percentage of over crowded bus trips** represents the percentage of one-way bus trips that have a passenger load of over 1.3 passengers per seat, some standees, or no standees. All Metro service is included from FY-12.

Fiscal Year	% Over Loaded Standard	% with Some Standees	% with No Standees
FY-10	1.7%	11.5%	86.8%
FY-11	2.1%	14.4%	83.5%
FY-12	3.2%	18.2%	78.6%
July 2012	2.1%	15.8%	82.1%

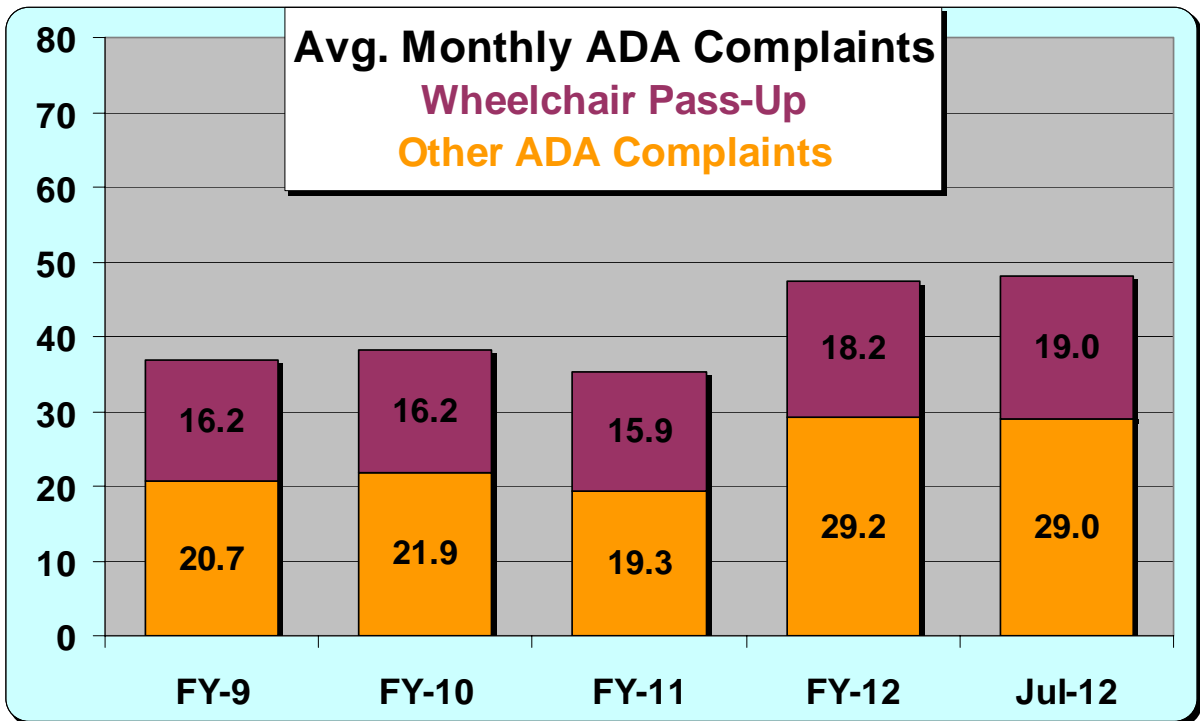
As Metro bus trips are scheduled with passenger per seat load ratio of 1.3, the fact that ¾ or more of the bus trips have no standees indicates a large amount of excess service is being offered.



- **ADA related bus issues:** There is an **upward trend** in ADA related bus customer complaints. The average monthly complaints received were:

Fiscal Year	ADA Related	Wheelchair Pass ups
Fy-09	36.9	16.2
FY-10	37.9	16.2
FY-11	35.5	15.8
FY-12	47.8	18.4
July 2012	46	21

ADA related complaints make up about 5% of the total number of complaints received over the past three years.



The Mystery Rider program for April-June sampled 645 bus trips. Of these trips, 258 wheelchair passengers were picked up and 8 (3.1%) were passed up. In most cases, the Operator stopped to explain why the passenger could not be picked up. In July 2012 of 200 bus trips sampled, 87 wheelchair passengers were boarded and 5 were passed up. Of these five, three of the Operators stopped to explain to the customer that they could not pick them up due to having two wheelchairs passengers on board, and also contacted BOC.

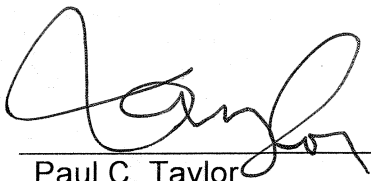
For April-June period, 98.3% of the Operators were found to treat all customers with courtesy and respect. In July 2012 this was 99.5%.

- **Annual Passenger Survey** for 2012 indicated that 85% of riders are satisfied with Metro bus service, with 79% agreeing that Metro bus service is better than last year, though both responses were one percentage point down from last year. The walking distance to the bus stop and wait time for the bus were both shorter than the previous survey. Also, 68% of riders have a smart phone, and 63% use TAP. Use of both technologies is up significantly from last year.

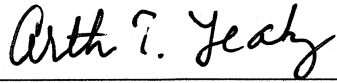
NEXT STEPS

Staff will continue to monitor the major contributors to the quality of bus service from the customer's perspective. These will be reported to each of the Service Councils which will also receive reports from Metro Operations leadership on their efforts to improve the customer experience using our bus service. Staff will submit the next quarterly report to the Board in December 2012.

Prepared by: Jon Hillmer, Director of Metro Service Councils -
Internal Compliance Manager
(213) 922-6972



Paul C. Taylor
Deputy Chief Executive Officer



Arthur T. Leahy
Chief Executive Officer