

# **Metro South Bay Cities Service Council**

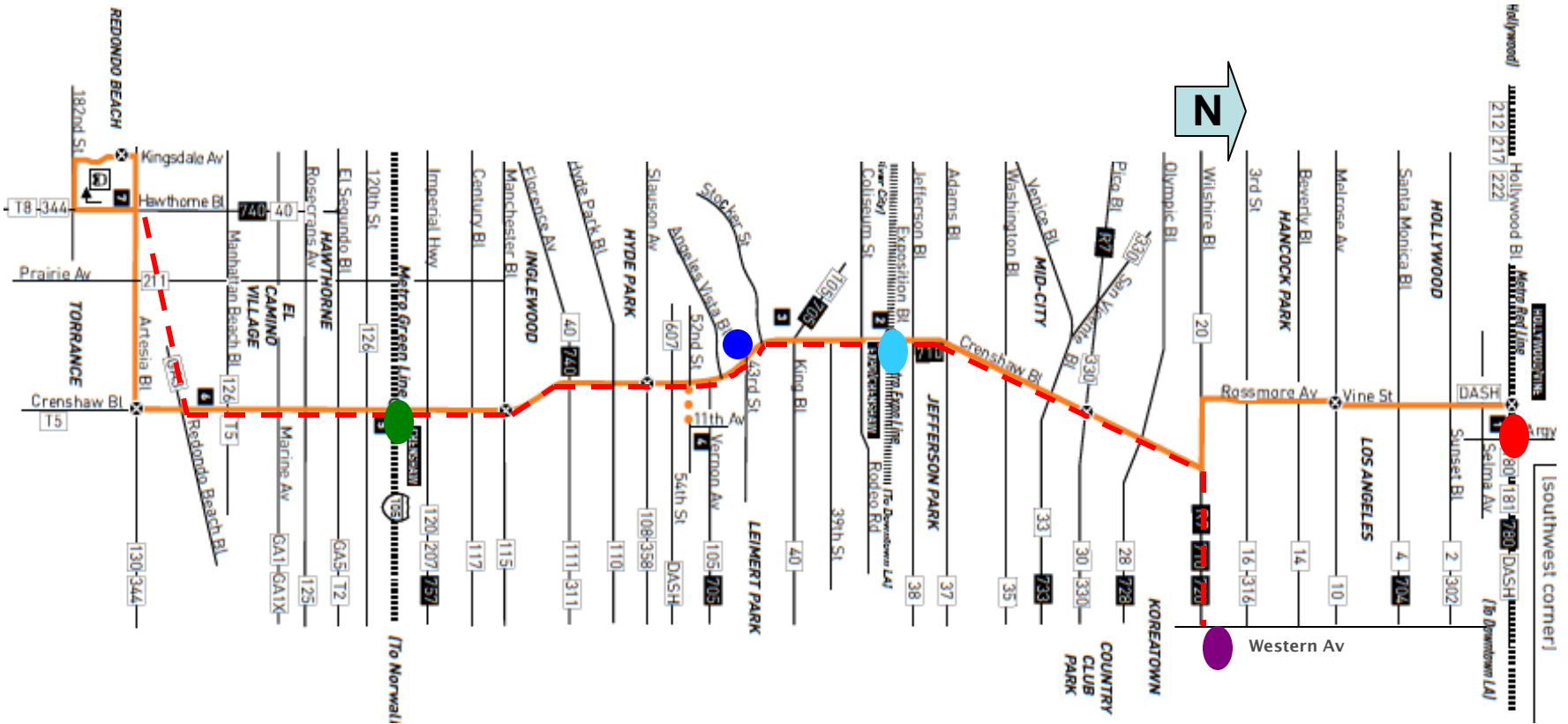
## **Bus Corridor Study Work Session**

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### **Work Session Program**

- **Overview of existing Metro Bus Lines 210 & 710 route and schedules**
- **Review on-time performance**
- **Summarize customer complaint data by line**
- **Evaluate ridership by time of day and direction**
- **Consider some alternate service options**
- **Receive comments and recommendations from our riders**
- **Discussion by Service Council**

# SBC Service Council Feb. 27 Workshop



## Crenshaw Bl. Bus Corridor Study Lines 210 & 710



# SBC Service Council Feb. 27 Workshop

## Frequency of Service

	Line	Dir.	AM Peak (6a-9a)	Mid-Day (9a-3p)	PM Peak (3p-6p)	Evening (9p-11a)	Night (11p-1a)
<b>Weekdays</b>	<b>210</b>	N	10-12	15	13-17	25	60
		S	13-15	15	9-15	25	60
	<b>710</b>	N	10	20	15-20	-	-
		S	17-20	20	10	-	-
<b>Saturdays</b>	<b>210</b>	N	18	16/32	18	25	60
		S	22	16/32	16	25	60
	<b>710</b>	N	20	20	20	-	-
		S	20	20	20	-	-
<b>Sunday</b>	<b>210</b>	N	16/32	16/32	17/34	30	60
		S	16/32	16/32	17/34	30	60
	<b>710</b>	No Sunday Service					



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## On-Time Performance Trends

210												
	Pct. Trips Early				Pct. Trips On-Time				Pct. Trips Late			
Month	Oct	Nov	Dec	Jan	Oct	Nov	Dec	Jan	Oct	Nov	Dec	Jan
Wkday	6.5%	7.1%	7.1%	5.6%	69.3%	70.2%	71.3%	74.2%	24.2%	22.7%	21.6%	20.2%
Sat.	3.4%	6.0%	4.3%	3.5%	53.2%	73.8%	71.3%	68.9%	43.4%	20.2%	24.4%	27.6%
Sun.	4.7%	6.2%	5.9%	5.3%	68.2%	72.1%	67.7%	71.3%	27.0%	21.2%	26.4%	23.5%
710												
	Pct. Trips Early				Pct. Trips On-Time				Pct. Trips Late			
Month	Oct	Nov	Dec	Jan	Oct	Nov	Dec	Jan	Oct	Nov	Dec	Jan
Wkday	3.4%	4.4%	4.0%	3.3%	71.0%	70.0%	72.8%	76.1%	25.6%	25.6%	23.2%	20.6%
Sat.	3.9%	5.2%	3.9%	3.1%	59.4%	72.9%	67.5%	73.4%	36.7%	21.9%	28.6%	23.5%
Sys. Avg												
	Pct. Trips Early				Pct. Trips On-Time				Pct. Trips Late			
Month	Oct	Nov	Dec	Jan	Oct	Nov	Dec	Jan	Oct	Nov	Dec	Jan
Wkday	4.2%	4.8%	5.5%	5.1%	74.5%	74.7%	76.4%	78.2%	21.3%	20.5%	18.1%	16.6%
Sat.	3.5%	4.1%	4.1%	4.1%	70.4%	74.2%	73.0%	74.4%	26.1%	21.7%	22.9%	21.5%
Sun.	3.7%	4.5%	4.6%	4.6%	72.5%	78.6%	77.8%	79.4%	23.9%	16.9%	17.6%	16.0%
<b>Goal</b>	No more than <b>3.0% Early</b>				<b>On-Time 80.0%</b>				No more than <b>17.0% Late</b>			



