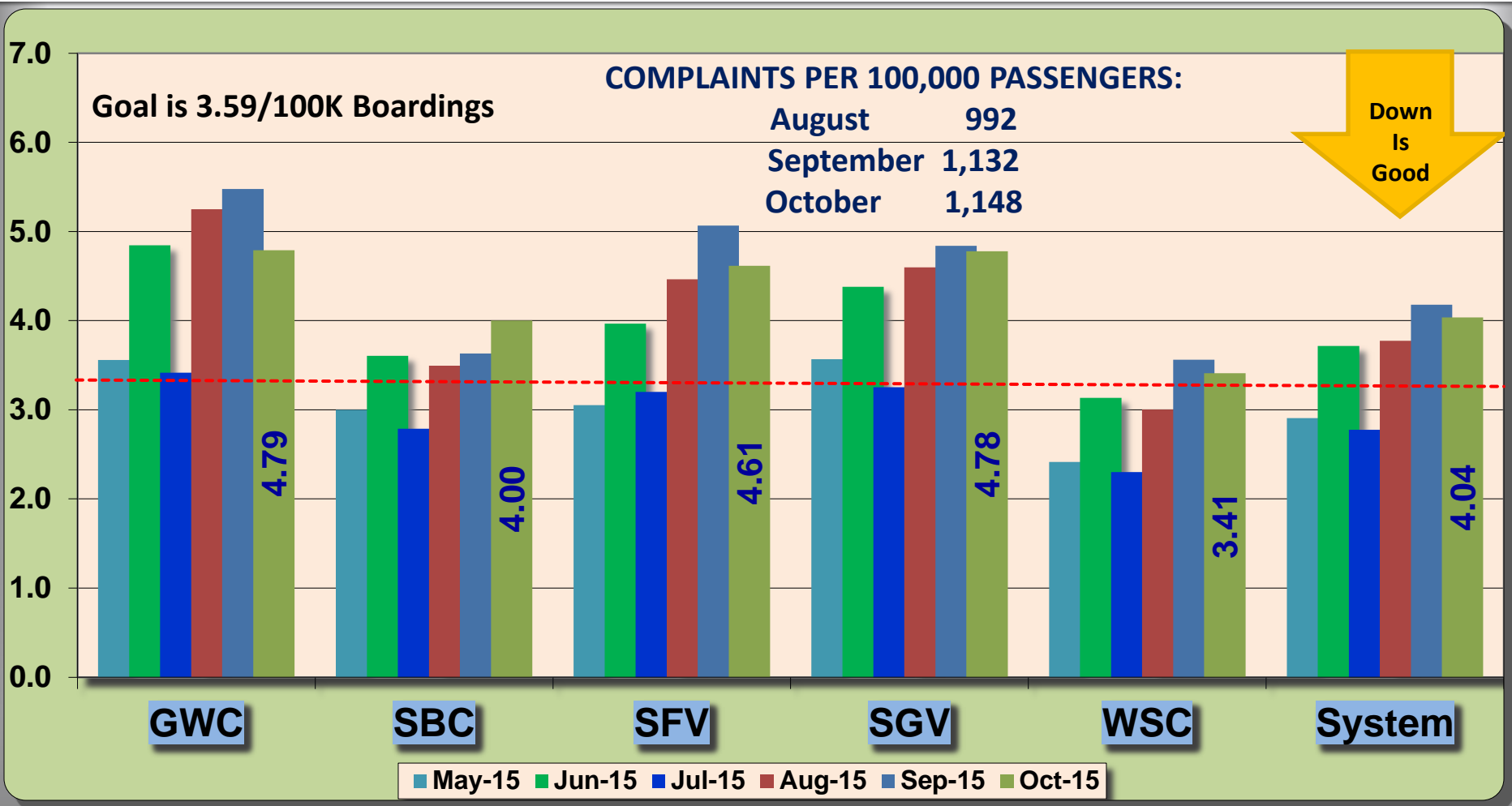




REGIONAL SERVICE COUNCILS – San Fernando Valley

Metro Bus Performance Report Through October 2015

Bus Customer Complaint Rates – August 2015 to October 2015



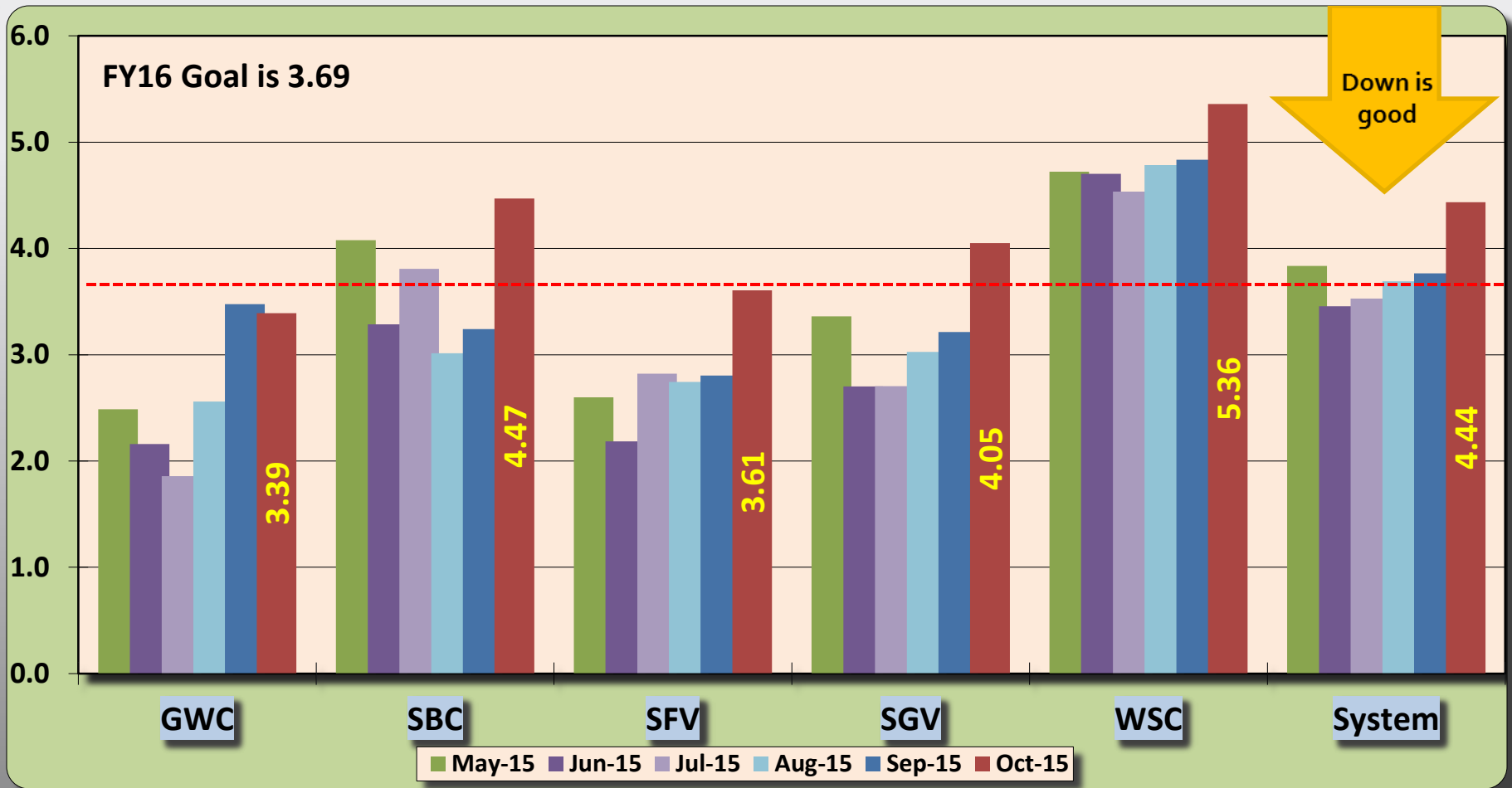
Complaint Categories

October 2015

COMPLAINT TYPE	COUNCIL AREA					TOTAL	OCT.	SEPT.
	GWC	SGV	SFV	WSC	SBC		PCNT	PCNT
Schedule Related	36	80	98	45	88	347	36%	39%
Unsafe Operation	12	14	18	31	24	99	10%	10%
Accident	7	9	8	7	12	43	4%	6%
Passed Up	36	71	41	62	68	278	29%	25%
Sexual Harassment	0	0	0	0	1	1	0%	0%
Operator Discourtesy	22	27	32	31	35	147	15%	12%
Accessible Service	9	10	5	9	18	51	5%	7%
Total October	122	211	202	185	246	966	100%	100%
Total September	157	216	211	178	211	973		



