

## Westside/Central Sector Scorecard Overview (WC)

This sector has three Metro operating divisions, Division 6 in Venice, Division 7 in West Hollywood, and Division 10 in Los Angeles, near the Gateway building. The sector will be responsible for the operation of approximately 620 Metro buses and 21 Metro Bus lines carrying nearly 86.1 million boarding passengers each year.

This report gives a brief overview of sector operations:

- \* Mean Miles Between Chargeable Mechanical Failures (MMBCMF)
- \* In-Service On-Time Performance
- \* Traffic Accidents per 100,000 Hub
- \* Complaints per 100,000 Boardings
- \* New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours

Measurement	FY02	FY03	FY04	FY05 Target	FY05 YTD	Feb. Month	Status
<b>Bus Systemwide</b>							
Mean Miles Between Chargeable Mechanical Failures (MMBCMF)**	5,796	6,883	7,417	7,500	7,157	6,999	
In-Service On-time Performance	64.88%	69.23%	65.43%	70%	66.13%	64.62%	
Bus Traffic Accidents Per 100,000 Miles	3.91	3.86	3.65	3.50	3.44	3.67	
Complaints per 100,000 Boardings	3.54	4.23	4.51	3.50	3.63	3.88	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	23.99	17.80	17.64	16.76	Jan. 14.48	Jan. 14.97	
<b>WC Sector</b>							
MMBCMF*	6,099	5,720	6,254	7,500	7,711	8,013	
In-Service On-time Performance		67.88%	63.31%	70%	62.81%	61.18%	
Bus Traffic Accidents Per 100,000 Miles	4.69	4.72	4.61	3.67	3.86	4.35	
Complaints per 100,000 Boardings	3.33	4.84	5.30	3.75	4.09	4.67	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	27.5	28.74	21.52	20.44	Jan. 19.21	Jan. 20.05	
<b>Division 6</b>							
MMBCMF*	9,241	8,335	19,270	7,500	11,311	10,340	
In-Service On-time Performance	64.64%	65.93%	60.11%	70%	55.58%	57.81%	
Bus Traffic Accidents Per 100,000 Miles	4.18	4.52	4.10	3.67	4.18	2.42	
Complaints per 100,000 Boardings	4.51	6.10	6.15	3.75	4.48	5.23	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.75**	30.72	21.71	20.44	Jan. 24.77	Jan. 55.02	
<b>Division 7</b>							
MMBCMF*	6,942	5,389	5,230	7,500	7,004	7,872	
In-Service On-time Performance	67.96%	68.80%	64.59%	70%	64.04%	60.77%	
Bus Traffic Accidents Per 100,000 Miles	5.23	4.95	4.63	3.67	4.27	4.06	
Complaints per 100,000 Boardings	3.36	4.74	5.70	3.75	4.26	4.78	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	39.27**	24.52	21.05	20.44	Jan. 19.63	Jan. 20.00	
<b>Division 10</b>							
MMBCMF*	5,121	5,734	6,701	7,500	7,875	7,821	
In-Service On-time Performance	63.56%	67.34%	62.85%	70%	63.30%	62.49%	
Bus Traffic Accidents Per 100,000 Miles	4.23	4.55	4.68	3.67	3.49	4.93	
Complaints per 100,000 Boardings	3.13	4.73	4.85	3.75	3.88	4.48	
New Workers' Compensation Indemnity Claims per 200,000 Exposure Hours (1 month lag)	35.30**	35.38	22.90	20.44	Jan. 18.33	Jan. 14.33	

\* Mean Miles Between Chargeable Mechanical Failures is overstated due to data collection system failure.

\*\*Jan - June, 2002

Green - High probability of achieving the FY05 target (on track).

Yellow - Uncertain if the FY05 target will be achieved -- slight problems, delays or management issues.

Red - High probability that the FY05 target will not be achieved -- significant problems and/or delays.