



Metro

Los Angeles County
Metropolitan Transportation Authority

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54

**OPERATIONS COMMITTEE
JUNE 18, 2009**

SUBJECT: FY 2009 3rd Qtr. PERFORMANCE MONITORING DATA

ACTION: RECEIVE AND FILE

RECOMMENDATION

Receive and file this report on FY 2009 3rd Qtr Performance monitoring data.

ISSUE

In March 2009, staff presented FY 2009 2nd Qtr performance data using a new performance monitoring process. The new process compliments the Route Performance Index and focuses more on evaluating the region's mobility improvements and our customers' experience. This report provides a report on the FY 2009 3rd Qtr performance monitoring data.

DISCUSSION

Various performance indicators are used in evaluating our services on a service type and line level basis. Among these is the Route Performance Index (RPI), which is used to flag under-performing lines. This index is a composite rating based on three measures: passenger boardings per service hour, passenger miles per seat mile, and subsidy per passenger. Each service type is evaluated separately. Services with a score of 1.0 are considered performing at an average level within their service type. Services with a score of .60 or lower are performing at least 40 percent below their service type average and, according to the TSP, are candidates for corrective action. Attachment A presents the 3rd Quarter FY 09 RPI scores for each line.

The new process enhances the RPI by balancing the productive use of resources with the region's mobility needs and service quality. Similar to the RPI, lines are evaluated by service type, such as Local, Rapid, etc. However unlike the RPI, in which lines are evaluated as a composite of all time periods and days of week, the new evaluation is done for seven different weekday time periods plus weekend days. This is important because it is easier to identify when lines are not performing well for a particular indicator. While the RPI is a "scoring" mechanism, the new process is a "screening" mechanism, assisting staff in identifying periods or segments of a line where there are opportunities for improvement.

Following is a discussion of the four core values and 11 performance indicators that make up the new process with observations from the 3rd Quarter FY 09 report. Attachment B summarizes the 3rd Qtr. report, Attachment C is a comparison matrix between the 2nd and 3rd quarters.

Availability

Two performance indicators measure Availability: Accessibility and Connectivity. The accessibility indicator ensures that 99% of census tracts with three or more households and/or four or more jobs per acre are within a quarter-mile of fixed route transit. Our service exceeds the accessibility indicator standard. All census tracts within our service area are within a quarter-mile of fixed route transit service.

The connectivity indicator states that direct transfers should be available for all Rapid-to-Rapid and Tier 1 Local-to-Tier 1 Local connections. Analysis shows that while most such connections are available in the system, there are a few of these connections, primarily within downtown Los Angeles, not available to our customers. However, given the density of service in downtown Los Angeles, the missed connections are acceptable as other connections are available for passengers.

Quality

Three performance indicators measure Quality: On-Time Performance, Headway Variability and Customer Complaints. On-Time Performance uses the current standard of one-minute early and five-minutes late. Headway Variability is a new indicator that measures bus bunching for our high-frequency lines with the goal of improving schedule regularity. The analysis shows that on-time performance and headway variability have improved from the 2nd Qtr. to the 3rd Qtr. Nevertheless, On-Time Performance is a persistent problem on most Express routes, and many mid- to low-frequency local routes. Shuttle routes show few problems, and Rapids are not measured by this indicator. Headway Variability is measured on high frequency services and indicates persistent bunching on Rapids and CBD-oriented local bus lines.

The Customer Complaint indicator flags those lines that have a greater rate of complaints than other lines in their service type. The reports identify rates of complaints by service type, with the bottom 15% of lines within each service type targeted for improvement. The rate of customer complaints declined slightly from Q2 to Q3 with highest rates primarily observed on low frequency, non-CBD local bus lines.

Quantity

Two performance indicators measure Quantity: Frequency and Load Factor. Frequency ensures that the level of service is set to meet the passenger demand in a corridor. The standard for Metro Rapid service is set at a minimum of 20-minute frequency, while all other services have a minimum of 60-minute frequency during any time period in which service operates. Virtually all of our lines meet the frequency standard on weekdays. Minimum frequency standards on weekends are not met by 16 of 122 Saturday lines (13.1%)

and 28 of 122 Sunday lines (23.0%). Weekend data for Q2 was not analyzed, so all instances where Q3 weekend service does not meet the minimum frequency target are shown in Appendix B as having deteriorated, which is probably not the case.

