

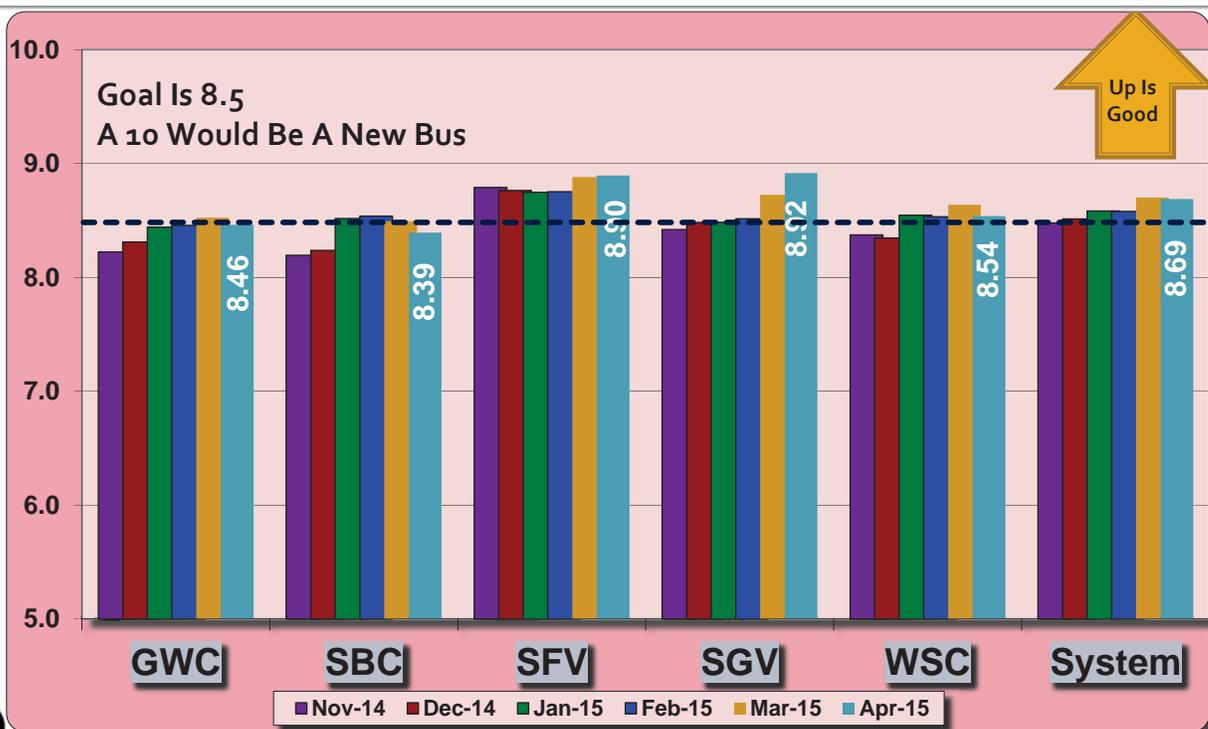


REGIONAL SERVICE COUNCILS

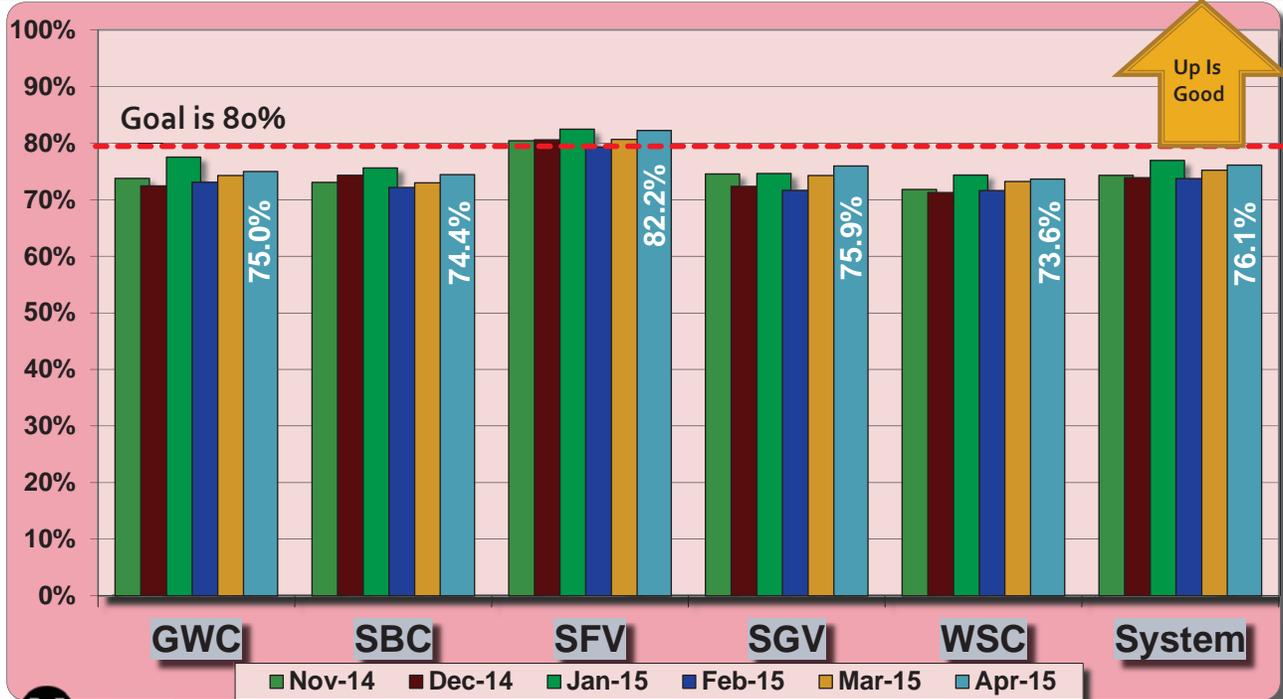
# Metro Bus Performance Report Through April 2015



