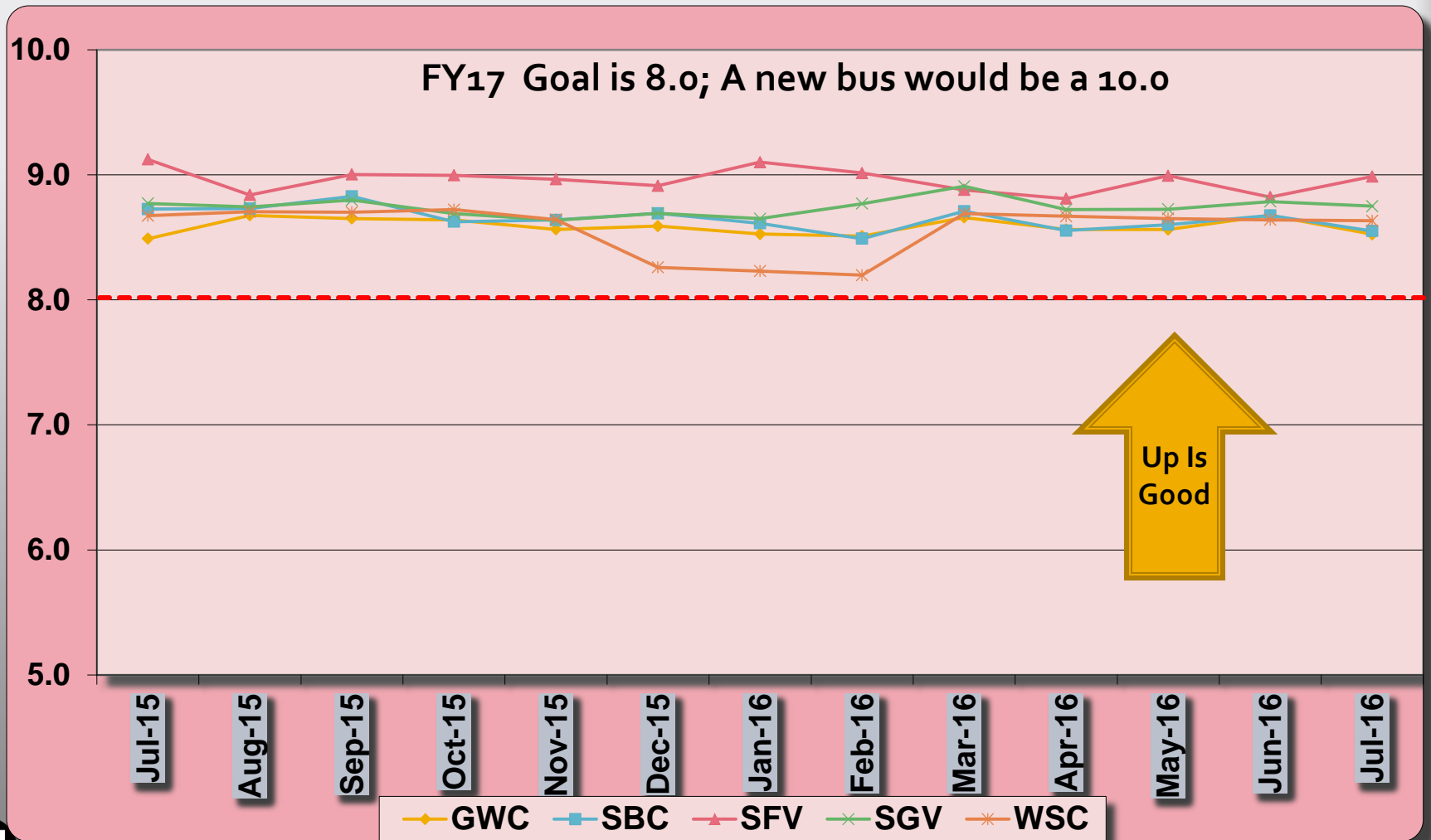




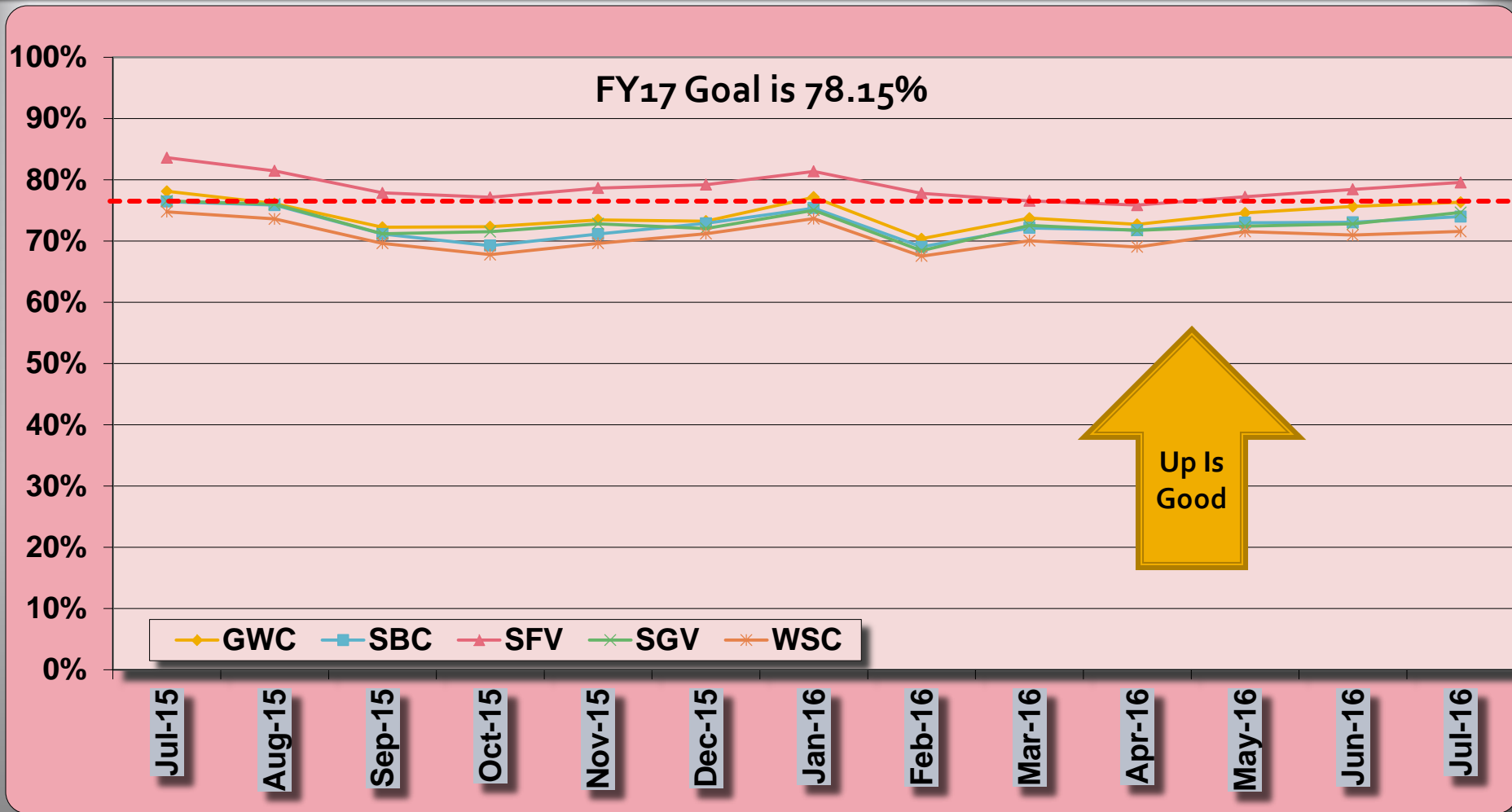
REGIONAL SERVICE COUNCILS – San Gabriel Valley

