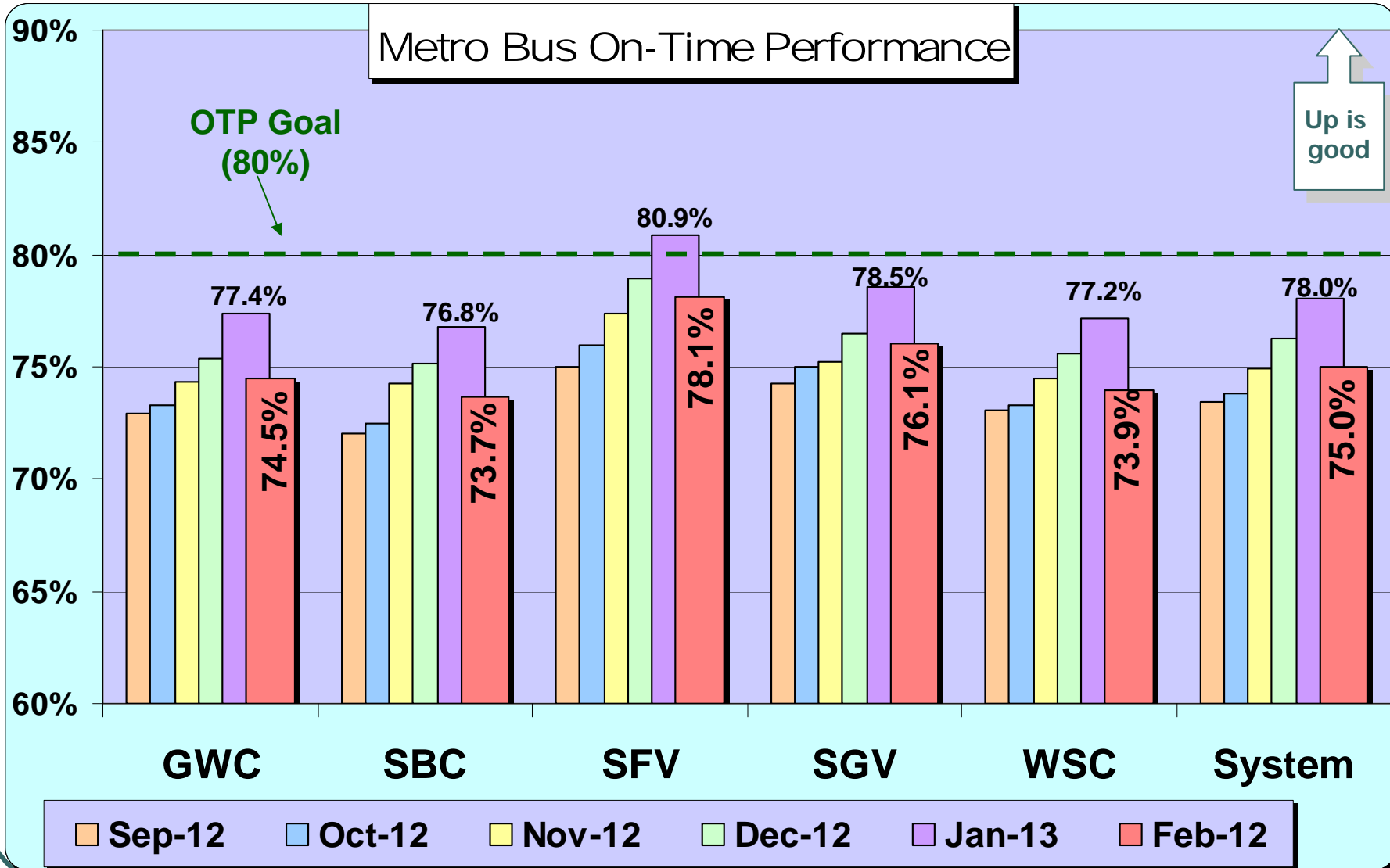


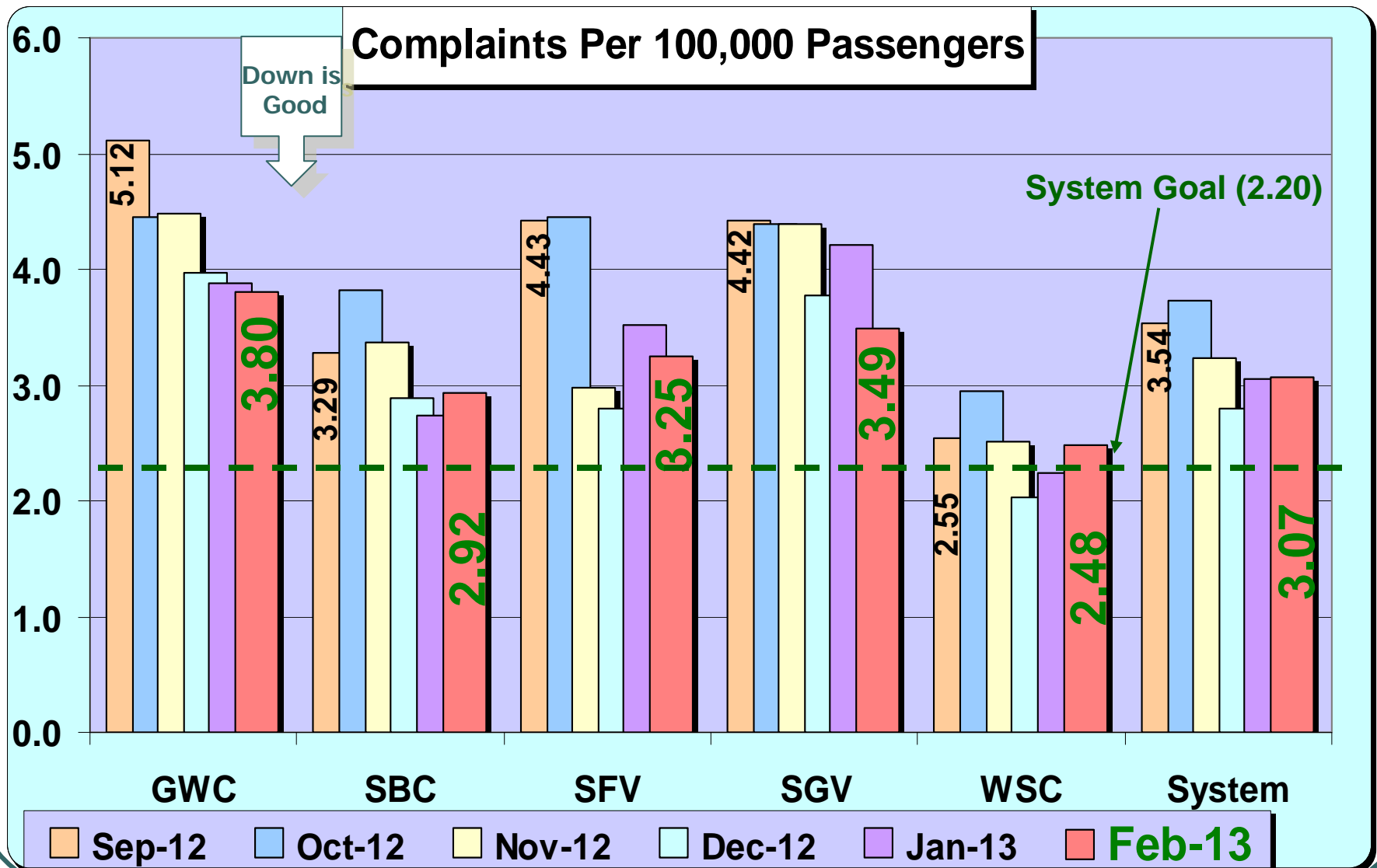
*Metro Gateway Cities
Service Council
April 11, 2013 Meeting*

