

Operations Monthly Bus Performance Report

December 2020



Metro

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Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has ten Metro operating divisions: Division 1 and 2, both operating out of the downtown Los Angeles area; Division 3 in Cypress Park; Arthur Winston Division 5 in South Los Angeles; Division 6 in Venice (Closed); Division 7 in West Hollywood; Division 8 in Chatsworth; Division 9 in El Monte; Division 13 in Los Angeles; Division 15 in Sun Valley; and Division 18 in Carson. Metro Bus systemwide is responsible for the operation of approximately 2,490 Metro buses and 144 Metro Bus lines carrying nearly 395.5 million boarding passengers each year. Metro bus also operates the Orange and Silver Lines.

Notes:

Accidents: Accidents of prior month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Complaints: Complaints on scorecard will differ from the Excellence in Service and Support (ESS) section due to increased reporting. Complaints for ESS calculations are transportation related complaints only.

Lost Work Days and OSHA injuries: There is a one month lag in this data.

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Measurement	FY 2018	FY 2019	FY 2020	FY 2021 Target	FY 2021 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,510	4,555	4,188	5,183	3,707	●	3,838	4,341	4,836
Number of Unaddressed Road Calls	40	13	31	-	23	-	3	0	4
Mean Miles Between Total Road Calls	4,251	4,063	3,789	4,200	3,645	●	3,655	4,234	4,456
Bus Traffic Accidents Per 100,000 Miles	4.22	4.29	3.96	3.56	3.06	●	2.90	3.10	2.66
Number of 482 Alleged Accidents	292	269	238	-	62	-	15	10	9
Complaints per 100,000 Boardings	5.42	5.35	5.54	4.03	5.65	●	6.89	4.97	7.46
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.63	16.11	16.43	14.00	17.09	●	17.36	13.80	14.49
*Lost Work Days per 200,000 Exposure Hours	1,239	1,095	1,389	1,055	1,944	●	2,072	2,219	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.31	11.04	11.43	9.23	14.07	●	14.61	10.64	N/A
% of OnTime Pullouts	96.42%	95.89%	94.92%	97.11%	94.10%	●	94.31%	94.13%	93.80%
In-Service On-time Performance - Early	3.85%	4.06%	5.04%	2.00%	4.74%	●	3.49%	3.80%	4.05%
In-Service On-time Performance - Late	22.31%	23.11%	21.49%	-	16.34%	-	18.09%	16.74%	15.82%
In-Service On-time Performance - OnTime	73.83%	72.83%	73.47%	78.52%	78.91%	●	78.41%	79.47%	80.13%
Bus Directly Operated									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,240	4,259	4,113	5,019	3,635	●	3,750	4,246	4,627
Number of Unaddressed Road Calls	40	13	31	-	23	-	3	0	4
Mean Miles Between Total Road Calls	4,009	3,812	3,641	4,222	3,525	●	3,538	4,149	4,227
Bus Traffic Accidents Per 100,000 Miles	4.26	4.35	4.05	3.62	3.09	●	2.87	3.10	2.76
Number of 482 Alleged Accidents	292	269	238	-	62	-	15	10	9
Complaints per 100,000 Boardings	5.08	5.10	5.33	3.74	5.52	●	6.76	4.89	7.51
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.63	16.11	16.43	14.00	17.09	●	17.36	13.80	14.49
*Lost Work Days per 200,000 Exposure Hours	1,239	1,095	1,389	1,055	1,944	●	2,072	2,219	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.31	11.04	11.43	9.23	14.07	●	14.61	10.64	N/A
% of OnTime Pullouts	96.37%	95.89%	94.89%	97.00%	93.99%	●	94.20%	94.06%	93.74%
In-Service On-time Performance - Early	4.03%	4.25%	5.27%	2.00%	4.96%	●	3.64%	3.98%	4.24%
In-Service On-time Performance - Late	22.20%	23.16%	21.55%	-	16.43%	-	18.21%	16.86%	15.93%
In-Service On-time Performance - OnTime	73.77%	72.59%	73.17%	78.42%	78.61%	●	78.15%	79.16%	79.83%
Bus Purchased Transportation									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	11,485	16,920	5,145	7,500	4,744	●	5,286	5,722	9,436
Mean Miles Between Total Road Calls	10,022	13,070	6,489	4,000	5,830	●	5,912	5,446	10,783
Bus Traffic Accidents Per 100,000 Miles	3.87	3.65	3.02	3.00	2.77	●	3.34	3.10	1.55
Complaints per 100,000 Boardings	12.55	10.60	9.91	10.00	8.45	●	9.76	6.84	6.36
% of OnTime Pullouts	97.30%	95.89%	95.52%	99.00%	96.29%	●	96.47%	95.32%	95.05%
In-Service On-time Performance - Early	1.32%	1.29%	1.51%	2.00%	1.32%	●	1.24%	1.23%	1.08%
In-Service On-time Performance - Late	23.93%	22.45%	20.52%	-	15.00%	-	16.34%	14.92%	14.19%
In-Service On-time Performance - OnTime	74.74%	76.26%	77.96%	80.00%	83.68%	●	82.41%	83.85%	84.73%

N/A = Not Available

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Measurement	FY 2018	FY 2019	FY 2020	FY 2021 Target	FY 2021 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
Division 1									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,628	4,321	3,290	5,500	2,937	●	2,964	3,382	3,867
Number of Unaddressed Road Calls	1	0	0	-	7	-	2	0	3
Mean Miles Between Total Road Calls	4,043	3,490	2,901	4,100	2,607	●	2,461	2,907	3,167
Bus Traffic Accidents Per 100,000 Miles	4.50	4.93	4.62	4.15	3.60	●	2.88	4.63	3.60
Number of 482 Alleged Accidents	26	24	27	-	5	-	1	1	0
Complaints per 100,000 Boardings	3.87	4.24	4.34	3.00	3.70	●	4.74	3.56	4.48
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	12.91	12.28	16.44	11.99	18.46	●	25.48	15.00	9.48
*Lost Work Days per 200,000 Exposure Hours	953	1,011	731	731	1,006	●	1,157	1,128	N/A
*OSHA Injuries per 200,000 Exposure Hours	8.90	8.95	13.10	7.78	17.22	●	25.48	6.00	N/A
% of OnTime Pullouts	95.70%	94.77%	93.74%	97.00%	91.67%	●	91.01%	91.14%	92.68%
In-Service On-time Performance - Early	3.50%	4.13%	6.95%	2.00%	5.81%	●	4.25%	4.58%	5.19%
In-Service On-time Performance - Late	22.76%	21.66%	19.21%	-	14.43%	-	15.97%	14.85%	12.59%
In-Service On-time Performance - OnTime	73.73%	74.21%	73.84%	78.07%	79.77%	●	79.78%	80.57%	82.22%
Division 2									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	6,331	6,427	5,646	7,000	4,960	●	4,633	6,820	6,197
Number of Unaddressed Road Calls	2	2	1	-	0	-	0	0	0
Mean Miles Between Total Road Calls	5,549	4,942	4,665	5,400	4,368	●	4,059	5,516	5,336
Bus Traffic Accidents Per 100,000 Miles	4.66	4.68	4.13	4.13	3.13	●	3.05	3.20	3.38
Number of 482 Alleged Accidents	13	23	23	-	2	-	1	0	0
Complaints per 100,000 Boardings	3.13	2.96	3.25	2.50	3.23	●	4.83	1.98	4.36
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	20.72	16.33	16.95	16.95	23.21	●	24.47	12.44	18.09
*Lost Work Days per 200,000 Exposure Hours	1,386	1,368	885	885	1,720	●	2,245	1,974	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.25	9.80	12.47	11.40	22.40	●	24.47	9.33	N/A
% of OnTime Pullouts	98.07%	97.33%	96.40%	97.00%	96.43%	●	96.67%	96.63%	95.88%
In-Service On-time Performance - Early	4.58%	3.16%	3.02%	2.00%	2.63%	●	1.92%	2.54%	2.67%
In-Service On-time Performance - Late	27.28%	29.34%	26.88%	-	20.02%	-	22.91%	20.27%	19.47%
In-Service On-time Performance - OnTime	68.14%	67.51%	70.10%	78.07%	77.35%	●	75.17%	77.19%	77.86%
Division 3									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,508	4,353	4,286	5,500	4,125	●	4,011	4,177	4,513
Number of Unaddressed Road Calls	1	0	1	-	0	-	0	0	0
Mean Miles Between Total Road Calls	4,304	3,646	3,872	4,380	4,153	●	4,011	4,409	4,359
Bus Traffic Accidents Per 100,000 Miles	4.96	4.66	3.94	3.94	3.44	●	3.84	4.03	2.87
Number of 482 Alleged Accidents	15	15	10	-	3	-	0	1	1
Complaints per 100,000 Boardings	5.04	5.19	5.24	4.00	6.97	●	8.09	7.37	10.25
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.88	17.44	10.90	10.90	8.65	●	12.57	9.96	3.35
*Lost Work Days per 200,000 Exposure Hours	1,306	1,169	1,440	1,247	1,387	●	1,294	1,545	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.94	11.92	7.88	7.88	7.74	●	9.42	3.32	N/A
% of OnTime Pullouts	97.37%	96.31%	97.33%	97.00%	96.83%	●	97.39%	96.73%	95.59%
In-Service On-time Performance - Early	5.07%	4.85%	6.27%	2.00%	7.48%	●	5.83%	6.86%	7.61%
In-Service On-time Performance - Late	21.88%	22.27%	20.54%	-	18.46%	-	20.19%	19.03%	18.35%
In-Service On-time Performance - OnTime	73.05%	72.88%	73.18%	78.07%	74.07%	●	73.98%	74.11%	74.04%

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Measurement	FY 2018	FY 2019	FY 2020	FY 2021 Target	FY 2021 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
Division 5									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,520	4,498	4,151	5,000	3,719	●	3,489	4,472	4,440
Number of Unaddressed Road Calls	2	0	0	-	1	-	0	0	0
Mean Miles Between Total Road Calls	3,925	3,818	3,500	4,308	3,215	●	3,169	4,372	3,625
Bus Traffic Accidents Per 100,000 Miles	5.02	5.24	4.78	4.78	4.38	●	4.10	4.32	2.28
Number of 482 Alleged Accidents	29	52	30	-	9	-	2	1	1
Complaints per 100,000 Boardings	4.61	4.94	5.04	3.50	5.93	●	7.21	5.53	7.34
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.45	19.52	18.18	16.58	14.46	●	12.60	13.21	19.42
*Lost Work Days per 200,000 Exposure Hours	1,139	903	1,679	1,215	1,886	●	1,973	1,587	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.03	12.25	11.53	11.14	9.63	●	15.76	6.60	N/A
% of OnTime Pullouts	97.38%	97.61%	94.44%	97.00%	94.10%	●	93.60%	94.13%	94.89%
In-Service On-time Performance - Early	5.19%	5.39%	6.98%	2.00%	4.68%	●	2.77%	2.82%	3.10%
In-Service On-time Performance - Late	23.91%	24.69%	24.96%	-	20.79%	-	22.73%	22.19%	20.53%
In-Service On-time Performance - OnTime	70.90%	69.92%	68.06%	78.07%	74.53%	●	74.50%	74.98%	76.37%
Division 7									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,943	4,524	5,392	4,500	4,234	●	4,343	4,377	5,671
Number of Unaddressed Road Calls	17	1	2	-	3	-	1	0	1
Mean Miles Between Total Road Calls	3,484	3,550	4,171	3,902	3,826	●	3,796	3,789	4,504
Bus Traffic Accidents Per 100,000 Miles	5.02	5.58	5.40	4.60	3.73	●	3.94	2.88	3.92
Number of 482 Alleged Accidents	53	31	22	-	8	-	2	1	2
Complaints per 100,000 Boardings	5.83	6.48	7.23	4.50	7.47	●	9.31	6.95	8.54
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.88	11.58	13.36	13.36	13.70	●	15.92	8.40	2.77
*Lost Work Days per 200,000 Exposure Hours	869	789	1,108	799	2,031	●	1,992	3,344	N/A
*OSHA Injuries per 200,000 Exposure Hours	7.99	8.42	9.16	7.03	16.40	●	10.61	16.80	N/A
% of OnTime Pullouts	95.68%	95.08%	93.81%	97.00%	93.02%	●	93.08%	92.24%	93.20%
In-Service On-time Performance - Early	4.90%	5.40%	4.41%	2.00%	5.41%	●	4.65%	5.09%	4.90%
In-Service On-time Performance - Late	25.29%	24.80%	23.96%	-	17.05%	-	18.52%	17.37%	16.59%
In-Service On-time Performance - OnTime	69.80%	69.80%	71.63%	78.07%	77.54%	●	76.83%	77.54%	78.51%
Division 8									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,788	4,586	4,433	5,500	3,375	●	3,667	3,471	4,528
Number of Unaddressed Road Calls	2	1	18	-	7	-	0	0	0
Mean Miles Between Total Road Calls	5,239	5,274	4,705	5,400	3,716	●	3,923	4,089	4,897
Bus Traffic Accidents Per 100,000 Miles	2.48	2.43	2.90	2.35	1.68	●	1.98	1.45	1.25
Number of 482 Alleged Accidents	18	13	13	-	0	-	0	0	0
Complaints per 100,000 Boardings	5.39	5.40	5.21	4.50	6.00	●	8.25	5.71	6.10
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	18.53	15.09	17.35	17.35	22.45	●	29.10	16.92	26.48
*Lost Work Days per 200,000 Exposure Hours	1,624	1,332	1,720	1,543	2,801	●	2,589	3,833	N/A
*OSHA Injuries per 200,000 Exposure Hours	13.17	12.82	14.94	12.46	19.03	●	25.86	13.54	N/A
% of OnTime Pullouts	96.70%	96.93%	95.64%	97.00%	95.78%	●	96.95%	96.82%	96.11%
In-Service On-time Performance - Early	3.51%	4.05%	6.33%	2.00%	7.55%	●	5.74%	5.48%	6.29%
In-Service On-time Performance - Late	13.61%	16.59%	15.83%	-	10.24%	-	11.69%	11.09%	10.32%
In-Service On-time Performance - OnTime	82.88%	79.36%	77.84%	80.00%	82.21%	●	82.56%	83.43%	83.39%

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Measurement	FY 2018	FY 2019	FY 2020	FY 2021 Target	FY 2021 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
Division 9									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,541	4,628	4,867	5,500	4,645	●	4,835	4,770	6,011
Number of Unaddressed Road Calls	2	1	1	-	0	-	0	0	0
Mean Miles Between Total Road Calls	4,844	4,839	4,727	5,000	5,292	●	5,410	5,203	5,813
Bus Traffic Accidents Per 100,000 Miles	2.73	2.86	2.50	2.50	2.10	●	1.65	2.91	1.89
Number of 482 Alleged Accidents	9	8	7	-	4	-	1	0	1
Complaints per 100,000 Boardings	7.30	6.72	6.76	5.50	7.50	●	9.40	7.22	9.30
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	22.46	19.99	19.28	19.28	18.75	●	11.20	28.97	5.70
*Lost Work Days per 200,000 Exposure Hours	1,462	1,833	1,779	1,461	2,933	●	2,600	2,736	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.83	13.45	13.42	12.64	19.64	●	5.60	26.07	N/A
% of OnTime Pullouts	96.67%	97.26%	96.73%	97.00%	95.94%	●	96.81%	96.10%	94.51%
In-Service On-time Performance - Early	3.41%	4.08%	5.11%	2.00%	5.31%	●	3.43%	4.52%	5.04%
In-Service On-time Performance - Late	17.96%	18.52%	15.11%	-	9.38%	-	10.86%	10.44%	9.15%
In-Service On-time Performance - OnTime	78.63%	77.39%	79.78%	80.00%	85.32%	●	85.71%	85.04%	85.81%
Division 13									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,114	3,083	2,916	4,000	2,635	●	2,431	3,708	3,121
Number of Unaddressed Road Calls	2	0	0	-	0	-	0	0	0
Mean Miles Between Total Road Calls	2,808	2,565	2,423	3,000	2,573	●	2,373	3,397	2,909
Bus Traffic Accidents Per 100,000 Miles	5.54	5.74	5.58	5.25	3.21	●	2.19	3.71	2.33
Number of 482 Alleged Accidents	32	32	21	-	5	-	1	0	0
Complaints per 100,000 Boardings	4.07	3.94	4.63	3.50	5.22	●	5.43	4.40	8.40
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	19.56	17.54	13.81	13.81	15.01	●	10.81	13.56	8.59
*Lost Work Days per 200,000 Exposure Hours	1,277	901	1,366	1,136	1,151	●	884	1,054	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.05	10.70	5.57	5.57	8.65	●	8.10	8.14	N/A
% of OnTime Pullouts	95.95%	94.98%	93.79%	97.00%	91.34%	●	91.71%	91.43%	90.89%
In-Service On-time Performance - Early	4.24%	5.30%	5.17%	2.00%	6.54%	●	6.03%	6.59%	5.94%
In-Service On-time Performance - Late	24.05%	23.20%	21.85%	-	15.82%	-	17.11%	15.14%	15.95%
In-Service On-time Performance - OnTime	71.71%	71.51%	72.98%	78.07%	77.64%	●	76.86%	78.27%	78.11%
Division 15									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,171	3,943	3,730	5,000	3,932	●	5,095	5,630	6,065
Number of Unaddressed Road Calls	4	6	7	-	5	-	0	0	0
Mean Miles Between Total Road Calls	4,226	4,252	3,627	4,310	4,071	●	5,020	5,441	5,904
Bus Traffic Accidents Per 100,000 Miles	3.54	3.11	3.34	3.34	2.28	●	2.93	1.70	3.60
Number of 482 Alleged Accidents	17	13	17	-	5	-	0	2	1
Complaints per 100,000 Boardings	6.20	6.32	6.60	4.50	6.73	●	6.43	5.64	11.14
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.20	13.94	14.63	13.85	19.87	●	18.05	9.66	27.08
*Lost Work Days per 200,000 Exposure Hours	1,125	864	1,490	1,057	2,078	●	2,404	2,285	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.52	11.35	11.74	10.87	15.28	●	15.79	12.07	N/A
% of OnTime Pullouts	95.14%	94.62%	93.22%	97.00%	93.29%	●	93.52%	93.71%	92.73%
In-Service On-time Performance - Early	3.97%	5.03%	7.35%	2.00%	5.68%	●	2.91%	2.66%	2.98%
In-Service On-time Performance - Late	20.25%	21.09%	20.96%	-	16.03%	-	18.01%	16.90%	15.87%
In-Service On-time Performance - OnTime	75.78%	73.89%	71.70%	78.07%	78.29%	●	79.08%	80.44%	81.15%

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Division 18									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,049	3,922	3,990	4,500	3,347	●	3,628	3,786	3,981
Number of Unaddressed Road Calls	1	0	1	-	0	-	0	0	0
Mean Miles Between Total Road Calls	3,901	3,598	3,416	4,200	3,172	●	3,285	3,995	3,751
Bus Traffic Accidents Per 100,000 Miles	5.05	5.24	4.04	4.04	3.79	●	2.73	3.07	2.47
Number of 482 Alleged Accidents	72	45	56	-	21	-	7	4	3
Complaints per 100,000 Boardings	5.10	4.97	5.14	4.00	4.92	●	6.67	3.78	7.30
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.24	14.55	15.72	13.87	14.65	●	10.98	11.43	21.12
*Lost Work Days per 200,000 Exposure Hours	1,154	997	1,225	1,093	1,559	●	2,464	2,040	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.19	8.57	10.02	10.02	6.71	●	8.78	4.57	N/A
% of OnTime Pullouts	96.16%	95.38%	94.66%	97.00%	92.84%	●	92.95%	93.19%	92.08%
In-Service On-time Performance - Early	2.42%	1.90%	2.15%	2.00%	1.74%	●	1.39%	1.77%	2.13%
In-Service On-time Performance - Late	24.35%	26.00%	23.03%	-	18.51%	-	20.46%	18.40%	17.67%
In-Service On-time Performance - OnTime	73.23%	72.09%	74.83%	78.07%	79.76%	●	78.15%	79.83%	80.20%

N/A = Not Available

* There is One Month lag in reporting this data

- Green - High probability of achieving the target (on track). Meets Target at 100% or better.
- Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.
- Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

Measurement	FY 2018	FY 2019	FY 2020	FY 2021 Target	FY 2021 YTD	FYTD Status	Oct Month	Nov Month	Dec Month
Division 95									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	23,836	21,480	6,359	7,500	6,343	●	8,729	7,259	11,375
Mean Miles Between Total Road Calls	19,546	19,117	11,927	4,000	14,627	●	15,276	11,615	18,958
Bus Traffic Accidents Per 100,000 Miles	4.25	3.35	2.69	3.00	1.53	●	0.82	1.72	0.88
Complaints per 100,000 Boardings	8.03	7.34	5.93	10.00	3.84	●	3.04	0.84	2.71
% of OnTime Pullouts	99.76%	99.73%	99.73%	99.00%	99.84%	N/A	99.45%	100.00%	100.00%
In-Service On-time Performance - Early	0.68%	0.62%	0.81%	2.00%	0.46%	●	0.41%	0.41%	0.55%
In-Service On-time Performance - Late	21.33%	16.74%	13.37%	-	8.56%	-	9.99%	7.78%	7.64%
In-Service On-time Performance - OnTime	77.99%	82.64%	85.81%	80.00%	90.98%	●	89.60%	91.81%	91.81%
Division 97									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,534	13,604	4,265	7,500	3,919	●	4,259	5,706	7,038
Mean Miles Between Total Road Calls	5,180	8,807	7,544	4,000	10,622	●	9,126	8,300	19,002
Bus Traffic Accidents Per 100,000 Miles	4.28	3.44	2.12	3.00	2.11	●	3.65	2.19	0.53
Complaints per 100,000 Boardings	17.67	13.69	12.89	10.00	10.08	●	11.06	8.43	7.05
% of OnTime Pullouts	97.55%	95.34%	96.04%	99.00%	97.58%	N/A	98.27%	95.96%	96.26%
In-Service On-time Performance - Early	1.80%	1.52%	2.44%	2.00%	1.64%	●	2.01%	1.25%	0.91%
In-Service On-time Performance - Late	24.72%	25.67%	25.21%	-	20.84%	●	21.52%	18.63%	18.80%
In-Service On-time Performance - OnTime	73.48%	72.81%	72.36%	80.00%	77.53%	●	76.48%	80.12%	80.29%
Division 98									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	35,973	19,768	5,696	7,500	5,066	●	5,211	4,945	13,558
Mean Miles Between Total Road Calls	23,320	20,553	4,361	4,000	2,881	●	2,882	3,006	5,736
Bus Traffic Accidents Per 100,000 Miles	3.28	4.13	4.27	3.00	4.56	●	5.17	5.22	3.35
Complaints per 100,000 Boardings	9.36	9.15	9.22	10.00	9.37	●	12.42	8.77	7.69
% of OnTime Pullouts	95.67%	93.87%	92.40%	99.00%	92.41%	N/A	92.54%	90.67%	90.05%
In-Service On-time Performance - Early	1.34%	1.63%	1.41%	2.00%	1.88%	●	1.39%	2.01%	1.71%
In-Service On-time Performance - Late	25.18%	24.20%	23.47%	-	16.50%	-	18.06%	18.16%	16.41%
In-Service On-time Performance - OnTime	73.48%	74.17%	75.11%	80.00%	81.62%	●	80.56%	79.83%	81.88%

N/A = Not Available

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- Red - High probability that the target will not be achieved -- significant problems and/or delays. Falls below Target >70%.

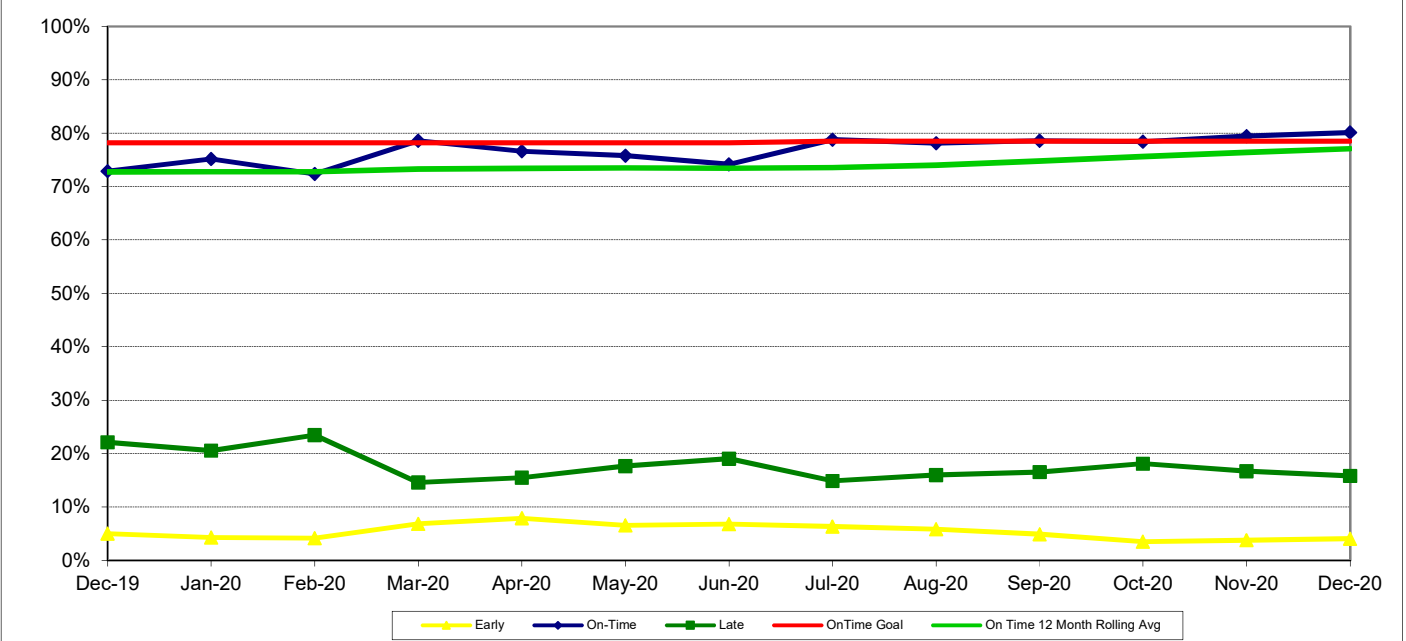
BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

Definition: This performance indicator measures the percentage of actual buses in revenue service that depart selected time points no more than 1 minute early and no more than five minutes later than scheduled. (Includes Rapid buses).

