



System Safety, Security and Operations Report

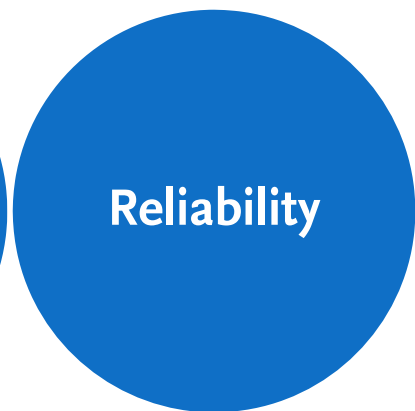
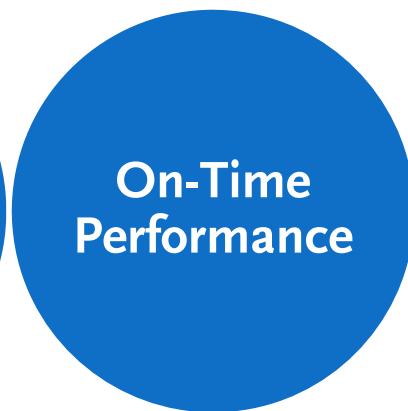


Metro

System Safety, Security and Operations Committee

May 21, 2015

Operations Performance Trends



Security

Bus
Policing
Pilot

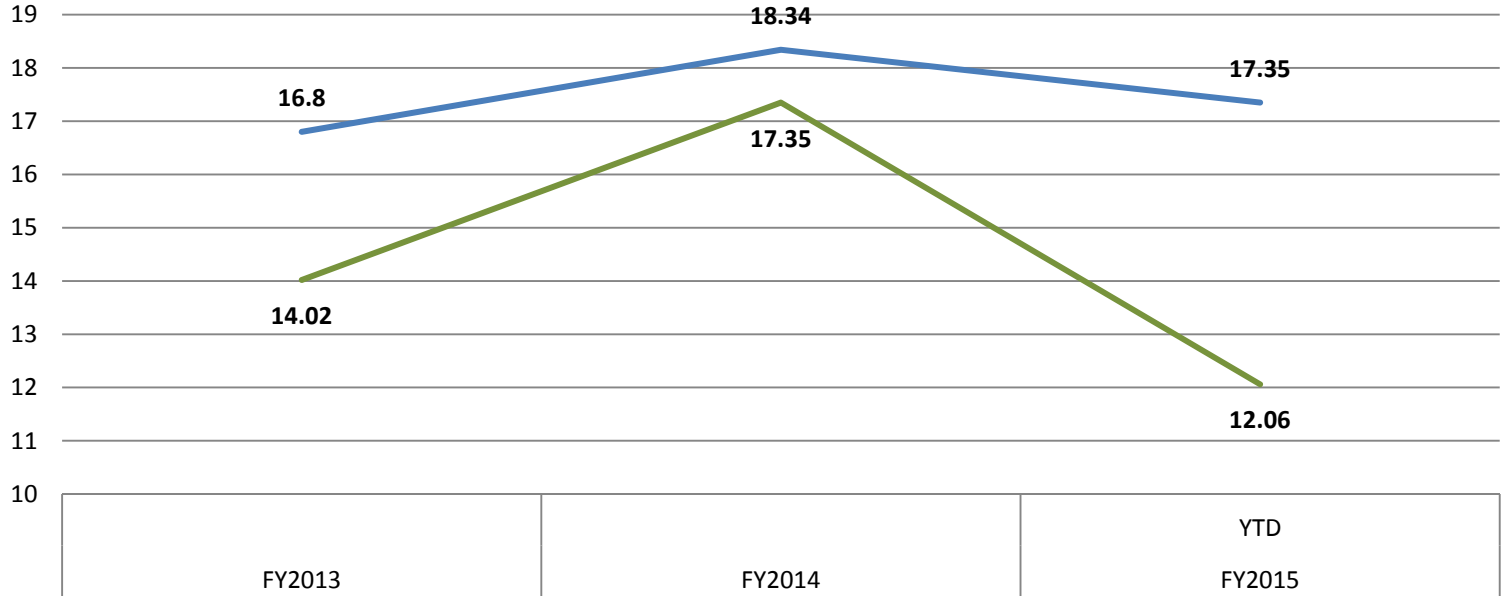
Bus
Operator
Barriers

On-Board
CCTV
Monitors





New Reported Workers' Compensation Claims per 200,000 Exposure Hours