The load factor standard states that the average ratio of passengers to seats should not exceed 1.20 during any hour of operation. We meet this criterion very well on weekdays, as there are only a few exceedances of the standard on a daily basis. On weekends, several CBD-oriented local bus lines continue to experience crowding. There was a significant improvement in meeting this criterion in the 3rd Qtr. from the 2nd Qtr.

Effectiveness

Four performance indicators measure Effectiveness: Boardings per Service Hour, Cost per Passenger Mile, Passenger Miles per Seat Mile and Service Viability. Boardings per Service Hour decreased slightly from the 2nd to 3rd Qtr, in line with a slight decrease in bus ridership. Both Cost per Passenger Mile and Passenger Miles per Seat Mile remained roughly the same system-wide from the 2nd Qtr to the 3rd Qtr. This is because we reduced service slightly as ridership decreased.

Service Viability is an indicator that gauges during what time periods a line is operating effectively. Service is deemed effective if at least two of the three other effectiveness measures are met. Our least effective services are several low frequency, non-CBD local bus lines and six Rapids (especially during the Evening hours).

NEXT STEPS

Staff is currently presenting the 3rd Qtr results to the Sector Councils. Staff will continue to report service performance results to the Board on a quarterly basis.

ATTACHMENTS

- A. Route Performance Index
- B. 3rd Qtr. FY09 Summary Report Matrix
- C. 2nd Qtr. to 3rd Qtr. Comparison Matrix

