

Los Angeles County  
Metropolitan Transportation Authority  
California

# OPERATIONS MONTHLY BUS PERFORMANCE REPORT

SEPTEMBER 2016



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## Metro Bus Systemwide and Division Scorecard Overview

Metro Bus has eleven 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 10 in Los Angeles; 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.

This report gives a brief overview of Systemwide and Division operations:

- \* Mean Miles Between Mechanical Failures Requiring Bus Exchange (MMBMF).
- \* Mean Miles Between Total Road Calls (MMBTRC).
- \* In-Service On-Time Performance.
- \* Traffic Accidents per 100,000 Hub Miles.
- \* Complaints per 100,000 Boardings.
- \* New Reported Workers' Compensation Indemnity & Medical Claims per 200,000 Exposure Hours.

Measurement	FY 2014	FY 2015	FY 2016	FY 2017 Target	FY 2017 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,163	4,710	5,043	5,320	5,258	●	5,081	5,277	5,432
Number of Unaddressed Road Calls	42	40	115	-	20	-	3	9	8
Mean Miles Between Total Road Calls	2,962	3,369	3,870	3,882	4,330	●	4,169	4,511	4,318
Bus Traffic Accidents Per 100,000 Miles	3.61	3.83	4.26	3.76	4.37	●	4.29	4.65	4.16
Number of 482 Alleged Accidents	219	230	239	-	67	-	15	27	25
Complaints per 100,000 Boardings	3.77	3.78	4.27	4.27	5.06	●	3.93	5.55	5.65
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	18.34	17.50	15.89	14.75	20.29	●	14.35	26.34	20.66
*Lost Work Days per 200,000 Exposure Hours	1,329	1,375	1,318	1,289	1,370	●	1,256	1,494	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.79	11.71	10.34	9.64	12.62	●	9.65	15.86	N/A
% of OnTime Pullouts	95.78%	95.77%	96.22%	N/A	96.41%	N/A	96.41%	96.51%	96.31%
In-Service On-time Performance - Early	4.64%	4.00%	4.09%	2.00%	4.01%	●	4.34%	4.02%	3.67%
In-Service On-time Performance - Late	19.21%	20.65%	22.36%	19.85%	23.66%	●	21.23%	23.62%	26.11%
In-Service On-time Performance - OnTime	76.14%	75.35%	73.55%	78.15%	72.33%	●	74.42%	72.36%	70.22%
<b>Bus Directly Operated</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,961	4,482	4,818	5,187	4,988	●	4,803	4,982	5,199
Number of Unaddressed Road Calls	42	40	115	-	20	-	3	9	8
Mean Miles Between Total Road Calls	2,863	3,271	3,761	3,872	4,124	●	3,994	4,269	4,112
Bus Traffic Accidents Per 100,000 Miles	3.57	3.77	4.20	3.70	4.31	●	4.19	4.62	4.11
Number of 482 Alleged Accidents	219	230	239	-	67	-	15	27	25
Complaints per 100,000 Boardings	3.64	3.63	4.13	3.99	4.80	●	3.76	5.32	5.25
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	18.34	17.50	15.89	14.75	20.29	●	14.35	26.34	20.66
*Lost Work Days per 200,000 Exposure Hours	1,329	1,375	1,318	1,289	1,370	●	1,256	1,494	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.79	11.71	10.34	9.64	12.62	●	9.65	15.86	N/A
% of OnTime Pullouts	95.71%	95.57%	96.04%	N/A	96.30%	N/A	96.27%	96.41%	96.21%
In-Service On-time Performance - Early	5.01%	4.29%	4.34%	2.00%	4.27%	●	4.64%	4.28%	3.90%
In-Service On-time Performance - Late	18.84%	20.68%	22.57%	20.00%	23.84%	●	21.43%	23.84%	26.21%
In-Service On-time Performance - OnTime	76.15%	75.03%	73.09%	78.00%	71.89%	●	73.93%	71.88%	69.89%
<b>Bus Purchased Transportation</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	11,120	12,302	10,754	7,500	13,181	●	14,389	15,385	10,688
Mean Miles Between Total Road Calls	5,164	5,267	5,778	4,000	9,716	●	8,141	12,192	9,537
Bus Traffic Accidents Per 100,000 Miles	4.04	4.56	4.96	4.46	5.04	●	5.49	4.95	4.68
Complaints per 100,000 Boardings	6.44	6.89	7.29	10.00	10.55	●	7.46	10.25	13.72
% of OnTime Pullouts	98.73%	99.03%	99.12%	N/A	98.34%	N/A	98.70%	98.27%	98.07%
In-Service On-time Performance - Early	0.52%	0.70%	1.07%	2.00%	0.89%	●	0.88%	0.91%	0.87%
In-Service On-time Performance - Late	23.35%	20.29%	19.87%	18.00%	21.54%	●	18.87%	21.05%	24.85%
In-Service On-time Performance - OnTime	76.13%	79.01%	79.06%	80.00%	77.58%	●	80.25%	78.04%	74.28%

N/A = Not Available

\* There is One Month lag in reporting this data

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Measurement	FY 2014	FY 2015	FY 2016	FY 2017 Target	FY 2017 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Division 1</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,649	3,099	3,590	4,161	4,668	●	5,014	4,389	4,624
Number of Unaddressed Road Calls	0	18	45	-	0	-	0	0	0
Mean Miles Between Total Road Calls	2,077	2,058	2,795	3,353	3,491	●	3,767	3,404	3,303
Bus Traffic Accidents Per 100,000 Miles	3.94	4.18	5.00	4.50	5.14	●	4.59	6.00	4.82
Number of 482 Alleged Accidents	25	42	40	-	8	-	0	6	2
Complaints per 100,000 Boardings	2.72	2.92	3.87	3.86	3.99	●	3.41	4.53	4.00
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	19.57	16.40	14.12	13.46	18.67	●	19.14	20.62	16.40
*Lost Work Days per 200,000 Exposure Hours	1,253	1,387	1,199	1,141	943	●	925	963	N/A
*OSHA Injuries per 200,000 Exposure Hours	13.49	10.72	8.60	8.53	5.67	●	5.47	5.89	N/A
% of OnTime Pullouts	97.83%	96.47%	96.48%	N/A	96.75%	N/A	96.26%	97.38%	96.56%
In-Service On-time Performance - Early	4.54%	3.88%	4.17%	2.00%	3.50%	●	3.69%	3.64%	3.18%
In-Service On-time Performance - Late	17.69%	21.47%	25.83%	23.15%	23.97%	●	22.77%	23.91%	25.23%
In-Service On-time Performance - OnTime	77.77%	74.65%	70.00%	74.85%	72.52%	●	73.54%	72.45%	71.59%
<b>Division 2</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,151	3,461	5,297	5,577	6,977	●	5,960	8,146	7,130
Number of Unaddressed Road Calls	1	2	2	-	1	-	0	1	0
Mean Miles Between Total Road Calls	2,251	2,360	3,652	3,765	4,820	●	4,229	5,932	4,565
Bus Traffic Accidents Per 100,000 Miles	4.25	4.24	4.50	4.00	4.71	●	4.77	5.31	4.03
Number of 482 Alleged Accidents	24	25	17	-	3	-	1	0	2
Complaints per 100,000 Boardings	2.40	2.20	2.56	2.47	3.16	●	2.47	3.28	3.72
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	21.72	20.68	23.74	17.99	17.03	●	14.66	16.10	20.19
*Lost Work Days per 200,000 Exposure Hours	1,746	1,359	1,319	1,147	1,777	●	2,270	1,236	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.61	11.95	14.10	14.21	6.14	●	0.00	12.88	N/A
% of OnTime Pullouts	96.49%	95.76%	97.19%	N/A	97.16%	N/A	97.26%	97.31%	96.92%
In-Service On-time Performance - Early	4.71%	4.96%	4.70%	2.00%	4.19%	●	4.62%	4.11%	3.84%
In-Service On-time Performance - Late	19.17%	20.79%	23.22%	20.95%	24.40%	●	21.49%	24.62%	27.14%
In-Service On-time Performance - OnTime	76.12%	74.26%	72.08%	77.05%	71.41%	●	73.89%	71.27%	69.02%
<b>Division 3</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,614	5,599	5,230	5,507	4,160	●	3,436	4,201	5,192
Number of Unaddressed Road Calls	3	3	1	-	0	-	0	0	0
Mean Miles Between Total Road Calls	3,732	3,924	4,347	4,481	3,802	●	3,268	3,964	4,320
Bus Traffic Accidents Per 100,000 Miles	4.47	4.67	5.35	4.84	4.64	●	4.85	5.68	3.33
Number of 482 Alleged Accidents	7	2	15	-	3	-	2	1	0
Complaints per 100,000 Boardings	3.70	3.81	4.18	4.13	5.18	●	3.75	5.17	6.55
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	15.09	14.16	18.69	17.93	23.96	●	17.39	38.55	17.37
*Lost Work Days per 200,000 Exposure Hours	749	1,146	2,076	2,102	1,402	●	1,312	1,502	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.21	10.51	13.84	12.63	19.81	●	23.19	16.06	N/A
% of OnTime Pullouts	98.11%	96.93%	97.92%	N/A	98.23%	N/A	98.10%	98.30%	98.29%
In-Service On-time Performance - Early	6.18%	5.64%	5.35%	2.00%	5.57%	●	5.89%	5.50%	5.32%
In-Service On-time Performance - Late	18.69%	19.95%	21.87%	20.16%	23.90%	●	20.94%	24.23%	26.52%
In-Service On-time Performance - OnTime	75.12%	74.41%	72.78%	77.84%	70.53%	●	73.17%	70.27%	68.17%

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Measurement	FY 2014	FY 2015	FY 2016	FY 2017 Target	FY 2017 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Division 5</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,954	5,383	5,922	6,232	5,868	●	6,592	6,493	4,845
Number of Unaddressed Road Calls	3	3	4	-	9	-	2	1	6
Mean Miles Between Total Road Calls	2,731	3,838	4,752	4,899	5,403	●	5,493	6,352	4,604
Bus Traffic Accidents Per 100,000 Miles	4.81	4.88	4.66	4.19	6.40	●	6.78	6.16	6.28
Number of 482 Alleged Accidents	37	37	38	-	11	-	3	3	5
Complaints per 100,000 Boardings	2.92	2.84	3.54	3.53	4.07	●	3.28	4.87	3.99
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.88	17.28	17.95	17.21	25.38	●	13.81	32.52	30.24
*Lost Work Days per 200,000 Exposure Hours	2,101	1,998	1,237	1,150	1,102	●	1,160	1,040	N/A
*OSHA Injuries per 200,000 Exposure Hours	13.13	12.85	10.45	10.04	17.14	●	13.81	20.70	N/A
% of OnTime Pullouts	96.21%	96.97%	97.21%	N/A	97.80%	N/A	97.66%	97.75%	97.99%
In-Service On-time Performance - Early	6.05%	5.05%	5.32%	2.00%	5.21%	●	5.82%	5.20%	4.58%
In-Service On-time Performance - Late	19.11%	20.62%	22.03%	20.25%	24.36%	●	20.74%	24.36%	28.08%
In-Service On-time Performance - OnTime	74.84%	74.32%	72.65%	77.75%	70.43%	●	73.44%	70.44%	67.34%
<b>Division 7</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,453	5,913	5,078	5,345	4,738	●	4,844	4,885	4,490
Number of Unaddressed Road Calls	2	2	0	-	0	-	0	0	0
Mean Miles Between Total Road Calls	2,423	4,216	3,995	4,119	4,338	●	4,683	4,493	3,896
Bus Traffic Accidents Per 100,000 Miles	4.60	4.59	4.65	4.14	5.27	●	4.56	6.05	5.16
Number of 482 Alleged Accidents	12	12	24	-	3	-	0	3	0
Complaints per 100,000 Boardings	3.32	3.28	3.86	3.63	4.78	●	3.75	5.64	4.88
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	13.74	11.36	11.39	11.17	11.26	●	12.94	4.80	15.50
*Lost Work Days per 200,000 Exposure Hours	978	875	746	801	789	●	1,102	440	N/A
*OSHA Injuries per 200,000 Exposure Hours	9.04	6.67	6.15	5.83	5.68	●	6.47	4.80	N/A
% of OnTime Pullouts	94.29%	95.22%	95.73%	N/A	96.54%	N/A	96.20%	96.90%	96.48%
In-Service On-time Performance - Early	5.32%	4.28%	4.41%	2.00%	4.65%	●	5.09%	4.59%	4.28%
In-Service On-time Performance - Late	22.71%	24.09%	25.25%	22.51%	26.57%	●	24.74%	27.04%	27.95%
In-Service On-time Performance - OnTime	71.98%	71.64%	70.34%	75.49%	68.78%	●	70.17%	68.37%	67.77%
<b>Division 8</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,292	5,623	5,316	5,595	5,795	●	6,018	5,162	6,379
Number of Unaddressed Road Calls	21	0	29	-	5	-	0	3	2
Mean Miles Between Total Road Calls	4,717	4,979	4,754	4,901	5,091	●	5,237	4,633	5,511
Bus Traffic Accidents Per 100,000 Miles	1.86	2.02	2.47	2.27	2.00	●	2.04	2.21	1.74
Number of 482 Alleged Accidents	10	8	19	-	7	-	1	1	5
Complaints per 100,000 Boardings	4.30	3.42	4.40	4.33	5.60	●	4.57	5.89	6.23
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	18.34	17.88	18.38	17.63	18.37	●	20.12	15.26	19.52
*Lost Work Days per 200,000 Exposure Hours	1,499	1,707	1,752	1,771	1,458	●	1,365	1,557	N/A
*OSHA Injuries per 200,000 Exposure Hours	16.46	15.06	14.14	12.38	17.76	●	20.12	15.26	N/A
% of OnTime Pullouts	95.49%	96.16%	96.25%	N/A	95.93%	N/A	95.67%	96.12%	95.96%
In-Service On-time Performance - Early	3.97%	3.21%	3.27%	2.00%	4.45%	●	5.01%	4.60%	3.87%
In-Service On-time Performance - Late	12.38%	12.05%	13.66%	11.72%	16.33%	●	13.05%	16.34%	19.00%
In-Service On-time Performance - OnTime	83.65%	84.74%	83.06%	86.28%	79.22%	●	81.94%	79.05%	77.13%

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<b>Division 9</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,366	5,141	5,806	6,113	6,037	●	5,618	4,926	8,816
Number of Unaddressed Road Calls	4	0	17	-	1	-	1	0	0
Mean Miles Between Total Road Calls	4,100	4,104	4,045	4,171	3,924	●	3,762	3,741	4,340
Bus Traffic Accidents Per 100,000 Miles	2.22	2.23	2.47	2.26	2.15	●	2.23	2.00	2.24
Number of 482 Alleged Accidents	25	12	6	-	5	-	1	2	2
Complaints per 100,000 Boardings	5.33	5.88	6.66	6.41	7.46	●	6.39	7.69	8.21
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	25.80	24.72	17.66	17.47	19.24	●	21.33	20.28	16.25
*Lost Work Days per 200,000 Exposure Hours	1,302	1,662	1,750	1,761	1,202	●	1,149	1,258	N/A
*OSHA Injuries per 200,000 Exposure Hours	19.86	15.34	10.38	10.53	14.70	●	14.22	15.21	N/A
% of OnTime Pullouts	97.88%	97.34%	96.72%	N/A	97.29%	N/A	97.46%	97.17%	97.26%
In-Service On-time Performance - Early	5.65%	5.01%	4.03%	2.00%	3.92%	●	3.96%	3.99%	3.80%
In-Service On-time Performance - Late	18.80%	19.98%	20.59%	17.63%	21.16%	●	18.05%	21.17%	24.21%
In-Service On-time Performance - OnTime	75.55%	75.00%	75.38%	80.37%	74.92%	●	77.99%	74.84%	72.00%
<b>Division 10</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	2,931	2,961	3,478	5,390	3,083	●	3,410	2,451	3,791
Number of Unaddressed Road Calls	5	2	3	-	2	-	0	2	0
Mean Miles Between Total Road Calls	2,145	2,343	2,746	3,804	2,372	●	2,404	2,105	2,708
Bus Traffic Accidents Per 100,000 Miles	3.92	4.61	5.26	7.04	3.03	●	4.09	3.65	1.32
Number of 482 Alleged Accidents	20	29	23	-	5	-	0	3	2
Complaints per 100,000 Boardings	2.93	2.95	3.19	4.17	5.86	●	3.84	8.05	5.38
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	16.74	24.23	16.47	2.31	41.98	●	18.88	59.80	48.34
*Lost Work Days per 200,000 Exposure Hours	1,392	1,371	1,232	22	5,220	●	2,765	7,811	N/A
*OSHA Injuries per 200,000 Exposure Hours	9.28	16.36	8.95	0.94	4.85	●	0.00	9.97	N/A
% of OnTime Pullouts	92.02%	90.76%	91.59%	N/A	92.36%	N/A	93.30%	91.71%	92.20%
In-Service On-time Performance - Early	5.00%	4.12%	4.83%	2.00%	5.72%	●	5.49%	6.37%	5.23%
In-Service On-time Performance - Late	23.13%	24.39%	25.68%	22.64%	26.22%	●	25.76%	25.26%	27.71%
In-Service On-time Performance - OnTime	71.87%	71.49%	69.49%	75.36%	68.06%	●	68.75%	68.36%	67.05%
<b>Division 13</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	N/A	N/A	5,123	4,165	3,411	●	3,012	3,986	3,362
Number of Unaddressed Road Calls	N/A	N/A	0	-	0	-	0	0	0
Mean Miles Between Total Road Calls	N/A	N/A	3,696	3,248	3,036	●	2,665	3,757	2,870
Bus Traffic Accidents Per 100,000 Miles	N/A	N/A	7.54	4.76	6.22	●	6.40	6.61	5.63
Number of 482 Alleged Accidents	0	0	1	-	5	-	1	2	2
Complaints per 100,000 Boardings	N/A	N/A	4.64	3.08	3.40	●	2.84	3.59	3.78
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	N/A	N/A	4.72	15.76	22.13	●	13.35	35.35	18.88
*Lost Work Days per 200,000 Exposure Hours	N/A	N/A	83	1,259	77	N/A	53	103	N/A
*OSHA Injuries per 200,000 Exposure Hours	N/A	N/A	2.36	8.07	16.81	N/A	8.01	26.51	N/A
% of OnTime Pullouts	N/A	N/A	95.54%	N/A	93.27%	N/A	93.62%	93.51%	92.69%
In-Service On-time Performance - Early	N/A	N/A	5.61%	2.00%	4.35%	●	4.93%	4.39%	3.77%
In-Service On-time Performance - Late	N/A	N/A	23.85%	23.08%	28.40%	●	29.55%	27.89%	27.88%
In-Service On-time Performance - OnTime	N/A	N/A	70.54%	74.92%	67.25%	●	65.52%	67.72%	68.35%

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 2014	FY 2015	FY 2016	FY 2017 Target	FY 2017 YTD	FYTD Status	Jul Month	Aug Month	Sep Month
<b>Division 15</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,210	4,133	4,344	4,573	4,616	●	4,624	4,584	4,641
Number of Unaddressed Road Calls	0	9	13	-	2	-	0	2	0
Mean Miles Between Total Road Calls	3,552	3,485	3,887	4,007	4,327	●	4,345	4,181	4,472
Bus Traffic Accidents Per 100,000 Miles	3.19	3.12	4.01	3.50	3.61	●	2.43	3.77	4.63
Number of 482 Alleged Accidents	23	19	15	-	3	-	2	1	0
Complaints per 100,000 Boardings	4.27	4.47	4.83	4.68	5.45	●	4.38	5.84	6.07
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	13.26	13.50	13.92	12.05	22.94	●	8.75	30.72	29.70
*Lost Work Days per 200,000 Exposure Hours	988	981	1,138	1,094	1,521	●	1,379	1,674	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.09	9.72	12.29	10.13	11.36	●	4.37	18.91	N/A
% of OnTime Pullouts	95.92%	95.61%	95.41%	N/A	95.05%	N/A	95.10%	95.10%	94.96%
In-Service On-time Performance - Early	4.19%	3.71%	3.83%	2.00%	3.78%	●	4.17%	3.82%	3.34%
In-Service On-time Performance - Late	17.71%	18.74%	21.40%	18.34%	21.29%	●	18.18%	20.66%	25.06%
In-Service On-time Performance - OnTime	78.10%	77.55%	74.78%	79.66%	74.93%	●	77.65%	75.52%	71.60%
<b>Division 18</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,425	5,168	5,138	5,409	6,067	●	5,508	7,086	5,781
Number of Unaddressed Road Calls	3	1	1	-	0	-	0	0	0
Mean Miles Between Total Road Calls	2,558	3,176	3,634	3,747	4,800	●	4,464	5,397	4,611
Bus Traffic Accidents Per 100,000 Miles	3.43	4.12	4.61	4.11	4.82	●	5.15	4.66	4.65
Number of 482 Alleged Accidents	35	41	38	-	14	-	4	5	5
Complaints per 100,000 Boardings	4.45	4.31	4.26	4.04	5.03	●	3.39	6.05	5.55
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	19.15	15.30	10.47	10.43	19.50	●	4.37	40.60	15.31
*Lost Work Days per 200,000 Exposure Hours	1,446	1,378	945	943	2,083	●	1,169	3,082	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.48	9.86	7.15	6.67	14.84	●	6.56	23.88	N/A
% of OnTime Pullouts	93.67%	93.93%	96.12%	N/A	96.14%	N/A	96.32%	95.98%	96.14%
In-Service On-time Performance - Early	4.99%	4.00%	3.97%	2.00%	3.44%	●	3.71%	3.30%	3.31%
In-Service On-time Performance - Late	20.14%	24.37%	25.19%	22.36%	25.65%	●	22.54%	25.59%	28.86%
In-Service On-time Performance - OnTime	74.87%	71.63%	70.84%	75.64%	70.91%	●	73.75%	71.12%	67.82%

N/A = Not Available

\* There is One Month lag in reporting this data

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

Measurement	FY 2014	FY 2015	FY 2016	FY 2017 Target	FY 2017 YTD	FYTD Status	Jul Month	Aug Month	Sep Month	
<b>Division 95</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	14,936	18,327	48,943	7,500	52,266	●	38,307	54,407	76,974	
Mean Miles Between Total Road Calls	7,636	6,602	21,806	4,000	23,520	●	30,646	20,403	21,992	
Bus Traffic Accidents Per 100,000 Miles	3.16	4.94	3.54	3.04	5.74	●	5.87	4.29	7.15	
Complaints per 100,000 Boardings	7.17	7.59	6.45	10.00	6.78	●	6.05	5.37	8.81	
% of OnTime Pullouts	99.95%	99.77%	99.74%	N/A	99.96%	N/A	99.86%	100.00%	100.00%	
In-Service On-time Performance - Early	0.48%	0.27%	0.58%	2.00%	0.40%	●	0.47%	0.38%	0.33%	
In-Service On-time Performance - Late	23.04%	19.90%	20.05%	18.00%	18.46%	●	14.64%	17.88%	22.90%	
In-Service On-time Performance - OnTime	76.48%	79.83%	79.38%	80.00%	81.15%	●	84.89%	81.73%	76.77%	
<b>Division 97</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	8,082	8,154	5,980	7,500	6,561	●	7,205	7,060	5,649	
Mean Miles Between Total Road Calls	4,188	4,301	4,399	4,000	6,978	●	5,043	8,426	8,766	
Bus Traffic Accidents Per 100,000 Miles	5.25	4.38	4.83	4.33	4.43	●	3.97	5.36	3.93	
Complaints per 100,000 Boardings	7.04	8.18	8.56	10.00	13.71	●	8.39	14.52	17.90	
% of OnTime Pullouts	99.27%	99.26%	99.11%	N/A	98.71%	N/A	99.07%	98.89%	98.17%	
In-Service On-time Performance - Early	0.38%	0.82%	0.77%	2.00%	0.85%	●	0.72%	0.96%	0.87%	
In-Service On-time Performance - Late	26.27%	23.32%	20.03%	18.00%	22.89%	●	21.09%	21.70%	26.03%	
In-Service On-time Performance - OnTime	73.35%	75.85%	79.20%	80.00%	76.26%	●	78.19%	77.34%	73.10%	
<b>Division 98</b>										
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	14,548	22,149	16,131	7,500	38,050	●	53,339	110,876	19,249	
Mean Miles Between Total Road Calls	4,837	6,079	4,435	4,000	10,107	●	10,160	15,839	7,301	
Bus Traffic Accidents Per 100,000 Miles	3.38	4.41	6.57	6.07	5.26	●	7.03	4.96	3.78	
Complaints per 100,000 Boardings	4.66	4.11	6.21	10.00	8.96	●	7.17	7.94	11.69	
% of OnTime Pullouts	96.94%	98.16%	98.70%	N/A	97.09%	N/A	97.70%	96.74%	96.91%	
In-Service On-time Performance - Early	0.79%	0.91%	1.83%	2.00%	1.29%	●	1.37%	1.23%	1.28%	
In-Service On-time Performance - Late	19.12%	16.62%	19.53%	18.00%	21.92%	●	18.79%	22.54%	24.65%	
In-Service On-time Performance - OnTime	80.09%	82.47%	78.64%	80.00%	76.79%	●	79.83%	76.23%	74.08%	

N/A = Not Available

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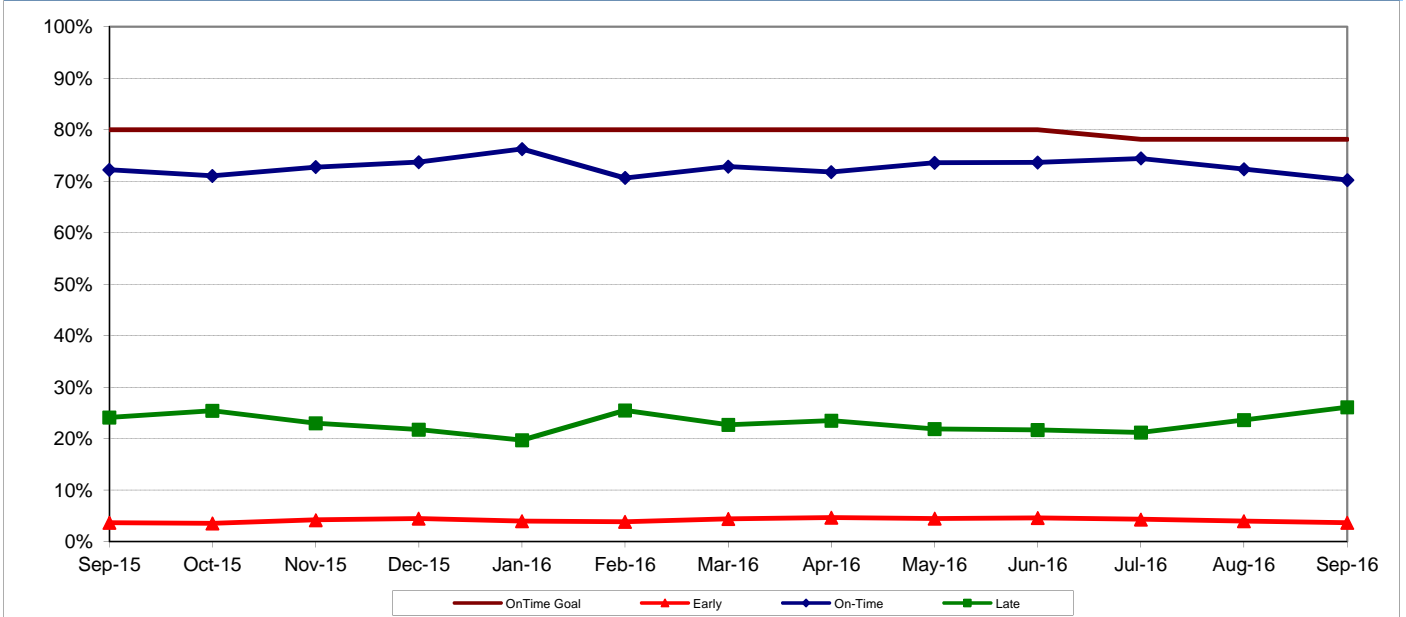


## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

**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).

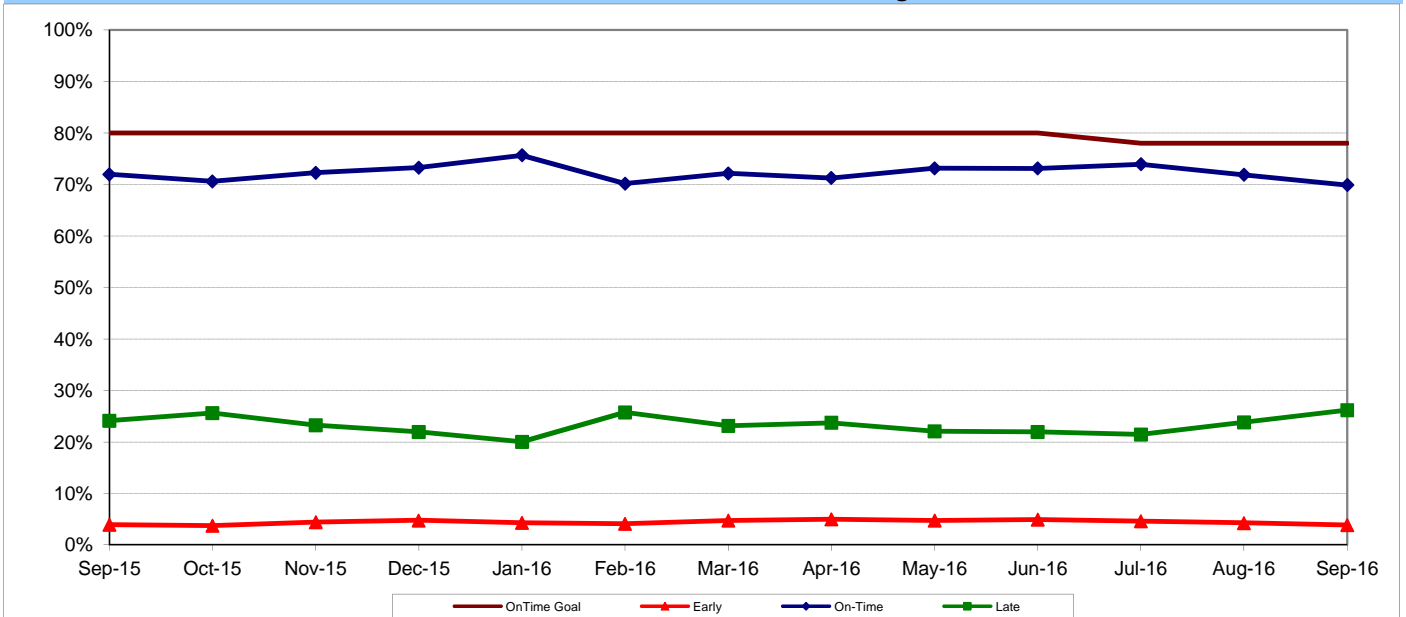
**Calculation:** ISOTP%: Early = Early Cases/Total Cases; OnTime = OnTime Cases/Total Cases; Late = Late Cases/Total Cases

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



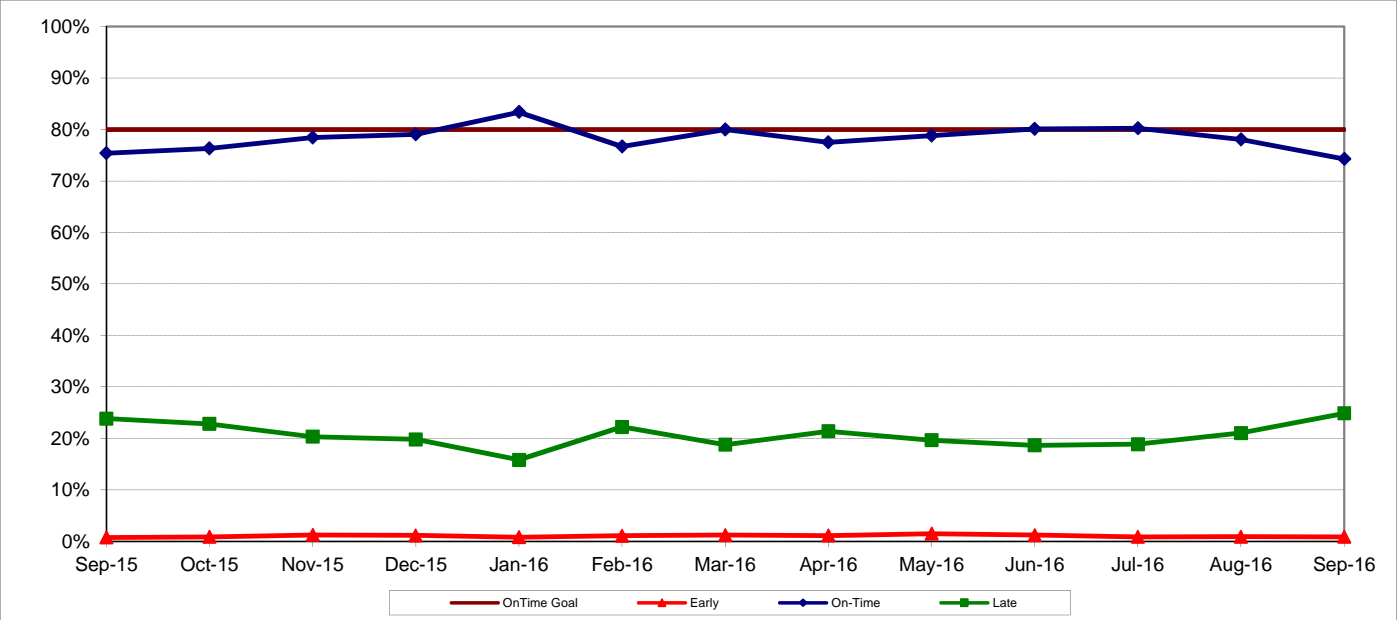
Remaining Above the Goal line is the target.

### Directly Operated ISOTP - 1 Minute Tolerance for Running Hot

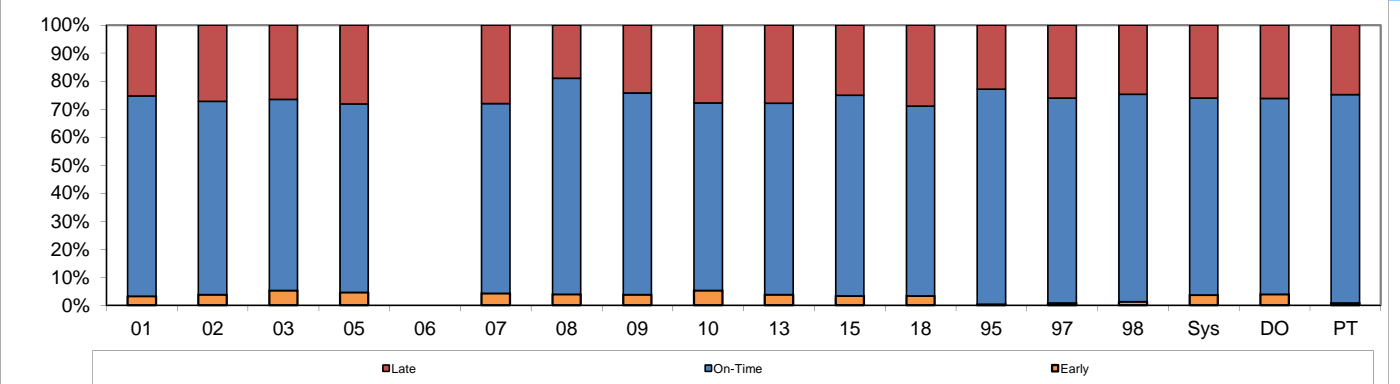


Remaining Above the Goal line is the target.

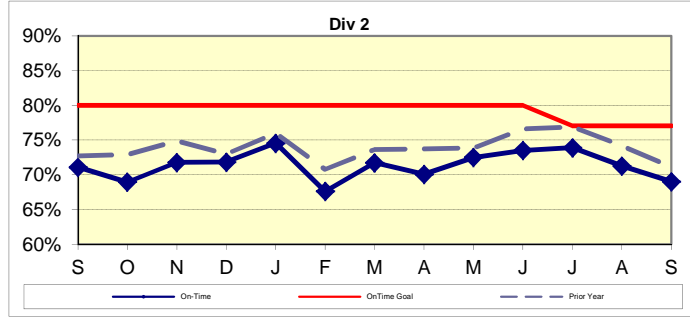
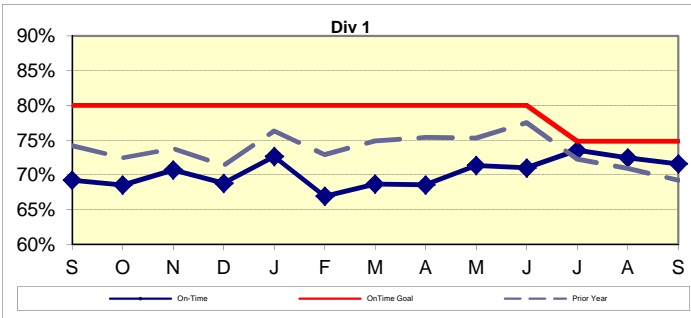
**Purchased Transportation  
ISOTP - 1 Minute Tolerance for Running Hot**



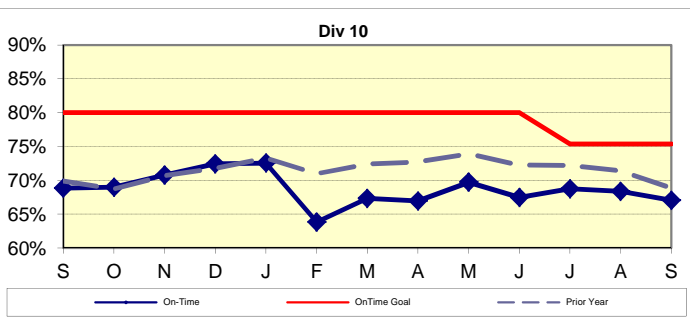
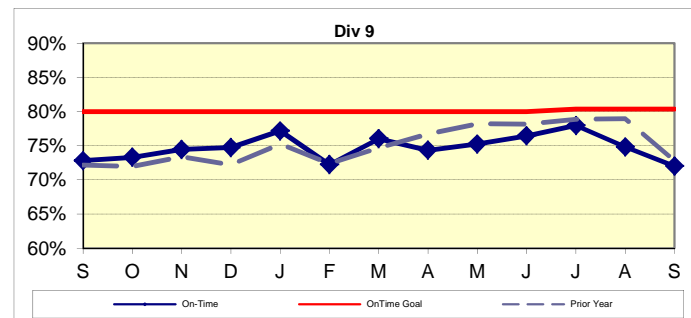
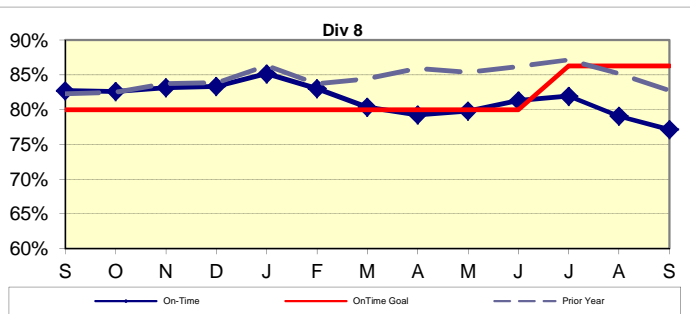
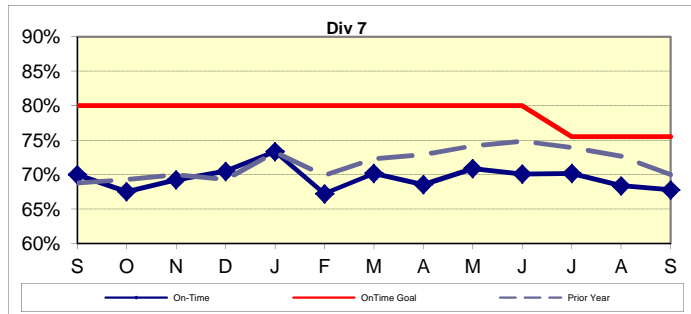
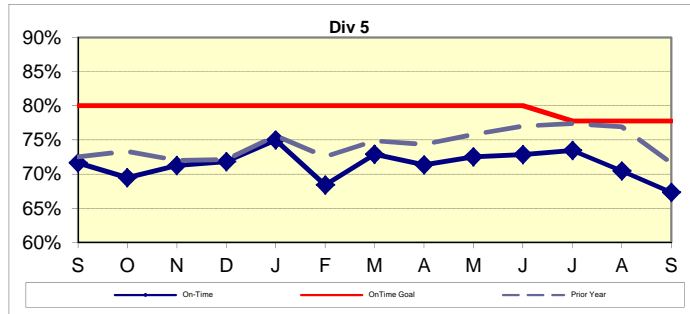
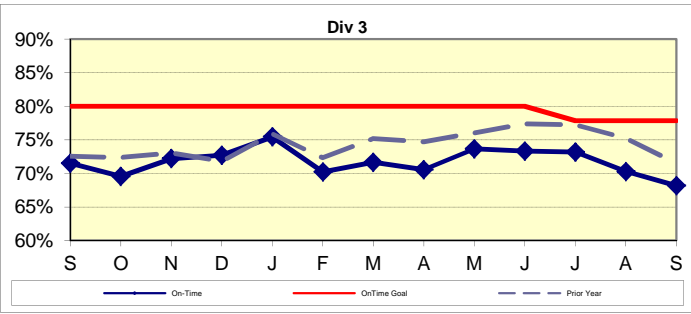
**Bus Operating Divisions - Sep 2016**

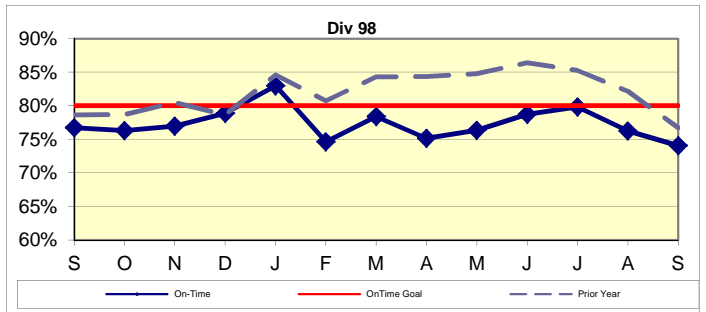
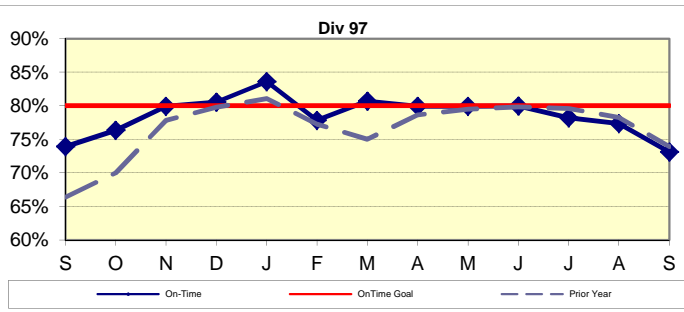
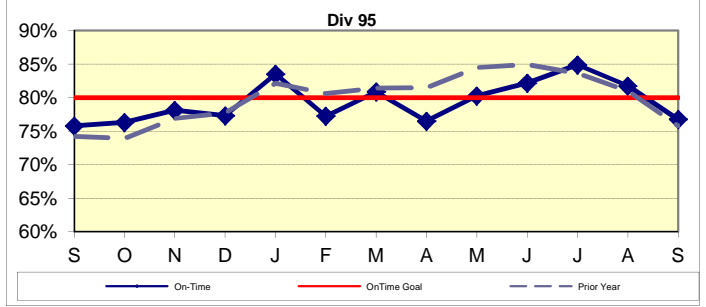
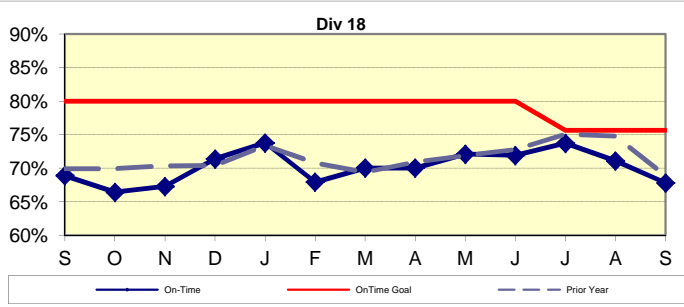
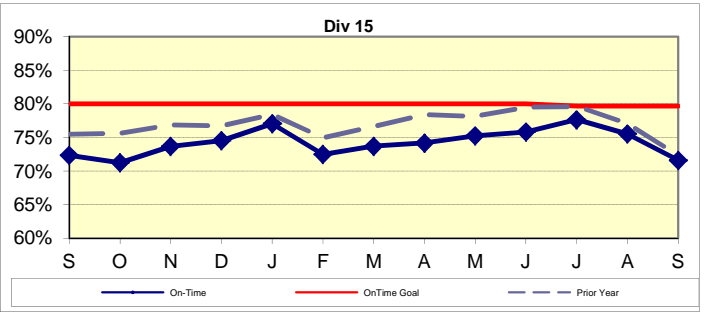
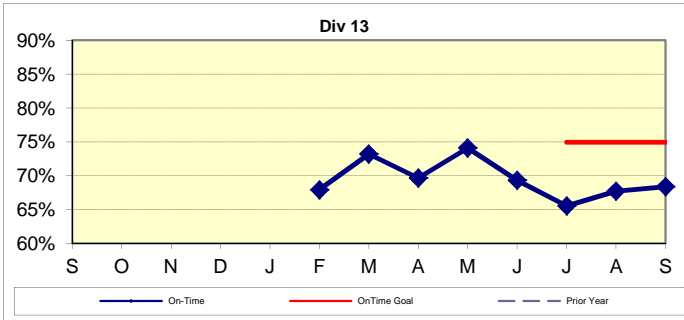


## ISOTP By Division



Remaining Above the Goal line is the target.





**ISOTP By Division**

**Year-to-Date Compared To Last Year**

	FY 2016	FY 2017 YTD	Variance
<b>Division 1</b>			
Early	4.17%	3.50%	-0.67%
On-Time	70.00%	72.52%	2.52%
Late	25.83%	23.97%	-1.85%

	FY 2016	FY 2017 YTD	Variance
<b>Division 2</b>			
Early	4.70%	4.19%	-0.51%
On-Time	72.08%	71.41%	-0.67%
Late	23.22%	24.40%	1.18%

	FY 2016	FY 2017 YTD	Variance
<b>Division 3</b>			
Early	5.35%	5.57%	0.22%
On-Time	72.78%	70.53%	-2.25%
Late	21.87%	23.90%	2.03%

	FY 2016	FY 2017 YTD	Variance
<b>Division 5</b>			
Early	5.32%	5.21%	-0.11%
On-Time	72.65%	70.43%	-2.22%
Late	22.03%	24.36%	2.33%

	FY 2016	FY 2017 YTD	Variance
<b>Division 7</b>			
Early	4.41%	4.65%	0.25%
On-Time	70.34%	68.78%	-1.57%
Late	25.25%	26.57%	1.32%

	FY 2016	FY 2017 YTD	Variance
<b>Division 8</b>			
Early	3.27%	4.45%	1.18%
On-Time	83.06%	79.22%	-3.85%
Late	13.66%	16.33%	2.67%

	FY 2016	FY 2017 YTD	Variance
<b>Division 9</b>			
Early	4.03%	3.92%	-0.06%
On-Time	75.38%	74.92%	2.60%
Late	20.59%	21.16%	-2.54%

	FY 2016	FY 2017 YTD	Variance
<b>Division 10</b>			
Early	4.83%	5.72%	0.66%
On-Time	69.49%	68.06%	-0.74%
Late	25.68%	26.22%	0.08%

	FY 2016	FY 2017 YTD	Variance
<b>Division 13</b>			
Early	5.61%	4.35%	-1.26%
On-Time	70.54%	67.25%	-3.29%
Late	23.85%	28.40%	4.55%

	FY 2016	FY 2017 YTD	Variance
<b>Division 15</b>			
Early	3.83%	3.78%	-0.05%
On-Time	74.78%	74.93%	0.15%
Late	21.40%	21.29%	-0.10%

	FY 2016	FY 2017 YTD	Variance
<b>Division 18</b>			
Early	3.97%	3.44%	-0.53%
On-Time	70.84%	70.91%	0.07%
Late	25.19%	25.65%	0.46%

	FY 2016	FY 2017 YTD	Variance
<b>Division 95</b>			
Early	0.58%	0.40%	-0.18%
On-Time	79.38%	81.15%	1.77%
Late	20.05%	18.46%	-1.59%

	FY 2016	FY 2017 YTD	Variance
<b>Division 97</b>			
Early	0.77%	0.85%	0.08%
On-Time	79.20%	76.26%	-2.94%
Late	20.03%	22.89%	2.86%

	FY 2016	FY 2017 YTD	Variance
<b>Division 98</b>			
Early	1.83%	1.29%	-0.54%
On-Time	78.64%	76.79%	-1.85%
Late	19.53%	21.92%	2.39%

	FY 2016	FY 2017 YTD	Variance
<b>SYSTEMWIDE</b>			
Early	4.09%	4.01%	-0.08%
On-Time	73.55%	72.33%	-1.22%
Late	22.36%	23.66%	1.30%

	FY 2016	FY 2017 YTD	Variance
<b>DIRECTLY OPERATED</b>			
Early	4.34%	4.27%	-0.07%
On-Time	73.09%	71.89%	-1.20%
Late	22.57%	23.84%	1.27%

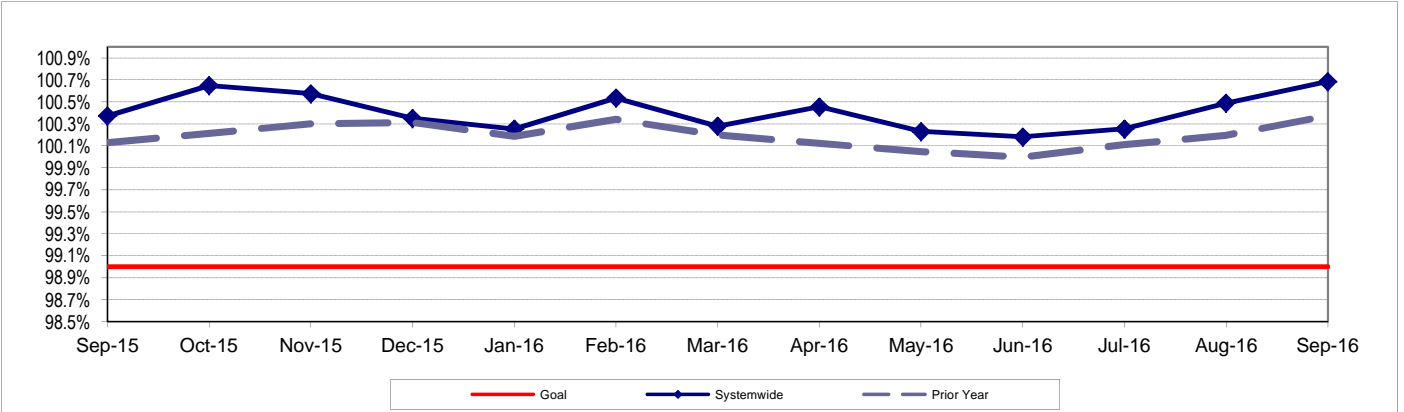
	FY 2016	FY 2017 YTD	Variance
<b>PURCHASED TRANSPORTATION</b>			
Early	1.07%	0.89%	-0.18%
On-Time	79.06%	77.58%	-1.49%
Late	19.87%	21.54%	1.66%

## 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.

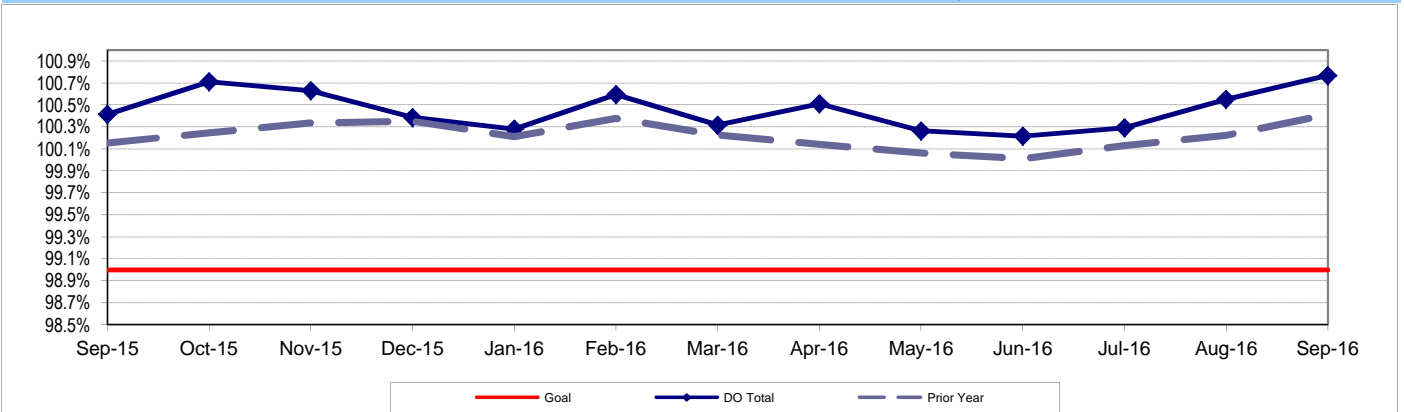
**Calculation:**  $SRHD\% = \text{Actual Revenue Hours} / \text{Scheduled Revenue Hours}$

### Actual To Scheduled Revenue Hours Delivered - Systemwide Trend



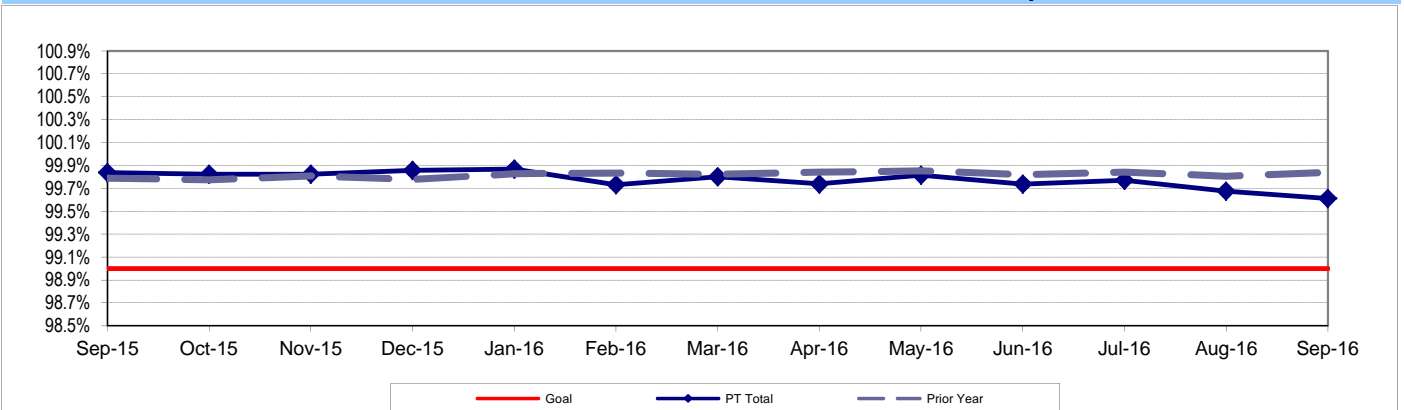
Remaining At the Goal line is the target.

