

*Metro Westside/Central
Service Council
October 10, 2012 Meeting*

Performance Report on
August 2012 Service



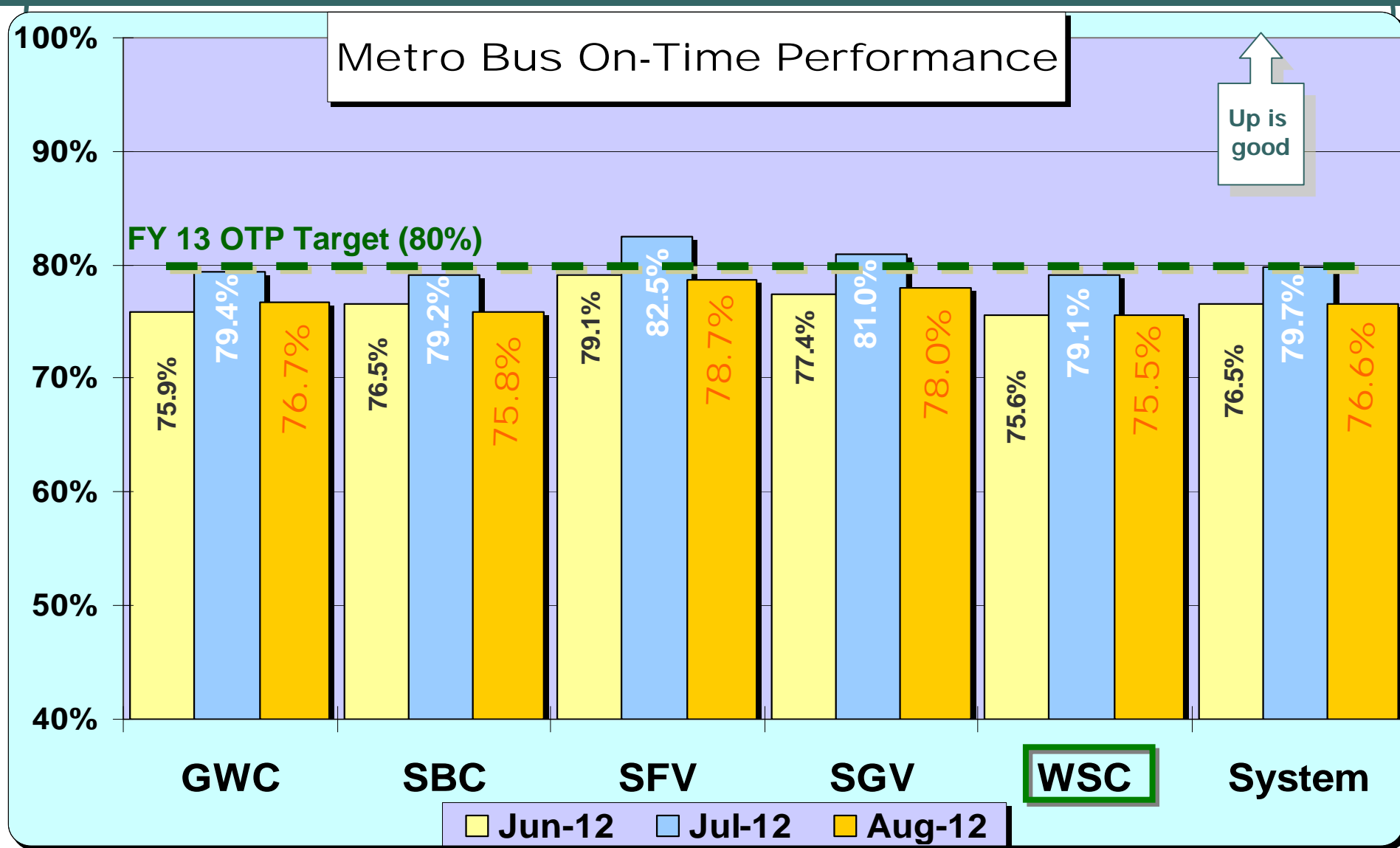
Metro Regions Monthly Performance Report