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ATTACHMENT A

| Route Performance Index for Third Quarter | | | | | | |
|---|--------------|--|----------------------|------------------------|----------------------------|-------|
| LINE | Service Type | Line Name | Subsidy per Boarding | Boardings per Rev. Hr. | Pass. Miles Per Seat Miles | Index |
| 2 | Local | DOWNTOWN LA - PACIFIC PALISADES VIA SUNSET BL | 2.24 | 45 | 0.42 | 0.85 |
| 4 | Local | DOWNTOWN LA - SANTA MONICA VIA SANTA MONICA BL | 1.77 | 53 | 0.34 | 0.90 |
| 10 | Local | W HLLYWD - AVALON STA VIA MELROSE AV- SAN PEDRO ST | 2.06 | 48 | 0.37 | 0.85 |
| 14 | Local | BEVERLY HILLS-WLA TRAN TER VIA BEVERLY BL-ADAMS BL | 1.63 | 57 | 0.44 | 1.02 |
| 16 | Local | DOWNTOWN LA - CENTURY CITY VIA WEST 3RD ST | 1.33 | 65 | 0.47 | 1.18 |
| 18 | Local | WILSHIRE CTR-MONTEBELLO VIA 6TH ST-WHITTIER BL | 1.03 | 77 | 0.50 | 1.39 |
| 20 | Local | DOWNTOWN LA - SANTA MONICA VIA WILSHIRE BL | 2.21 | 45 | 0.40 | 0.83 |
| 26 | Local | HOLLYWOOD-COMPTON-ARTESIA TRANS CTR via AVALON BI | 1.36 | 64 | 0.49 | 1.17 |
| 28 | Local | DOWNTOWN LA - CENTURY CITY VIA WEST OLYMPIC BL | 2.00 | 49 | 0.32 | 0.82 |
| 30 | Local | PICO-RIMPAU- ELA COLL VIA PICO BL-1ST ST-FLORAL DR | 1.36 | 64 | 0.37 | 1.08 |
| 33 | Local | DOWNTOWN LA - SANTA MONICA VIA VENICE BL | 2.22 | 45 | 0.51 | 0.92 |
| 35 | Local | DOWNTOWN LA - WLA TRAN TER VIA WASHINGTON BL | 1.40 | 63 | 0.37 | 1.06 |
| 38 | Local | DOWNTOWN LA - WLA TRAN TER VIA JEFFERSON BL | 1.78 | 53 | 0.35 | 0.90 |
| 40 | Local | HAWTHORNE - DOWNTOWN L.A. | 1.53 | 59 | 0.48 | 1.09 |
| 42 | Local | LAX-LA TIJERA-KING BLVD.-DOWNTOWN L.A. | 2.48 | 41 | 0.32 | 0.72 |
| 45 | Local | MONTECITO HEIGHTS-EL SERENO-ROSECRANS VIA BROADWAY | 1.23 | 69 | 0.50 | 1.26 |
| 53 | Local | DOWNTOWN LA - CSU DOMIGUEZ HILLS VIA CENTRAL AV | 1.58 | 58 | 0.44 | 1.05 |
| 55 | Local | DOWNTOWN LA - IMPERIAL STATION via COMPTON Av | 2.08 | 47 | 0.34 | 0.82 |
| 60 | Local | DOWNTOWN LA - ARTESIA STATION via LONG BEACH BI | 1.67 | 56 | 0.46 | 1.02 |