### Actual To Scheduled Revenue Hours Delivered - Directly Operated



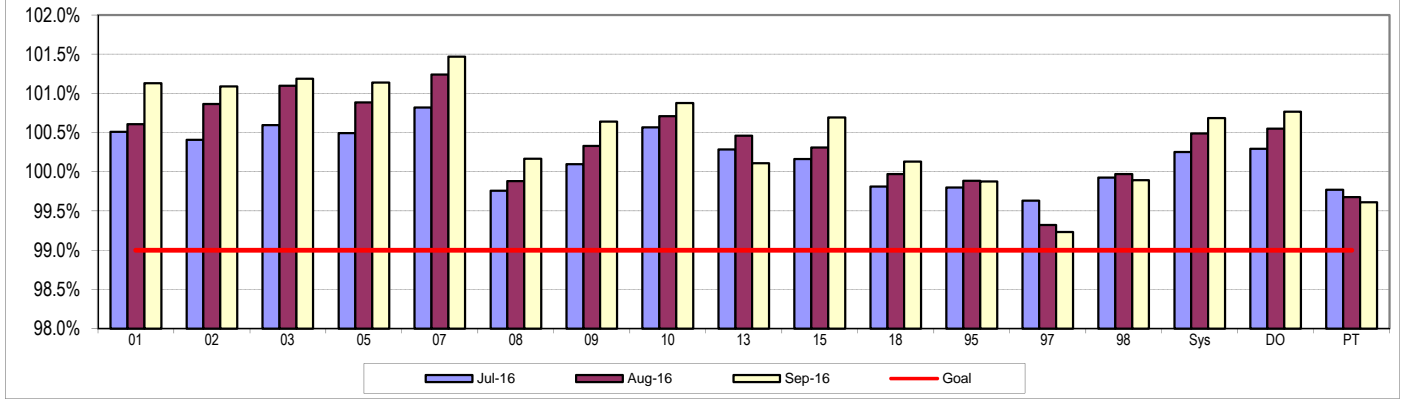
Remaining At the Goal line is the target.

### Actual To Scheduled Revenue Hours Delivered - Purchased Transportation



Remaining At the Goal line is the target.

**Actual To Scheduled Revenue Hours Delivered - by Divisions  
Jul 2016 - Sep 2016**



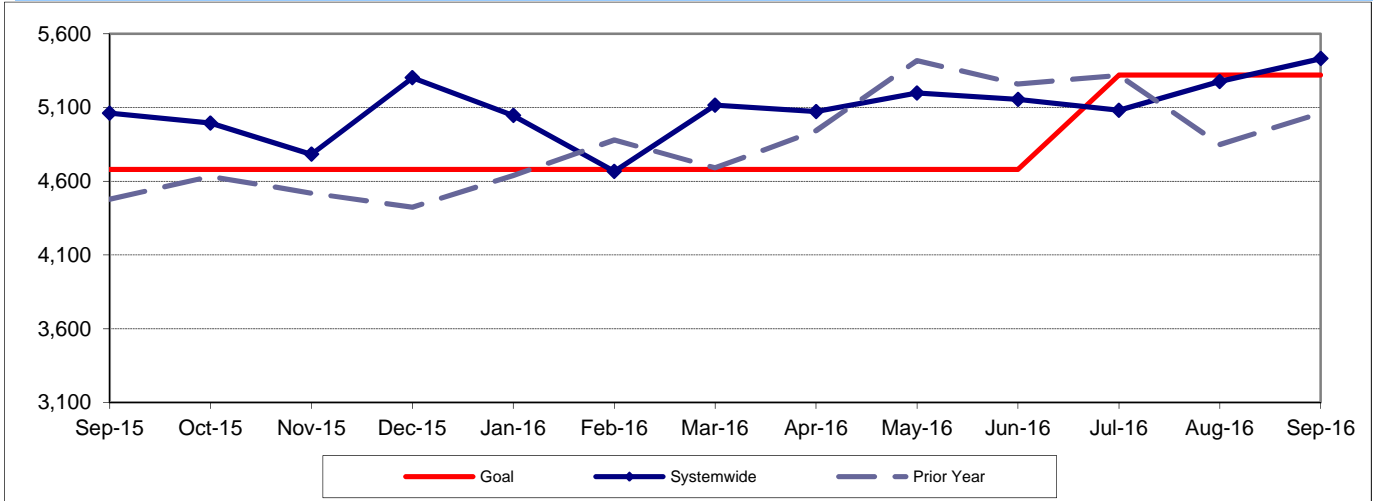
# BUS MAINTENANCE PERFORMANCE

## 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.

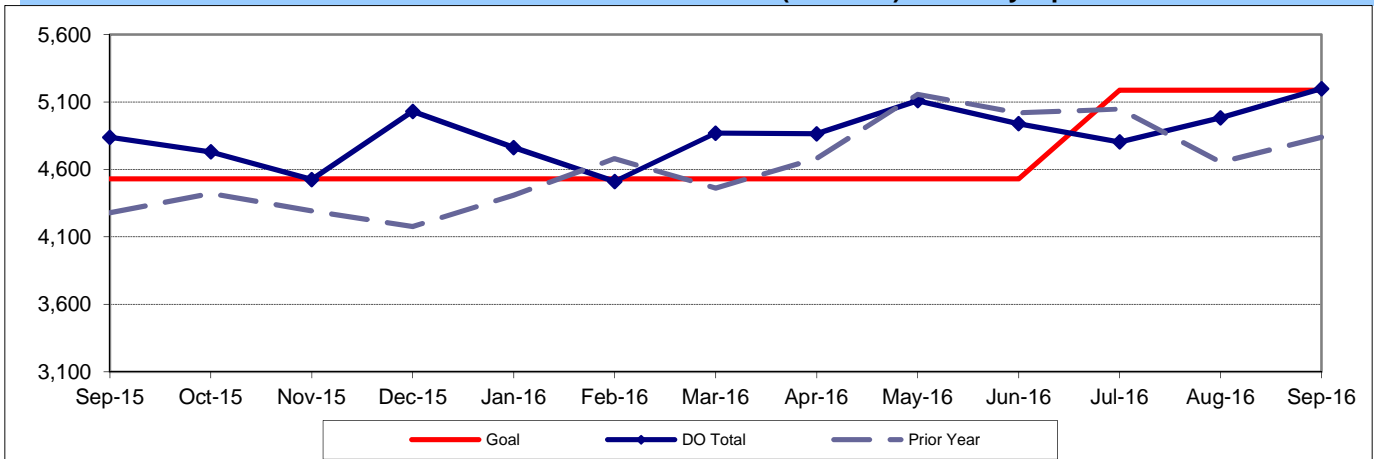
**Calculation:**  $MMBMF = \text{Total Hub Miles} / \text{Mechanical Failures Requiring a Bus Exchange}$

### Mean Miles Between Mechanical Failures (MMBMF) - Systemwide Trend



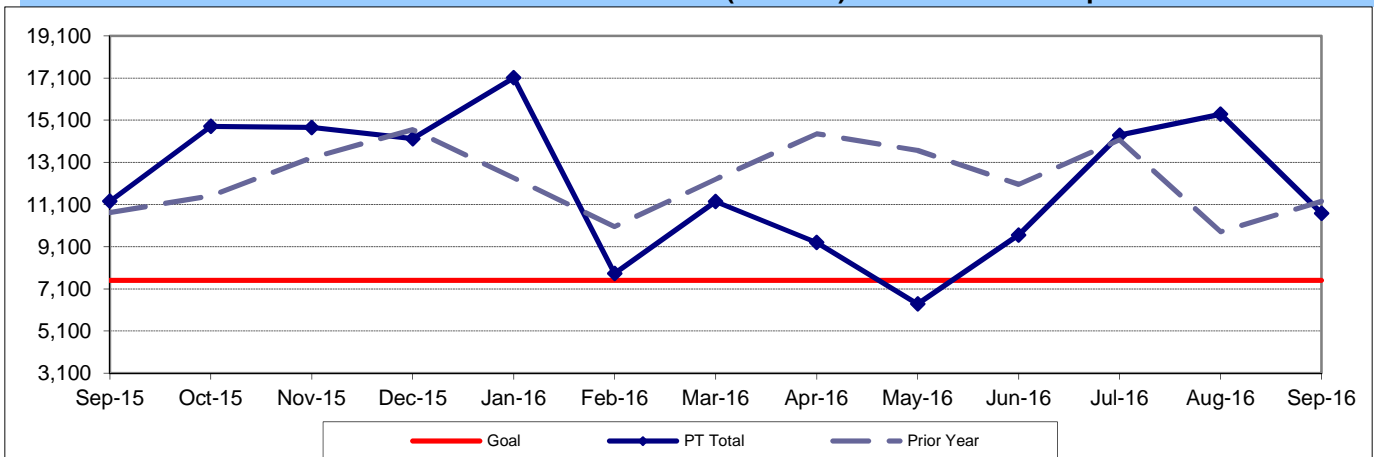
Remaining Above the Goal line is the target.

### Mean Miles Between Mechanical Failures (MMBMF) - Directly Operated



Remaining Above the Goal line is the target.

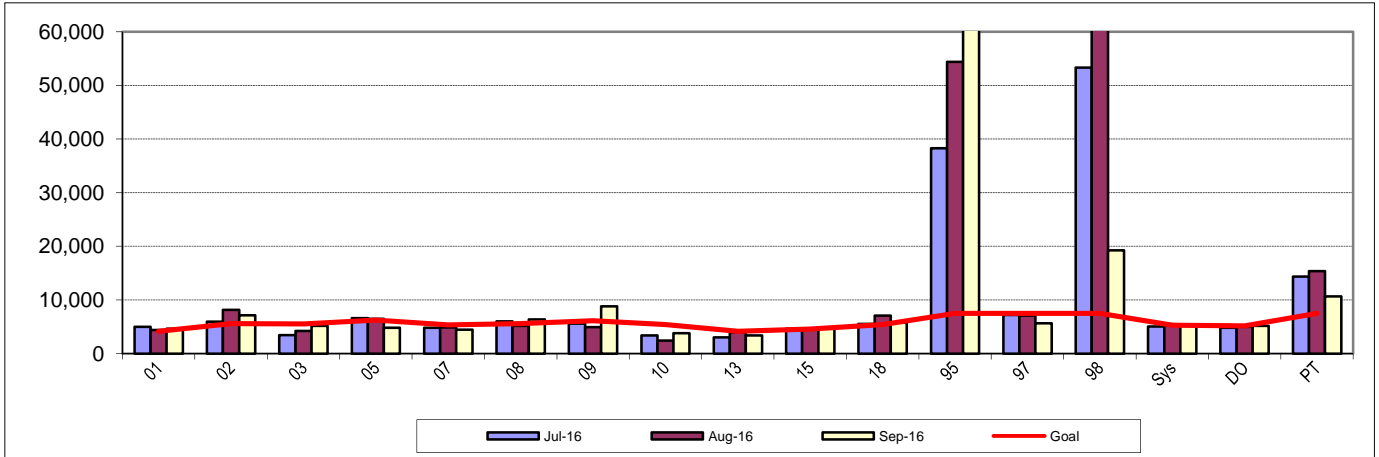
### Mean Miles Between Mechanical Failures (MMBMF) - Purchased Transportation



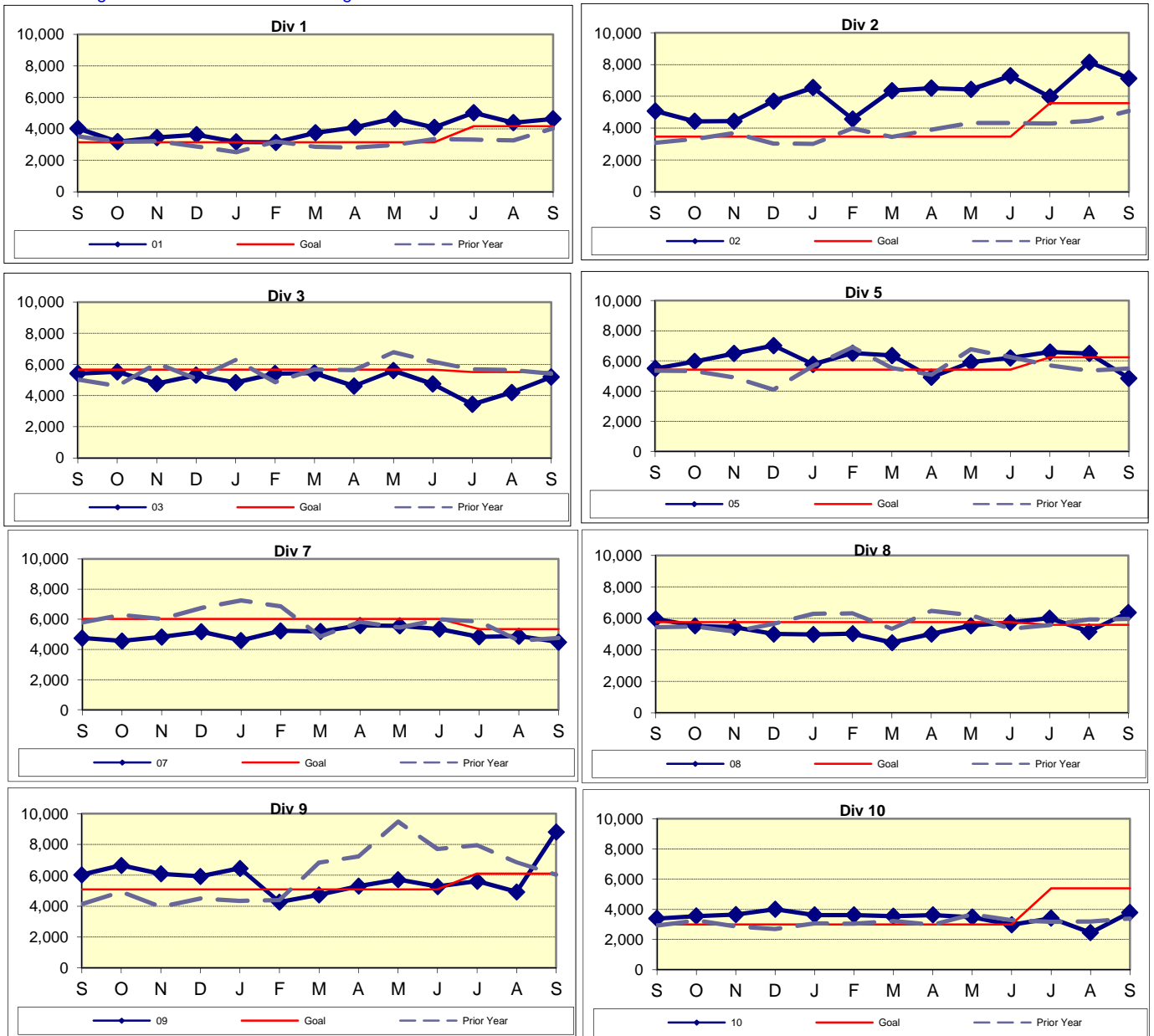
Remaining Above the Goal line is the target.



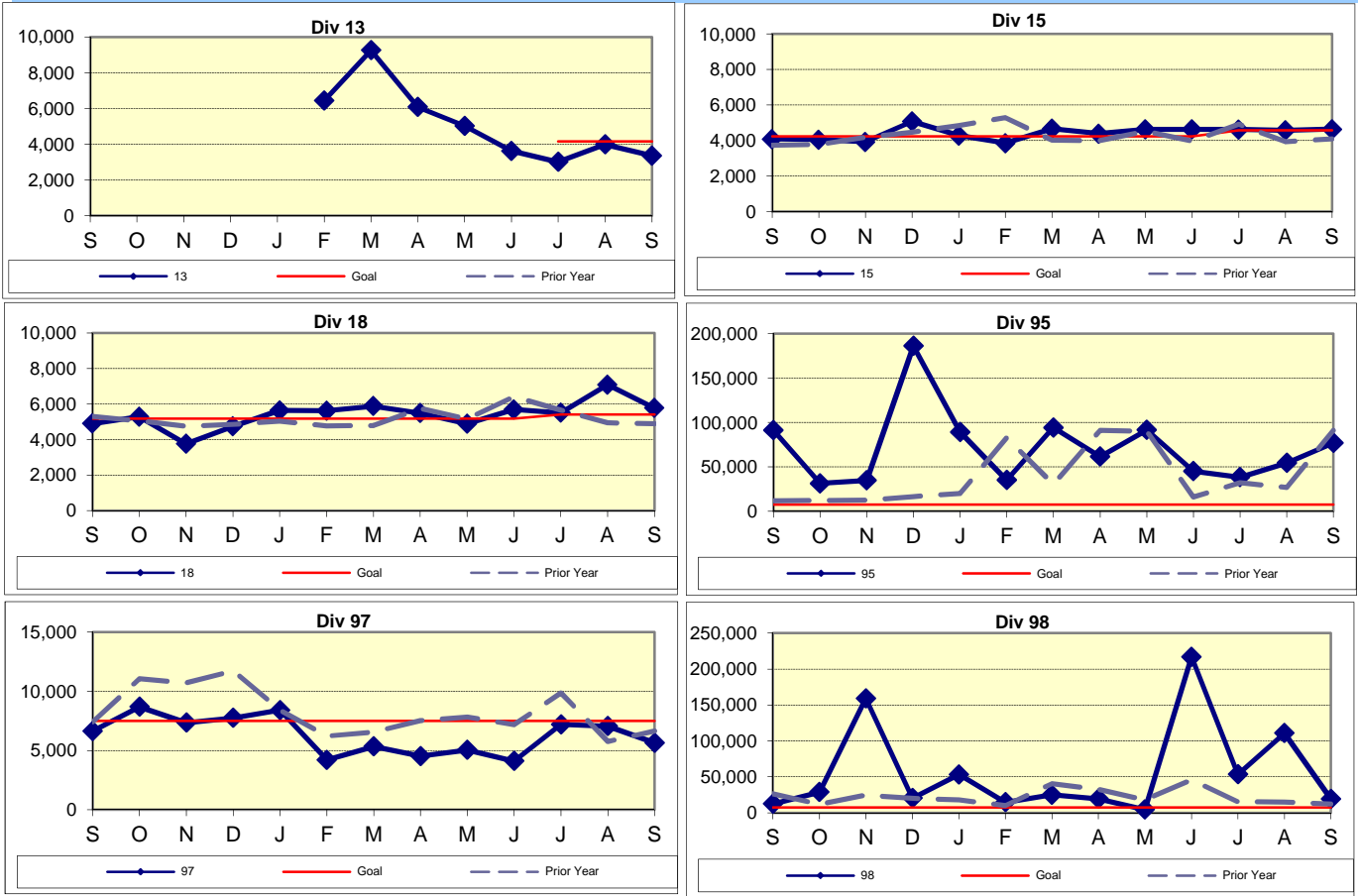
## Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions Jul 2016 - Sep 2016



Remaining Above the Goal line is the target.



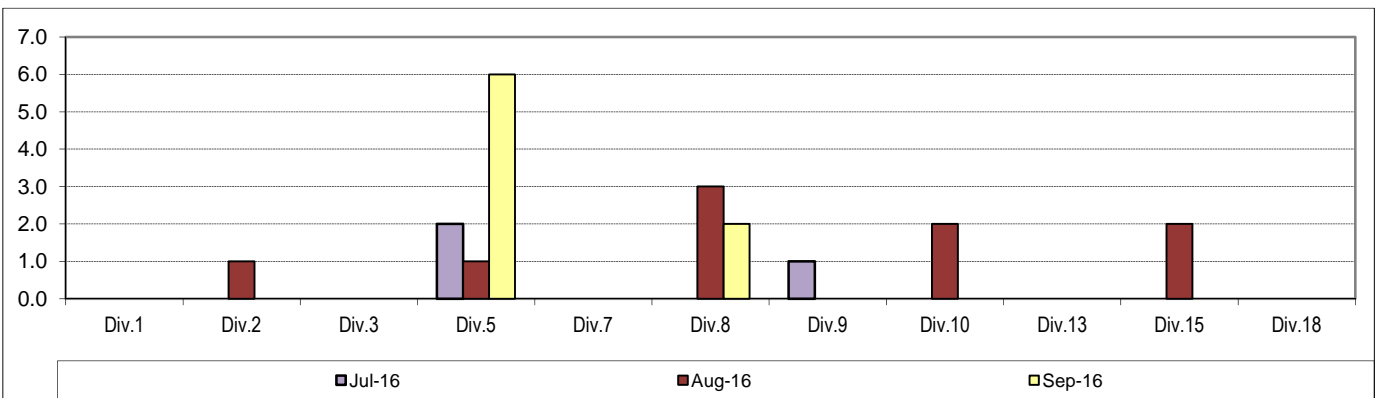
## Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions (cont.)



## Unaddressed Road Calls -- Bus Operating Divisions Jul 2016 - Sep 2016

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

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

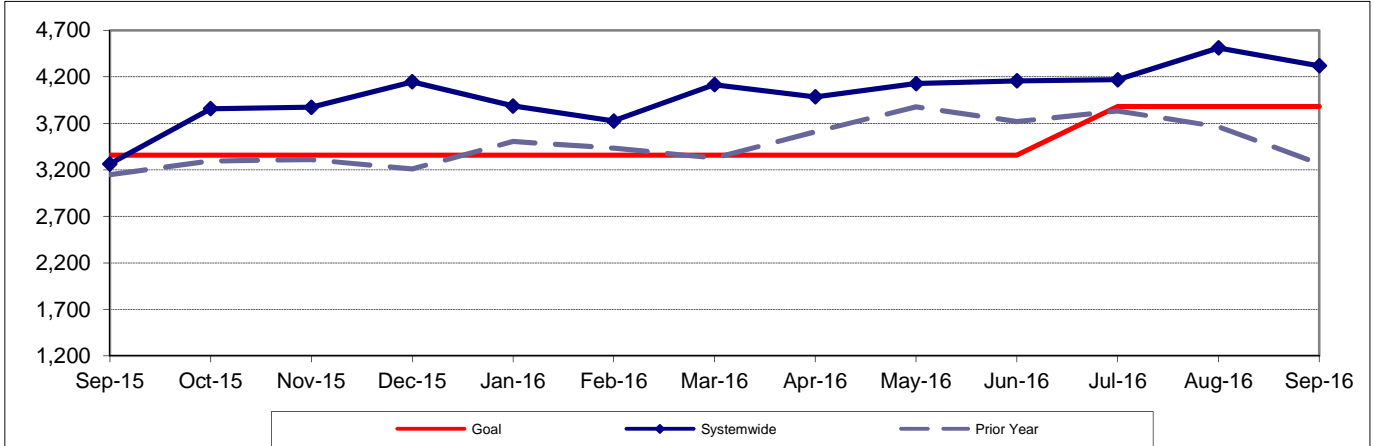


## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

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

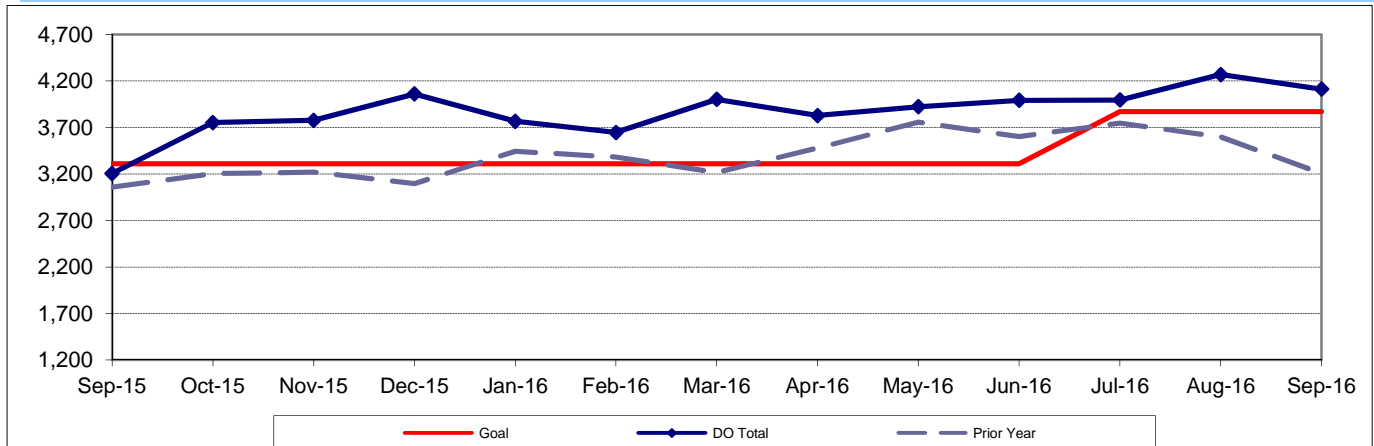
**Calculation:**  $MMBTRC = \text{Total Hub Miles} / \text{Total Road Calls}$

### MMBTRC Systemwide Trend



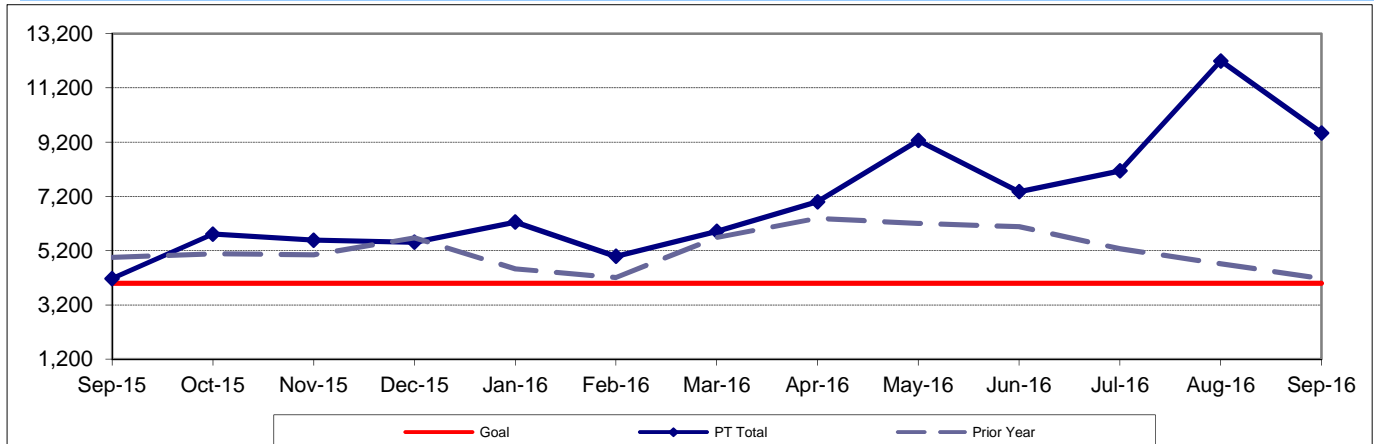
Remaining Above the Goal line is the target.

