



Metro South Bay Sector

Key Performance Indicator



MMBCMF

Mean Miles Between Chargeable
Mechanical Failures

July 10, 2009

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MMBCMF

•Miles driven between chargeable mechanical failures. All chargeable mechanical failures, divided by the total number of miles driven, gives the MMBCMF.

Mechanical Failures that are not included:

- Accidents
- Operator Error
- Passenger Incidents/Sick Passenger
- No Equipment/Person
- Wrong Bus Number
- O/K. Bus Exchange
- Cancelled

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FY09 – MMBCMF

- AWD – 3547
- Division 18 – 3803
- Authority / Division Goal 3500



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Top Mechanical Failures

- Engine
- Slow Bus
- Doors
- Warning lights



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▣ Action Plan / Strategy

● Continue to monitor and repair repeat road calls

- Continue to perform a quality inspection
- Monitor trends and implement campaigns to reduce road calls
- Continue training of new mechanics / all mechanics

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● Action Plan / Strategy

● Programs in place

- Odyssey Batteries
- Special training at division for new / all mechanics

– PLC electrical

– Cummins engine

- Operator orientation presentation

● Future Programs

- Up grade Amerex system to new version

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Partner with Transportation

- Weekly reports given to transportation
 - Road calls by Operator badge number
 - No defect found
 - Operator errors

