

Operations Monthly Bus Performance Report

February 2021



Metro

© 2021 Metro

Table of Contents

	Page
Bus Scorecard Overview	3
Bus Service Performance Systemwide	9
In-Service On-Time Performance	
Scheduled Revenue Service Hours Delivered	
Bus Maintenance Performance	16
Mean Miles Between Chargeable Mechanical Failures	
Past Due Critical Preventive Maintenance Program	
Attendance	22
Maintenance Attendance	
Bus Cleanliness	23
Safety Performance	26
Bus Accidents per 100,000 Hub Miles	
Bus Passenger Accidents per 100,000 Boardings	
Customer Satisfaction	32
Complaints per 100,000 Boardings	
New Workers' Compensation Claims	36
New Workers' Compensation Claims per 200,000 Exposure Hours	
OSHA Injuries Filed per 200,000 Exposure Hours	
Number of Lost Work Days Paid per 200,000 Exposure Hours	

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	Dec Month	Jan Month	Feb Month
Bus Systemwide									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,510	4,555	4,188	5,183	3,877	●	4,836	4,833	4,342
Number of Unaddressed Road Calls	40	13	31	-	24	-	4	0	1
Mean Miles Between Total Road Calls	4,251	4,063	3,789	4,200	3,811	●	4,456	4,672	4,330
Bus Traffic Accidents Per 100,000 Miles	4.22	4.29	3.96	3.56	3.03	●	2.73	2.97	2.80
Number of 482 Alleged Accidents	292	269	244	-	82	-	7	10	10
Complaints per 100,000 Boardings	5.42	5.35	5.54	4.03	5.95	●	7.50	6.93	6.95
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.63	16.11	16.43	14.00	17.08	●	14.49	16.78	17.29
*Lost Work Days per 200,000 Exposure Hours	1,239	1,095	1,389	1,055	1,988	●	2,173	2,040	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.31	11.04	11.43	9.23	13.57	●	11.01	13.55	N/A
% of OnTime Pullouts	96.42%	95.89%	94.92%	97.11%	94.02%	●	93.80%	93.30%	94.20%
In-Service On-time Performance - Early	3.85%	4.06%	5.04%	2.00%	4.67%	●	4.05%	4.52%	4.38%
In-Service On-time Performance - Late	22.31%	23.11%	21.49%	-	16.44%	-	15.82%	15.48%	18.10%
In-Service On-time Performance - OnTime	73.83%	72.83%	73.47%	78.52%	78.88%	●	80.13%	80.01%	77.53%
Bus Directly Operated									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,240	4,259	4,113	5,019	3,802	●	4,627	4,709	4,284
Number of Unaddressed Road Calls	40	13	31	-	24	-	4	0	1
Mean Miles Between Total Road Calls	4,009	3,812	3,641	4,222	3,684	●	4,227	4,521	4,165
Bus Traffic Accidents Per 100,000 Miles	4.26	4.35	4.05	3.62	3.07	●	2.84	3.07	2.91
Number of 482 Alleged Accidents	292	269	244	-	82	-	7	10	10
Complaints per 100,000 Boardings	5.08	5.10	5.33	3.74	5.85	●	7.55	7.00	6.85
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.63	16.11	16.43	14.00	17.08	●	14.49	16.78	17.29
*Lost Work Days per 200,000 Exposure Hours	1,239	1,095	1,389	1,055	1,988	●	2,173	2,040	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.31	11.04	11.43	9.23	13.57	●	11.01	13.55	N/A
% of OnTime Pullouts	96.37%	95.89%	94.89%	97.00%	93.90%	●	93.74%	93.17%	94.04%
In-Service On-time Performance - Early	4.03%	4.25%	5.27%	2.00%	4.90%	●	4.24%	4.79%	4.64%
In-Service On-time Performance - Late	22.20%	23.16%	21.55%	-	16.53%	-	15.93%	15.63%	18.15%
In-Service On-time Performance - OnTime	73.77%	72.59%	73.17%	78.42%	78.57%	●	79.83%	79.58%	77.22%
Bus Purchased Transportation									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	11,485	16,920	5,145	7,500	4,959	●	9,436	6,755	5,124
Mean Miles Between Total Road Calls	10,022	13,070	6,489	4,000	6,156	●	10,783	7,338	7,891
Bus Traffic Accidents Per 100,000 Miles	3.87	3.65	3.02	3.00	2.53	●	1.55	1.88	1.52
Complaints per 100,000 Boardings	12.55	10.60	9.91	10.00	8.16	●	6.36	5.42	9.03
% of OnTime Pullouts	97.30%	95.89%	95.52%	99.00%	96.28%	●	95.05%	95.49%	97.00%
In-Service On-time Performance - Early	1.32%	1.29%	1.51%	2.00%	1.23%	●	1.08%	1.05%	0.90%
In-Service On-time Performance - Late	23.93%	22.45%	20.52%	-	15.10%	-	14.19%	13.47%	17.41%
In-Service On-time Performance - OnTime	74.74%	76.26%	77.96%	80.00%	83.67%	●	84.73%	85.48%	81.69%

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	Dec Month	Jan Month	Feb Month
Division 1									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,628	4,321	3,290	5,500	3,086	●	3,867	3,452	4,105
Number of Unaddressed Road Calls	1	0	0	-	7	-	3	0	0
Mean Miles Between Total Road Calls	4,043	3,490	2,901	4,100	2,786	●	3,167	3,452	3,920
Bus Traffic Accidents Per 100,000 Miles	4.50	4.93	4.62	4.15	3.59	●	3.81	4.11	2.76
Number of 482 Alleged Accidents	26	24	29	-	6	-	0	0	0
Complaints per 100,000 Boardings	3.87	4.24	4.34	3.00	4.00	●	4.56	5.30	4.89
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	12.91	12.28	16.44	11.99	16.70	●	9.48	10.59	10.25
*Lost Work Days per 200,000 Exposure Hours	953	1,011	731	731	1,186	●	2,261	1,098	N/A
*OSHA Injuries per 200,000 Exposure Hours	8.90	8.95	13.10	7.78	14.52	●	3.16	10.59	N/A
% of OnTime Pullouts	95.70%	94.77%	93.74%	97.00%	91.78%	●	92.68%	91.28%	93.01%
In-Service On-time Performance - Early	3.50%	4.13%	6.95%	2.00%	5.73%	●	5.19%	5.35%	5.60%
In-Service On-time Performance - Late	22.76%	21.66%	19.21%	-	14.15%	-	12.59%	12.44%	13.88%
In-Service On-time Performance - OnTime	73.73%	74.21%	73.84%	78.07%	80.12%	●	82.22%	82.21%	80.53%
Division 2									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	6,331	6,427	5,646	7,000	5,285	●	6,197	9,404	5,144
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	4,706	●	5,336	8,087	5,020
Bus Traffic Accidents Per 100,000 Miles	4.66	4.68	4.13	4.13	3.11	●	3.38	3.96	2.16
Number of 482 Alleged Accidents	13	23	24	-	5	-	0	1	2
Complaints per 100,000 Boardings	3.13	2.96	3.25	2.50	3.34	●	4.36	3.31	4.06
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	20.72	16.33	16.95	16.95	21.83	●	18.09	27.94	6.80
*Lost Work Days per 200,000 Exposure Hours	1,386	1,368	885	885	1,994	●	3,128	2,219	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.25	9.80	12.47	11.40	21.12	●	24.12	10.48	N/A
% of OnTime Pullouts	98.07%	97.33%	96.40%	97.00%	96.27%	●	95.88%	95.54%	95.96%
In-Service On-time Performance - Early	4.58%	3.16%	3.02%	2.00%	2.75%	●	2.67%	3.14%	3.18%
In-Service On-time Performance - Late	27.28%	29.34%	26.88%	-	20.49%	-	19.47%	20.57%	23.61%
In-Service On-time Performance - OnTime	68.14%	67.51%	70.10%	78.07%	76.76%	●	77.86%	76.29%	73.21%
Division 3									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,508	4,353	4,286	5,500	4,219	●	4,513	5,030	4,151
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	4,320	●	4,359	5,234	4,708
Bus Traffic Accidents Per 100,000 Miles	4.96	4.66	3.94	3.94	3.30	●	2.87	2.84	2.85
Number of 482 Alleged Accidents	15	15	11	-	5	-	1	2	0
Complaints per 100,000 Boardings	5.04	5.19	5.24	4.00	7.38	●	10.01	9.76	7.96
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.88	17.44	10.90	10.90	8.74	●	3.35	10.81	7.25
*Lost Work Days per 200,000 Exposure Hours	1,306	1,169	1,440	1,247	1,424	●	1,446	1,608	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.94	11.92	7.88	7.88	7.05	●	6.69	3.60	N/A
% of OnTime Pullouts	97.37%	96.31%	97.33%	97.00%	96.38%	●	95.59%	94.36%	95.59%
In-Service On-time Performance - Early	5.07%	4.85%	6.27%	2.00%	7.79%	●	7.61%	9.05%	8.52%
In-Service On-time Performance - Late	21.88%	22.27%	20.54%	-	18.66%	-	18.35%	18.38%	20.27%
In-Service On-time Performance - OnTime	73.05%	72.88%	73.18%	78.07%	73.55%	●	74.04%	72.57%	71.21%

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	Dec Month	Jan Month	Feb Month
Division 5									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,520	4,498	4,151	5,000	3,826	●	4,440	4,251	4,284
Number of Unaddressed Road Calls	2	0	0	-	2	-	0	0	1
Mean Miles Between Total Road Calls	3,925	3,818	3,500	4,308	3,338	●	3,625	3,865	3,881
Bus Traffic Accidents Per 100,000 Miles	5.02	5.24	4.78	4.78	4.28	●	2.28	2.65	5.15
Number of 482 Alleged Accidents	29	52	30	-	10	-	1	1	0
Complaints per 100,000 Boardings	4.61	4.94	5.04	3.50	6.31	●	7.50	6.23	8.74
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.45	19.52	18.18	16.58	14.22	●	19.42	7.52	19.35
*Lost Work Days per 200,000 Exposure Hours	1,139	903	1,679	1,215	1,712	●	1,305	1,165	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.03	12.25	11.53	11.14	10.32	●	12.95	11.29	N/A
% of OnTime Pullouts	97.38%	97.61%	94.44%	97.00%	94.14%	●	94.89%	94.09%	94.45%
In-Service On-time Performance - Early	5.19%	5.39%	6.98%	2.00%	4.35%	●	3.10%	3.42%	3.02%
In-Service On-time Performance - Late	23.91%	24.69%	24.96%	-	21.37%	-	20.53%	21.39%	25.51%
In-Service On-time Performance - OnTime	70.90%	69.92%	68.06%	78.07%	74.28%	●	76.37%	75.19%	71.47%
Division 7									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,943	4,524	5,392	4,500	4,443	●	5,671	4,831	6,016
Number of Unaddressed Road Calls	17	1	2	-	3	-	1	0	0
Mean Miles Between Total Road Calls	3,484	3,550	4,171	3,902	3,953	●	4,504	4,033	5,026
Bus Traffic Accidents Per 100,000 Miles	5.02	5.58	5.40	4.60	3.64	●	3.92	3.18	3.53
Number of 482 Alleged Accidents	53	31	22	-	12	-	2	2	2
Complaints per 100,000 Boardings	5.83	6.48	7.23	4.50	7.65	●	8.24	6.05	10.98
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.88	11.58	13.36	13.36	11.98	●	2.77	2.95	9.71
*Lost Work Days per 200,000 Exposure Hours	869	789	1,108	799	1,953	●	1,897	1,594	N/A
*OSHA Injuries per 200,000 Exposure Hours	7.99	8.42	9.16	7.03	13.05	●	2.77	5.90	N/A
% of OnTime Pullouts	95.68%	95.08%	93.81%	97.00%	92.72%	●	93.20%	91.15%	92.33%
In-Service On-time Performance - Early	4.90%	5.40%	4.41%	2.00%	5.38%	●	4.90%	5.52%	5.00%
In-Service On-time Performance - Late	25.29%	24.80%	23.96%	-	17.21%	-	16.59%	16.57%	19.05%
In-Service On-time Performance - OnTime	69.80%	69.80%	71.63%	78.07%	77.42%	●	78.51%	77.91%	75.95%
Division 8									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,788	4,586	4,433	5,500	3,642	●	4,528	5,357	4,486
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	4,046	●	4,897	6,286	5,149
Bus Traffic Accidents Per 100,000 Miles	2.48	2.43	2.91	2.35	1.79	●	1.25	2.33	1.99
Number of 482 Alleged Accidents	18	13	13	-	2	-	0	0	2
Complaints per 100,000 Boardings	5.39	5.40	5.21	4.50	6.02	●	6.35	6.62	5.31
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	18.53	15.09	17.35	17.35	23.08	●	26.48	21.22	29.24
*Lost Work Days per 200,000 Exposure Hours	1,624	1,332	1,720	1,543	2,714	●	2,511	2,461	N/A
*OSHA Injuries per 200,000 Exposure Hours	13.17	12.82	14.94	12.46	19.92	●	16.55	28.29	N/A
% of OnTime Pullouts	96.70%	96.93%	95.64%	97.00%	95.93%	●	96.11%	95.57%	97.27%
In-Service On-time Performance - Early	3.51%	4.05%	6.33%	2.00%	7.47%	●	6.29%	7.34%	7.08%
In-Service On-time Performance - Late	13.61%	16.59%	15.83%	-	10.03%	-	10.32%	8.61%	10.16%
In-Service On-time Performance - OnTime	82.88%	79.36%	77.84%	80.00%	82.50%	●	83.39%	84.05%	82.76%

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	Dec Month	Jan Month	Feb Month
Division 9									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,541	4,628	4,867	5,500	4,787	●	6,011	5,014	5,692
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	5,387	●	5,813	5,565	5,903
Bus Traffic Accidents Per 100,000 Miles	2.73	2.86	2.50	2.50	1.94	●	2.08	1.18	1.46
Number of 482 Alleged Accidents	9	8	7	-	3	-	0	0	0
Complaints per 100,000 Boardings	7.30	6.72	6.76	5.50	7.64	●	9.17	7.93	8.36
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	22.46	19.99	19.28	19.28	20.64	●	5.70	12.43	42.35
*Lost Work Days per 200,000 Exposure Hours	1,462	1,833	1,779	1,461	2,963	●	3,106	2,973	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.83	13.45	13.42	12.64	17.11	●	8.55	12.43	N/A
% of OnTime Pullouts	96.67%	97.26%	96.73%	97.00%	95.79%	●	94.51%	95.19%	95.34%
In-Service On-time Performance - Early	3.41%	4.08%	5.11%	2.00%	5.30%	●	5.04%	5.34%	5.18%
In-Service On-time Performance - Late	17.96%	18.52%	15.11%	-	9.63%	-	9.15%	9.77%	11.17%
In-Service On-time Performance - OnTime	78.63%	77.39%	79.78%	80.00%	85.08%	●	85.81%	84.89%	83.65%
Division 13									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,114	3,083	2,916	4,000	2,712	●	3,121	3,473	2,671
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	2,596	●	2,909	2,867	2,516
Bus Traffic Accidents Per 100,000 Miles	5.54	5.74	5.58	5.25	3.33	●	2.33	3.98	3.68
Number of 482 Alleged Accidents	32	32	22	-	7	-	0	1	1
Complaints per 100,000 Boardings	4.07	3.94	4.63	3.50	5.58	●	8.83	7.45	5.64
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	19.56	17.54	13.81	13.81	19.18	●	8.59	36.59	31.69
*Lost Work Days per 200,000 Exposure Hours	1,277	901	1,366	1,136	1,314	●	1,606	1,977	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.05	10.70	5.57	5.57	9.20	●	5.72	16.63	N/A
% of OnTime Pullouts	95.95%	94.98%	93.79%	97.00%	91.31%	●	90.89%	90.53%	91.85%
In-Service On-time Performance - Early	4.24%	5.30%	5.17%	2.00%	6.57%	●	5.94%	6.37%	7.00%
In-Service On-time Performance - Late	24.05%	23.20%	21.85%	-	16.14%	-	15.95%	15.85%	18.38%
In-Service On-time Performance - OnTime	71.71%	71.51%	72.98%	78.07%	77.29%	●	78.11%	77.78%	74.62%
Division 15									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,171	3,943	3,730	5,000	4,157	●	6,065	5,774	4,551
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	4,200	●	5,904	5,202	4,237
Bus Traffic Accidents Per 100,000 Miles	3.54	3.11	3.34	3.34	2.20	●	3.45	2.70	1.46
Number of 482 Alleged Accidents	17	13	18	-	7	-	1	0	1
Complaints per 100,000 Boardings	6.20	6.32	6.60	4.50	6.90	●	11.14	8.87	6.12
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.20	13.94	14.63	13.85	17.78	●	27.08	13.40	7.93
*Lost Work Days per 200,000 Exposure Hours	1,125	864	1,490	1,057	2,197	●	1,881	3,231	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.52	11.35	11.74	10.87	14.63	●	12.31	13.40	N/A
% of OnTime Pullouts	95.14%	94.62%	93.22%	97.00%	92.97%	●	92.73%	91.97%	91.76%
In-Service On-time Performance - Early	3.97%	5.03%	7.35%	2.00%	5.09%	●	2.98%	3.53%	3.20%
In-Service On-time Performance - Late	20.25%	21.09%	20.96%	-	16.22%	-	15.87%	15.39%	18.13%
In-Service On-time Performance - OnTime	75.78%	73.89%	71.70%	78.07%	78.69%	●	81.15%	81.09%	78.67%

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	Dec Month	Jan Month	Feb Month
Division 18									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,049	3,922	3,990	4,500	3,463	●	3,981	4,057	3,843
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	3,304	●	3,751	4,174	3,618
Bus Traffic Accidents Per 100,000 Miles	5.05	5.24	4.04	4.04	3.98	●	2.93	3.96	4.85
Number of 482 Alleged Accidents	72	45	56	-	25	-	2	3	2
Complaints per 100,000 Boardings	5.10	4.97	5.14	4.00	5.73	●	7.37	9.32	7.83
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.24	14.55	15.72	13.87	15.33	●	21.12	24.41	11.10
*Lost Work Days per 200,000 Exposure Hours	1,154	997	1,225	1,093	1,524	●	1,677	1,134	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.19	8.57	10.02	10.02	9.90	●	16.43	21.69	N/A
% of OnTime Pullouts	96.16%	95.38%	94.66%	97.00%	92.95%	●	92.08%	92.70%	93.95%
In-Service On-time Performance - Early	2.42%	1.90%	2.15%	2.00%	1.80%	●	2.13%	2.23%	1.84%
In-Service On-time Performance - Late	24.35%	26.00%	23.03%	-	18.28%	-	17.67%	15.86%	19.07%
In-Service On-time Performance - OnTime	73.23%	72.09%	74.83%	78.07%	79.92%	●	80.20%	81.92%	79.10%

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	Dec Month	Jan Month	Feb Month
Division 95									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	23,836	21,480	6,359	7,500	6,521	●	11,375	8,708	6,137
Mean Miles Between Total Road Calls	19,546	19,117	11,927	4,000	14,366	●	18,958	14,928	12,275
Bus Traffic Accidents Per 100,000 Miles	4.25	3.35	2.69	3.00	1.41	●	0.88	0.00	2.04
Complaints per 100,000 Boardings	8.03	7.34	5.93	10.00	4.12	●	2.71	3.09	7.06
% of OnTime Pullouts	99.76%	99.73%	99.73%	99.00%	99.83%	N/A	100.00%	99.78%	99.76%
In-Service On-time Performance - Early	0.68%	0.62%	0.81%	2.00%	0.46%	●	0.55%	0.45%	0.51%
In-Service On-time Performance - Late	21.33%	16.74%	13.37%	-	7.99%	-	7.64%	4.98%	7.22%
In-Service On-time Performance - OnTime	77.99%	82.64%	85.81%	80.00%	91.55%	●	91.81%	94.56%	92.27%
Division 97									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,534	13,604	4,265	7,500	4,015	●	7,038	5,638	3,493
Mean Miles Between Total Road Calls	5,180	8,807	7,544	4,000	10,231	●	19,002	11,629	7,441
Bus Traffic Accidents Per 100,000 Miles	4.28	3.44	2.12	3.00	1.87	●	0.53	2.15	0.00
Complaints per 100,000 Boardings	17.67	13.69	12.89	10.00	9.80	●	7.05	6.71	11.03
% of OnTime Pullouts	97.55%	95.34%	96.04%	99.00%	97.63%	N/A	96.26%	97.53%	97.92%
In-Service On-time Performance - Early	1.80%	1.52%	2.44%	2.00%	1.42%	●	0.91%	1.21%	0.83%
In-Service On-time Performance - Late	24.72%	25.67%	25.21%	-	20.40%	●	18.80%	17.36%	21.78%
In-Service On-time Performance - OnTime	73.48%	72.81%	72.36%	80.00%	78.18%	●	80.29%	81.43%	77.40%
Division 98									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	35,973	19,768	5,696	7,500	5,576	●	13,558	7,501	10,432
Mean Miles Between Total Road Calls	23,320	20,553	4,361	4,000	3,161	●	5,736	3,857	6,589
Bus Traffic Accidents Per 100,000 Miles	3.28	4.13	4.27	3.00	4.23	●	3.35	2.96	3.20
Complaints per 100,000 Boardings	9.36	9.15	9.22	10.00	8.68	●	7.69	5.28	7.95
% of OnTime Pullouts	95.67%	93.87%	92.40%	99.00%	92.28%	N/A	90.05%	90.17%	93.76%
In-Service On-time Performance - Early	1.34%	1.63%	1.41%	2.00%	1.78%	●	1.71%	1.41%	1.43%
In-Service On-time Performance - Late	25.18%	24.20%	23.47%	-	16.87%	-	16.41%	16.14%	20.66%
In-Service On-time Performance - OnTime	73.48%	74.17%	75.11%	80.00%	81.35%	●	81.88%	82.45%	77.91%

N/A = Not Available

● 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%.