### MMBTRC Directly Operated



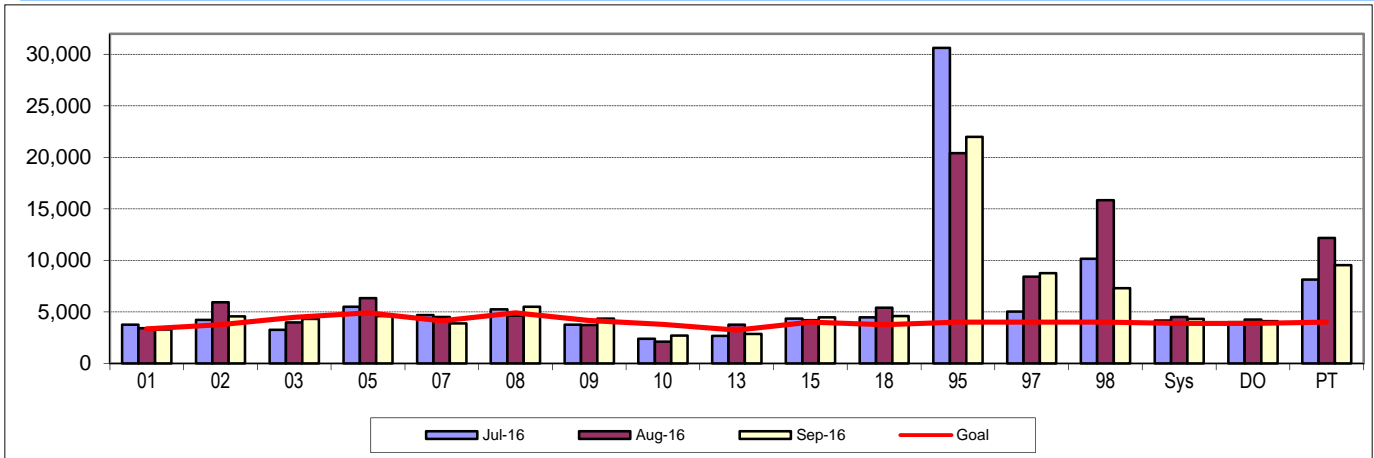
Remaining Above the Goal line is the target.

### MMBTRC Purchased Transportation



Remaining Above the Goal line is the target.

**MMBTRC -- Bus Operating Divisions  
Jul 2016 - Sep 2016**



**Fleet Mix by Fuel Type Systemwide (Including Contract Services)**

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	2,247	99.78%
<b>Electric</b>	5	0.22%
<b>Diesel</b>	0	0.00%
<b>Gasoline</b>	0	0.00%
<b>Propane</b>	0	0.00%
<b>Hybrid</b>	0	0.00%
<b>Total</b>	2,252	100.00%

**Average Age of Fleet by Divisions**

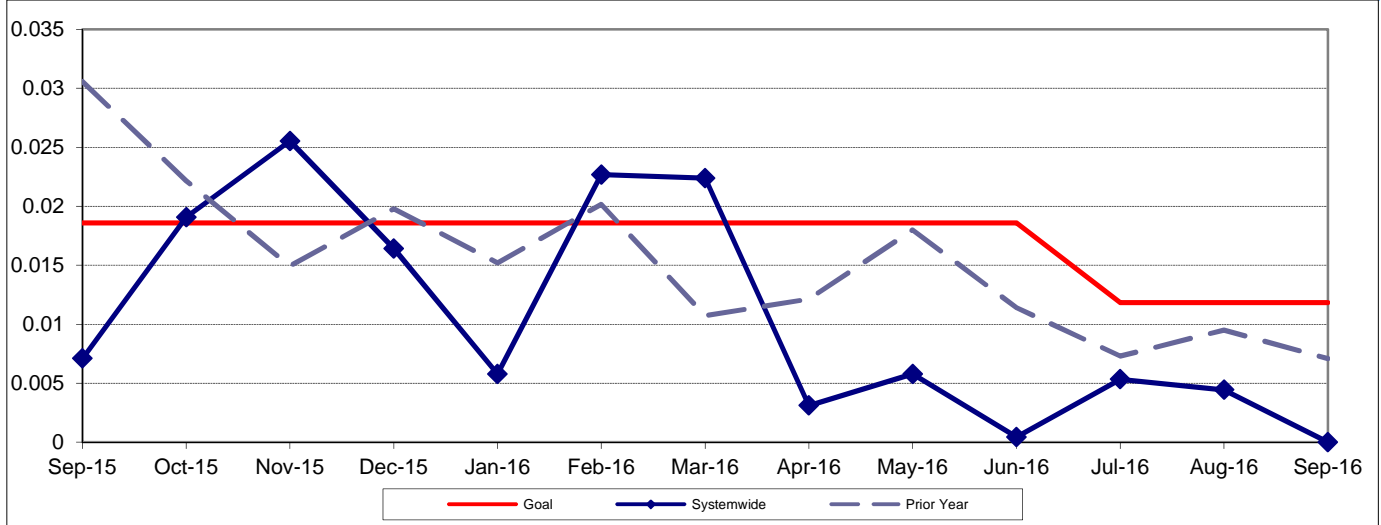
<b>Div 1</b>	<b>Div 2</b>	<b>Div 3</b>	<b>Div 5</b>	<b>Div 7</b>	<b>Div 8</b>
5.85	5.01	6.52	6.44	5.44	7.26
<b>Div 9</b>	<b>Div 10</b>	<b>Div 13</b>	<b>Div 15</b>	<b>Div 18</b>	
9.29	7.46	7.63	7.48	6.34	

## 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.

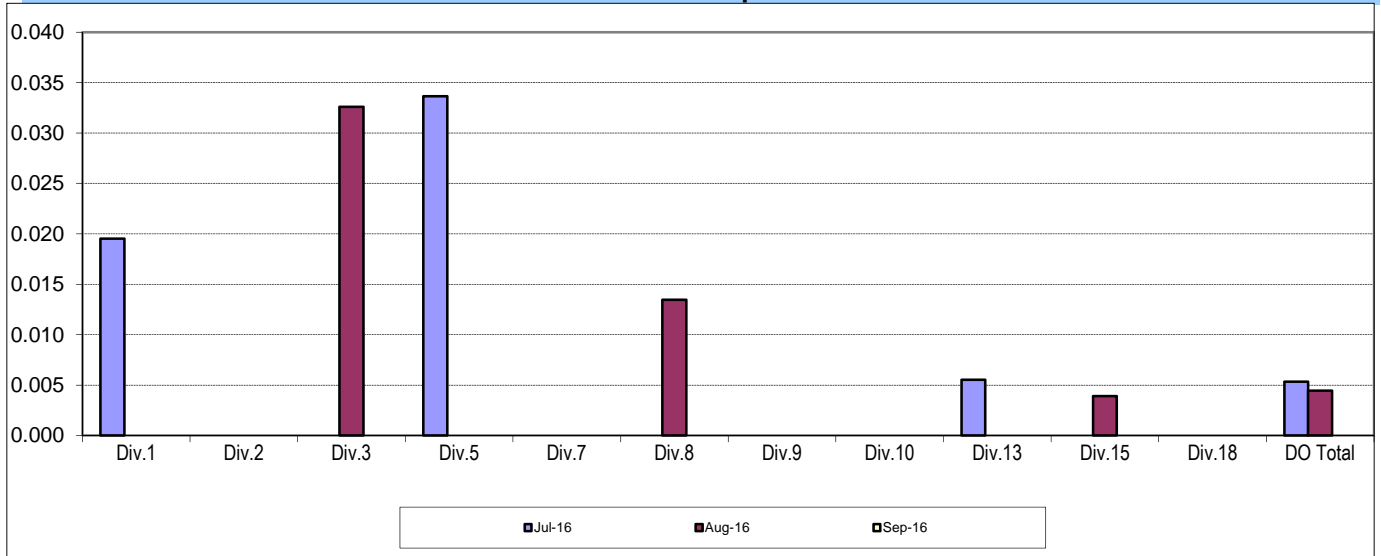
**Calculation:** Past Due Critical PMP's = Total Past Due Critical PMP's / Number of Buses

### Systemwide Trend



Remaining Below the Goal line is the target.

### Past Due Critical PMPs - by Divisions Jul 2016 - Sep 2016



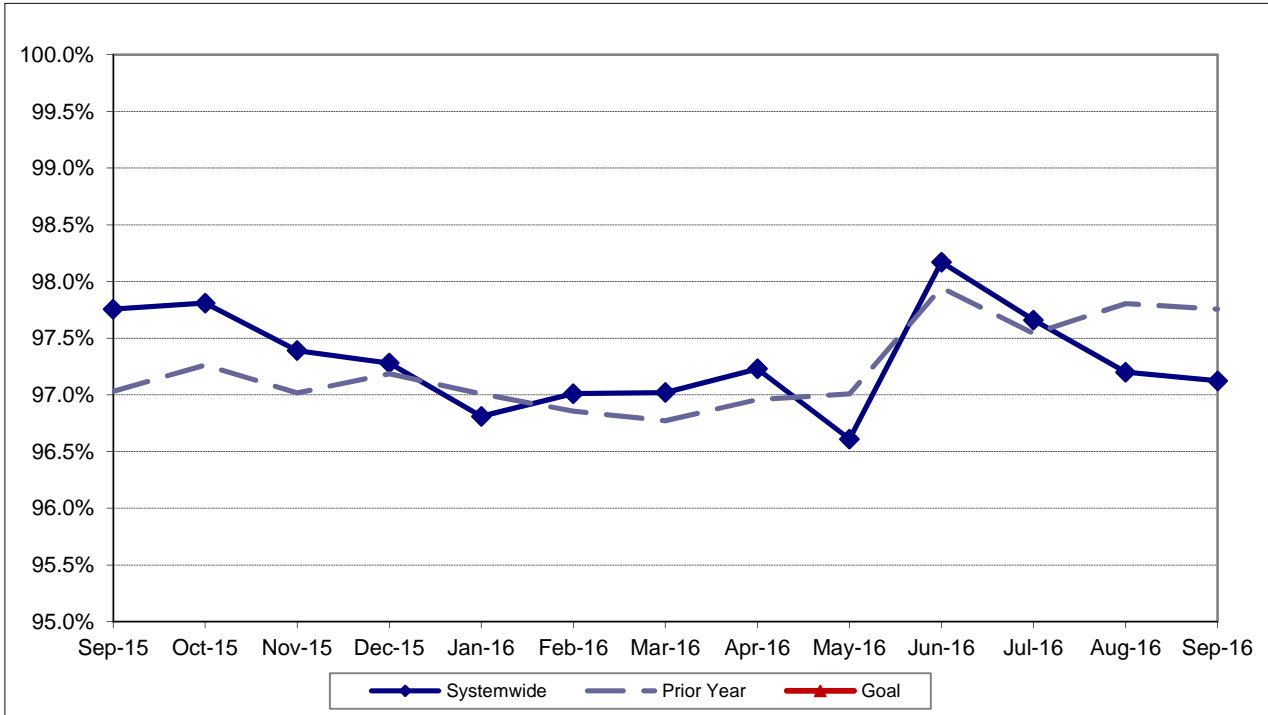
# ATTENDANCE

## MAINTENANCE ATTENDANCE

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

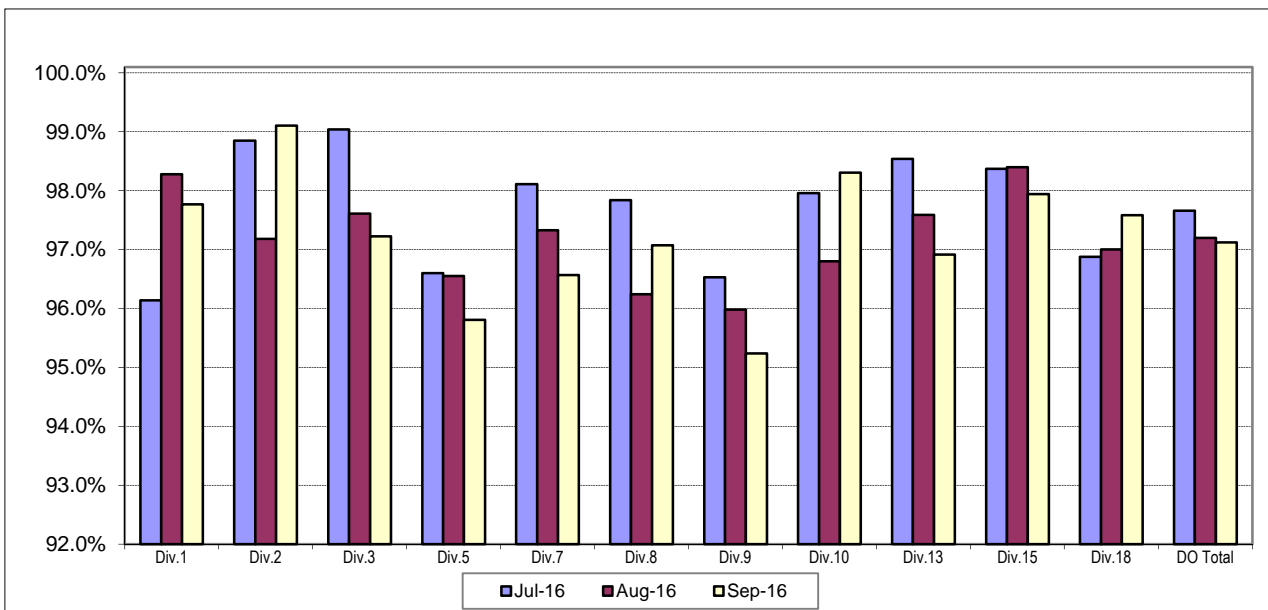
**Calculation:**  $\frac{\text{Total FTEs assigned} - \text{FTEs absent}}{\text{Total FTEs assigned}}$

### Maintenance Attendance - Systemwide Trend



Higher is better.

### Maintenance Attendance - By Divisions Jul 2016 - Sep 2016

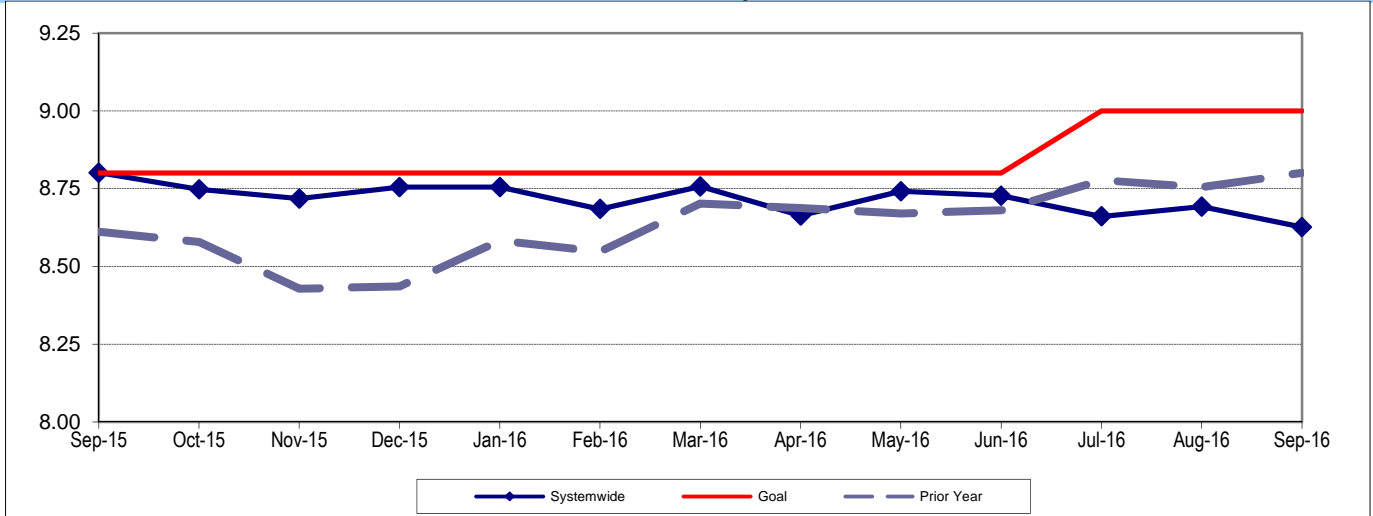


## BUS CLEANLINESS

**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.

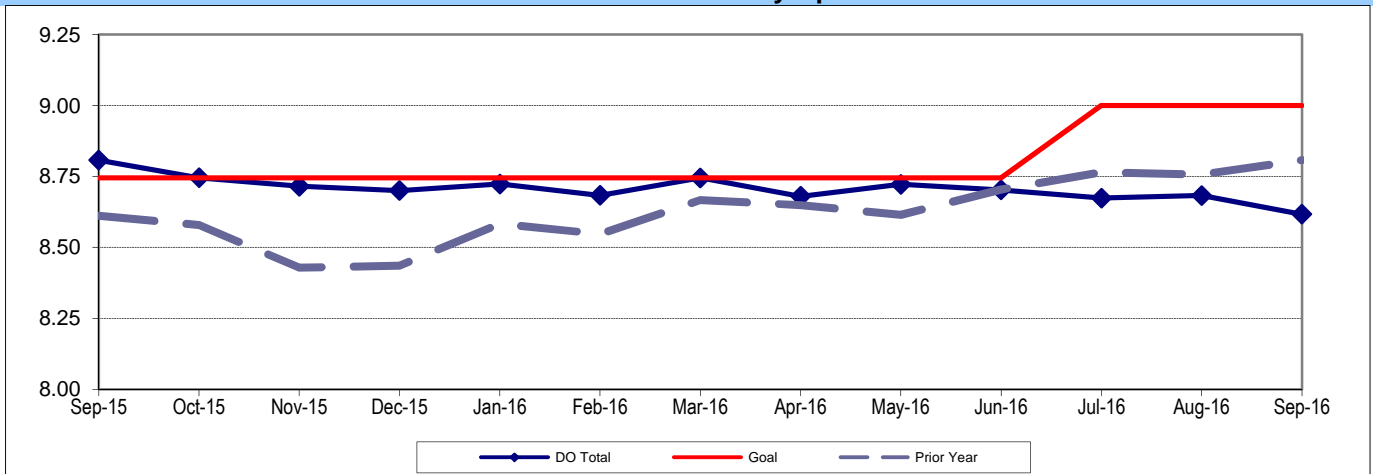
**Calculation:** Overall Cleanliness Rating = Total Points Accumulated / number of categories

### Bus Cleanliness - Systemwide



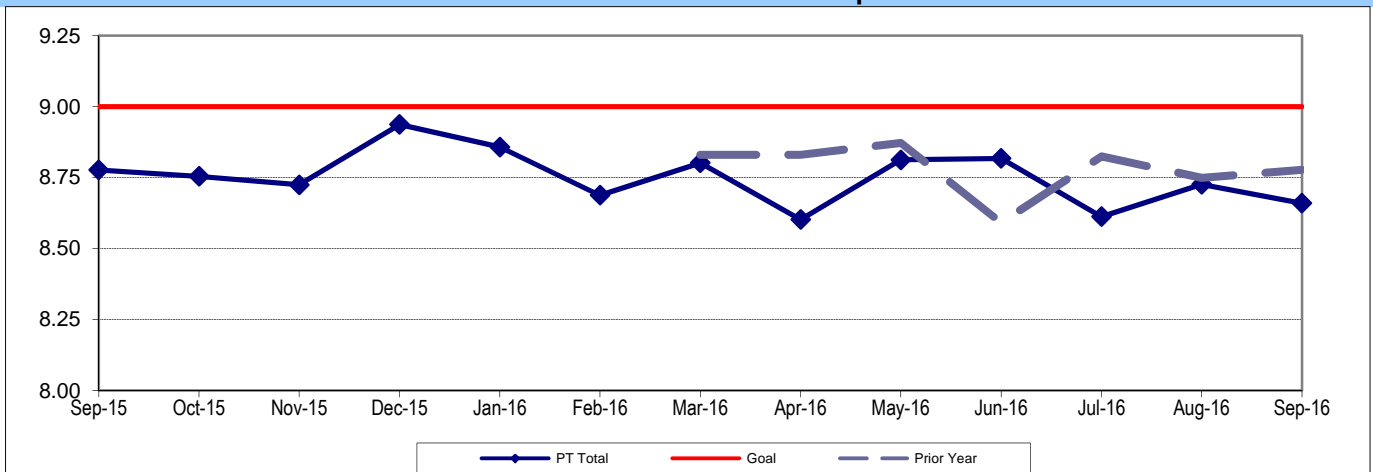
Remaining Above the Goal line is the target.

### Bus Cleanliness - Directly Operated



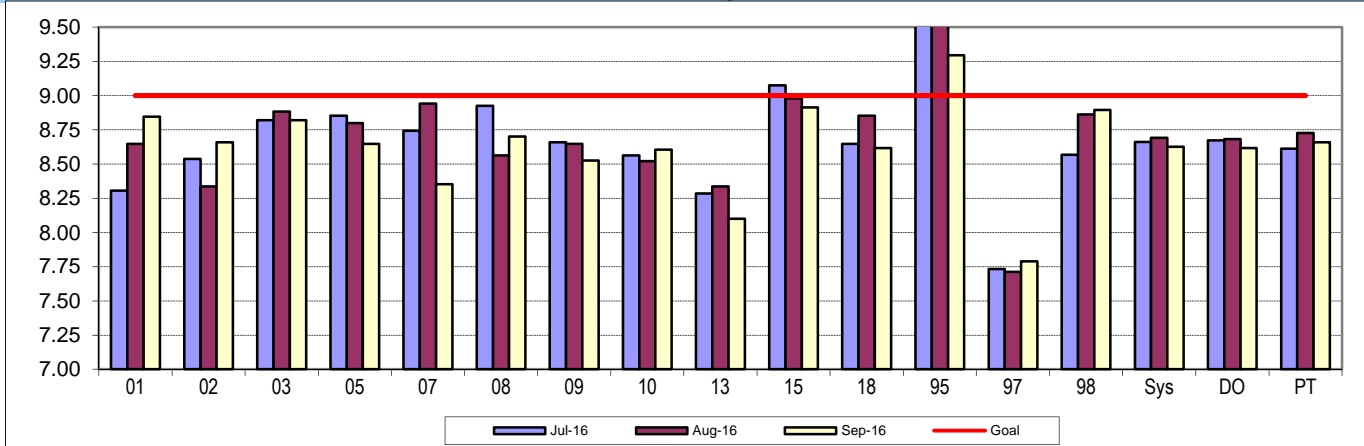
Remaining Above the Goal line is the target.

### Bus Cleanliness - Purchased Transportation

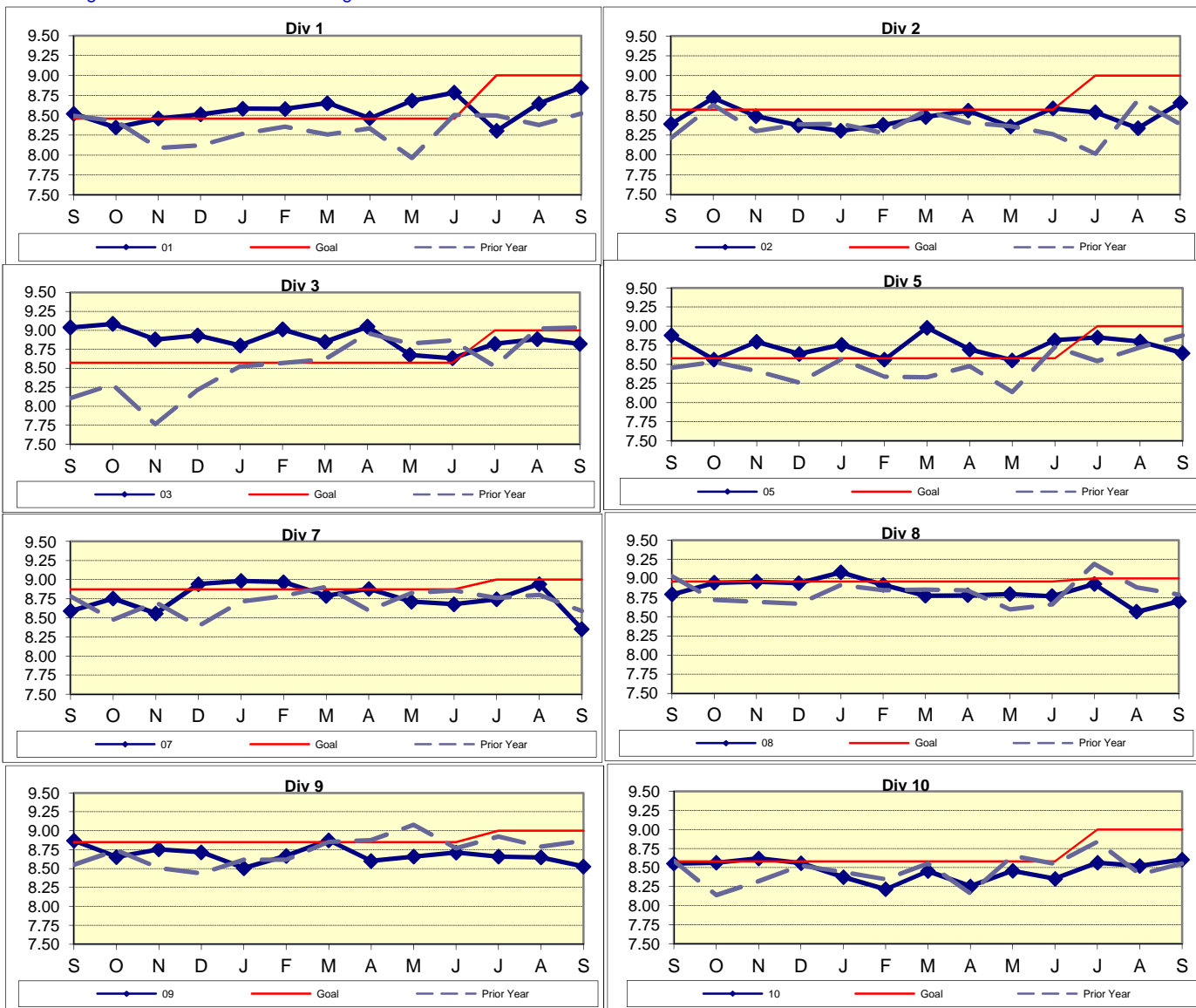


Remaining Above the Goal line is the target.

