

Los Angeles County  
Metropolitan Transportation Authority  
California

# OPERATIONS MONTHLY BUS PERFORMANCE REPORT

JULY 2019



**Metro**

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## Table of Contents

|  | Page      |
|--|-----------|
| <b>Bus Scorecard Overview</b>                                | <b>3</b>  |
| <b>Bus Service Performance Systemwide</b>                    | <b>9</b>  |
| In-Service On-Time Performance                               |           |
| Scheduled Revenue Service Hours Delivered                    |           |
| <b>Bus Maintenance Performance</b>                           | <b>16</b> |
| Mean Miles Between Chargeable Mechanical Failures            |           |
| Past Due Critical Preventive Maintenance Program             |           |
| <b>Attendance</b>  | <b>22</b> |
| Maintenance Attendance                                       |           |
| <b>Bus Cleanliness</b>                                       | <b>23</b> |
| <b>Safety Performance</b>                                    | <b>26</b> |
| Bus Accidents per 100,000 Hub Miles                          |           |
| Bus Passenger Accidents per 100,000 Boardings                |           |
| <b>Customer Satisfaction</b>                                 | <b>32</b> |
| Complaints per 100,000 Boardings                             |           |
| <b>New Workers' Compensation Claims</b>                      | <b>36</b> |
| 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     |           |
| <b>"Excellence in Service and Support" Incentive Program</b> | <b>45</b> |

## 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.

**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.

**MMBMF:** Beginning Fiscal Year 2018, the methodology for determining MMBMF was changed to more accurately meet FTA Requirements for mechanical failures.

The FY20 goals shown have not been finalized. There will be slight changes which will be reflected on the August 2019 reports.

| Measurement  | FY 2017 | FY 2018 | FY 2019 | FY 2020 Target | FY 2020 YTD | FYTD Status | May Month | Jun Month | Jul Month |
|--|---------|---------|---------|----------------|-------------|-------------|-----------|-----------|-----------|
| <b>Bus Systemwide</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 5,368   | 4,510   | 4,555   | 5,183          | 4,202       | ●           | 4,916     | 4,611     | 4,202     |
| Number of Unaddressed Road Calls                                       | 60      | 40      | 13      | -              | 4           | -           | 1         | 2         | 4         |
| Mean Miles Between Total Road Calls                                    | 4,290   | 4,251   | 4,063   | 4,200          | 3,849       | ●           | 4,293     | 4,035     | 3,849     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.42    | 4.22    | 4.28    | 3.94           | 4.35        | ●           | 4.22      | 4.16      | 4.35      |
| Number of 482 Alleged Accidents  | 277     | 292     | 270     | -              | 19          | -           | 26        | 15        | 19        |
| Complaints per 100,000 Boardings                                       | 5.09    | 5.42    | 5.34    | 4.24           | 5.43        | ●           | 4.83      | 5.28      | 5.43      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 17.35   | 17.63   | 16.11   | 16.82          | 18.82       | ●           | 18.44     | 16.61     | 18.82     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,256   | 1,239   | 1,095   | 1,164          | N/A         | ●           | 1,182     | 850       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 11.41   | 11.31   | 11.04   | 11.02          | N/A         | ●           | 11.66     | 12.57     | N/A       |
| % of OnTime Pullouts   | 96.22%  | 96.42%  | 95.89%  | 97.11%         | 96.38%      | ●           | 96.74%    | 96.19%    | 96.38%    |
| In-Service On-time Performance - Early                                 | 4.15%   | 3.85%   | 4.06%   | 2.00%          | 4.61%       | ●           | 4.22%     | 4.57%     | 4.61%     |
| In-Service On-time Performance - Late                                  | 23.00%  | 22.31%  | 23.11%  | -              | 19.10%      | -           | 22.10%    | 21.15%    | 19.10%    |
| In-Service On-time Performance - OnTime                                | 72.85%  | 73.83%  | 72.83%  | 78.20%         | 76.28%      | ●           | 73.67%    | 74.28%    | 76.28%    |
| <b>Bus Directly Operated</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 5,117   | 4,240   | 4,259   | 5,019          | 4,203       | ●           | 4,627     | 4,278     | 4,203     |
| Number of Unaddressed Road Calls                                       | 60      | 40      | 13      | -              | 4           | -           | 1         | 2         | 4         |
| Mean Miles Between Total Road Calls                                    | 4,058   | 4,009   | 3,812   | 4,222          | 3,788       | ●           | 4,023     | 3,776     | 3,788     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.35    | 4.26    | 4.33    | 4.04           | 4.43        | ●           | 4.21      | 4.21      | 4.43      |
| Number of 482 Alleged Accidents  | 277     | 292     | 270     | -              | 19          | -           | 26        | 15        | 19        |
| Complaints per 100,000 Boardings                                       | 4.81    | 5.08    | 5.10    | 3.96           | 5.09        | ●           | 4.61      | 5.11      | 5.09      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 17.35   | 17.63   | 16.11   | 16.82          | 18.82       | ●           | 18.44     | 16.61     | 18.82     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,256   | 1,239   | 1,095   | 1,164          | 0           | ●           | 1,182     | 850       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 11.41   | 11.31   | 11.04   | 11.02          | 0.00        | ●           | 11.66     | 12.57     | N/A       |
| % of OnTime Pullouts   | 96.12%  | 96.37%  | 95.89%  | 97.00%         | 96.46%      | ●           | 96.81%    | 96.31%    | 96.46%    |
| In-Service On-time Performance - Early                                 | 4.37%   | 4.03%   | 4.25%   | 2.00%          | 4.81%       | ●           | 4.44%     | 4.78%     | 4.81%     |
| In-Service On-time Performance - Late                                  | 23.08%  | 22.20%  | 23.16%  | -              | 19.12%      | -           | 22.13%    | 21.10%    | 19.12%    |
| In-Service On-time Performance - OnTime                                | 72.55%  | 73.77%  | 72.59%  | 78.07%         | 76.07%      | ●           | 73.44%    | 74.12%    | 76.07%    |
| <b>Bus Purchased Transportation</b>                                    |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 11,623  | 11,485  | 16,920  | 7,500          | 4,192       | ●           | 13,238    | 26,992    | 4,192     |
| Mean Miles Between Total Road Calls                                    | 11,533  | 10,022  | 13,070  | 4,000          | 4,689       | ●           | 13,238    | 15,142    | 4,689     |
| Bus Traffic Accidents Per 100,000 Miles                                | 5.15    | 3.87    | 3.65    | 3.00           | 3.48        | ●           | 4.28      | 3.54      | 3.48      |
| Complaints per 100,000 Boardings                                       | 10.89   | 12.55   | 10.59   | 10.00          | 13.27       | ●           | 9.37      | 9.01      | 13.27     |
| % of OnTime Pullouts   | 97.93%  | 97.30%  | 95.89%  | 99.00%         | 94.81%      | ●           | 95.62%    | 94.07%    | 94.81%    |
| In-Service On-time Performance - Early                                 | 1.20%   | 1.32%   | 1.29%   | 2.00%          | 1.36%       | ●           | 1.17%     | 1.44%     | 1.36%     |
| In-Service On-time Performance - Late                                  | 22.00%  | 23.93%  | 22.45%  | -              | 18.90%      | -           | 21.80%    | 21.94%    | 18.90%    |
| In-Service On-time Performance - OnTime                                | 76.80%  | 74.74%  | 76.26%  | 80.00%         | 79.73%      | ●           | 77.03%    | 76.62%    | 79.73%    |

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 2017 | FY 2018 | FY 2019 | FY 2020 Target | FY 2020 YTD | FYTD Status | May Month | Jun Month | Jul Month |
|--|---------|---------|---------|----------------|-------------|-------------|-----------|-----------|-----------|
| <b>Division 1</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 4,655   | 4,628   | 4,321   | 5,500          | 3,663       | ●           | 4,956     | 4,189     | 3,663     |
| Number of Unaddressed Road Calls                                       | 0       | 1       | 0       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 3,571   | 4,043   | 3,490   | 4,100          | 3,046       | ●           | 3,610     | 3,208     | 3,046     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.65    | 4.50    | 4.92    | 4.15           | 6.03        | ●           | 4.27      | 4.63      | 6.03      |
| Number of 482 Alleged Accidents  | 31      | 26      | 25      | -              | 3           | -           | 1         | 2         | 3         |
| Complaints per 100,000 Boardings                                       | 4.11    | 3.87    | 4.24    | 3.00           | 4.95        | ●           | 3.90      | 4.13      | 4.95      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 14.57   | 12.91   | 12.28   | 11.99          | 11.77       | ●           | 7.35      | 17.78     | 11.77     |
| *Lost Work Days per 200,000 Exposure Hours                             | 695     | 953     | 1,011   | 798            | 0           | ●           | 1,024     | 741       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 8.65    | 8.90    | 8.95    | 7.78           | 0.00        | ●           | 4.90      | 10.16     | N/A       |
| % of OnTime Pullouts   | 95.71%  | 95.70%  | 94.77%  | 97.00%         | 95.20%      | ●           | 95.46%    | 95.19%    | 95.20%    |
| In-Service On-time Performance - Early                                 | 3.74%   | 3.50%   | 4.13%   | 2.00%          | 6.10%       | ●           | 4.79%     | 5.49%     | 6.10%     |
| In-Service On-time Performance - Late                                  | 23.93%  | 22.76%  | 21.66%  | -              | 18.32%      | -           | 20.26%    | 20.27%    | 18.32%    |
| In-Service On-time Performance - OnTime                                | 72.33%  | 73.73%  | 74.21%  | 78.07%         | 75.59%      | ●           | 74.95%    | 74.24%    | 75.59%    |
| <b>Division 2</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 7,225   | 6,331   | 6,427   | 7,000          | 5,435       | ●           | 7,331     | 6,363     | 5,435     |
| Number of Unaddressed Road Calls                                       | 5       | 2       | 2       | -              | 1           | -           | 0         | 1         | 1         |
| Mean Miles Between Total Road Calls                                    | 4,659   | 5,549   | 4,942   | 5,400          | 4,329       | ●           | 5,848     | 4,554     | 4,329     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.79    | 4.66    | 4.68    | 4.36           | 4.50        | ●           | 6.15      | 3.02      | 4.50      |
| Number of 482 Alleged Accidents  | 13      | 13      | 22      | -              | 3           | -           | 0         | 0         | 3         |
| Complaints per 100,000 Boardings                                       | 3.11    | 3.13    | 2.96    | 2.50           | 2.52        | ●           | 3.00      | 2.95      | 2.52      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 16.48   | 20.72   | 16.33   | 20.45          | 20.90       | ●           | 31.36     | 24.67     | 20.90     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,410   | 1,386   | 1,368   | 1,271          | 0           | ●           | 1,286     | 987       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 9.31    | 10.25   | 9.80    | 11.40          | 0.00        | ●           | 13.07     | 21.93     | N/A       |
| % of OnTime Pullouts   | 97.06%  | 98.07%  | 97.33%  | 97.00%         | 97.16%      | ●           | 97.46%    | 97.18%    | 97.16%    |
| In-Service On-time Performance - Early                                 | 4.52%   | 4.58%   | 3.16%   | 2.00%          | 2.85%       | ●           | 2.96%     | 3.14%     | 2.85%     |
| In-Service On-time Performance - Late                                  | 24.78%  | 27.28%  | 29.34%  | -              | 23.82%      | -           | 29.17%    | 26.07%    | 23.82%    |
| In-Service On-time Performance - OnTime                                | 70.70%  | 68.14%  | 67.51%  | 78.07%         | 73.33%      | ●           | 67.87%    | 70.79%    | 73.33%    |
| <b>Division 3</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 4,780   | 4,508   | 4,353   | 5,500          | 4,304       | ●           | 4,458     | 4,485     | 4,304     |
| Number of Unaddressed Road Calls                                       | 2       | 1       | 0       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 3,999   | 4,304   | 3,646   | 4,380          | 3,851       | ●           | 4,090     | 3,924     | 3,851     |
| Bus Traffic Accidents Per 100,000 Miles                                | 5.35    | 4.96    | 4.63    | 4.90           | 4.69        | ●           | 4.96      | 5.77      | 4.69      |
| Number of 482 Alleged Accidents  | 29      | 15      | 17      | -              | 1           | -           | 5         | 1         | 1         |
| Complaints per 100,000 Boardings                                       | 4.91    | 5.04    | 5.18    | 4.00           | 5.29        | ●           | 3.99      | 5.09      | 5.29      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 19.02   | 17.88   | 17.44   | 15.93          | 27.04       | ●           | 15.55     | 14.03     | 27.04     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,995   | 1,306   | 1,169   | 1,247          | 0           | ●           | 947       | 736       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 13.96   | 12.94   | 11.92   | 11.46          | 0.00        | ●           | 15.55     | 16.83     | N/A       |
| % of OnTime Pullouts   | 97.73%  | 97.37%  | 96.31%  | 97.00%         | 97.75%      | ●           | 97.84%    | 97.98%    | 97.75%    |
| In-Service On-time Performance - Early                                 | 5.36%   | 5.07%   | 4.85%   | 2.00%          | 5.76%       | ●           | 5.59%     | 5.89%     | 5.76%     |
| In-Service On-time Performance - Late                                  | 24.32%  | 21.88%  | 22.27%  | -              | 18.80%      | -           | 21.16%    | 20.25%    | 18.80%    |
| In-Service On-time Performance - OnTime                                | 70.32%  | 73.05%  | 72.88%  | 78.07%         | 75.44%      | ●           | 73.25%    | 73.86%    | 75.44%    |

N/A = Not Available

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| Measurement  | FY 2017 | FY 2018 | FY 2019 | FY 2020 Target | FY 2020 YTD | FYTD Status | May Month | Jun Month | Jul Month |
|--|---------|---------|---------|----------------|-------------|-------------|-----------|-----------|-----------|
| <b>Division 5</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 5,678   | 4,520   | 4,498   | 5,000          | 4,300       | ●           | 4,834     | 4,715     | 4,300     |
| Number of Unaddressed Road Calls                                       | 13      | 2       | 0       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 4,481   | 3,925   | 3,818   | 4,308          | 3,698       | ●           | 3,749     | 4,015     | 3,698     |
| Bus Traffic Accidents Per 100,000 Miles                                | 5.69    | 5.02    | 5.21    | 4.92           | 4.69        | ●           | 4.36      | 4.09      | 4.69      |
| Number of 482 Alleged Accidents  | 43      | 29      | 51      | -              | 2           | -           | 4         | 2         | 2         |
| Complaints per 100,000 Boardings                                       | 4.17    | 4.61    | 4.93    | 3.50           | 4.68        | ●           | 4.43      | 5.00      | 4.68      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 20.62   | 17.45   | 19.52   | 16.58          | 14.90       | ●           | 26.96     | 39.34     | 14.90     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,254   | 1,139   | 903     | 1,215          | 0           | ●           | 1,169     | 1,046     | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 14.43   | 10.03   | 12.25   | 11.14          | 0.00        | ●           | 22.06     | 18.36     | N/A       |
| % of OnTime Pullouts   | 97.24%  | 97.38%  | 97.61%  | 97.00%         | 95.92%      | ●           | 97.46%    | 96.18%    | 95.92%    |
| In-Service On-time Performance - Early                                 | 5.49%   | 5.19%   | 5.39%   | 2.00%          | 5.41%       | ●           | 5.13%     | 5.90%     | 5.41%     |
| In-Service On-time Performance - Late                                  | 25.23%  | 23.91%  | 24.69%  | -              | 20.47%      | -           | 24.42%    | 21.56%    | 20.47%    |
| In-Service On-time Performance - OnTime                                | 69.28%  | 70.90%  | 69.92%  | 78.07%         | 74.12%      | ●           | 70.45%    | 72.54%    | 74.12%    |
| <b>Division 7</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 4,601   | 3,943   | 4,524   | 4,500          | 5,585       | ●           | 4,980     | 5,381     | 5,585     |
| Number of Unaddressed Road Calls                                       | 12      | 17      | 1       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 4,058   | 3,484   | 3,550   | 3,902          | 4,405       | ●           | 4,072     | 4,063     | 4,405     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.78    | 5.02    | 5.58    | 4.60           | 6.08        | ●           | 5.41      | 5.02      | 6.08      |
| Number of 482 Alleged Accidents  | 25      | 53      | 31      | -              | 0           | -           | 2         | 0         | 0         |
| Complaints per 100,000 Boardings                                       | 4.95    | 5.83    | 6.48    | 4.50           | 7.24        | ●           | 6.31      | 7.69      | 7.24      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 12.53   | 14.88   | 11.58   | 14.63          | 13.09       | ●           | 16.93     | 9.12      | 13.09     |
| *Lost Work Days per 200,000 Exposure Hours                             | 634     | 869     | 789     | 799            | 0           | ●           | 1,146     | 586       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 5.53    | 7.99    | 8.42    | 7.03           | 0.00        | ●           | 10.58     | 6.84      | N/A       |
| % of OnTime Pullouts   | 96.02%  | 95.68%  | 95.08%  | 97.00%         | 96.10%      | ●           | 96.45%    | 96.15%    | 96.10%    |
| In-Service On-time Performance - Early                                 | 5.38%   | 4.90%   | 5.40%   | 2.00%          | 4.17%       | ●           | 4.58%     | 4.73%     | 4.17%     |
| In-Service On-time Performance - Late                                  | 25.86%  | 25.29%  | 24.80%  | -              | 21.54%      | -           | 23.34%    | 24.95%    | 21.54%    |
| In-Service On-time Performance - OnTime                                | 68.75%  | 69.80%  | 69.80%  | 78.07%         | 74.29%      | ●           | 72.08%    | 70.32%    | 74.29%    |
| <b>Division 8</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 5,776   | 4,788   | 4,586   | 5,500          | 4,172       | ●           | 5,453     | 4,297     | 4,172     |
| Number of Unaddressed Road Calls                                       | 5       | 2       | 1       | -              | 1           | -           | 1         | 0         | 1         |
| Mean Miles Between Total Road Calls                                    | 5,113   | 5,239   | 5,274   | 5,400          | 4,669       | ●           | 5,945     | 4,924     | 4,669     |
| Bus Traffic Accidents Per 100,000 Miles                                | 2.45    | 2.48    | 2.43    | 2.35           | 3.26        | ●           | 2.90      | 1.33      | 3.26      |
| Number of 482 Alleged Accidents  | 25      | 18      | 13      | -              | 1           | -           | 3         | 0         | 1         |
| Complaints per 100,000 Boardings                                       | 5.39    | 5.39    | 5.40    | 4.50           | 5.56        | ●           | 5.16      | 5.92      | 5.56      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 17.96   | 18.53   | 15.09   | 17.82          | 24.33       | ●           | 16.84     | 17.72     | 24.33     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,796   | 1,624   | 1,332   | 1,543          | 0           | ●           | 1,924     | 1,294     | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 14.51   | 13.17   | 12.82   | 12.46          | 0.00        | ●           | 14.43     | 17.72     | N/A       |
| % of OnTime Pullouts   | 96.22%  | 96.70%  | 96.93%  | 97.00%         | 97.77%      | ●           | 97.73%    | 97.13%    | 97.77%    |
| In-Service On-time Performance - Early                                 | 4.07%   | 3.51%   | 4.05%   | 2.00%          | 5.29%       | ●           | 4.51%     | 5.01%     | 5.29%     |
| In-Service On-time Performance - Late                                  | 14.74%  | 13.61%  | 16.59%  | -              | 12.29%      | -           | 16.26%    | 14.07%    | 12.29%    |
| In-Service On-time Performance - OnTime                                | 81.19%  | 82.88%  | 79.36%  | 78.07%         | 82.42%      | ●           | 79.22%    | 80.92%    | 82.42%    |

N/A = Not Available

\* There is One Month lag in reporting this data

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● Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.

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| Measurement  | FY 2017 | FY 2018 | FY 2019 | FY 2020 Target | FY 2020 YTD | FYTD Status | May Month | Jun Month | Jul Month |
|--|---------|---------|---------|----------------|-------------|-------------|-----------|-----------|-----------|
| <b>Division 9</b>  |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 7,130   | 4,541   | 4,628   | 5,500          | 4,919       | ●           | 5,005     | 3,747     | 4,919     |
| Number of Unaddressed Road Calls                                       | 5       | 2       | 1       | -              | 1           | -           | 0         | 0         | 1         |
| Mean Miles Between Total Road Calls                                    | 4,388   | 4,844   | 4,839   | 5,000          | 5,282       | ●           | 4,942     | 3,965     | 5,282     |
| Bus Traffic Accidents Per 100,000 Miles                                | 2.94    | 2.73    | 2.85    | 2.65           | 2.29        | ●           | 2.66      | 3.20      | 2.29      |
| Number of 482 Alleged Accidents  | 10      | 9       | 8       | -              | 1           | -           | 0         | 0         | 1         |
| Complaints per 100,000 Boardings                                       | 7.32    | 7.30    | 6.72    | 5.50           | 5.55        | ●           | 6.28      | 6.64      | 5.55      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 19.08   | 22.46   | 19.99   | 20.91          | 12.61       | ●           | 20.78     | 15.16     | 12.61     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,643   | 1,462   | 1,833   | 1,461          | 0           | ●           | 2,062     | 1,576     | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 11.29   | 12.83   | 13.45   | 12.64          | 0.00        | ●           | 10.39     | 12.99     | N/A       |
| % of OnTime Pullouts   | 96.99%  | 96.67%  | 97.26%  | 97.00%         | 97.66%      | ●           | 97.12%    | 97.15%    | 97.66%    |
| In-Service On-time Performance - Early                                 | 3.70%   | 3.41%   | 4.08%   | 2.00%          | 4.86%       | ●           | 4.91%     | 4.80%     | 4.86%     |
| In-Service On-time Performance - Late                                  | 19.34%  | 17.96%  | 18.52%  | -              | 14.01%      | -           | 17.32%    | 16.20%    | 14.01%    |
| In-Service On-time Performance - OnTime                                | 76.96%  | 78.63%  | 77.39%  | 78.07%         | 81.13%      | ●           | 77.77%    | 79.01%    | 81.13%    |
| <b>Division 10</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 3,841   | 2,350   | 3,837   | 3,500          | 5,407       | ●           | 4,781     | 5,068     | 5,407     |
| Number of Unaddressed Road Calls                                       | 11      | 6       | 2       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 2,244   | 1,900   | 2,642   | 2,157          | 3,485       | ●           | 3,270     | 3,454     | 3,485     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.19    | 4.64    | 4.77    | 4.35           | 3.28        | ●           | 3.35      | 4.93      | 3.28      |
| Number of 482 Alleged Accidents  | 7       | 8       | 14      | -              | 3           | -           | 4         | 4         | 3         |
| Complaints per 100,000 Boardings                                       | 5.93    | 6.56    | 4.81    | 5.50           | 4.38        | ●           | 2.12      | 2.69      | 4.38      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 33.77   | 36.11   | 23.66   | 34.61          | 28.08       | ●           | 36.23     | 28.34     | 28.08     |
| *Lost Work Days per 200,000 Exposure Hours                             | 4,309   | 1,937   | 764     | 1,501          | 0           | ●           | 249       | 182       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 15.71   | 24.82   | 16.15   | 25.71          | 0.00        | ●           | 15.10     | 22.05     | N/A       |
| % of OnTime Pullouts   | 91.83%  | 93.67%  | 94.06%  | 97.00%         | 96.39%      | ●           | 96.71%    | 95.73%    | 96.39%    |
| In-Service On-time Performance - Early                                 | 4.49%   | 4.47%   | 5.26%   | 2.00%          | 12.35%      | ●           | 5.25%     | 6.49%     | 12.35%    |
| In-Service On-time Performance - Late                                  | 25.62%  | 25.28%  | 27.25%  | -              | 19.60%      | -           | 25.56%    | 24.04%    | 19.60%    |
| In-Service On-time Performance - OnTime                                | 69.90%  | 70.25%  | 67.50%  | 78.07%         | 68.05%      | ●           | 69.19%    | 69.47%    | 68.05%    |
| <b>Division 13</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 3,491   | 3,114   | 3,083   | 4,000          | 3,205       | ●           | 3,444     | 3,022     | 3,205     |
| Number of Unaddressed Road Calls                                       | 2       | 2       | 0       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 2,937   | 2,808   | 2,565   | 3,000          | 2,482       | ●           | 2,816     | 2,568     | 2,482     |
| Bus Traffic Accidents Per 100,000 Miles                                | 5.60    | 5.54    | 5.73    | 5.25           | 5.73        | ●           | 7.21      | 7.20      | 5.73      |
| Number of 482 Alleged Accidents  | 23      | 32      | 31      | -              | 2           | -           | 3         | 0         | 2         |
| Complaints per 100,000 Boardings                                       | 3.72    | 4.07    | 3.94    | 3.50           | 5.78        | ●           | 3.82      | 3.89      | 5.78      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 15.72   | 19.56   | 17.54   | 17.48          | 11.07       | ●           | 12.94     | 8.15      | 11.07     |
| *Lost Work Days per 200,000 Exposure Hours                             | 360     | 1,277   | 901     | 1,136          | N/A         | N/A         | 622       | 772       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 10.25   | 12.05   | 10.70   | 10.22          | N/A         | N/A         | 2.59      | 2.72      | N/A       |
| % of OnTime Pullouts   | 94.46%  | 95.95%  | 94.98%  | 97.00%         | 95.69%      | ●           | 96.42%    | 95.44%    | 95.69%    |
| In-Service On-time Performance - Early                                 | 3.74%   | 4.24%   | 5.30%   | 2.00%          | 4.02%       | ●           | 5.76%     | 5.82%     | 4.02%     |
| In-Service On-time Performance - Late                                  | 24.67%  | 24.05%  | 23.20%  | -              | 21.46%      | -           | 21.54%    | 24.11%    | 21.46%    |
| In-Service On-time Performance - OnTime                                | 71.59%  | 71.71%  | 71.51%  | 78.07%         | 74.52%      | ●           | 72.70%    | 70.07%    | 74.52%    |

N/A = Not Available

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● Yellow - Uncertain if the target will be achieved -- slight problems, delays or management issues. Falls below Target 70 - 99%.