Performance Report on
February 2013 Service

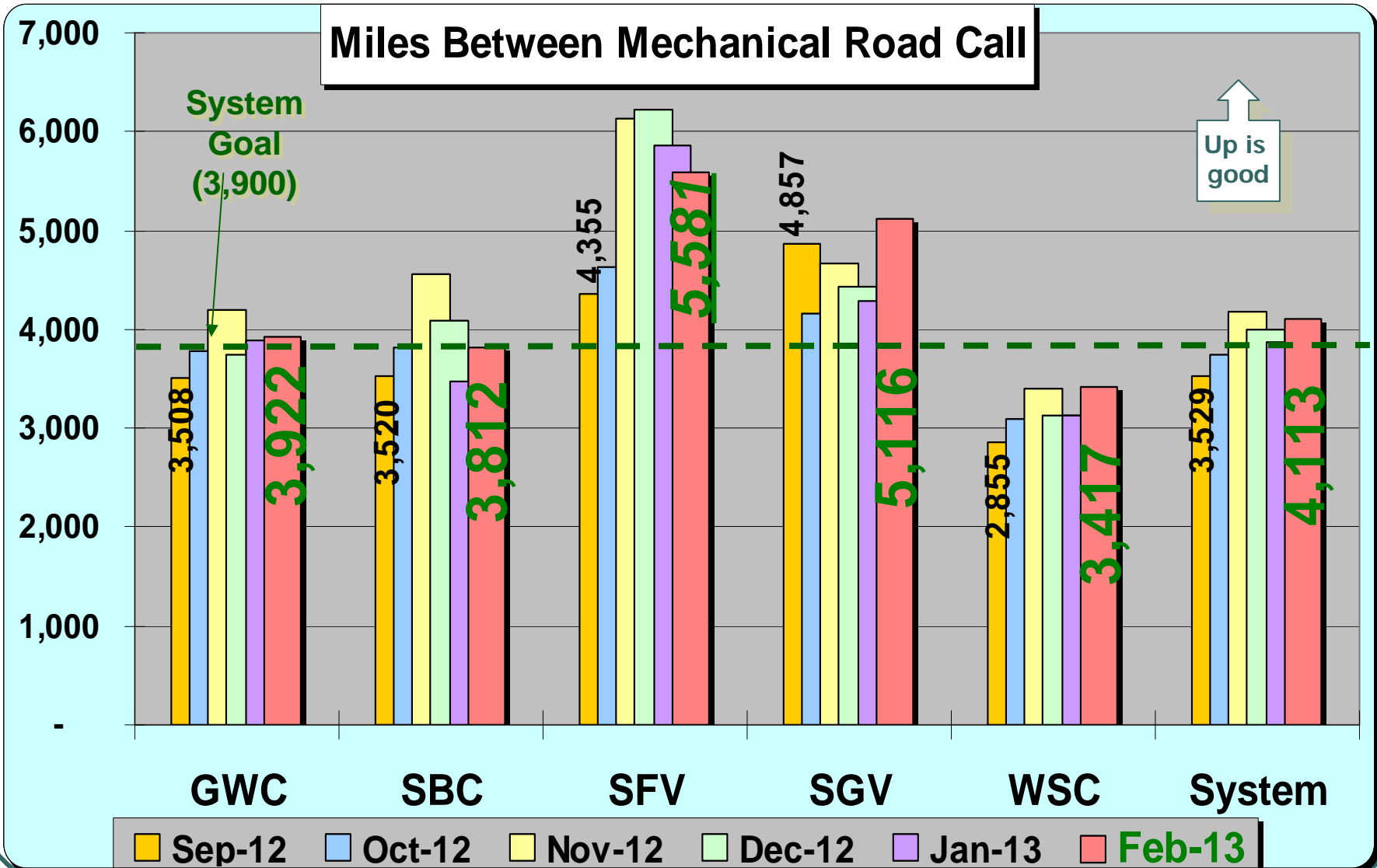
GWC Service Council April 2013 Meeting