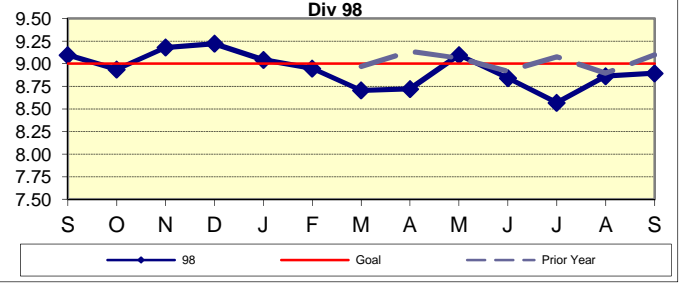
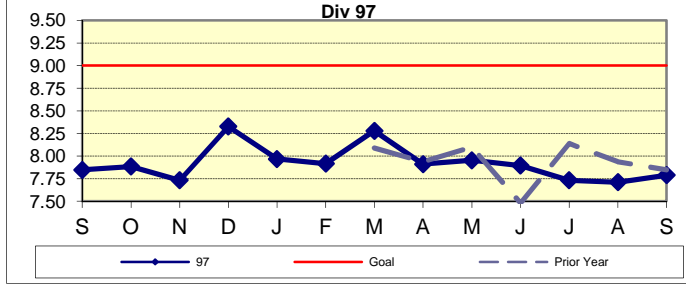
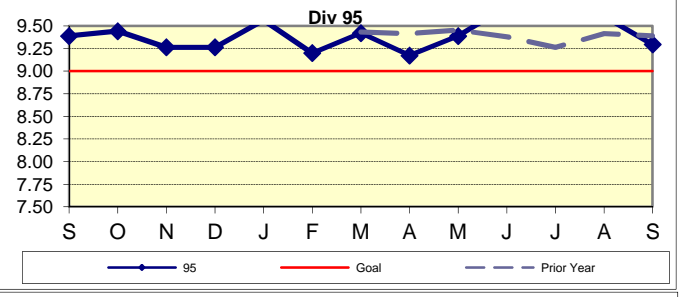
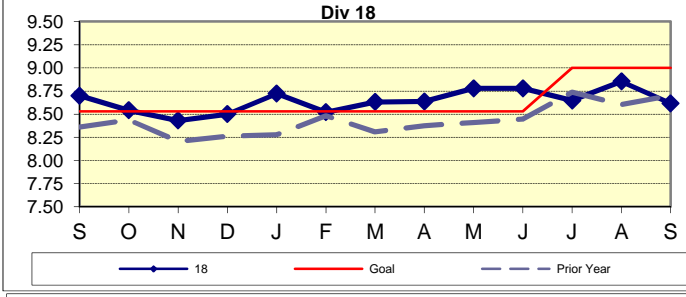
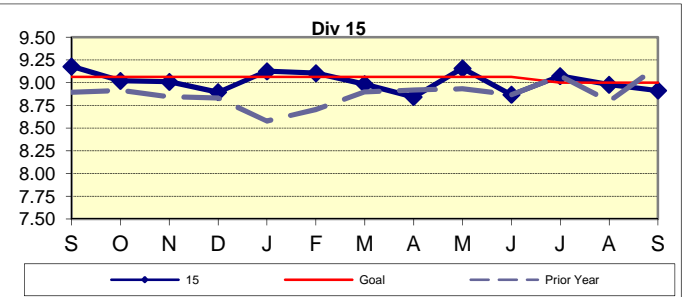
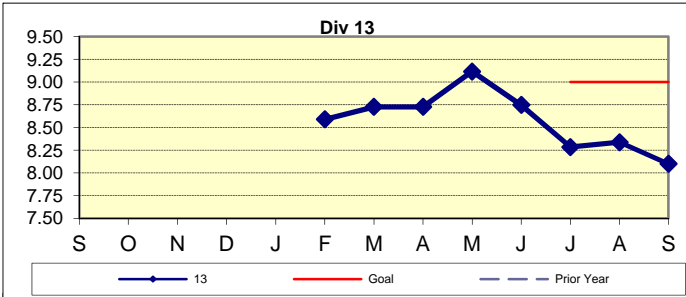
## Cleanliness by Bus Operating Divisions Jul 2016 - Sep 2016



Remaining Above the Goal line is the target.







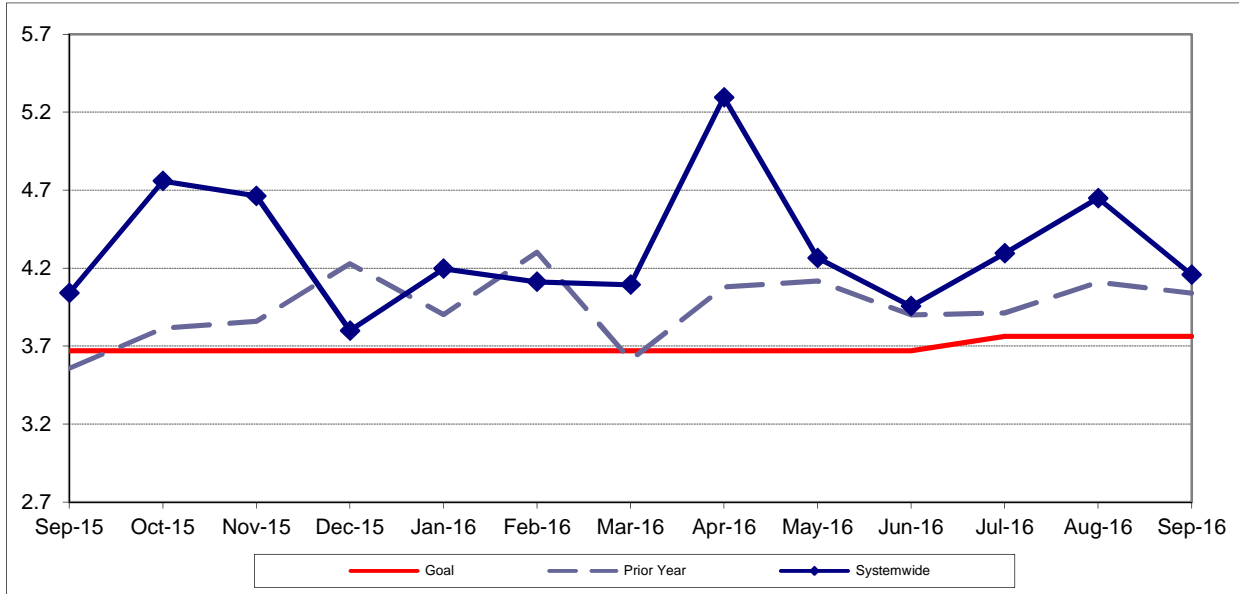
## SAFETY PERFORMANCE

### 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)

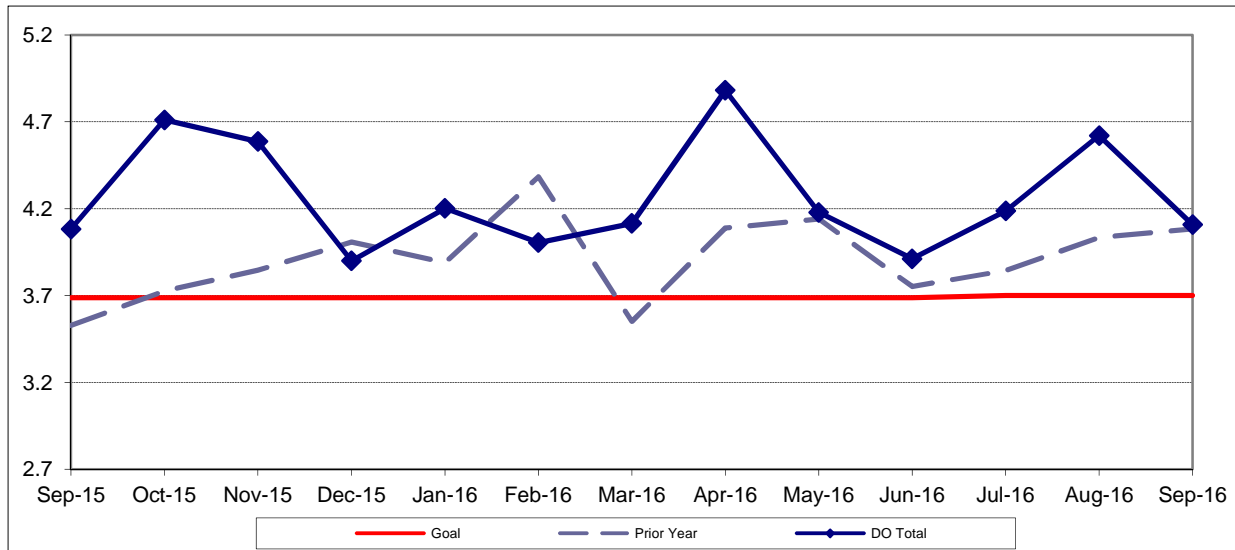
#### Bus Traffic Accidents per 100,000 Hub Miles - Systemwide Trend



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.

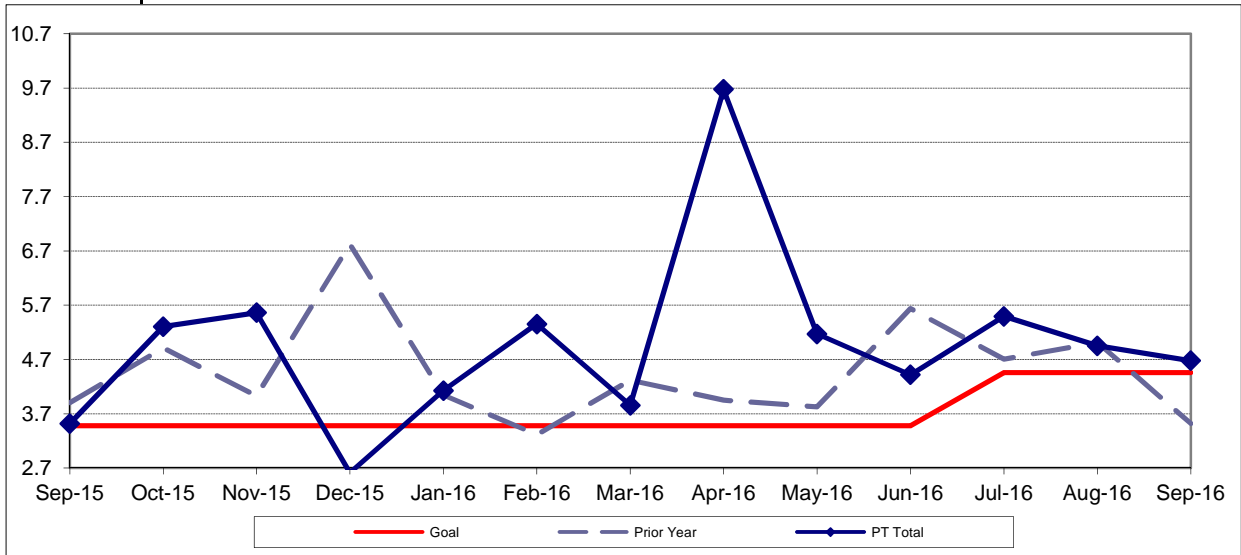
#### Bus Traffic Accidents per 100,000 Hub Miles - Directly Operated



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.

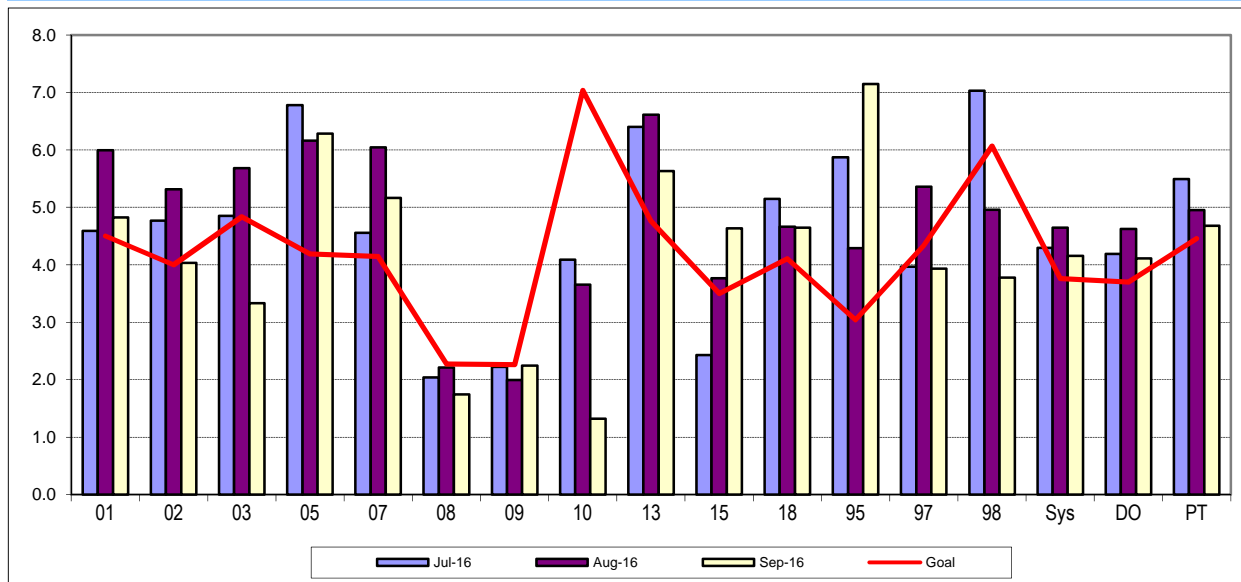
Remaining Below the Goal line is the target.

### 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 Jul 2016 - Sep 2016

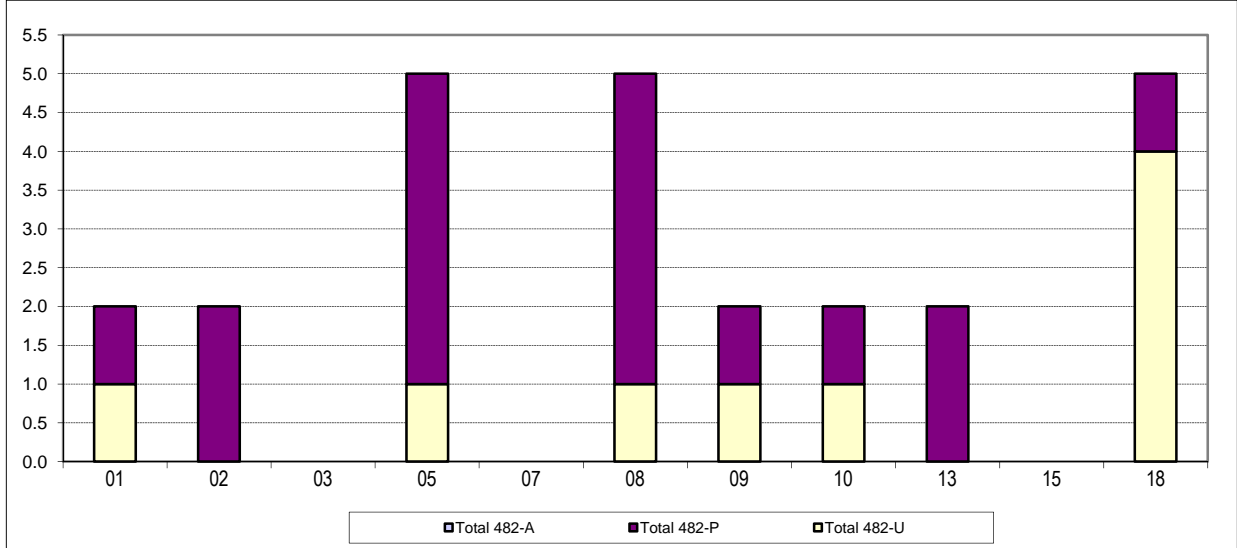


## Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - Sep 2016

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

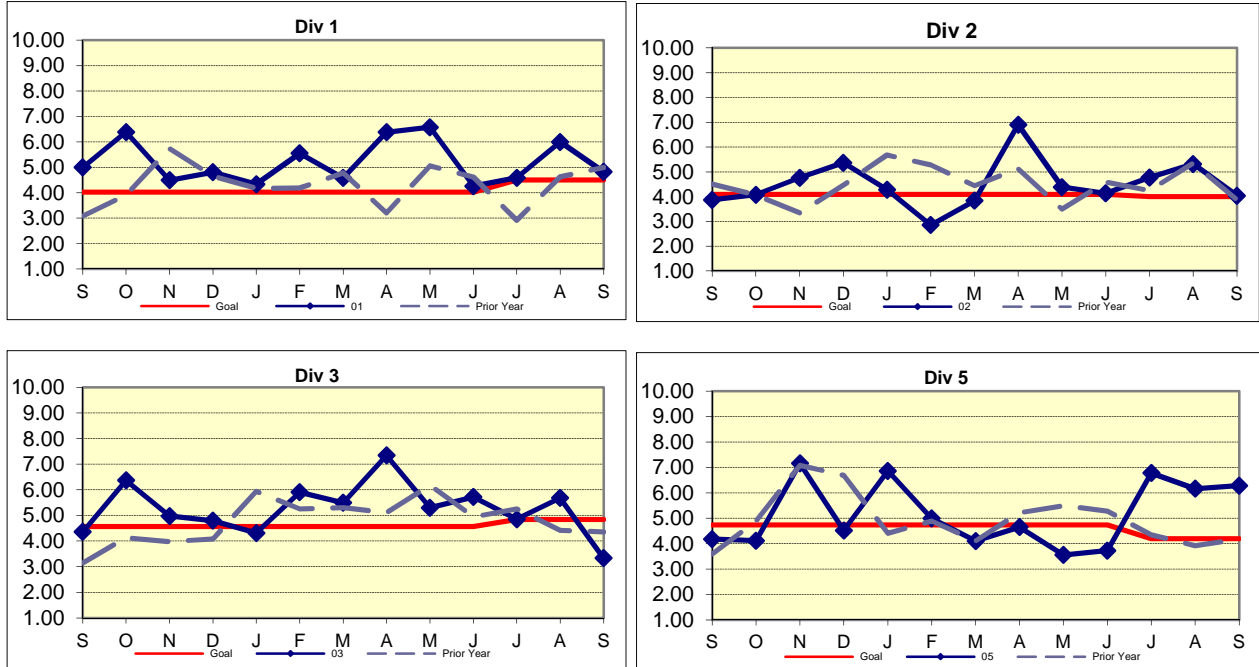
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of avoidable (A), pending investigation (P) or unavoidable (U).

NOTE: Accident code 482 (alleged accidents) has been excluded from "Accidents per 100,000 Hub Miles" calculation per management decision.



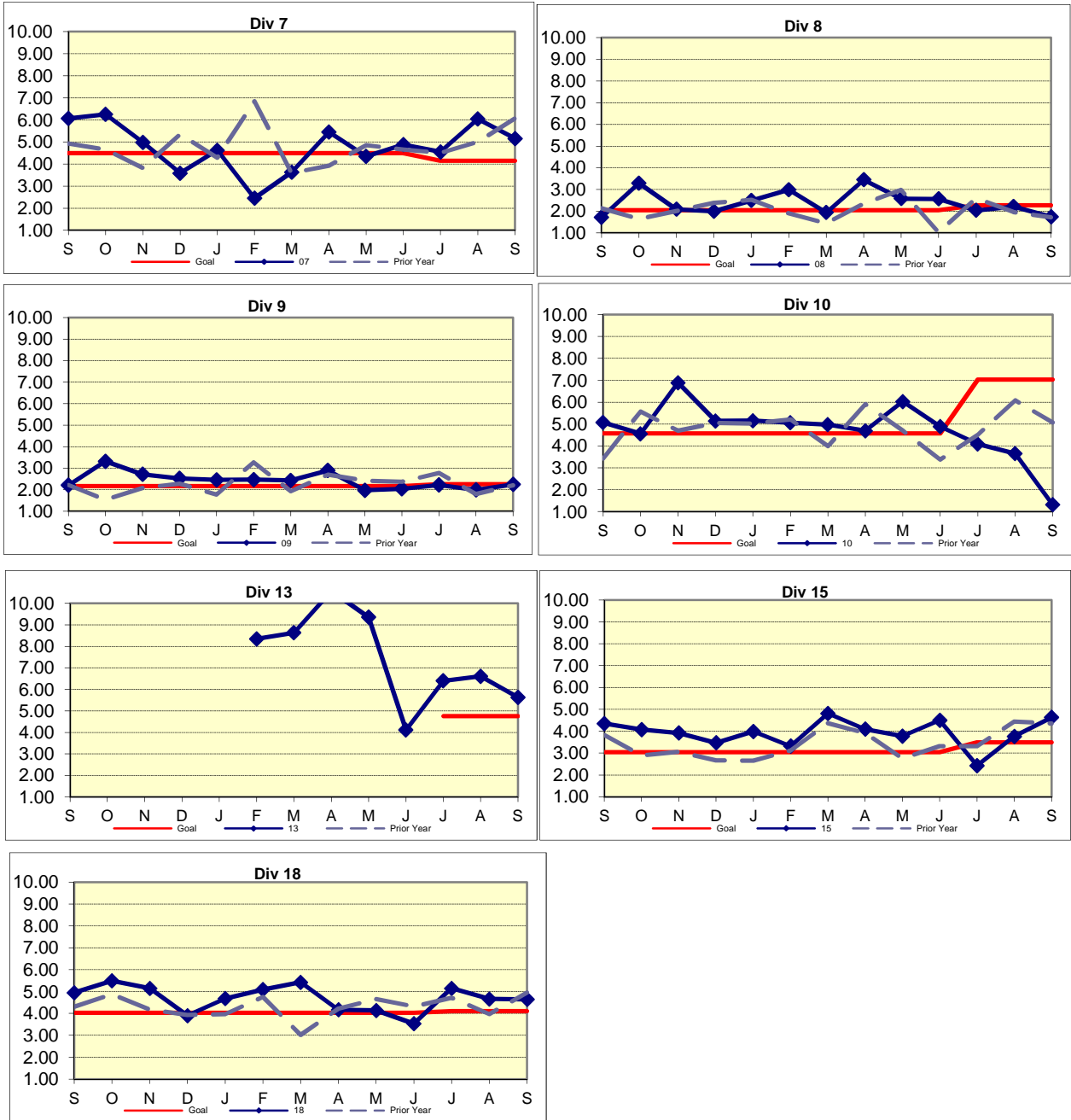
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions

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.

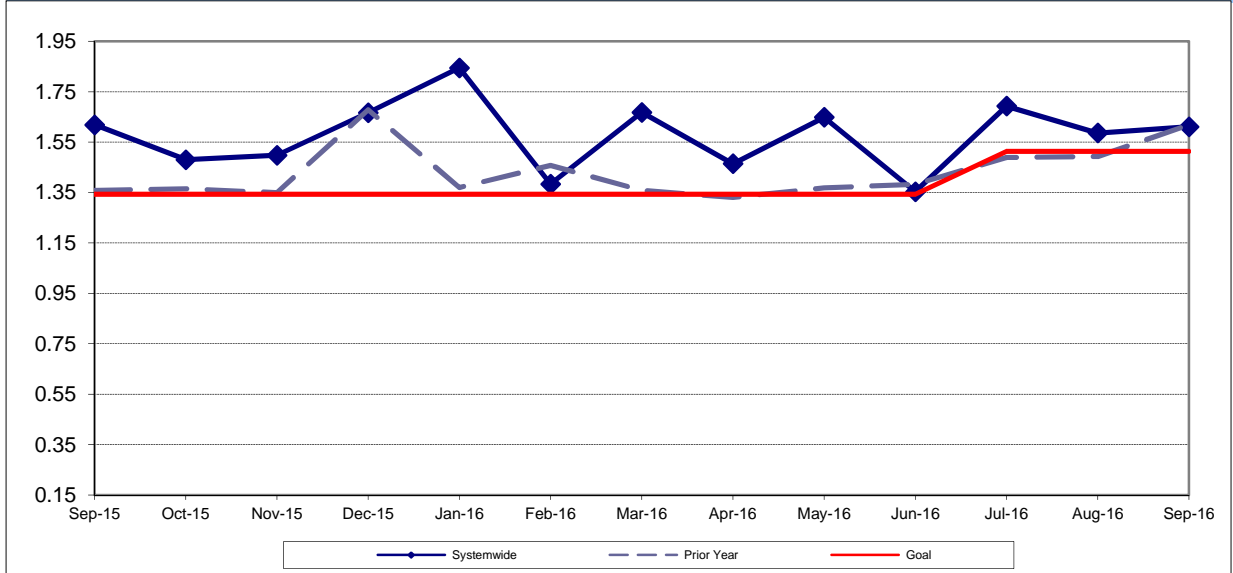


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

**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)

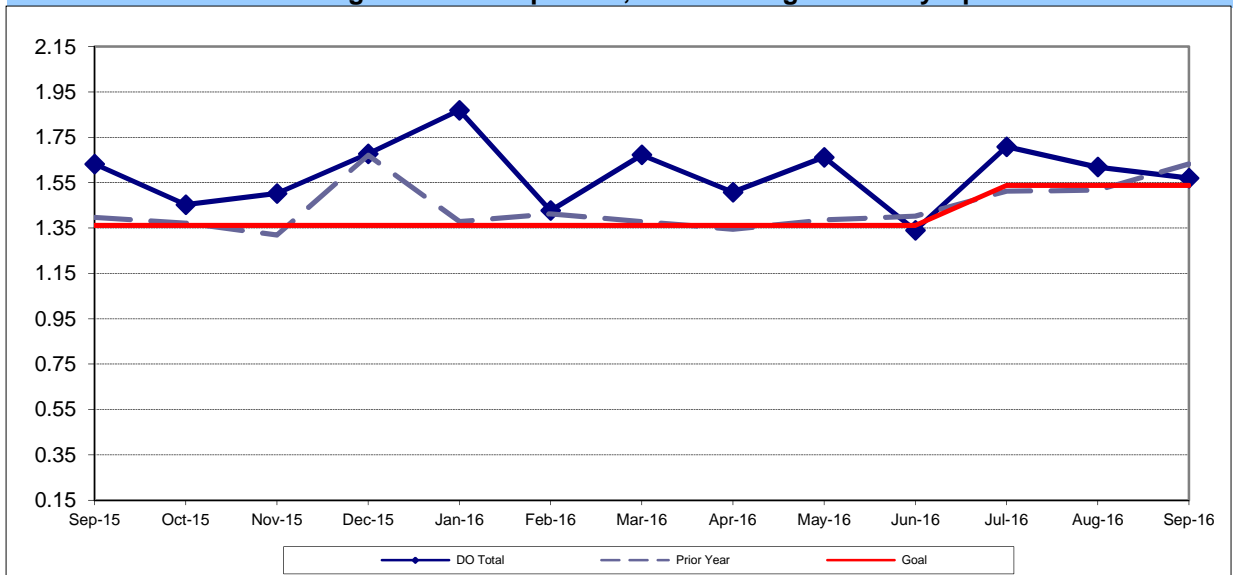
### Bus Passenger Accidents per 100,000 Boardings - Systemwide Trend



Remaining Below the Goal line is the target.