Calculation: ISOTP%: Early = Early Cases/Total Cases; OnTime = OnTime Cases/Total Cases; Late = Late Cases/Total Cases

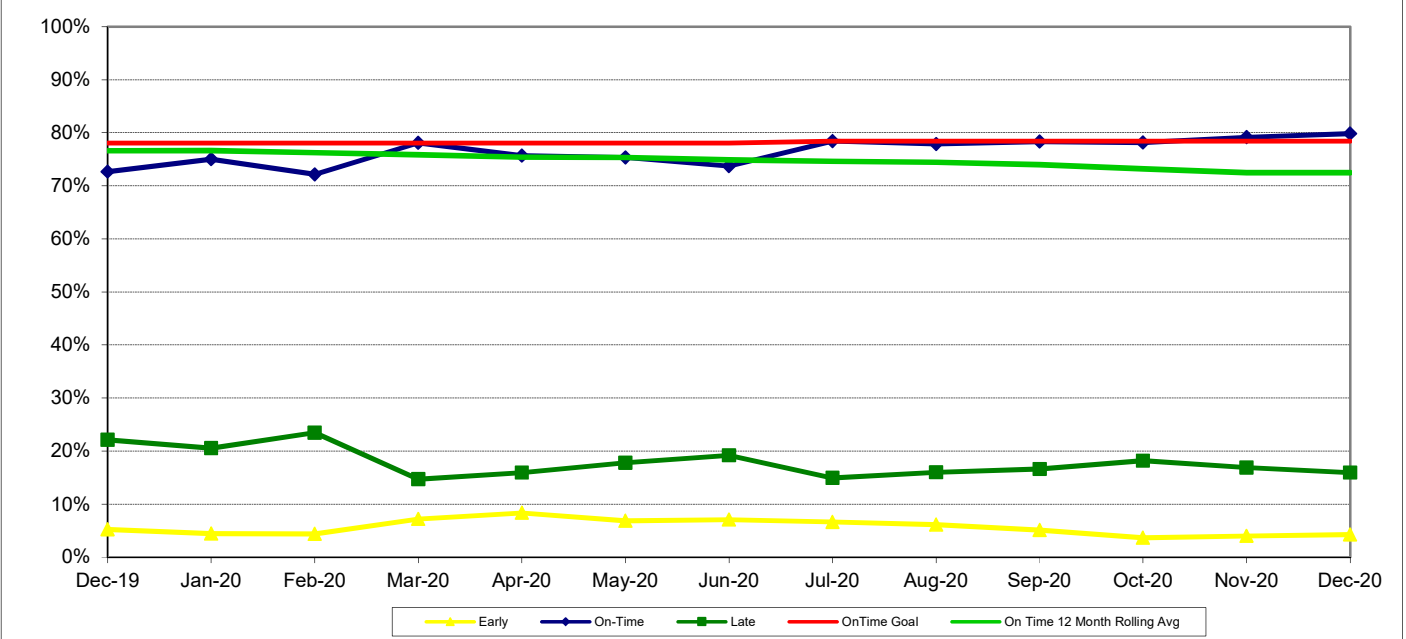
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Systemwide Trend Bus Operating Divisions ISOTP - 1 Minute Tolerance for Running Hot



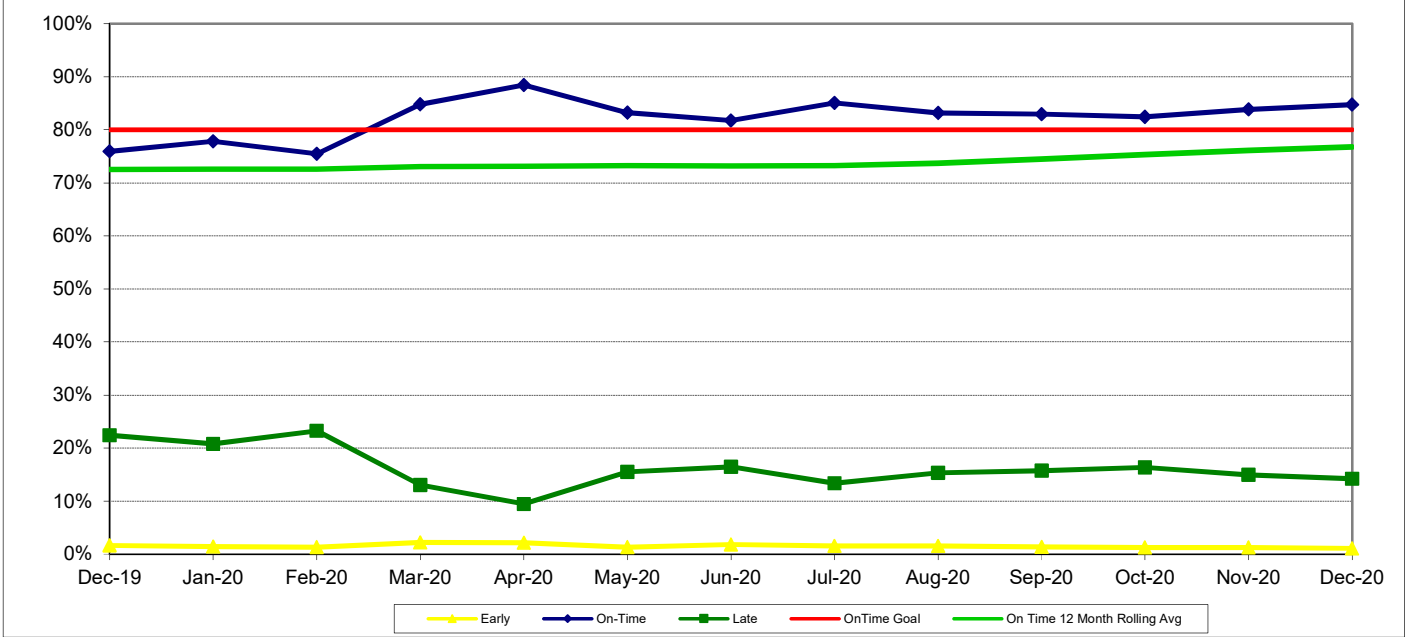
Remaining Above the Goal line is the target.

Directly Operated ISOTP - 1 Minute Tolerance for Running Hot

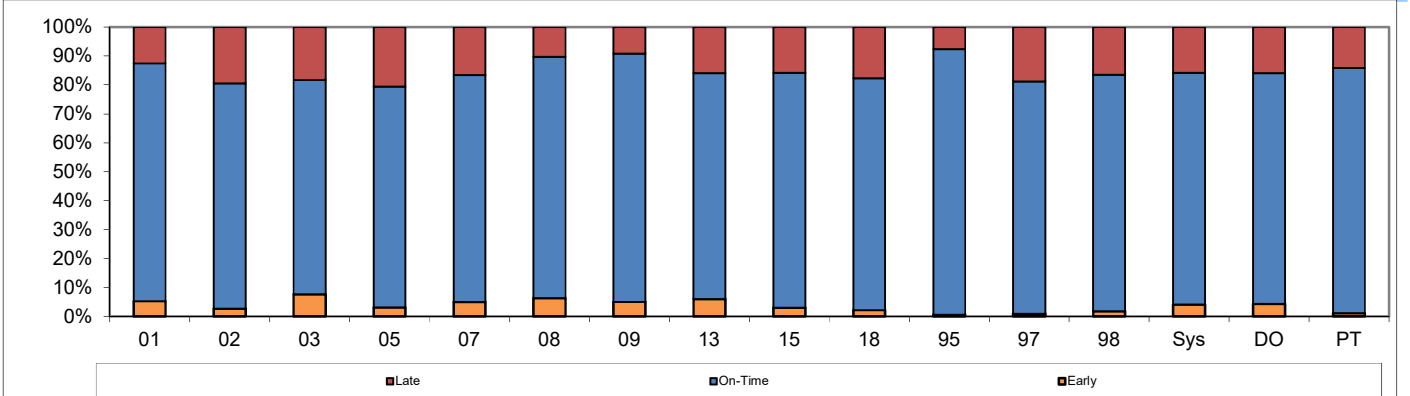


Remaining Above the Goal line is the target.

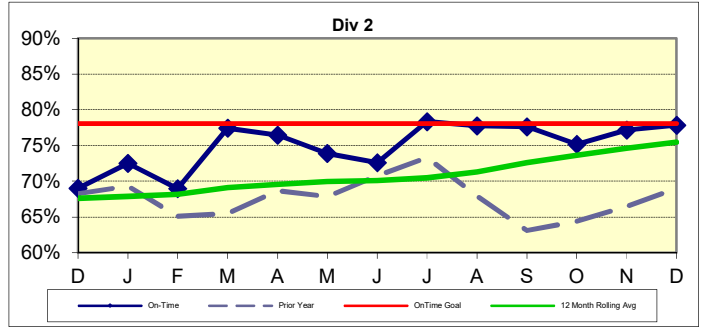
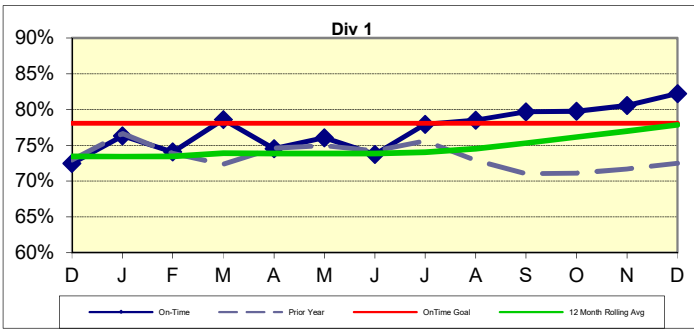
**Purchased Transportation
ISOTP - 1 Minute Tolerance for Running Hot**



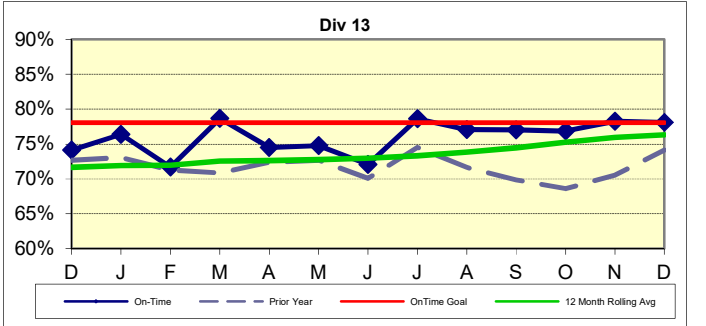
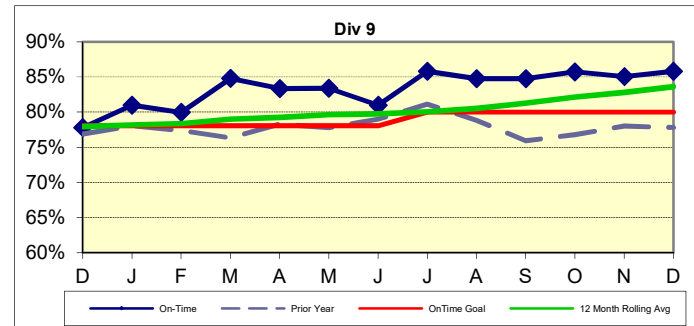
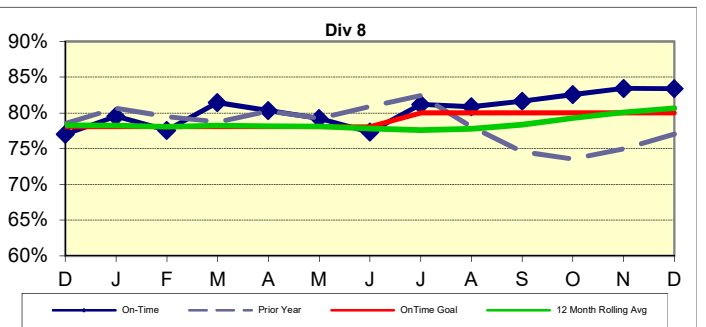
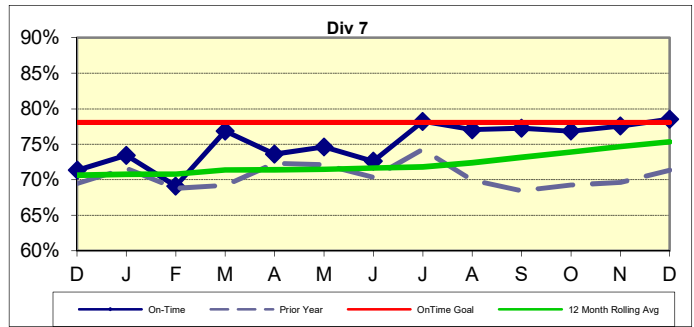
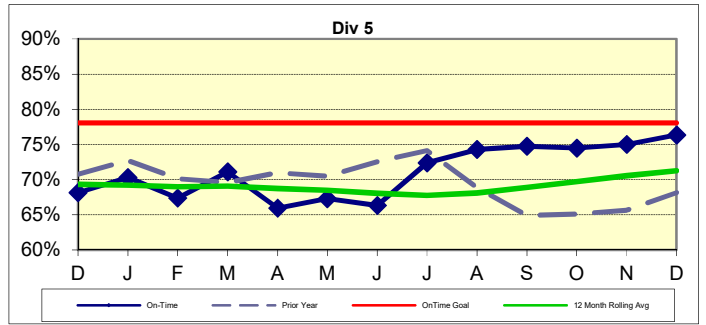
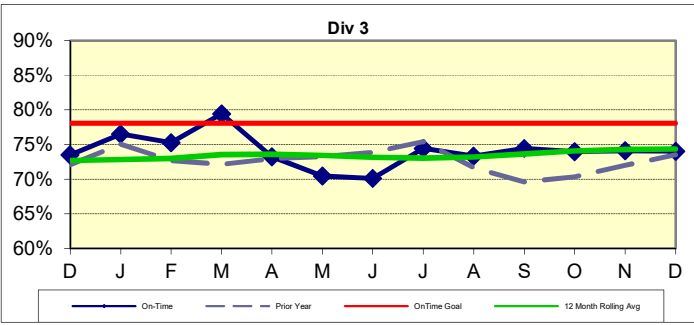
Bus Operating Divisions - Dec 2021

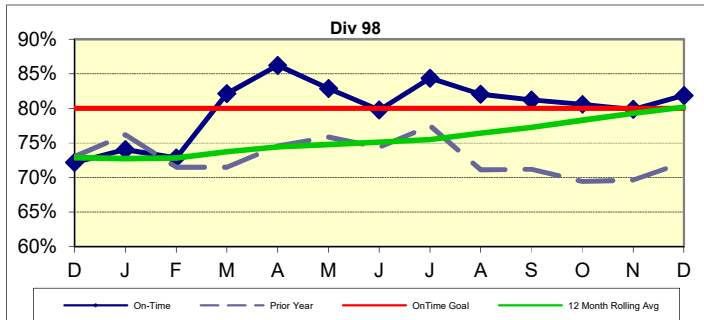
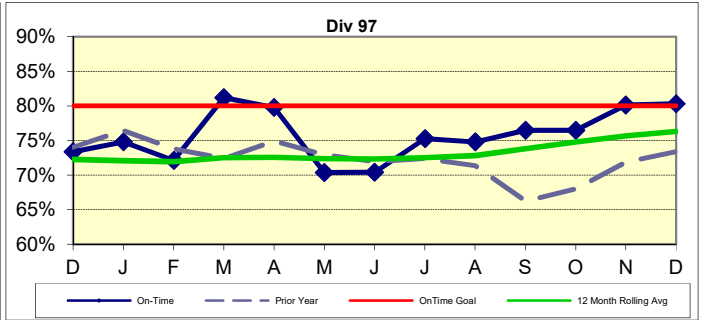
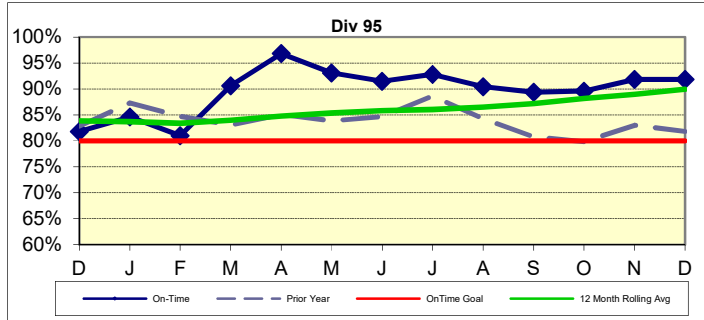
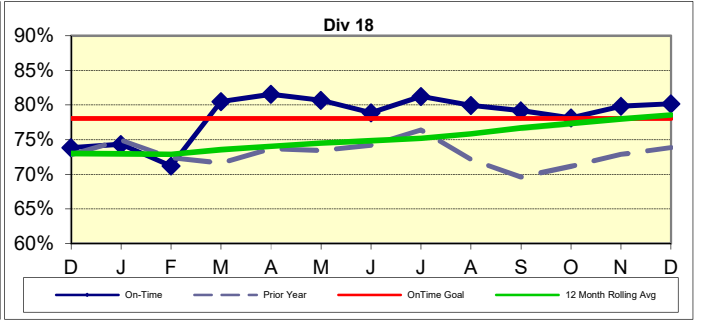
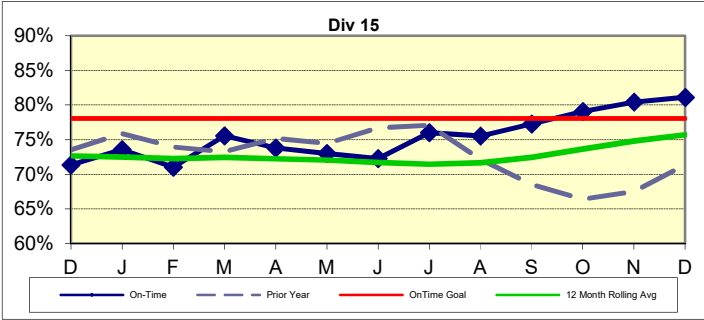


ISOTP By Division



Remaining Above the Goal line is the target.





ISOTP By Division

Year-to-Date Compared To Last Year

	FY 2020	FY 2021 YTD	Variance
Division 1			
Early	6.95%	5.81%	-1.15%
On-Time	73.84%	79.77%	5.93%
Late	19.21%	14.43%	-4.78%

	FY 2020	FY 2021 YTD	Variance
Division 2			
Early	3.02%	2.63%	-0.39%
On-Time	70.10%	77.35%	7.25%
Late	26.88%	20.02%	-6.86%

	FY 2020	FY 2021 YTD	Variance
Division 3			
Early	6.27%	7.48%	1.20%
On-Time	73.18%	74.07%	0.89%
Late	20.54%	18.46%	-2.09%

	FY 2020	FY 2021 YTD	Variance
Division 5			
Early	6.98%	4.68%	-2.30%
On-Time	68.06%	74.53%	6.48%
Late	24.96%	20.79%	-4.18%

	FY 2020	FY 2021 YTD	Variance
Division 7			
Early	4.41%	5.41%	1.00%
On-Time	71.63%	77.54%	5.91%
Late	23.96%	17.05%	-6.92%

	FY 2020	FY 2021 YTD	Variance
Division 8			
Early	6.33%	7.55%	1.22%
On-Time	77.84%	82.21%	4.37%
Late	15.83%	10.24%	-5.59%

	FY 2020	FY 2021 YTD	Variance
Division 9			
Early	5.11%	5.31%	0.20%
On-Time	79.78%	85.32%	5.53%
Late	15.11%	9.38%	-5.73%

	FY 2020	FY 2021 YTD	Variance
Division 13			
Early	5.17%	6.54%	1.37%
On-Time	72.98%	77.64%	4.66%
Late	21.85%	15.82%	-6.03%

	FY 2020	FY 2021 YTD	Variance
Division 15			
Early	7.35%	5.68%	-1.67%
On-Time	71.70%	78.29%	6.59%
Late	20.96%	16.03%	-4.93%

	FY 2020	FY 2021 YTD	Variance
Division 18			
Early	2.15%	1.74%	-0.41%
On-Time	74.83%	79.76%	4.93%
Late	23.03%	18.51%	-4.52%

	FY 2020	FY 2021 YTD	Variance
Division 95			
Early	0.81%	0.46%	-0.35%
On-Time	85.81%	90.98%	5.17%
Late	13.37%	8.56%	-4.81%

	FY 2020	FY 2021 YTD	Variance
Division 97			
Early	2.44%	1.64%	-0.80%
On-Time	72.36%	77.53%	5.17%
Late	25.21%	20.84%	-4.37%

	FY 2020	FY 2021 YTD	Variance
Division 98			
Early	1.41%	1.88%	0.47%
On-Time	75.11%	81.62%	6.51%
Late	23.47%	16.50%	-6.97%

	FY 2020	FY 2021 YTD	Variance
SYSTEMWIDE			
Early	5.04%	4.74%	-0.30%
On-Time	73.47%	78.91%	5.45%
Late	21.49%	16.34%	-5.15%

	FY 2020	FY 2021 YTD	Variance
DIRECTLY OPERATED			
Early	5.27%	4.96%	-0.32%
On-Time	73.17%	78.61%	5.44%
Late	21.55%	16.43%	-5.13%

	FY 2020	FY 2021 YTD	Variance
PURCHASED TRANSPORTATION			
Early	1.51%	1.32%	-0.19%
On-Time	77.96%	83.68%	5.71%
Late	20.52%	15.00%	-5.52%

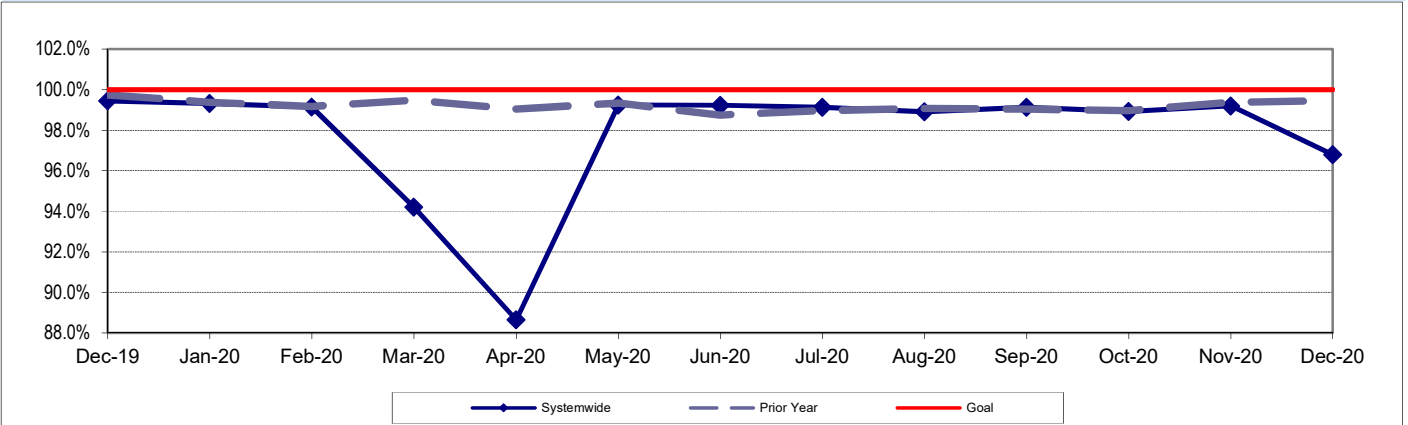
ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED

Definition: This performance indicator shows the percentage of scheduled Revenue Hours delivered after deducting cancellations, outlates and in-service equipment failures.

Calculation: $SRHD\% = \text{Actual Revenue Hours} / \text{Scheduled Revenue Hours}$

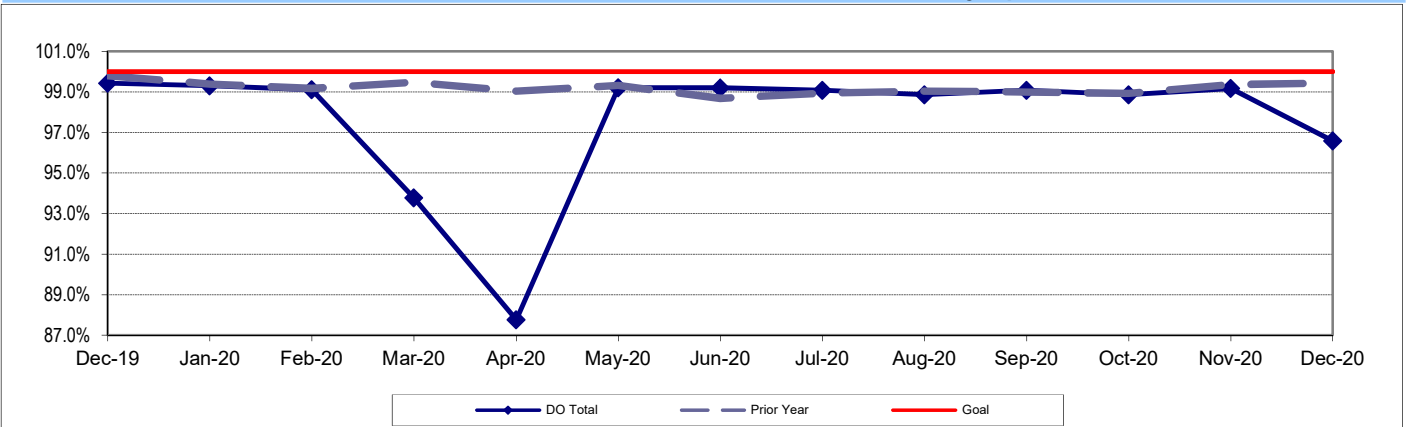
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Actual To Scheduled Revenue Hours Delivered - Systemwide Trend



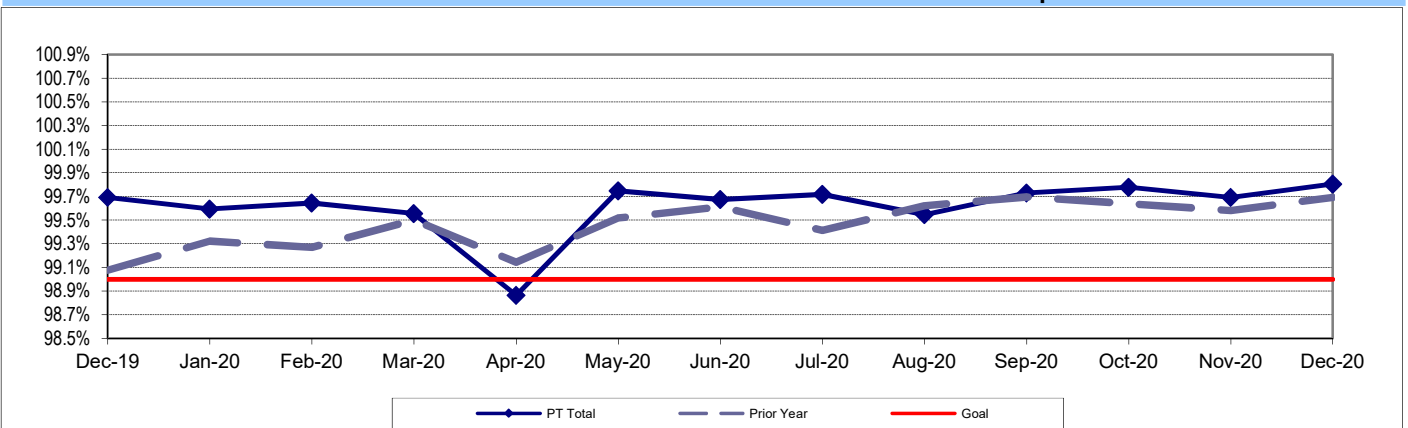
Remaining At the Goal line is the target.