BUS SERVICE PERFORMANCE

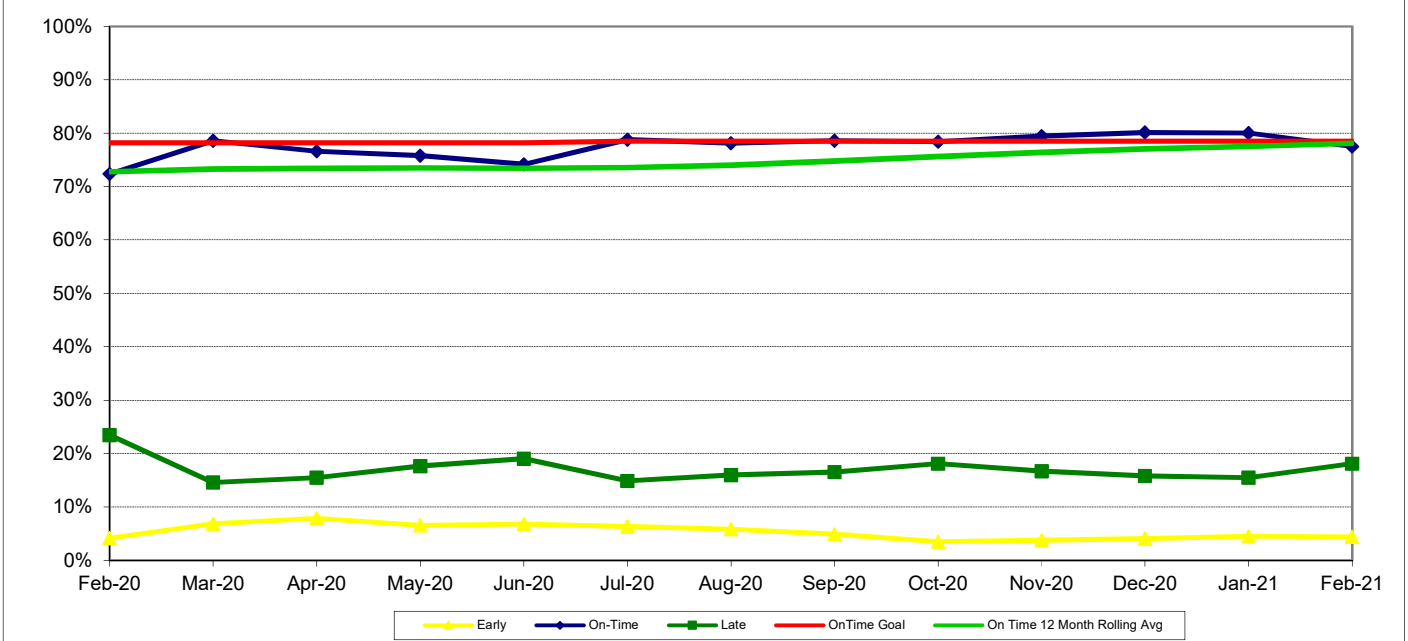
IN-SERVICE ON-TIME PERFORMANCE

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

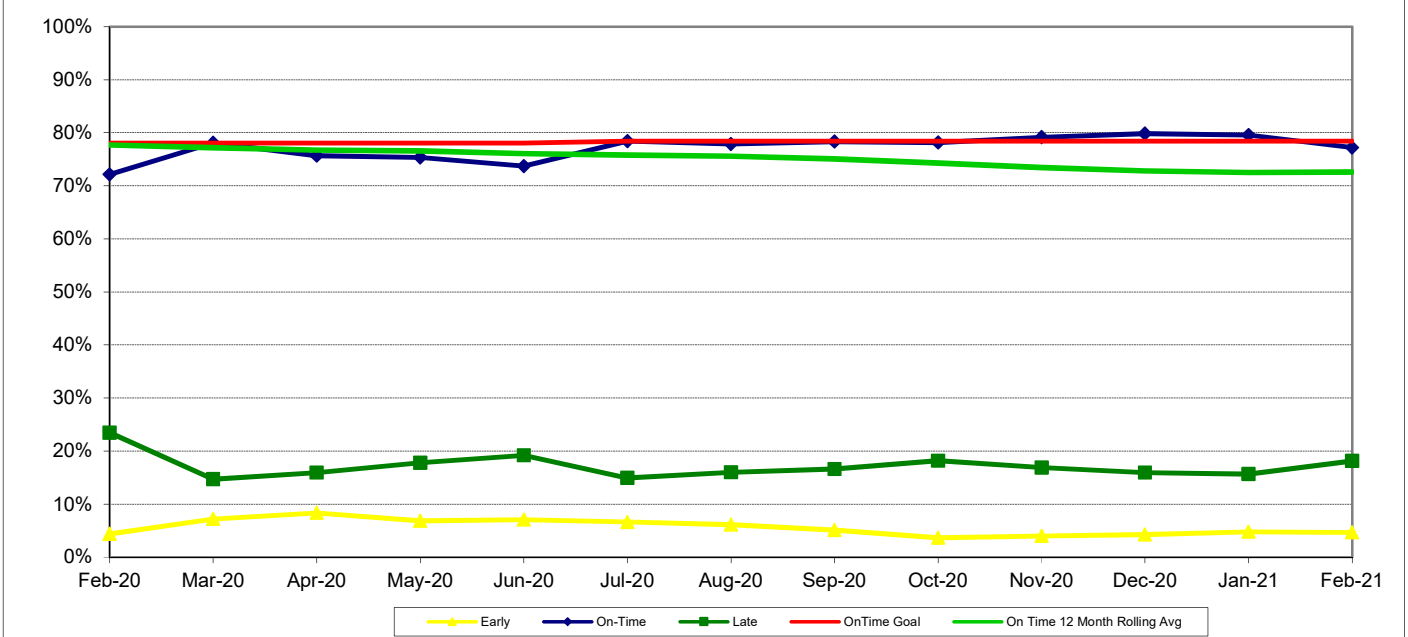
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

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



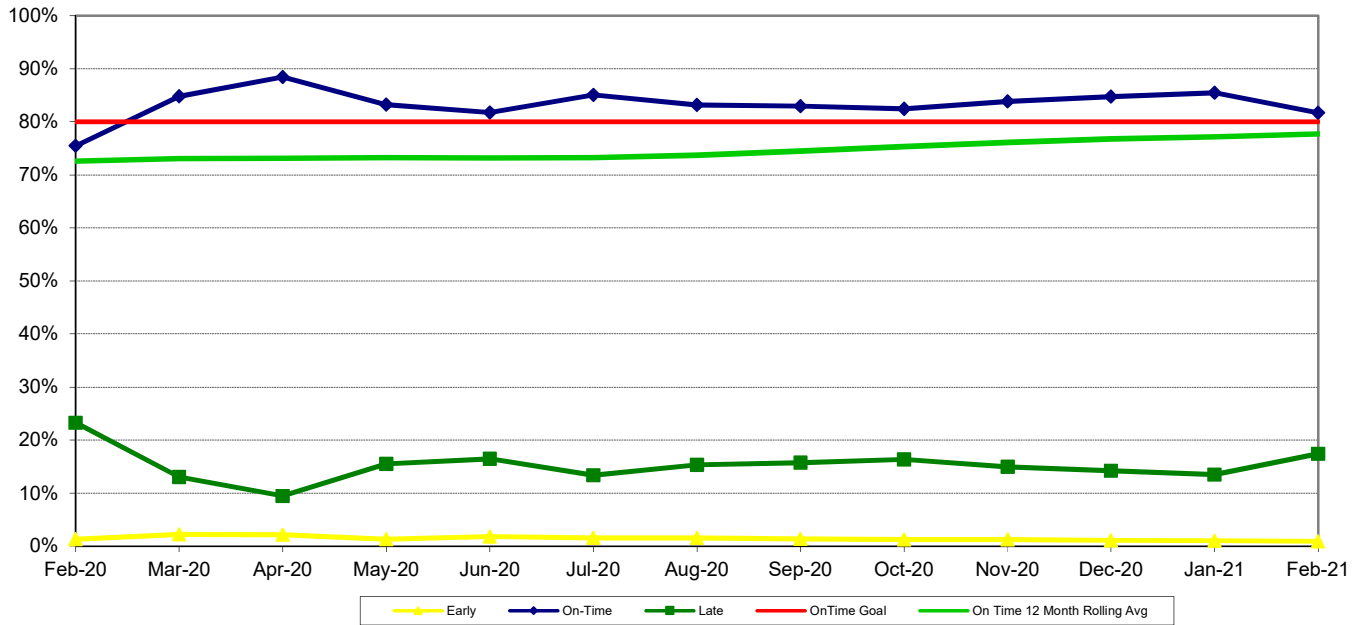
Remaining Above the Goal line is the target.

Directly Operated ISOTP - 1 Minute Tolerance for Running Hot

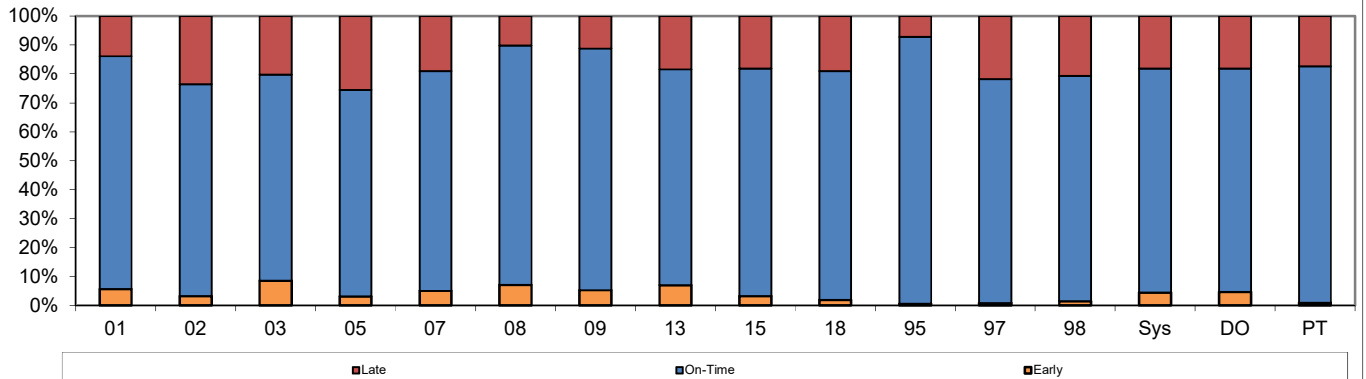


Remaining Above the Goal line is the target.

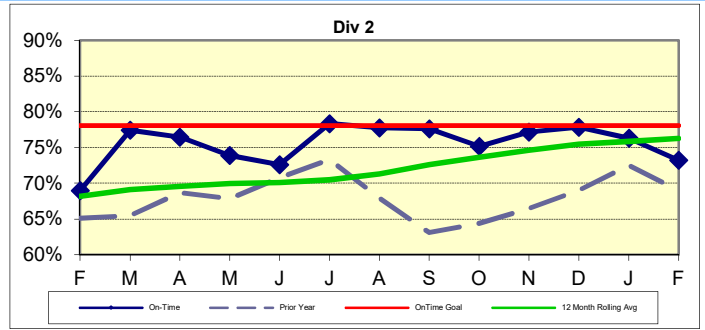
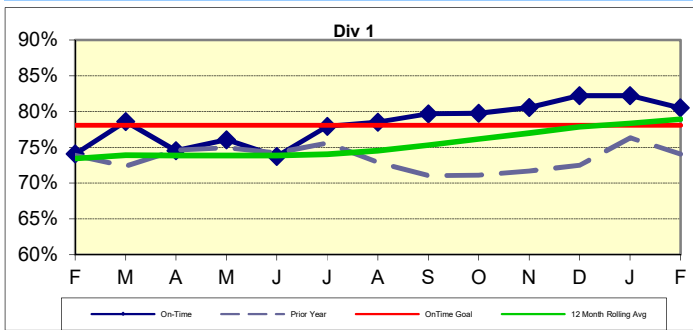
Purchased Transportation ISOTP - 1 Minute Tolerance for Running Hot



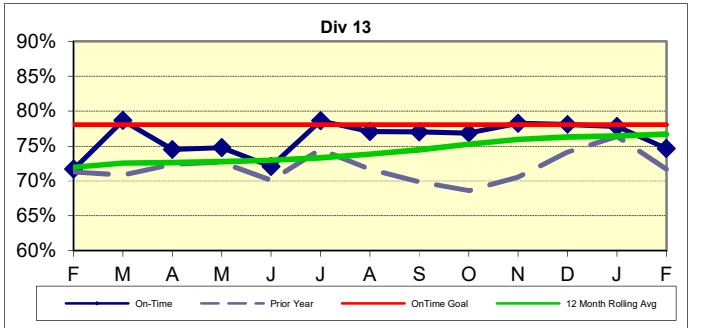
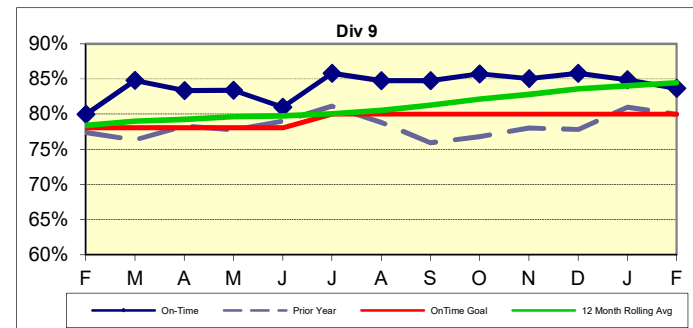
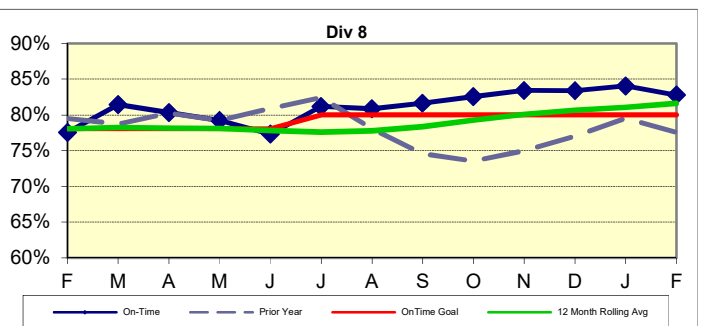
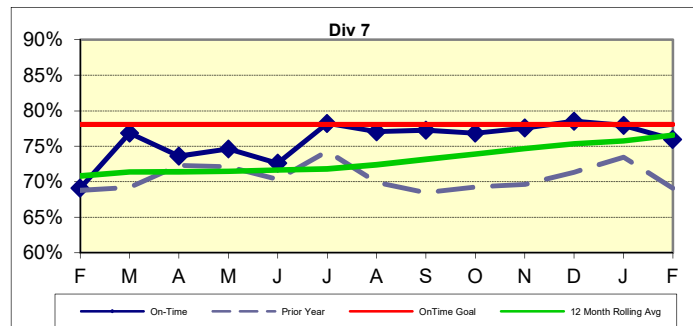
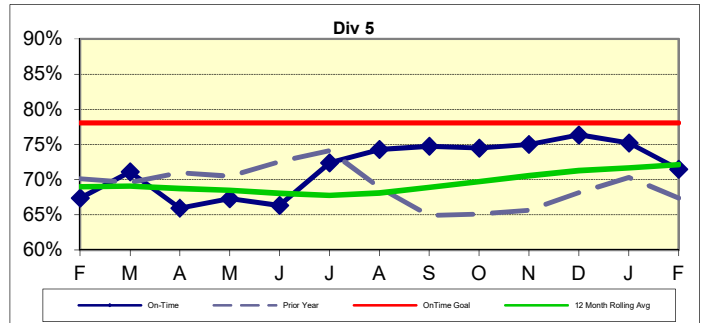
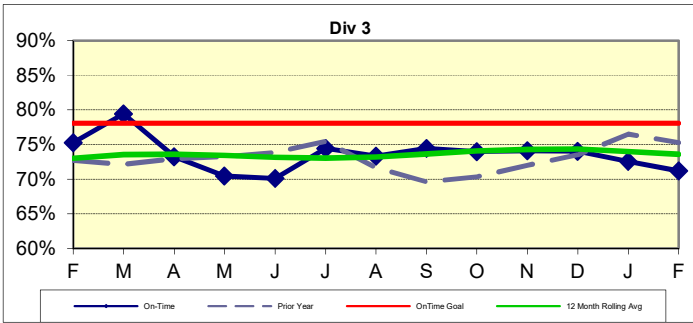
Bus Operating Divisions - Feb 2021

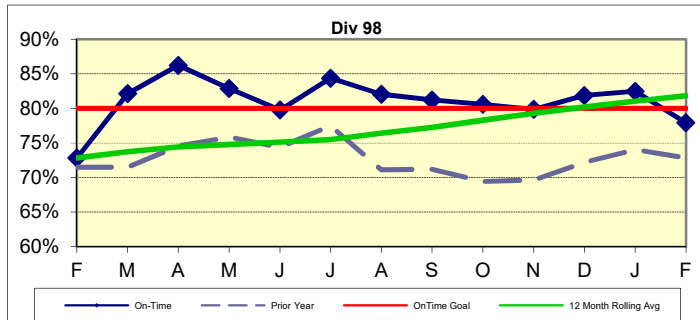
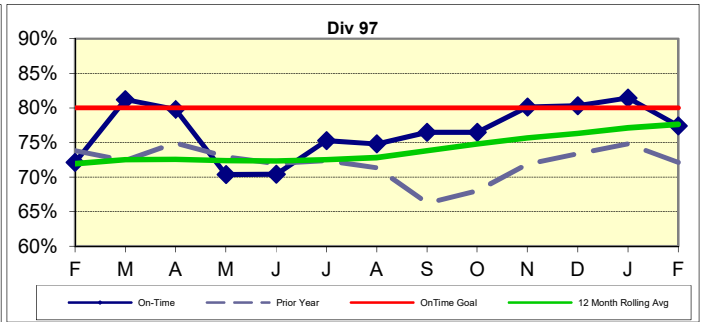
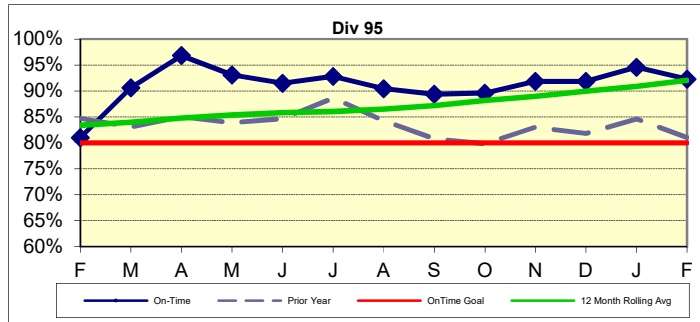
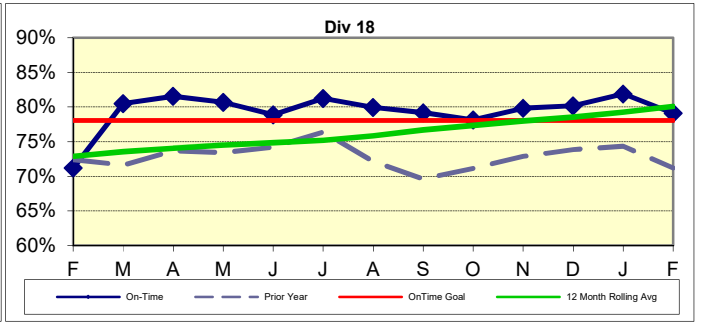
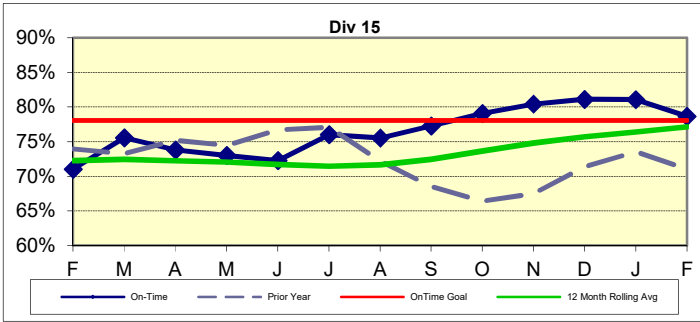


ISOTP By Division



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%	5.73%	-1.22%
On-Time	73.84%	80.12%	6.28%
Late	19.21%	14.15%	-5.06%

Division 2			
Early	3.02%	2.75%	-0.27%
On-Time	70.10%	76.76%	6.66%
Late	26.88%	20.49%	-6.39%

Division 3			
Early	6.27%	7.79%	1.51%
On-Time	73.18%	73.55%	0.37%
Late	20.54%	18.66%	-1.88%

Division 5			
Early	6.98%	4.35%	-2.63%
On-Time	68.06%	74.28%	6.22%
Late	24.96%	21.37%	-3.59%

Division 7			
Early	4.41%	5.38%	0.97%
On-Time	71.63%	77.42%	5.79%
Late	23.96%	17.21%	-6.76%

Division 8			
Early	6.33%	7.47%	1.14%
On-Time	77.84%	82.50%	4.66%
Late	15.83%	10.03%	-5.80%

Division 9			
Early	5.11%	5.30%	0.19%
On-Time	79.78%	85.08%	5.30%
Late	15.11%	9.63%	-5.48%

Division 13			
Early	5.17%	6.57%	1.41%
On-Time	72.98%	77.29%	4.31%
Late	21.85%	16.14%	-5.72%

	FY 2020	FY 2021 YTD	Variance
Division 15			
Early	7.35%	5.09%	-2.25%
On-Time	71.70%	78.69%	6.99%
Late	20.96%	16.22%	-4.74%

Division 18			
Early	2.15%	1.80%	-0.35%
On-Time	74.83%	79.92%	5.10%
Late	23.03%	18.28%	-4.75%

Division 95			
Early	0.81%	0.46%	-0.35%
On-Time	85.81%	91.55%	5.74%
Late	13.37%	7.99%	-5.39%

Division 97			
Early	2.44%	1.42%	-1.02%
On-Time	72.36%	78.18%	5.83%
Late	25.21%	20.40%	-4.81%

Division 98			
Early	1.41%	1.78%	0.37%
On-Time	75.11%	81.35%	6.23%
Late	23.47%	16.87%	-6.60%

SYSTEMWIDE			
Early	5.04%	4.67%	-0.37%
On-Time	73.47%	78.88%	5.42%
Late	21.49%	16.44%	-5.05%

DIRECTLY OPERATED			
Early	5.27%	4.90%	-0.37%
On-Time	73.17%	78.57%	5.40%
Late	21.55%	16.53%	-5.02%

PURCHASED TRANSPORTATION			
Early	1.51%	1.23%	-0.28%
On-Time	77.96%	83.67%	5.70%
Late	20.52%	15.10%	-5.42%

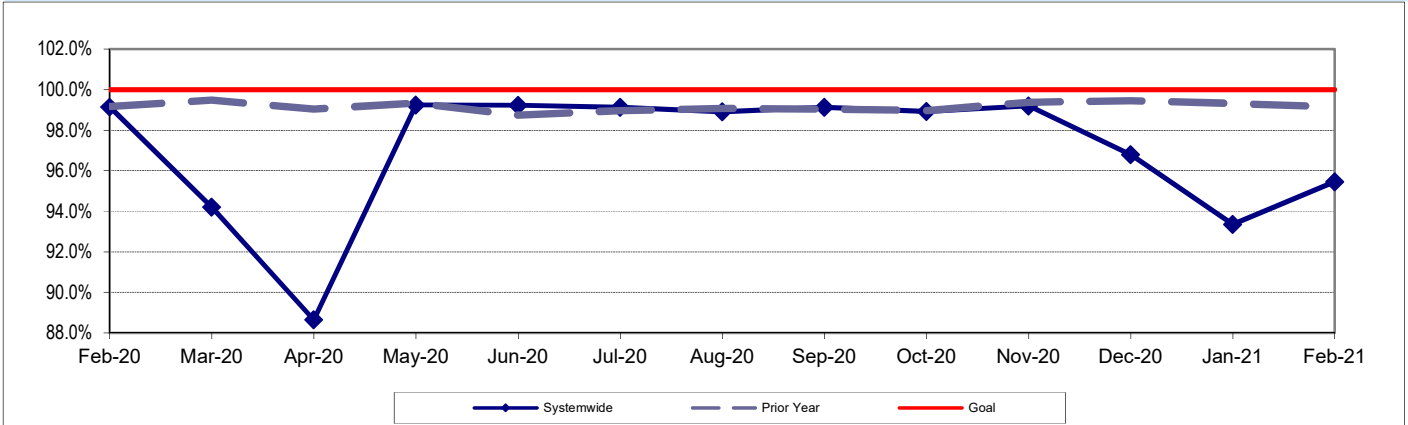
ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED

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

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

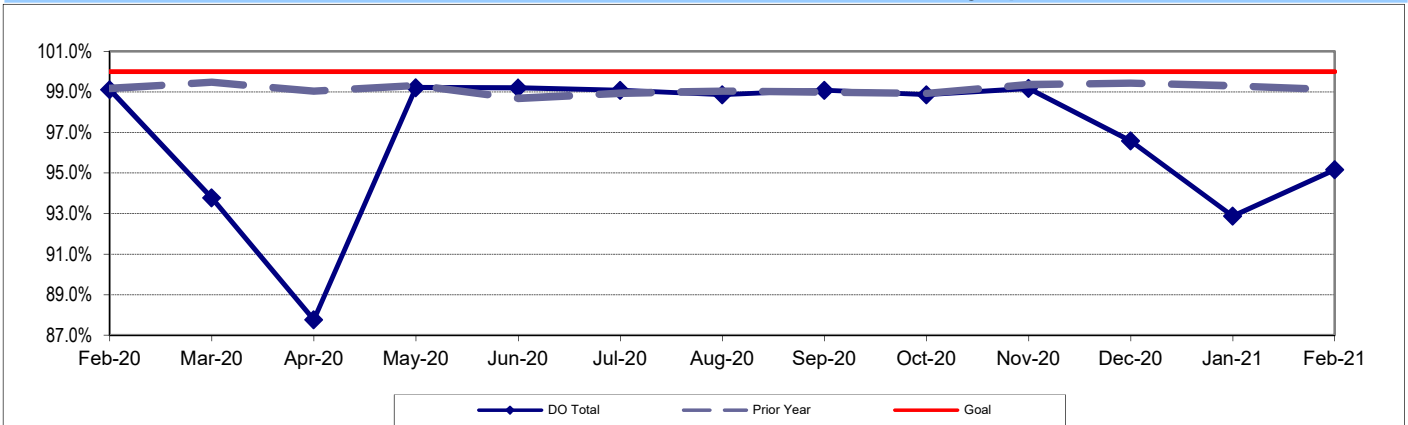
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Actual To Scheduled Revenue Hours Delivered - Systemwide Trend



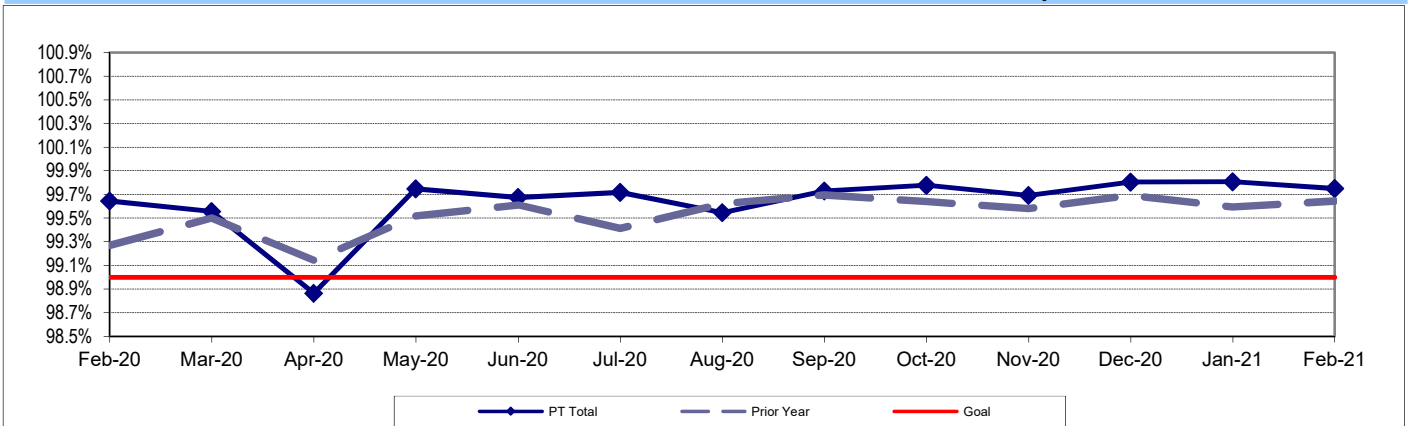
Remaining At the Goal line is the target.