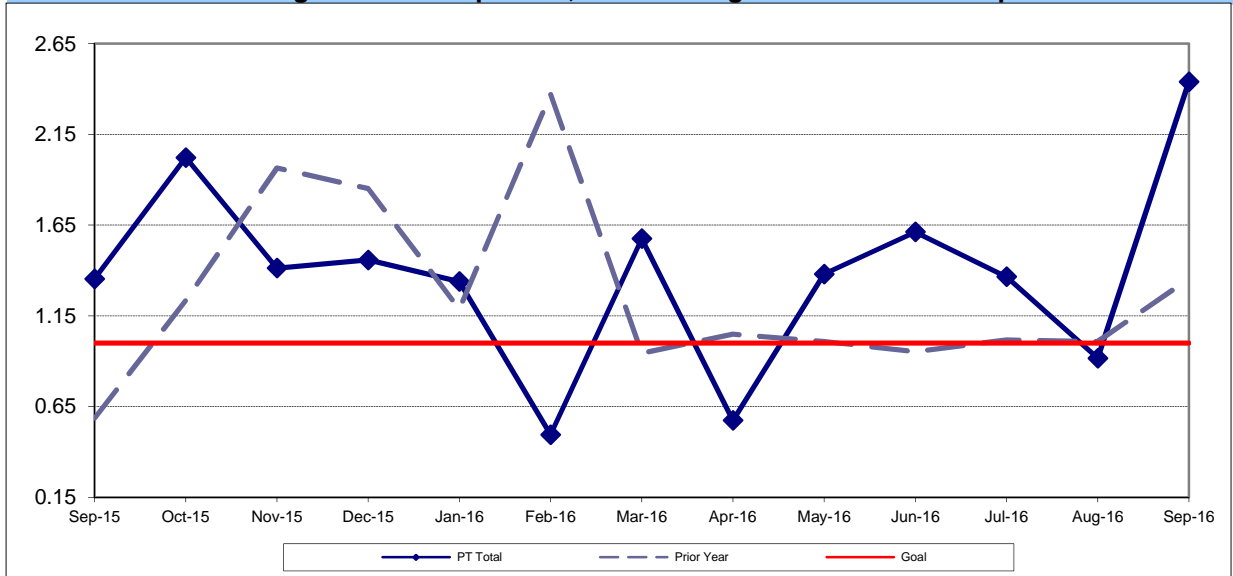
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

### Bus Passenger Accidents per 100,000 Boardings - Directly Operated



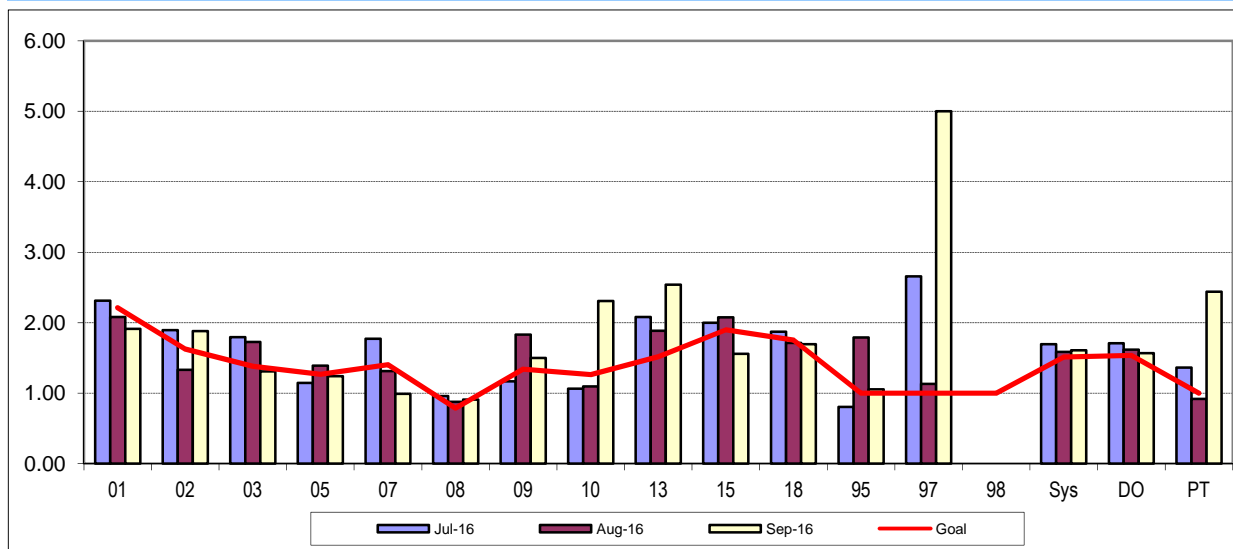
Remaining Below the Goal line is the target.

### 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 Jul 2016 - Sep 2016



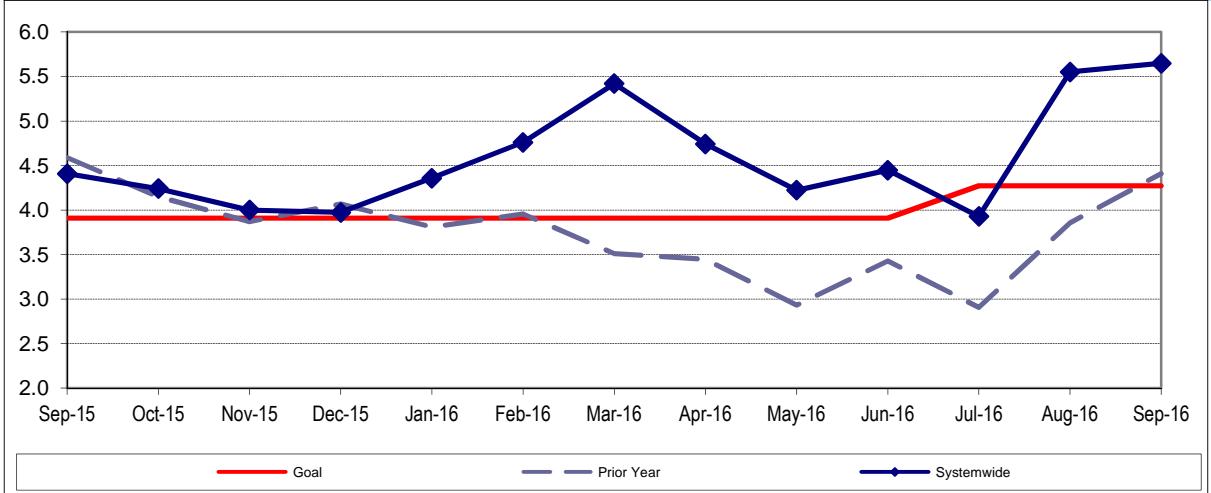
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

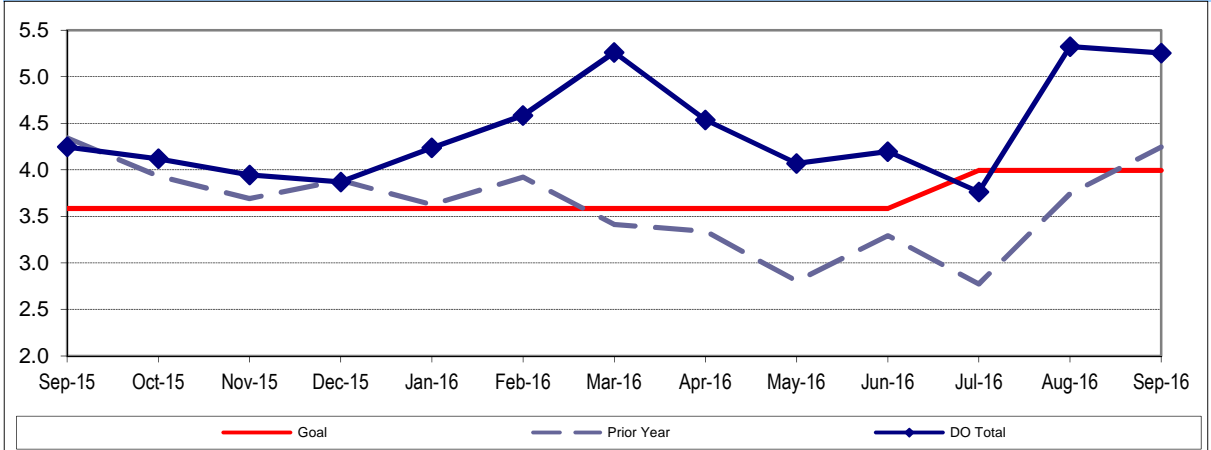
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

### Bus Complaints per 100,000 Boardings - Systemwide Trend



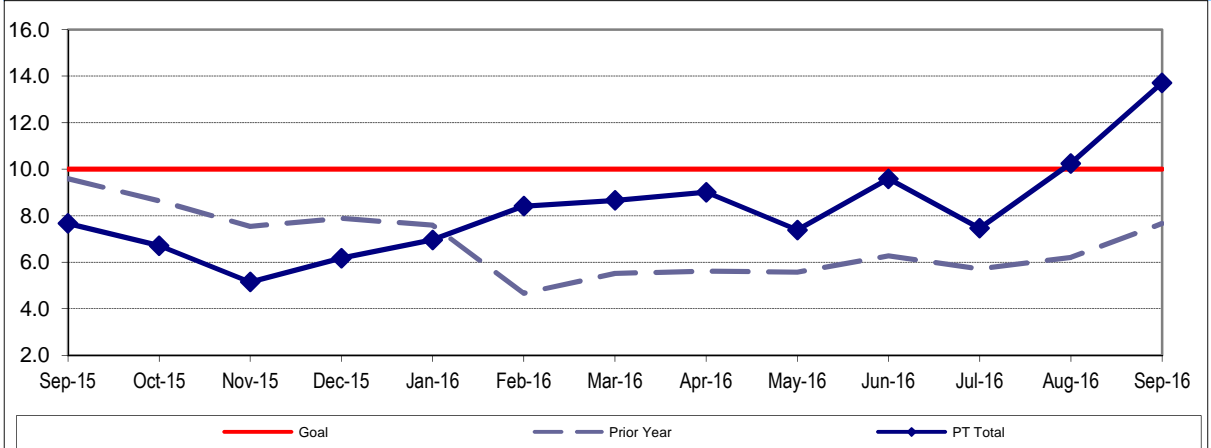
Remaining Below the Goal line is the target.

### Bus Complaints per 100,000 Boardings - Directly Operated



Remaining Below the Goal line is the target.

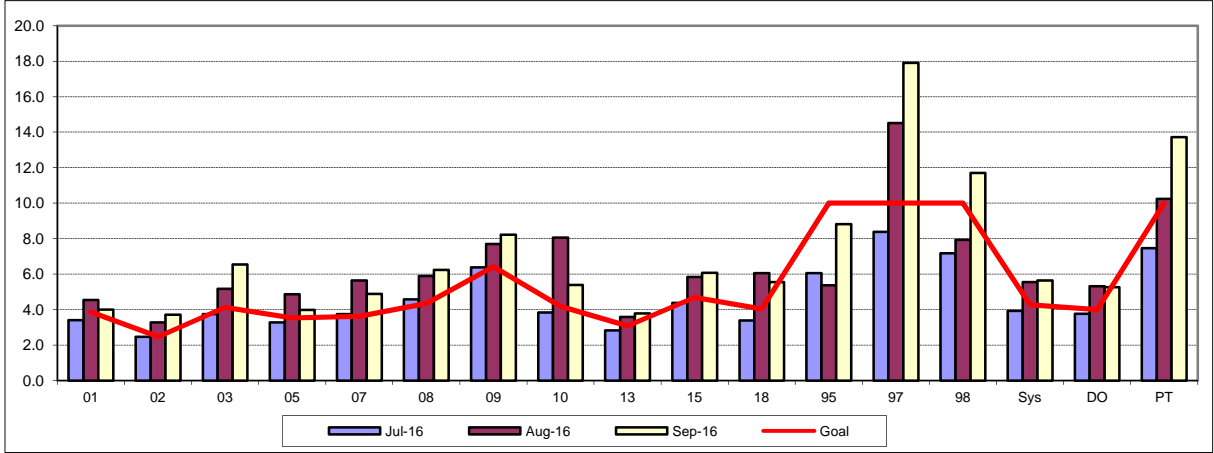
### Bus Complaints per 100,000 Boardings - Purchased Transportation



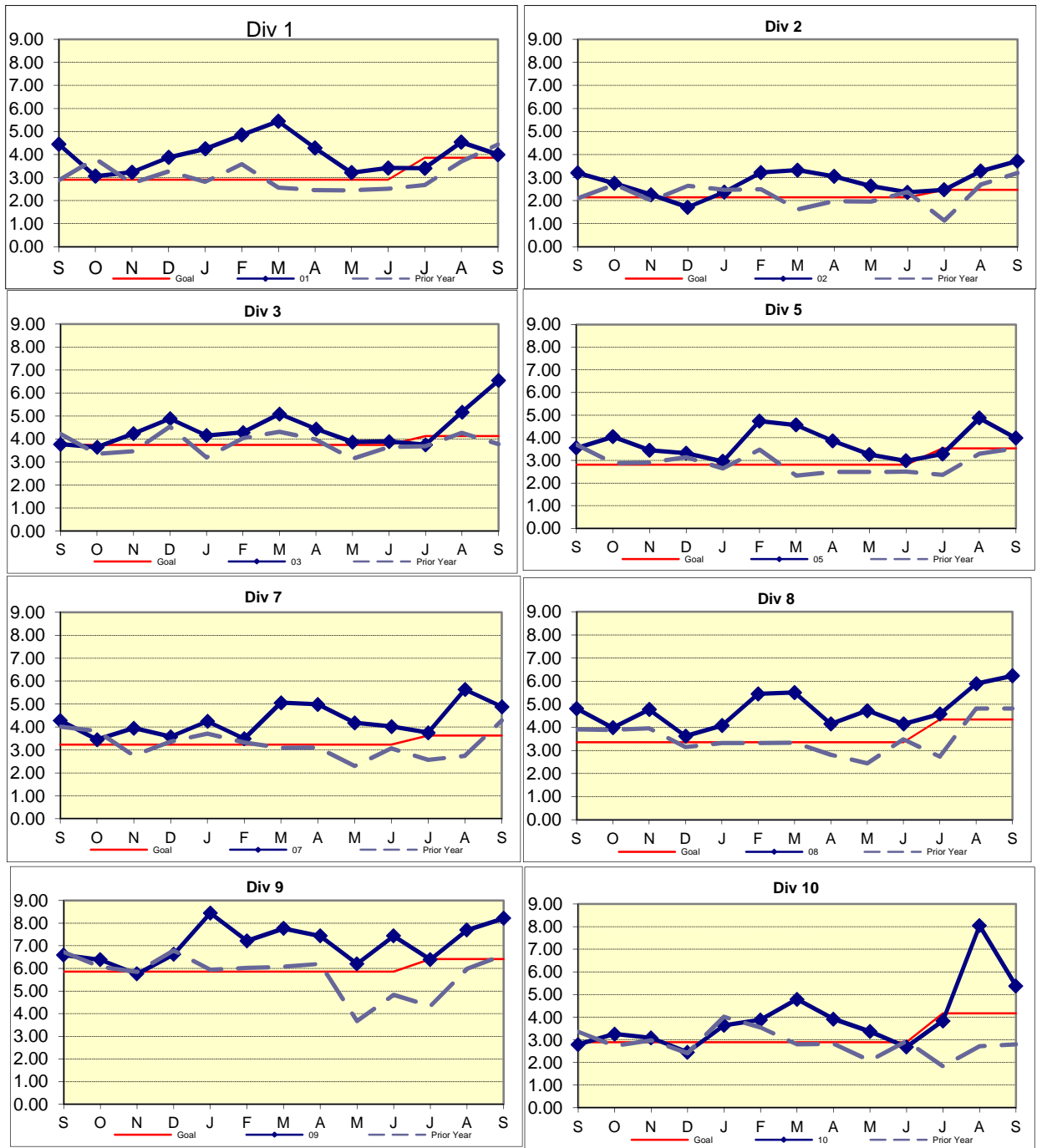
Remaining Below the Goal line is the target.



**Bus Complaints per 100,000 Boardings by Division  
Jul 2016 - Sep 2016**

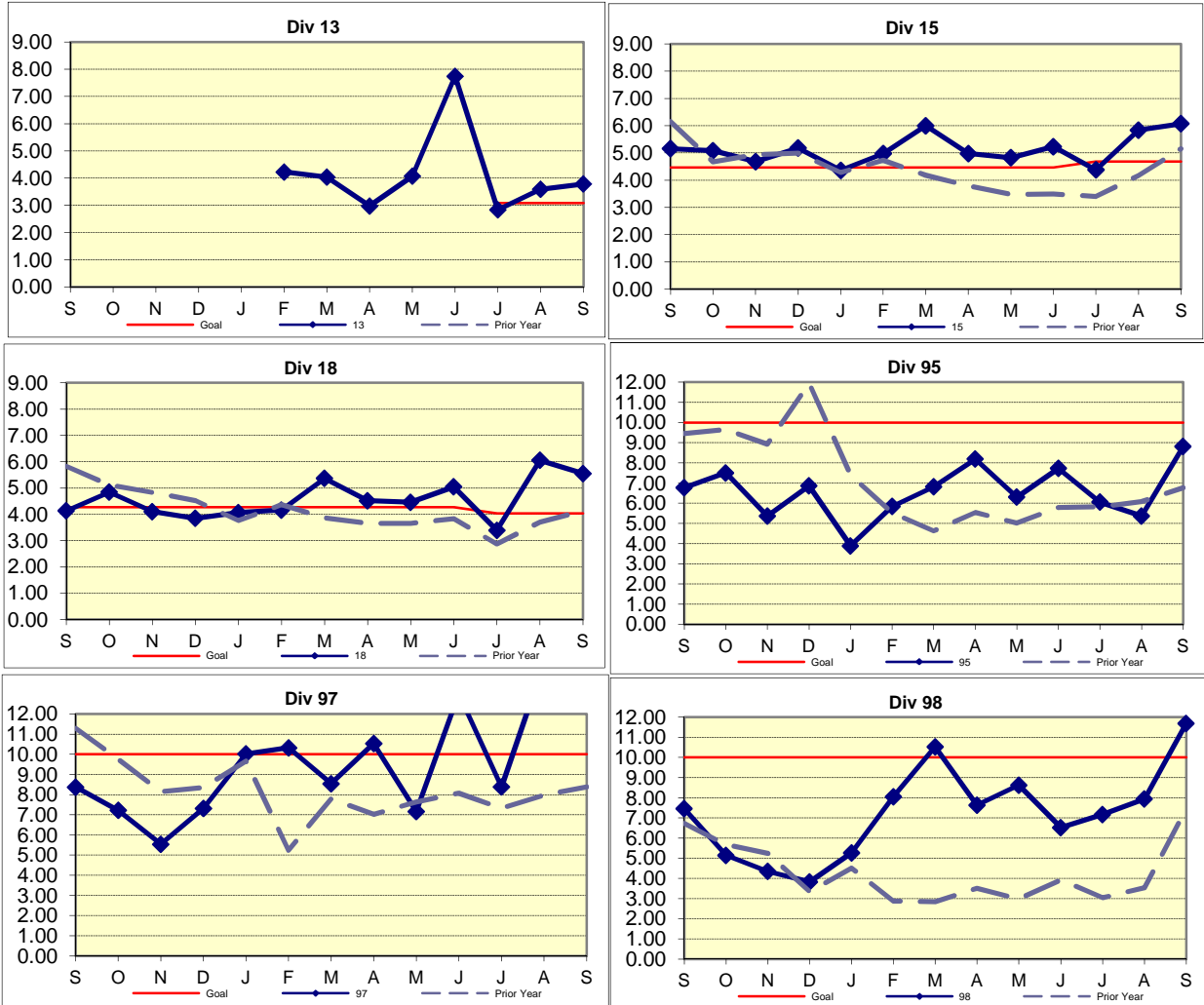


## COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

## COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

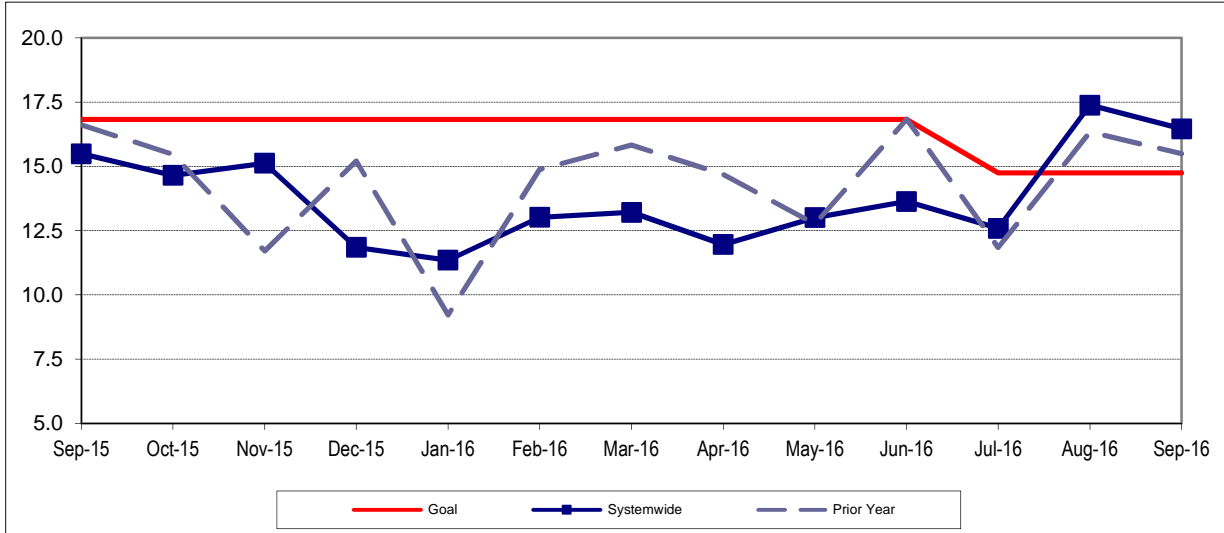
## WORKERS COMPENSATION CLAIMS

### 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 =  $\text{New Claims} / (\text{Exposure Hours} / 200,000)$

#### Bus Systemwide Trend



Transportation & Maintenance Performance combined.

Remaining Below the Goal line is the target.

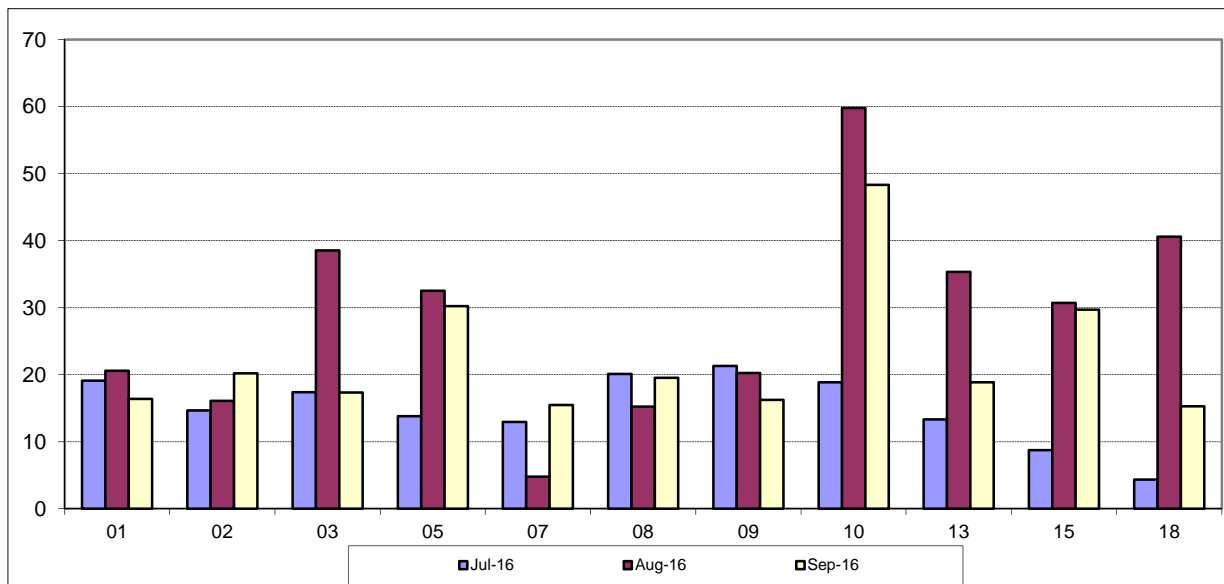
#### NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION

**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 =  $\text{New Claims} / (\text{Exposure Hours} / 200,000)$

#### New Claims per 200,000 Exposure Hours by Division Jul 2016 - Sep 2016

Transportation & Maintenance Performance combined.

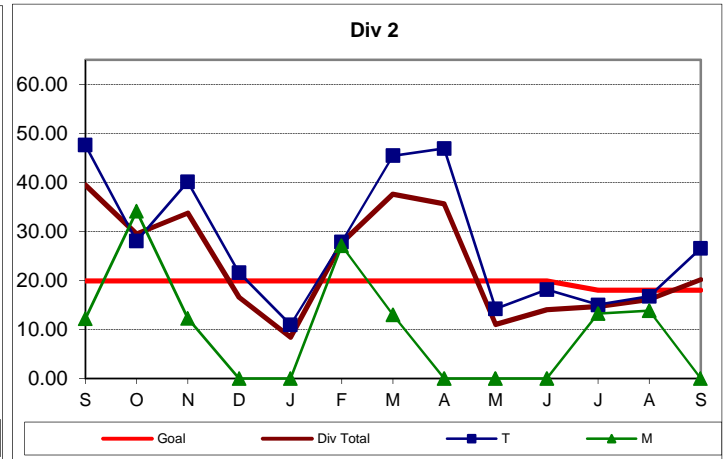
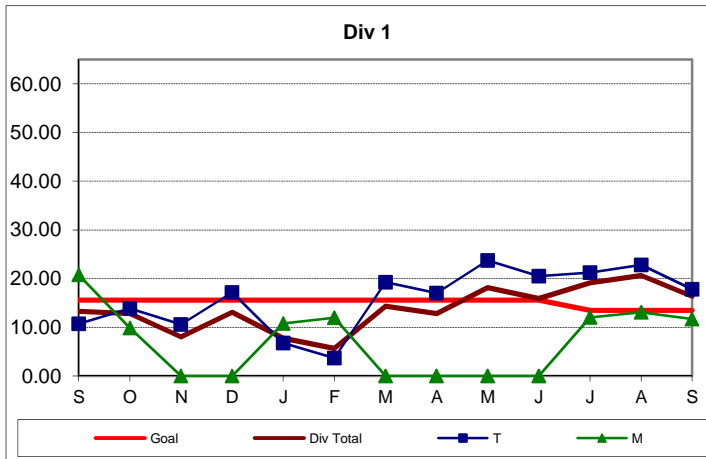


# NEW WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS

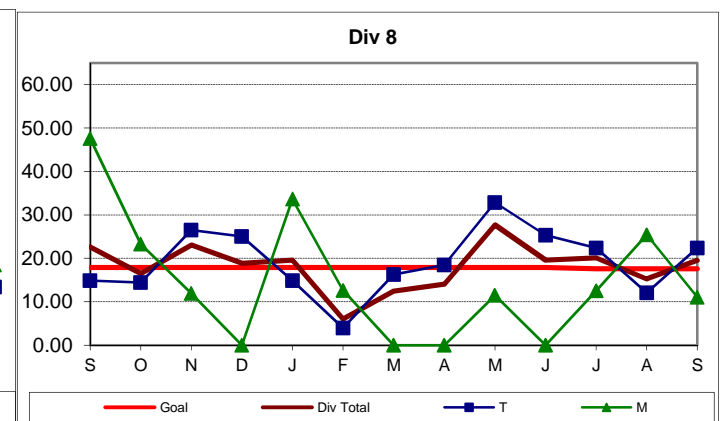
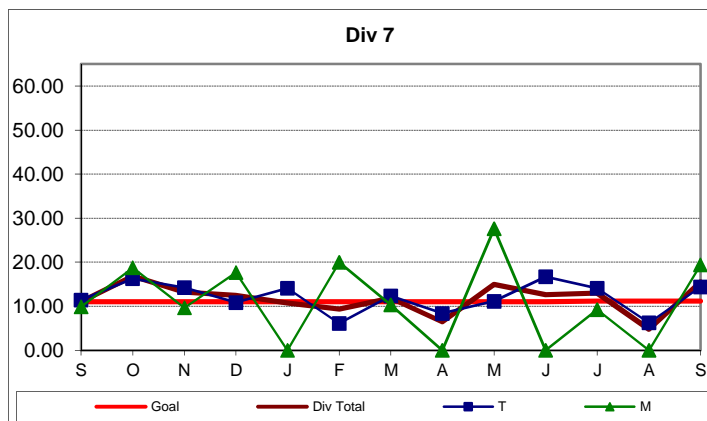
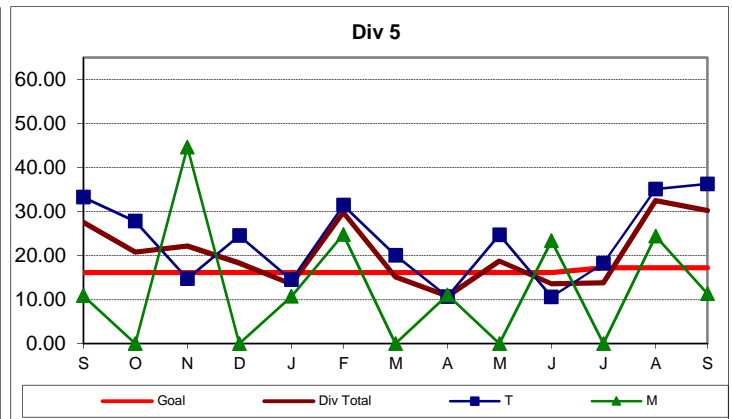
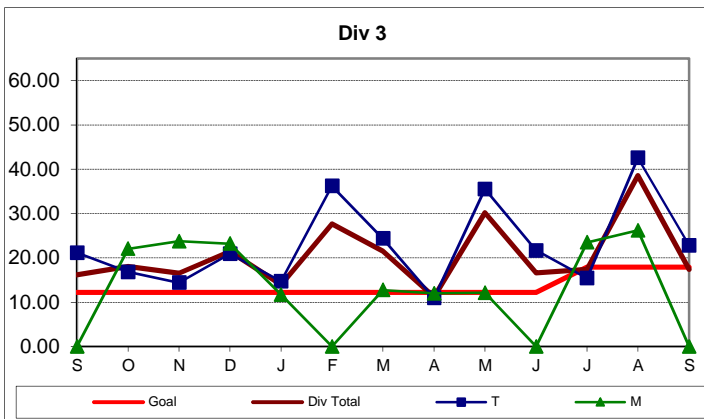
## Bus Operating Divisions

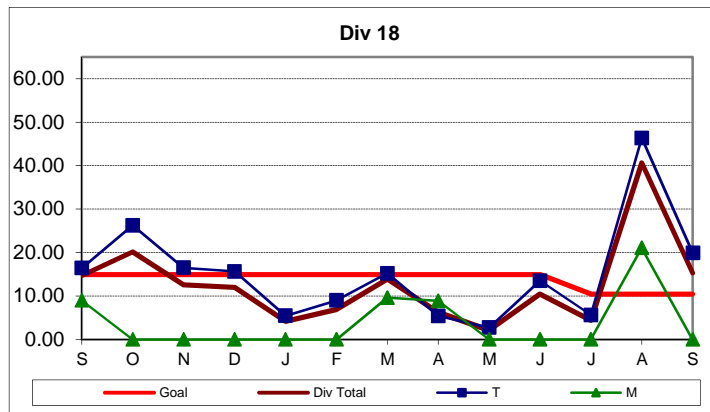
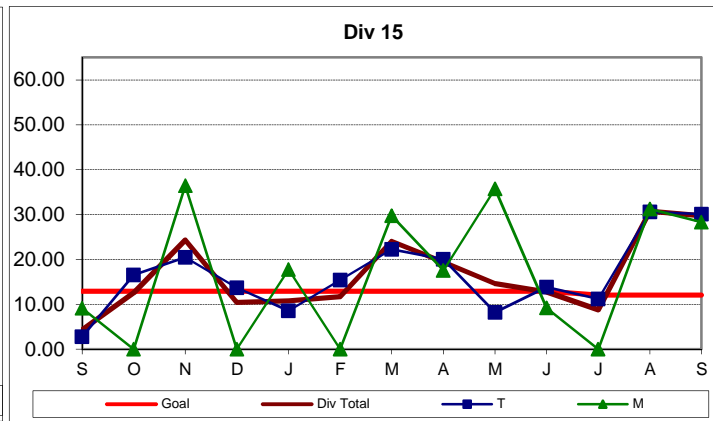
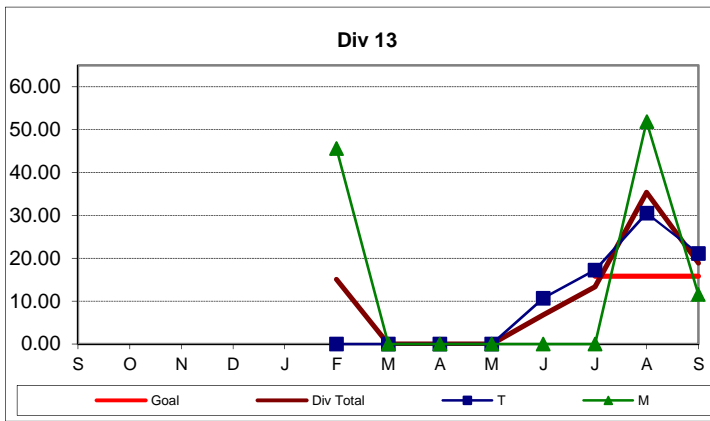
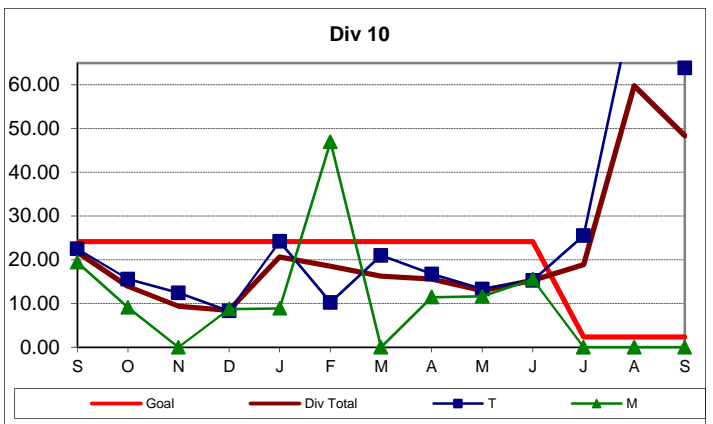
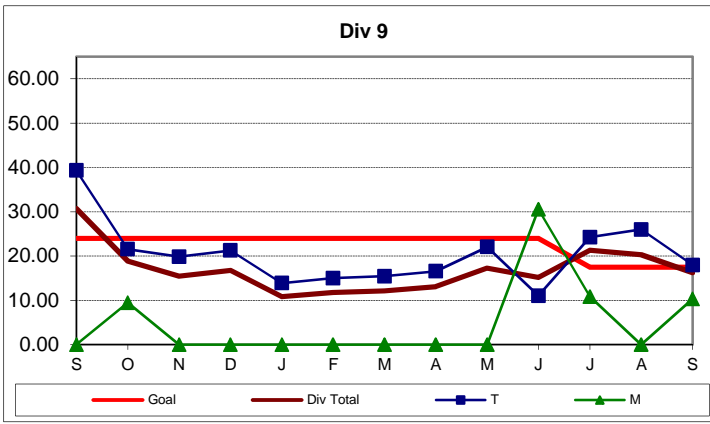
**Definition:** Number of new reported Workers Compensation Indemnity and Medical claims filed per 200,000 exposure hours. This indicator measures safety.

**Calculation:** New reported Workers' Compensation Indemnity and Medical claims filed per 200,000 Exposure Hours = New Claims/(Exposure Hours/200,000)



Remaining Below the Goal line is the target.





Remaining Below the Goal line is the target.

## OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

### Systemwide and Bus Operating Divisions

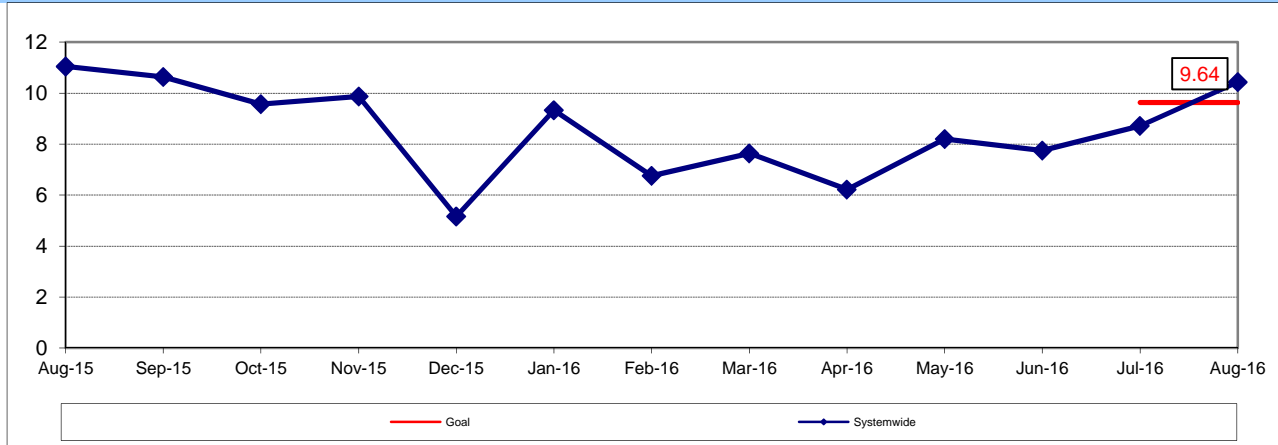
**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

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

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

One month lag from current month

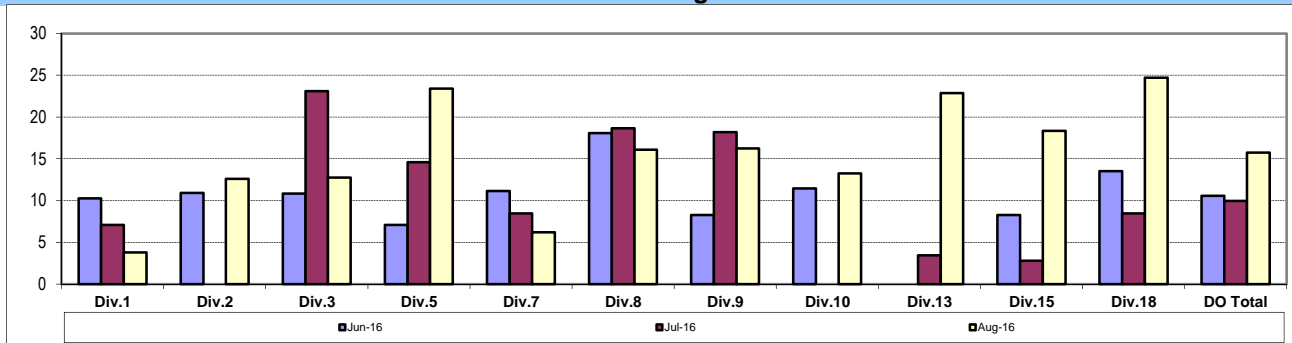
#### Bus Systemwide Operations OSHA Injuries Trend



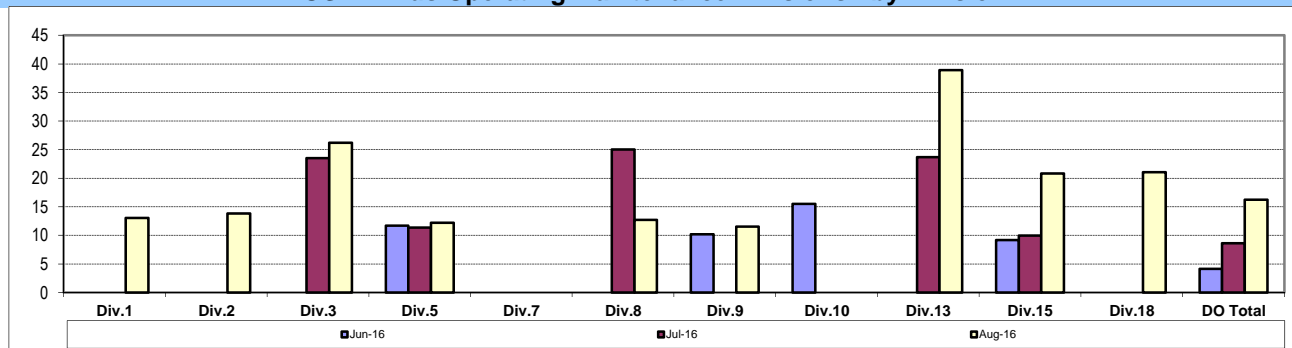
Remaining Below the Goal line is the target.

\*no FY16 target

#### OSHA: Bus Operating Transportation Divisions - by Division Jun 2016 - Aug 2016

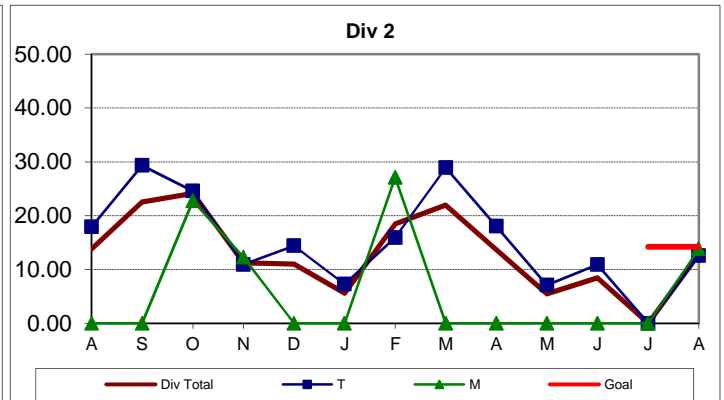
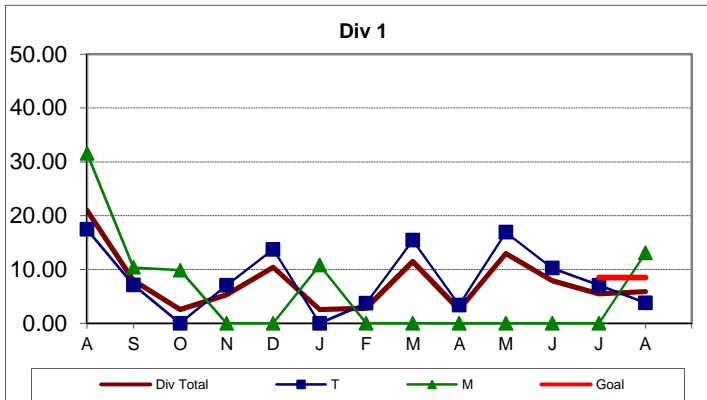


#### OSHA: Bus Operating Maintenance Divisions - by Division



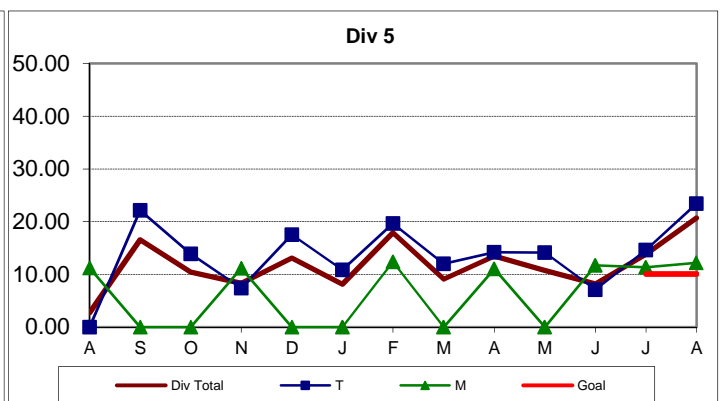
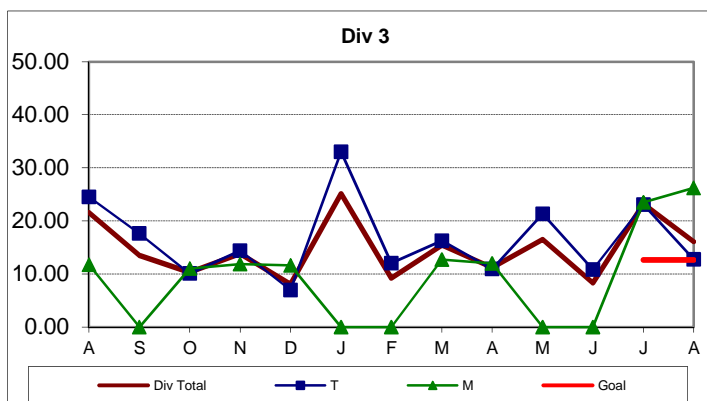
Remaining Below the Goal line is the target.

One month lag in reporting.

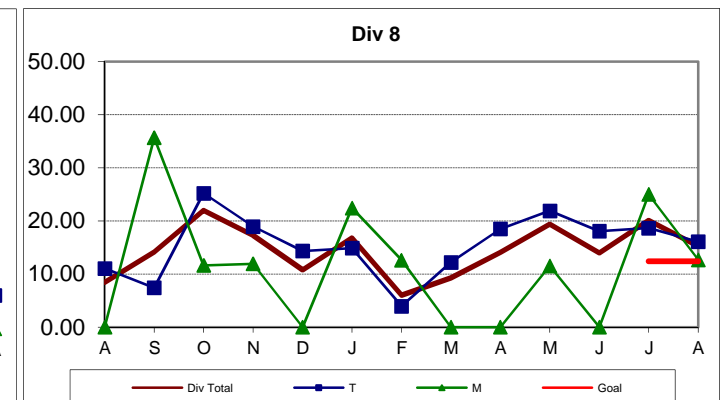
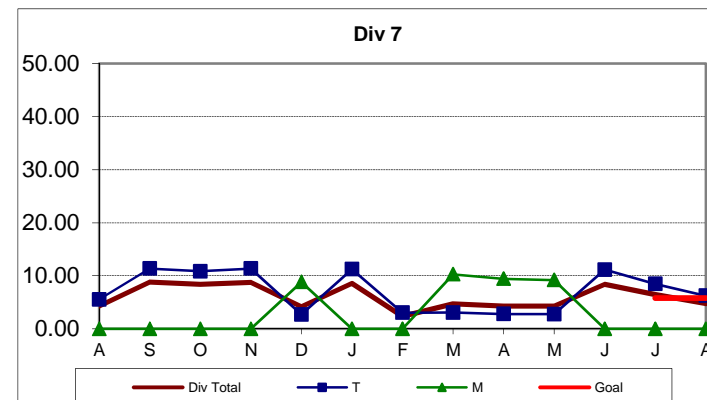


Remaining Below the Goal line is the target.

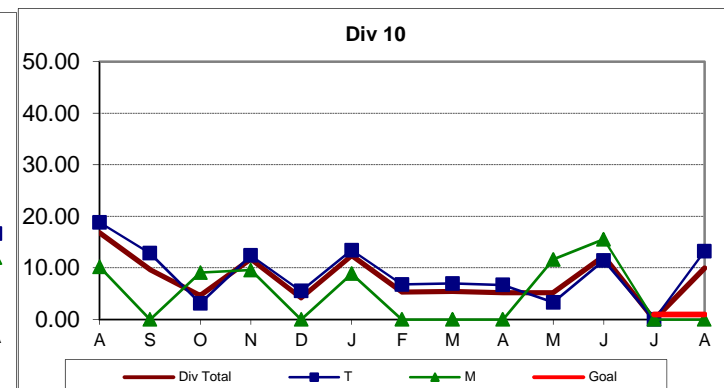
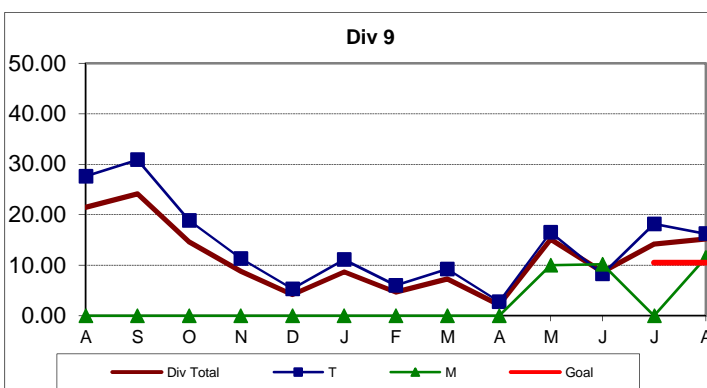
One month lag in reporting.



One month lag in reporting.



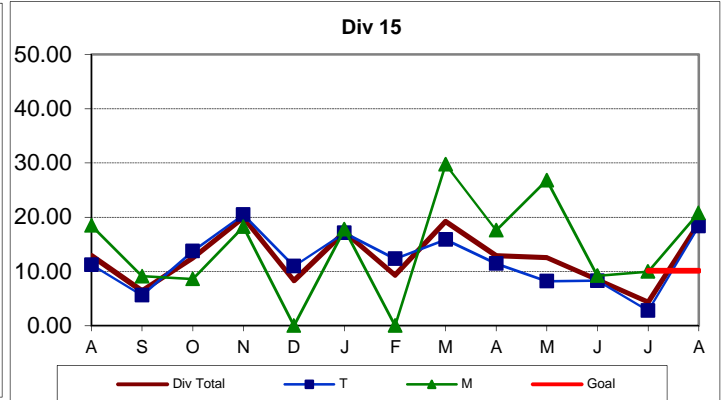
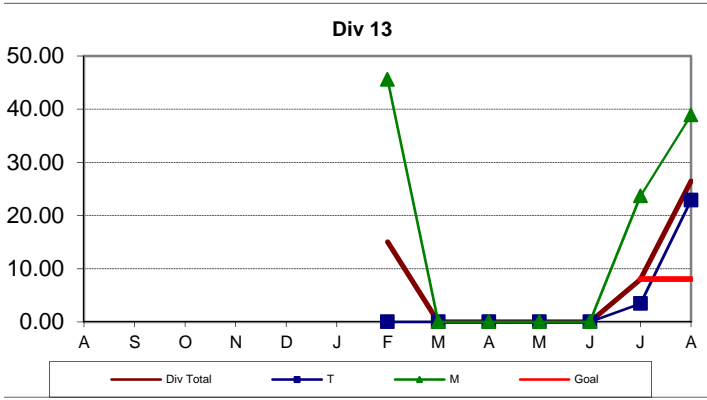
One month lag in reporting.



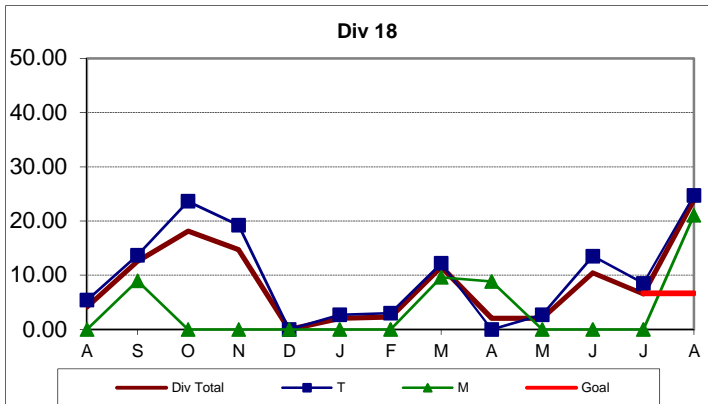


Remaining Below the Goal line is the target.