# Metro Bus Performance Report September 2016

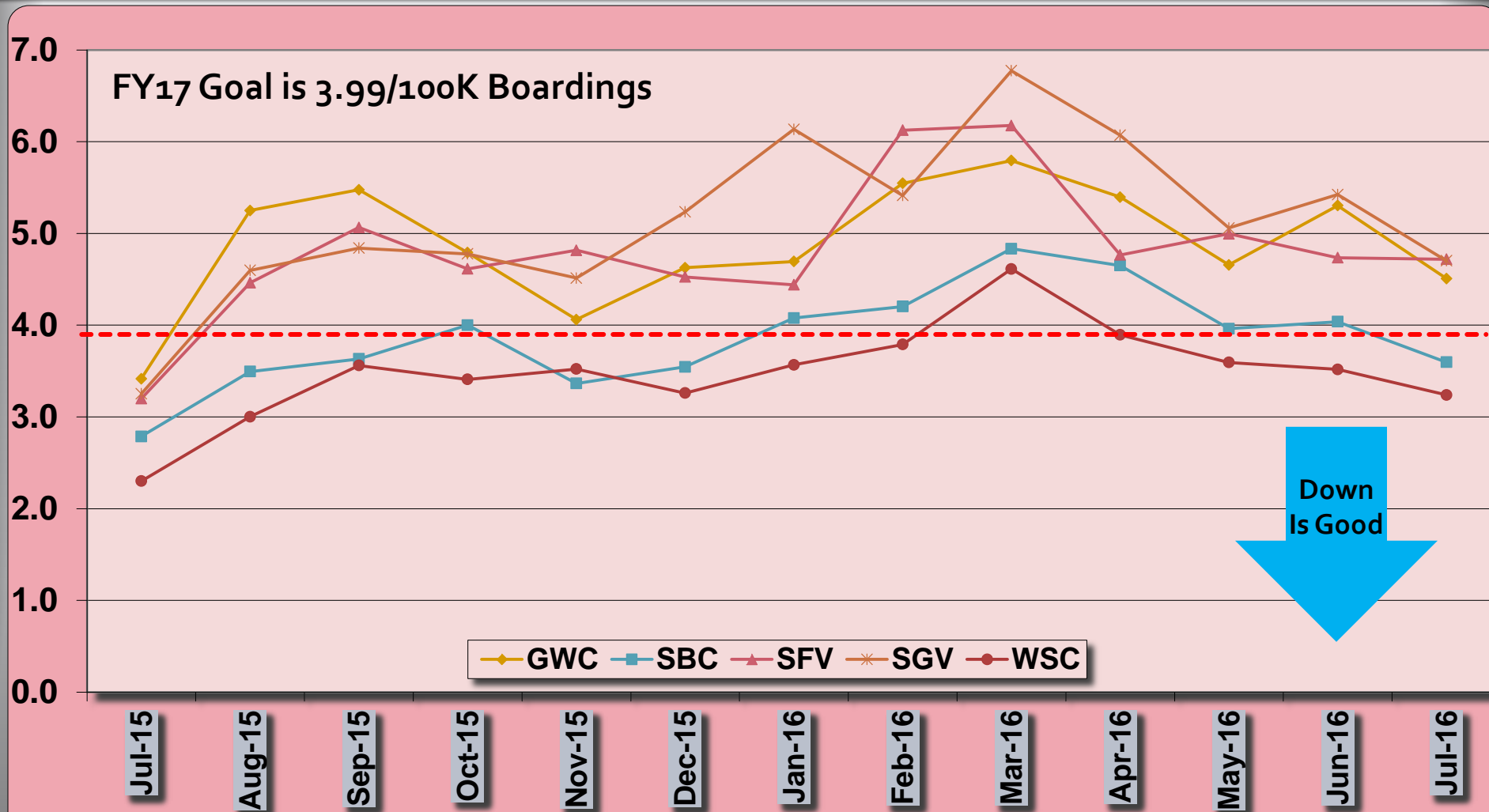
# Bus Cleanliness Ratings July 2015 to July 2016