Actual To Scheduled Revenue Hours Delivered - Directly Operated



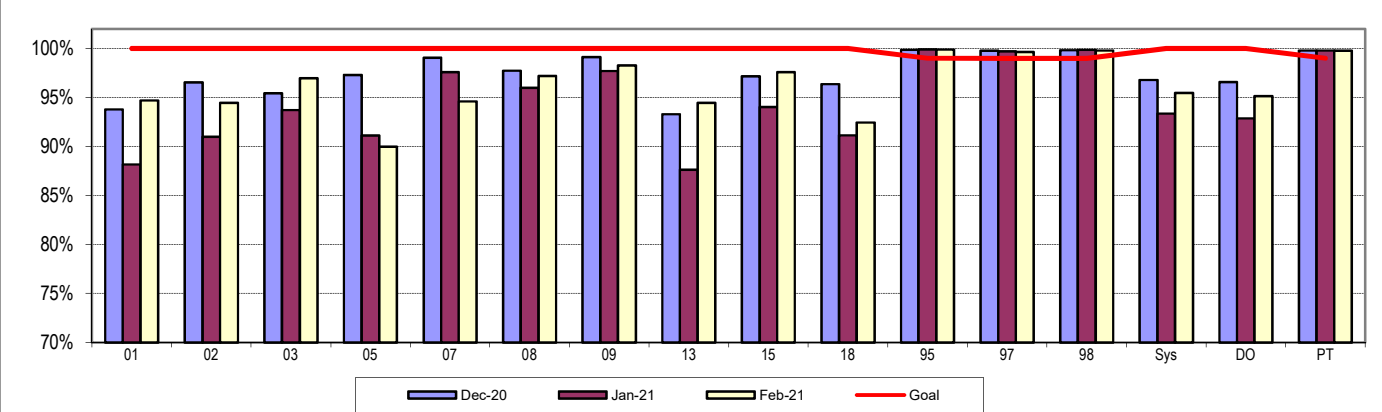
Remaining At the Goal line is the target.

Actual To Scheduled Revenue Hours Delivered - Purchased Transportation



Remaining At the Goal line is the target.

Actual To Scheduled Revenue Hours Delivered - by Divisions
Dec 2020 - Feb 2021



BUS MAINTENANCE PERFORMANCE

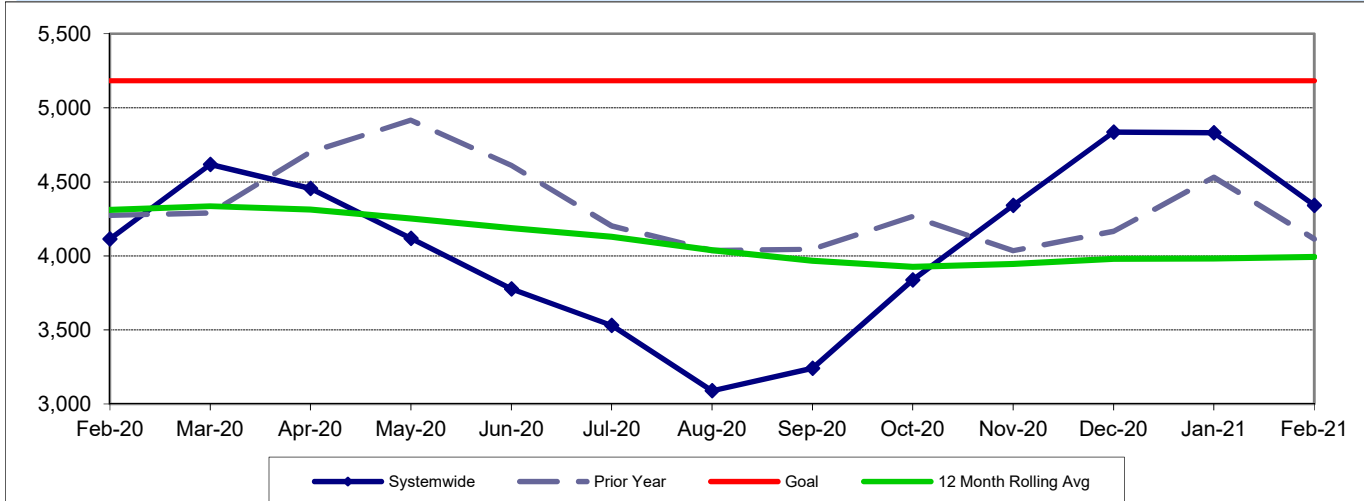
MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

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

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

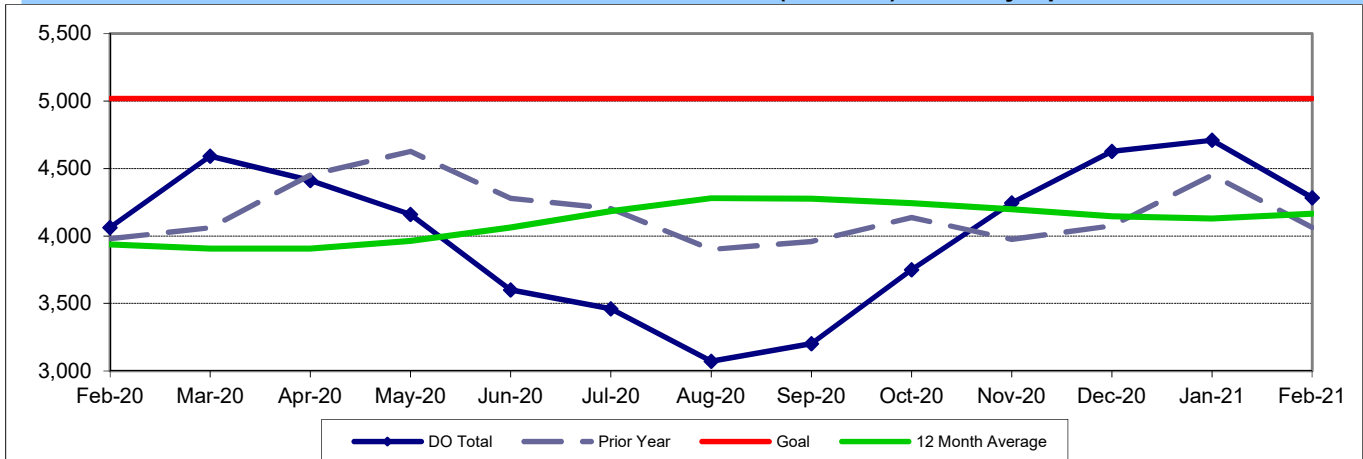
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Mean Miles Between Mechanical Failures (MMBMF) - Systemwide Trend



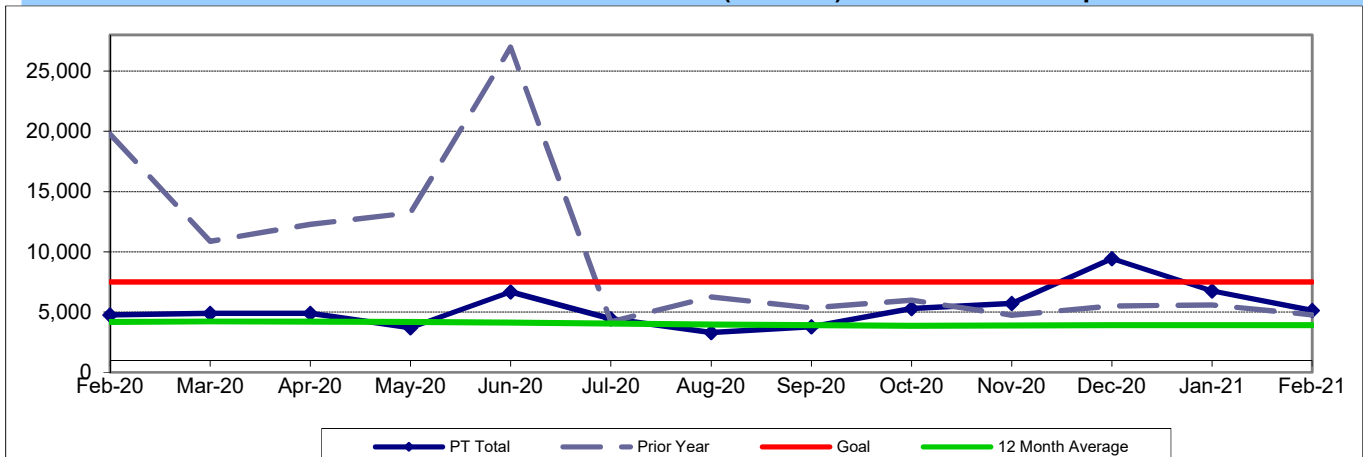
Remaining Above the Goal line is the target.

Mean Miles Between Mechanical Failures (MMBMF) - Directly Operated



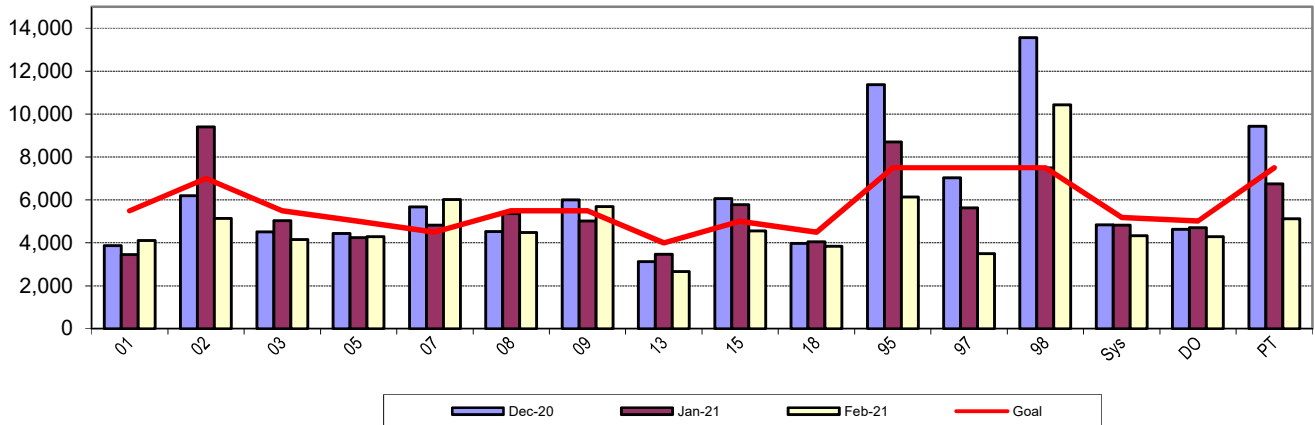
Remaining Above the Goal line is the target.

Mean Miles Between Mechanical Failures (MMBMF) - Purchased Transportation

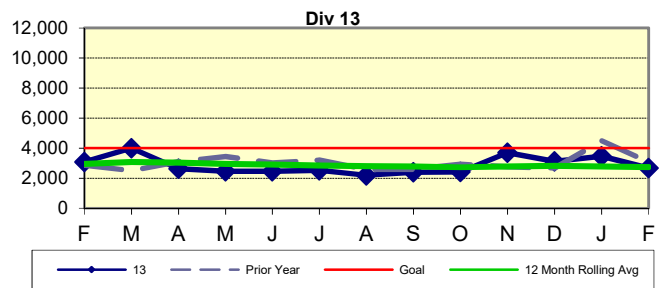
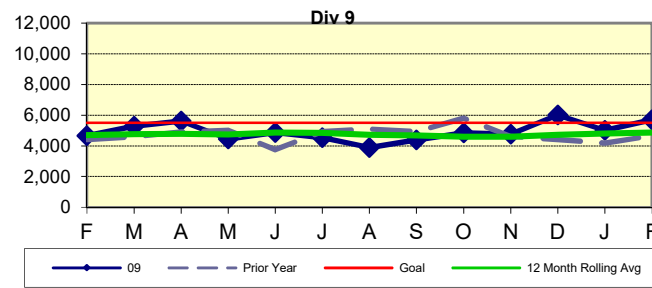
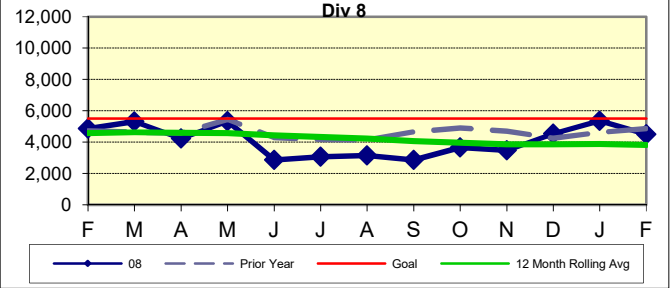
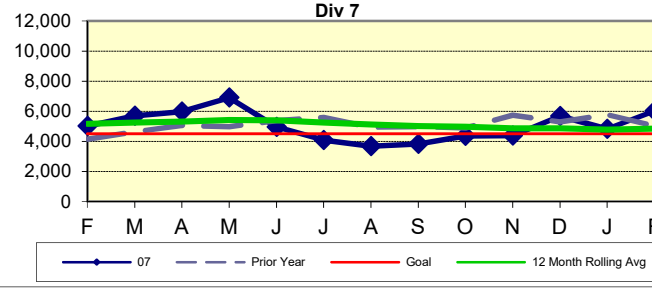
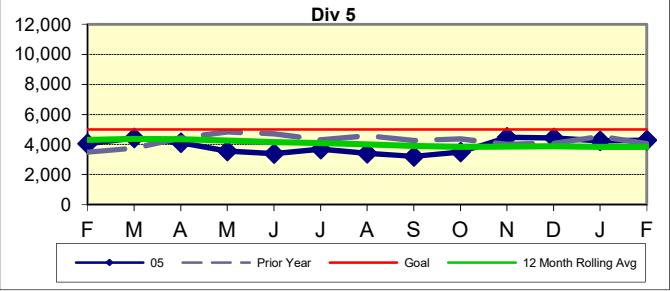
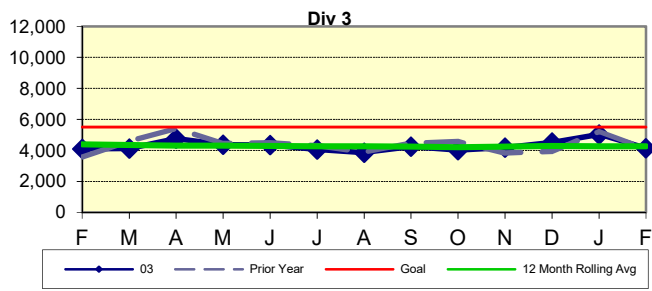
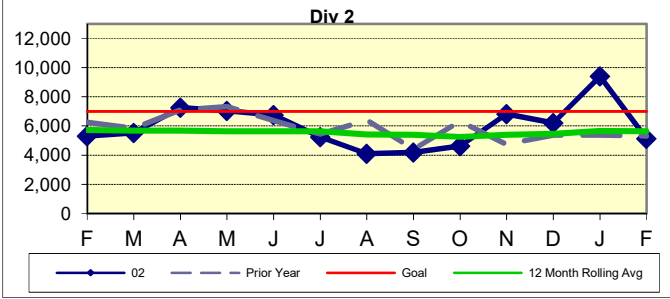
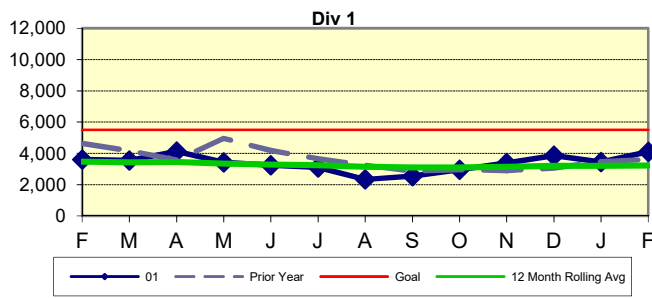


Remaining Above the Goal line is the target.

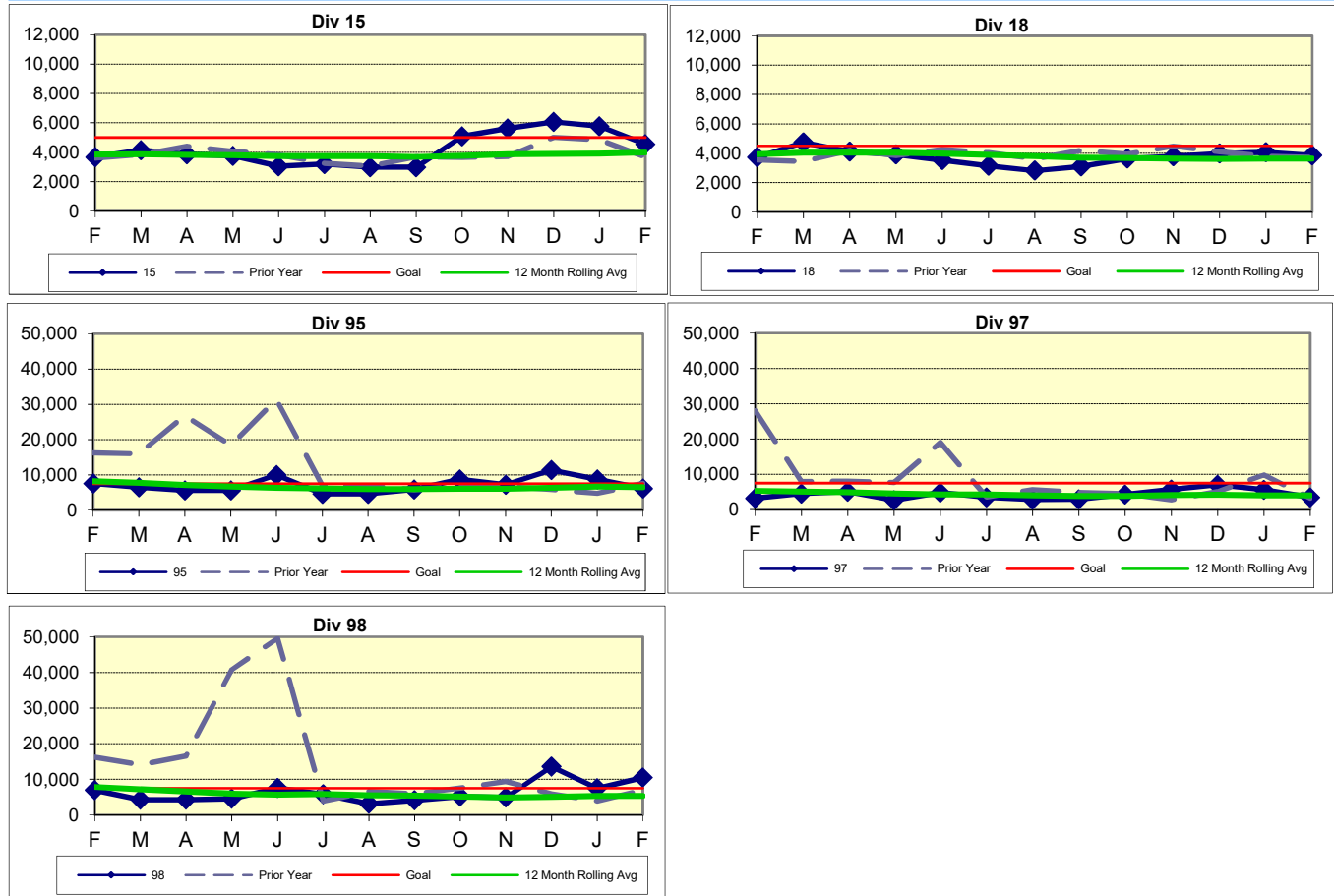
Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions Dec 2020 - Feb 2021



Remaining Above the Goal line is the target.



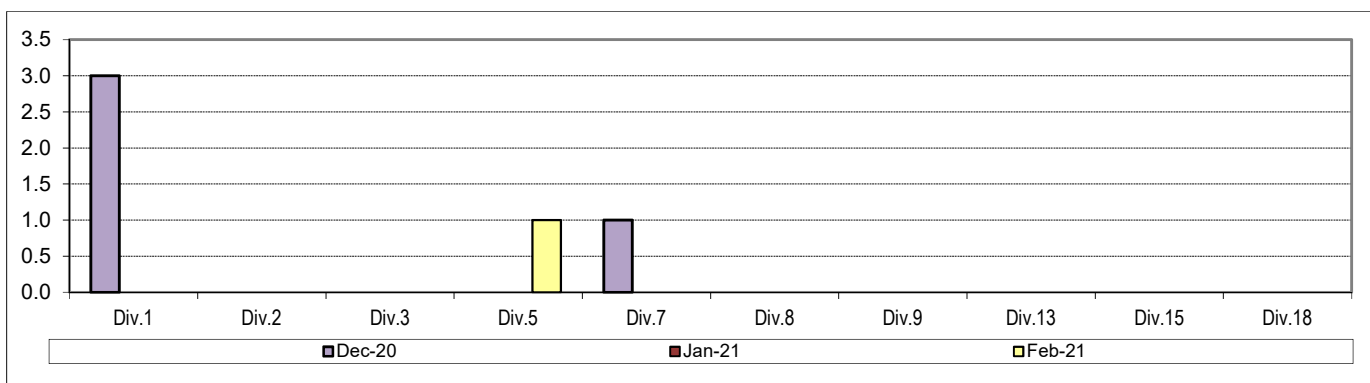
Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions (cont.)



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.