One month lag in reporting.



One month lag in reporting.



One month lag in reporting.

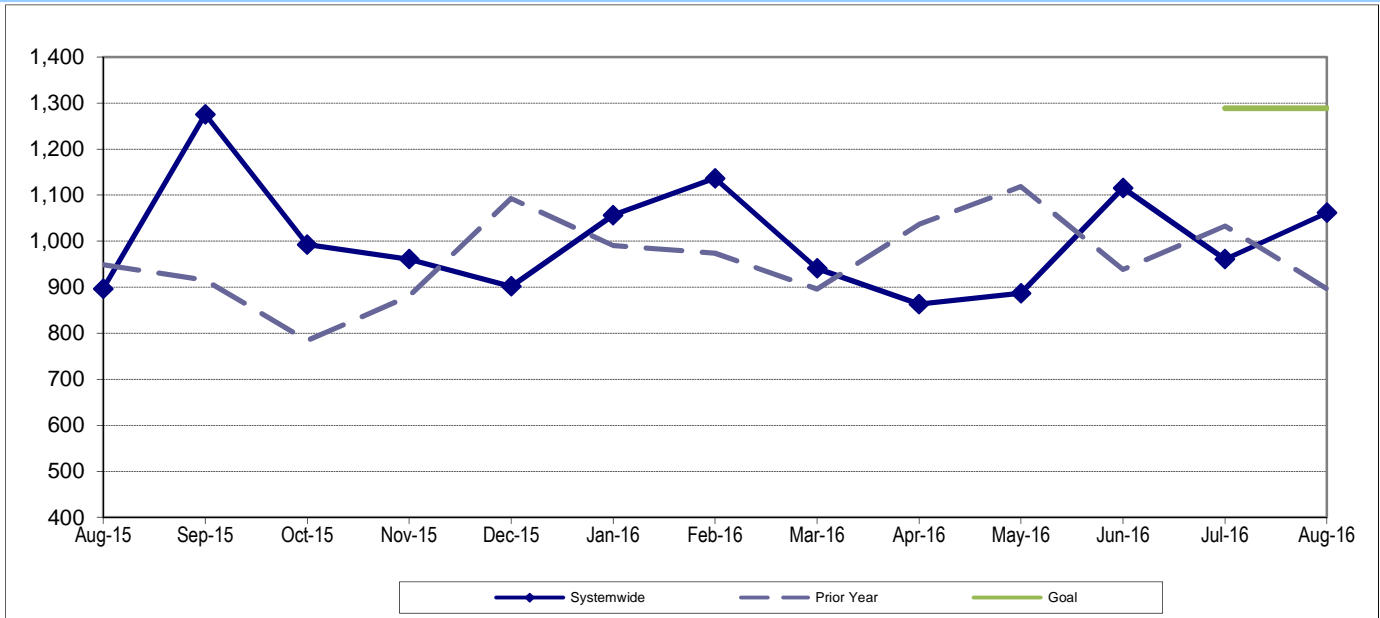
## NUMBER OF LOST WORK DAYS PAID PER 200,000 EXPOSURE HOURS Systemwide and Bus Operating Divisions

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

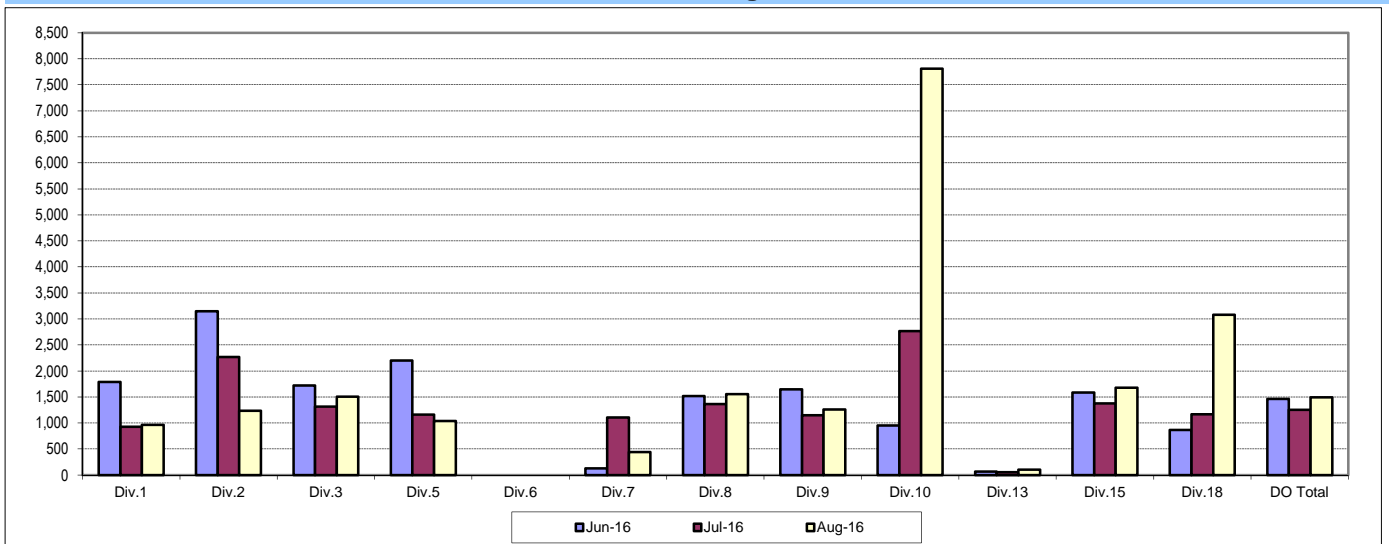
One month lag from current month

### LWD Systemwide Trend



One month lag from current month

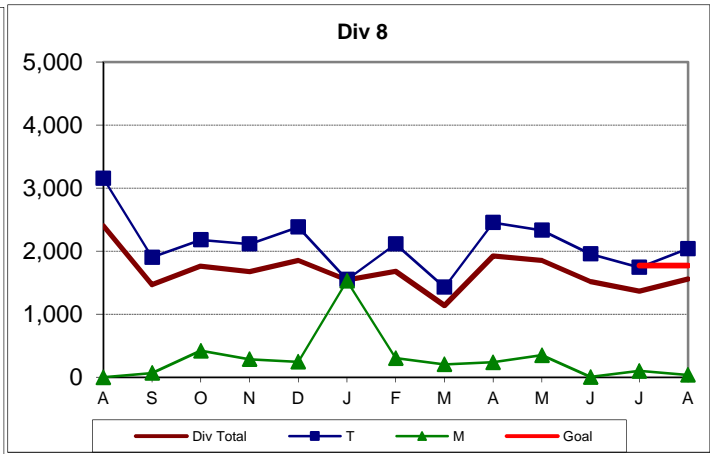
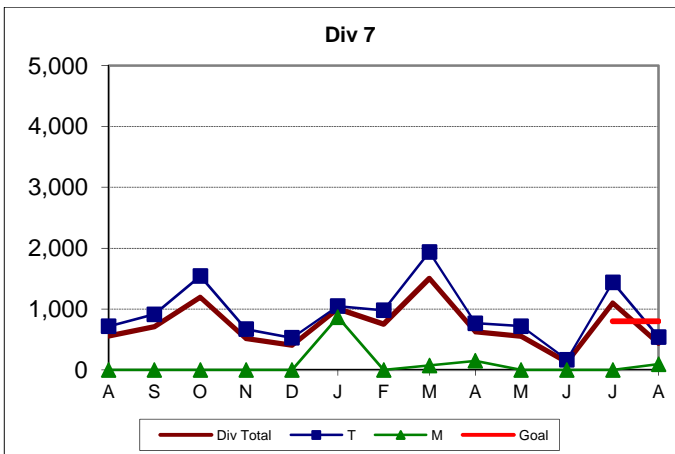
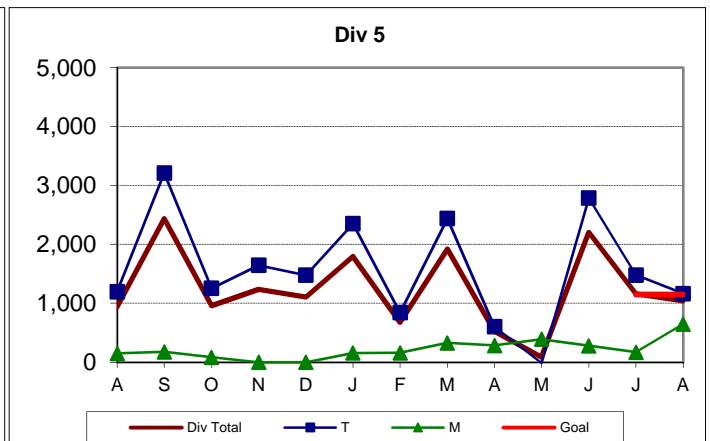
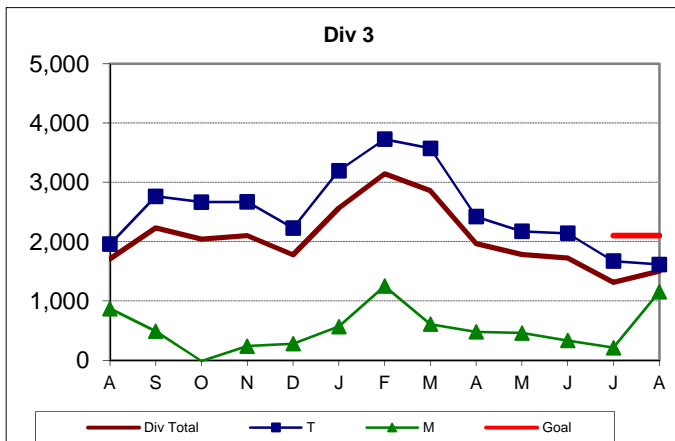
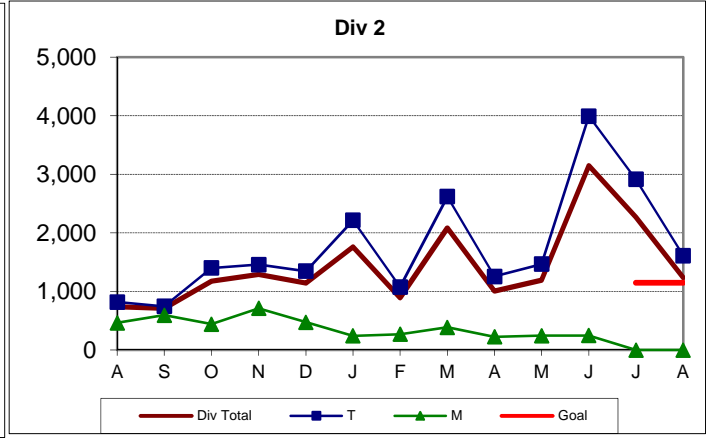
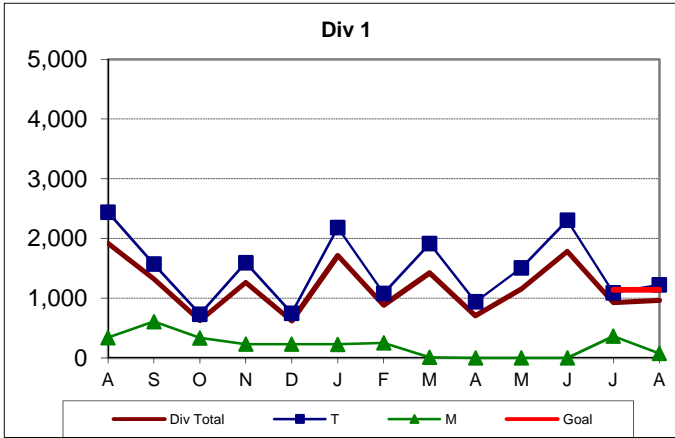
### LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division Jun 2016 - Aug 2016



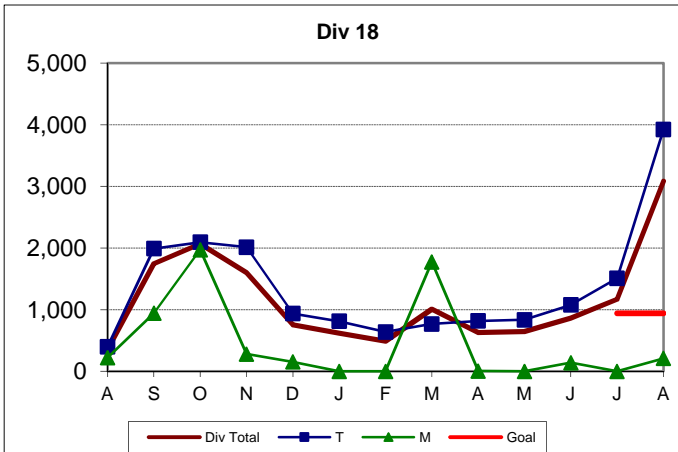
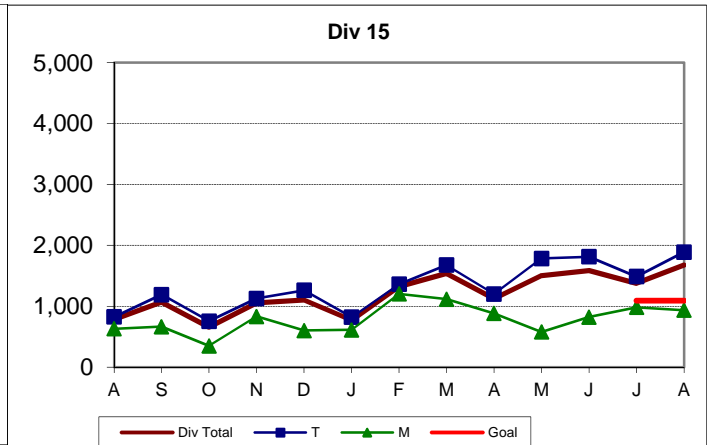
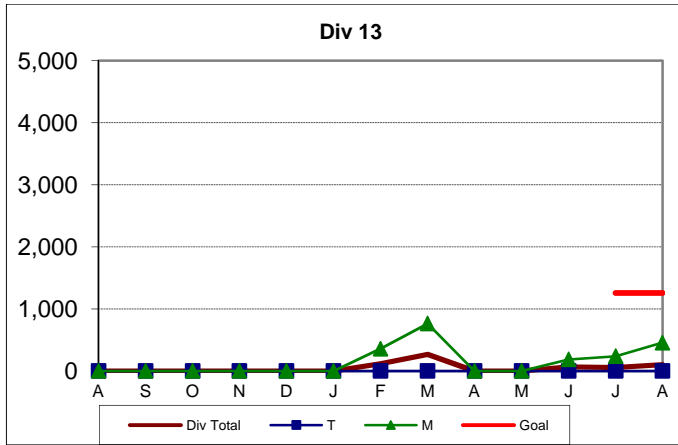
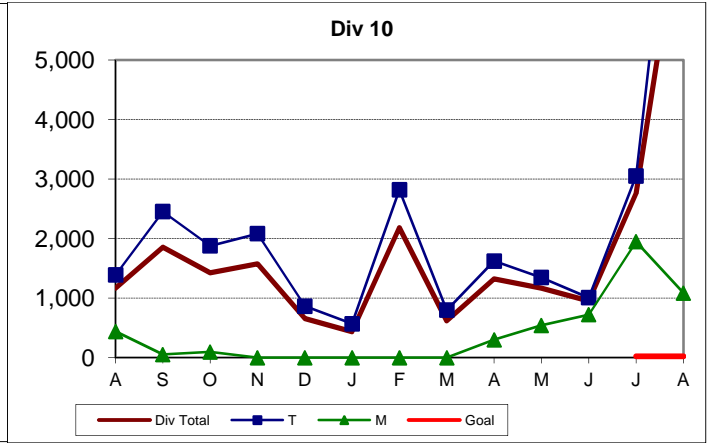
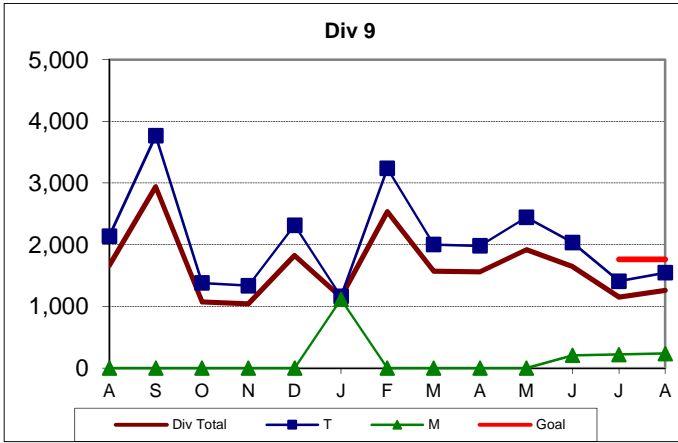
## LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division

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 - Sep 2016  
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 11 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 11 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 11 points.

Maintenance												
	Weight	1	2	3	5	7	8	9	10	13	15	18
Miles Between												
Total Road Calls	30%	3,302.8	4,565.5	4,319.7	4,604.4	3,896.3	5,511.2	4,340.3	2,707.7	2,869.9	4,472.3	4,610.9
Target		3,353.0	3,765.0	4,481.0	4,899.0	4,119.0	4,901.0	4,171.0	3,804.0	3,248.0	4,007.0	3,747.0
Points		6	10	5	3	4	9	7	1	2	8	11
Past Due PMPs												
Past Due PMPs	30%	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Target		0.047	0.000	0.000	0.018	0.011	0.025	0.019	0.000	0.002	0.000	0.000
Points		11	11	11	11	11	11	11	11	11	11	11
Bus Cleanliness												
Bus Cleanliness	30%	8.85	8.66	8.82	8.65	8.35	8.70	8.53	8.61	8.10	8.91	8.62
Target		9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00
Points		10	7	9	6	2	8	3	4	1	11	5
New WC Claims												
/200,000 Exp Hrs	10%	11.70	0.00	0.00	11.35	19.36	11.07	10.31	0.00	11.57	28.34	0.00
Target		7.93	7.97	12.64	11.79	9.24	11.60	5.80	6.65	13.64	12.00	6.80
Points		4	11	11	5	2	6	3	11	7	1	11
<b>Totals</b>		<b>8.50</b>	<b>9.50</b>	<b>8.60</b>	<b>6.50</b>	<b>5.30</b>	<b>9.00</b>	<b>6.60</b>	<b>5.90</b>	<b>4.90</b>	<b>9.10</b>	<b>9.20</b>
		<b>6</b>	<b>1</b>	<b>5</b>	<b>8</b>	<b>10</b>	<b>4</b>	<b>7</b>	<b>9</b>	<b>11</b>	<b>3</b>	<b>2</b>
<b>FINAL RANKING</b>												
		<b>Maintenance Division Ranking (Sorted)</b>										
<b>DIV.</b>		<b>2</b>	<b>18</b>	<b>15</b>	<b>8</b>	<b>3</b>	<b>1</b>	<b>9</b>	<b>5</b>	<b>10</b>	<b>7</b>	<b>13</b>
<b>Score</b>		<b>9.50</b>	<b>9.20</b>	<b>9.10</b>	<b>9.00</b>	<b>8.60</b>	<b>8.50</b>	<b>6.60</b>	<b>6.50</b>	<b>5.90</b>	<b>5.30</b>	<b>4.90</b>
<b>Rank</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>



**Monthly Calculations - Sep 2016**  
**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 11 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 11 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 11 points.

Transportation												
	Weight	1	2	3	5	7	8	9	10	13	15	18
ISOTP On-Time	20%	71.59%	69.02%	68.17%	67.34%	67.77%	77.13%	72.00%	67.05%	68.35%	71.60%	67.82%
Target		74.85%	77.05%	77.84%	77.75%	75.49%	86.28%	80.37%	75.36%	74.92%	79.66%	75.64%
Points		11	5	2	1	8	4	6	3	10	9	7
ISOTP Early	20%	3.18%	3.84%	5.32%	4.58%	4.28%	3.87%	3.80%	5.23%	3.77%	3.34%	3.31%
Target		2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%
Points		11	6	1	3	4	5	7	2	8	9	10
Traffic Accident Ratio	20%	4.82	4.03	3.33	6.28	5.16	1.74	2.24	1.32	5.63	4.63	4.65
Target		4.50	4.00	4.84	4.19	4.14	2.27	2.26	7.04	4.76	3.50	4.11
Points		6	7	10	1	3	9	8	11	4	2	5
Complaints/100K Boardings	20%	4.00	3.72	6.55	3.99	4.88	6.23	8.21	5.38	3.78	6.07	5.55
Target		3.86	2.47	4.13	3.53	3.63	4.33	6.41	4.17	3.08	4.68	4.04
Points		11	2	1	10	5	3	8	7	9	6	4
New WC Claims /200,000 Exp Hrs	20%	17.83	26.60	22.82	36.28	14.35	22.37	17.98	63.83	21.11	30.10	19.89
Target		15.26	21.00	19.54	18.97	11.74	19.53	20.71	16.41	16.41	12.06	11.54
Points		8	6	9	3	7	10	11	1	5	2	4
<b>Totals</b>		<b>9.40</b>	<b>5.20</b>	<b>4.60</b>	<b>3.60</b>	<b>5.40</b>	<b>6.20</b>	<b>8.00</b>	<b>4.80</b>	<b>7.20</b>	<b>5.60</b>	<b>6.00</b>
		<b>1</b>	<b>8</b>	<b>10</b>	<b>11</b>	<b>7</b>	<b>4</b>	<b>2</b>	<b>9</b>	<b>3</b>	<b>6</b>	<b>5</b>
<b>FINAL RANKING</b>												
	<b>DIV.</b>	<b>1</b>	<b>9</b>	<b>13</b>	<b>8</b>	<b>18</b>	<b>15</b>	<b>7</b>	<b>2</b>	<b>10</b>	<b>3</b>	<b>5</b>
	<b>Score</b>	<b>9.40</b>	<b>8.00</b>	<b>7.20</b>	<b>6.20</b>	<b>6.00</b>	<b>5.60</b>	<b>5.40</b>	<b>5.20</b>	<b>4.80</b>	<b>4.60</b>	<b>3.60</b>
	<b>Rank</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>



**"Excellence in Service and Support" PERFORMANCE INCENTIVE PROGRAM**

**Quarterly Calculations: FY 2017 Q1  
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 11 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 11 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 11 points.

Maintenance and Transportation												
Maintenance	Weight	1	2	3	5	7	8	9	10	13	15	18
Miles Between Total Road Calls	15%	3,490.5	4,820.3	3,802.5	5,402.6	4,337.9	5,091.4	3,924.3	2,371.6	3,035.6	4,327.1	4,799.7
Target		3,353.0	3,765.0	4,481.0	4,899.0	4,119.0	4,901.0	4,171.0	3,804.0	3,248.0	4,007.0	3,747.0
Points		6	10	2	9	7	5	4	1	3	8	11
Past Due PMPs	15%	0.007	0.000	0.011	0.011	0.000	0.005	0.000	0.000	0.002	0.001	0.000
Target		0.047	0.000	0.000	0.018	0.011	0.025	0.019	0.000	0.002	0.000	0.000
Points		6	11	1	4	11	5	11	11	3	2	11
Bus Cleanliness	15%	8.60	8.51	8.84	8.77	8.68	8.73	8.61	8.56	8.24	8.99	8.71
Target		9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00	9.00
Points		4	2	10	9	6	8	5	3	1	11	7
New WC Claims /200,000 Exp Hrs	5%	12.24	8.65	16.40	11.63	9.76	16.05	7.24	0.00	20.15	19.85	6.60
Target		7.93	7.97	12.64	11.79	9.24	11.60	5.80	6.65	13.64	12.00	6.80
Points		2	7	5	9	8	4	6	11	3	1	10
Transportation		1	2	3	5	7	8	9	10	13	15	18
ISOTP On-Time	10%	72.52%	71.41%	70.53%	70.43%	68.78%	79.22%	74.92%	68.06%	67.25%	74.93%	70.91%
Target		74.85%	77.05%	77.84%	77.75%	75.49%	86.28%	80.37%	75.36%	74.92%	79.66%	75.64%
Points		11	7	4	3	5	6	8	2	1	10	9
ISOTP Early	10%	3.50%	4.19%	5.57%	5.21%	4.65%	4.45%	3.92%	5.72%	4.35%	3.78%	3.44%
Target		2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%	2.00%
Points		10	7	2	3	4	5	8	1	6	9	11
Traffic Accident Ratio	10%	5.14	4.71	4.64	6.40	5.27	2.00	2.15	3.03	6.22	3.61	4.82
Target		4.50	4.00	4.84	4.19	4.14	2.27	2.26	7.04	4.76	3.50	4.11
Points		6	4	8	1	3	10	9	11	2	7	5
Complaints/100K Boardings	10%	3.99	3.16	5.18	4.07	4.78	5.60	7.46	5.86	3.40	5.45	5.03
Target		3.86	2.47	4.13	3.53	3.63	4.33	6.41	4.17	3.08	4.68	4.04
Points		11	4	5	9	2	3	8	1	10	7	6
New WC Claims /200,000 Exp Hrs	10%	20.58	19.55	26.39	29.78	11.71	19.11	22.65	56.01	22.71	23.82	23.30
Target		15.26	21.00	19.54	18.97	11.74	19.53	20.71	16.41	16.41	12.06	11.54
Points		7	11	6	4	9	10	8	1	5	3	2
<b>Totals</b>		<b>7.00</b>	<b>7.10</b>	<b>4.70</b>	<b>5.75</b>	<b>6.30</b>	<b>6.30</b>	<b>7.40</b>	<b>4.40</b>	<b>3.60</b>	<b>6.80</b>	<b>8.15</b>
		<b>4</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>6</b>	<b>2</b>	<b>10</b>	<b>11</b>	<b>5</b>	<b>1</b>
Maintenance and Transportation Division Ranking (Sorted)												
<b>FINAL RANKING</b>	<b>DIV.</b>	<b>18</b>	<b>9</b>	<b>2</b>	<b>1</b>	<b>15</b>	<b>7</b>	<b>8</b>	<b>5</b>	<b>3</b>	<b>10</b>	<b>13</b>
	<b>Score</b>	<b>8.15</b>	<b>7.40</b>	<b>7.10</b>	<b>7.00</b>	<b>6.80</b>	<b>6.30</b>	<b>6.30</b>	<b>5.75</b>	<b>4.70</b>	<b>4.40</b>	<b>3.60</b>
	<b>Rank</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>6</b>	<b>8</b>	<b>9</b>	<b>10</b>	<b>11</b>

### MAINTENANCE & TRANSPORTATION