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| Measurement  | FY 2017 | FY 2018 | FY 2019 | FY 2020 Target | FY 2020 YTD | FYTD Status | May Month | Jun Month | Jul Month |
|--|---------|---------|---------|----------------|-------------|-------------|-----------|-----------|-----------|
| <b>Division 15</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 4,682   | 4,171   | 3,943   | 5,000          | 3,235       | ●           | 4,050     | 3,830     | 3,235     |
| Number of Unaddressed Road Calls                                       | 5       | 4       | 6       | -              | 1           | -           | 0         | 1         | 1         |
| Mean Miles Between Total Road Calls                                    | 4,369   | 4,226   | 4,252   | 4,310          | 3,516       | ●           | 4,293     | 3,885     | 3,516     |
| Bus Traffic Accidents Per 100,000 Miles                                | 3.83    | 3.54    | 3.10    | 3.45           | 3.64        | ●           | 3.03      | 2.47      | 3.64      |
| Number of 482 Alleged Accidents  | 21      | 17      | 13      | -              | 2           | -           | 2         | 2         | 2         |
| Complaints per 100,000 Boardings                                       | 5.68    | 6.20    | 6.32    | 4.50           | 5.83        | ●           | 5.52      | 5.78      | 5.83      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 16.55   | 14.20   | 13.94   | 13.85          | 19.56       | ●           | 11.30     | 10.18     | 19.56     |
| *Lost Work Days per 200,000 Exposure Hours                             | 1,098   | 1,125   | 864     | 1,057          | 0           | ●           | 959       | 495       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 12.59   | 10.52   | 11.35   | 10.87          | 0.00        | ●           | 13.19     | 4.07      | N/A       |
| % of OnTime Pullouts   | 95.32%  | 95.14%  | 94.62%  | 97.00%         | 95.25%      | ●           | 96.52%    | 95.81%    | 95.25%    |
| In-Service On-time Performance - Early                                 | 4.07%   | 3.97%   | 5.03%   | 2.00%          | 6.20%       | ●           | 5.56%     | 5.78%     | 6.20%     |
| In-Service On-time Performance - Late                                  | 20.96%  | 20.25%  | 21.09%  | -              | 16.71%      | -           | 19.97%    | 17.53%    | 16.71%    |
| In-Service On-time Performance - OnTime                                | 74.98%  | 75.78%  | 73.89%  | 78.07%         | 77.09%      | ●           | 74.47%    | 76.69%    | 77.09%    |
| <b>Division 18</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 5,466   | 4,049   | 3,922   | 4,500          | 4,038       | ●           | 3,855     | 4,249     | 4,038     |
| Number of Unaddressed Road Calls                                       | 0       | 1       | 0       | -              | 0           | -           | 0         | 0         | 0         |
| Mean Miles Between Total Road Calls                                    | 4,300   | 3,901   | 3,598   | 4,200          | 3,919       | ●           | 3,346     | 3,734     | 3,919     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.61    | 5.05    | 5.24    | 4.77           | 5.50        | ●           | 3.81      | 6.09      | 5.50      |
| Number of 482 Alleged Accidents  | 50      | 72      | 45      | -              | 1           | -           | 2         | 4         | 1         |
| Complaints per 100,000 Boardings                                       | 4.82    | 5.10    | 4.96    | 4.00           | 4.52        | ●           | 4.87      | 5.54      | 4.52      |
| New Reported Workers' Compensation Claims per 200,000 Exposure Hours   | 17.34   | 14.24   | 14.55   | 13.87          | 24.89       | ●           | 13.56     | 6.17      | 24.89     |
| *Lost Work Days per 200,000 Exposure Hours                             | 957     | 1,154   | 997     | 1,093          | 0           | ●           | 1,273     | 807       | N/A       |
| *OSHA Injuries per 200,000 Exposure Hours                              | 13.05   | 11.19   | 8.57    | 10.82          | 0.00        | ●           | 7.75      | 10.28     | N/A       |
| % of OnTime Pullouts   | 95.82%  | 96.16%  | 95.38%  | 97.00%         | 96.43%      | ●           | 96.00%    | 95.70%    | 96.43%    |
| In-Service On-time Performance - Early                                 | 3.76%   | 2.42%   | 1.90%   | 2.00%          | 1.98%       | ●           | 1.81%     | 2.17%     | 1.98%     |
| In-Service On-time Performance - Late                                  | 25.61%  | 24.35%  | 26.00%  | -              | 21.62%      | -           | 24.75%    | 23.62%    | 21.62%    |
| In-Service On-time Performance - OnTime                                | 70.63%  | 73.23%  | 72.09%  | 78.07%         | 76.40%      | ●           | 73.44%    | 74.20%    | 76.40%    |

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| Measurement  | FY 2017 | FY 2018 | FY 2019 | FY 2020 Target | FY 2020 YTD | FYTD Status | May Month | Jun Month | Jul Month |
|--|---------|---------|---------|----------------|-------------|-------------|-----------|-----------|-----------|
| <b>Division 95</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 23,796  | 23,836  | 21,480  | 7,500          | 6,916       | ●           | 18,360    | 31,373    | 6,916     |
| Mean Miles Between Total Road Calls                                    | 17,224  | 19,546  | 19,117  | 4,000          | 11,066      | ●           | 18,360    | 31,373    | 11,066    |
| Bus Traffic Accidents Per 100,000 Miles                                | 5.70    | 4.25    | 3.35    | 3.00           | 3.61        | ●           | 5.45      | 3.82      | 3.61      |
| Complaints per 100,000 Boardings                                       | 7.11    | 8.03    | 7.34    | 10.00          | 8.78        | ●           | 7.16      | 6.00      | 8.78      |
| % of OnTime Pullouts   | 99.80%  | 99.76%  | 99.73%  | 99.00%         | 99.89%      | N/A         | 99.89%    | 99.89%    | 99.89%    |
| In-Service On-time Performance - Early                                 | 0.51%   | 0.68%   | 0.62%   | 2.00%          | 1.06%       | ●           | 0.50%     | 1.08%     | 1.06%     |
| In-Service On-time Performance - Late                                  | 20.68%  | 21.33%  | 16.74%  | -              | 10.32%      | -           | 15.62%    | 14.26%    | 10.32%    |
| In-Service On-time Performance - OnTime                                | 78.81%  | 77.99%  | 82.64%  | 80.00%         | 88.62%      | ●           | 83.88%    | 84.66%    | 88.62%    |
| <b>Division 97</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 6,221   | 5,534   | 13,604  | 7,500          | 3,550       | ●           | 7,681     | 18,972    | 3,550     |
| Mean Miles Between Total Road Calls                                    | 8,656   | 5,180   | 8,807   | 4,000          | 7,193       | ●           | 7,681     | 8,300     | 7,193     |
| Bus Traffic Accidents Per 100,000 Miles                                | 5.19    | 4.28    | 3.44    | 3.00           | 1.83        | ●           | 2.06      | 2.26      | 1.83      |
| Complaints per 100,000 Boardings                                       | 13.46   | 17.67   | 13.67   | 10.00          | 16.09       | ●           | 11.77     | 11.85     | 16.09     |
| % of OnTime Pullouts   | 98.13%  | 97.55%  | 95.34%  | 99.00%         | 90.04%      | N/A         | 95.39%    | 91.03%    | 90.04%    |
| In-Service On-time Performance - Early                                 | 1.17%   | 1.80%   | 1.52%   | 2.00%          | 2.01%       | ●           | 1.45%     | 1.79%     | 2.01%     |
| In-Service On-time Performance - Late                                  | 22.95%  | 24.72%  | 25.67%  | -              | 25.61%      | ●           | 25.61%    | 26.24%    | 25.61%    |
| In-Service On-time Performance - OnTime                                | 75.88%  | 73.48%  | 72.81%  | 80.00%         | 72.38%      | ●           | 72.95%    | 71.97%    | 72.38%    |
| <b>Division 98</b>   |         |         |         |                |             |             |           |           |           |
| Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF) | 32,212  | 35,973  | 19,768  | 7,500          | 3,874       | ●           | 40,752    | 49,586    | 3,874     |
| Mean Miles Between Total Road Calls                                    | 13,589  | 23,320  | 20,553  | 4,000          | 2,362       | ●           | 40,752    | 49,586    | 2,362     |
| Bus Traffic Accidents Per 100,000 Miles                                | 4.71    | 3.28    | 4.13    | 3.00           | 5.68        | ●           | 6.13      | 5.04      | 5.68      |
| Complaints per 100,000 Boardings                                       | 10.25   | 9.36    | 9.15    | 10.00          | 13.03       | ●           | 8.09      | 7.72      | 13.03     |
| % of OnTime Pullouts   | 96.73%  | 95.67%  | 93.87%  | 99.00%         | 94.26%      | N/A         | 93.10%    | 92.83%    | 94.26%    |
| In-Service On-time Performance - Early                                 | 1.79%   | 1.34%   | 1.63%   | 2.00%          | 1.09%       | ●           | 1.46%     | 1.39%     | 1.09%     |
| In-Service On-time Performance - Late                                  | 21.79%  | 25.18%  | 24.20%  | -              | 21.42%      | -           | 22.71%    | 24.23%    | 21.42%    |
| In-Service On-time Performance - OnTime                                | 76.42%  | 73.48%  | 74.17%  | 80.00%         | 77.49%      | ●           | 75.83%    | 74.38%    | 77.49%    |

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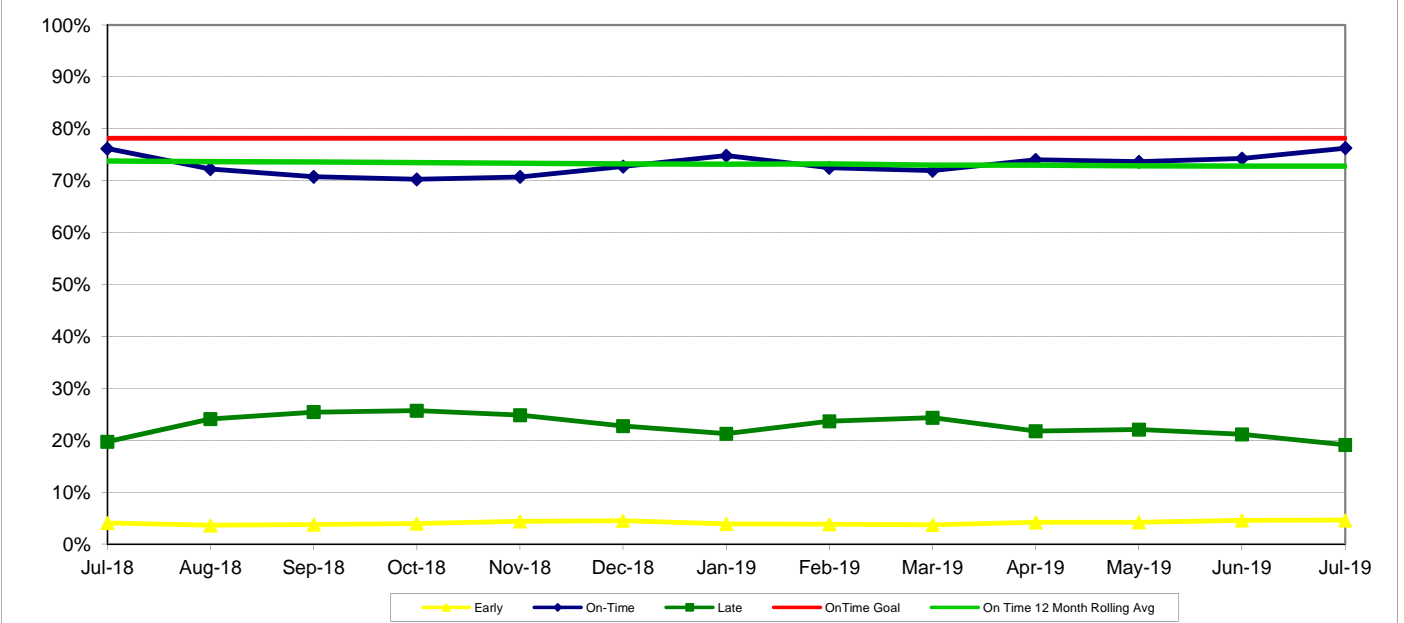


## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

**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).

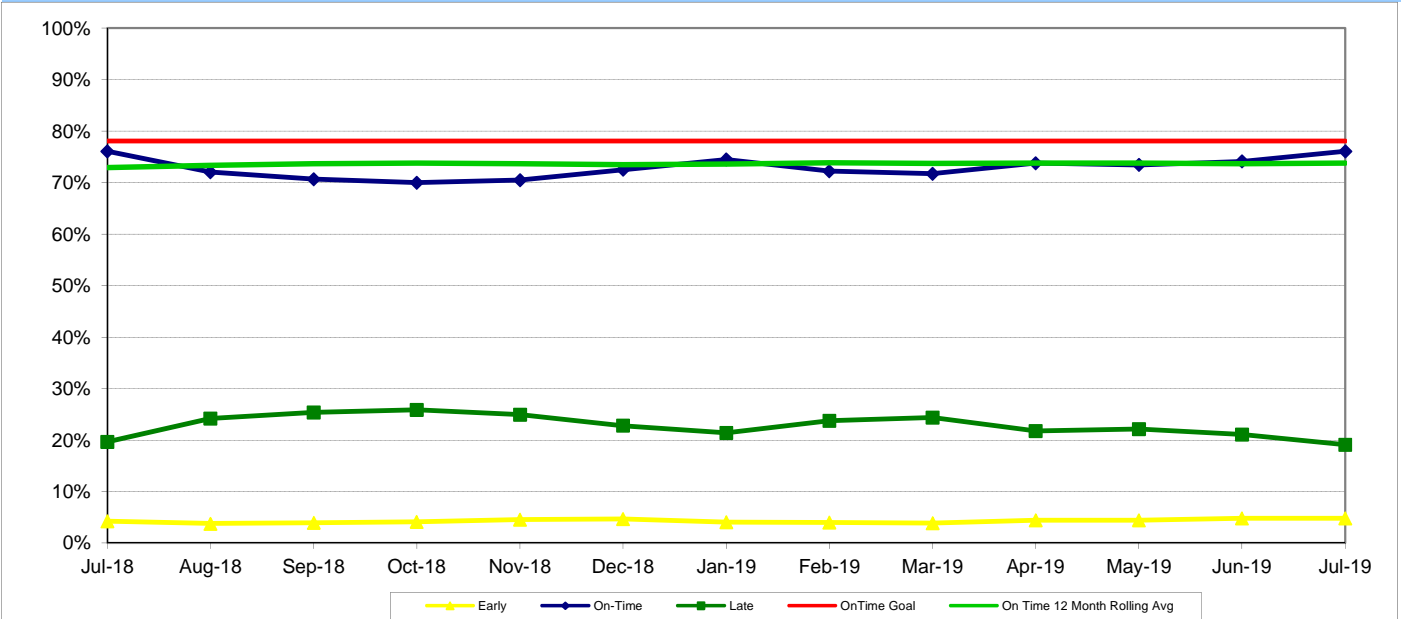
**Calculation:** ISOTP%: Early = Early Cases/Total Cases; OnTime = OnTime Cases/Total Cases; Late = Late Cases/Total Cases

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



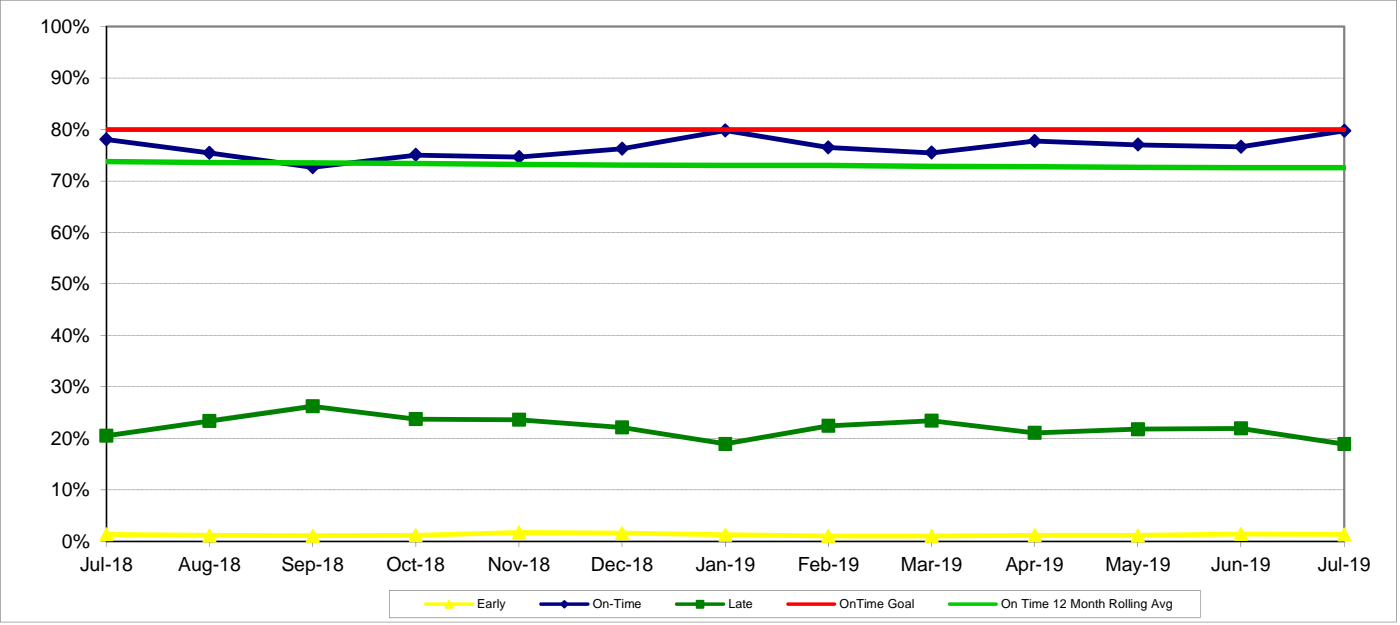
Remaining Above the Goal line is the target.

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

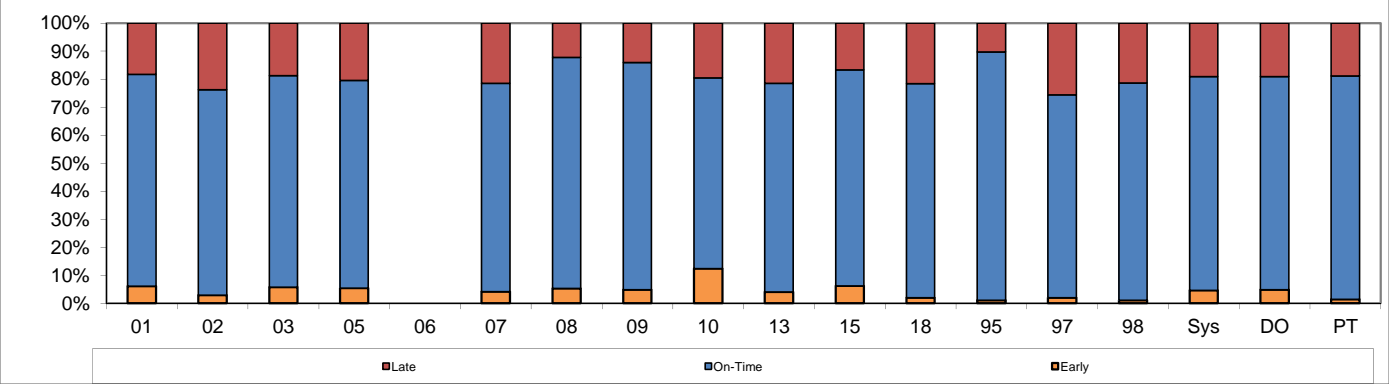


Remaining Above the Goal line is the target.

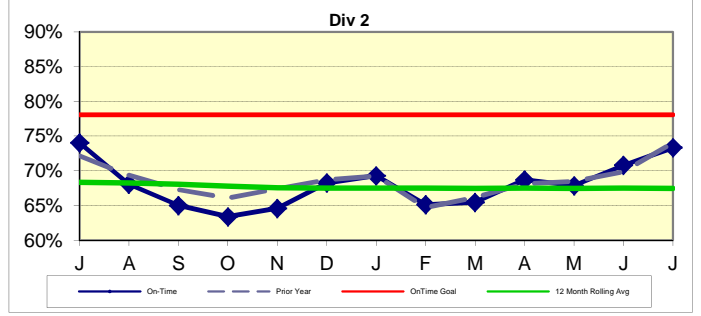
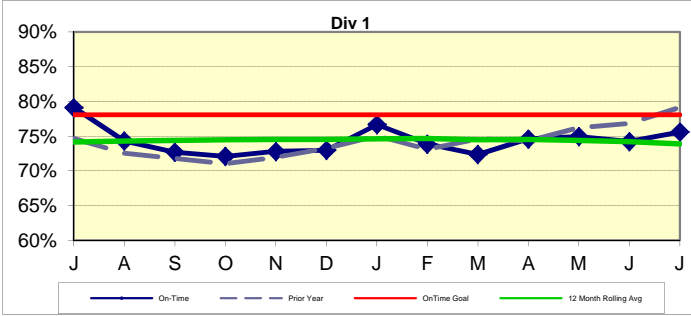
### Purchased Transportation ISOTP - 1 Minute Tolerance for Running Hot



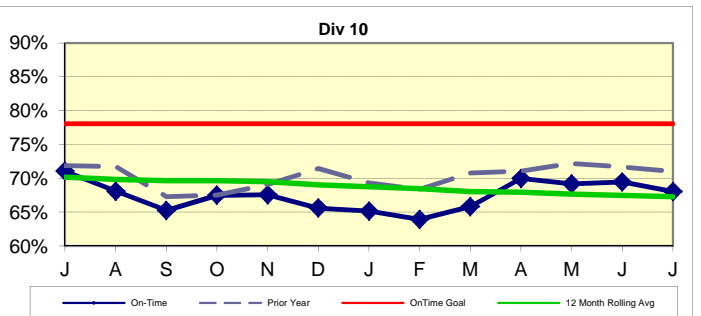
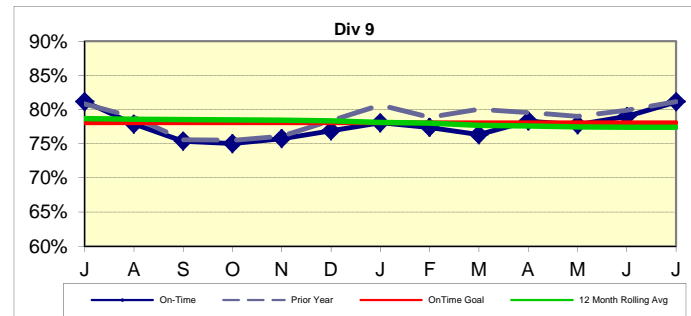
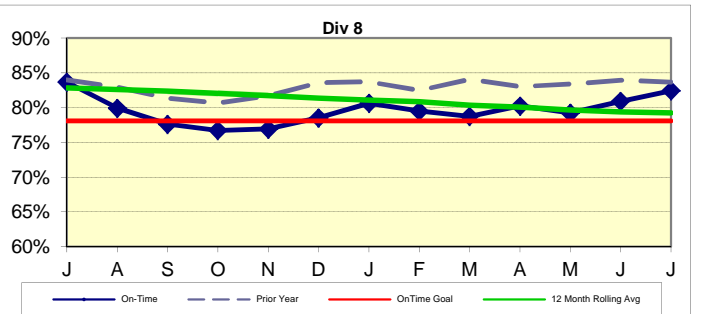
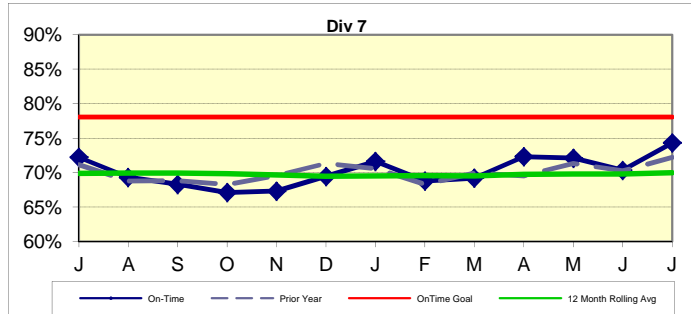
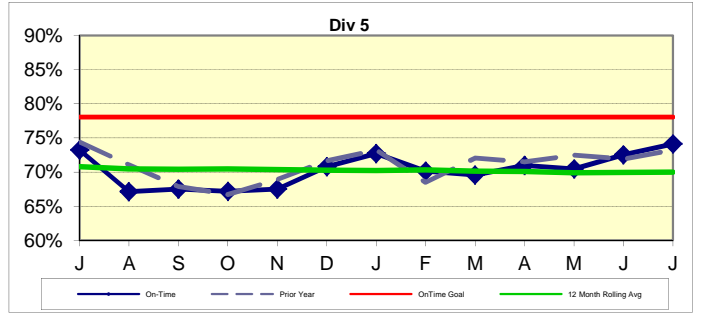
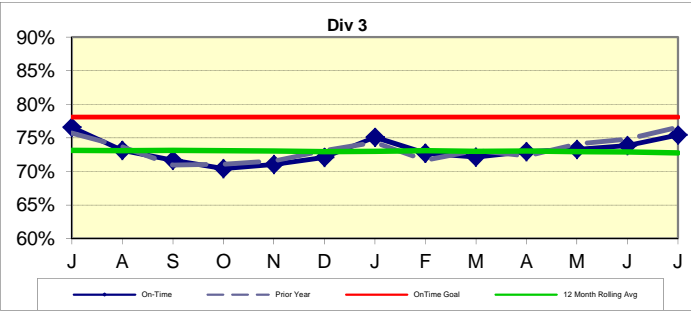
### Bus Operating Divisions - Jul 2019

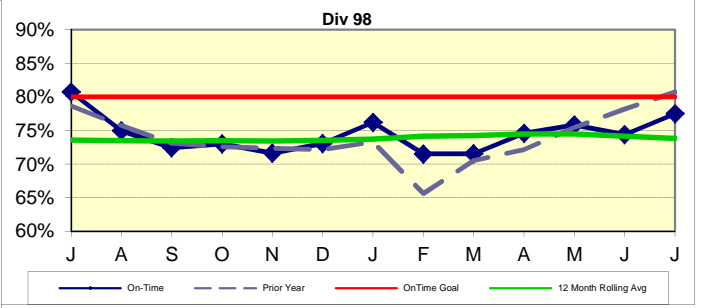
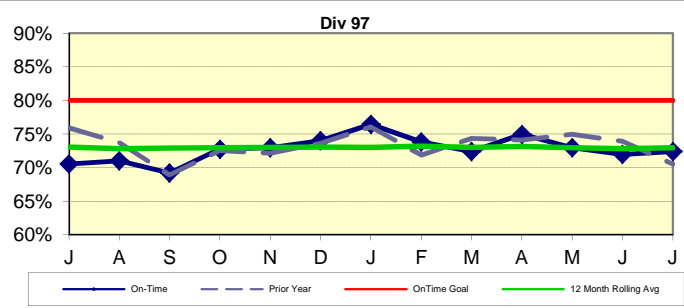
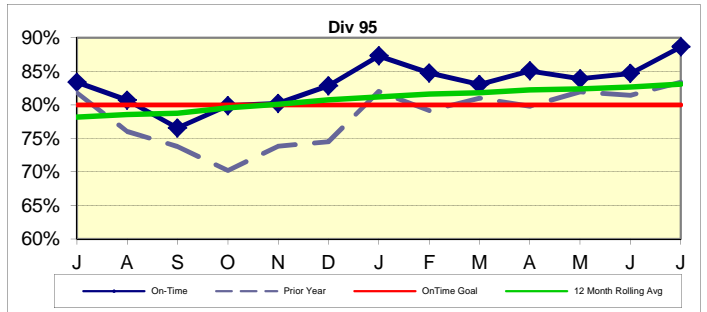
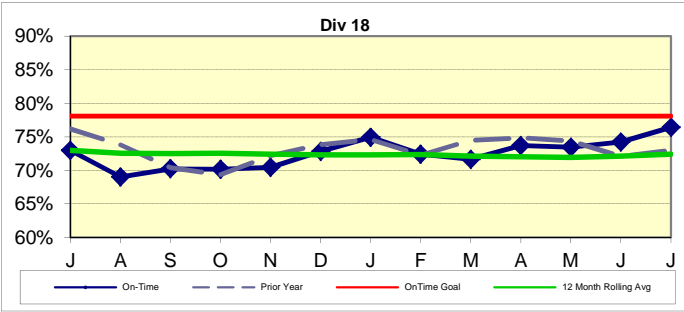
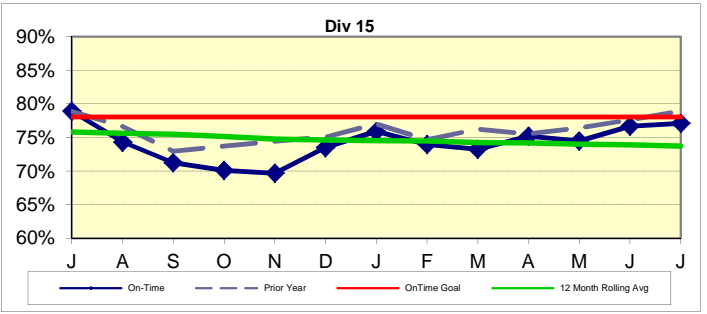
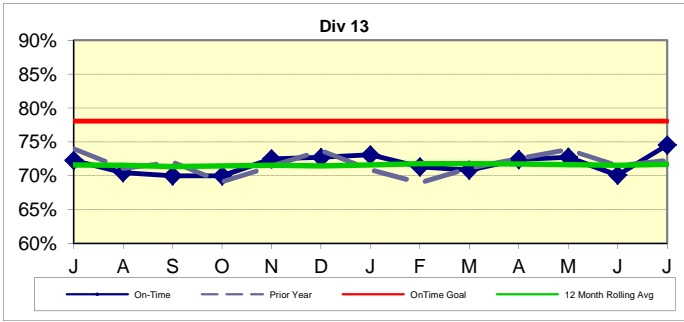


## ISOTP By Division



Remaining Above the Goal line is the target.