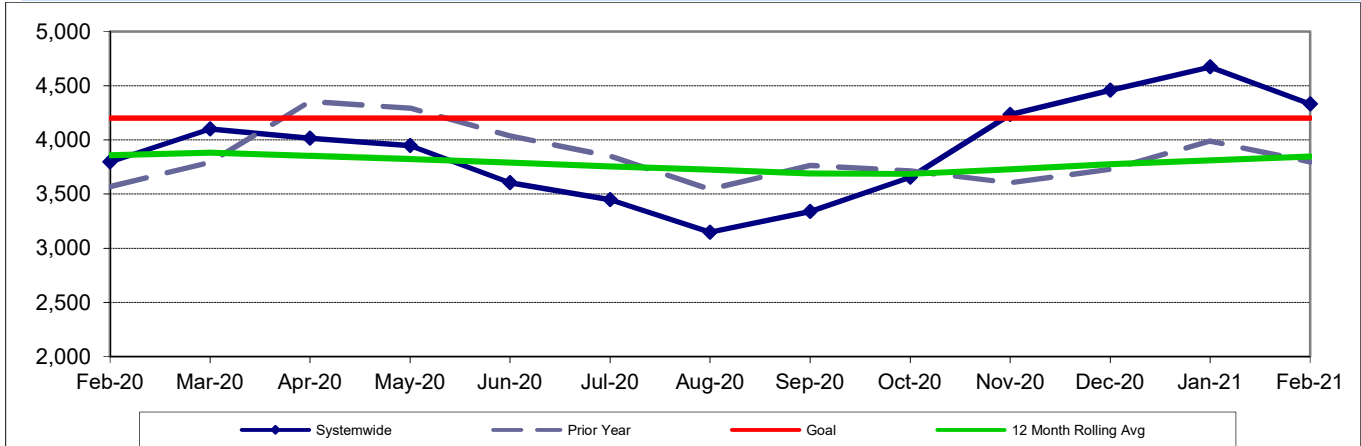


MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

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

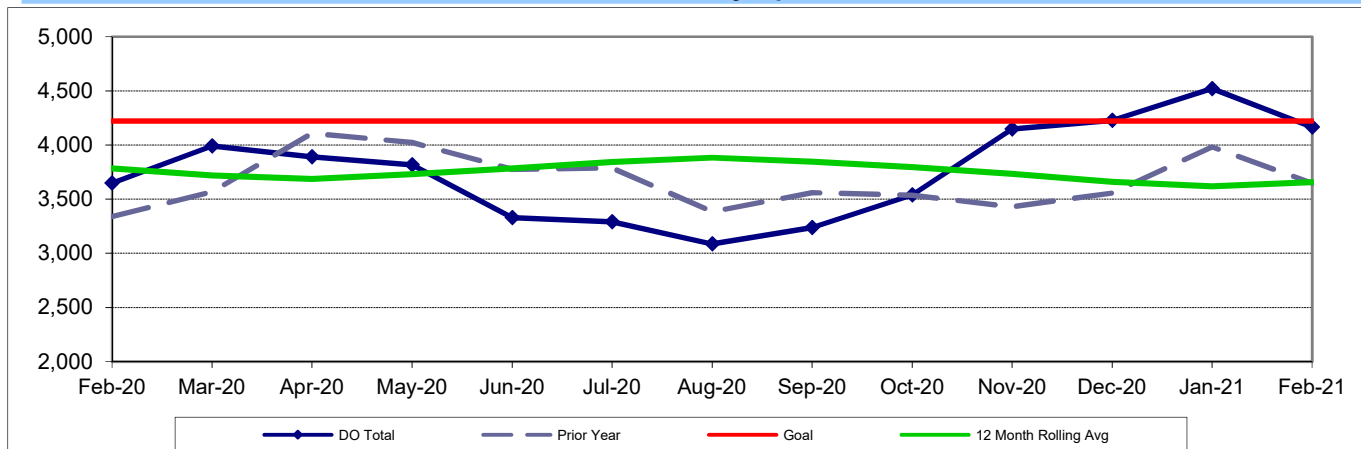
Calculation: $MMBTRC = \text{Total Hub Miles} / \text{Total Road Calls}$

MMBTRC Systemwide Trend



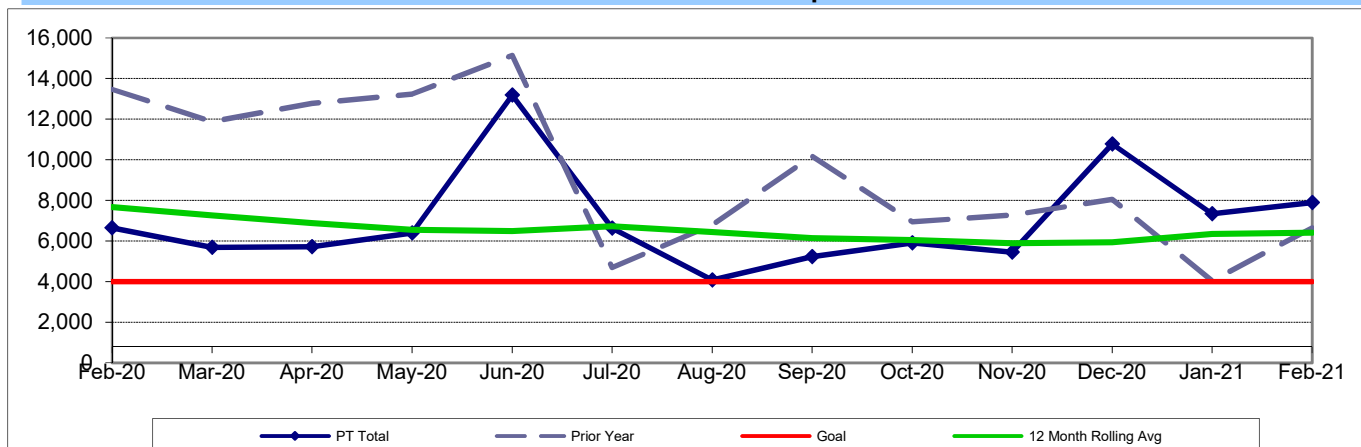
Remaining Above the Goal line is the target.

MMBTRC Directly Operated



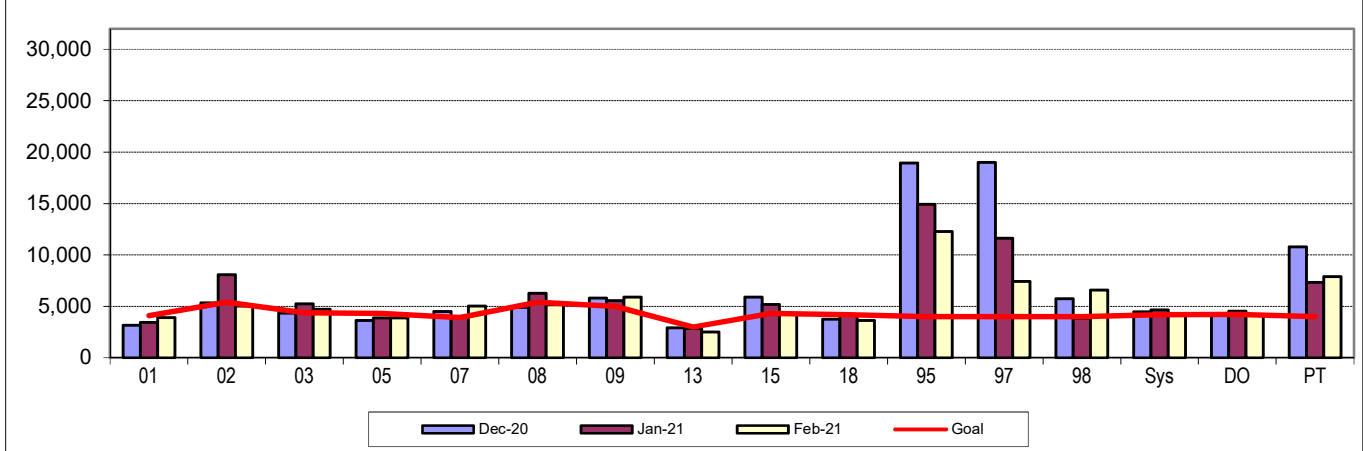
Remaining Above the Goal line is the target.

MMBTRC Purchased Transportation



Remaining Above the Goal line is the target.

MMBTRC - Bus Operating Divisions
Dec 2020 - Feb 2021



Fleet Mix by Fuel Type Systemwide (Including Contract Services)

	<u>Number of Buses</u>	<u>Percent of Buses</u>
CNG	1,915	97.95%
Electric	40	2.05%
Diesel	0	0.00%
Gasoline	0	0.00%
Propane	0	0.00%
Hybrid	0	0.00%
Total	<u>1,955</u>	<u>100.00%</u>

Average Age of Fleet by Divisions

Div 1	Div 2	Div 3	Div 5	Div 7	Div 8
5.59	5.55	5.27	8.04	7.58	5.90

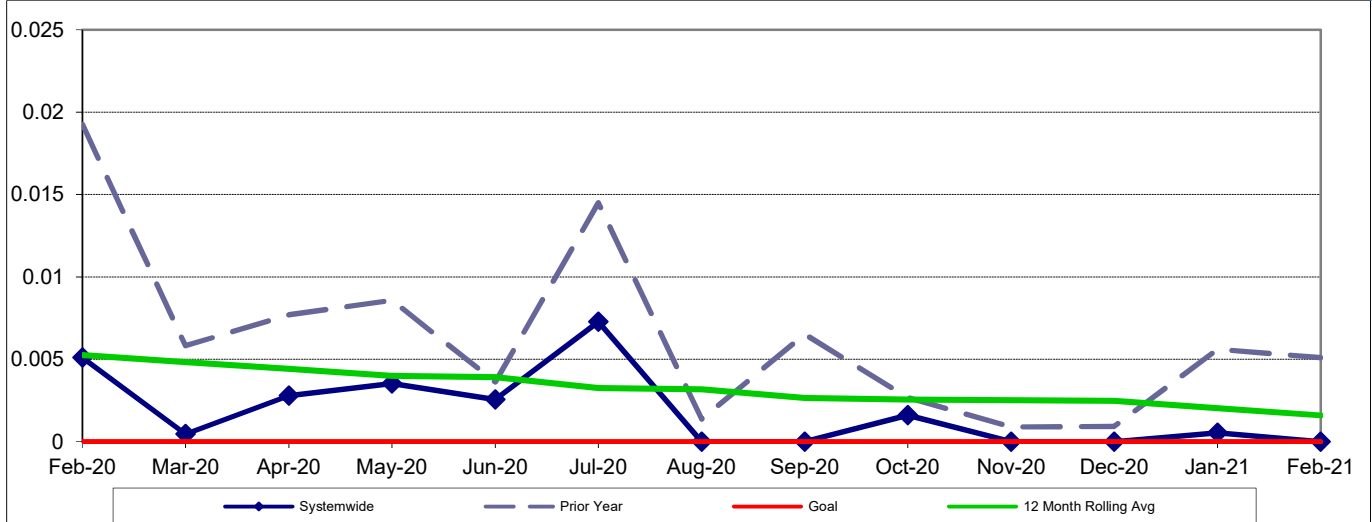
Div 9	Div 13	Div 15	Div 18
6.05	7.24	5.59	7.21

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.

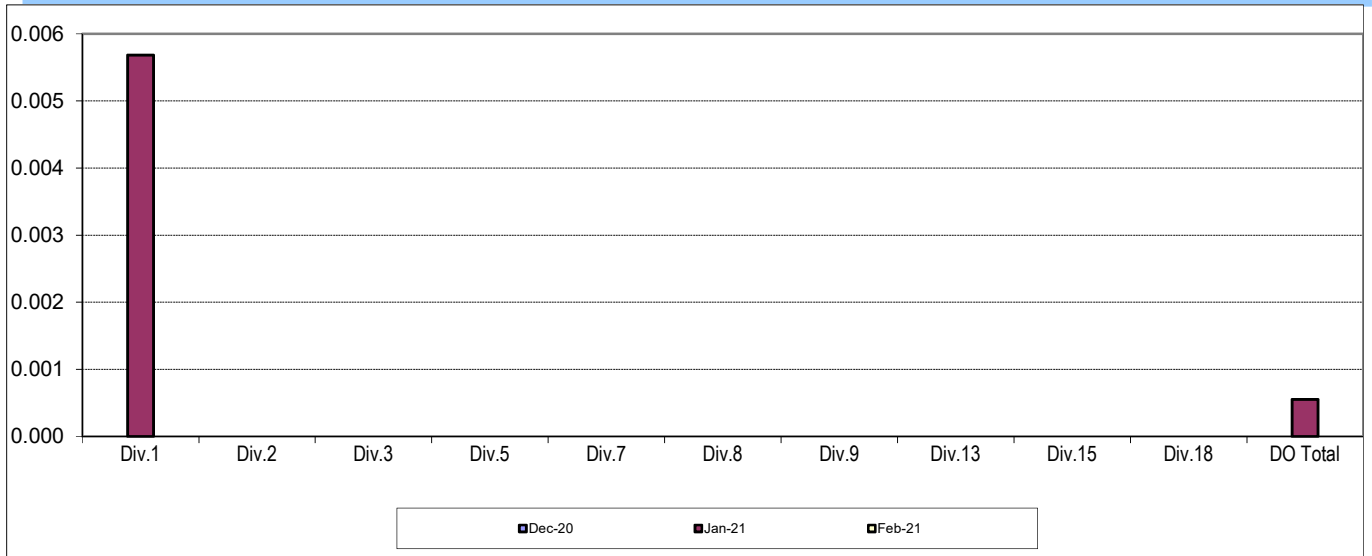
Calculation: Past Due Critical PMP's = Total Past Due Critical PMP's / Number of Buses

Past Due Critical PMPs - Systemwide Trend



Remaining Below the Goal line is the target.

Past Due Critical PMPs - By Divisions Dec 2020 - Feb 2021



ATTENDANCE

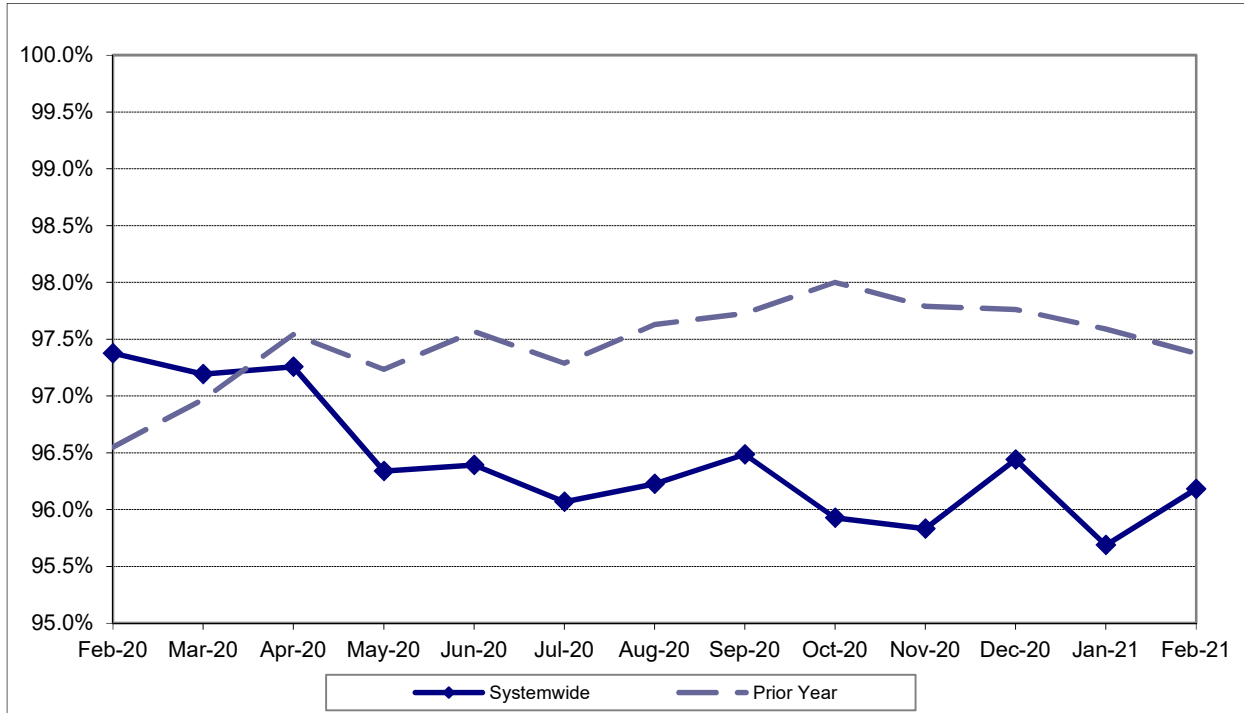
MAINTENANCE ATTENDANCE

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

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

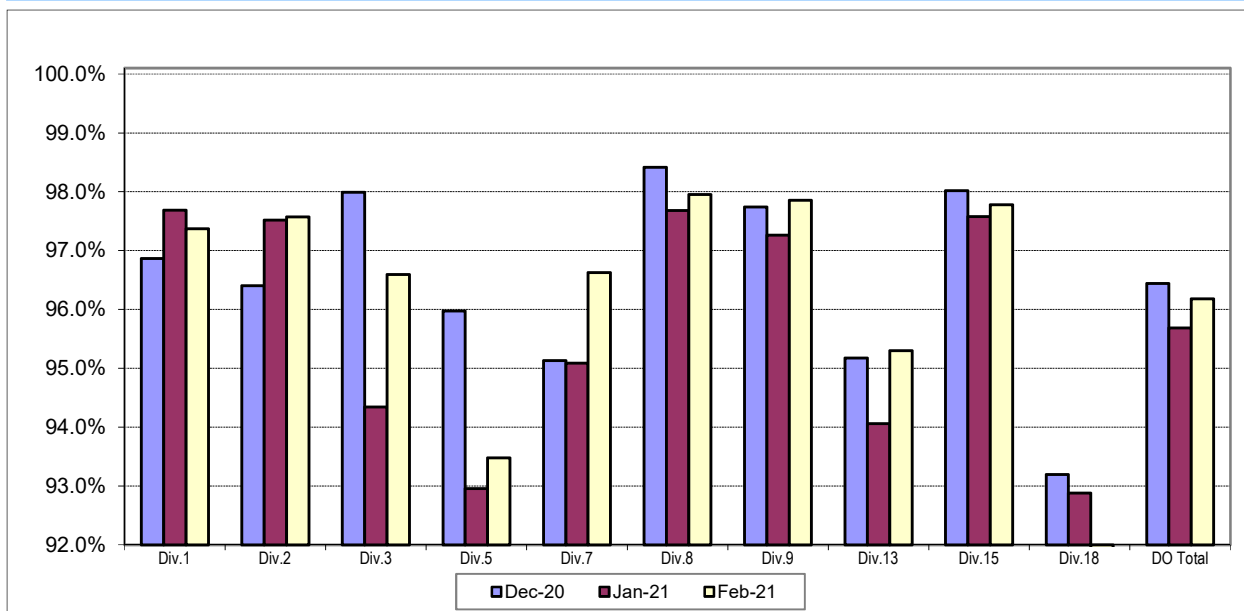
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Maintenance Attendance - Systemwide Trend



Higher is better.

Maintenance Attendance - By Divisions Dec 2020 - Feb 2021



BUS CLEANLINESS

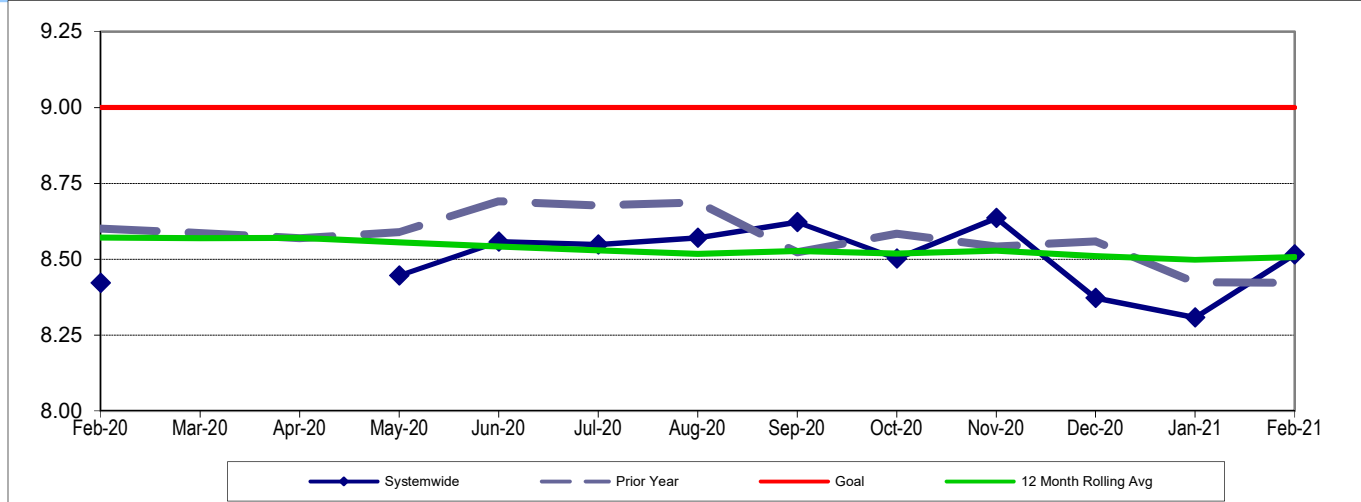
Definition: A team of two Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division per time period. Sixteen categories are examined and assigned a point value as follows: 1-3 = Unsatisfactory; 4-7 = Conditional; 8-10 = Satisfactory. The individual item scores are averaged,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

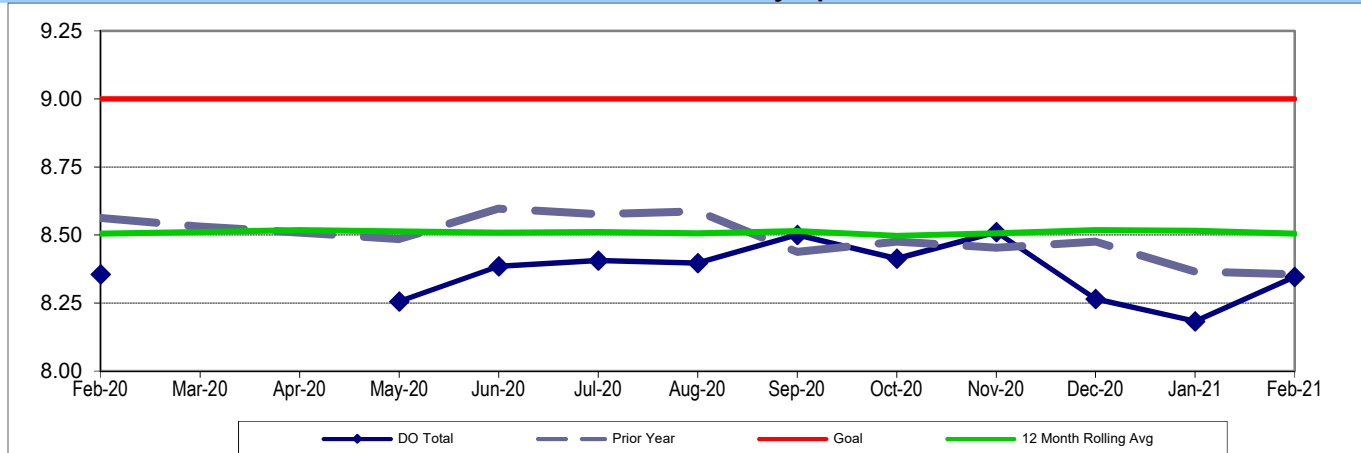
Per Quality Assurance, there were no bus inspections in March or April.

Bus Cleanliness - Systemwide



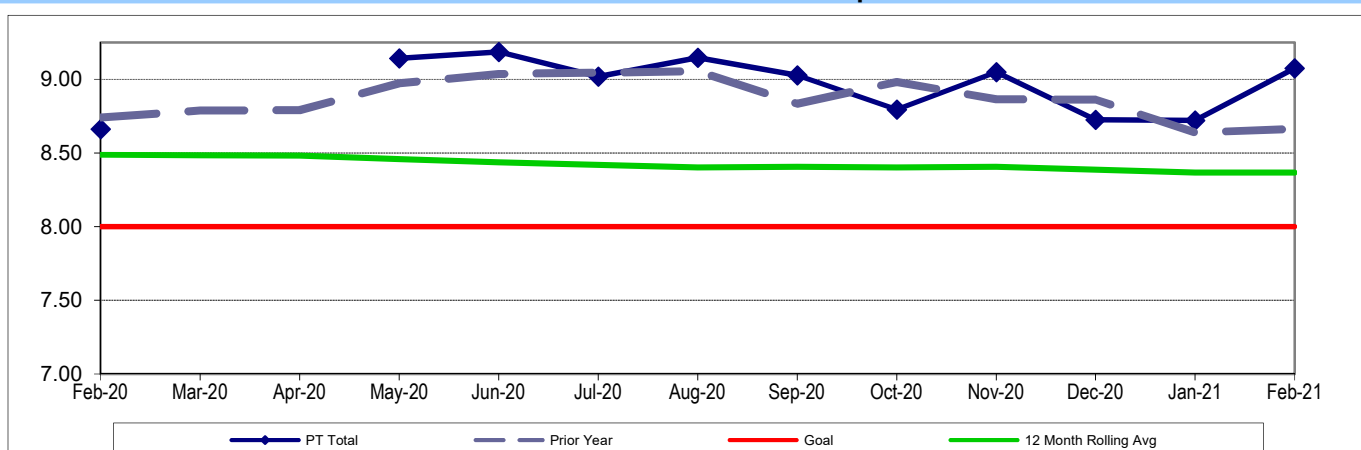
Remaining Above the Goal line is the target.