| 62 | Local | DOWNTOWN LA-HAWAIIAN GARDENS VIA TELEGRAPH RD | 3.83 | 29 | 0.43 | 0.66 |
| 66 | Local | WILSHIRE CTR.- MONTEBELLO VIA 8TH ST.- OLYMPIC BL | 1.31 | 66 | 0.42 | 1.14 |
| 70 | Local | EL MONTE VIA GARVEY AVE. | 1.93 | 50 | 0.49 | 0.97 |
| 76 | Local | L A - EL MONTE VIA VALLEY BI | 2.01 | 48 | 0.50 | 0.96 |
| 78 | Local | ARCADIA - SOUTH ARCADIA | 2.29 | 44 | 0.50 | 0.90 |
| 81 | Local | FIGUEROA ST. | 1.87 | 51 | 0.42 | 0.93 |
| 83 | Local | LA - EAGLEROCK YORK BI | 3.09 | 35 | 0.27 | 0.60 |
| 84 | Local | EAGLEROCK - LA- EAST LA COLL - MONT MALL | 2.04 | 48 | 0.30 | 0.79 |
| 90 | Local | DOWNTOWN LA-SUNLAND VIA FOOTHILL BL. GLENDALE AV | 2.65 | 39 | 0.51 | 0.85 |
| 92 | Local | DOWNTOWN LA-BURBANK STA VIA GLENDALE AV. GLENOAKS | 3.01 | 35 | 0.35 | 0.68 |
| 94 | Local | DOWNTOWN LA-SUN VLY/SYLMAR STA VIA SAN FERNANDO RD | 2.45 | 42 | 0.52 | 0.89 |
| 96 | Local | Contract Dwntwn LA - Sherman Oaks Via Griffith Pk-Riverside | 2.80 | 23 | 0.22 | 0.51 |
| 102 | Local | BALDWIN VILLAGE-SOUTH GATE VIA COLISEUM ST | 3.01 | 35 | 0.25 | 0.59 |
| 105 | Local | W HOLLYWOOD - VERNON via LA CIENEGA BI - VERNON Av | 1.47 | 61 | 0.47 | 1.11 |
| 108 | Local | SLAUSON AVENUE | 1.65 | 56 | 0.45 | 1.02 |
| 110 | Local | GAGE-CENTINELA-FOX HILLS MALL | 2.17 | 46 | 0.36 | 0.81 |
| 111 | Local | LAX-Florence Ave. | 1.53 | 59 | 0.41 | 1.04 |
| 115 | Local | MANCHESTER AVE.-FIRESTONE BLVD. | 1.53 | 59 | 0.33 | 0.97 |
| 117 | Local | CENTURY BLVD | 1.75 | 54 | 0.38 | 0.93 |
| 120 | Local | IMPERIAL HWY - AVIATION STATION | 2.77 | 38 | 0.30 | 0.66 |
| 121 | Local | IMPERIAL STATION-WHITTWOOD MALL VIA IMPERIAL HWY | 3.37 | 32 | 0.32 | 0.61 |
| 124 | Local | EL SEGUNDO BL. - SANTA FE AV. | 3.42 | 32 | 0.24 | 0.54 |
| 125 | Local | Contract El Segundo - Norwalk/I-605 Station via Rosecrans Av | 0.98 | 49 | 0.30 | 1.07 |
| 126 | Local | YUKON AV - MANHATTAN BEACH BL | 8.28 | 14 | 0.11 | 0.24 |
| 127 | Local | COMPTON STA-DOWNEY VIA COMPTON BL & SOMERSET BL | 3.87 | 29 | 0.24 | 0.50 |