Actual To Scheduled Revenue Hours Delivered - Directly Operated



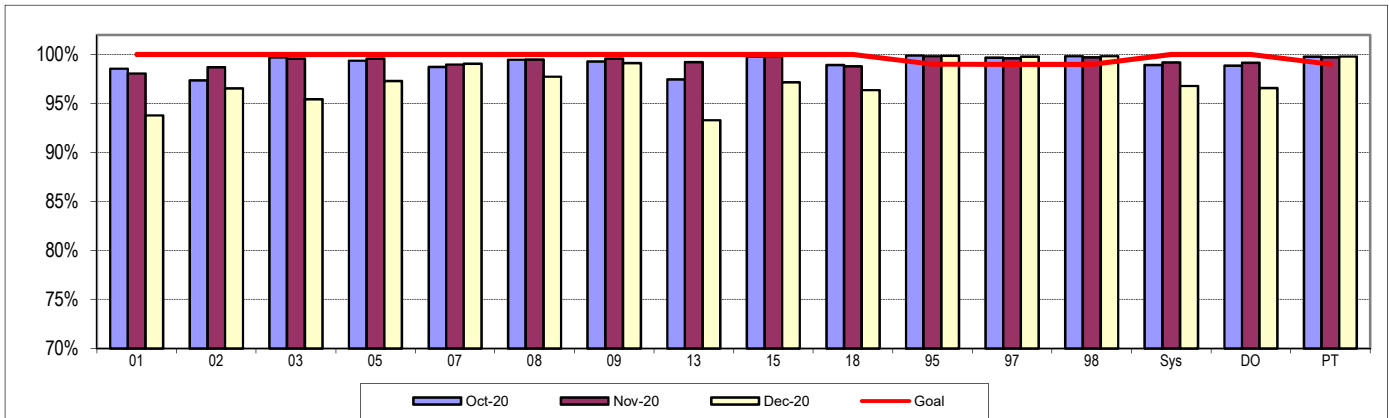
Remaining At the Goal line is the target.

Actual To Scheduled Revenue Hours Delivered - Purchased Transportation



Remaining At the Goal line is the target.

**Actual To Scheduled Revenue Hours Delivered - by Divisions
Oct 2020 - Dec 2020**



BUS MAINTENANCE PERFORMANCE

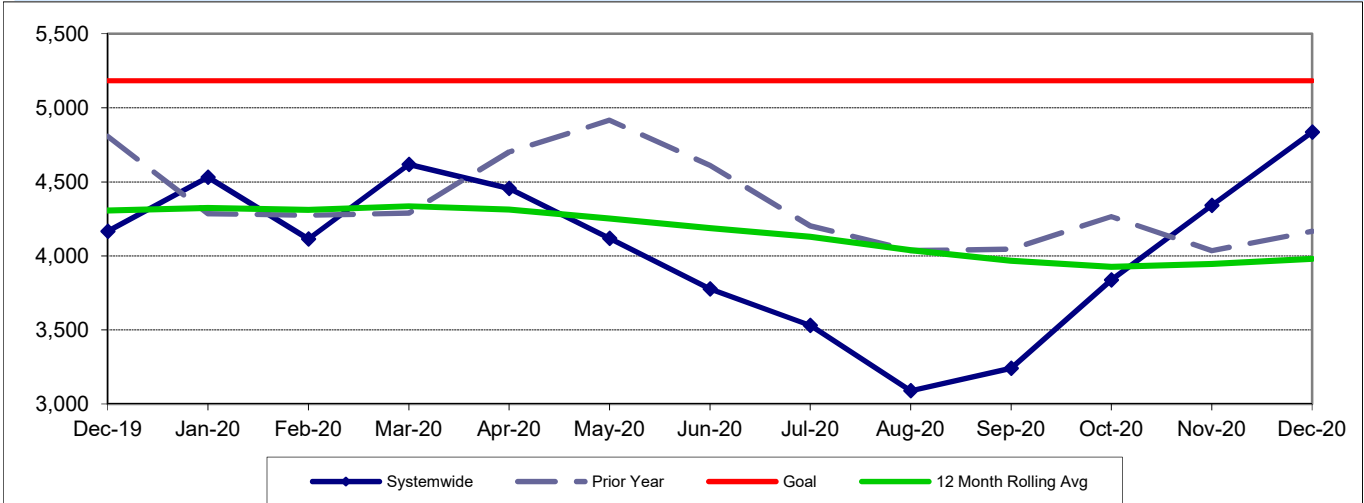
MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

Definition: Number of Hub Miles traveled between mechanical failures. This includes only those Road Calls that required a bus exchange.

Calculation: $MMBMF = \text{Total Hub Miles} / \text{Mechanical Failures Requiring a Bus Exchange}$

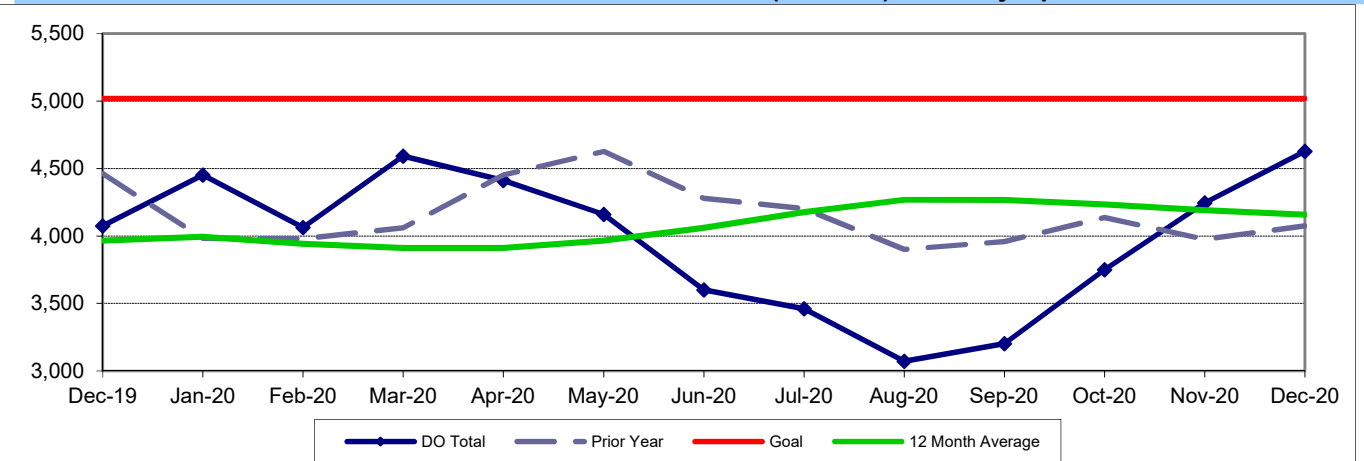
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Mean Miles Between Mechanical Failures (MMBMF) - Systemwide Trend



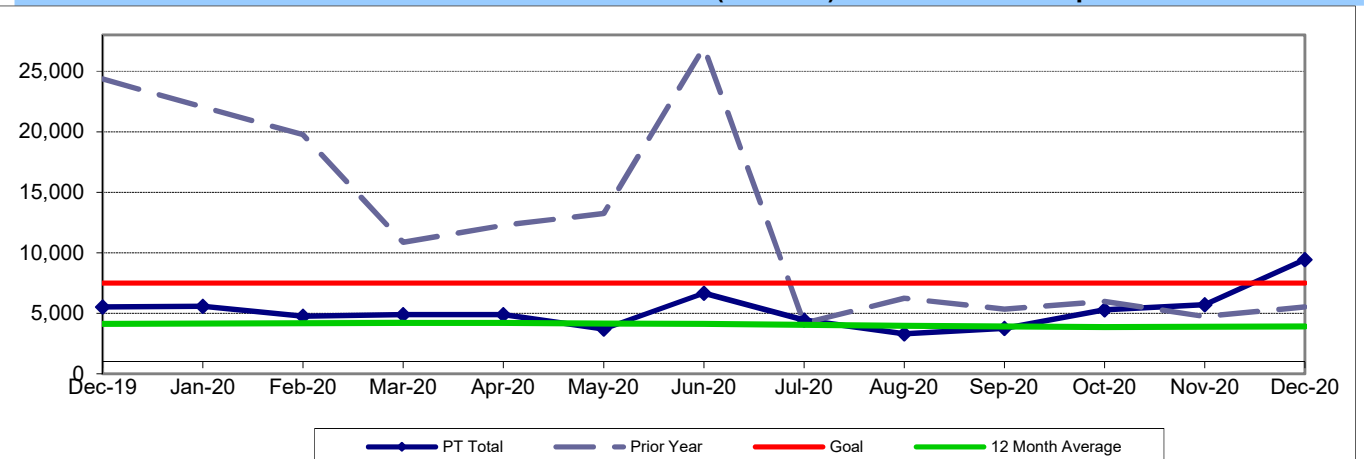
Remaining Above the Goal line is the target.

Mean Miles Between Mechanical Failures (MMBMF) - Directly Operated



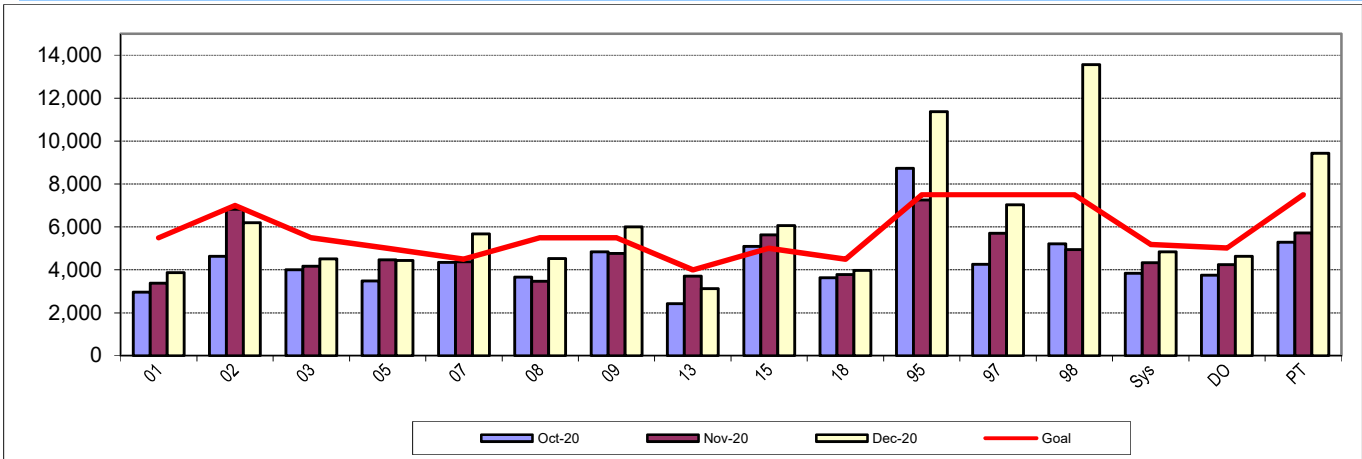
Remaining Above the Goal line is the target.

Mean Miles Between Mechanical Failures (MMBMF) - Purchased Transportation

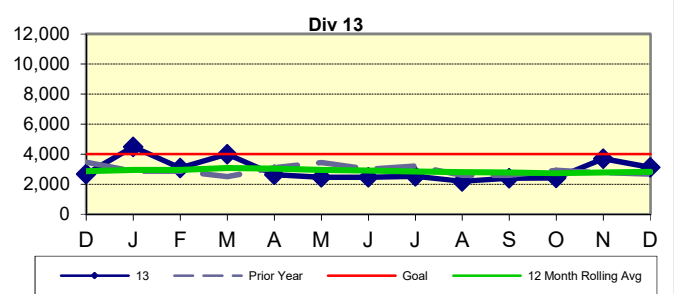
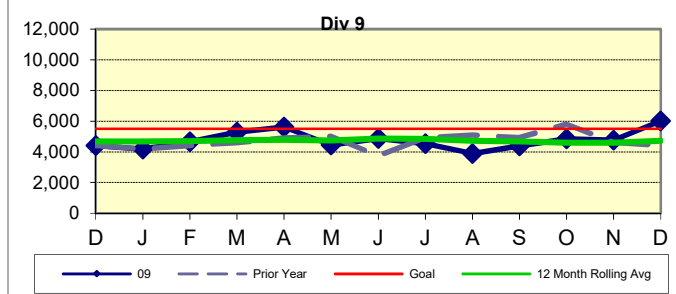
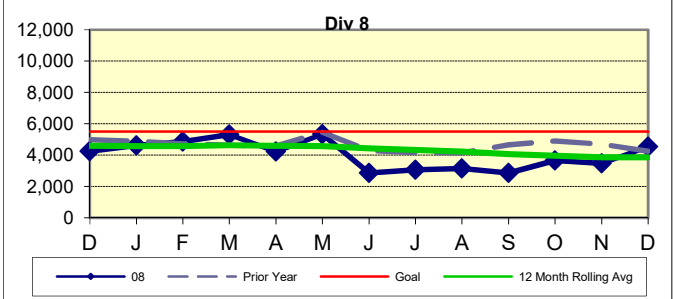
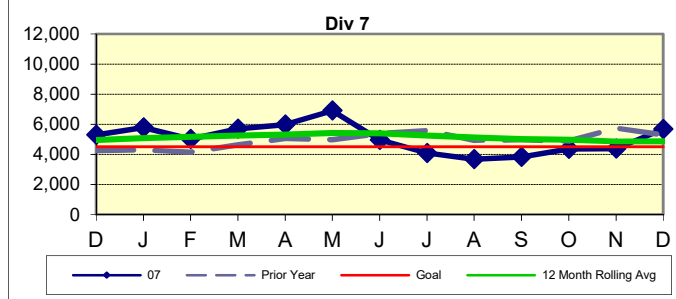
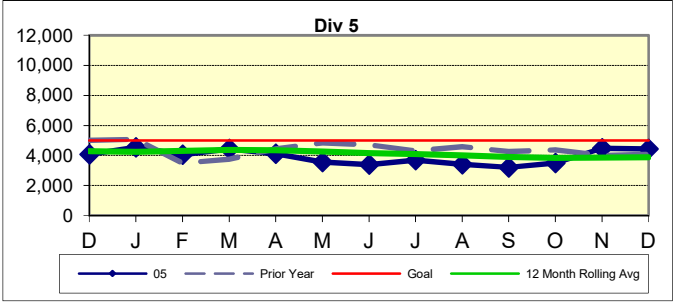
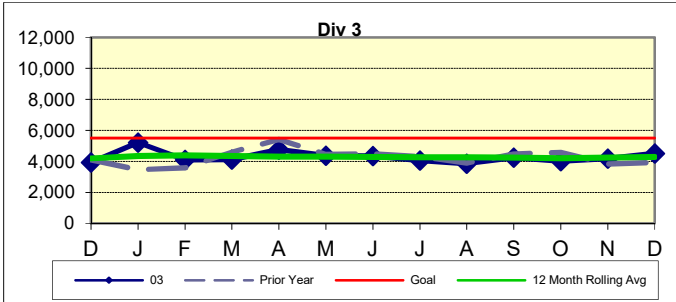
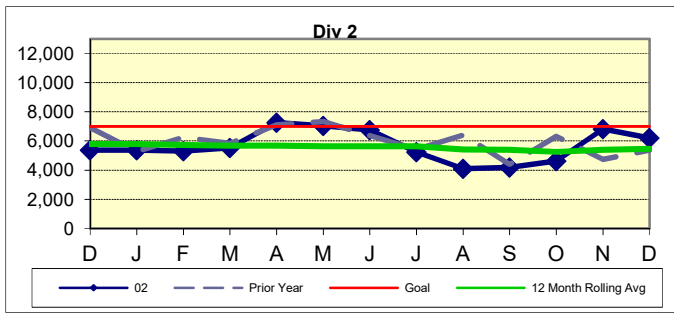
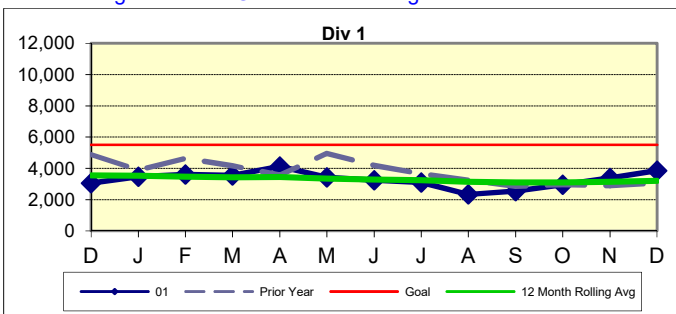


Remaining Above the Goal line is the target.

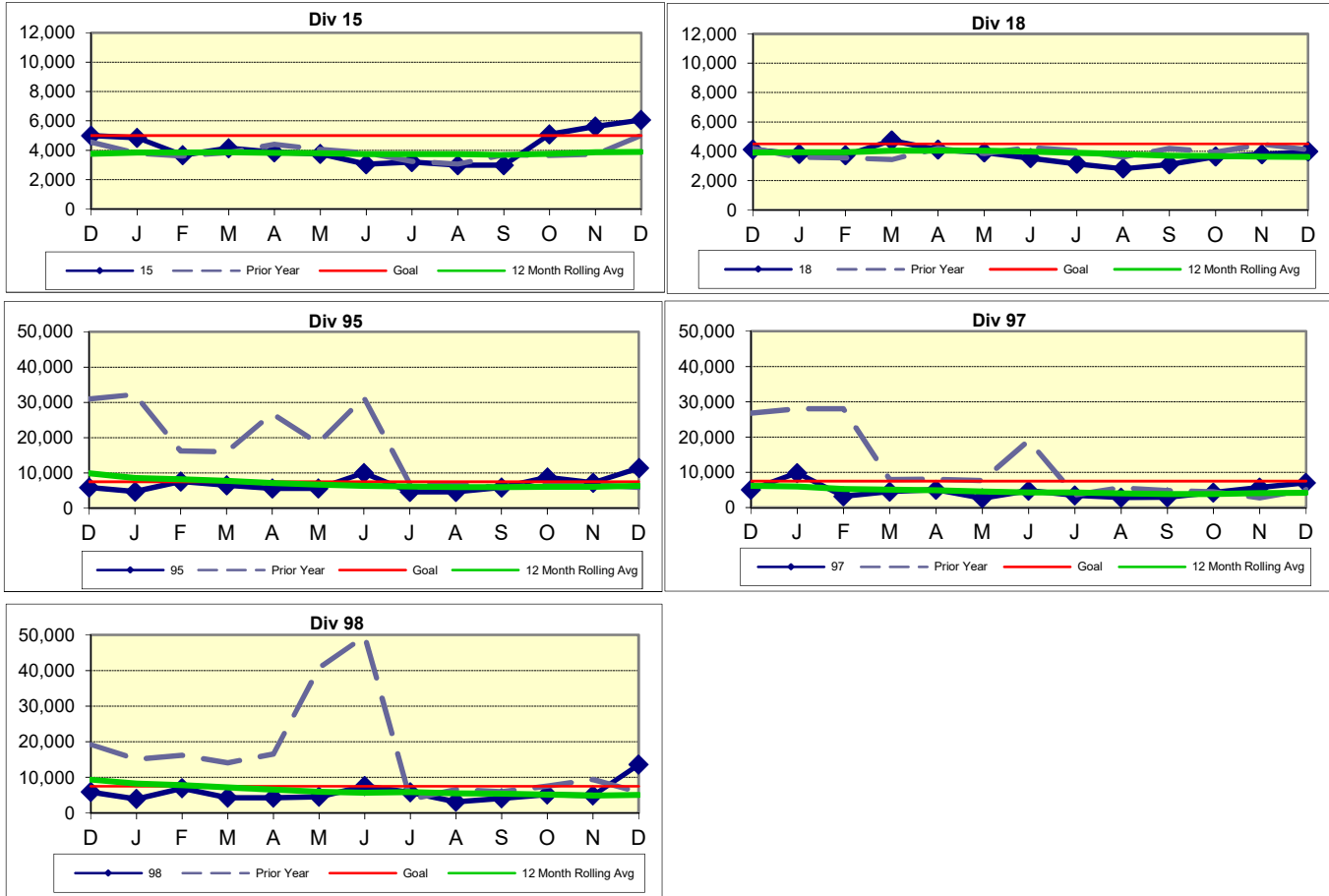
Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions Oct 2020 - Dec 2020



Remaining Above the Goal line is the target.



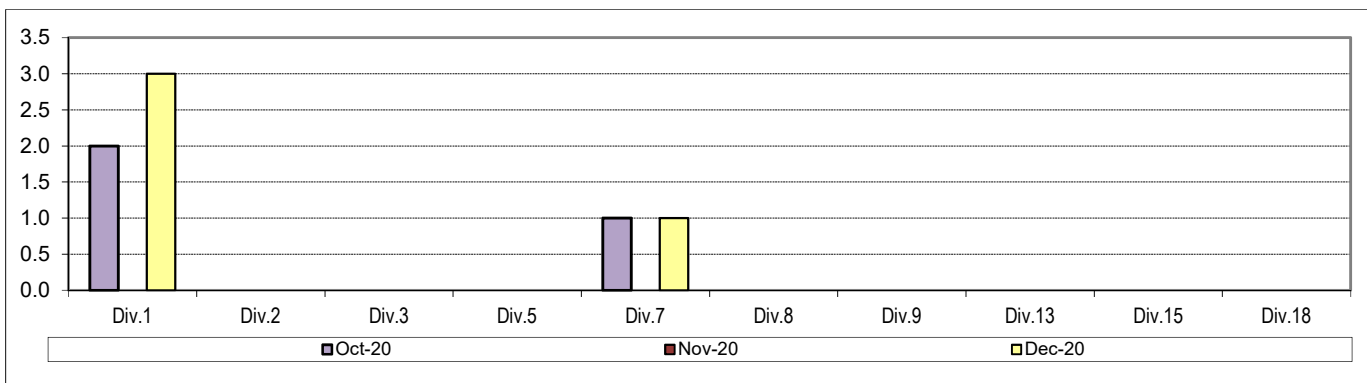
Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions (cont.)



Unaddressed Road Calls - Bus Operating Divisions

Definition: Road Calls that were not assigned in the system.

Calculation: Unaddressed Road Calls = Total Number of Unaddressed Road Calls.

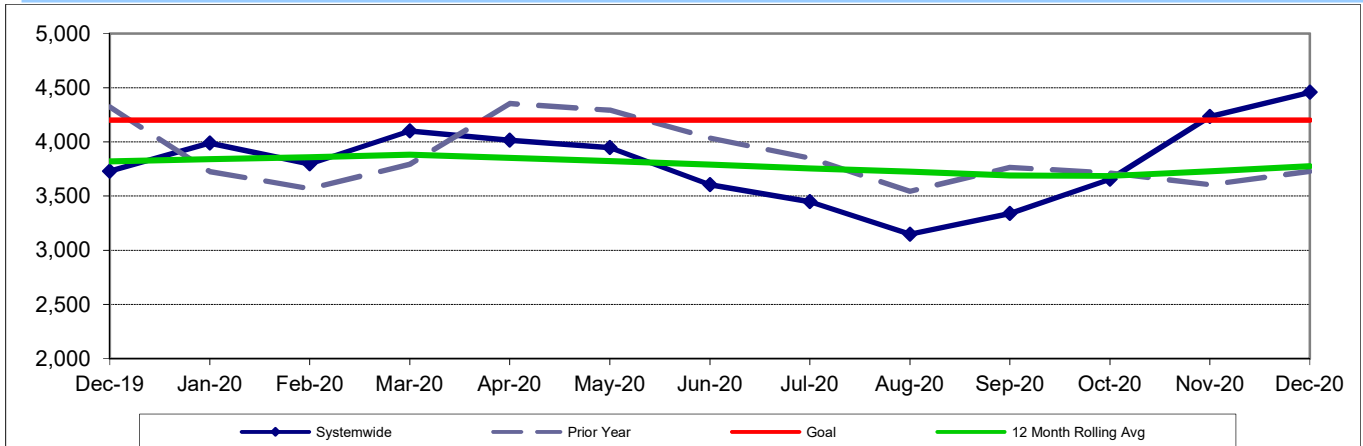


MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

Definition: Number of Hub Miles traveled between Total Road Calls. This includes all Road Calls that required a mechanic dispatch.