GWC Service Council April 2013 Meeting

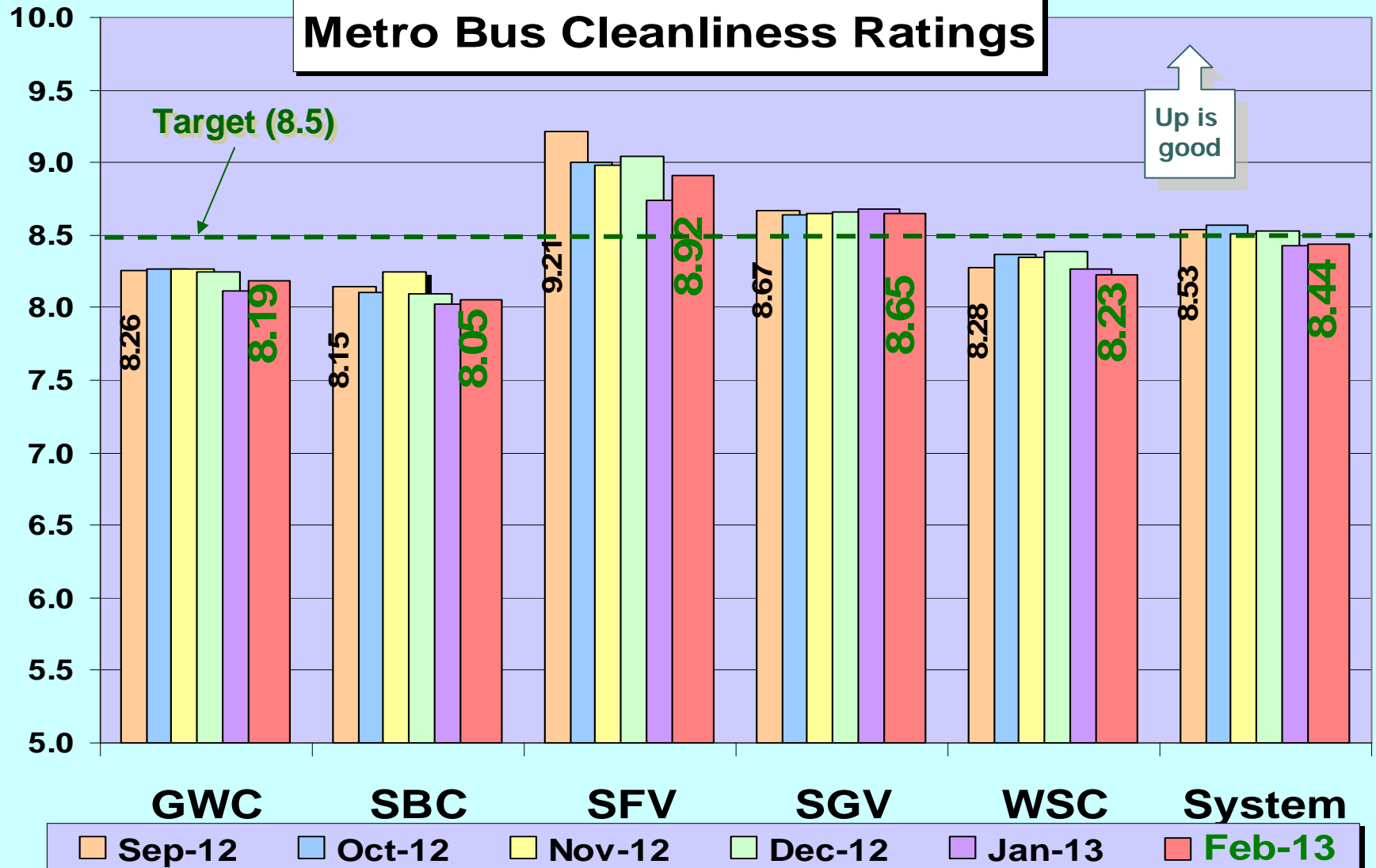


GWC Service Council April 2013 Meeting