— Bus New Reported Workers' Compensation Claims per 200,000 Exposure Hours (Indemnity and Medical)
— Rail - New Reported Workers' Compensation Claims per 200,000 Exposure Hours (Indemnity and Medical)



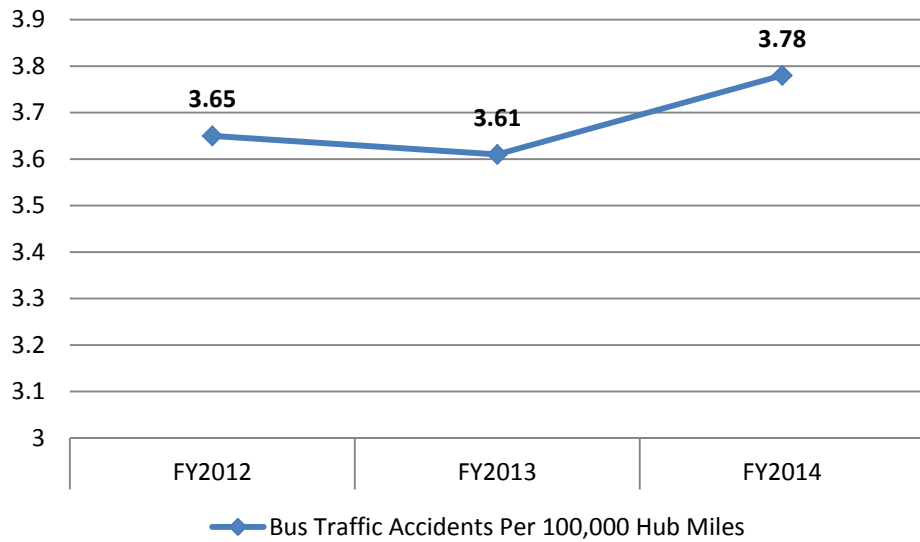
Safety

Transit Ambassador Customer Service Training

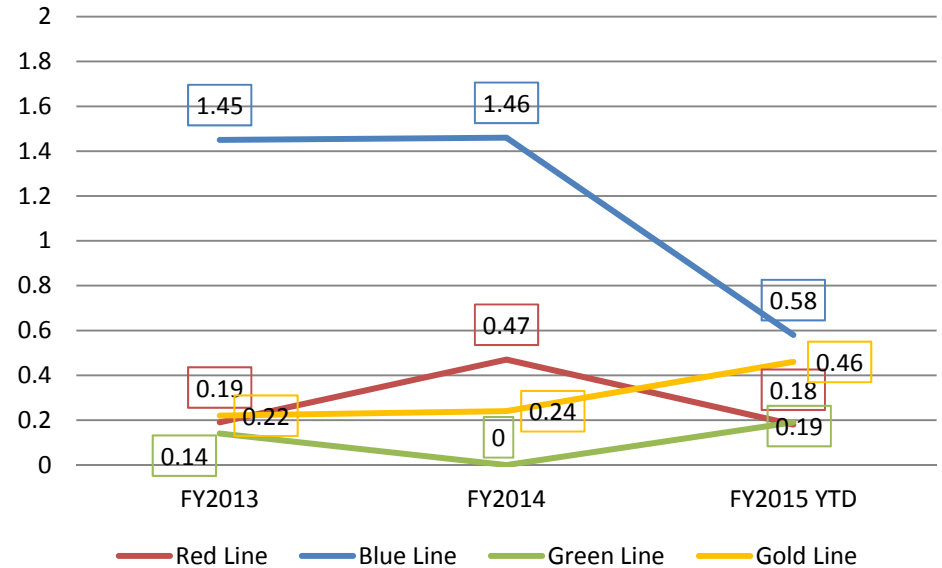
National Safety Council – Defensive Driving