**ISOTP By Division**

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

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 1</b> |         |             |          |
| Early             | 4.13%   | 6.10%       | 1.97%    |
| On-Time           | 74.21%  | 75.59%      | 1.38%    |
| Late              | 21.66%  | 18.32%      | -3.35%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 2</b> |         |             |          |
| Early             | 3.16%   | 2.85%       | -0.31%   |
| On-Time           | 67.51%  | 73.33%      | 5.82%    |
| Late              | 29.34%  | 23.82%      | -5.51%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 3</b> |         |             |          |
| Early             | 4.85%   | 5.76%       | 0.91%    |
| On-Time           | 72.88%  | 75.44%      | 2.55%    |
| Late              | 22.27%  | 18.80%      | -3.47%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 5</b> |         |             |          |
| Early             | 5.39%   | 5.41%       | 0.03%    |
| On-Time           | 69.92%  | 74.12%      | 4.19%    |
| Late              | 24.69%  | 20.47%      | -4.22%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 7</b> |         |             |          |
| Early             | 5.40%   | 4.17%       | -1.23%   |
| On-Time           | 69.80%  | 74.29%      | 4.48%    |
| Late              | 24.80%  | 21.54%      | -3.25%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 8</b> |         |             |          |
| Early             | 4.05%   | 5.29%       | 1.24%    |
| On-Time           | 79.36%  | 82.42%      | 3.06%    |
| Late              | 16.59%  | 12.29%      | -4.30%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>Division 9</b> |         |             |          |
| Early             | 4.08%   | 4.86%       | 0.78%    |
| On-Time           | 77.39%  | 81.13%      | 3.73%    |
| Late              | 18.52%  | 14.01%      | -4.52%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 10</b> |         |             |          |
| Early              | 5.26%   | 12.35%      | 7.09%    |
| On-Time            | 67.50%  | 68.05%      | 0.55%    |
| Late               | 27.25%  | 19.60%      | -7.65%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 13</b> |         |             |          |
| Early              | 5.30%   | 4.02%       | -1.28%   |
| On-Time            | 71.51%  | 74.52%      | 3.01%    |
| Late               | 23.20%  | 21.46%      | -1.73%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 15</b> |         |             |          |
| Early              | 5.03%   | 6.20%       | 1.18%    |
| On-Time            | 73.89%  | 77.09%      | 3.20%    |
| Late               | 21.09%  | 16.71%      | -4.38%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 18</b> |         |             |          |
| Early              | 1.90%   | 1.98%       | 0.07%    |
| On-Time            | 72.09%  | 76.40%      | 4.31%    |
| Late               | 26.00%  | 21.62%      | -4.38%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 95</b> |         |             |          |
| Early              | 0.62%   | 1.06%       | 0.44%    |
| On-Time            | 82.64%  | 88.62%      | 5.98%    |
| Late               | 16.74%  | 10.32%      | -6.42%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 97</b> |         |             |          |
| Early              | 1.52%   | 2.01%       | 0.49%    |
| On-Time            | 72.81%  | 72.38%      | -0.43%   |
| Late               | 25.67%  | 25.61%      | -0.06%   |

|                    | FY 2019 | FY 2020 YTD | Variance |
|--------------------|---------|-------------|----------|
| <b>Division 98</b> |         |             |          |
| Early              | 1.63%   | 1.09%       | -0.54%   |
| On-Time            | 74.17%  | 77.49%      | 3.32%    |
| Late               | 24.20%  | 21.42%      | -2.78%   |

|                   | FY 2019 | FY 2020 YTD | Variance |
|-------------------|---------|-------------|----------|
| <b>SYSTEMWIDE</b> |         |             |          |
| Early             | 4.06%   | 4.61%       | 0.55%    |
| On-Time           | 72.83%  | 76.28%      | 3.46%    |
| Late              | 23.11%  | 19.10%      | -4.01%   |

|                          | FY 2019 | FY 2020 YTD | Variance |
|--------------------------|---------|-------------|----------|
| <b>DIRECTLY OPERATED</b> |         |             |          |
| Early                    | 4.25%   | 4.81%       | 0.56%    |
| On-Time                  | 72.59%  | 76.07%      | 3.48%    |
| Late                     | 23.16%  | 19.12%      | -4.04%   |

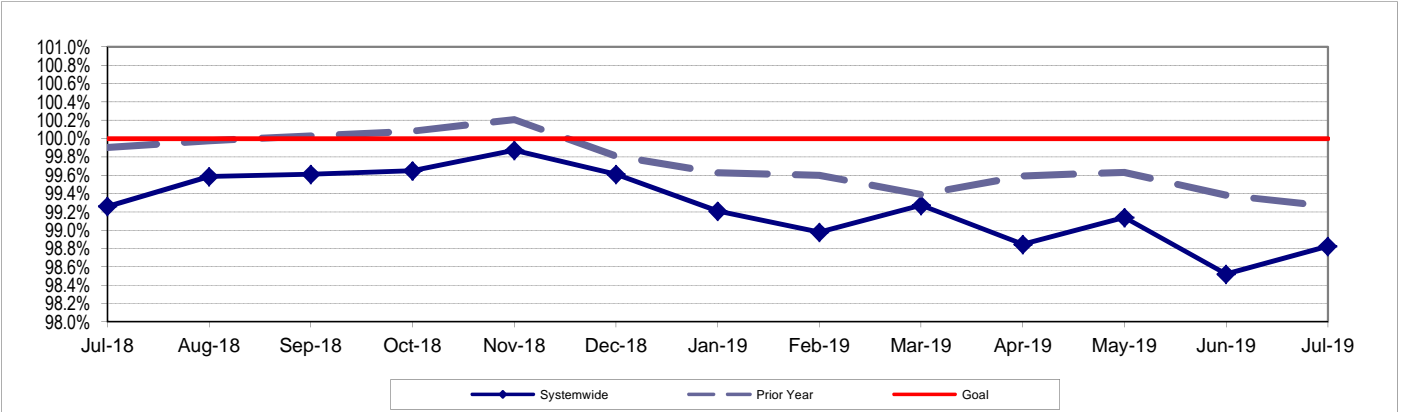
|                                 | FY 2019 | FY 2020 YTD | Variance |
|---------------------------------|---------|-------------|----------|
| <b>PURCHASED TRANSPORTATION</b> |         |             |          |
| Early                           | 1.29%   | 1.36%       | 0.08%    |
| On-Time                         | 76.26%  | 79.73%      | 3.47%    |
| Late                            | 22.45%  | 18.90%      | -3.55%   |

## 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.

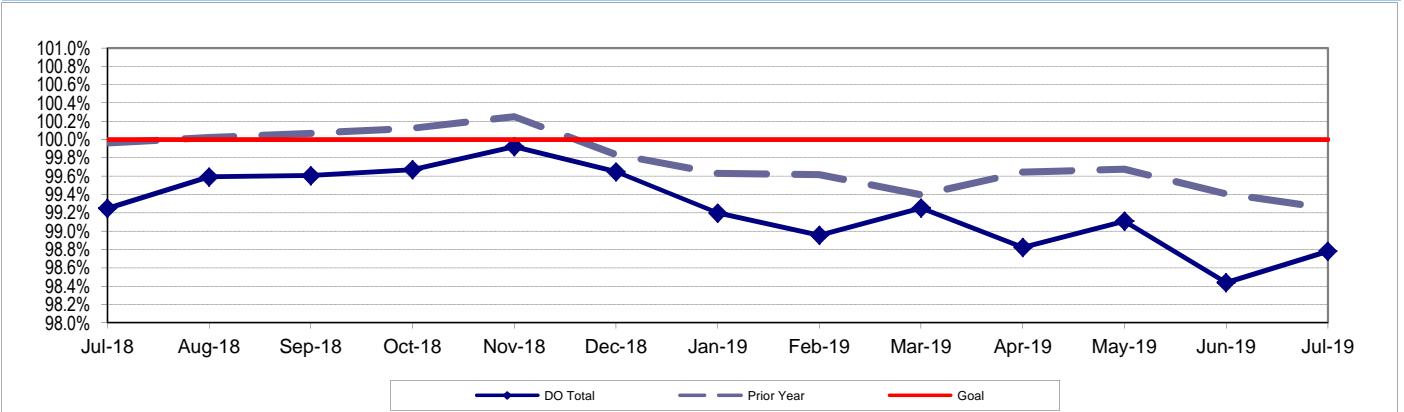
**Calculation:**  $SRHD\% = \text{Actual Revenue Hours} / \text{Scheduled Revenue Hours}$

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



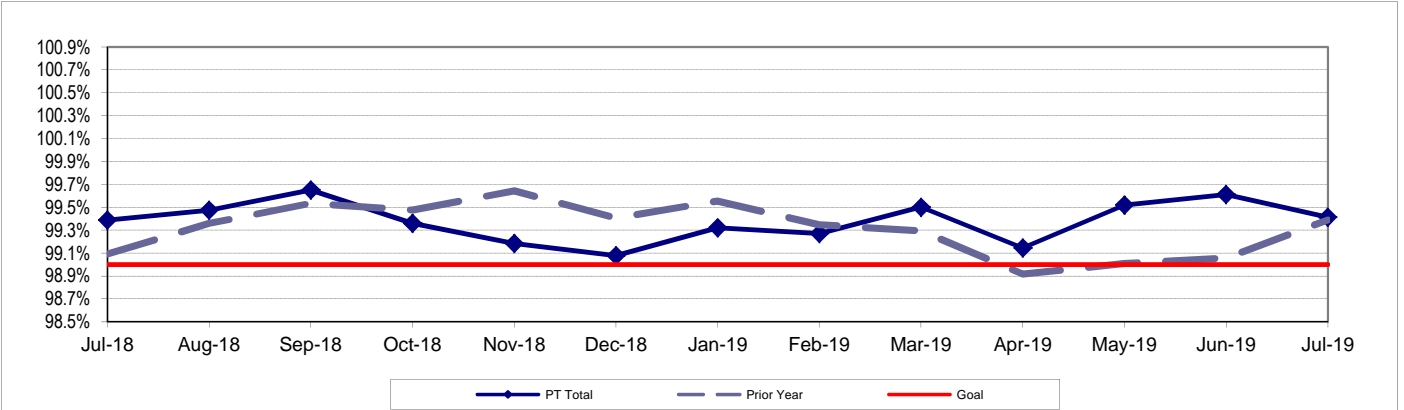
Remaining At the Goal line is the target.

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



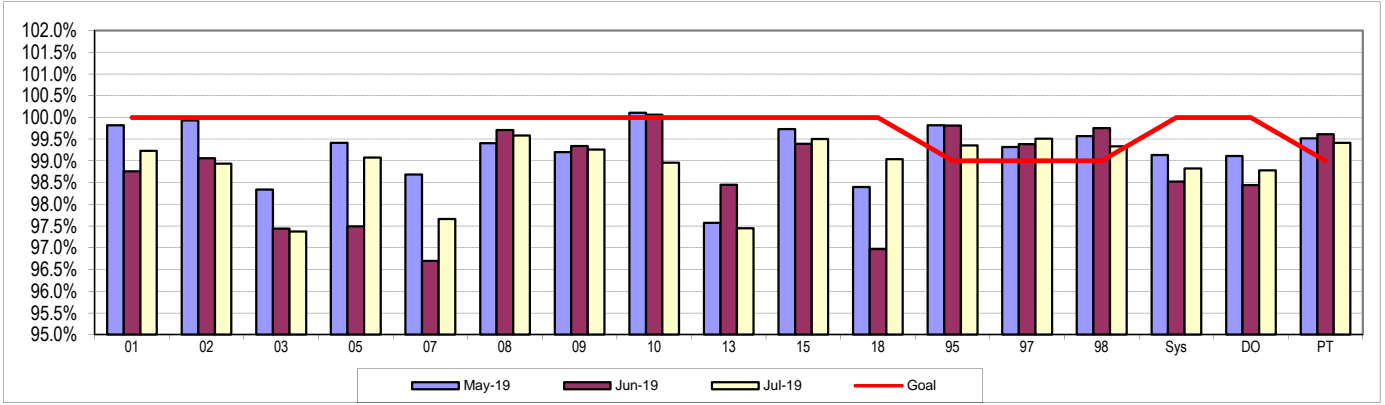
Remaining At the Goal line is the target.

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



Remaining At the Goal line is the target.

**Actual To Scheduled Revenue Hours Delivered - by Divisions  
May 2019 - Jul 2019**



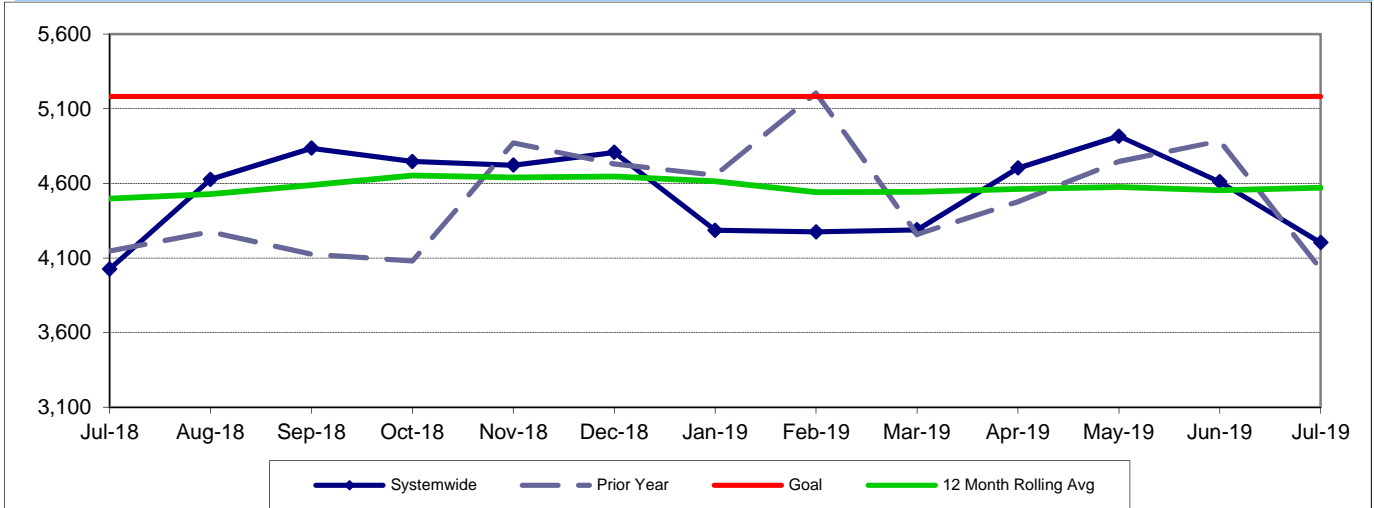
# BUS MAINTENANCE PERFORMANCE

## 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.

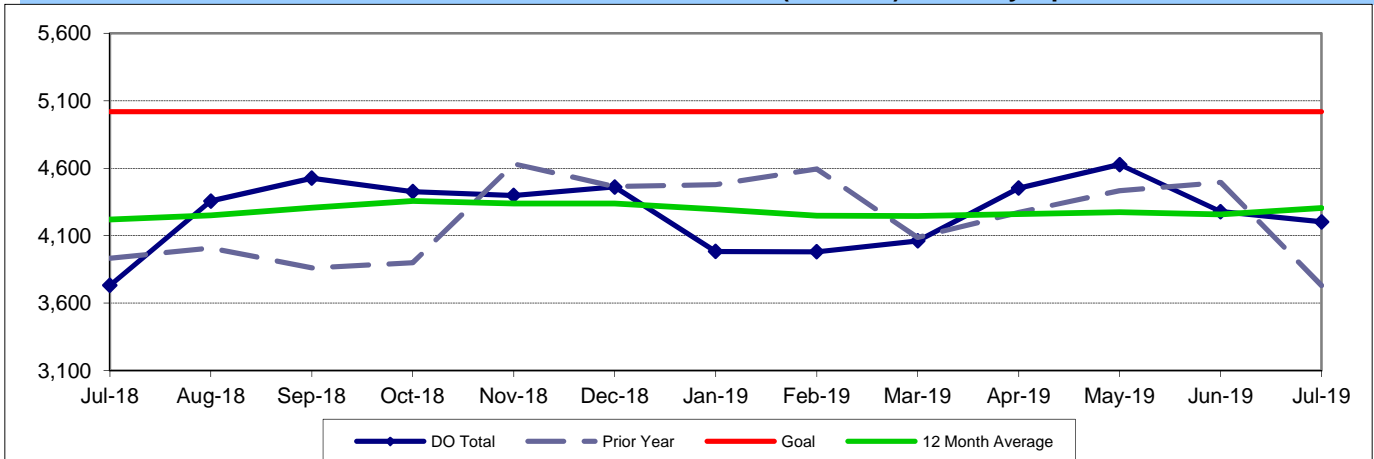
**Calculation:**  $MMBMF = \text{Total Hub Miles} / \text{Mechanical Failures Requiring a Bus Exchange}$

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



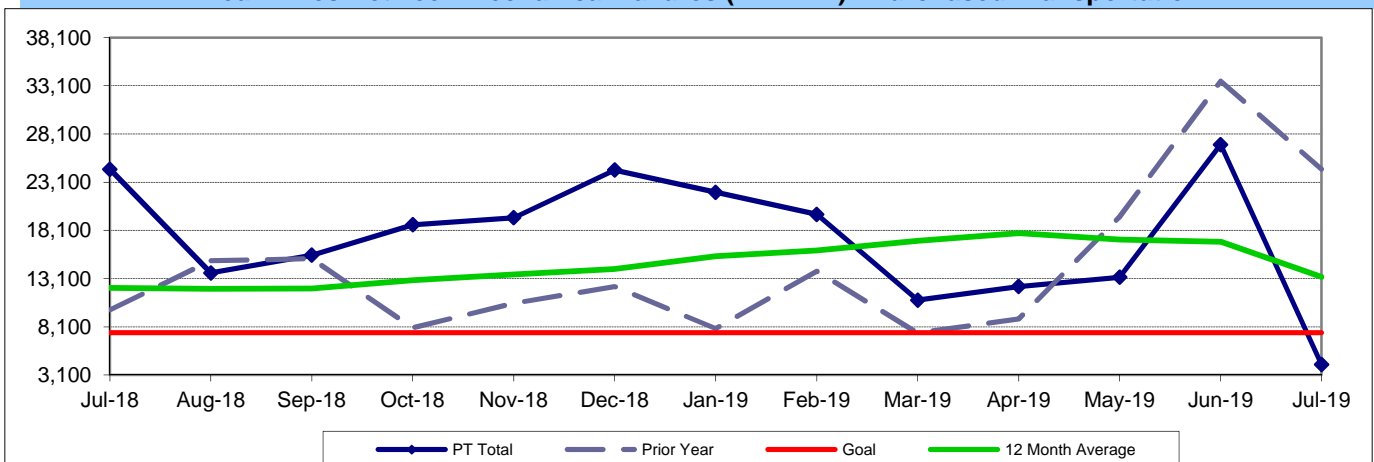
Remaining Above the Goal line is the target.

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



Remaining Above the Goal line is the target.

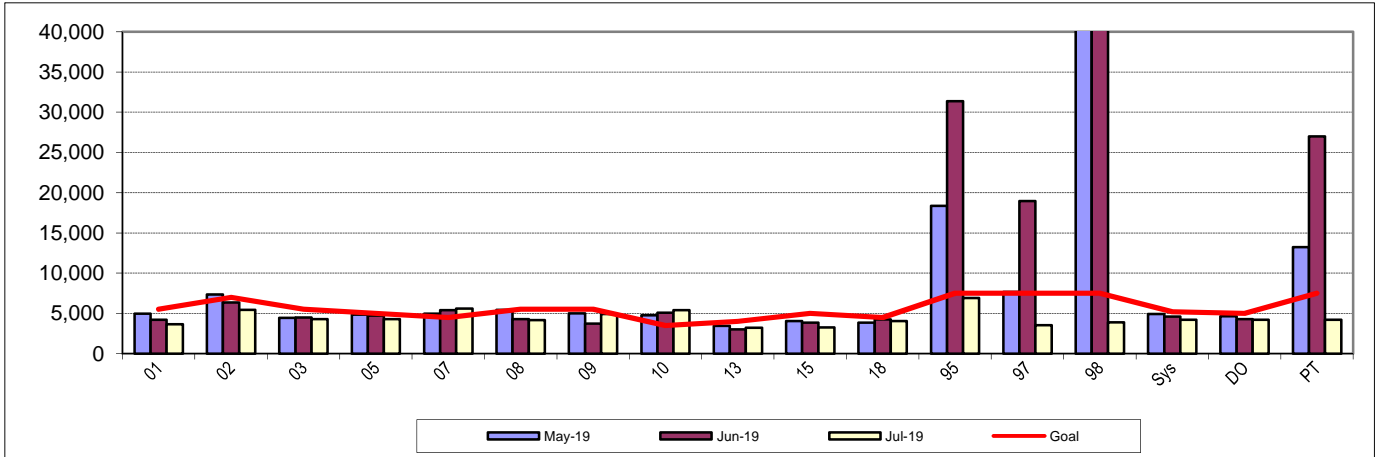
### Mean Miles Between Mechanical Failures (MMBMF) - Purchased Transportation



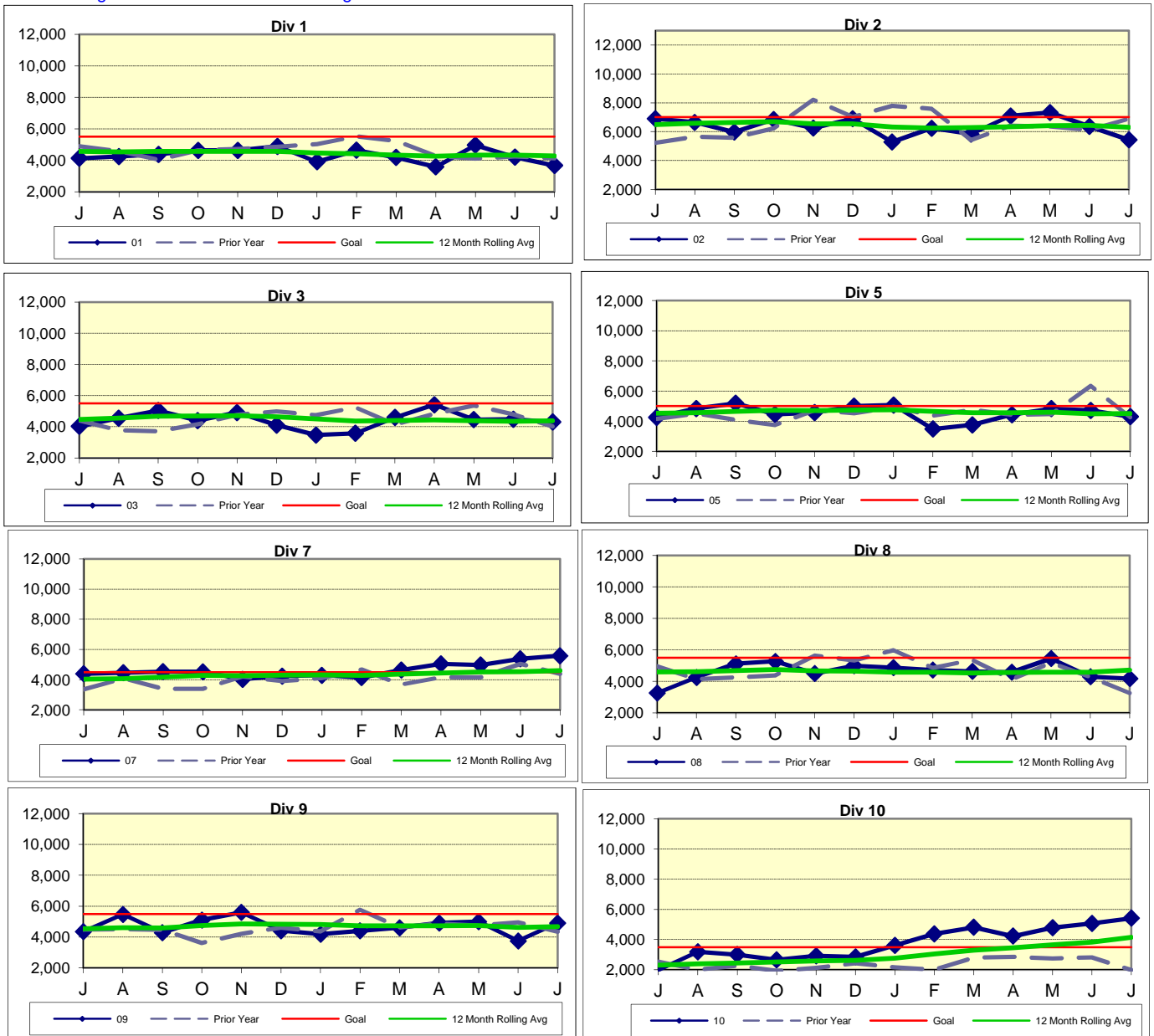
Remaining Above the Goal line is the target.



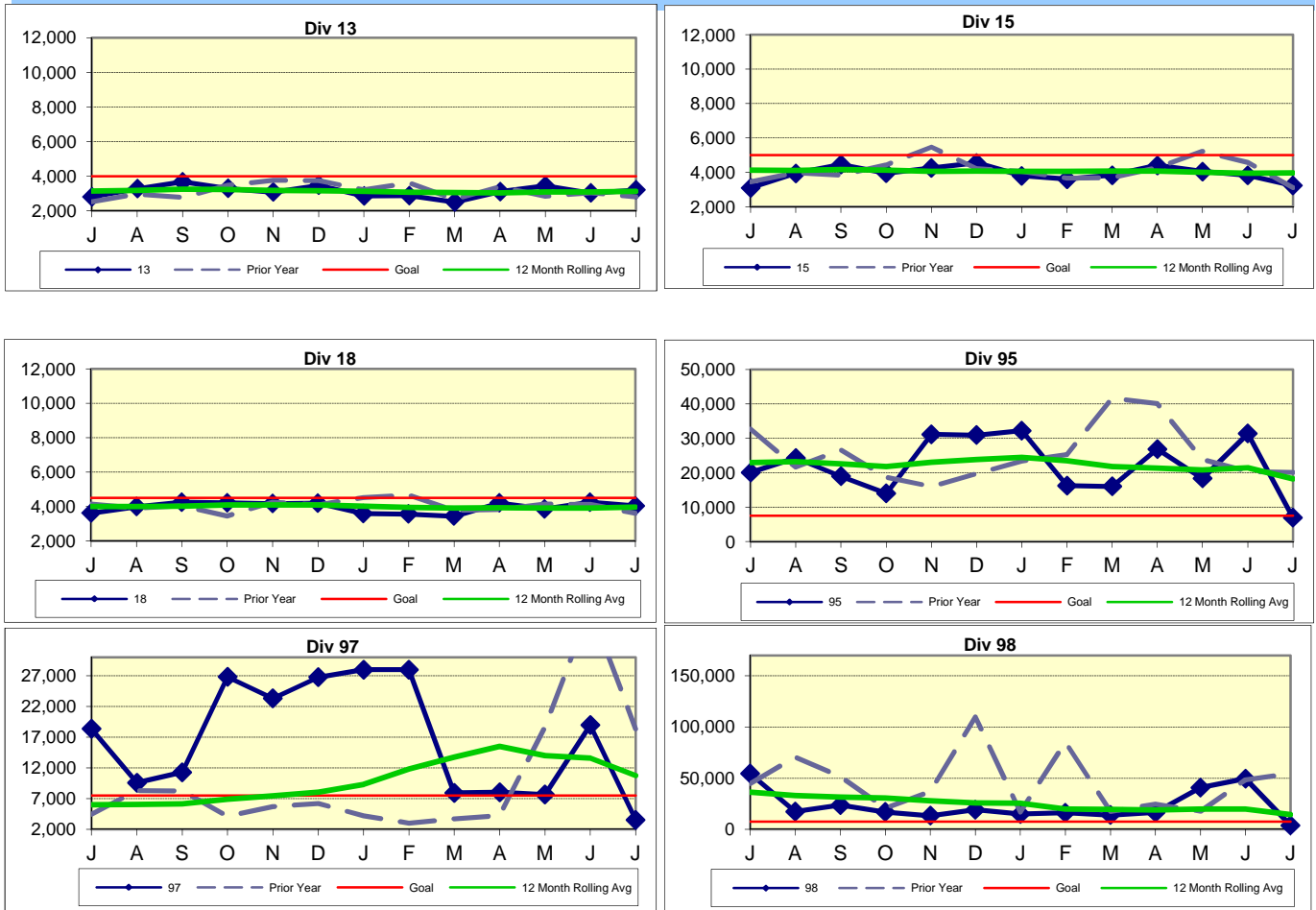
## Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions May 2019 - Jul 2019



Remaining Above the Goal line is the target.



