

Los Angeles County  
Metropolitan Transportation Authority  
California

# OPERATIONS MONTHLY BUS PERFORMANCE REPORT

MAY 2020



**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>23</b>
Maintenance Attendance	
<b>Bus Cleanliness</b>	<b>24</b>
<b>Safety Performance</b>	<b>27</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.

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

Measurement	FY 2017	FY 2018	FY 2019	FY 2020 Target	FY 2020 YTD	FYTD Status	Mar Month	Apr Month	May Month
<b>Bus Systemwide</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,368	4,510	4,555	5,183	4,221	●	4,617	4,457	4,119
Number of Unaddressed Road Calls	60	40	13	-	29	-	2	5	2
Mean Miles Between Total Road Calls	4,290	4,251	4,063	4,200	3,803	●	4,100	4,016	3,946
Bus Traffic Accidents Per 100,000 Miles	4.42	4.22	4.29	3.94	4.01	●	3.50	2.29	2.69
Number of 482 Alleged Accidents	277	292	269	-	227	-	26	10	21
Complaints per 100,000 Boardings	5.09	5.42	5.35	4.24	5.52	●	4.81	3.35	4.46
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.35	17.63	16.11	16.82	16.29	●	15.49	12.19	8.53
*Lost Work Days per 200,000 Exposure Hours	1,256	1,239	1,095	1,164	1,329	●	1,517	1,574	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.41	11.31	11.04	11.02	11.56	●	9.62	8.22	N/A
% of OnTime Pullouts	96.22%	96.42%	95.89%	97.11%	95.02%	●	93.11%	89.59%	91.71%
In-Service On-time Performance - Early	4.15%	3.85%	4.06%	2.00%	4.93%	●	6.87%	7.89%	6.54%
In-Service On-time Performance - Late	23.00%	22.31%	23.11%	-	21.65%	-	14.57%	15.48%	17.64%
In-Service On-time Performance - OnTime	72.85%	73.83%	72.83%	78.20%	73.42%	●	78.56%	76.63%	75.82%
<b>Bus Directly Operated</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,117	4,240	4,259	5,019	4,155	●	4,591	4,413	4,161
Number of Unaddressed Road Calls	60	40	13	-	29	-	2	5	2
Mean Miles Between Total Road Calls	4,058	4,009	3,812	4,222	3,665	●	3,990	3,889	3,816
Bus Traffic Accidents Per 100,000 Miles	4.35	4.26	4.35	4.04	4.10	●	3.67	2.44	2.81
Number of 482 Alleged Accidents	277	292	269	-	227	-	26	10	21
Complaints per 100,000 Boardings	4.81	5.08	5.10	3.96	5.31	●	4.76	3.18	4.32
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.35	17.63	16.11	16.82	16.29	●	15.49	12.19	8.53
*Lost Work Days per 200,000 Exposure Hours	1,256	1,239	1,095	1,164	1,329	●	1,517	1,574	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.41	11.31	11.04	11.02	11.56	●	9.62	8.22	N/A
% of OnTime Pullouts	96.12%	96.37%	95.89%	97.00%	94.99%	●	93.00%	89.25%	91.52%
In-Service On-time Performance - Early	4.37%	4.03%	4.25%	2.00%	5.16%	●	7.20%	8.34%	6.87%
In-Service On-time Performance - Late	23.08%	22.20%	23.16%	-	21.70%	-	14.68%	15.96%	17.78%
In-Service On-time Performance - OnTime	72.55%	73.77%	72.59%	78.07%	73.14%	●	78.12%	75.71%	75.35%
<b>Bus Purchased Transportation</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	11,623	11,485	16,920	7,500	5,049	●	4,897	4,905	3,703
Mean Miles Between Total Road Calls	11,533	10,022	13,070	4,000	6,226	●	5,682	5,713	6,396
Bus Traffic Accidents Per 100,000 Miles	5.15	3.87	3.65	3.00	3.09	●	1.83	0.96	1.42
Complaints per 100,000 Boardings	10.89	12.55	10.60	10.00	9.95	●	5.80	6.31	7.47
% of OnTime Pullouts	97.93%	97.30%	95.89%	99.00%	95.49%	●	94.85%	95.01%	96.05%
In-Service On-time Performance - Early	1.20%	1.32%	1.29%	2.00%	1.50%	●	2.19%	2.12%	1.32%
In-Service On-time Performance - Late	22.00%	23.93%	22.45%	-	20.77%	-	13.01%	9.45%	15.48%
In-Service On-time Performance - OnTime	76.80%	74.74%	76.26%	80.00%	77.73%	●	84.80%	88.43%	83.20%

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%.
- 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	Mar Month	Apr Month	May Month
<b>Division 1</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,655	4,628	4,321	5,500	3,294	●	3,549	4,125	3,440
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	2,902	●	3,013	3,596	3,099
Bus Traffic Accidents Per 100,000 Miles	4.65	4.50	4.93	4.15	4.69	●	4.44	1.90	1.37
Number of 482 Alleged Accidents	31	26	24	-	29	-	2	0	4
Complaints per 100,000 Boardings	4.11	3.87	4.24	3.00	4.29	●	3.90	1.92	3.67
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	14.57	12.91	12.28	11.99	15.79	●	26.65	19.67	6.54
*Lost Work Days per 200,000 Exposure Hours	695	953	1,011	798	746	●	459	637	N/A
*OSHA Injuries per 200,000 Exposure Hours	8.65	8.90	8.95	7.78	13.16	●	18.66	9.84	N/A
% of OnTime Pullouts	95.71%	95.70%	94.77%	97.00%	93.87%	●	91.29%	85.72%	88.51%
In-Service On-time Performance - Early	3.74%	3.50%	4.13%	2.00%	6.88%	●	8.92%	8.79%	7.57%
In-Service On-time Performance - Late	23.93%	22.76%	21.66%	-	19.27%	-	12.47%	16.69%	16.36%
In-Service On-time Performance - OnTime	72.33%	73.73%	74.21%	78.07%	73.84%	●	78.60%	74.52%	76.07%
<b>Division 2</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	7,225	6,331	6,427	7,000	5,574	●	5,519	7,261	7,034
Number of Unaddressed Road Calls	5	2	2	-	1	-	0	0	0
Mean Miles Between Total Road Calls	4,659	5,549	4,942	5,400	4,597	●	4,625	5,611	6,374
Bus Traffic Accidents Per 100,000 Miles	4.79	4.66	4.68	4.36	4.25	●	2.26	1.35	2.45
Number of 482 Alleged Accidents	13	13	23	-	24	-	3	1	1
Complaints per 100,000 Boardings	3.11	3.13	2.96	2.50	3.29	●	2.95	1.45	1.94
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	16.48	20.72	16.33	20.45	16.52	●	13.57	17.80	16.87
*Lost Work Days per 200,000 Exposure Hours	1,410	1,386	1,368	1,271	849	●	1,110	1,071	N/A
*OSHA Injuries per 200,000 Exposure Hours	9.31	10.25	9.80	11.40	11.82	●	10.85	7.12	N/A
% of OnTime Pullouts	97.06%	98.07%	97.33%	97.00%	96.50%	●	95.35%	92.12%	94.15%
In-Service On-time Performance - Early	4.52%	4.58%	3.16%	2.00%	3.02%	●	4.35%	4.89%	3.57%
In-Service On-time Performance - Late	24.78%	27.28%	29.34%	-	27.06%	-	18.21%	18.64%	22.54%
In-Service On-time Performance - OnTime	70.70%	68.14%	67.51%	78.07%	69.91%	●	77.43%	76.46%	73.89%
<b>Division 3</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,780	4,508	4,353	5,500	4,281	●	4,122	4,763	4,368
Number of Unaddressed Road Calls	2	1	0	-	1	-	0	0	0
Mean Miles Between Total Road Calls	3,999	4,304	3,646	4,380	3,867	●	4,086	4,489	3,990
Bus Traffic Accidents Per 100,000 Miles	5.35	4.96	4.66	4.90	4.15	●	3.19	3.58	3.37
Number of 482 Alleged Accidents	29	15	15	-	9	-	0	1	3
Complaints per 100,000 Boardings	4.91	5.04	5.19	4.00	5.09	●	4.88	5.88	6.23
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	19.02	17.88	17.44	15.93	11.79	●	11.31	12.83	6.06
*Lost Work Days per 200,000 Exposure Hours	1,995	1,306	1,169	1,247	1,430	●	1,808	1,087	N/A
*OSHA Injuries per 200,000 Exposure Hours	13.96	12.94	11.92	11.46	8.75	●	11.31	9.62	N/A
% of OnTime Pullouts	97.73%	97.37%	96.31%	97.00%	97.43%	●	97.28%	95.54%	95.34%
In-Service On-time Performance - Early	5.36%	5.07%	4.85%	2.00%	6.11%	●	7.84%	8.81%	7.52%
In-Service On-time Performance - Late	24.32%	21.88%	22.27%	-	20.51%	-	12.71%	17.95%	22.01%
In-Service On-time Performance - OnTime	70.32%	73.05%	72.88%	78.07%	73.38%	●	79.45%	73.24%	70.47%

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Measurement	FY 2017	FY 2018	FY 2019	FY 2020 Target	FY 2020 YTD	FYTD Status	Mar Month	Apr Month	May Month
<b>Division 5</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,678	4,520	4,498	5,000	4,216	●	4,431	4,123	3,570
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	3,565	●	3,596	3,246	3,213
Bus Traffic Accidents Per 100,000 Miles	5.71	5.02	5.23	4.92	4.68	●	3.83	2.67	7.52
Number of 482 Alleged Accidents	43	29	52	-	32	-	1	1	7
Complaints per 100,000 Boardings	4.17	4.61	4.94	3.50	5.02	●	5.20	3.27	5.41
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	20.62	17.45	19.52	16.58	18.34	●	13.50	0.00	12.94
*Lost Work Days per 200,000 Exposure Hours	1,254	1,139	903	1,215	1,450	●	1,447	1,634	N/A
*OSHA Injuries per 200,000 Exposure Hours	14.43	10.03	12.25	11.14	11.57	●	5.40	0.00	N/A
% of OnTime Pullouts	97.24%	97.38%	97.61%	97.00%	94.50%	●	91.71%	88.83%	90.47%
In-Service On-time Performance - Early	5.49%	5.19%	5.39%	2.00%	6.69%	●	10.72%	13.50%	10.55%
In-Service On-time Performance - Late	25.23%	23.91%	24.69%	-	25.14%	-	18.17%	20.55%	22.14%
In-Service On-time Performance - OnTime	69.28%	70.90%	69.92%	78.07%	68.17%	●	71.11%	65.95%	67.31%
<b>Division 7</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,601	3,943	4,524	4,500	5,426	●	5,684	5,975	6,901
Number of Unaddressed Road Calls	12	17	1	-	2	-	0	1	0
Mean Miles Between Total Road Calls	4,058	3,484	3,550	3,902	4,179	●	4,100	5,075	6,592
Bus Traffic Accidents Per 100,000 Miles	4.78	5.02	5.58	4.60	5.53	●	4.70	3.81	2.26
Number of 482 Alleged Accidents	25	53	31	-	21	-	2	0	2
Complaints per 100,000 Boardings	4.95	5.83	6.48	4.50	7.22	●	5.05	4.14	5.66
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	12.53	14.88	11.58	14.63	12.96	●	4.45	10.57	0.00
*Lost Work Days per 200,000 Exposure Hours	634	869	789	799	1,103	●	963	1,182	N/A
*OSHA Injuries per 200,000 Exposure Hours	5.53	7.99	8.42	7.03	9.56	●	4.45	2.64	N/A
% of OnTime Pullouts	96.02%	95.68%	95.08%	97.00%	93.88%	●	92.44%	88.61%	91.27%
In-Service On-time Performance - Early	5.38%	4.90%	5.40%	2.00%	4.28%	●	5.95%	7.09%	6.49%
In-Service On-time Performance - Late	25.86%	25.29%	24.80%	-	24.14%	-	17.22%	19.31%	18.89%
In-Service On-time Performance - OnTime	68.75%	69.80%	69.80%	78.07%	71.57%	●	76.83%	73.60%	74.61%
<b>Division 8</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,776	4,788	4,586	5,500	4,603	●	5,307	4,226	5,335
Number of Unaddressed Road Calls	5	2	1	-	16	-	1	1	1
Mean Miles Between Total Road Calls	5,113	5,239	5,274	5,400	4,930	●	6,101	4,709	5,335
Bus Traffic Accidents Per 100,000 Miles	2.45	2.48	2.43	2.35	2.87	●	2.45	1.01	1.51
Number of 482 Alleged Accidents	25	18	13	-	12	-	2	0	0
Complaints per 100,000 Boardings	5.39	5.39	5.40	4.50	5.20	●	5.19	2.58	3.57
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.96	18.53	15.09	17.82	17.22	●	15.43	6.52	13.62
*Lost Work Days per 200,000 Exposure Hours	1,796	1,624	1,332	1,543	1,640	●	2,526	1,874	N/A
*OSHA Injuries per 200,000 Exposure Hours	14.51	13.17	12.82	12.46	14.70	●	5.14	9.78	N/A
% of OnTime Pullouts	96.22%	96.70%	96.93%	97.00%	95.73%	●	93.13%	88.81%	92.40%
In-Service On-time Performance - Early	4.07%	3.51%	4.05%	2.00%	6.12%	●	9.01%	10.88%	10.16%
In-Service On-time Performance - Late	14.74%	13.61%	16.59%	-	16.01%	-	9.53%	8.80%	10.60%
In-Service On-time Performance - OnTime	81.19%	82.88%	79.36%	78.07%	77.87%	●	81.46%	80.33%	79.24%

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Measurement	FY 2017	FY 2018	FY 2019	FY 2020 Target	FY 2020 YTD	FYTD Status	Mar Month	Apr Month	May Month
<b>Division 9</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	7,130	4,541	4,628	5,500	4,867	●	5,275	5,620	4,450
Number of Unaddressed Road Calls	5	2	1	-	1	-	0	0	0
Mean Miles Between Total Road Calls	4,388	4,844	4,839	5,000	4,709	●	4,740	4,589	4,412
Bus Traffic Accidents Per 100,000 Miles	2.94	2.73	2.86	2.65	2.62	●	2.28	1.20	1.15
Number of 482 Alleged Accidents	10	9	8	-	4	-	0	0	0
Complaints per 100,000 Boardings	7.32	7.30	6.72	5.50	6.60	●	6.14	4.32	8.97
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	19.08	22.46	19.99	20.91	19.30	●	26.76	14.17	11.31
*Lost Work Days per 200,000 Exposure Hours	1,643	1,462	1,833	1,461	1,709	●	1,265	2,275	N/A
*OSHA Injuries per 200,000 Exposure Hours	11.29	12.83	13.45	12.64	13.13	●	15.61	8.50	N/A
% of OnTime Pullouts	96.99%	96.67%	97.26%	97.00%	96.78%	●	94.87%	92.18%	95.54%
In-Service On-time Performance - Early	3.70%	3.41%	4.08%	2.00%	4.98%	●	6.81%	7.85%	6.51%
In-Service On-time Performance - Late	19.34%	17.96%	18.52%	-	15.31%	-	8.37%	8.79%	10.10%
In-Service On-time Performance - OnTime	76.96%	78.63%	77.39%	78.07%	79.71%	●	84.82%	83.36%	83.39%
<b>Division 10</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,841	2,350	3,837	3,500	3,929	●	4,219	6,464	4,403
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	2,945	●	3,828	5,688	4,892
Bus Traffic Accidents Per 100,000 Miles	4.19	4.64	4.96	4.35	4.81	●	8.22	3.52	3.03
Number of 482 Alleged Accidents	7	8	13	-	12	-	1	0	0
Complaints per 100,000 Boardings	5.93	6.56	4.81	5.50	5.58	●	6.02	3.30	3.00
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	33.77	36.11	23.66	34.61	30.06	●	37.21	6.83	19.22
*Lost Work Days per 200,000 Exposure Hours	4,309	1,937	764	1,501	1,793	●	4,675	3,919	N/A
*OSHA Injuries per 200,000 Exposure Hours	15.71	24.82	16.15	25.71	19.30	●	26.58	0.00	N/A
% of OnTime Pullouts	91.83%	93.67%	94.06%	97.00%	94.35%	●	91.14%	85.96%	86.24%
In-Service On-time Performance - Early	4.49%	4.47%	5.26%	2.00%	6.39%	●	8.49%	9.21%	8.25%
In-Service On-time Performance - Late	25.62%	25.28%	27.25%	-	22.09%	-	16.93%	17.57%	20.57%
In-Service On-time Performance - OnTime	69.90%	70.25%	67.50%	78.07%	71.52%	●	74.59%	73.22%	71.18%
<b>Division 13</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	3,491	3,114	3,083	4,000	2,958	●	4,000	2,637	2,459
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	2,431	●	3,234	2,404	2,331
Bus Traffic Accidents Per 100,000 Miles	5.60	5.54	5.74	5.25	5.76	●	6.14	2.83	4.21
Number of 482 Alleged Accidents	23	32	32	-	15	-	2	0	1
Complaints per 100,000 Boardings	3.72	4.07	3.94	3.50	4.63	●	3.78	3.26	3.50
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	15.72	19.56	17.54	17.48	12.59	●	8.77	14.66	0.00
*Lost Work Days per 200,000 Exposure Hours	360	1,277	901	1,136	1,316	●	2,163	1,484	N/A
*OSHA Injuries per 200,000 Exposure Hours	10.25	12.05	10.70	10.22	5.37	●	5.84	10.99	N/A
% of OnTime Pullouts	94.46%	95.95%	94.98%	97.00%	93.94%	●	92.04%	86.25%	87.87%
In-Service On-time Performance - Early	3.74%	4.24%	5.30%	2.00%	4.97%	●	7.00%	8.05%	7.55%
In-Service On-time Performance - Late	24.67%	24.05%	23.20%	-	21.99%	-	14.36%	17.42%	17.71%
In-Service On-time Performance - OnTime	71.59%	71.71%	71.51%	78.07%	73.04%	●	78.65%	74.53%	74.75%

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%.
- 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	Mar Month	Apr Month	May Month
<b>Division 15</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	4,682	4,171	3,943	5,000	3,792	●	4,148	3,867	3,756
Number of Unaddressed Road Calls	5	4	6	-	7	-	1	3	1
Mean Miles Between Total Road Calls	4,369	4,226	4,252	4,310	3,671	●	3,712	3,343	3,274
Bus Traffic Accidents Per 100,000 Miles	3.83	3.54	3.11	3.45	3.32	●	2.96	2.03	2.61
Number of 482 Alleged Accidents	21	17	13	-	14	-	1	2	0
Complaints per 100,000 Boardings	5.68	6.20	6.32	4.50	6.64	●	5.17	3.46	4.10
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	16.55	14.20	13.94	13.85	14.17	●	16.26	4.47	9.15
*Lost Work Days per 200,000 Exposure Hours	1,098	1,125	864	1,057	1,448	●	1,338	1,821	N/A
*OSHA Injuries per 200,000 Exposure Hours	12.59	10.52	11.35	10.87	11.41	●	8.13	2.24	N/A
% of OnTime Pullouts	95.32%	95.14%	94.62%	97.00%	93.36%	●	90.30%	86.74%	89.52%
In-Service On-time Performance - Early	4.07%	3.97%	5.03%	2.00%	7.17%	●	9.75%	12.03%	10.79%
In-Service On-time Performance - Late	20.96%	20.25%	21.09%	-	21.17%	-	14.66%	14.17%	16.21%
In-Service On-time Performance - OnTime	74.98%	75.78%	73.89%	78.07%	71.66%	●	75.59%	73.81%	72.99%
<b>Division 18</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	5,466	4,049	3,922	4,500	4,029	●	4,732	4,109	3,905
Number of Unaddressed Road Calls	0	1	0	-	1	-	0	0	0
Mean Miles Between Total Road Calls	4,300	3,901	3,598	4,200	3,443	●	3,806	3,605	3,254
Bus Traffic Accidents Per 100,000 Miles	4.61	5.05	5.24	4.77	4.03	●	3.75	3.76	2.83
Number of 482 Alleged Accidents	50	72	45	-	55	-	12	5	3
Complaints per 100,000 Boardings	4.82	5.10	4.97	4.00	5.18	●	4.96	2.85	3.02
New Reported Workers' Compensation Claims per 200,000 Exposure Hours	17.34	14.24	14.55	13.87	15.63	●	8.28	24.83	5.02
*Lost Work Days per 200,000 Exposure Hours	957	1,154	997	1,093	1,230	●	923	1,422	N/A
*OSHA Injuries per 200,000 Exposure Hours	13.05	11.19	8.57	10.82	10.65	●	4.14	24.83	N/A
% of OnTime Pullouts	95.82%	96.16%	95.38%	97.00%	94.78%	●	92.95%	89.75%	92.02%
In-Service On-time Performance - Early	3.76%	2.42%	1.90%	2.00%	2.19%	●	2.99%	3.09%	1.31%
In-Service On-time Performance - Late	25.61%	24.35%	26.00%	-	23.27%	-	16.47%	15.35%	17.99%
In-Service On-time Performance - OnTime	70.63%	73.23%	72.09%	78.07%	74.54%	●	80.53%	81.56%	80.70%

N/A = Not Available

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

Measurement	FY 2017	FY 2018	FY 2019	FY 2020 Target	FY 2020 YTD	FYTD Status	Mar Month	Apr Month	May Month
<b>Division 95</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	23,796	23,836	21,480	7,500	6,199	●	6,554	5,642	5,626
Mean Miles Between Total Road Calls	17,224	19,546	19,117	4,000	11,597	●	14,894	9,404	9,846
Bus Traffic Accidents Per 100,000 Miles	5.70	4.25	3.35	3.00	2.76	●	0.61	0.71	1.69
Complaints per 100,000 Boardings	7.11	8.03	7.34	10.00	5.90	●	5.42	2.21	4.51
% of OnTime Pullouts	99.80%	99.76%	99.73%	99.00%	99.72%	N/A	99.77%	99.85%	99.32%
In-Service On-time Performance - Early	0.51%	0.68%	0.62%	2.00%	0.82%	●	1.06%	0.62%	0.45%
In-Service On-time Performance - Late	20.68%	21.33%	16.74%	-	13.75%	-	8.31%	2.57%	6.42%
In-Service On-time Performance - OnTime	78.81%	77.99%	82.64%	80.00%	85.43%	●	90.63%	96.81%	93.13%
<b>Division 97</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	6,221	5,534	13,604	7,500	4,234	●	4,585	5,091	2,670
Mean Miles Between Total Road Calls	8,656	5,180	8,807	4,000	7,250	●	10,699	14,911	14,238
Bus Traffic Accidents Per 100,000 Miles	5.19	4.28	3.44	3.00	2.19	●	1.17	0.00	1.17
Complaints per 100,000 Boardings	13.46	17.67	13.69	10.00	13.18	●	7.07	7.64	5.89
% of OnTime Pullouts	98.13%	97.55%	95.34%	99.00%	96.08%	N/A	96.68%	95.12%	97.78%
In-Service On-time Performance - Early	1.17%	1.80%	1.52%	2.00%	2.43%	●	3.35%	3.83%	2.38%
In-Service On-time Performance - Late	22.95%	24.72%	25.67%	-	25.11%	●	15.46%	16.37%	27.26%
In-Service On-time Performance - OnTime	75.88%	73.48%	72.81%	80.00%	72.46%	●	81.19%	79.79%	70.36%
<b>Division 98</b>									
Mean Miles Between Mechanical Failures Requiring Bus Exchange. (MMBMF)	32,212	35,973	19,768	7,500	5,544	●	4,325	4,252	4,590
Mean Miles Between Total Road Calls	13,589	23,320	20,553	4,000	4,110	●	2,559	2,743	3,169
Bus Traffic Accidents Per 100,000 Miles	4.71	3.28	4.13	3.00	4.40	●	3.85	2.35	1.50
Complaints per 100,000 Boardings	10.25	9.36	9.15	10.00	9.04	●	4.62	7.38	11.20
% of OnTime Pullouts	96.73%	95.67%	93.87%	99.00%	92.35%	N/A	90.60%	91.88%	92.76%
In-Service On-time Performance - Early	1.79%	1.34%	1.63%	2.00%	1.36%	●	2.37%	2.39%	1.41%
In-Service On-time Performance - Late	21.79%	25.18%	24.20%	-	23.82%	-	15.53%	11.38%	15.75%
In-Service On-time Performance - OnTime	76.42%	73.48%	74.17%	80.00%	74.82%	●	82.11%	86.23%	82.84%

N/A = Not Available

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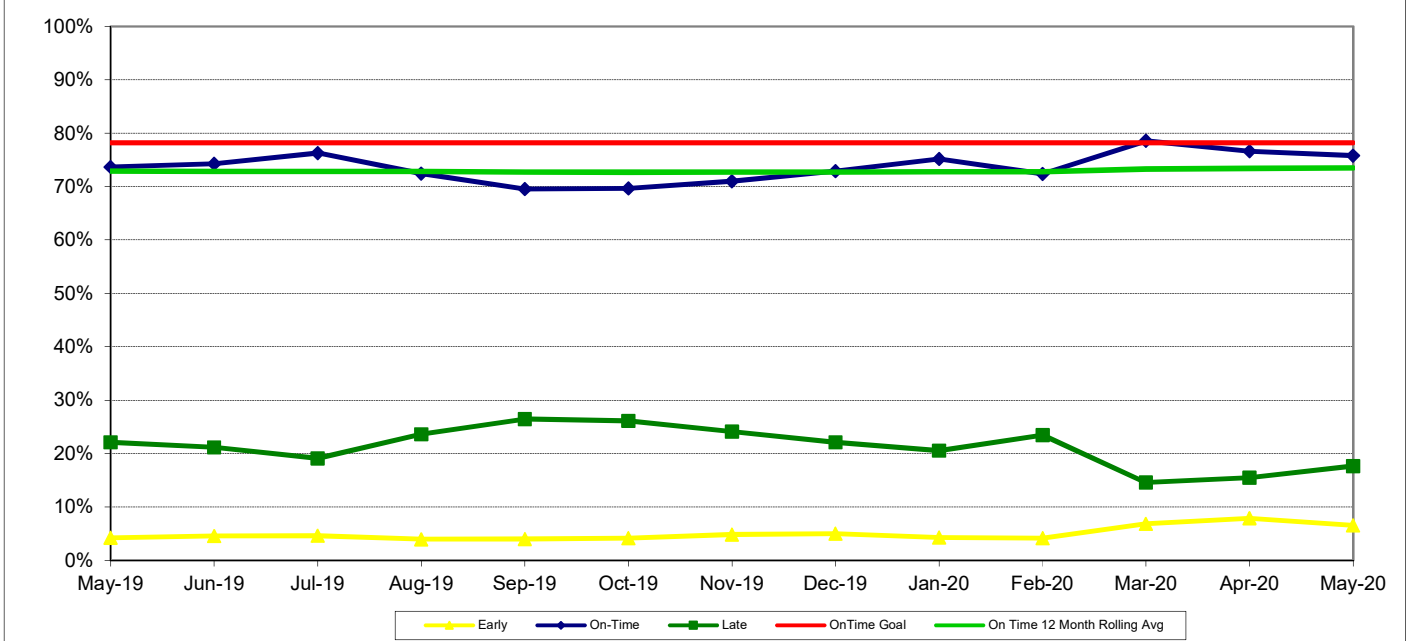
## BUS SERVICE PERFORMANCE IN-SERVICE ON-TIME PERFORMANCE