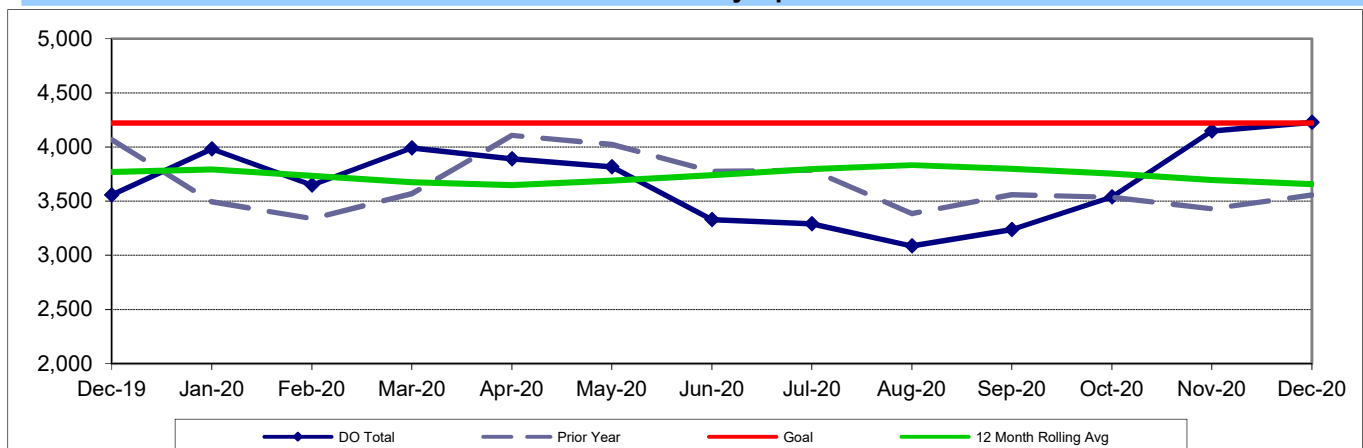
Calculation: $MMBTRC = \text{Total Hub Miles} / \text{Total Road Calls}$

MMBTRC Systemwide Trend



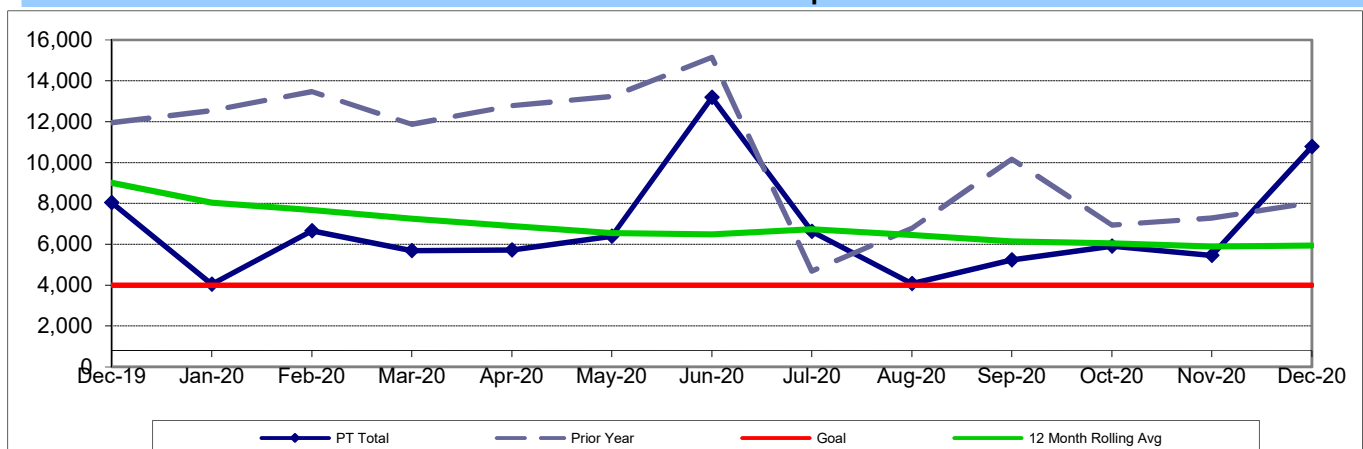
Remaining Above the Goal line is the target.

MMBTRC Directly Operated



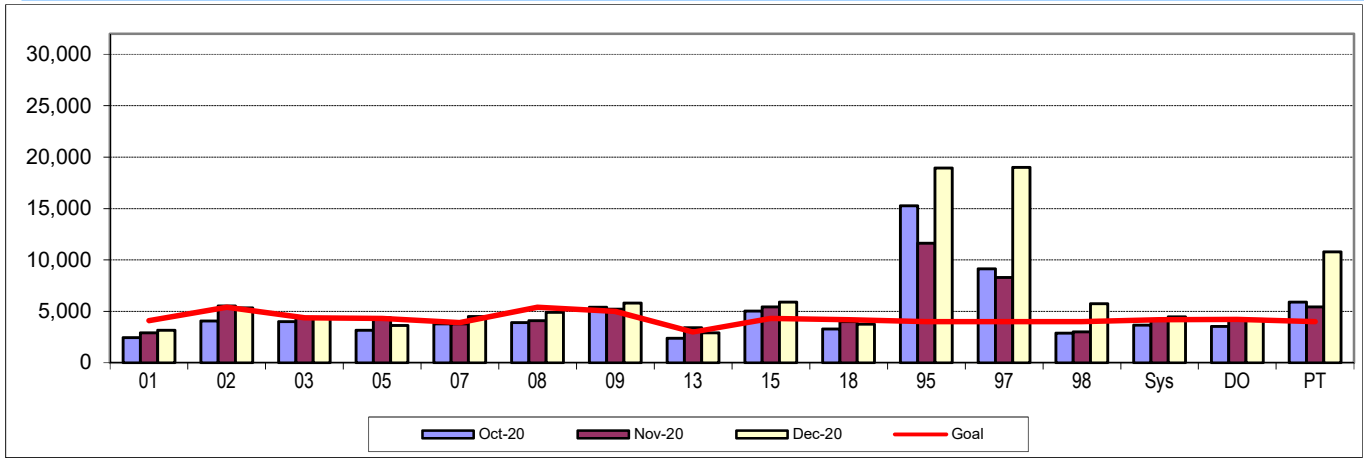
Remaining Above the Goal line is the target.

MMBTRC Purchased Transportation



Remaining Above the Goal line is the target.

**MMBTRC - Bus Operating Divisions
Oct 2020 - Dec 2020**



Fleet Mix by Fuel Type Systemwide (Including Contract Services)

	<u>Number of Buses</u>	<u>Percent of Buses</u>
CNG	1,909	97.95%
Electric	40	2.05%
Diesel	0	0.00%
Gasoline	0	0.00%
Propane	0	0.00%
Hybrid	0	0.00%
Total	<u>1,949</u>	<u>100.00%</u>

Average Age of Fleet by Divisions

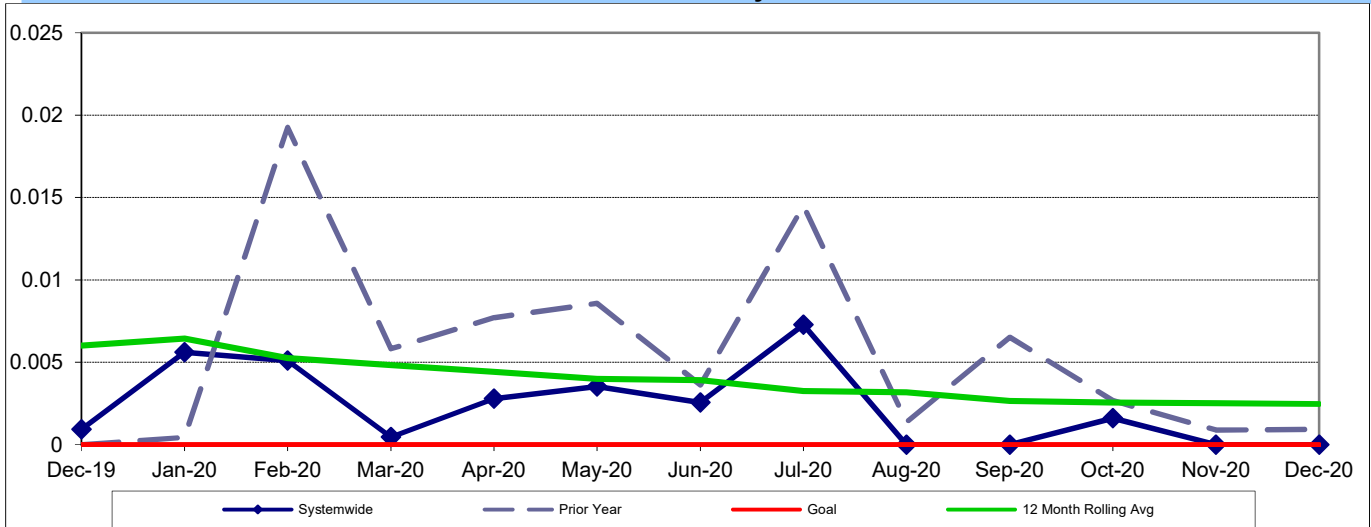
Div 1	Div 2	Div 3	Div 5	Div 7	Div 8
5.78	5.42	5.71	8.09	7.32	5.75
Div 9	Div 13	Div 15	Div 18		
5.86	8.00	6.41	7.15		

PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

Definition: Number of critical preventative maintenance jobs that are not completed on the last day of the month. This indicator measures maintenance management's ability to prioritize and perform critical repairs and indicates the general maintenance condition of the fleet.

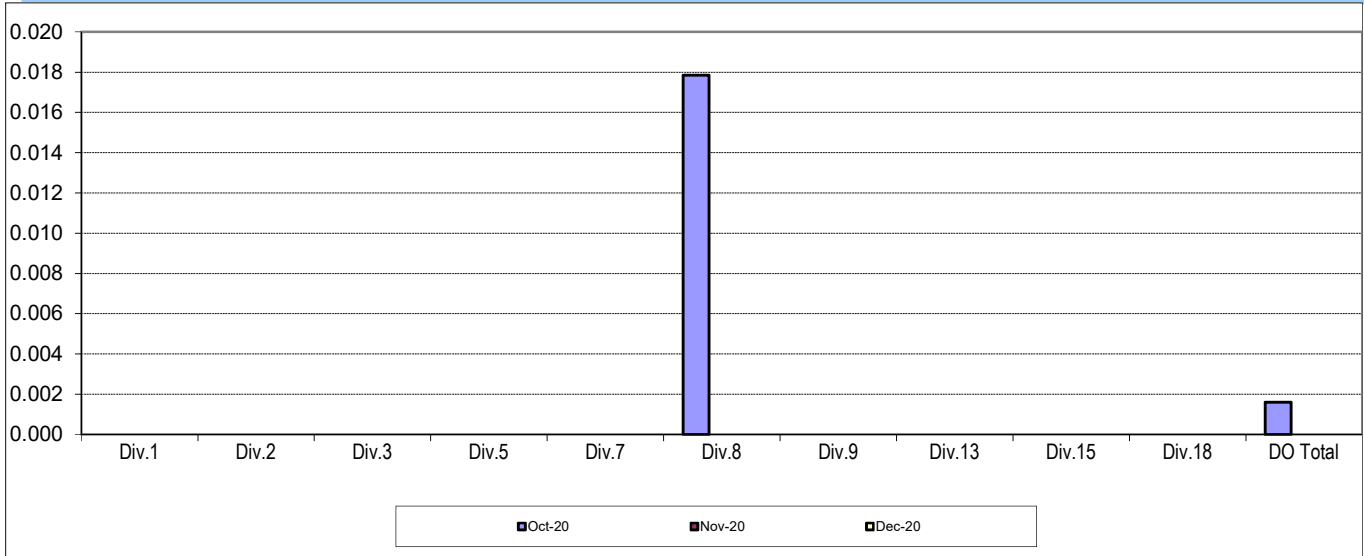
Calculation: Past Due Critical PMP's = Total Past Due Critical PMP's / Number of Buses

Past Due Critical PMPs - Systemwide Trend



Remaining Below the Goal line is the target.

Past Due Critical PMPs - By Divisions Oct 2020 - Dec 2020



ATTENDANCE

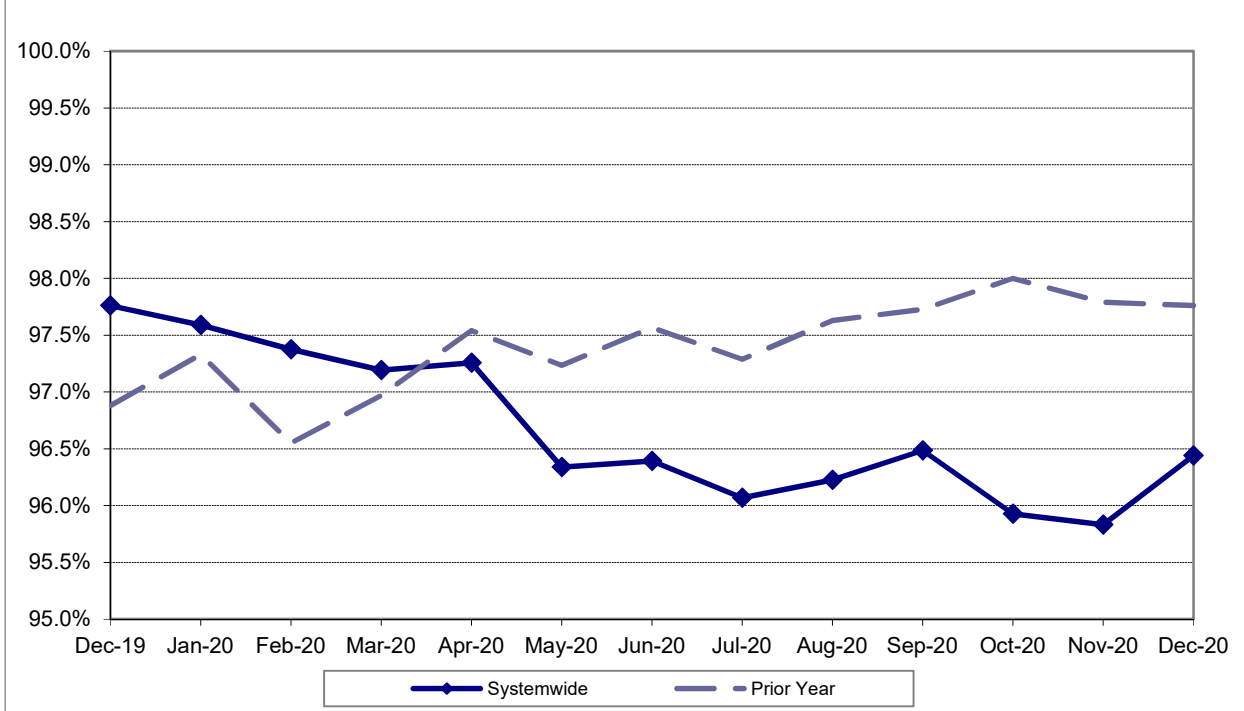
MAINTENANCE ATTENDANCE

Definition: Maintenance Mechanics and Service Attendants - % attendance Monday through Friday for the calendar month.

Calculation: (Total FTEs assigned - FTEs absent) / Total FTEs assigned

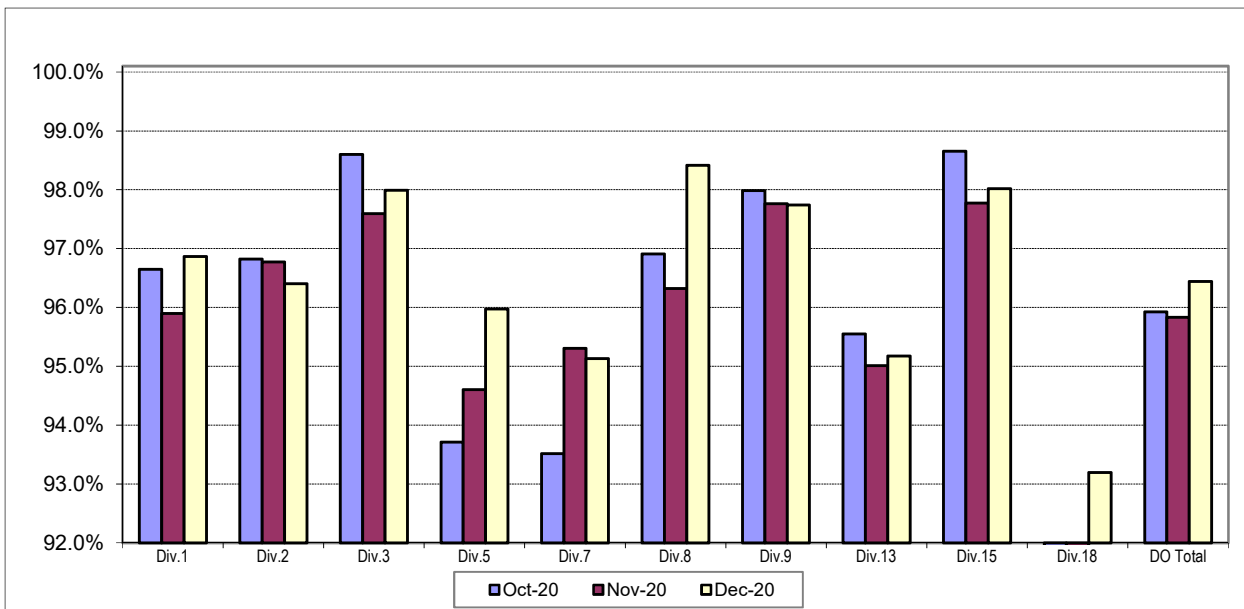
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Maintenance Attendance - Systemwide Trend



Higher is better.

Maintenance Attendance - By Divisions Oct 2020 - Dec 2020



BUS CLEANLINESS

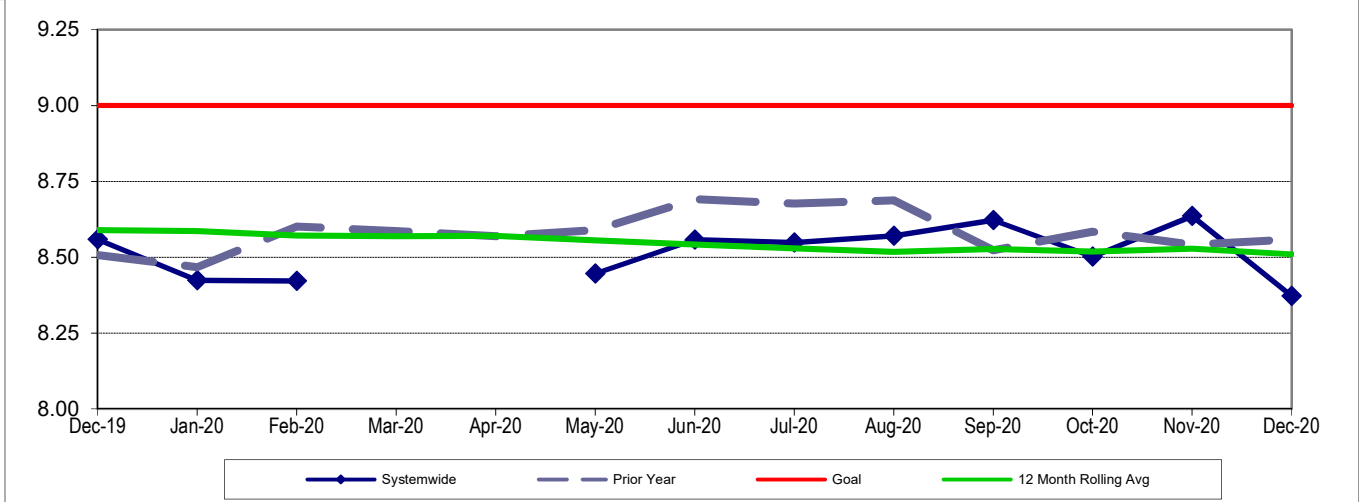
Definition: A team of two Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division per time period. Sixteen categories are examined and assigned a point value as follows: 1-3 = Unsatisfactory; 4-7 = Conditional; 8-10 = Satisfactory. The individual item scores are averaged, unweighted, to produce an overall cleanliness rating.

Calculation: Overall Cleanliness Rating = Total Points Accumulated / number of categories

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

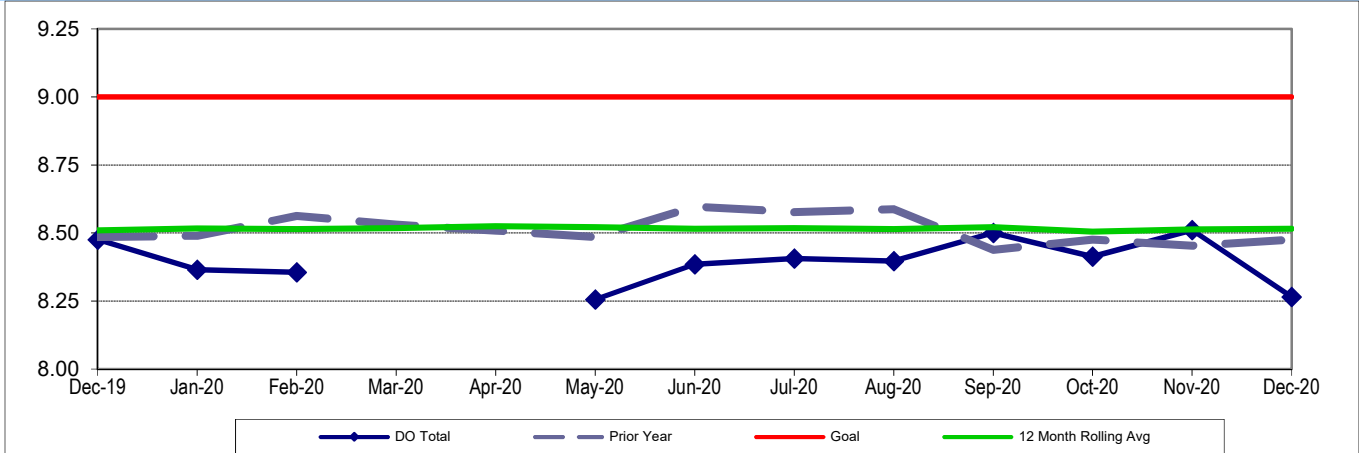
Per Quality Assurance, there were no bus inspections in March or April.

Bus Cleanliness - Systemwide



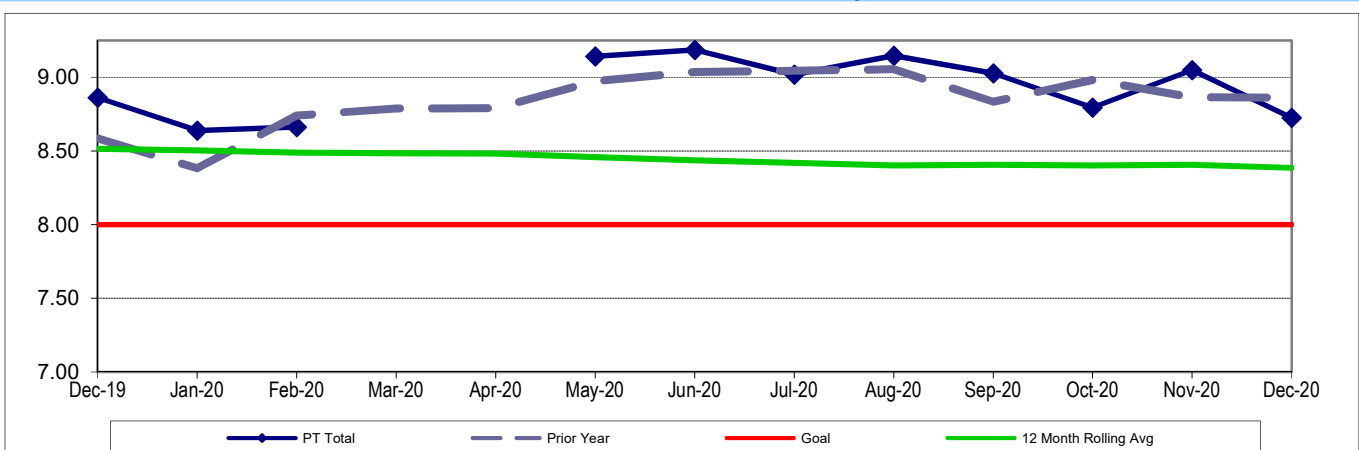
Remaining Above the Goal line is the target.

Bus Cleanliness - Directly Operated



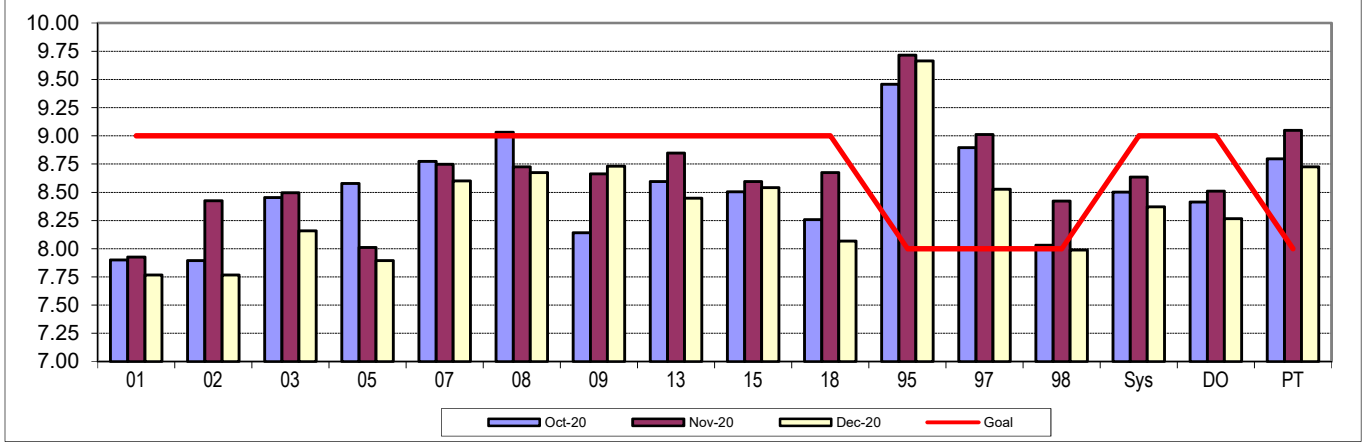
Remaining Above the Goal line is the target.