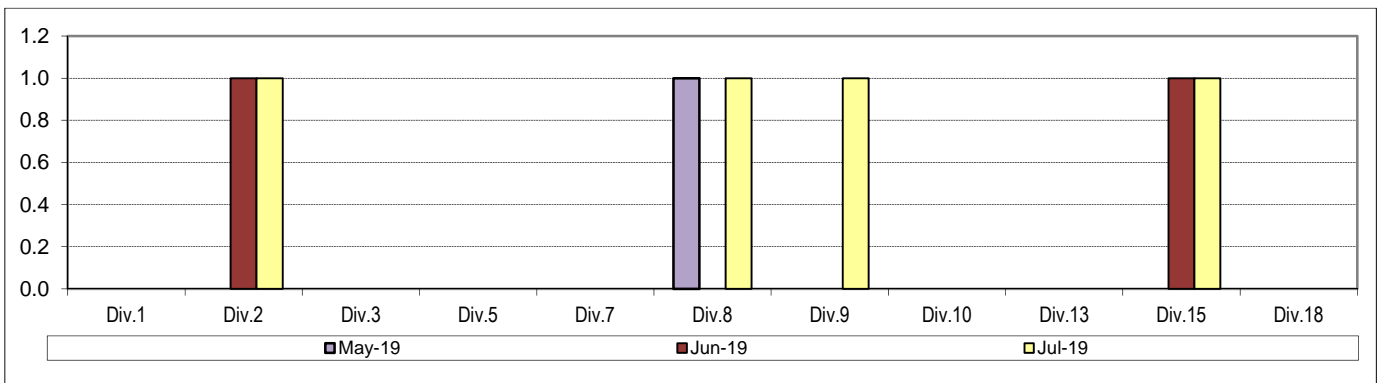
## Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions (cont.)



## Unaddressed Road Calls - Bus Operating Divisions May 2019 - Jul 2019

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

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



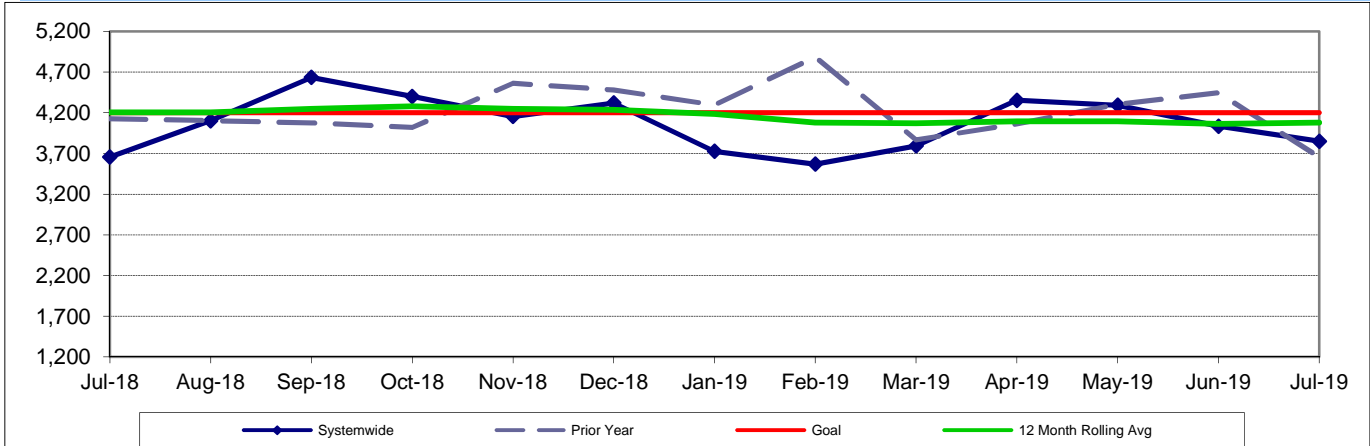
Note: There were no unaddressed road calls for this reporting period.

## 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.

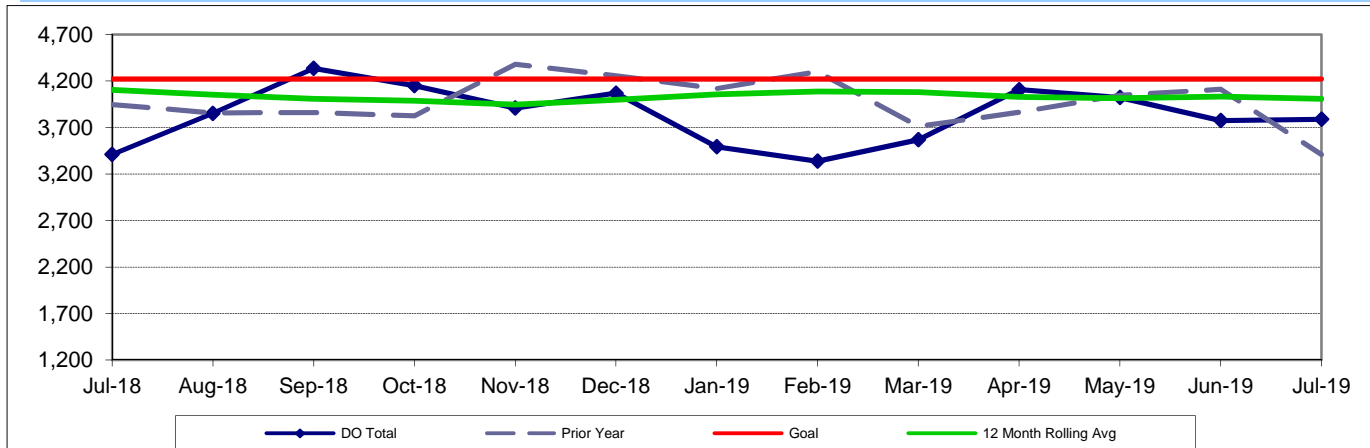
**Calculation:**  $MMBTRC = \text{Total Hub Miles} / \text{Total Road Calls}$

### MMBTRC Systemwide Trend



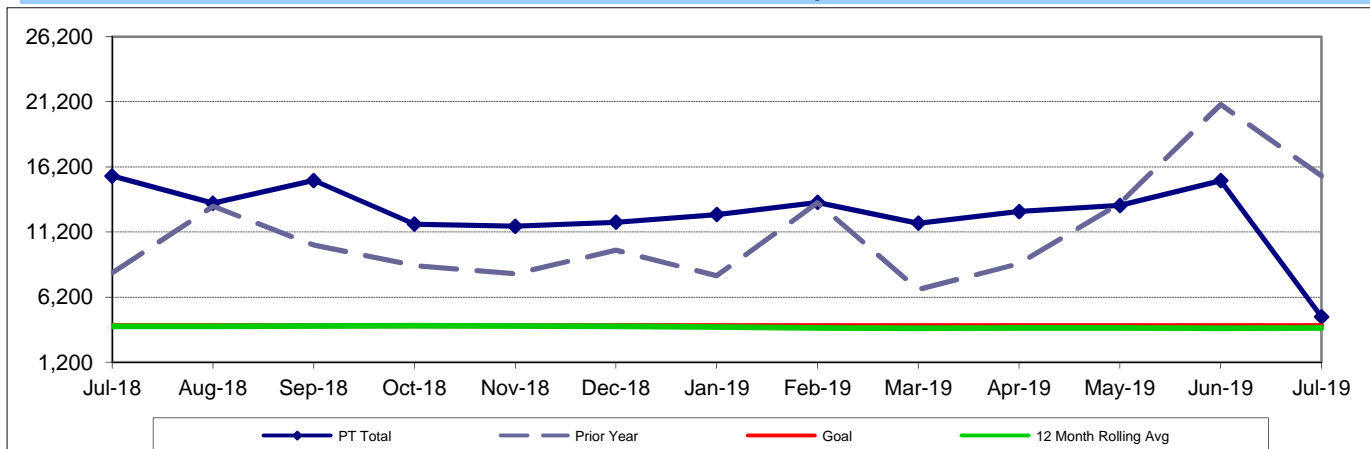
Remaining Above the Goal line is the target.

### MMBTRC Directly Operated



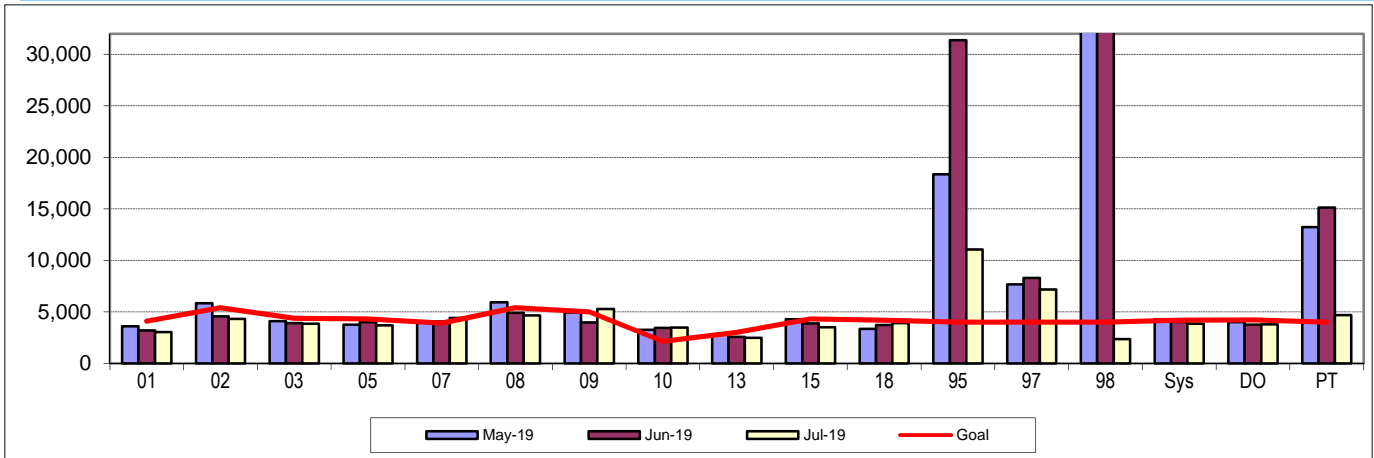
Remaining Above the Goal line is the target.

### MMBTRC Purchased Transportation



Remaining Above the Goal line is the target.

**MMBTRC - Bus Operating Divisions  
May 2019 - Jul 2019**



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

|                 | <u>Number of Buses</u> | <u>Percent of Buses</u> |
|-----------------|------------------------|-------------------------|
| <b>CNG</b>      | 2,232                  | 100.00%                 |
| <b>Electric</b> | 0                      | 0.00%                   |
| <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>    | <u>2,232</u>           | <u>100.00%</u>          |

**Average Age of Fleet by Divisions**

| Div 1 | Div 2 | Div 3 | Div 5 | Div 7 | Div 8 |
|-------|-------|-------|-------|-------|-------|
| 9.50  | 7.77  | 8.98  | 8.22  | 7.74  | 8.59  |

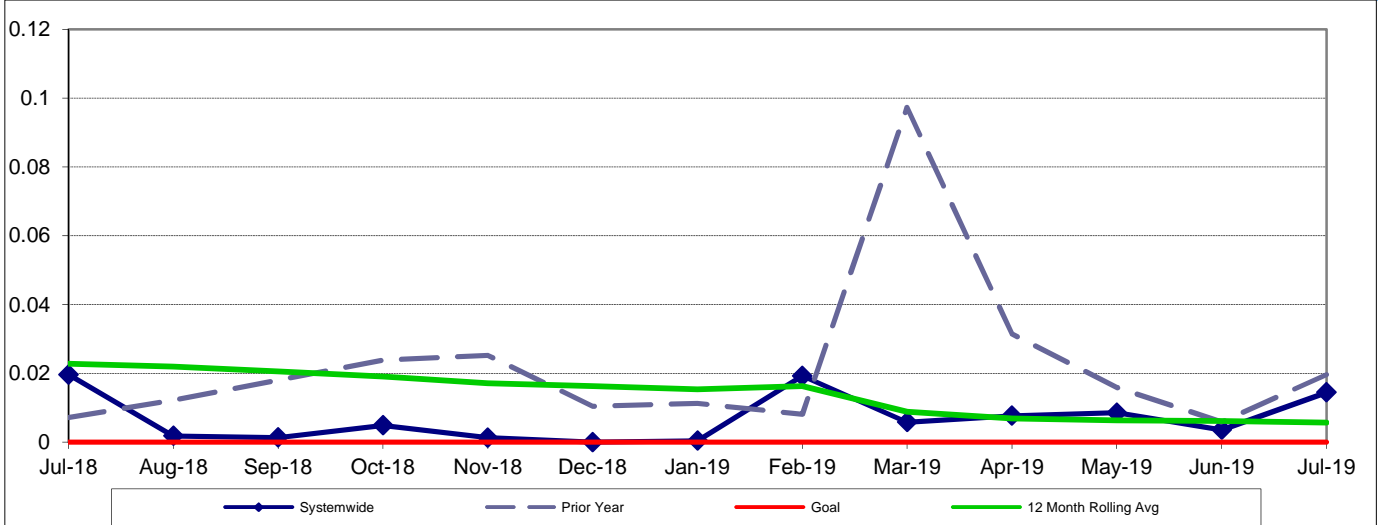
| Div 9 | Div 10 | Div 13 | Div 15 | Div 18 |
|-------|--------|--------|--------|--------|
| 9.20  | 10.13  | 10.13  | 10.71  | 9.61   |

### 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.

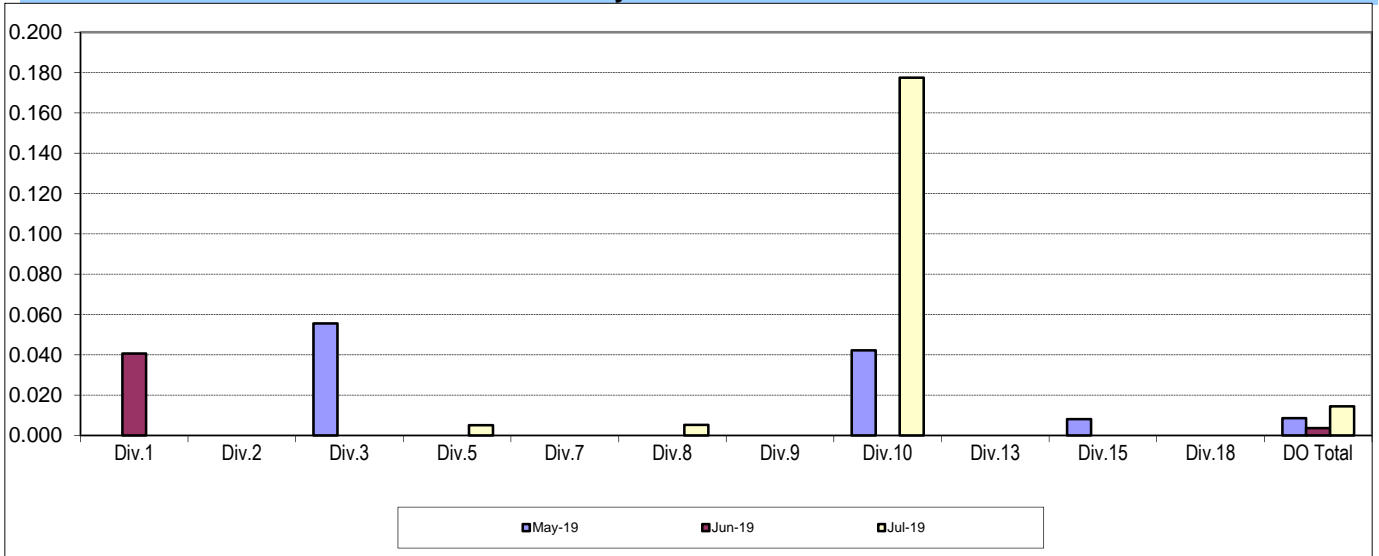
**Calculation:** Past Due Critical PMP's = Total Past Due Critical PMP's / Number of Buses

#### Past Due Critical PMPs - Systemwide Trend



Remaining Below the Goal line is the target.

#### Past Due Critical PMPs - By Divisions May 2019 - Jul 2019



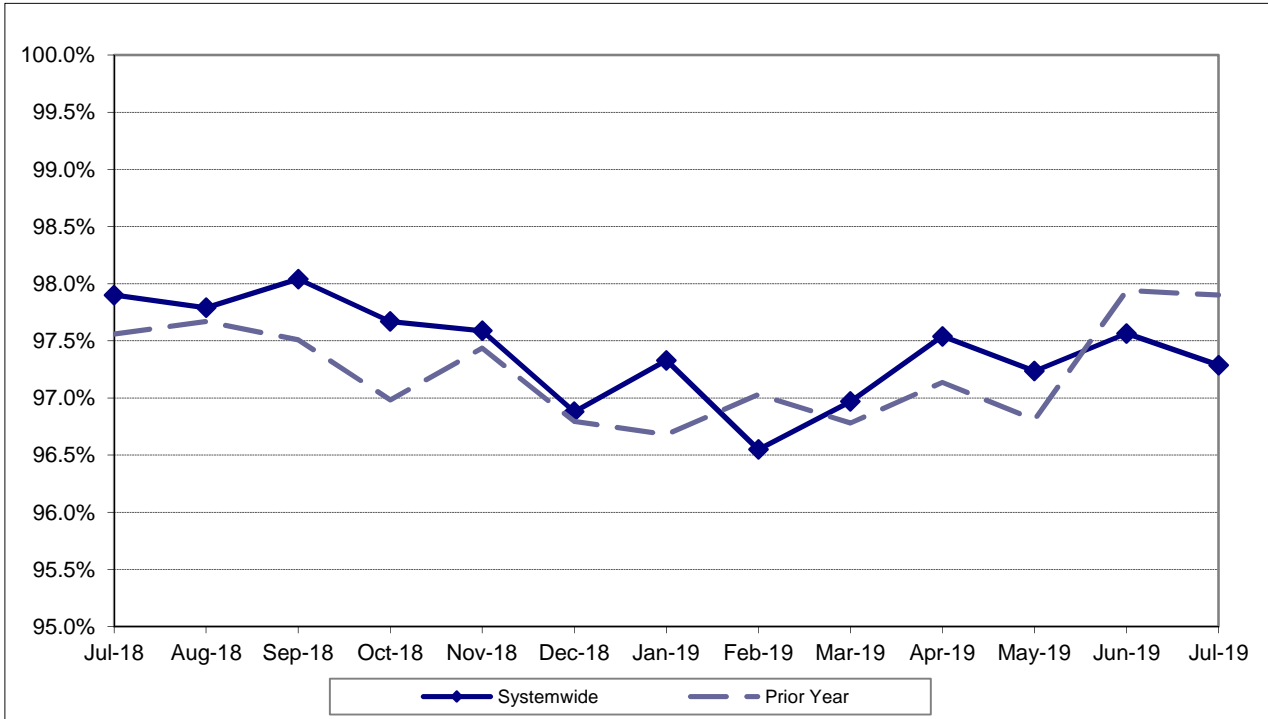
## ATTENDANCE

### MAINTENANCE ATTENDANCE

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

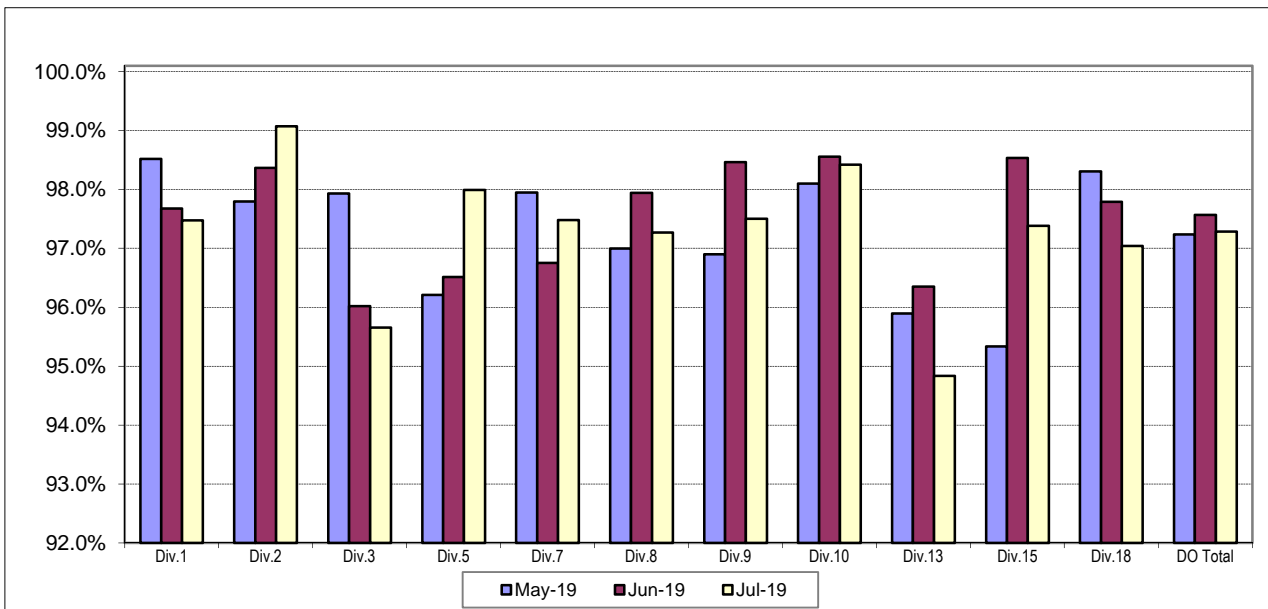
**Calculation:**  $\frac{\text{Total FTEs assigned} - \text{FTEs absent}}{\text{Total FTEs assigned}}$

#### Maintenance Attendance - Systemwide Trend



Higher is better.

#### Maintenance Attendance - By Divisions May 2019 - Jul 2019

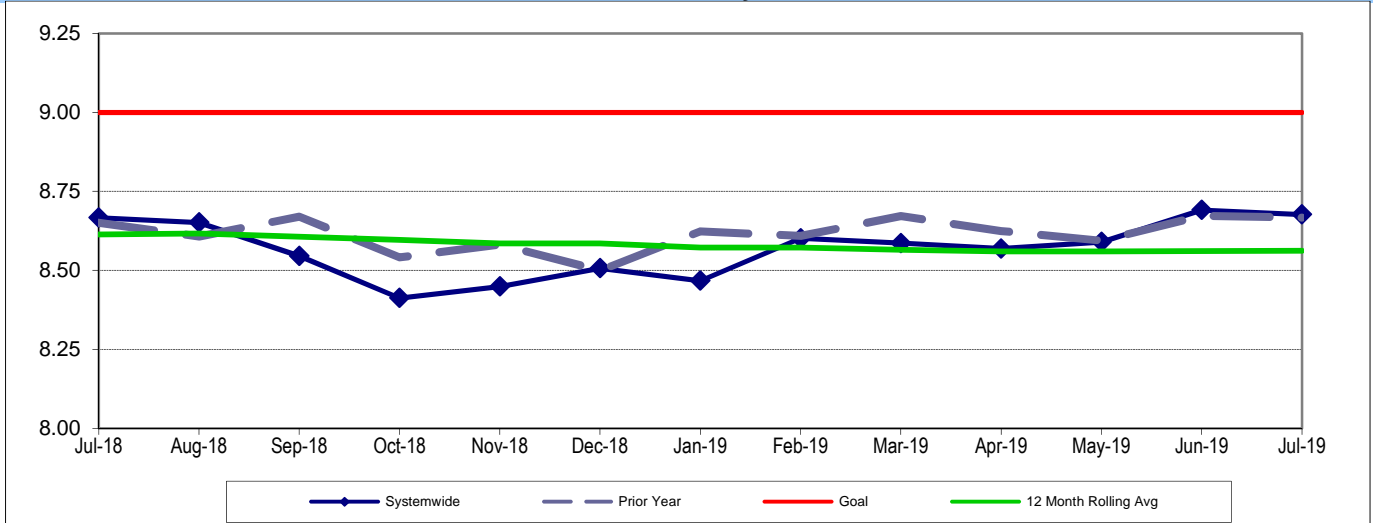


## BUS CLEANLINESS

**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.

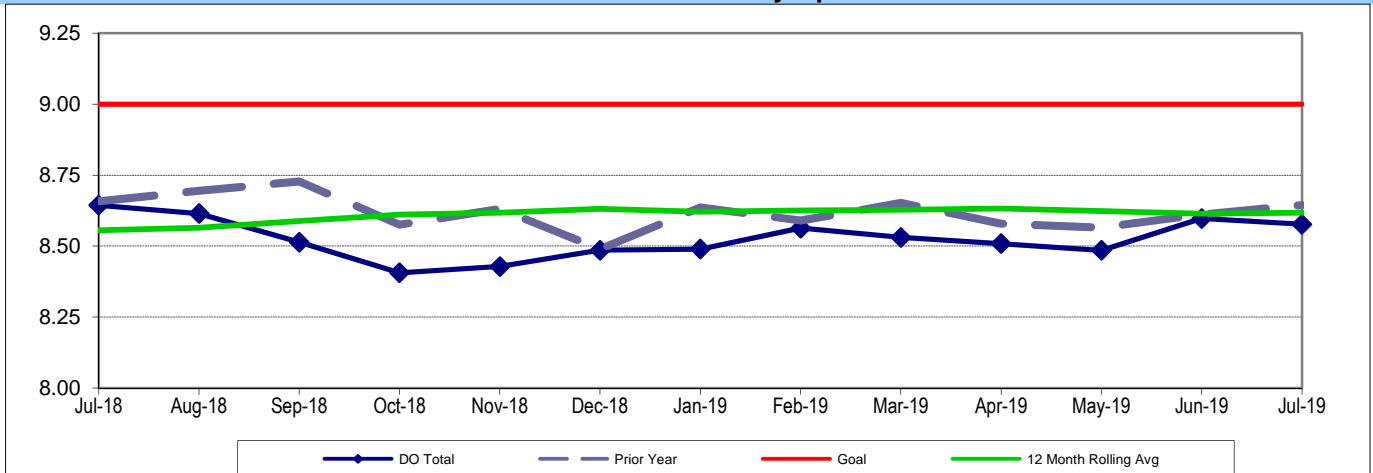
**Calculation:** Overall Cleanliness Rating = Total Points Accumulated / number of categories

### Bus Cleanliness - Systemwide



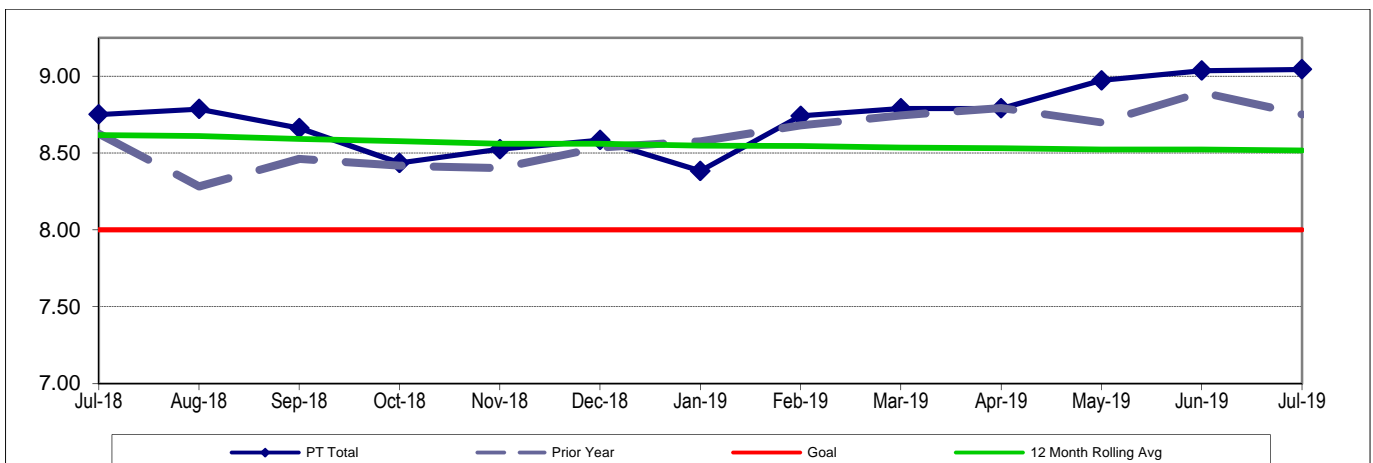
Remaining Above the Goal line is the target.