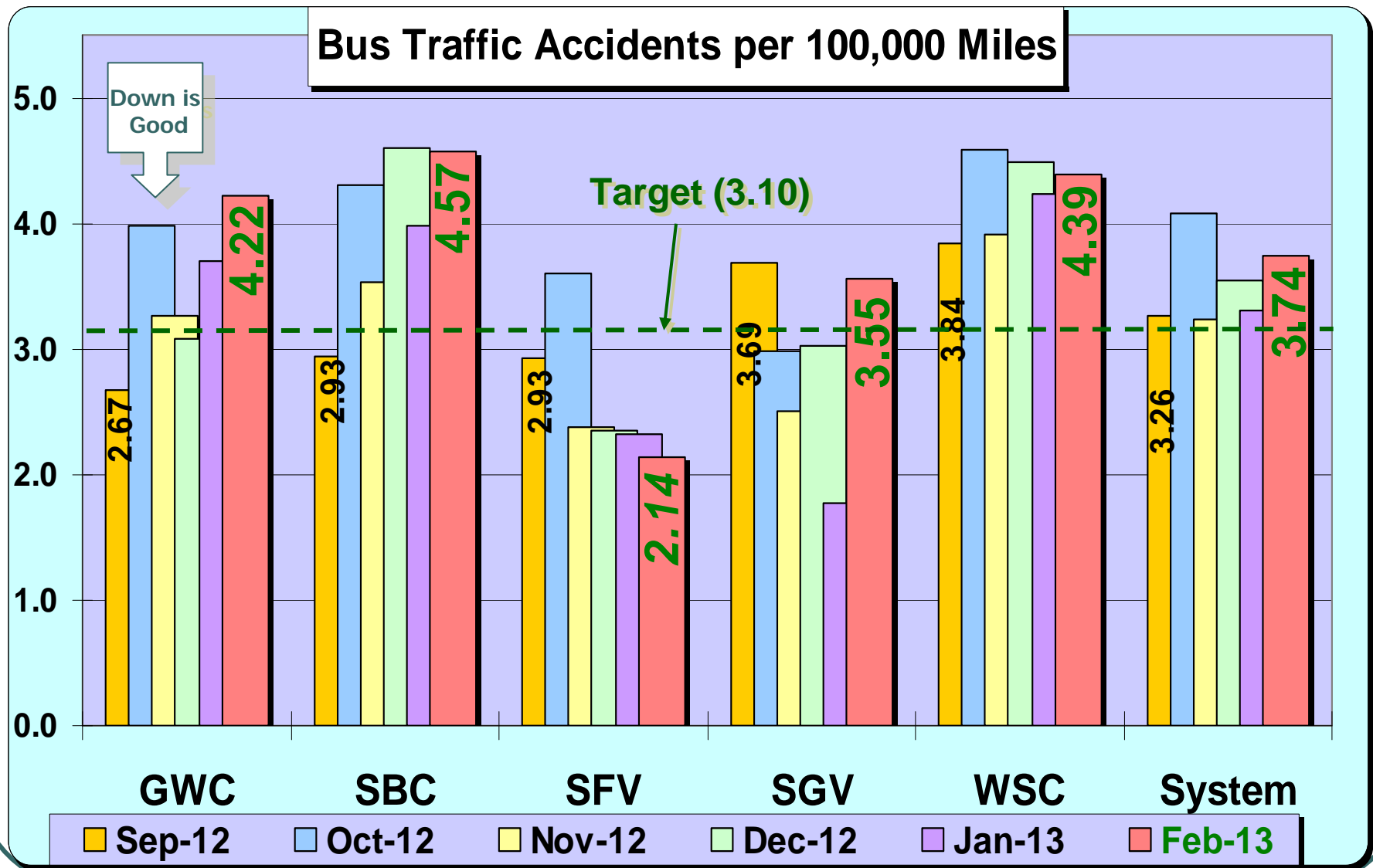


GWC Service Council April 2013 Meeting

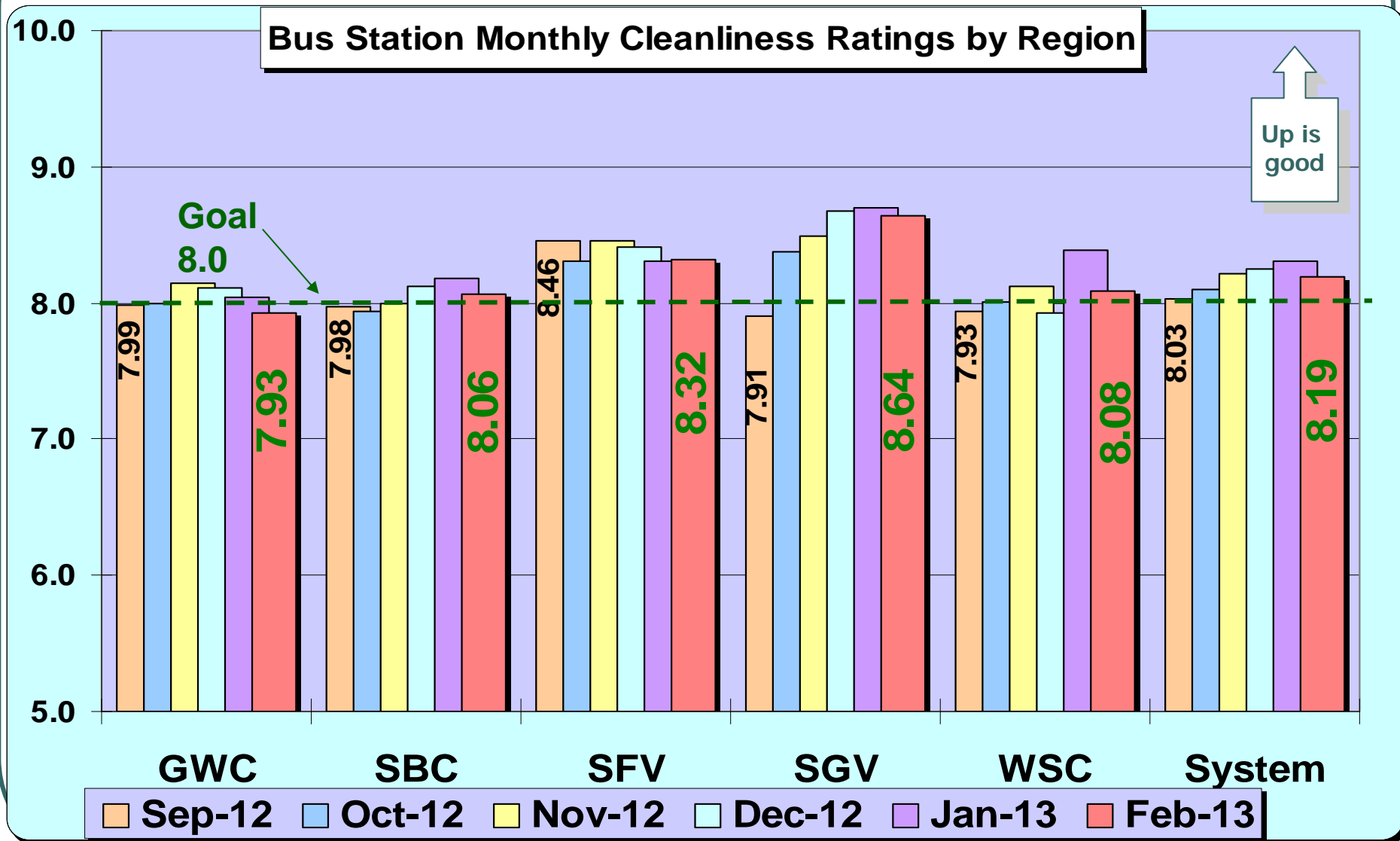
Metro Bus Cleanliness Ratings