Bus Cleanliness - Purchased Transportation

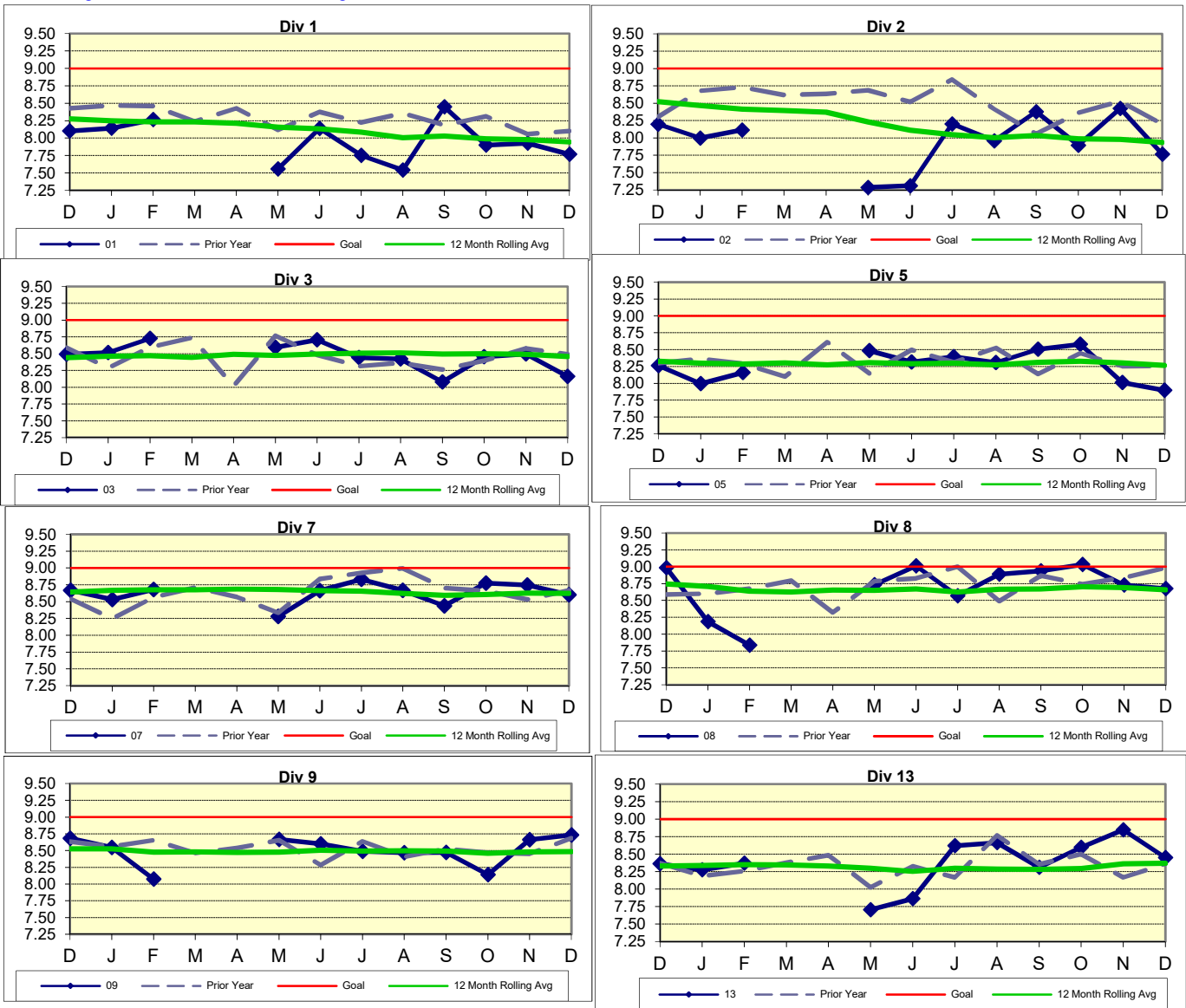


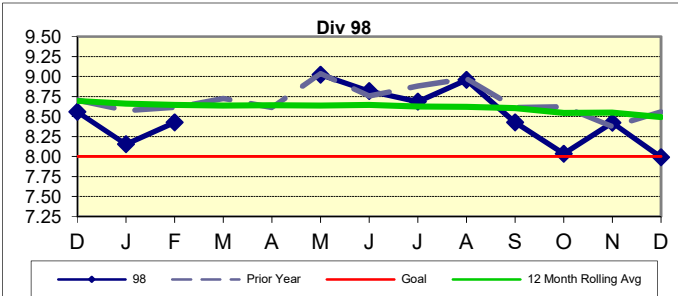
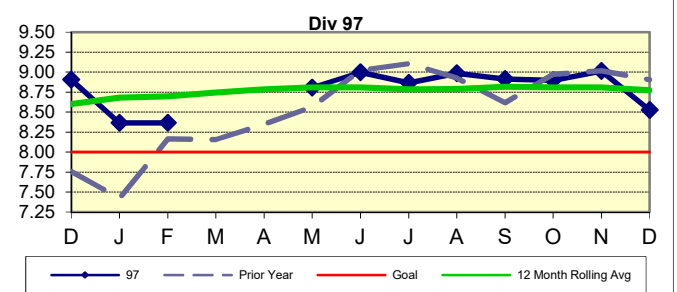
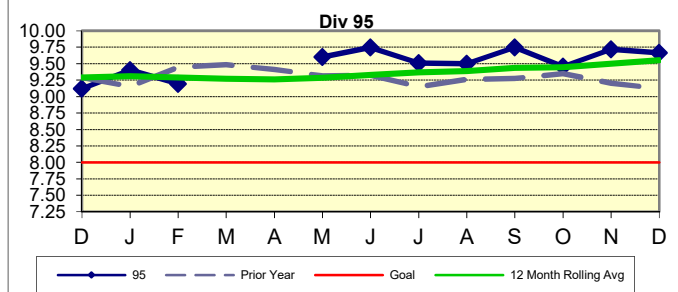
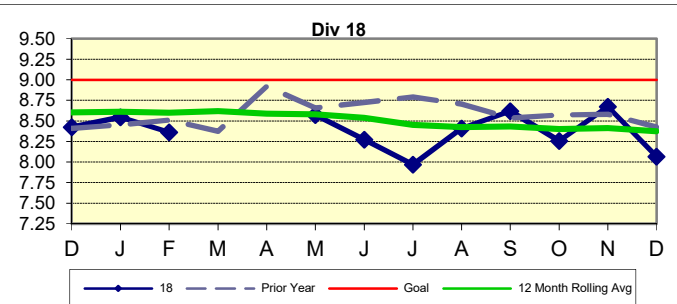
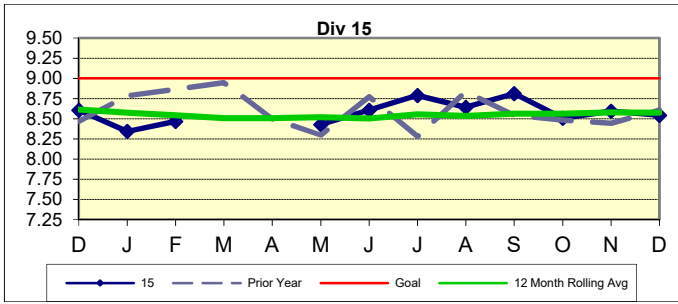
Remaining Above the Goal line is the target.

Cleanliness by Bus Operating Divisions Oct 2020 - Dec 2020



Remaining Above the Goal line is the target.





SAFETY PERFORMANCE

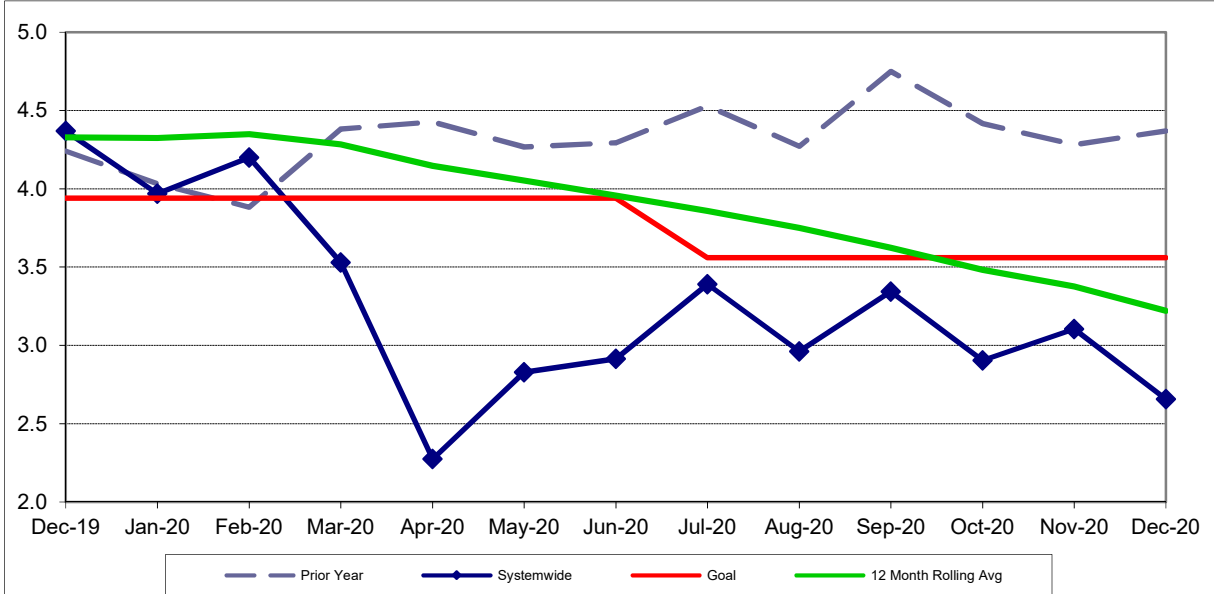
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

Definition: Number of Traffic Accidents for every 100,000 Hub Miles traveled.

Calculation: Traffic Accidents Per 100,000 Hub Miles = Number of Traffic Accidents / (Hub Miles / 100,000)

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

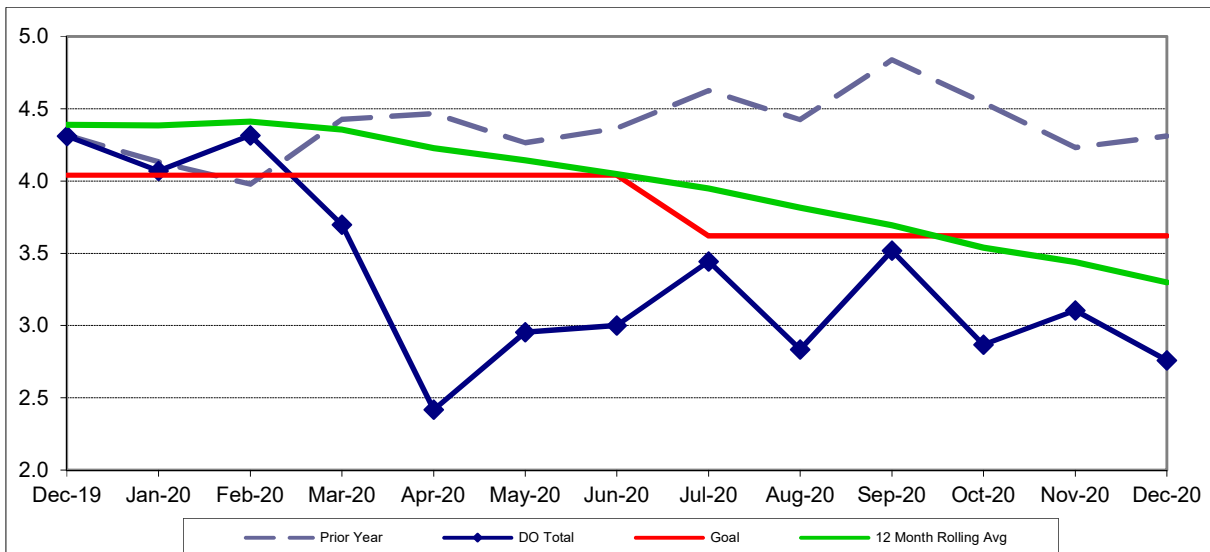
Bus Traffic Accidents per 100,000 Hub Miles - Systemwide Trend



Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Remaining Below the Goal line is the target.

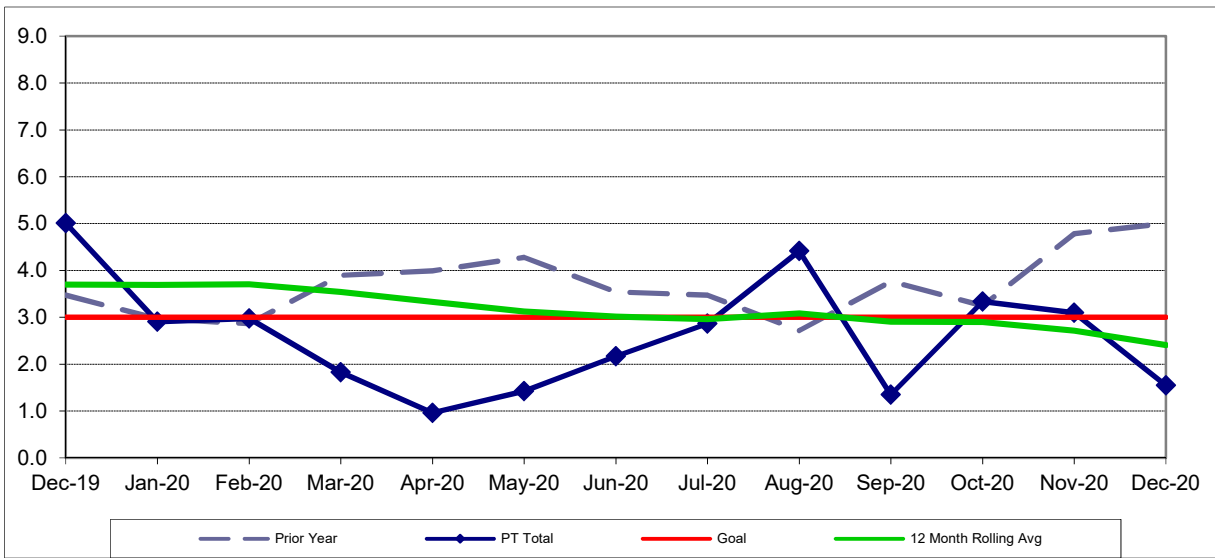
Bus Traffic Accidents per 100,000 Hub Miles - Directly Operated



Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Remaining Below the Goal line is the target.

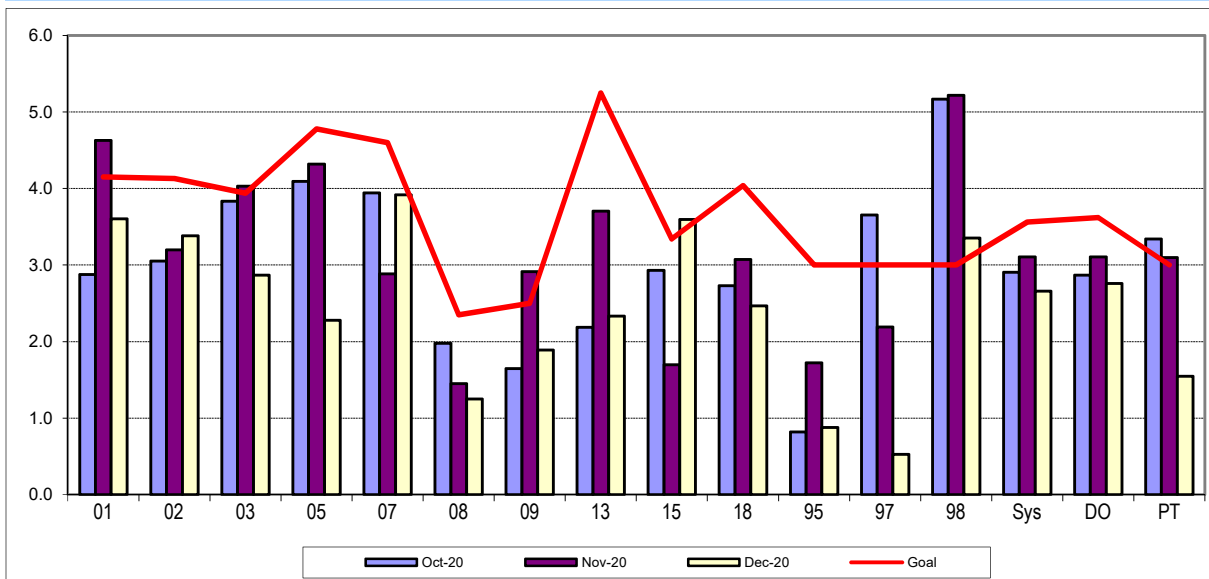
Bus Traffic Accidents per 100,000 Hub Miles - Purchased Transportation



Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Remaining Below the Goal line is the target.

Bus Traffic Accidents per 100,000 Hub Miles - By Divisions Oct 2020 - Dec 2020

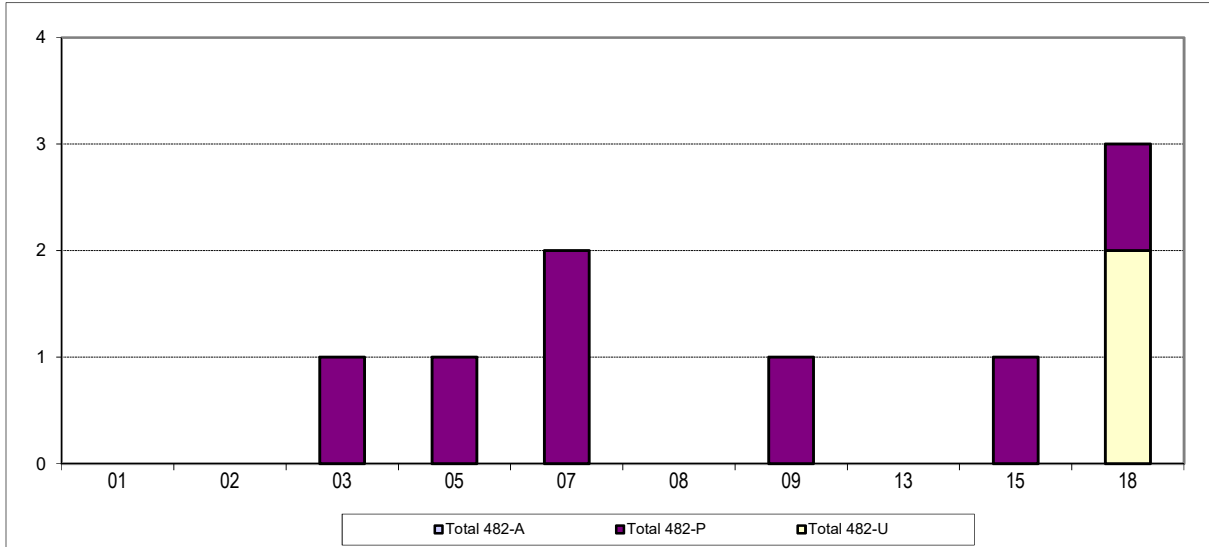


Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - Dec 2020

Definition: Number of accidents that are coded as Alleged Accidents (482).

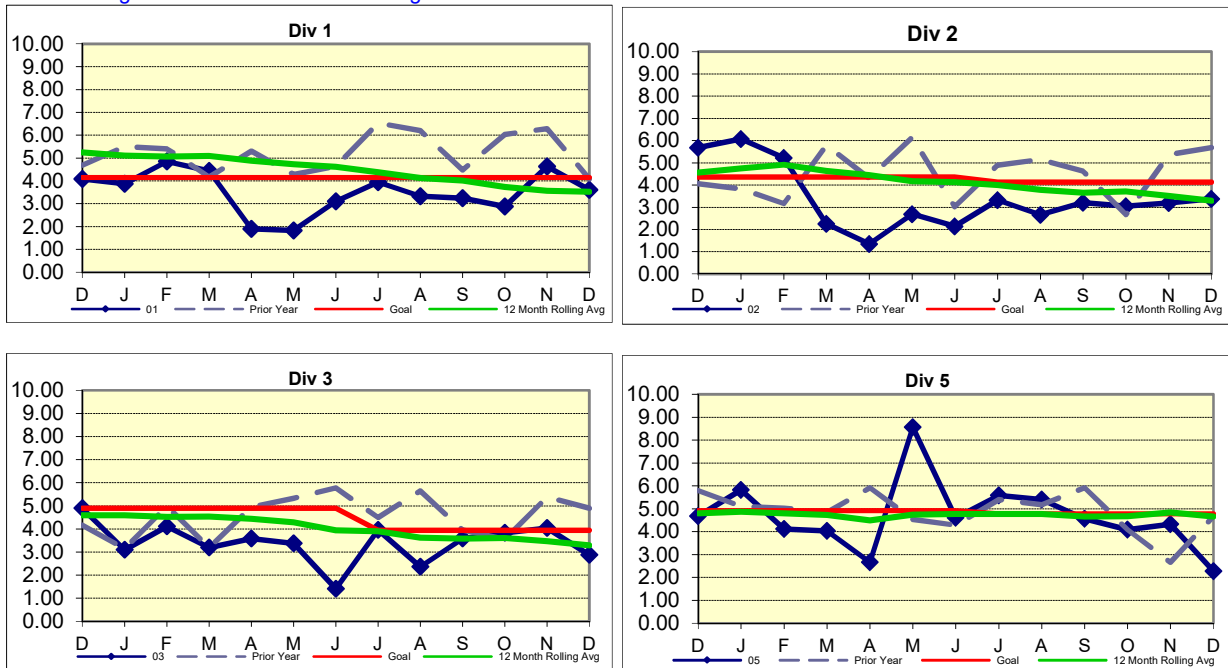
Calculation: Number of accidents in prior 13 months coded 482 "alleged" in the categories of avoidable (A), pending investigation (P) or unavoidable (U).

NOTE: Alleged Accidents (482) are not included in the bus traffic accident ratio.



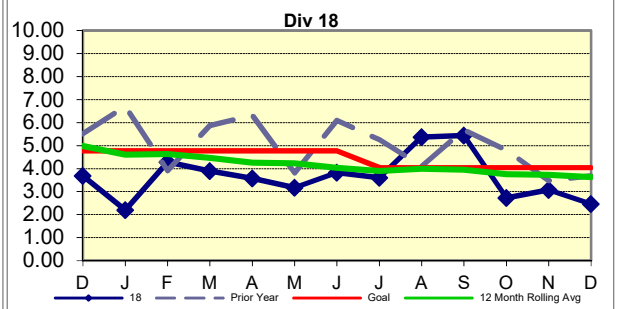
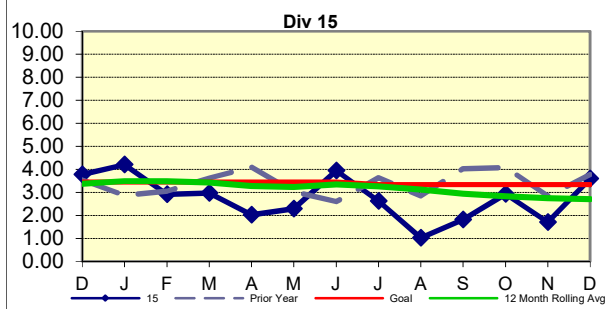
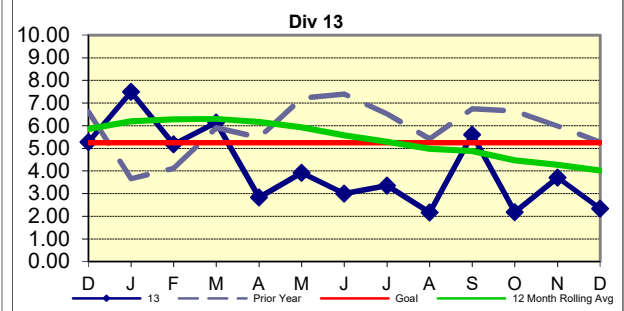
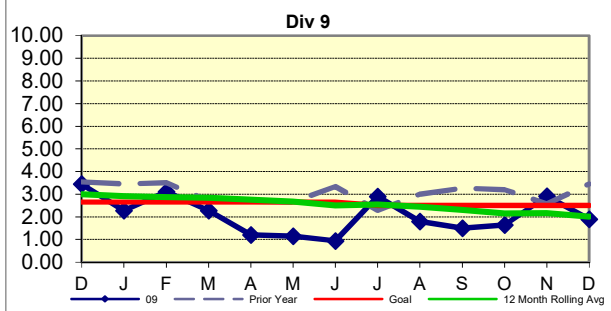
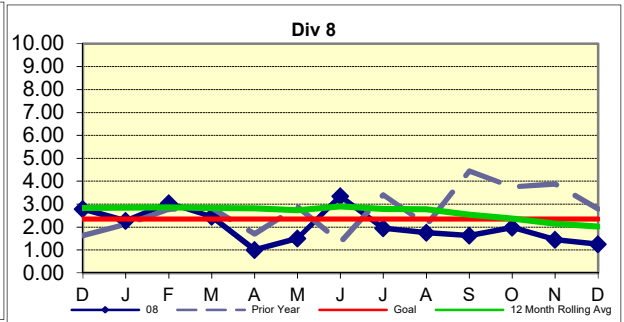
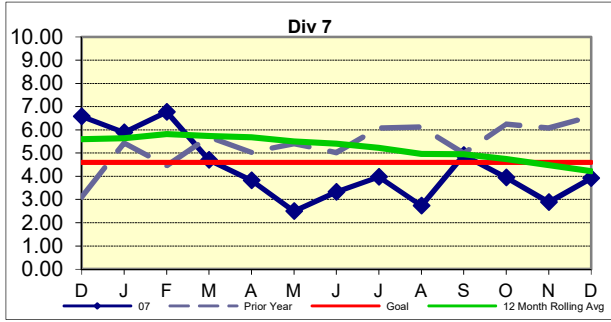
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions

Remaining Below the Goal line is the target.



BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions

Remaining Below the Goal line is the target.

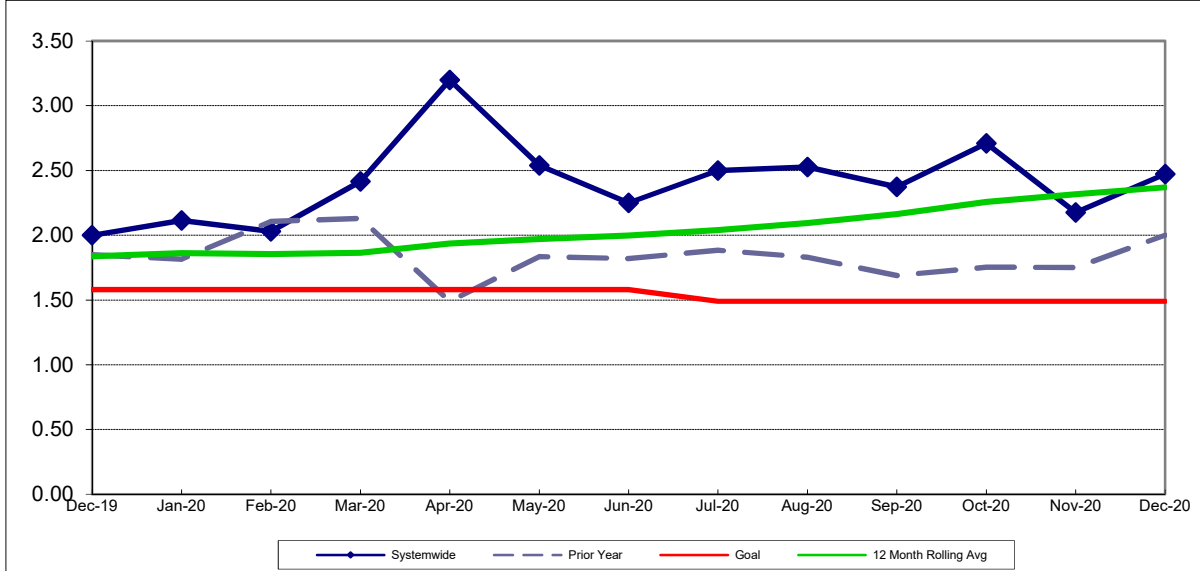


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

Definition: Number of Passenger Accidents for every 100,000 boardings.