# Metro Bus On-Time Performance July 2015 to July 2016

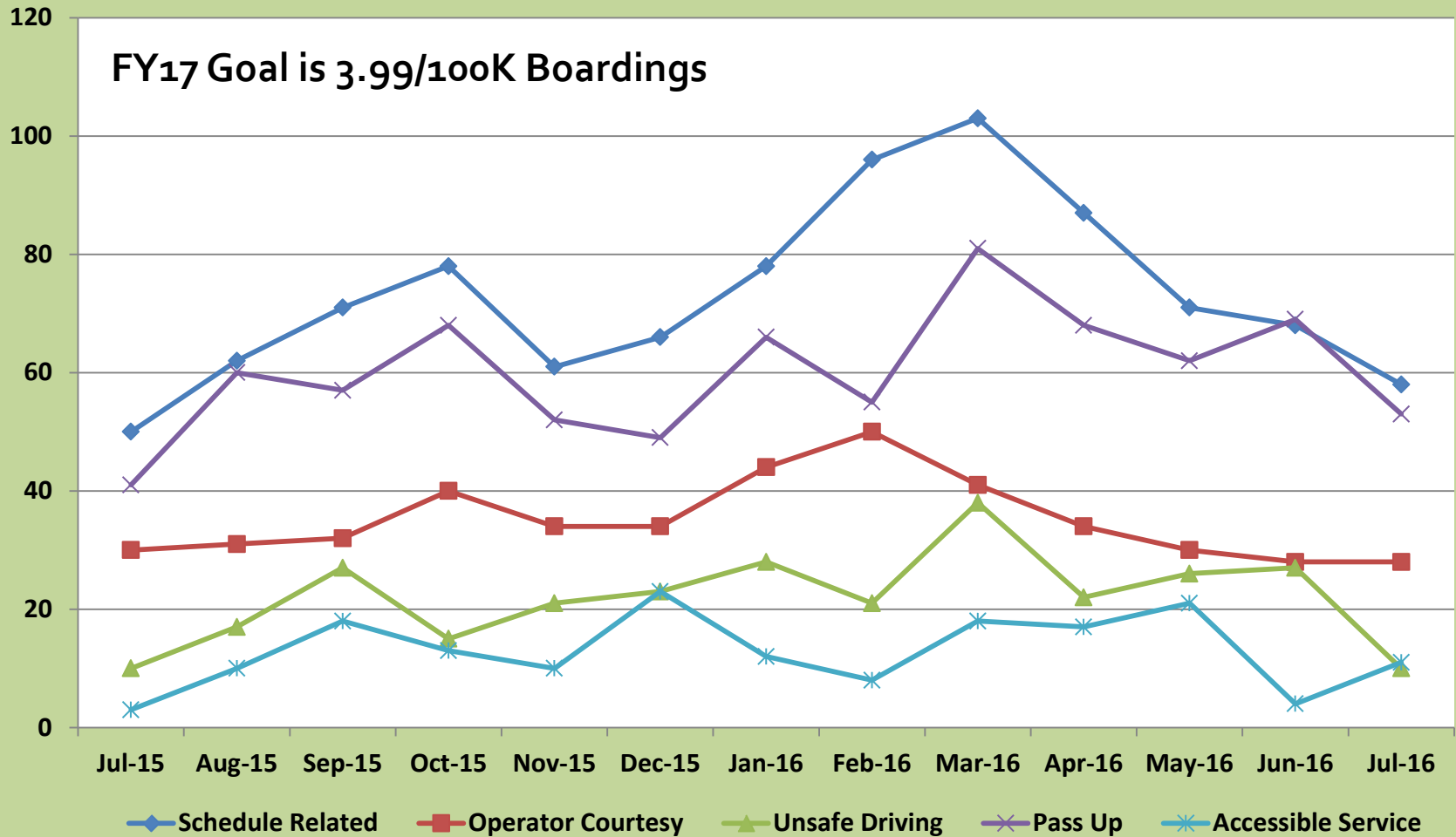


# Bus Customer Complaint Rates July 2015 to July 2016

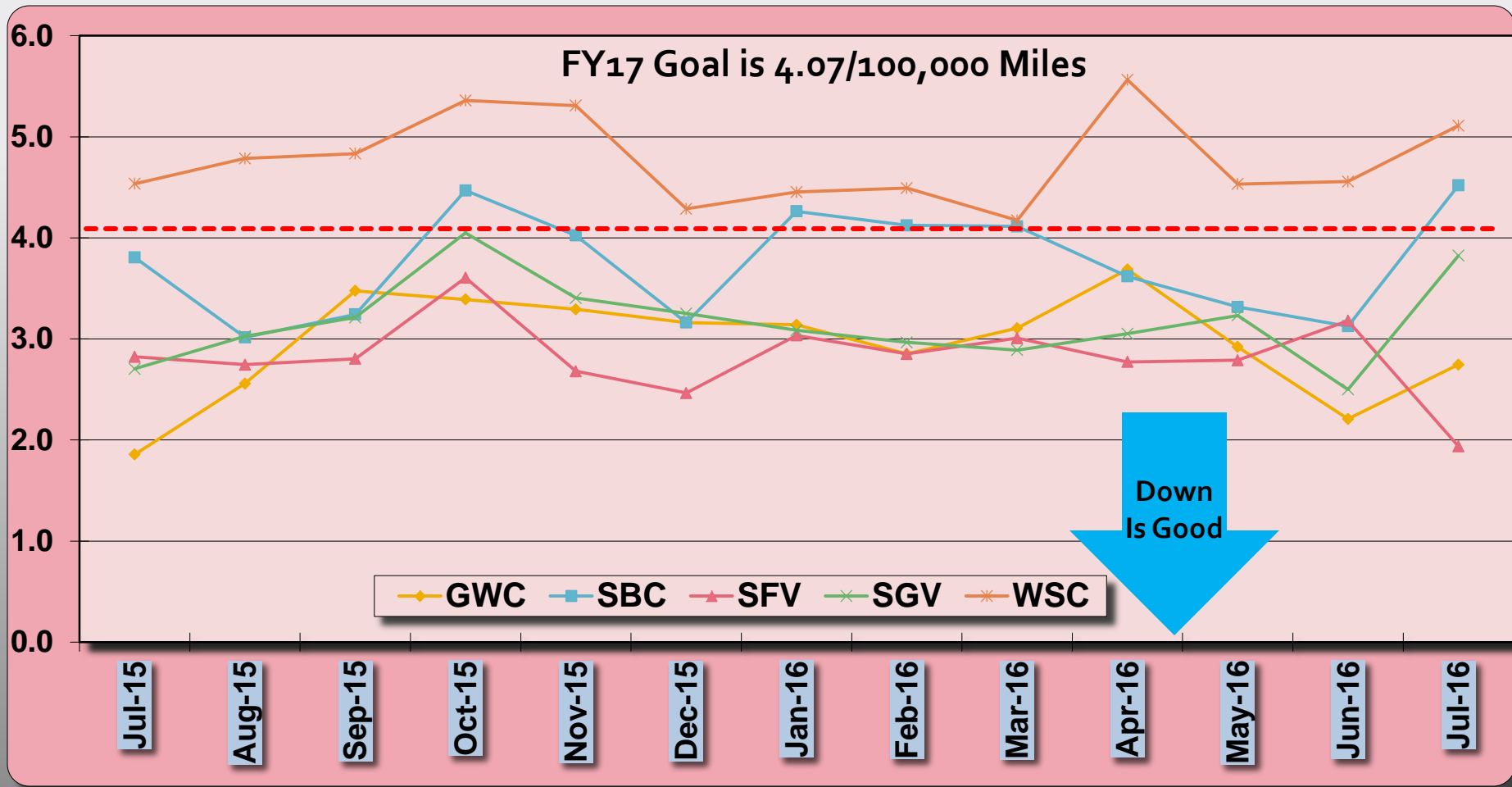


# SGV Complaints by Type

## July 2015 to July 2016



# Bus Traffic Accidents per 100,000 Miles July 2015 to July 2016



# Accident Type Code Definitions

Accident Code	Description
10-120	Intersection
130-220	Between Intersections
230-240	Vehicle strikes other vehicle in rear
250-290	Bus involved with other vehicle entering or leaving stop
300-360	Scrapes, bumps, bus etc.
370-373	Company vehicle vs. company vehicle on company property
390-430	Pedestrian collisions
450-482	Fixed objects, alleged incidents
780	Non-collisions incidents, mechanical failure, missiles, etc. e.g. shopping cart