ATTACHMENT A

| LINE | Service Type | Line Name | Subsidy per Boarding | Boardings per Rev. Hr. | Pass. Miles Per Seat Miles | Index |
|------|--------------|---|----------------------|------------------------|----------------------------|-------|
| 128 | Local | Contract Compton - La Mirada via Alondra Bl | 1.21 | 43 | 0.34 | 0.97 |
| 130 | Local | Contract Redondo Beach-Los Cerritos Ctr. via Artesia Bl | 1.48 | 38 | 0.32 | 0.85 |
| 150 | Local | CANOGA PARK OR NORTHRIDGE-UNIVERSAL CITY | 2.47 | 41 | 0.29 | 0.70 |
| 152 | Local | WOODLAND HILLS-N HOLLYWOOD STA VIA ROSCOE BL | 1.68 | 55 | 0.46 | 1.02 |
| 154 | Local | TARZANA-BURBANK STA VIA OXNARD ST. BURBANK BL | 4.92 | 23 | 0.19 | 0.40 |
| 155 | Local | UNIVERSAL CTY-BURBANK STA VIA RIVERSIDE/ALAMEDA AV | 3.55 | 31 | 0.26 | 0.54 |
| 156 | Local | PANORAMA/VAN NUYS-HOLLYWOOD VIA CHANDLER/CAHUENGA | 4.75 | 24 | 0.18 | 0.40 |
| 158 | Local | CHATSWORTH STA-SHERMAN OAKS VIA DEVONSHIRE.WOODMAN | 2.64 | 39 | 0.29 | 0.67 |
| 161 | Local | THOUSAND OAKS-AGOURA HILLS-CALABASAS-WARNER CTR | 5.36 | 22 | 0.29 | 0.46 |
| 163 | Local | WEST HILLS-HOLLYWOOD/WEST HILLS-N HOLLYWOOD | 1.70 | 55 | 0.45 | 1.01 |
| 164 | Local | WEST HILLS-BURBANK VIA VICTORY BL | 2.29 | 44 | 0.34 | 0.78 |
| 165 | Local | WEST HILLS-BURBANK VIA VANOWEN ST | 1.84 | 52 | 0.39 | 0.92 |
| 166 | Local | CHATSWORTH STA-SUN VALLEY VIA NORDHOFF. OSBORNE ST | 2.18 | 46 | 0.37 | 0.82 |
| 167 | Local | Contract Chatsworth Station - Studio City via Plummer-Coldwater | 2.46 | 26 | 0.21 | 0.54 |
| 168 | Local | CHATSWORTH STA-SAN FERNANDO VIA LASSEN. PAXTON ST | 5.98 | 20 | 0.16 | 0.33 |
| 169 | Local | WEST HILLS-SUNLAND VIA SATICOY ST. SUNLAND BL | 2.93 | 36 | 0.30 | 0.65 |
| 175 | Local | FOUNTAIN AV. - TALMADGE ST. - HYPERION AV. | 2.01 | 49 | 0.19 | 0.71 |
| 176 | Local | GARVANZA - ALHAMBRA - EL MONTE | 3.49 | 31 | 0.23 | 0.53 |
| 177 | Local | Contract JPL - Pasadena - Sierra Madre Gold Line Station | 7.21 | 10 | 0.12 | 0.23 |
| 180 | Local | HOLLYWOOD-GLENDALE-PASADENA | 2.41 | 42 | 0.36 | 0.77 |
| 183 | Local | SHERMAN OAKS-GLENDALE VIA MAGNOLIA BL | 3.78 | 29 | 0.28 | 0.55 |
| 200 | Local | ECHO PK-EXPOSITION PK VIA ALVARADO ST-HOOVER ST | 0.92 | 82 | 0.40 | 1.39 |
| 201 | Local | SILVERLAKE BL. | 4.36 | 26 | 0.24 | 0.48 |
| 202 | Local | WILLOWBROOK-COMPTON-WILMINGTON | 8.27 | 15 | 0.11 | 0.24 |
| 204 | Local | VERMONT AVENUE | 0.61 | 102 | 0.52 | 1.91 |
| 205 | Local | Contract San Pedro - Willowbrook | 1.60 | 36 | 0.31 | 0.80 |
| 206 | Local | NORMANDIE AVENUE | 1.16 | 71 | 0.46 | 1.26 |
| 207 | Local | WESTERN AVENUE | 0.89 | 84 | 0.51 | 1.51 |
| 209 | Local | VAN NESS-ARLINGTON AVES. | 5.35 | 22 | 0.21 | 0.40 |
| 210 | Local | VINE ST.-CRENSHAW BLVD. | 1.46 | 61 | 0.49 | 1.13 |
| 211 | Local | PRAIRIE AVE. - INGLEWOOD AVE. | 4.78 | 24 | 0.16 | 0.38 |
| 212 | Local | LA BREA AVE. | 1.51 | 60 | 0.49 | 1.11 |
| 214 | Local | Contract Broadway/Main Street Loop | 3.66 | 19 | 0.10 | 0.34 |
| 217 | Local | SUNSET STA - WLA TRAN VIA HOLLYWOOD BL-FAIRFAX AV | 1.67 | 56 | 0.42 | 1.00 |
| 218 | Local | Contract Studio Cty - Cedars Sinai Medical Center via - Laurel Canyon Fai | 3.23 | 21 | 0.35 | 0.57 |
| 220 | Local | W HOLLYWOOD - CULVER CITY VIA ROBERTSON BL | 6.96 | 17 | 0.14 | 0.29 |
| 222 | Local | SUN VALLEY - HOLLYWOOD VIA HOLLYWOOD WAY/CAHUENGA | 5.65 | 21 | 0.23 | 0.41 |
| 224 | Local | SYLMAR-UNIVERSAL CTY VIA SAN FERNANDO. LANKERSHIM | 1.79 | 53 | 0.39 | 0.93 |
| 230 | Local | SYLMAR STA-ENCINO/SYLMAR STA-STUDIO CITY | 2.17 | 46 | 0.34 | 0.80 |
| 232 | Local | Contract Long Beach - LAX | 1.28 | 42 | 0.40 | 0.99 |
| 233 | Local | LAKE VIEW TERR-SHERMAN OAKS VIA VAN NUYS BL | 1.01 | 78 | 0.36 | 1.28 |
| 234 | Local | SYLMAR-SHERMAN OAKS VIA SEPULVEDA BL | 1.70 | 55 | 0.45 | 1.01 |
| 236 | Local | SYLMAR STA-ENCINO/ENCINO-SHERMAN OAKS | 3.27 | 33 | 0.27 | 0.58 |
| 243 | Local | PORTER RNCH-WOODLAND HILS VIA TAMPA AV/WINNETKA AV | 3.17 | 34 | 0.19 | 0.52 |
| 245 | Local | CHATSWORTH STA-WOODLND HLS VIA DE SOTO/OPANGA CYN | 1.71 | 55 | 0.33 | 0.91 |

