



REGIONAL SERVICE COUNCILS – Gateway Cities

Metro Bus Performance Report Through August 2015

Performance Benchmarks

Miles Between Mechanical Road Call*

Agency	Goal	Actual
Metro	4,000	4356
Long Beach	6,000	3,572
SM BBB	10,000	7,890
G-Trans	-10% from prev yr	4,429
AVTA	12,000	Not available
Foothill Transit	15,000	16,300
NYMTA	Not available	5,210
DC Metro	8,343	7,281
MassDOT	12,000	13,359
CTA	5,000	8,080
SFMTA	Not available	4,632

*2014 data, most recent year complete data was available

Performance Benchmarks

On-Time Performance*

Agency	Goal	Actual
Metro	80%	76%
Long Beach	85%	78.5%
SM BBB	74%	65.9%
G-Trans	80%	82%
AVTA	96%	Not available
Foothill Transit	90%	77%*
DC Metro	81%	78%
MassDOT	75%	73%
SFMTA	85%	58.9%
SEPTA	78%	75.2%

*2014 data, most recent year complete data was available

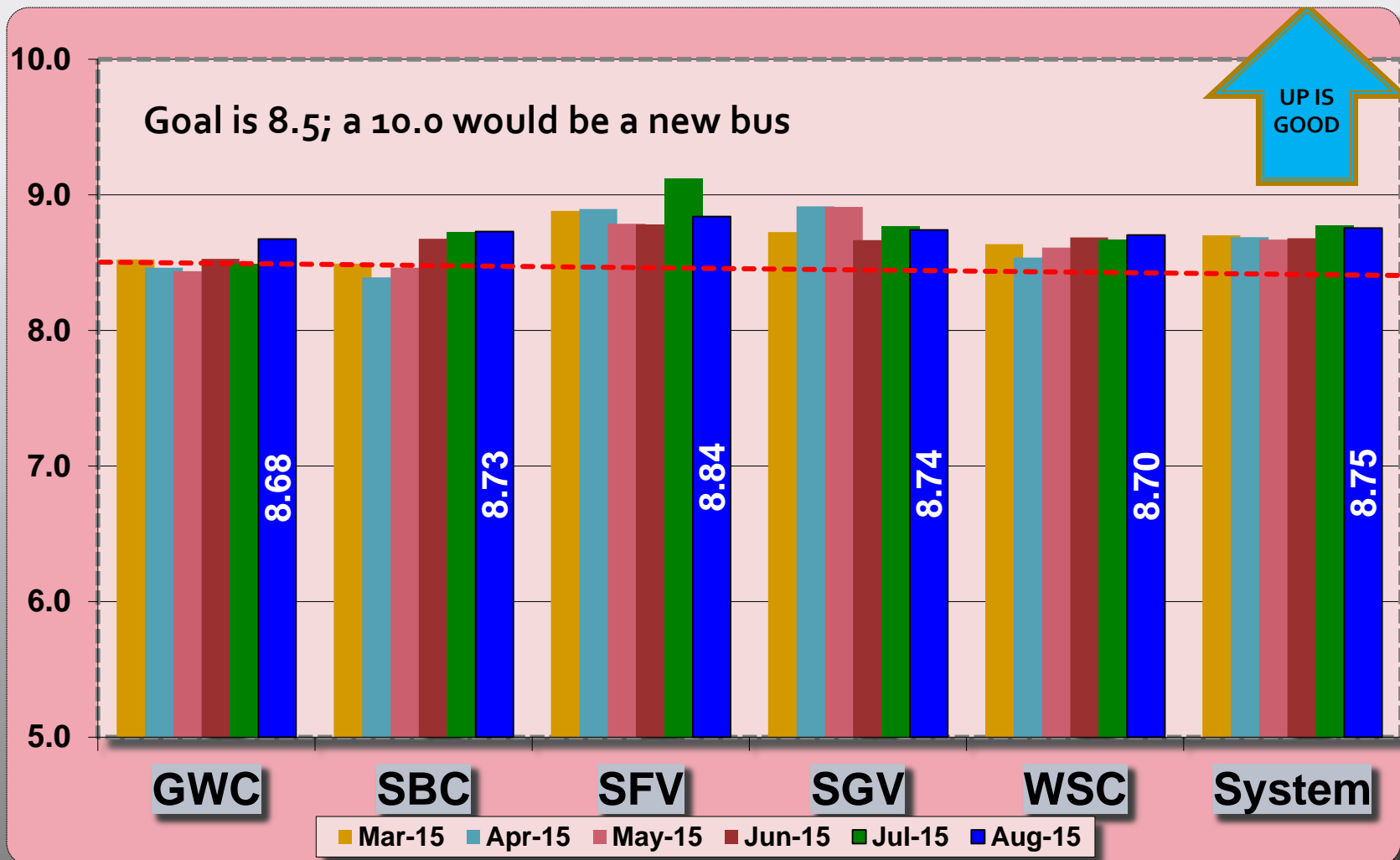
Performance Benchmarks

Accidents per 100,000 Miles*

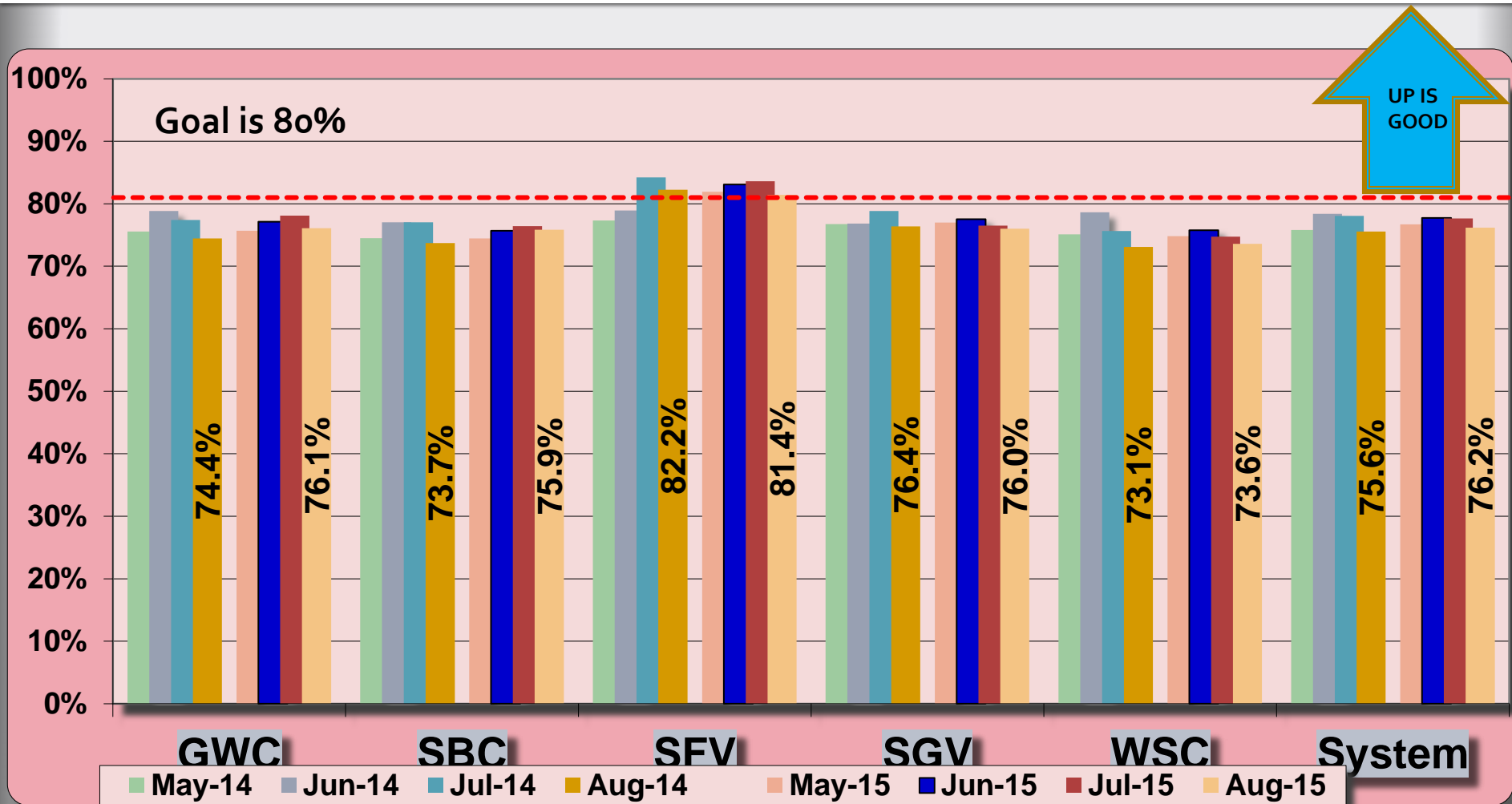
Agency	Goal	Actual
Metro	3.10	3.59
Long Beach	12.84	14.97
SM BBB	8	9.64
G-Trans	3	6.41
AVTA	1	Not available
Foothill Transit	0.6	0.6
SFMTA	4.1	5.88
SEPTA	3.38	3.13

*2014 data, most recent year complete data was available

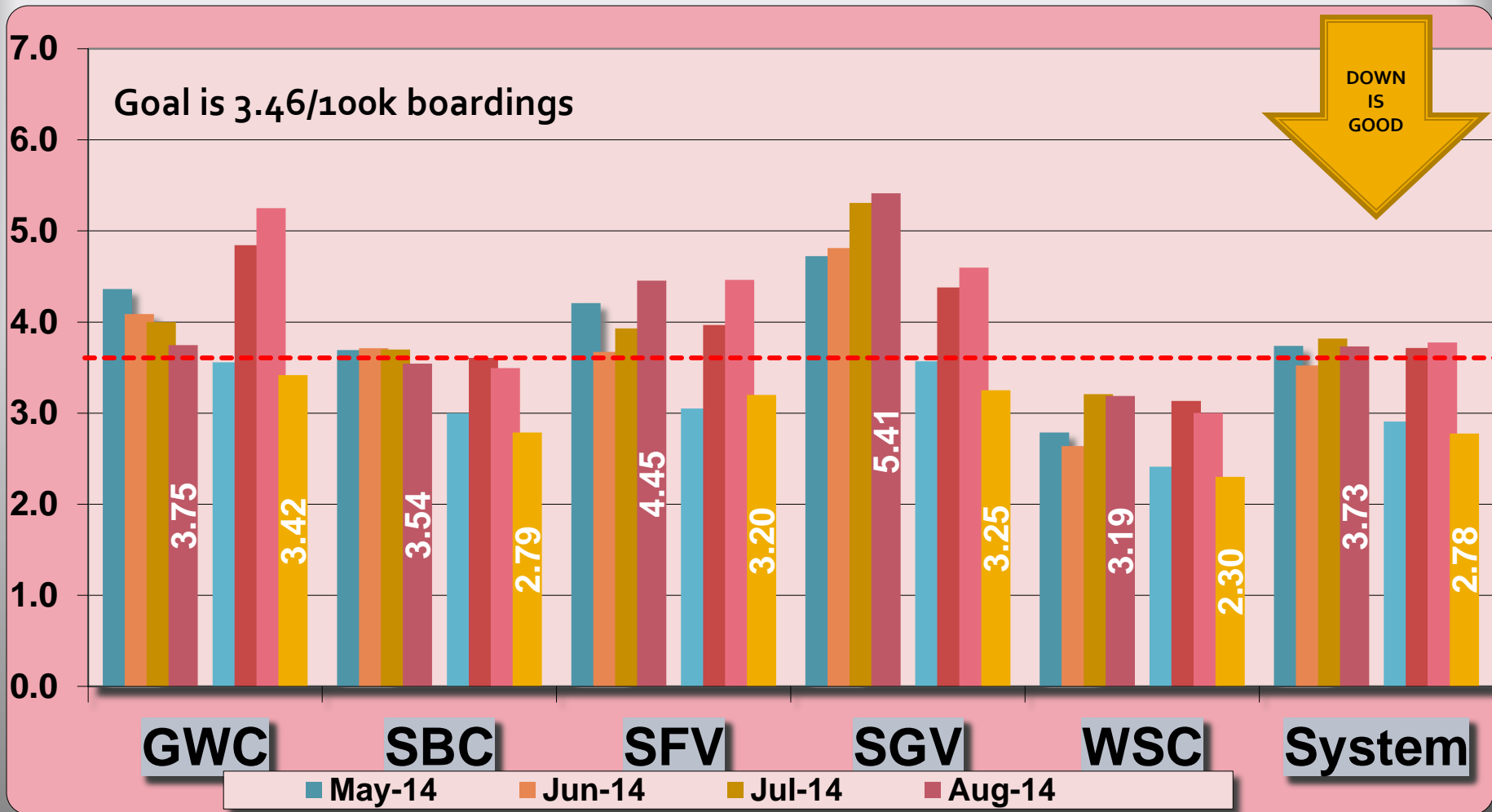
Bus Cleanliness Ratings August 2015



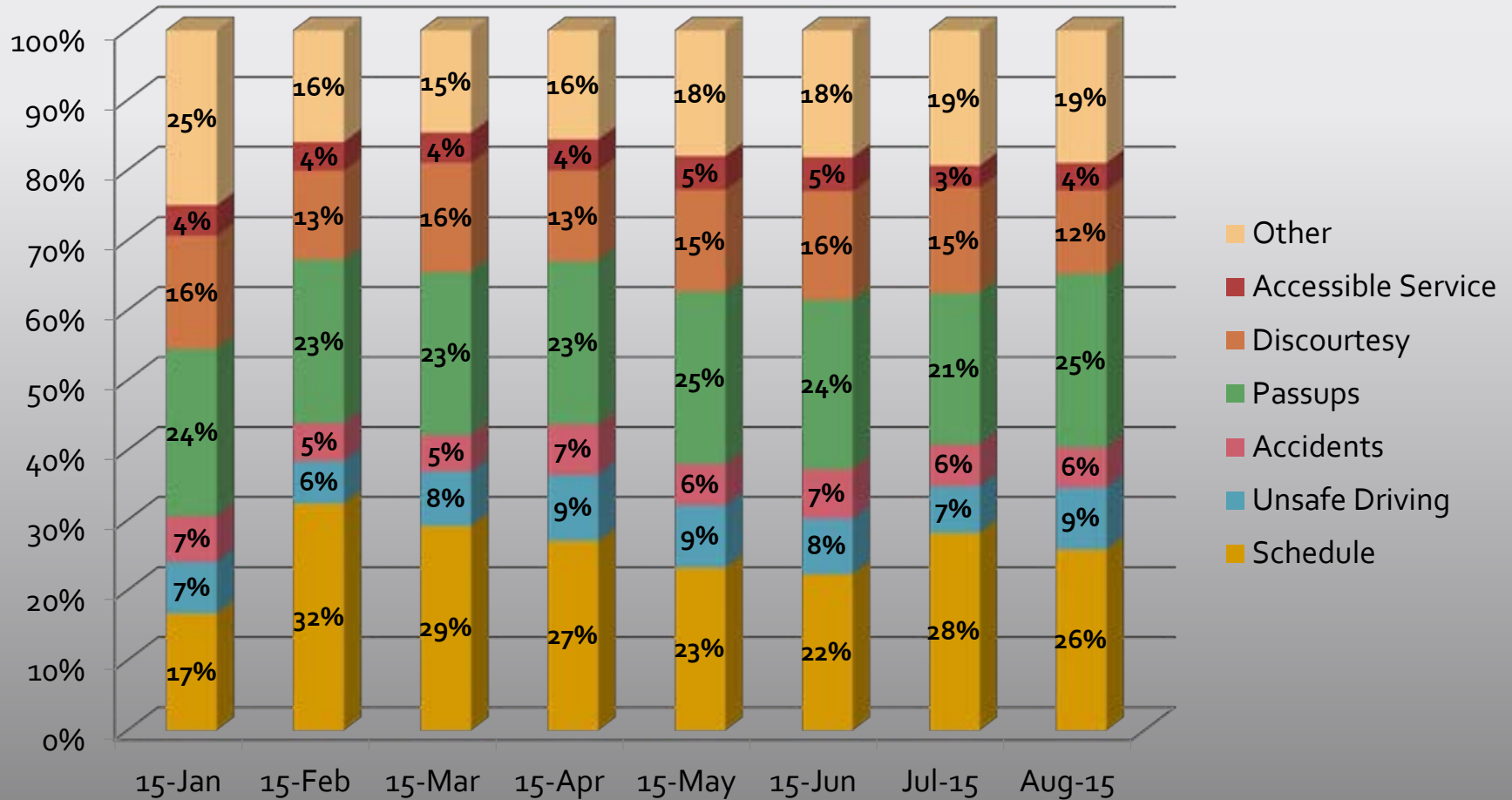
Metro Bus On-Time Performance – August 2015



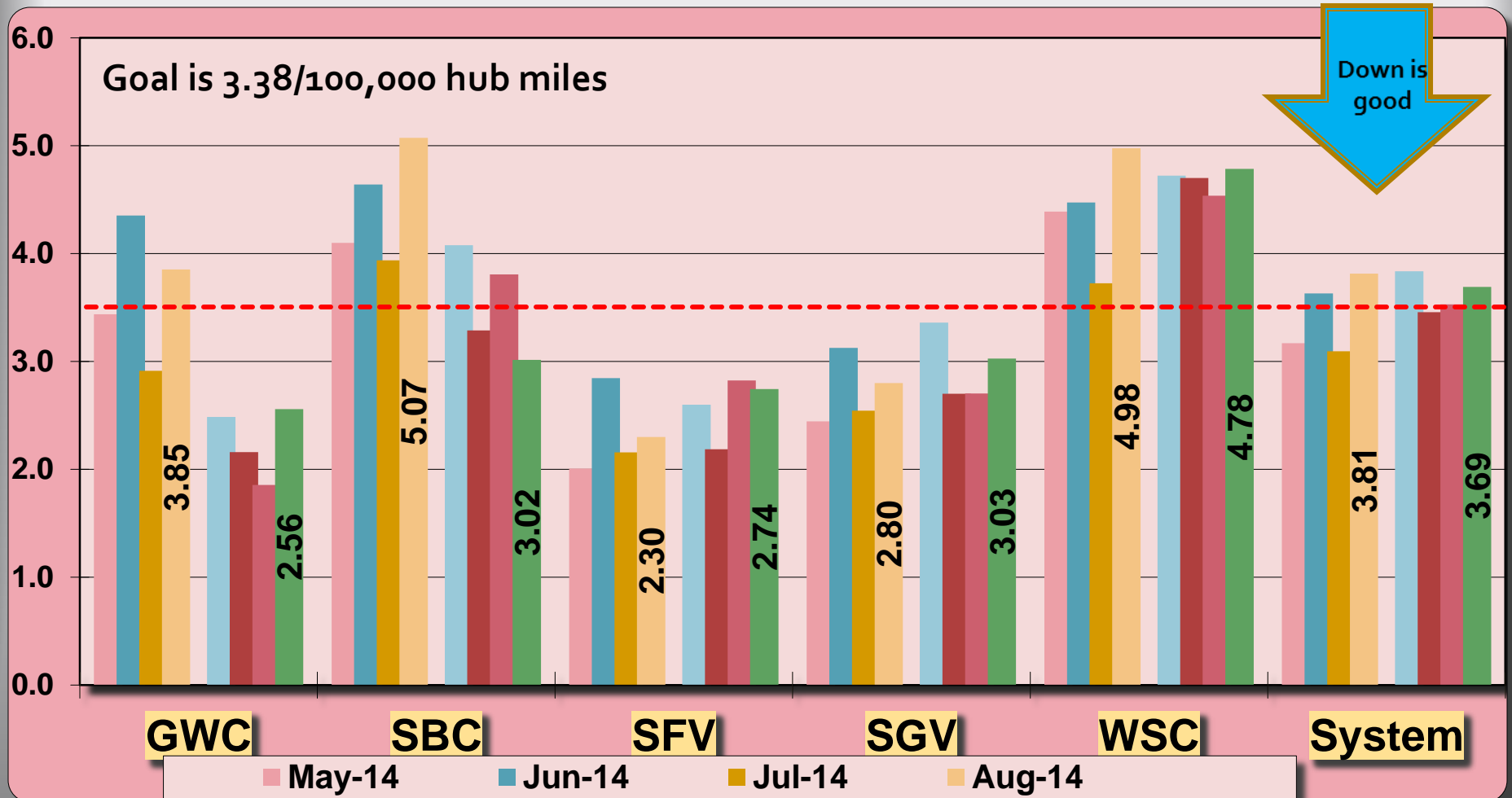
Bus Customer Complaint Rates – August 2015



Complaint Categories Jan 2015 to August 31, 2015



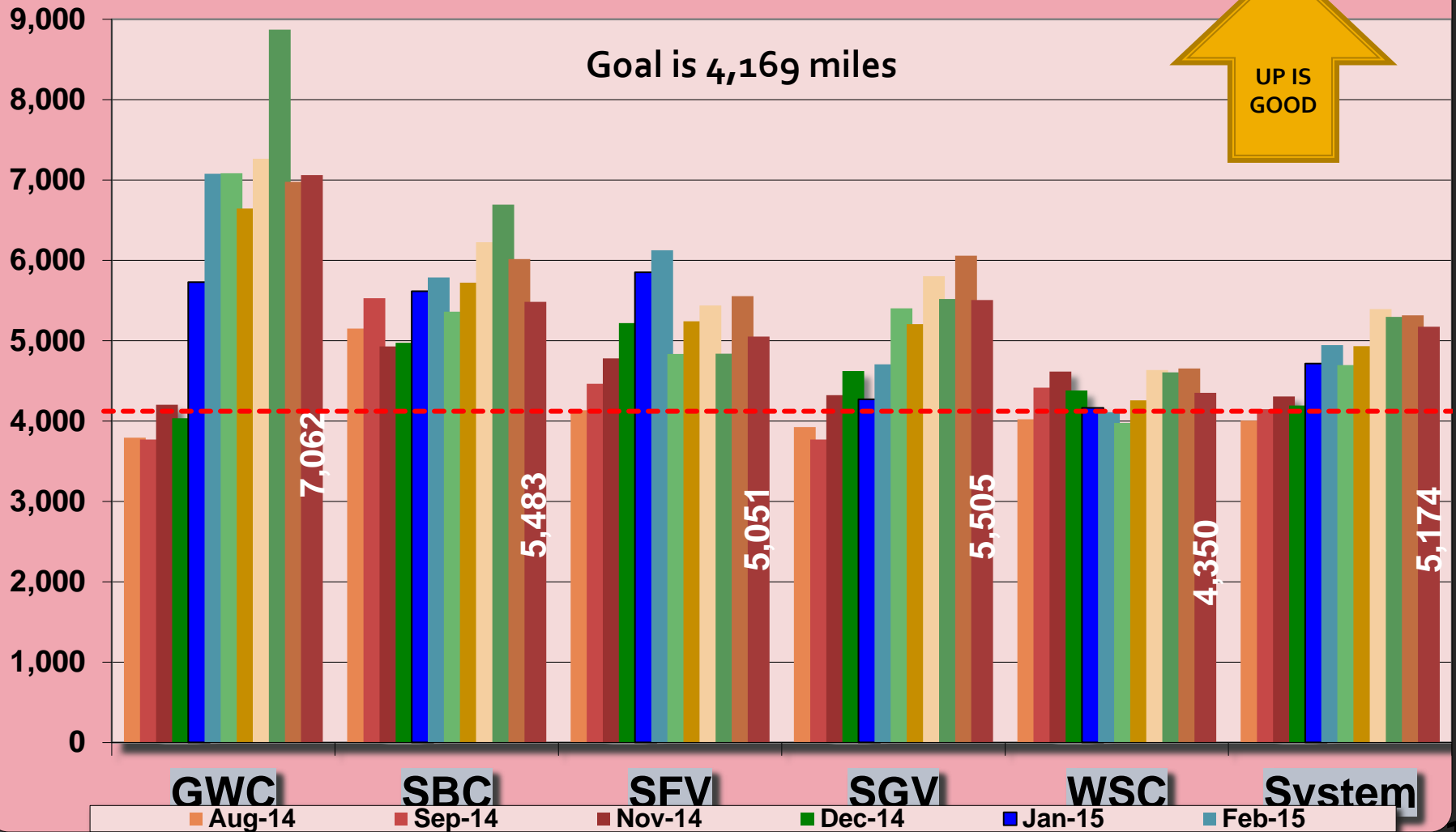
Bus Traffic Accidents per 100,000 Miles – August 2015



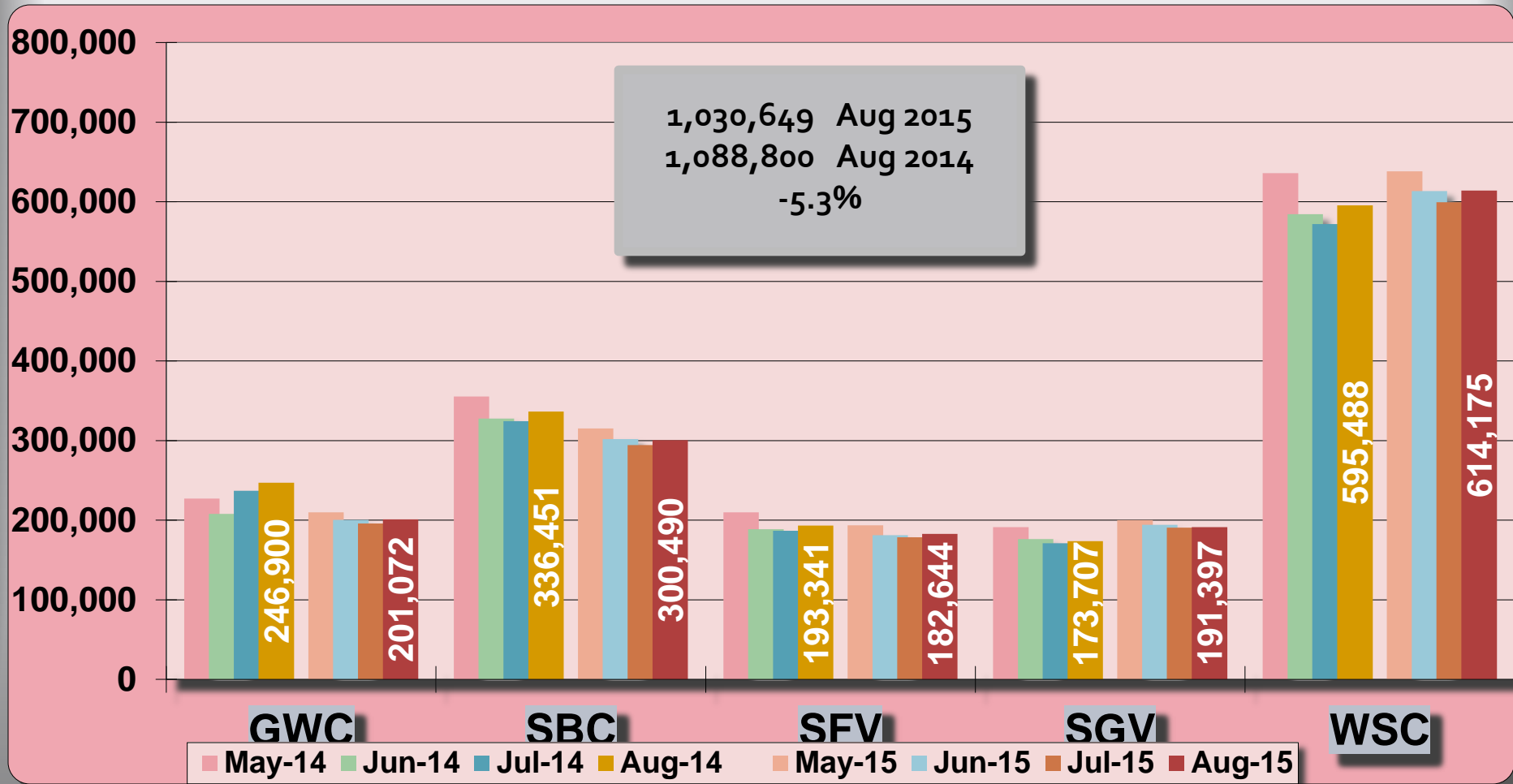
Safety-Related Accidents By Fiscal Year – FY 12-16 YTD (8/31/15)

Category	FY11-12	FY12-13	FY13-14	FY14-15	FY16YTD	Jul-15	Aug-15
Type 450- Fixed Object	411	389	344	395	74	38	36
Type 390 - Pedestrian	10	11	14	7	3	1	2
Type 380 - Bicyclist	31	37	38	31	7	3	4
Type 230 - Rear End	134	117	123	112	17	7	10
Type 190 - Parked Vehicle	142	131	123	152	19	10	9
Type 110 - Car Turns In Front Of Bus	185	168	168	176	28	9	19
Total	913	853	810	873	148	68	80
Type 450- Fixed Object	45%	46%	42%	45%	50%	56%	45%
Type 390 - Pedestrian	1%	1%	2%	1%	2%	1%	3%
Type 380 - Bicyclist	3%	4%	5%	4%	5%	4%	5%
Type 230 - Rear End	15%	14%	15%	13%	11%	10%	13%
Type 190 - Parked Vehicle	16%	15%	15%	17%	13%	15%	11%
Type 110 - Car Turns In Front Of Bus	20%	20%	21%	20%	19%	13%	24%
Total	100%	100%	100%	100%	100%	100%	100%

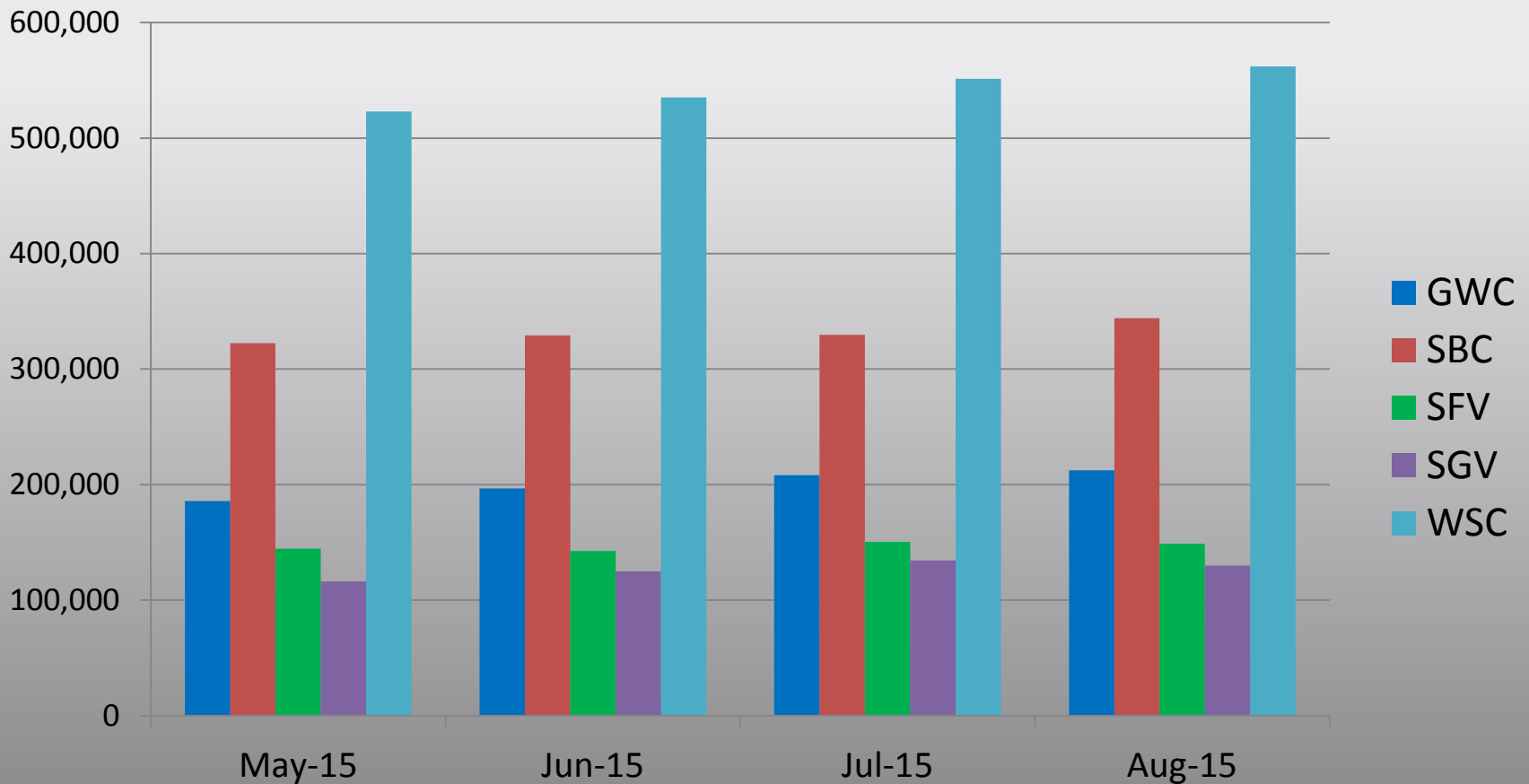
Mean Miles Between Mechanical Road Calls – August 2015



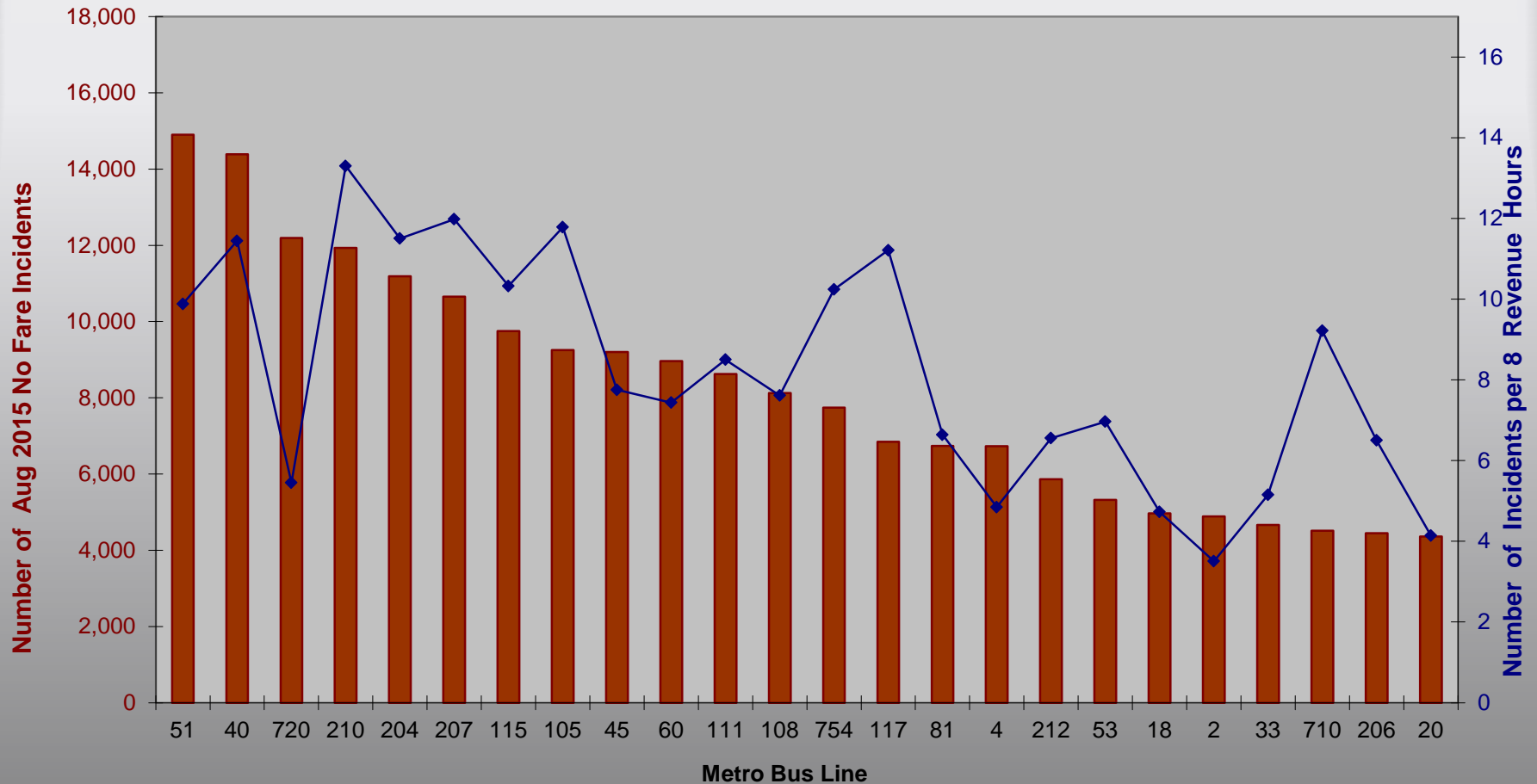
Average Weekday Bus Ridership – August 2015



Fare Evasion Short Fare or No-Fare Paid May 2015 – August 2015



Top 25 Lines with Highest Number of "No Fare" (Fare Evasion) Incidents



Items of Note

- TAP Press Conference Held September 16th
- ExpressLanes Corridor Advisory Group Meeting
Thursday, October 1st
- Metro's Emergency Security Operations Center
Open House Wednesday, October 14th, 6–8 pm,
Los Angeles Homba Hongwanji Buddhist Temple

Questions?



Metro