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## Customer Complaint Statistics

August 2012 thru January 2013

Month	Line 210	Line 710	Complaint Rates		Sys Avg.
	Complaints	Complaints	210	710	
Aug-12	15	7	3.33	3.63	3.72
Sep-12	15	3	3.32	1.56	3.54
Oct-12	22	6	4.54	2.68	3.73
Nov-12	13	6	2.96	3.06	3.24
Dec-12	12	5	2.89	2.76	2.79
Jan-13	16	7	3.79	3.70	3.06
<b>Totals</b>	<b>89</b>	<b>34</b>	<b>3.49</b>	<b>2.89</b>	<b>3.36</b>

Customer Complaints by Region and System						
	SGV	SBC	GWC	WSC	SFV	Sys
Aug - Jan	1,287	1,852	1,470	2,657	1,163	6,150
Comp. Rate	4.50	3.42	4.45	2.58	3.74	3.36



# SBC Service Council Feb. 27 Workshop

## Customer Complaint Statistics

August 2012 thru January 2013

Complaint Types	210		710		System Wide Comp.	
	Comps.	Pct.	Comps.	Pct.	Comps.	Pct.
Passed Up	22	25%	6	18%	1,128	22%
Op. Discourtesy	14	16%	8	23%	605	12%
Operator Conduct	10	11%	3	9%	186	4%
Late Schedule	6	7%	5	15%	758	15%
Accident	8	9%	2	6%	233	4%
Misc. Complaint	6	7%	3	8%	267	5%
Accessible Service - Pass Up	8	9%	0	0%	57	1%
No Show	5	5%	2	6%	737	14%
Unsafe Operation	6	7%	1	3%	379	7%
AccSvc Transit Failure (Other)	2	2%	2	6%	57	1%
AccSvc Pass Up (Denied)	4	4%	0	0%	42	1%
AccSvc Operator Behavior	2	2%	0	0%	98	2%
Improper Curb Stop	2	2%	0	0%	30	1%
Disputed/Wrong Fare	0	0%	1	3%	164	3%
Early Schedule	0	0%	1	3%	105	2%



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## Service Statistics

<b>Ridership (Oct. 2012)</b>	<b>Line 210</b>	<b>Line 710</b>	<b>Combined</b>
• <b>Weekday</b>	16,900	8,900	25,800
• <b>Saturday</b>	11,500	5,000	16,500
• <b>Sunday</b>	12,200	-	12,200
• <b>Annual</b>	5,629,000	2,523,000	8,152,000

<b>Bus Line Performance</b>	<b>Line 210</b>	<b>Line 710</b>	<b>Sys. Avg</b>
• <b>Subsidy / Passenger</b>	\$1.69	\$1.87	\$1.75
• <b>Subsidy / Psgr. Mile</b>	\$0.43	\$0.35	\$0.42
• <b>Passengers / Bus Hr.</b>	57	53	55
• <b>Psgr. Miles / Seat Mi.</b>	0.567	0.517	0.471

<b>Resources</b>	<b>Line 210</b>	<b>Line 710</b>	<b>Total</b>
• <b>Annual Revenue Bus Hours</b>	85,800	45,000	131,000
• <b>Peak Buses – Wkday/Sat/Sun</b>	20/14/13	17/9/10	37/23/13

## Lines 210 and 710 Ridership Data Review

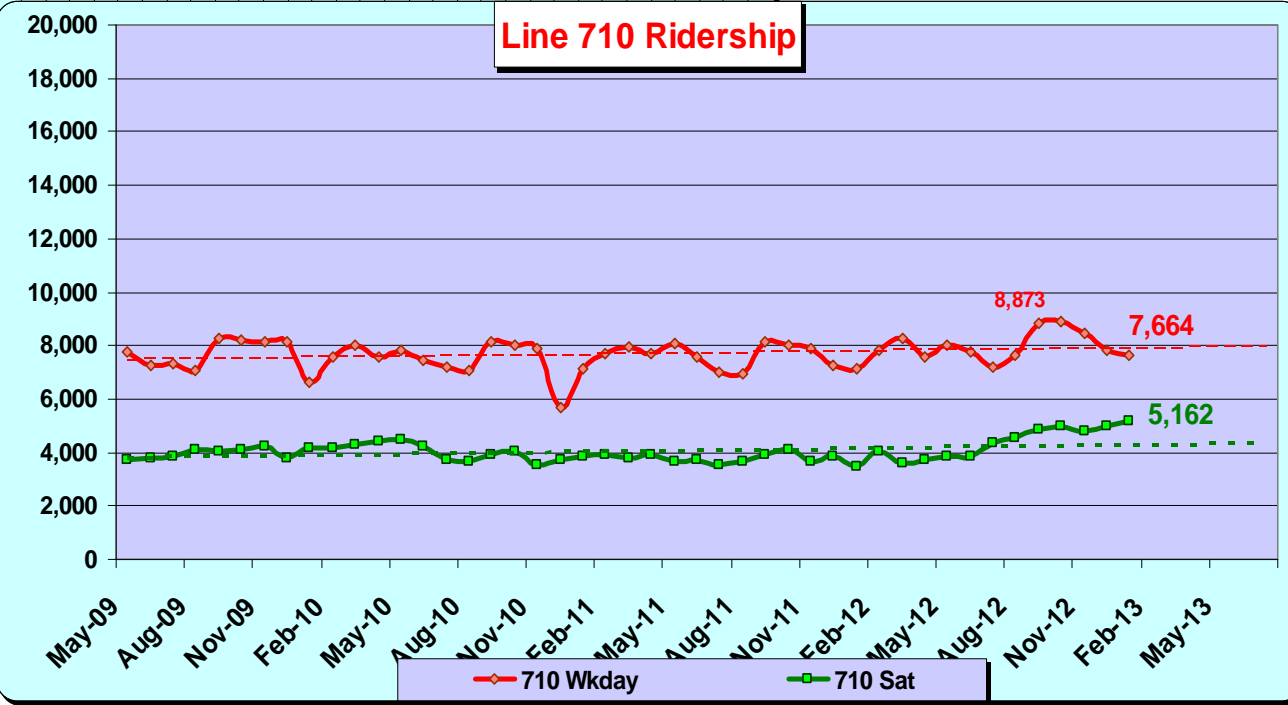
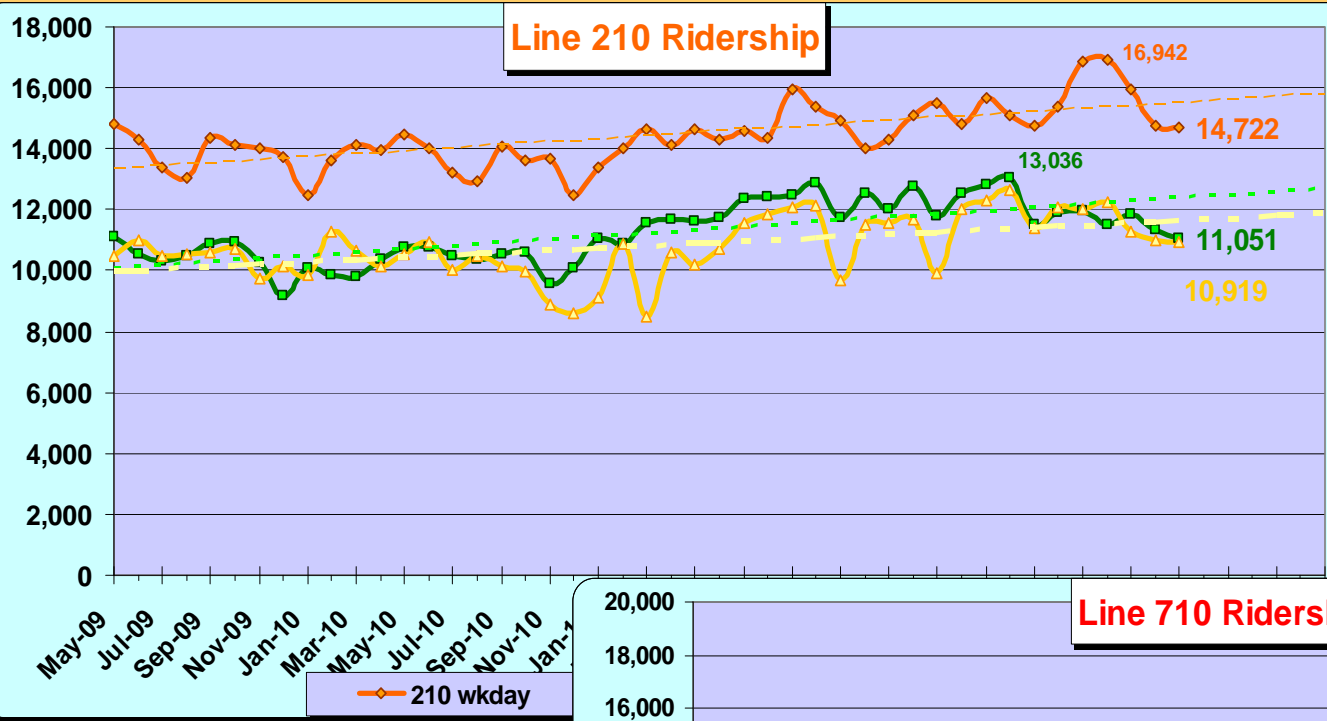
### Three Year Ridership Trends

