

Metro Bus Service Quality Monitoring Program

Quarterly Report
September, 2012



Metro[™]

Metro Bus Service Quality Monitoring Program

Components of Bus Service Quality Rating:

- ✓ **On-Time Performance**
- ✓ **Customer Complaints Rate (per 100,000 Passengers)**
- ✓ **Bus Mechanical Reliability (Mechanical Road Calls per 100,000 Miles)**
- ✓ **Bus Cleanliness**
- ✓ **Bus Accident Rate (Traffic Accidents per 100,000 Bus Miles)**
- ✓ **Bus Station Cleanliness Rating**
- ✓ **Percentage of Buses Over Standard Load**
- ✓ **Number of ADA Service Issues**
- ✓ **Quarterly Customer Surveys**

Metro Bus Service Quality Monitoring Program

Overview

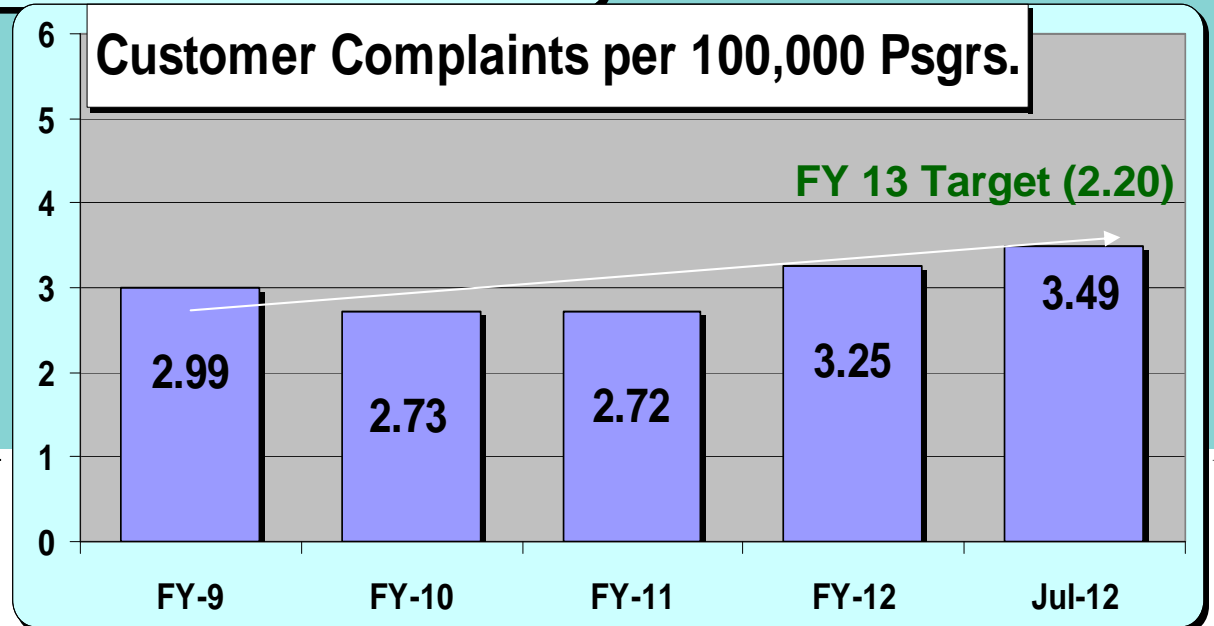
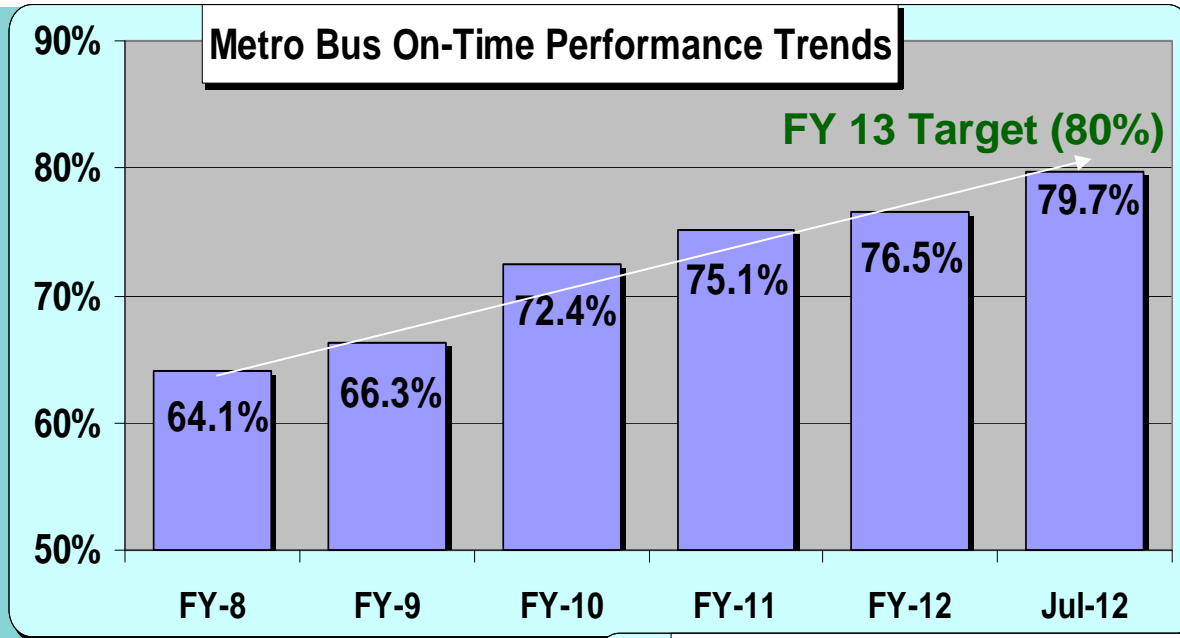
Significant Improvements in:

- **On-Time Performance**
- **Bus Mechanical Reliability**
- **Bus Cleanliness**
- **Bus Station Cleanliness - good improvement in recent months**

Areas Still With Challenges:

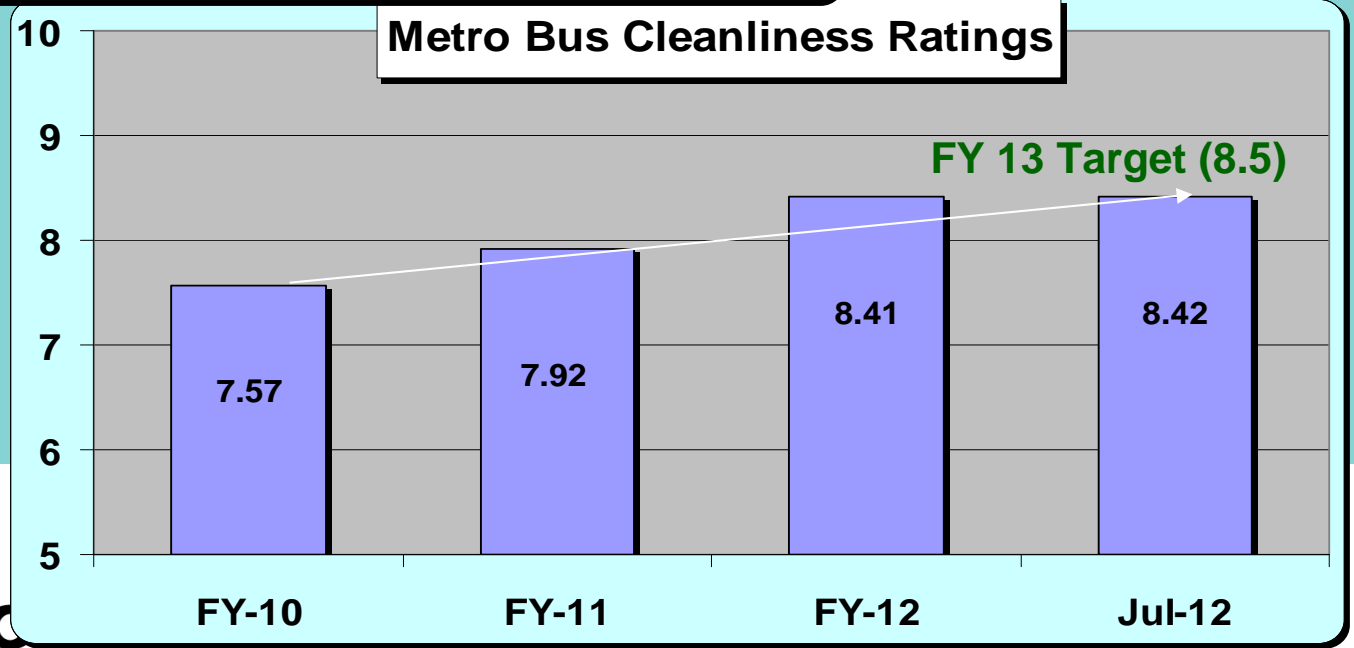
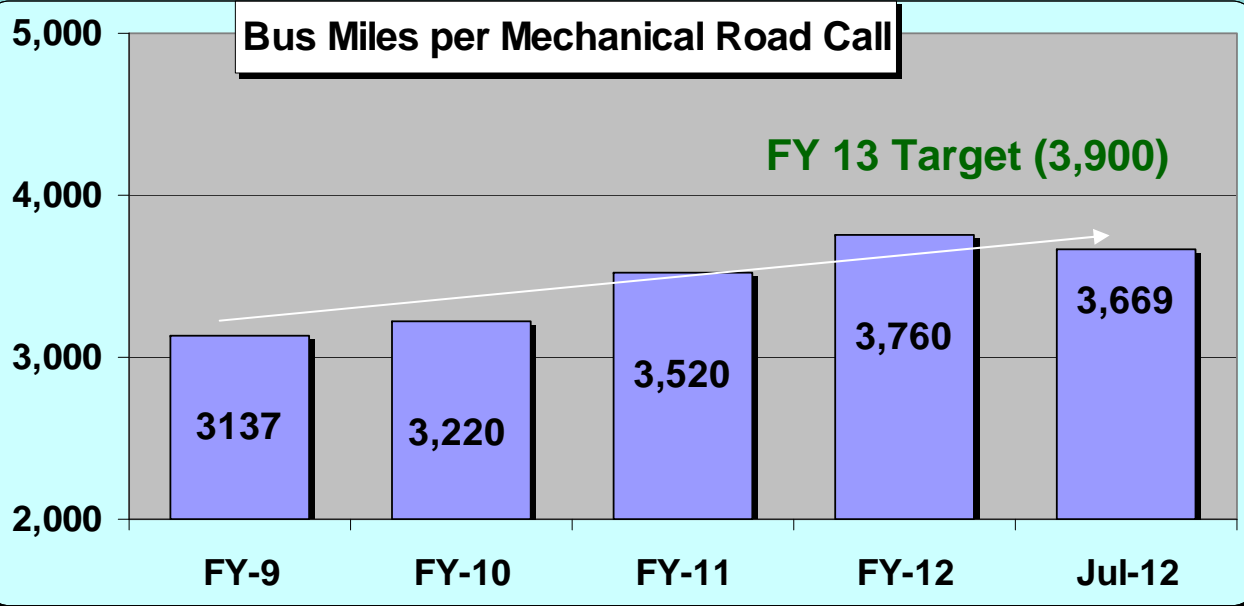
- **Customer Complaint Rate**
- **Traffic Accident Rate**
- **Percentage of Bus Trips with No Standees**
- **ADA Complaint Numbers**