Five Regions: Gateway Cities (GWC)
South Bay Cities (SBC)
San Fernando Valley (WSC)
San Gabriel Valley (WSC)
Westside/Central (WSC)

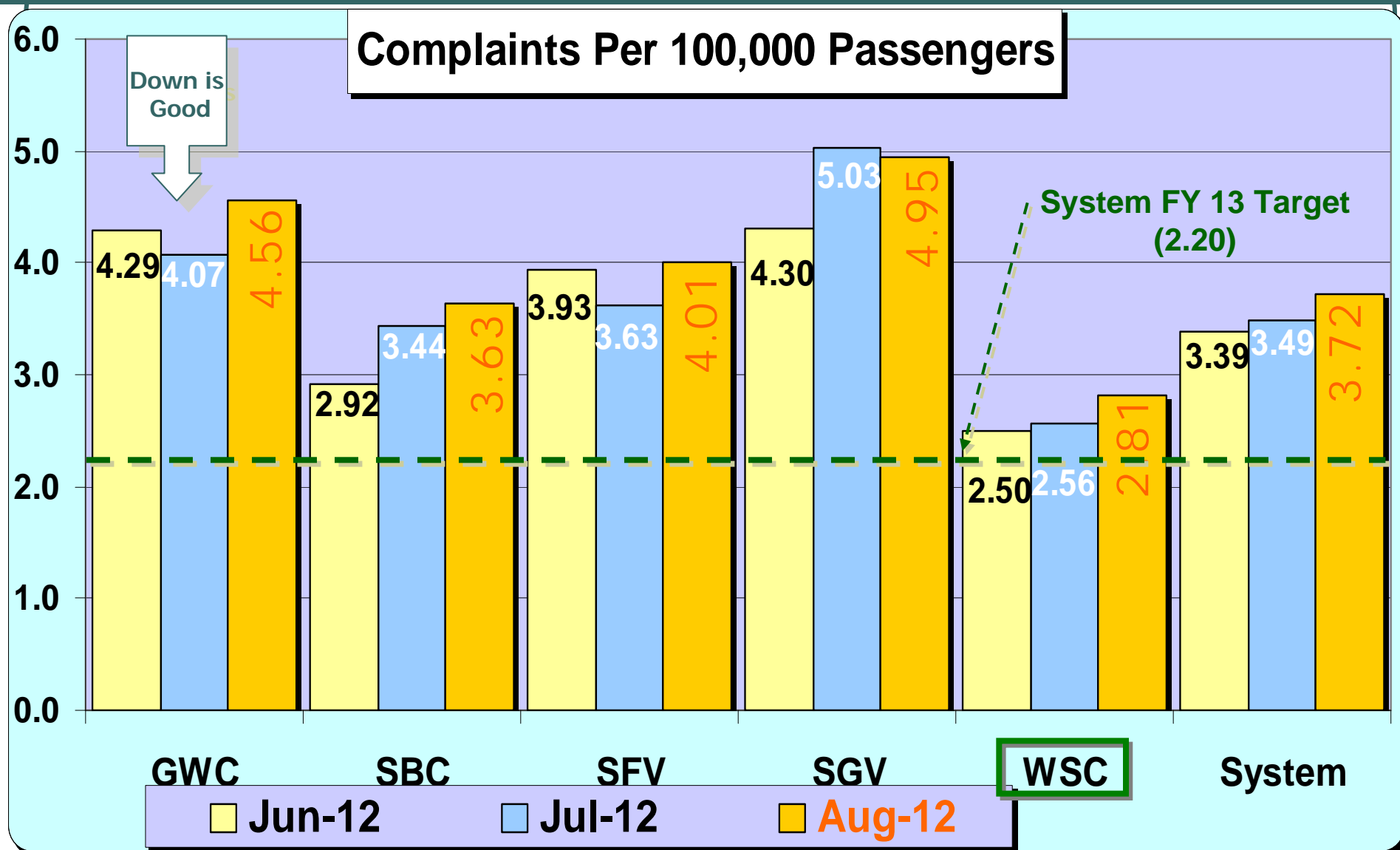
Performance Measures by Region:

- **On-Time Performance:** (Between 5 min. late & 1 min. early at time points)
- **Complaint Rate:** (Bus psgr. complaints / 100,000 psgrs.)
- **Bus Reliability:** (Bus miles per mechanical road call)
- **Bus Cleanliness:** (Inspection scores between 0 and 10)
- **Bus Traffic Accidents:** (Traffic Accidents / 100,000 bus miles)
- **Avg. Weekday Ridership:** (as many bus lines serve multiple regions, the sum of the regions ridership will exceed system total)
- **Bus Station Cleanliness** (Inspection scores between 0 and 10)

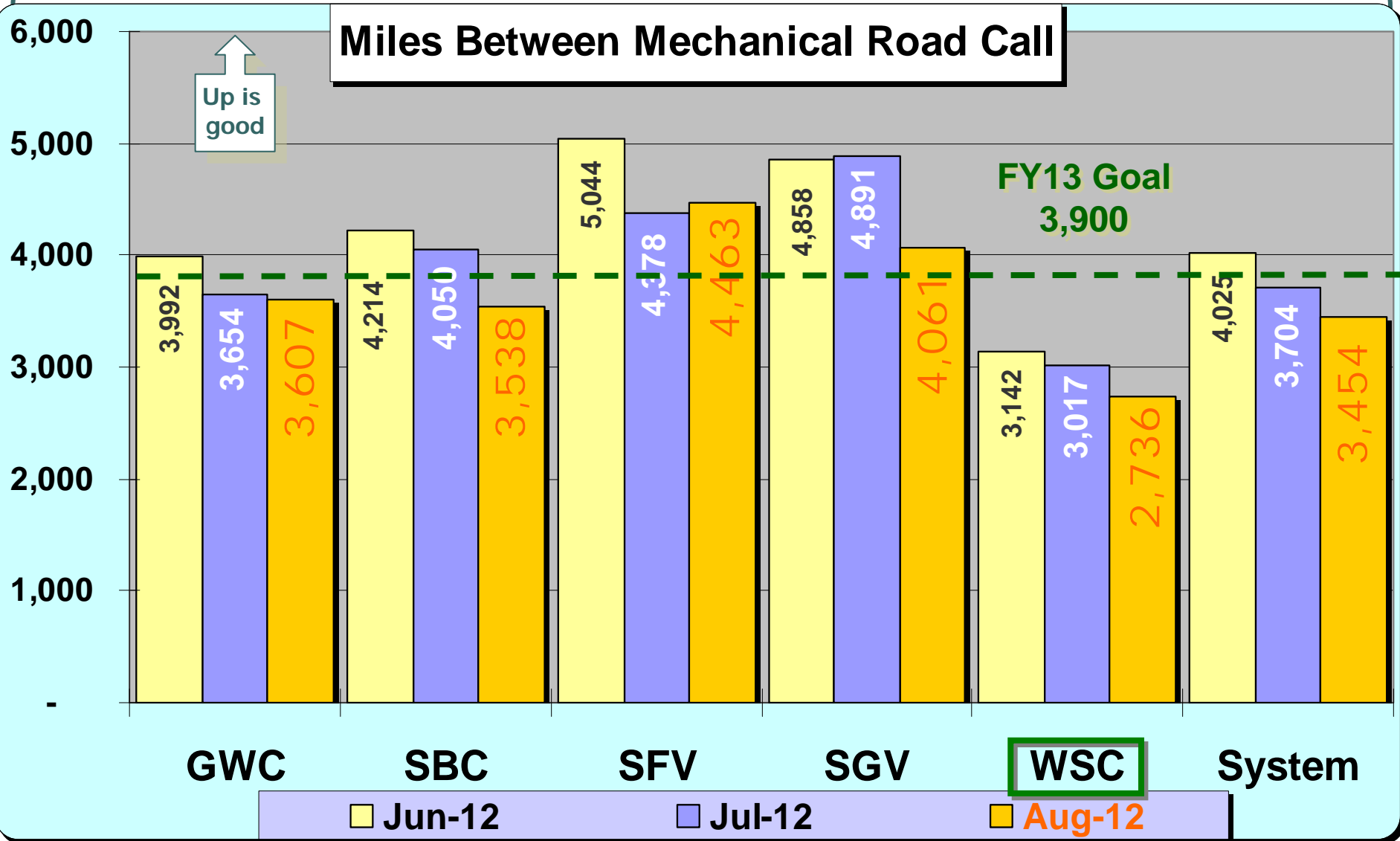
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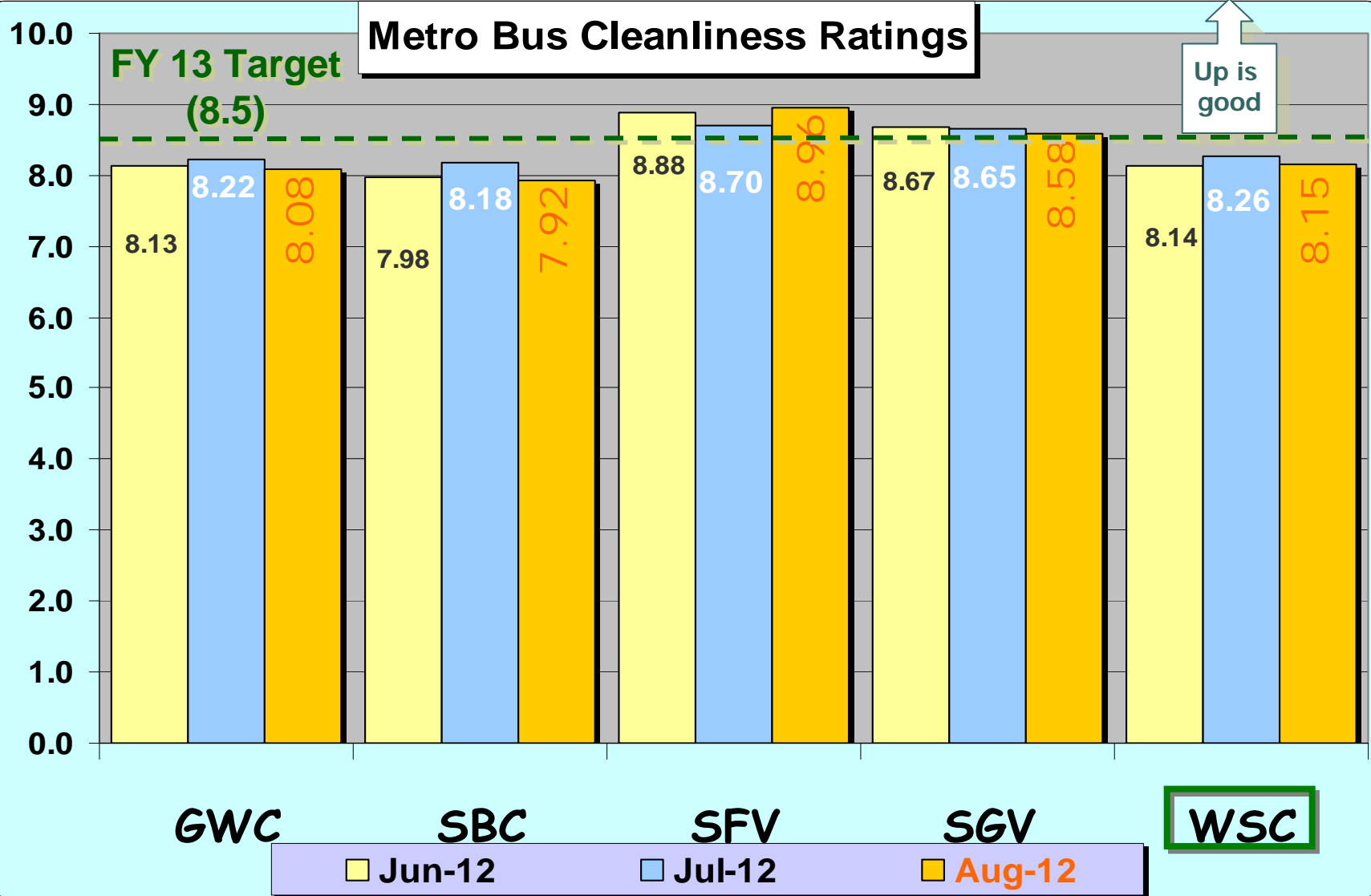
WSC Service Council October 2012 Meeting