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

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

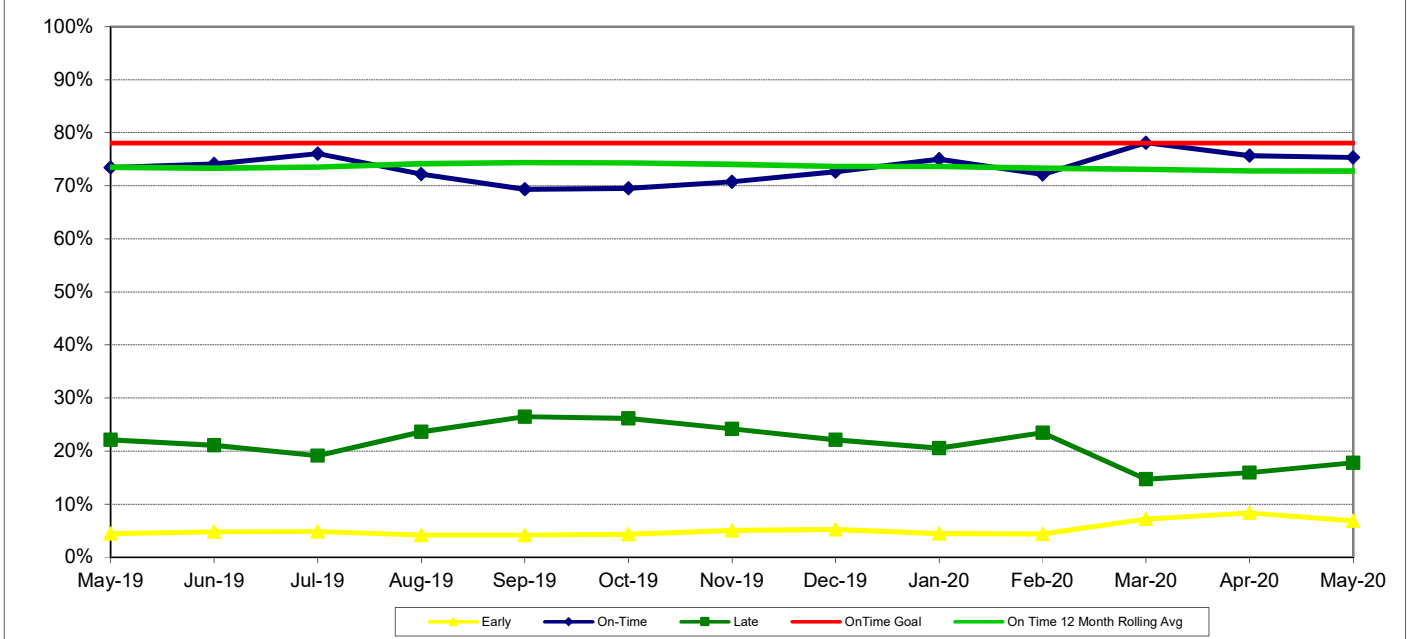
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

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



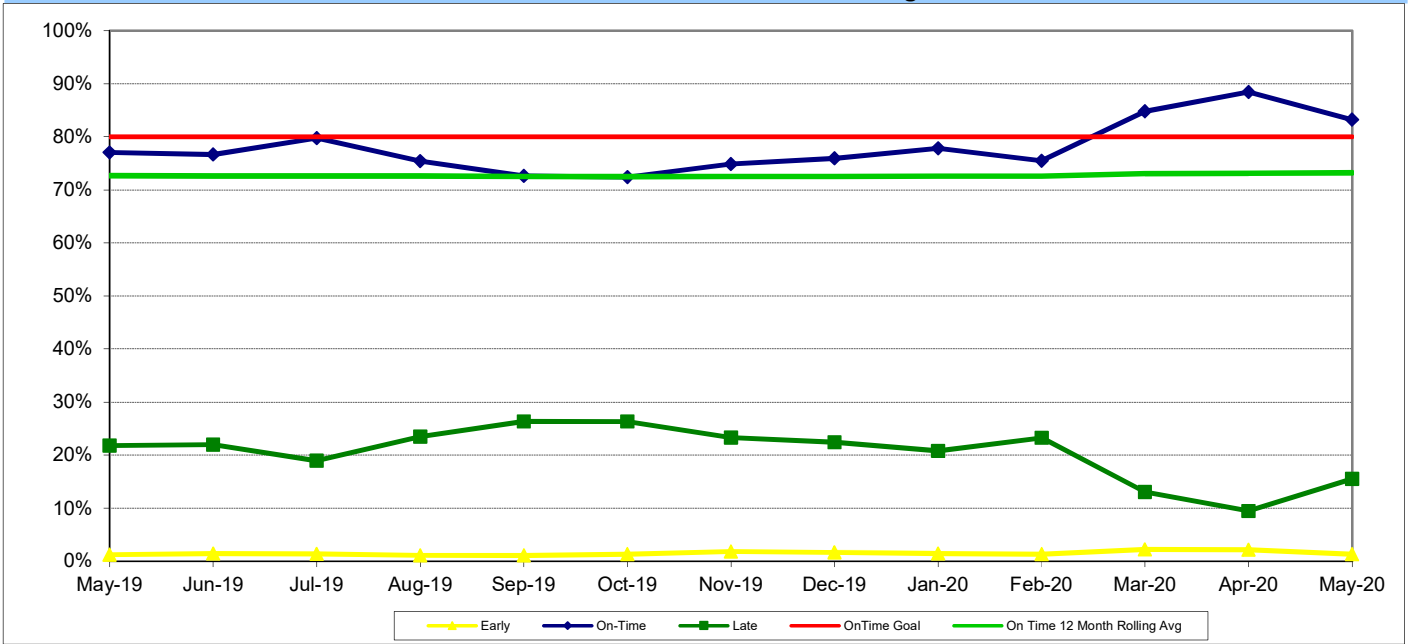
Remaining Above the Goal line is the target.

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

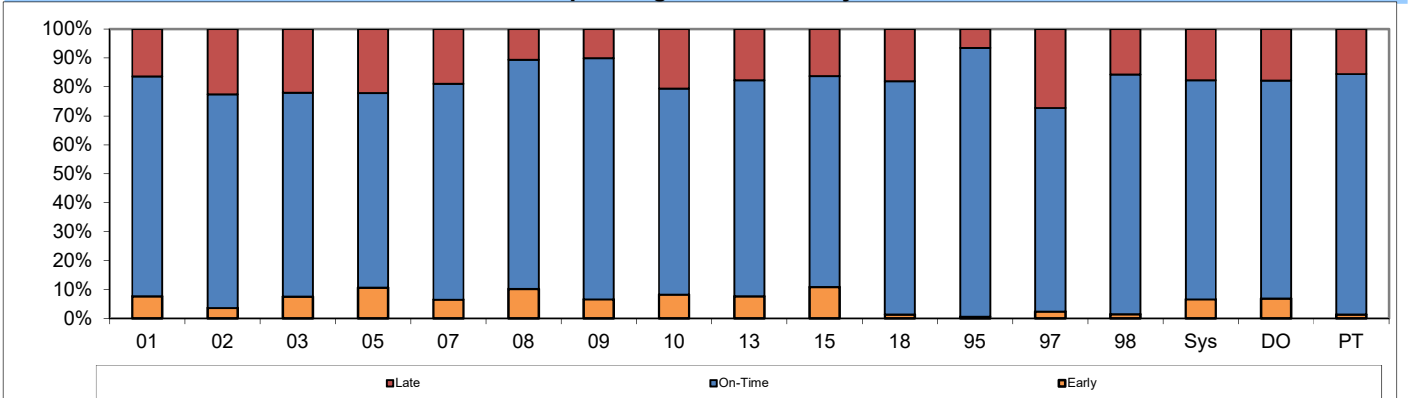


Remaining Above the Goal line is the target.

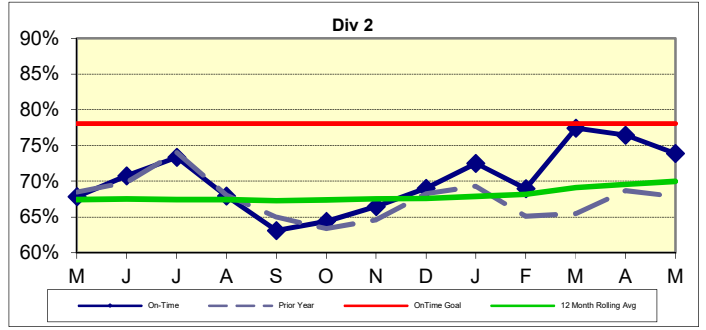
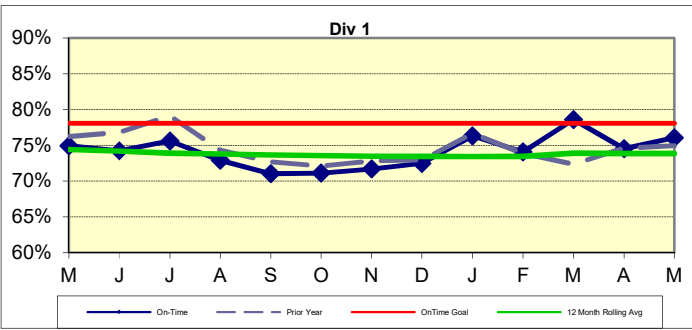
**Purchased Transportation  
ISOTP - 1 Minute Tolerance for Running Hot**



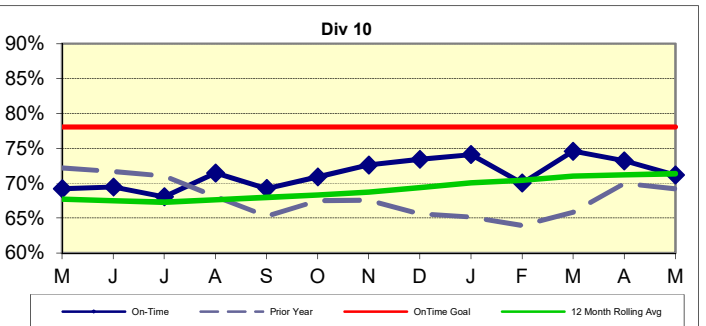
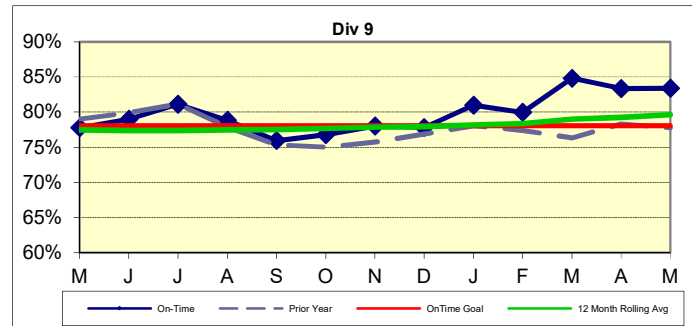
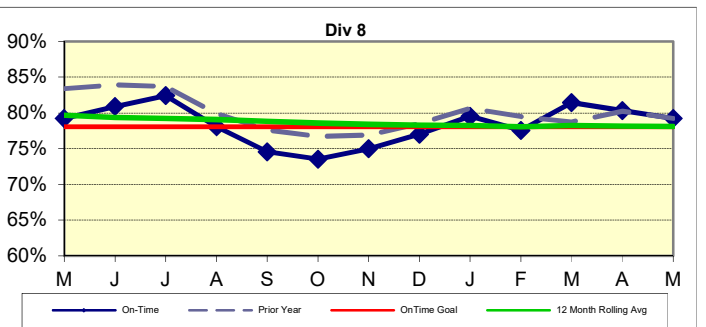
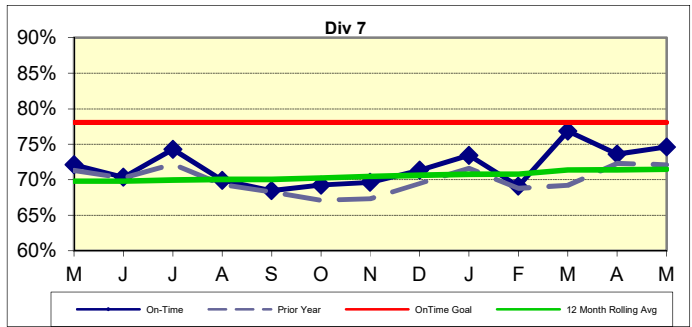
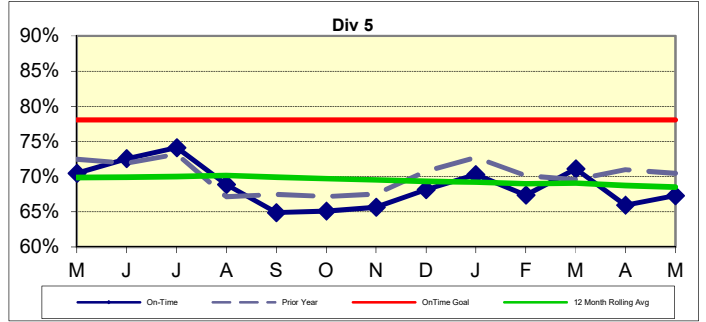
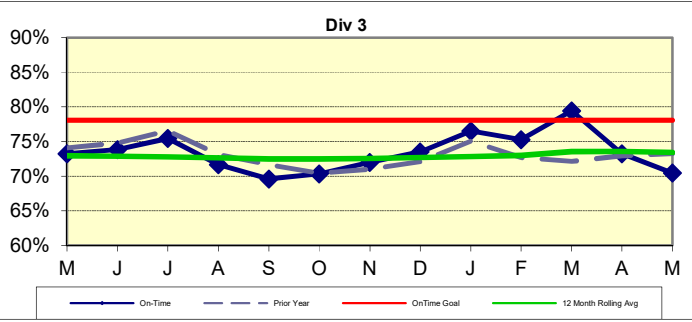
**Bus Operating Divisions - May 2020**

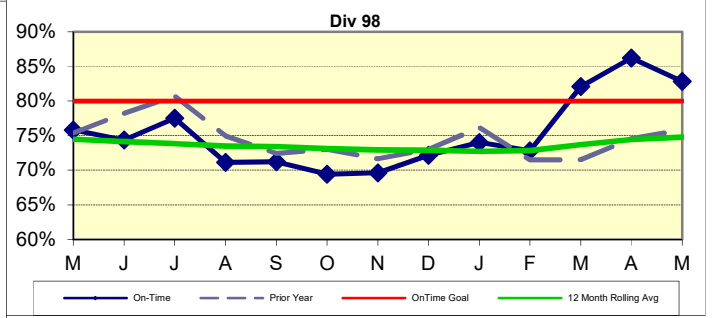
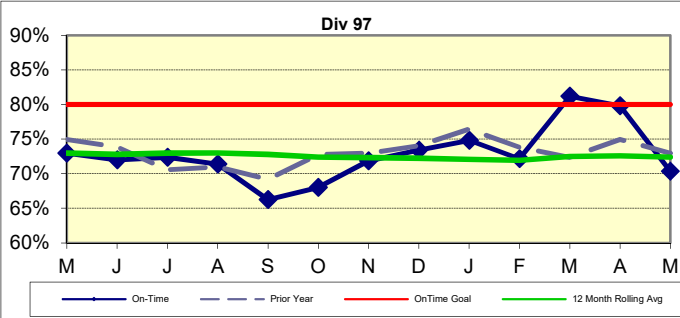
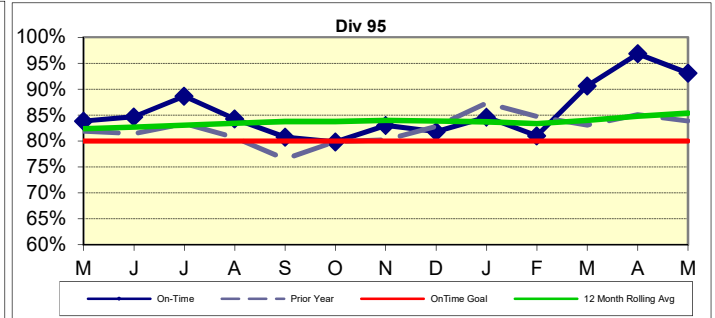
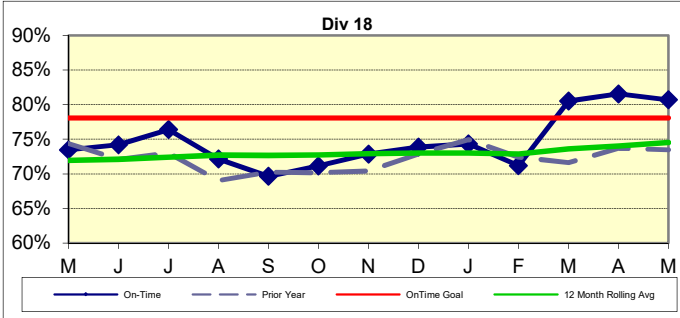
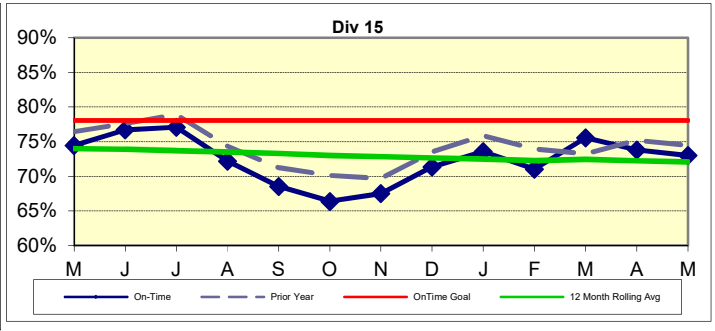
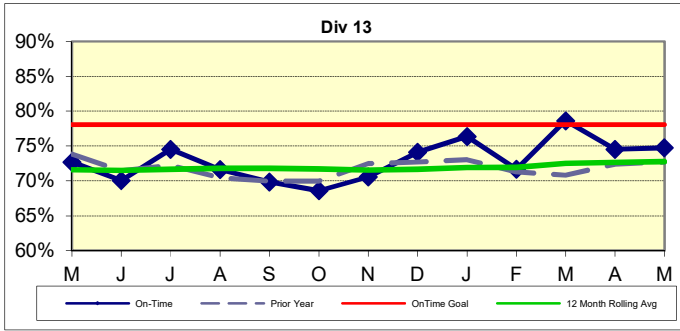


## ISOTP By Division



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%	6.88%	2.75%
On-Time	74.21%	73.84%	-0.36%
Late	21.66%	19.27%	-2.39%

	FY 2019	FY 2020 YTD	Variance
<b>Division 2</b>			
Early	3.16%	3.02%	-0.13%
On-Time	67.51%	69.91%	2.41%
Late	29.34%	27.06%	-2.28%

	FY 2019	FY 2020 YTD	Variance
<b>Division 3</b>			
Early	4.85%	6.11%	1.26%
On-Time	72.88%	73.38%	0.50%
Late	22.27%	20.51%	-1.76%

	FY 2019	FY 2020 YTD	Variance
<b>Division 5</b>			
Early	5.39%	6.69%	1.30%
On-Time	69.92%	68.17%	-1.76%
Late	24.69%	25.14%	0.45%

	FY 2019	FY 2020 YTD	Variance
<b>Division 7</b>			
Early	5.40%	4.28%	-1.12%
On-Time	69.80%	71.57%	1.77%
Late	24.80%	24.14%	-0.65%

	FY 2019	FY 2020 YTD	Variance
<b>Division 8</b>			
Early	4.05%	6.12%	2.07%
On-Time	79.36%	77.87%	-1.49%
Late	16.59%	16.01%	-0.58%

	FY 2019	FY 2020 YTD	Variance
<b>Division 9</b>			
Early	4.08%	4.98%	0.90%
On-Time	77.39%	79.71%	2.31%
Late	18.52%	15.31%	-3.22%

	FY 2019	FY 2020 YTD	Variance
<b>Division 10</b>			
Early	5.26%	6.39%	1.13%
On-Time	67.50%	71.52%	4.03%
Late	27.25%	22.09%	-5.15%

	FY 2019	FY 2020 YTD	Variance
<b>Division 13</b>			
Early	5.30%	4.97%	-0.32%
On-Time	71.51%	73.04%	1.53%
Late	23.20%	21.99%	-1.21%

	FY 2019	FY 2020 YTD	Variance
<b>Division 15</b>			
Early	5.03%	7.17%	2.14%
On-Time	73.89%	71.66%	-2.23%
Late	21.09%	21.17%	0.09%

	FY 2019	FY 2020 YTD	Variance
<b>Division 18</b>			
Early	1.90%	2.19%	0.29%
On-Time	72.09%	74.54%	2.45%
Late	26.00%	23.27%	-2.74%

	FY 2019	FY 2020 YTD	Variance
<b>Division 95</b>			
Early	0.62%	0.82%	0.19%
On-Time	82.64%	85.43%	2.80%
Late	16.74%	13.75%	-2.99%

	FY 2019	FY 2020 YTD	Variance
<b>Division 97</b>			
Early	1.52%	2.43%	0.91%
On-Time	72.81%	72.46%	-0.36%
Late	25.67%	25.11%	-0.56%

	FY 2019	FY 2020 YTD	Variance
<b>Division 98</b>			
Early	1.63%	1.36%	-0.27%
On-Time	74.17%	74.82%	0.65%
Late	24.20%	23.82%	-0.38%

	FY 2019	FY 2020 YTD	Variance
<b>SYSTEMWIDE</b>			
Early	4.06%	4.93%	0.87%
On-Time	72.83%	73.42%	0.59%
Late	23.11%	21.65%	-1.47%

	FY 2019	FY 2020 YTD	Variance
<b>DIRECTLY OPERATED</b>			
Early	4.25%	5.16%	0.91%
On-Time	72.59%	73.14%	0.54%
Late	23.16%	21.70%	-1.45%

	FY 2019	FY 2020 YTD	Variance
<b>PURCHASED TRANSPORTATION</b>			
Early	1.29%	1.50%	0.21%
On-Time	76.26%	77.73%	1.47%
Late	22.45%	20.77%	-1.68%

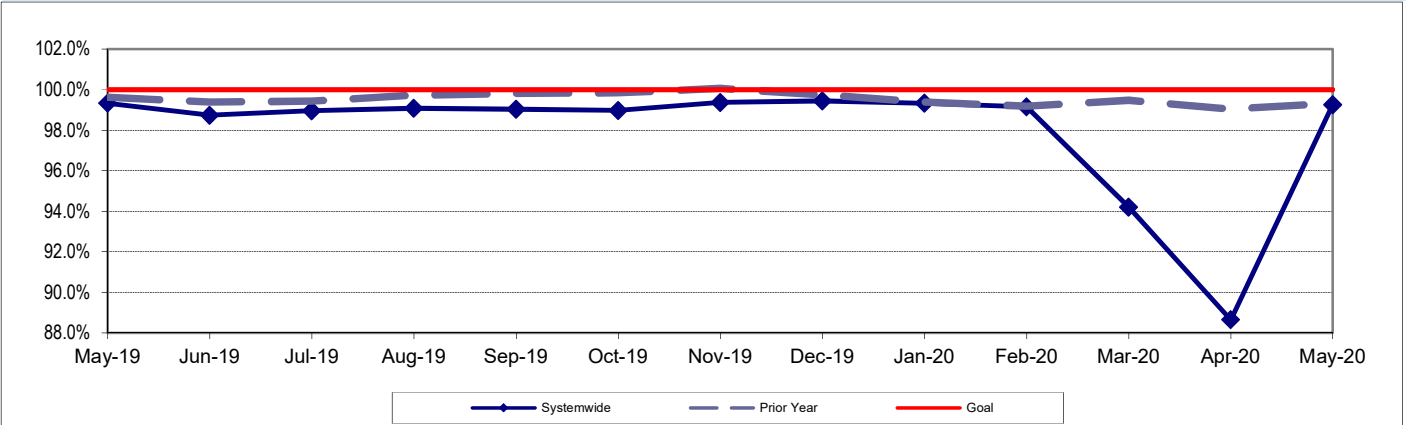
## ACTUAL TO SCHEDULED REVENUE HOURS DELIVERED

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

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

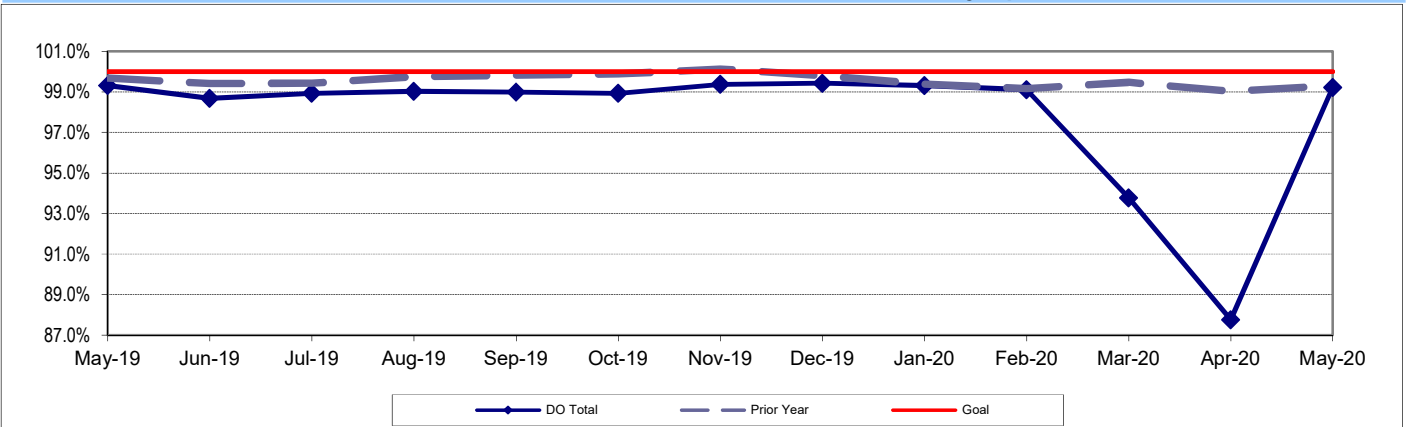
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

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



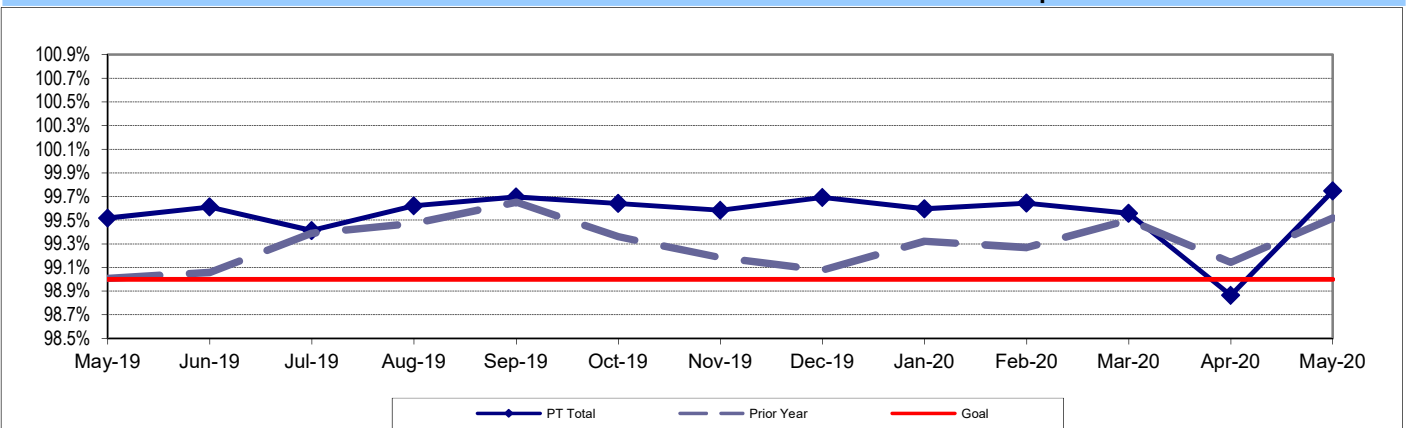
Remaining At the Goal line is the target.