#### Weekday Ridership by Stop and Time of Day

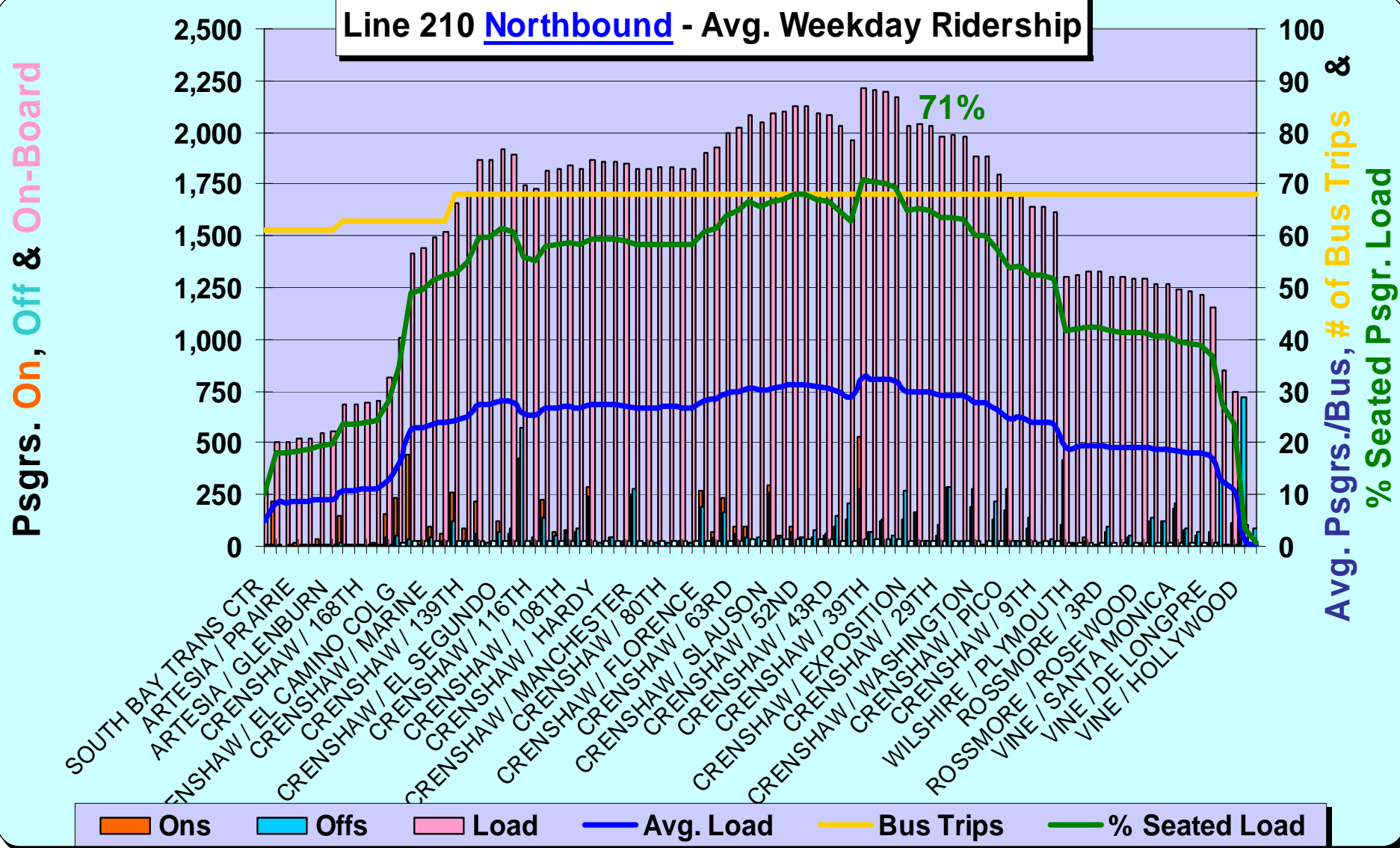


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