

## Division 1 Achieves Enviably Record for Few Service Delays

(Feb. 14) Despite serving some of the most heavily traveled Metro Bus lines with some of the oldest coaches, Division 1 recently compiled an enviable one-day record when it experienced only five service delay incidents.

Division Manager Jesse Castorena's Service Delay Report for the Jan. 4 indicates that only three of the five delays were "chargeable" incidents involving mechanical problems. One involved a sick passenger and another was caused by heavy traffic during a deadhead trip. The total patron delay was only 71 minutes in the 24-hour period.

### Only 20 delays a weekday

"Since last June, Division 1 has been averaging approximately 20 service delays per weekday," says Dan Ibarra, deputy executive officer, Bus Operations.

"That's not bad," he said, "considering the fact that the division has 214 weekday pullouts, 1,710 daily revenue hours and roughly 21,114 revenue miles."

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