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



Remaining At the Goal line is the target.

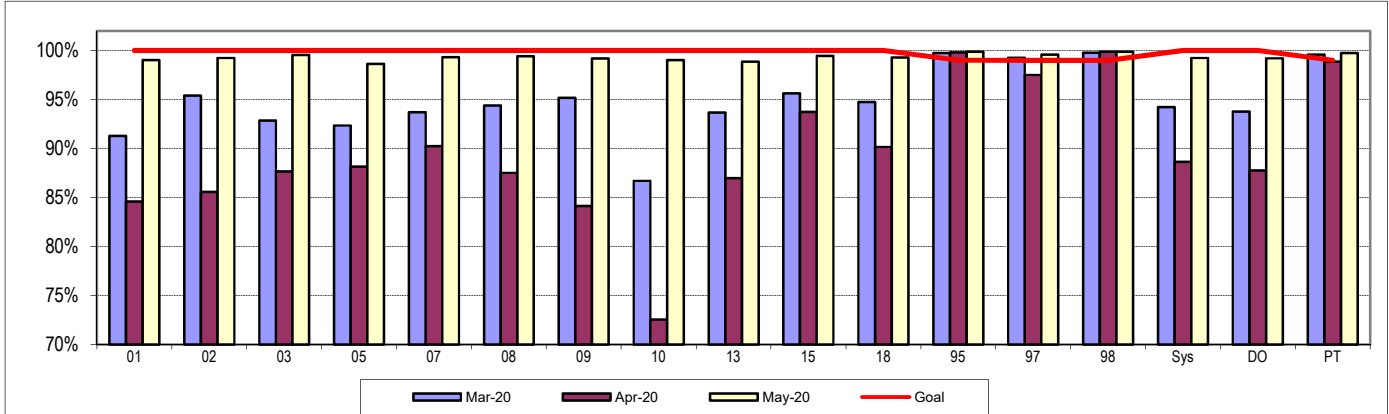
### Actual To Scheduled Revenue Hours Delivered - Purchased Transportation



Remaining At the Goal line is the target.



**Actual To Scheduled Revenue Hours Delivered - by Divisions  
Mar 2020 - May 2020**



# BUS MAINTENANCE PERFORMANCE

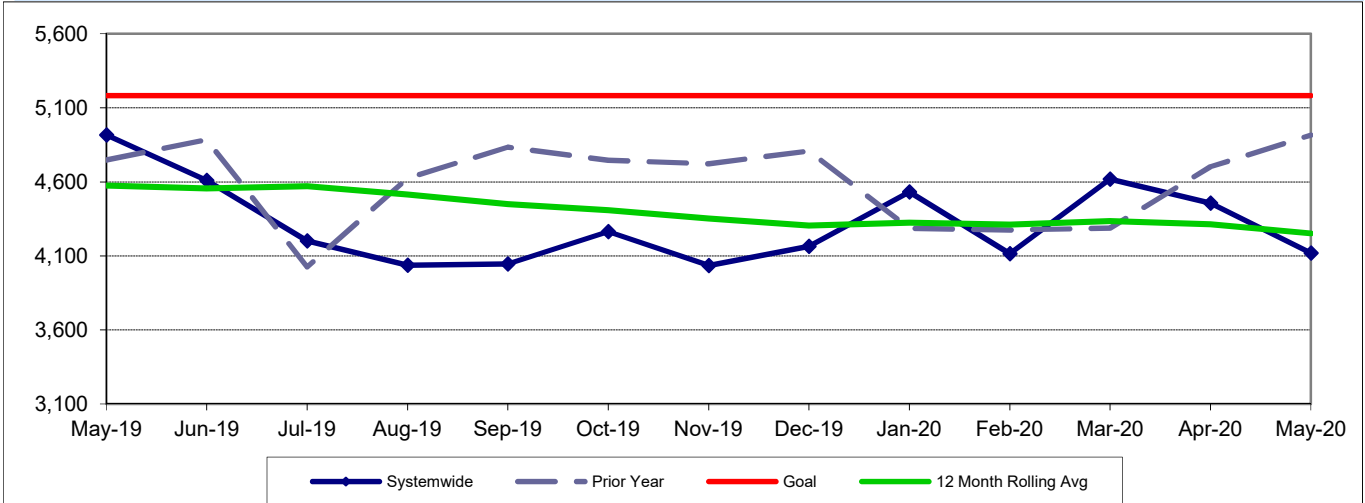
## MEAN MILES BETWEEN MECHANICAL FAILURES (MMBMF)

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

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

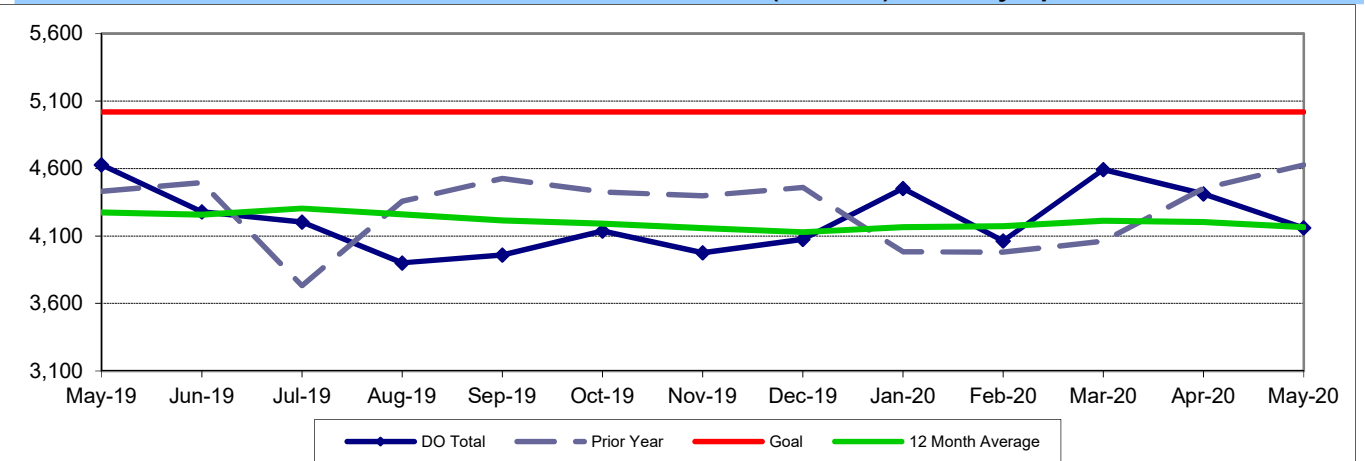
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

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



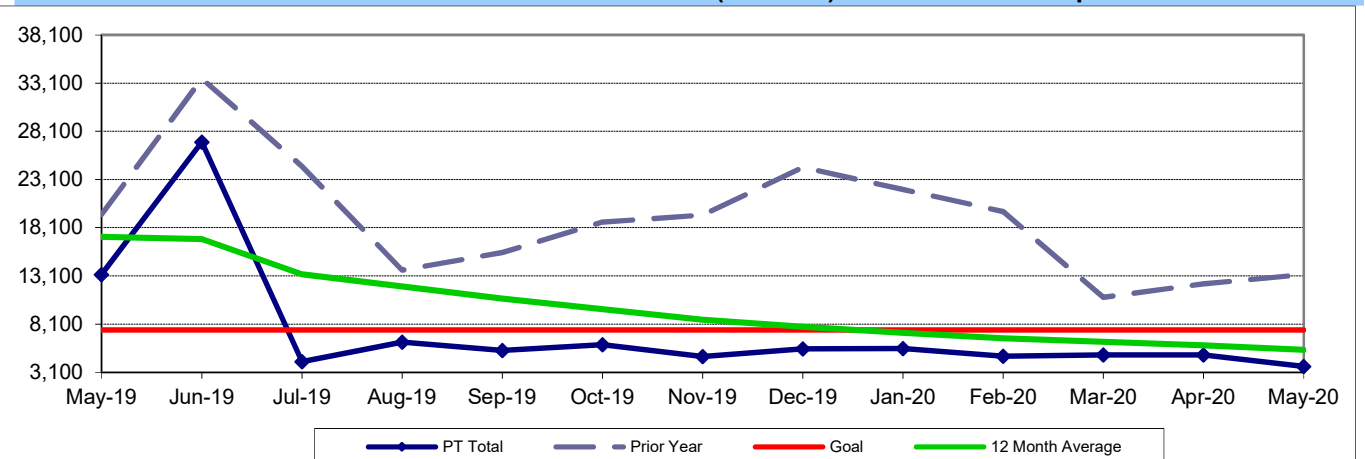
Remaining Above the Goal line is the target.

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



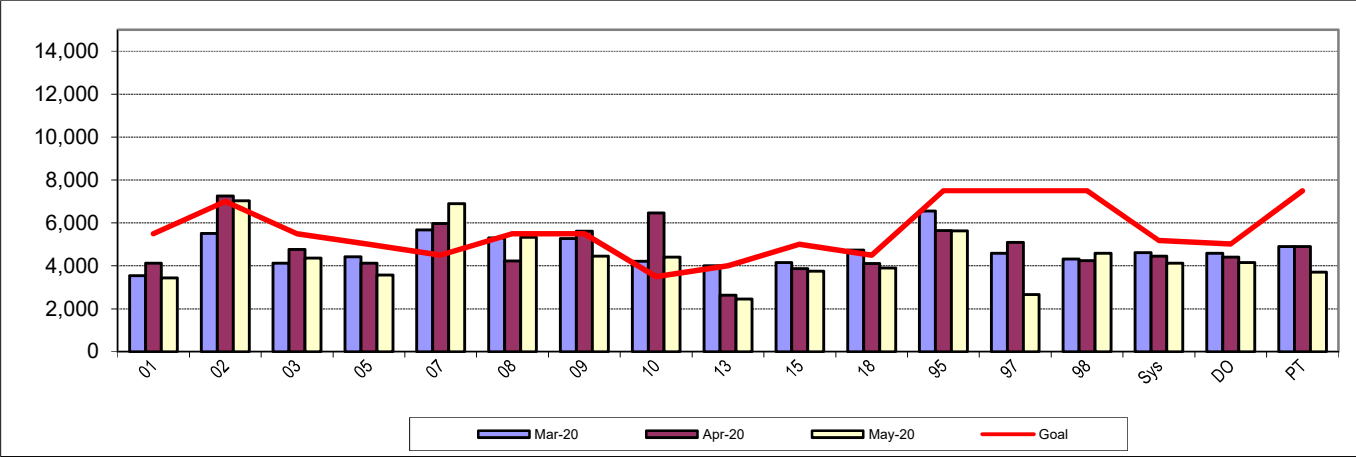
Remaining Above the Goal line is the target.

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

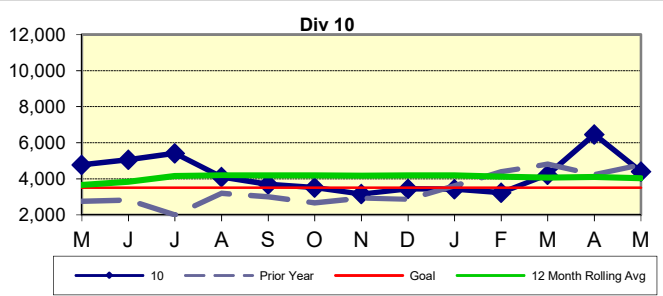
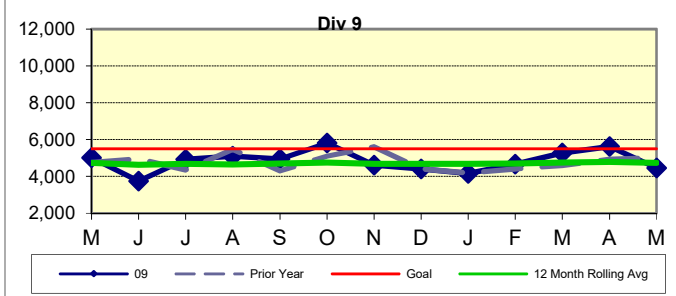
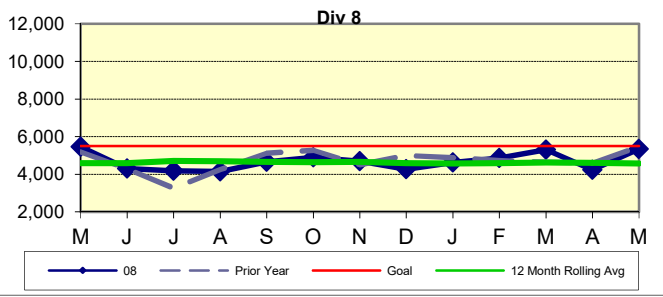
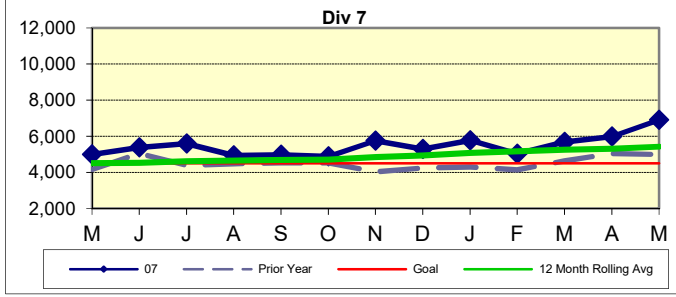
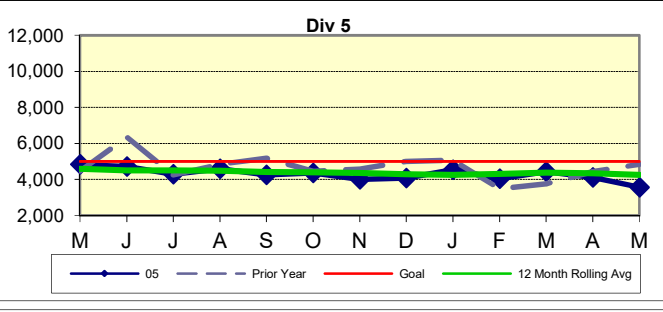
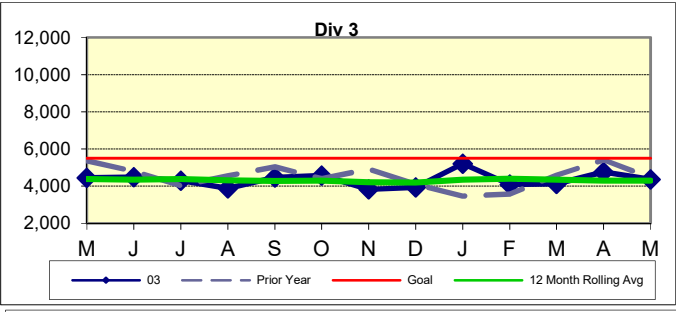
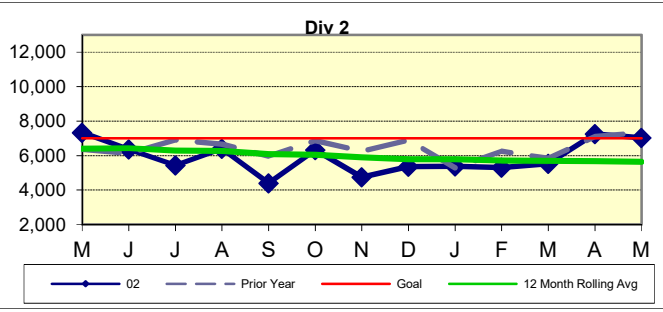
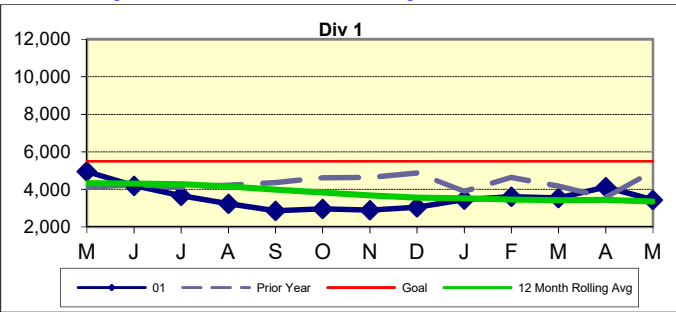


Remaining Above the Goal line is the target.

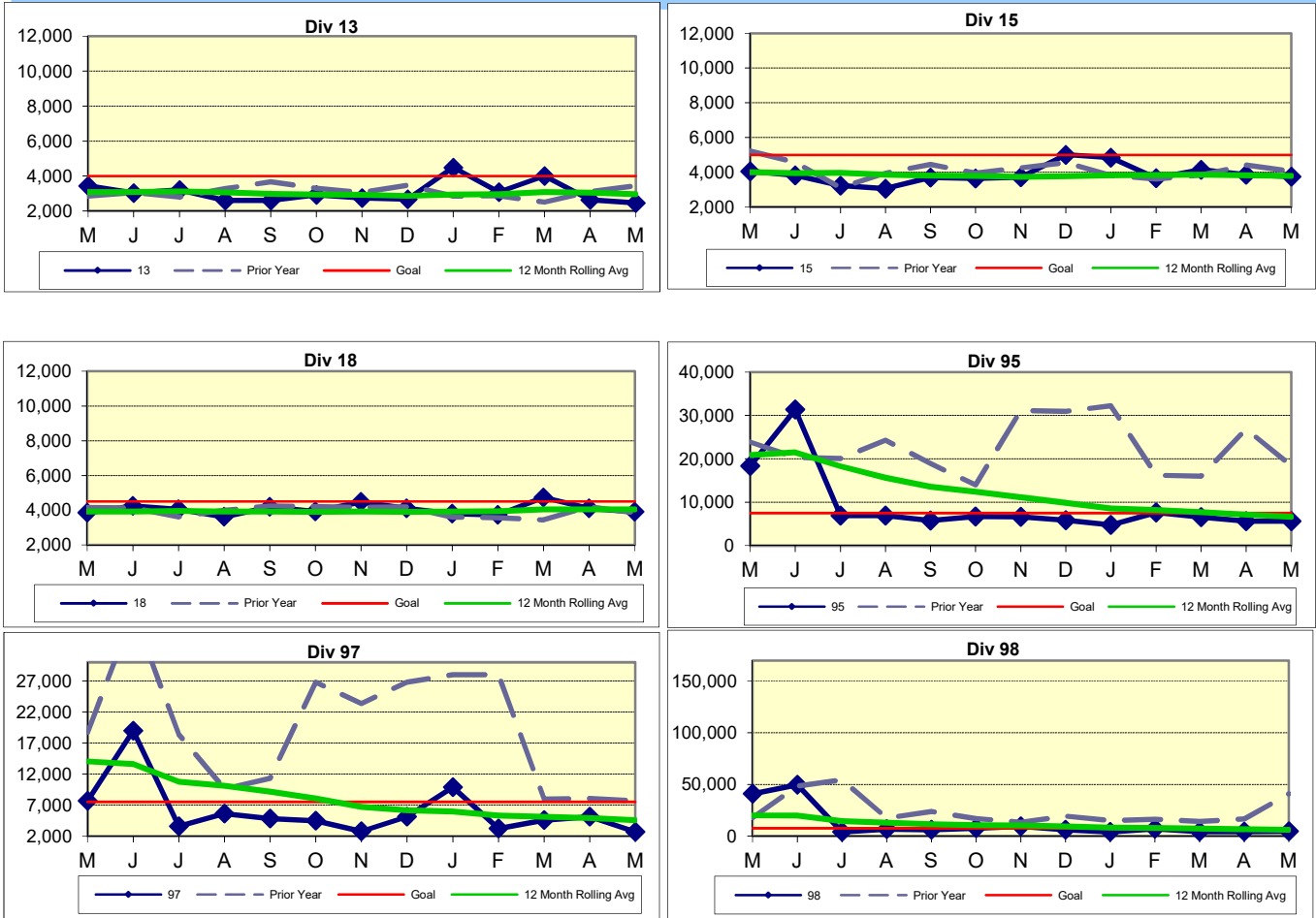
## Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions Mar 2020 - May 2020



Remaining Above the Goal line is the target.



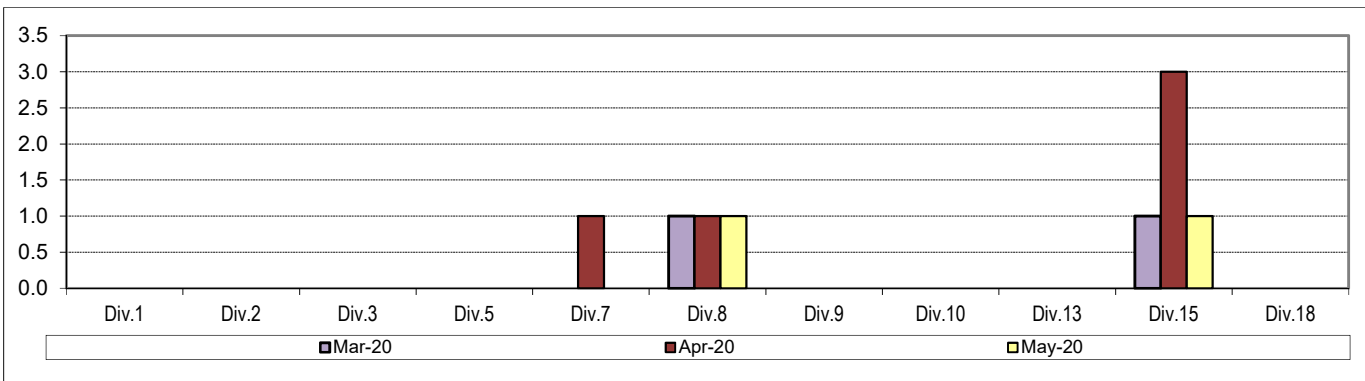
## Mean Miles Between Mechanical Failures (MMBMF) - Bus Operating Divisions (cont.)