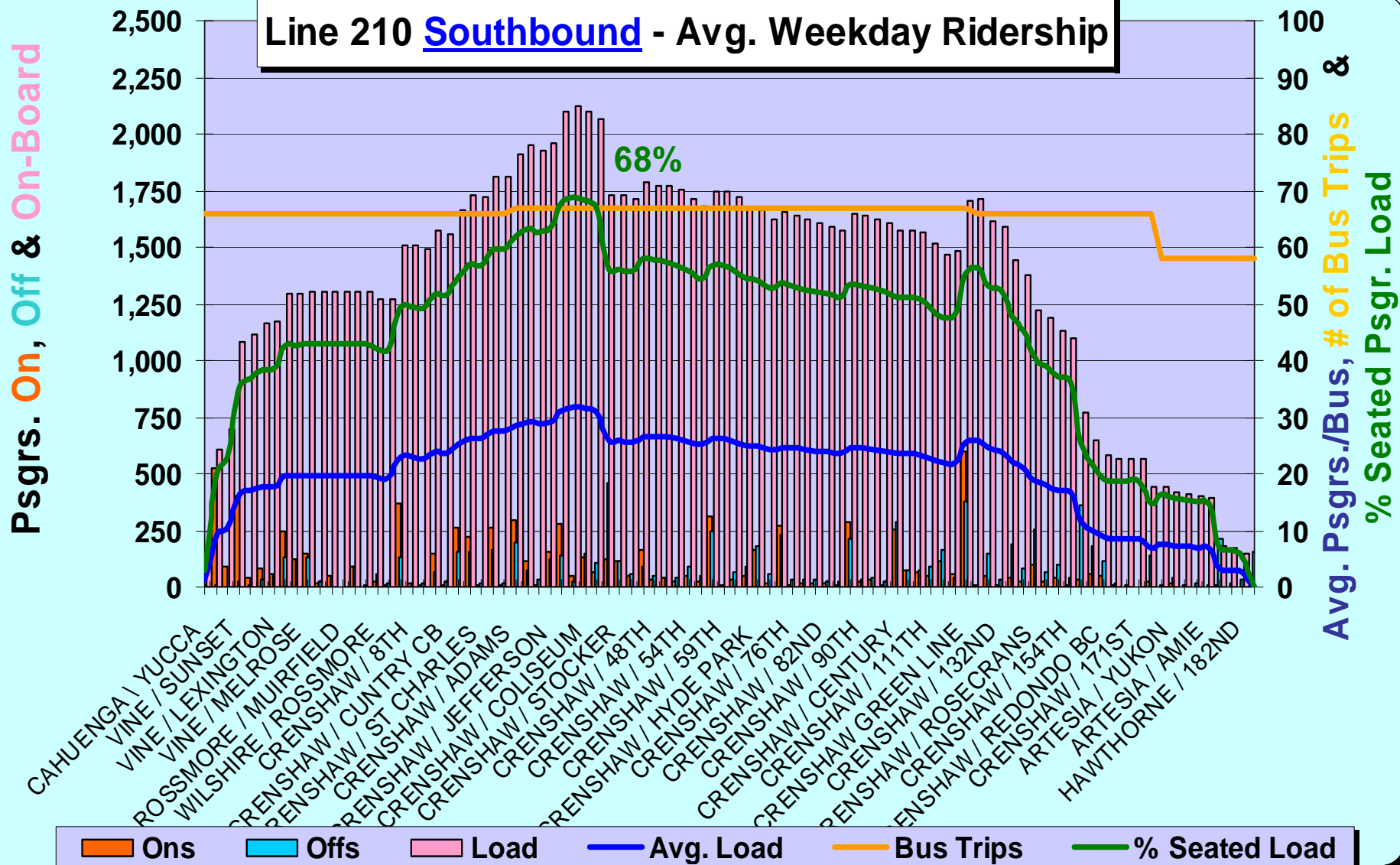
## Weekday Ridership Trends



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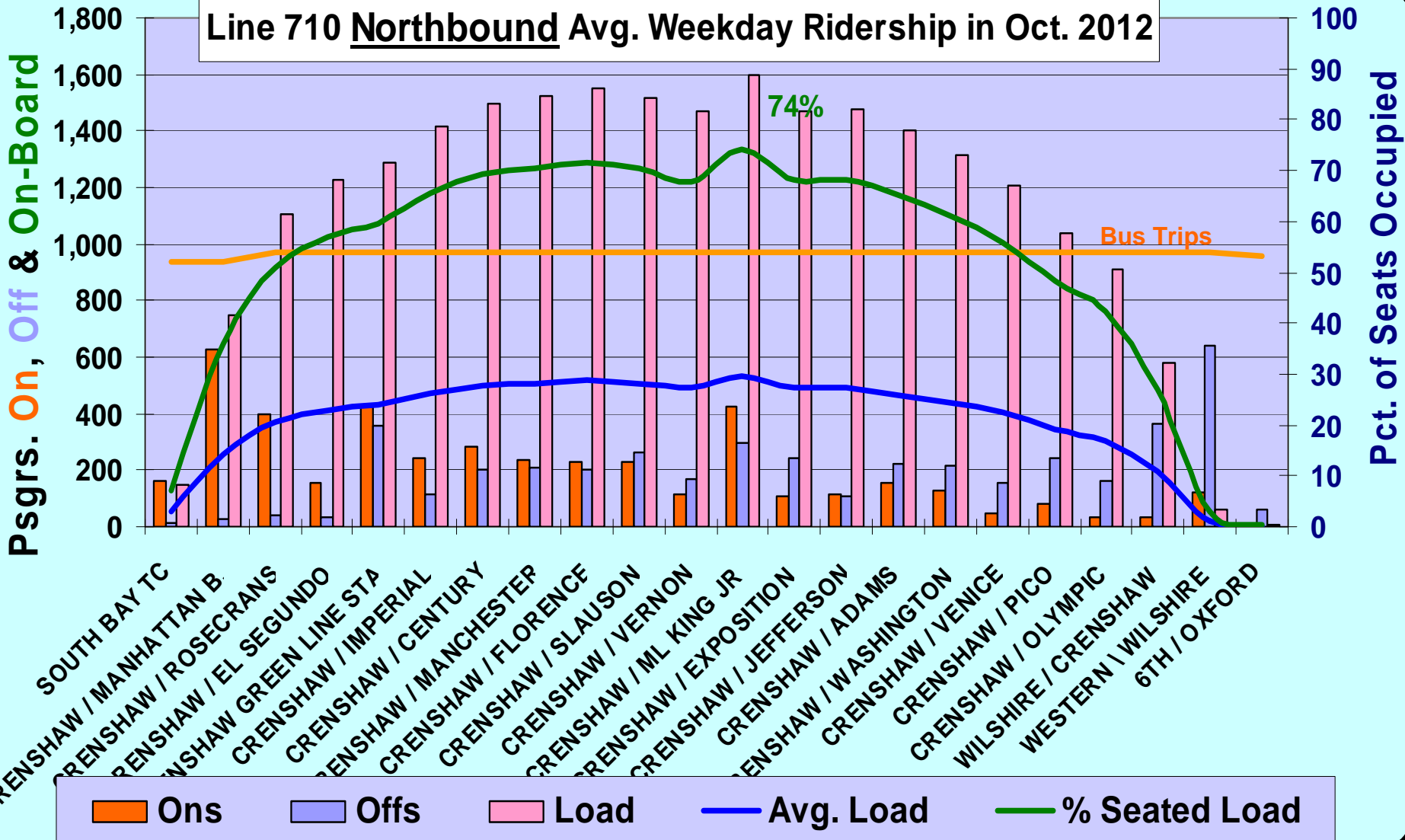


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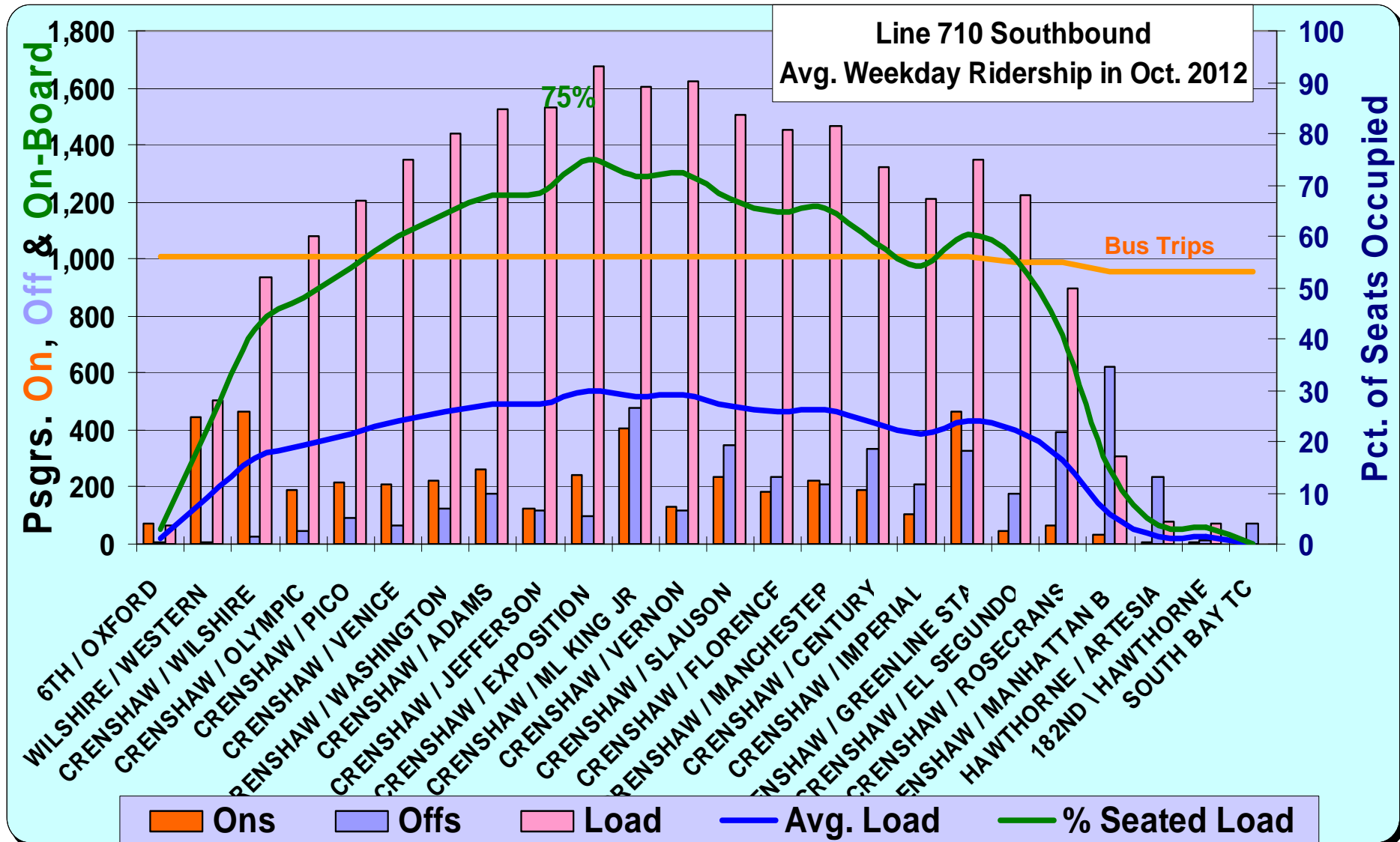


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Line 710 Northbound Avg. Weekday Ridership in Oct. 2012



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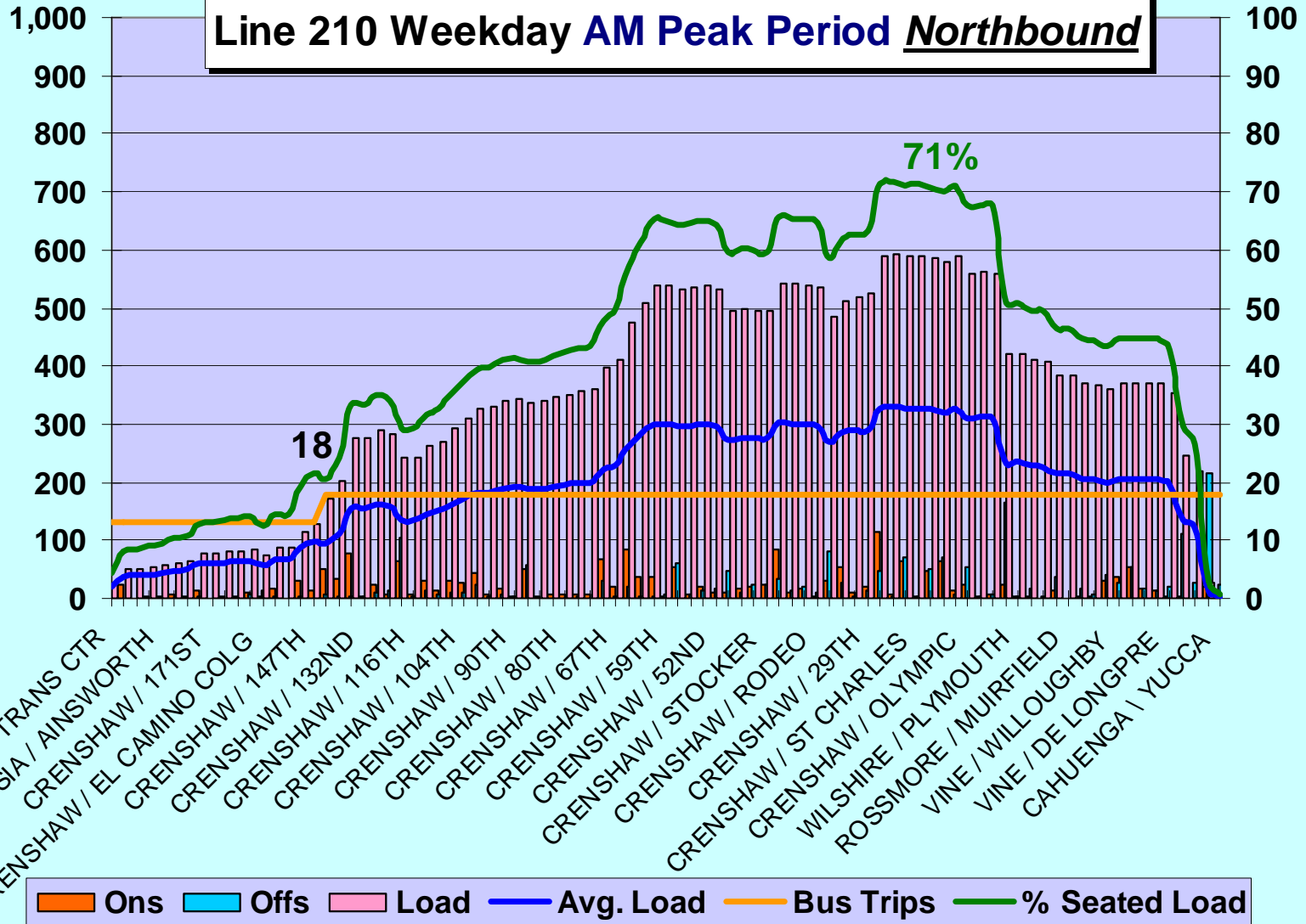


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**Line 210 Weekday AM Peak Period Northbound**

Psgs. On, Off and Total Load

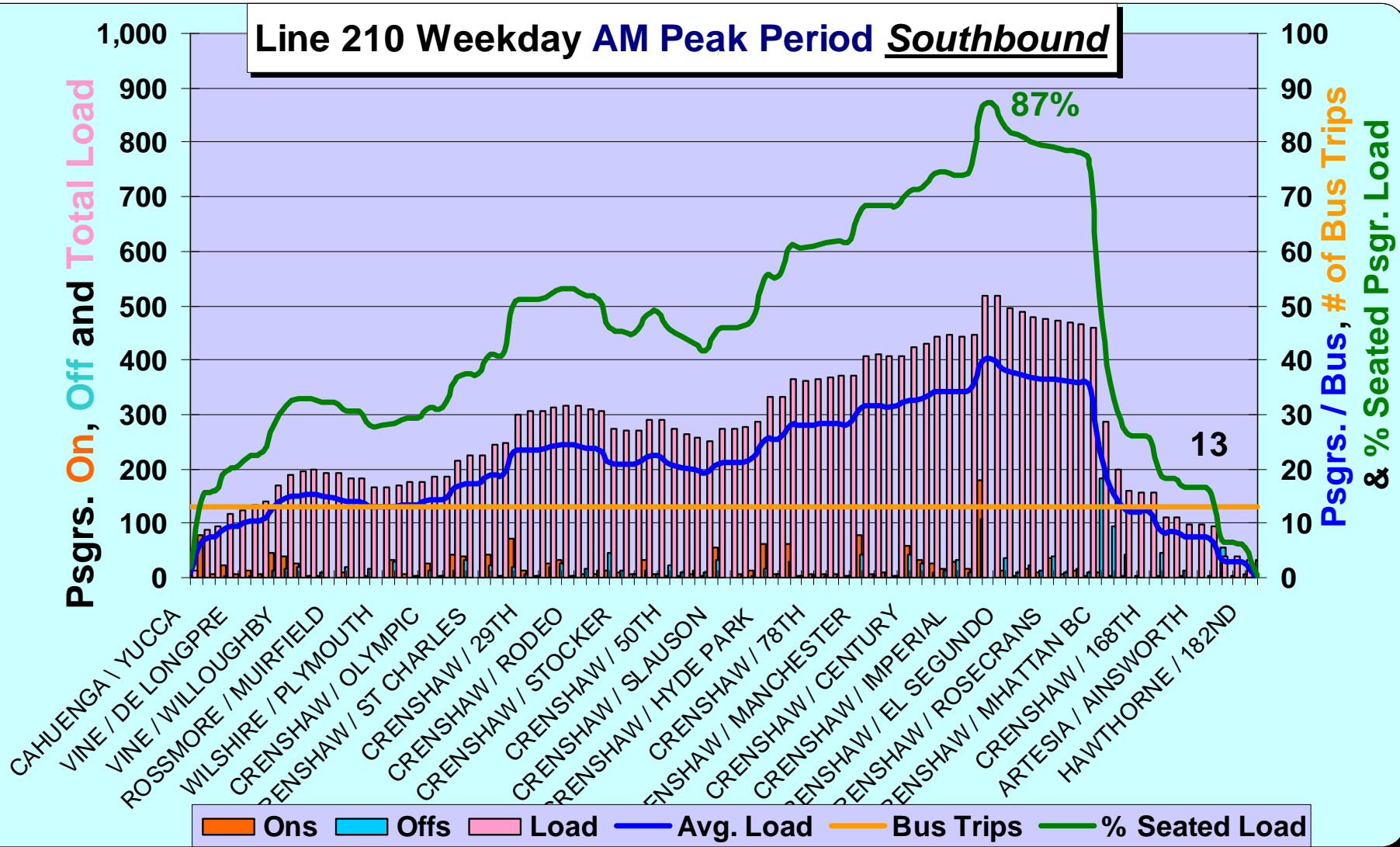
Psgs. / Bus, # of Bus Trips & % Seated Psgr. Load



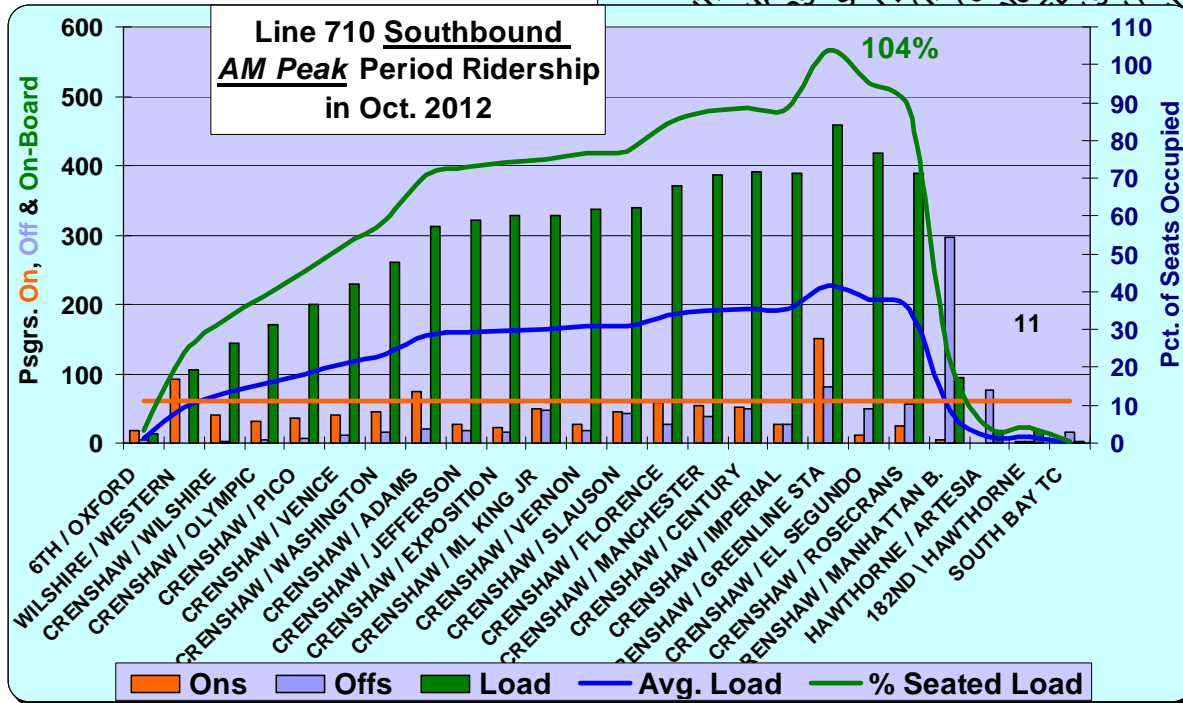
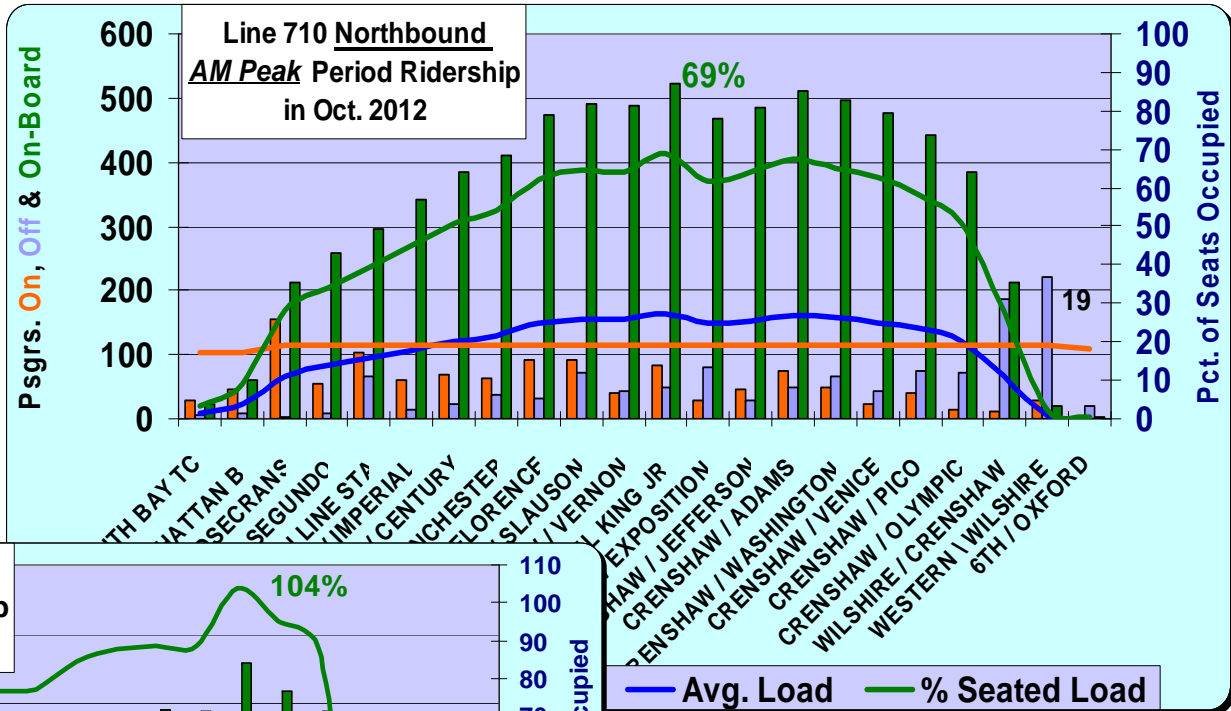
■ Ons   
 ■ Offs   
 ■ Load   
 — Avg. Load   
 — Bus Trips   
 — % Seated Load



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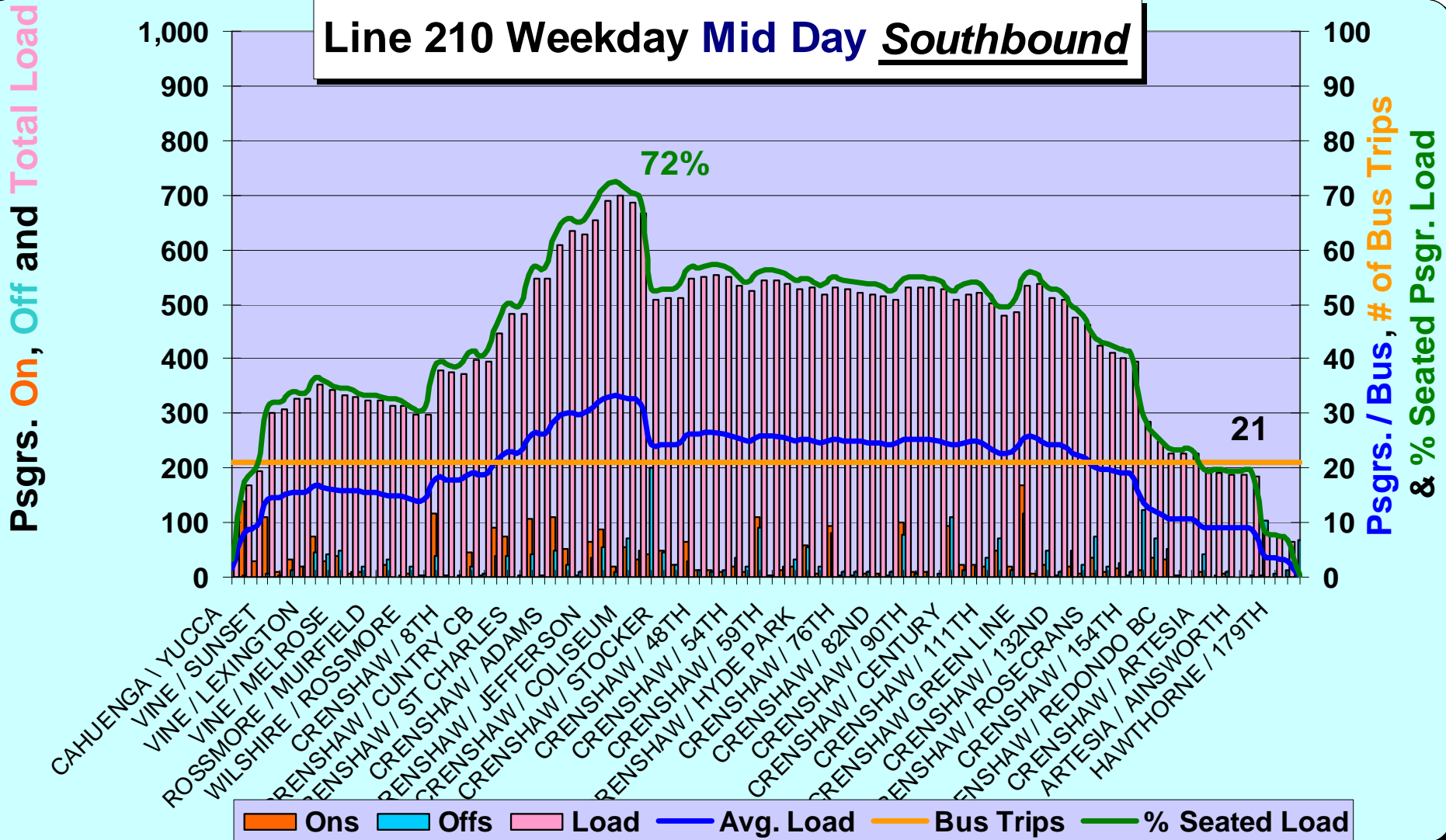


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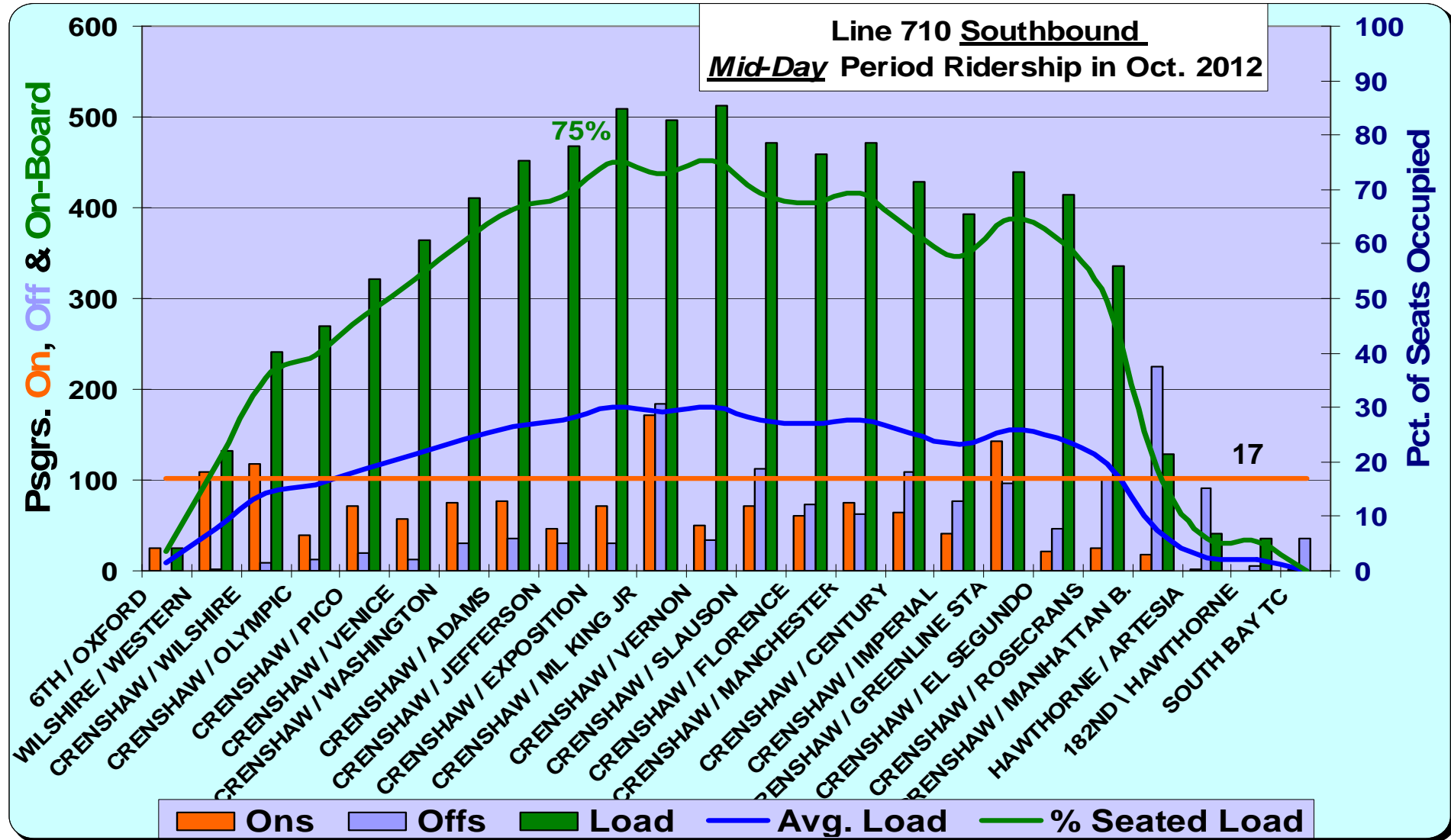




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## Potential Service Modifications to be Considered

- **Cancel Rapid Bus service mid-day and Saturday.**
  - **Improve Line 210 service from 15 min. to every 10 min.**
  - **Establish an alternate route to Wilshire-Western**
- **Add more running time to schedules to improve on-time performance**
  - **May require slight reduction in service levels to offset costs**
- **Consider ending Line 710 at Manhattan Beach Bl.**
- **Consider Line 210 mid-day weekday shortline at Manhattan Beach Bl.**
- **Coordinate with municipal bus operator regarding service south of Manhattan Beach Bl.**
- **Consider late night timed transfer to rail lines**



## Discussion and Public Comment Portion