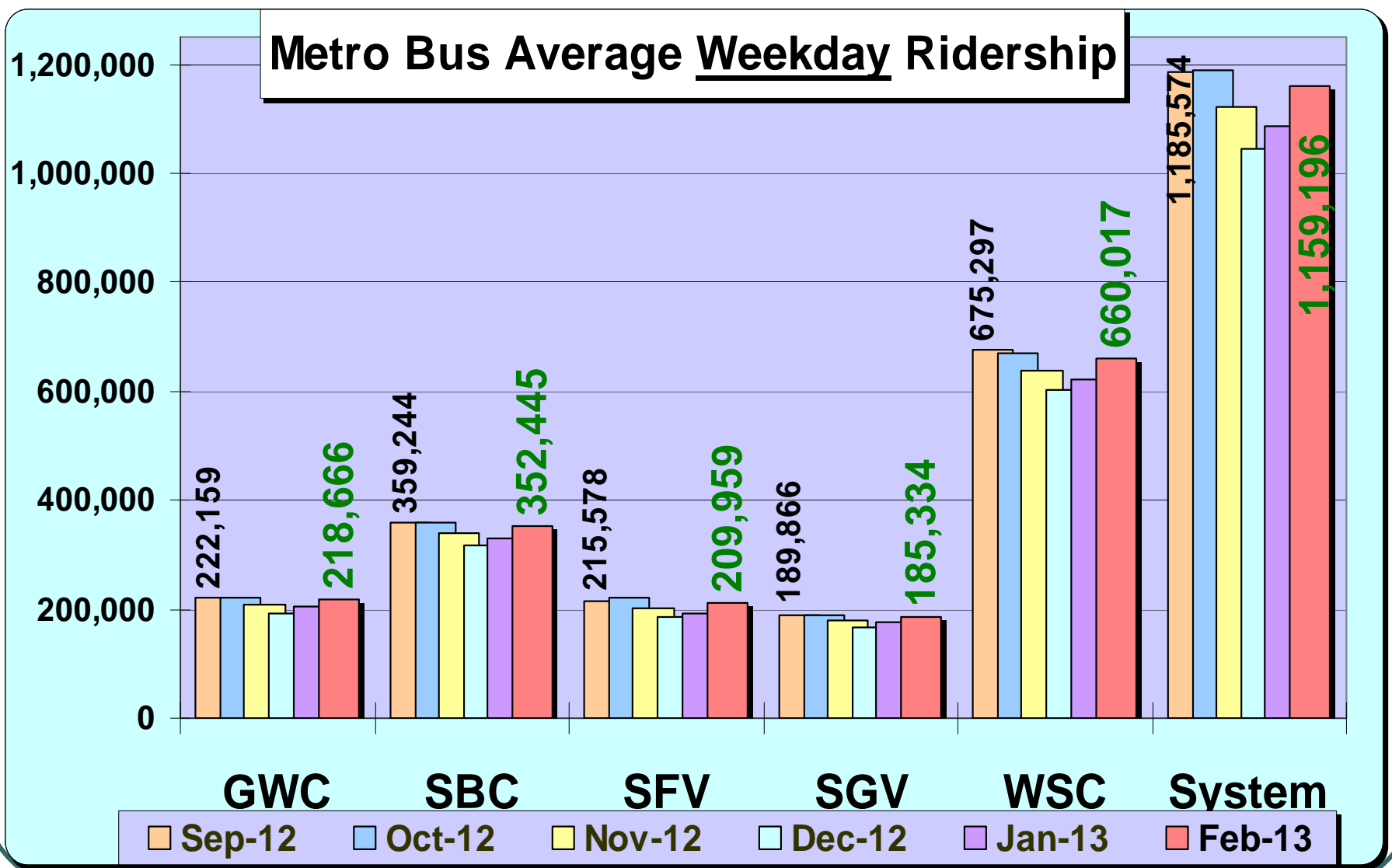
GWC Service Council April 2013 Meeting



GWC Service Council April 2013 Meeting