### Bus Cleanliness - Directly Operated



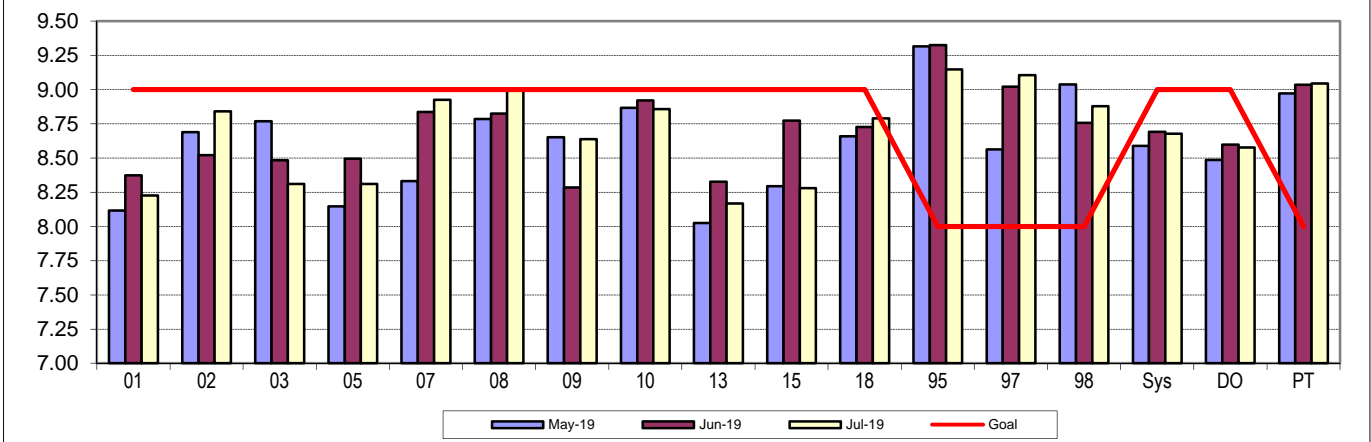
Remaining Above the Goal line is the target.

### Bus Cleanliness - Purchased Transportation

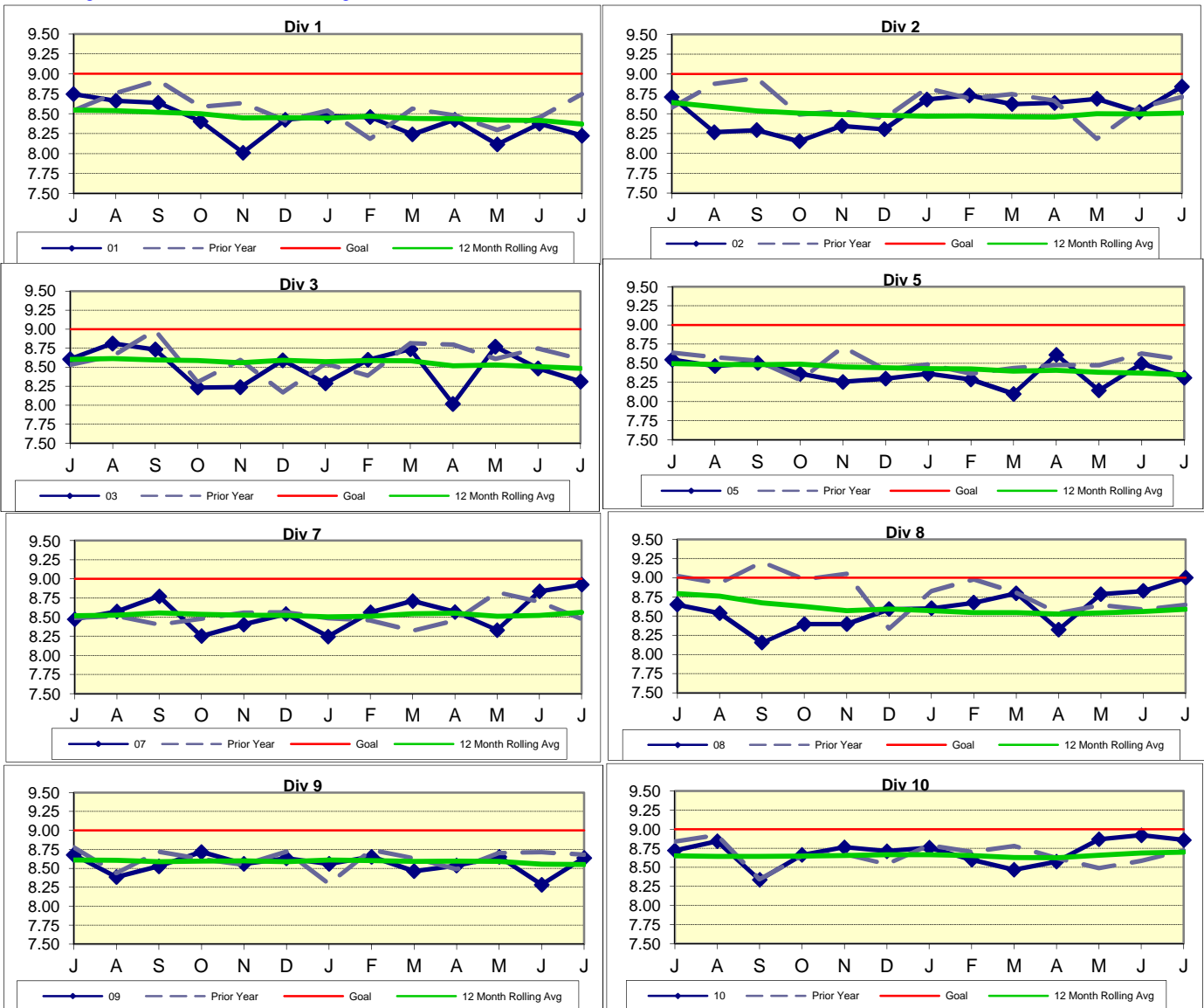


Remaining Above the Goal line is the target.

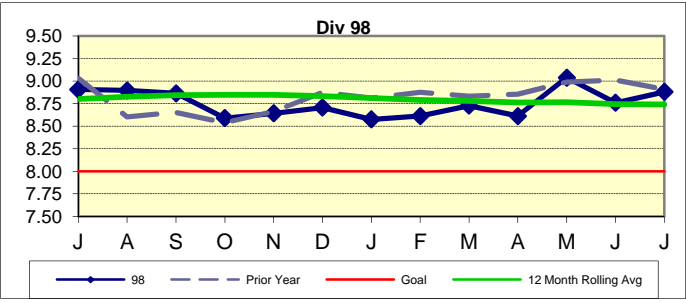
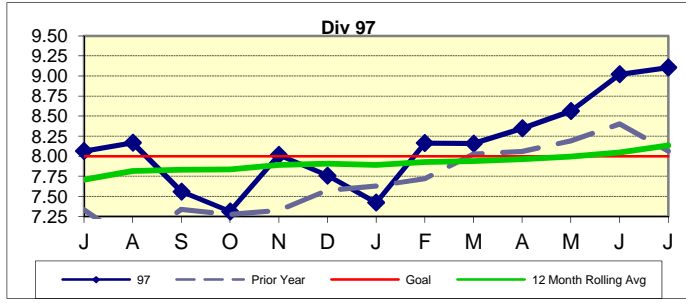
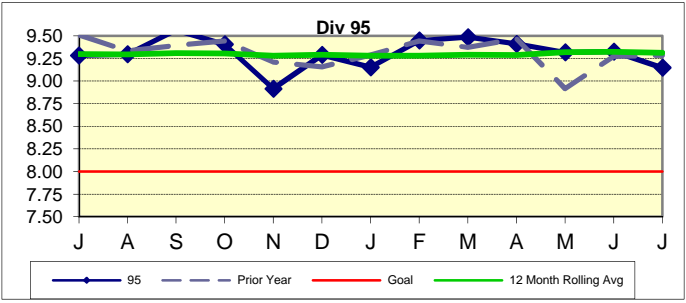
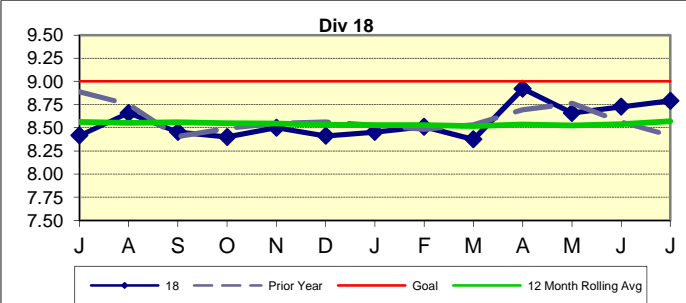
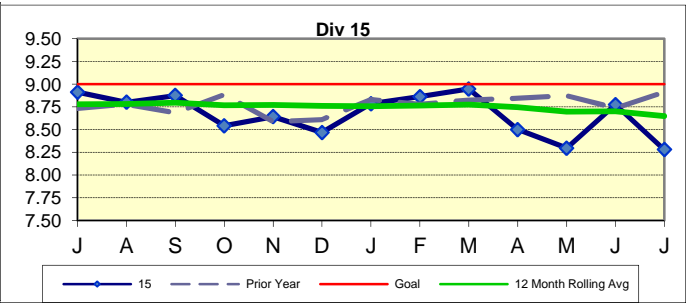
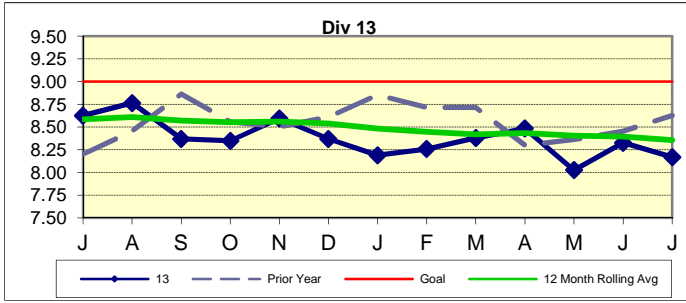
## Cleanliness by Bus Operating Divisions May 2019 - Jul 2019



Remaining Above the Goal line is the target.







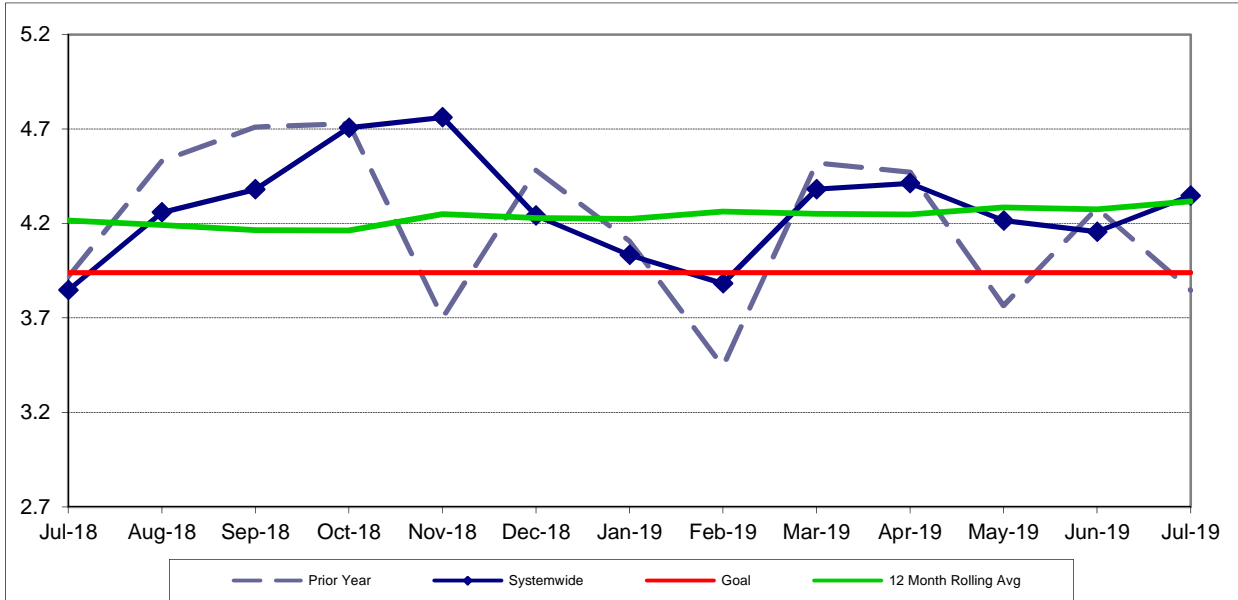
## SAFETY PERFORMANCE

### BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

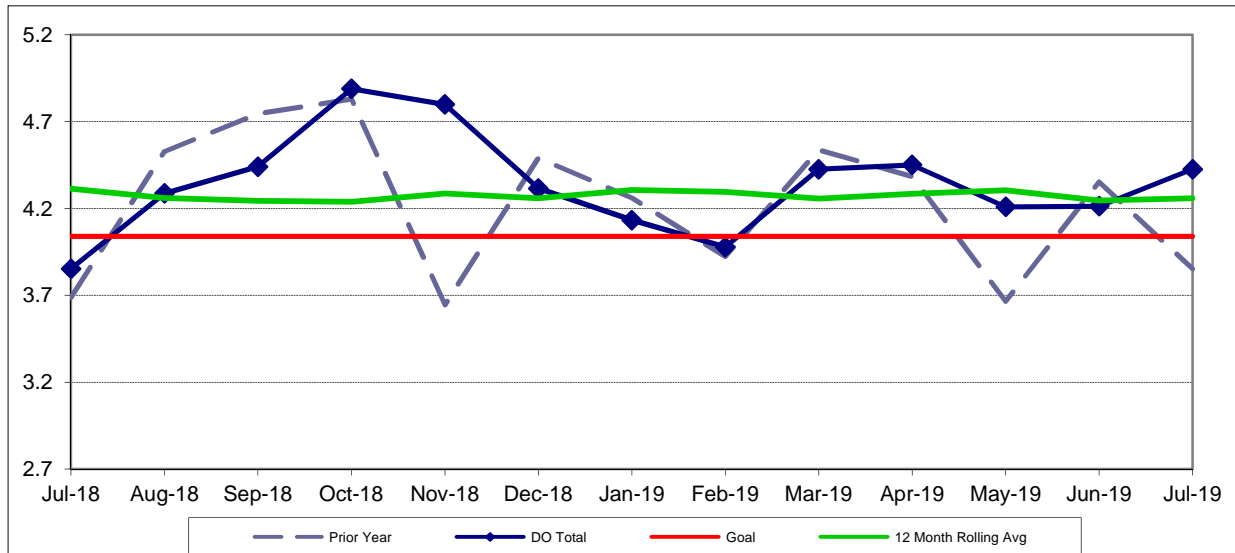
**Calculation:** Traffic Accidents Per 100,000 Hub Miles = Number of Traffic Accidents / (Hub Miles / 100,000)

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



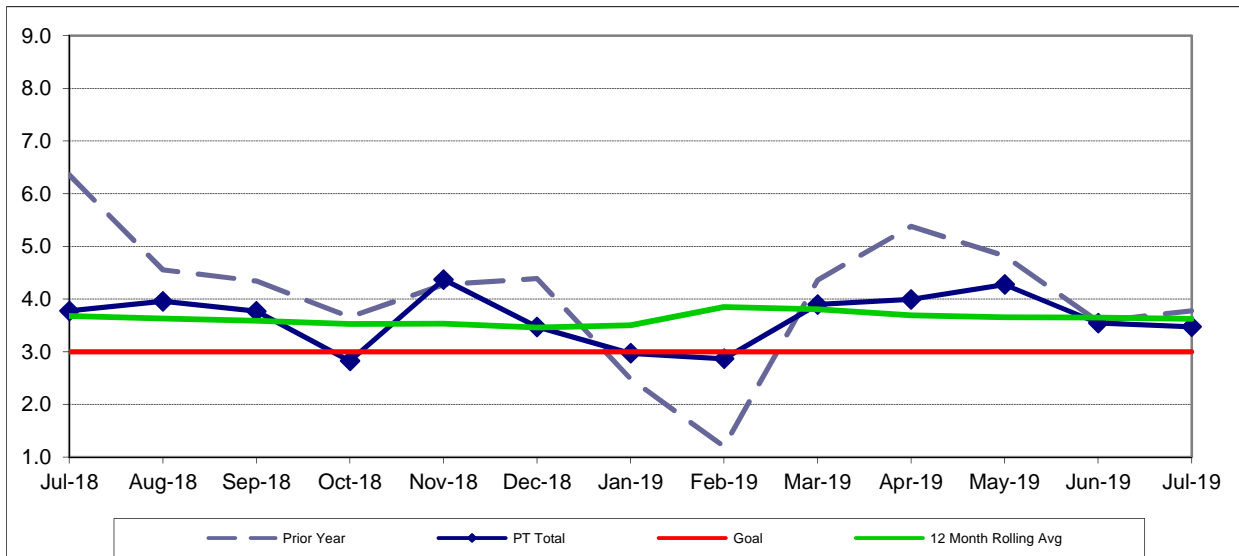
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.  
 Remaining Below the Goal line is the target.

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



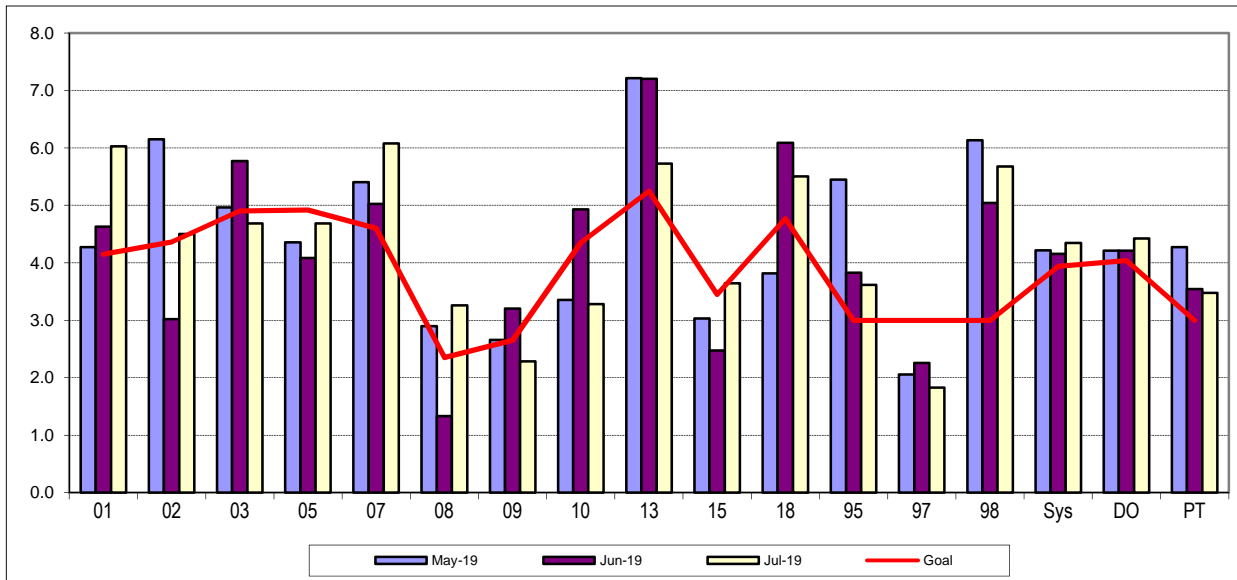
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.  
 Remaining Below the Goal line is the target.

### 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 May 2019 - Jul 2019

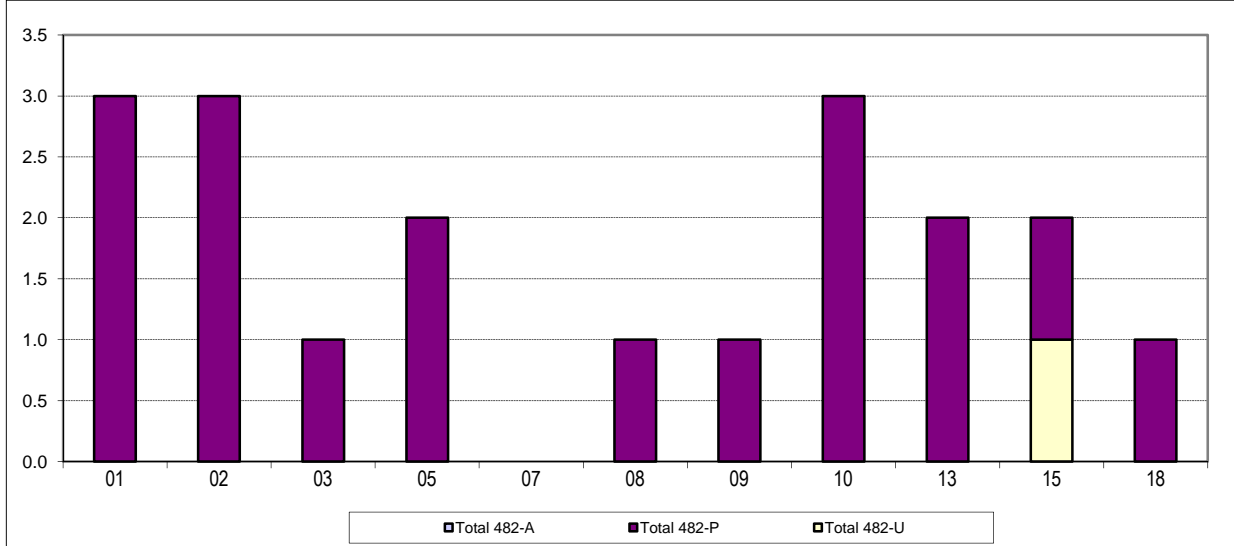


## Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - Jul 2019

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

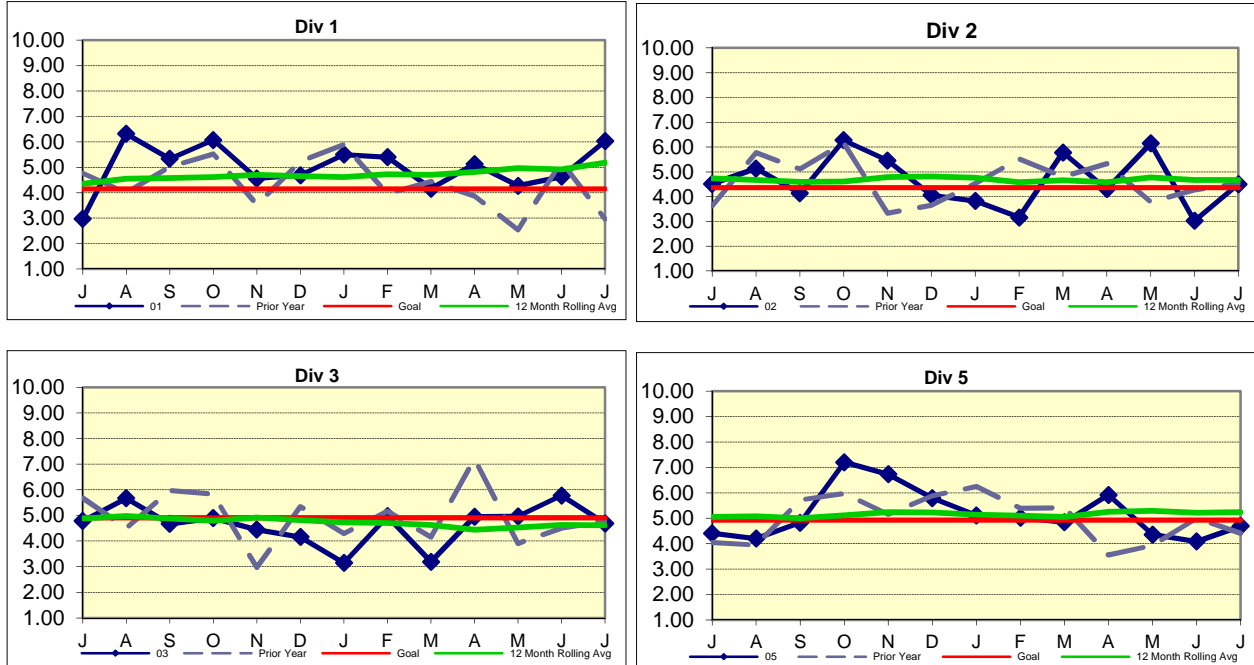
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of avoidable (A), pending investigation (P) or unavoidable (U).