## Bus Cleanliness Ratings April 2015



# Metro Bus On-Time Performance

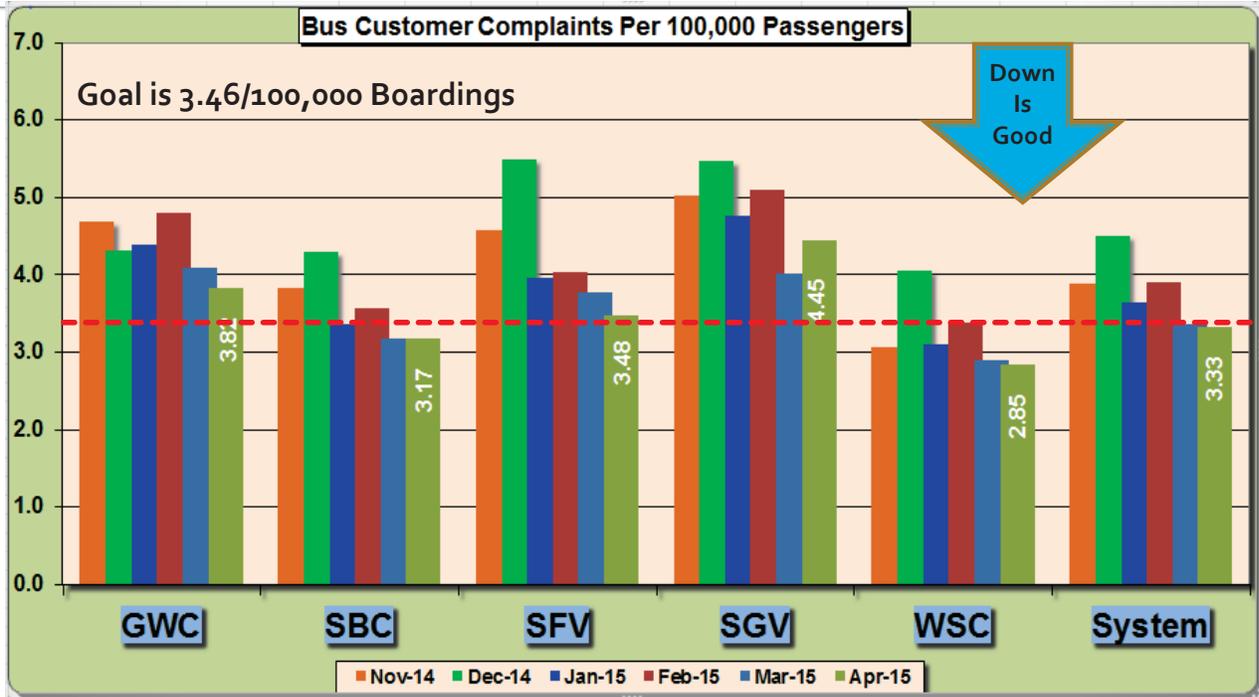


# Bus & Rail Station Cleanliness Ratings

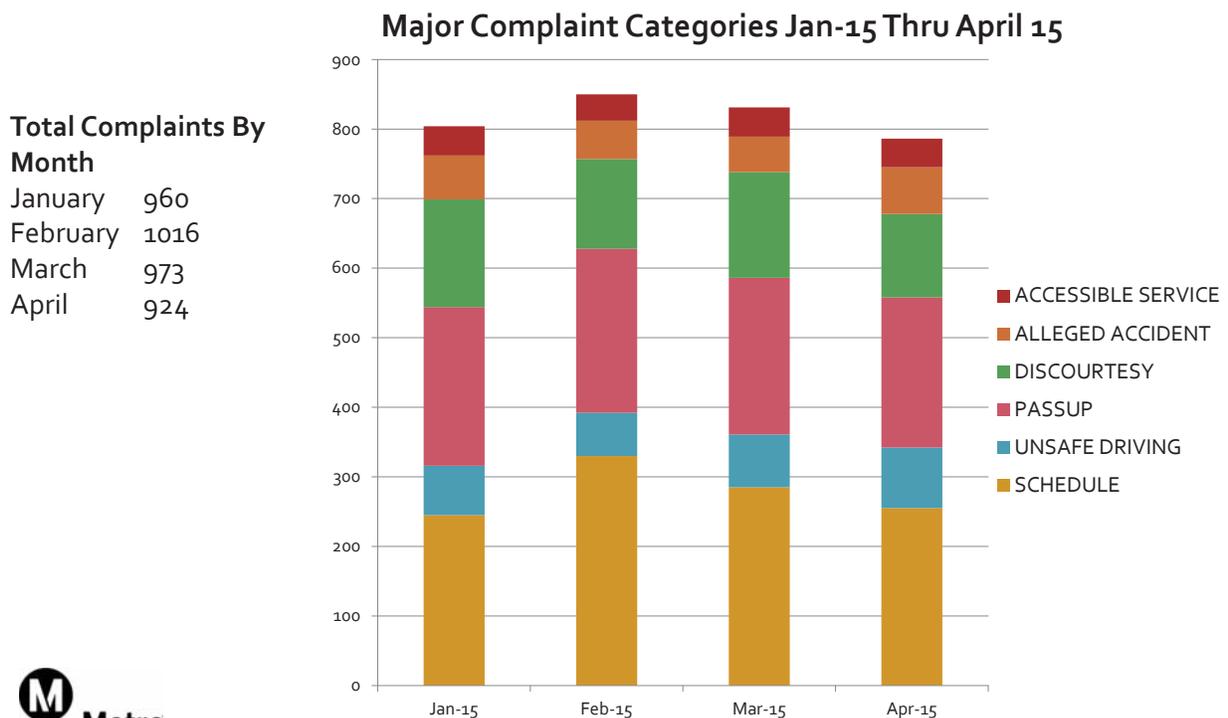
STATION NAME	FY15 Q4	GRADE	SC
Norwalk Green Line Station	8.76	B+	GWC
Willowbrook-Rosa Parks Blue Line Station	8.35	B	GWC
Aviation Green Line Station	8.67	B+	SBC
Wardlow Blue Line Station	8.88	B+	SBC
Harbor Green Line Station	7.95	C+	SBC
Harbor Gateway Transit Center	8.50	B	SBC
Inglewood Bus Station	7.73	C+	SBC
South Bay Galleria Bus Center	8.13	B-	SBC
Burbank Metrolink Bus Terminal	8.66	B	SFV
Chatsworth Orange Line	9.00	A-	SFV
North Hollywood Red Line Station & Bus Terminal	7.85	C+	SFV
Orange Line North Hollywood Terminal	8.03	B-	SFV
Universal Red Line Station & Bus Terminal	8.59	B+	SFV
Cal State LA Bus Station	8.50	B	SGV
El Monte Bus Station	9.06	A-	SGV
Mariachi Plaza Gold Line	9.10	A-	SGV
Memorial Park Station Gold Line	9.00	A-	SGV
Culver City (Fox Hills Mall)	8.19	A-	WSC
Culver City Expo Station	8.65	B-	WSC
Gold Line Union Station	8.95	B+	WSC
LAX Transit Center	8.20	B-	WSC
Patsaouras Bus Plaza	8.87	B+	WSC
Pico-Rimpau Bus Center	7.57	C	WSC
Union Station Red Line	8.85	B+	WSC
7th/Metro Center Red Line Station	8.57	B	WSC
<b>AVERAGE</b>	<b>8.51</b>	<b>B</b>	