Local Division Safety Committees

Bus Traffic Accidents per 100,000 Hub Miles



Traffic Accidents per 100,000 Train Miles

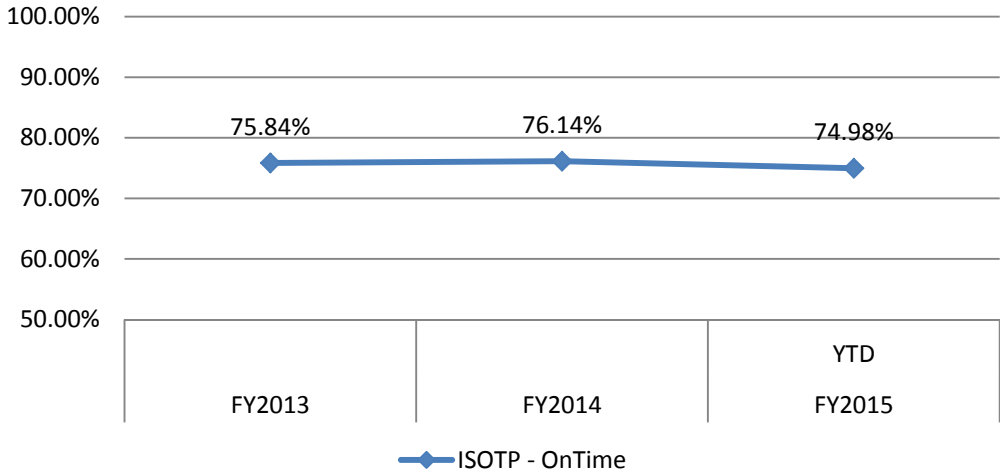


On-Time Performance

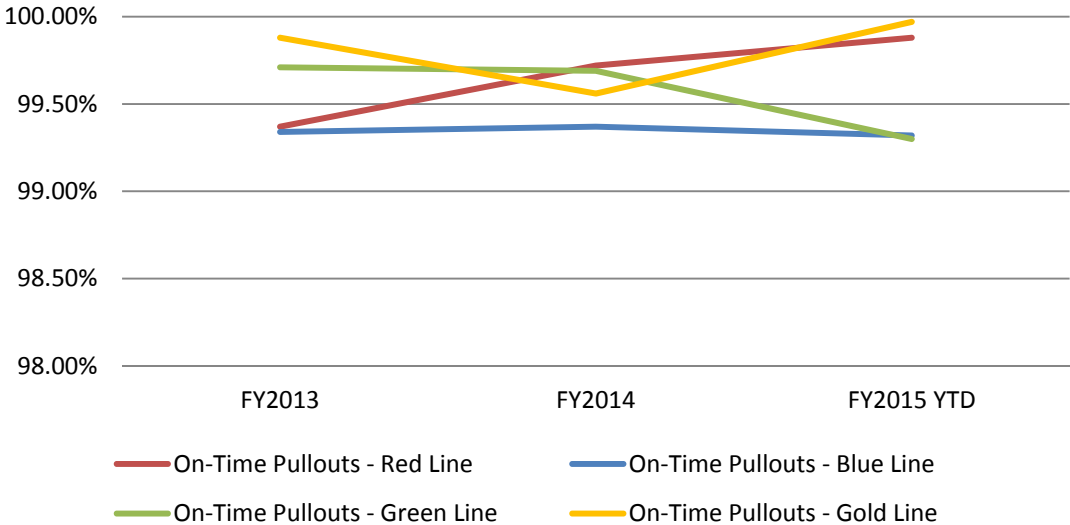
- June 2015 Shake-Up
- Blue Ribbon Committee
- "Running hot"
 - Target Operators to reduce early arrivals
- Division High-Achievers
 - Division 1, 8 and 15