Metro Bus Service Quality Monitoring Program



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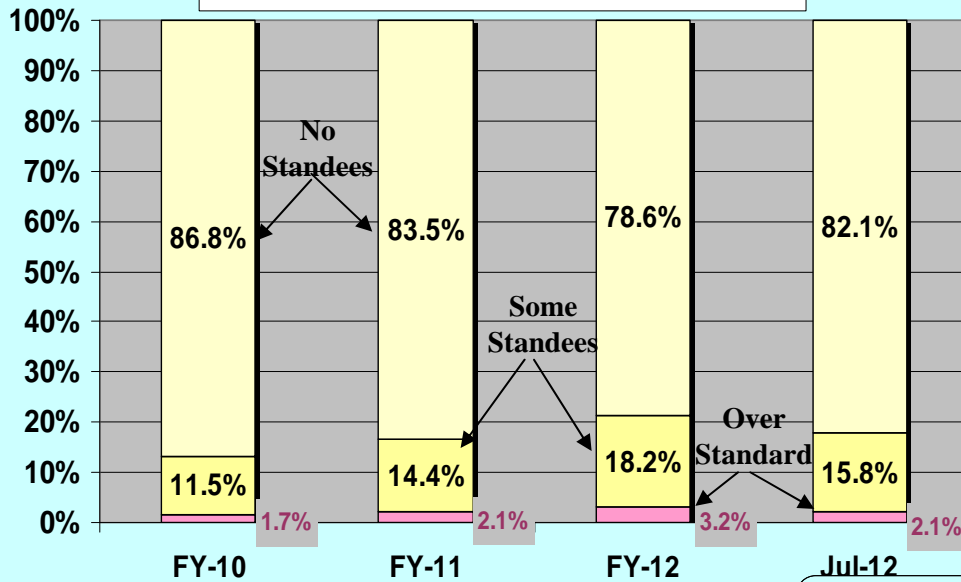
Metro Bus Service Quality Monitoring Program