Bus Cleanliness - Directly Operated



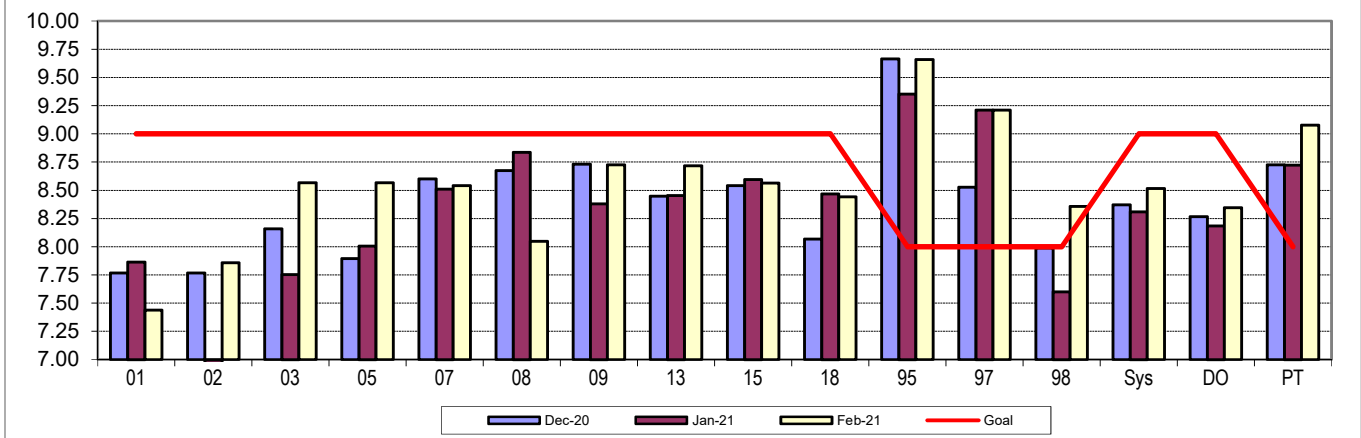
Remaining Above the Goal line is the target.

Bus Cleanliness - Purchased Transporation

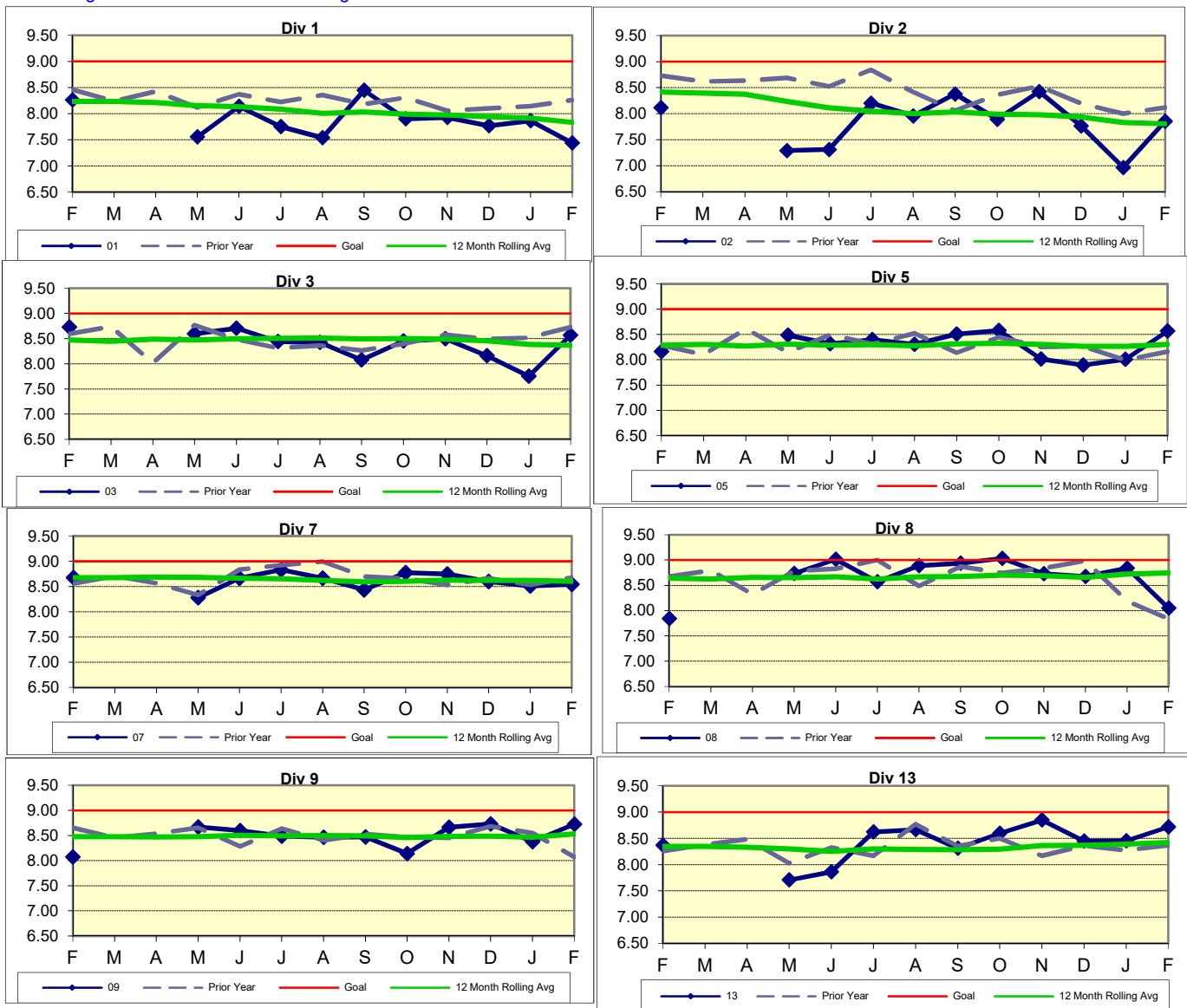


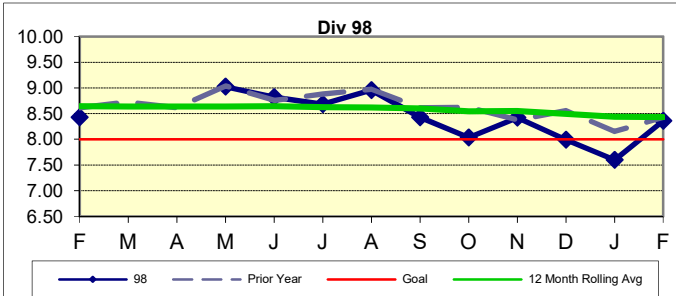
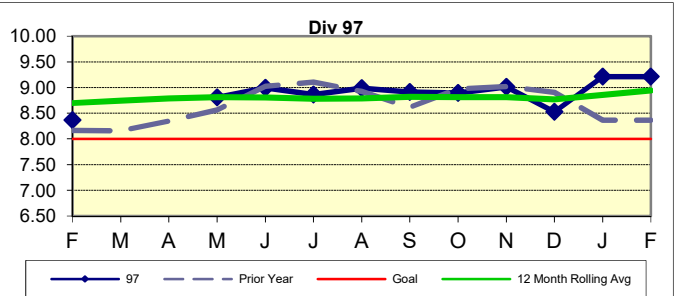
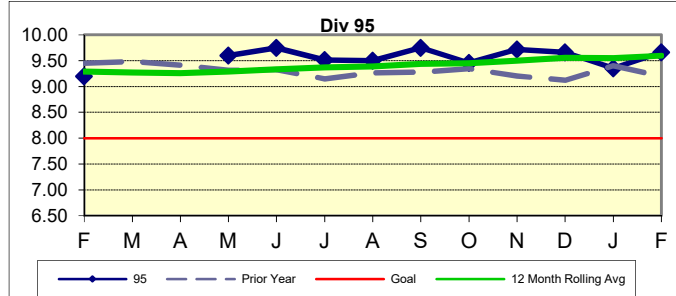
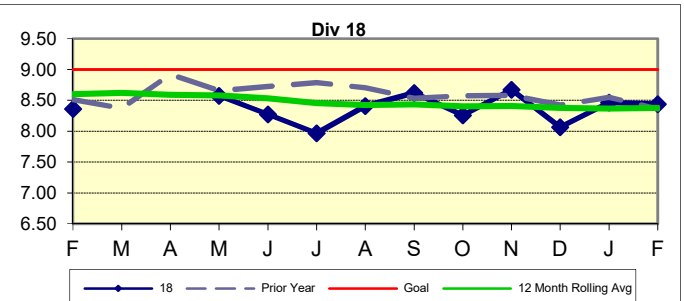
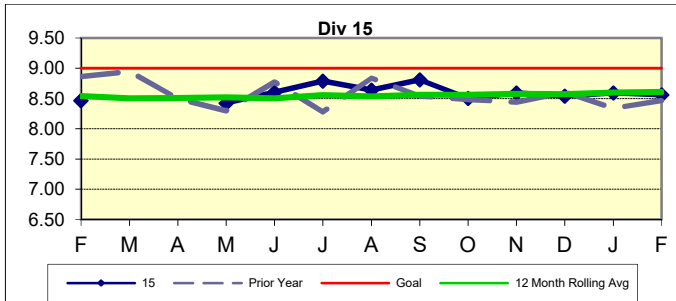
Remaining Above the Goal line is the target.

Cleanliness by Bus Operating Divisions Dec 2020 - Feb 2021



Remaining Above the Goal line is the target.





SAFETY PERFORMANCE

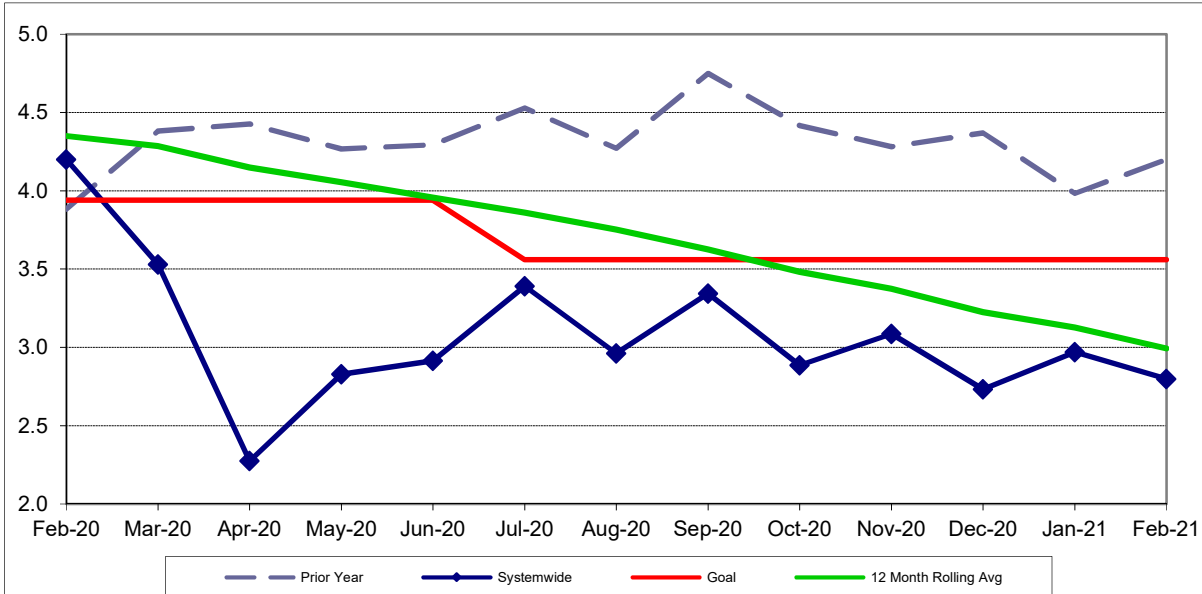
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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.

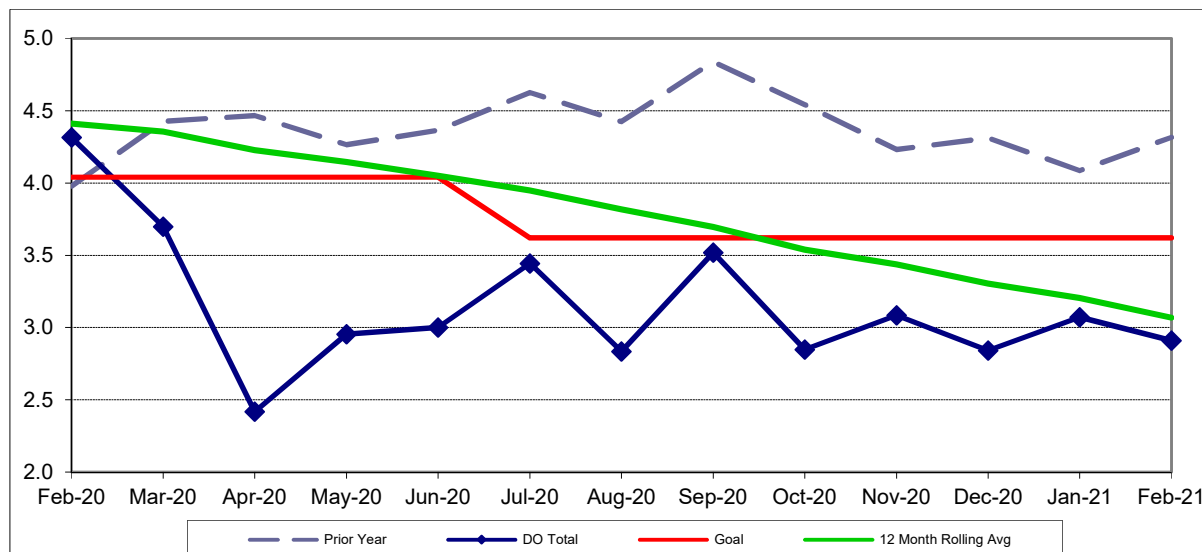
Bus Traffic Accidents per 100,000 Hub Miles - Systemwide Trend



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.

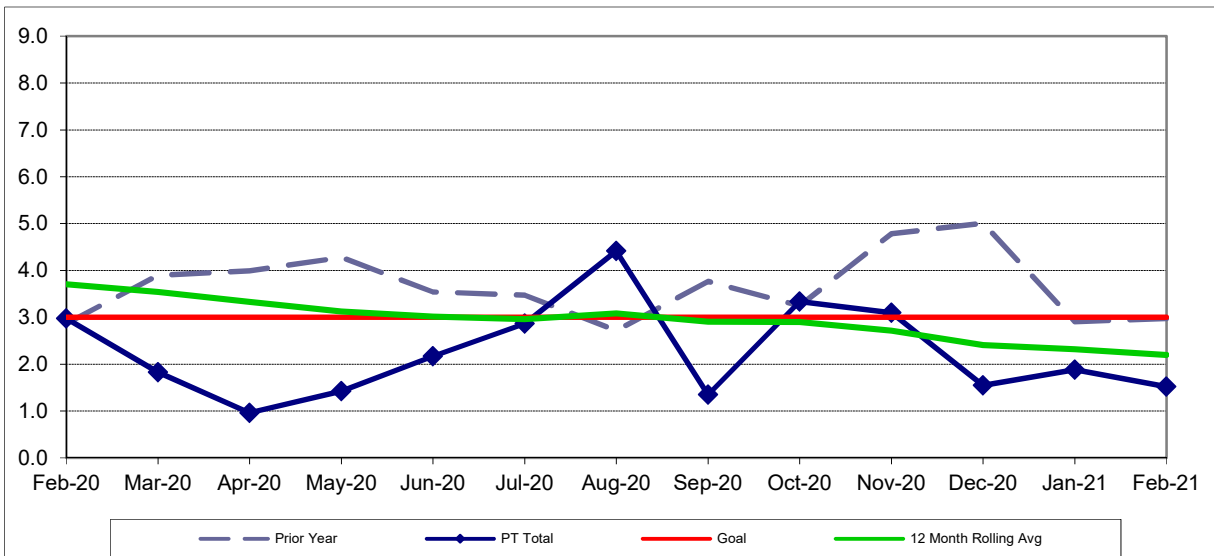
Bus Traffic Accidents per 100,000 Hub Miles - Directly Operated



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.

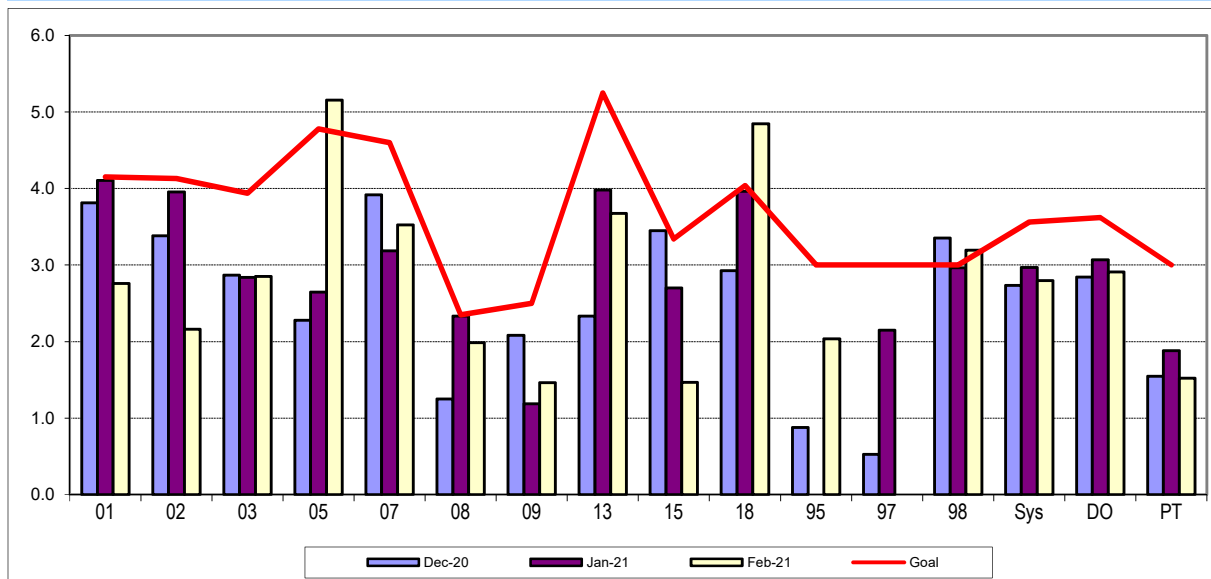
Bus Traffic Accidents per 100,000 Hub Miles - Purchased Transportation



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 Dec 2020 - Feb 2021

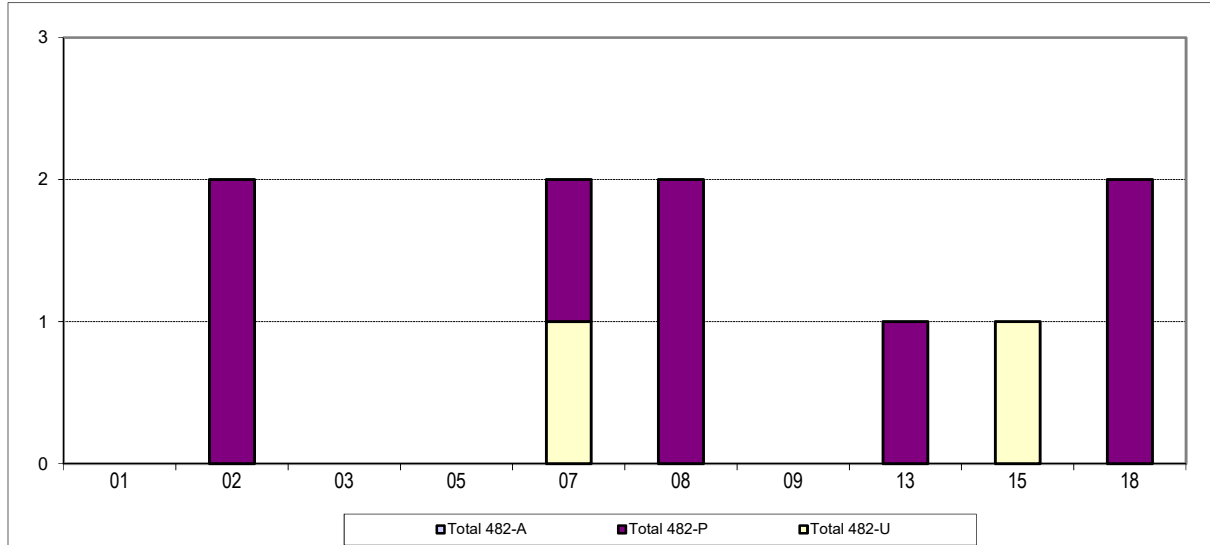


Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - Feb 2021

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

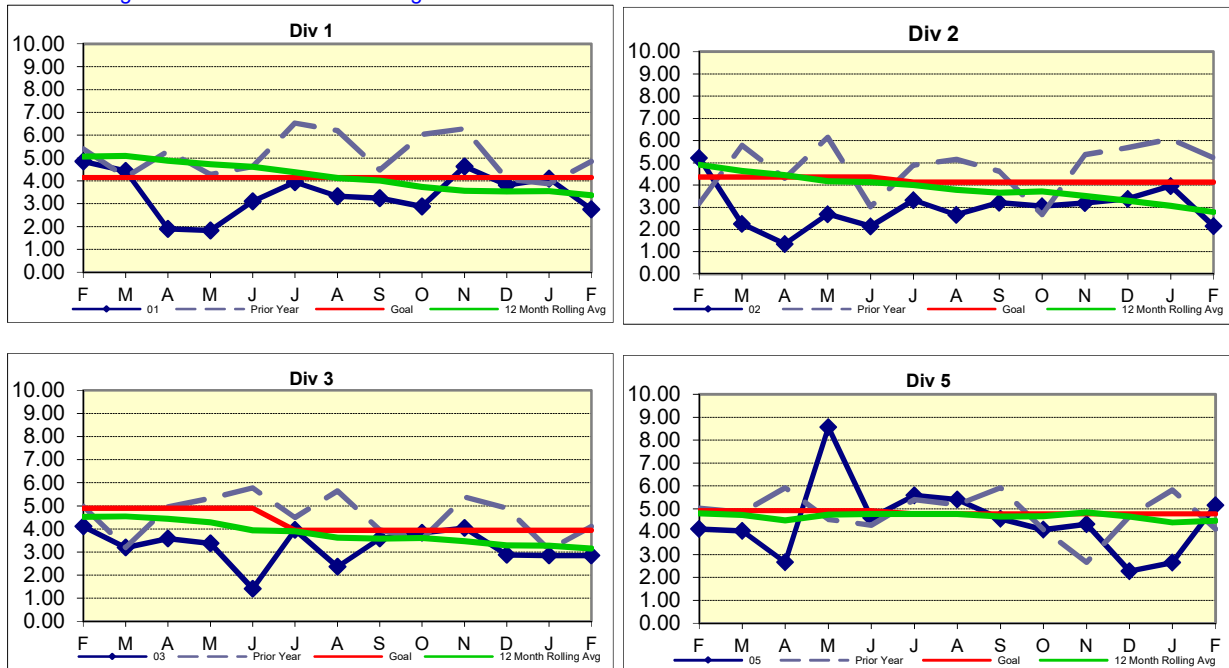
Calculation: Number of accidents in prior 13 months coded 482 "alleged" in the categories of avoidable (A), pending investigation (P) or unavoidable (U).