# Bus Customer Complaint Rates



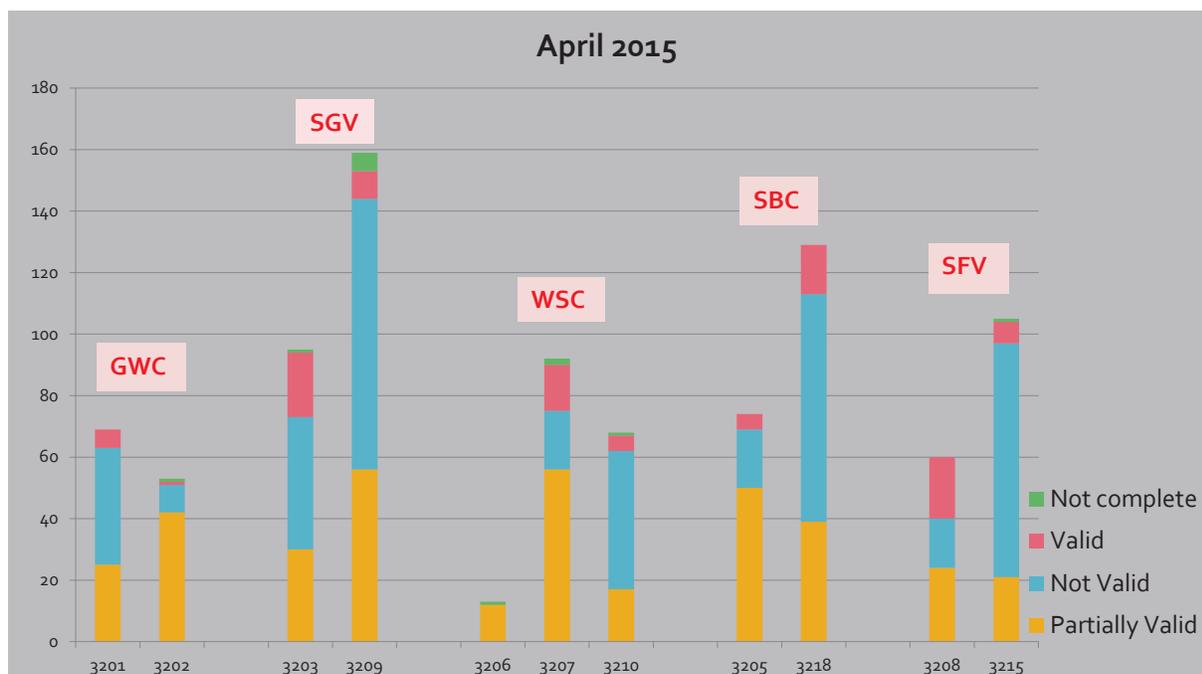
# Complaint Categories



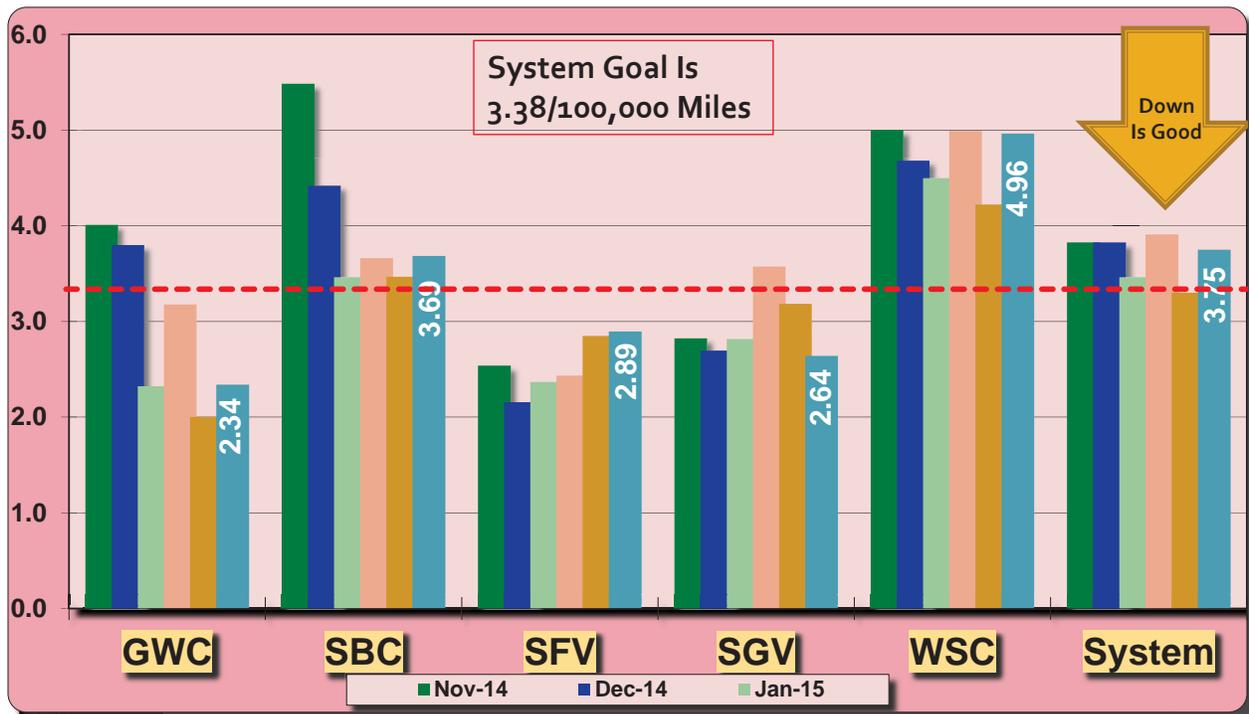
# Complaint Resolution By Month (Systemwide)

Complaints Received	January 2015	February 2015	March 2015	April 2015
Valid	105 / 11%	85 / 8%	108 / 11%	105 / 11%
Part Valid	533 / 56%	510 / 51%	524 / 54%	381 / 47%
Not Valid	321 / 33%	421 / 41%	340 / 35%	426 / 42%
Not Closed	1 / 0%	0 / 0%	1 / 0%	5 / 0%
<b>Total</b>	<b>960 / 100%</b>	<b>1016 / 100%</b>	<b>973 / 100%</b>	<b>917 / 100%</b>