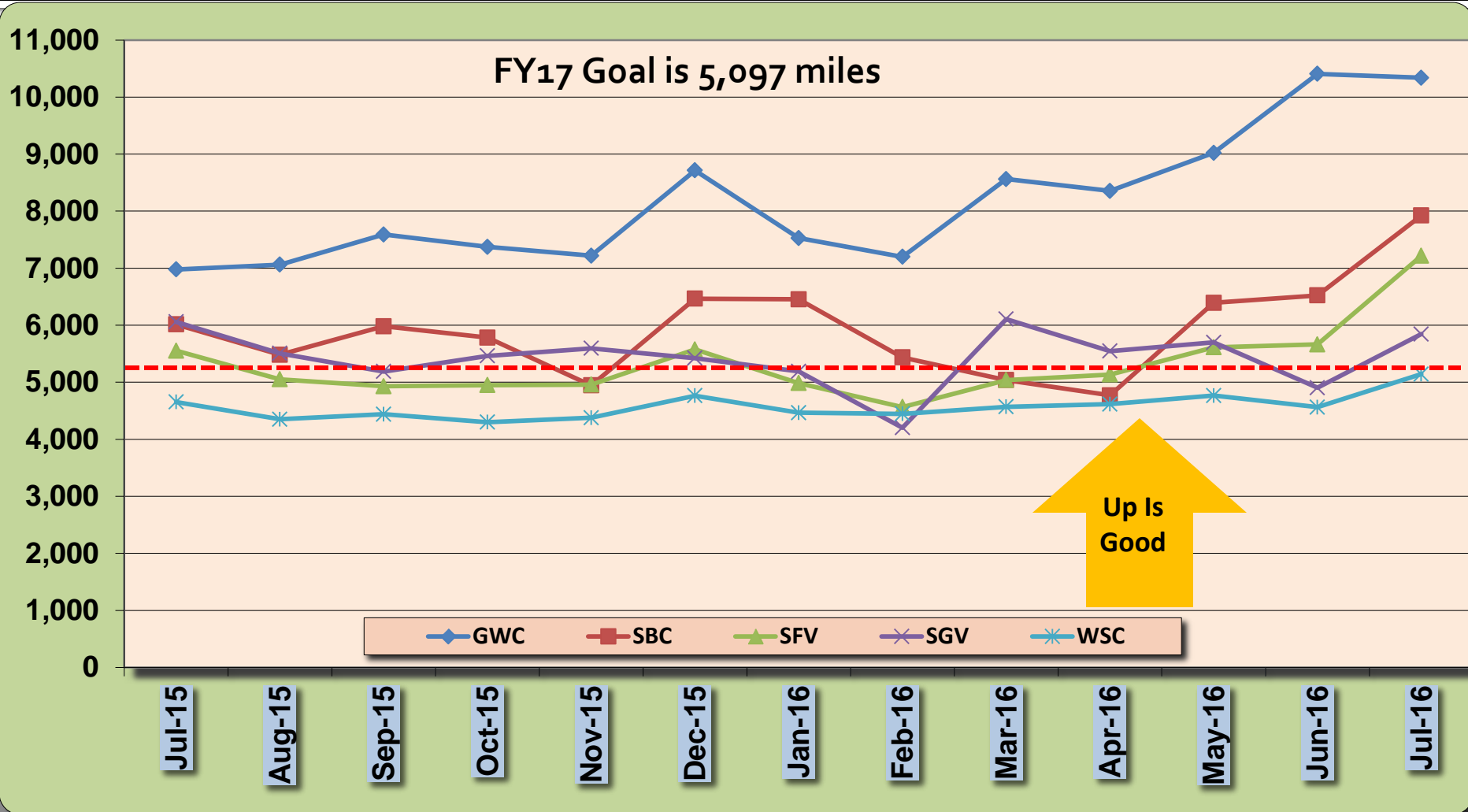
# SGV Accidents By Category

## July 2015 to July 2016

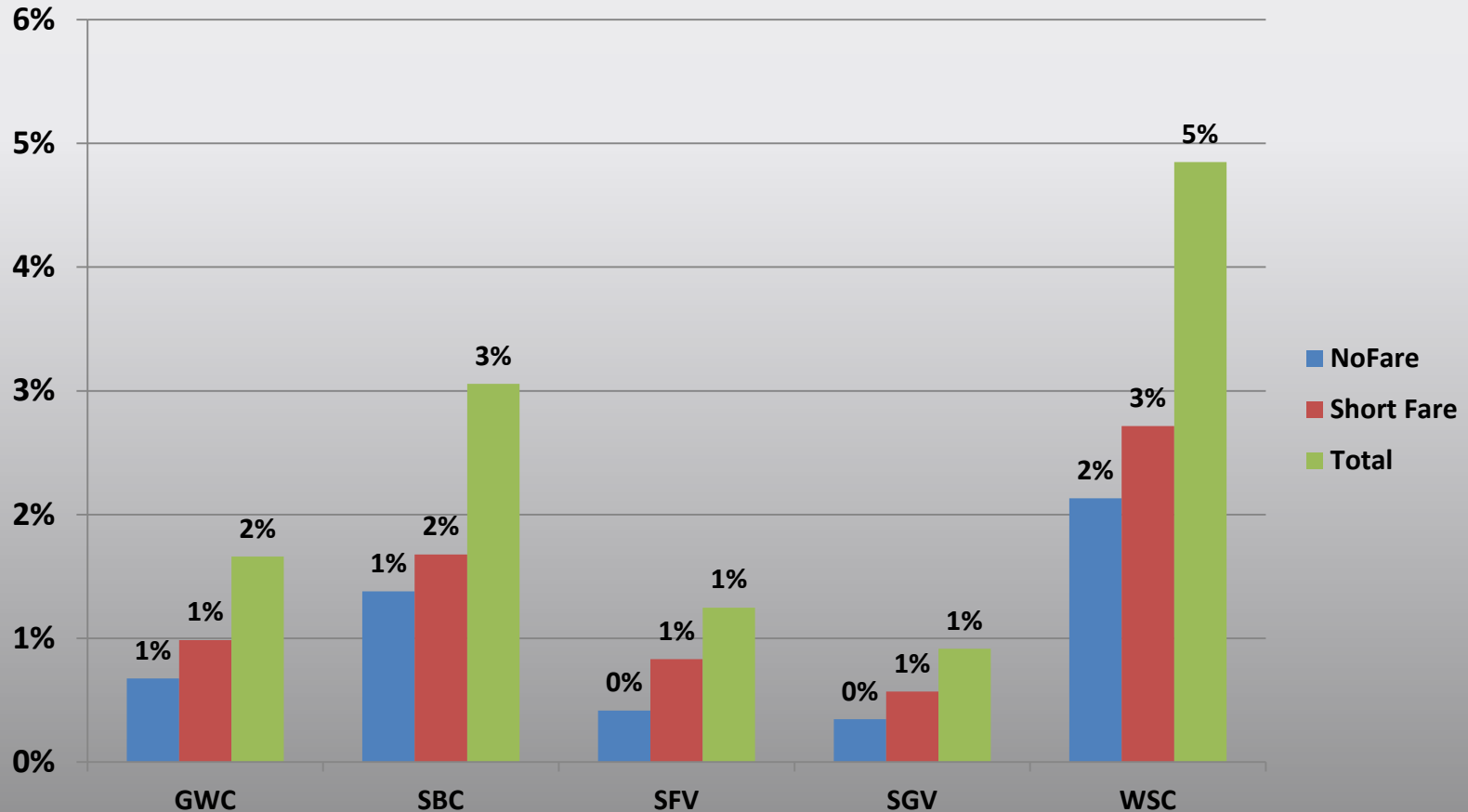
	Intersections (10-120)	Between Intersections (130-220)	Rear End (230-240)	Loading Zone (250-290)	Misc. (300-370)	Collisions Btwn Co Passenger (371-373)	Pedestrians (390-430)	Misc Collisions (450-482)	Misc Incidents (780)
Jul-15	10	16	3	5	0	0	2	8	8
Aug-15	9	12	3	4	2	0	2	9	11
Sep-15	18	13	5	5	2	1	0	3	10
Oct-15	7	5	2	2	0	1	1	5	12
Nov-15	9	8	7	3	1	5	3	4	15
Nov-15	9	8	7	3	1	5	3	4	15
Dec-15	10	12	6	3	2	2	1	11	10
Jan-16	12	13	2	3	3	1	2	3	14
Feb-16	8	15	7	4	1	1	0	2	11
Mar-16	16	16	4	2	0	1	2	3	10
Apr-16	12	11	8	6	0	2	0	7	16
May-16	12	13	6	2	0	2	2	8	13
Jun-16	8	12	5	3	1	0	0	6	10
Jul-16	14	21	8	3	0	3	2	3	8