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



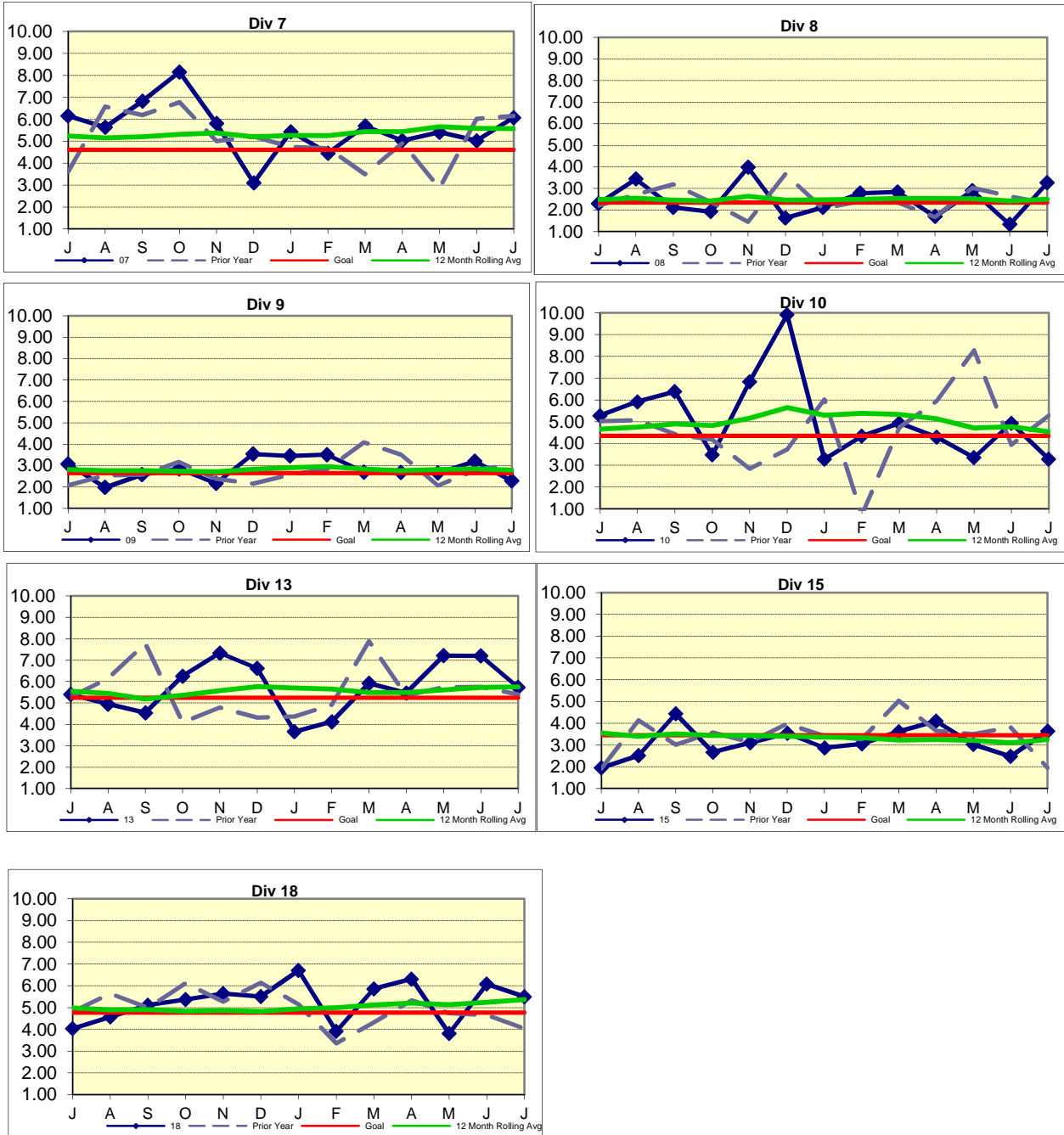
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions

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.

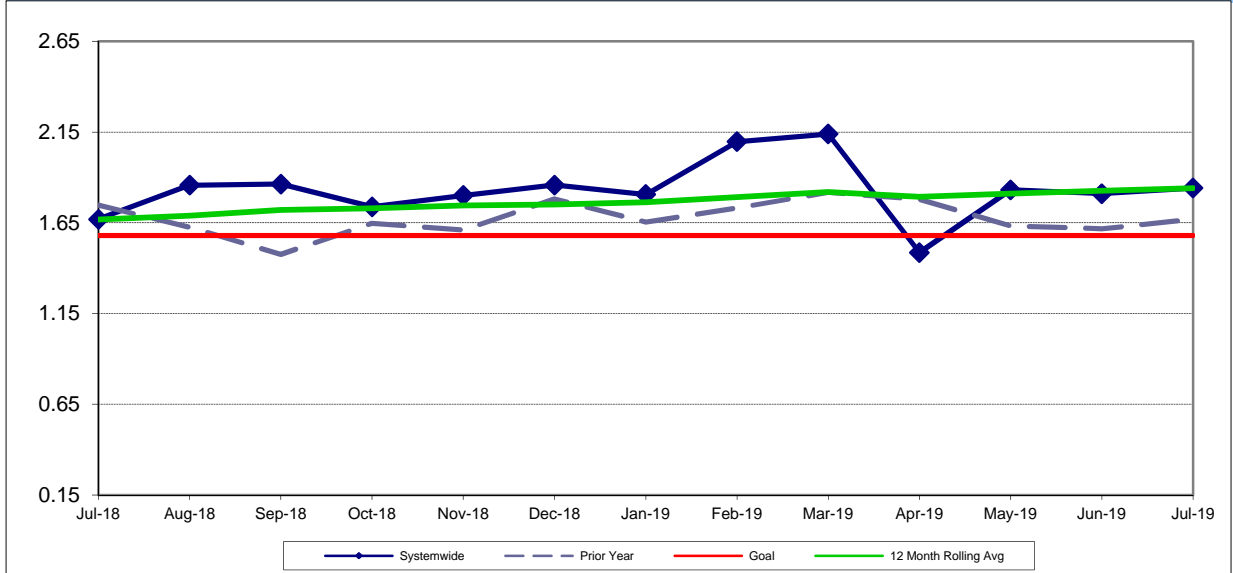


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

**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)

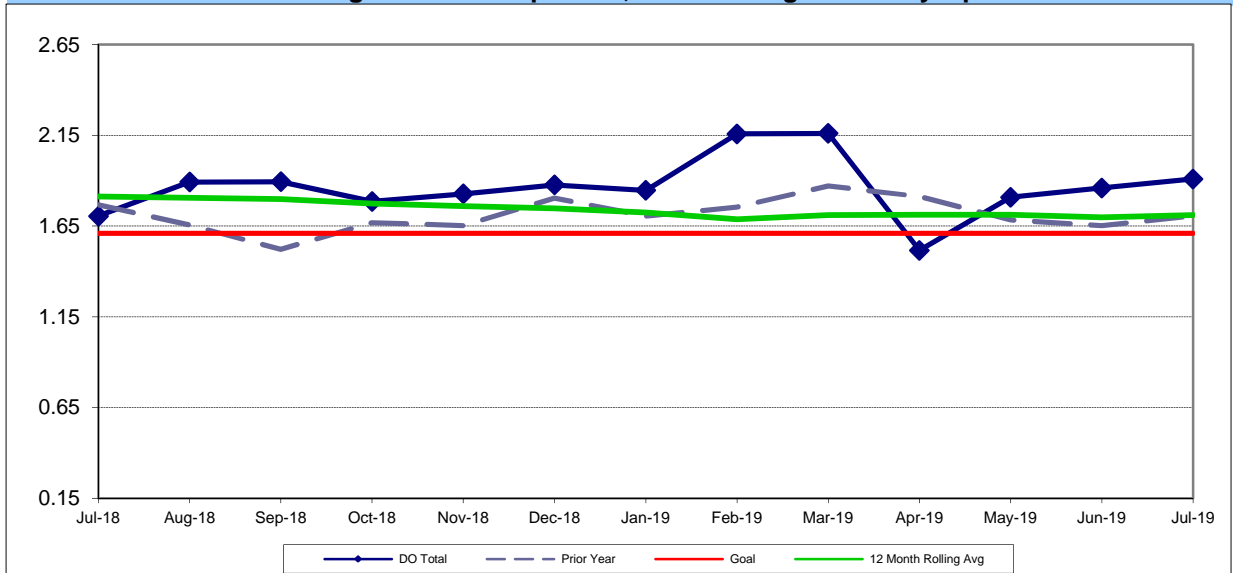
### Bus Passenger Accidents per 100,000 Boardings - Systemwide Trend



Remaining Below the Goal line is the target.

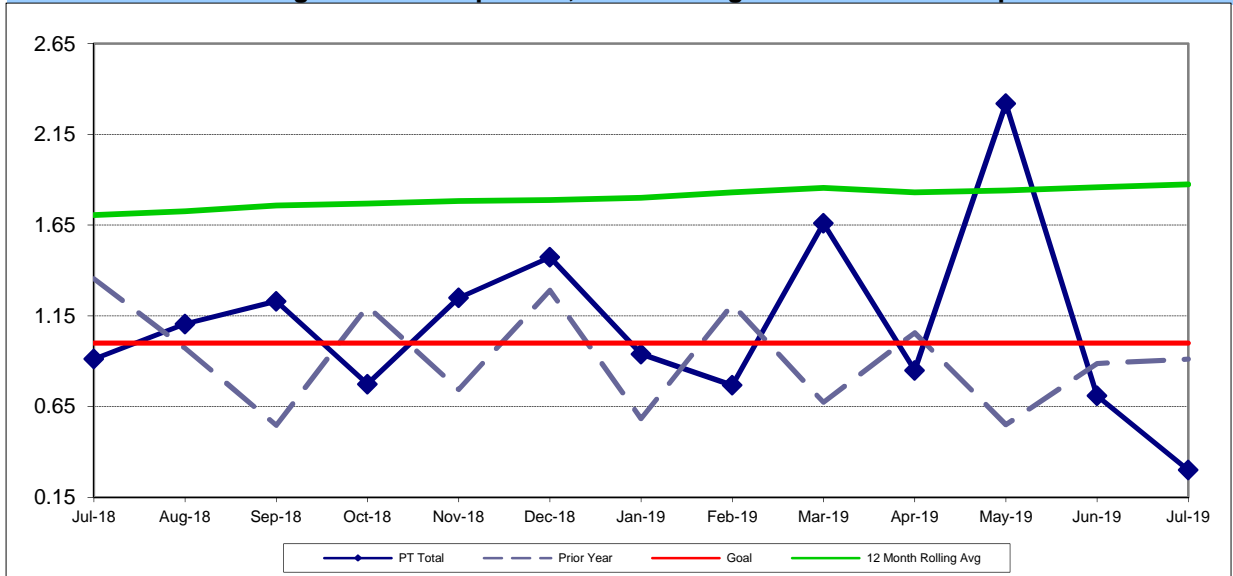
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

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



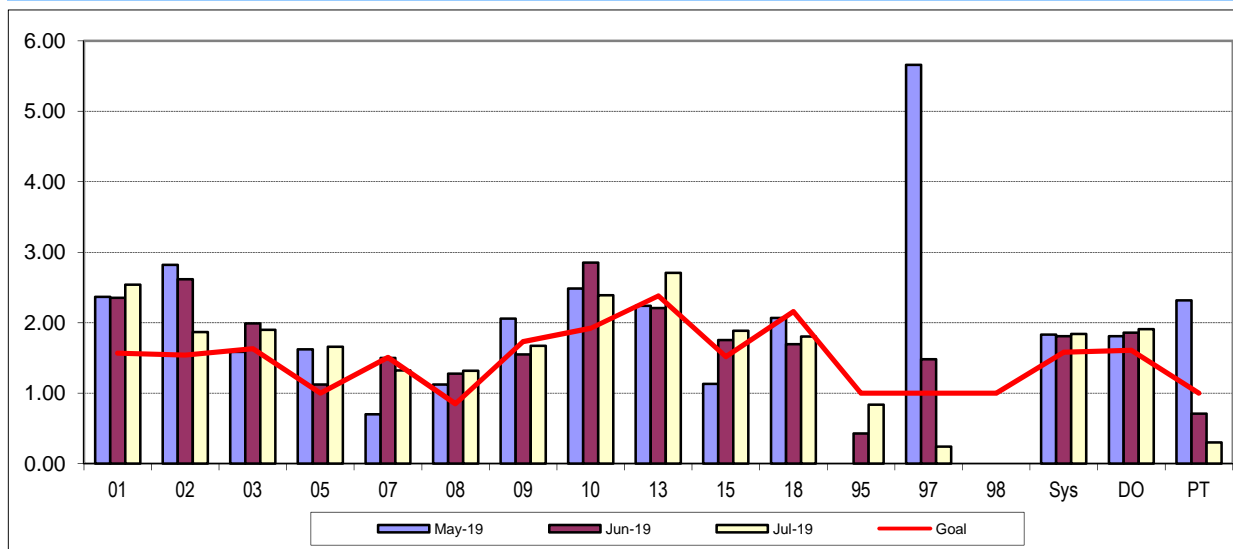
Remaining Below the Goal line is the target.

### 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 May 2019 - Jul 2019



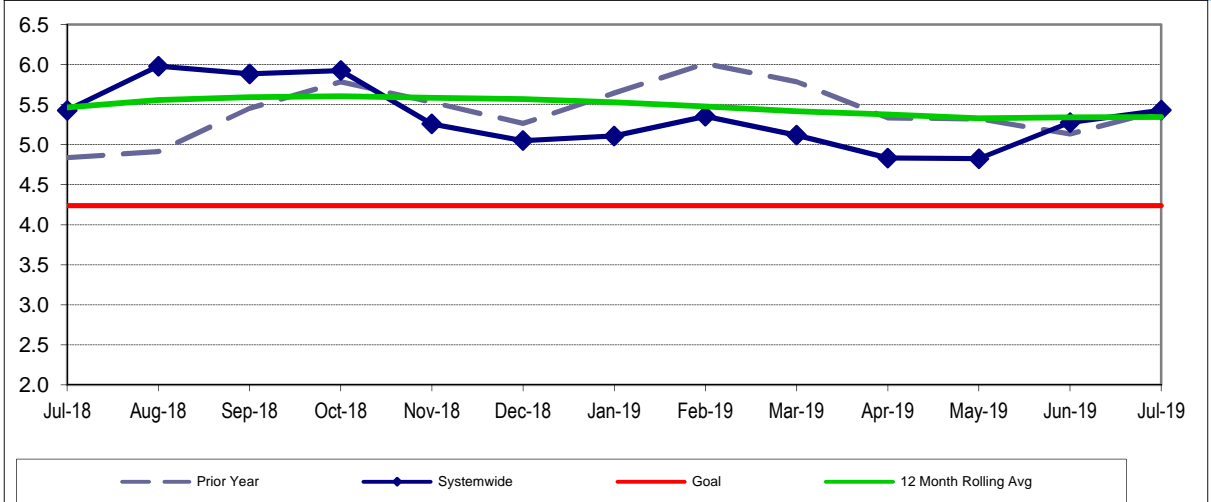
# CUSTOMER SATISFACTION

## COMPLAINTS PER 100,000 BOARDINGS

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

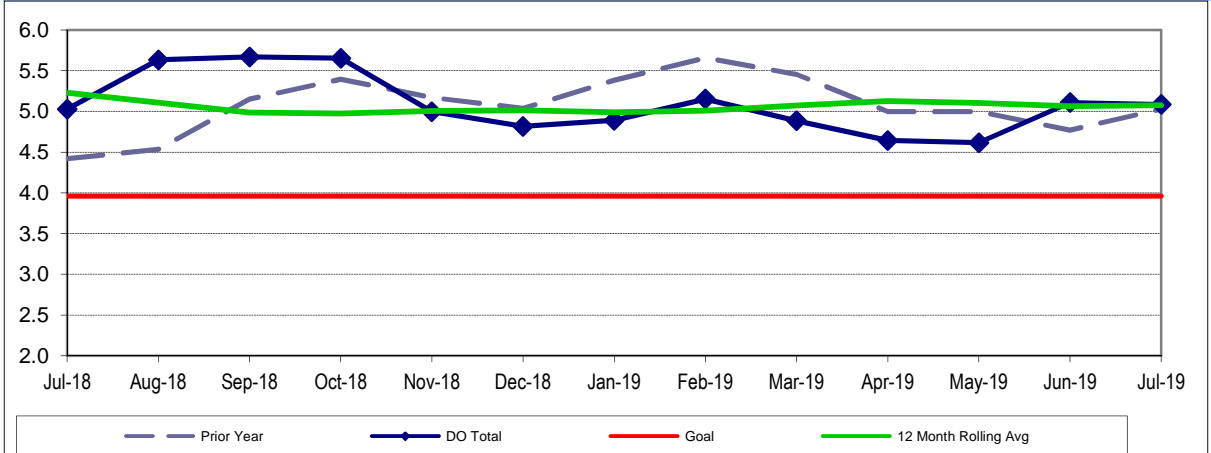
**Calculation:** Customer complaints per 100,000 Boardings = Complaints/(Boardings/100,000)

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



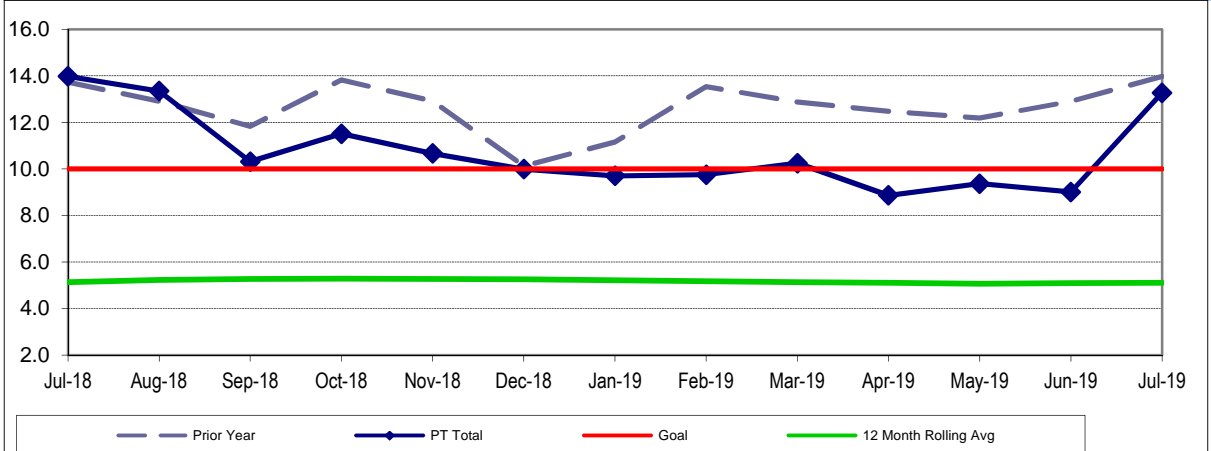
Remaining Below the Goal line is the target.

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



Remaining Below the Goal line is the target.

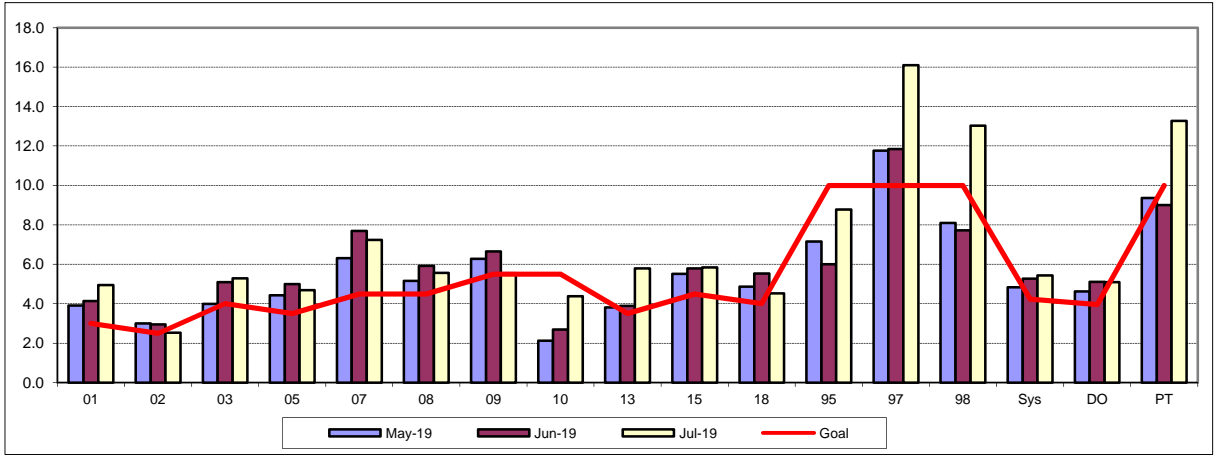
### Bus Complaints per 100,000 Boardings - Purchased Transportation



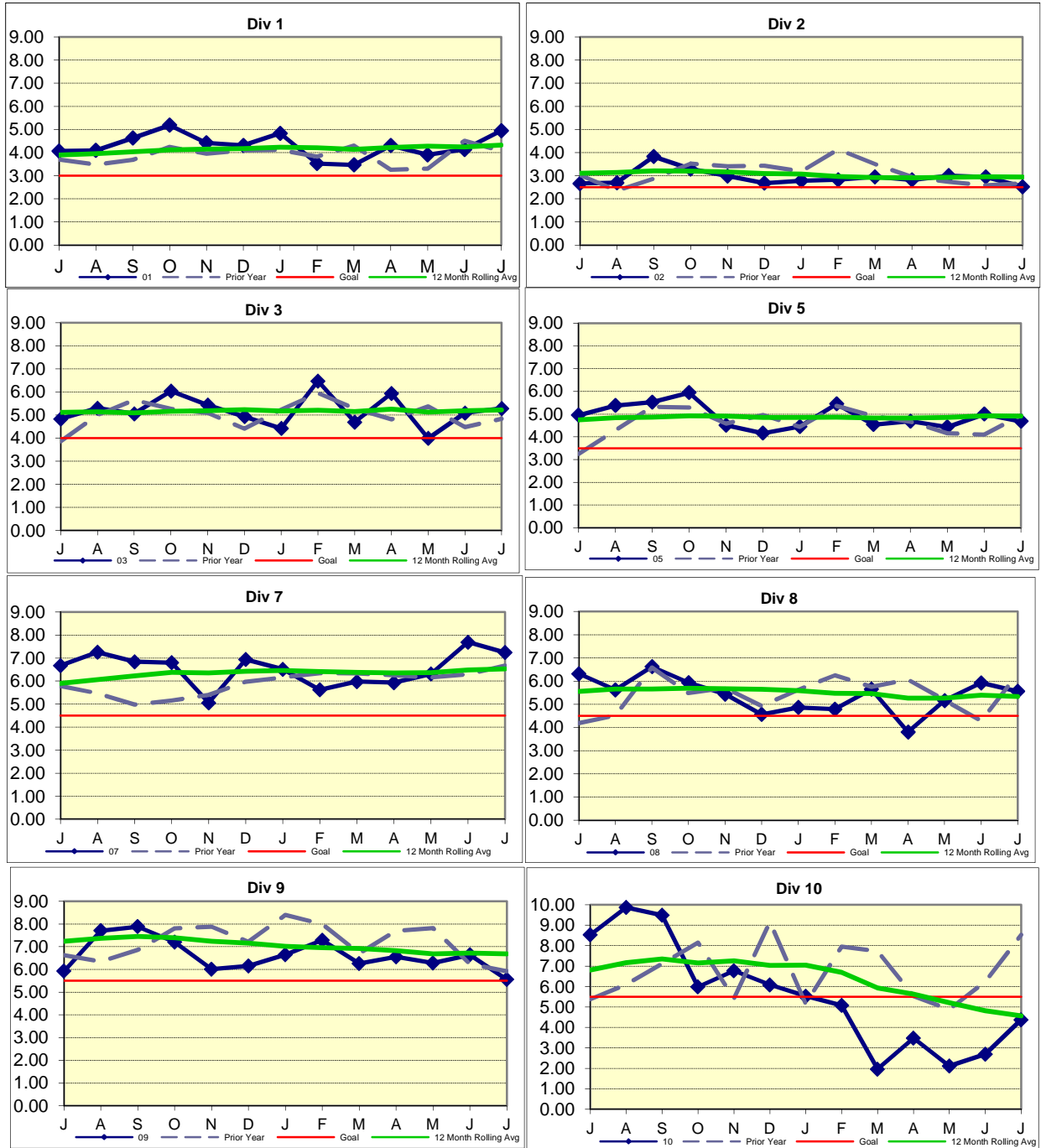
Remaining Below the Goal line is the target.



**Bus Complaints per 100,000 Boardings By Division  
May 2019 - Jul 2019**

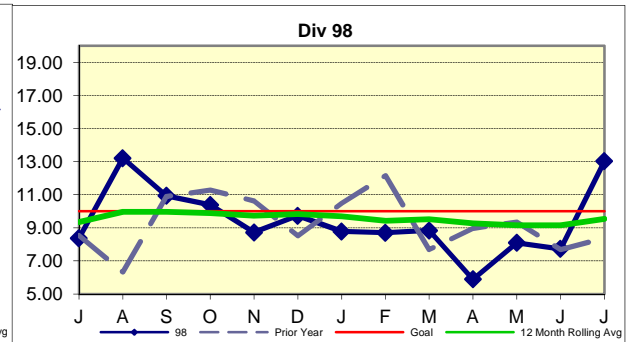
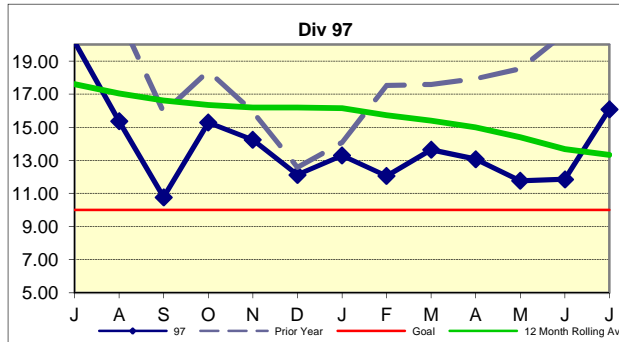
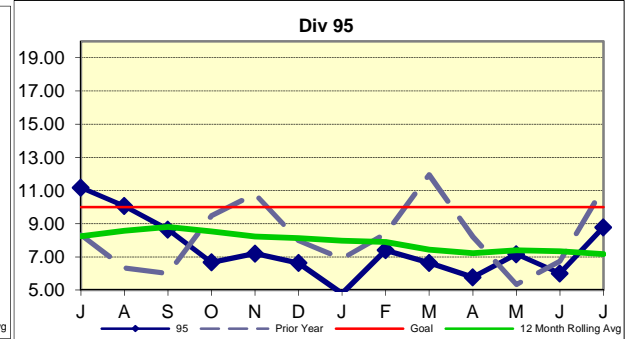
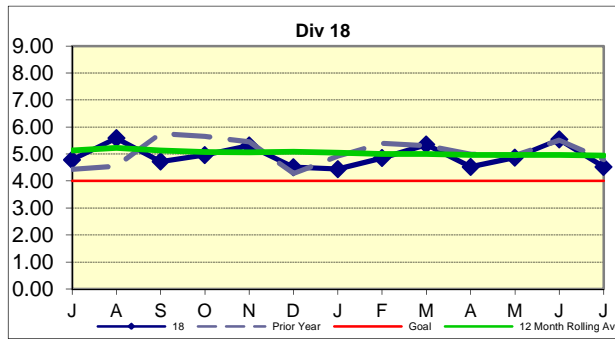
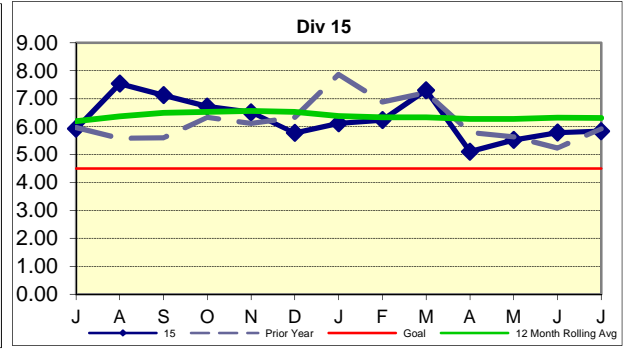
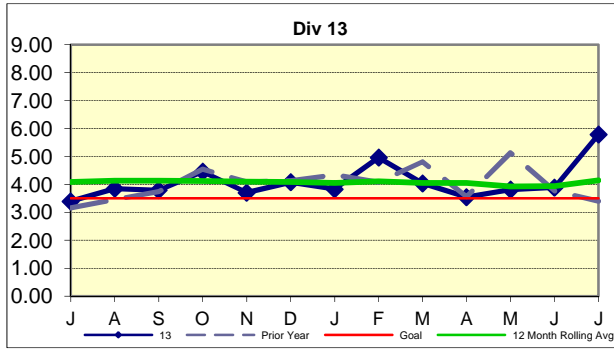


## COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

## COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

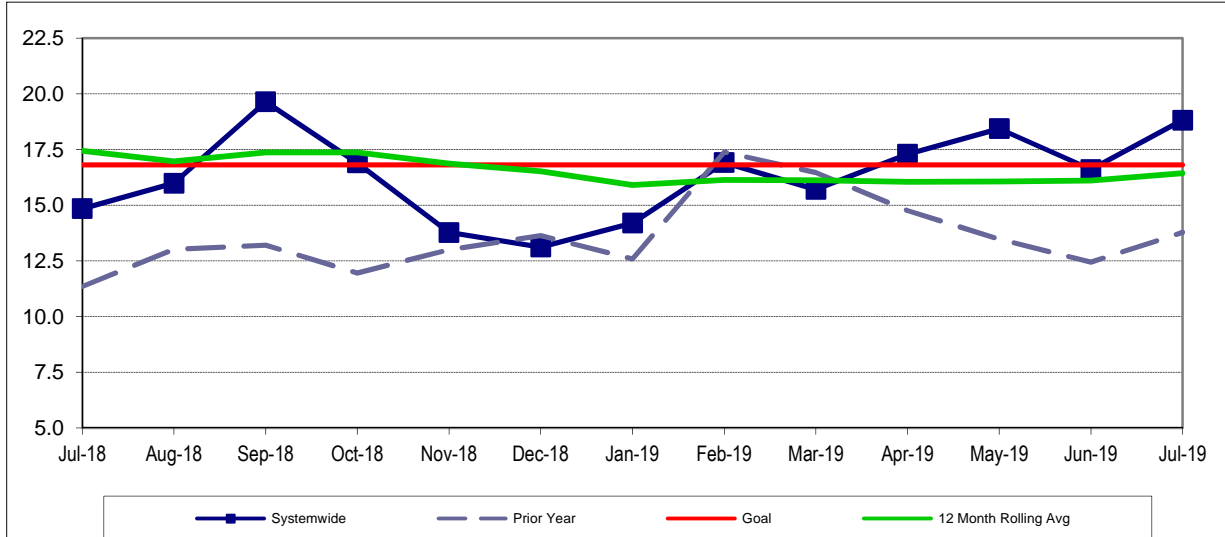
## WORKERS COMPENSATION CLAIMS

### 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)

#### Bus Systemwide Trend



Transportation & Maintenance Performance combined.