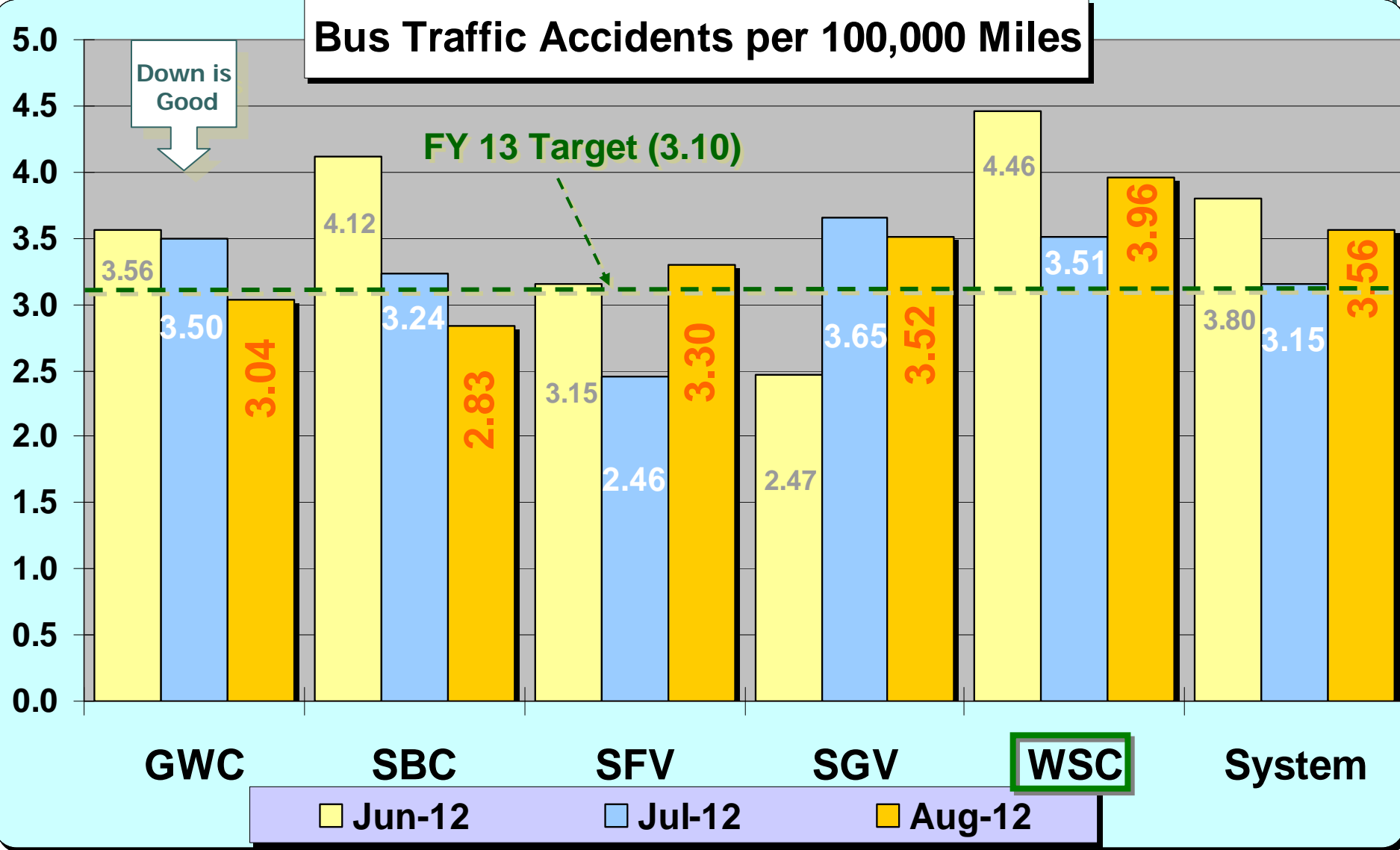
WSC Service Council October 2012 Meeting