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



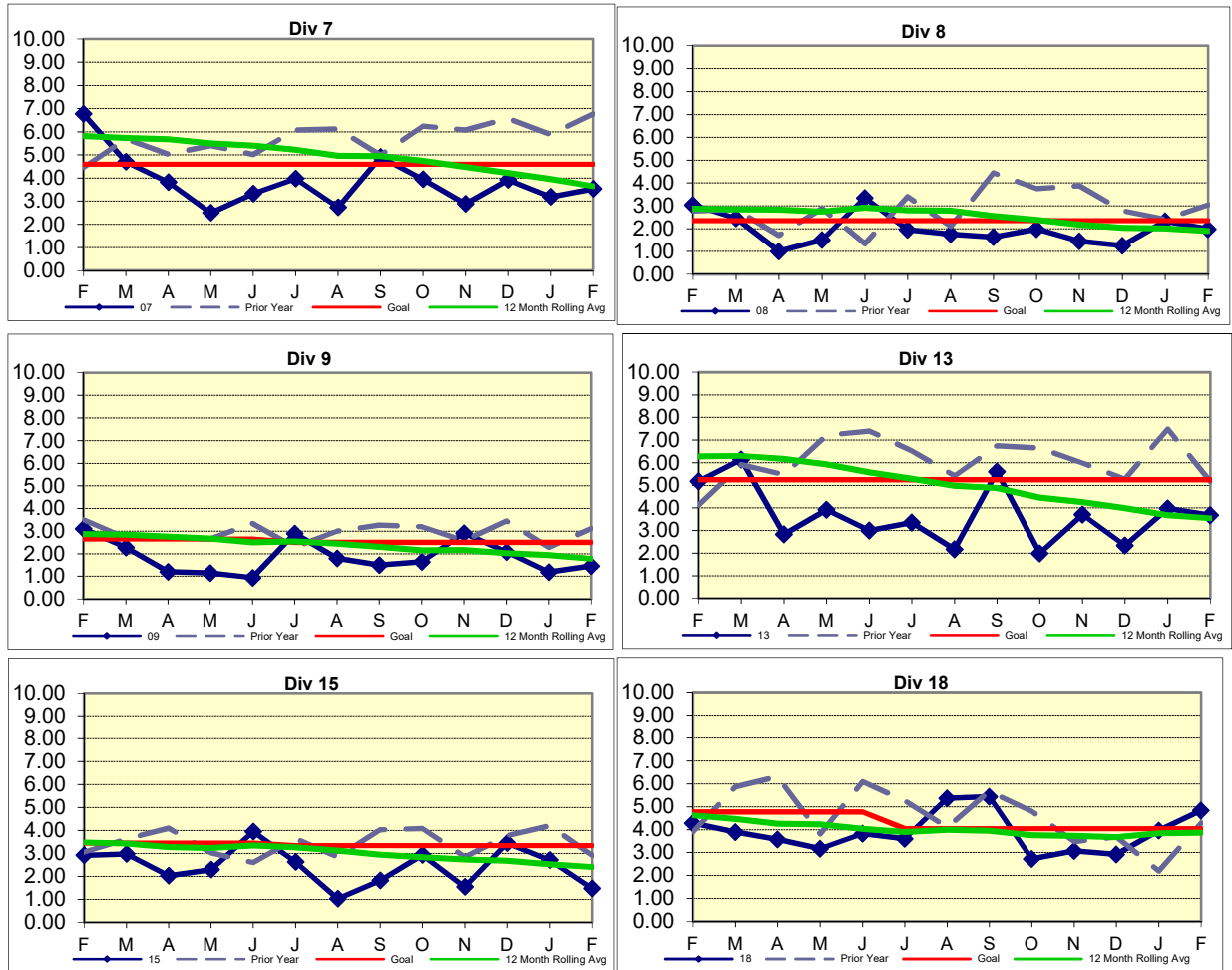
BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions

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.

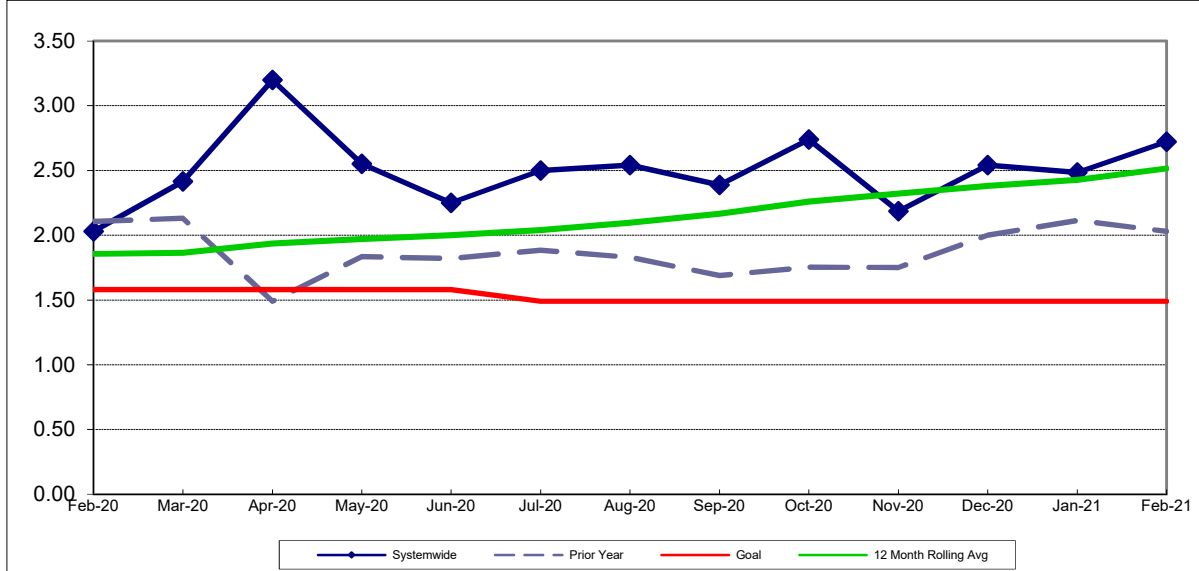


BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

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)

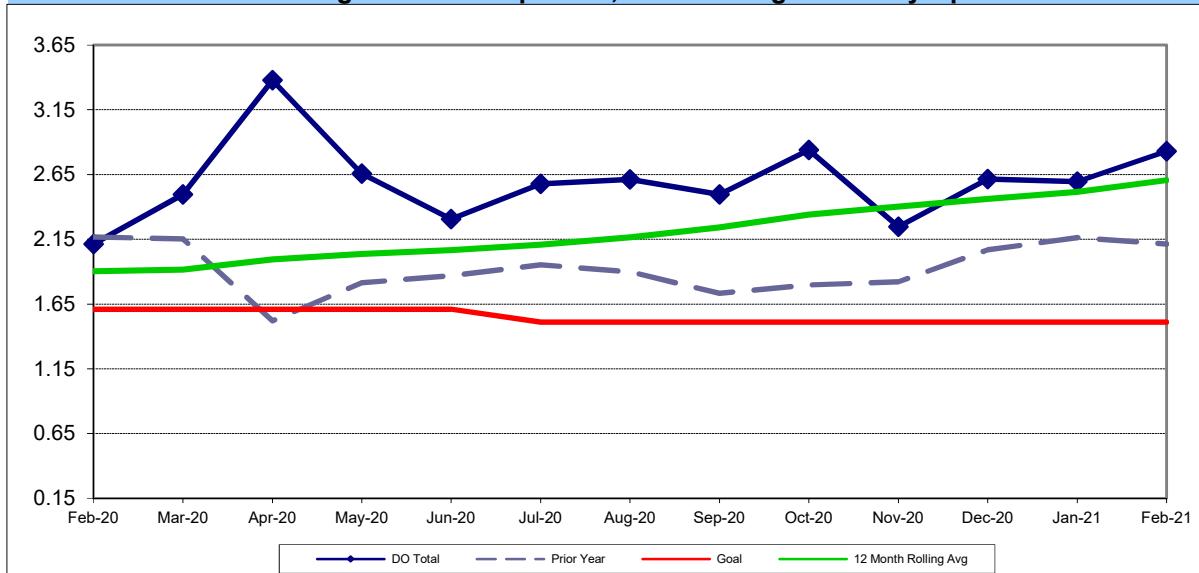
Bus Passenger Accidents per 100,000 Boardings - Systemwide Trend



Remaining Below the Goal line is the target.

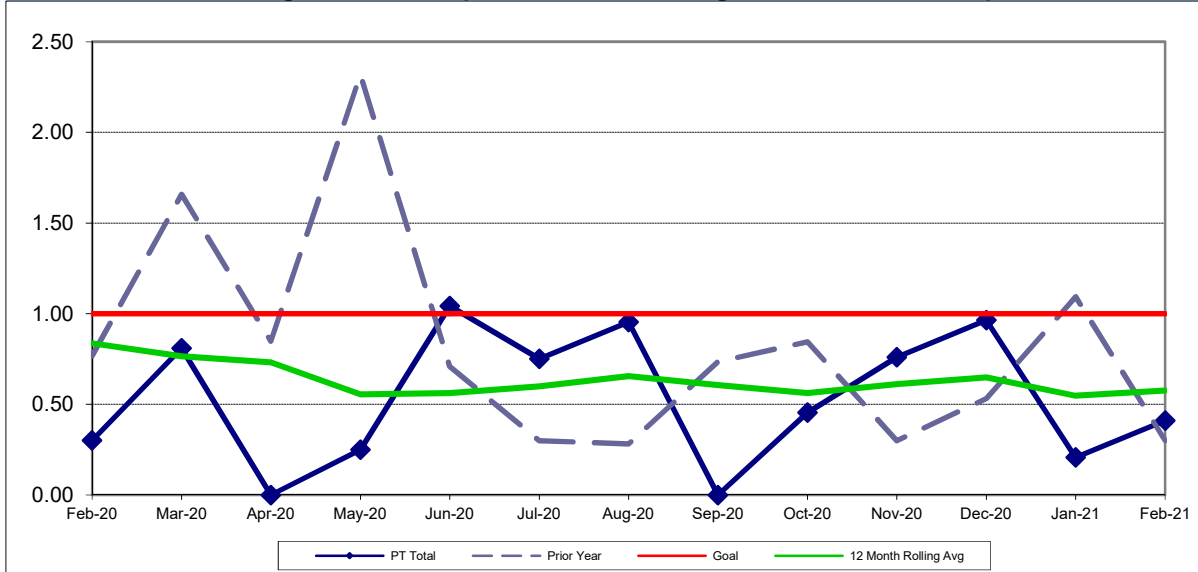
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Bus Passenger Accidents per 100,000 Boardings - Directly Operated



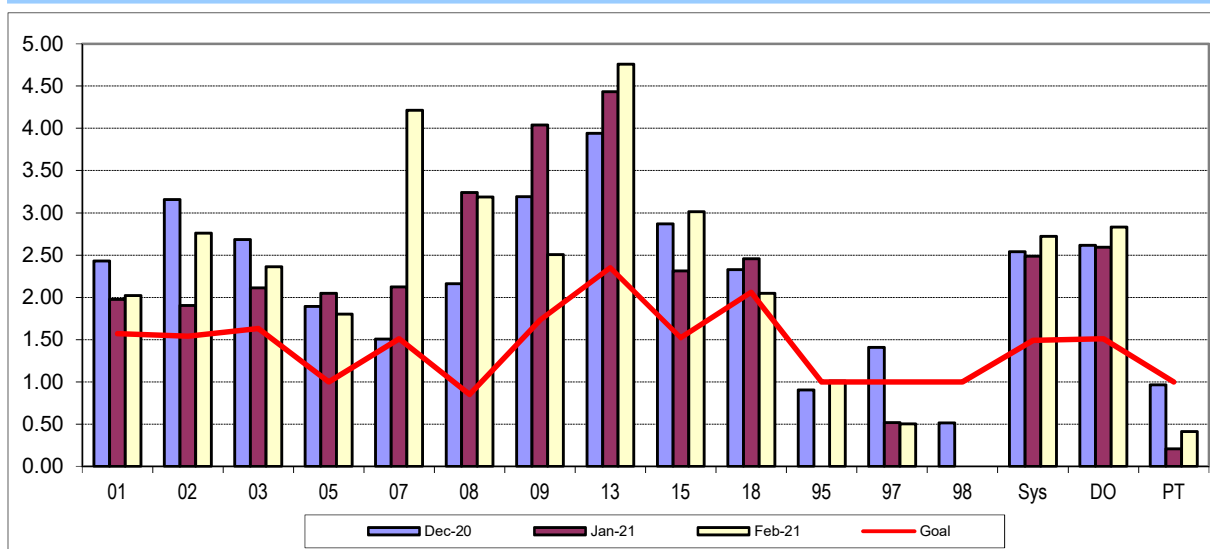
Remaining Below the Goal line is the target.

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 Dec 2020 - Feb 2021



CUSTOMER SATISFACTION

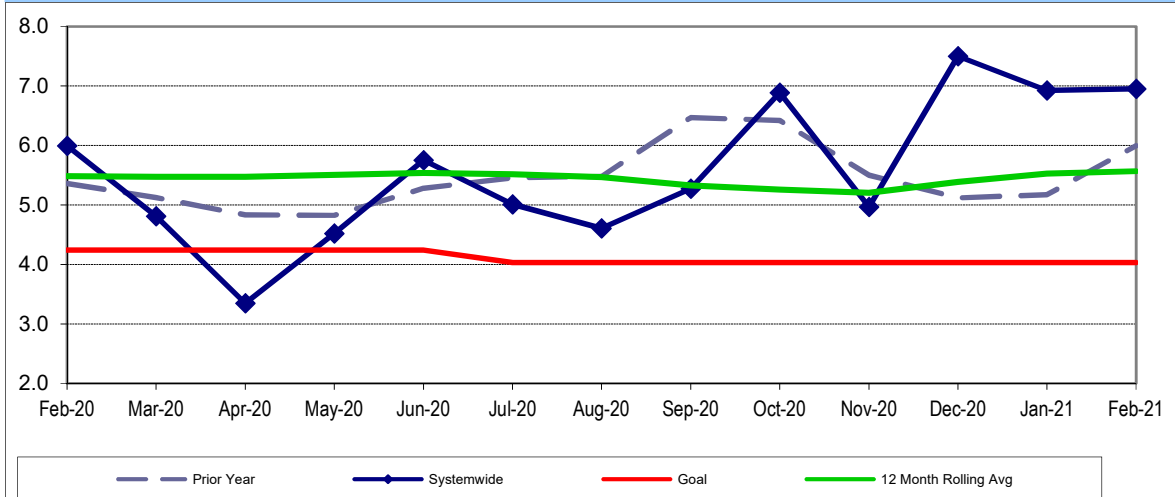
COMPLAINTS PER 100,000 BOARDINGS

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

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

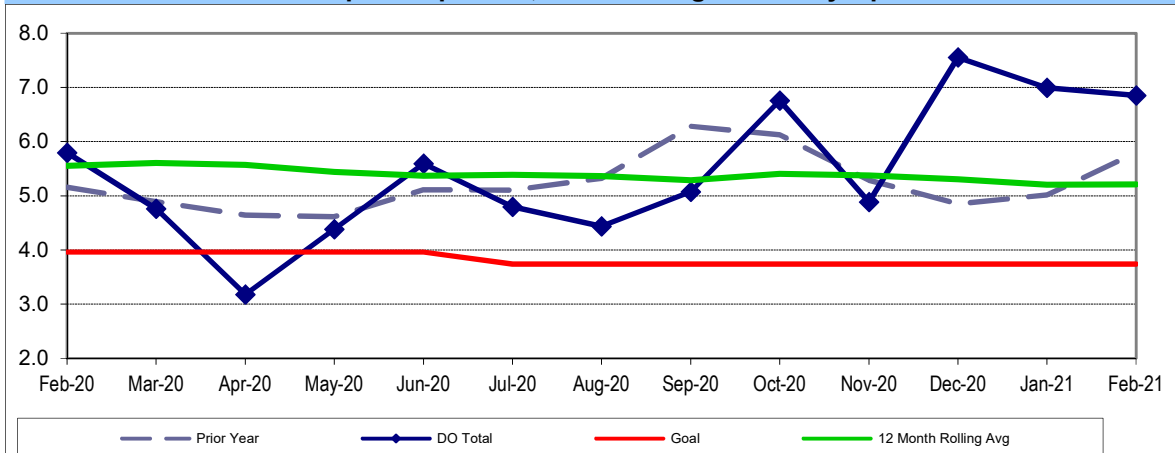
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

Bus Complaints per 100,000 Boardings - Systemwide Trend



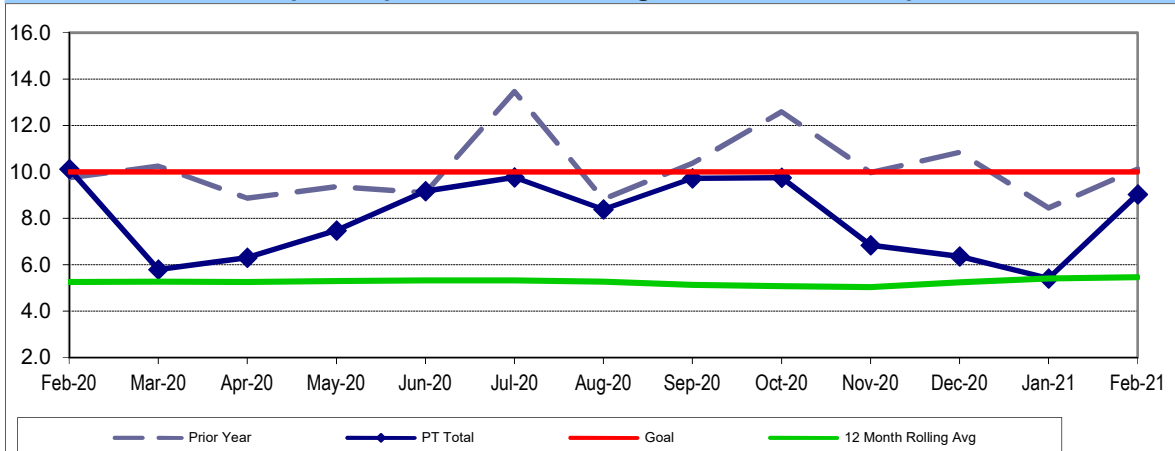
Remaining Below the Goal line is the target.

Bus Complaints per 100,000 Boardings - Directly Operated



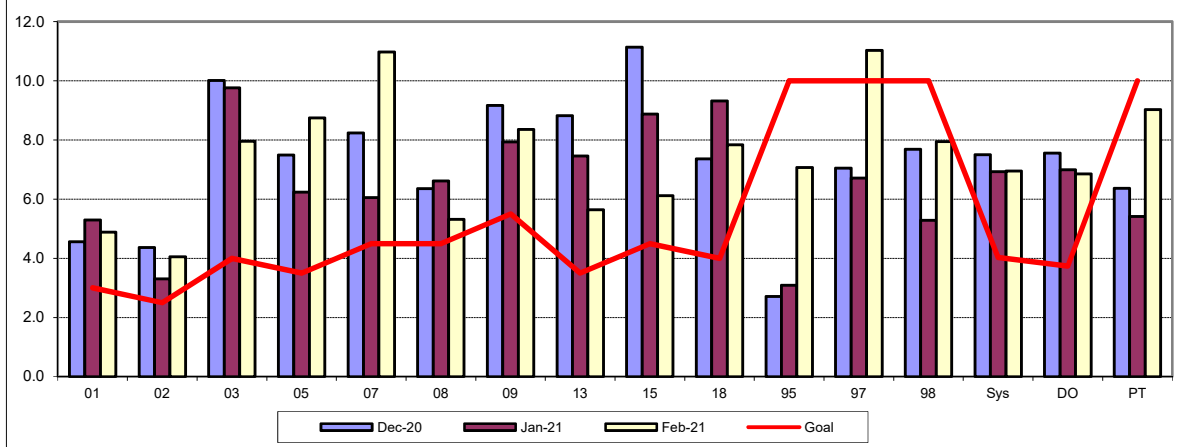
Remaining Below the Goal line is the target.

Bus Complaints per 100,000 Boardings - Purchased Transportation

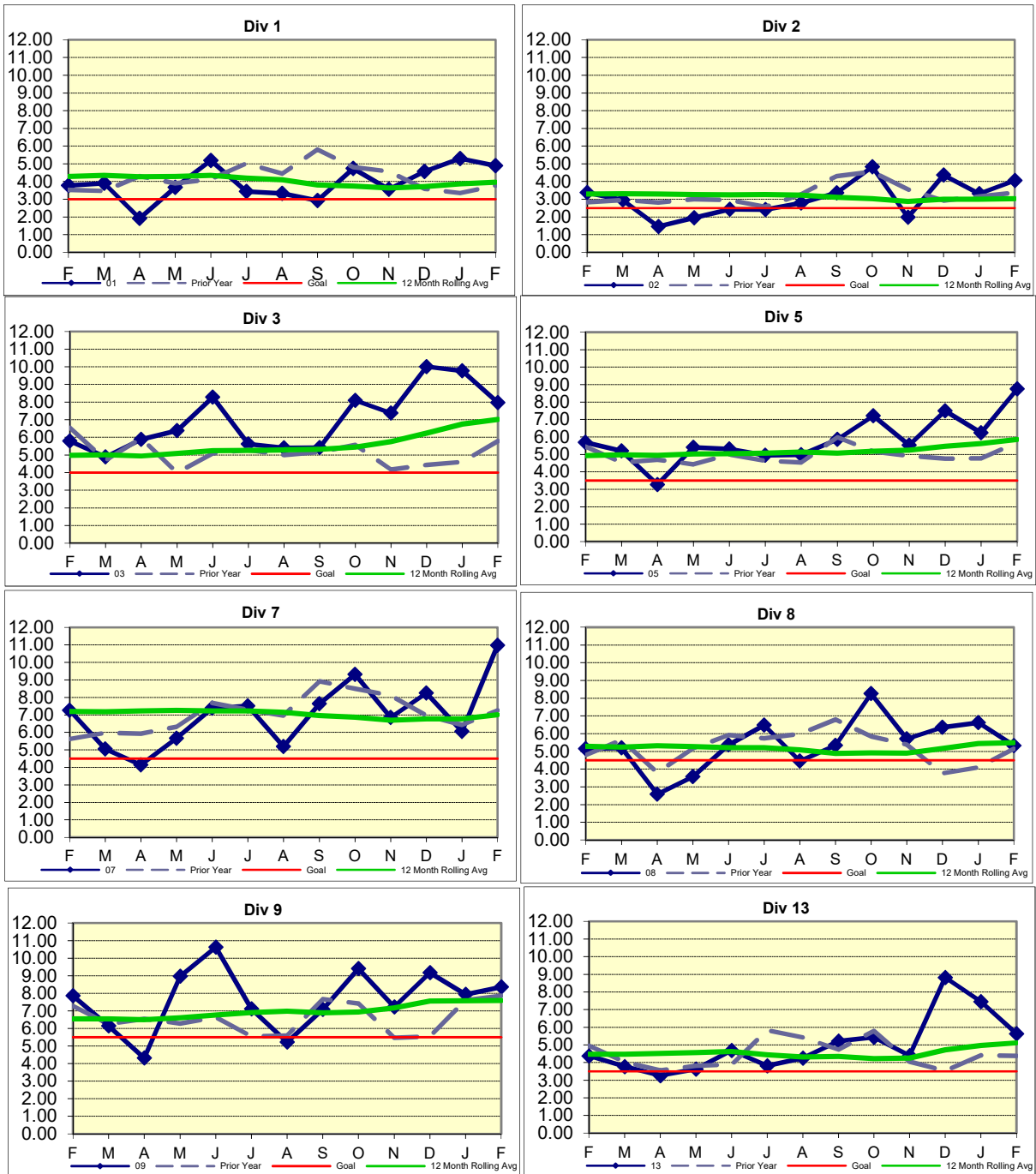


Remaining Below the Goal line is the target.