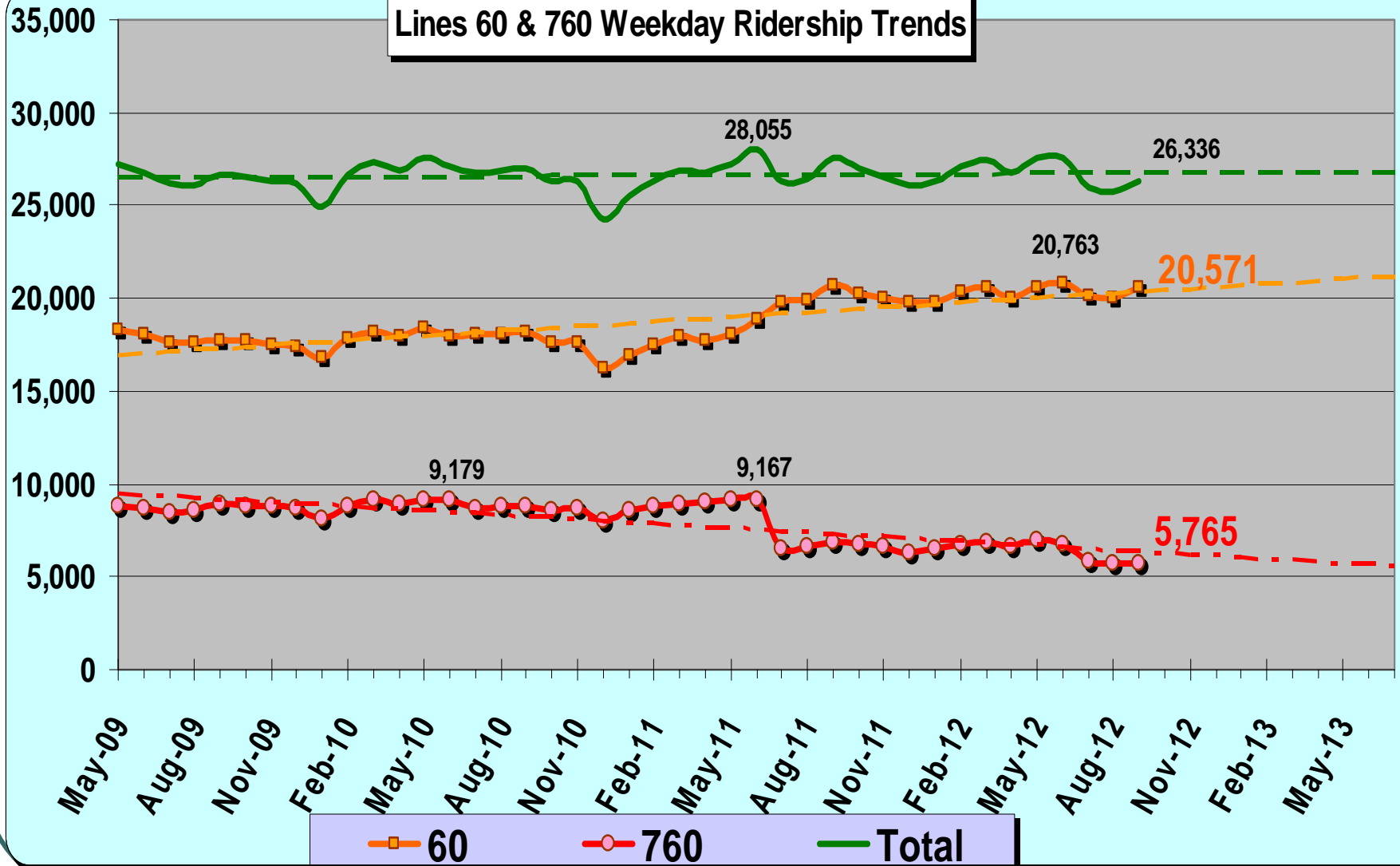


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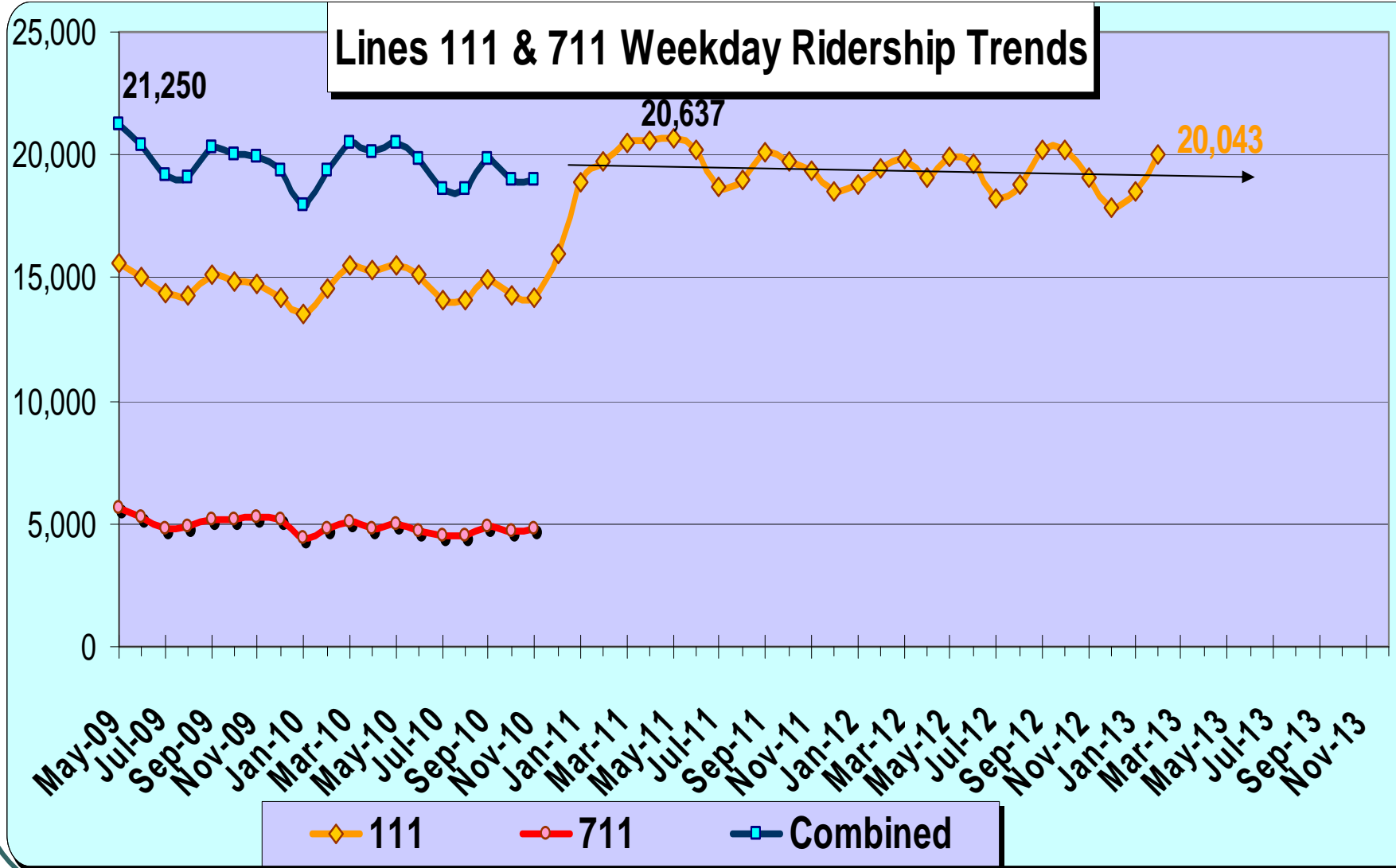