# Complaint Resolution Efforts by Division / Region

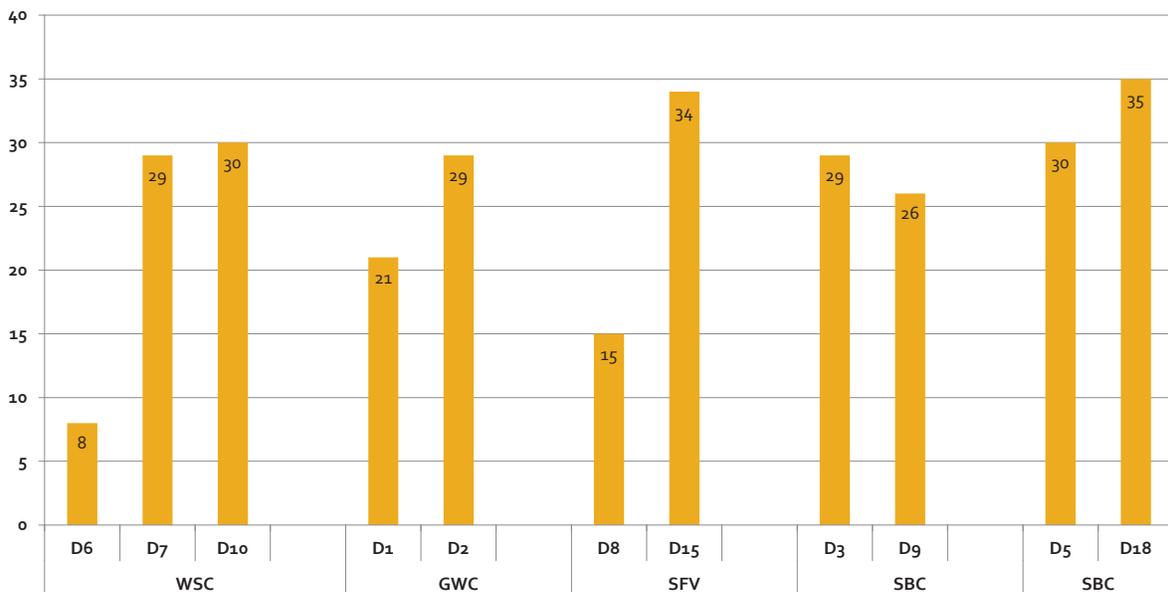


# Bus Traffic Accidents per 100,000 Miles

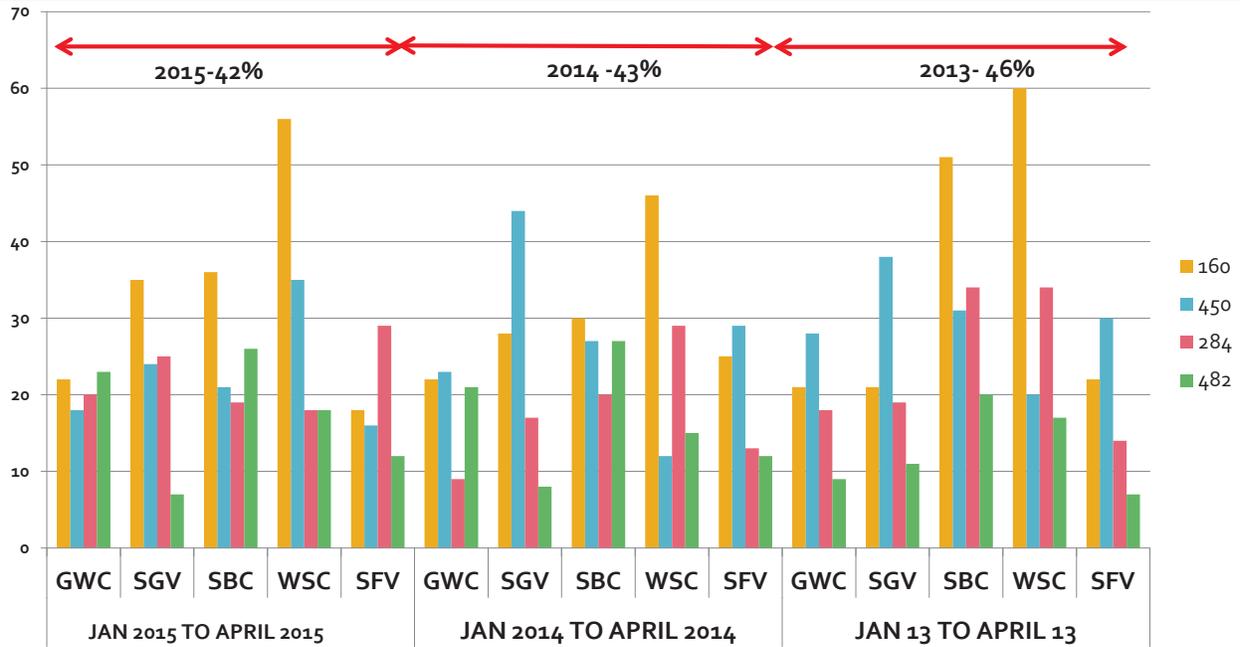


# Bus Traffic Accidents April 2015

Number of Traffic Collisions By Division And Service Council