Bus Stations Evaluated	Dec. 11	Aug. 12	Change	Grade	Agency
	Score	Score	Latest - Earliest		
Artesia Blue Line Bus Sta.	7.4	7.4	0.0	C	Metro
Aviation Green Line Bus Sta.	6.1	8.4	2.4	B	Metro
Burbank Metrolink Bus Sta.	8.5	8.4	-0.1	B	Burbank
Culver City Sta.	7.6	7.5	-0.1	C	Culver City
Cal State LA Busway Sta.	7.6	7.4	-0.2	C	Metro
Cal State LA Local Bus Sta.	8.3	8.2	-0.1	B-	LADOT
Del Amo Blue Line Bus Sta.	8.4	8.7	0.3	B+	Metro
El Monte Bus Sta.	7.5	7.1	-0.4	C-	Metro
Harbor-Gateway Transit Ctr.	8.1	7.3	-0.8	C	Metro
Inglewood Bus Sta.	8.4	8.1	-0.3	B-	Inglewood
LAX City Bus Sta.	5.3	7.7	2.5	C	Metro
Norwalk Green Line Bus Sta.	7.2	7.8	0.6	C+	Metro
North Hollywood Red Line Bus Sta.	7.1	8.6	1.5	B	Metro
Patsaouras Bus Plaza	8.2	7.3	-0.9	C	Metro
Pico-Rimpau Bus Ctr.	7.7	7.9	0.2	C+	Metro
Rosa Parks Bus Sta.	7.8	8.1	0.3	B-	Metro
South Bay Galleria Bus Ctr.	8.4	7.2	-1.1	C-	Redondo Beach
Sierra Madre Gold Line Bus Sta.	7.2	8.0	0.8	B-	Metro
Universal Red Line Bus Sta.	6.5	8.7	2.2	B	Metro
Harbor-Century Fwy, Silver Line Sta.	8.2	7.4	-0.8	C	Metro
	7.56	7.86	0.30	C+	AVG.



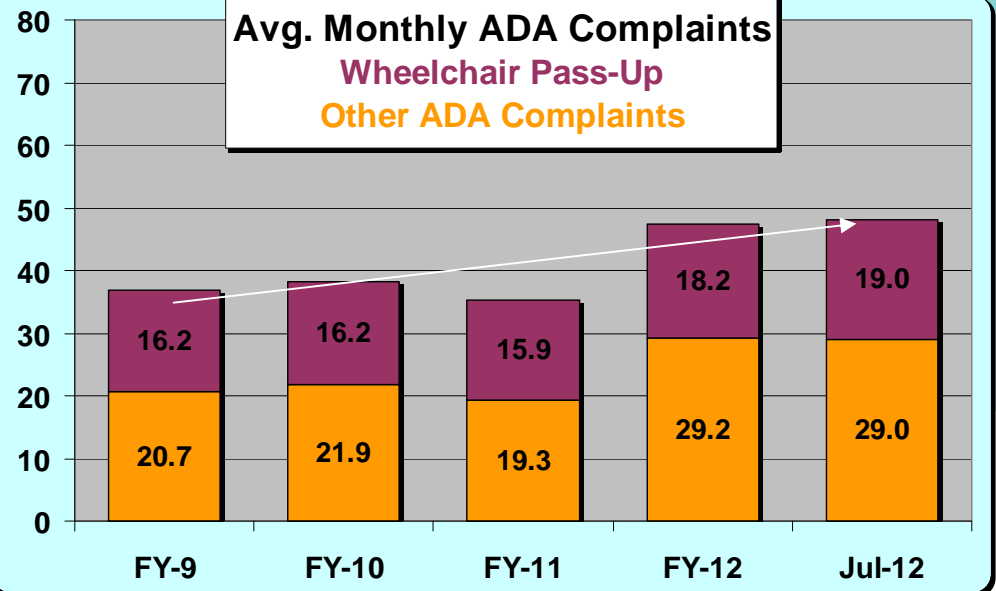
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% of Bus Trips w/ No Standee, Some Standees or Overloaded



Avg. Monthly ADA Complaints

Wheelchair Pass-Up
Other ADA Complaints



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Mystery Rider Program:

**July 2012 – of 200 Bus Operators observed
99.5% treated all customers with courtesy & respect**

**July 2012 – 87 Wheelchair passengers were picked up.
Five were passed up.**

**Bus Operator stopped to explain reason for pass-up and
followed authorized procedures for three of these passengers.**

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Aug. 2012 Quarterly Passenger Survey

- **84% Satisfied with Metro Bus Service (83% in Jan.)**
- **87% Felt Safe on Bus - 82% Felt Safe at Bus Stop**
(88% in Jan. 82% in Jan.)
- **83% Felt Bus Operator was Courteous (83% in Jan.)**
- **83% Said Bus was Clean - 72% Said Bus Stop was Clean**
(82% in Jan. 74% in Jan.)
- **10.9 Minute Average Time Waiting for Bus (11.4 Min. in Jan.)**
- **82% of Psgrs. have Cell Phone - 55% have Smart Phone**
(77% Cell Phone in Jan.) 46% Smart Phone in Jan.)

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Next Quarterly Report on Metro Bus Service Quality in January 2013