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Lines 60 & 760 Weekday Ridership Trends

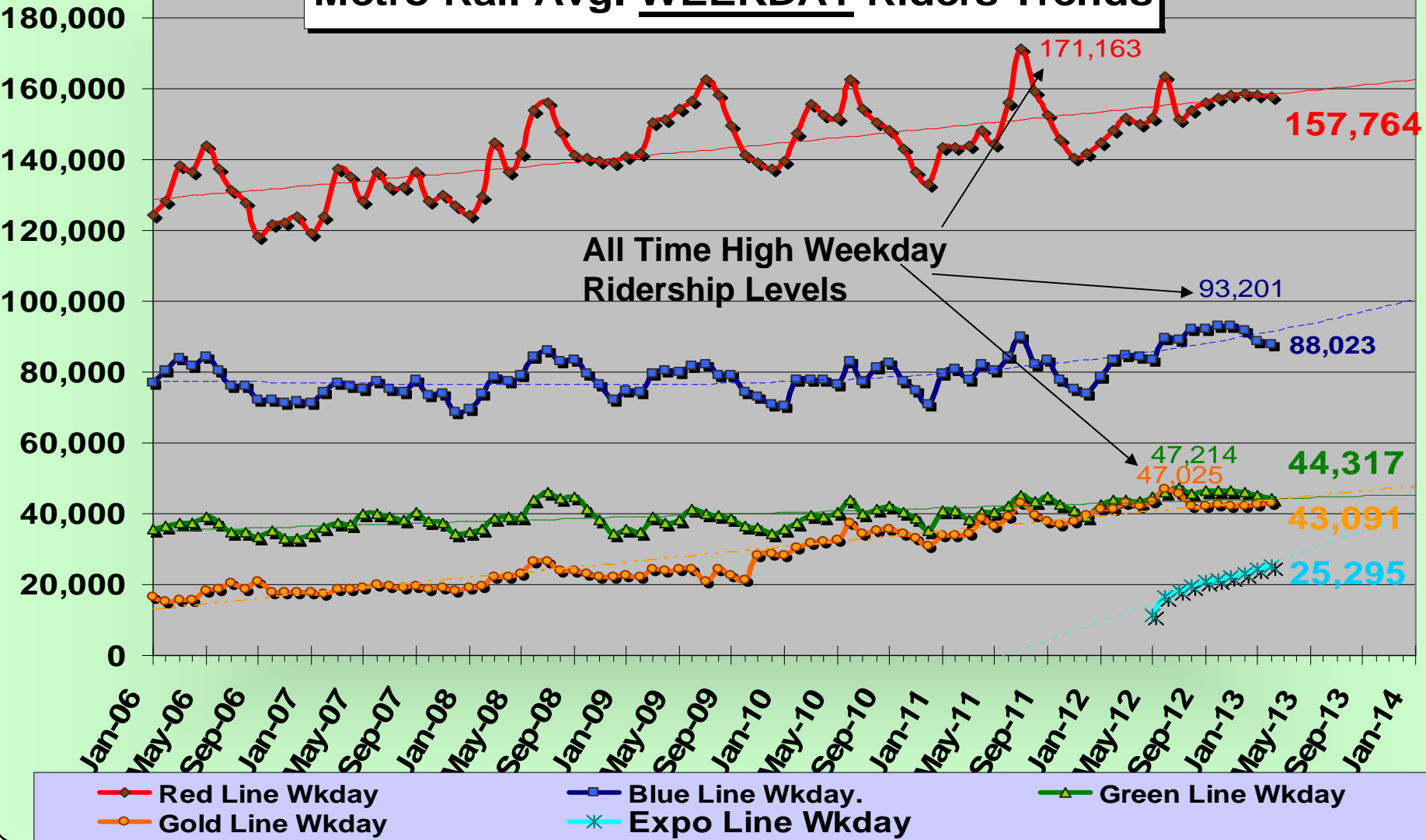


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Metro Rail Avg. WEEKDAY Riders Trends



Wheelchair Pass-ups by Line

From September 2012 thru February 2013 there were 164 Wheelchair pass-up complaints filed.

During this same six-month period there were over 43,000 successful wheelchair boardings on Metro buses.

Any reported wheelchair pass up is a significant event that is investigated by Metro Operations.