Bus Traffic Accidents per 100,000 Miles – August 2015-October 2015

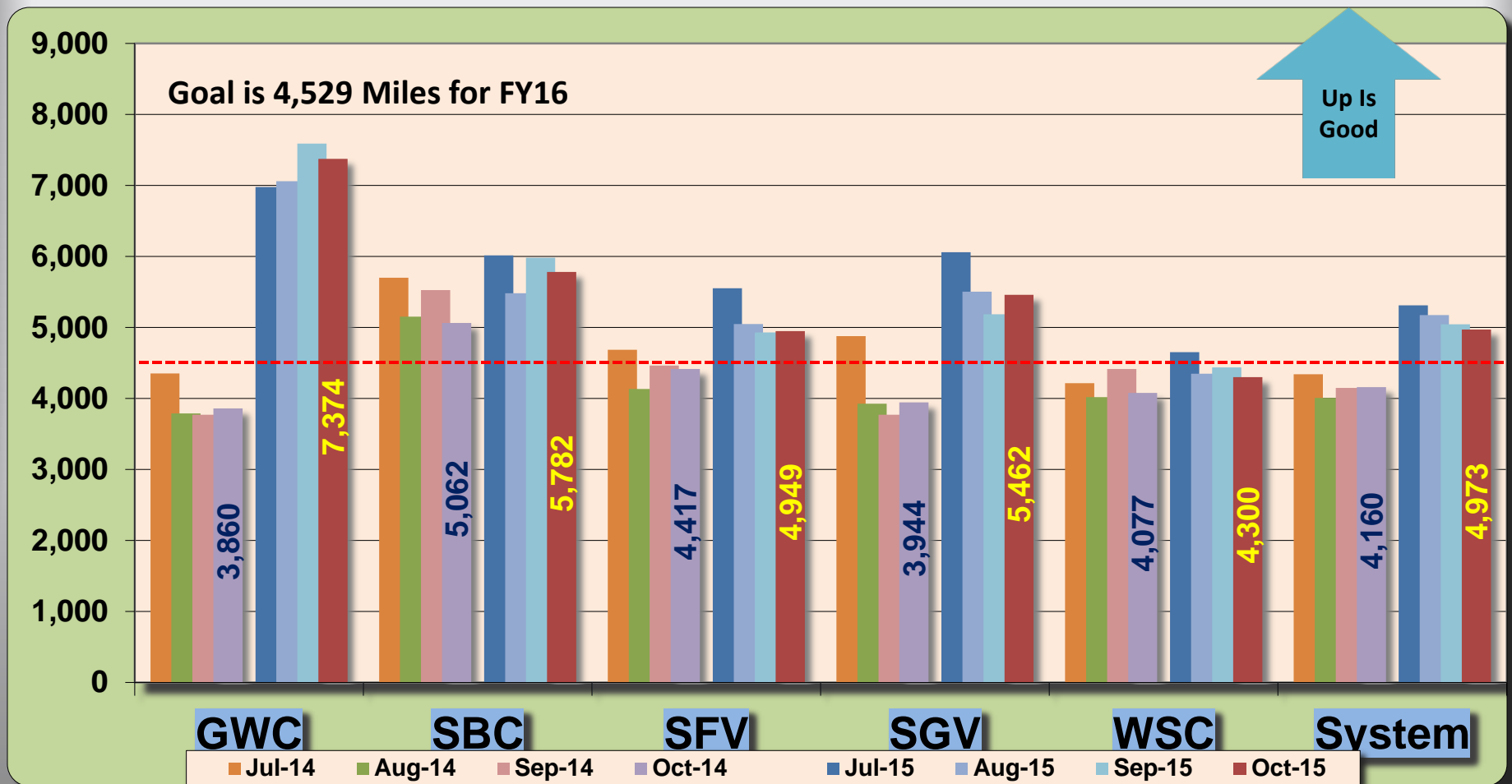


Safety Related Accidents

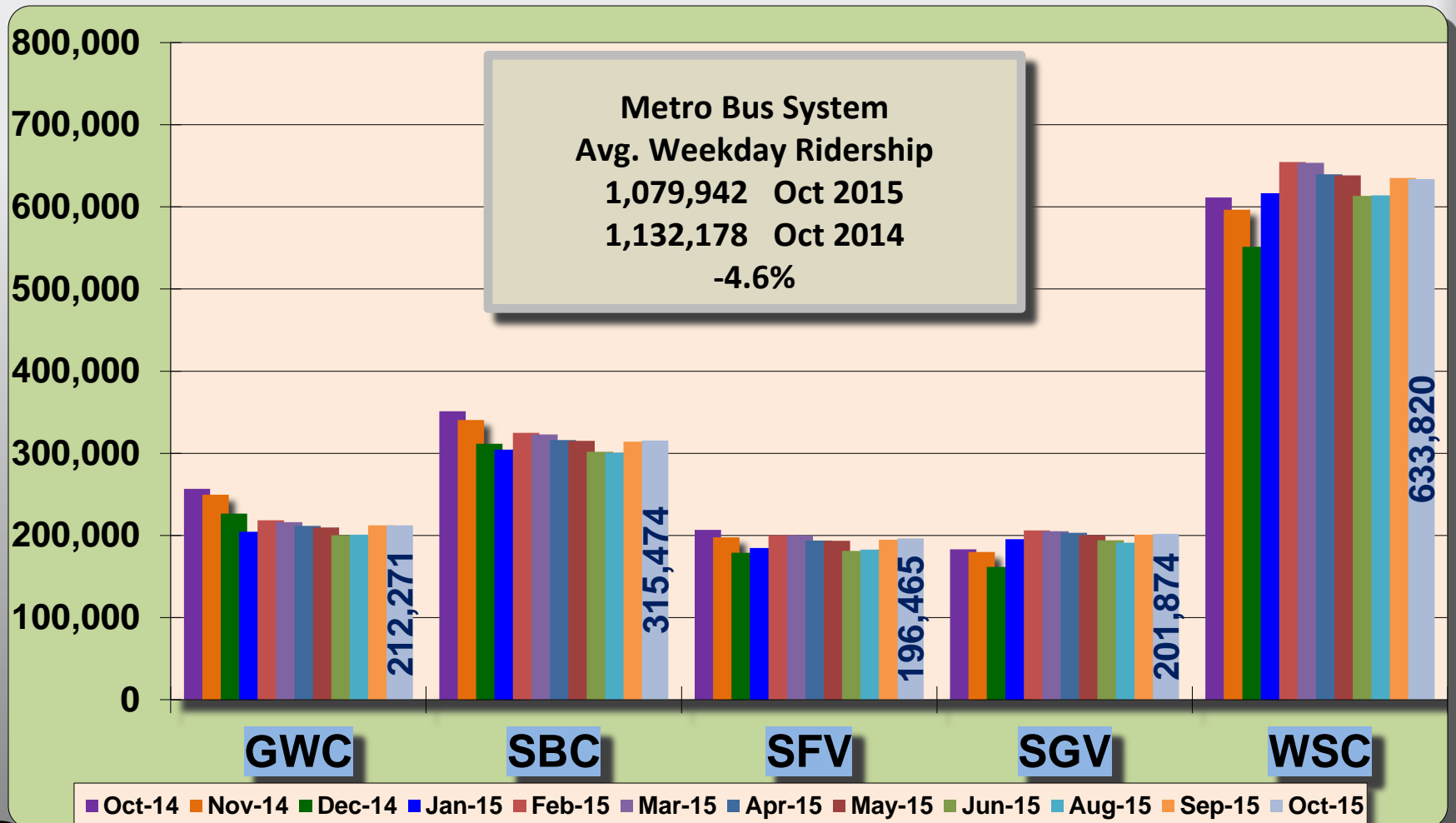
October 2015

TYPE OF ACCIDENT	GWC	SGV	SFV	WSC	SBC	TOTAL	OCT PCNT	SEPT PCNT
Vehicle turns in front of bus (Type 110)	4	1	5	2	5	17	18%	11%
Bus strikes parked vehicle (Type 190)	3	6	3	2	4	18	19%	21%
Bus rearends vehicle (Type 230)	0	3	4	4	3	14	15%	20%
Bicyclist vs Bus (Type 380)	1	0	2	0	0	3	3%	1%
Pedestrian vs Bus (Type 390)	0	1	0	0	0	1	1%	0%
Bus strikes fixed object (Type 450)	6	11	1	17	7	42	44%	46%
October Total	14	22	15	25	19	95	100%	
September Total	13	8	11	26	22	80		100%

Mean Miles Between Mechanical Road Calls – August to October 2015



Average Weekday Boardings by Council Area



Items of Note

- CSUN and Mission College transit connections update
- Lankershim Customer Service Center Update
- Metrolink Doubletracking Project Update
 - Wednesday, 1/13/2016 from 6 - 8 p.m. at Life House Church, 18355 Roscoe Blvd., Northridge, CA 91325
- Active Transportation Strategic Plan Workshops
 - North Hollywood Thursday, 12/3
 - Santa Clarita Tuesday, 12/15

Questions?