Bus Complaints per 100,000 Boardings By Division **Dec 2020 - Feb 2021**

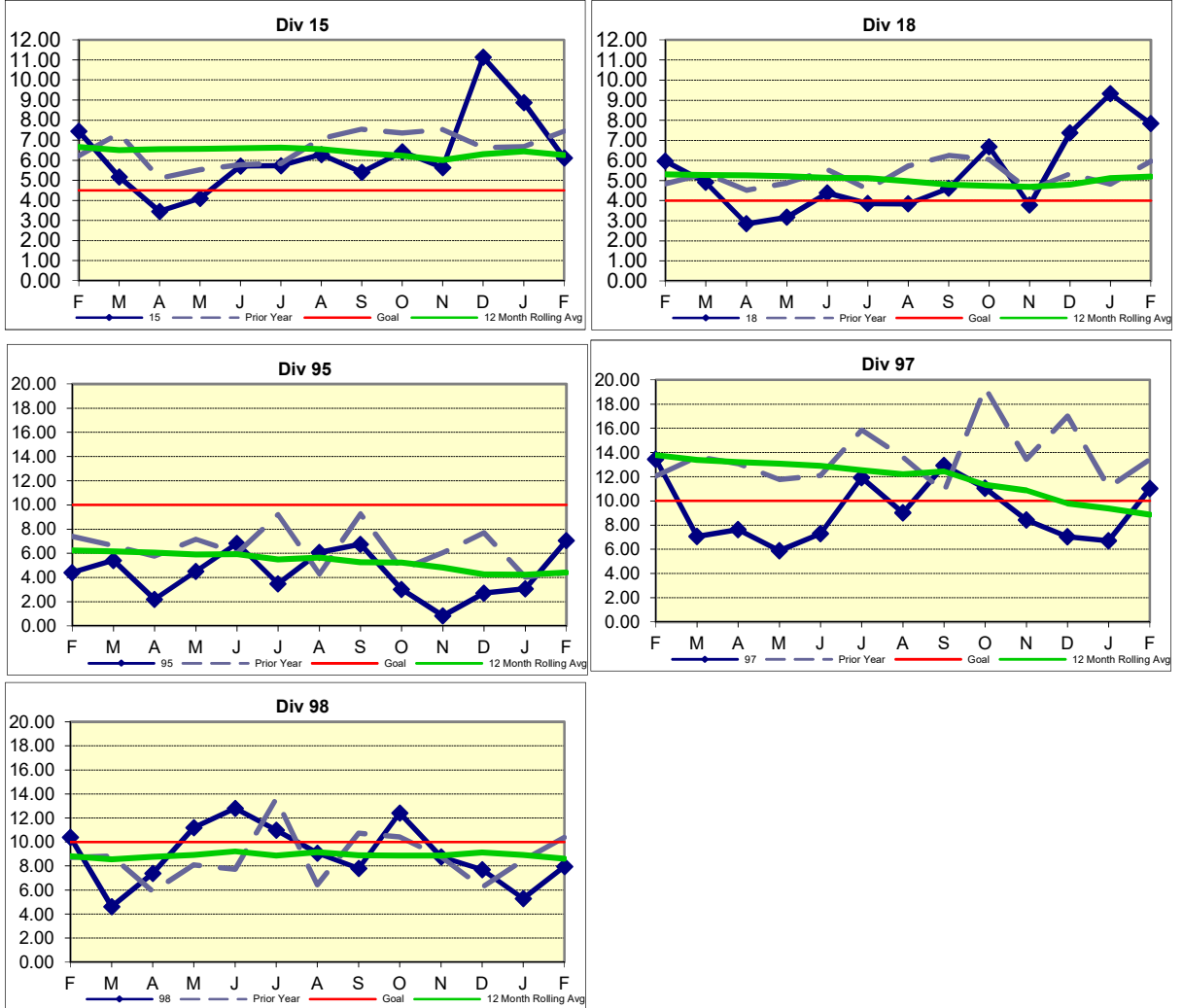


COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

WORKERS COMPENSATION CLAIMS

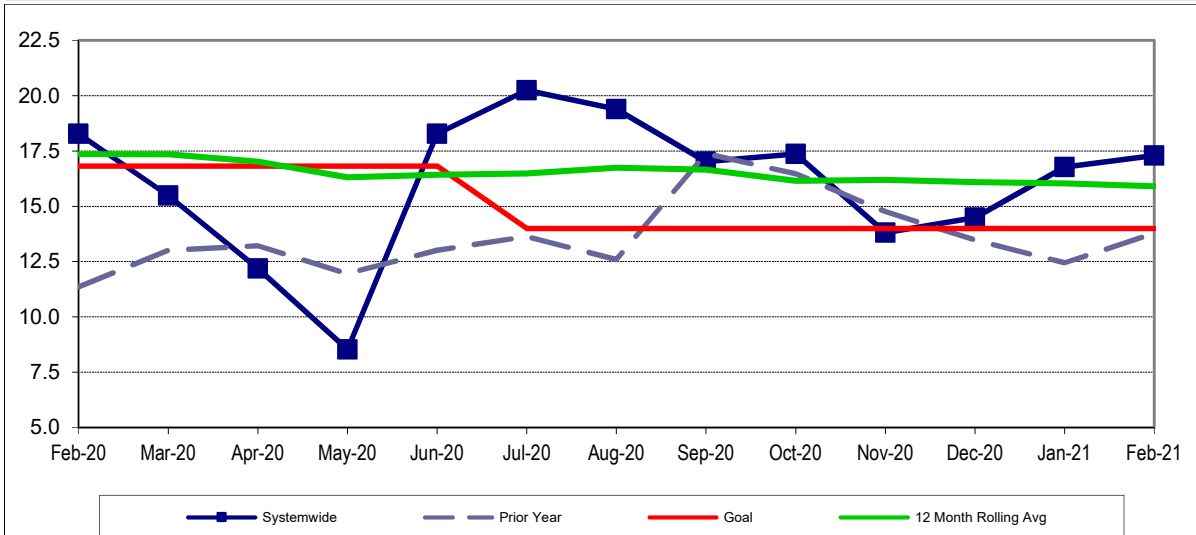
New Workers Compensation Claims per 200,000 Exposure Hours

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.

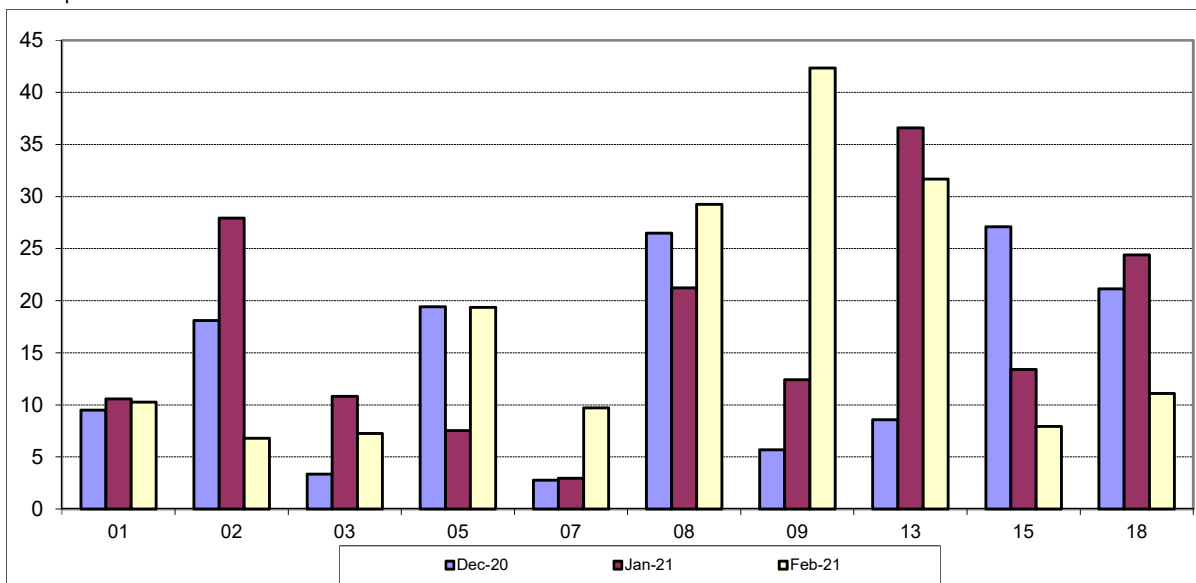
NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION

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 Dec 2020 - Feb 2021

Transportation & Maintenance Performance combined.



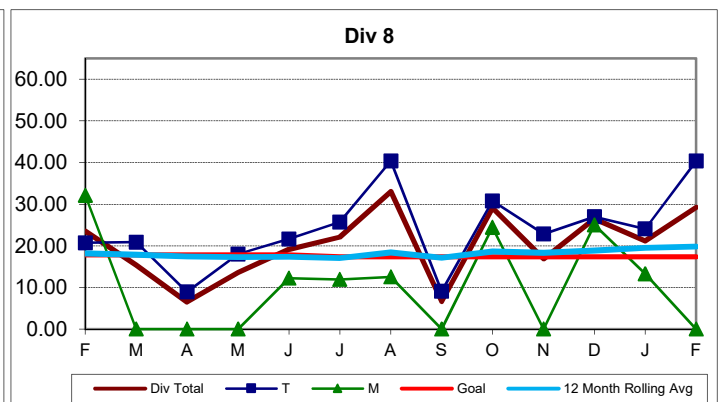
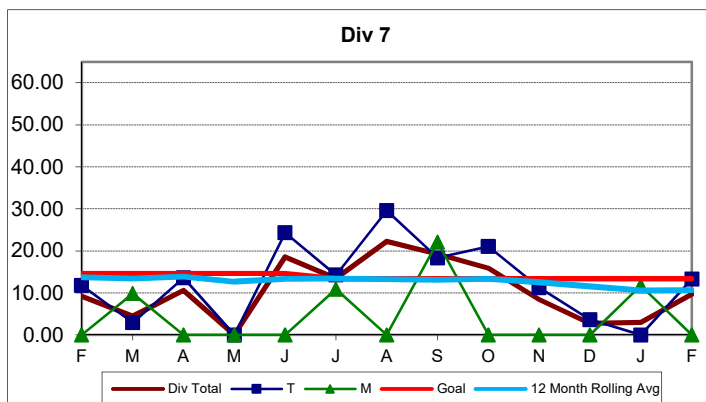
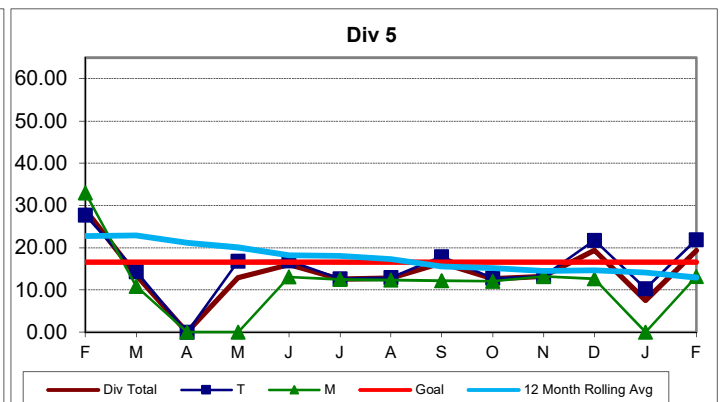
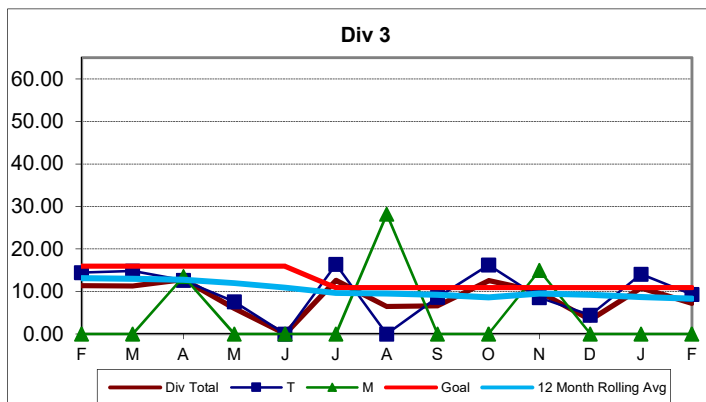
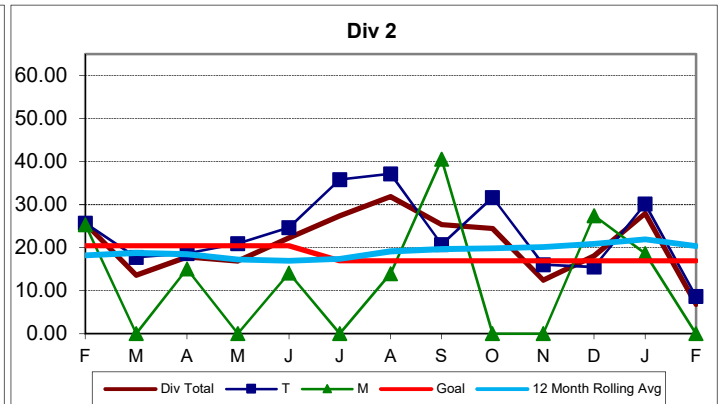
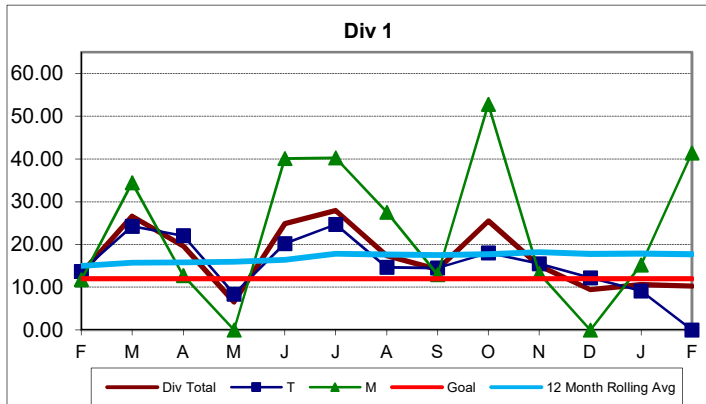
NEW WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS

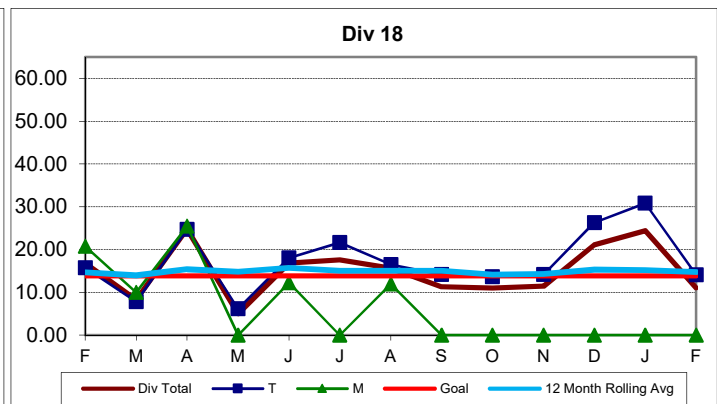
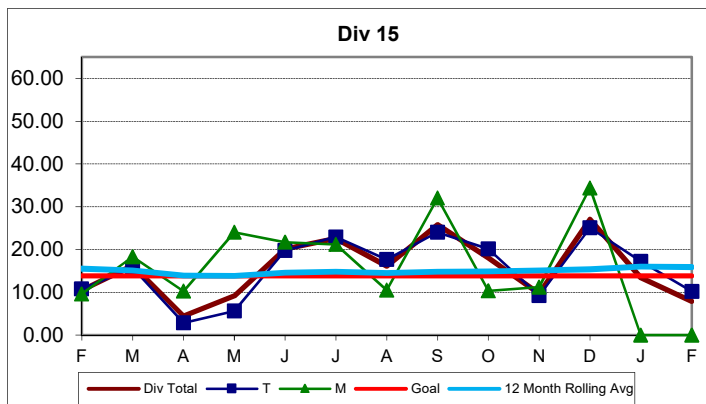
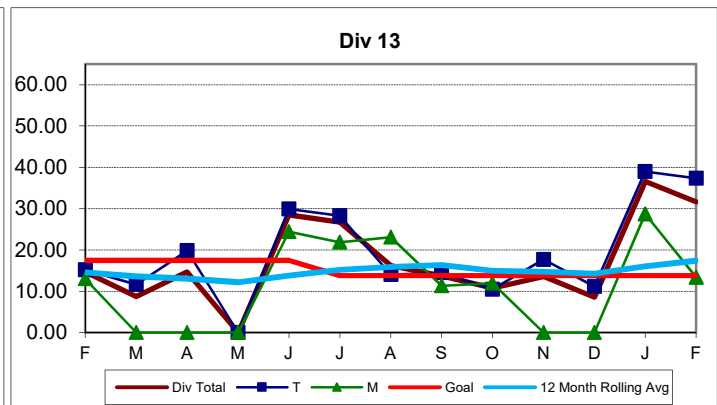
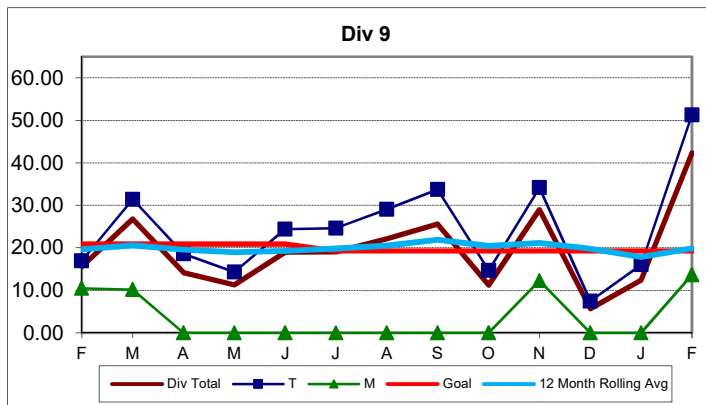
Bus Operating Divisions

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 = New Claims/(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.

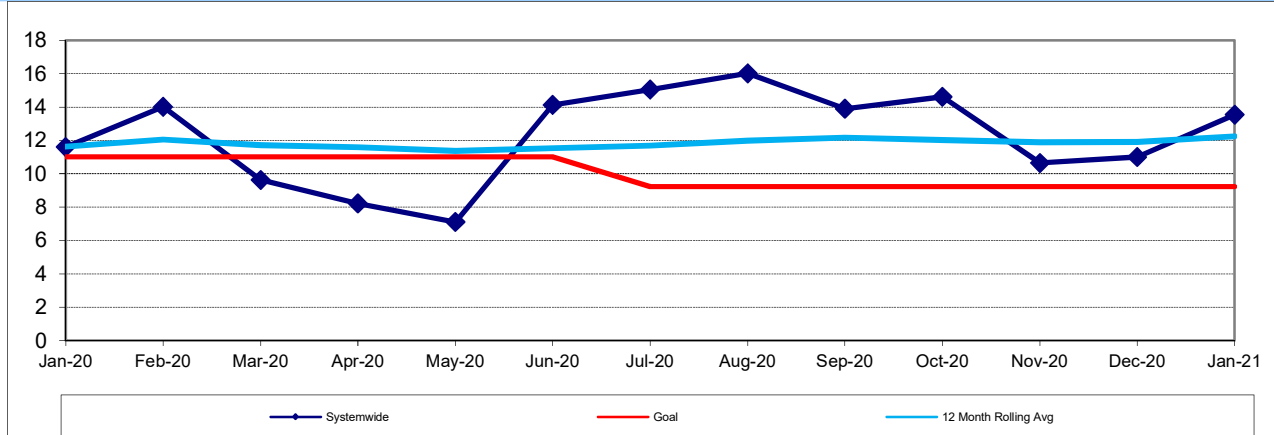
Calculation: New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries /(Exposure Hours/200,000)

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

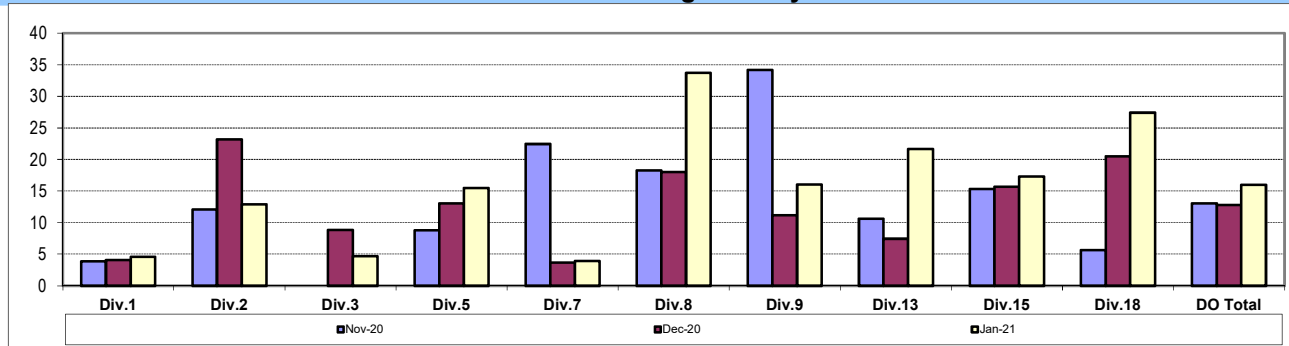
One month lag from current month

Bus Systemwide Operations OSHA Injuries Trend

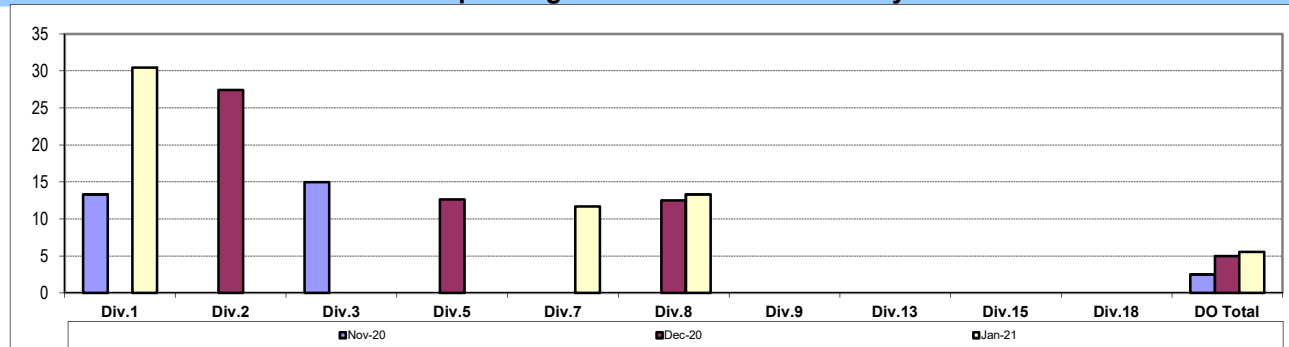


Remaining below the goal line is the target.