Remaining Below the Goal line is the target.

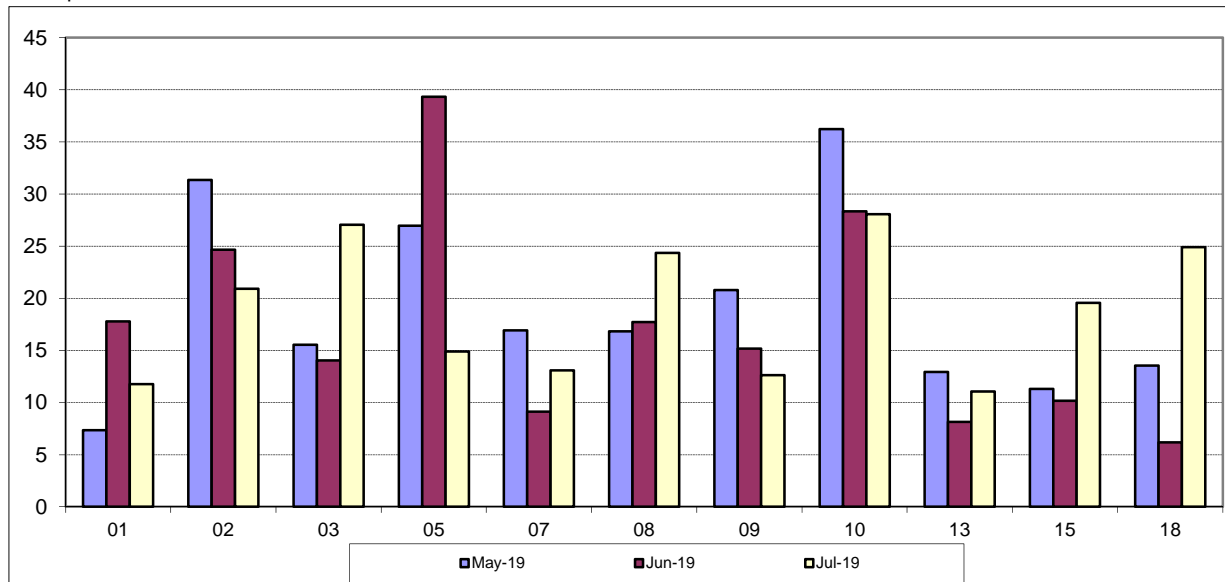
#### NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION

**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 May 2019 - Jul 2019

Transportation & Maintenance Performance combined.

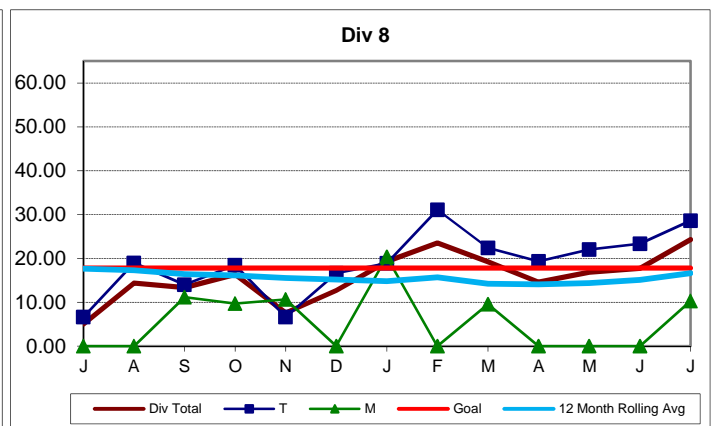
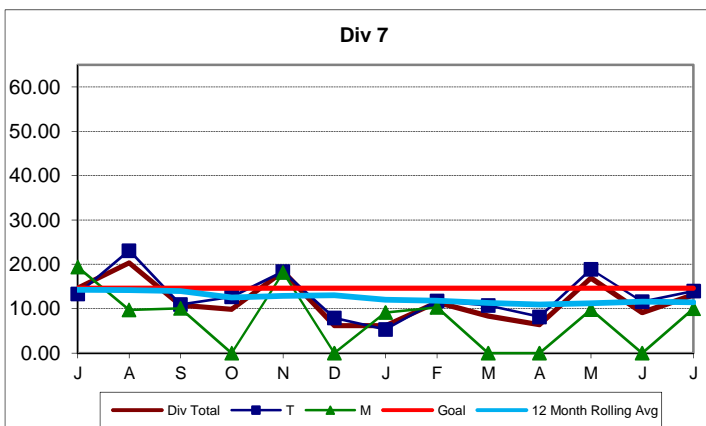
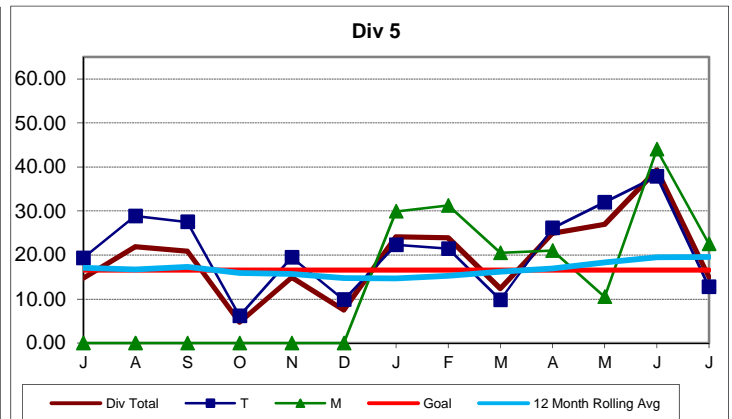
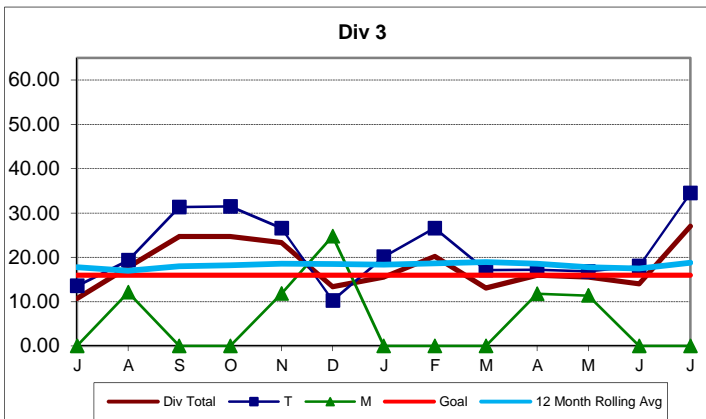
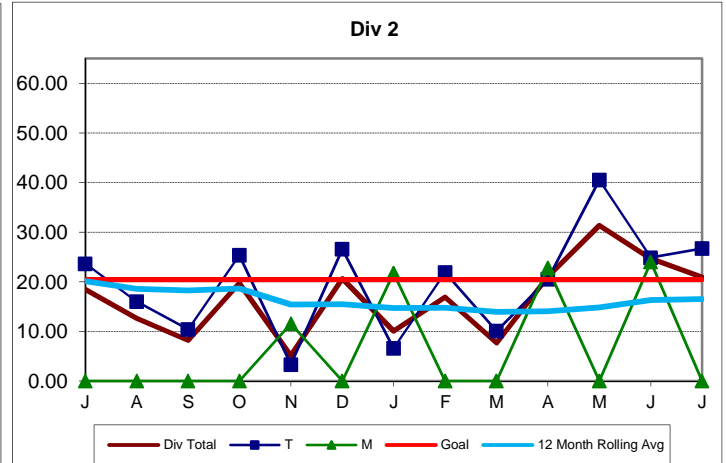
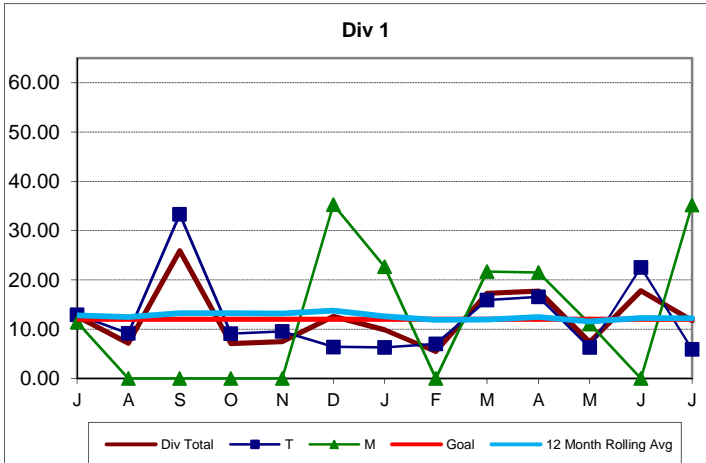


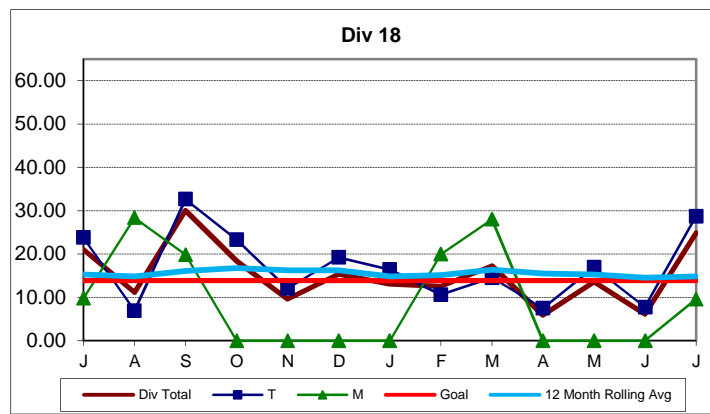
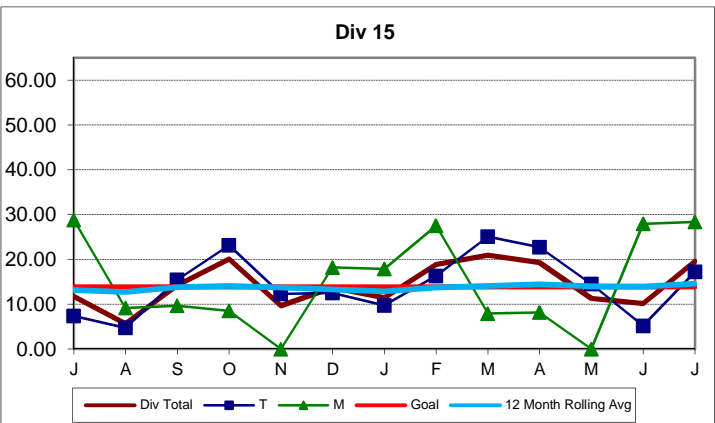
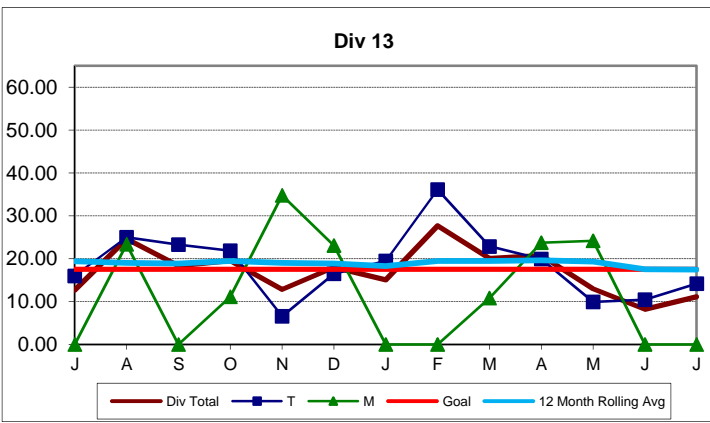
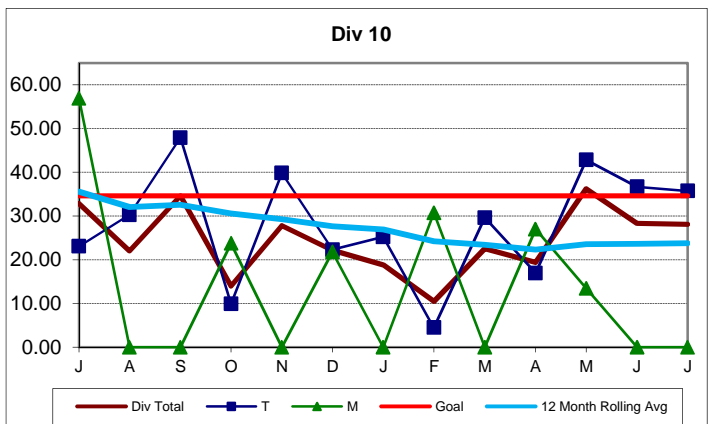
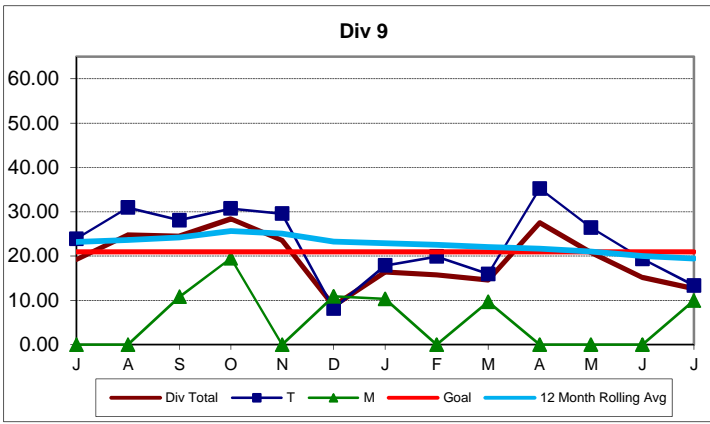
## NEW WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS

### 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.

## OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

### Systemwide and Bus Operating Divisions

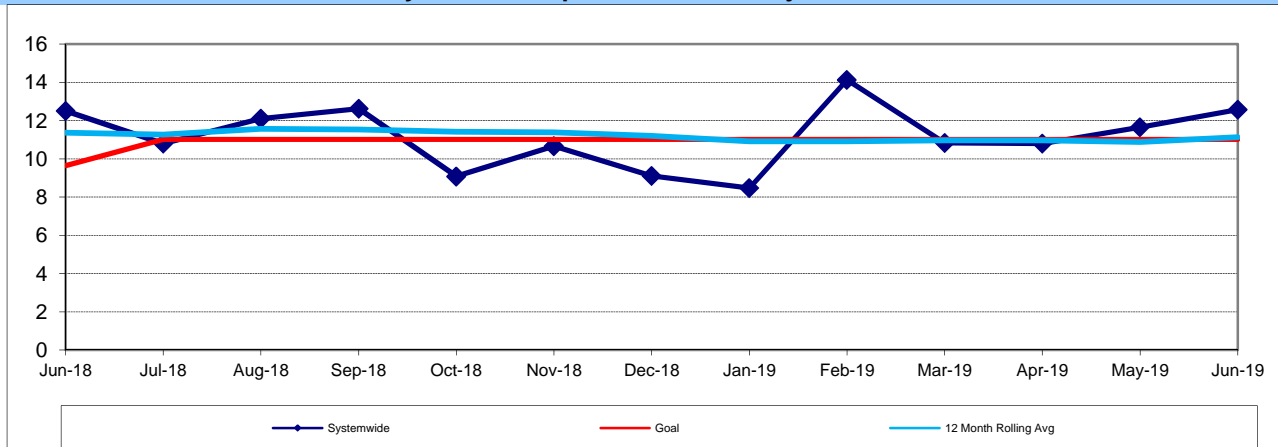
**Definition:** Work-related injuries and illnesses that result in: death, loss of consciousness, days away from work, restricted work activity or job transfer, or medical treatment beyond first aid which are filed per 200,000 exposure hours.

**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

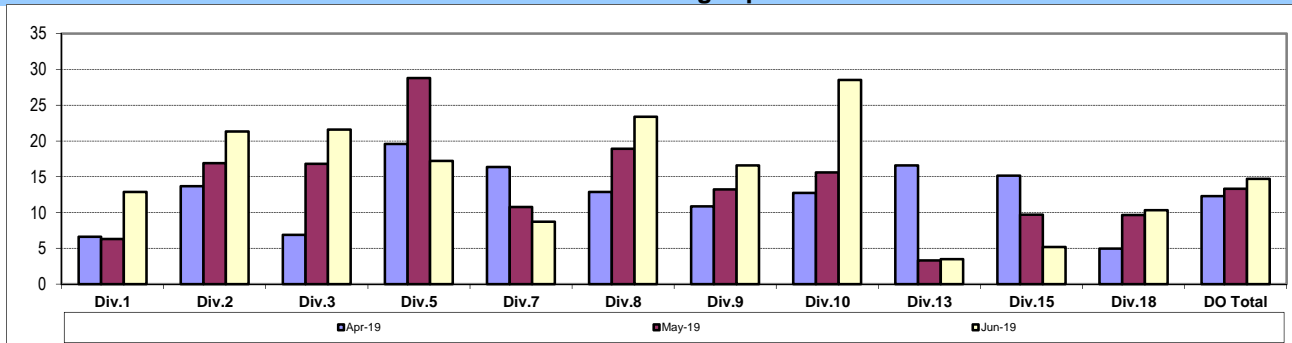
One month lag from current month

#### Bus Systemwide Operations OSHA Injuries Trend

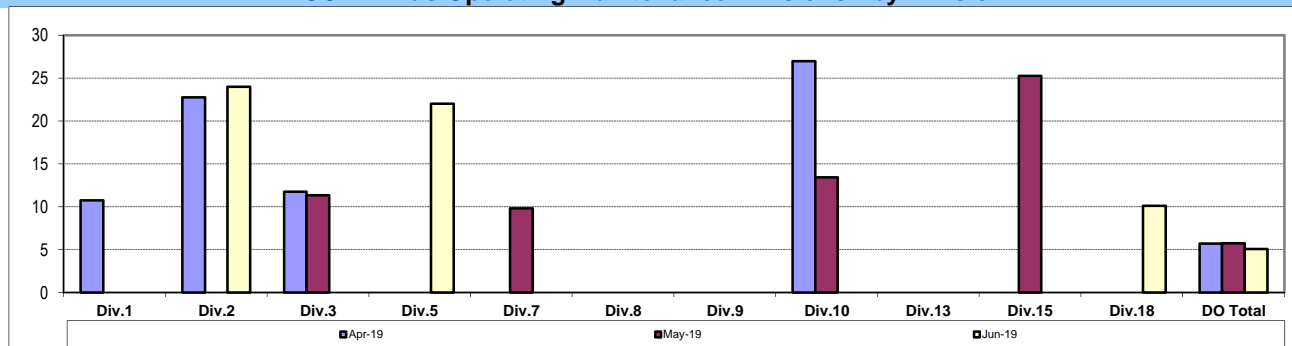


Remaining below the goal line is the target.

#### OSHA: Bus Operating Transportation Divisions - by Division Three Months Ending -April 2019

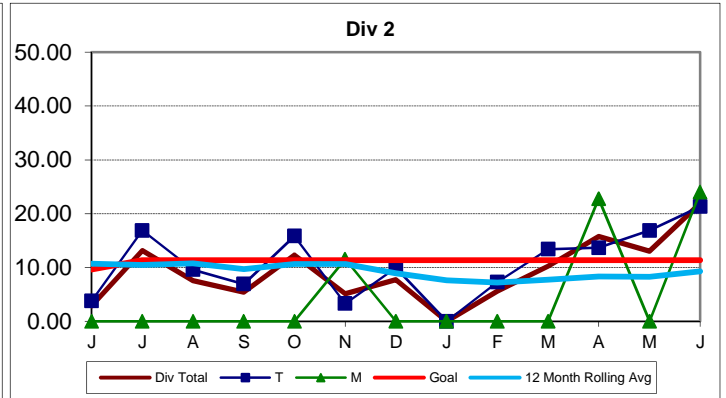
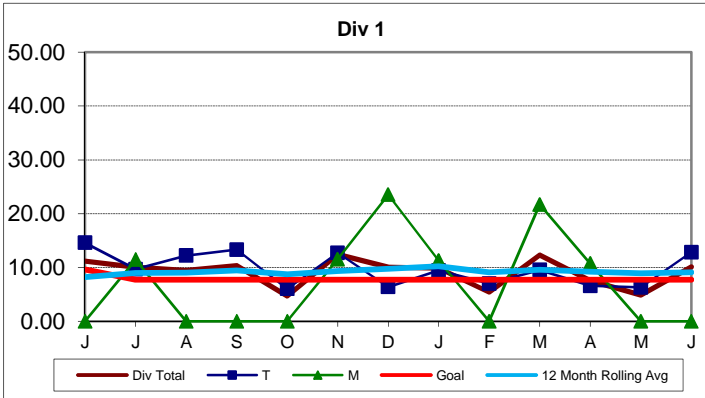


#### OSHA: Bus Operating Maintenance Divisions - by Division

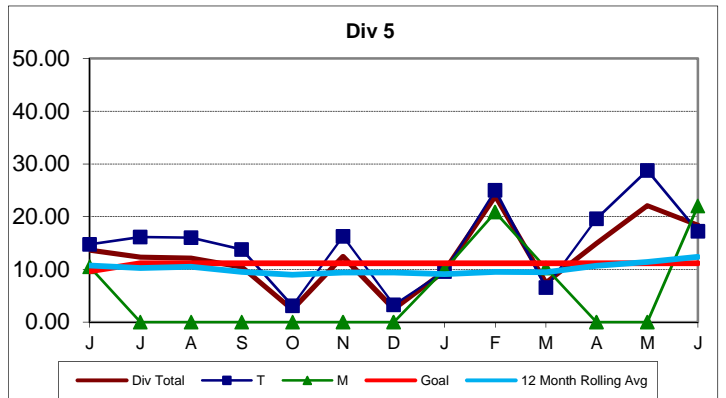
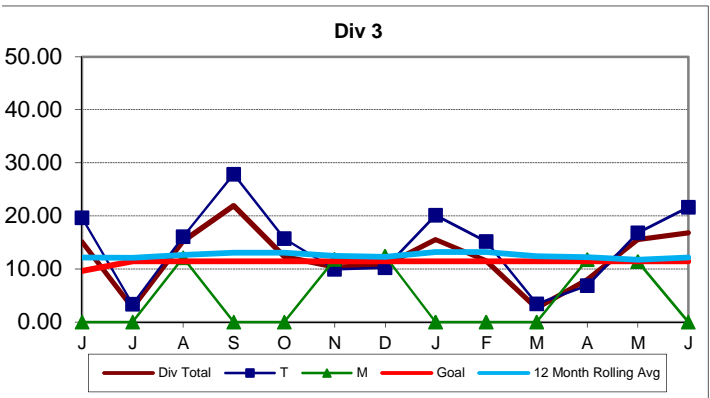


Remaining below the goal line is the target.

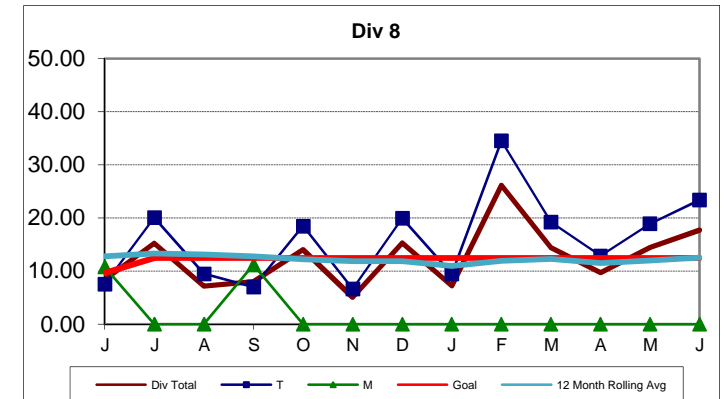
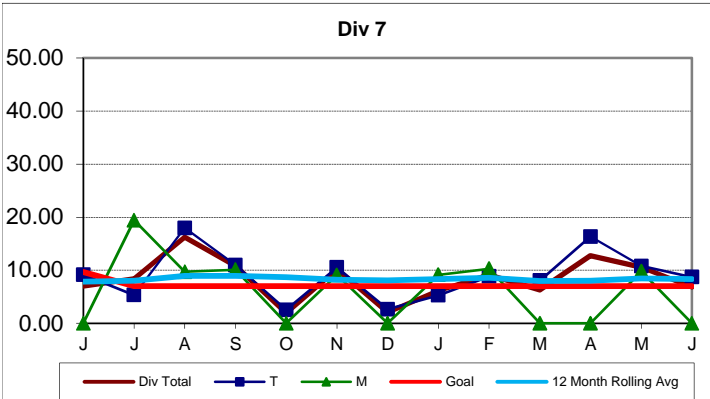
One month lag in reporting.



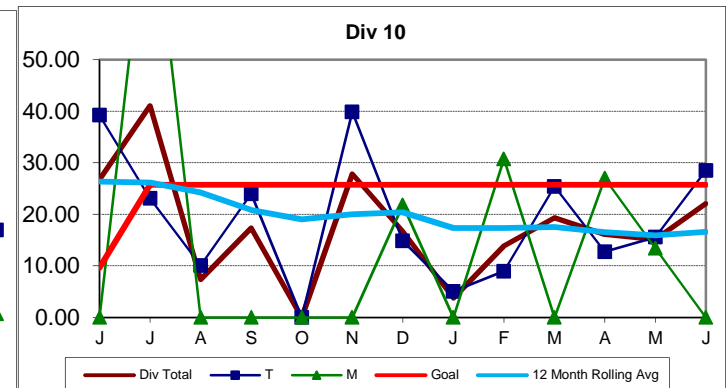
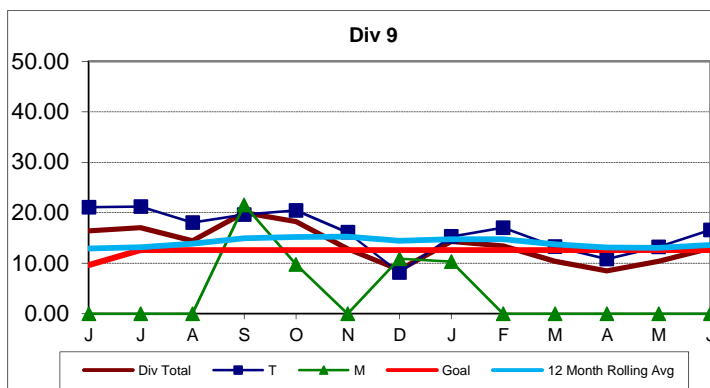
One month lag in reporting.