## Unaddressed Road Calls - Bus Operating Divisions

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

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

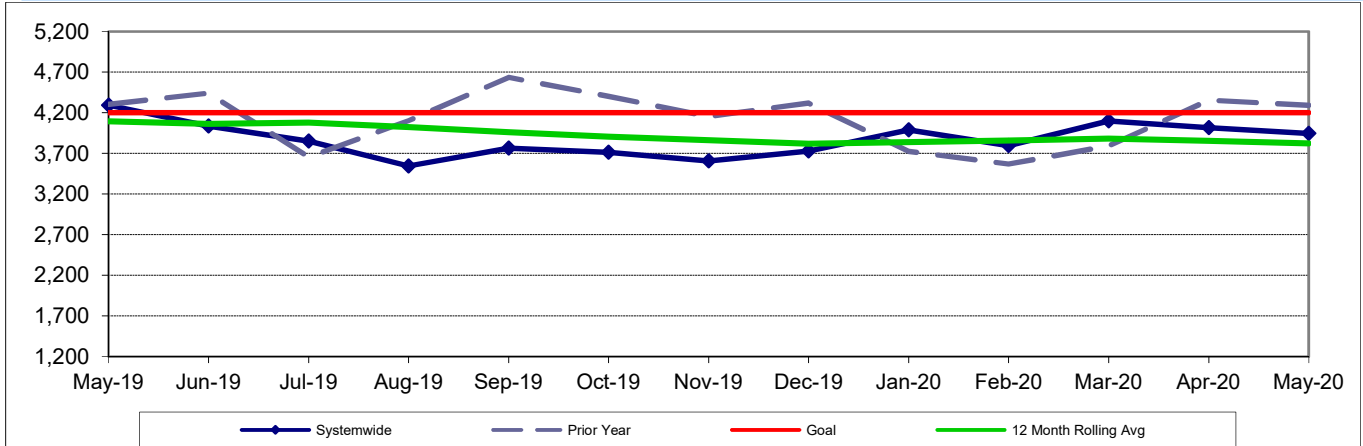


## MEAN MILES BETWEEN TOTAL ROAD CALLS (MMBTRC)

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

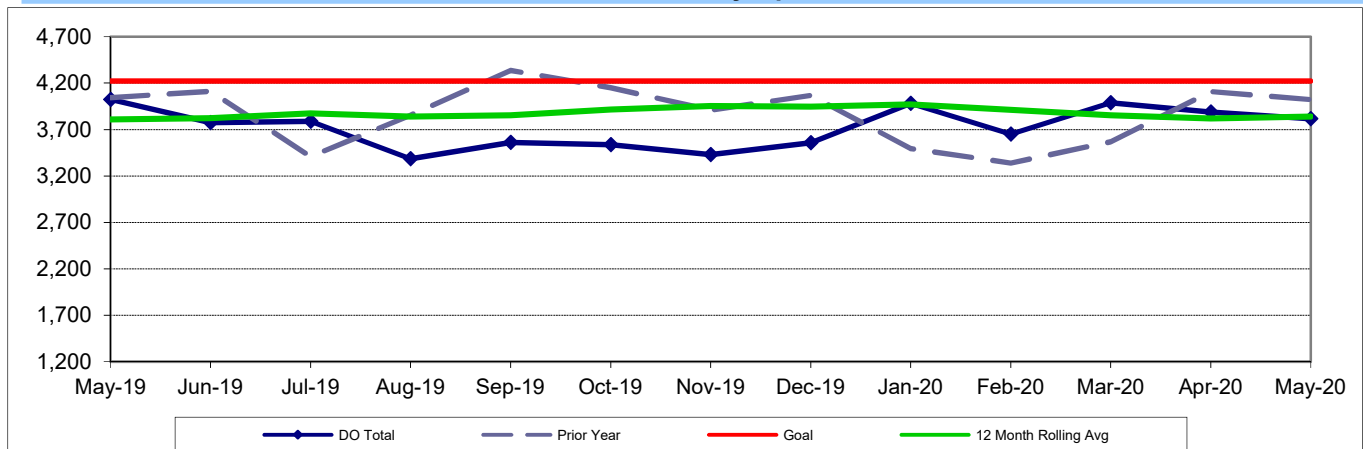
**Calculation:**  $MMBTRC = \text{Total Hub Miles} / \text{Total Road Calls}$

### MMBTRC Systemwide Trend



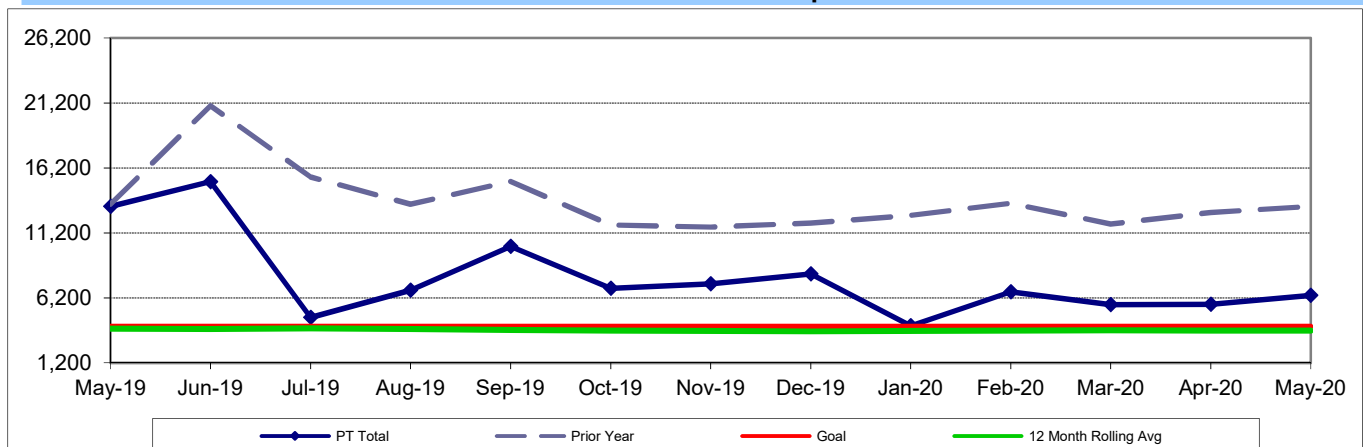
Remaining Above the Goal line is the target.

### MMBTRC Directly Operated



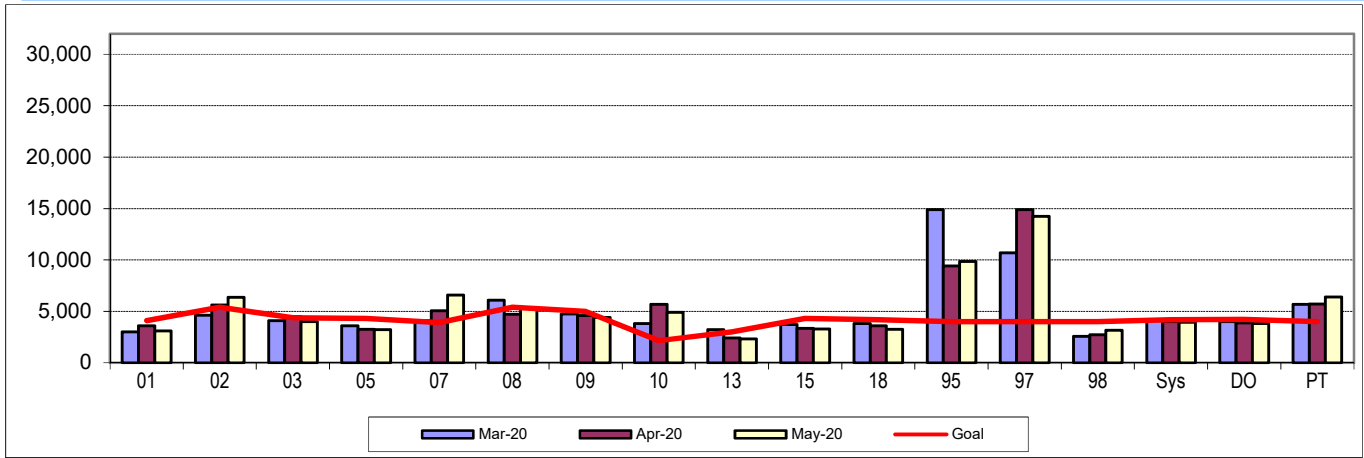
Remaining Above the Goal line is the target.

### MMBTRC Purchased Transportation



Remaining Above the Goal line is the target.

**MMBTRC - Bus Operating Divisions  
Mar 2020 - May 2020**



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

	<u>Number of Buses</u>	<u>Percent of Buses</u>
<b>CNG</b>	1,986	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>1,986</u>	<u>100.00%</u>

**Average Age of Fleet by Divisions**

<b>Div 1</b>	<b>Div 2</b>	<b>Div 3</b>	<b>Div 5</b>	<b>Div 7</b>	<b>Div 8</b>
6.63	4.77	5.31	7.80	6.93	7.45
<b>Div 9</b>	<b>Div 10</b>	<b>Div 13</b>	<b>Div 15</b>	<b>Div 18</b>	
6.46	3.21	9.91	7.11	7.35	

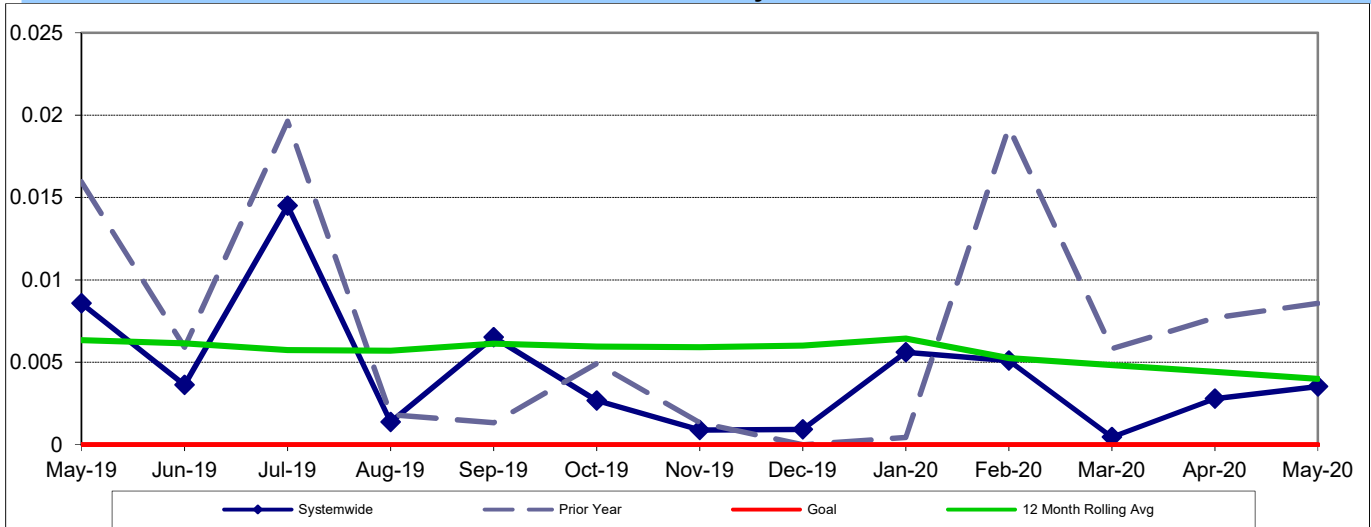


### PAST DUE CRITICAL PREVENTIVE MAINTENANCE PROGRAM JOBS (PMP's)

**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.

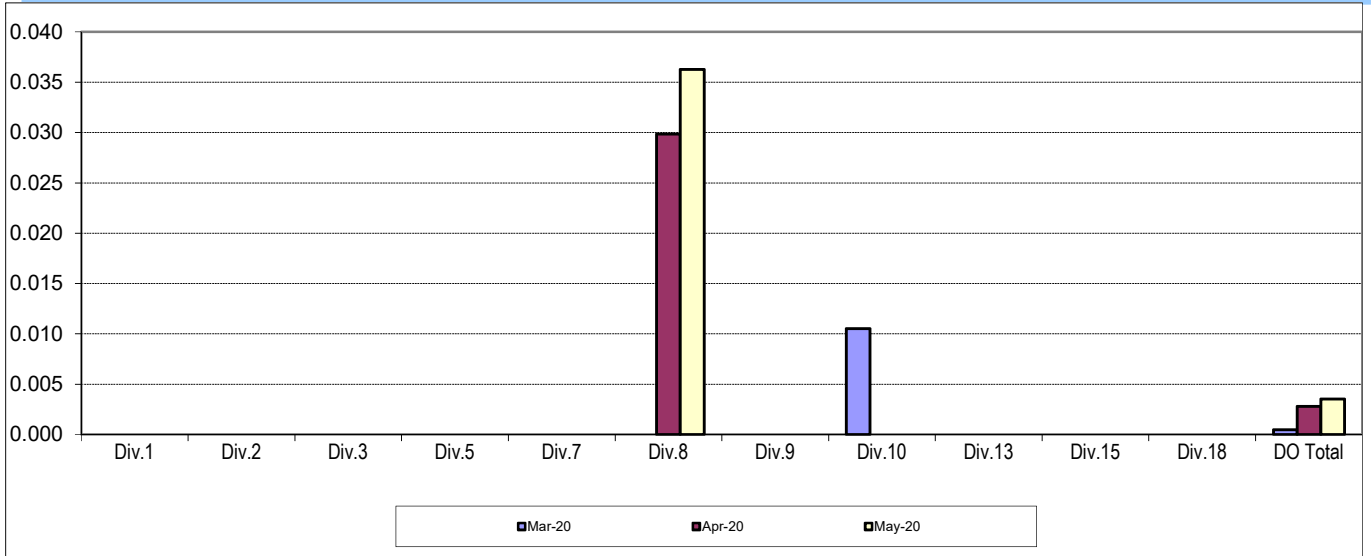
**Calculation:** Past Due Critical PMP's = Total Past Due Critical PMP's / Number of Buses

#### Past Due Critical PMPs - Systemwide Trend



Remaining Below the Goal line is the target.

#### Past Due Critical PMPs - By Divisions Dec2019 - Feb2020



# ATTENDANCE

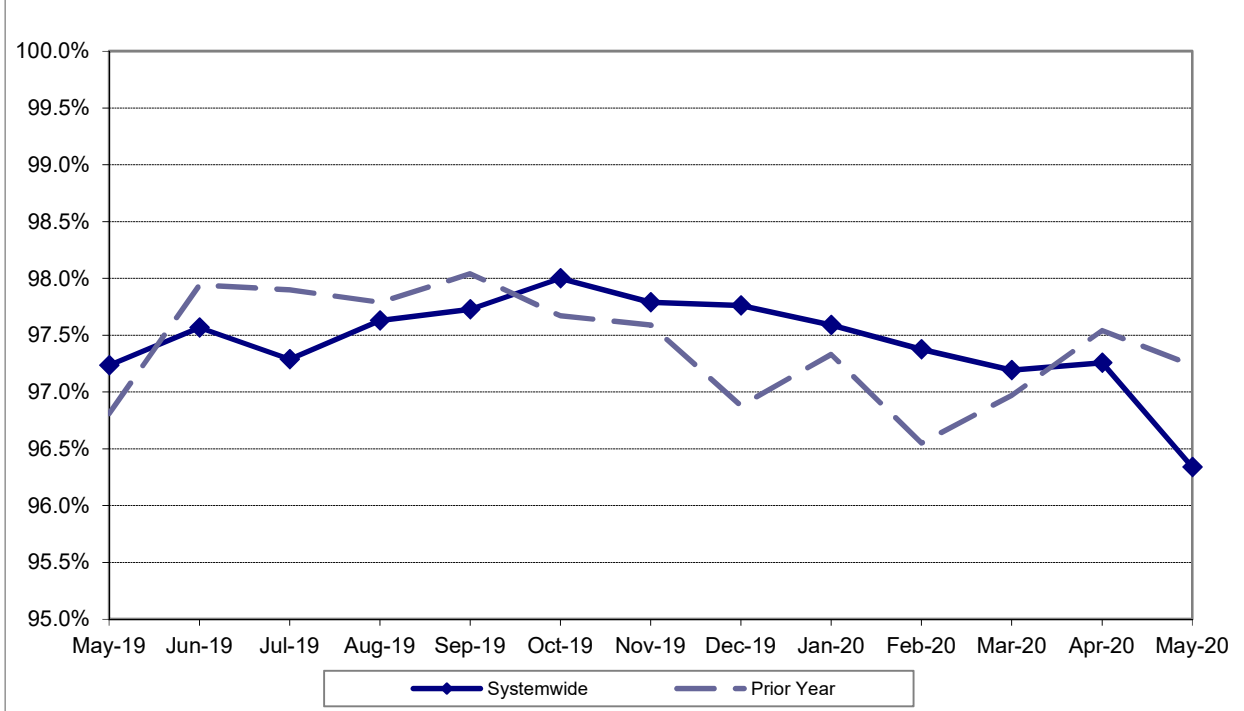
## MAINTENANCE ATTENDANCE

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

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

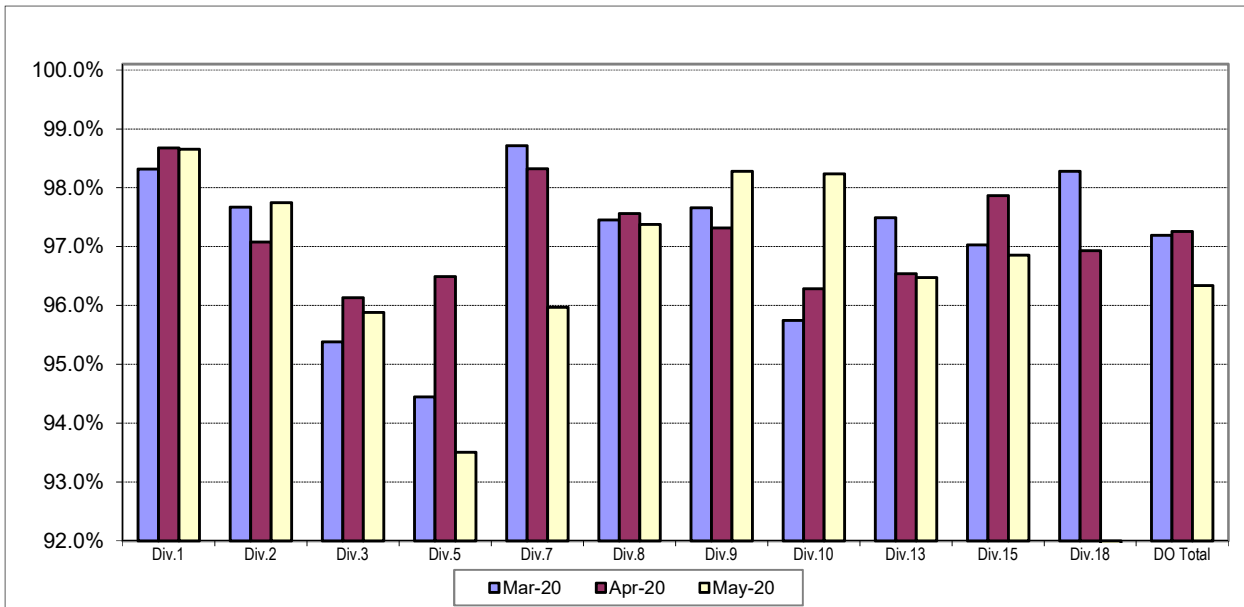
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

### Maintenance Attendance - Systemwide Trend



Higher is better.

### Maintenance Attendance - By Divisions Mar 2020 - May 2020



## BUS CLEANLINESS

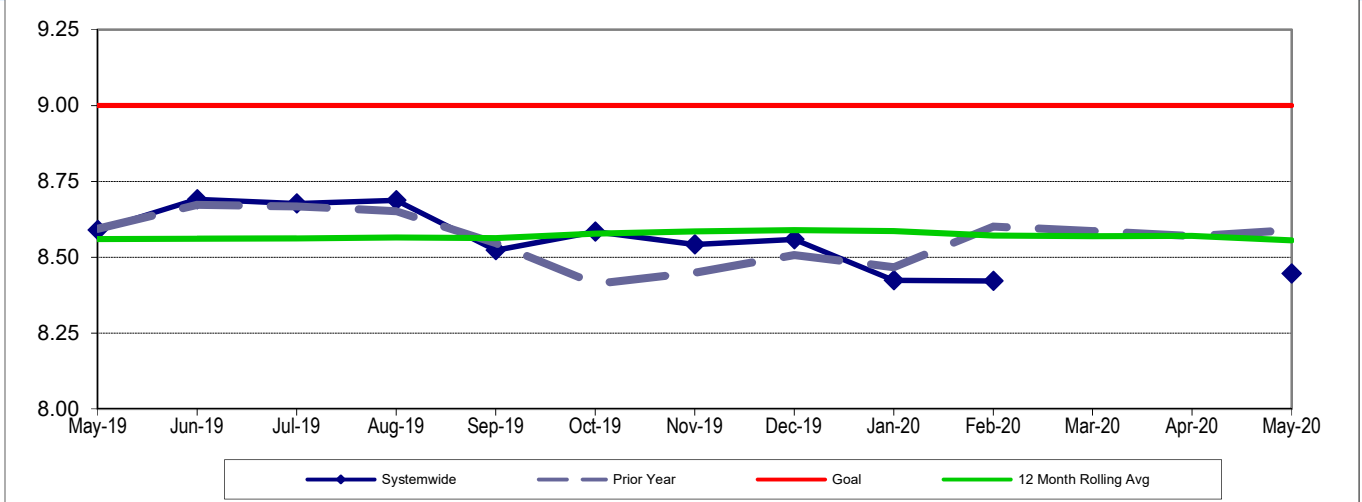
**Definition:** A team of two Quality Assurance Supervisors inspects and rates ten percent of the fleet at each division per time period. Sixteen categories are examined and assigned a point value as follows: 1-3 = Unsatisfactory; 4-7 = Conditional; 8-10 = Satisfactory. The individual item scores are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

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

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

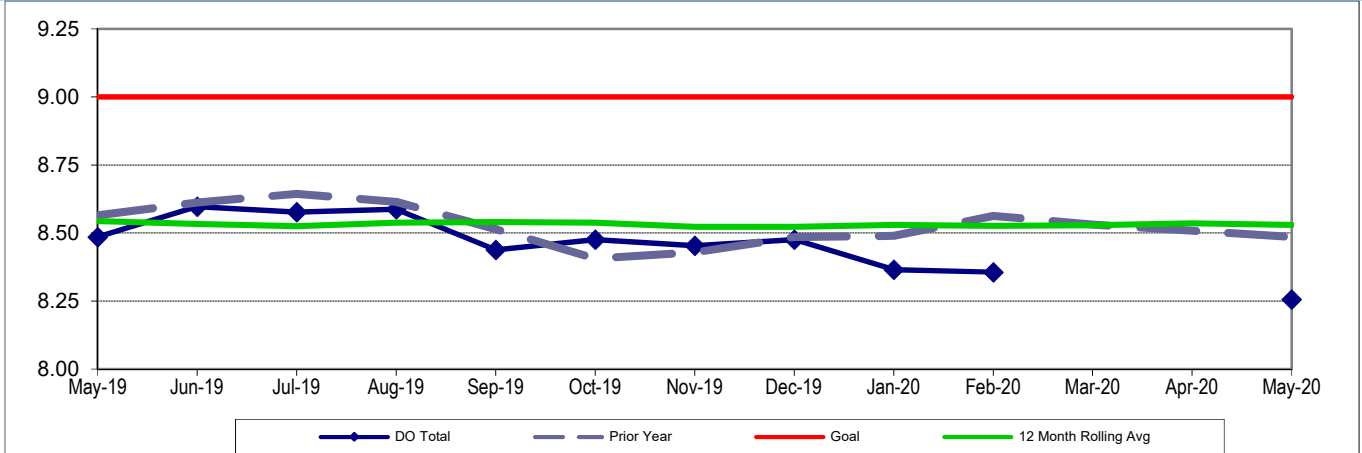
Per Quality Assurance, there were no bus inspections in March or April.

### Bus Cleanliness - Systemwide



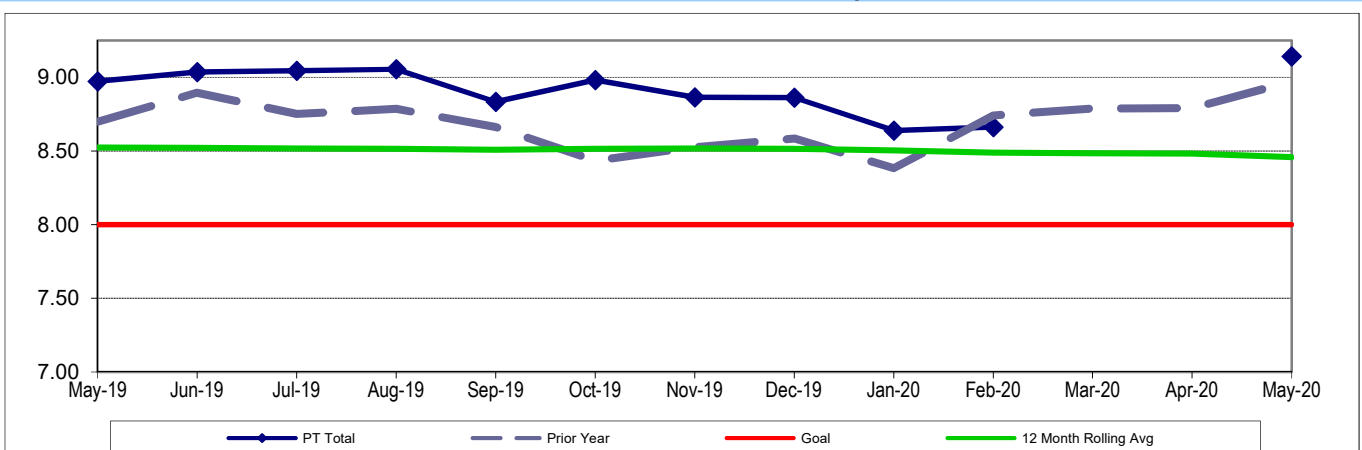
Remaining Above the Goal line is the target.

### Bus Cleanliness - Directly Operated



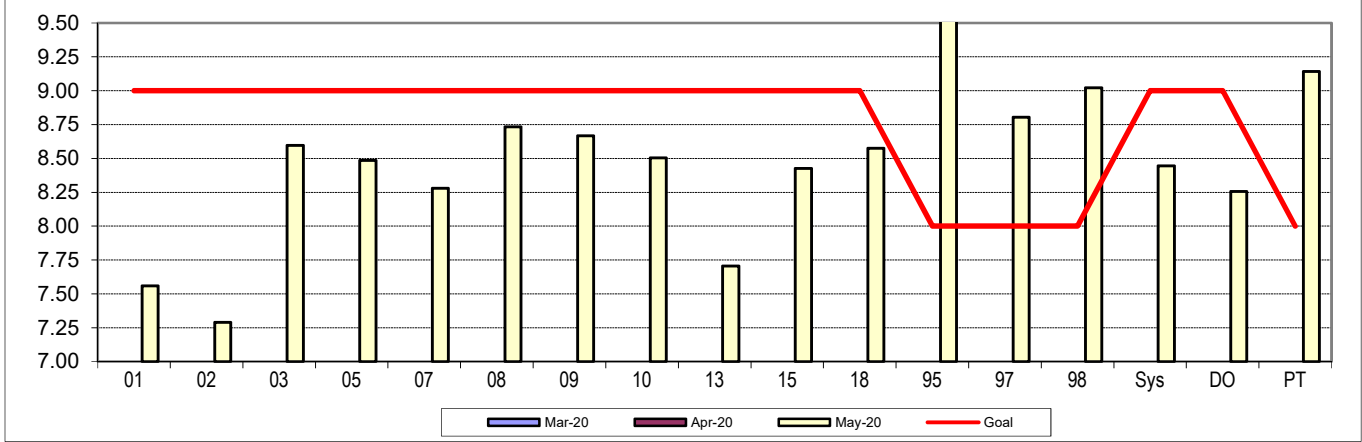
Remaining Above the Goal line is the target.

