



REGIONAL SERVICE COUNCILS – Westside Central

Metro Bus Performance Report Through September 2015

Metro Bus On-Time Performance July 2015 to September 2015

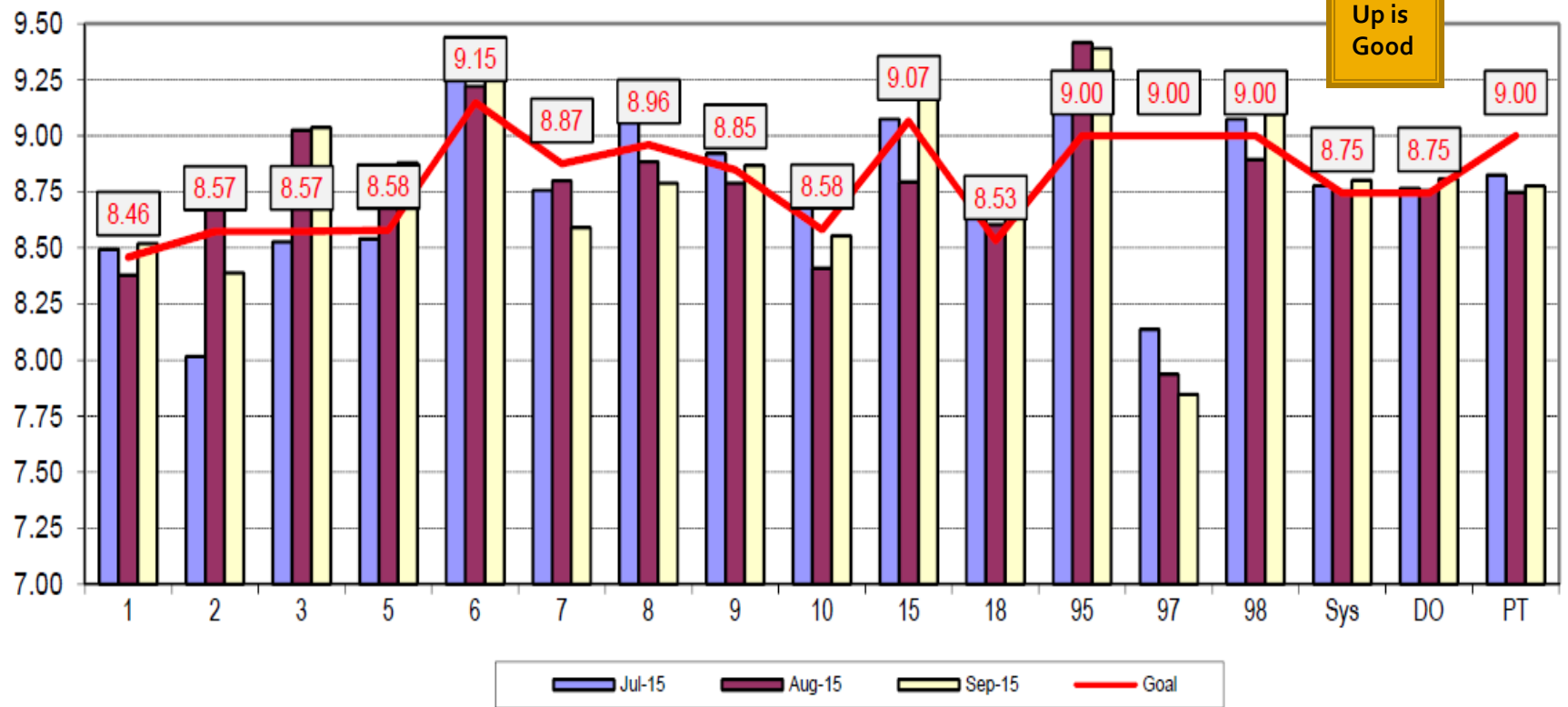
Directly Operated Bus	FY2013	FY2014	FY2015	FY2016 Goal	FY2016 YTD	July 2015	August 2015	September 2015
ISOTP - Early	4.69%	5.01%	4.29%	2.00%	3.81%	3.79%	3.71%	3.92%
ISOTP - Late	19.49%	18.84%	20.68%	18.00%	21.14%	18.98%	20.44%	24.12%
ISOTP - On Time	75.82%	76.15%	75.03%	80.00%	75.06%	77.23%	75.85%	71.96%



Bus Cleanliness Ratings

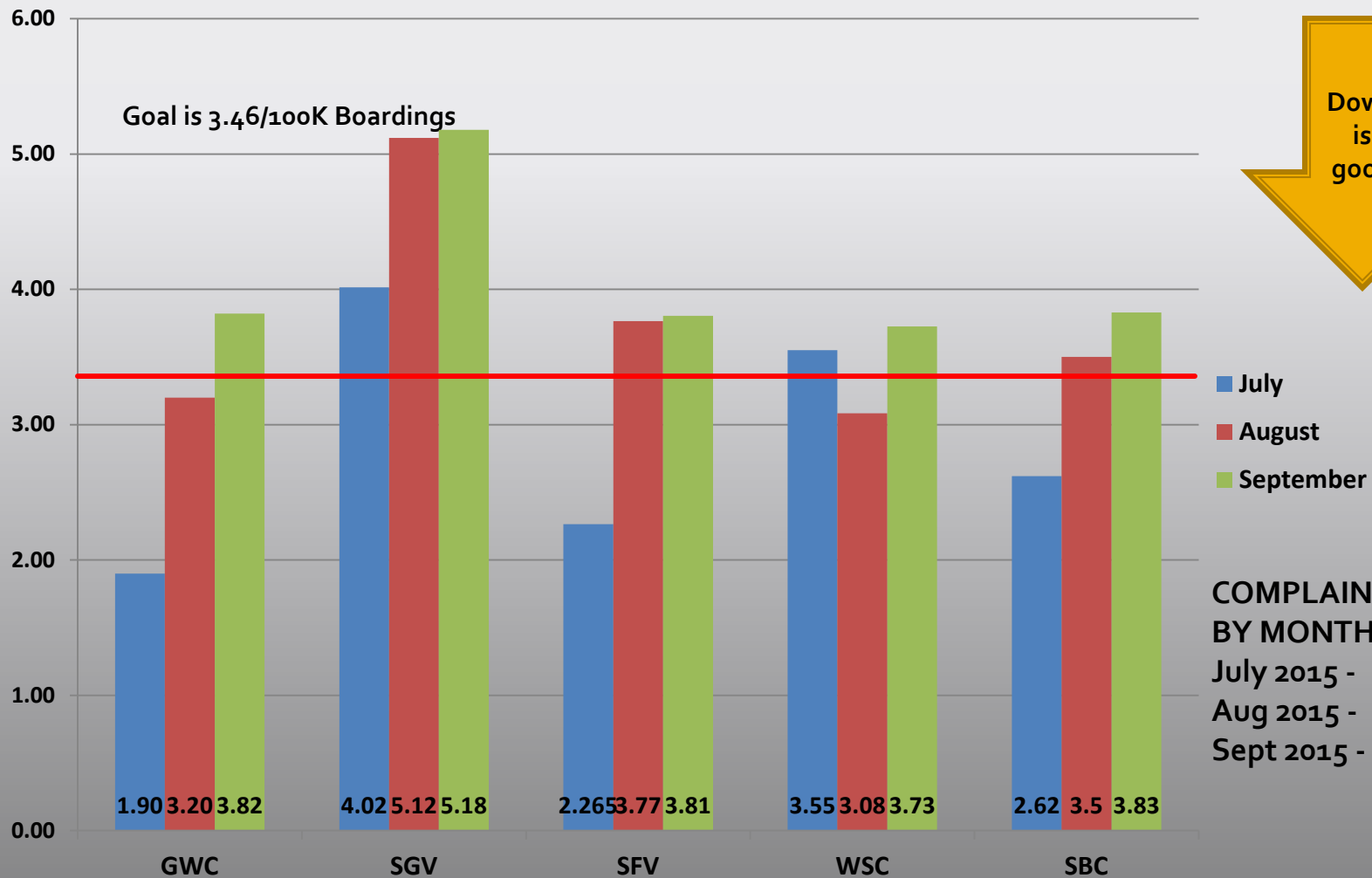
July 2015 to September 2015

Cleanliness by Bus Operating Divisions
Jul 2015 - Sep 2015



Goals shown are by Division. Systemwide goal is 8.5; a 10 would be a new bus.

Bus Customer Complaint Rates July 2015 to September 2015



COMPLAINTS
BY MONTH:
July 2015 - 735
Aug 2015 - 992
Sept 2015 - 1,132

Complaint Categories

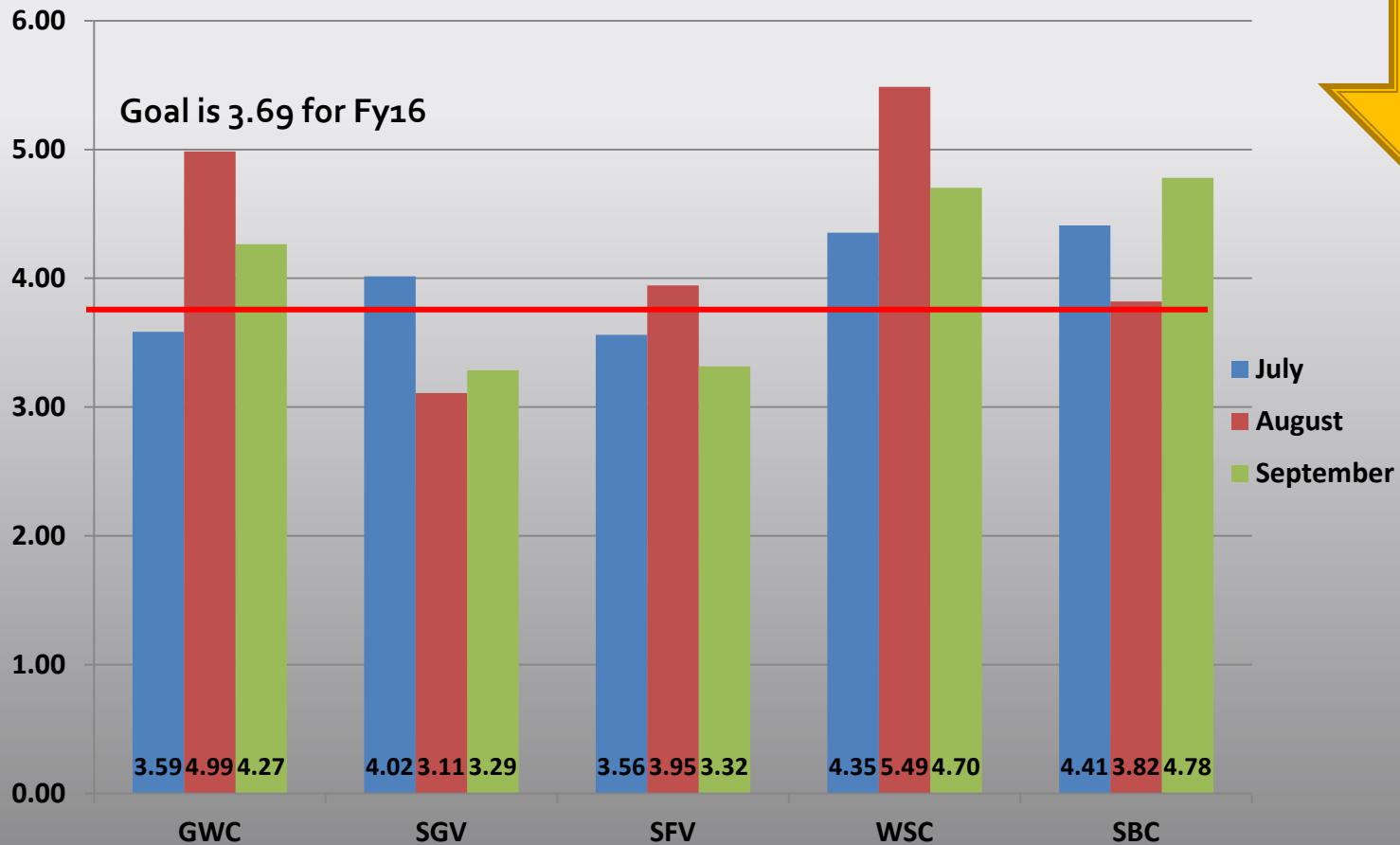
September 2015

September 2015 Complaints	GWC	SGV	SFV	WSC	SBC	TOT	PCNT
Schedule Related	51	73	117	63	77	381	39%
Unsafe Operation	21	24	15	18	20	98	10%
Accident	8	7	9	10	23	57	6%
Passed Up	42	69	36	56	43	246	25%
Sexual Harassment	0	0	0	1	0	1	0%
Operator Discourtesy	22	22	22	22	30	118	12%
Accessible Service	13	21	12	8	18	72	7%
Total	157	216	211	178	211	973	100%



Bus Traffic Accidents per 100,000 Miles

September 2015

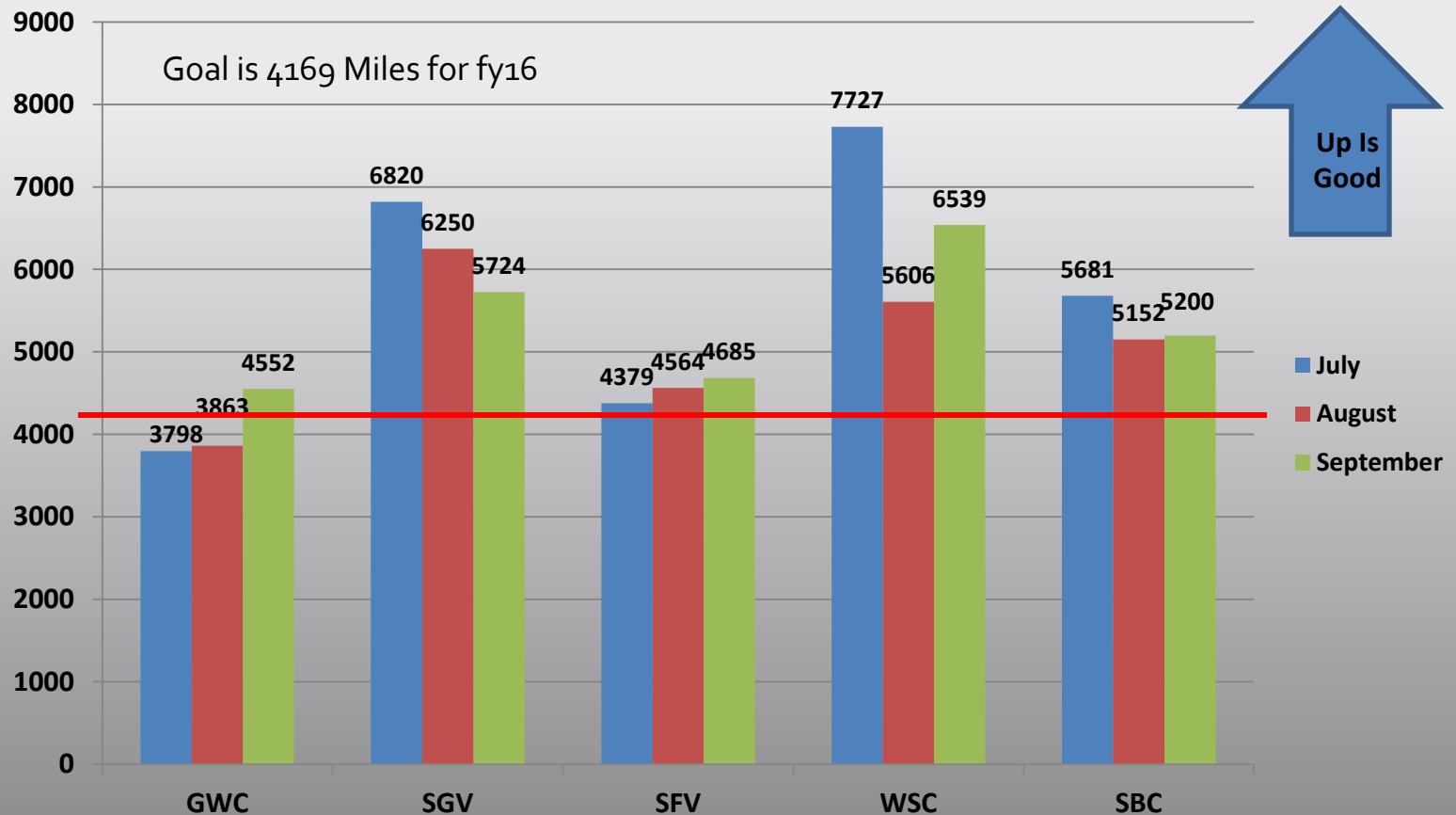


Safety Related Accidents

September 2015

September 2015 Safety Related Accidents	GWC	SGV	SFV	WSC	SBC	TOT	PCNT
Vehicle turns in front of Bus	3	1	0	2	3	9	11%
Bus strikes parked vehicle	2	3	2	3	7	17	21%
Bus rearends vehicle	3	2	2	6	3	16	20%
Bicyclist vs Bus	0	0	0	1	0	1	1%
Pedestrian vs Bus	0	0	0	0	0	0	0%
Bus strikes fixed object	5	2	7	14	9	37	46%
TOTAL	13	8	11	26	22	80	100%

Mean Miles Between Mechanical Road Calls – July to September 2015



Average Weekday Bus Ridership September 2015

Bus Ridership Estimates

+ Bus - Directly Operated

	Sep. 2015	Sep. 2014	Sep. 2013
Average Weekday Boardings	1,025,810	1,072,181	1,142,455
Average Saturday Boardings	654,081	688,855	733,484
Average Sunday and Holiday Boardings	500,027	517,089	549,549
Total Calendar Month Boardings	26,658,469	27,856,666	29,080,330

Directly operated bus ridership includes Orange and Silver Line ridership.

Sept 2015 ridership 4.5% lower than Sept 2014
Sept 2015 ridership 9.0% lower than Sept 2013

Items of Note

- Gold Line Foothill Extension Opens March 5th
- NoHo to Pasadena Update
- Metro now offering guided tours - metro.net/tours
- Regional Connector Construction Closure of Little Tokyo Gold Line Station starting December 5th for 3 months
- Lankershim Freeway Offramp Closure Nov. 16-23rd for Universal Pedestrian Bridge

Questions?



1984 Olympics Staging Area