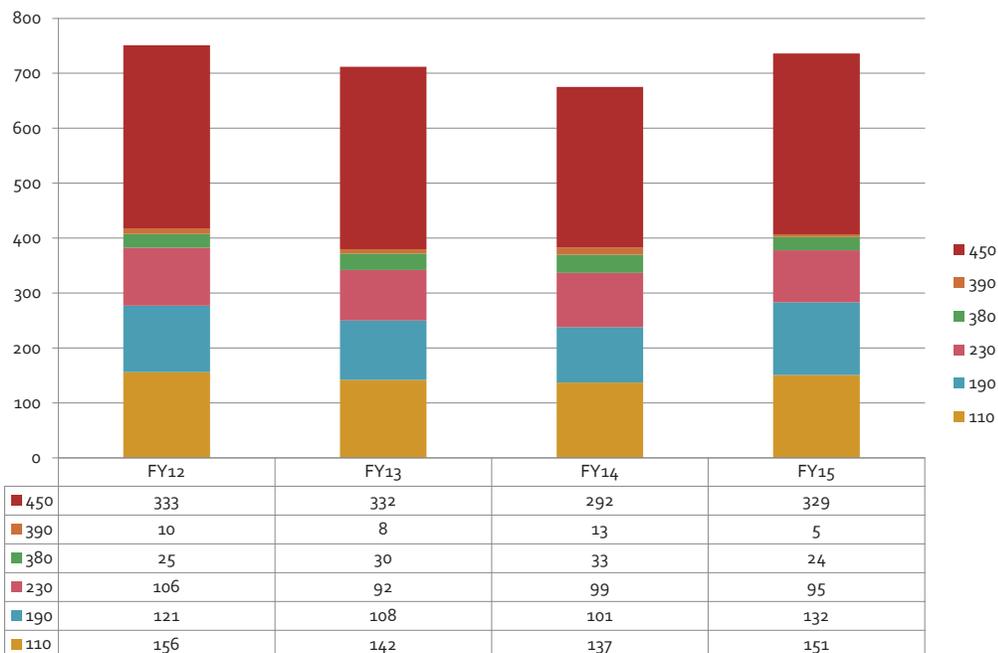
# Most Frequent Types of Collisions Jan-April 2013-2015



Type 160-Bus sideswipes other veh;; Type 450-Bus strikes fixed object; Type 284-Bus struck while parked in zone;  
Type 482- Alleged accidents