### Bus Cleanliness - Purchased Transportation

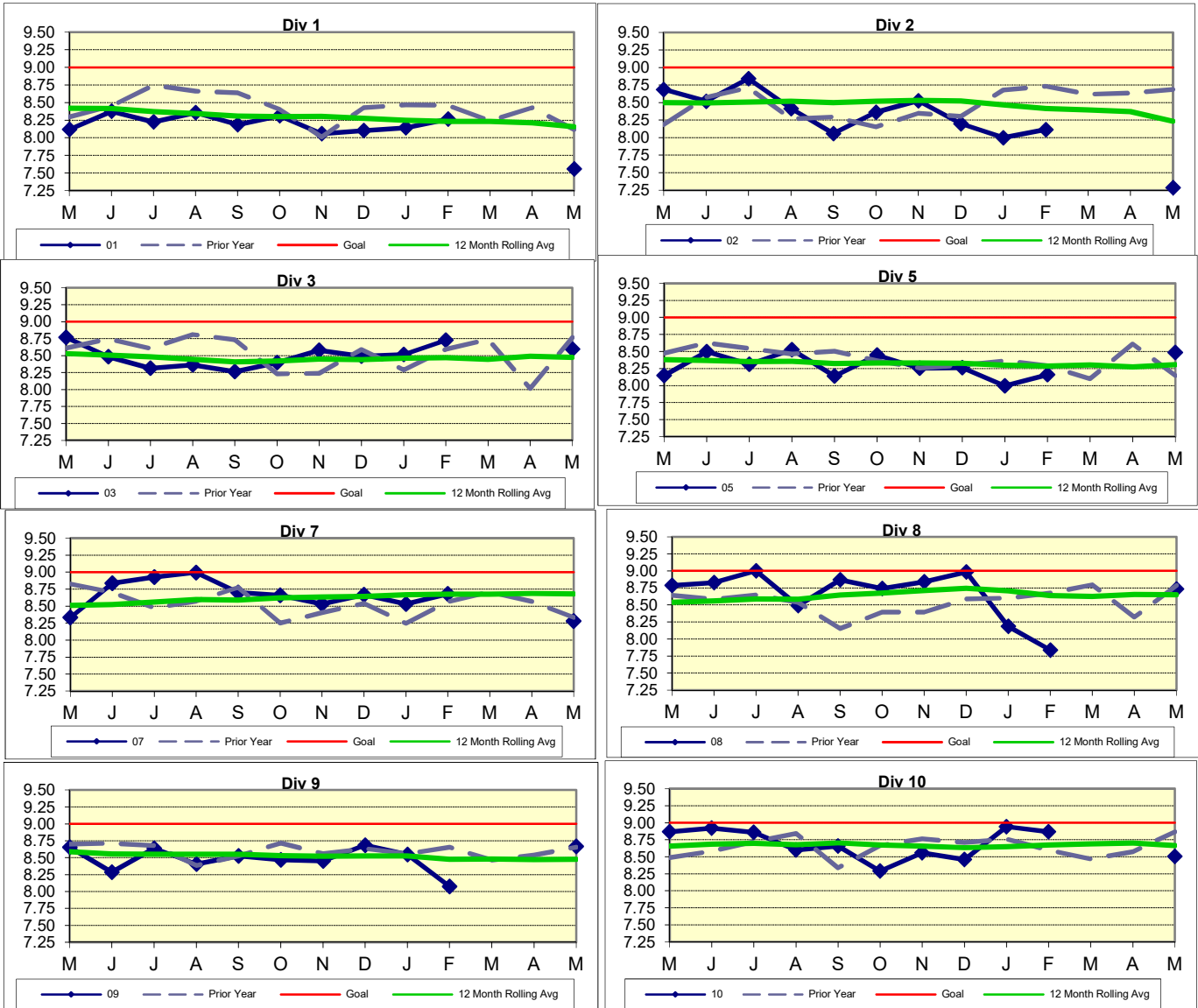


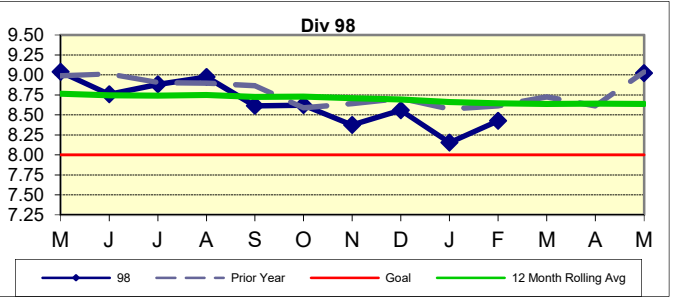
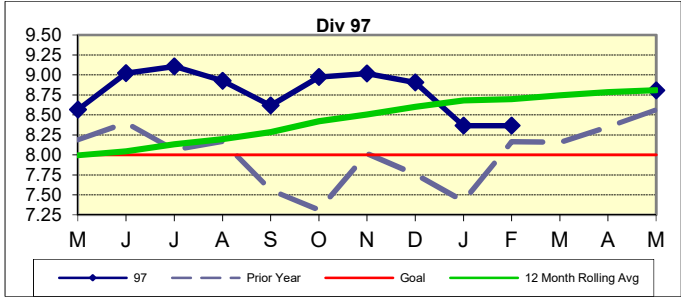
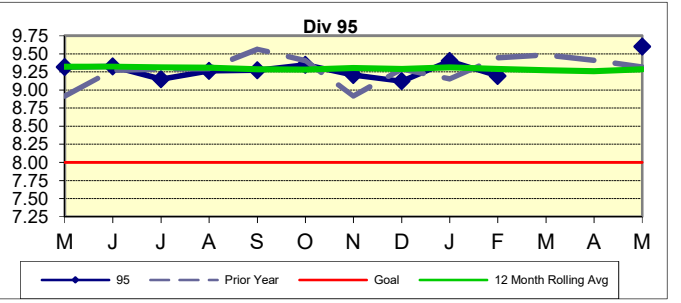
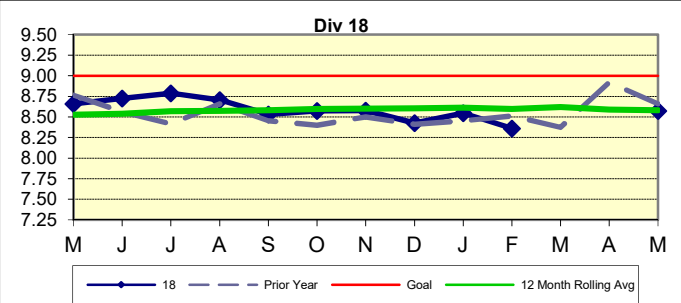
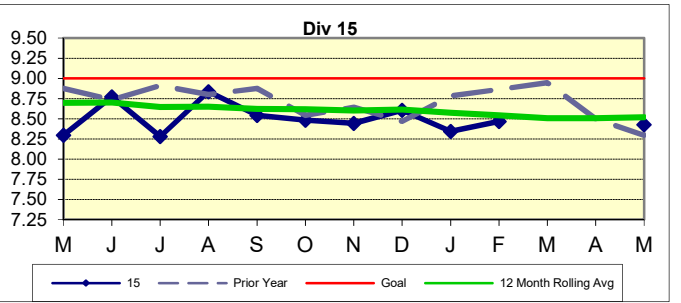
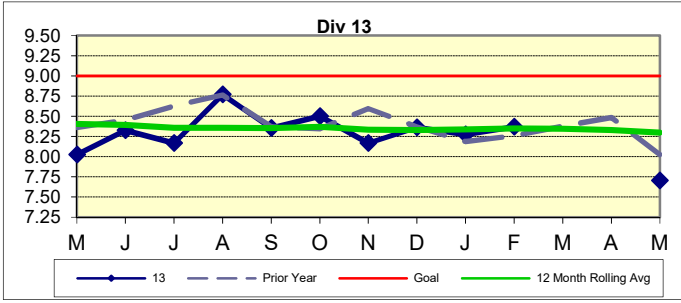
Remaining Above the Goal line is the target.

## Cleanliness by Bus Operating Divisions Mar 2020 - May 2020



Remaining Above the Goal line is the target.





## SAFETY PERFORMANCE

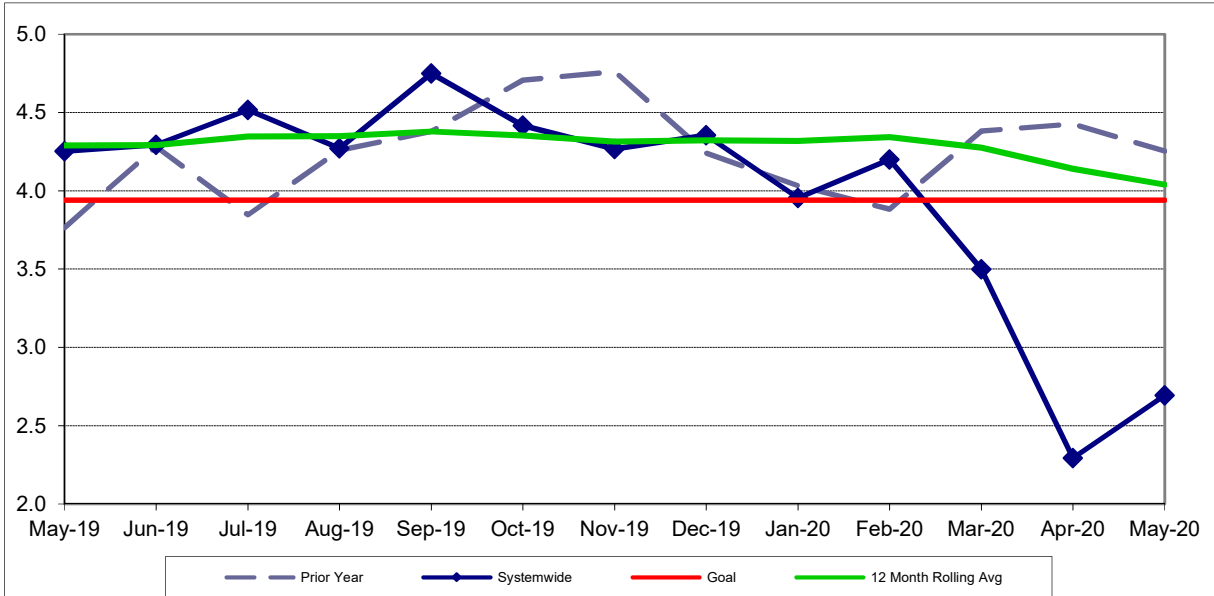
### BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES

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

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

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

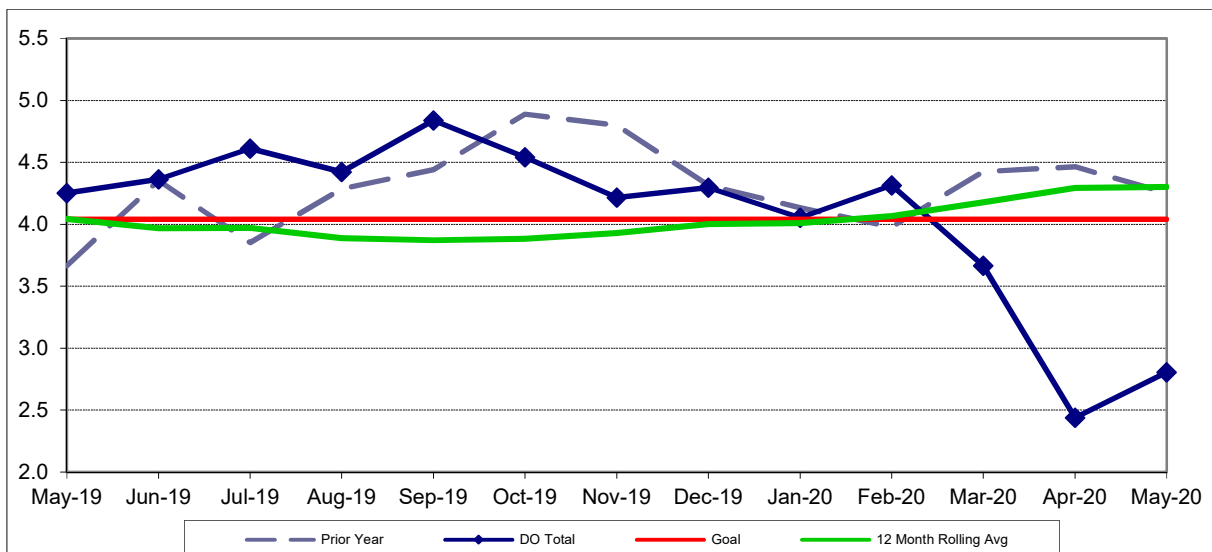
#### Bus Traffic Accidents per 100,000 Hub Miles - Systemwide Trend



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

Remaining Below the Goal line is the target.

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

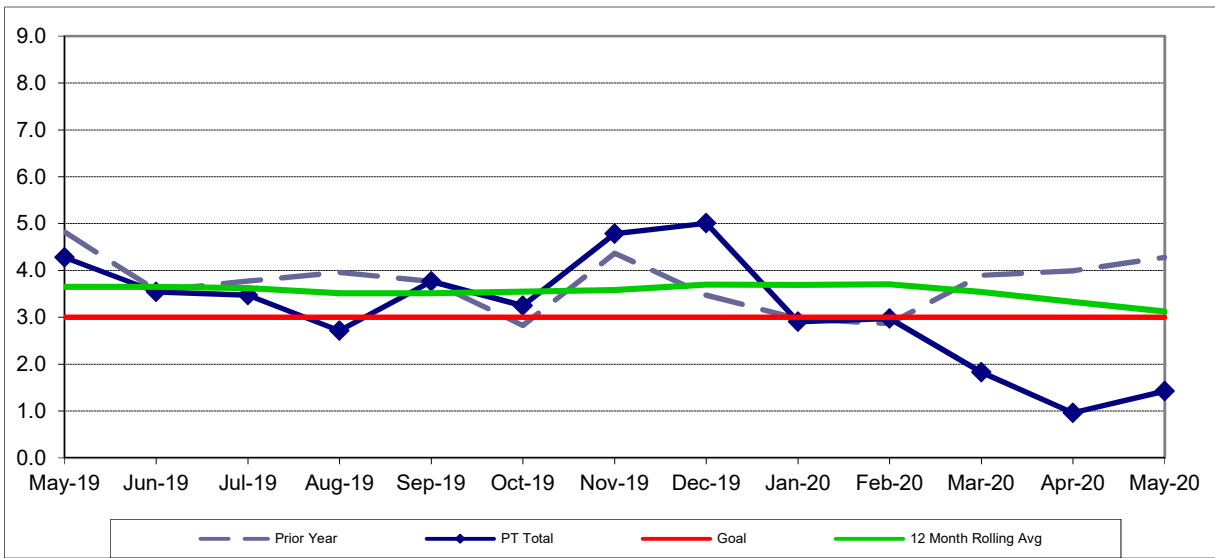


Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

Remaining Below the Goal line is the target.



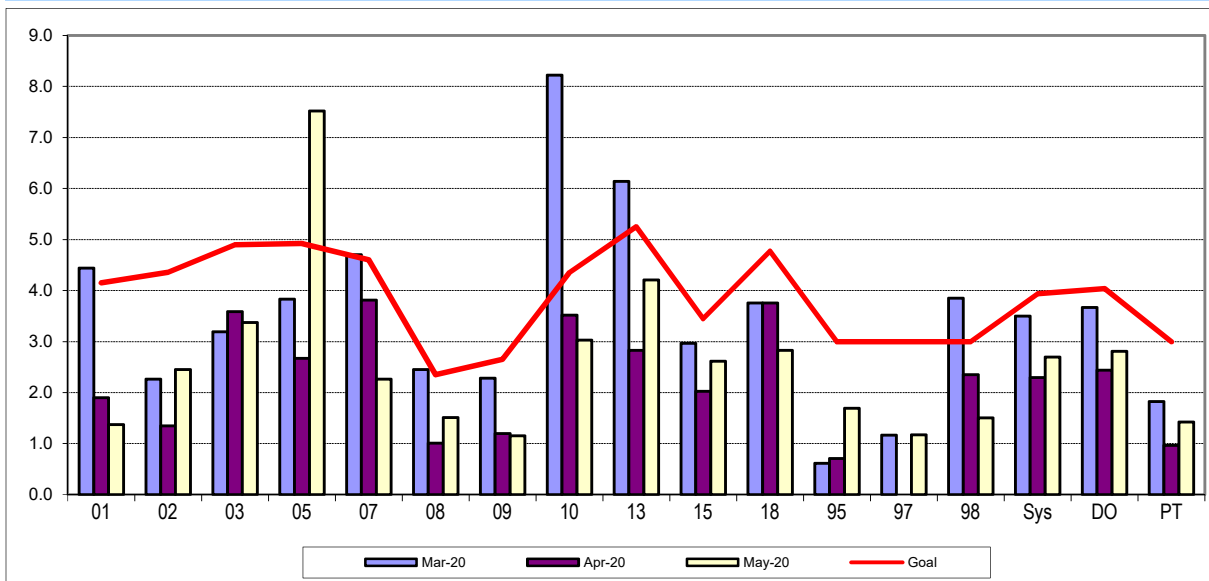
### Bus Traffic Accidents per 100,000 Hub Miles - Purchased Transportation



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

Remaining Below the Goal line is the target.

### Bus Traffic Accidents per 100,000 Hub Miles - By Divisions Mar 2020 - May 2020

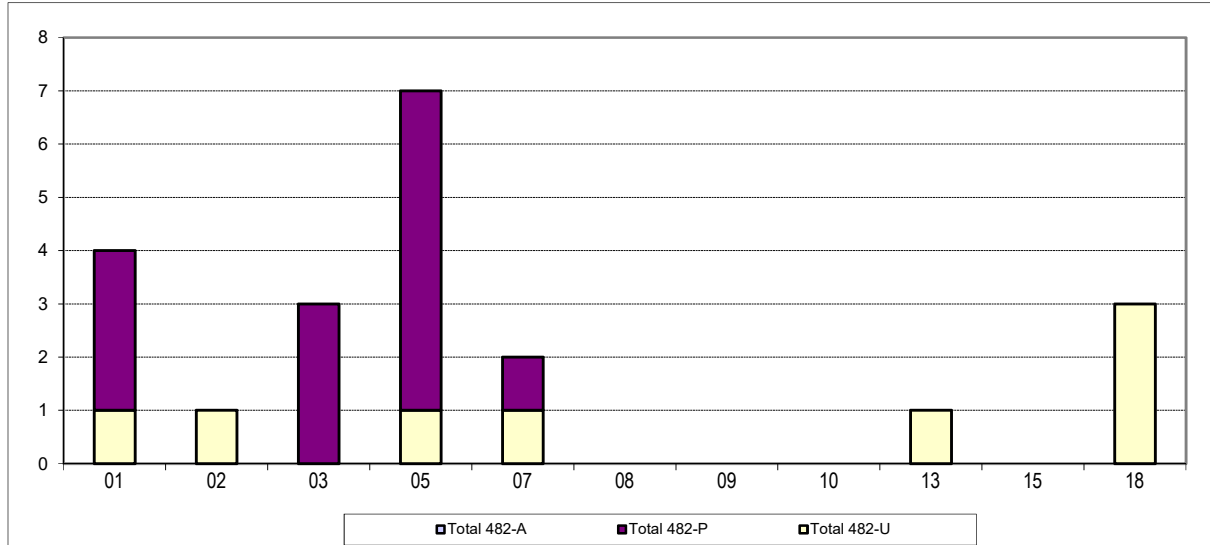


## Number of 482 Accidents in Vehicle Accident Management System (VAMS) Download by Avoidable (A), Pending (P) or Unavoidable (U) Bus Operating Divisions - May 2020

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

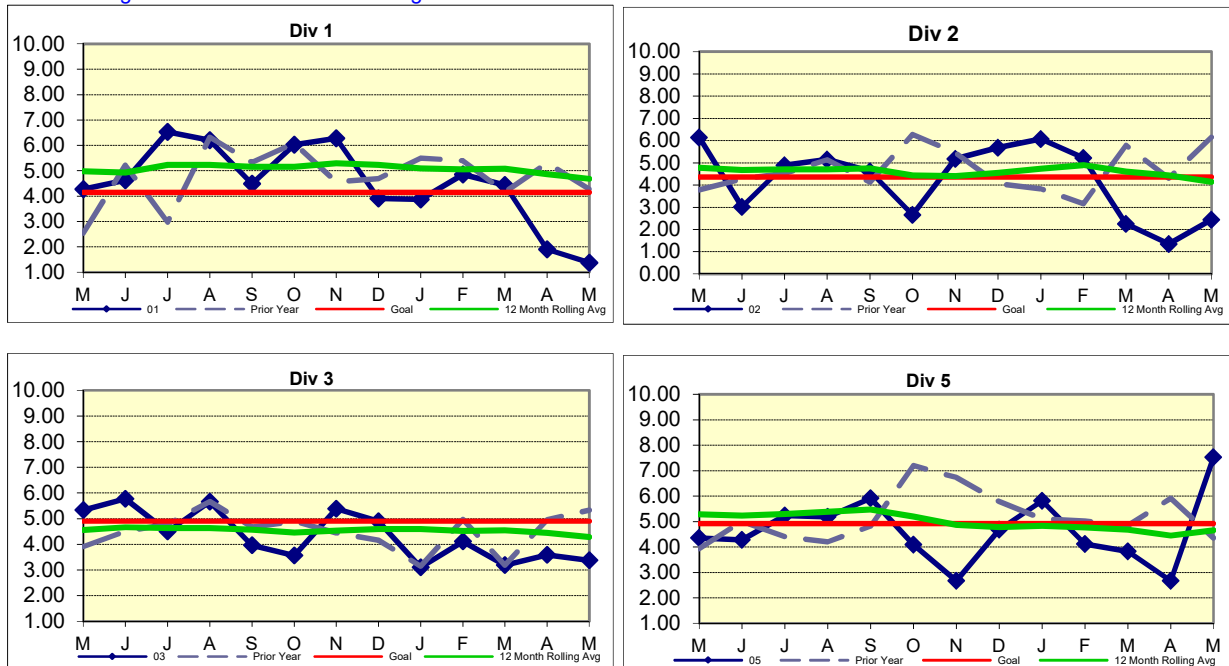
**Calculation:** Number of accidents in prior 13 months coded 482 "alleged" in the categories of avoidable (A), pending investigation (P) or unavoidable (U).

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



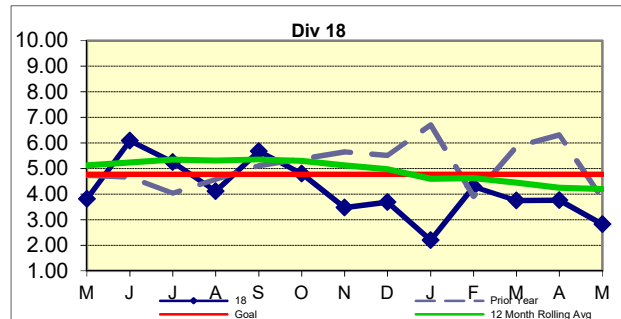
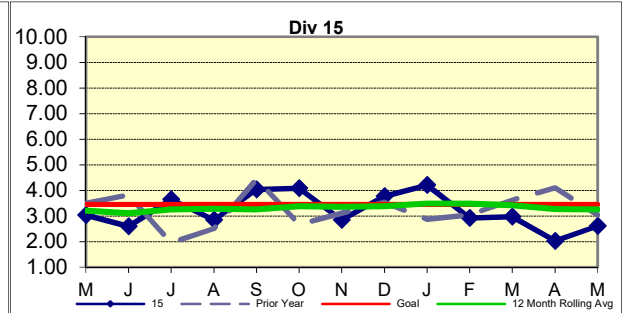
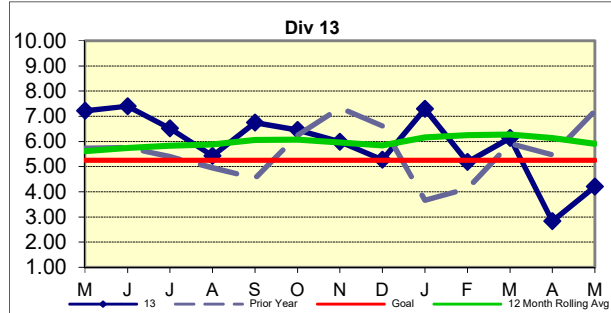
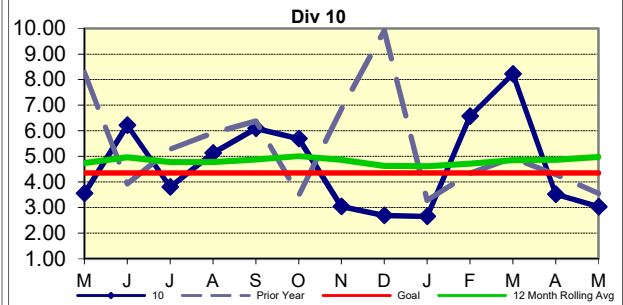
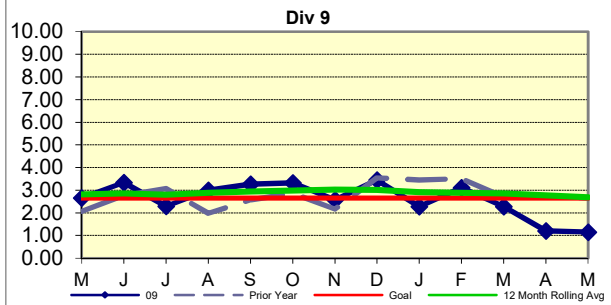
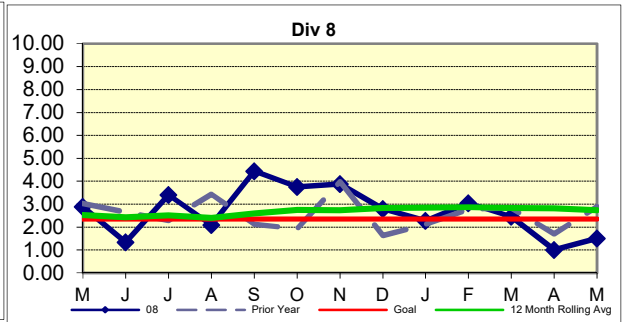
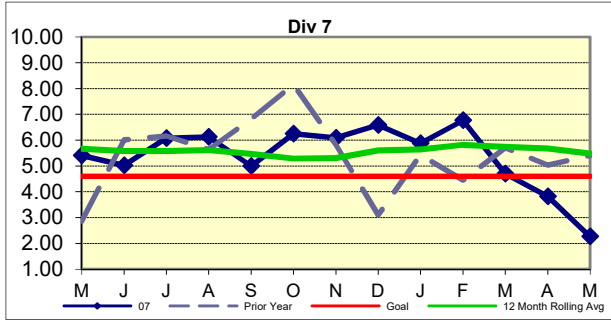
## BUS TRAFFIC ACCIDENTS PER 100,000 HUB MILES Bus Operating Divisions

Remaining Below the Goal line is the target.