ATTACHMENT A

| LINE | Service Type | Line Name | Subsidy per Boarding | Boardings per Rev. Hr. | Pass. Miles Per Seat Miles | Index |
|------|--------------|---|----------------------|------------------------|----------------------------|-------|
| 251 | Local | SOTO ST- CALIFORNIA AV- DALY ST | 1.83 | 52 | 0.43 | 0.96 |
| 252 | Local | HUNTINGTON DR. - SOTO ST. SHUTTLE | 2.39 | 42 | 0.20 | 0.64 |
| 254 | Local | Contract Boyle Heights - 103rd St. Station via Lorena St.-Boyle Av | 2.96 | 22 | 0.14 | 0.42 |
| 256 | Local | Contract Eastern Ave. - Ave. 64 - N. Hill Ave. | 2.98 | 22 | 0.17 | 0.45 |
| 258 | Local | GARFIELD AV - EASTERN AV - ARIZONA AV | 4.21 | 27 | 0.23 | 0.48 |
| 260 | Local | ARTESIA STATION-PASADENA-ALTADENA | 1.69 | 55 | 0.42 | 0.99 |
| 265 | Local | PICO RIVERA - LAKEWOOD CTR MALL VIA PARAMOUNT BL | 3.70 | 30 | 0.31 | 0.57 |
| 266 | Local | Contract S Madre Station - Lakewood Ctr. Mall via Rosemead Bl | 1.17 | 44 | 0.28 | 0.94 |
| 267 | Local | EL MONTE - ALTADENA - CITY OF HOPE | 3.51 | 31 | 0.28 | 0.57 |
| 268 | Local | BALDWIN AVE.- WASHINGTON BLVD. | 3.51 | 31 | 0.28 | 0.57 |
| 270 | Local | Contract Monrovia - Norwalk/I-605 Station via Peck Rd | 1.74 | 34 | 0.29 | 0.74 |
| 287 | Local | SIERRA MADRE-EL MONTE-MONTBELLO MALL | 4.85 | 24 | 0.21 | 0.42 |
| 290 | Local | SYLMAR-SUNLAND VIA FOOTHILL BL | 4.10 | 27 | 0.21 | 0.46 |
| 292 | Local | SYLMAR STA-BURBANK STA VIA GLENOAKS BL | 3.31 | 33 | 0.25 | 0.56 |
| 305 | Local | CROSSTOWN BUS | 4.29 | 26 | 0.34 | 0.56 |
| 439 | Express | LA - LAX - REDONDO BEACH EXPRESS | 9.43 | 13 | 0.19 | 0.44 |
| 442 | Express | HAWTHORNE - DOWNTOWN LA | 7.56 | 16 | 0.25 | 0.55 |
| 444 | Express | LA - TORRANCE - RANCHO PALOS VERDES | 3.88 | 29 | 0.44 | 1.01 |
| 445 | Express | LA -SAN PEDRO PARK RIDE EXPRESS | 5.26 | 22 | 0.43 | 0.84 |
| 446 | Express | LA - SAN PEDRO EXPRESS | 4.33 | 26 | 0.31 | 0.84 |
| 450 | Express | SUPER EXPRESS | 2.61 | 40 | 0.43 | 1.29 |
| 460 | Express | DOWNTOWN LA-DISNEYLAND VIA HARBOR TWAY-105 FWY | 5.24 | 22 | 0.47 | 0.87 |
| 484 | Express | LA - VALLEY BL - POMONA | 3.17 | 34 | 0.50 | 1.19 |
| 485 | Express | LA - FREMONT AVE. - LAKE AVE. | 3.91 | 28 | 0.31 | 0.90 |
| 487 | Express | LA - SIERRA MADRE - EL MONTE EXPRESS | 3.94 | 28 | 0.37 | 0.94 |
| 490 | Express | LA - COVINA - POMONA | 2.74 | 38 | 0.56 | 1.35 |
| 534 | Express | MALIBU - WLA TRAN TER VIA PACIFIC COAST HWY | 5.55 | 21 | 0.43 | 0.81 |
| 550 | Express | W. HOLLYWOOD - SAN PEDRO EXPRESS | 4.75 | 24 | 0.32 | 0.80 |
| 577 | Express | Contract Metro Express (Long Beach - El Monte via 22 Fwy, I-605 Fwy & I-10 Fwy) | 6.53 | 11 | 0.22 | 0.50 |
| 603 | Shuttle | Contract Glendale - Grand Sta. via San Fernando - Rampart Bl | 1.53 | 37 | 0.31 | 1.43 |
| 605 | Shuttle | Contract Grande Vista St - USC Hospital Shuttle | 0.90 | 52 | 0.26 | 1.90 |
| 607 | Shuttle | Contract North Inglewood Community Shuttle circular (both directions) | 10.05 | 8 | 0.07 | 0.28 |
| 608 | Shuttle | Contract Crenshaw Connection: Crenshaw Bl. - 39th St. - Westside Av. - Normandie Av | 10.73 | 7 | 0.06 | 0.25 |
| 611 | Shuttle | HUNTINGTON PARK SHUTTLE | 3.31 | 33 | 0.23 | 0.95 |
| 612 | Shuttle | SOUTH GATE SHUTTLE | 4.30 | 26 | 0.22 | 0.81 |
| 620 | Shuttle | BOYLE HEIGHTS SHUTTLE | 5.87 | 20 | 0.15 | 0.58 |
| 625 | Shuttle | Contract Metro Green Line Shuttle | 5.73 | 13 | 0.09 | 0.42 |
| 634 | Shuttle | Contract Mission College - Metrolink Sylmar Station via Hubbard St | 2.33 | 27 | 0.23 | 1.01 |
| 645 | Shuttle | WEST HILLS-WARNER CTR VIA VALLEY CIR. MULHOLLAND | 6.27 | 19 | 0.12 | 0.52 |
| 665 | Shuttle | CAL STATE LA - CITY TERRACE SHUTTLE | 4.09 | 27 | 0.17 | 0.76 |
| 685 | Shuttle | GLENDALE COMM COLL SHUTTLE | 4.97 | 23 | 0.13 | 0.61 |
| 687 | Shuttle | LOS ROBLES - FAIR OAKS - ALLEN | 4.42 | 26 | 0.12 | 0.64 |
| 704 | Rapid | DOWNTOWN LA - SANTA MONICA VIA SANTA MONICA BL | 1.93 | 50 | 0.41 | 0.95 |
| 705 | Rapid | W HOLLYWOOD - VERNON via LA CIENEGA BL - VERNON Av | 1.76 | 54 | 0.49 | 1.06 |
| 710 | Rapid | CRENSHAW-ROSSMORE METRO RAPID | 2.19 | 45 | 0.29 | 0.79 |