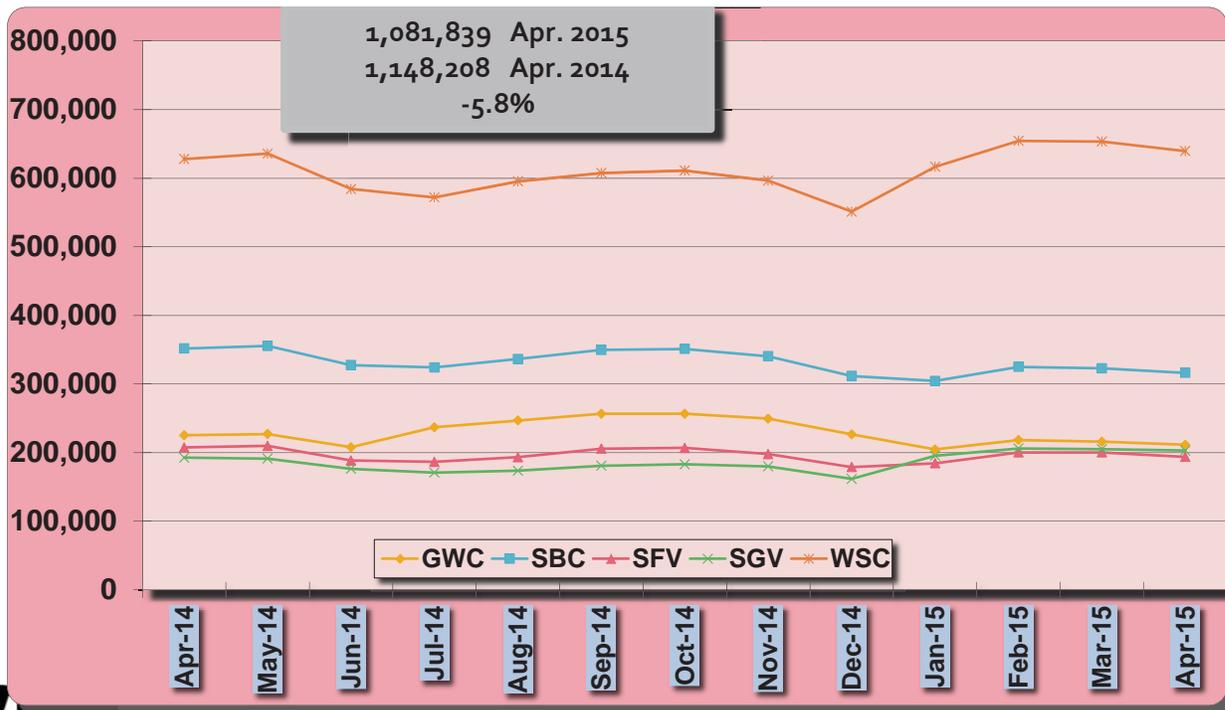
# Safety Related Accidents By Fiscal Year – FY 12-15



TYPE 450 – BUS STRIKES FIXED OBJECT, TYPE 390 BUS V. PEDESTRIAN, TYPE 380 BUS V. BICYCLE,  
TYPE 230 – REAREND COLLISION, TYPE 190 – BUS V. PARKED VEHICLE, TYPE 110 – CAR TURNS RIGHT IN FRONT OF BUS



# Average Weekday Bus Ridership



# Items of Note

- Cancellation of July Public Hearings
- Review of May 28, 2016 Blue Ribbon Committee
- All-door boarding experiment
- ADA 25<sup>th</sup> Anniversary Celebration July 11<sup>th</sup> at LA City Hall, 11 a.m. – 5 p.m.
- 2015 Special Olympics World Games: July 25-August 2, 2015

# Items of Note

- Long Beach Transit Public Hearing on Proposed Route 1 Extension held May 27<sup>th</sup>
- Willowbrook-Rosa Parks Public Hearing on Environmental Review held May 28<sup>th</sup>

# Questions?