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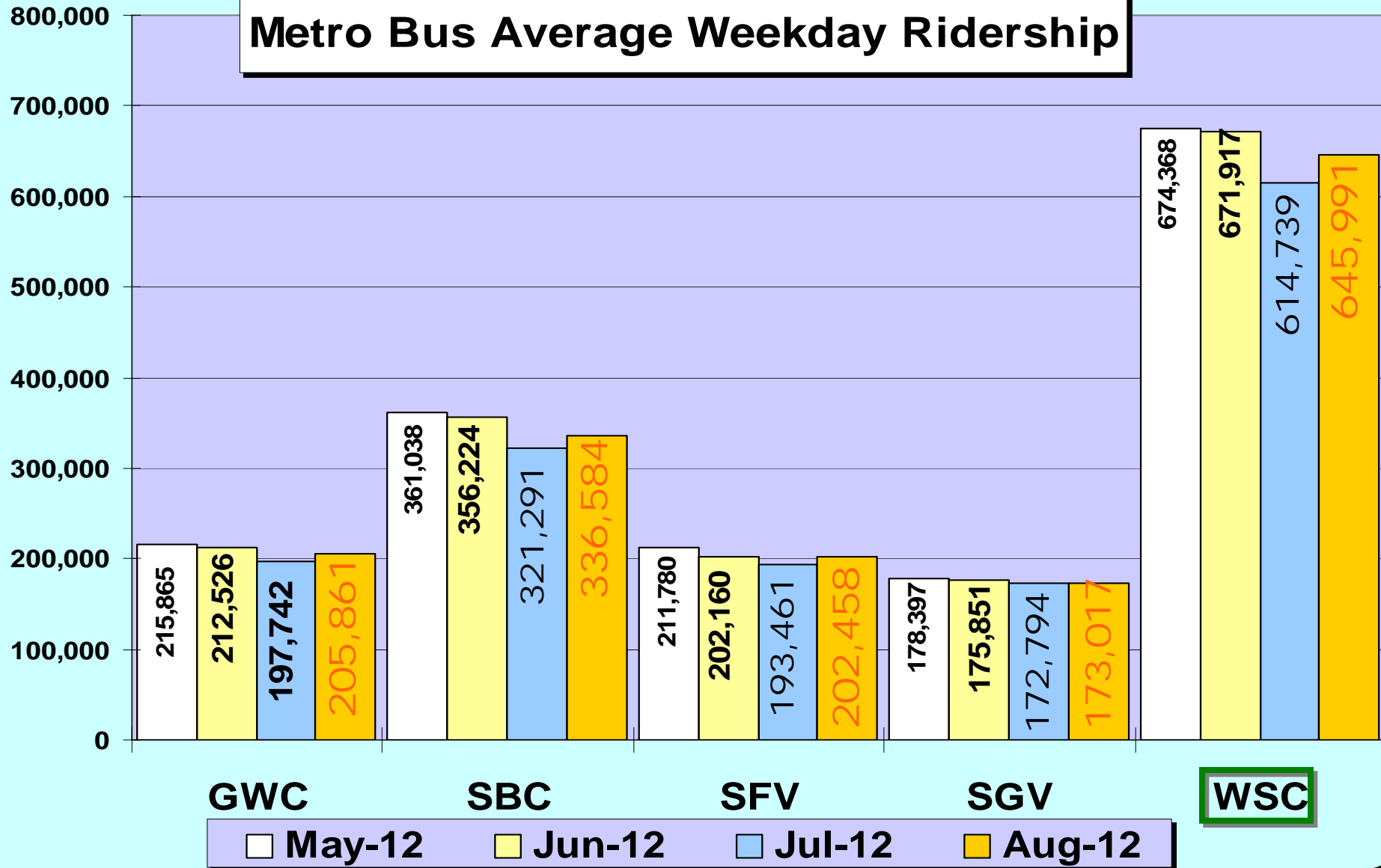


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Metro Bus Average Weekday Ridership