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

Remaining Below the Goal line is the target.

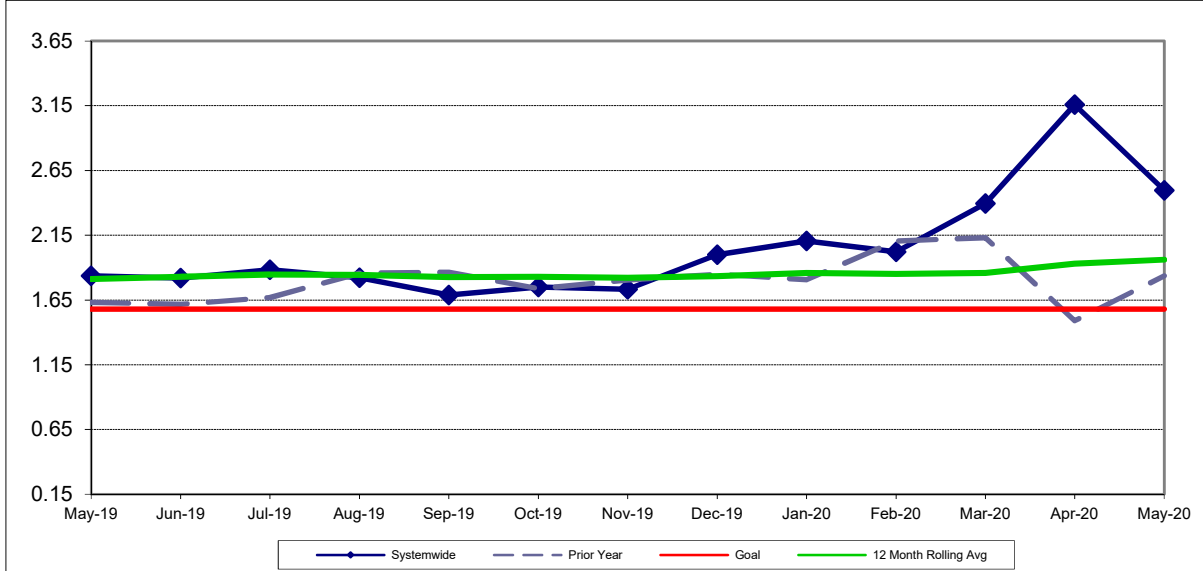


## BUS PASSENGER ACCIDENTS PER 100,000 BOARDINGS

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

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

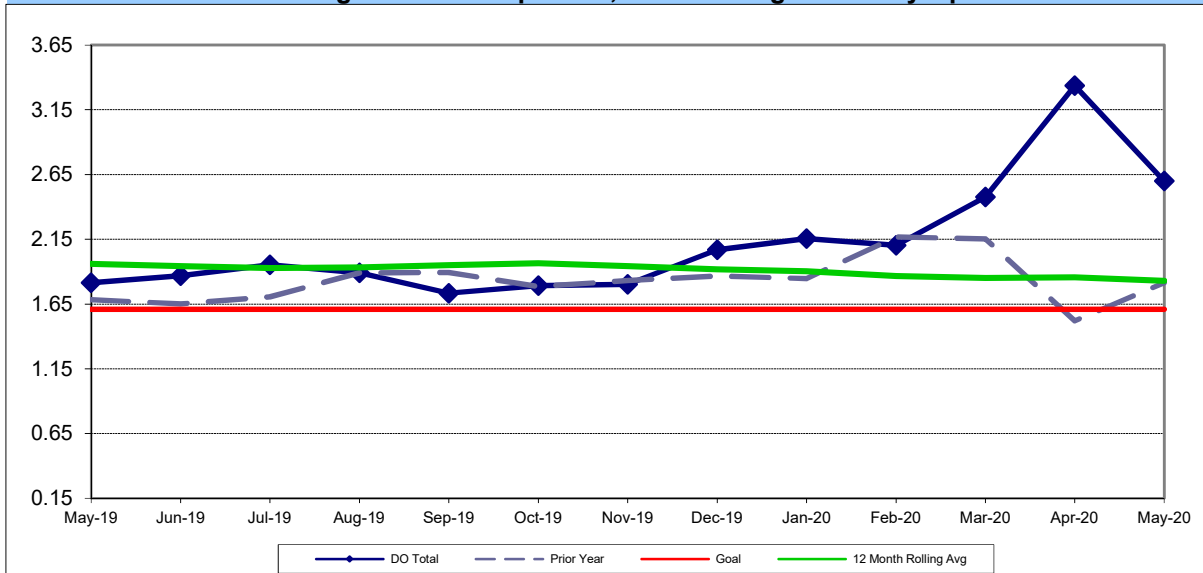
### Bus Passenger Accidents per 100,000 Boardings - Systemwide Trend



Remaining Below the Goal line is the target.

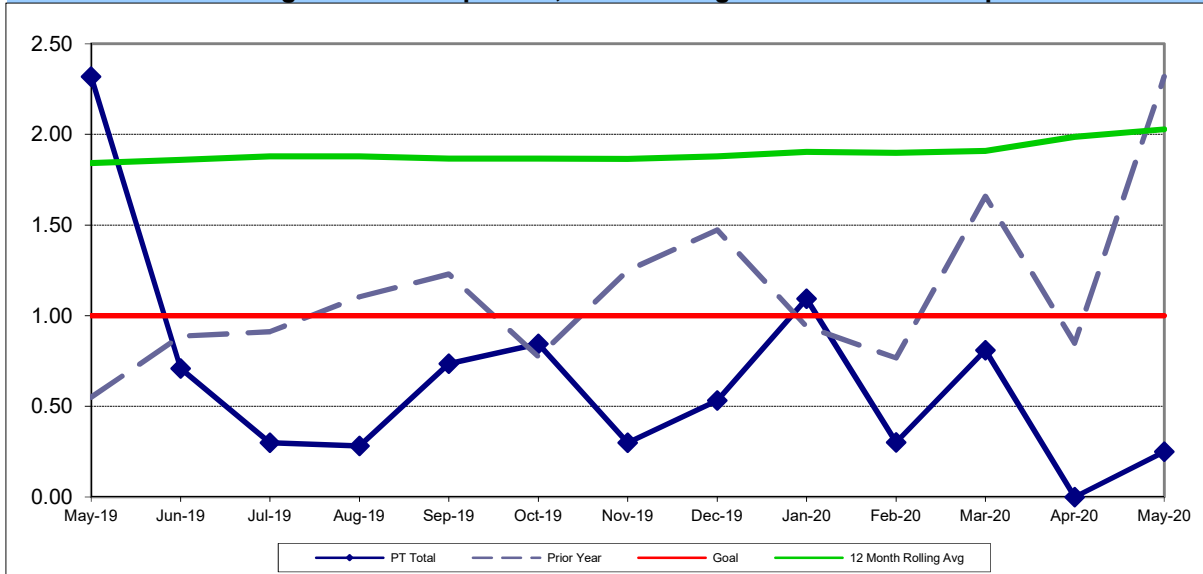
Note: The thirteen months prior to the reporting month are re-examined each month to allow for reclassification of accidents and late filing of reports.

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



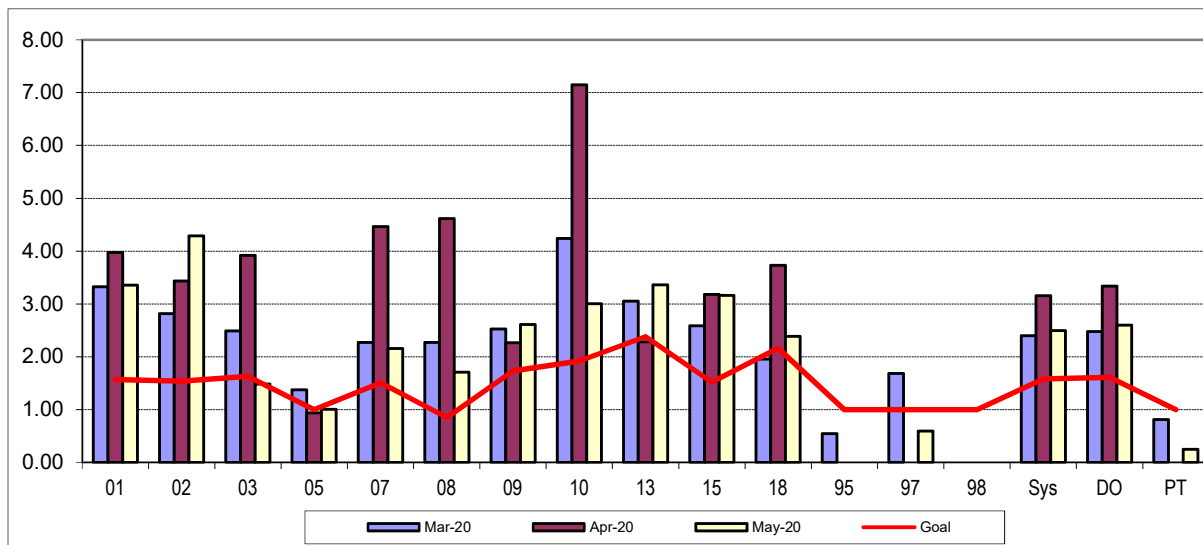
Remaining Below the Goal line is the target.

### Bus Passenger Accidents per 100,000 Boardings - Purchased Transportation



Remaining Below the Goal line is the target.

### Bus Passenger Accidents per 100,000 Boardings - By Divisions Mar 2020 - May 2020



# CUSTOMER SATISFACTION

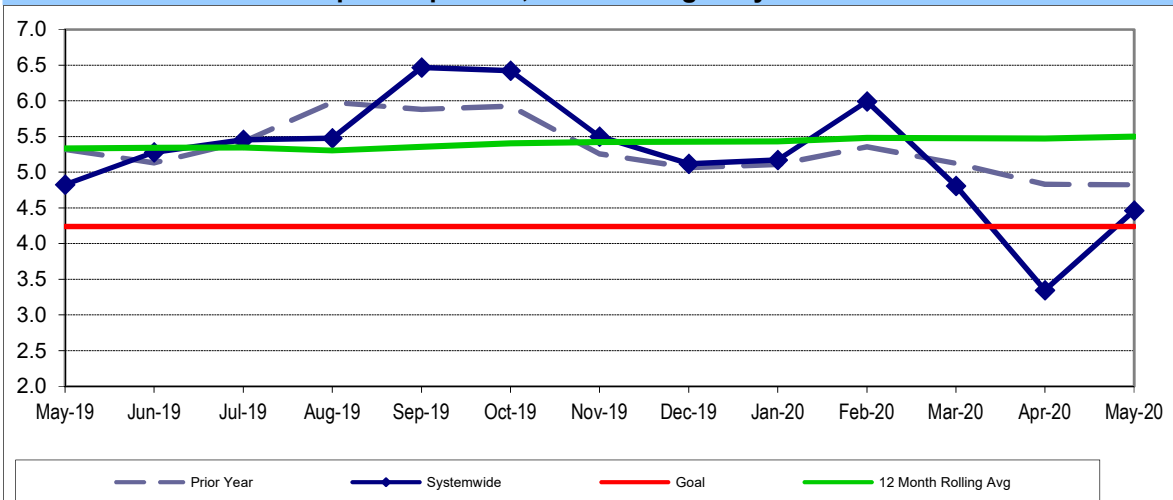
## COMPLAINTS PER 100,000 BOARDINGS

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

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

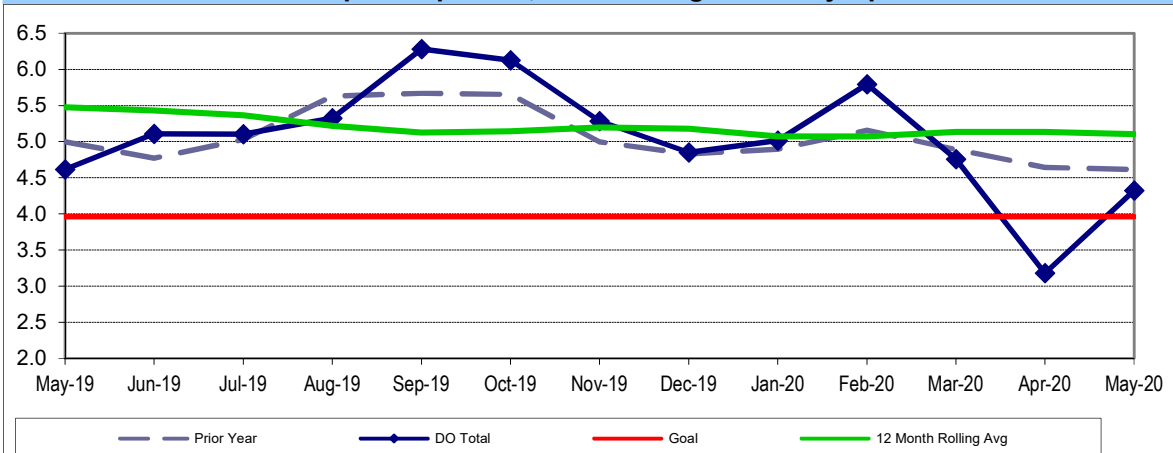
Due to the COVID-19-related reduction in service some KPIs will vary significantly.

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



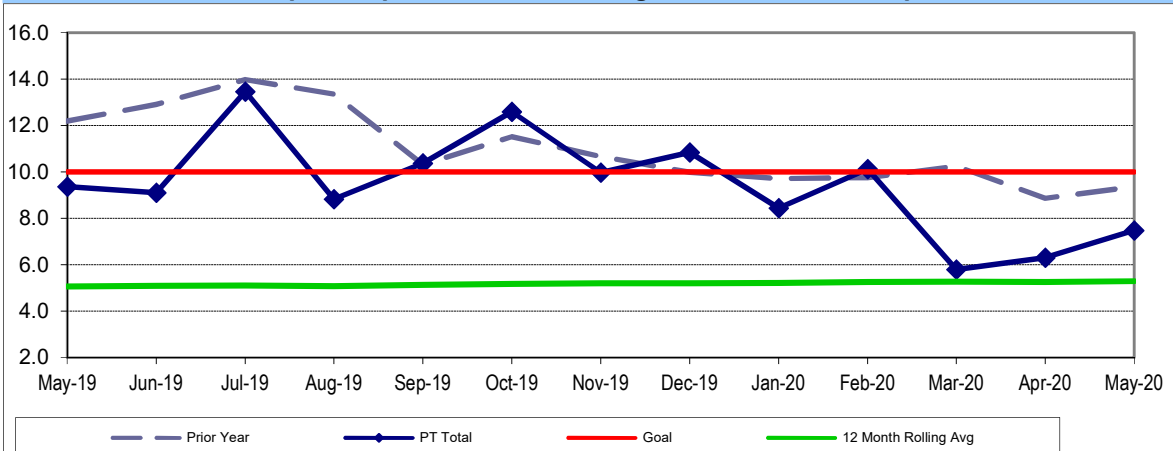
Remaining Below the Goal line is the target.

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



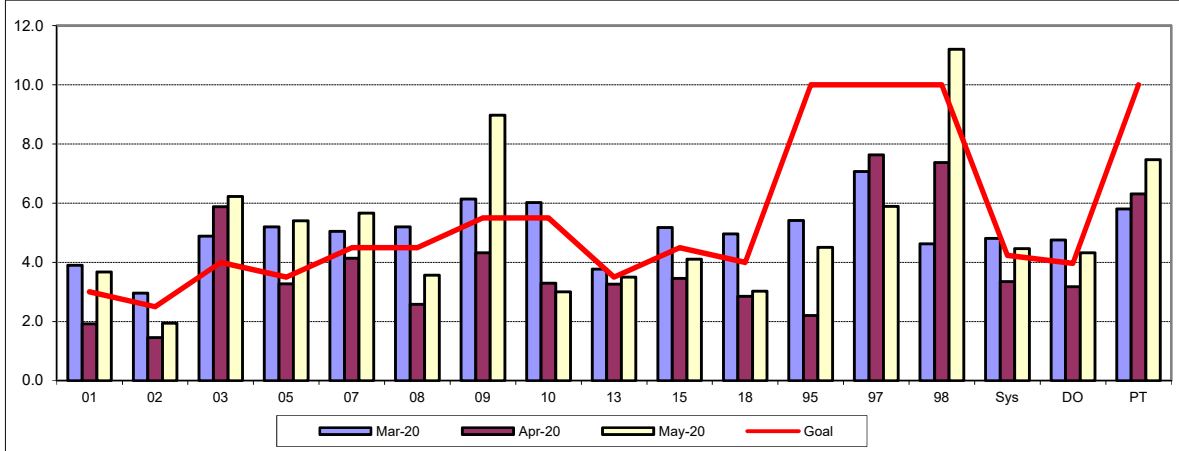
Remaining Below the Goal line is the target.

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

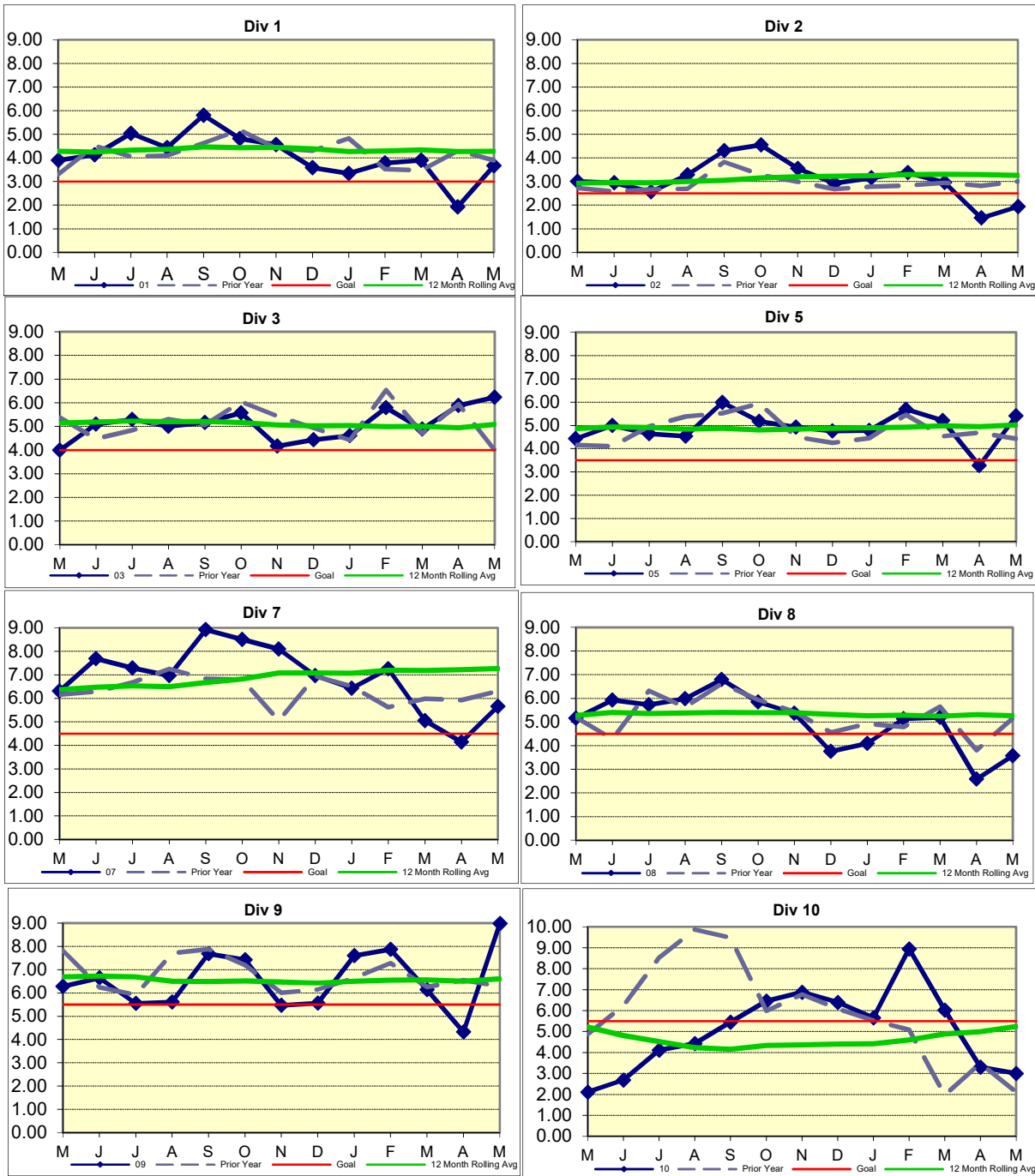


Remaining Below the Goal line is the target.

**Bus Complaints per 100,000 Boardings By Division  
Mar 2020 - May 2020**



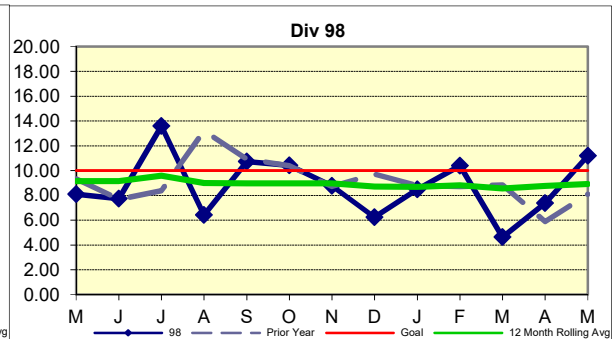
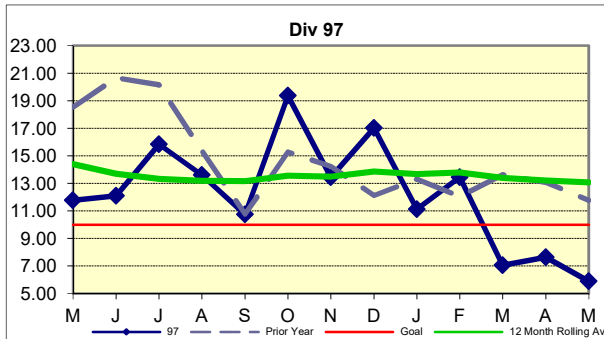
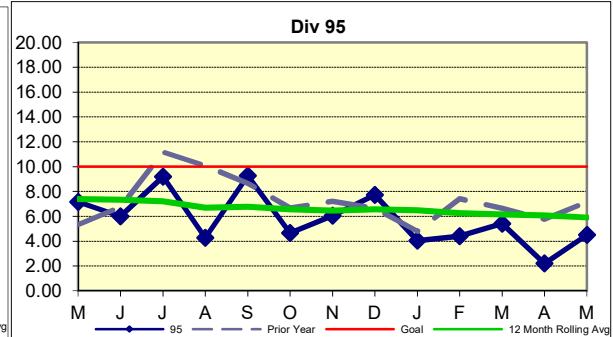
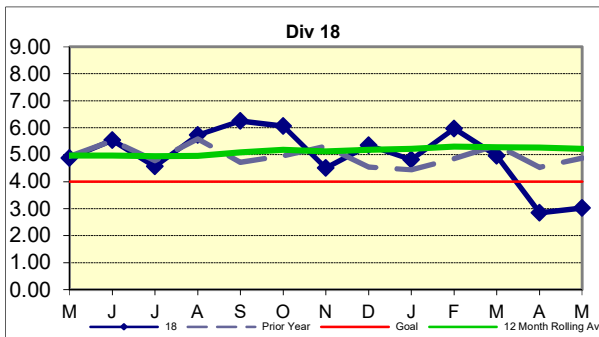
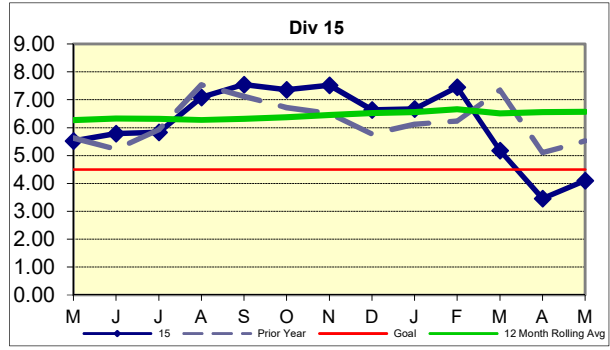
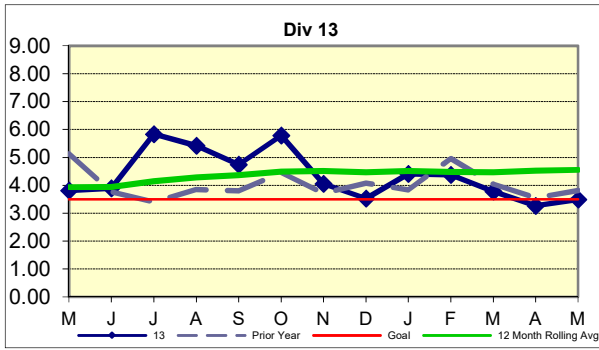
## COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.



## COMPLAINTS PER 100,000 BOARDINGS



Remaining Below the Goal line is the target.