ATTACHMENT A

| LINE | Service Type | Line Name | Subsidy per Boarding | Boardings per Rev. Hr. | Pass. Miles Per Seat Miles | Index |
|------|--------------|--|----------------------|------------------------|----------------------------|-------|
| 711 | Rapid | FLORENCE AVE. RAPID | 2.30 | 44 | 0.30 | 0.77 |
| 714 | Rapid | DOWNTOWN LA - BEVERLY HILLS VIA BEVERLY BL | 2.81 | 37 | 0.30 | 0.68 |
| 715 | Rapid | LAX - ATLANTIC | 3.46 | 31 | 0.14 | 0.48 |
| 720 | Rapid | SANTA MONICA-COMMERCE VIA WILSHIRE BL-WHITTIER BL | 1.46 | 61 | 0.50 | 1.19 |
| 724 | Rapid | LANKERSHIM - SAN FERNANDO | 2.87 | 37 | 0.27 | 0.65 |
| 728 | Rapid | DOWNTOWN LA - CENTURY CITY VIA WEST OLYMPIC BL | 2.05 | 48 | 0.28 | 0.81 |
| 730 | Rapid | LA - PICO/RIMPAU VIA PICO | 2.02 | 48 | 0.35 | 0.88 |
| 734 | Rapid | SYLMAR STA-SHERMAN OAKS VIA SEPULVEDA BL | 1.70 | 55 | 0.41 | 1.02 |
| 740 | Rapid | HAWTHORNE- DOWNTOWN L.A. METRO RAPID | 1.98 | 49 | 0.34 | 0.88 |
| 741 | Rapid | NORTHRIDGE-TARZANA VIA RESEDA BL | 1.93 | 50 | 0.31 | 0.86 |
| 745 | Rapid | DOWNTOWN LA - HARBOR FREEWAY STATION VIA BROADWAY | 1.98 | 49 | 0.40 | 0.93 |
| 750 | Rapid | WARNER CTR-UNIVERSAL CITY VIA VENTURA BL | 3.05 | 35 | 0.32 | 0.67 |
| 751 | Rapid | SOTO ST. RAPID BUS | 1.79 | 53 | 0.45 | 1.02 |
| 753 | Rapid | LA - IMPERIAL STATION VIA CENTRAL | 4.16 | 27 | 0.25 | 0.52 |
| 754 | Rapid | VERMONT RAPID BUS | 0.68 | 97 | 0.47 | 1.84 |
| 757 | Rapid | WESTERN RAPID BUS | 1.29 | 66 | 0.33 | 1.13 |
| 760 | Rapid | DOWNTOWN LA - ARTESIA STATION via LONG BEACH BL | 1.94 | 50 | 0.29 | 0.85 |
| 761 | Rapid | PACOIMA-WESTWOOD VIA VAN NUYS BL. SEPULVEDA BL | 1.82 | 52 | 0.47 | 1.03 |
| 762 | Rapid | PASADENA - ARTESIA VIA ATLANTIC BL | 3.04 | 35 | 0.31 | 0.67 |
| 770 | Rapid | CHAVEZ - GARVEY AVES. METRO RAPID | 2.35 | 43 | 0.47 | 0.90 |
| 780 | Rapid | COLORADO-HOLLYWOOD-FAIRFAX RAPID | 2.47 | 41 | 0.36 | 0.79 |
| 794 | Rapid | SAN FERNANDO | 3.97 | 28 | 0.37 | 0.63 |
| 901 | Metroliner | METRO ORANGE LINE | 2.76 | 67 | 0.43 | 0.93 |
| 920 | Rapid | SANTA MONICA -WILSHIRE VERMONT STA VIA WILSHIRE BL | 3.32 | 33 | 0.51 | 0.80 |