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Metro Bus Lines with at Least One Wheelchair Pass Up Complaint Received from Sept. 2012 thru Feb. 2013

| W/C Pass - Ups | Line | G.C. | G.C. | W/C Pass - Ups | Line | G.C. | G.C. | W/C Pass - Ups | Line | G.C. | G.C. |
|----------------|------|------|------|----------------|------|------|------|----------------|------|------|------|
| 12 | 210 | WSC | SBC | 2 | 52 | WSC | GWC | 1 | 16 | WSC | |
| 8 | 720 | WSC | | 2 | 53 | GWC | | 1 | 38 | WSC | |
| 7 | 18 | WSC | | 2 | 68 | WSC | SGV | 1 | 76 | SGV | |
| 7 | 81 | WSC | SBC | 2 | 78 | SGV | | 1 | 91 | SFV | |
| 6 | 55 | GWC | | 2 | 79 | SGV | | 1 | 108 | SBC | GWC |
| 6 | 733 | WSC | | 2 | 83 | WSC | | 1 | 150 | SFV | |
| 5 | 40 | WSC | SBC | 2 | 115 | SBC | GWC | 1 | 152 | SFV | |
| 5 | 105 | WSC | | 2 | 125 | GWC | SBC | 1 | 161 | SFV | |
| 5 | 111 | SBC | GWC | 2 | 163 | SFV | | 1 | 166 | SFV | |
| 5 | 265 | GWC | | 2 | 181 | SGV | WSC | 1 | 202 | SBC | GWC |
| 4 | 2 | WSC | | 2 | 200 | WSC | | 1 | 212 | WSC | SBC |
| 4 | 70 | SGV | | 2 | 205 | GWC | SBC | 1 | 217 | WSC | |
| 4 | 117 | SBC | GWC | 2 | 233 | SFV | | 1 | 246 | SBC | |
| 4 | 207 | WSC | SBC | 2 | 234 | SFV | | 1 | 270 | SGV | GWC |
| 4 | 260 | SGV | GWC | 2 | 240 | SFV | | 1 | 270 | SGV | GWC |
| 3 | 20 | WSC | | 2 | 267 | SGV | | 1 | 485 | SGV | |
| 3 | 30 | WSC | | 2 | 268 | SGV | | 1 | 534 | WSC | |
| 3 | 33 | WSC | | 2 | 603 | WSC | | 1 | 705 | WSC | |
| 3 | 60 | GWC | | 2 | 754 | WSC | SBC | 1 | 734 | SFV | |
| 2 | 14 | WSC | | 2 | 761 | SFV | | 1 | 770 | SGV | |
| 2 | 37 | WSC | | 2 | 901 | SFV | | 1 | 780 | SGV | WSC |
| 164 | | | | | | | | | | | |



Bus On-Time Performance by Line

The Metro Bus Line with the **Worst** OTP in Feb. 2013 is WSC Line 217 (Hollywood Vine Red Line – Culver City Expo Line via Hollywood Bl. & Fairfax Av.)

At 58.8%

The Metro Bus Line with the **Best** OTP in Feb. 2013 (not counting small shuttle Lines) is **GWC** Line 127 (Compton Sta. – Downey via Compton Bl. and Somerset Bl.)

At 90.1%

The following is the listing of Gateway Cities Bus Lines On-Time Performance for the month of February 2013

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Feb. 2013 On-Time Performance -- Ranked by Line Number

| S. C. | Shared | Line | % Early | % On Time | % Late |
|-------|--------|------|---------|-----------|--------|
| WSC | GWC | 10 | 5.8% | 75.1% | 19.0% |
| GWC | | 53 | 3.7% | 79.0% | 17.3% |
| GWC | | 55 | 6.6% | 76.8% | 16.6% |
| GWC | | 60 | 4.6% | 67.2% | 28.2% |
| GWC | | 62 | 3.5% | 80.0% | 16.5% |
| WSC | GWC | 102 | 5.3% | 73.6% | 21.1% |
| SBC | GWC | 108 | 7.9% | 71.4% | 20.7% |
| SBC | GWC | 110 | 6.8% | 75.3% | 17.9% |
| SBC | GWC | 111 | 6.2% | 74.0% | 19.8% |
| SBC | GWC | 115 | 6.0% | 78.2% | 15.8% |
| SBC | GWC | 117 | 5.3% | 74.0% | 20.7% |
| SBC | GWC | 125 | 0.3% | 75.0% | 24.7% |
| GWC | | 127 | 2.6% | 90.1% | 7.4% |
| GWC | | 128 | 1.0% | 83.3% | 15.7% |
| SBC | GWC | 130 | 0.6% | 69.1% | 30.3% |
| SBC | GWC | 202 | 7.7% | 73.6% | 18.7% |

| S. C. | Shared | Line | % Early | % On Time | % Late |
|-------|--------|------|---------|-----------|--------|
| SBC | GWC | 205 | 0.2% | 70.0% | 29.8% |
| WSC | GWC | 251 | 3.7% | 73.8% | 22.5% |
| GWC | SGV | 254 | 0.8% | 72.0% | 27.2% |
| SGV | GWC | 256 | 0.3% | 84.7% | 15.0% |
| SGV | GWC | 258 | 2.3% | 82.1% | 15.6% |
| SGV | GWC | 260 | 5.2% | 70.0% | 24.8% |
| GWC | | 265 | 3.8% | 77.2% | 19.0% |
| GWC | SGV | 266 | 0.2% | 77.9% | 21.9% |
| SGV | GWC | 270 | 0.3% | 69.7% | 30.0% |
| GWC | | 460 | 7.5% | 75.5% | 17.0% |
| GWC | SGV | 577 | 0.4% | 83.9% | 15.7% |
| GWC | | 611 | 3.4% | 74.2% | 22.5% |
| GWC | | 612 | 6.1% | 75.9% | 18.0% |
| WSC | GWC | 751 | 3.3% | 84.1% | 12.5% |
| GWC | | 760 | 2.1% | 71.3% | 26.6% |
| SGV | GWC | 762 | 6.8% | 66.8% | 26.3% |
| GWC | Totals | | 5.4% | 74.5% | 20.1% |

Metro Gateway Cities

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Questions ?