# Mean Miles Between Mechanical Road Calls July 2015 to July 2016

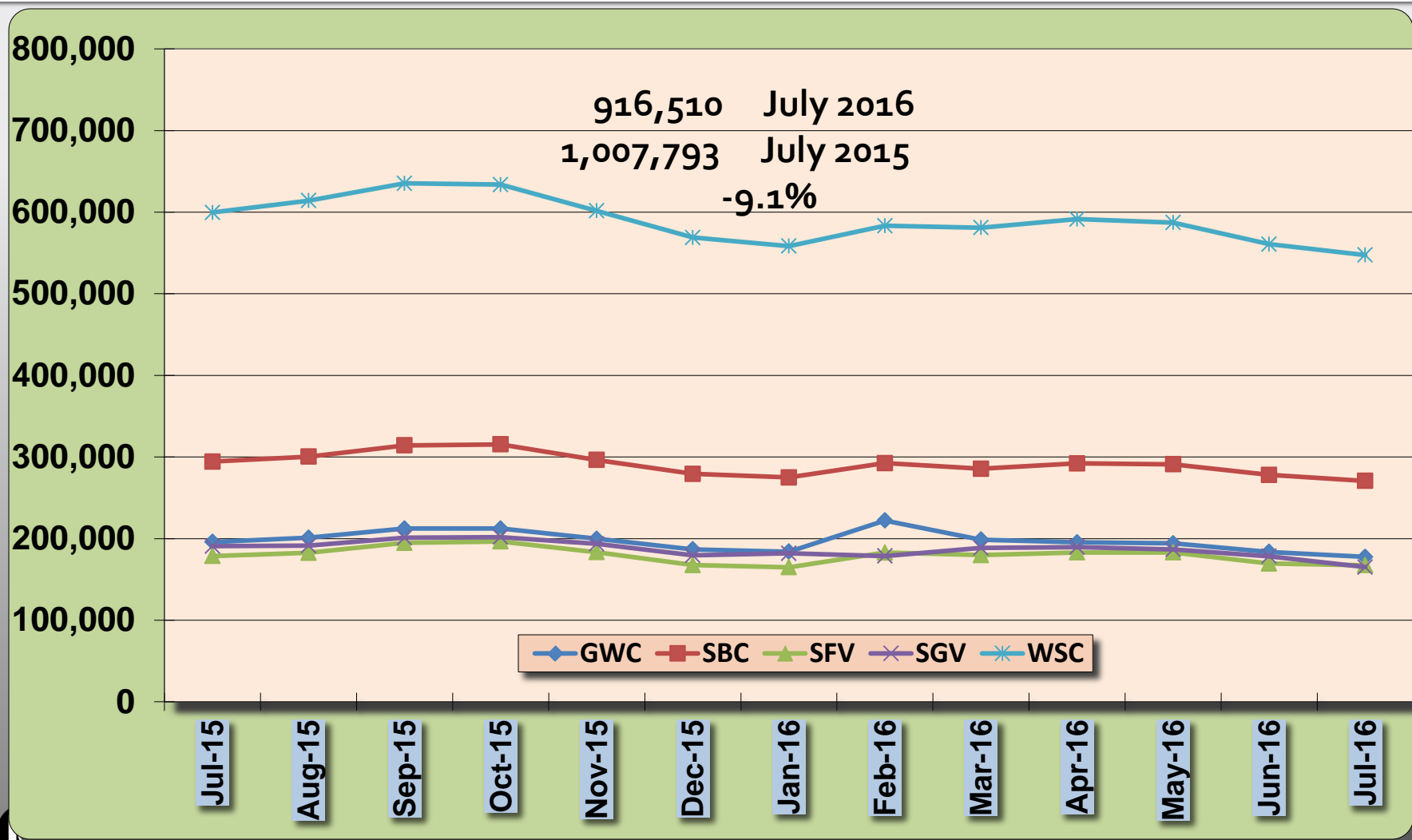


# Weekday Short Fare or No Fare\* by Council Area July 2016



\*Based on operator recording instances

# Average Weekday Metro Bus Ridership July 2015 to July 2016



# SGV Items of Note

- Line 501 Express Bus Service Pilot Extended 180 days with modifications to improve efficiencies and increase service.
- TAP to eliminate application fees for Disabled and College/Vocational applications, extend expiration date of TAP cards for permanently disabled from 3 to 10 years
- Successful U-Pass Launch
- SR 710 North Study Cost Benefit Analysis meetings:
  - September 22, 2016 – Pasadena Convention Center 6-8 PM
  - September 26, 2016 – Centro Maravilla Service Center in East LA 6-8 PM

# Questions?