Summary Compare Matrix FY 2009 Third Quarter to Second Quarter Results

| LINE | Sector | AVAILABILITY | | QUALITY | | | | | | | QUANTITY | | | | | | | EFFECTIVENESS | | | | | | | | | |
|------|-----------|--------------|----|---------------------|----|---------------------|----|---------------------|-----------|----|-------------|----|----------------------------|----|-------------------------|----|-------------------------------|---------------|-------------------|----|----|----|----|----|----|----|----|
| | | Connectivity | | On-Time Performance | | Headway Variability | | Customer Complaints | Frequency | | Load Factor | | Boardings per Service Hour | | Cost per Passenger Mile | | Passenger Miles per Seat Mile | | Service Viability | | | | | | | | |
| | | EA | AM | PM | EE | LE | OW | SA | SU | EA | AM | MD | PM | EE | LE | OW | SA | SU | EA | AM | MD | PM | EE | LE | OW | SA | SU |
| 180 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 183 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 200 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 201 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 202 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 204 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 205* | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 207 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 209 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 210 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 211 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 212 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 214* | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 217 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 218* | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 220 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 222 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 224 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 230 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 232* | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 233 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 234 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 236 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 243 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 245 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 251 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 252 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 254* | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 256* | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 258 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 260 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 265 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 266* | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 267 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 268 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 270* | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 287 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 290 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 292 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 305 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 439 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 442 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 444 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 445 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 446 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 450 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 460 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 484 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 485 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 487 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 489 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 490 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 534 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 550 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 577* | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 603* | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 605* | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 607* | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 608* | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 611 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 612 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 620 | SCV | | | | | | | | | | | | | | | | | | | | | | | | | | |

Summary Compare Matrix FY 2009 Third Quarter to Second Quarter Results

| | | AVAILABILITY | | | | | | QUALITY | | | | | | QUANTITY | | | | | | EFFECTIVENESS | | | | | | | | | | | | | | | | | |
|------|-----------|--------------------------|--|--------------|----|---------------------|----|---------------------|----|---------------------|----|-----------|----|-------------|-----|----------------------------|----|-------------------------|----|-------------------------------|----|-------------------|----|-----|----|----|----|----|----|----|---|---|---|---|---|--|--|
| LINE | Sector | Accessibility | | Connectivity | | On-Time Performance | | Headway Variability | | Customer Complaints | | Frequency | | Load Factor | | Boardings per Service Hour | | Cost per Passenger Mile | | Passenger Miles per Seat Mile | | Service Viability | | | | | | | | | | | | | | | |
| | | System | Line | EA | AM | MID | PM | EE | LE | OW | SA | SU | EA | AM | MID | PM | EE | LE | OW | SA | SU | EA | AM | MID | PM | EE | LE | OW | SA | SU | | | | | | | |
| 625* | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 626* | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 634* | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 645 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 665 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 685 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 687 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 704 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 705 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 710 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 711 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 714 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 715 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 720 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 724 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 728 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 730 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 734 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 740 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 741 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 745 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 750 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 751 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 753 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 754 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 757 | South Bay | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 760 | Gateway | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 761 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 762 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 770 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 780 | SGV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 794 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 901 | SFV | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| 920 | Westside | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Improvements ** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Deterioration ** | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Net Pass Q2 & Q3: | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | |
| | | * Contract Services | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | Service Periods Analyzed | <ul style="list-style-type: none"> EA Early AM (4a-6a) AM AM Peak (6a-9a) MID Mid-Day (9a-3p) PM PM Peak (3p-7p) EE Early Evening (7p-9p) LE Late Evening (9p-12a) OW Owl Period (12a-4a) SA Saturday SU Sunday | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |