



AD HOC CUSTOMER EXPERIENCE COMMITTEE

Metro Bus Performance Report

June 2017

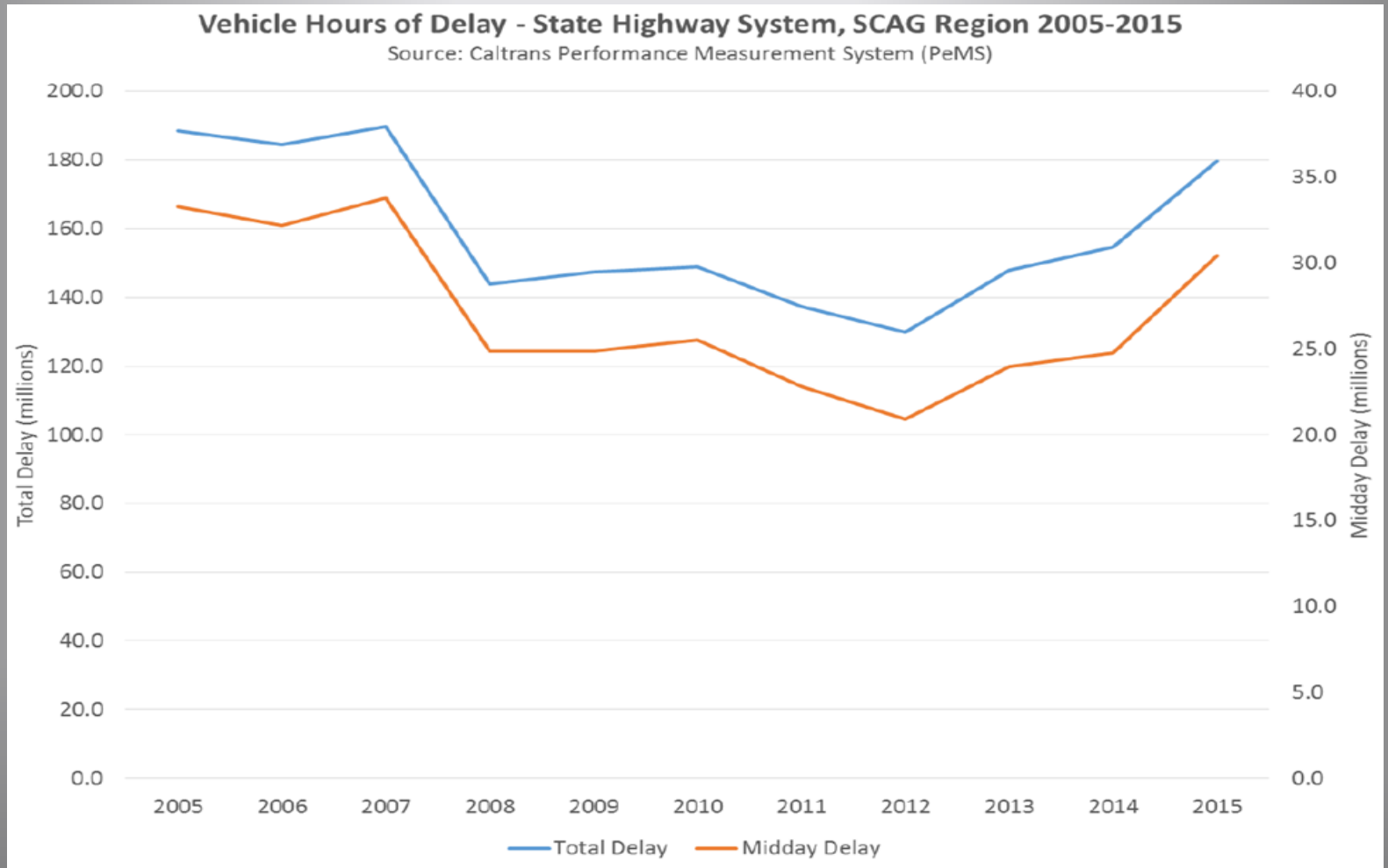


Metro

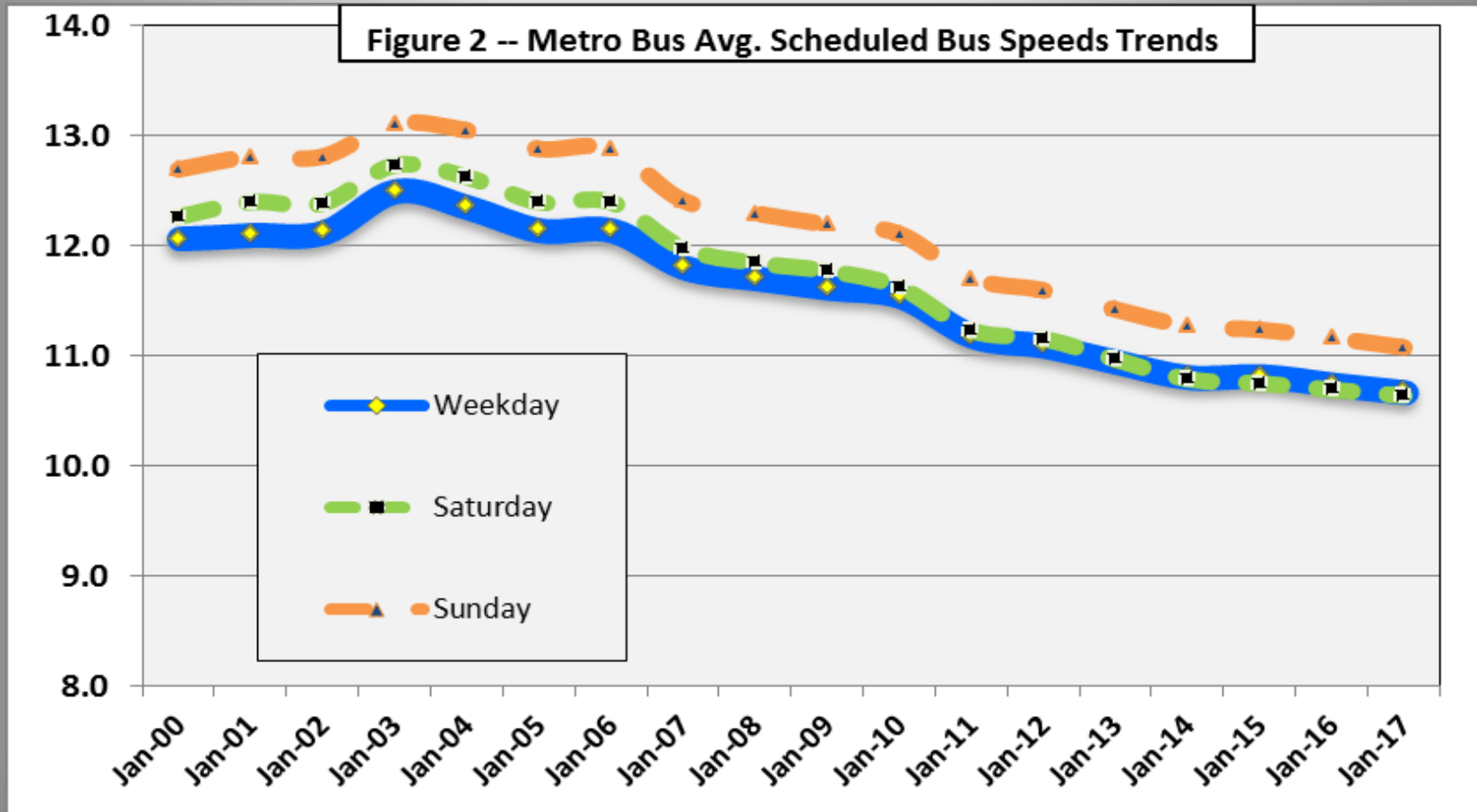
SPEED & RELIABILITY HAS DECLINED

- Increased Traffic Congestion has lead to declining Bus Speeds
- Traffic calming solutions good for some streets, but not for transit service
- Simply put, it takes too long to get where you need to go by bus

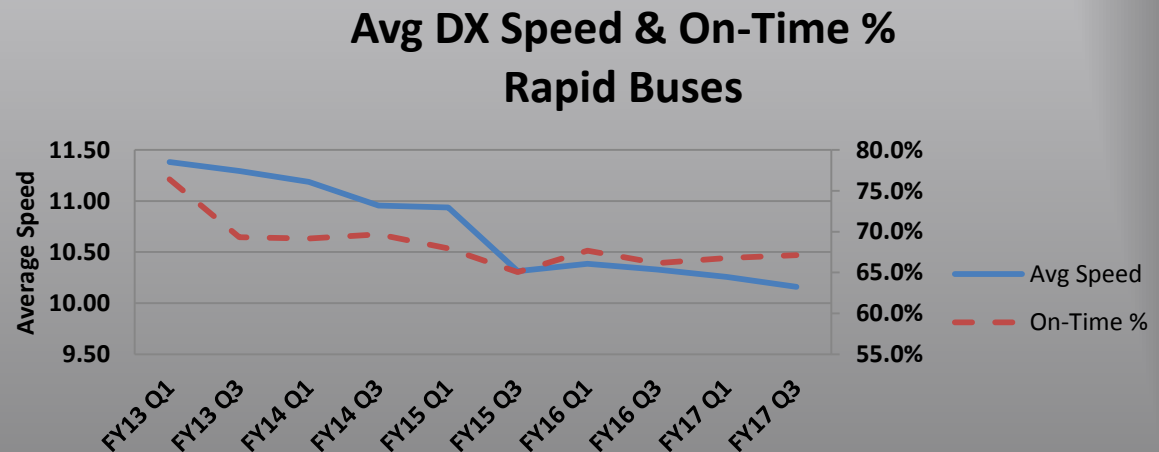
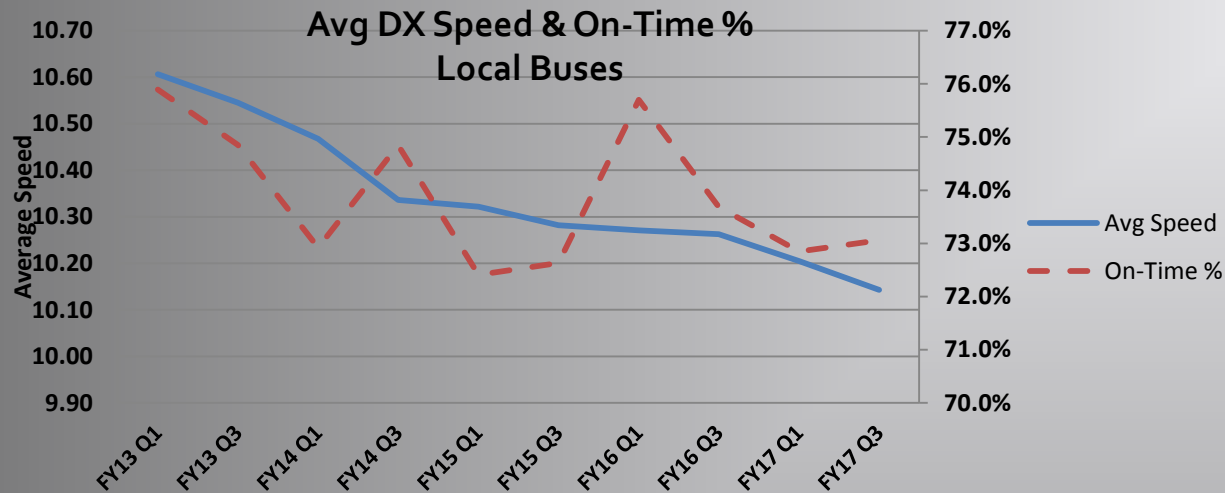
INCREASING HOURS OF TRAFFIC DELAY IN THE SCAG REGION



TRENDS IN METRO BUS SPEEDS



AVERAGE DAILY SPEED & ON TIME PERFORMANCE



ANNUALIZED COST OF SPEED REDUCTIONS

	Cumulative	FY16 TO FY17 Q3 DAILY EXCESS REV HOURS	FY15 TO FY16 Q3 DAILY EXCESS REV HOURS	FY14 TO FY15 Q3 DAILY EXCESS REV HOURS	FY13 TO FY14 Q3 DAILY EXCESS REV HOURS	FY12 TO FY13 Q3 DAILY EXCESS REV HOURS
Daily RSH	1,240	291	0	248	393	309
Saturday RSH	768	129	0	91	351	197
Sunday RSH	622	127	0	62	228	205
Annual Total RSH	392,153	88,284	0	71,416	131,587	100,866
Cost	\$64,705,229	\$14,566,794	\$0	\$11,783,673	\$21,711,806	\$16,642,956
Average RSH / Year	78,431					
Average cost / Year	\$12,941,046		All Costs in FY17 Dollars (\$165/RSH)			

NEXT STEPS

- Work with local jurisdictions to identify congestion hot spots & identify short-long term solutions
- Metro needs commitment & funding support of local jurisdictions to remedy these problems
- One time capital expenditures are far less costly than the operating dollars necessary to address speed & reliability declines

Questions?



Metro