## WORKERS COMPENSATION CLAIMS

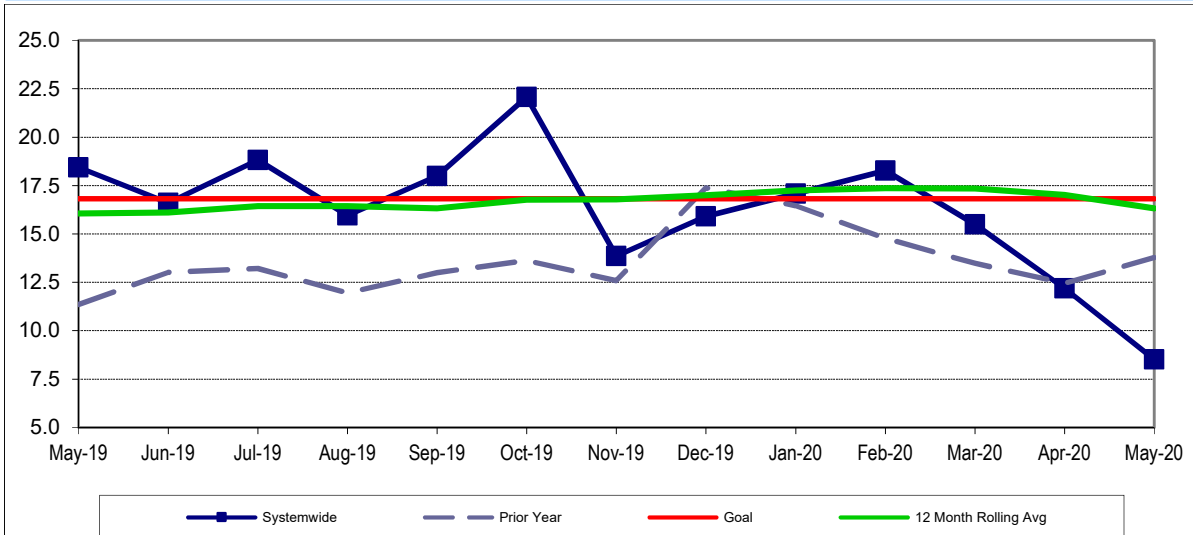
### New Workers Compensation Claims per 200,000 Exposure Hours

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

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

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

#### Bus Systemwide Trend



Transportation & Maintenance Performance combined.

Remaining Below the Goal line is the target.

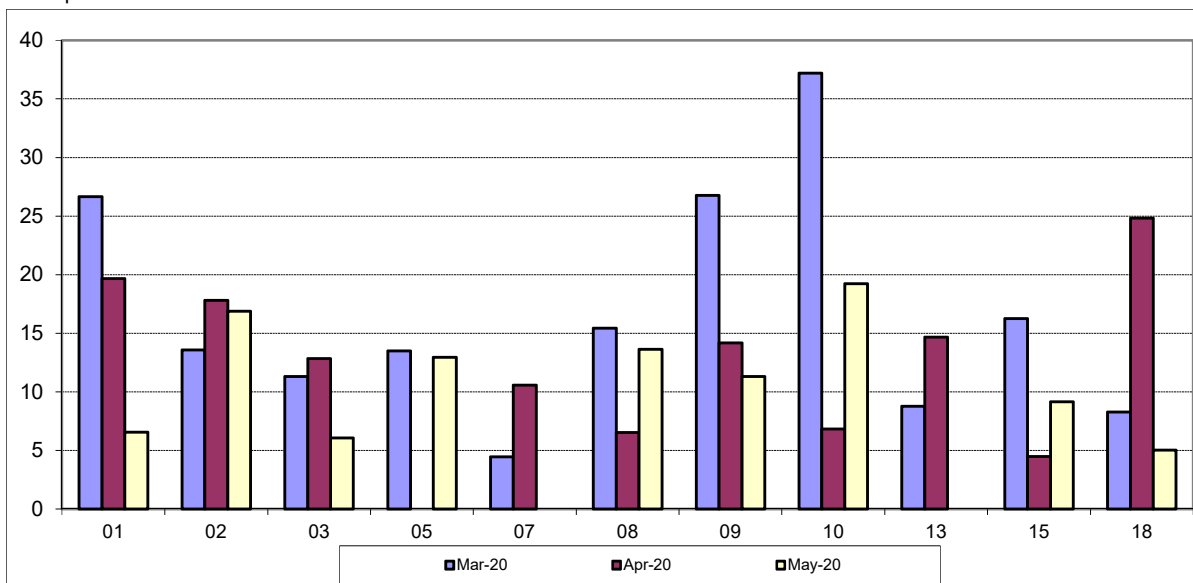
#### NEW CLAIMS PER 200,000 EXPOSURE HOURS - MONTH BY BUS DIVISION

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

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

#### New Claims per 200,000 Exposure Hours by Division Mar 2020 - May 2020

Transportation & Maintenance Performance combined.

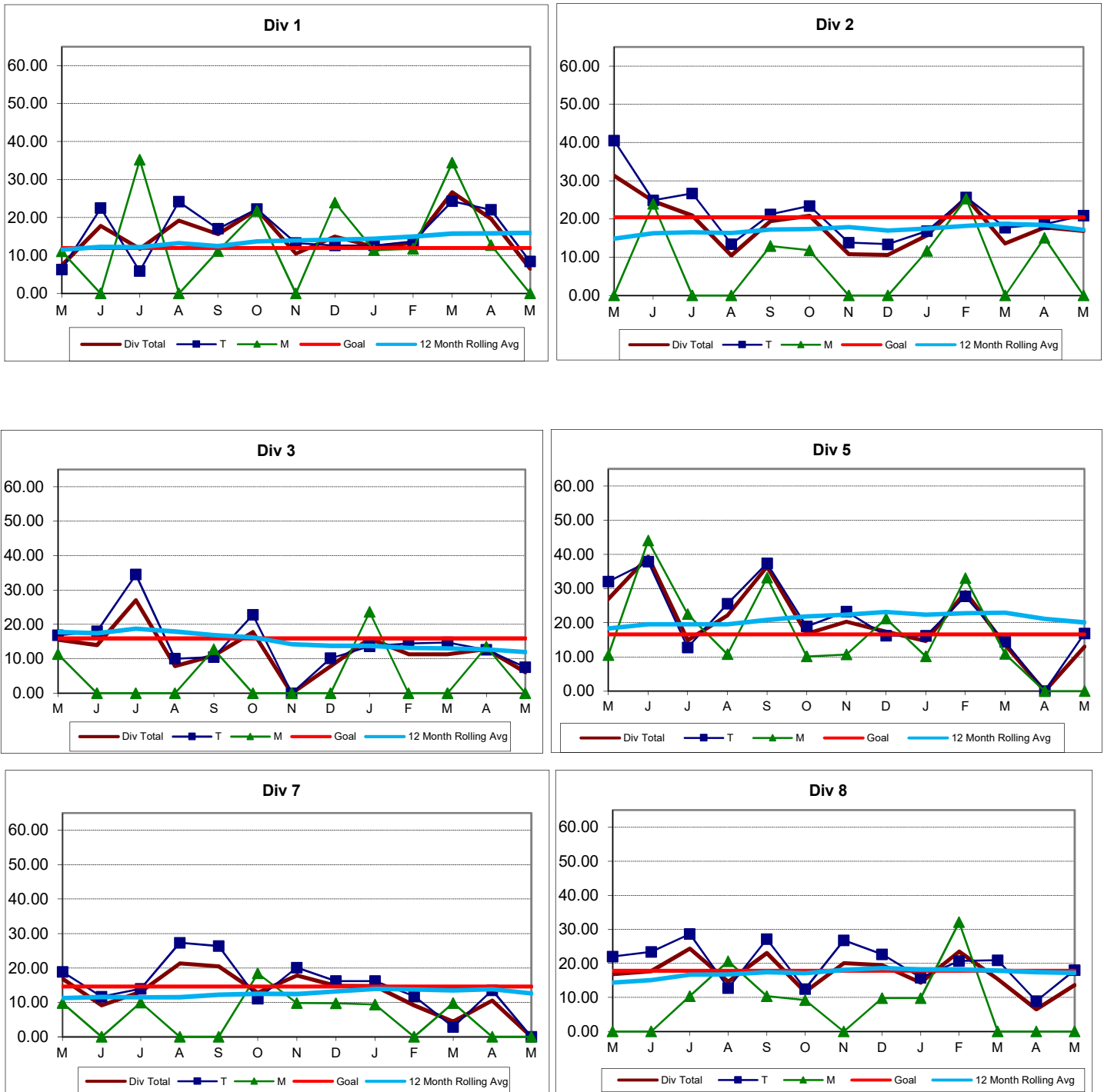


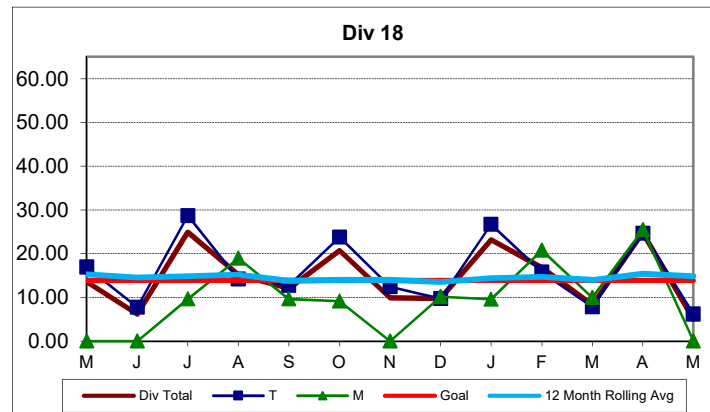
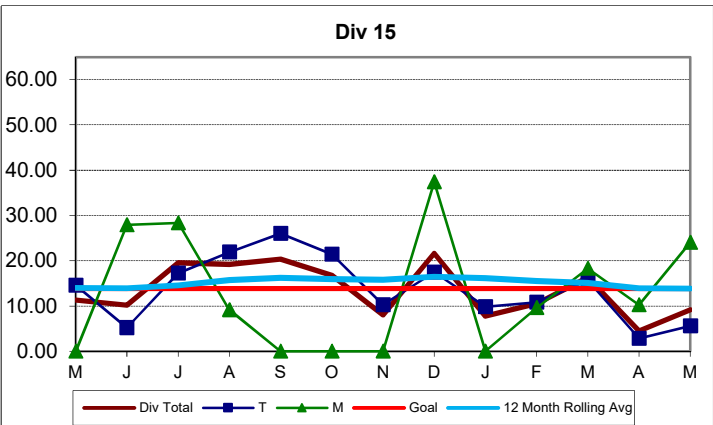
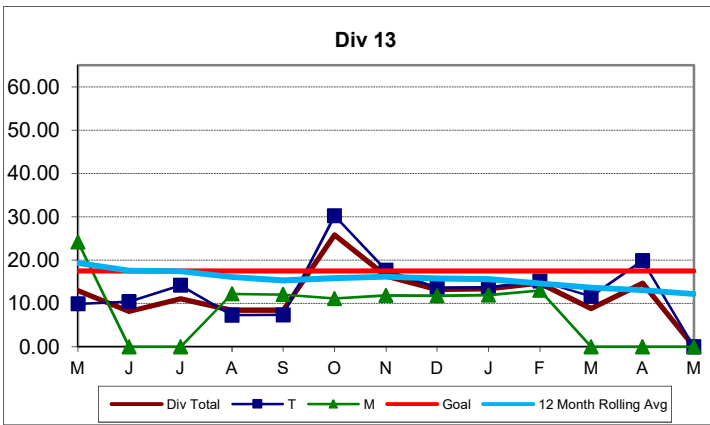
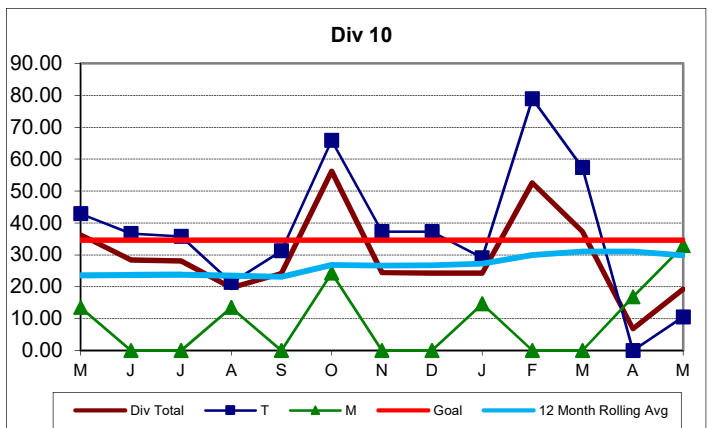
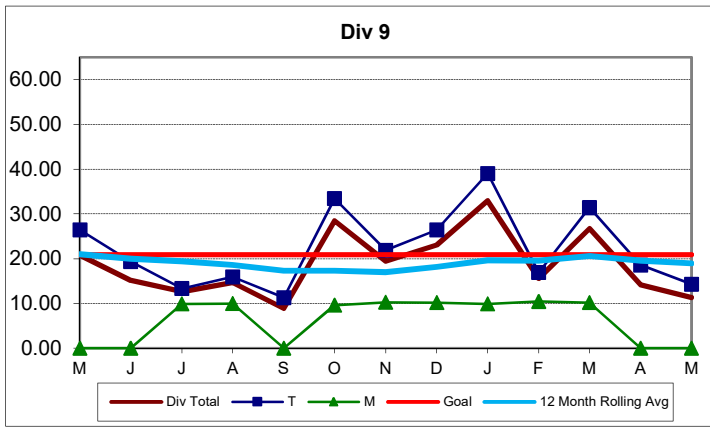
## NEW WORKERS' COMPENSATION CLAIMS FILED PER 200,000 EXPOSURE HOURS Bus Operating Divisions

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

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

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





Remaining below the goal line is the target.

## OSHA INJURIES FILED PER 200,000 EXPOSURE HOURS

### Systemwide and Bus Operating Divisions

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

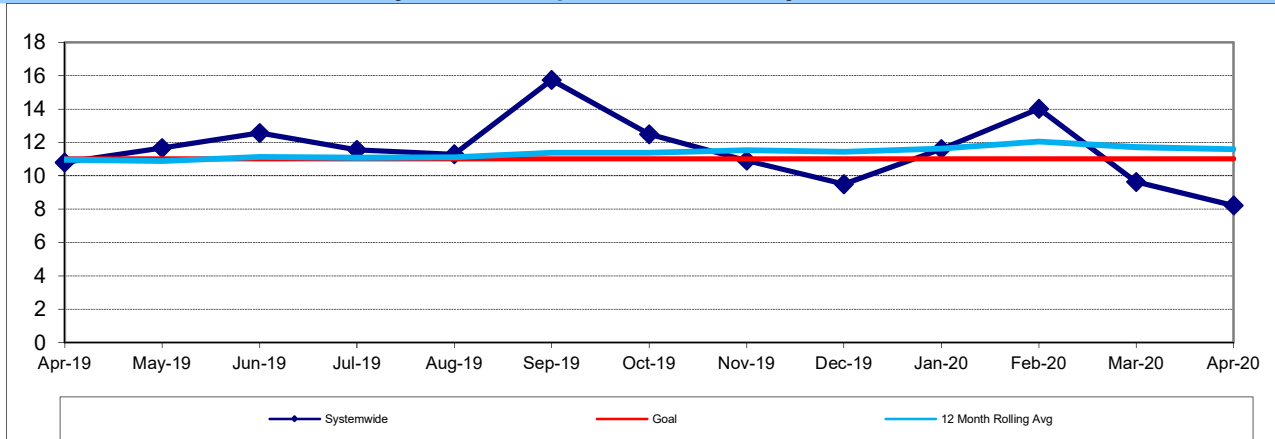
**Calculation:** New OSHA Injuries filed per 200,000 Exposure Hours = New Injuries / (Exposure Hours/200,000)

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

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

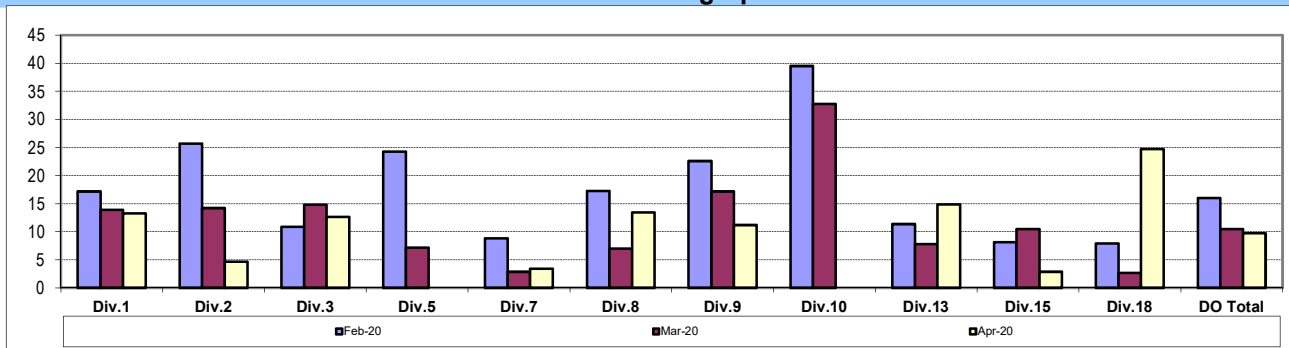
One month lag from current month

### Bus Systemwide Operations OSHA Injuries Trend

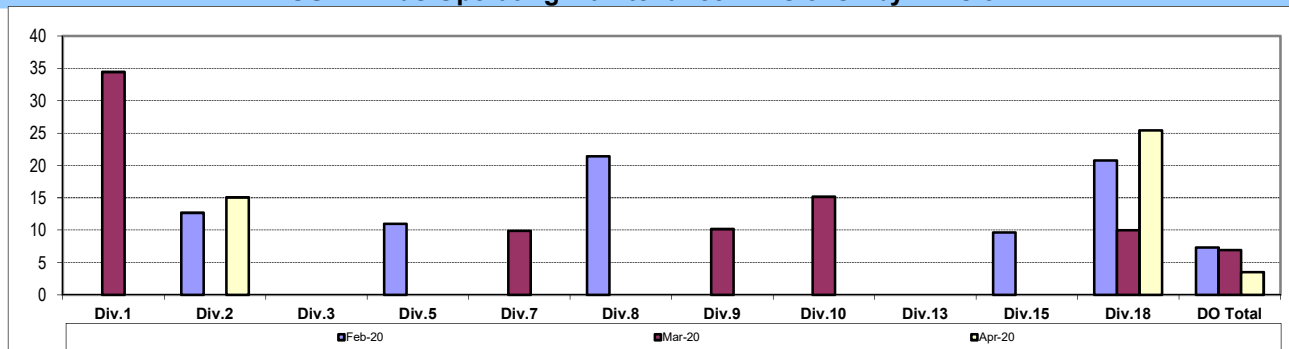


Remaining below the goal line is the target.

### OSHA: Bus Operating Transportation Divisions - by Division Three Months Ending April 2020

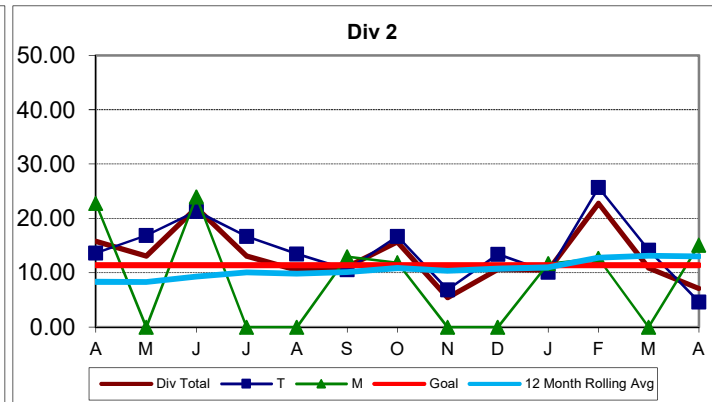
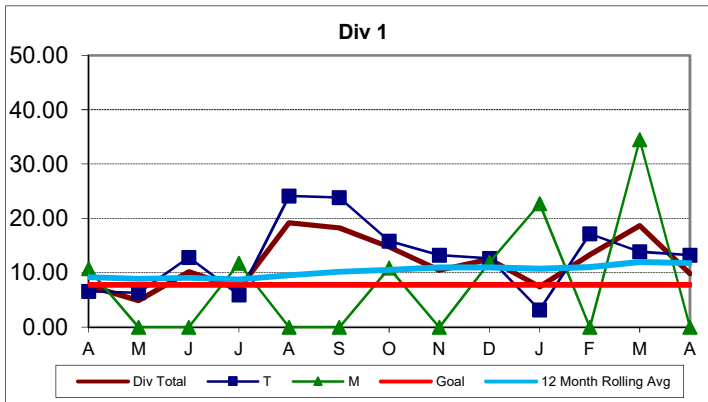


### OSHA: Bus Operating Maintenance Divisions - by Division

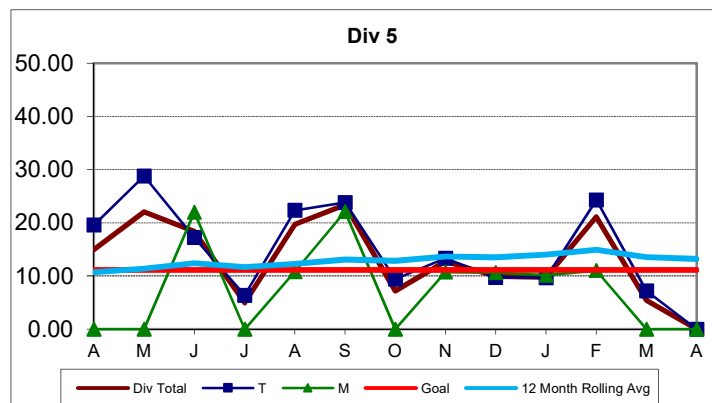
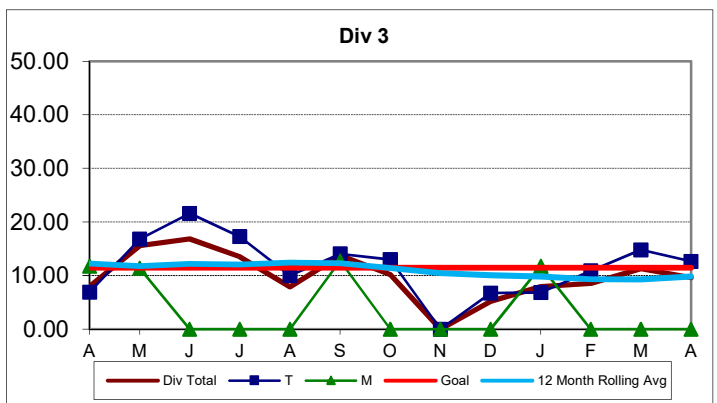


Remaining below the goal line is the target.

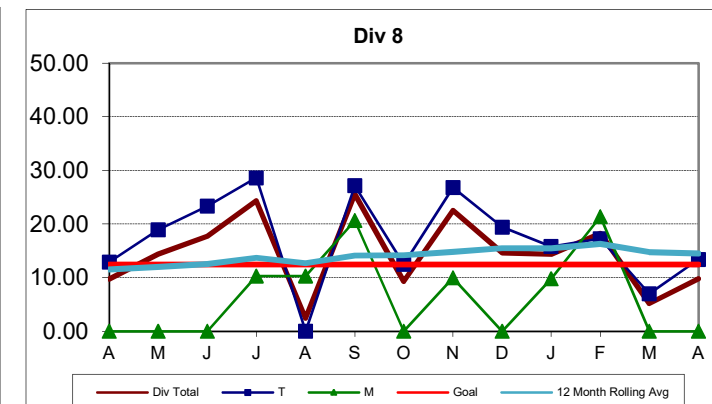
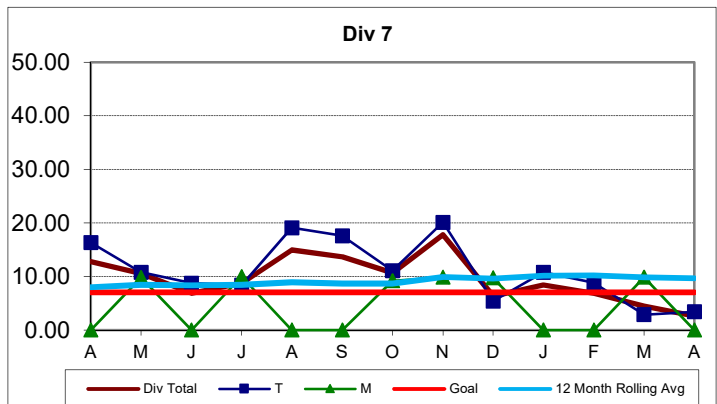
One month lag in reporting.



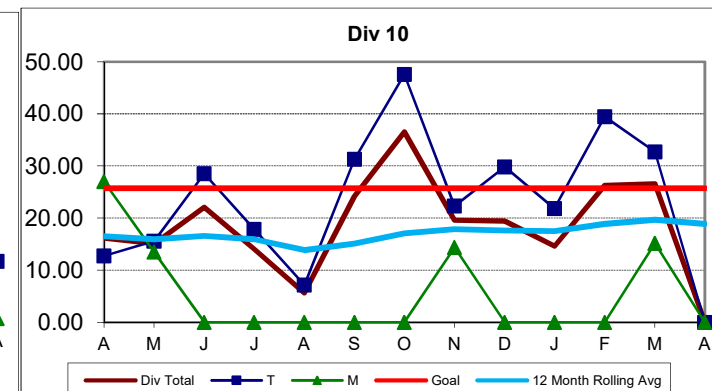
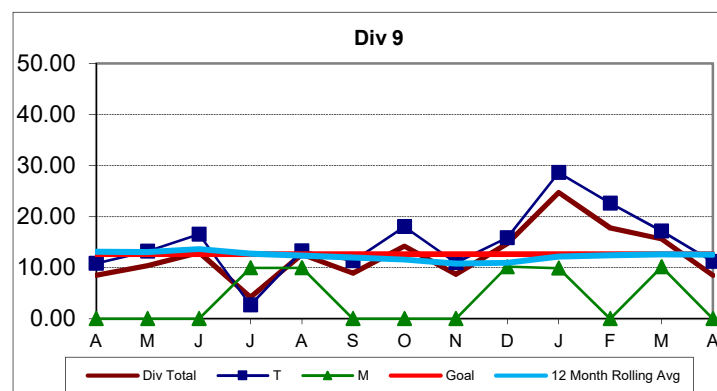
One month lag in reporting.