One month lag in reporting.



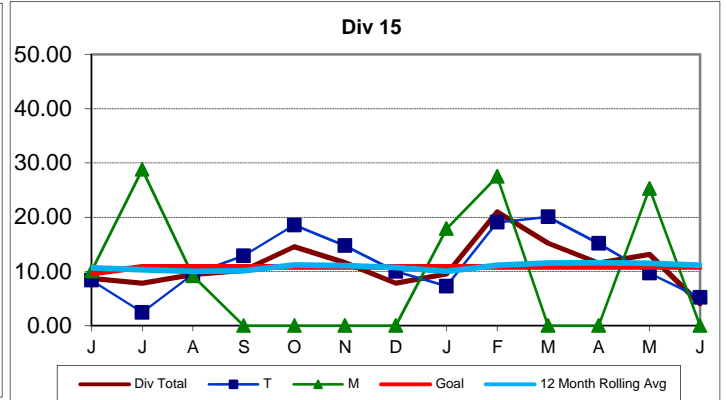
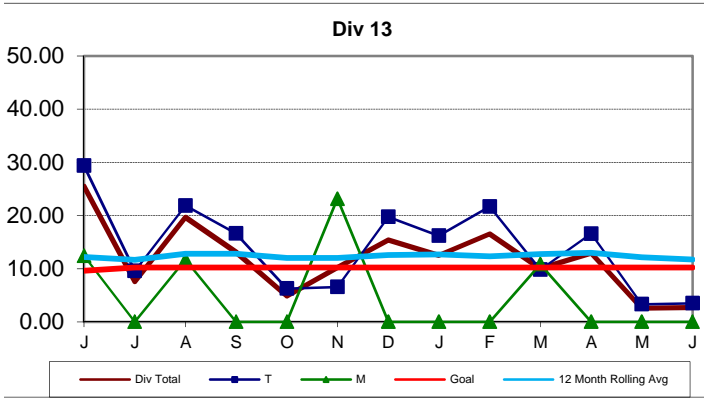
One month lag in reporting.



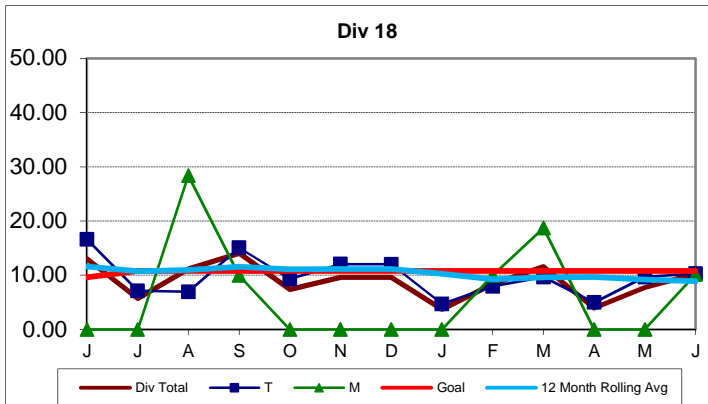


Remaining below the goal line is the target.

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

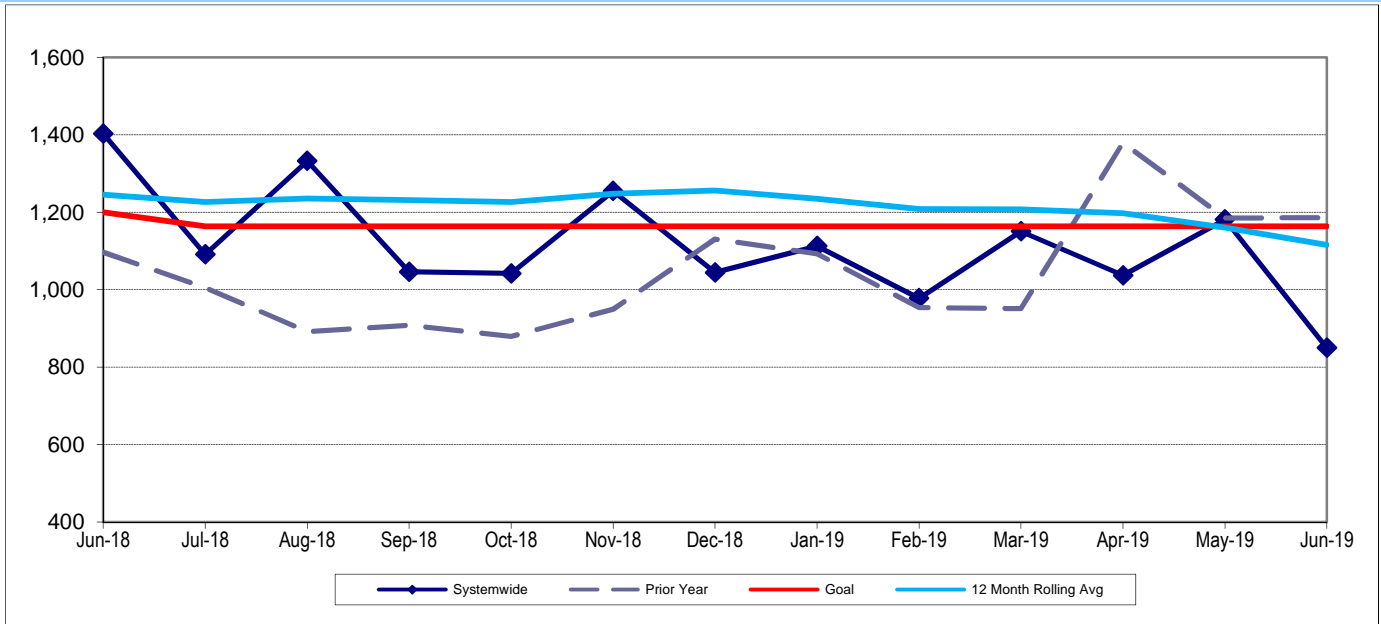
### Systemwide and Bus Operating Divisions

**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

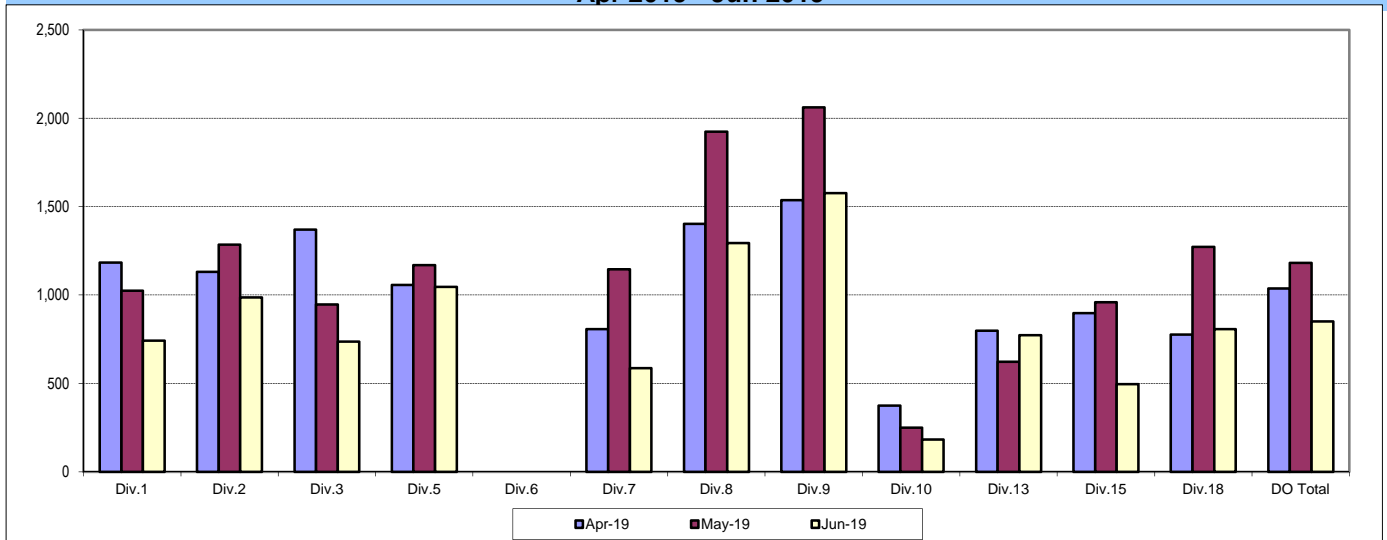
#### LWD Systemwide Trend



One month lag from current month

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

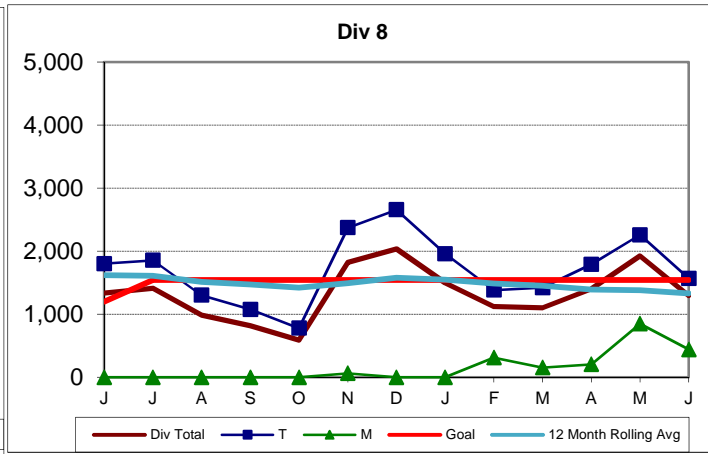
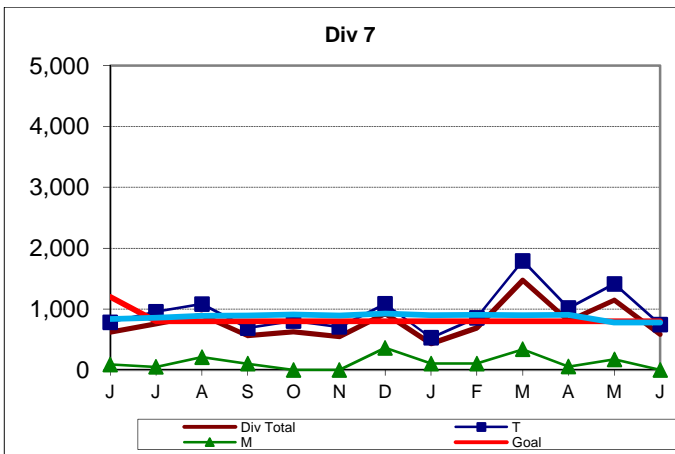
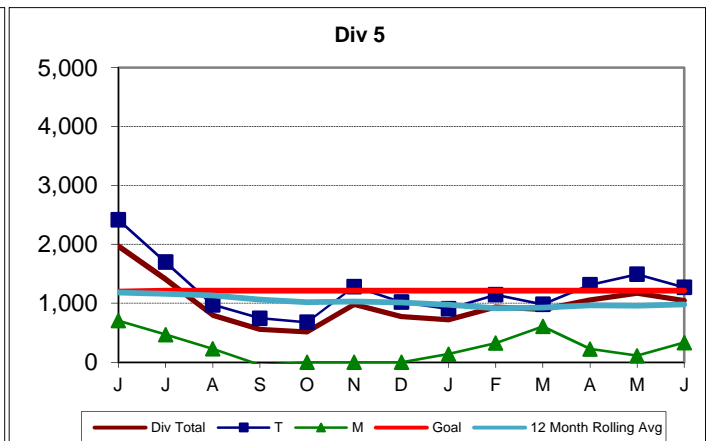
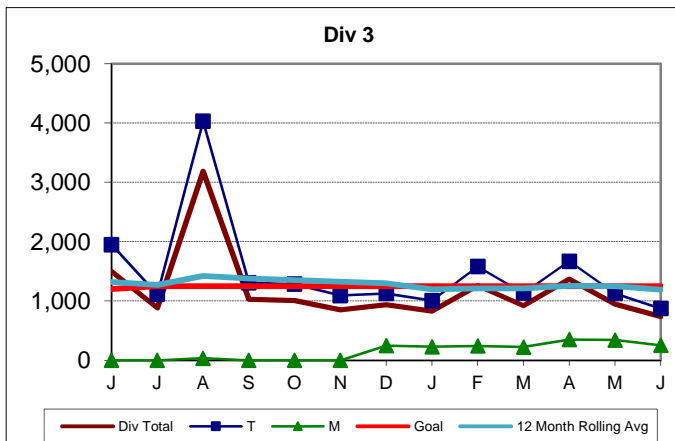
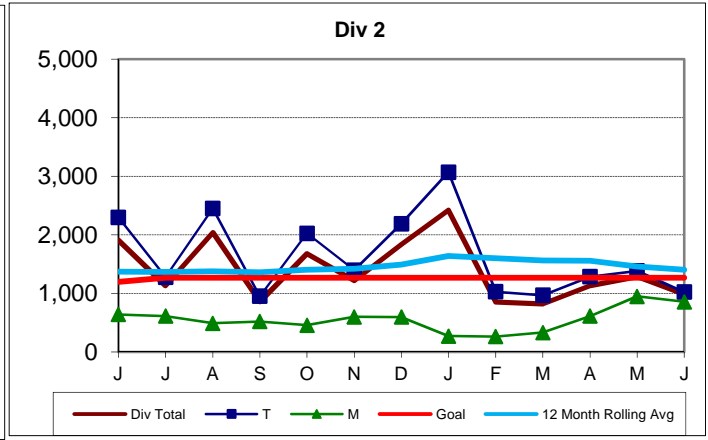
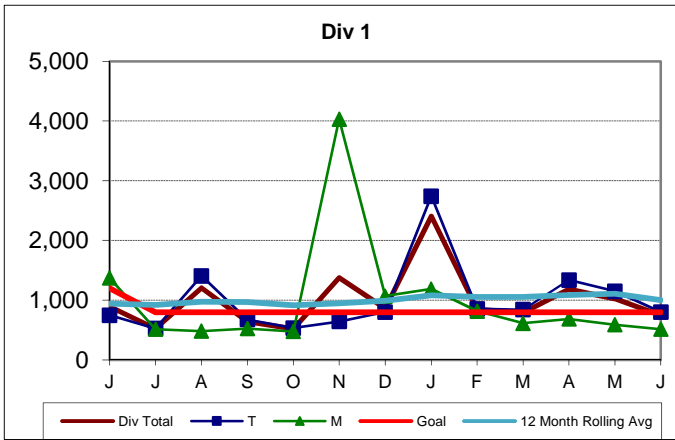
Apr 2019 - Jun 2019



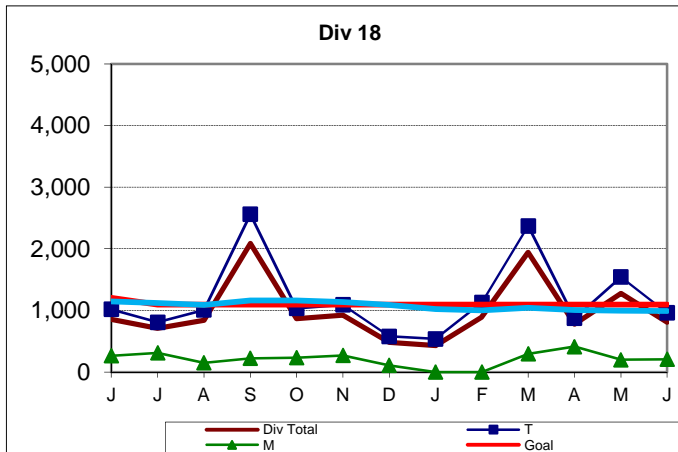
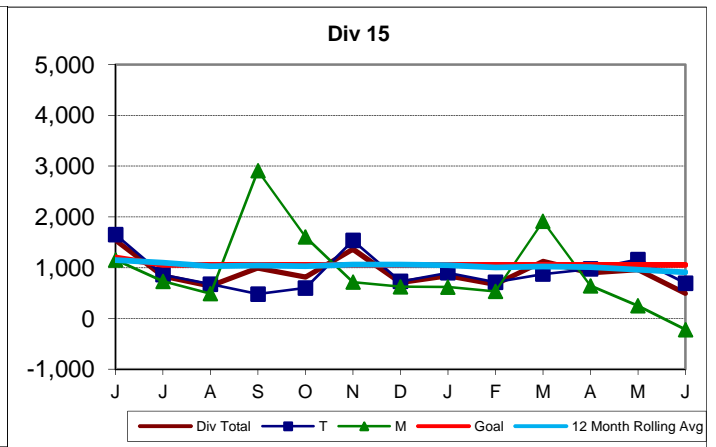
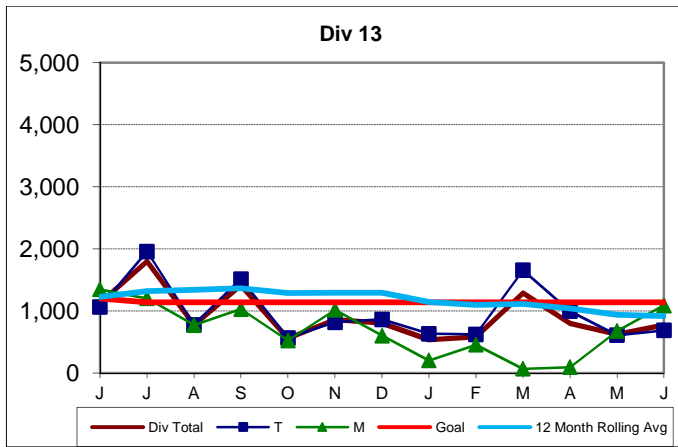
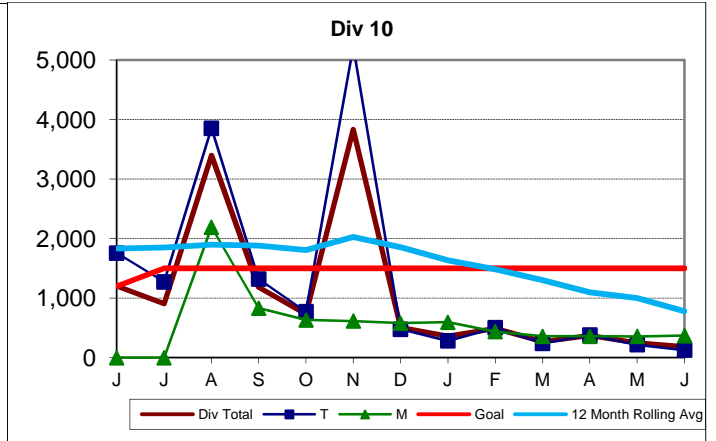
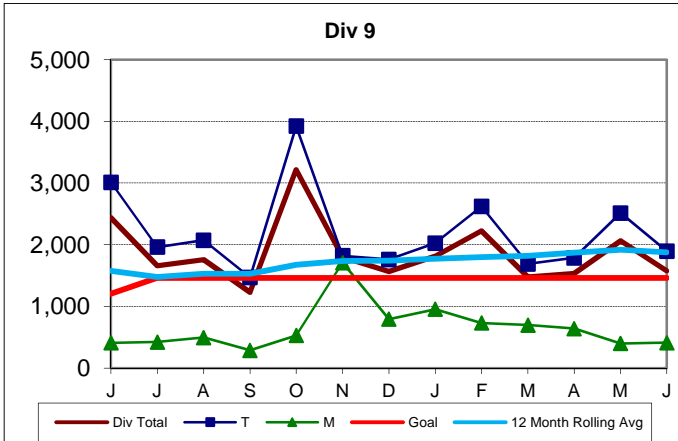
## LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division

One month lag in reporting.

Lower is better.



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



One month lag in reporting.

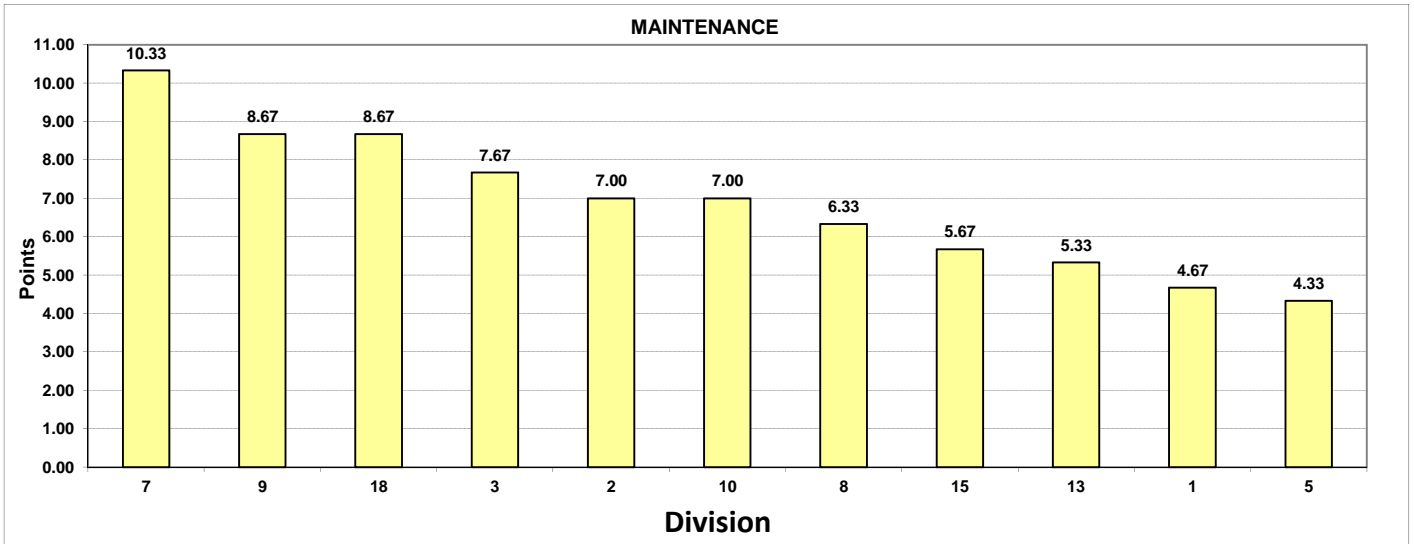
**"Excellence in Service and Support" PERFORMANCE INCENTIVE PROGRAM**

**Monthly Calculations - Jul 2019  
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                                   | 33.3%        | 3,046       | 4,329       | 3,851       | 3,698       | 4,405        | 4,669       | 5,282       | 3,485       | 2,482       | 3,516       | 3,919       |
| Target   |              | 4,100       | 5,400       | 4,380       | 4,308       | 3,902        | 5,400       | 5,000       | 2,157       | 3,000       | 4,310       | 4,200       |
| Points   |              | 1           | 2           | 7           | 5           | 10           | 6           | 9           | 11          | 4           | 3           | 8           |
| Past Due PMPs                                      | 33.3%        | 0.000       | 0.000       | 0.000       | 0.005       | 0.000        | 0.005       | 0.000       | 0.178       | 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       | 0.000       |
| Points   |              | 11          | 11          | 11          | 3           | 11           | 2           | 11          | 1           | 11          | 11          | 11          |
| Bus Cleanliness                                    | 33.3%        | 8.226       | 8.842       | 8.311       | 8.311       | 8.926        | 9.000       | 8.637       | 8.858       | 8.168       | 8.279       | 8.789       |
| Target   |              | 9.000       | 9.000       | 9.000       | 9.000       | 9.000        | 9.000       | 9.000       | 9.000       | 9.000       | 9.000       | 9.000       |
| Points   |              | 2           | 8           | 5           | 5           | 10           | 11          | 6           | 9           | 1           | 3           | 7           |
| <b>Totals</b>                                      |              | <b>4.67</b> | <b>7.00</b> | <b>7.67</b> | <b>4.33</b> | <b>10.33</b> | <b>6.33</b> | <b>8.67</b> | <b>7.00</b> | <b>5.33</b> | <b>5.67</b> | <b>8.67</b> |
| <b>Ranking</b>                                     |              | <b>10</b>   | <b>5</b>    | <b>4</b>    | <b>11</b>   | <b>1</b>     | <b>7</b>    | <b>2</b>    | <b>5</b>    | <b>9</b>    | <b>8</b>    | <b>2</b>    |
| <b>FINAL Maintenance Division Ranking (Sorted)</b> |              |             |             |             |             |              |             |             |             |             |             |             |
| <b>RANKING</b>                                     | <b>DIV.</b>  | 7           | 9           | 18          | 3           | 2            | 10          | 8           | 15          | 13          | 1           | 5           |
|  | <b>Score</b> | 10.33       | 8.67        | 8.67        | 7.67        | 7.00         | 7.00        | 6.33        | 5.67        | 5.33        | 4.67        | 4.33        |
|  | <b>Rank</b>  | 1           | 2           | 2           | 4           | 5            | 5           | 7           | 8           | 9           | 10          | 11          |



**Monthly Calculations - Jul 2019**  
**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                            | 25%  | 75.585%     | 73.326%     | 75.435%     | 74.117%     | 74.285%     | 82.419%     | 81.129%     | 68.050%     | 74.519%     | 77.091%     | 76.403%     |
| Target                                   |      | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     | 78.070%     |
| Points                                   |      | 7           | 2           | 6           | 3           | 4           | 11          | 10          | 1           | 5           | 9           | 8           |
| ISOTP Early                              | 25%  | 6.099%      | 2.850%      | 5.763%      | 5.412%      | 4.170%      | 5.295%      | 4.863%      | 12.353%     | 4.019%      | 6.204%      | 1.977%      |
| Target                                   |      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      | 2.000%      |
| Points                                   |      | 3           | 10          | 4           | 5           | 8           | 6           | 7           | 1           | 9           | 2           | 11          |
| Traffic Accident Ratio                   | 25%  | 6.03        | 4.50        | 4.69        | 4.69        | 6.08        | 3.26        | 2.29        | 3.28        | 5.73        | 3.64        | 5.50        |
| Target                                   |      | 4.15        | 4.36        | 4.90        | 4.92        | 4.60        | 2.35        | 2.65        | 4.35        | 5.25        | 3.45        | 4.77        |
| Points                                   |      | 1           | 7           | 8           | 9           | 3           | 2           | 10          | 11          | 5           | 6           | 4           |
| Complaints/100K Boardings                | 25%  | 3.596       | 1.868       | 3.220       | 3.520       | 4.698       | 3.209       | 4.097       | 3.121       | 4.064       | 3.216       | 3.500       |
| Target                                   |      | 2.000       | 1.500       | 2.400       | 2.100       | 2.600       | 2.100       | 3.000       | 2.900       | 2.000       | 2.200       | 2.300       |
| Points                                   |      | 3           | 10          | 9           | 4           | 2           | 5           | 8           | 11          | 1           | 7           | 6           |
| <b>Totals</b>                            |      | <b>3.50</b> | <b>7.25</b> | <b>6.75</b> | <b>5.25</b> | <b>4.25</b> | <b>6.00</b> | <b>8.75</b> | <b>6.00</b> | <b>5.00</b> | <b>6.00</b> | <b>7.25</b> |
| <b>Ranking</b>                           |      | <b>11</b>   | <b>2</b>    | <b>4</b>    | <b>8</b>    | <b>10</b>   | <b>5</b>    | <b>1</b>    | <b>5</b>    | <b>9</b>    | <b>5</b>    | <b>2</b>    |
| FINAL RANKING                            |      |             |             |             |             |             |             |             |             |             |             |             |
| Transportation Division Ranking (Sorted) |      |             |             |             |             |             |             |             |             |             |             |             |
| DIV.                                     | 9    | 2           | 18          | 3           | 8           | 10          | 15          | 5           | 13          | 7           | 1           |             |
| Score                                    | 8.75 | 7.25        | 7.25        | 6.75        | 6.00        | 6.00        | 6.00        | 5.25        | 5.00        | 4.25        | 3.50        |             |
| Rank                                     | 1    | 2           | 2           | 4           | 5           | 5           | 5           | 8           | 9           | 10          | 11          |             |

