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Ops Service Performance Analysis Pages Debut on myMetro.net

- [CHECK IT OUT>](#) Frequently Requested Data Now Available

(July 1, 2004) Do you need to know how many patrons rode Metro buses in May? Or how much Metro spent on graffiti abatement in FY 2003? Do you need a copy of the 4-24 Report or are you interested in a particular performance indicator?

That information and much more can be found on myMetro.net's newest selection of web pages launched today by the Service Performance Analysis department.

Service Performance Analysis is responsible for processing data and developing reports on Metro Rail and Bus Operations performance, including reports on ridership and schedule adherence, among a number of others.

The reports and other information developed by the department are available on the new web pages, along with access to the first phase of the Decision Support System, an application developed in Business Objects that provides viewers with an automatic weekly update of major Operations performance indicators by system, sector, and division.

The site also includes the names and photos of department employees and an organizational chart.

Department's three units

Operations Service Performance Analysis consists of three units:

The Schedule Checking unit conducts daily schedule, fare and point checks for Consent Decree compliance, fare media analysis, and other uses.

The Systems unit processes data collected by the Schedule Checkers, in addition to providing other data for Consent Decree reporting. The Systems group also provides data support for the Scheduling function.

Unified Analysis and Reporting produces weekly, monthly, quarterly and annual performance reports, administers incentive programs, and supports the "Safety's First" reporting function, as well as creating a number of reports required by the FTA and the State of California.

The Service Performance Analysis pages were developed by Senior Administrative Analyst Jeff Neely and Intranet Webmaster Joe Simpson with Lead Designer Neil Sadler providing art direction and with the assistance of web intern Jean-Philippe Steinmetz.

EDITOR'S NOTE: There were 1,153,952 average weekday bus boardings in May 2004. Metro spent \$6.5 million in FY 2003 for graffiti abatement.