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

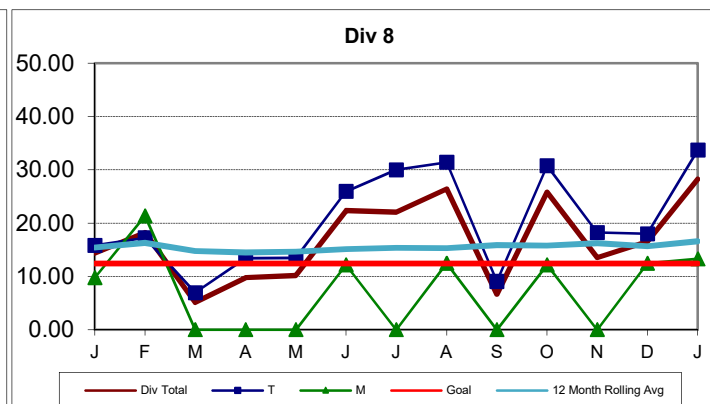
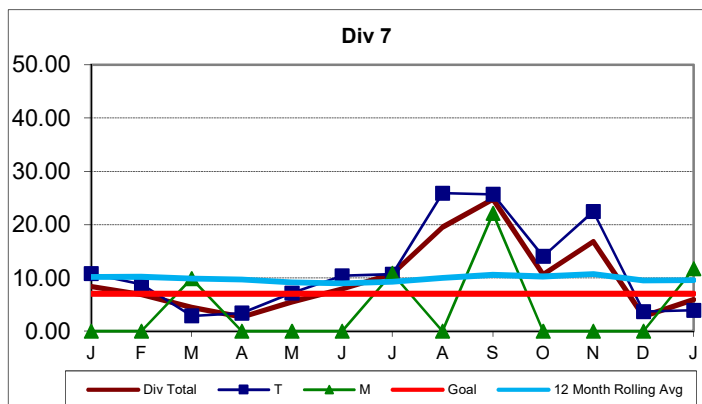
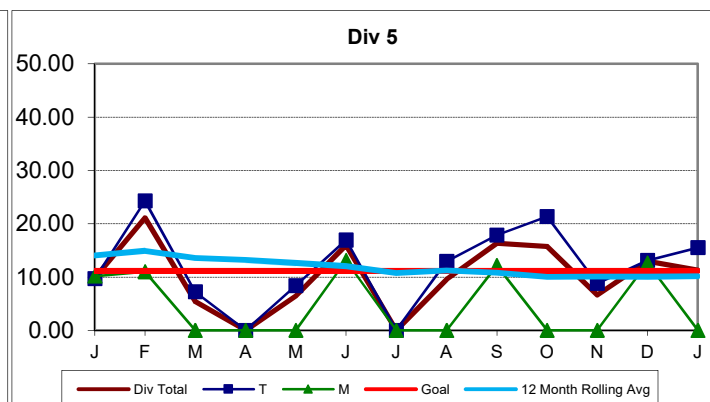
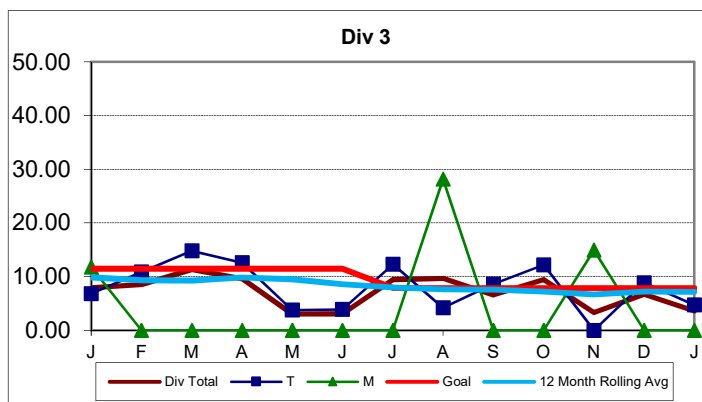
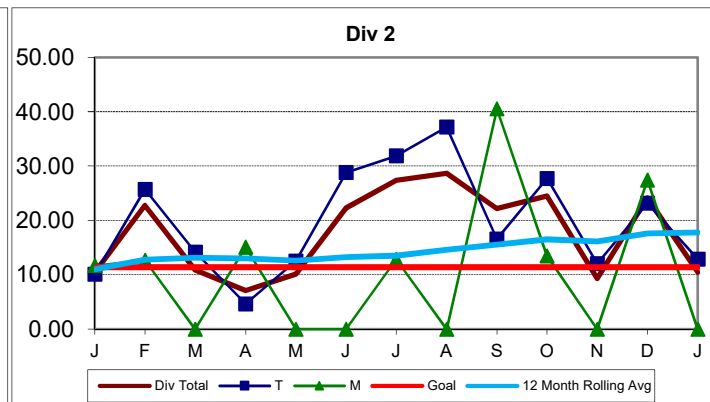
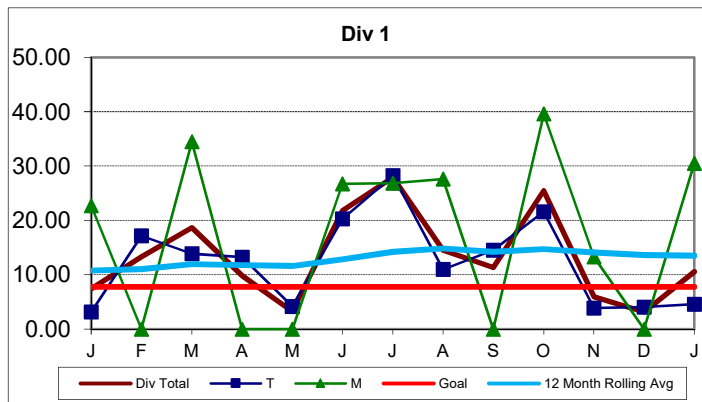


OSHA: Bus Operating Maintenance Divisions - by Division



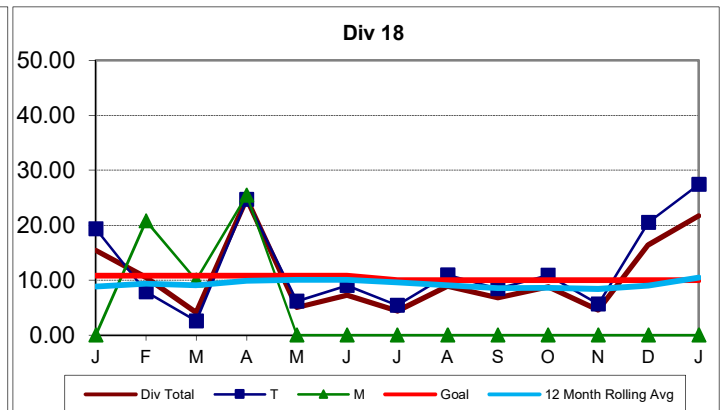
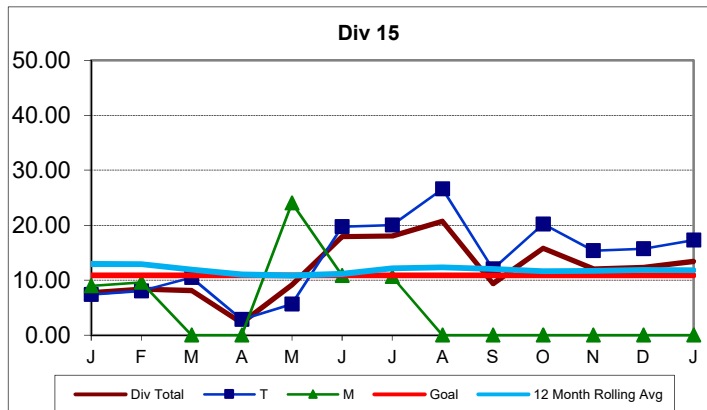
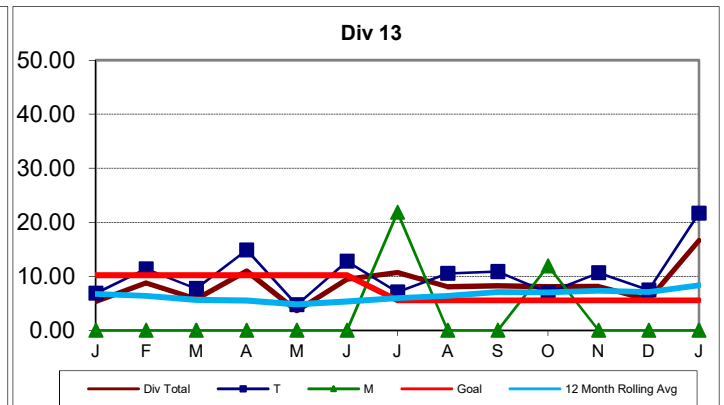
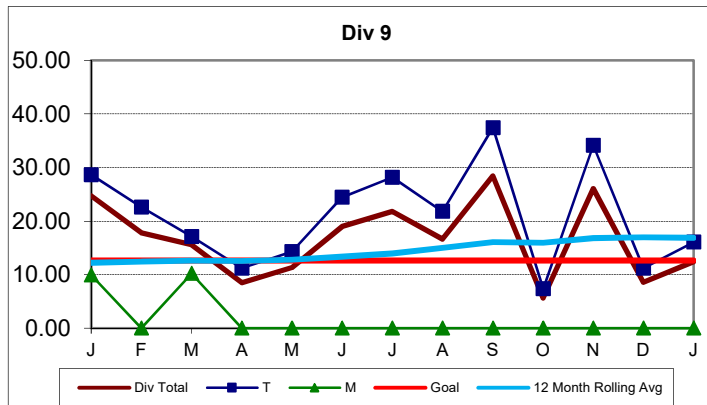
Remaining below the goal line is the target.

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

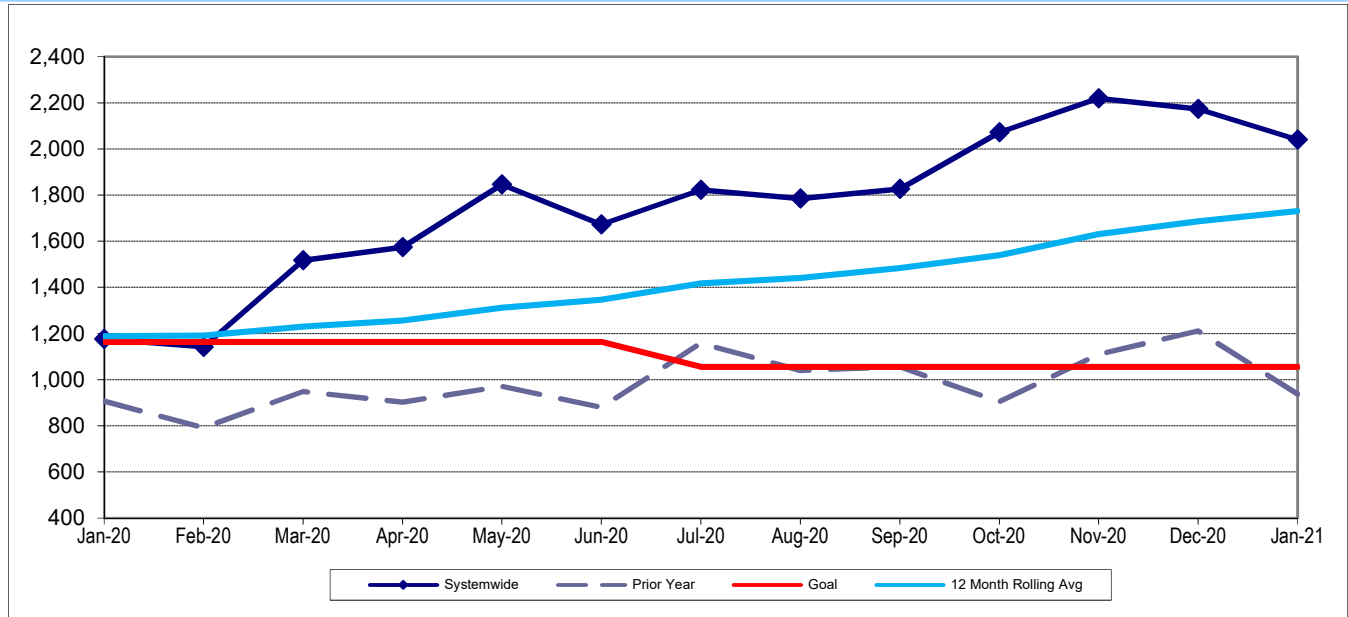
Definition: Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

Calculation: : (Total Temporary Disability Benefit Payments / Estimated TD Benefit Rate) x (5/7) / (Number of Exposure Hours / 200,000)

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

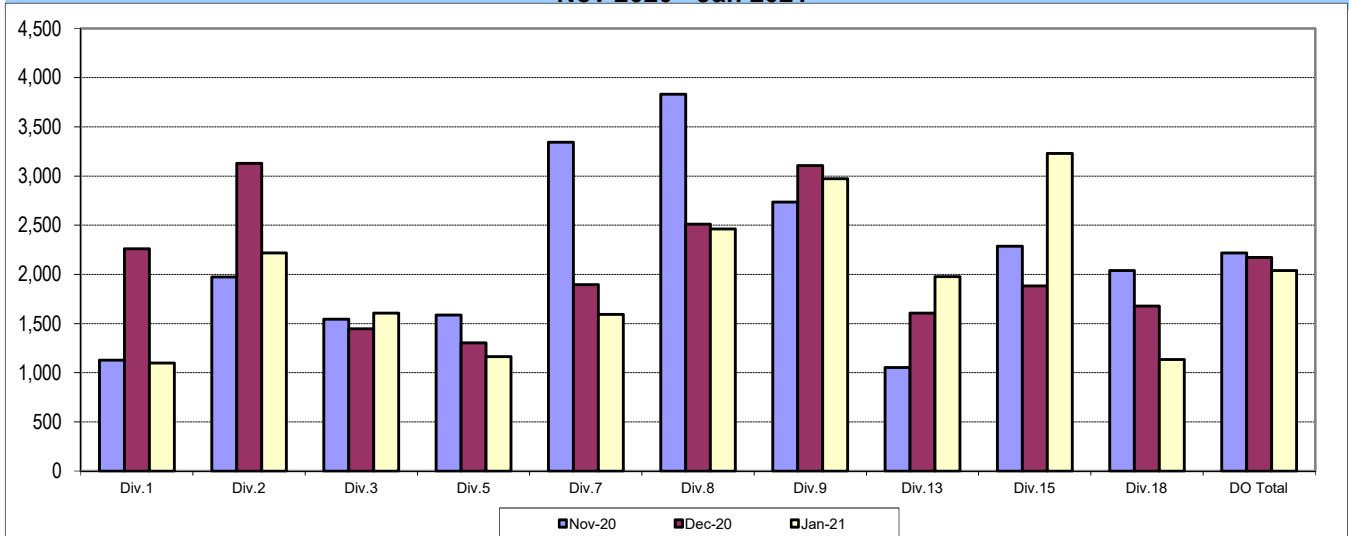
One month lag from current month

LWD Systemwide Trend



One month lag from current month

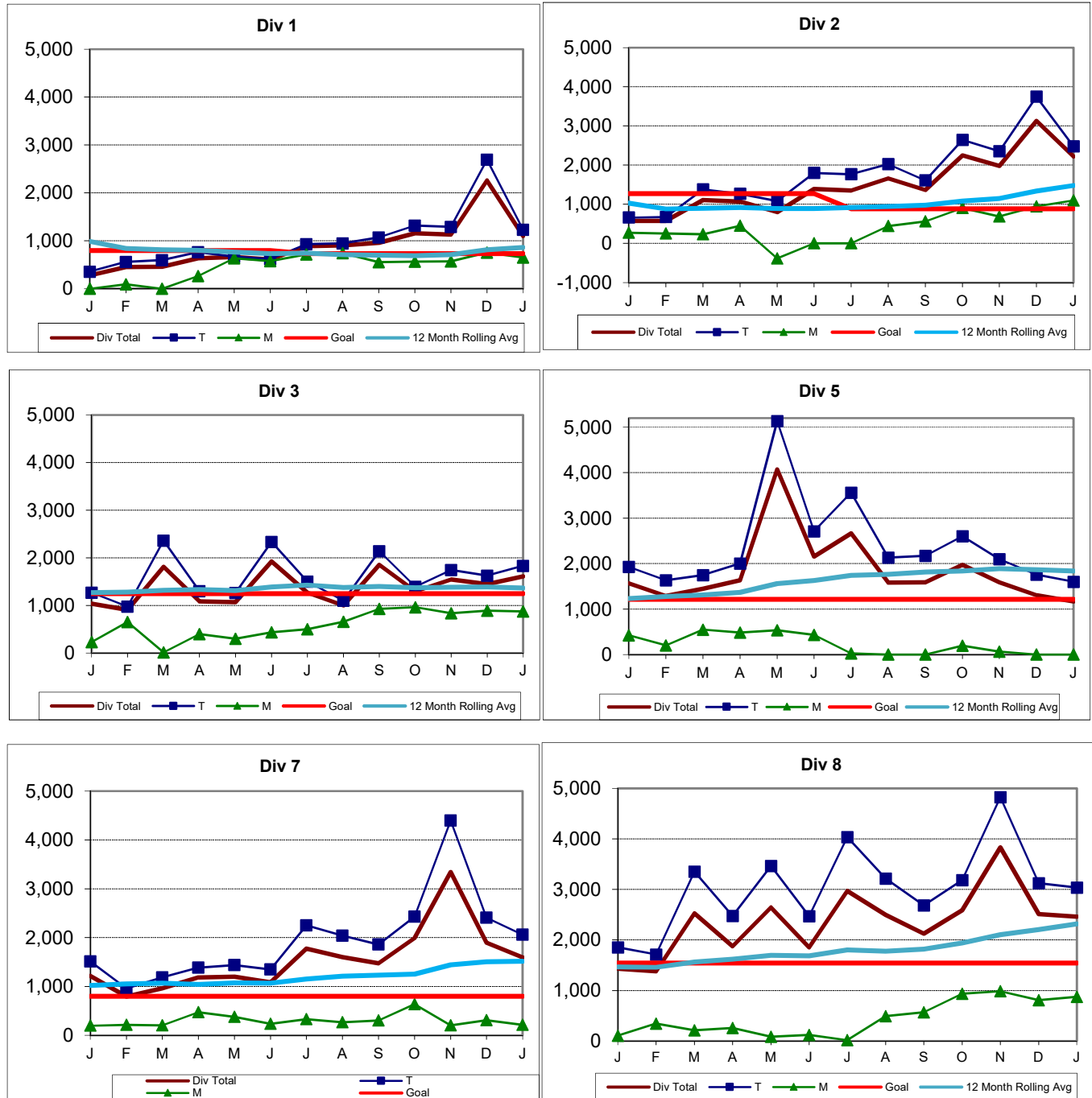
LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division Nov 2020 - Jan 2021



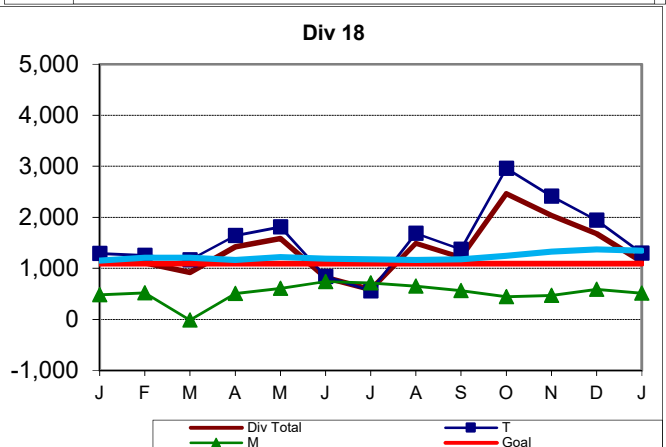
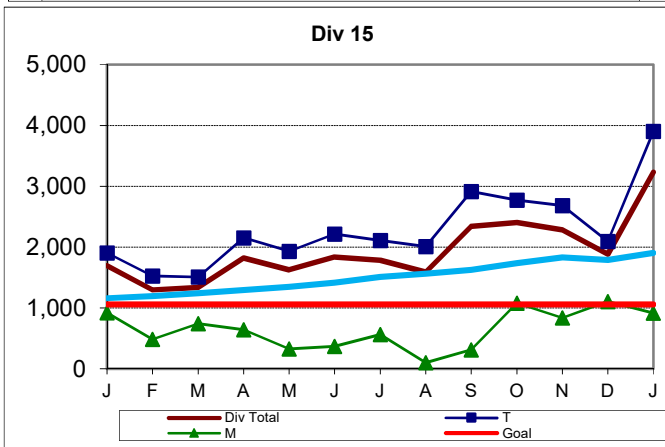
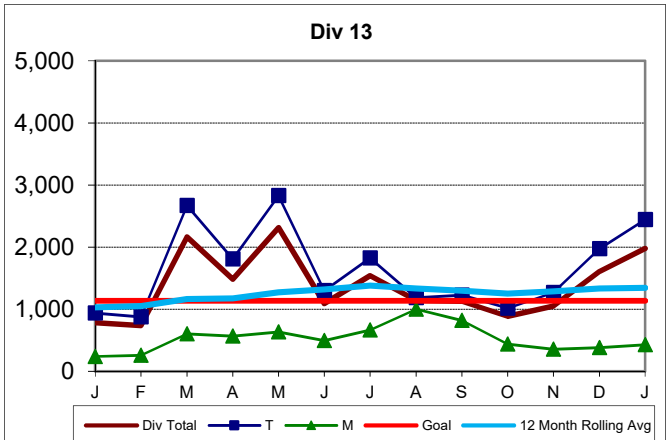
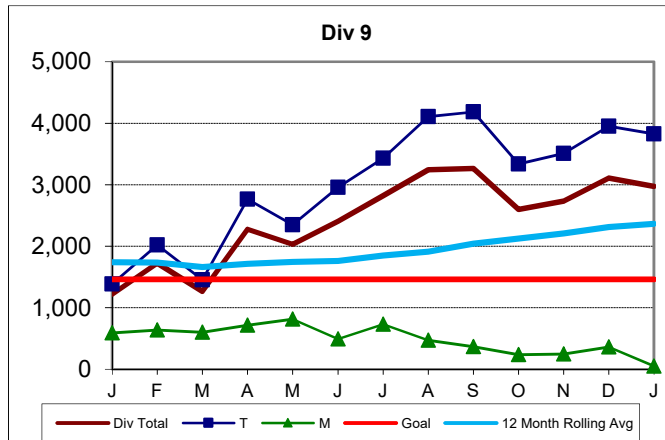
LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division

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

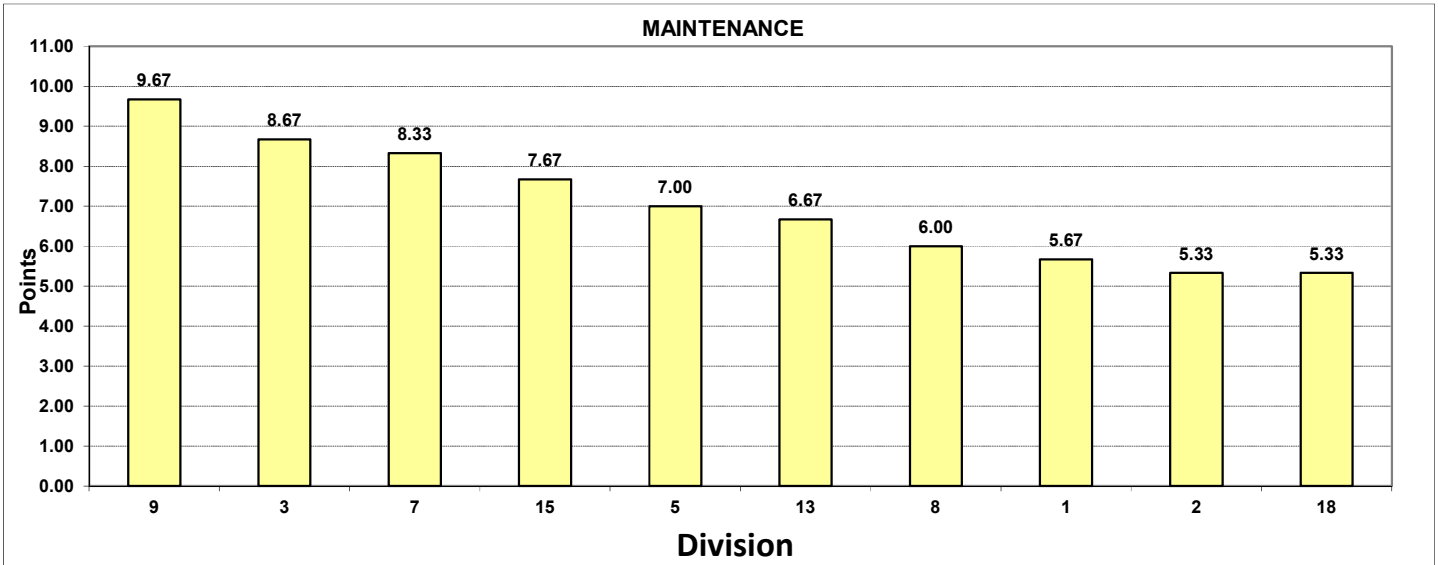
Monthly Calculations - Feb 2021 Metro Bus - Maintenance

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%	3,920	5,020	4,708	3,881	5,026	5,149	5,903	2,516	4,237	3,618
Target		4,100	5,400	4,380	4,308	3,902	5,400	5,000	3,000	4,310	4,200
Points		6	4	8	3	10	5	9	1	7	2
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%	7.437	7.858	8.568	8.568	8.542	8.047	8.726	8.716	8.563	8.442
Target		9.000	9.000	9.000	9.000	9.000	9.000	9.000	9.000	9.000	9.000
Points		1	2	8	8	5	3	10	9	6	4
Totals		5.67	5.33	8.67	7.00	8.33	6.00	9.67	6.67	7.67	5.33
Ranking		8	9	2	5	3	7	1	6	4	9
FINAL RANKING	Maintenance Division Ranking (Sorted)										
	DIV.	9	3	7	15	5	13	8	1	2	18
	Score	9.67	8.67	8.33	7.67	7.00	6.67	6.00	5.67	5.33	5.33
	Rank	1	2	3	4	5	6	7	8	9	9



Monthly Calculations - Feb 2021

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%	80.525%	73.213%	71.210%	71.470%	75.950%	82.761%	83.651%	74.623%	78.671%	79.098%
Target		78.070%	78.070%	78.070%	78.070%	78.070%	80.000%	80.000%	78.070%	78.070%	78.070%
Points		8	3	1	2	5	9	10	4	6	7
ISOTP Early	25%	5.600%	3.181%	8.524%	3.023%	5.000%	7.075%	5.177%	6.996%	3.198%	1.836%
Target		2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%
Points		4	8	1	9	6	2	5	3	7	10
Traffic Accident Ratio	25%	2.758	2.160	2.850	5.154	3.526	1.986	1.464	3.675	1.465	4.846
Target		4.150	4.130	3.940	4.780	4.600	2.350	2.500	5.250	3.340	4.040
Points		7	9	5	2	4	3	8	6	10	1
Complaints/100K Boardings	25%	3.369	2.677	6.093	4.416	7.760	3.453	6.825	4.671	4.254	5.082
Target		2.000	1.500	2.400	2.100	2.600	2.100	3.000	2.000	2.200	2.300
Points		9	8	2	6	1	10	4	3	7	5
Totals		7.00	7.00	2.25	4.75	4.00	6.00	6.75	4.00	7.50	5.75
Ranking		2	2	10	7	8	5	4	8	1	6
FINAL RANKING	Transportation Division Ranking (Sorted)										
	DIV.	15	1	2	9	8	18	5	7	13	3
	Score	7.50	7.00	7.00	6.75	6.00	5.75	4.75	4.00	4.00	2.25
	Rank	1	2	2	4	5	6	7	8	8	10