Calculation: Passenger Accidents Per 100,000 Boardings = Number of Passenger Accidents / (Boardings / by 100,000)

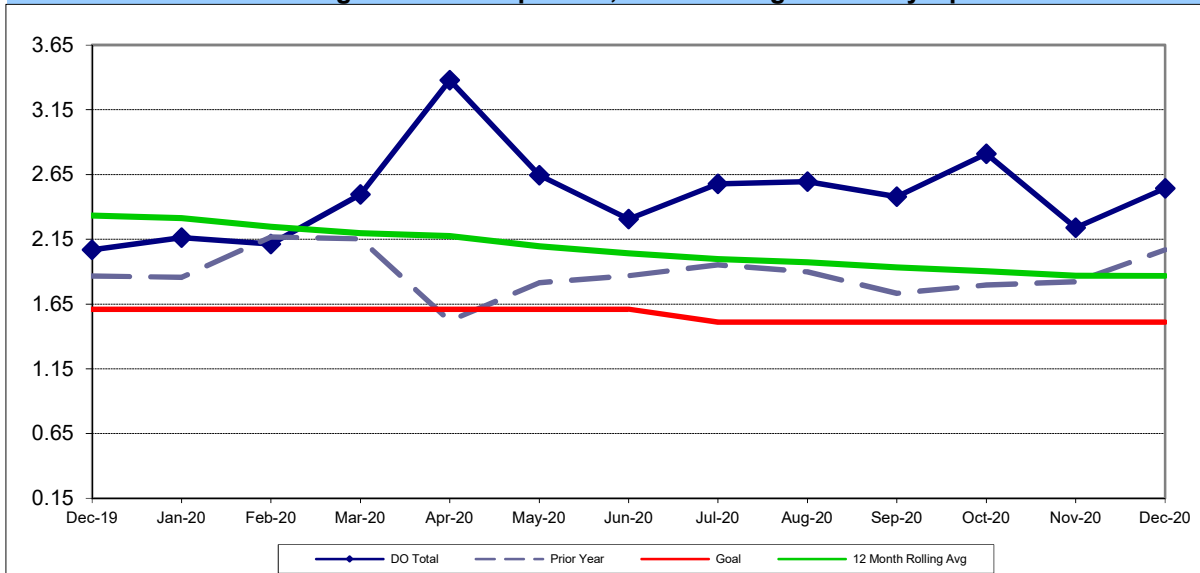
Bus Passenger Accidents per 100,000 Boardings - Systemwide Trend



Remaining Below the Goal line is the target.

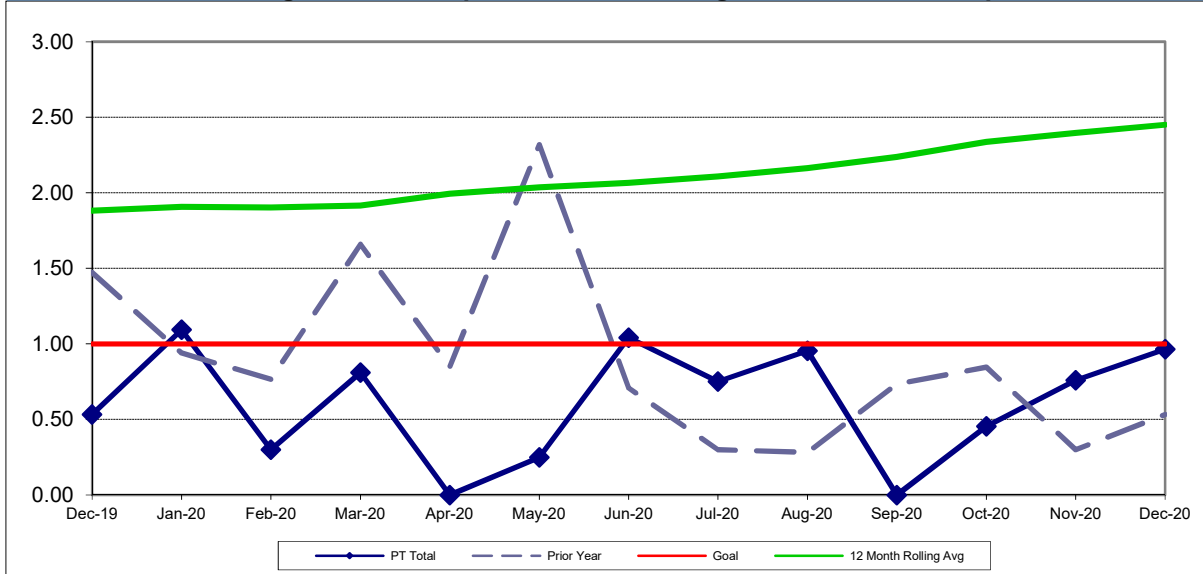
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Bus Passenger Accidents per 100,000 Boardings - Directly Operated



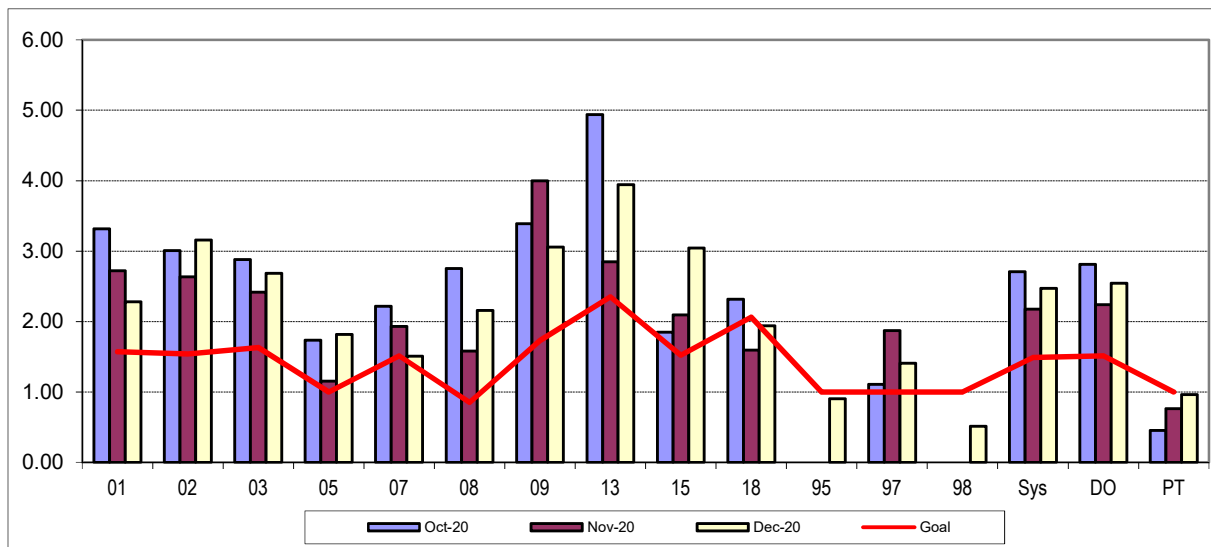
Remaining Below the Goal line is the target.

Bus Passenger Accidents per 100,000 Boardings - Purchased Transportation



Remaining Below the Goal line is the target.

Bus Passenger Accidents per 100,000 Boardings - By Divisions Oct 2020 - Dec 2020



CUSTOMER SATISFACTION

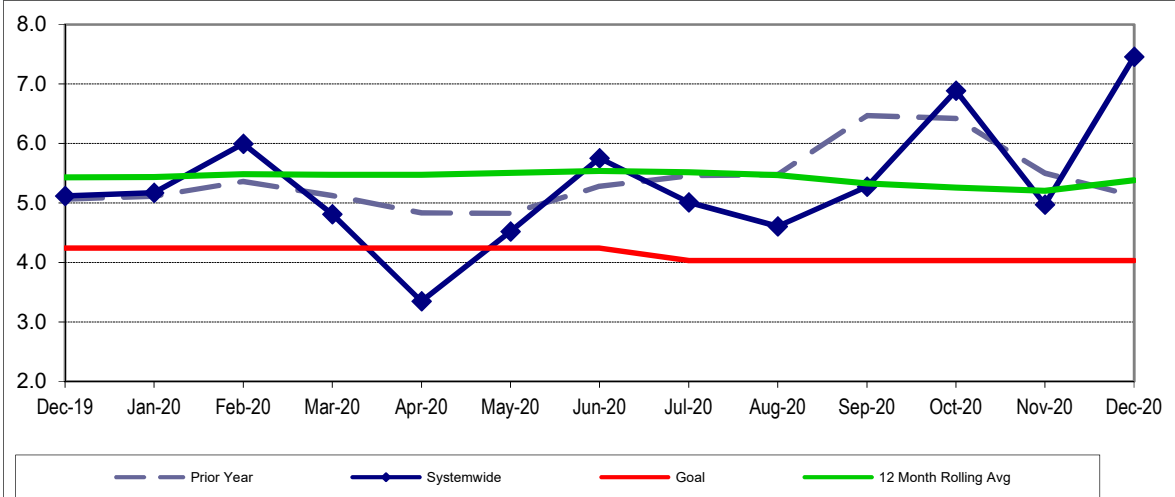
COMPLAINTS PER 100,000 BOARDINGS

Definition: Number of customer complaints per 100,000 boardings.

Calculation: Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

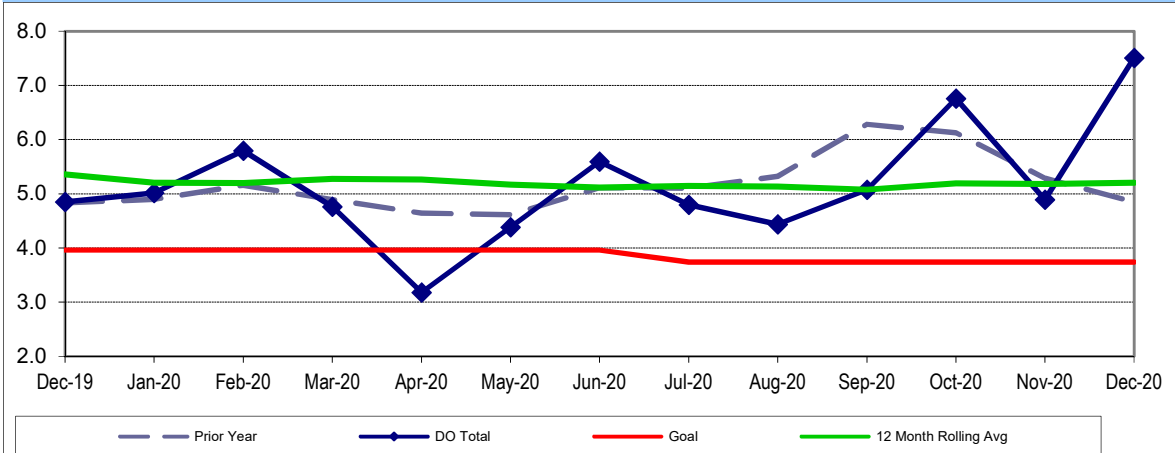
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Bus Complaints per 100,000 Boardings - Systemwide Trend



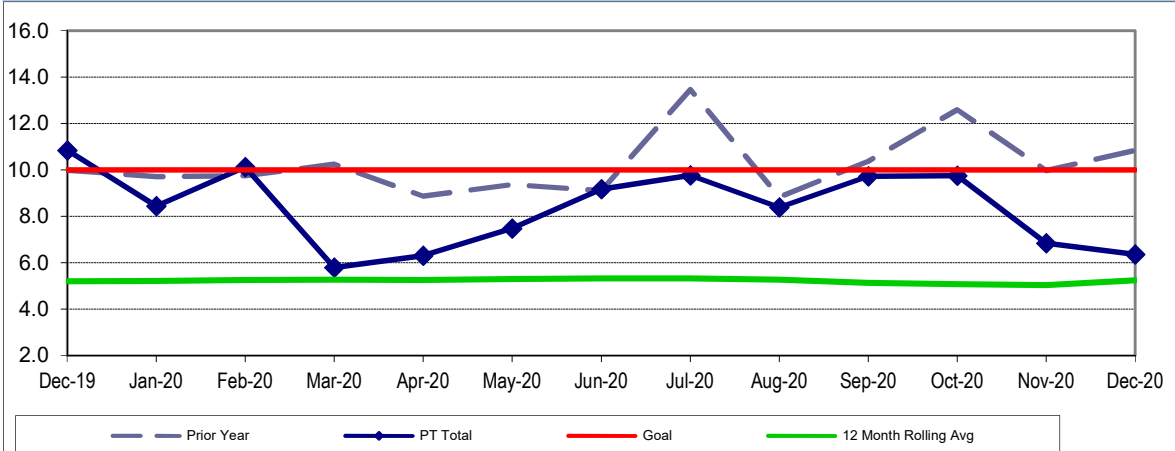
Remaining Below the Goal line is the target.

Bus Complaints per 100,000 Boardings - Directly Operated



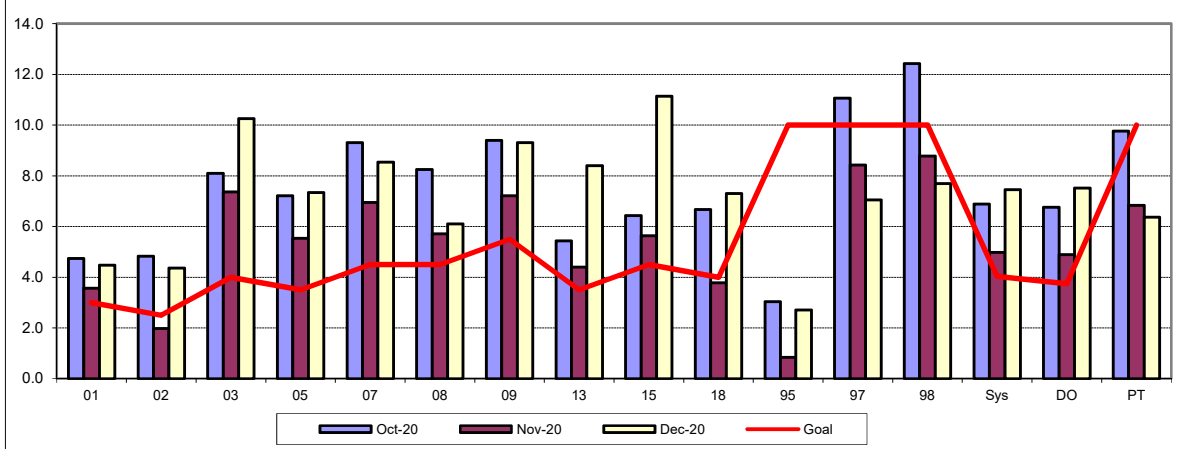
Remaining Below the Goal line is the target.

Bus Complaints per 100,000 Boardings - Purchased Transportation

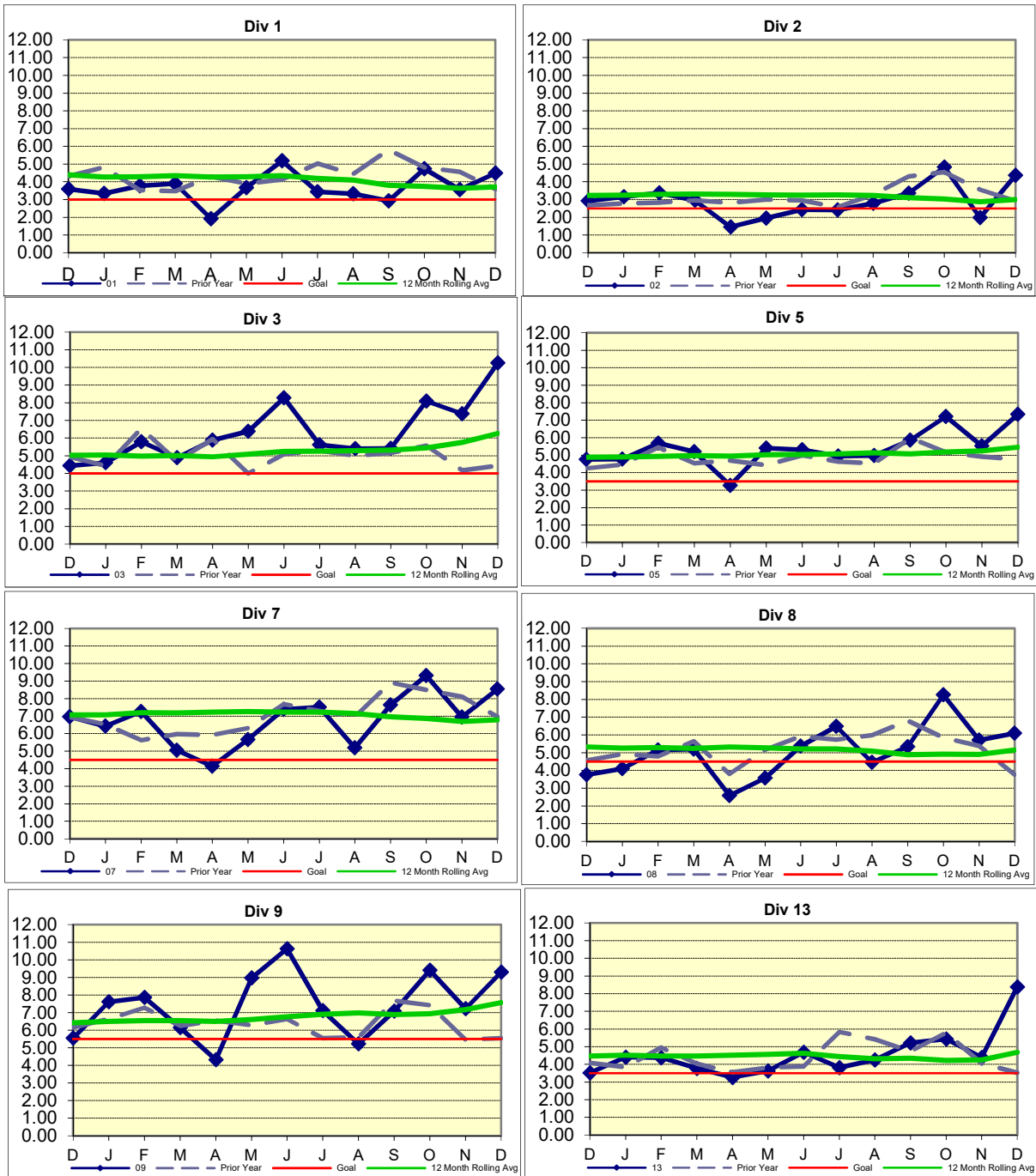


Remaining Below the Goal line is the target.

**Bus Complaints per 100,000 Boardings By Division
Oct 2020 - Dec 2020**

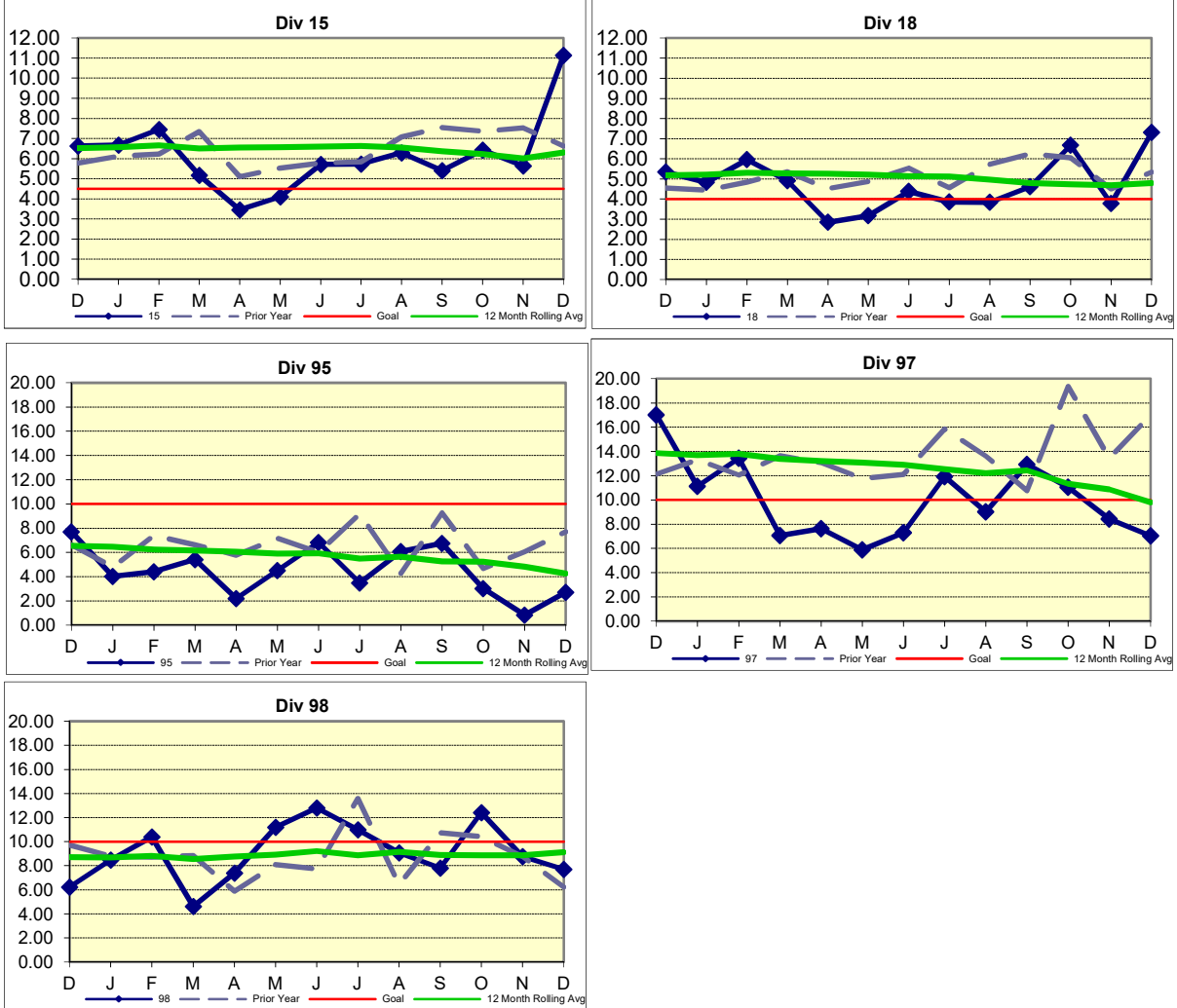


COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

WORKERS COMPENSATION CLAIMS

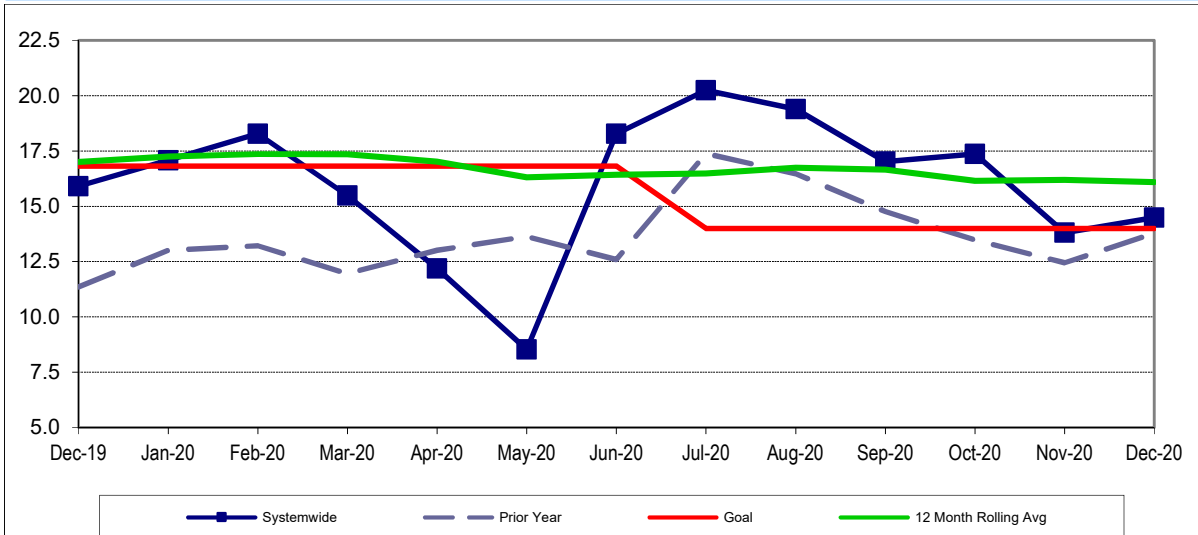
New Workers Compensation Claims per 200,000 Exposure Hours

Definition: Number of New Bus Workers Compensation Indemnity and Medical Claims filed per 200,000 Bus exposure hours.

Calculation: New reported workers' compensation indemnity and medical claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Bus Systemwide Trend



Transportation & Maintenance Performance combined.

Remaining Below the Goal line is the target.

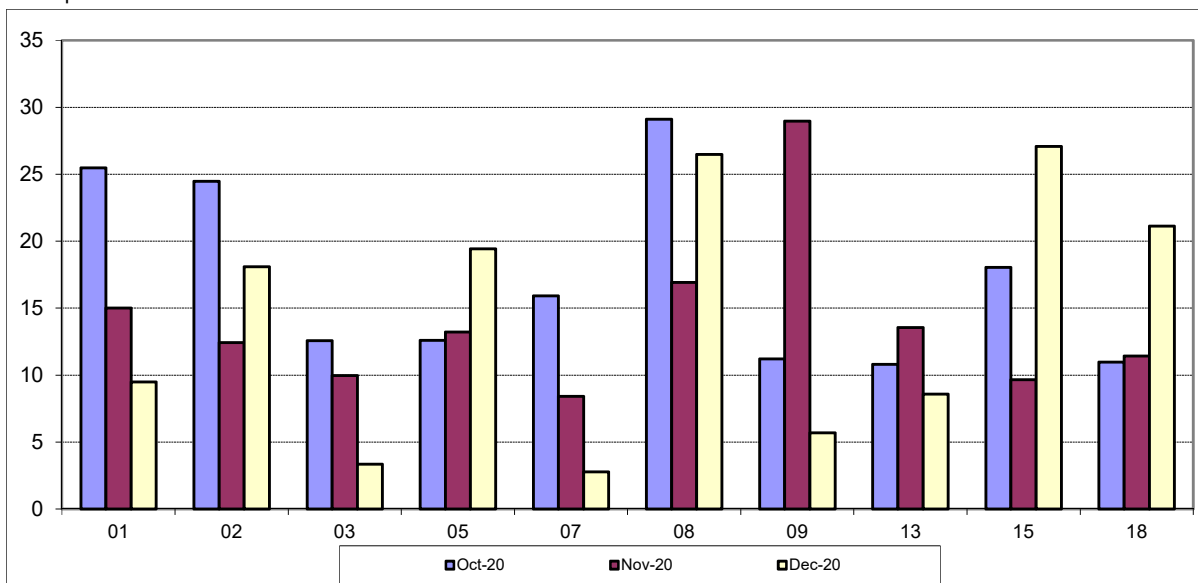
NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION

Definition: Number of New Bus Workers Compensation Indemnity and Medical Claims filed per 200,000 Bus exposure hours.

