

Best in Recent Years
Transit Operations to Present
January 'Report Card'
to Board



UP
is
GOOD!

- Transit Operations report highlights significant improvements in Metro Bus and Metro Rail service, maintenance performance, safety and customer satisfaction.

By JOSE UBALDO

(March 14) Transit Operations will present to the MTA Board this month its best performance report in recent years.

On-time pullouts (OTP) from bus divisions reached a record high in January of 99.36 percent – the best performance since the MTA began tracking this indicator in 1995. Four of the 11 bus divisions - 1, 3, 8 and 9 - reported OTP equal to or exceeding the 99.5 percent goal, and all divisions posted OTP in excess of 99 percent.

Metro Red Line makes 100

On-time pullouts on the Metro Red Line maintained a 100 percent level in January, while performance on the Metro Blue Line and Metro Green Line rose for the third consecutive month from 99.4 percent in December, 1999, to 99.75 percent in January - well above goal. In-service, on-time performance rose in January on heavy- and light-rail and both services operated above goal.

"These are just two of the indicators that show the MTA's commitment to quality on-time service for our passengers," said Tom Conner, executive officer, Transit Operations. "We set very high standards and we followed through."

Under the category of Scheduled Revenue Service Hours Lost due to cancellations, in-service incidents or mechanical breakdowns, bus operations recorded the lowest figure - 1.2 percent - since the agency began tracking this indicator in December, 1997. It has continued to drop since October, 1999.

On-time performance declined

The only major performance indicator that did not show improvement was in-service, on-time performance declined to 53.5 percent. On-time performance is affected by such factors as traffic lights, traffic flow, accidents and construction along the route. However, incidents of buses departing from stops or certain checkpoints more than 15 seconds early - "running hot" - declined by more than two full percentage points to 25.12 percent.

Another strong performer in January was maintenance, which has been improving steadily for the past five months. Miles between mechanical failure reached 6,300, the highest level recorded since tracking began in July, 1995.

The number of past-due Preventive Maintenance Points (PMP) jobs declined for the fifth consecutive month from 0.35 percent to 0.28 percent. This performance measure has exceeded goal for two months in a row.

Consent Decree compliance improved

Consent Decree load-factor compliance performance for January was the highest since October, 1997, when the MTA began tracking the indicator.

The system-wide bus traffic accident rate decreased sharply from 4.55 percent in December to 3.82 percent in January. Safety remains a focus of MTA training, mentoring and monitoring efforts in both bus and rail divisions.

Finally, customer complaints hit a low for January with 1,136 complaints compared with 1,168 in December, 1999. This was only the third time in 15 years that passengers had fewer complaints about Metro Bus and Metro Rail service during the month of January than they had during the preceding December, historically the lowest months for complaints during the year. This continues a trend of declining customer complaints recorded over the past year.

Report is a 'milestone'

In presenting the January Performance Report to the Board's Operations Committee, Conner termed the report a "milestone in improving and expanding MTA bus and rail service." He commended the MTA staff for their diligence and thanked all who have assisted in this effort.

Conner also outlined four performance areas that need continued focus. These are safety, which is always top priority; bus on-street, on-time performance; complete elimination of seat and window graffiti; and reduction in workers compensation costs.

[Back to MTA Report](#)