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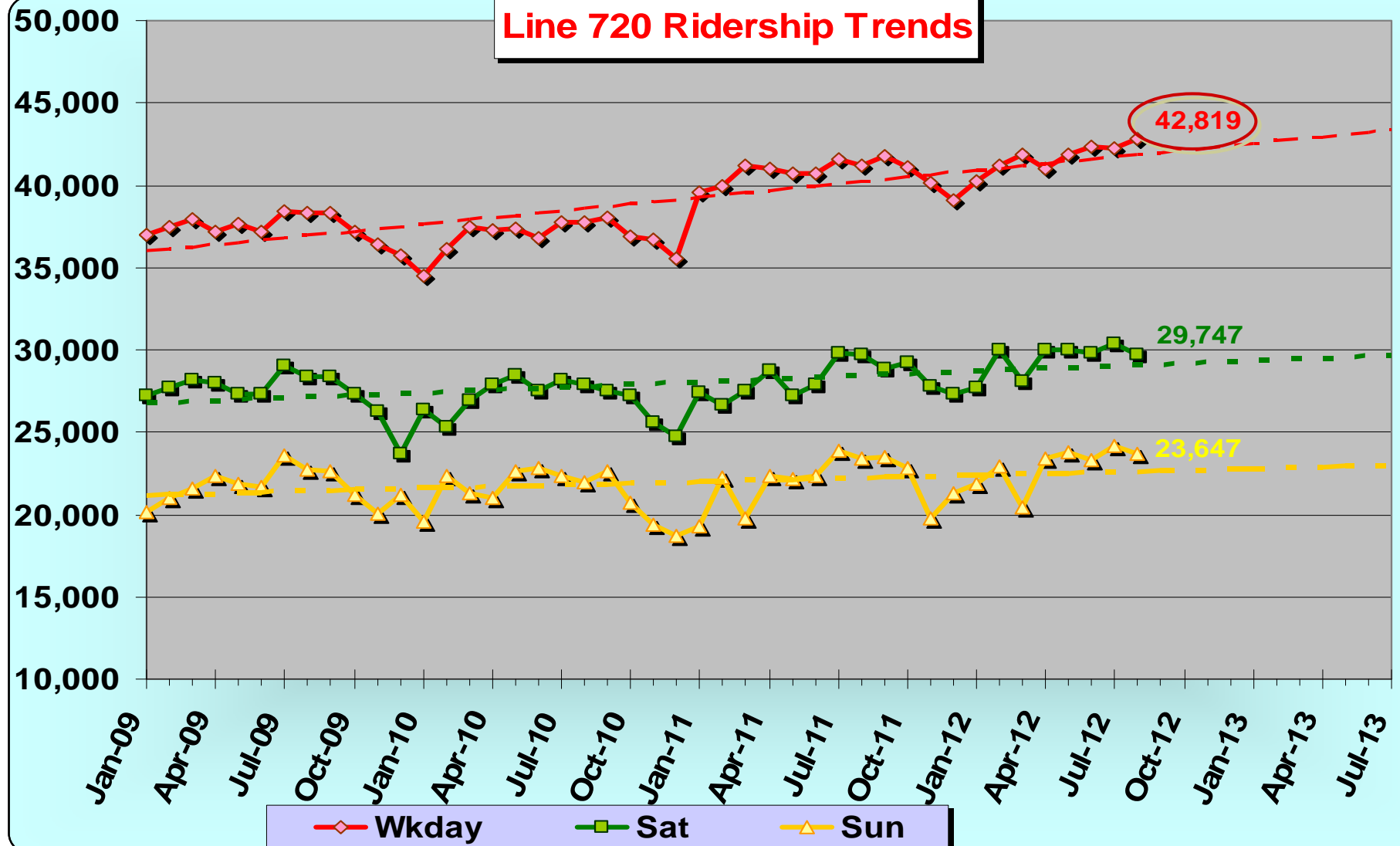
Bus Station Cleanliness Evaluation Scores

	Dec. 2011	Aug. 2012	Change		
Bus Stations Evaluated	Score	Score	Latest - Earliest	Grade	Agency
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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Line 720 Ridership Trends



◆ Wkday ■ Sat ▲ Sun



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Metro Rail Avg. WEEKDAY Riders Trends