Bus In-Service On-Time Performance



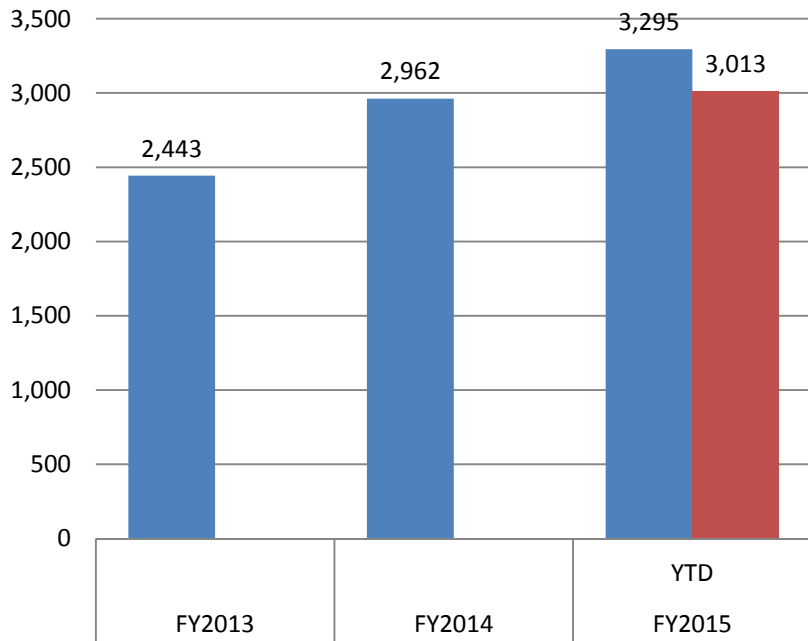
Rail In-Service On-Time Performance



Reliability

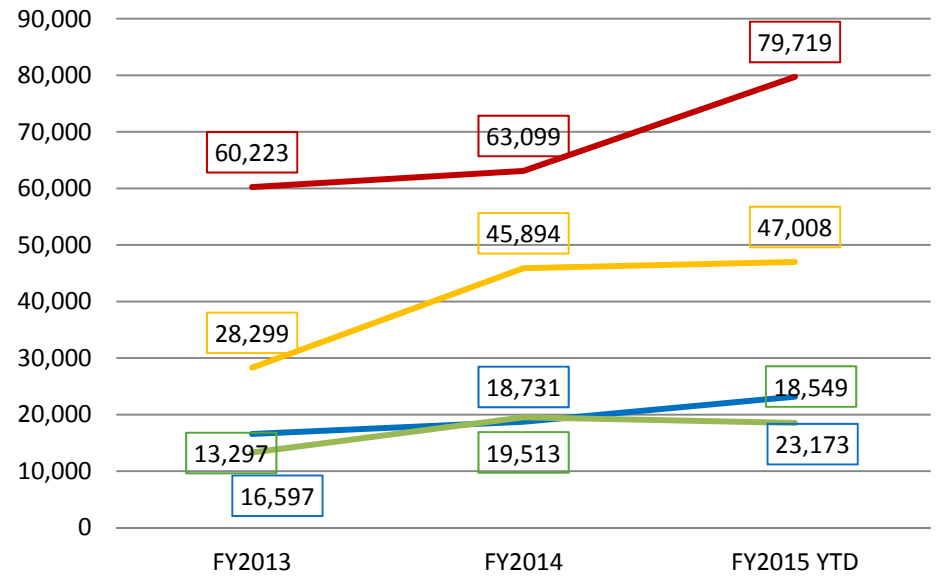
864 additional classroom hours on high road-call components

Bus Mean Miles Between Total Road Calls (MMBTRC)



■ Mean Miles Between Total Roadcalls (MMBTRC) ■ FY2015 Target

Rail Mean Miles Between Chargeable Mechanical Failures



— MMBCMF - Red Line — MMBCMF - Blue Line
 — MMBCMF - Green Line — MMBCMF - Gold Line