Calculation: New reported workers' compensation indemnity and medical claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)

New Claims per 200,000 Exposure Hours by Division Oct 2020 - Dec 2020

Transportation & Maintenance Performance combined.

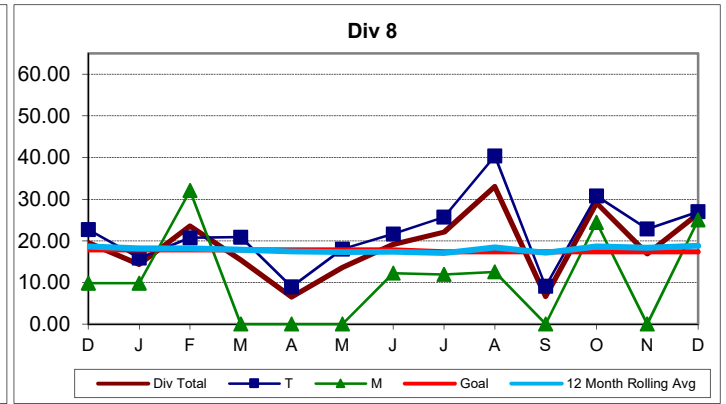
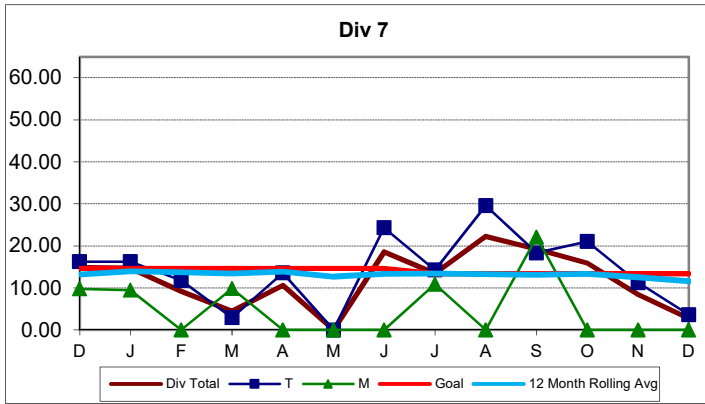
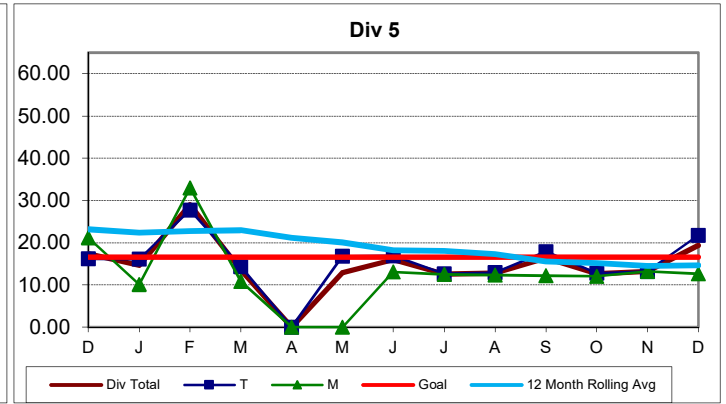
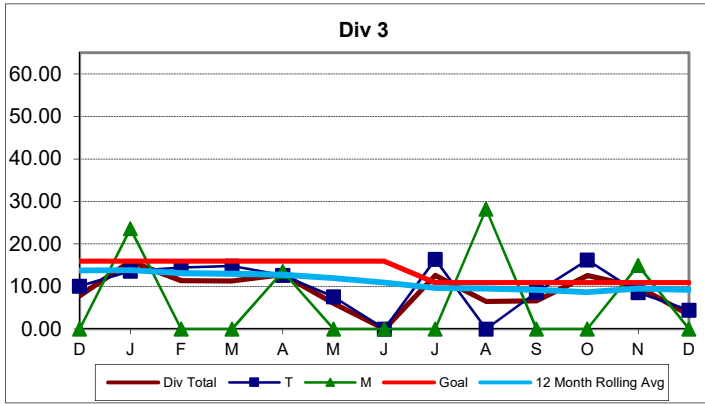
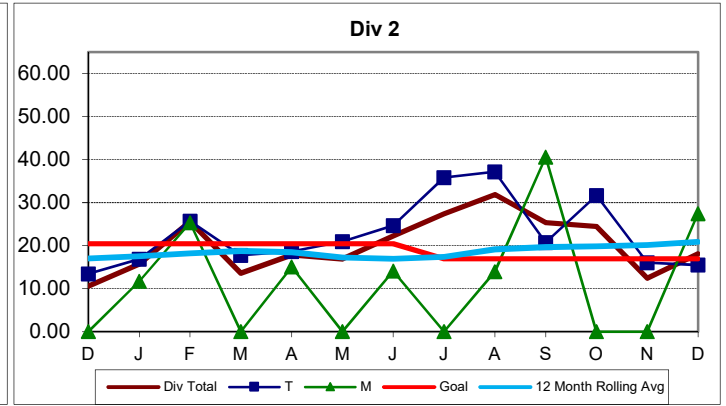
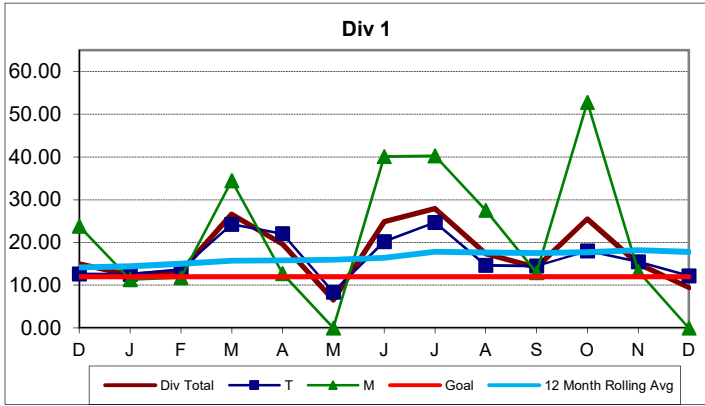


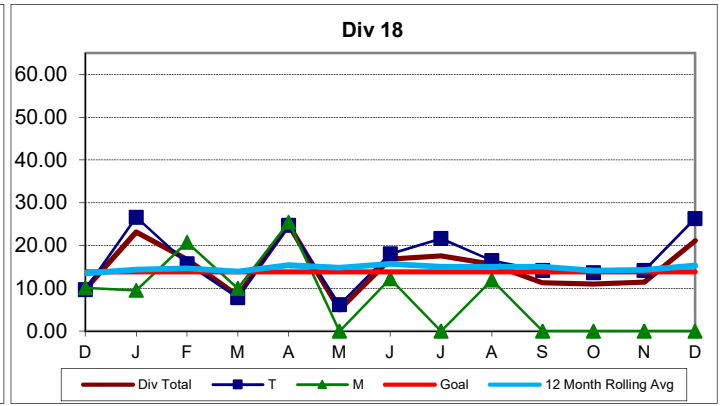
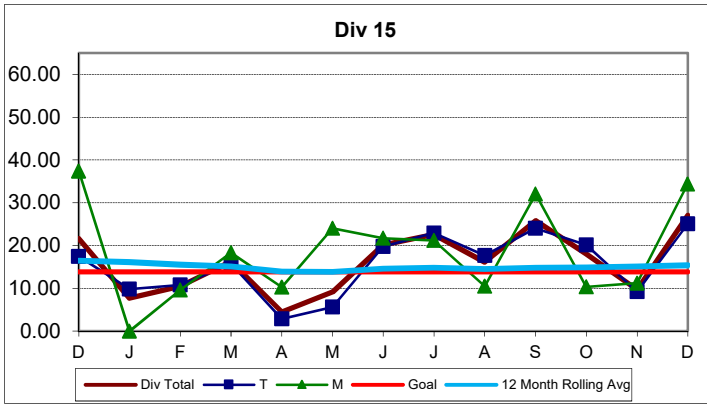
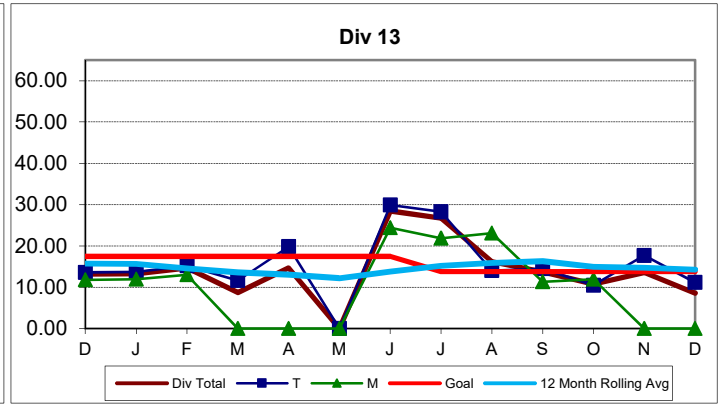
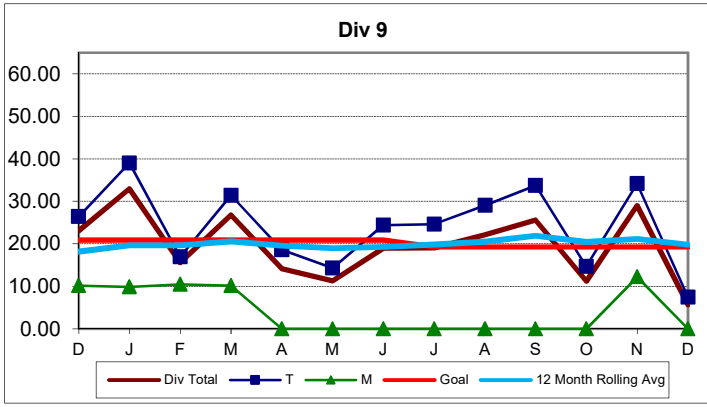
NEW WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS Bus Operating Divisions

Definition: Number of new reported Workers Compensation Indemnity and Medical claims filed per 200,000 exposure hours. This indicator measures safety.

Calculation: New reported Workers' Compensation Indemnity and Medical claims filed per 200,000 Exposure Hours = $\text{New Claims} / (\text{Exposure Hours} / 200,000)$

Due to the COVID-19-related reduction in service some KPIs will vary significantly.





Remaining below the goal line is the target.

OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions

Definition: Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

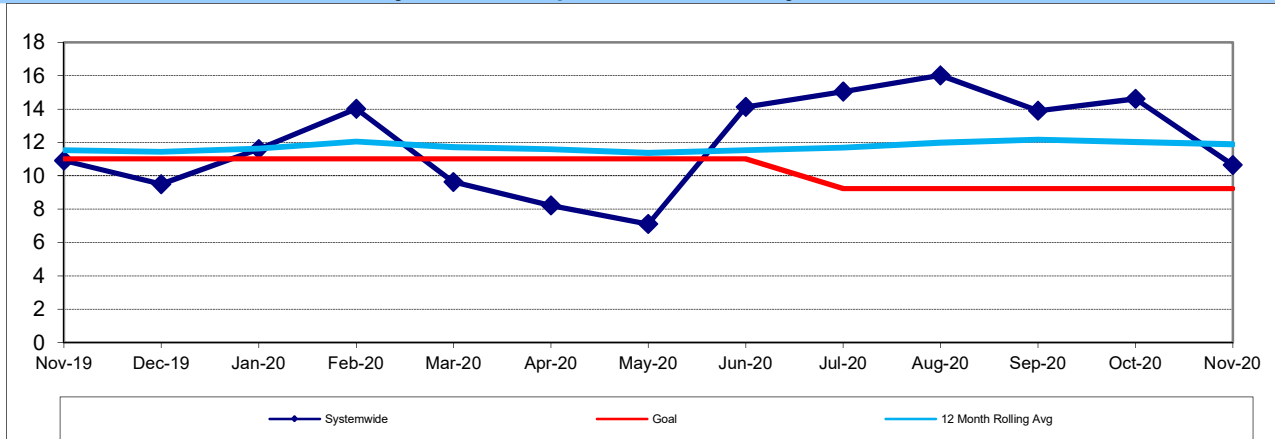
Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

OCCUPATIONAL SAFETY AND HEALTH ADMINISTRATION (OSHA) RECORDABLE INJURIES PER 200,000 EXPOSURE HOURS

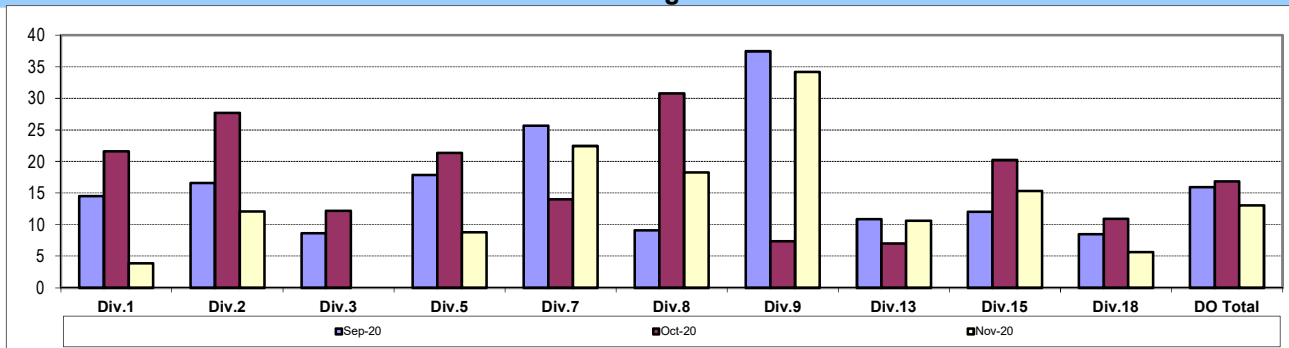
One month lag from current month

Bus Systemwide Operations OSHA Injuries Trend

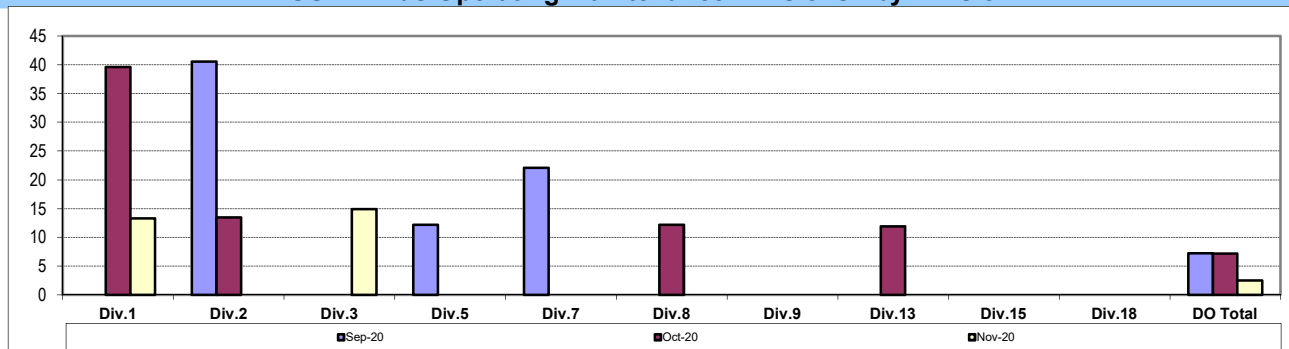


Remaining below the goal line is the target.

OSHA: Bus Operating Transportation Divisions - by Division Three Months Ending November 2021

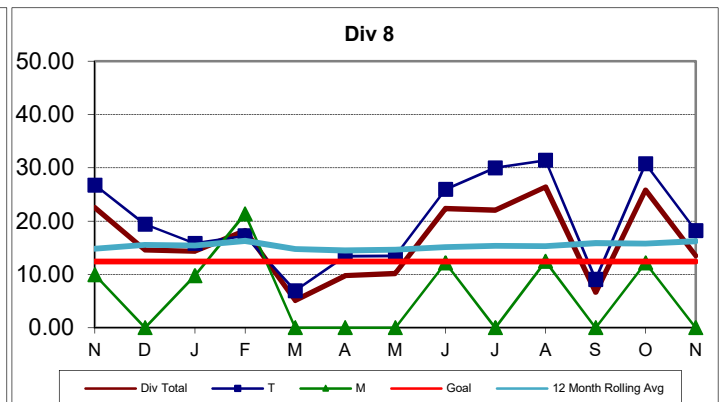
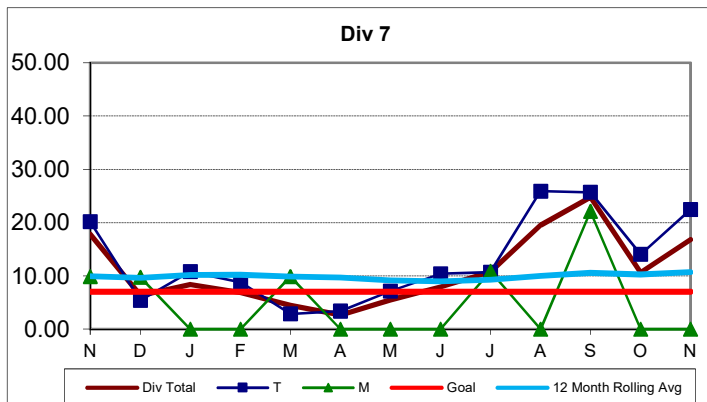
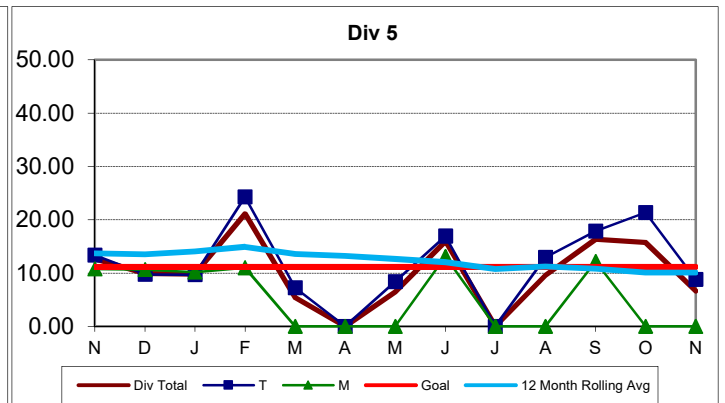
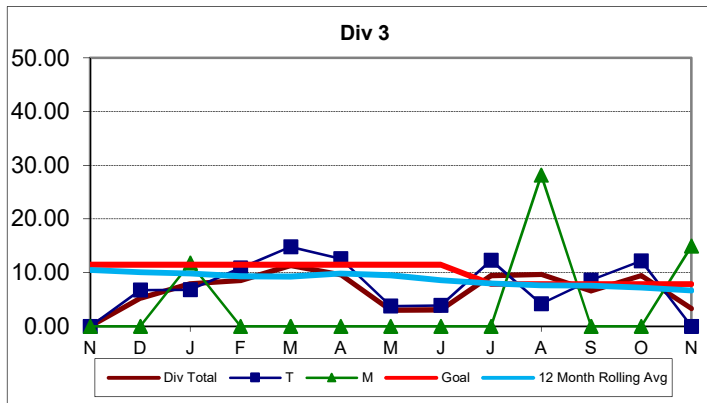
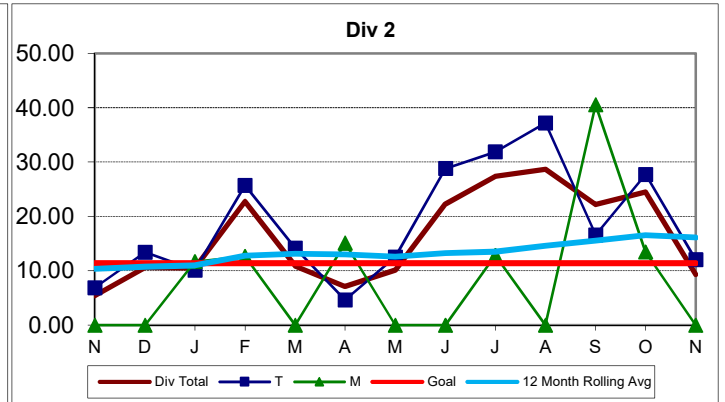
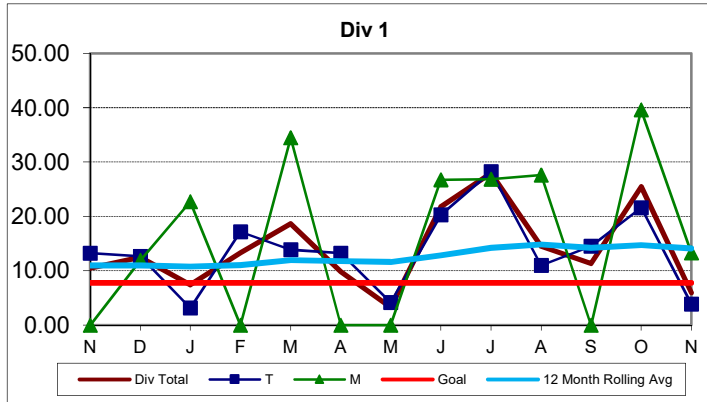


OSHA: Bus Operating Maintenance Divisions - by Division



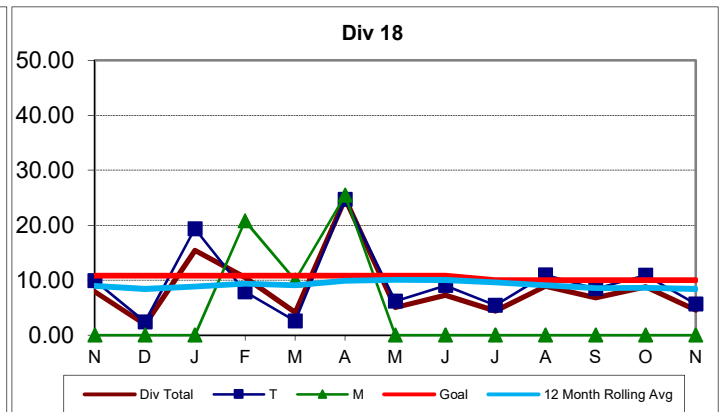
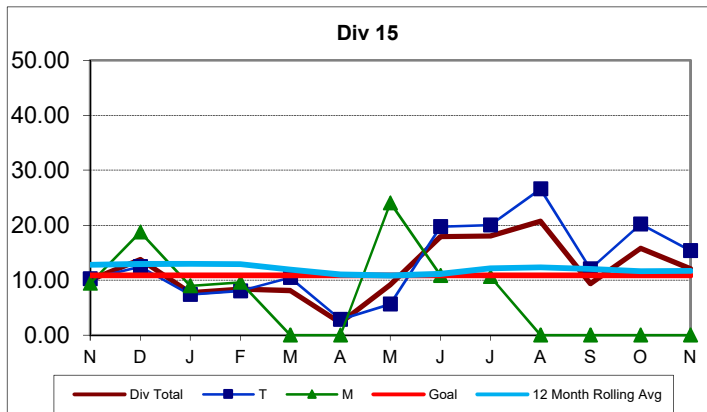
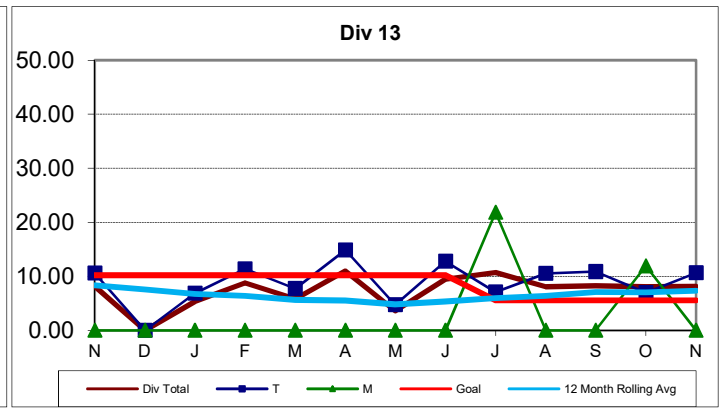
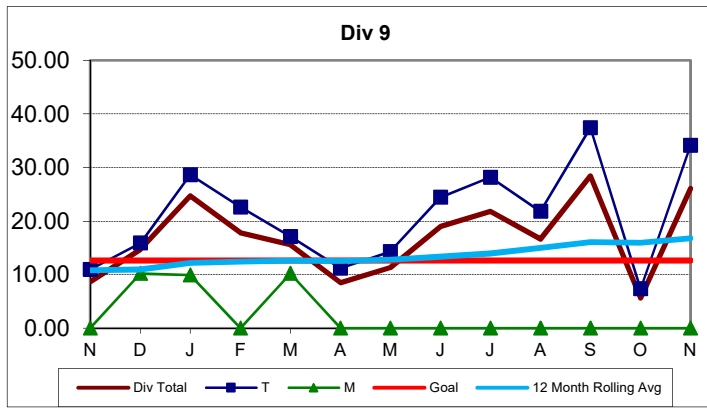
Remaining below the goal line is the target.

One month lag in reporting.



Remaining below the goal line is the target.

One month lag in reporting.



NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS

Systemwide and Bus Operating Divisions

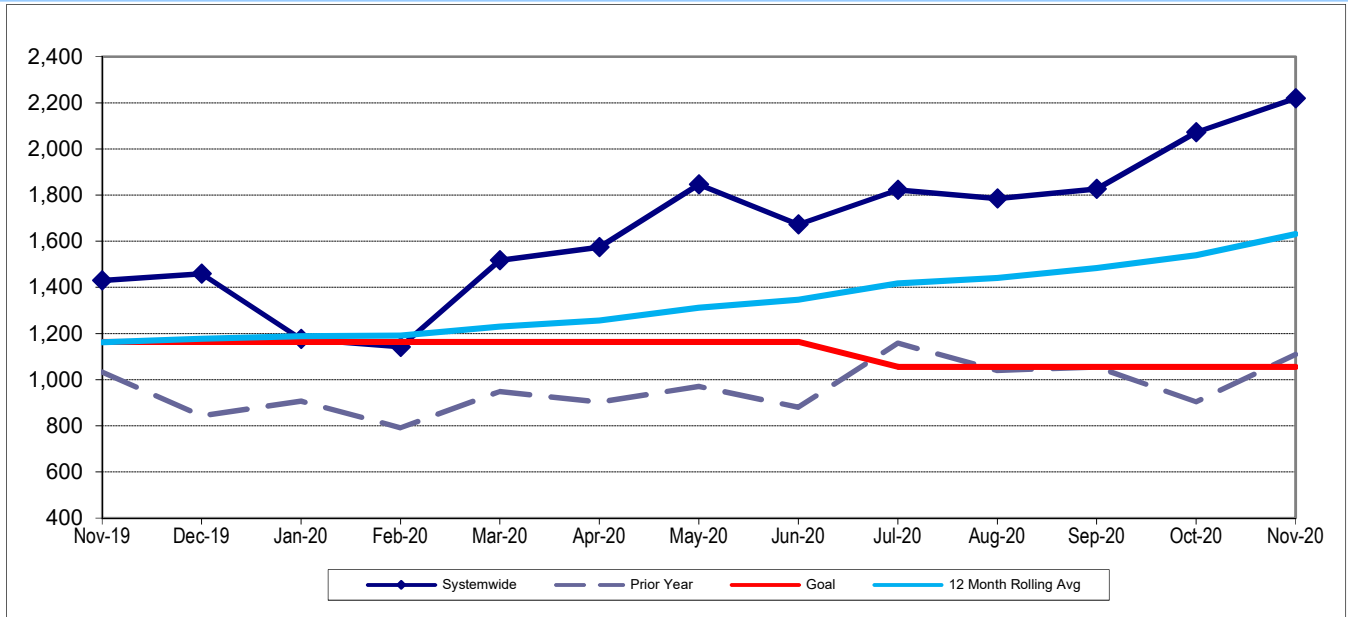
Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : $(\text{Total Temporary Disability Benefit Payments} / \text{Estimated TD Benefit Rate}) \times (5/7) / (\text{Number of Exposure Hours} / 200,000)$

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

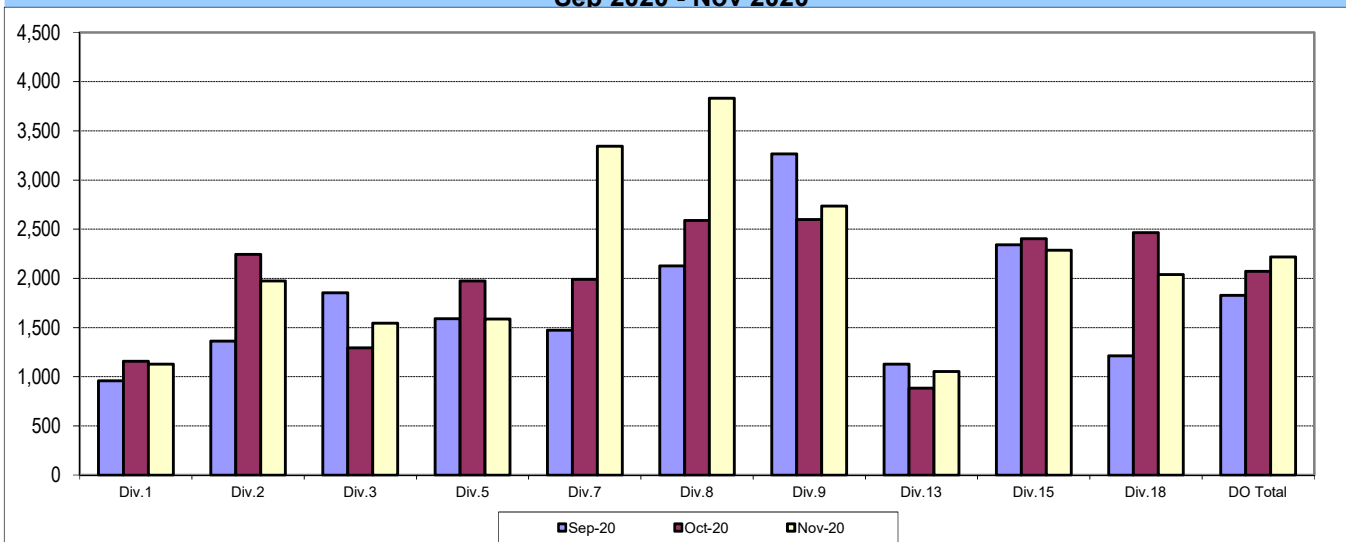
One month lag from current month

LWD Systemwide Trend



One month lag from current month

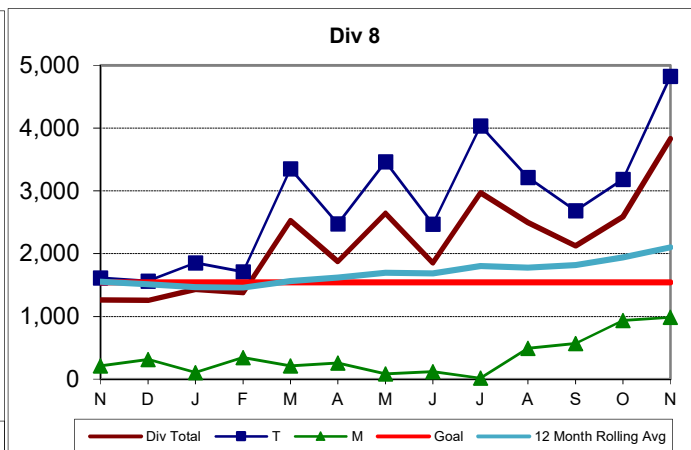
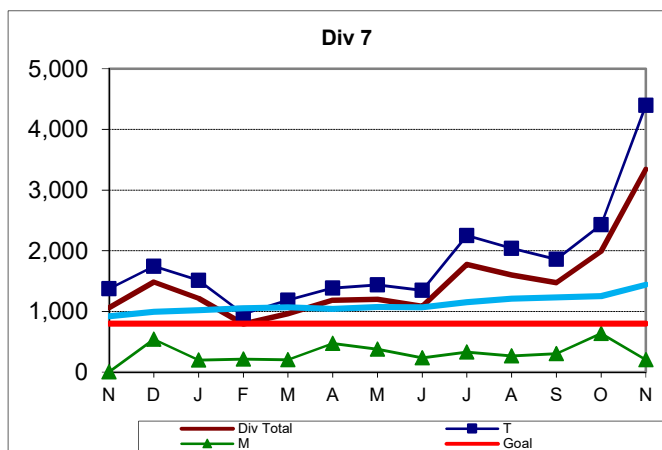
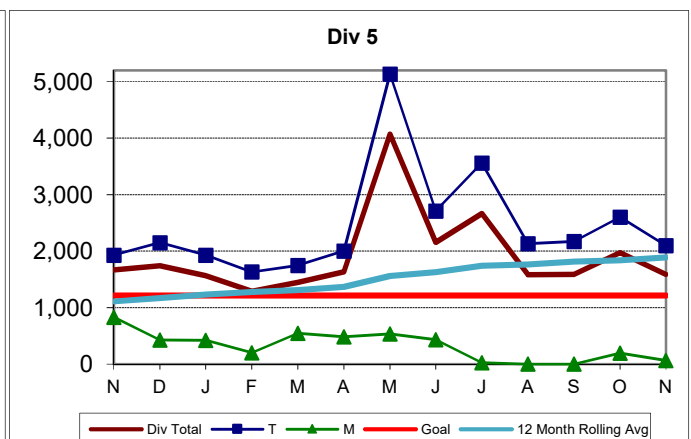
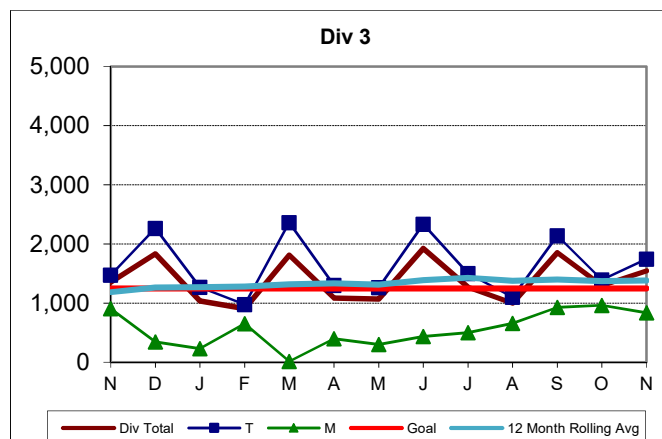
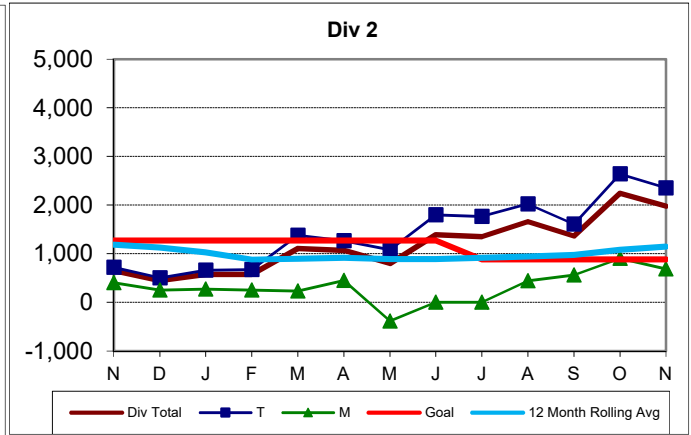
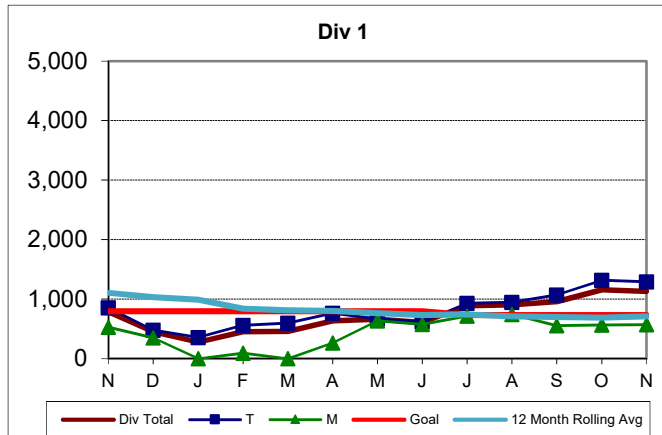
LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division Sep 2020 - Nov 2020



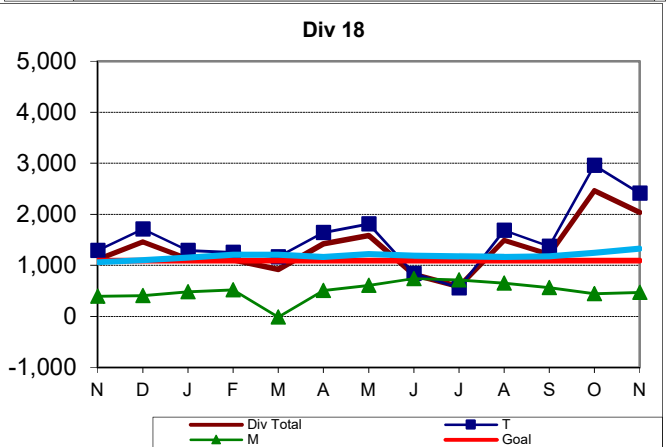
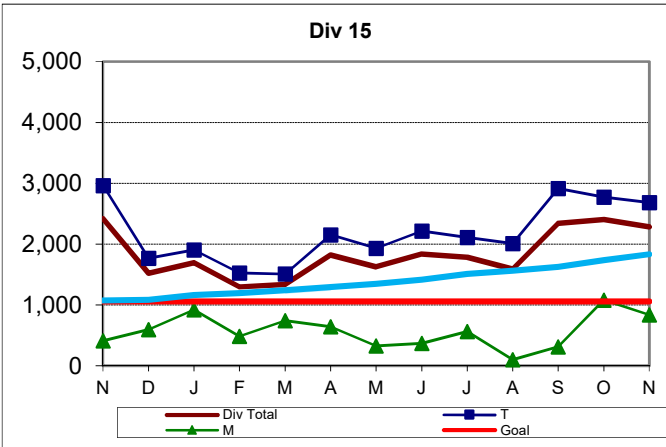
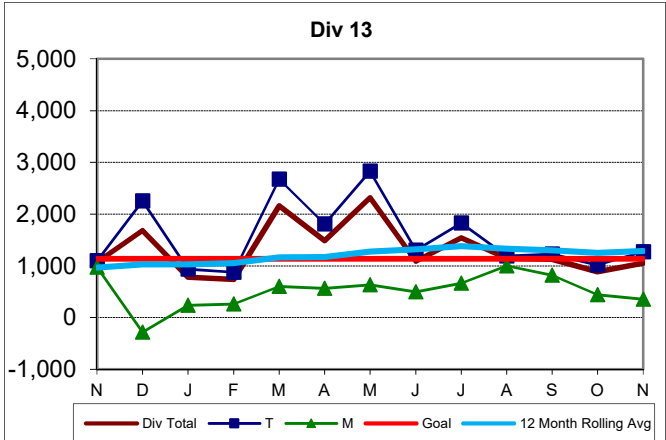
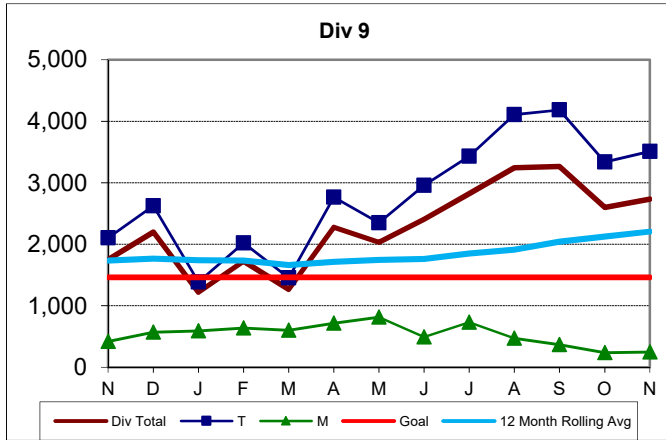
LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division

One month lag in reporting.

Lower is better.



LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division



One month lag in reporting.

"Excellence in Service and Support" PERFORMANCE INCENTIVE PROGRAM

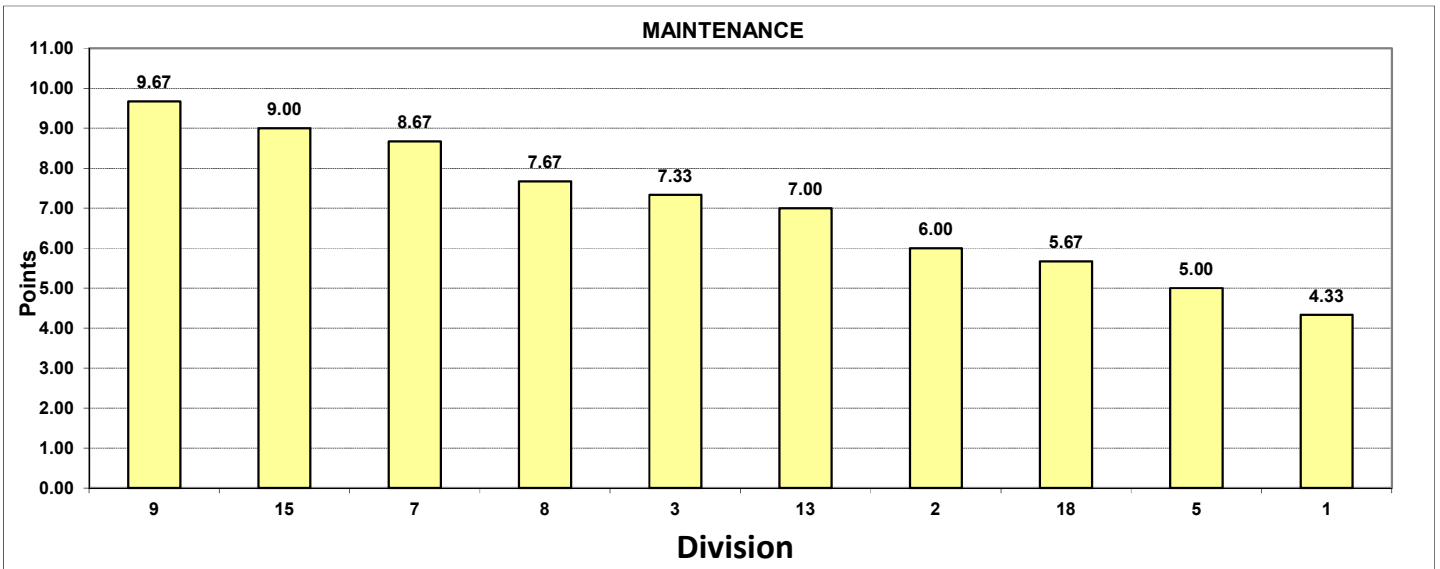
**Monthly Calculations - Dec 2020
Metro Bus - Maintenance**

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: At the start of the fiscal year, each Division is given a unique goal for each Key Performance Indicator (KPI). Every month, the difference between each Division's performance and goal is calculated for each KPI. Divisions are ranked 1 through 10 based on how much better they performed in relation to their own unique goal. If the difference between the performance and the goal is the most favorable variance, the Division is given a score of 10 for that KPI. The lowest performing Division is given a score of 1. For the final ranking, each score is weighted based on the weight of the KPI. The final ranking is calculated by aggregating the weighted scores to give a total score out of a total possible maximum of 10 points.

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Maintenance											
	Weight	1	2	3	5	7	8	9	13	15	18
Miles Between Total Road Calls	33.3%	3,167	5,336	4,359	3,625	4,504	4,897	5,813	2,909	5,904	3,751
Target		4,100	5,400	4,380	4,308	3,902	5,400	5,000	3,000	4,310	4,200
Points		1	6	7	2	8	4	9	5	10	3
Past Due PMPs	33.3%	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Target		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Points		10	10	10	10	10	10	10	10	10	10
Bus Cleanliness	33.3%	7.768	7.768	8.158	7.895	8.600	8.674	8.732	8.447	8.542	8.068
Target		9.000	9.000	9.000	9.000	9.000	9.000	9.000	9.000	9.000	9.000
Points		2	2	5	3	8	9	10	6	7	4
Totals		4.33	6.00	7.33	5.00	8.67	7.67	9.67	7.00	9.00	5.67
Ranking		10	7	5	9	3	4	1	6	2	8
FINAL RANKING	Maintenance Division Ranking (Sorted)										
	DIV.	9	15	7	8	3	13	2	18	5	1
	Score	9.67	9.00	8.67	7.67	7.33	7.00	6.00	5.67	5.00	4.33
	Rank	1	2	3	4	5	6	7	8	9	10

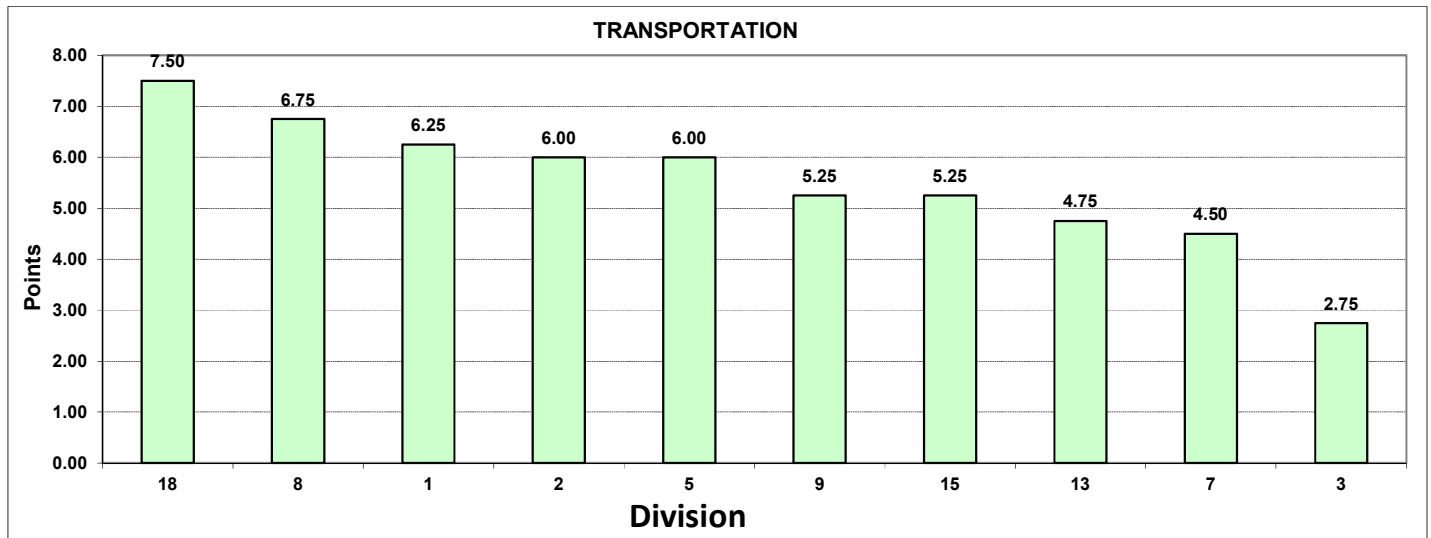


Monthly Calculations - Dec 2020
Metro Bus - Transportation

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: At the start of the fiscal year, each Division is given a unique goal for each Key Performance Indicator (KPI). Every month, the difference between each Division's performance and goal is calculated for each KPI. Divisions are ranked 1 through 10 based on how much better they performed in relation to their own unique goal. If the difference between the performance and the goal is the most favorable variance, the Division is given a score of 10 for that KPI. The lowest performing Division is given a score of 1. For the final ranking, each score is weighted based on the weight of the KPI. The final ranking is calculated by aggregating the weighted scores to give a total score out of a total possible maximum of 10 points.

Transportation											
	Weight	1	2	3	5	7	8	9	13	15	18
ISOTP On-Time	25%	82.223%	77.859%	74.036%	76.373%	78.512%	83.386%	85.810%	78.114%	81.148%	80.203%
Target		78.070%	78.070%	78.070%	78.070%	78.070%	80.000%	80.000%	78.070%	78.070%	78.070%
Points		9	3	1	2	5	8	10	4	7	6
ISOTP Early	25%	5.187%	2.667%	7.611%	3.101%	4.898%	6.294%	5.040%	5.941%	2.984%	2.128%
Target		2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%
Points		4	9	1	7	6	2	5	3	8	10
Traffic Accident Ratio	25%	3.603	3.384	2.867	2.278	3.918	1.250	1.890	2.334	3.597	2.466
Target		4.150	4.130	3.940	4.780	4.600	2.350	2.500	5.250	3.340	4.040
Points		2	4	6	9	3	8	5	10	1	7
Complaints/100K Boardings	25%	3.037	3.309	6.224	5.050	6.432	3.938	8.506	5.227	5.394	5.105
Target		2.000	1.500	2.400	2.100	2.600	2.100	3.000	2.000	2.200	2.300
Points		10	8	3	6	4	9	1	2	5	7
Totals		6.25	6.00	2.75	6.00	4.50	6.75	5.25	4.75	5.25	7.50
Ranking		3	4	10	4	9	2	6	8	6	1
FINAL RANKING	Transportation Division Ranking (Sorted)										
DIV.		18	8	1	2	5	9	15	13	7	3
Score		7.50	6.75	6.25	6.00	6.00	5.25	5.25	4.75	4.50	2.75
Rank		1	2	3	4	4	6	6	8	9	10



"Excellence in Service and Support" PERFORMANCE INCENTIVE PROGRAM

**Quarterly Calculations: FY 2021 Q2
Metro Bus - Maintenance and Transportation**

Definition: A performance awareness program designed to increase productivity and efficiency.

Calculation: At the start of the fiscal year, each Division is given a unique goal for each Key Performance Indicator (KPI). Every month, the difference between each Division's performance and goal is calculated for each KPI. Divisions are ranked 1 through 10 based on how much better they performed in relation to their own unique goal. If the difference between the performance and the goal is the most favorable variance, the Division is given a score of 10 for that KPI. The lowest performing Division is given a score of 1. For the final ranking, each score is weighted based on the weight of the KPI. The final ranking is calculated by aggregating the weighted scores to give a total score out of a total possible maximum of 10 points.

Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Maintenance and Transportation											
Maintenance	Weight	1	2	3	5	7	8	9	13	15	18
Miles Between Total											
Road Calls	16.67%	2,802	4,839	4,247	3,648	4,001	4,256	5,466	2,824	5,428	3,643
Target		4,100	5,400	4,380	4,308	3,902	5,400	5,000	3,000	4,310	4,200
Points		1	5	7	3	8	2	9	6	10	4
Past Due PMPs											
Past Due PMPs	16.67%	0.000	0.000	0.000	0.000	0.000	0.006	0.000	0.000	0.000	0.000
Target		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Points		10	10	10	10	10	1	10	10	10	10
Bus Cleanliness											
Bus Cleanliness	16.67%	7.86	8.03	8.37	8.16	8.71	8.81	8.51	8.63	8.55	8.33
Target		9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00
Points		1	2	5	3	9	10	6	8	7	7
Transportation											
ISOTP On-Time	12.5%	80.81%	76.76%	74.04%	75.28%	77.60%	83.12%	85.53%	77.73%	80.23%	79.35%
Target		78.07%	78.07%	78.07%	78.07%	78.07%	80.00%	80.00%	78.07%	78.07%	78.07%
Points		8	3	1	2	4	9	10	5	7	6
ISOTP Early	12.5%	4.65%	2.38%	6.73%	2.90%	4.87%	5.83%	4.32%	6.19%	2.85%	1.75%
Target		2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%
Points		5	9	1	7	4	3	6	2	8	10
Traffic Accident											
Ratio	12.5%	3.69	3.21	3.59	3.57	3.59	1.57	2.14	2.74	2.75	2.75
Target		4.15	4.13	3.94	4.78	4.60	2.35	2.50	5.25	3.34	4.04
Points		2	6	1	7	5	9	3	10	4	8
Complaints/100K											
Boardings	12.5%	3.37	2.87	6.70	4.99	6.51	4.95	7.39	4.61	4.83	4.80
Target		2.00	1.50	2.40	2.10	2.60	2.10	3.00	2.00	2.20	2.30
Points		10	9	1	4	2	5	3	6	7	8
Totals		5.13	6.21	4.17	5.17	6.38	5.42	6.92	6.88	7.75	7.50
Ranking		9	6	10	8	5	7	3	4	1	2
Maintenance and Transportation Division Ranking (Sorted)											
FINAL RANKING	DIV.	15	18	9	13	7	2	8	5	1	3
	Score	7.75	7.50	6.92	6.88	6.38	6.21	5.42	5.17	5.13	4.17
	Rank	1	2	3	4	5	6	7	8	9	10