One month lag in reporting.

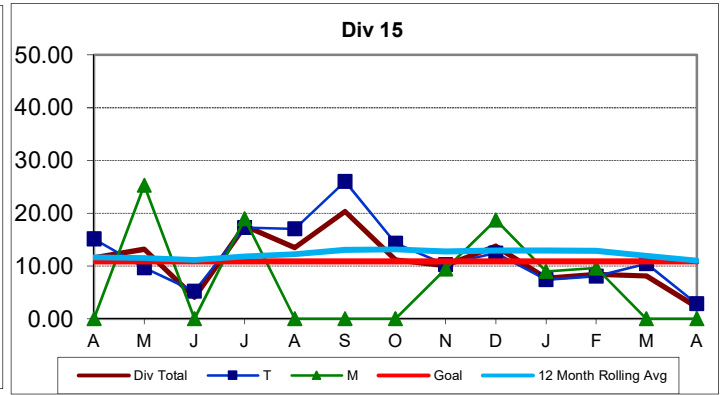
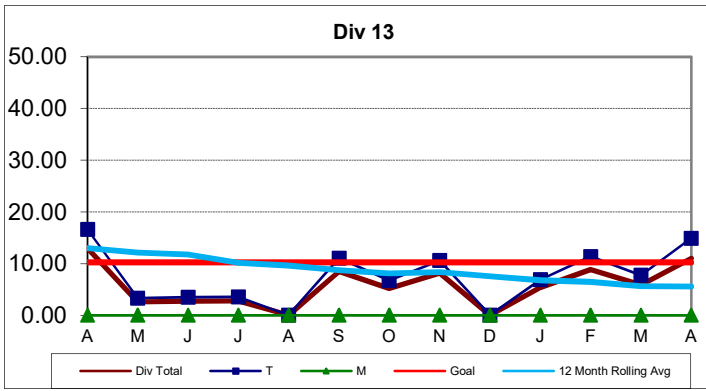


One month lag in reporting.

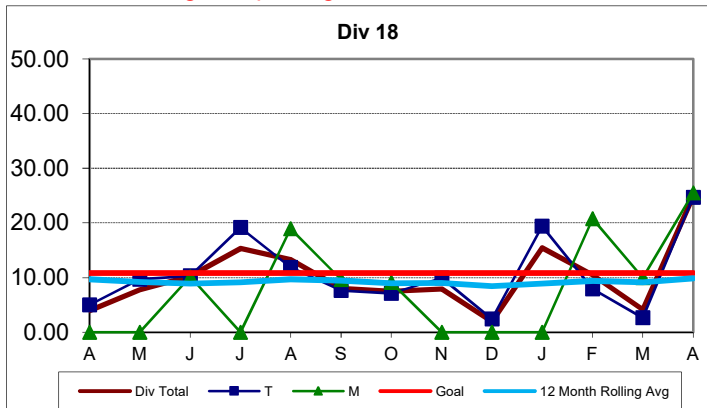


Remaining below the goal line is the target.

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

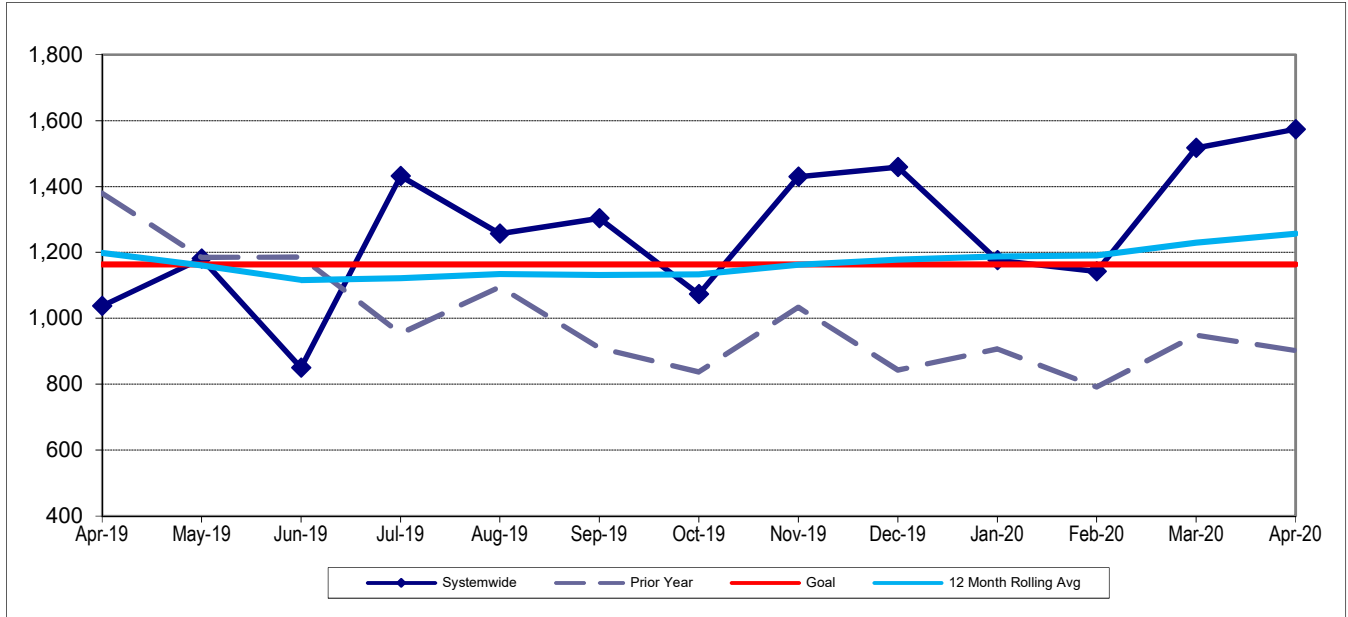
**Definition:** Number of paid working days lost due to employees workers' compensation injuries each month per 200,000 exposure hours. This indicator measures use of Transitional Duty Program.

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

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

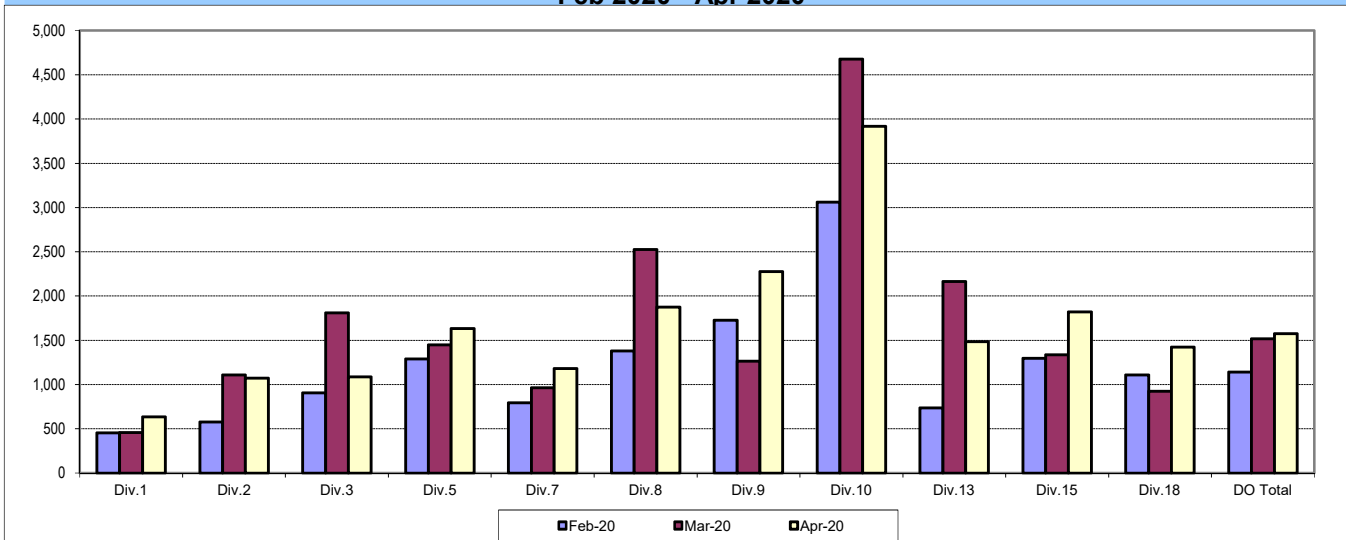
One month lag from current month

#### LWD Systemwide Trend



One month lag from current month

#### LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division Feb 2020 - Apr 2020

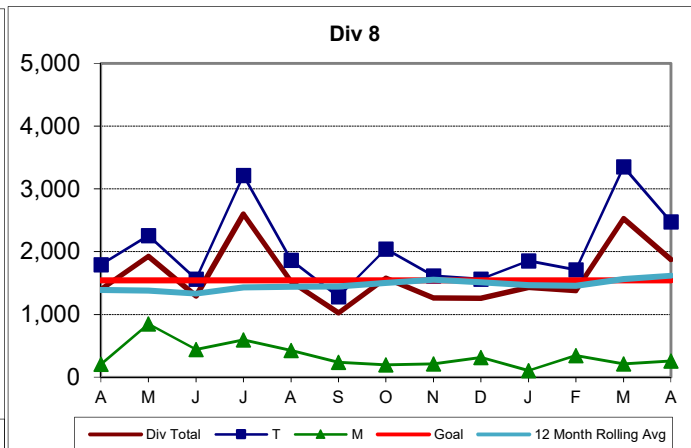
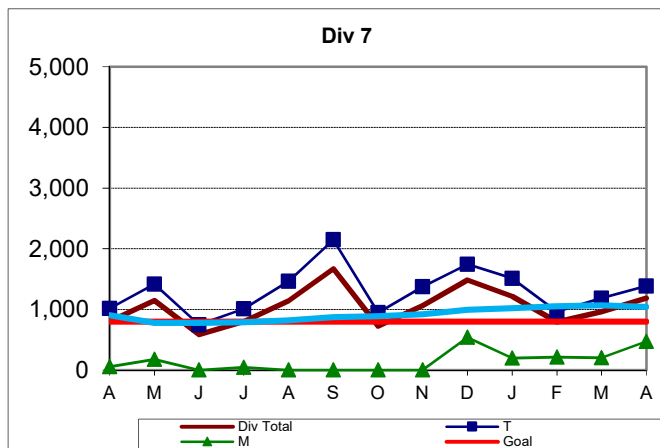
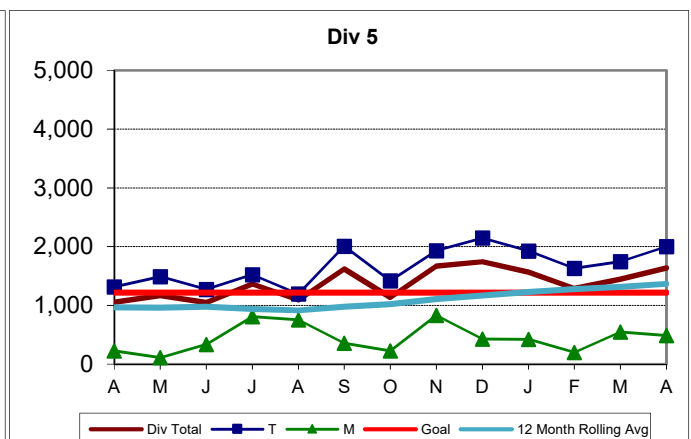
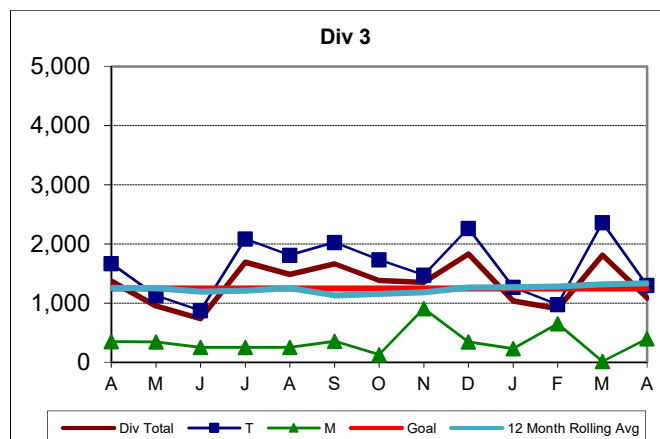
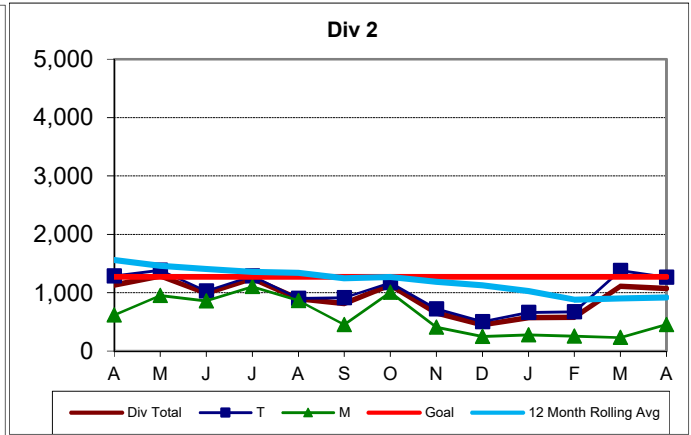
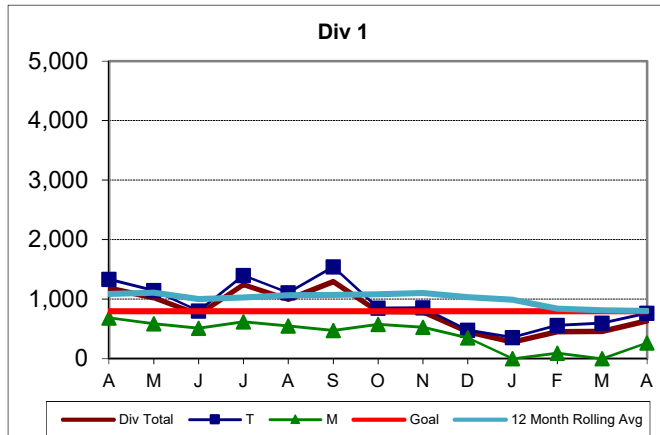




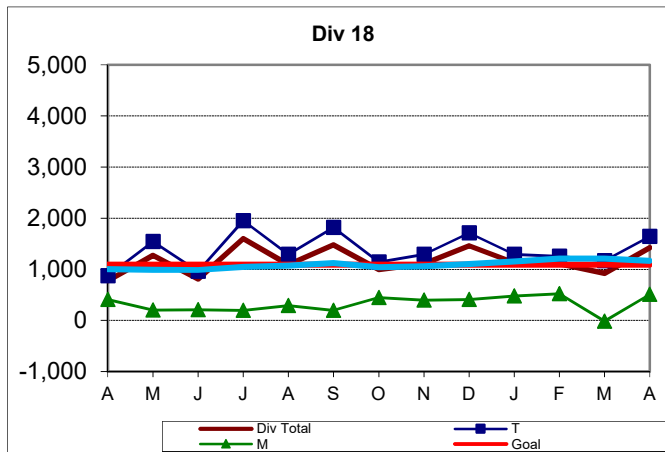
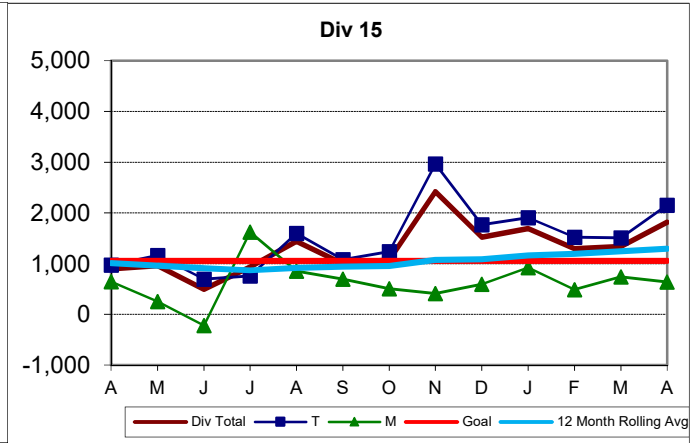
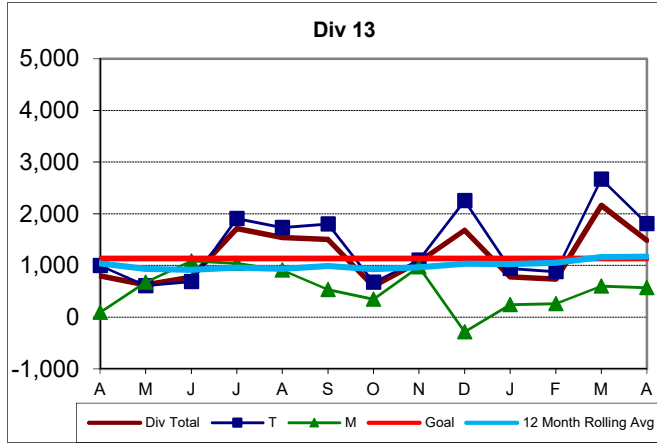
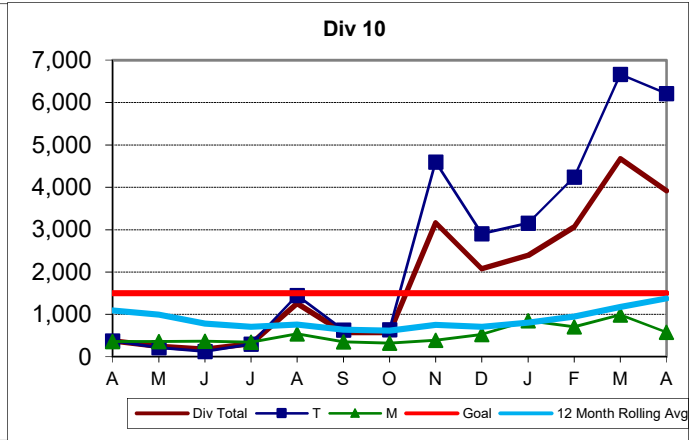
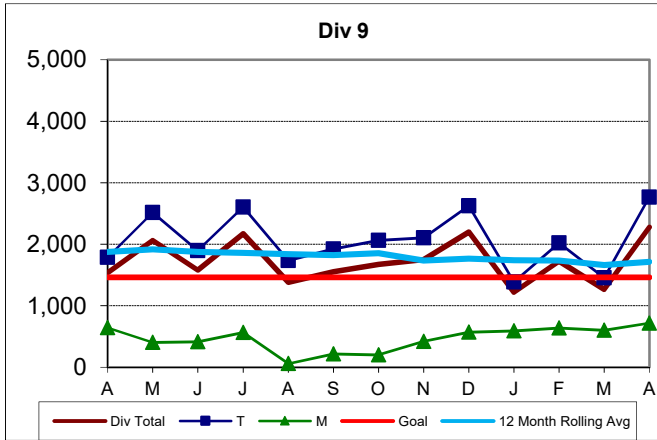
## LWD/200,000 Exposure Hours per Operating Divisions - by Bus Division

One month lag in reporting.

Lower is better.



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



One month lag in reporting.

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

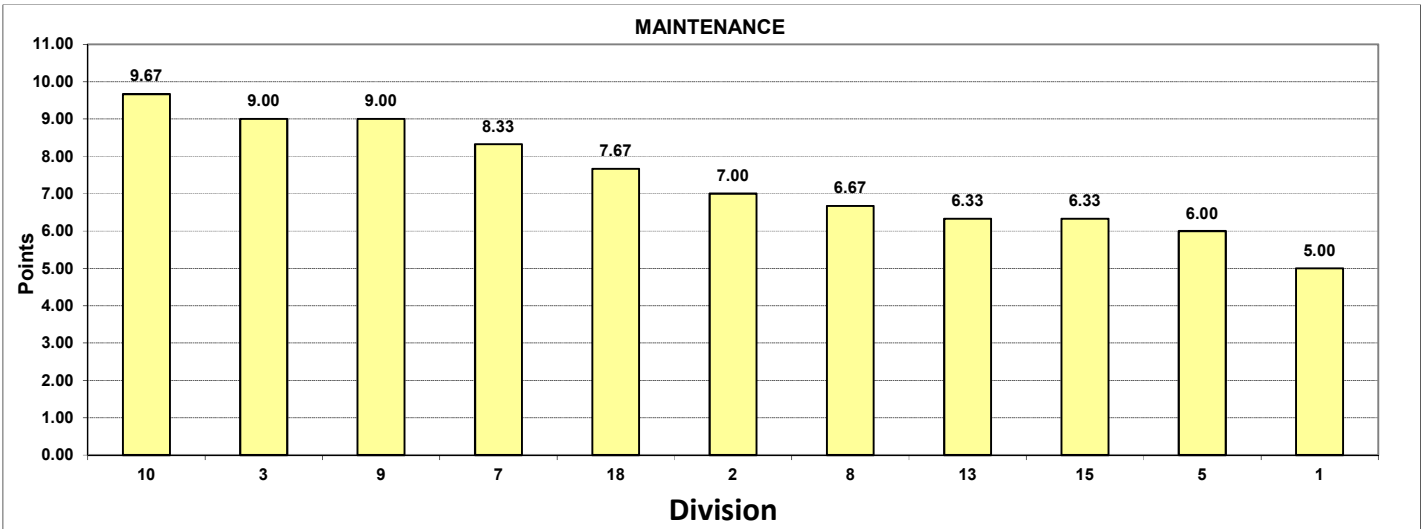
**Monthly Calculations - May 2020  
Metro Bus - Maintenance**

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

**Calculation:** At the start of the fiscal year, each Division is given a unique goal for each Key Performance Indicator (KPI). Every month, the difference between each Division's performance and goal is calculated for each KPI. Divisions are ranked 1 through 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.

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

Maintenance												
Weight	1	2	3	5	7	8	9	10	13	15	18	
Miles Between Total Road Calls	33.3%	3,099	6,374	3,990	3,213	6,592	5,335	4,412	4,892	2,331	3,274	3,254
Target		4,100	5,400	4,380	4,308	3,902	5,400	5,000	2,157	3,000	4,310	4,200
Points		2	9	7	1	10	8	6	11	5	3	4
Past Due PMPs	33.3%	0.000	0.000	0.000	0.000	0.000	0.036	0.000	0.000	0.000	0.000	0.000
Target		0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000	0.000
Points		11	11	11	11	11	1	11	11	11	11	11
Bus Cleanliness	33.3%	7.558	7.289	8.595	8.484	8.279	8.732	8.668	8.505	7.705	8.426	8.574
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	1	9	6	4	11	10	7	3	5	8
<b>Totals</b>		<b>5.00</b>	<b>7.00</b>	<b>9.00</b>	<b>6.00</b>	<b>8.33</b>	<b>6.67</b>	<b>9.00</b>	<b>9.67</b>	<b>6.33</b>	<b>6.33</b>	<b>7.67</b>
<b>Ranking</b>		<b>11</b>	<b>6</b>	<b>2</b>	<b>10</b>	<b>4</b>	<b>7</b>	<b>2</b>	<b>1</b>	<b>8</b>	<b>8</b>	<b>5</b>
<b>FINAL Maintenance Division Ranking (Sorted)</b>												
<b>RANKING</b>	<b>DIV.</b>	<b>10</b>	<b>3</b>	<b>9</b>	<b>7</b>	<b>18</b>	<b>2</b>	<b>8</b>	<b>13</b>	<b>15</b>	<b>5</b>	<b>1</b>
	<b>Score</b>	<b>9.67</b>	<b>9.00</b>	<b>9.00</b>	<b>8.33</b>	<b>7.67</b>	<b>7.00</b>	<b>6.67</b>	<b>6.33</b>	<b>6.33</b>	<b>6.00</b>	<b>5.00</b>
	<b>Rank</b>	<b>1</b>	<b>2</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>8</b>	<b>10</b>	<b>11</b>



**Monthly Calculations - May 2020  
Metro Bus - Transportation**

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

**Calculation:** At the start of the fiscal year, each Division is given a unique goal for each Key Performance Indicator (KPI). Every month, the difference between each Division's performance and goal is calculated for each KPI. Divisions are ranked 1 through 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%	76.072%	73.894%	70.472%	67.311%	74.614%	79.237%	83.387%	71.178%	74.748%	72.992%	80.704%
Target		78.070%	78.070%	78.070%	78.070%	78.070%	78.070%	78.070%	78.070%	78.070%	78.070%	78.070%
Points		8	5	2	1	6	9	11	3	7	4	10
ISOTP Early	25%	7.568%	3.568%	7.516%	10.548%	6.491%	10.159%	6.510%	8.248%	7.545%	10.795%	1.307%
Target		2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%	2.000%
Points		5	10	7	2	9	3	8	4	6	1	11
Traffic Accident Ratio	25%	1.37	2.45	3.37	7.52	2.26	1.51	1.15	3.03	4.21	2.61	2.83
Target		4.15	4.36	4.90	4.92	4.60	2.35	2.65	4.35	5.25	3.45	4.77
Points		11	8	5	1	9	6	10	4	2	3	7
Complaints/100K Boardings	25%	3.354	1.838	5.339	4.507	4.990	3.255	7.179	2.574	3.227	3.750	2.940
Target		2.000	1.500	2.400	2.100	2.600	2.100	3.000	2.900	2.000	2.200	2.300
Points		6	10	2	3	4	8	1	11	7	5	9
<b>Totals</b>		<b>7.50</b>	<b>8.25</b>	<b>4.00</b>	<b>1.75</b>	<b>7.00</b>	<b>6.50</b>	<b>7.50</b>	<b>5.50</b>	<b>5.50</b>	<b>3.25</b>	<b>9.25</b>
Ranking		3	2	9	11	5	6	3	7	7	10	1
<b>FINAL RANKING</b>												
	<b>DIV.</b>	<b>18</b>	<b>2</b>	<b>1</b>	<b>9</b>	<b>7</b>	<b>8</b>	<b>10</b>	<b>13</b>	<b>3</b>	<b>15</b>	<b>5</b>
	<b>Score</b>	<b>9.25</b>	<b>8.25</b>	<b>7.50</b>	<b>7.50</b>	<b>7.00</b>	<b>6.50</b>	<b>5.50</b>	<b>5.50</b>	<b>4.00</b>	<b>3.25</b>	<b>1.75</b>
	<b>Rank</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>7</b>	<b>9</b>	<b>10</b>	<b>11</b>

